

TABLE 1
THE ALBERTA ISSUE AGENDA

*In your opinion, what is the most important issue facing Alberta today?" "And what is the second most important issue?"
(Unprompted Total Mentions, #1 & #2 Issue)*

		REGION				
	Total	Calgary	Edmonton	Northern Alberta	Central Alberta	Southern Alberta
Base: All Respondents	(1071) %	(400) %	(400) %	(106) %	(82) %	(83) %
Healthcare / Hospital funding / User fees	72	76	74	67	61	73
Education / Schools	30	35	28	34	24	27
Economy - General	12	10	12	13	16	10
Taxes / Tax reform	12	14	10	9	15	11
Deficit / Debt / Government overspending	5	6	5	4	4	7
Jobs / Unemployment	4	4	4	8	3	2
Cutback / Government spending cuts	4	1	5	3	6	5
Environment / Pollution	3	4	3	2	1	1
Inflation	2	2	3	1	2	2
Crime	2	3	2	-	3	2
Government / Bad leaders / Politics	2	2	2	-	4	3
Farming / Agriculture	2	-	1	6	6	1

TABLE 2A
ALBERTANS RATE THE PROVINCE'S HEALTH CARE SYSTEM

"Thinking broadly about Alberta's health care system and the quality of medical services it provides, how would you describe it overall?"

		REGION				
	Total	Calgary	Edmonton	Northern Alberta	Central Alberta	Southern Alberta
Base: All Respondents	(1071) %	(400) %	(400) %	(106) %	(82) %	(83) %
Excellent	6	7	5	6	7	5
Very Good	23	25	19	27	18	24
Good	39	34	40	41	43	42
Fair	22	21	22	23	21	24
Poor	10	12	13	2	10	5
Don't know	1	-	-	2	1	-
Summary						
Top Box – Excellent/Very Good	29	32	24	33	25	29
Low Box – Poor/Fair	32	33	35	25	31	29

TABLE 2B – ALBERTANS RATE THE PROVINCE'S HEALTH CARE SYSTEM
(JANUARY 1993 – MARCH 2000)

"Thinking broadly about Alberta's health care system and the quality of medical services it provides, how would you describe it overall?"

	Jan 1993	Aug 1995	March 2000
Base: All respondents	(800) %	(811) %	(1071) %
Excellent	28	6	6
Very Good	37	21	23
Good	26	34	39
Fair	6	22	22
Poor	2	16	10
(Unsure)	2	-	-
Summary			
% Excellent / Very Good	65	27	29
% Fair / Poor	8	38	32

TABLE 3
PATTERNS OF HEALTH CARE USE IN ALBERTA

"Have you personally used any health care services in Alberta in the past year?"
"Which ones?" (prompted)

		REGION				
	Total	Calgary	Edmonton	Northern Alberta	Central Alberta	Southern Alberta
Base: All Respondents	(1071) %	(400) %	(400) %	(106) %	(83) %	(83) %
Used Healthcare system in past year	77	79	79	70	68	82
Family MD for check-up or schedule appointment	68	69	70	60	60	72
A lab, clinic or office for special medical tests	53	55	58	40	48	53
Walk-in clinic	37	44	46	12	23	30
Doctor who is a specialist	37	39	40	24	37	42
Emergency room	30	26	30	34	35	33
Hospital "out-patient"	23	19	23	25	26	27
MD office "out-patient"	22	21	22	27	25	15
Hospital overnight	7	8	8	5	5	3
Laser eye surgery	2	2	2	2	-	1

TABLE 4A
ALBERTANS' SATISFACTION REGARDING LAST PERSONAL EXPERIENCE WITH HEALTH CARE SYSTEM

"Thinking about your last personal experience with health care services in Alberta, how would you rate your overall experience – would you say you were satisfied or dissatisfied with your last experience? Is that very or somewhat (satisfied/dissatisfied)?"

		REGION				
	Total	Calgary	Edmonton	Northern Alberta	Central Alberta	Southern Alberta
Base: All Respondents	(836) %	(313) %	(320) %	(77) %	(56) %	(70) %
Very satisfied	44	44	40	46	49	44
Somewhat satisfied	36	37	34	41	30	39
Somewhat dissatisfied	10	8	12	8	10	7
Very dissatisfied	10	10	13	5	9	10
Don't know	1	1	1	-	2	-
Summary						
Top Box – Satisfied	80	81	74	87	79	83
Low Box – Dissatisfied	20	18	25	13	19	17

TABLE 4B
ALBERTANS' SATISFACTION REGARDING LAST PERSONAL EXPERIENCE WITH HEALTH CARE SYSTEM
(NOVEMBER 1995 TO MARCH 2000)

"Thinking about your last personal experience with health care services in Alberta, how would you rate your overall experience – that is, would you say you were satisfied or dissatisfied with your last experience?"

	Nov 1995	March 2000
Base: Used Healthcare System in past year	(490) %	(836) %
Very Satisfied	46	44
Somewhat Satisfied	37	36
Somewhat Dissatisfied	10	10
Very Dissatisfied	6	10
(Unsure)	1	-
% Satisfied	83	80
% Dissatisfied	16	20