

CMA - HEALTH TRANSFORMATION

4. Thinking about the health care services in your community, please use a scale of 0 to 10 where 0 means completely disagree and 10 means completely agree to rate your agreement with the following statement: The health care services in my community are patient-centered. By this I mean that the health care services in my community provide me with timely access to a full range of services that meet my needs and preferences and I am treated with dignity and respect.

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely Agree	11%
[9]	5%
[8]	11%
[7]	15%
[6]	13%
[5]	15%
[4]	8%
[3]	8%
[2]	5%
[1]	3%
[0] Completely Disagree	7%
SUMMARY #1	
[Rated 9,10]	16%
[Rated 6,7,8]	39%
[Rated 5]	15%
[Rated 2,3,4]	21%
[Rated 0,1]	10%
SUMMARY #2	
[Rated 6,7,8,9,10]	55%
[Rated 5]	15%
[Rated 0,1,2,3,4]	31%
STATISTICS (10= Completely Agree 0= Completely Disagree)	
Mean	5.64
Standard Deviation	2.8
Standard Error	0.1
Median	5.36

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 9) I am treated with respect and dignity by the health care providers I encounter?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	26%
[9]	14%
[8]	17%
[7]	13%
[6]	6%
[5]	10%
[4]	3%
[3]	3%
[2]	3%
[1]	0
[0] Does not at all describe	3%
Don't know/Refused	4%
SUMMARY #1	
[Rated 9,10]	40%
[Rated 6,7,8]	36%
[Rated 5]	10%
[Rated 2,3,4]	8%
[Rated 0,1]	3%
SUMMARY #2	
[Rated 6,7,8,9,10]	75%
[Rated 5]	10%
[Rated 0,1,2,3,4]	11%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	7.45
Standard Deviation	2.5
Standard Error	0.1
Median	7.5

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 10) I currently have access to all of the health care services I need without it costing me more than I can afford?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	27%
[9]	11%
[8]	12%
[7]	8%
[6]	8%
[5]	8%
[4]	4%
[3]	3%
[2]	4%
[1]	3%
[0] Does not at all describe	8%
Don't know/Refused	6%
SUMMARY #1	
[Rated 9,10]	38%
[Rated 6,7,8]	27%
[Rated 5]	8%
[Rated 2,3,4]	11%
[Rated 0,1]	10%
SUMMARY #2	
[Rated 6,7,8,9,10]	65%
[Rated 5]	8%
[Rated 0,1,2,3,4]	22%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	6.74
Standard Deviation	3.2
Standard Error	0.1
Median	7.19

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 7) Health care providers always explain the potential risks or side-effects of any treatment or procedure that is being offered to me?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	
[9]	20%
[8]	9%
[7]	13%
[6]	11%
[5]	10%
[4]	12%
[3]	5%
[2]	5%
[1]	4%
[0] Does not at all describe	2%
Don't know/Refused	3%
7%	
SUMMARY #1	
[Rated 9,10]	
[Rated 6,7,8]	29%
[Rated 5]	34%
[Rated 2,3,4]	12%
[Rated 0,1]	13%
5%	
SUMMARY #2	
[Rated 6,7,8,9,10]	
[Rated 5]	63%
[Rated 0,1,2,3,4]	12%
18%	
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	6.71
Standard Deviation	2.7
Standard Error	0.1
Median	6.57

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 6) I am able to get in to see my family physician quickly when I need to?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	
[9]	17%
[8]	9%
[7]	9%
[6]	9%
[5]	8%
[4]	11%
[3]	5%
[2]	6%
[1]	4%
[0] Does not at all describe	4%
Don't know/Refused	12%
5%	
SUMMARY #1	
[Rated 9,10]	
[Rated 6,7,8]	26%
[Rated 5]	27%
[Rated 2,3,4]	11%
[Rated 0,1]	15%
16%	
SUMMARY #2	
[Rated 6,7,8,9,10]	
[Rated 5]	52%
[Rated 0,1,2,3,4]	11%
31%	
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	5.71
Standard Deviation	3.4
Standard Error	0.1
Median	5.61

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 2) I do not have to have the same medical tests repeated simply because I am seeing different medical professionals, they all have access to my test results?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	17%
[9]	8%
[8]	9%
[7]	8%
[6]	5%
[5]	10%
[4]	3%
[3]	3%
[2]	3%
[1]	3%
[0] Does not at all describe	9%
Don't know/Refused	20%
SUMMARY #1	
[Rated 9,10]	25%
[Rated 6,7,8]	23%
[Rated 5]	10%
[Rated 2,3,4]	9%
[Rated 0,1]	12%
SUMMARY #2	
[Rated 6,7,8,9,10]	48%
[Rated 5]	10%
[Rated 0,1,2,3,4]	22%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	6.12
Standard Deviation	3.4
Standard Error	0.1
Median	6.31

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 4) I can easily access health services on evenings and weekends if I need them?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	12%
[9]	6%
[8]	9%
[7]	9%
[6]	7%
[5]	13%
[4]	6%
[3]	6%
[2]	5%
[1]	6%
[0] Does not at all describe	13%
Don't know/Refused	8%
SUMMARY #1	
[Rated 9,10]	19%
[Rated 6,7,8]	25%
[Rated 5]	13%
[Rated 2,3,4]	18%
[Rated 0,1]	18%
SUMMARY #2	
[Rated 6,7,8,9,10]	43%
[Rated 5]	13%
[Rated 0,1,2,3,4]	37%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	5.17
Standard Deviation	3.3
Standard Error	0.1
Median	4.78

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 8) When I arrive for scheduled health care appointments I am not kept waiting?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	
[9]	8%
[8]	4%
[7]	8%
[6]	9%
[5]	9%
[4]	12%
[3]	7%
[2]	9%
[1]	10%
[0] Does not at all describe	5%
Don't know/Refused	15%
Don't know/Refused	
4%	
SUMMARY #1	
[Rated 9,10]	
12%	
[Rated 6,7,8]	
26%	
[Rated 5]	
12%	
[Rated 2,3,4]	
26%	
[Rated 0,1]	
20%	
SUMMARY #2	
[Rated 6,7,8,9,10]	
38%	
[Rated 5]	
12%	
[Rated 0,1,2,3,4]	
46%	
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	
4.58	
Standard Deviation	
3.1	
Standard Error	
0.1	
Median	
4.19	

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 1) I do not have to repeat my health history each time I encounter a different health provider?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	11%
[9]	6%
[8]	6%
[7]	6%
[6]	7%
[5]	13%
[4]	6%
[3]	7%
[2]	7%
[1]	7%
[0] Does not at all describe	13%
Don't know/Refused	12%
SUMMARY #1	
[Rated 9,10]	17%
[Rated 6,7,8]	19%
[Rated 5]	13%
[Rated 2,3,4]	20%
[Rated 0,1]	19%
SUMMARY #2	
[Rated 6,7,8,9,10]	36%
[Rated 5]	13%
[Rated 0,1,2,3,4]	40%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	4.82
Standard Deviation	3.3
Standard Error	0.1
Median	4.35

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 3) I do not have to be the one responsible for informing my family physician about other health care services I may have received such as hospitalization?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	13%
[9]	4%
[8]	6%
[7]	5%
[6]	8%
[5]	14%
[4]	5%
[3]	5%
[2]	5%
[1]	5%
[0] Does not at all describe	13%
Don't know/Refused	18%
SUMMARY #1	
[Rated 9,10]	17%
[Rated 6,7,8]	19%
[Rated 5]	14%
[Rated 2,3,4]	15%
[Rated 0,1]	18%
SUMMARY #2	
[Rated 6,7,8,9,10]	35%
[Rated 5]	14%
[Rated 0,1,2,3,4]	33%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	4.99
Standard Deviation	3.4
Standard Error	0.1
Median	4.58

CMA - HEALTH TRANSFORMATION

1. Thinking about your experience with the health care services in your Community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience: 5) I do not have to wait a long time for an appointment when I am referred to a specialist?

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
[10] Completely describes	5%
[9]	3%
[8]	4%
[7]	7%
[6]	6%
[5]	12%
[4]	8%
[3]	8%
[2]	9%
[1]	8%
[0] Does not at all describe	19%
Don't know/Refused	11%
SUMMARY #1	
[Rated 9,10]	8%
[Rated 6,7,8]	18%
[Rated 5]	12%
[Rated 2,3,4]	25%
[Rated 0,1]	26%
SUMMARY #2	
[Rated 6,7,8,9,10]	26%
[Rated 5]	12%
[Rated 0,1,2,3,4]	52%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	3.82
Standard Deviation	3.1
Standard Error	0.1
Median	3.09

CMA - HEALTH TRANSFORMATION**2. Do you or does anyone in your family have a chronic disease or condition?**

	TOTAL
Base: All Respondents	
Unweighted Base	1010
Weighted Base	1010
Yes	41%
No	54%
Don't know/Refused	5%

CMA - HEALTH TRANSFORMATION

3. Thinking about your experience with the health care system as it relates to the chronic disease or condition that you or a family member has, please use scale of 0 to 10 where 0 means not at all and 10 means completely to indicate whether or not each statement describes your experience: 1) I am/my family member is provided with sufficient education about the chronic disease or condition that I/they have and its treatment?

	TOTAL
Base: Respondent or family member that have a chronic disease or condition	
Unweighted Base	444
Weighted Base	416
[10] Completely	25%
[9]	8%
[8]	17%
[7]	13%
[6]	8%
[5]	12%
[4]	6%
[3]	4%
[2]	3%
[1]	2%
[0] Not at all	3%
Does not apply	1%
SUMMARY #1	
[Rated 9,10]	32%
[Rated 6,7,8]	38%
[Rated 5]	12%
[Rated 2,3,4]	13%
[Rated 0,1]	5%
SUMMARY #2	
[Rated 6,7,8,9,10]	70%
[Rated 5]	12%
[Rated 0,1,2,3,4]	17%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	6.95
Standard Deviation	2.7
Standard Error	0.1
Median	6.96

CMA - HEALTH TRANSFORMATION

3. Thinking about your experience with the health care system as it relates to the chronic disease or condition that you or a family member has, please use scale of 0 to 10 where 0 means not at all and 10 means completely to indicate whether or not each statement describes your experience: 2) I am/my family member is provided with training on how to manage my/their chronic disease or condition so that I/they can be as independent as possible?

	TOTAL
Base: Respondent or family member that have a chronic disease or condition	
Unweighted Base	444
Weighted Base	416
[10] Completely	24%
[9]	9%
[8]	13%
[7]	13%
[6]	9%
[5]	12%
[4]	4%
[3]	5%
[2]	4%
[1]	2%
[0] Not at all	3%
Does not apply	2%
SUMMARY #1	
[Rated 9,10]	32%
[Rated 6,7,8]	35%
[Rated 5]	12%
[Rated 2,3,4]	12%
[Rated 0,1]	6%
SUMMARY #2	
[Rated 6,7,8,9,10]	67%
[Rated 5]	12%
[Rated 0,1,2,3,4]	18%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	6.8
Standard Deviation	2.8
Standard Error	0.1
Median	6.72

CMA - HEALTH TRANSFORMATION

3. Thinking about your experience with the health care system as it relates to the chronic disease or condition that you or a family member has, please use scale of 0 to 10 where 0 means not at all and 10 means completely to indicate whether or not each statement describes your experience: 3) I am/my family member is routinely contacted to have tests done that identify potential problems related to my/their chronic disease or condition before they occur?

	TOTAL
Base: Respondent or family member that have a chronic disease or condition	
Unweighted Base	444
Weighted Base	416
[10] Completely	18%
[9]	7%
[8]	8%
[7]	10%
[6]	6%
[5]	11%
[4]	3%
[3]	4%
[2]	7%
[1]	7%
[0] Not at all	14%
Does not apply	5%
SUMMARY #1	
[Rated 9,10]	26%
[Rated 6,7,8]	24%
[Rated 5]	11%
[Rated 2,3,4]	14%
[Rated 0,1]	21%
SUMMARY #2	
[Rated 6,7,8,9,10]	50%
[Rated 5]	11%
[Rated 0,1,2,3,4]	34%
STATISTICS (10= Completely describes 0= Does not at all describe)	
Mean	5.45
Standard Deviation	3.6
Standard Error	0.2
Median	5.35