

1. Have you or anyone in your household ever received poor health services or treatment that took longer than planned to the point where you yourself would have complained to an independent ombudsman?

		REGION						HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION	
	Total	BC	AB	SK/MB	Ontario	Quebec	Atlantic	<\$30K	\$30K - <\$60K	\$60K+	Kids	No Kids
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents	1025	155	123	57	378	225	87	275	317	433	103	922
Weighted	1025	135	105	67*	393	250	76*	276	309	440	121*	904
Yes	258	33	31	17	111	46	21	59	75	124	33	225
	25%	25%	29%	25%	28%	19%	27%	22%	24%	28%	27%	25%
			E		E							
No	635	86	65	36	223	172	53	174	184	277	65	570
	62%	64%	63%	53%	57%	69%	70%	63%	60%	63%	53%	63%
						CD	D					
Don't know	131	16	8	14	59	32	2	43	50	39	24	108
	13%	12%	8%	21%	15%	13%	3%	15%	16%	9%	20%	12%
		F		BF	F	F		I	I		K	

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K Overlap formulae used. \* small base

3. Would you be most likely to characterize this situation as ...

		REGION						HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION	
	Total	BC	AB	SK/MB	Ontario	Quebec	Atlantic	<\$30K	\$30K - <\$60K	\$60K+	Kids	No Kids
		A	B	C	D	E	F	G	H	I	J	K
Base: Received poor service or treatment	254	37	34	14	103	41	25	62	72	120	26	228
Weighted	258	33*	31*	17**	111*	46*	21**	59*	75*	124	33**	225
An access problem - you or someone else in your household couldn't get to see a health professional	26	4	2	1	11	3	4	5	8	13	3	22
	10%	13%	7%	8%	10%	6%	18%	8%	10%	10%	10%	10%
A wait time problem - you or someone else in your household felt that the length of time to have a specific procedure or see a health professional was too long	86	10	15	6	40	11	4	19	23	45	13	73
	33%	30%	49%	36%	36%	24%	18%	31%	31%	36%	40%	32%
			E									
A quality problem - you or someone else in your household felt that you/they received poor service or did not get the best advice about your/their condition or options for treatment	119	18	9	9	47	24	11	26	37	56	13	107
	46%	55%	29%	56%	43%	52%	55%	44%	49%	45%	39%	47%
		B										
Combination/ all of the above	8	1	3	0	4	0	1	5	2	1	1	8
	3%	2%	9%	-	4%	-	4%	9%	2%	1%	3%	3%
								I				
Other	6	0	1	0	2	4	0	2	3	2	0	6
	2%	-	2%	-	2%	8%	-	3%	4%	2%	-	3%
Don't know	12	0	2	0	5	4	1	3	3	7	3	10
	5%	-	5%	-	5%	9%	4%	4%	4%	6%	8%	4%

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing