

## 2017 NBHC Primary Health Survey Questionnaire - Final

### INTRODUCTION

Q1. Would you prefer to conduct this interview in English or in French?

- 1) English
- 2) French

Q3a. To begin, could you please provide your 6-digit postal code?

\_\_\_\_\_

Q3b. **IF RESPONDENT REFUSES FIRST 3 DIGITS OR IF SECOND CHARACTER=0:**

Would you mind sharing the name of the community where you live?

\_\_\_\_\_

Q4a. What is your year of birth?

\_\_\_\_ [RANGE: 1900-1999,5555,8888,9999] [TERMINATE IF 2000 OR LATER, UNDER 18]

**GO TO Q5 IF 1900-1998**

**GO TO Q4check IF 1999**

8888) Do not know / Do not remember

**GO TO Q4b**

9999) REFUSAL

**GO TO Q4b**

5555) Answered with AGE instead of year of birth

**CONTINUE**

*IF NECESSARY: This will be used for research purposes only, and will not be used to identify you personally.*

Q4age. ENTER AGE

\_\_\_\_ AGE

**GO TO Q5 IF q4age>=18**

**THANK AND TERMINATE IF q4age<=17**

Q4check. [ASK ONLY IF YEAR=1999] Have you turned 18 yet?

- 1) Yes           **GO TO Q5**
- 2) No           **TERMINATE**

Q4b. **[IF Q4a=8888,9999]** In which age category do you fall... are you:  
**[READ EACH]**

- 1) 17 or younger            **TERMINATE**
- 2) 18 to 24
- 3) 25 to 34
- 4) 35 to 44
- 5) 45 to 54
- 6) 55 to 64
- 7) 65 to 74,
- 8) 75 or older

Q5. Before you accepted to participate in this survey, had you ever heard of the New Brunswick Health Council?

- 1) Yes
- 2) No **Go to Q6**
- 8888) **[VOL]** Do not know / Do not remember    **Go To Q6**

Q5a In the last 3 months, have you heard the New Brunswick Health Council mentioned in an ad or a news story in any of the following ways:

- |  |        |       |       |
|--|--------|-------|-------|
| a) On the radio                                  | 1. Yes | 2. No | 9. DK |
| b) On television                                 | 1. Yes | 2. No | 9. DK |
| c) In the newspaper                              | 1. Yes | 2. No | 9. DK |
| d) On social media (Facebook, Twitter, LinkedIn) | 1. Yes | 2. No | 9. DK |
| e) Elsewhere on the Internet                     | 1. Yes | 2. No | 9. DK |

<b>BLOCK 1: Self-rated health</b>
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Q6. In general, how would you rate your health? **[READ EACH]**

- 1) Excellent
- 2) Very Good
- 3) Good
- 4) Fair
- 5) Poor
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q7. In general, how would you rate your overall mental or emotional health? **[READ EACH]**

- 1) Excellent
- 2) Very Good
- 3) Good
- 4) Fair
- 5) Poor
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Persons with disabilities include those who have a long term physical, mental, intellectual or sensory impairments which may hinder their full participation in society on an equal basis with others.

Q7a. Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem? **[READ EACH]**

- 1) Yes, often
- 2) Yes, sometimes
- 3) No
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

**BLOCK 2: Health care model most often used when sick or in need of care**

The following questions are about health care services you may have used in the past. If I ask you about something that does not apply to your situation, you always have the option to answer with ‘does not apply’.

Q9. Do you have a personal family doctor? **[DO NOT READ]**

*IF NECESSARY: A personal family doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. This does not include specialists or doctors you would see at an after-hours clinic or a walk-in clinic.*

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q8. Which one of the following BEST describes what you do when you are sick or need care from a doctor, nurse or other health professional? Do you most often... **[READ EACH]**  
**[ONE CHOICE ONLY]**

1) **[ONLY IF Q9=YES]** Go to your personal family doctor at his/her office

5) Go to a nurse practitioner

2) Go to an after-hours clinic or a walk-in clinic for non-emergency health care needs

3) Go to a community health centre where you can see different health care professionals

4) Go to a hospital emergency department

6) Go to an alternative practitioner, like a chiropractor, homeopath, or massage therapist

7) Call Tele-Care 811

8) Go to your community pharmacist

9) Go to some other place of care [Specify: \_\_\_\_\_]

7777) **[VOL]** You rarely use health care services / Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

*IF NECESSARY: Tele-Care 811 is a free and confidential telephone line to get medical information or health advice from a registered nurse.*

Q8a. **[IF (Q8 = 2 to 9) and (Q9=1): Respondents who have a family doctor and this is not who they see most often when sick or need care]** Why is this the place or the health care professional you see most often when you are sick or need care, instead of your personal family doctor?

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**IF Q9=2, GO TO Q27a**

**IF Q9=7777,8888,9999, GO TO Q27c**

**IF Q9=1, CONTINUE**

BLOCK 3: Visits to a personal family doctor
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**PROGRAMMING NOTE:** display interviewer note throughout Block 3:

**INTERVIEWER NOTE:** If needed at any time, throughout this section “we are interested in your current family doctor; if you have had more than one family doctor then please answer based on your current family doctor.”

Q10. **[IF Q9=1: Respondents who have a family doctor]** How long have you been seeing or going to your family doctor? **[READ EACH]**

1) Less than 1 year

2) 1 to 2 years

3) 3 to 5 years

4) 6 to 10 years

5) 11 to 20 years

6) More than 20 years

7777) **[VOL]** Have not seen my doctor yet / Does not apply

**Go to Q27c**

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q11. **[IF Q9=1 AND Q10=1-6,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Is there a nurse working with your family doctor who is regularly involved in your health care? **[DO NOT READ]**

*IF NECESSARY: Not asking if there is a nurse, but if there is a nurse who is regularly involved*

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q12. **[Q9=1 AND Q10=1-6,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** At your family doctor's office or building, are there other health professionals available for you to see, without having to pay for these health care services, such as a dietitian, social worker or respiratory therapist, not including other doctors or nurses?  
**[DO NOT READ]**

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**INTERVIEWER NOTE:** if needed, other health professionals may include a physiotherapist, an occupational therapist, a speech therapist, or mental health services (such as a psychologist).

Q13a. **[Q9=1 AND Q10=1-6,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Are there any days during the week when your family doctor has extended office hours, such as after 5pm on a weekday or sometime during the weekend?  
**[DO NOT READ]**

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q13b. **[Q9=1 AND Q10=1-6,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Does your family doctor have an after-hour arrangement for you to see or talk to another doctor or nurse when his/her office is closed? This does not include referrals to Tele-Care 811. **[DO NOT READ]**

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

*IF NECESSARY: Tele-Care 811 is a free and confidential telephone line to get medical information or health advice from a registered nurse.*

Q13c. **[Q9=1 AND Q10=1-6,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Does your family doctor make home visits? **[DO NOT READ]**

- 1) Yes
- 2) No
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q14. **[Q9=1 AND Q10=1-6,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** How easy or difficult is it to call your family doctor's office during regular practice hours to get health information or make an appointment? **[READ EACH]**

- 1) Very easy
- 2) Somewhat easy
- 3) Somewhat difficult
- 4) Very difficult
- 7777) **[VOL]** Never tried to contact doctor's office by phone / Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q15. **[Q9=1 and Q10=1-6,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your personal family doctor? Did you get an appointment ... **[READ EACH]**

*IF NECESSARY: This includes all medical needs, including regular checkups and exams.*

- 1) On the same day
- 2) The next day
- 3) In 2 to 5 days
- 4) In 6 to 7 days
- 5) In 8 to 14 days
- 6) After more than 2 weeks
- 6666) **[VOL]** Never able to get an appointment
- 7777) **[VOL]** Does not apply to the last time I was sick or needed medical attention
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q16a. **[Q9=1 and Q10=1-6,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** In the last 12 months, how many times did you visit your family doctor? **[RECORD NUMBER]**

**IF DON'T KNOW PROBE FOR BEST ESTIMATE**

**Enter '0' FOR NONE**

\_\_\_\_ Capture: # of times **[RANGE 0-100,7777,8888,9999]**

**CONTINUE TO Q17 IF Q16a = 1-100**

**GO TO Q27c IF Q16a = 0**

7777) Does not apply

**GO TO Q27c**

8888) Do not know / Do not remember

**GO TO Q27c**

9999) Refused

**GO TO Q27c**

**INTERVIEWER NOTE:** If needed at any time, throughout this section “we are interested in your current family doctor; if you have had more than one family doctor then please answer based on your current family doctor.”

Q17. **[Q9=1 and Q10=1-6,8888,9999 and Q16a=1-100: Respondents who have a personal family doctor and have seen the doctor before and had at least one visit in the last 12 months]** In the last 12 months, how often did your family doctor explain things in a way that you could understand? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused



Q18. **[Q9=1 and Q10=1-6,8888,9999 and Q16a=1-100: Respondents who have a personal family doctor and have seen the doctor before and had at least one visit in the last 12 months]** In the past 12 months, how often did your family doctor involve you in decisions about your health care? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q20. **[Q9=1 and Q10=1-6,8888,9999 and Q16a=1-100: Respondents who have a personal family doctor and have seen the doctor before and had at least one visit in the last 12 months]** In the last 12 months, how often has your family doctor given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 7777) Does not apply because you did not need to talk to your doctor about your feelings, fears or concerns in the last 12 months
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q21. **[Q9=1 and Q10=1-6,8888,9999 and Q16a=1-100: Respondents who have a personal family doctor and have seen the doctor before and had at least one visit in the last 12 months]** In the last 12 months, how often did your family doctor help you coordinate or connect the care from other healthcare providers and places when you needed it? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 7777) Does not apply because you never needed to have care coordinated in the last 12 months
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q23a. **[Q9=1 and Q10=1-6,8888,9999 and Q16a=1-100: Respondents who have a personal family doctor and have seen the doctor before and had at least one visit in the last 12 months]** In the past 12 months, how many different times have you been a patient overnight in a hospital or health facility? **[RECORD NUMBER]**

**IF DON'T KNOW PROBE FOR BEST ESTIMATE**

**Enter '0' FOR NONE**

\_\_\_\_ Capture: # of times **[RANGE 0-100,7777,8888,9999]**

**CONTINUE TO Q24a IF Q23a = 1-100**

**GO TO Q25 IF Q23a = 0**

7777) **[VOL]** Does not apply

**GO TO Q25**

8888) **[VOL]** Do not know / Do not remember

**GO TO Q25**

9999) **[VOL]** Refused

**GO TO Q25**

**INTERVIEWER NOTE:** If needed, we are interested in the number of unique stays/times, NOT total number of days.

Q24a. **[Q9=1 and Q10=1-6,8888,9999 and Q16a=1-100 and Q23a=1-100: Respondents who have a personal family doctor and have seen the doctor before and had at least one visit in the last 12 months and who were a patient overnight in a hospital or health facility in the last 12 months]** Did you see your family doctor any time after you left the hospital or health facility? **[DO NOT READ]**

1) Yes

**Continue**

2) No

**Go to Q25**

7777) **[VOL]** Does not apply

**Go to Q25**

8888) **[VOL]** Do not know / Do not remember

**Go to Q25**

9999) **[VOL]** Refused

**Go to Q25**

Q24b. **[Q9=1 and Q10=1-6,8888,9999 and Q16a=1-100 and Q23a=1-100 and Q24a=1: Respondents who have a personal family doctor and have seen the doctor before and had at least one visit in the last 12 months and who were a patient overnight in a hospital or health facility in the last 12 months and who saw their family doctor afterwards]** Did your family doctor seem informed and up-to-date about the plan for follow-up care? **[DO NOT READ]**

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q25. **[Q9=1 AND Q16a=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** Sometimes a family doctor's office is located at a health clinic or health centre where doctors share patients. A family doctor can also be on vacation or out sick and another doctor takes care of patients in his/her absence. In the last 12 months, how often were you taken care of by the same doctor each time? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q26. **[Q9=1 AND Q16a=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from your family doctor in the last 12 months?

**[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

7777) Does not apply

8888) Do not know / Do not remember

9999) Refused

**ALL GO TO Q55**

BLOCK 4: Respondents who do not have a personal family doctor
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Q27a. **[Respondents who do NOT have a personal family doctor]** Why do you not have a personal family doctor? **[DO NOT READ, CODE ALL THAT APPLY]**

*PROBE IF NECESARY: Can you provide a little more details on this?*

1) Family doctors in the area are not taking new patients

2) No family doctors available in the area

3) Had a family doctor who left, retired or passed away

4) Have not tried to contact one

5) In good health, do not need a doctor

6) Other [Specify: \_\_\_\_\_ ]

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**Q27c. [(respondents who do NOT have a personal family doctor) or (respondents who have not yet seen their family doctor) or (respondents who have not visited their family doctor in the last 12 months)]** In the past 12 months, how many different times have you been a patient overnight in a hospital or health facility? **[RECORD NUMBER]**

**IF DON'T KNOW PROBE FOR BEST ESTIMATE**

**Enter '0' FOR NONE**

\_\_\_\_ Capture: # of times **[RANGE 0-100,7777,8888,9999]**

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**INTERVIEWER NOTE:** If needed, we are interested in the number of unique stays/times, NOT total number of days.

<b>BLOCK 9: Visits to a nurse practitioner</b>
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**Q55.** Is a nurse practitioner regularly involved in your health care? **[DO NOT READ]**

*IF NECESSARY: Nurse practitioners can diagnose and treat common acute and chronic illnesses, and they have the authority to order diagnostic tests and prescribe medications. Nurse practitioners are employed in a variety of settings, including community health centres, nursing homes, family practice clinics, emergency rooms, outpatient clinics and public health agencies.*

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**Q53.** In the last 12 months, did you visit a nurse practitioner? **[DO NOT READ]**

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**Go to Q28**

**Go to Q28**

**Go to Q28**

**Go to Q28**

Q57a. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Are there any days during the week when your nurse practitioner has extended office hours, such as after 5pm on a weekday or sometime during the weekend? **[DO NOT READ]**

- 1) Yes
- 2) No
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q57b. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Does your nurse practitioner have an after-hour arrangement for you to see or talk to another nurse or doctor when his/her office is closed? This does not include referrals to Tele-Care 811. **[DO NOT READ]**

- 1) Yes
- 2) No
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) Refused

*IF NECESSARY: Tele-Care 811 is a free and confidential telephone line to get medical information or health advice from a registered nurse.*

Q59. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your nurse practitioner? Did you get an appointment... **[READ EACH, CODE ONE]**

- 1) On the same day
- 2) The next day
- 3) In 2 to 5 days
- 4) In 6 to 7 days
- 5) In 8 to 14 days
- 6) After more than 2 weeks
- 6666) **[VOL]** Never able to get an appointment
- 7777) **[VOL]** Does not apply to the last time I was sick or needed medical attention
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q61. **[Q53 = 1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did your nurse practitioner explain things in a way that you could understand? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q62. **[Q53 = 1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did your nurse practitioner involve you in decisions about your health care? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q64. **[Q53 = 1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often has your nurse practitioner given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 7777) Does not apply because you did not need to talk to the nurse practitioner about your feelings, fears or concerns in the last 12 months
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q65. **[Q53=1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did your nurse practitioner help you coordinate or connect the care from other healthcare providers and places when you needed it? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, OR

7777) Does not apply because you never needed to have care coordinated in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q70. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from your nurse practitioner in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

7777) **[VOL]** Does not apply

8888) **[VOL]** Don't know/Do not remember

9999) **[VOL]** Refused



<b>BLOCK 5: Visits to a hospital emergency department</b>
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Q28. How many times have you personally used a hospital emergency department in the past 12 months?

**IF DON'T KNOW, PROBE FOR BEST ESTIMATE**

**Enter '0' FOR NONE**

\_\_\_\_ Capture: # of times, **RANGE 0-100,7777,8888,9999**

**GO TO Q32 IF Q28=0,7777,8888,9999**

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

*IF NECESSARY: This does not include visits when the care or services received is for another family member.*

Q30. **[Q28=1-100: Respondents who have used a hospital emergency department in the last 12 months]** The last time you went to the hospital emergency department, how long did you wait from the time you came in to the time you were treated by the doctor or nurse practitioner?  
**[DO NOT READ, CODE ONE]**

1) Less than 1 hour

2) 1 to less than 2 hours

3) 2 to less than 4 hours

4) 4 to less than 8 hours

5) 8 hours or longer

7777) **[VOL]** I left without being seen [Specify: \_\_\_\_\_]

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q31. **[Q28=1-100: Respondents who have used a hospital emergency department in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the emergency department in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

<b>BLOCK 6: Visits to a specialist</b>
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Q32. In the last 12 months, have you seen any of the following specialists?

*NOTE: If asked, we are only referring to services received in New Brunswick.*

<b>DO NOT RANDOMIZE LIST</b>	Yes	No	DK	REF
a) Surgeon	1	2	8888	9999
b) Psychiatrist	1	2	8888	9999
c) Obstetrician or Gynecologist	1	2	8888	9999
d) Ophthalmologist (or eye doctor)	1	2	8888	9999
e) Cardiologist (or heart doctor)	1	2	8888	9999
f) Oncologist (or cancer doctor)	1	2	8888	9999
g) Urologist (for treating bladder problems)	1	2	8888	9999
h) Otolaryngologist (for treating problems with the ears, nose or throat)	1	2	8888	9999
i) Gastroenterologist (for treating problems with the digestive system)	1	2	8888	9999
j) Nephrologist (or kidney doctor)	1	2	8888	9999
k) Neurologist (for treating stroke, seizures, epilepsy, dementia, or Alzheimer's)	1	2	8888	9999
l) Respiratory physician or pulmonologist (for treating pneumonia, asthma, emphysema, or COPD)	1	2	8888	9999
m) Geriatrician or geriatric physician (caring for elderly people)	1	2	8888	9999
n) Dermatologist (or skin doctor)				
o) Rheumatologist (for treating arthritis or the immune system)	1	2	8888	9999
p) Hematologist (or blood doctor)	1	2	8888	9999
q) Endocrinologist (for treating diabetes or thyroid problems)	1	2	8888	9999
r) Other: _____				

Q39. **[If any of Q32a-r = 1: Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most recently in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the specialist in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**INTERVIEWER NOTE:** If respondent has seen more than one specialist in the last 12 months then ask them to think about the specialist that they saw most recently.

Q38c. **[If any of Q32a-r = 1: Respondents who have seen a specialist in the last 12 months]** In the last 12 months, have you seen a specialist for the first time?

*NOTE: First visit with this specialist was in the past 12 months.*

1) Yes

**CONTINUE**

2) No

**GO TO Q40**

7777) **[VOL]** Does not apply

**GO TO Q40**

8888) **[VOL]** Do not know / Do not remember

**GO TO Q40**

9999) **[VOL]** Refused

**GO TO Q40**

Q38d. **[If any of Q32a-r = 1 and Q38c = 1: Respondents who have seen a specialist for the first time in the last 12 months]** Thinking of the specialist you saw for the first time in the last 12 months, how long did you have to wait between the referral and your first visit with this specialist?  
**[DO NOT READ]**

- 1) Less than one week
  - 2) From one week to less than one month (1W,2W,3W)
  - 3) From one month to less than 3 months (1M,1M½,2M,2M½,4W-11W )
  - 4) From 3 months to less than 6 months (3M,4M,5M)
  - 5) From 6 months to less than one year (6M,7M,8M,9M,10M,11M)
  - 6) One year or more
- 7777) **[VOL]** Does not apply **GO TO Q40**
- 8888) **[VOL]** Do not know / Do not remember **GO TO Q40**
- 9999) **[VOL]** Refused **GO TO Q40**

**INTERVIEWER NOTE:** If respondent has seen more than one specialist for the first time in the last 12 months then ask them to think about the specialist that they saw most recently.

Q38e. **[If any of Q32a-r = 1 and Q38c = 1: Respondents who have seen a specialist for the first time in the last 12 months]** Thinking of the specialist you saw for the first time in the last 12 months, how satisfied are you with the amount of time between the referral and your first visit with this specialist? **[READ EACH]**

- 1) Very satisfied
  - 2) Satisfied
  - 3) Neither satisfied nor dissatisfied
  - 4) Dissatisfied
  - 5) Very dissatisfied
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

**INTERVIEWER NOTE:** If respondent has seen more than one specialist for the first time in the last 12 months then ask them to think about the specialist that they saw most recently.

## BLOCK 7: Visits to an after-hours clinic or a walk-in clinic

Q40. In the last 12 months, did you visit an after-hours clinic or a walk-in clinic? **[DO NOT READ]**

*IF NECESSARY: These are usually non-hospital based clinics for non-emergency health care needs, where patients may or may not make an appointment, and services can be provided either during the day or in the evenings.*

*IF NECESSARY: This does not include visits when the care or services received is for another family member.*

1) Yes

2) No

**Go to Q44a**

7777) **[VOL]** Does not apply

**Go to Q44a**

8888) **[VOL]** Do not know / Do not remember

**Go to Q44a**

9999) **[VOL]** Refused

**Go to Q44a**

Q43. **[Q40=1: Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the after-hours clinic or the walk-in clinic in the last 12 months? **[DO NOT READ]**

*IF NECESSARY: On average, think of services received in the last 12 months from all clinics.*

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

## BLOCK 8a: Visits to the community health centre

Q44a. In the last 12 months, did you visit a community health centre? A community health centre is a place where you can see many different health professionals under one roof. **[DO NOT READ]**

*IF NECESSARY: Such as a doctor, nurse practitioner, nurse, physiotherapist, or dietitian. Does not include specialist offices such as surgeons, cardiologists (or heart doctors), allergy doctors, skin doctors, oncologists (or cancer doctors) and other doctors who specialize in one area of health care.*

1) Yes

2) No

**Go to Q52a**

7777) **[VOL]** Does not apply

**Go to Q52a**

8888) **[VOL]** Do not know / Do not remember

**Go to Q52a**

9999) **[VOL]** Refused

**Go to Q52a**

Q45. **[Q44a = 1: Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often did the health professionals at the community health centre involve you in decisions about your health care? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q46. **[Q44a = 1: Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often have the health professionals at the community health centre given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, or

7777) Does not apply because you did not need to talk to anyone at the community health centre about your feelings, fears or concerns in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q47. **[Q44a=1: Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often did the health professionals at the community health centre help you coordinate or connect the care from other healthcare providers and places when you needed it? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, OR

7777) Does not apply because you never needed to have care coordinated in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q51. **[Q44a =1: Respondents who went to a community health centre in the last 12 months]** Does the community health centre have an after-hour arrangement for you to see or talk to another health care provider when the centre is closed? This does not include referrals to Tele-Care 811. **[DO NOT READ]**

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused



Q52. **[Q44a=1: Respondents who went to a community health centre in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the community health centre in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

**BLOCK 8b: Visits to allied health professionals at a private clinic**

Q52a. Have you visited any of the following health professionals at a private clinic or centre in the last 12 months?

	Yes	No	DK	REF
a) Physiotherapist <i>(If necessary: A physiotherapist helps evaluate, restore or improve physical function and independence.)</i>	1	2	8888	9999
b) Occupational therapist <i>(If necessary: An occupational therapist, or OT, helps people improve their ability to perform tasks in their daily living and working environments.)</i>	1	2	8888	9999
c) Dietitian	1	2	8888	9999
d) Social worker <i>(If necessary: A social worker helps people adjust to difficult situations through counseling and evaluating their needs.)</i>	1	2	8888	9999
e) Psychologist <i>(If necessary: A psychologist provides mental health care by evaluating and treating patients through consultation services and therapy.)</i>	1	2	8888	9999
f) Other: _____				

<b>BLOCK 10: Visits to an alternative practitioner</b>
--

Q71. In the past 12 months, did you visit any of the following alternative practitioners? **[READ EACH]**

	YES	NO	DK	REF
a) Chiropractor ( <i>if necessary: manual therapy, including manipulation of the spine, joints and tissues</i> )	1	2	8888	9999
b) Naturopath ( <i>if necessary: treatments using special diets, herbs, vitamins, lifestyle advice and counseling</i> )	1	2	8888	9999
c) Homeopath ( <i>if necessary: treatment that uses small doses of natural substances to stimulate the body's immune system</i> )	1	2	8888	9999
d) Osteopath ( <i>if necessary: manual therapy, such as moving, stretching and massaging muscles and joints</i> )	1	2	8888	9999
e) Acupuncturist ( <i>if necessary: application of heat, pressure, laser or thin needles on the skin</i> )	1	2	8888	9999
f) Massage therapist	1	2	8888	9999
g) Other: _____				

<b>BLOCK 11: Using Tele-Care</b>
----------------------------------

Q73. In the past 12 months, have you called Tele-Care 811 or any of the other information lines about poison, gambling, or sexually transmitted infections?

**[DO NOT READ]**

*IF NECESSARY: Tele-Care 811 is a free and confidential telephone line to get medical information or health advice from a registered nurse.*

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**Go to Q75**

**Go to Q75**

**Go to Q75**

**Go to Q75**

Q74. **[Q73=1: Respondents who have called Tele-Care in the last 12 months]** Using any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible, what number would you use to rate the service you received from staff at Tele-Care 811 in the last 12 months? **[DO NOT READ]**

0) 0 Worst service possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best service possible

7777) **[VOL]** I hung up before talking to someone / Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

BLOCK 12: Using ambulance services
------------------------------------

Q75. Have you used ambulance services in the past 12 months? **[DO NOT READ]**

1) Yes

2) No

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**Go to Q76a intro**

**Go to Q76a intro**

**Go to Q76a intro**

**Go to Q76a intro**

Q76. **[Q75=1: Respondents who have used ambulance services in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from ambulance services in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

BLOCK 12a: Home care services
-------------------------------

Now some questions on home care services. This includes services from health professionals such as a nurse, physiotherapist, occupational therapist, respiratory therapist, speech therapist, dietitian, or social worker. This also includes home support services such as housework, meal preparation, bathing, transportation, or meal delivery.

Q76a. Have you personally received any home care services in the past 12 months, with the cost being entirely or partially covered by the government? This includes services received from the Extra-Mural Program, or services funded by the Department of Social Development.

*If necessary: The Extra-Mural Program provides health services to New Brunswickers in their homes (nurse, physiotherapist, occupational therapist, respiratory therapist, speech therapist, dietitian, social worker, or medical equipment/supplies).*

*If necessary: The Department of Social Development funds home support services, provided by home care agencies or private individuals (housework, meal preparation, feeding or nutrition care, bathing, grooming, dressing, transferring from place to place inside the home, transportation, meal delivery, shopping, or relief to family and friends who help with the care).*

*If necessary: If services are received from a home care agency or from an individual not working for an agency, some of the cost must be covered by the government.*

- |  |                   |
|--|-------------------|
| 1) Yes   | <b>CONTINUE</b>   |
| 2) No  | <b>GO TO Q76c</b> |
| 7777) <b>[VOL]</b> Does not apply                | <b>GO TO Q76c</b> |
| 8888) <b>[VOL]</b> Do not know / Do not remember | <b>GO TO Q76c</b> |
| 9999) <b>[VOL]</b> Refused                       | <b>GO TO Q76c</b> |

Q76b. What type of services have you received? **[Read categories to respondent. Mark all that apply.]**

*If necessary: Reminder that cost must be entirely or partially covered by government*

- 1) Nursing care *[If necessary: these services are provided by the Extra-Mural Program] [If necessary: Any type of nursing care, such as dressing changes or preparing medications]*
  - 2) Other health care services such as physiotherapy, occupational, respiratory or speech therapy, nutrition counselling or social work *[If necessary: these services are provided by the Extra-Mural Program]*
  - 3) Medical equipment or supplies *[If necessary: these services are provided by the Extra-Mural Program]*
  - 4) Personal care or support, such as bathing, housekeeping or meal preparation
  - 5) Other services, such as transportation, meal delivery or shopping
  - 6) Other – Specify: \_\_\_\_\_
- |  |
|--|
| 7777) <b>[VOL]</b> Does not apply                |
| 8888) <b>[VOL]</b> Do not know / Do not remember |
| 9999) <b>[VOL]</b> Refused                       |

Q76c. Have you received any other home care services in the past 12 months, with the cost not covered by the government such as care provided by a private agency or by a spouse, family or friends?

*NOTE: Include only health care, homemaker or other support services (for example housework) that are provided because of a respondent's health problem or condition.*

*If necessary: if private agency, none of the cost must be covered by government*

- |  |                   |
|--|-------------------|
| 1) Yes   | <b>CONTINUE</b>   |
| 2) No  | <b>GO TO Q76f</b> |
| 7777) <b>[VOL]</b> Does not apply                | <b>GO TO Q76f</b> |
| 8888) <b>[VOL]</b> Do not know / Do not remember | <b>GO TO Q76f</b> |
| 9999) <b>[VOL]</b> Refused                       | <b>GO TO Q76f</b> |

Q76d. Who provided these other home care services?

**[Read categories to respondent. Mark all that apply.]**

*If necessary: reminder that none of the cost is covered by government*

- 1) Nurse from a private agency
  - 2) Homemaker or other support services from a private agency (*If necessary: such as bathing, housekeeping, meal preparation, transportation, meal delivery or shopping*)
  - 3) Physiotherapist or other therapist from a private agency (*If necessary: such as physiotherapy, occupational, respiratory or speech therapy, nutrition counselling, social work, medical equipment or supplies*)
  - 4) Neighbour or friend
  - 5) Family member or spouse
  - 6) Volunteer
  - 7) Other – Specify: \_\_\_\_\_
- 7777) **[VOL]** Does not apply  
 8888) **[VOL]** Do not know / Do not remember  
 9999) **[VOL]** Refused

Q76e. What type of home care services have you received?

**[Read categories to respondent. Mark all that apply.]**

*If necessary: reminder that none of the cost is covered by government*

- 1) Nursing care [*If necessary: Any type of nursing care, such as dressing changes or preparing medications*]
  - 2) Other health care services such as physiotherapy, occupational, respiratory or speech therapy, nutrition counselling or social work
  - 3) Medical equipment or supplies
  - 4) Personal care or support, such as bathing, housekeeping or meal preparation
  - 5) Other services, such as transportation, meal delivery or shopping
  - 6) Other – Specify: \_\_\_\_\_
- 7777) **[VOL]** Does not apply  
 8888) **[VOL]** Do not know / Do not remember  
 9999) **[VOL]** Refused

Q76f. In the past 12 months, was there ever a time when you felt that you personally needed home care services but you did not receive them?

*If necessary: Include only health care, homemaker or other support services (for example housework) that are provided because of a respondent's health problem or condition.*

- 1) Yes
  - 2) No **GO to q77 intro**
- 7777) **[VOL]** Does not apply **GO to q77 intro**  
 8888) **[VOL]** Do not know / Do not remember **GO to q77 intro**  
 9999) **[VOL]** Refused **GO to q77 intro**

Q76g. What types of home care services did you feel were needed but not received?

*If necessary: Include only health care, homemaker or other support services (for example housework) that are provided because of a respondent's health problem or condition.*

8888) [VOL] Do not know / Do not remember

9999) [VOL] Refused

BLOCK 13: Chronic conditions , tests/measurements, flu shot, height and weight

Now we will move to questions about your health. Remember all your answers are confidential; this will be used for research purposes only, and will not be used to identify you personally.

Q77. Has any health professional ever diagnosed you with or treated you for any of the following chronic health conditions? **[READ EACH – CODE AS YES/NO] [RANDOMIZE LIST]**

	YES	NO	DK	REF
a. Arthritis	1	2	8888	9999
b. Asthma	1	2	8888	9999
c. Chronic pain	1	2	8888	9999
d. Emphysema or COPD (chronic obstructive pulmonary disease)	1	2	8888	9999
e. Cancer	1	2	8888	9999
f. Diabetes	1	2	8888	9999
g. Depression	1	2	8888	9999
h. A mood disorder other than depression, such as bipolar disorder, <b>mania</b> [ <b>mey</b> -nee-uh], manic depression, or <b>dysthymia</b> [dis- <b>thahy</b> -mee-uh]	1	2	8888	9999
i. Heart disease	1	2	8888	9999
j. Stroke	1	2	8888	9999
k. High blood pressure or hypertension	1	2	8888	9999
l. Gastric Reflux (GERD)	1	2	8888	9999
m. High cholesterol	1	2	8888	9999
n. Anxiety	1	2	8888	9999

Q77A. Do you or anyone in your household have problems with memory loss? **[DO NOT READ]**  
**PROGRAMMING NOTE: BOTH 1 AND 2 CAN BE SELECTED, 3,7777,8888,9999 ARE EXCLUSIVE**

**If yes, PROBE:** would that be you or someone else in your household?

- 1) Yes – myself
- 2) Yes – someone else in my household **Go to Q77C**
- 3) No **Go to Q77D**
- 7777) **[VOL]** Does not apply **Go to Q77D**
- 8888) **[VOL]** Do not know / Do not remember **Go to Q77D**
- 9999) **[VOL]** Refused **Go to Q77D**

Q77A2 **[if Q77A=1 ]** Has any health professional ever diagnosed you with or treated you for any of the following chronic health conditions? **[READ EACH – CODE AS YES/NO] [rotate]**

- |                        |   |   |      |      |
|------------------------|---|---|------|------|
| a. Alzheimer’s disease | 1 | 2 | 8888 | 9999 |
| b. Dementia            | 1 | 2 | 8888 | 9999 |

Q77C. **[if Q77A=1 OR 2]** Has this memory loss interfered at all with any day to day function, such as paying bills, preparing meals, or taking medications? **[DO NOT READ]**

- 1) Yes
- 2) No
- 7777) Does not apply
- 8888) Do not know / Do not remember
- 9999) Refused



Q77D. Has any health professional ever diagnosed you with or treated you for any other chronic health condition? **[DO NOT READ. SELECT ALL THAT APPLY]**

- 1) Thyroid / Hypothyroidism
- 2) Irritable Bowel Syndrome (IBS), Chrohn's, Colitis, Celiac Disease and other Digestive Issues (Gastrointestinal Condition)
- 3) Blood Disorders
- 4) Neurological Conditions
- 5) Fibromyalgia
- 6) Cardiovascular problems
- 7) OCD/Panic attacks
- 8) Allergies
- 9) Spinal Issues (herniated disks, Scoliosis, Syringomyelia) -
- 10) Skin conditions (Psoriasis, hives, Panniculitis, Vitiligo, Shingles, Eczema, Blepharitis)
- 11) Respiratory Conditions other than allergies (Cystic Fibrosis, Tuberculosis)
- 12) Migraines
- 13) Other (please specify) \_\_\_\_\_
- 6666) No chronic health conditions
- 7777) Does not apply
- 8888) Do not know / Do not remember
- 9999) Refused

*IF NECESSARY: Remember all your answers are confidential, this will be used for research purposes only, and will not be used to identify you personally.*

**If respondent has been diagnosed with any chronic health conditions: [if (any Q77a to Q77n= yes) or (Q77A2a or q77a2b=yes) or (Q77D<=13) then continue with Q77E, else GO TO Q77F**

Q77E. **[Respondents who have been diagnosed with any chronic health condition in Q77 OR (Q77A2a or q77a2b=yes) or (Q77D<=13)** How confident are you that you can control and manage your health condition? **[READ EACH]**

- 1) Very confident
- 2) Confident
- 3) Not very confident
- 4) Not at all confident
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know
- 9999) **[VOL]** Refused

Q77F. How many different prescription medications are you taking on a regular or ongoing basis?  
**[READ ONLY IF NECESSARY]**

- 1) None           **Go to Q77I**
- 2) 1
- 3) 2
- 4) 3 to 5
- 5) 6 to 8
- 6) More than 8
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q77G. **[Respondents who take prescription medications on a regular basis]** After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree.  
**[DO NOT READ]**

I know what each of my prescribed medications do.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q77H. **[Respondents who take prescription medications on a regular basis]** If you need help in understanding how to take your medications, who helps you the most? **[READ EACH]**

- 1) I do not need help in understanding how to take my medications
- 2) Your family or friends
- 3) Your personal family doctor or nurse practitioner
- 4) Pharmacist
- 5) Nurse at your doctor's office
- 7) Nurse from the Extra-Mural Program
- 6) I get the information I need from the internet
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

**INTERVIEWER NOTE:** *If necessary: The Extra-Mural Program provides health services to New Brunswickers in their homes (nurse, physiotherapist, occupational therapist, respiratory therapist, speech therapist, dietitian, social worker, or medical equipment/supplies).*

Q77I. **[Respondents who have been diagnosed with any chronic health condition (Q77a to q77n=yes or (Q77A2a or q77a2b=yes) or (Q77D<=13)** After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree. **[DO NOT READ]**

I know how to try to help prevent further problems with my health condition.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q78A. In the past 12 months, did you get the following tests or measurements?

**[READ EACH, CODE AS YES/NO – RANDOMIZE LIST]**

	YES	NO	DK	REF
a. Blood pressure measurement	1	2	8888	9999
b. Cholesterol measurement	1	2	8888	9999
c. Body weight measurement	1	2	8888	9999
d. Blood sugar measurement	1	2	8888	9999

Q78B. In the past 12 months, have you had a flu shot? **[DO NOT READ]**

- 1) Yes
- 2) No
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q78C. **[if female and age=18 TO 50]:** It is important to know when analyzing health whether or not the person is pregnant. Are you pregnant? **[DO NOT READ]**

- 1) Yes
- 2) No
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q78D. The next questions are about height and weight. How tall are you without your shoes on? **DO NOT READ LIST**

*If necessary: We are asking about height and weight to better understand and measure the health of the population and to allow for the planning of services in the future.*

- 1) Less than 4 feet (less than 120.7cm)
  - 2) Between 4 feet and 4 feet 11 inches (120.7cm to 151.0cm)
  - 3) Between 5 feet and 5 feet 11 inches (151.1cm to 181.5cm)
  - 4) 6 feet or more (181.6cm or more)
- 8888) [VOL] Do not know / Do not remember  
9999) [VOL] Refused

Q78E\_2. [if Q78D=1] interviewer to enter the exact height: \_\_\_\_\_

Q78E\_2B. [if Q78D=1] interviewer to enter if height is given in Q78E\_2 is in feet/inches or centimeters:

- 1) feet/inches
- 2) centimeters

Q78G. [if Q78D=2]: interviewer to select the height, prompt if necessary to get exact height

- 1) 4'0" (120.7cm to 123.1cm)
- 2) 4'1" (123.2cm to 125.6cm)
- 3) 4'2" (125.7cm to 128.2cm)
- 4) 4'3" (128.3cm to 130.7cm)
- 5) 4'4" (130.8cm to 133.3cm)
- 6) 4'5" (133.4cm to 135.8cm)
- 7) 4'6" (135.9cm to 138.3cm)
- 8) 4'7" (138.4cm to 140.9cm)
- 9) 4'8" (141.0cm to 143.4cm)
- 10) 4'9" (143.5cm to 146.0cm)
- 11) 4'10" (146.1cm to 148.5cm)
- 12) 4'11" (148.6cm to 151.0cm)

**INTERVIEWER NOTE:** If response includes ½ inches (e.g., 4'7 ½ ") then round up to the nearest inch (e.g., 4'8").

**Q78H. [if Q78D=3]: interviewer to select the height, prompt if necessary to get exact height**

- 1) 5'0" (151.1cm to 153.6cm)
- 2) 5'1" (153.7cm to 156.1cm)
- 3) 5'2" (156.2cm to 158.7cm)
- 4) 5'3" (158.8cm to 161.2cm)
- 5) 5'4" (161.3cm to 163.7cm)
- 6) 5'5" (163.8cm to 166.3cm)
- 7) 5'6" (166.4cm to 168.8cm)
- 8) 5'7" (168.9cm to 171.4cm)
- 9) 5'8" (171.5cm to 173.9cm)
- 10) 5'9" (174.0cm to 176.4cm)
- 11) 5'10" (176.5cm to 179.0cm)
- 12) 5'11" (179.1cm to 181.5cm)

**INTERVIEWER NOTE:** If response includes  $\frac{1}{2}$  inches (e.g., 5'7  $\frac{1}{2}$  ") then round up to the nearest inch (e.g., 5'8").

**Q78I. [if Q78D=4]: interviewer to select the height, prompt if necessary to get exact height**

- 1) 6'0" (181.6cm to 184.1cm)
- 2) 6'1" (184.2cm to 186.6cm)
- 3) 6'2" (186.7cm to 189.1cm)
- 4) 6'3" (189.2cm to 191.7cm)
- 5) 6'4" (191.8cm to 194.2cm)
- 6) 6'5" (194.3cm to 196.8cm)
- 7) 6'6" (196.9cm to 199.3cm)
- 8) 6'7" (199.4cm to 201.8cm)
- 9) 6'8" (201.9cm to 204.4cm)
- 10) 6'9" (204.5cm to 206.9cm)
- 11) 6'10" (207.0cm to 209.5cm)
- 12) 6'11" (209.6cm to 212.0cm)

**INTERVIEWER NOTE:** If response includes  $\frac{1}{2}$  inches (e.g., 6'7  $\frac{1}{2}$  ") then round up to the nearest inch (e.g., 6'8").

Q78J. How much do you weigh?

*If necessary: We are asking about weight to better understand and measure the health of the population and to allow for the planning of services in the future.*

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

**INTERVIEWER NOTE:** If respondent provides an answer without units then probe to clarify “was that in pounds or kilograms?”

Q78K. Interviewer to enter if weight given in Q78J is in pounds or kilograms:

- 1) Pounds
- 2) Kilograms

**BLOCK 14: Overall care experiences: safety, equity, communication, wellness/prevention and mental health**

Q83a. In the past 12 months, how often did you talk with a doctor, nurse, or other health professional about things you could do to improve your health or prevent illness like stop smoking, drink less alcohol, eat better, and exercise? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q83b. What is your current smoking behavior? **[READ EACH]**

*If necessary: This includes any tobacco product.*

1) Daily smoker [*if necessary: at least one cigarette per day*]

2) Occasional smoker [*if necessary: an occasional smoker is someone who smokes, but not every day*]

3) Non-smoker

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q83c. Moderate and vigorous physical activities are activities that increase your heart rate and make you get out of breath and sweat. Thinking about the past month, what best describes your typical physical activity level? **[READ EACH]**

*If necessary: Examples of moderate or vigorous physical activity include brisk walking, skating, bike riding, jogging, basketball, soccer, cross-country skiing*

I take part in moderate or vigorous physical activity...

- 1) at least 2½ hours per week
  - 2) at least 1 hour but less than 2½ hours per week
  - 3) at least ½ an hour but less than 1 hour per week
  - 4) for less than ½ an hour ~~of moderate or vigorous physical activity~~ per week
  - 5) I don't take part in any moderate or vigorous physical activity
- 7777) **[VOL]** Does not apply  
 8888) **[VOL]** Do not know / Do not remember  
 9999) **[VOL]** Refused

Q83d. How many servings of fruit, of any sort, do you eat on a typical day?

**INSERT NUMBER: \_\_\_\_\_**

- 7777) **[VOL]** Does not apply  
 8888) **[VOL]** Do not know / Do not remember  
 9999) **[VOL]** Refused

*If necessary: A serving of fruit is about the size of your fist, or a baseball. Fruit juice is included if it was at least a glass (or ½ a cup) of fresh or 100% juice in a day. Each additional serving of fruit juice counts as an additional fruit serving. This also includes fruit smoothies.*

83e. How many servings of vegetables, of any sort, do you eat on a typical day?

**INSERT NUMBER: \_\_\_\_\_**

- 7777) **[VOL]** Does not apply  
 8888) **[VOL]** Do not know / Do not remember  
 9999) **[VOL]** Refused

*If necessary: A serving of vegetables is about the size of your fist, or a baseball. Vegetable juice is included if it was at least a glass (or ½ a cup) in a day. Each additional serving of vegetable juice counts as an additional vegetable serving.*

Q84a. Thinking about stress in your day-to-day life within the last 12 months, please tell me if the following things have contributed a lot to feelings of stress you may have? **READ EACH**

	YES	NO	DK	REF
a. Time pressures / not enough time	1	2	8888	9999
b. Your own physical health problem or condition	1	2	8888	9999
c. Your own emotional or mental health problem or condition	1	2	8888	9999
d. Your financial situation (ex: not enough money, or debt)	1	2	8888	9999
e. Your own work situation (ex: hours of work, or working conditions	1	2	8888	9999
f. School, college or university	1	2	8888	9999
g. Employment status (ex: unemployment)	1	2	8888	9999
h. Caring for your own children	1	2	8888	9999
i. Caring for others (parents, family or friends)	1	2	8888	9999
j. Other personal or family responsibilities	1	2	8888	9999
k. Your personal relationships	1	2	8888	9999
l. Discrimination	1	2	8888	9999
m. Your personal safety or your family’s safety	1	2	8888	9999
n. Health of family members	1	2	8888	9999
l. Other: _____				

Q84c. In the past 12 months, was there ever a time when you felt that you needed to see or talk to a doctor, nurse, or other health professional about your mental or emotional health?

*IF NECESSARY: This includes things in your life that worry you or cause stress.*

- 1) Yes
- 2) No
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q84b. In the past 12 months, did you see or talk to a doctor, nurse, or other health professional about your mental or emotional health? **[DO NOT READ]**

*IF NECESSARY: This includes things in your life that worry you or cause stress.*

- 1) Yes **Continue**
- 2) No **Go to Q86**
- 7777) **[VOL]** Does not apply **Go to Q86**
- 8888) **[VOL]** Do not know / Do not remember **Go to Q86**
- 9999) **[VOL]** Refused **Go to Q86**



Q85. **[If Q84b=1: If respondents have seen or talked to a health professional about their mental or emotional health]** Using any number from 0 to 10, where 0 is the worst service possible and 10 is the best service possible, what number would you use to rate the service you received about your mental or emotional health in the last 12 months? **[DO NOT READ]**

0) 0 Worst service possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best service possible

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q86. Not counting if you stayed overnight in a hospital, do you believe that you were harmed because of a medical error or mistake as a result of health care services you received in the last 12 months? **[DO NOT READ]**

*IF NECESSARY: Includes experiences with a personal family doctor, specialist, nurse practitioner, and also includes services received at a community health centre, after-hours clinic, walk-in clinic, in the emergency department, through ambulance services, and through Extra-Mural services.*

1) Yes

2) No

**Go to Q89**

7777) **[VOL]** I did not receive health care services in the last 12 months / Does not apply

**Go to Q89**

8888) **[VOL]** Do not know / Do not remember

**Go to Q89**

9999) **[VOL]** Refused

**Go to Q89**

Q87. **[Q86=1: Respondents who believed that they were harmed because of a medical error]** Please provide additional details on why you believe that you were harmed because of a medical error or mistake as a result of health care services you received in the last 12 months.

---

8888 Do not know / Do not remember

9999 Refused

Q89. Under the Official Languages Act, you have the right to be served in either English or French. Of these two languages, which is your preference? **[DO NOT READ]**

- 1) English
- 2) French
- 3) No preference
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know
- 9999) **[VOL]** Refused

Q90. In the last 12 months, how often did you receive the health care service you needed in the official language (English or French) of your choice? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q91a. Do you have internet access at home? **[DO NOT READ]**

- 1) Yes
- 2) No
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q92. How often is it hard to understand written information when you want to learn about a medical condition or a prescription? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Never had to learn about a medical condition or prescription / Does not apply
- 2222) **[VOL]** Blind / Low vision / Eye condition that prevents reading
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused \_\_\_\_\_

Q93. When learning about a medical condition or a prescription, how often was it verbally explained to you in a way that you could understand? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never

7777) **[VOL]** Never had to learn about a medical condition or prescription / Does not apply

2222) **[VOL]** Deaf or hard-of-hearing

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

BLOCK 15: Personal responsibility and overall rating of health care services
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Q6A. Do you strongly agree, agree, disagree or strongly disagree with the following statements:

**[DO NOT READ] [RANDOMIZE LIST a-c] [REPEAT SCALE IF NECESSARY]**

- a) My health largely depends on how well I take care of myself.
- b) I think staying healthy is a matter of luck more than anything else.
- c) I leave it to doctors or other health professionals to make the right decisions about my health.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q94. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate overall the health care services you have received in New Brunswick in the last 12 months? **[DO NOT READ]**

*IF NECESSARY: think of health care services you have received in the last 12 months.*

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

7777) Rarely use health care services / Does not apply

8888) Don't know/Do not remember

9999) Refused

BLOCK 16: Understanding the difficulties in getting health care
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Q95C. Now think of any difficulties you may have experienced in getting the health care you needed in the last 12 months, did you.... **[READ EACH, RANDOMIZE a-i]**

*IF NECESSARY: Think of difficulties you may have experienced in the last 12 months.*

	YES	NO	DK	REF
a) Need health care services, but it was not available in your area at the time you needed it	1	2	8888	9999
b) Have transportation problems	1	2	8888	9999
d) Find the cost for medication too high	1	2	8888	9999
e) Find the cost for treatments or procedures too high	1	2	8888	9999
f) Find the cost for ambulance services too high	1	2	8888	9999
g) Find that you were unable to leave the house because of a health problem			1	2
8888 9999				
h) Have trouble finding your way around the health care system	1	2	8888	9999
i) Have any other issues (Specify: _____)				

Q95D. Do you have insurance that covers all or part of the cost of prescription medications?

**[READ EACH]**

*If necessary: This includes insurance coverage under your spouse or partner.*

- 1) No, I do not have an insurance plan for prescription medications
- 2) Yes, it is a plan sponsored by the government
- 3) Yes, it is a plan sponsored by my employer
- 4) Yes, it is a private plan
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q95E. Do you have insurance that covers all or part of the cost of dental expenses? **[READ EACH]**

*If necessary: This includes insurance coverage under your spouse or partner.*

- 1) No, I do not have an insurance plan for dental expenses
- 2) Yes, it is a plan sponsored by the government
- 3) Yes, it is a plan sponsored by my employer
- 4) Yes, it is a private plan
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q95F. Do you have insurance that covers all or part of the cost of eye glasses or contact lenses?

**[READ EACH]**

*If necessary: This includes insurance coverage under your spouse or partner.*

- 1) No, I do not have an insurance plan for eye glasses or contact lenses
- 2) Yes, it is a plan sponsored by the government
- 3) Yes, it is a plan sponsored by my employer
- 4) Yes, it is a private plan
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

BLOCK 17: Demographics
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Now as we end, just a few questions about you that will help us analyze the results of this survey.

Q98. What is the highest grade or level of school that you have completed? **[READ, CODE ONE]**

- 1) 8th grade or less
  - 2) Some high school, but did not graduate
  - 3) High school or GED
  - 4) College, trade, or technical school diploma/certificate
  - 5) Undergraduate degree
  - 6) Post university/graduate level education
- 8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Prefer not to answer / Refused

Q99. What language do you mainly speak at home? **[DO NOT READ]**

- 1) English
  - 2) French
  - 3) Both English and French equally
  - 4) Other [specify: \_\_\_\_\_]
- 8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Prefer not to answer / Refused

Q100. Are you an Aboriginal or Indigenous person, that is, First Nation or North American Indian, Métis, or Inuk (Inuit)? **[DO NOT READ]**

- 1) Yes Go
  - 2) No
- 8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Prefer not to answer / Refused

Q100a. Were you born in Canada?

- 1) Yes go to q101
  - 2) No
- 8888) **[VOL]** Do not know / Do not remember go to q101  
9999) **[VOL]** Prefer not to answer / Refused go to q101

Q100b. **[IF Q100a=2]** How many years have you lived in Canada?

**INSERT NUMBER:** \_\_\_\_\_

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Prefer not to answer / Refused

Q101. Which of the following best describes your employment status? Are you... **[READ EACH]**

1) Employed full-time, that is 30 hours per week or more; *[IF NECESSARY: including self-employed or on a work training program]*

2) Employed part-time, that is less than 30 hours per week; *[IF NECESSARY: including self-employed or on a work training program]*

3) Unemployed

4) At school or in full-time education

5) Unable to work due to long-term sickness or disability

6) Looking after your home/family

7) Retired

8) Other (specify: *probe on # of hours:* \_\_\_\_\_)

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Prefer not to answer / Refused

Q102. We will not ask you to give us your salary or income, but could you tell us in which of the following three categories was your total household income before taxes in 2016: **[READ EACH]**

1) Less than \$25,000

2) \$25,000 to less than \$60,000

3) \$60,000 or more

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Prefer not to answer / Refused

Q2. GENDER (By observation)

1) Male

2) Female

BLOCK 18: Final comments or feedback
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Q103. Is there anything else you would like to tell us about the health care services you have received in New Brunswick or do you have any suggestions for changes that may have improved your experiences?

\_\_\_\_\_