

**CARP One Patient Poll Report
April 19, 2013**

KEY FINDINGS

When asked to rate the whole spectrum of their health care experience, CARP members are most positive about the most basic building blocks of health care - having a doctor and access to the system and receiving correct diagnoses and treatment.

After this, more complex interactions are rated less highly, including follow-up, hospital management and palliative care.

At the bottom of the score sheet, predictably, are the cost of prescription drugs and wait times.

Members would like to see ratings of quality of doctors and nurses in hospitals and wait times for procedures, and they would like information on drug interactions and effects on seniors as a way of making informed choices and protecting their health.

Fully one quarter have, or know someone who has experienced catastrophic drug costs, and about half as many have just forgotten to pick up prescriptions.

On average, prescription drugs become too expensive for members at just over \$1900 a year.

While the Conservatives are still firmly in first place in member electoral preference, the Liberals are closing the gap rapidly, as the NDP dwindles.

Detailed Findings

CARP members rate their health care experiences most highly for the basics - getting a family doctor, getting access to the system, getting the correct diagnosis and treatment, and pain management (among those who have needed it). All these items score higher than 6 on a nine point scale, putting them in the top tercile.

After this, more complex health care interactions are not rated so highly, including timely diagnostic tests, rehab, hospital management, palliative care, being changed between care levels and post-hospital care and follow-up.

Members are least satisfied with the cost of prescription drugs and wait times, both to see a specialist and to get treatment.

CARP advocates for a “One Patient” approach to health care which sees the care of the patient through the continuum from diagnosis through treatment to rehabilitation and recovery. We’re going to ask you to rate your experience in the health care system using a nine point scale from poor to excellent. Please think of your last hospital visit or major health care episode. How would you rate your experience at finding and keeping a family doctor/your ability to get access to the health system, including distance traveled and time spent getting to primary care and hospital care/the amount of time you have to wait for an appointment with a primary physician or specialist/the amount of time you have to wait for treatment/your experience in receiving timely and correct diagnostic tests, including blood work, X-rays, MRI’s/at receiving the correct diagnosis the first time/at receiving the correct treatment/with how your pain was managed/the hospital for administrative efficiency and people skills, including bedside manner/at being changed from one level of care to another/with rehabilitation after treatment in hospital/with follow-up after discharge from hospital/with receiving post-hospital care such as home care, physiotherapy and long term care/with finding and receiving palliative and end-of-life care/the affordability of the drugs you have to take?

Finding and keeping family doctor	6.6
Getting access to health system	6.4
Receiving correct treatment	6.3
Receiving correct diagnosis first time	6.1
Pain management	6.1
Timely and correct diagnostic tests	6.0
Rehab after treatment in hospital	6.0
Hospital administrative efficiency/bedside manner	5.9
Finding and receiving palliative/end-of-life care	5.8
Being changed from one level of care to another	5.7
Follow-up after discharge	5.6
Post-hospital care	5.6
Affordability of drugs	5.4
Wait times to see physician/specialist	5.3
Wait times for treatment	5.1

When asked what they'd like to know about a hospital before checking in, the most common responses are ratings of quality of the medical staff (19%), followed by wait time records (14%). One third have no choice of hospitals (33%).

What do you need to know about your local hospitals in order to make an informed choice?

Rating of quality of doctors/nurses	19%
Wait times for surgery/treatment	14%
Ratings for cleanliness	8%
Patient reviews	6%
Readmission rates after discharge	5%
Availability of beds	3%
Mortality rate	2%
OTHER	3%
DON'T KNOW	6%
ONLY HAVE ONE HOSPITAL/NO CHOICE	33%

The most important information members want about their prescription meds is about interactions with other drugs (side effects - 40%, interactions - 23%), followed by the effect of drugs on older patients (10%).

What do you need to know about the prescription drugs you take in order to protect your health?

Side effects when combined with other drugs	40%
How different drugs interact	23%
Effects of drugs on older patients	10%
Cost vs generics	5%
Blind trial results vs generics/other drugs	3%
Blind trial results vs placebos	2%
Cost vs other provinces/countries	2%
OTHER	4%
DON'T KNOW	4%
DON'T TAKE MEDS	7%

One quarter of members have, or know someone who has experienced catastrophic drug costs (27%), although it is rarely the member (5%).

Have you or has anyone you know ever experienced a need for catastrophic drug coverage, that is coverage for drug expenses that might threaten family finances?

YES	27%
Me	5%
Someone I know	22%
NO	73%%

Members (5%) are just as likely as someone they know (7%) to have forgotten a prescription (12% total).

Have you or has anyone you know ever forgotten to or just neglected to pick up a prescription, for whatever reason?

YES	12%
Me	5%
Someone I know	7%
NO	88%%

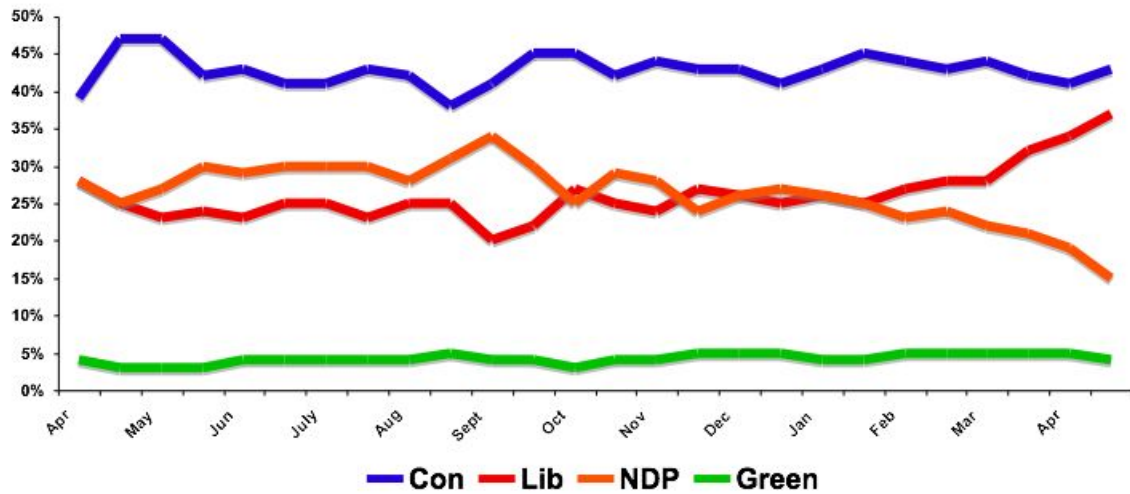
On average, members would find their prescriptions too expensive at about \$1900 a year.

A recent study showed the average Canadian spends about \$900 a year on prescription drugs. At what cost do prescription drugs become too expensive for you to afford?

More than \$500 a year	23%
More than \$1000 a year	23%
More than \$1500 a year	10%
More than \$2000 a year	8%
More than \$2500 a year	5%
More than \$3000 a year	4%
More than \$4000 a year	2%
More than \$5000 a year	6%
DON'T KNOW	14%
DON'T TAKE MEDS	7%
AVG \$	\$1930 a year

Electoral Preference

The Liberals lead the NDP, 37% to 15% for second place, and this lead is increasing, but the Conservatives remain comfortably in first (43%). However, the Liberals are on the rise..



More than 1300 CARP Poll™ panel members responded to this poll between April 19 and 22, 2013. The margin of error for a probability sample this size is about plus or minus 3%, 19 times out of 20