

Appendix 1 (as supplied by the authors): Health Care Experience Survey questionnaire

HEALTH CARE EXPERIENCE SURVEY

Questionnaire

Effective April 2017

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INTERVIEWER: Enter respondent's gender please

- 1 Male
- 5 Female

WARM-UP QUESTIONS

w1. The first question is: In general, how satisfied are you with health care in your community: would you say very satisfied, somewhat satisfied, not very satisfied or not satisfied at all?

- 1 very satisfied
- 2 somewhat satisfied
- 3 not very satisfied
- 4 not satisfied at all
- 8 don't know
- 9 refused

w2. In general, over the last five years do you think the quality of health care provided in your community has improved a lot, improved a little, stayed about the same, become a little worse or become a lot worse?

- 1 improved a lot
- 2 improved a little
- 3 stayed about the same
- 4 become a little worse
- 5 become a lot worse
- 8 don't know
- 9 refused

RESPONDENT'S HEALTH

rh_1. Now some questions about your health. In general, would you describe your own health as excellent, very good, good, fair, or poor?

- 1 excellent
- 2 very good
- 3 good
- 4 fair
- 5 poor
- 8 don't know
- 9 refused

rh_2. Have you ever been told by a doctor or other health care professional that you have any of the following long-term conditions:

- a. Arthritis?
- b. Asthma or chronic lung disease such as chronic bronchitis, emphysema or COPD?
- c. Cancer?
- d. Depression, anxiety or other mental health problems?
- e. Diabetes?
- f. Heart disease or a heart attack?
- g. High blood pressure or hypertension?
- h. High cholesterol?
- i. Any other long-term disease or health problem, please specify?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

PRIMARY CARE PROVIDER

fd_1a. Do you have a family doctor, a general practitioner or GP, or nurse practitioner that you see for regular check-ups, when you are sick and so on?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if fd_1a in (5,8,9) then go to fd_1b>

< if fd_1a = 1 then go to fd_5>

fd_1b. Do you see any type of health care provider, for your health, on a regular basis?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if fd_1b in (5,8,9) then go to nd_1>

<if rh_2(a,b,c,d,e,f,g,h,i) in (5,8,9) then go to fd_3>

fd_2. Is this the same person you see for your [specify long_term_condition(s)]?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

fd_3. Do you think of this person as your regular health care provider or family doctor?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if fd_3 in (5,8,9) then go to nd_1>

fd_5. How many years have you been seeing your provider?

- 0 never actually saw
- 1 for one year or less
- 2-80 enter number of years
- 81 eighty-one or more years
- 98 don't know
- 99 refused

<if fd_1a = 1 or fd_3=1 then famdoc = 1>

<else famdoc = 0>

NO DOCTOR SECTION

<if famdoc = 1 then go to access_1>

nd_1. Have you ever had a family doctor?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if nd_1 in (5,8,9) then go to nd_3>

nd_2. Why do you no longer have a family doctor?

- 1 respondent moved and it is no longer practical to see that doctor, have not found new doctor
- 2 respondent was not satisfied with family doctor, they decided not to see him/her again
- 3 switched to using some form of clinic/walk in clinic/clinic at hospital, other clinic, easier to use/get to clinic, better "service," etc.
- 4 doctor retired/deceased/changed practice type/sick/pregnant
- 5 doctor moved from area/cannot locate
- 6 did not see doctor often, did not see for long time, doctor dropped patient, etc.
- 7 negative experience with family/other doctor/health care system
- 8 none available/hard to find
- 0 other (specify)
- 98 don't know
- 99 refused

nd_3. Would you like to have a family doctor?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if nd_3 in (5,8,9) then go to nd_6>

nd_4. Have you tried to find a family doctor?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if nd_1 = 5 then go to nd_7>

nd_6. Why have you never had a family doctor?

- 1 no family doctors (or equivalent) available in the area
- 2 family doctors (or equivalent) in the area are not taking new patients
- 3 want family doctor to be the same sex (gender) as me, cannot/have not found one
- 4 have not tried to find/contact one
- 5 not covered by OHIP (wait listed)
- 6 use clinic (walk in or other clinic type)
- 7 do not need doctor / never sick
- 0 other, specify
- 98 don't know
- 99 refused

nd_8. If you needed to see a doctor, for example to get a regular check-up or medical exam, because you were not feeling well, had a cold or the flu, to get a referral to see a specialist, and so on, where would you go for help?

- 1 walk-in clinic/clinic/after-hours clinic
- 2 emergency department at hospital/hospital
- 3 would see/try to see family doctor of another household member/friend/etc.
- 4 family medicine center at/affiliated with hospital or university
- 5 hospital outpatient department
- 6 community health center/women's health centre/centre at work/school/university
- 7 doctor/clinic that specializes in alternative medicine (naturopath, herbalist, etc.)
- 8 call Telehealth
- 0 other, specify
- 97 respondent insists they do not/would not need care
- 98 don't know
- 99 refused

nd_9. Not counting yearly check-ups or monitoring of an ongoing health issue, in the last 12 months did you want to see a doctor because you were sick or were concerned that you had a health problem?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if nd_9 in (5,8,9) then go to er_1>

nd_10. Did you actually see a doctor?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if nd_10 in (5,8,9) then go to er_1>

nd_11. How many days did it take from when you first tried to see a doctor to when you actually SAW them?

0 saw the doctor the same day

1 saw doctor next day

2-19 Enter number of days

20 twenty or more days

98 don't know

99 refused

ACCESS TO PRIMARY CARE

access_1. Have you called or tried to call your provider office with a medical question or concern during the day on a Monday to Friday in the last 12 months?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if access_1 in (5,8,9) then go to access_3>

access_2. How often did your provider or someone else in the office speak to you when you called or get back to you the same day?

- 1 always
- 2 often
- 3 sometimes
- 4 rarely
- 5 never
- 6 volunteers 'depends on what they called for'
- 8 don't know
- 9 refused

access_3. In the last 12 months, have you emailed your provider with a medical question?

- 1 yes
- 5 no
- 6 doctor's office does not offer email
- 7 I don't have email or computer
- 8 don't know
- 9 refused

<if access_3 = 6 then go to access_4a>

<if access_3=7 then access_4=7 and go to access_5>

<else access_4b>

access_4a. Could you make an appointment with your provider on a website?

access_4b. Could you make an appointment with your provider by email or on a website?

- 1 yes
- 5 no
- 6 doctor's office does not offer email/website
- 7 I don't have email or computer
- 8 don't know
- 9 refused

access_5. The last time when you needed medical care in the evening, on a weekend, or on a public holiday, how easy or difficult was it to get care without going to the emergency department?

- 1 very easy
- 2 somewhat easy
- 3 somewhat difficult
- 4 very difficult
- 6 volunteers never tried to do this/never needed care
- 8 don't know
- 9 refused

access_6. Not including hospital emergency departments, does your provider have an after-hours clinic where patients can be seen by or talk to a doctor or nurse when the provider's office is closed?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if access_5 = 6 then go to access_10>

access_10. Will your provider make house calls; that is, come to your home to see you?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

access_9. In the last 12 months, was there a time when it would have been better for your health if your provider had come to your home to see you rather than you going to your provider to see them?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

ACCESS TO CARE WHEN SICK

sick_1. Not counting yearly check-ups or monitoring of an ongoing health issue, in the last 12 months did you want to see your provider because you were sick or were concerned that you had a health problem?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if sick_1 in (5,8,9) then go to exp_1>

sick_2. Did you actually see your provider or someone else in their office?

- 1 yes saw own doctor
- 2 yes saw someone else in office
- 3 saw both provider and someone else (and others)
- 5 no
- 8 don't know
- 9 refused

<if sick_2 = 5 then go to sick_5>

<if sick_2 in (8,9) then go to exp_1>

sick_3. How many days did it take from when you first tried to see your provider to when you actually saw them or someone else in their office?

- 0 saw the doctor the same day
- 1 saw doctor next day
- 2-19 Enter number of days
- 20 twenty or more days
- 98 don't know
- 99 refused

sick_6. Would you say the length of time it took between making the appointment and the actual visit was about right, somewhat too long, or much too long?

- 1 about right
- 2 somewhat too long
- 3 much too long
- 5 other (e.g., if they felt it was too short)
- 8 don't know
- 9 refused

sick_4. Overall, would you say the medical care that you received from your provider was excellent, very good, good, fair, or poor?

- 1 excellent
- 2 very good
- 3 good
- 4 fair
- 5 poor
- 8 don't know
- 9 refused

<if sick_4 in (1,2,3,4,5,8,9) then go to exp_1>

sick_5. Please tell me why you did not see the [fill fd_type]?

1. doctor not available when needed (as it was a weekend or evening, doctor was away, on vacation, ill, booked, etc.)/had to wait too long
2. got advice from doctor's office to see a specialist or doctor at another location (such as a hospital, clinic, etc.)
3. went to emergency / went to the hospital
4. problem went away / not that serious
5. went to a clinic, any type (walk in, community clinic, at work, etc.)
6. called Telehealth
7. other reason (specify, include did not have a doctor at that time here)

- 0 no mention
- 1 stated
- 8 don't know
- 9 refused

PATIENT EXPERIENCE

exp_1. When you see your provider or someone else in their office, how often do they know important information about your medical history?

- 1 always
- 2 often
- 3 sometimes
- 4 rarely
- 5 never
- 6 r volunteers it depends on who they see and/or what they are there for
- 7 never saw family doctor or anyone in their office
- 8 don't know
- 9 refused

<if exp_1 = 7 then go to spec_1>

exp_2. When you see your provider or someone else in their office, how often do they give you an opportunity to ask questions about recommended treatment?

- 1 always
- 2 often
- 3 sometimes
- 4 rarely
- 5 never
- 6 volunteers it depends on who they see and/or what they are there for
- 7 volunteers not using/on any treatments/not applicable
- 8 don't know
- 9 refused

exp_3. When you see your provider or someone else in their office, how often do they spend enough time with you?

- 1 always
- 2 often
- 3 sometimes
- 4 rarely
- 5 never
- 6 volunteers it depends on who they see and/or what they are there for
- 8 don't know
- 9 refused

exp_4. When you see your provider or someone else in their office, how often do they involve you as much as you want to be in decisions about your care and treatment?

- 1 always
- 2 often
- 3 sometimes
- 4 rarely
- 5 never
- 6 volunteers it depends on who they see and/or what they are there for
- 7 volunteers no decisions required on care or treatment/not applicable
- 8 don't know
- 9 refused

exp_5. When you see your provider or someone else in their office, how often do they explain things in a way that is easy to understand?

- 1 always
- 2 often
- 3 sometimes
- 4 rarely
- 5 never
- 6 r volunteers it depends on who they see and/or what they are there for
- 8 don't know
- 9 refused

INTEGRATION

SPECIALISTS

spec_1. In the past 12 months, have you been advised by your provider to see a specialist?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if spec_1 in (5,8,9) then go to int_1>

spec_2. After you were advised to see a specialist, how many days, weeks or months did you have to wait for an appointment?

- Days:
- Weeks:
- Months:
- Years:
- 9997 never got an appointment/still waiting/etc.
- 9998 don't know
- 9999 refused

<if spec_2 = 9997 then go to int_1>

spec_4. When you saw the specialist, did he/she have basic medical information from your provider about the reason for your visit?

- 1 yes
- 5 no
- 7 never got an appointment/still waiting, etc.
- 8 don't know
- 9 refused

spec_6. After you saw the specialist, did your provider seem informed and up-to-date about the care you got from the specialist?

- 1 yes
- 5 no
- 7 did not see provider since seeing specialist
- 8 don't know
- 9 refused

TESTS

int_1. In the last 12 months, when receiving care for a medical problem, was there ever a time when test results were not available at the time of a scheduled appointment with your provider?

- 1 yes
- 5 no
- 7 did not receive care for medical problem/no tests in last 12 months/not applicable
- 8 don't know
- 9 refused

HOSPITALIZATION

int_2. In the last 12 months, have you been hospitalized overnight?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if int_2 in (5,8,9) then go to pres_1>

int_3. After you were discharged from hospital, did your provider seem informed and up-to-date about the care you received in the hospital?

- 1 yes
- 5 no
- 6 have not seen provider since discharged from hospital
- 7 did not receive care for medical problem/no tests in last 12 months/not applicable
- 8 don't know
- 9 refused

PRESCRIPTION MEDICATION

pres_1. Are you taking any prescription medicines on a regular or on-going basis?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if pres_1 in (5,8,9) then go to bf_1>

pres_2. How many different prescription medicines are you taking on a regular or on-going basis?

- 1 one
- 2 two
- 3 three
- 4 four or more
- 8 don't know
- 9 refused

<if pres_2 in (1,2,3,4) then go to bf_1>

pres_3. In the last 12 months, has your provider reviewed and discussed with you the prescription medicine(s) you are using?

- 1 yes (includes reviewed, or discussed, or both)
- 5 no
- 8 don't know
- 9 refused

BLOCK FEES

Intro: Patients sometimes need services that are not paid for by OHIP. Examples include sick notes for work; copies or transfers of medical records; and prescription refills over the phone. Patients are responsible to pay for these uninsured services. Some physicians ask patients to pay for these services individually (or each time) they use them, and some physicians offer patients a lump sum payment option, often called a “block fee”, for these services.

bf_1. Have you ever been asked by your provider or their office to pay for sick notes, copies of your medical records, and prescription refills as YOU needed them?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if bf_1 in (5,8,9) then go to bf_5>

bf_2. Have you paid for one or more of these uninsured services in the last 3 years?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if bf_2 in (5,8,9) then go to bf_4>

bf_3. Have you paid for one or more of these uninsured services in the last year?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

bf_4. How clearly were the reasons why your provider was asking you to pay for the uninsured service explained to you?

- 1 very clear
- 2 somewhat clear
- 3 not very clear
- 4 not at all clear
- 8 don't know
- 9 refused

bf_5. Has your provider ever offered you a yearly lump sum fee or a block fee to cover the cost of uninsured services rather than paying for them individually?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if bf_5 in (5,8,9) then go to er_1>

bf_6a. Approximately how much was the yearly fee?

- Enter number of dollars
- 8 don't know
- 9 refused

bf_6b. Was the fee for you or for you and your family?

- 1 for respondent
- 5 for family
- 8 don't know
- 9 refused

bf_7a. Where the services there were covered by the fee clearly explained to you?

- 1 yes
- 5 No
- 8 don't know
- 9 refused

bf_7b. Was the reason you were being asked to pay the fee clearly explained to you?

- 1 yes
- 5 No
- 8 don't know
- 9 refused

bf_7c. Were you told that paying the fee was completely voluntary?

- 1 yes
- 5 No
- 8 don't know
- 9 refused

bf_7d. Were you told you had the option of paying for the uninsured services individually or as you needed them rather than paying the block fee?

1 yes
5 No
8 don't know 9 refused

bf_8. Have you paid a yearly lump sum or block fee in the last 3 years?

1 yes
5 no
8 don't know
9 refused

<if bf_8 in (5,8,9) then go to bf_11>

bf_9. Have you paid a yearly lump sum or block fee in the last year?

1 yes
5 no
8 don't know
9 refused

bf_10a. Did you feel that if you had not paid the fee, it would have affected your ability to get an appointment with your provider?

1 yes
5 no
8 don't know
9 refused

bf_10b. Did you feel that if you had not paid the fee, it would have affected the quality of care you would receive from your provider?

1 yes
5 no
8 don't know
9 refused

<go to er_1>

bf_11a. Do you feel that by refusing to pay the fee, it has affected your ability to get an appointment with your provider?

1 yes
5 no
8 don't know
9 refused

bf_11b. Do you feel that by refusing to pay the fee, it has affected how quickly you are able to get an appointment with your provider?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

bf_11c. Do you feel that by refusing to pay the fee, it has affected the quality of care you receive from your provider?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

USE OF EMERGENCY AND WALK-IN

EMERGENCY

er_1. Have you been to an emergency department because you were sick or for a health related problem in the last 12 months?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if er_1 in (5,8,9) then go to wi_1>

er_2. Overall, would you say the medical care that you received in the emergency department was excellent, very good, good, fair, or poor?

- 1 excellent
- 2 very good
- 3 good
- 4 fair
- 5 poor
- 8 don't know
- 9 refused

<if famdoc = 0 then go to wi_1>

er_4. The last time you went to the emergency department, was it for a condition that you think could have been treated by your provider if he or she had been available?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if er_4 in (5,8,9) then go to wi_1>

er_5. Which of the following was the MAIN reason you went to the emergency rather than to your provider ?

- 1 it was an emergency
- 2 your provider was not available
- 3 you could not get an appointment with your provider
- 4 it was faster to go to the emergency
- 5 the emergency was closer
- 6 provider advised you to go to emergency
- 7 provider works out of the emergency
- 0 other, specify
- 8 don't know
- 9 refused

er_6. Did your provider seem informed and up-to-date about the last time you went to the emergency department?

- 1 yes
- 5 no
- 7 has not seen provider since ED visit
- 8 don't know
- 9 refused

WALK-IN

Intro: We are going to ask some questions about your experience using a walk-in clinic. For these questions, we do not mean a drop-in or walk-in clinic that is offered by your provider 's practice. We are only asking about separate walk-in clinics that your provider is not affiliated with.

wi_1. Have you been to a walk in clinic because you were sick or for a health related problem in the 12 months?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if wi_1 in (5,8,9) then go to hcare _1>

wi_2. Overall, would you say the medical care that you received at the walk-in clinic was excellent, very good, good, fair, or poor?

- 1 excellent
- 2 very good
- 3 good
- 4 fair
- 5 poor

- 8 don't know
- 9 refused

<if famdoc = 0 then go to hcare _1>

wi_4. The last time you went to a walk-in, was it for a condition that you think could have been treated by your provider if he or she had been available?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if wi_4 in (5,8,9) then go to hcare_1>

wi_5. Which of the following was the MAIN reason you went to the walk-in rather than to you provider ?

- 1 your provider was not available
- 2 you could not get an appointment with your provider
- 3 it was faster to go to the walk-in
- 4 the walk-in was closer
- 5 provider advised you to go to a walk-in
- 6 it was a follow-up to a previous visit at the walk-in
- 0 other, specify
- 8 don't know
- 9 refused

HOME CARE

Intro: Now some questions about health care services such as nursing, personal support, occupational therapy, physiotherapy, and so on that COULD BE PROVIDED to you IN YOUR HOME, rather than at a doctor's office, clinic, or hospital.

hcare_1. Have you received any home care services in the last year?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

```
<if hcare_1 = 1 then go to hc_3>  
<if hcare_5 = 1 then go to hc_2>  
<if hcare_5 in (8,9) then go to hc_1>
```

hcare_2. In the last year, did you think you needed home care services, such as nursing, personal support, occupational therapy, physiotherapy, and so on to be provided in your home?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

```
<if hcare_2 in (5,8,9) then go to hc_1>
```

hcare_3. In the last year, have you discussed home care needs with your provider?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

hcare_4. The last time you received home care services, did you or another family member pay for it or was it paid for by a government or publicly-funded program?

- 1 by respondent or family member
- 3 by government or publicly funded program
- 5 paid by both
- 7 someone else paid
- 8 don't know
- 9 refused

```
<if hcare_4 = 7 then go to hc_5>  
<else go to hc_6>
```

hcare_5. And who was it that paid for the home care you received?

As entered

hcare_6. Overall, would you say the home care that you received was excellent, very good, good, fair, or poor?

- 1 excellent
- 2 very good
- 3 good
- 4 fair
- 5 poor
- 8 don't know
- 9 refused

hcare_7. In the last year, has your provider talked with you about the home care services you have received? For example has your provider asked if you are getting all of the home care services you need, how satisfied you are with the care, and so on?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

HOUSEHOLD COMPOSTION

hc_1. Counting yourself, how many people live in your household?

1 respondent indicates they live alone
2-9 enter number of people
10 ten or more people live in household
98 don't know
99 refused

<if hc_1 = 1 then go to birth_yr>

hc_2. How many children under the age of 16 live in your household?

0 no children\nno children under 16
1-9 enter number of children under 16
10 ten or more children under 16
98 don't know
99 refused

<if hc_2 in (0,98,99) then go to birth_yr>

hc_3. Are you a parent or guardian of any of the children under 16 years of age who live in your household?

1 yes
5 no
8 don't know
9 refused

<if hc_3 in (5,8,9) then go to birth_yr>

hc_4. Could you tell me the age(s) of the child/children in your household under 16?

0 less than one year old
1-15 enter age of children
98 don't know
99 refused

CHILDREN'S SECTION

ca_1. To help us determine which child to refer to on the following questions, can you tell me the age of your child, who will have the next birthday?

- 0-15 enter ages
- 98 don't know
- 99 refused

<if ca_1 in (98,99) then go to yr_birth>

CHILDREN'S ACCESS TO CARE WHEN SICK

ca_3. Do you have a pediatrician, family doctor, nurse practitioner or other regular health care provider for your child?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if ca_3 in (5,8,9) then go to ca_9>

ca_4. Not counting yearly check-ups or monitoring of an ongoing health issue, in the last 12 months did you want to take your child to see their provider because they were sick or you were concerned that they had a health problem?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if ca_4 in (5,8,9) then go to ca_9>

ca_5. Did they actually see their provider or someone else in their office?

- 1 yes, saw own provider
- 2 yes, saw other provider in office
- 3 saw own provider and other provider
- 5 no
- 8 don't know
- 9 refused

<if ca_5 = 5 then go to ca_8>

<if ca_5 in (8,9) then go to ca_9>

ca_6. How many days did it take from when they first tried to see their provider to when they actually saw them or someone else in their office?

- 0 saw the doctor the same day
- 1 saw doctor next day
- 2-19 Enter number of days
- 20 twenty or more days
- 98 don't know
- 99 refused

CHILDREN'S USE OF EMERGENCY

ca_9. Have you taken your child to an emergency department because they were sick or for a health related problem in the last 12 months?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

CHILDREN'S USE OF A WALK-IN

ca_13. Have you taken your child to a walk in clinic because they were sick or for a health related problem in the 12 months?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

SOCIODEMOGRAPHICS

birth_yr. In what year were you born?

1900-1997 enter year
9998 don't know
9999 refused

<if birth_yr= 9999 then go to agegroup>

birth_mth. And in what month was that?

1 January	5 May	9 September
2 February	6 June	10 October
3 March	7 July	11 November
4 April	8 August	12 December
98 don't know	99 refused	

<if birth_mth in (1 to 12) then go to edu>

agegroup (for those who do not answer birth_yr and birth_mth). The information collected in the study is more valuable when we know the age of the people who participated. Now we don't need your exact age, but would you please tell me if you are:

- 1 16-24 years of age
- 2 25-34 years of age
- 3 35-44 years of age
- 4 45-54 years of age
- 5 55-64 years of age
- 6 65-74 years of age
- 7 75 years of age or older

edu. What is the highest level of education you have completed to date?

- 1 less than high school
- 2 some high school
- 3 high school graduate or equivalent
- 4 some community college, technical, trade, or vocational college
- 5 completed community college, technical, trade, or vocational college
- 6 some university but no degree
- 7 completed bachelor's degree (Arts, Science, Eng, etc.)
- 8 post graduate training: MA, MSc, MLS, MSW, MBA, etc.
- 9 post graduate training: PhD, "doctorate"
- 10 professional degree (Law, Medicine, Dentistry)
- 98 don't know
- 99 refused

birthplace. In what country were you born?

- | | |
|--|-----------------------------|
| 1 Canada | 38 Pakistan |
| 2 United States | 39 Philippines |
| 3 China, Hong Kong, Taiwan | 42 Russia/USSR/Soviet Union |
| 4 France | 44 Serbia |
| 5 Germany | 46 Somalia |
| 6 India | 47 Czechoslovakia/Slovakia |
| 7 Italy | 48 Spain |
| 8 Netherlands (Holland) | 49 Sri Lanka |
| 9 Poland | 50 Sweden |
| 10 Portugal | 51 Switzerland |
| 11 Denmark | 52 Trinidad |
| 13 England, Scotland, Ireland,
UK, Wales, Great Britain | 53 Ukraine |
| 14 El Salvador | 54 Vietnam |
| 15 Ethiopia | 55 Yugoslavia |
| 17 Finland | 56 Bangladesh |
| 19 Greece | 57 Iran/Iraq |
| 20 Guyana | 58 Other Europe |
| 21 Haiti | 59 Other Asia |
| 23 Hungary | 60 Other Central America |
| 27 Israel | 61 Other South America |
| 28 Jamaica | 62 Other Africa |
| 29 Japan | 63 Other Caribbean |
| 31 Korea (North & South) | 64 Other Middle East |
| 32 Lebanon | 65 Other North African |
| 33 Macedonia | 67 South Pacific |
| 34 NZ & Australia | 0 Not codeable |
| 36 Nigeria | 98 don't know |
| 37 Norway | 99 refused |

<if birthplace in (1,98,99) then go to lang_2>

imm. In what year did you come to Canada?

- 1900-2014 enter year
9998 don't know
9999 refused

lang_2. What language do you speak most often at home?

- | | |
|----------------------------|------------------------------------|
| 1 English | 20 African language |
| 2 French | 21 Chinese (Mandarin or Cantonese) |
| 3 English & French | 22 Filipino or Tagalog |
| 4 English & other | 23 Vietnamese |
| 5 Czech | 24 Other Asian language |
| 6 Croatian | 25 Hindi |
| 7 Danish | 26 Punjabi |
| 8 Dutch | 27 Tamil |
| 9 German | 28 Urdu |
| 10 Greek | 29 Other East Indian language |
| 11 Hungarian | 30 Hispanic languages |
| 12 Italian | 31 Arabic |
| 13 Polish | 32 Other Middle Eastern languages |
| 14 Portuguese | 33 Native & Aboriginal languages |
| 15 Russian | 0 Other, specify |
| 16 Spanish | 97 Not codeable |
| 17 Ukrainian | 98 Don't know |
| 18 Yugoslavian | 99 Refused |
| 19 Other European language | |

fin_sit. Which of the following words best describes your current financial situation: very comfortable, comfortable, tight, very tight, or poor?

- 1 very comfortable
- 2 comfortable
- 3 tight
- 4 very tight
- 5 poor
- 8 don't know
- 9 refused

inc1. Could you please tell me how much income you and other members of your household received in the year ending December 31st 2013, before taxes. Please include income from all sources such as savings, pensions, rent, as well as wages. To the nearest thousand dollars, what was your total household income before taxes and other deductions were made?

- 0 less than one thousand dollars
- 1-997 enter amount (2 for \$2,000, 20 for \$20,000, 120 for \$120,000, etc.)
- 998 don't know
- 999 refused

<if inc_1 in (998,999) then go to inc2>

<else go to in_postal>

inc2 (for those who refuse inc1). We don't need the exact amount; could you tell me which of these broad categories it falls into?

- 1 less than \$20,000
- 2 between \$20,000 and \$30,000 (\$29,999.99)
- 3 between \$30,000 and \$40,000
- 4 between \$40,000 and \$50,000
- 5 between \$50,000 and \$60,000
- 6 between \$60,000 and \$70,000
- 7 between \$70,000 and \$80,000
- 8 between \$80,000 and \$90,000
- 9 between \$90,000 and \$100,000
- 10 between \$100,000 and \$120,000
- 11 between \$120,000 and \$150,000
- 12 more than \$150,000
- 98 don't know
- 99 refused

POSTAL CODE

postcode. Can you tell me your postal code?

As entered

PERMISSION TO LINK/FOLLOW UP

permis_1. Understanding the relationship between people's health, and how often see a doctor, have been hospitalized, and so on, is important to delivering effective health care in Ontario. The ministry would like to use your responses, and share them with authorized health organizations, so that both the ministry and the organizations can research, analyze and evaluate Ontario's health care system. Are you willing to permit the ministry and the authorized health organizations to do this?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

followup_1. Would you be interested in talking to the ministry, and their researchers, again?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if followup_1 in (5,8,9) 1 then go to eval_1>

fname. Could you please tell me your first name so we know who to ask for if we do call back?

As entered

EVALUATION

eval_1. Did you find any questions hard to understand, confusing, or unclear?

- 1 yes
- 5 no
- 8 don't know
- 9 refused

<if eval_1 in (5,8,9) then go to end>

eval_2. Which questions did you find hard to understand, confusing, or unclear?

As entered