



# SUN COUNTRY HEALTH REGION

## Public Perception Survey

### Report Summary

January 2008

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Public Perception Survey

Report Summary

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## EXECUTIVE SUMMARY

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The Sun Country Health Region (SCHR) Public Perception survey was conducted for the SCHR by telephone between January 5<sup>th</sup> and 12<sup>th</sup>, 2008 among a representative cross section of 511 Sun Country Health Region residents. With a sample of 511 we can say with a 95% level of certainty that the overall results are within + or – 4.3% of what they would be if the entire adult population of the Sun Country Health Region were polled. The margin of error will be larger for other demographic sub-groupings of the survey population.

### Perceptions Regarding Service

- ✓ The large majority (81%) of SCHR residents say they have accessed health services in the past year. More than three quarters (81%) of this contact involves visiting their family physician.
- ✓ Overall, 78% of residents rate the quality of service they received as ‘good’ or ‘excellent’ when they or a family member accessed health services in the past year.

### Client and Family Centred Care

- ✓ Overall, the majority of SCHR residents indicate that aspects of their health care service was client and family centred.
- ✓ Specifically:
  - ✓ 92% say they were treated in a friendly and courteous manner which respected their individual needs and beliefs,
  - ✓ 86% were encouraged and supported to participate in their health care decision-making to the extent they wanted,
  - ✓ 85% feel that the staff or physicians listened, took seriously and respected them as a partner in their care,
  - ✓ 82% say their last health care experience was well organized,
  - ✓ 75% indicate their family/support person was encouraged to participate in their care and treatment plan to the extent they were comfortable with,
  - ✓ 65% were aware that a health care team was involved in their care,
  - ✓ 62% consider themselves as a customer of health care.

### Public Confidence

- ✓ The large majority (89%) of residents are confident with the level of health care provided by Sun Country Health Region. More than three quarters (81%) say their level of confidence has stayed the same over the past 12 months.

### Perceptions Regarding Issues Facing the Sun Country Health Region

- ✓ More than two thirds (72%) say there are specific issues facing health care they would like SCHR to focus on; specifically improving recruitment and retention of staff (68%), decreasing wait times (30%) and improving access to services (22%).

### Perceptions Regarding Media

- ✓ More than one third (39%) of Health Region residents recall seeing, reading or hearing *negative* news coverage about health issues in Weyburn, Estevan and surrounding communities, while the majority (53%) recall seeing, reading or hearing *positive* news coverage.

### Perceptions Regarding Information Sources

- ✓ Close to one half (44%) of residents think household mailings are a good way to receive information about issues that affect health care delivery, 34% think newspapers, 18% say radio and 16% mention television as a good way to get information.

### Health Promotion

- ✓ The large majority of residents (84%) think the Health Region is a credible source of health promotion information.

### Personal Responsibility for Health

- ✓ More than three quarters (83%) of residents think it is very important to have a healthy lifestyle that involves eating well, being physically active and not smoking.
- ✓ The majority strongly agree they have a responsibility for their own health (63%), that by looking after their own health they are contributing to the health of the community (57%) and that they have a responsibility to contribute to the health of the community overall by looking after their own personal health (55%).

## OBJECTIVES & METHODOLOGY

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The Sun Country Health Region (SCHR) Public Perception survey was conducted for the SCHR by telephone between January 5<sup>th</sup> and 12<sup>th</sup>, 2008 among a representative cross section of 511 Sun Country Health Region residents.

The primary objectives of this study are to enable SCHR to discern what the public thinks needs to be done to (better) public value, to ascertain if SCHR is serving the public in the best possible way, client and family centred care, public confidence, communications and information sources and health promotion.

Questions for this public perception survey were designed by Fast Consulting in consultation with Sun Country Health Region and assembled into an interview format by our firm. The questionnaire was pre-tested - and revised as necessary - to ensure that all of the questions being asked in the interview were understood by respondents and that the data collected addresses SCHR's opinion measurement objectives.

Interview respondents were selected using an electronic sample frame and standard polling practices to ensure random selection. The electronic sample was also constructed to ensure proportionate representation of important demographic characteristics within the region such as gender, age, and household make-up. Interviews were conducted by Fast Consulting's in-house professional research interviewers using our computer aided telephone interviewing (CATI) call centre.

With a sample of 511 we can say with a 95% level of certainty that the overall results are within plus or minus 4.3% of what they would be if the entire adult population of the Sun Country Health Region were polled. The margin of error will be larger for other demographic sub-groupings of the survey population.

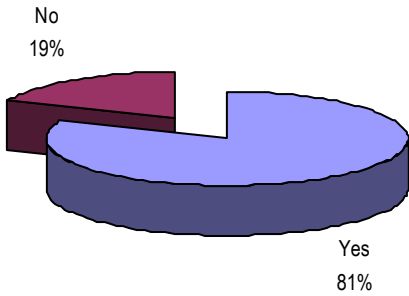
Fast Consulting designed and implemented programs to facilitate the statistical analysis using the industry standard SPSS computer program (Statistical Package for Social Sciences). Data checking procedures were utilized at all times to ensure accuracy of the data. Frequency charts for all resident opinion issues are illustrated in this report. Detailed tables are included under separate cover.

# 1.0 PERCEPTIONS REGARDING SERVICE

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## Accessing Health Services

**Question.** Have you accessed any health care services and programs in your community in the last 12 months?

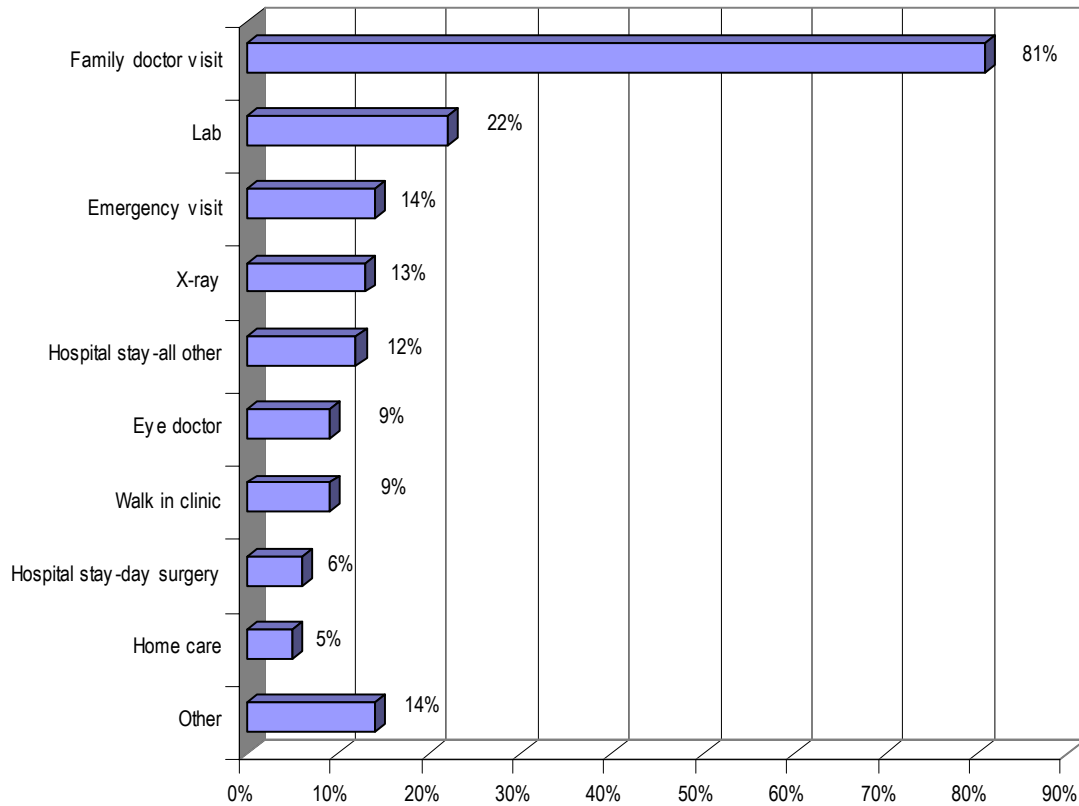


- The large majority (81%) of respondents say they have personally accessed health care services or programs in the last 12 months.

	Estevan	Weburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Yes	79%	87%	80%	74%	76%	86%	85%	75%	83%	81%

**Question.** What type of service did you access?

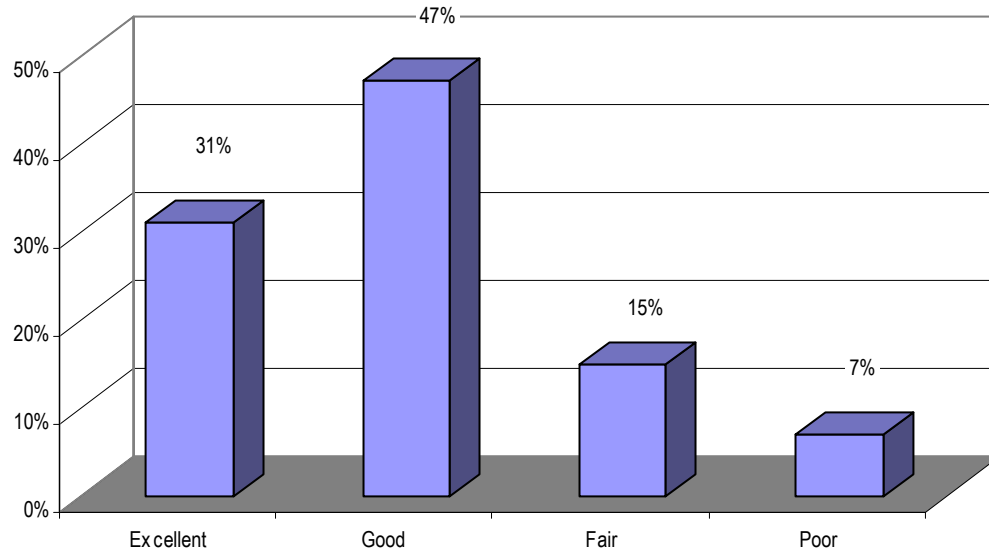
*Note: This question was only asked of the 415 respondents that said they have accessed health services in the past year and is a multiple choice so responses will not necessarily sum to 100%.*



- More than three quarters (81%) of Sun Country Health Region residents have seen their family physician in the past year.
- Included among 'other' identified by 14% of respondents are paediatrics (2%), social or community worker (2%), physio or massage therapy (2%), specialist (1%) and immunization clinic (1%).

## Quality of Service Received

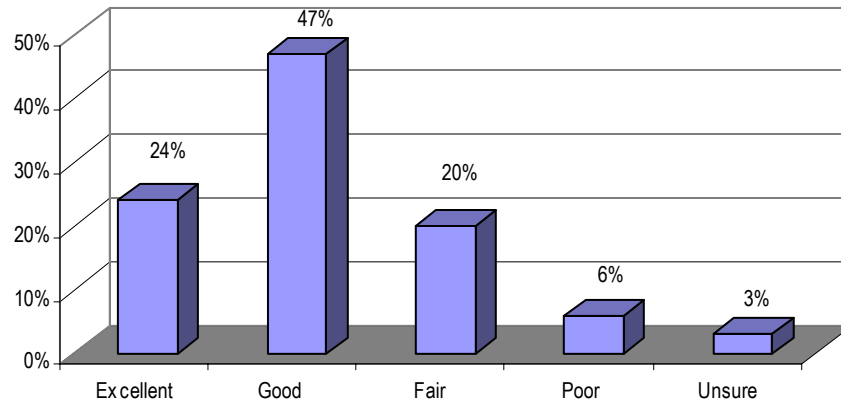
**Question.** How would you rate the overall quality of health services you or your family member received during the last year?



- In terms of outcome, overall, the majority (78%) of Sun Country Health Region residents rate the quality of health services they or their family member have received in the last year as either excellent or good.

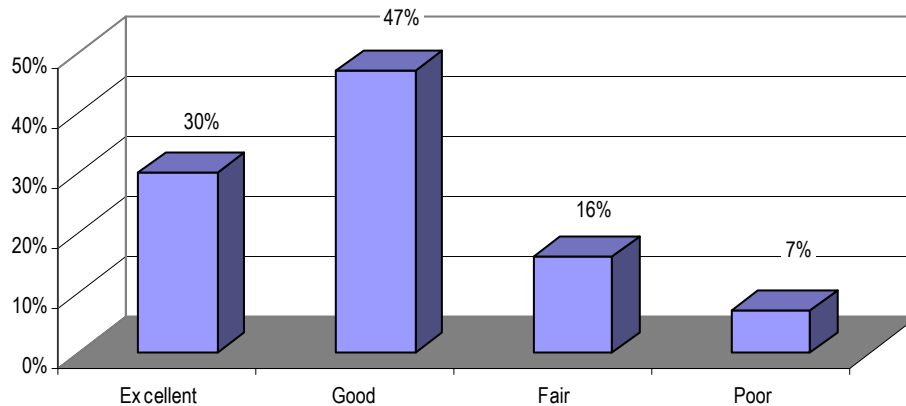
	Estevan	Weyburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Excellent	27%	37%	30%	27%	43%	25%	30%	27%	34%	31%
Good	43%	48%	47%	51%	39%	50%	48%	55%	41%	47%
Fair	23%	10%	14%	22%	16%	21%	11%	11%	17%	15%
Poor	6%	4%	8%	-	2%	4%	11%	8%	8%	7%

**Question.** How would you rate the overall quality of health services you or your family member received during your last experience with the Sun Country Health Region?



- More than two thirds (71%) of those residents who have not accessed health services or programs in the past years rate their last experience with the Sun Country Health Region as good or excellent.

**Combined Quality of Health Care**



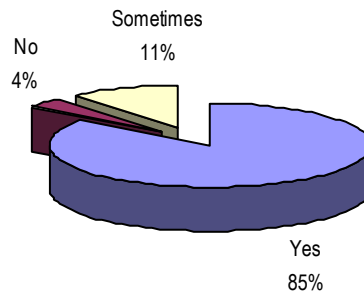
- Combining responses for residents who have accessed health services or programs in the last year with those who have not, gives an overall quality of health care rating of 77% in the range of good or excellent.

	Estevan	Weyburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Excellent	26%	33%	30%	26%	35%	21%	27%	28%	35%	30%
Good	45%	52%	45%	51%	40%	51%	49%	51%	41%	47%
Fair	24%	10%	16%	23%	22%	21%	14%	11%	16%	16%
Poor	5%	5%	9%	-	2%	5%	10%	9%	7%	7%

## 2.0 CLIENT AND FAMILY CENTRED CARE

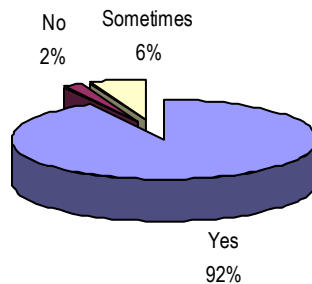
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**Question.** Thinking about your experience with the Sun Country Health Region, do you feel that the staff or physicians listened, took seriously, and respected you as a partner in your care? Please consider all aspects of your health care service together.



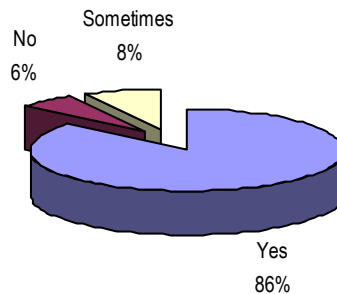
- The large majority (85%) of residents feel that the staff or physicians listened, took seriously and respected them as a partner in their care.

**Question.** Did staff and physicians treat you in a friendly and courteous manner which respected your individual needs and beliefs?



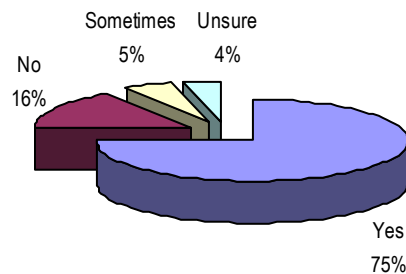
- The large majority (92%) indicate the staff and physicians treated them in a friendly and courteous manner which respected their individual needs and beliefs.

**Question.** During your last experience with the Sun Country Health Region, were you encouraged and supported to participate in your care and decision-making to the extent that you wanted to?



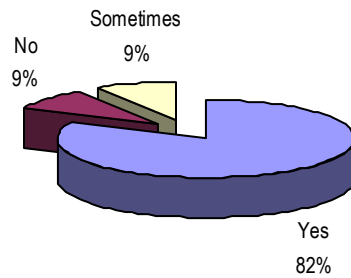
- The large majority (86%) say they were encouraged and supported to participate in their health care and decision-making to the extent that they wanted.

**Question.** During your last experience with the Sun Country Health Region, was your family/support person encouraged to participate in your care and treatment plan to the extent that you felt comfortable with?



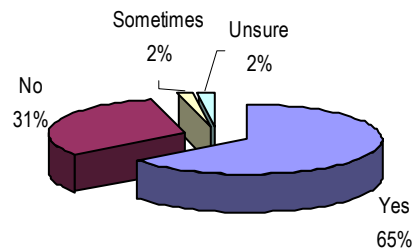
- Three quarters (75%) say their family/support person was encouraged to participate in their care and treatment plan to the extent that they felt comfortable with.

**Question.** Overall, do you feel your last health care experience was well organized?



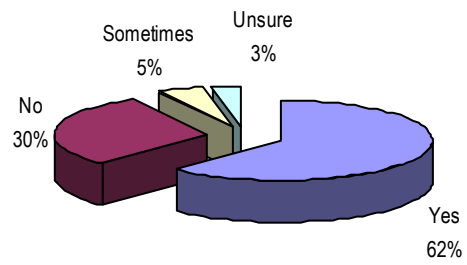
- The large majority (82%) of residents feel their last health care experience was well organized.

**Question.** During your last experience with the Sun Country Health Region, were you aware that a health care team was involved in your care?



- The majority (65%) of residents were aware that a health care team was involved in their care.

**Question.** Do you think of yourself as a customer of health care?



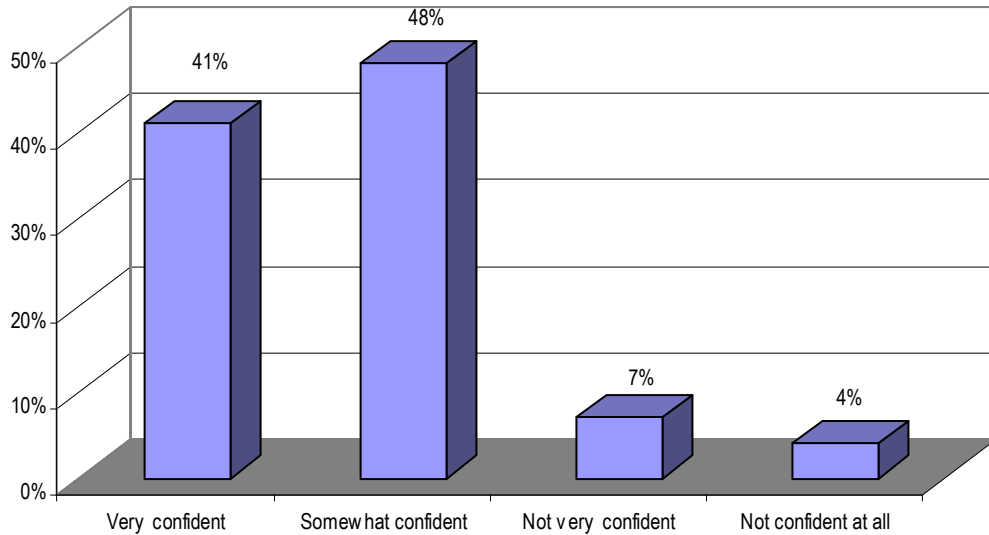
- The majority (62%) of residents think of themselves as a customer of health care.

The following table shows the breakdown of respondents by rural/urban and age who answered yes to the listed questions.

	<b>Estevan</b>	<b>Weyburn</b>	<b>Rural</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>	<b>Total</b>
Staff or physicians listened, took seriously and respected you as a partner in your care.	79%	89%	86%	86%	82%	87%	83%	83%	89%	85%
Staff or physicians treat you in a friendly and courteous manner which respected your individual needs and beliefs.	91%	93%	92%	82%	91%	92%	92%	93%	92%	92%
You were encouraged and supported to participate in your care and decision-making to the extent that you wanted to.	81%	84%	88%	93%	87%	80%	87%	92%	82%	86%
Your family/support person was encouraged to participate in your care and treatment plan to the extent that you felt comfortable with.	64%	80%	78%	82%	83%	77%	78%	73%	71%	75%
Your last health care experience was well organized.	72%	85%	83%	84%	81%	79%	77%	85%	83%	82%
You were aware that a health care team was involved in your care.	63%	63%	67%	58%	67%	62%	71%	67%	61%	65%
You think of yourself as a customer of health care.	72%	55%	61%	58%	54%	59%	64%	61%	66%	62%

### 3.0 PUBLIC CONFIDENCE

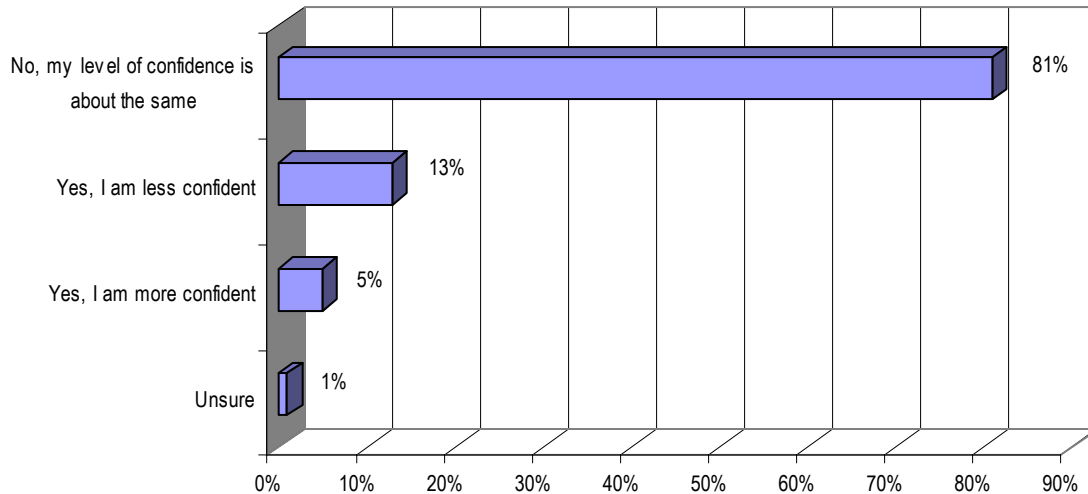
**Question.** Would you say that you are very confident, somewhat confident, not very confident, or not confident at all with the level of health care provided by Sun Country Health Region?



- The large majority (89%) of residents are confident with the level of health care provided by Sun Country Health Region; 41% are 'very confident' and 48% are 'somewhat confident'.

	Estevan	Weyburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Very confident	36%	46%	39%	48%	38%	34%	42%	40%	40%	41%
Somewhat confident	49%	46%	47%	49%	53%	53%	47%	47%	43%	48%
Not very confident	9%	3%	8%	4%	7%	11%	6%	4%	8%	7%
Not at all confident	4%	4%	4%	-	2%	1%	3%	7%	6%	4%

**Question.** Still thinking about your level of confidence, has it changed over the last 12 months or so?

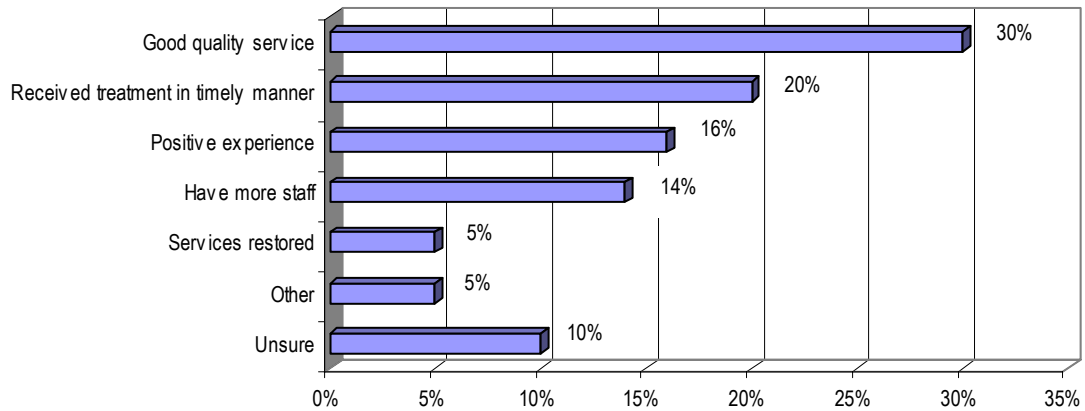


- More than three quarters (81%) of Sun Country Health Region residents say their level of confidence has stayed the same over the last 12 months. While 13% say they are less confident and 5% say they are more confident.

	<b>Estevan</b>	<b>Weyburn</b>	<b>Rural</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>	<b>Total</b>
No, same confidence	77%	75%	84%	76%	76%	74%	81%	81%	84%	81%
Yes, less confident	13%	19%	12%	7%	20%	18%	14%	14%	10%	13%
Yes, more confident	9%	5%	4%	13%	5%	6%	5%	4%	5%	5%

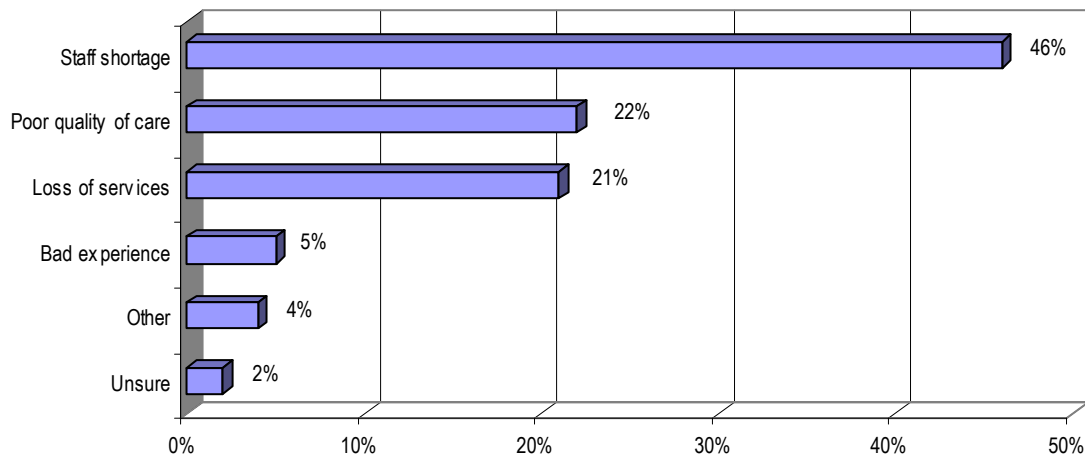
**Question.** What is the main reason for why your level of confidence has changed?

**More Confident**



- Reasons the twenty seven (27) residents who are more confident give for indicating their level of confidence has changed are good quality of service (30%), receiving treatment in a timely manner (20%), an overall positive experience (16%) and there is more staff (14%).

**Less Confident**



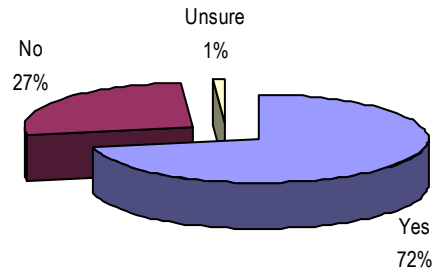
- Reasons the sixty nine (69) residents who are less confident give for indicating their level of confidence has changed are a staff shortage (46%), poor quality of care (22%) and a loss of services (21%).

## 4.0 PERCEPTIONS REGARDING ISSUES FACING THE SUN COUNTRY HEALTH REGION

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### Health Care Issues

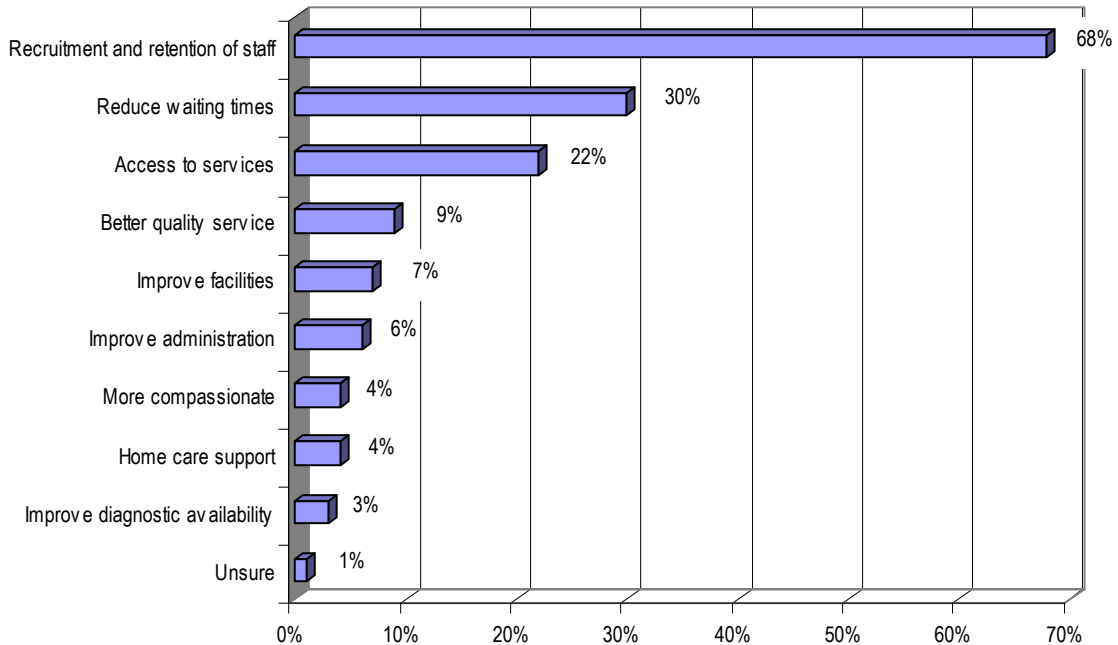
**Question.** Are there specific issues facing health care in the Sun Country Health Region that you would like to see the health region focus on?



- More than two thirds (72%) of residents indicate there are specific issues facing health care they would like Sun Country Health Region to focus on.

	Estevan	Weyburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Yes	70%	76%	70%	51%	83%	78%	75%	71%	65%	72%

**Question.** What are those issues?



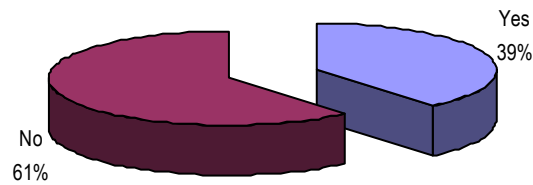
- Approximately two thirds (68%) of those Sun Country Health Region residents who think there are specific issues they would like SCHR to focus on would like to see SCHR improve recruitment and retention of staff, 30% would like to see SCHR decrease waiting times and 22% would like improved access to services.

## 5.0 RECALL OF MEDIA STORIES

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### Negative News Coverage

**Question.** Do you recall seeing, reading or hearing any *negative* news coverage about health issues in Weyburn, Estevan and surrounding communities?

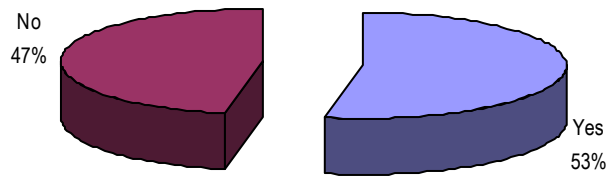


- More than one third (39%) of Health Region residents recall seeing, reading or hearing negative news coverage about health issues in Weyburn, Estevan and surrounding communities.

	Estevan	Weyburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Yes	46%	39%	37%	25%	38%	46%	47%	37%	34%	39%

## Positive News Coverage

**Question.** In the last year or so, do you recall seeing, reading or hearing any *positive* news coverage about reductions in wait times in surgeries and the hiring of new doctors and nurses?



- The majority (53%) of SCHR residents recall seeing, reading or hearing positive news coverage about health issues in Weyburn, Estevan and surrounding communities.

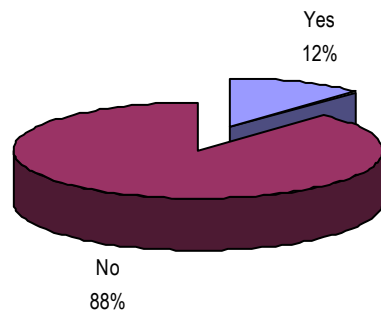
	Estevan	Weyburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Yes	61%	46%	53%	51%	50%	43%	60%	58%	50%	53%

## 6.0 PERCEPTIONS REGARDING INFORMATION SOURCES

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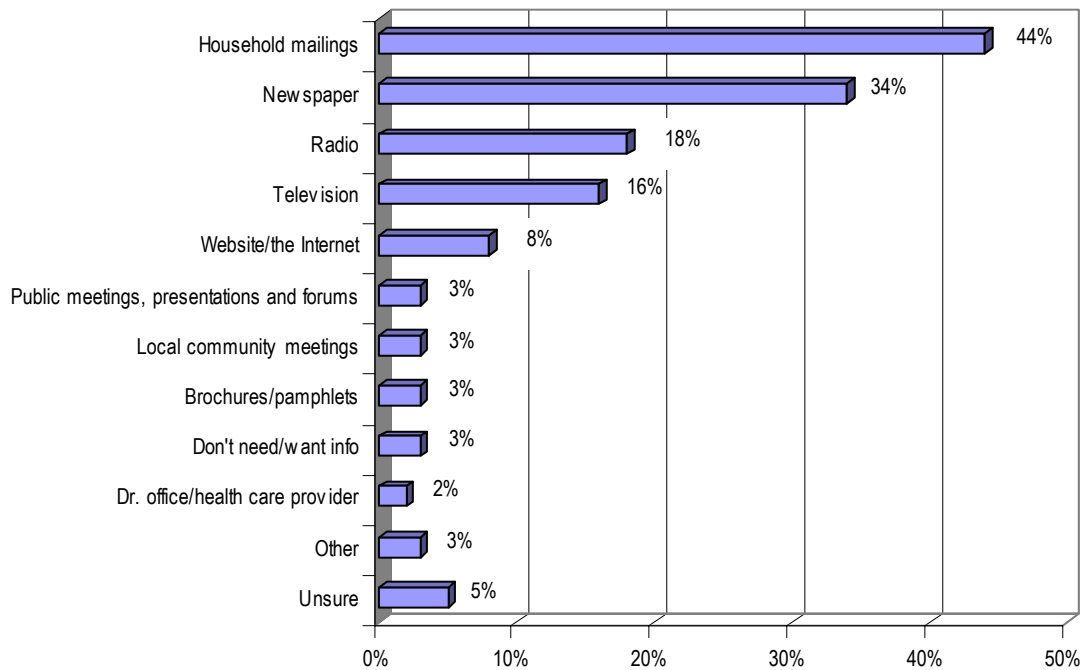
### Green Pages

**Question.** Have you ever used the Green Pages in your telephone directory when looking to access health services?



- Approximately one in nine (12%) of residents have used the Green Pages in the telephone directory when looking to access health services.

**Question.** There are various ways the Sun Country Health Region can inform people about issues that affect health care delivery. How would you like to receive this type of information from the Sun Country Health Region?

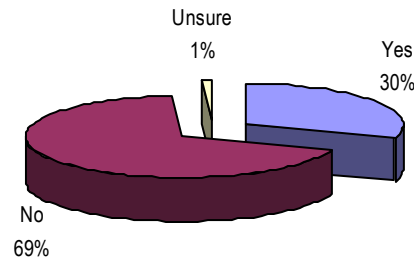


- Close to one half (44%) of residents think household mailings are a good way to receive information about issues that affect health care delivery, 34% think newspapers, 18% say the radio and 16% mention television as a good way to get information.

	Estevan	Weyburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Household mailings	43%	44%	45%	34%	54%	36%	40%	48%	49%	44%
Newspaper	32%	36%	34%	22%	34%	30%	39%	34%	33%	34%
Radio	18%	21%	17%	35%	11%	20%	27%	13%	13%	18%
Television	16%	22%	14%	14%	21%	14%	18%	13%	16%	16%
Website	16%	9%	6%	11%	13%	13%	10%	5%	5%	8%

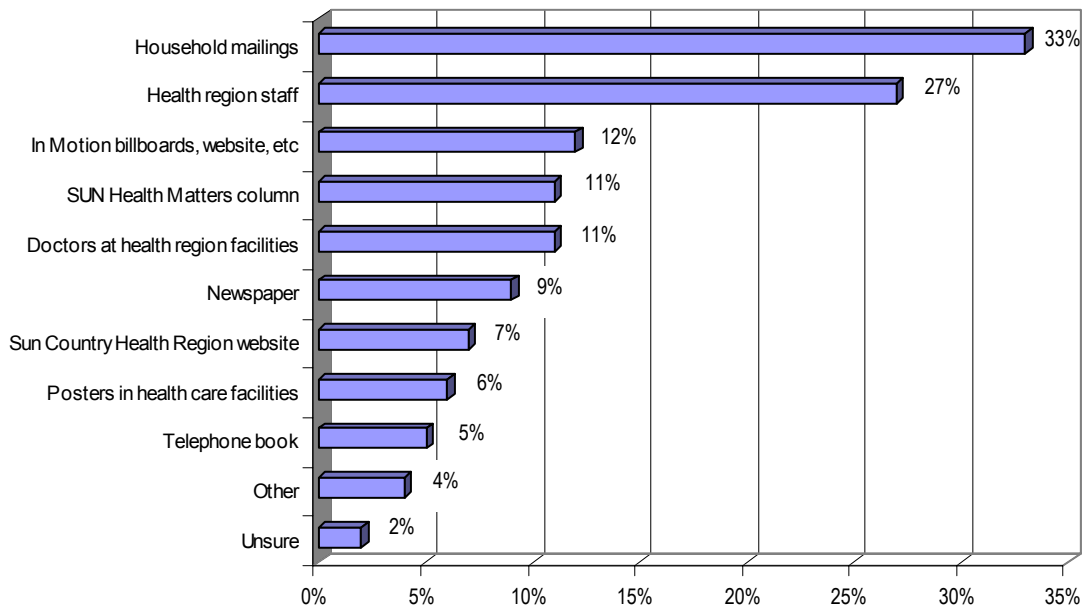
## 7.0 HEALTH PROMOTION

**Question.** Have you accessed or received health promotion information from the Sun Country Health Region (or their staff) in the past 12 months?



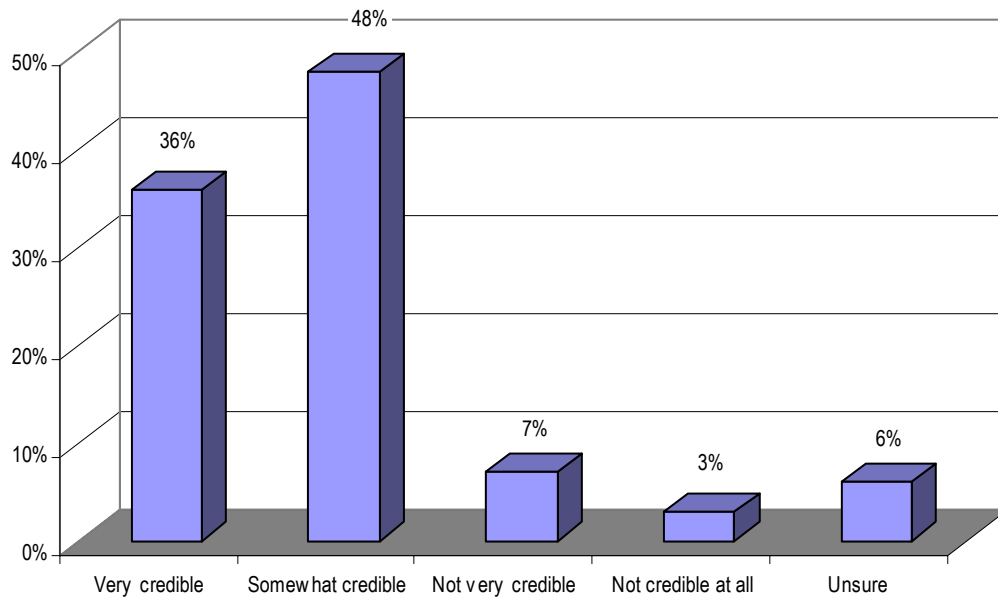
- Slightly less than one third (30%) have accessed or received health promotion information from the Sun Country Health Region in the past 12 months.

**Question.** When you accessed health promotion information, how did you find it?



- Approximately one third of those residents who have accessed or received health promotion information from the Sun Country Health Region in the past 12 months found information through household mailings (33%) and from health region staff (27%).

**Question.** Do you believe the Health Region is a credible source of health promotion information?



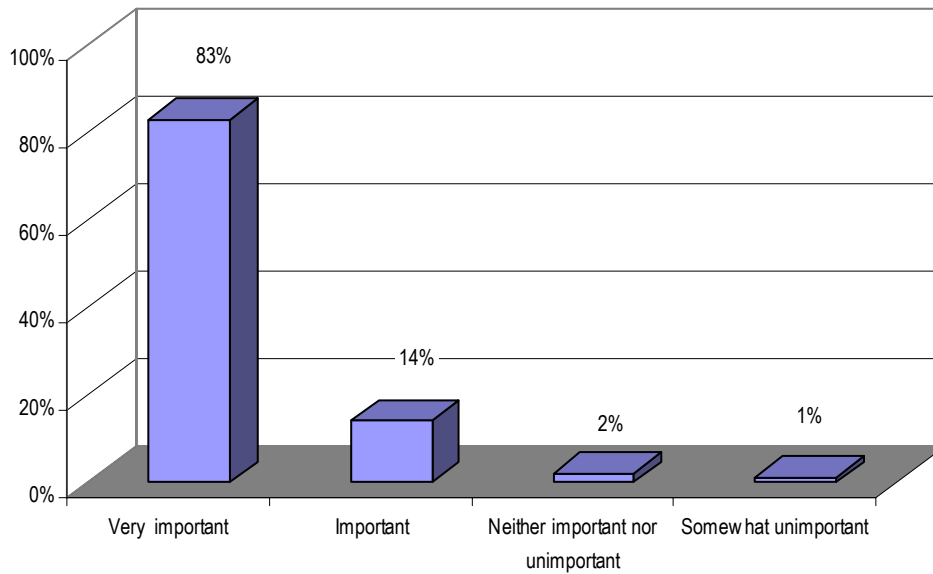
- The large majority (84%) of residents think the Health Region is a credible source of health promotion information.

	<b>Estevan</b>	<b>Weyburn</b>	<b>Rural</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>	<b>Total</b>
Very credible	27%	37%	39%	56%	29%	36%	38%	31%	39%	36%
Somewhat credible	59%	47%	45%	40%	53%	51%	48%	48%	45%	48%
Not very credible	8%	9%	5%	4%	11%	9%	2%	9%	7%	7%
Not at all credible	1%	2%	4%	-	5%	-	5%	5%	1%	3%
Unsure	5%	5%	6%	-	2%	4%	7%	7%	8%	6%

## 8.0 PERSONAL RESPONSIBILITY FOR HEALTH

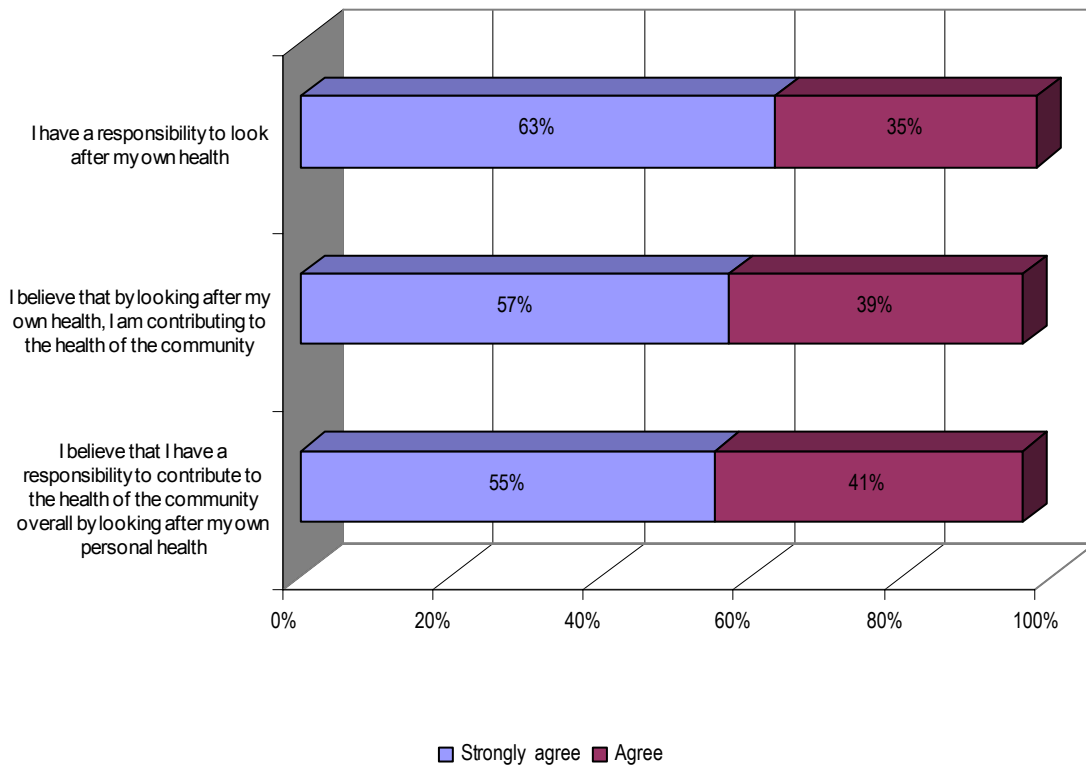
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**Question.** How important is it to you to have a healthy lifestyle such as eating well, being physically active and not smoking?



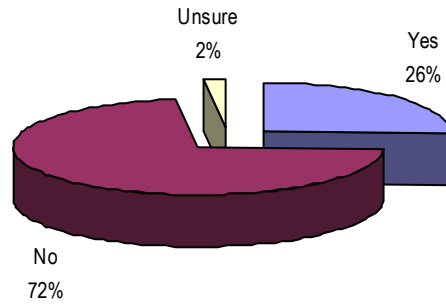
- The large majority (83%) of residents think it is very important to have a healthy lifestyle such as eating well, being physically active and not smoking.

I am going to read you 3 statements that people might use to describe themselves. Please tell me if you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree that the statement describes how you think.



- The majority strongly agree they have a responsibility for their own health (63%), that by looking after their own health they are contributing to the health of the community (57%) and that they have a responsibility to contribute to the health of the community overall by looking after their own personal health (55%).

**Question.** Do you have a Health Care Directive, otherwise known as a Living Will?



- One quarter (26%) of residents indicate they currently have a Health Care Directive otherwise known as a Living Will.

	Estevan	Weyburn	Rural	18-24	25-34	35-44	45-54	55-64	65+	Total
Yes	24%	36%	23%	11%	30%	28%	24%	28%	27%	26%

## APPENDIX I SURVEY INSTRUMENT

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Hello, my name is \_\_\_\_\_ and I'm calling from Fast Consulting, a professional public opinion research firm in Saskatchewan. Today, we are conducting a random survey regarding resident's views about Sun Country Health Region. Let me assure you that all responses remain anonymous and confidential. The survey takes less than 10 minutes to complete.

Do you have a few minutes to participate in the survey now?

Are you 18 years of age or older?

Yes - **(CONTINUE)**

No - May I speak with someone who is?  
**(REPEAT INTRODUCTION)**

**PLEASE RECORD GENDER BY VOICE (DO NOT ASK) WATCH QUOTA - 50/50 SPLIT REQUIRED.**

- 1) Male          2) Female

### **Service Use and Rating Quality of Service**

1. Have you accessed any health care services and programs in your community in the last 12 months?

- 1) Yes  
2) No → **Skip to Q4**  
3) Unsure → **Skip to Q4**

2. What type of service did you access? **(DO NOT READ. CHECK AS MANY AS APPLY.)**

- 1) Family doctor visit  
2) Walk in clinic  
3) Emergency visit  
4) Hospital stay – day surgery  
5) Hospital stay – all other  
6) Home care  
7) Lab  
8) X-ray  
9) Paediatrics  
10) Eye doctor  
11) Social / community worker  
12) Mental health  
13) Addictions  
14) Other **(PLEASE DESCRIBE)** \_\_\_\_\_  
15) Unsure/dk

3. How would you rate the overall quality of health services you or your family member received during the last year?

- 1) Excellent → **Skip to Q4a**
- 2) Good → **Skip to Q4a**
- 3) Fair → **Skip to Q4a**
- 4) Poor → **Skip to Q4a**
- 5) Unsure/dk → **Skip to Q4a**

4. How would you rate the overall quality of health services you or your family member received during your last experience with the Sun Country Health Region?

- 1) Excellent
- 2) Good
- 3) Fair
- 4) Poor
- 5) Unsure/dk

#### **Client and Family Centred Care**

4a. Thinking about your experience with the Sun Country Health Region, do you feel that the staff or physicians listened, took seriously, and respected you as a partner in your care? Please consider all aspects of your health care service together.

- 1) Yes
- 2) No
- 3) Sometimes
- 4) Unsure

5. Did staff and physicians treat you in a friendly and courteous manner which respected our individual needs and beliefs?

- 1) Yes
- 2) No
- 3) Sometimes
- 4) Unsure

6. During your last experience with the Sun Country Health Region, were you encouraged and supported to participate in your care and decision-making to the extent that you wanted to?

- 1) Yes
- 2) No
- 3) Sometimes
- 4) Unsure

7. During your last experience with the Sun Country Health Region, was your family/support person encouraged to participate in your care and treatment plan to the extent that you felt comfortable with?
- 1) Yes
  - 2) No
  - 3) Sometimes
  - 4) Unsure
8. Overall, do you feel your last health care experience was well organized?
- 1) Yes
  - 2) No
  - 3) Sometimes
  - 4) Unsure
9. During your last experience with the Sun Country Health Region, were you aware that a health care team was involved in your care?
- 1) Yes
  - 2) No
  - 3) Sometimes
  - 4) Unsure
10. Do you think of yourself as a customer of health care?
- 1) Yes
  - 2) No
  - 3) Sometimes
  - 4) Unsure

**Public Confidence**

11. Would you say that you are very confident, somewhat confident, not very confident, or not confident at all with the level of health care provided by Sun Country Health Region?
- 1) Very confident
  - 2) Somewhat confident
  - 3) Not very confident
  - 4) Not confident at all
  - 5) Unsure/dk

12. Still thinking about your level of confidence, has it changed over the last 12 months or so? **(DO NOT READ – SELECT ONE.)**

- 1) Yes, I am more confident now
- 2) Yes, I am less confident now
- 3) No, my level of confidence is about the same as a year ago → **Skip to Q14**
- 4) Unsure/don't know/refused → **Skip to Q14**

13. What would you say is the MAIN reason why your level of confidence has changed? **(No Filter: Open end)**

- 1) (Please describe)
- 2) Unsure/dk

### **Perceptions Regarding Issues Facing the Sun Country Health Region**

14. Are there specific issues facing health care in the Sun Country Health Region that you would like to see the health region focus on?

- 1) Yes
- 2) No → **Skip to Q15**
- 3) Unsure → **Skip to Q15**

14a. What are those issues? (Note: there may be more than one.)

- 1) (Please describe)
- 2) No
- 3) Unsure

### **Recall of Media Stories**

15. Do you recall seeing, reading or hearing any negative news coverage about health issues in Weyburn, Estevan and surrounding communities?

- 1) Yes
- 2) No
- 3) Unsure

16. In the last year or so, do you recall seeing, reading or hearing any positive news coverage about reductions in wait times in surgeries and the hiring of new doctors and nurses?

- 1) Yes
- 2) No
- 3) Unsure

### Perceptions Regarding Information Sources

17. Have you ever used the Green Pages in your telephone directory when looking to access health services?
- 1) Yes
  - 2) No
  - 3) Unsure
18. There are various ways Sun Country Health Region can inform people about issues that affect health care delivery. How would you like to receive this type of information from Sun Country Health Region? **(DO NOT READ. CHECK AS MANY AS APPLY.)**
- 1) Local Community meetings
  - 2) Public meetings, presentations and forums
  - 3) Newspaper
  - 4) Radio
  - 5) Television
  - 6) Household Mailings
  - 7) Website / the internet
  - 8) Other **(RECORD VERBATIM RESPONSE)**
  - 9) Unsure

### Health Promotion

19. Have you accessed or received health promotion information from Sun Country Health Region (or their staff) in the past 12 months?
- 1) Yes
  - 2) No → **Skip to Q21**
  - 3) Unsure → **Skip to Q21**
20. When you accessed health promotion information, how did you find it? **(DO NOT READ. CHECK AS MANY AS APPLY.)**
- 1) From health region staff
  - 2) From doctors at Health Region facilities
  - 3) Saskatoon Health Region website
  - 4) The SUN "Health Matters" columns
  - 5) in motion (billboards, website, posters, etc.)
  - 6) International Travel Clinic billboards
  - 7) Telephone book
  - 8) Posters in health care facilities
  - 9) Other? **(RECORD VERBATIM RESPONSE)** \_\_\_\_\_

21. Do you believe the Health Region is a credible source of health promotion information?

- 1) Very credible
- 2) Somewhat credible
- 3) Not very credible
- 4) Not credible at all

### **Personal Responsibility for Health**

22. How important is it to you to have a healthy lifestyle such as eating well, being physically active and not smoking?

- 1) Very important
- 2) Important
- 3) Neither important or unimportant
- 4) Somewhat unimportant
- 5) Not important at all

23. Do you have a Health Care Directive, otherwise known as a Living Will?

- 1) Yes
- 2) No
- 3) Unsure

I am going to read you 3 statements that people might use to describe themselves. Please tell me if you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree that the statement describes how you think. **(ROTATE ORDER READ)**

24. I have a responsibility to look after my own health.

- 1) Strongly agree
- 2) Agree
- 3) Neither agree or disagree
- 4) Disagree
- 5) Strongly disagree

25. I believe that by looking after my own personal health, I am contributing to the health of my community.

- 1) Strongly agree
- 2) Agree
- 3) Neither agree or disagree
- 4) Disagree
- 5) Strongly disagree

26. I believe that I have a responsibility to contribute to the health of the community overall by looking after my own personal health.

- 1) Strongly agree
- 2) Agree
- 3) Neither agree or disagree
- 4) Disagree
- 5) Strongly disagree

Thank you. Now I just have a few final questions to help us group the answers and analyze the data. All answers will be kept strictly confidential.

D1. Please stop me when I reach the category under which your age falls.

- |             |                |
|-------------|----------------|
| 1) 18 to 24 | 5) 55 to 64    |
| 2) 25 to 34 | 6) 65+         |
| 3) 35 to 44 | 7) no response |
| 4) 45 to 54 |                |

D2. Please stop me when I reach the category that best describes the level of education that you have completed.

- 1) Some high school (or less)
- 2) Completed high school diploma
- 3) Some technical or university education
- 4) Technical diploma
- 5) University degree
- 6) No response

D3. Can you please tell me what your occupation is? **(CHECK CATEGORY THAT BEST CORRESPONDS.)**

- |                                      |                            |
|--------------------------------------|----------------------------|
| 1) Management & Professional Service | 9) Farmer                  |
| 2) Teaching and related              | 10) Homemaker              |
| 3) Medical and health                | 11) Student                |
| 4) Clerical/sales/service            | 12) Unemployed             |
| 5) Natural resource related          | 13) Retired                |
| 6) Processing & Manufacturing        | 14) Self employed          |
| 7) Construction trades               | 15) Civil Servant          |
| 8) Transportation                    | 16) Other (Please specify) |
|                                      | 17) No response            |

D4. Can you please tell me approximately what your current gross annual family income is?

- 1) Less than \$25,000
- 2) \$25,000 to \$49,999
- 3) \$50,000 to \$100,000
- 4) More than \$100,000
- 5) Refused

D5. Are you of aboriginal ancestry?

- 1) Yes
- 2) No
- 3) Could not answer/Refused to answer

D6. Postal Code from database

- 1) Weyburn
- 2) Estevan
- 3) Rural (record community)

This concludes our survey interview. Thank you very much for taking time to give us your opinions. They are important and appreciated. Have a pleasant evening/day.

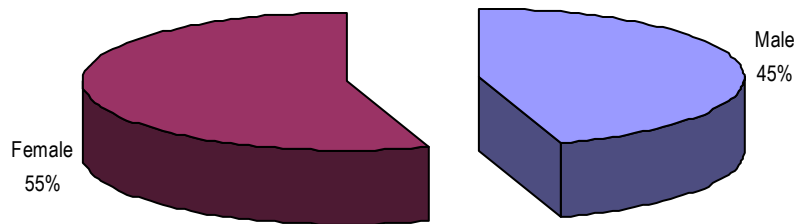
## APPENDIX II DEMOGRAPHICS

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The Sun Country Health Region (SCHR) Public Perception Survey sample frame is constructed to facilitate proportionate representation of various demographic characteristics evident within the Sun Country Health Region. This ensures that opinions of all the various types of residents of the Health Region are proportionately represented in the statistical measurements documented in this report.

The survey sample size of 511 people yields public opinion measurements with a statistical level of confidence of 95 percent within an overall margin of error for the point estimates contained in this report of plus or minus 4.3 percentage points.

Survey sample gender distribution

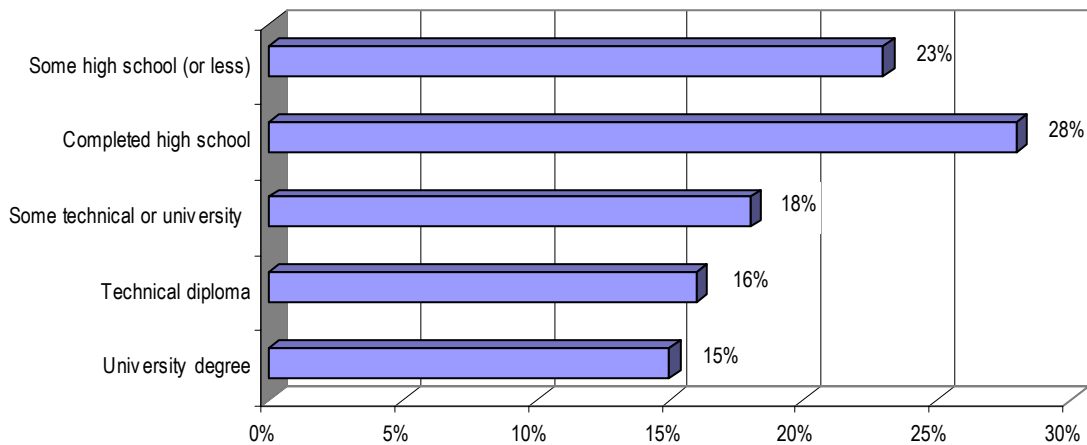


### Survey sample age distribution

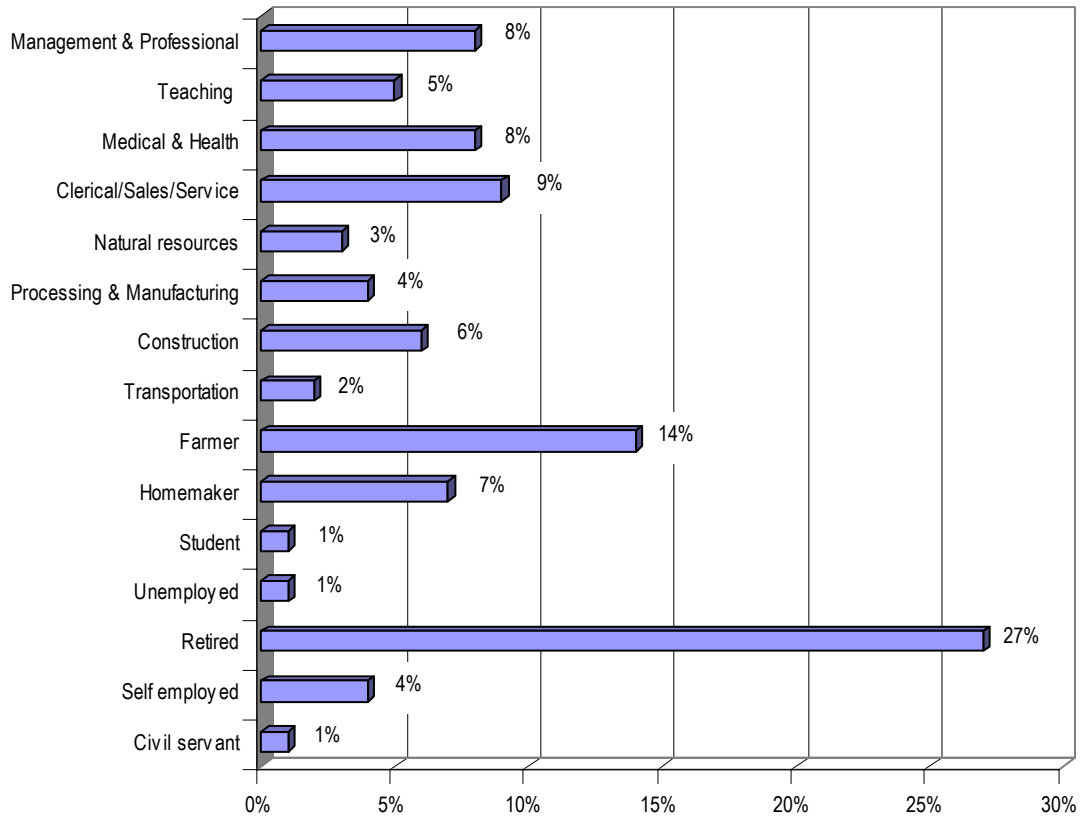
A population of 53,207 in 2007 makes Sun Country the seventh largest health region in Saskatchewan, accounting for 5% of the provincial population. The following table compares the age distribution from the January survey to the percentage of residents over the age of 20 from the 2007 Sun Country Health Region covered population counts.

Age	Estevan	Weyburn	Rural	Total	% of residents over the age of 20 (2002 stats)
18 to 24	6%	3%	5%	5%	9%
25 to 34	9%	13%	8%	9%	16%
35 to 44	17%	15%	12%	14%	16%
45 to 54	27%	20%	25%	24%	20%
55 to 64	18%	20%	20%	20%	14%
65+	23%	29%	30%	28%	23%

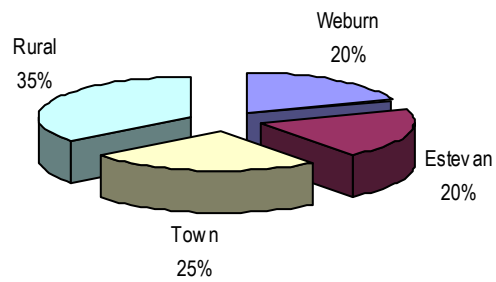
### Survey sample education distribution



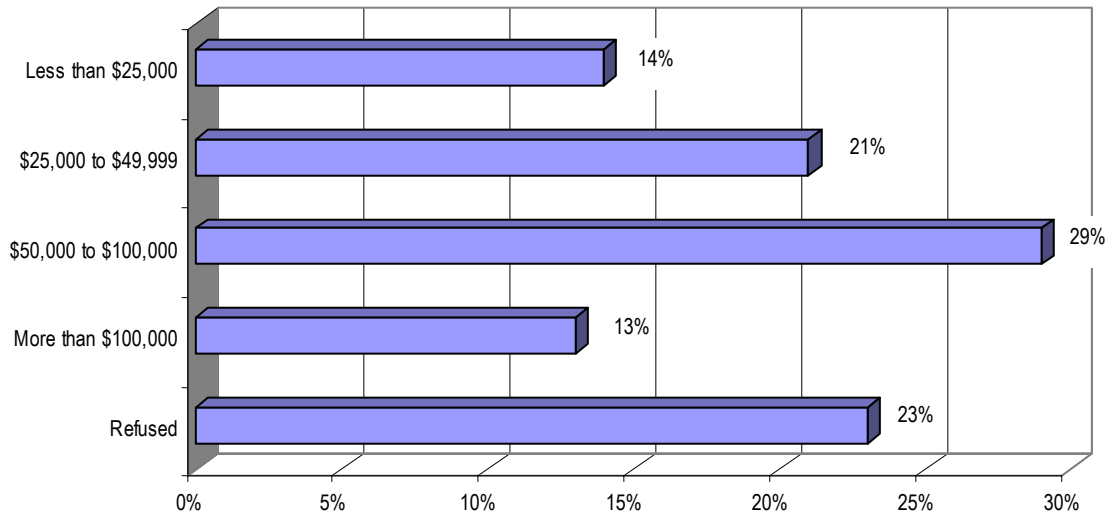
**Survey sample occupation distribution**



**Survey sample regional distribution**



**Survey sample income distribution**



**Survey Aboriginal ancestry distribution**

