

PHARMACISTS IN NEWFOUNDLAND AND LABRADOR

Perceptions and attitudes towards pharmacists in Newfoundland and Labrador with national comparisons.

ABACUS DATA


February 2017
Research conducted by:
David Coletto

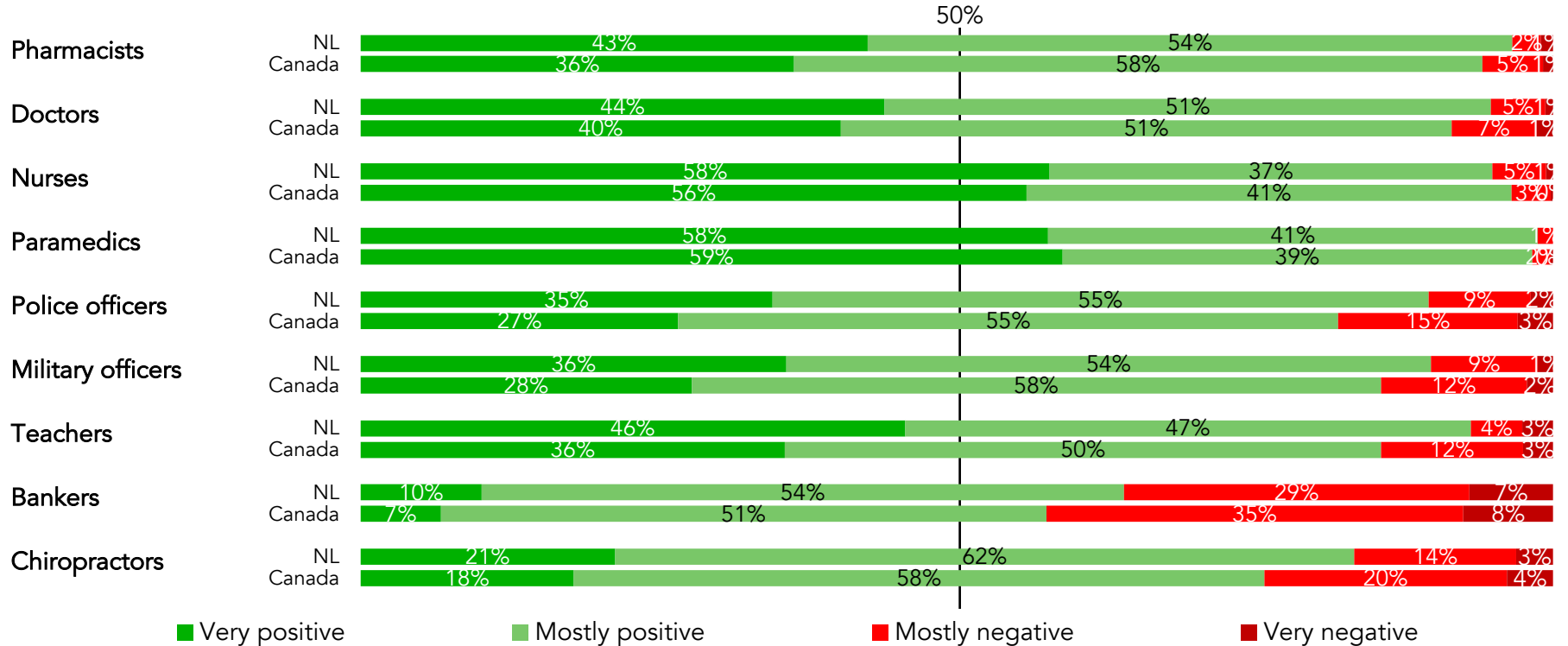
METHODOLOGY

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|-----------------------|--|
| Online survey | Survey was conducted among a representative sample of Canadians from Research Now panel. |
| Sample Size | Canada-wide: 4,173 (Comparable Margin of Error + 1.6%) |
| | Newfoundland and Labrador: 500 (Comparable Margin of Error + 4.5%) |
| Field dates | February 10 th and 18 th , 2017 |
| Statistical Weighting | Data weighted by age, gender, education and region. |

KEY FINDINGS

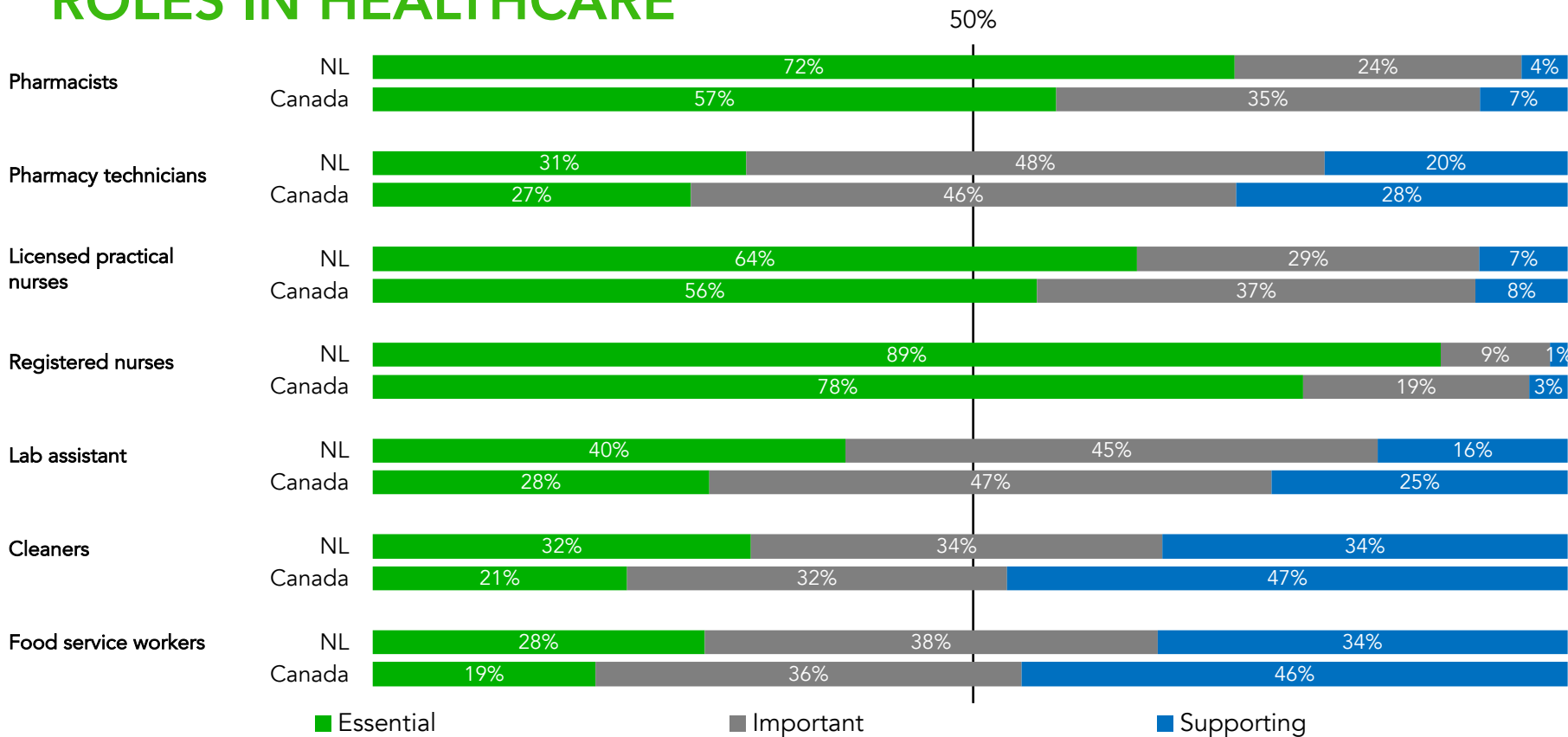
- Overall, Newfoundland and Labrador residents have more positive impressions of pharmacists than Canadians in other parts of the country. Overall 97% in NL have a positive impression of pharmacists (3 points higher than average) and the impressions are more intensely positive.
- NL residents are also more likely to think pharmacists play an essential role in the health care system. 72% view them as essential to the system compared with 57% nationally.
- NL residents are also more trusting of pharmacists to deliver a set of services than Canadians in other parts of the country.
- Awareness of the services pharmacists can provide is about par or slightly lower than in other parts of the country.
- Despite higher levels of trust and more positive impressions, NL residents are less likely to say they would be likely to visit a pharmacist to get a vaccination or a flu shot. They are just as likely to say they would visit a pharmacist for the other services we tested.
- Over eight in ten NL residents agree that allowing pharmacists to do more for patients will improve health outcomes (85%) and reduce costs in the system (88%). Both are slightly higher than the national average.

IMPRESSION OF PROFESSIONS



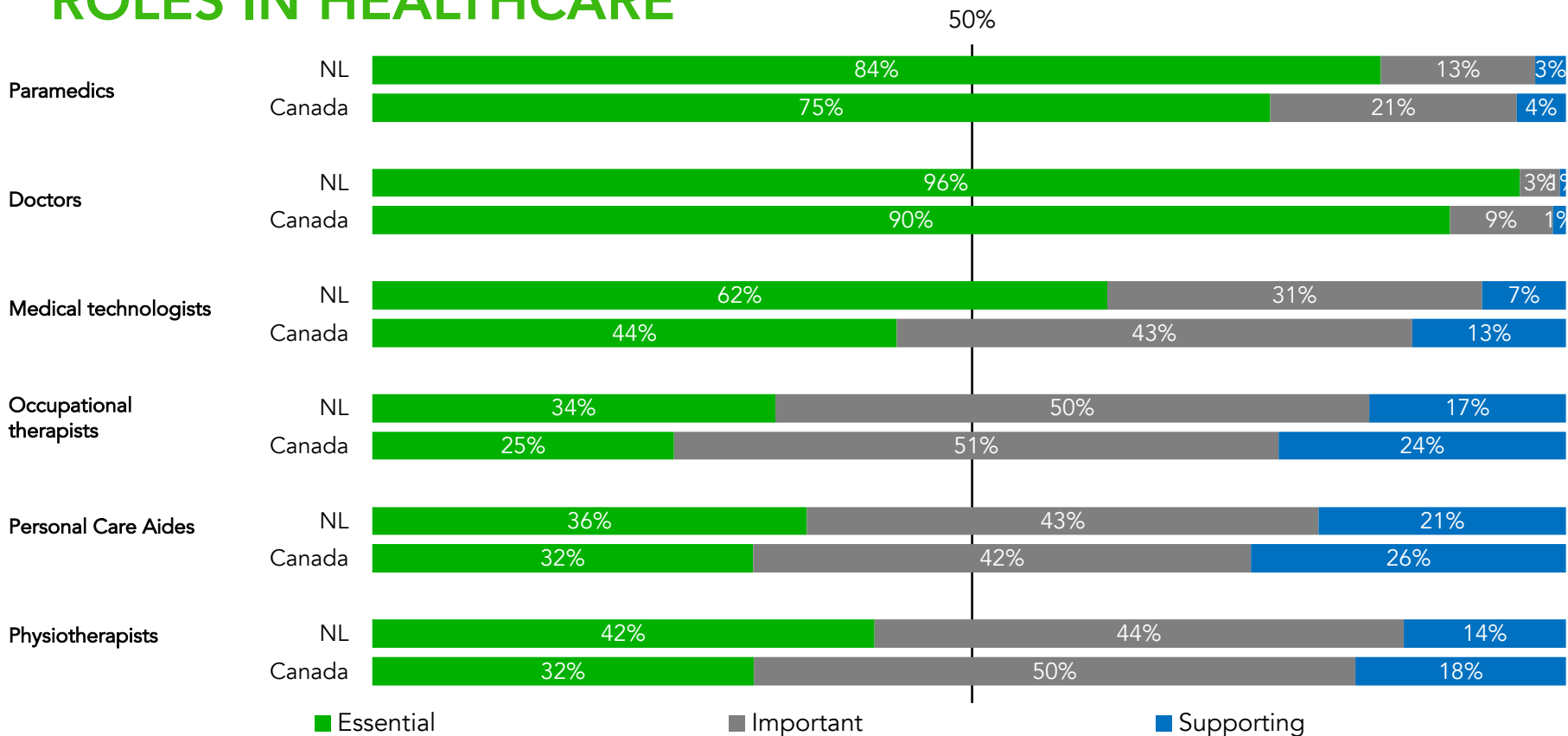
Below is a list of different professions in Canada. Please tell us if you have a very positive, mostly positive, mostly negative, or very negative impression of each.

ROLES IN HEALTHCARE



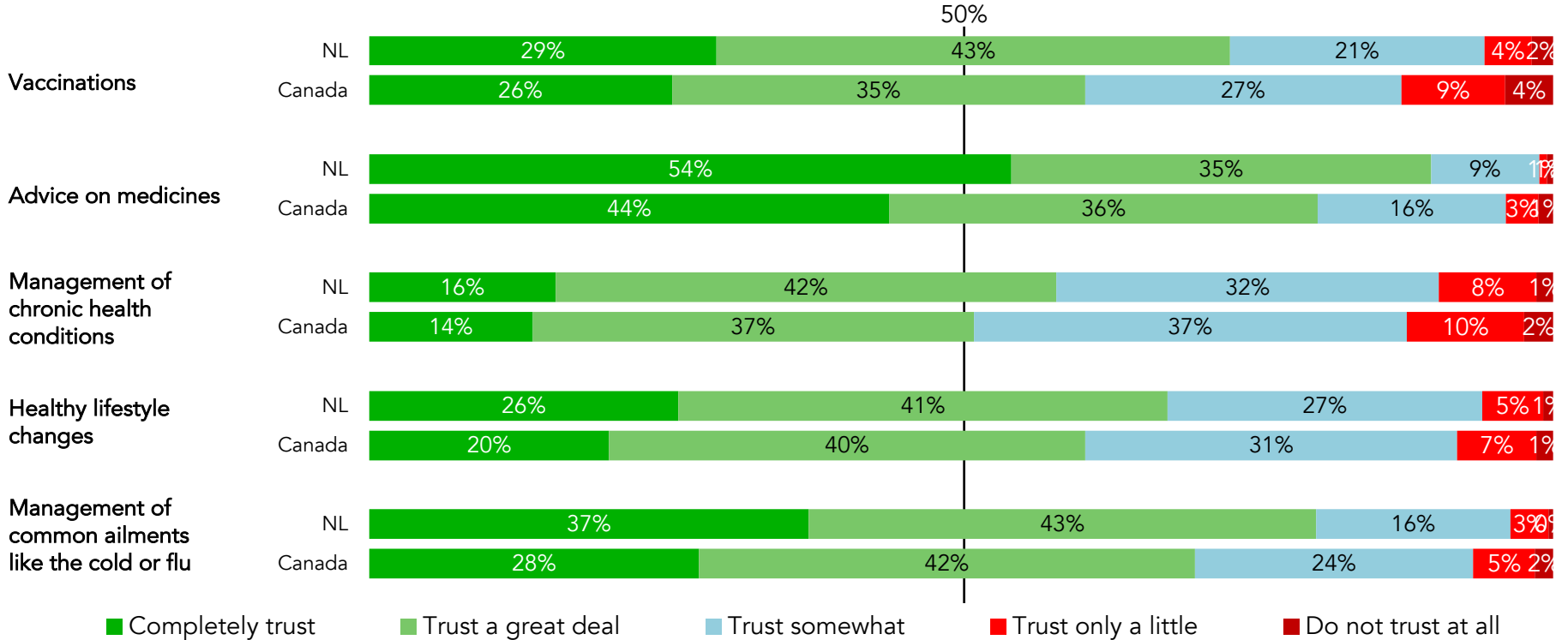
Think about the health care system overall and the role and importance of different people within the system. We are going to show you a number of different professions within the health care system and ask you to classify their role into one of three groups.

ROLES IN HEALTHCARE



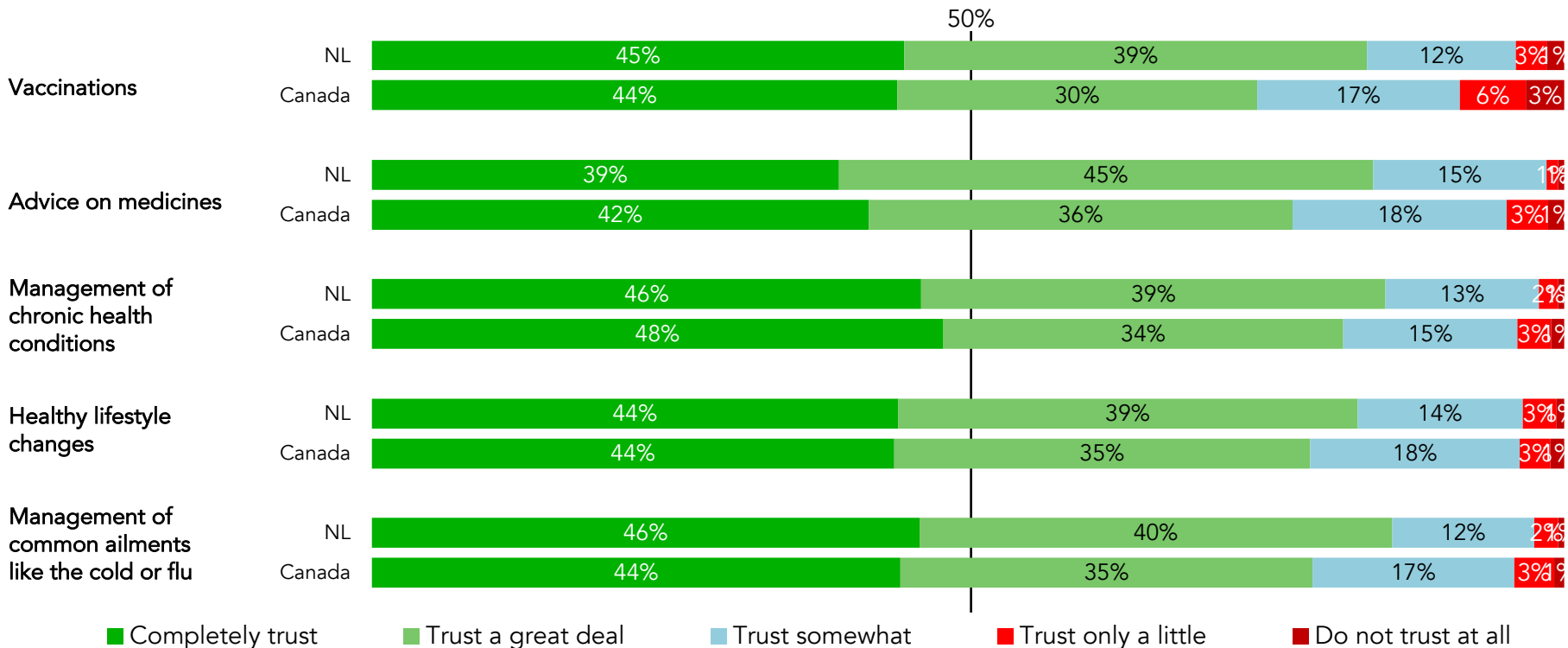
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TRUST - PHARMACIST



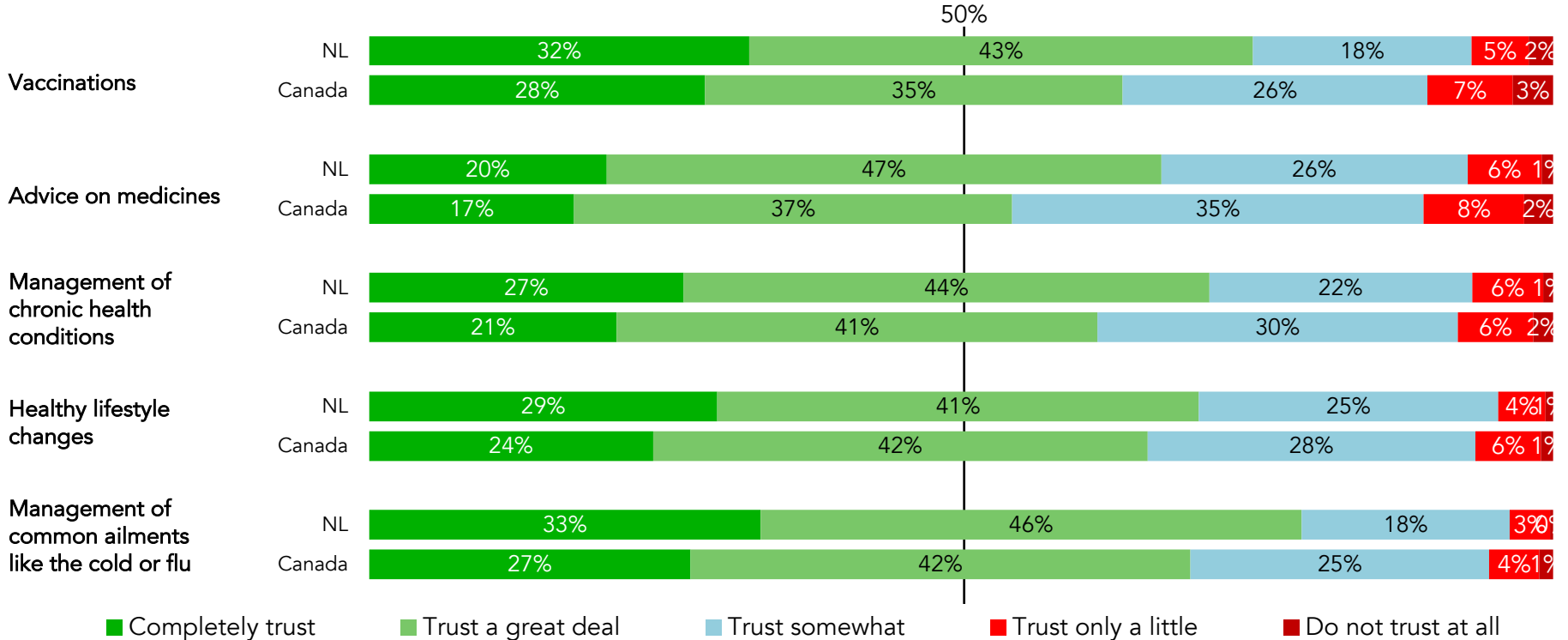
Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.

TRUST - DOCTORS



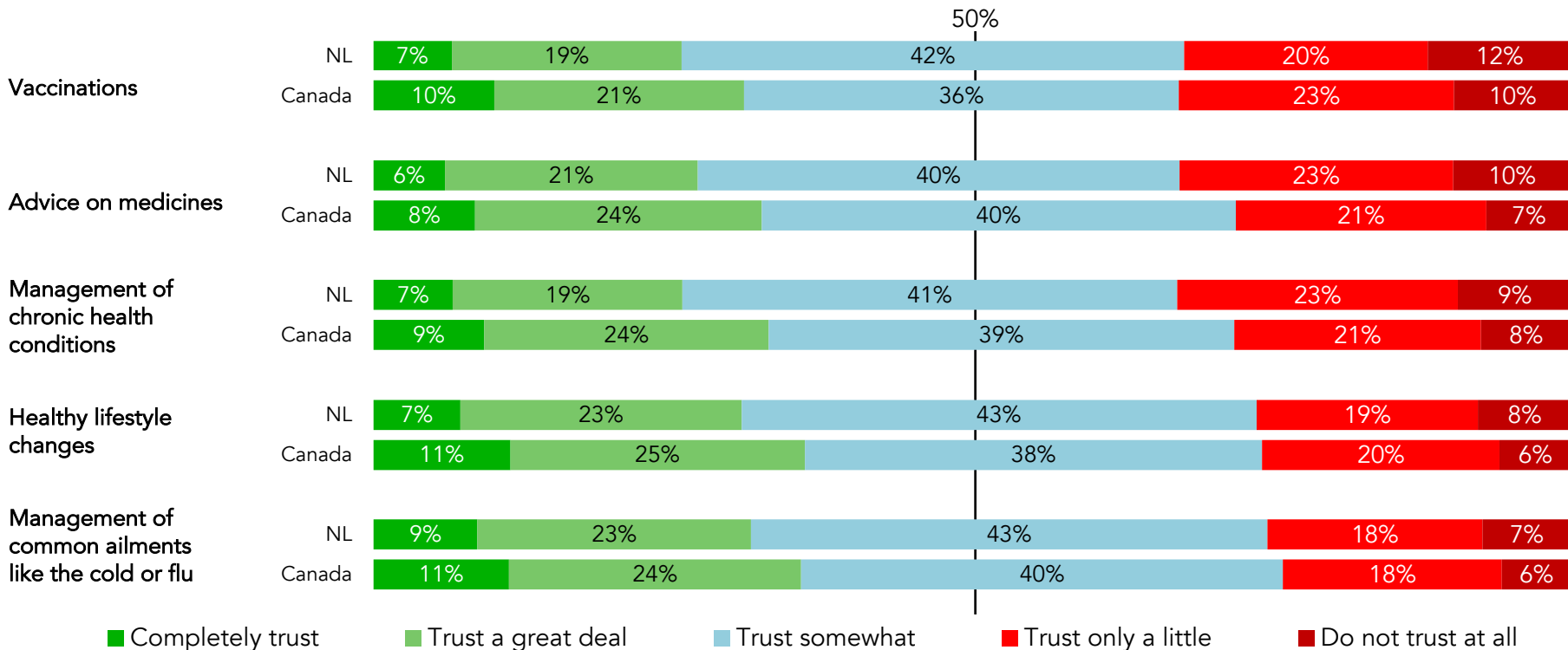
Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.

TRUST - NURSE



Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.

TRUST - PARAMEDIC



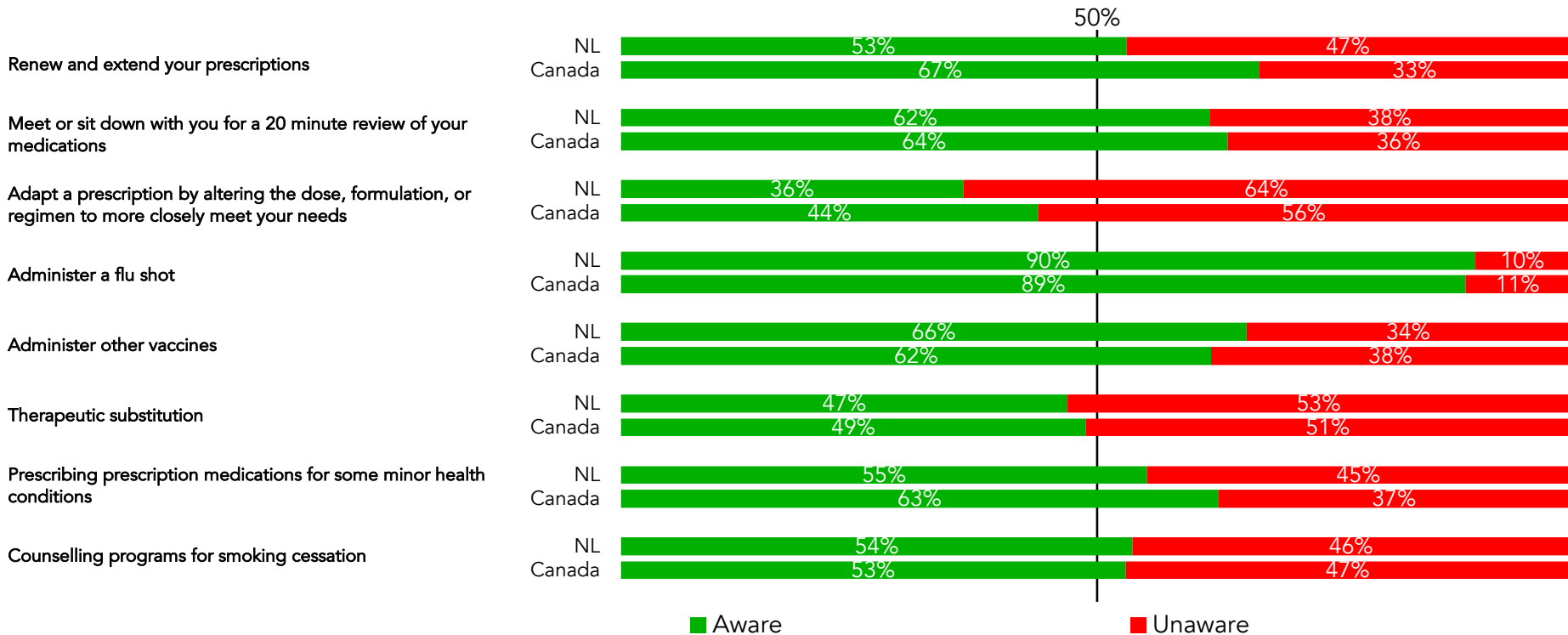
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ABACUS DATA

Canada, n = 4,173

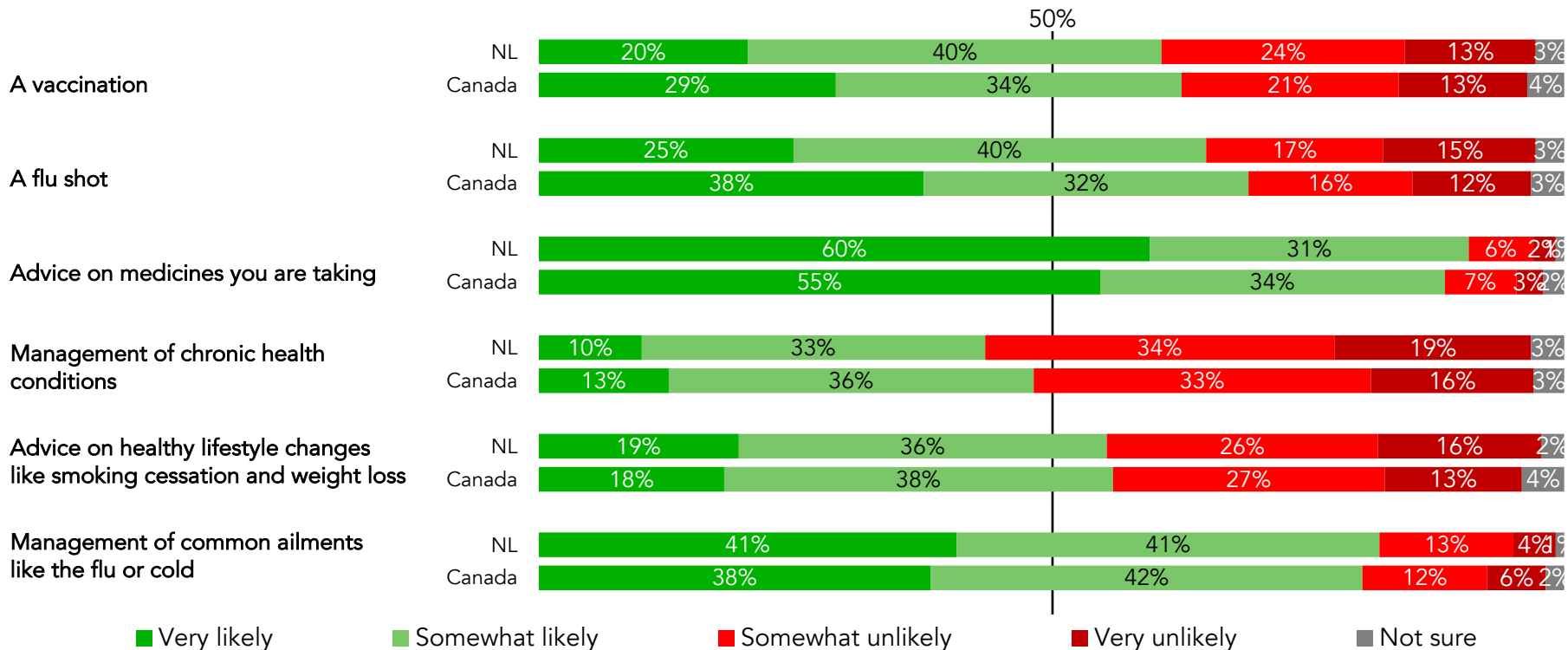
Newfoundland and Labrador, n = 500

AWARENESS OF SERVICES



Before today, were you aware or unaware that pharmacists provide the following services?

GOING TO YOUR PHARMACIST

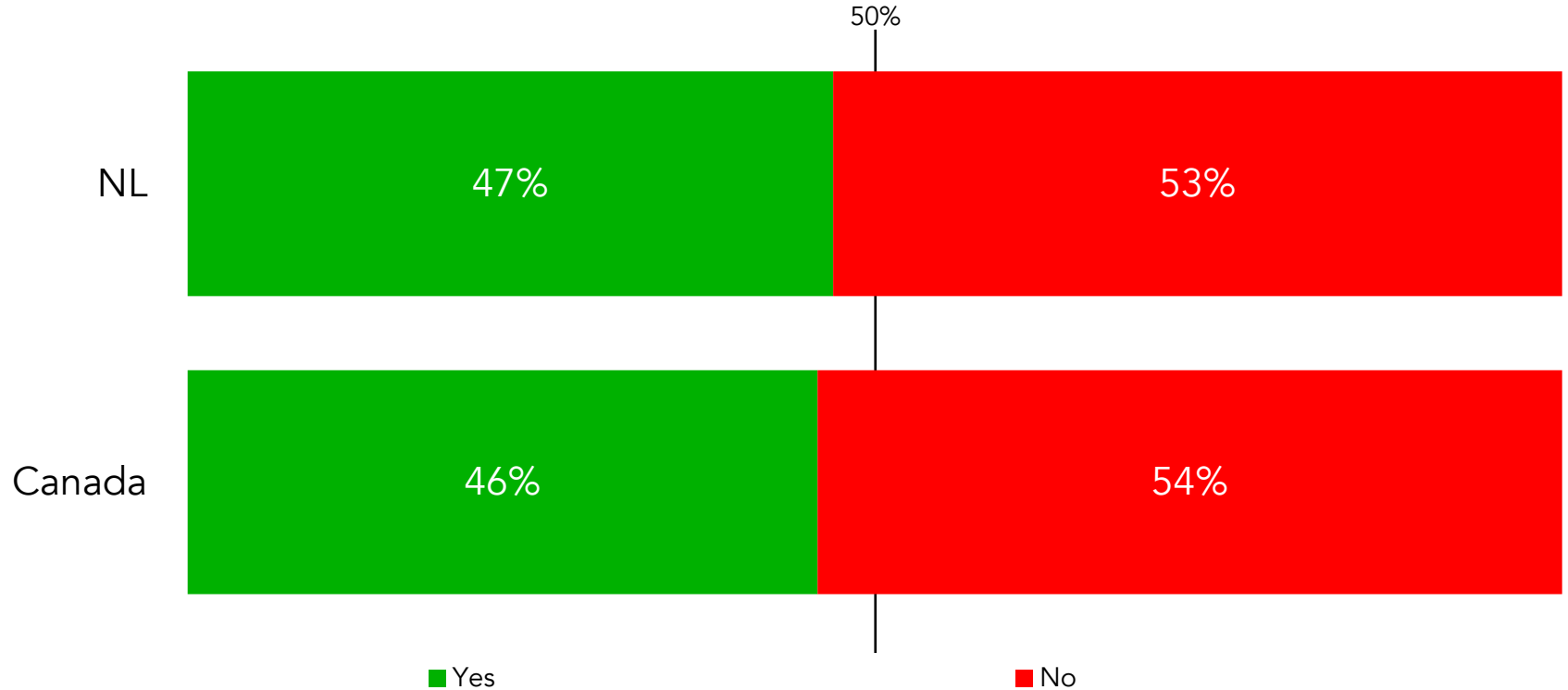


If you required the following services, how likely are you to go to a pharmacist to get them?

ABACUS DATA

Canada, n = 4,173
Newfoundland and Labrador, n = 500

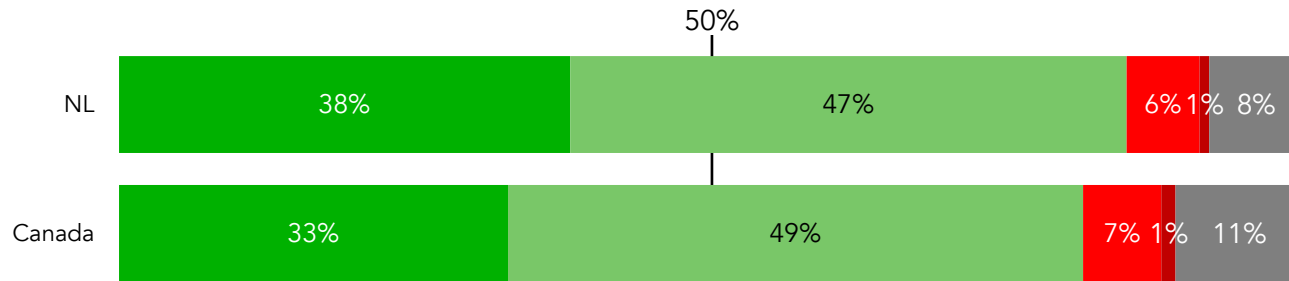
CALL OR VISIT PHARMACIST FIRST



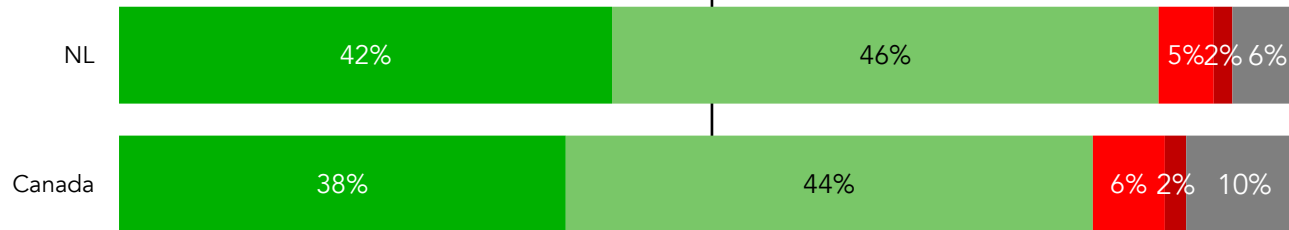
Typically, before you seek treatment for common ailments like the flu or a cold, do you call or visit a pharmacy before seeking help from your doctor or after hours clinic?

IMPACT OF EXPANDED SCOPE

Allowing pharmacists to do more for patients will improve health outcomes for patients.



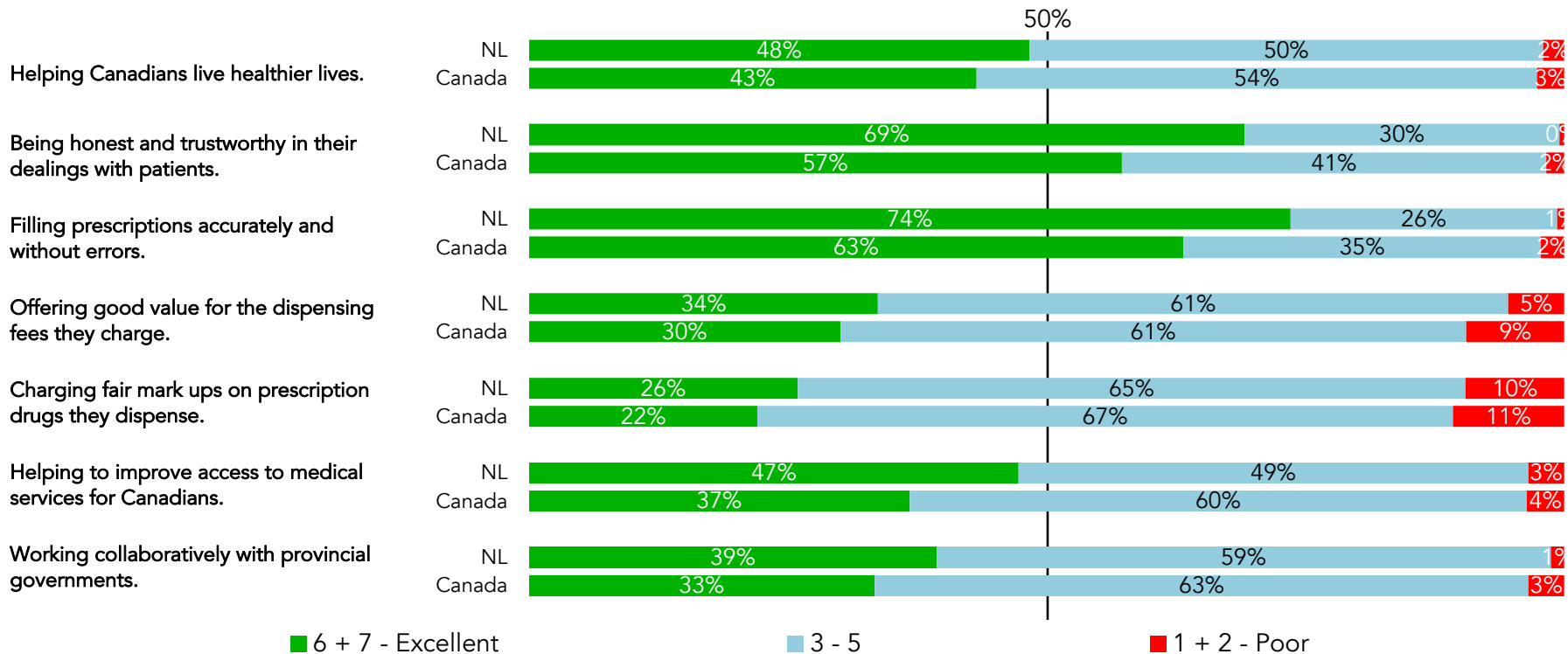
Allowing pharmacists to do more for patients will reduce costs in the health care system.



■ Strongly agree
 ■ Mostly agree
 ■ Mostly disagree
 ■ Strongly disagree
 ■ Unsure

Below are a number of statements that could be used to describe pharmacists in your community. Please tell us whether you agree or disagree with each statement.

PHARMACIST PERFORMANCE



Now, thinking about pharmacists in Canada, please tell me how you would rate the performance of pharmacists by giving me a number between 1 and 7 where "1" means "very poor" and "7" means "excellent" on each of the following items. How would you rate pharmacists on...?

PHARMACISTS' ASSOCIATION OF NEWFOUNDLAND AND LABRADOR QUESTIONS

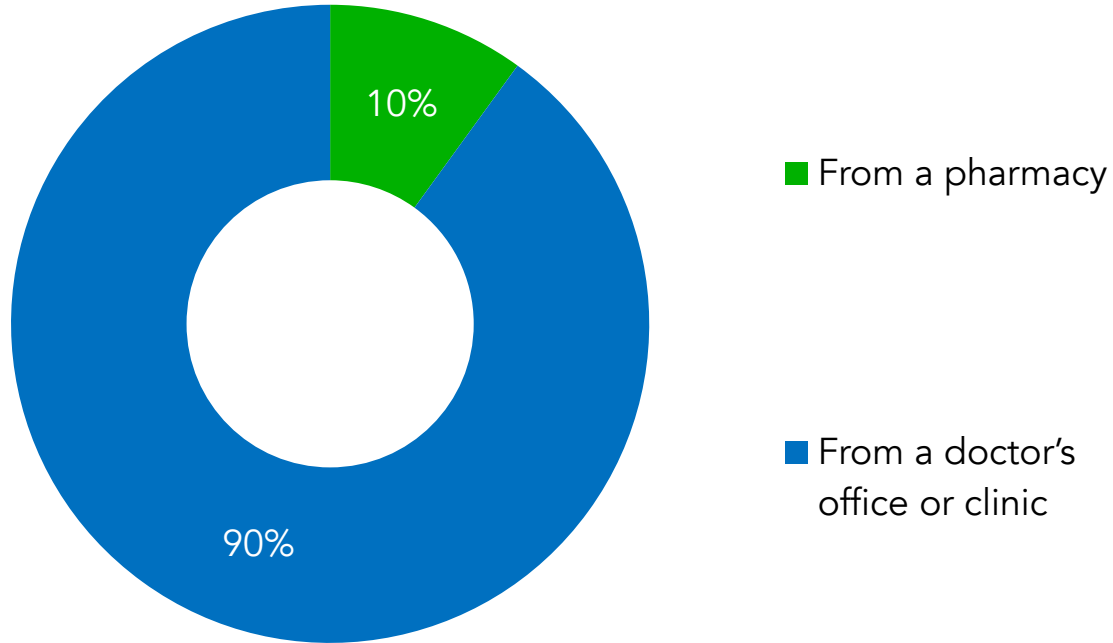
ABACUS DATA

The logo for Abacus Data features the text "ABACUS DATA" in a grey, sans-serif font. Below the text is a horizontal line. A single green dot is positioned on the line under the letter 'A', and two green dots are positioned on the line under the letter 'A' in "DATA".

KEY FINDINGS

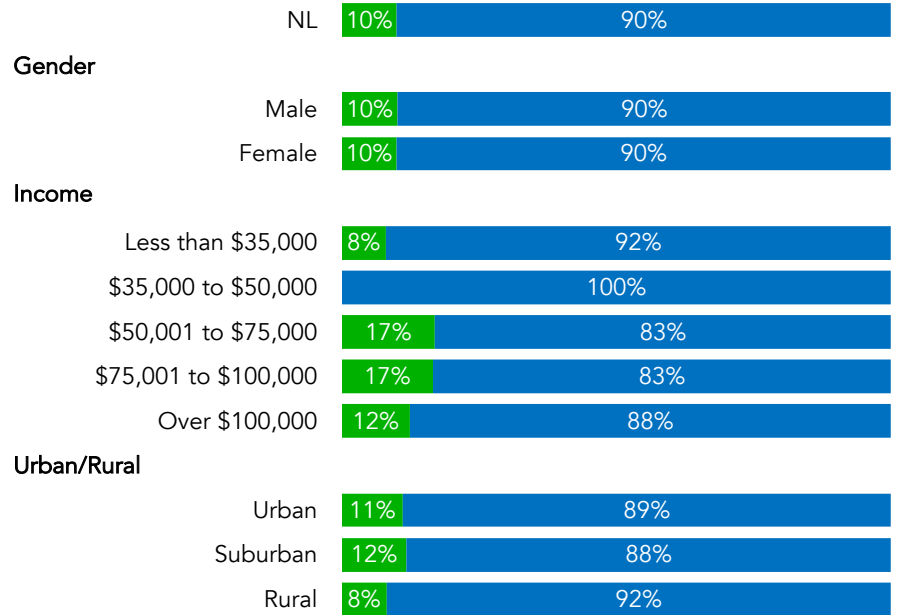
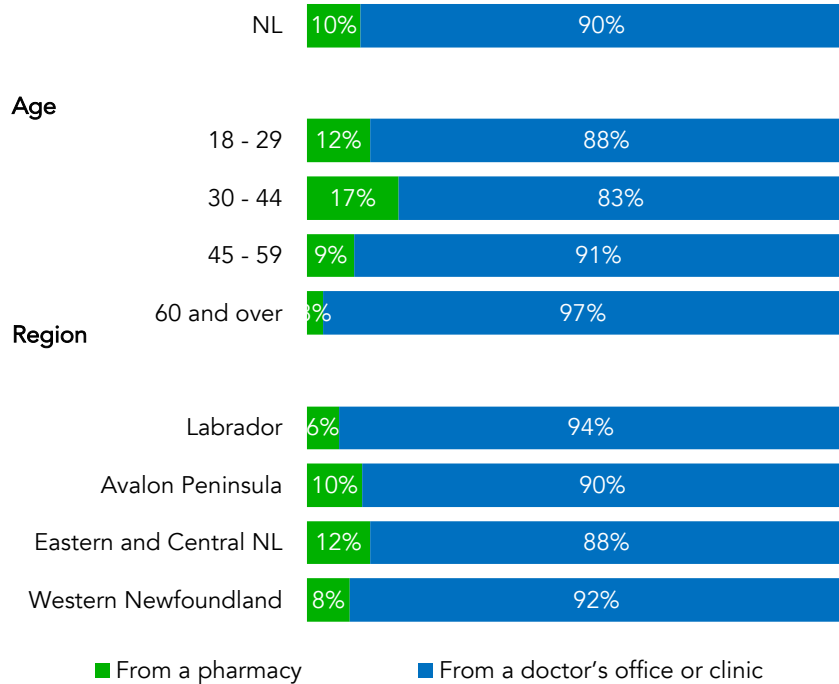
- Given information about the cost to get a flu shot from a pharmacy, 90% of NL residents said they would be more likely to get a flu shot from a doctor's office or clinic than from a pharmacy. This is largely unchanged from last year where 89% said they would be more likely to go to a doctor's office.
- 93% of NL residents would support the provincial government changing its policy so that patients do not pay out of pocket for a flu shot. In 2016, 92% supported a change in government policy so patients do not pay out of pocket for a flu shot.
- 80% of NL residents think the abuse of strong prescription painkillers or opioids in NL is an extremely serious or very serious problem. This view is held across the province and across demographic groups. Those in Labrador are somewhat more likely to view it as an extremely serious problem.
- Moreover, 7 in 10 think the problem is getting worse compared to 5 years ago.
- There is broad support for the government covering the cost of Naloxone kits, which contain the antidote to fentanyl overdoses, obtained at pharmacy for residents with low incomes (69%) and covering the costs through the provincial health insurance plan (68%)

WHERE TO GET A FLU SHOT



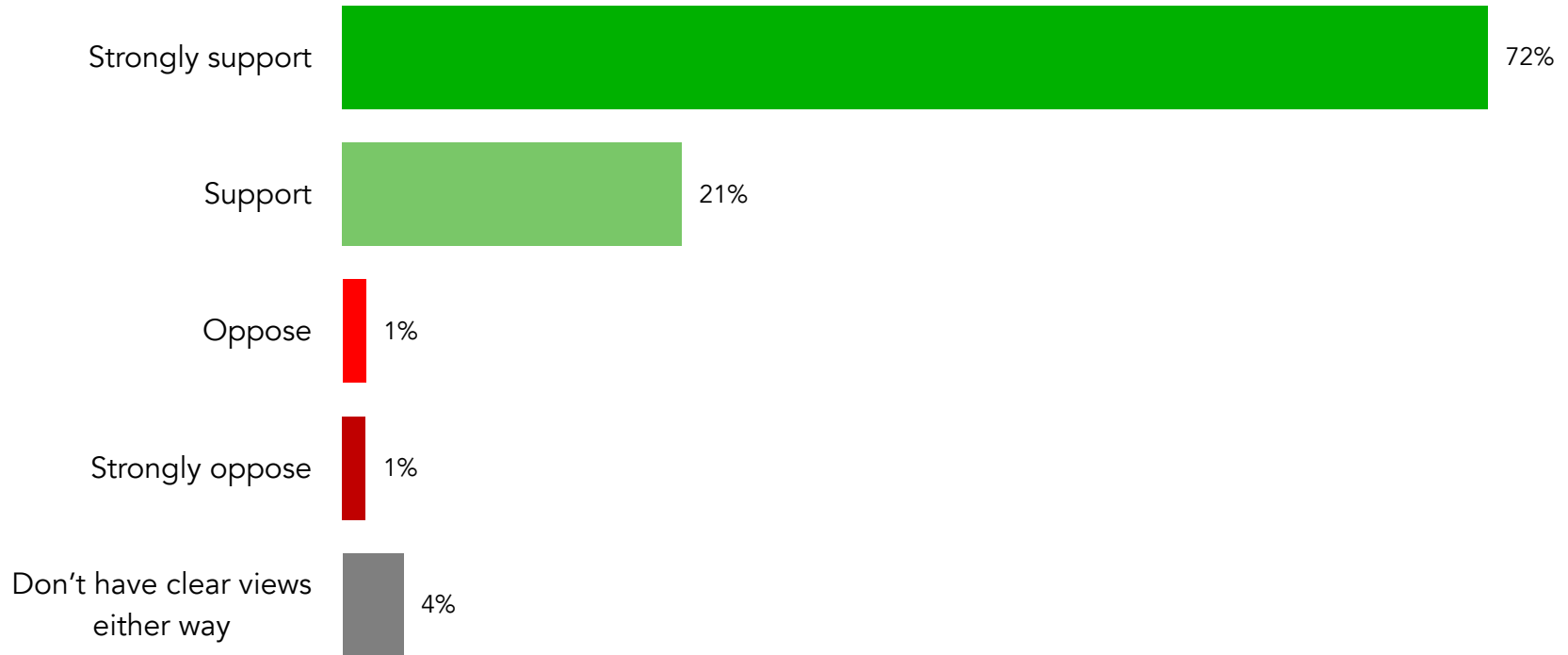
As you may know, you are now able to visit a pharmacy to receive a flu shot. However, those who choose to receive a flu shot from a pharmacist must pay \$20-\$25 per visit, while those who receive a flu shot from a doctor's office or clinic do not have to pay a fee. With this in mind, if you were to get a flu shot, would you be more likely to get a flu shot from a doctor's office or clinic or from a pharmacy?

WHERE TO GET A FLU SHOT



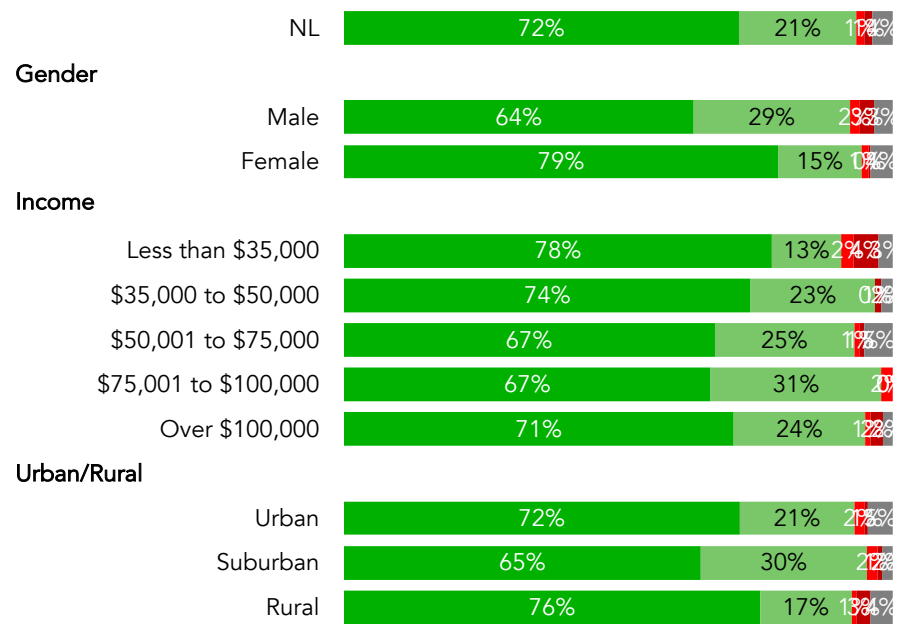
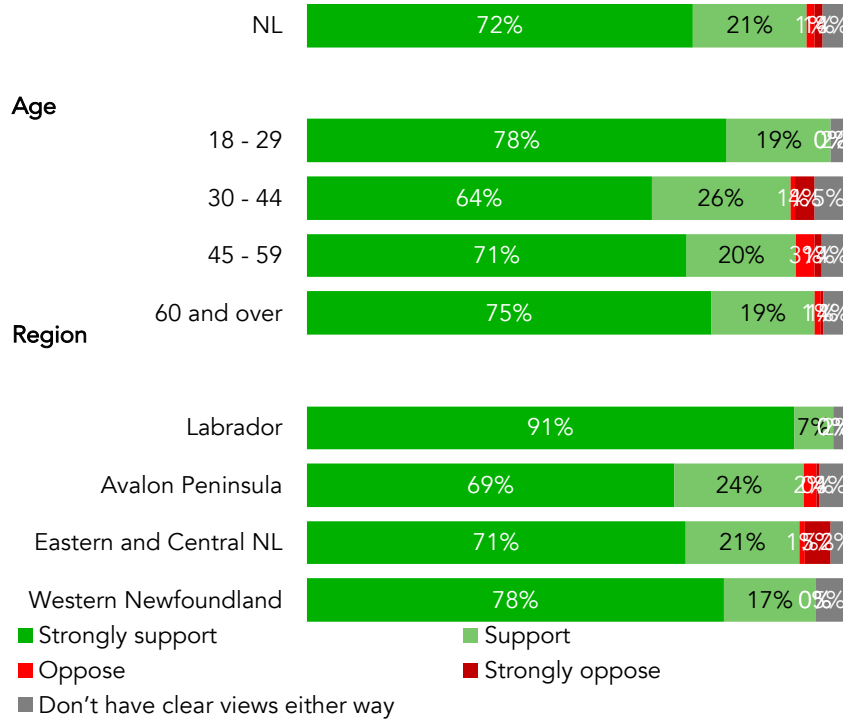
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SUPPORT FLU SHOTS AT PHARMACY WITH NO OUT OF POCKET



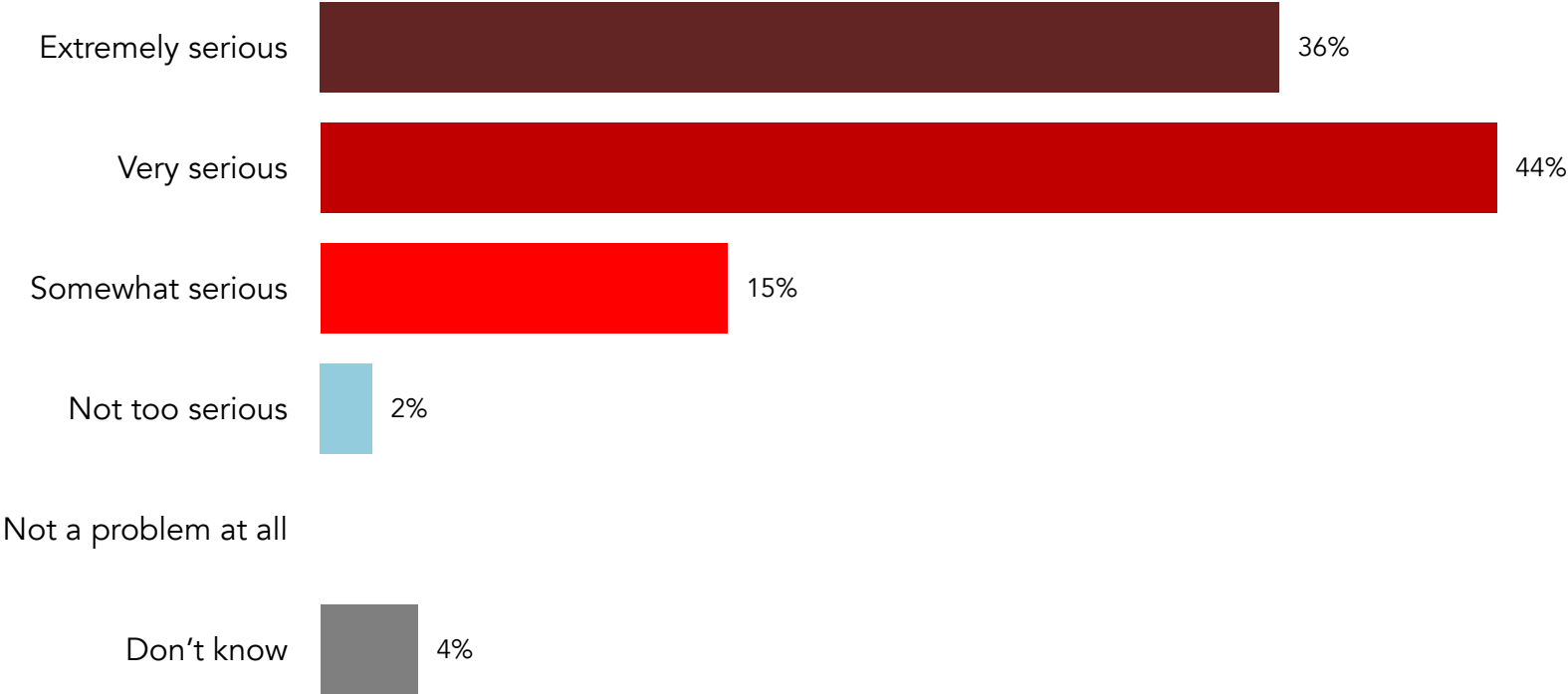
'Would you support or oppose the provincial government changing its policy so that patients do not pay out of pocket for a flu shot, whether they receive it in a doctor's office, clinic or pharmacy?

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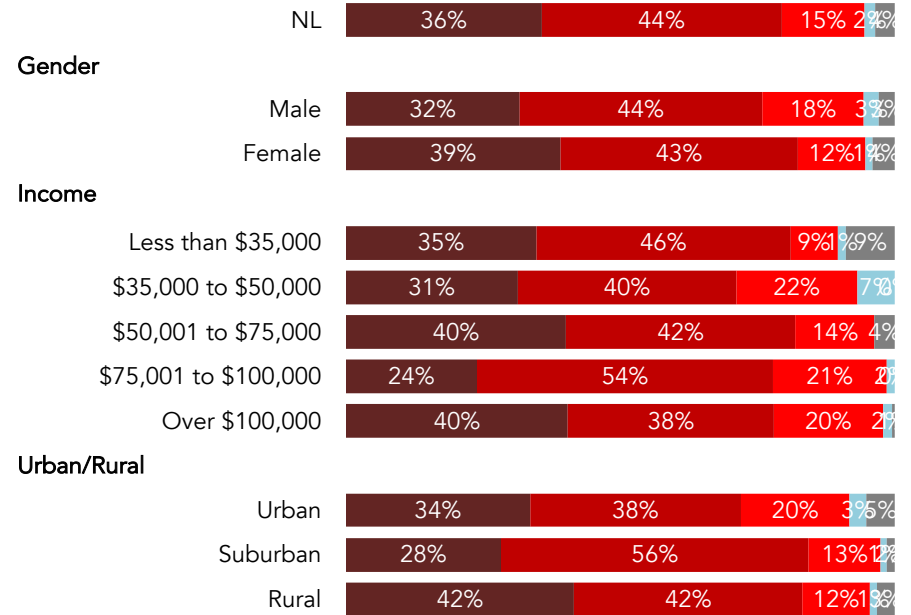
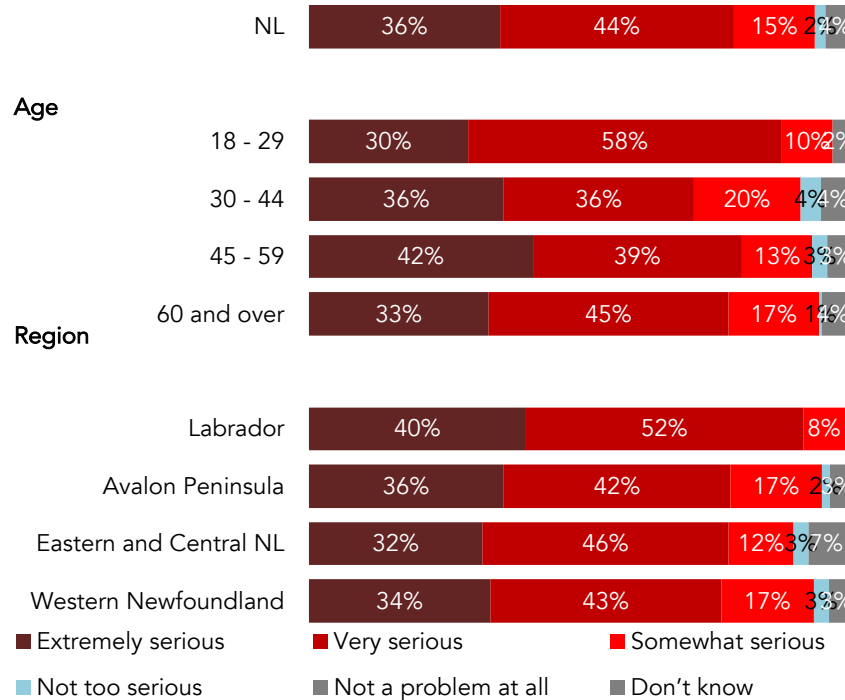
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PAINKILLERS/OPIOIDS ISSUE



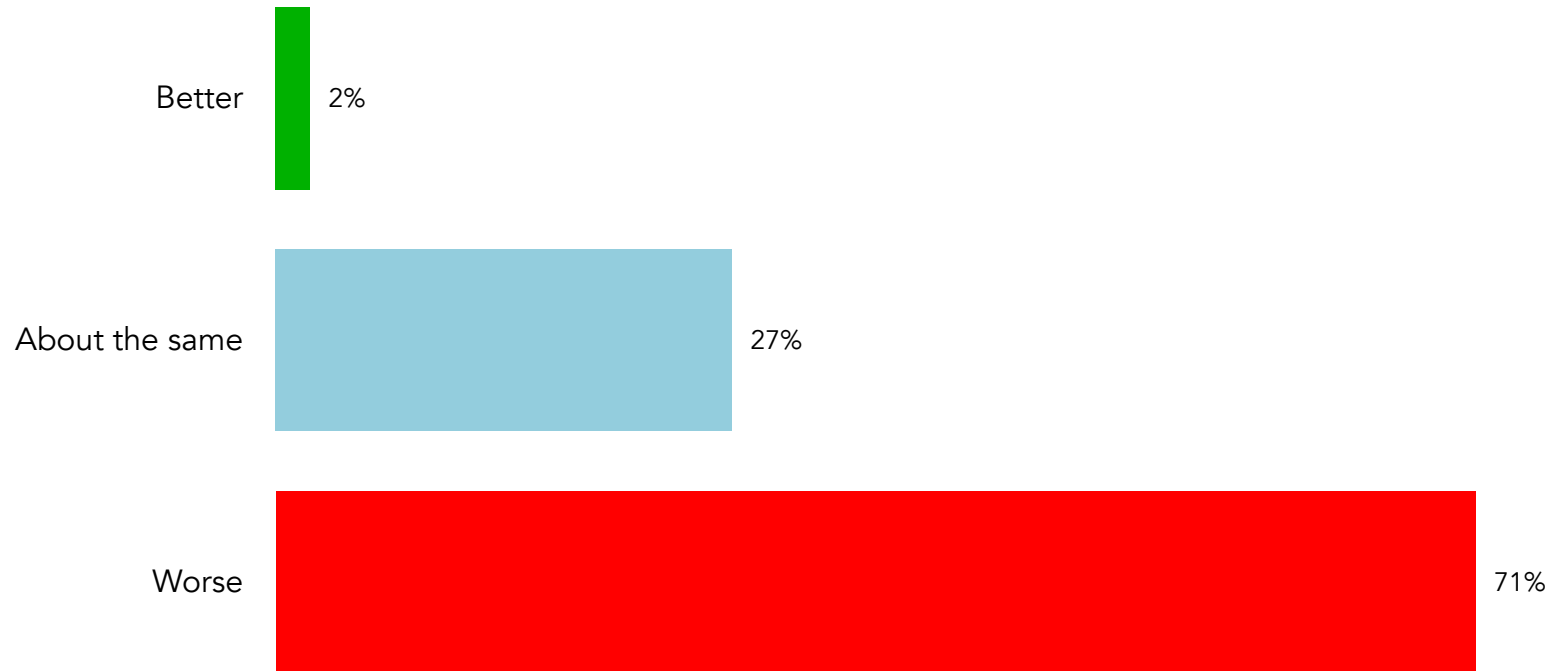
How serious do you think abuse of strong prescription painkillers or opioids (like Fentanyl and Oxycotin) are in Newfoundland and Labrador?

PAINKILLERS/OPIOIDS ISSUE



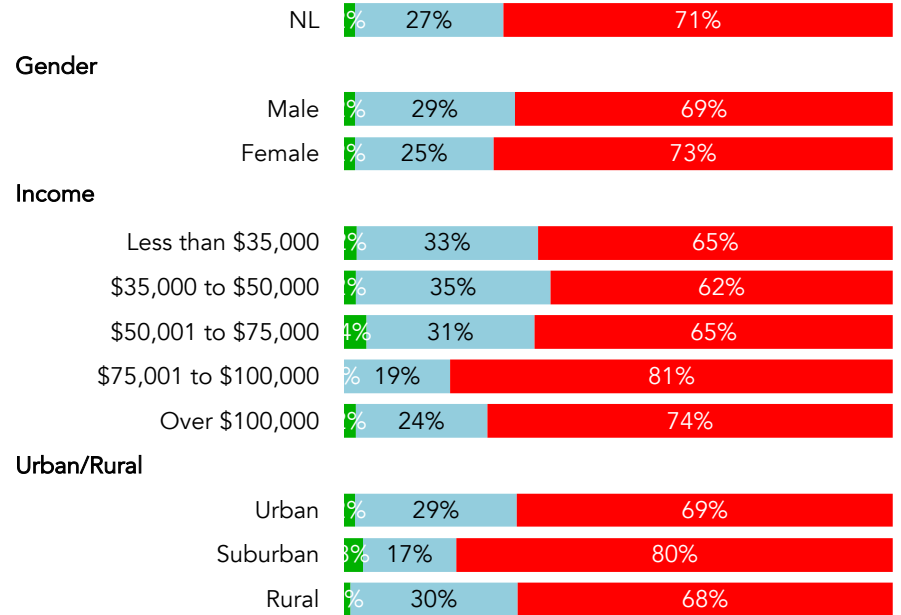
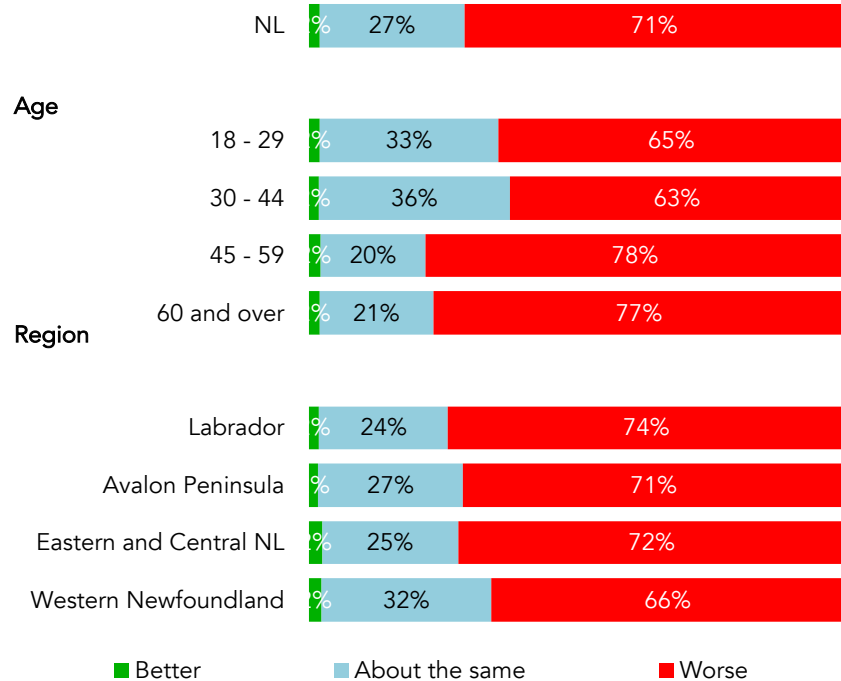
How serious do you think abuse of strong prescription painkillers or opioids (like Fentanyl and Oxycotin) are in Newfoundland and Labrador?

PAINKILLERS/OPIOIDS ISSUE COMPARED TO 5 YEAR AGO



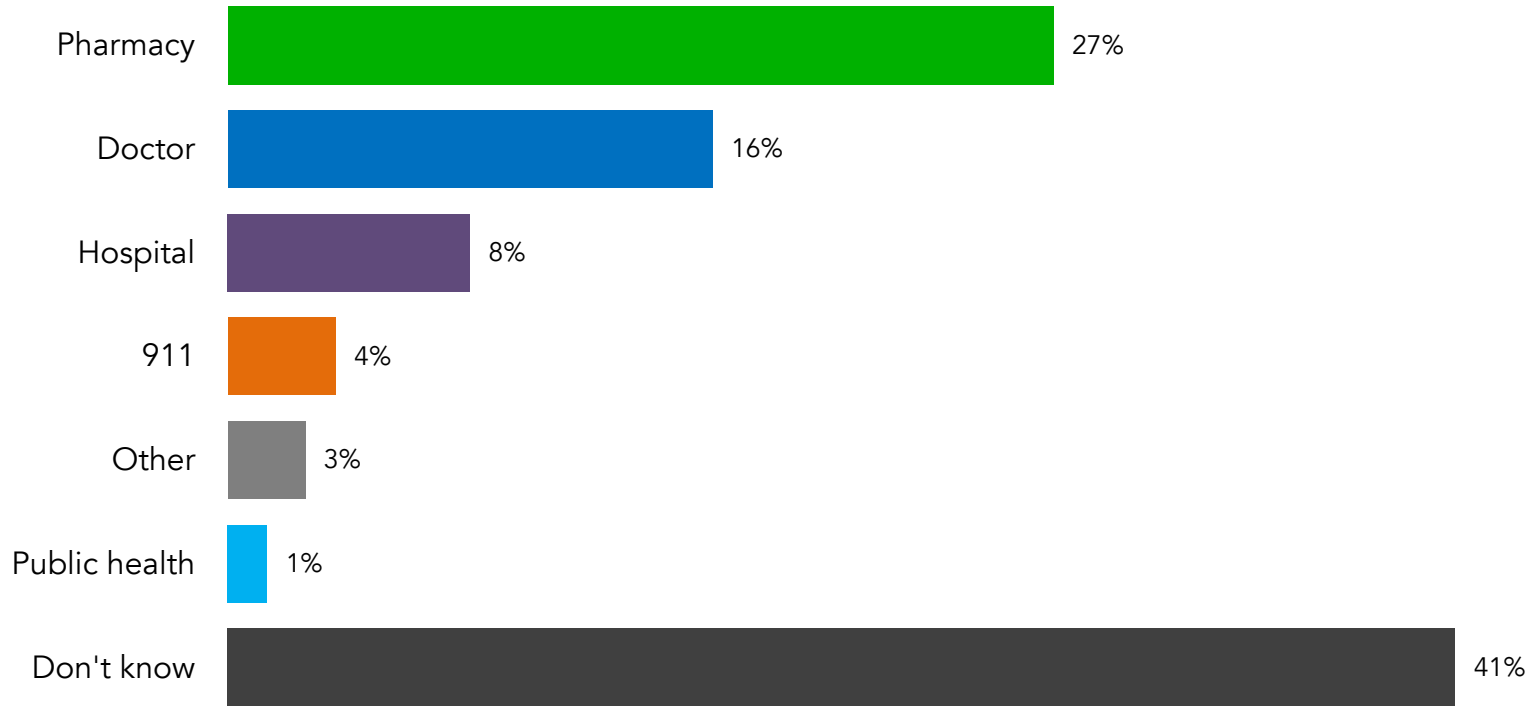
Do you believe the problem of prescription painkiller abuse in the province is better, worse, or about the same as it was 5 years ago?

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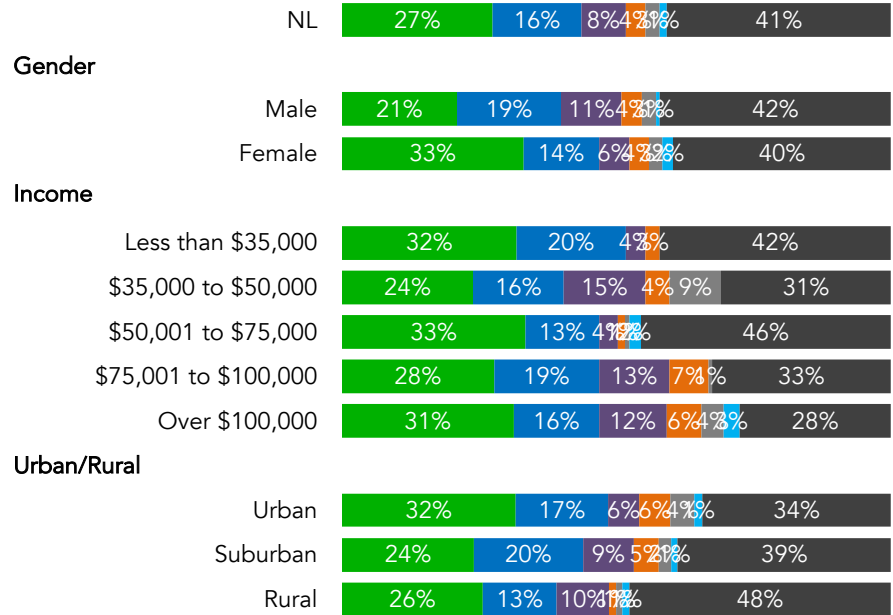
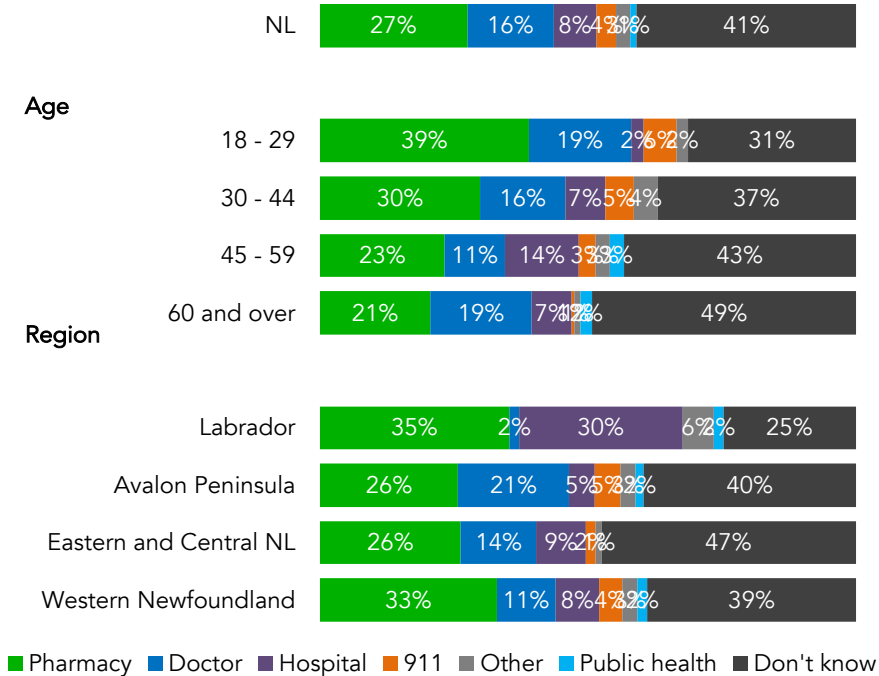
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WHERE TO FIND NALOXONE KITS



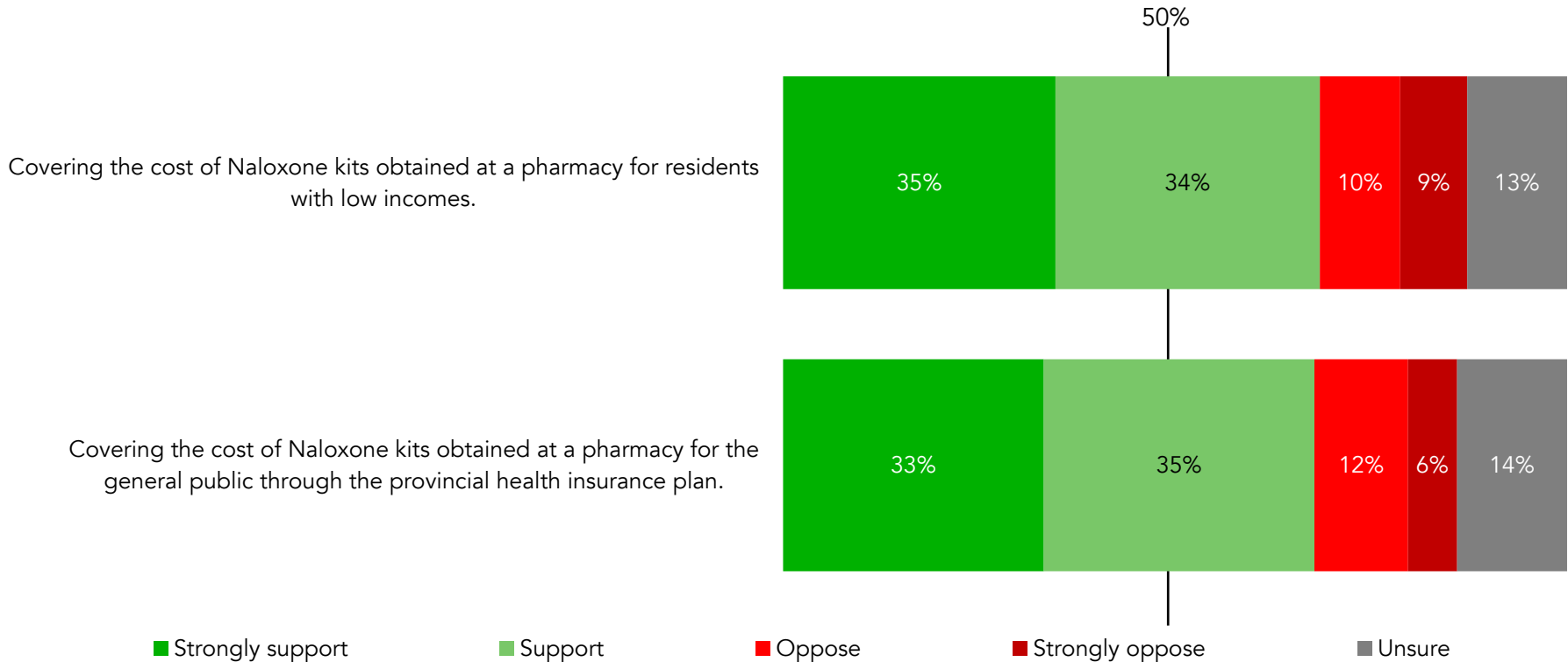
Overdoses and deaths due to the drug Fentanyl are on the rise across the country. One way to help prevent these deaths is for the drug user or family/friends of a drug user to have a Naloxone kit on hand - this kit includes an antidote for a Fentanyl overdose. If you needed to get a Naloxone kit, where would you go to get one?

WHERE TO FIND NALOXONE KITS



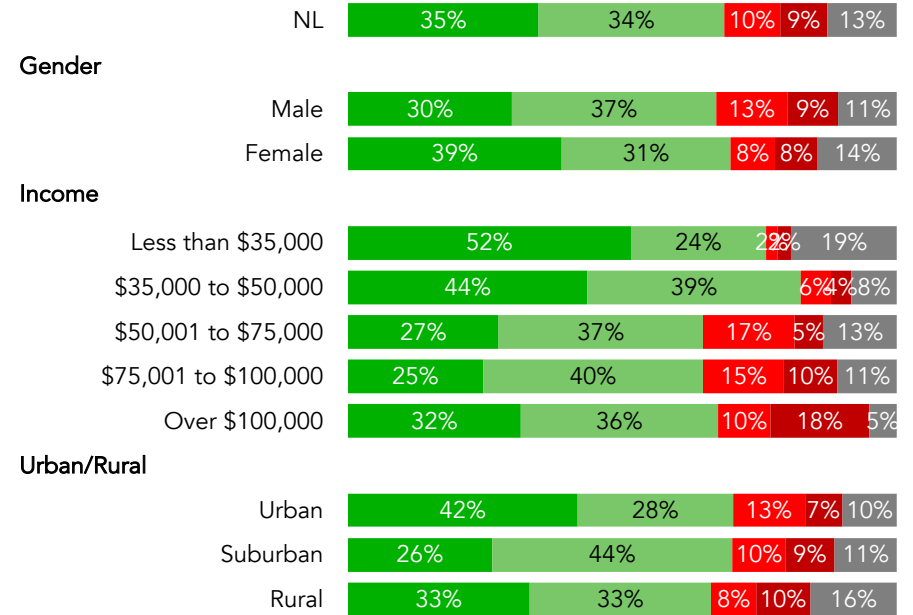
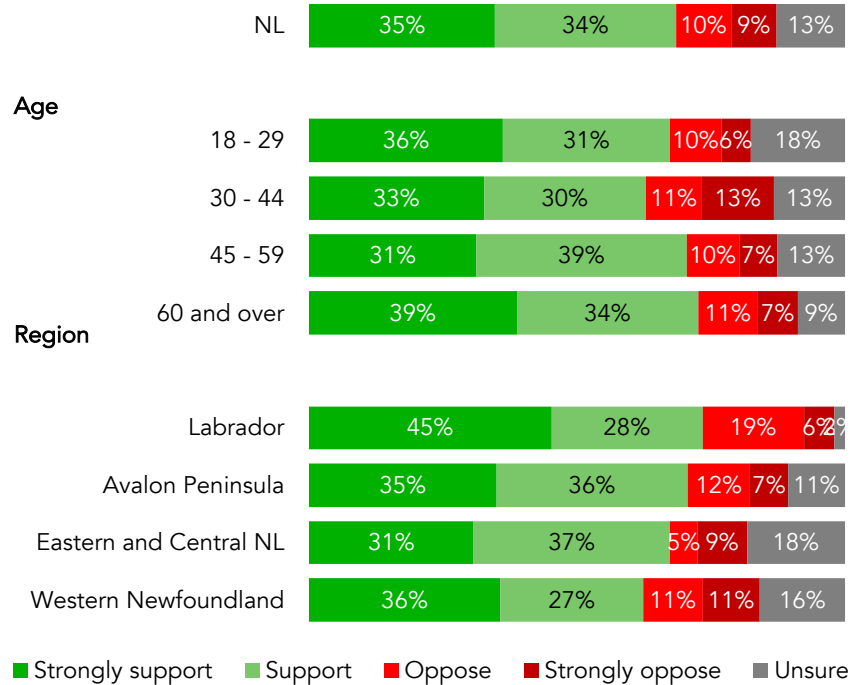
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SUPPORT FOR PROVINCIAL GOVERNMENT PROGRAMS



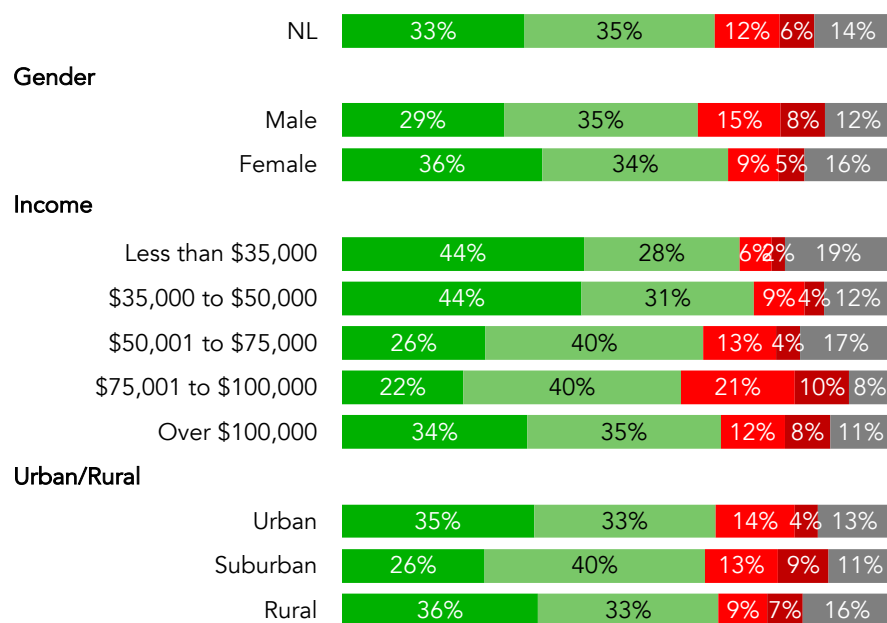
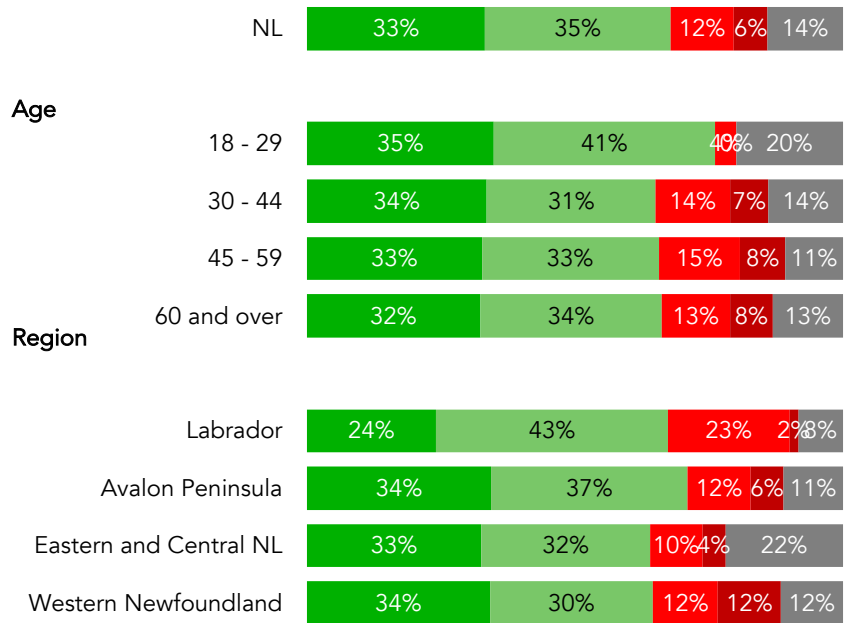
As you may be aware, the provincial Ministry of Health recently announced an Opioid Action Plan which includes providing some free Naloxone kits for community groups who interact with drug users to distribute. In order to help the opioid addiction problem and to prevent people dying from addiction, do you support or oppose the provincial government doing the following?

COVERING THE COST OF NALOXONE KITS OBTAINED AT A PHARMACY FOR RESIDENTS WITH LOW INCOMES



In order to help the opioid addiction problem and to prevent people dying from addiction, do you support or oppose the provincial government doing the following?

COVERING THE COST OF NALOXONE KITS OBTAINED AT A PHARMACY FOR THE GENERAL PUBLIC THROUGH THE PROVINCIAL HEALTH INSURANCE PLAN



■ Strongly support
 ■ Support
 ■ Oppose
 ■ Strongly oppose
 ■ Unsure

In order to help the opioid addiction problem and to prevent people dying from addiction, do you support or oppose the provincial government doing the following?