67% VIEW PHARMACISTS AS ESSENTIAL PROFESSIONALS IN THE HEALTH-CARE SYSTEM 94% THINK GOVERNMENTS NEED TO EXPAND AND FUND COMMUNITY-BASED CARE, LIKE HEALTH SERVICES AVAILABLE THROUGH PHARMACIES



ABACUS DATA

DETAILED RESULTS

ROLE OF PHARMACISTS

CONDUCTED FOR THE CANADIAN PHARMACISTS ASSOCIATION (CPhA)

RESEARCH AND ANALYSIS FROM CANADA'S LEADING PUBLIC AFFAIRS AND MARKET RESEARCH EXPERTS

METHODOLOGY

The survey was conducted with 1,500 Canadian residents aged 18 and over from August 26th to 30th, 2022. A random sample of panelists were invited to complete the survey from a set of partner panels based on the Lucid exchange platform. These partners are typically double opt-in survey panels, blended to manage out potential skews in the data from a single source.

The margin of error for a comparable probability-based random sample of the same size is +/- 2.53%, 19 times out of 20.

The data were weighted according to census data to ensure that the sample matched Canada's population according to age, gender, educational attainment, and region. Totals may not add up to 100 due to rounding.

KEY FINDINGS

- Among the different professions within the health-care system, pharmacists are widely viewed as essential (67%). Only doctors, nurses and paramedics are more likely to be viewed as essential.
- Canadians support the idea of universality of services across the country as 95% agree that Canadians should be able to get the same services from pharmacists regardless of where they live.
- Canadians place a high importance on government coverage for essential health services regardless of what type of health-care provider delivers the service (as long as they are qualified). They also believe that the compensation to the health-care professional for providing health-care services should be based on the service not who provides it (e.g. pharmacist vs. doctor vs. nurse).
- In general, Canadians believe (85% agree) that pharmacists are currently underutilized in our health-care system.
- Given the shortage of health-care workers, emergency department closures and wait times, Canadians see a strong role for pharmacists. Consider that 89% (41% strongly) agree that their local pharmacist is more accessible to them than nurses or physicians and 90% agree that pharmacists can help address gaps in the system.



KEY FINDINGS

- Canadians see a larger role for pharmacists in providing vaccinations (61%), walk-in services (53%), testing and lab services (47%), contraception prescribing (44%), chronic disease management (42%) and opioid management (35%).
- Canadians see a larger role for pharmacists in these areas because in most cases they are likely to see a pharmacist for these health-care services. For example, 56% definitely and 27% probably would see a pharmacist for vaccinations, and 82% are at least probably likely to see a pharmacist for an assessment and prescription for a common ailment.
 - Older Canadians are generally more likely to visit their pharmacist than younger Canadians for each of these services.
- To a large extent Canadians think a number of the tested ideas for addressing the staff shortage crisis are good ideas.
 For example, 87% think it is at least somewhat a good idea to expand and fund more community-based care, like pharmacy care and 85% to expand and fund the services that other health-care providers are able and qualified to offer. Most also think it is a good idea to better utilize other health providers to relieve the strain on nurses and doctors, to offer better mental health support for health care workers and make it easier for international health-care workers to practice in Canada.
- 91% of Canadians think pharmacists should be able to prescribe Paxlovid and other COVID-19 treatments and 94% think tests for COVID-19, diabetes and other conditions should be offered through pharmacies and funded by government.



HOW ESSENTIAL DIFFERENT PROFESSIONS ARE VIEWED WITHIN THE HEALTH-CARE SYSTEM

Doctors	8	6%	1	1% 2	
Registered nurses	81	%	16%	6 <mark>3%</mark>	
Paramedics	79%		17%	<mark>4%</mark>	
icensed practical nurses	71%		24%	<mark>5%</mark>	
Pharmacists	67 %		27%	<mark>6%</mark>	
Medical technologists	56%	35	%	9 %	
Personal Care Aides	49%	36%		14%	
Pharmacy technicians	46%	39%		14%	
Lab assistant	46%	40%		14%	
Food service workers	40%	37%	23%	23%	
Cleaners	39%	36%	25%		
Physiotherapists	32%	48%	20	%	
Occupational therapists	30%	48%	22%	/ 0	

Essential

Important

Supporting

We are going to show you several different professions within the health care system and ask you to classify their role into one of three groups. The three groups are:

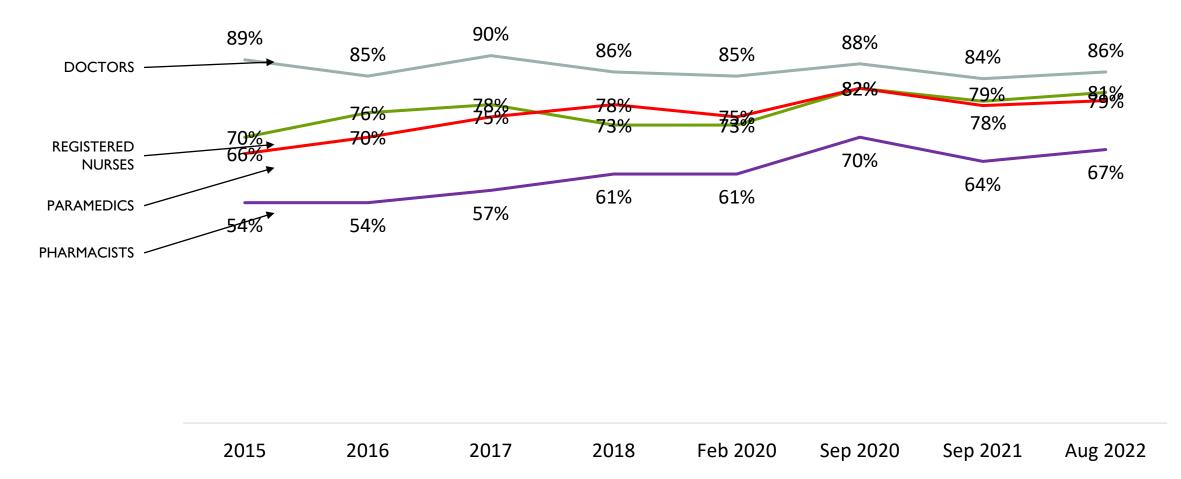
Essential: They play an essential role in delivering health care in your community.

L

Important: They play an important but not essential role in delivering health care in your community.



ESSENTIAL ROLE IN HEALTH-CARE SYSTEM



We are going to show you several different professions within the health care system and ask you to classify their role into one of three groups.

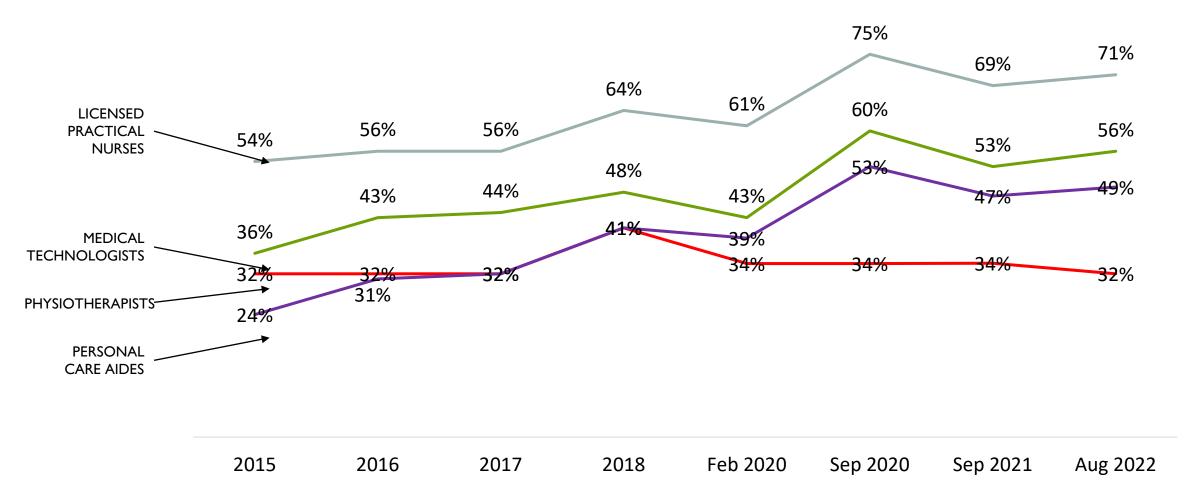
The three groups are:

Essential: They play an essential role in delivering health care in your community.

Important: They play an important but not essential role in delivering health care in your community.



ESSENTIAL ROLE IN HEALTH-CARE SYSTEM



We are going to show you several different professions within the health care system and ask you to classify their role into one of three groups.

The three groups are:

Essential: They play an essential role in delivering health care in your community.

Important: They play an important but not essential role in delivering health care in your community.



ROLE IN HEALTH-CARE SYSTEM PHARMACISTS

All 67% 27% REGION BC **69**% 28% AB 74% 19% SK/MB 75% 20% ON 65% 27% QC 66% 31% ATL 62% 32% AGE 18 - 29 64% 31% 30 - 44 62% 30% 45 - 59 70% 23% 60 and over 70% 26% GENDER Male 70% 25% 64% Female 29% Essential Supporting Important

We are going to show you several different professions within the health care system and ask you to classify their role into one of three groups. The three groups are:

Essential: They play an essential role in delivering health care in your community.

Important: They play an important but not essential role in delivering health care in your community.



All Canadians should be able to get the same health services from pharmacists no matter where they live (e.g. prescribing for common ailments/conditions)

It should not matter which health care provider provides an essential health care service that is covered by government as long as they are qualified to provide the service

The compensation for providing health care services (e.g., vaccines) should be based on the service not on who (e.g. pharmacists, doctors, or nurses) provides the service

When it comes to providing health care services, Pharmacists are currently being underutilized in our healthcare system

Agree

55% 40% 45% 48% 6% 38% 52% 9% 51% 34% 13% Disagree Strongly disagree



Strongly agree

ALL CANADIANS SHOULD BE ABLE TO GET THE SAME HEALTH SERVICES FROM PHARMACISTS NO MATTER WHERE THEY LIVE (E.G. PRESCRIBING FOR COMMON AILMENTS/CONDITIONS)

	All	55%	%		40%	4%
REGION						
	BC	56%			38%	4%
	AB	52%			44%	3%
	SK/MB	50%		4	16 %	5%
	ON ON	51%			44%	5%
	QC		66%		31%	<mark>3%</mark>
	ATL	54%			40%	4%
AGE	18 - 29	53%		38%		7%
	30 - 44	48%		47	%	5%
	45 - 59	5	8%	40%		2%
	60 and over		60%		36%	3%
CENDER						
GENDER	Male		59%		37%	3%
	Female	51%			43%	5%
ROLE OF PHARMACISTS	Essential		65%		32%	<mark>3%</mark>
	Important	36%		57%		6%
	Supporting	36%		53%		8%
S	trongly agree	Agree	Disagree	Stron	gly disagree	



IT SHOULD NOT MATTER WHICH HEALTH-CARE PROVIDER PROVIDES AN ESSENTIAL HEALTH CARE SERVICE THAT IS COVERED BY GOVERNMENT AS LONG AS THEY ARE QUALIFIED TO PROVIDE THE SERVICE

	All	45%		48%	6%
REGION					
	BC	43%		51%	6 %
	AB	44%		49%	<mark>4%</mark>
	SK/MB	50%		40%	7%
	ON	44%		48%	7%
	QC	43%		48%	9 %
	ATL	5.	5%	39%	4%
AGE					
	18 - 29	44%		40%	14%
	30 - 44	36%		56%	7%
	45 - 59	47%		48%	4%
	60 and over	51%		45%	3%
GENDER	Male	47%		46%	6%
	Female	43%		49%	7%
ROLE OF PHARMACISTS	Essential	52%	6	42%	5%
	Important	30%		60%	9 %
	Supporting	28%		58%	8%
Strong	gly agree	Agree	Disagree	Strongly disagree	ee



THE COMPENSATION FOR PROVIDING HEALTH-CARE SERVICES (E.G., VACCINES) SHOULD BE BASED ON THE SERVICE NOT ON WHO (E.G. PHARMACISTS, DOCTORS, OR NURSES) PROVIDES THE SERVICE

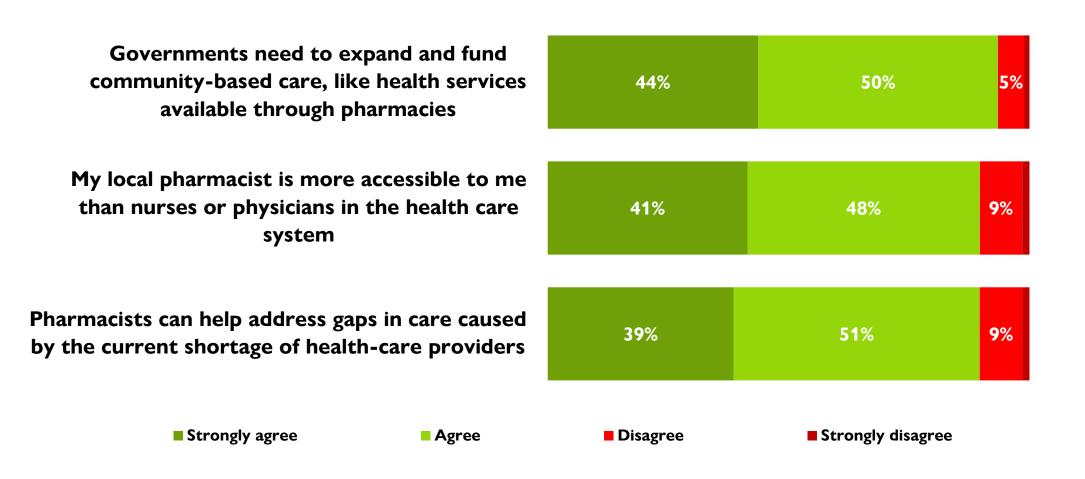
	All	38%		52%	9 %
REGION					
	BC	36%		55%	9%
	AB	36%		51%	10%
	SK/MB	35%		49 %	16%
	ON	38%		53%	8%
	QC	42%		49 %	8%
	ATL	39%		53%	6%
AGE					
AGE	18 - 29	39%		46%	15%
	30 - 44	33%		54%	11%
	45 - 59	36%		57%	5%
	60 and over	44%		49%	7%
GENDER	Male	41%		49%	9%
	Female	35%		54%	9%
ROLE OF PHARMACISTS	Essential	45%		47%	7%
	Important	24%	6	3%	12%
	Supporting	24%	54%		13%
Strongly agree		Agree	Disagree	Strongly disag	ree



WHEN IT COMES TO PROVIDING HEALTH-CARE SERVICES, PHARMACISTS ARE CURRENTLY BEING UNDERUTILIZED IN OUR HEALTH-CARE SYSTEM

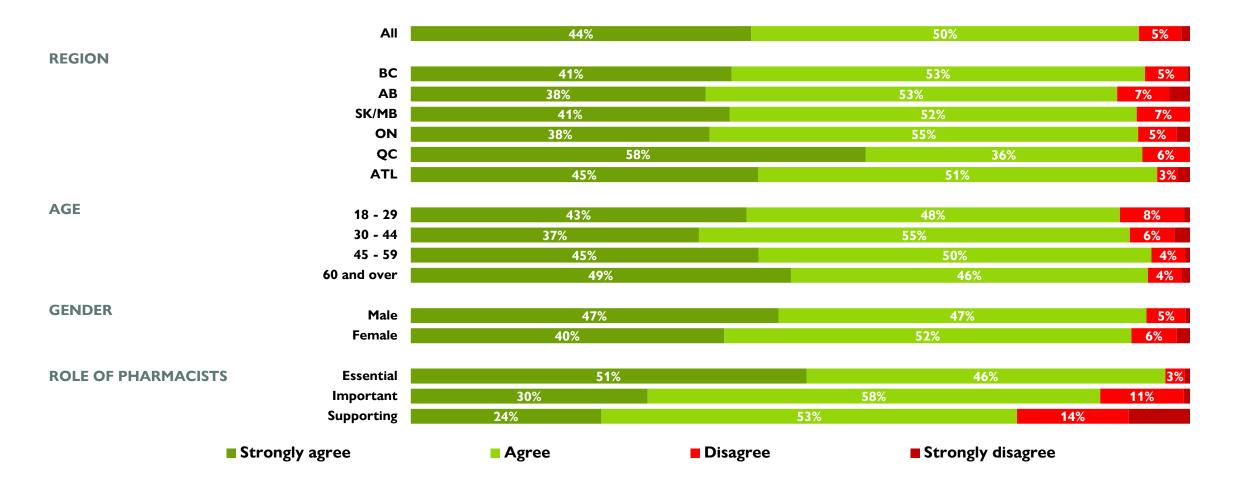
	All	34%		51%	13%
REGION					
	BC	32%		53%	12%
	AB	27%	56%	,	16%
	SK/MB	27%	56%		17%
	ON	32%		52%	13%
	QC	48%		43%	9%
	ATL	29 %	48%		16%
AGE	40 20	240/		500/	4.40/
	18 - 29	34%		50%	14%
	30 - 44	31%		53%	13%
	45 - 59	34%		50%	14%
	60 and over	37%		50%	11%
GENDER	Male	36%		51%	12%
	Female	32%		51%	14%
ROLE OF PHARMACISTS	Essential	41%		47%	11%
	Important	20%	61%		17%
	Supporting	18%	54%		20%
Strong	y agree	Agree	Disagree	Strongly disa	agree





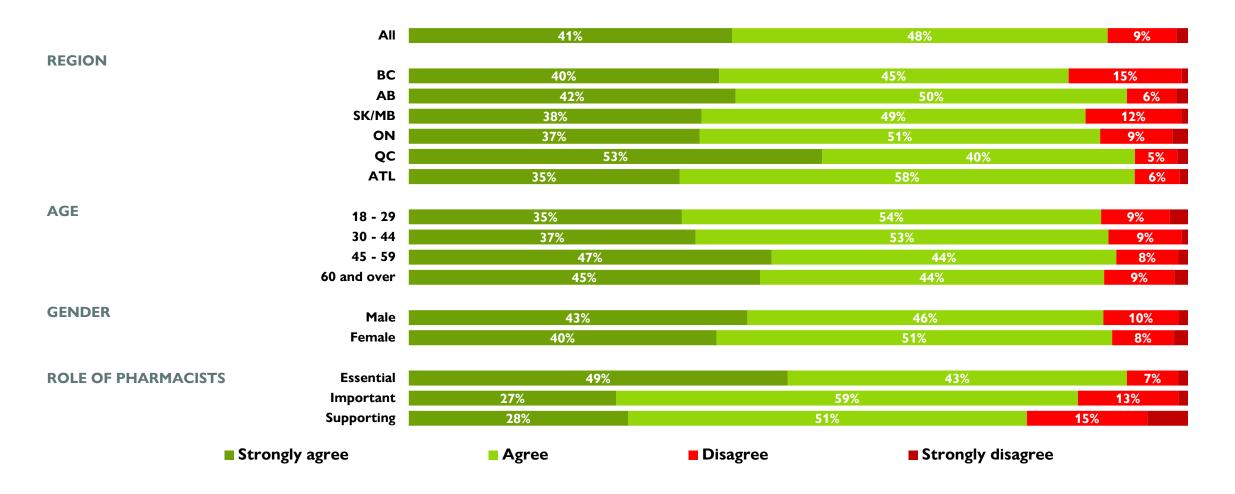
ree ABACUS DATA

GOVERNMENTS NEED TO EXPAND AND FUND COMMUNITY-BASED CARE, LIKE HEALTH SERVICES AVAILABLE THROUGH PHARMACIES





MY LOCAL PHARMACIST IS MORE ACCESSIBLE TO ME THAN NURSES OR PHYSICIANS IN THE HEALTH-CARE SYSTEM





PHARMACISTS CAN HELP ADDRESS GAPS IN CARE CAUSED BY THE CURRENT SHORTAGE OF HEALTH-CARE PROVIDERS

	All	39%		51%	9%
REGION					
	BC	35%		49 %	13%
	AB	34%		53%	13%
	SK/MB	33%		54%	13%
	ON	33%		57%	7%
	QC	54%		39%	6%
	ATL	40%		52%	8%
AGE	18 - 29	33%		55%	8%
	30 - 44	35%		53%	11%
	45 - 59	40%		51%	7%
	60 and over	44%		47%	9%
GENDER	Male	40%		49 %	9%
	Female	37%		53%	9%
ROLE OF PHARMACISTS	Essential	46%		46%	7%
	Important	23%		63%	12%
	Supporting	25%	49 %		20%
Stron	gly agree	Agree	Disagree	Strongly disa	Igree



VIEWS ON THE ROLE OF PHARMACISTS IN EACH OF THE FOLLOWING AREAS

	Vaccinations	61%		29%	<mark>5%</mark> 5%
Providing walk-in clinic services for common ailments/conditions		53%		33%	<mark>6%</mark> 8%
Testing and lab services (e.g. stro etc.)	ep throat, diabetes, flu,	47%		38%	<mark>7%</mark> 9%
Со	ntraception prescribing	44%	3	8%	7% 11%
Chronic disease management (hypertension		42%		13%	7% 9%
	Opioid management	35%	40%	1	0% 15%
Larger	About the same	Smalle	er	Not s	sure

Given the current strains on our health-care systems caused by staff shortages, do you see a larger or smaller role for pharmacists in each of the following areas?



VIEWS ON THE ROLE OF PHARMACISTS IN EACH OF THE FOLLOWING AREAS

CANADIANS WHO THINK PHARMACISTS ARE ESSENTIAL

	Vaccinations	69 %	24% <mark>4%</mark> 4%
Providing walk-in clinic services to for common ailments/conditions (•	59 %	30% <mark>5%</mark> 7%
Testing and lab services (e.g. strep etc.)	o throat, diabetes, flu,	53%	<mark>35% 5%</mark> 8%
Cont	raception prescribing	52%	33% <mark>5%</mark> 10%
Chronic disease management (e. hypertension, e		47%	40% 5% 8%
	Opioid management	41%	39% 7% 13%
Larger	About the same	Smaller	■ Not sure

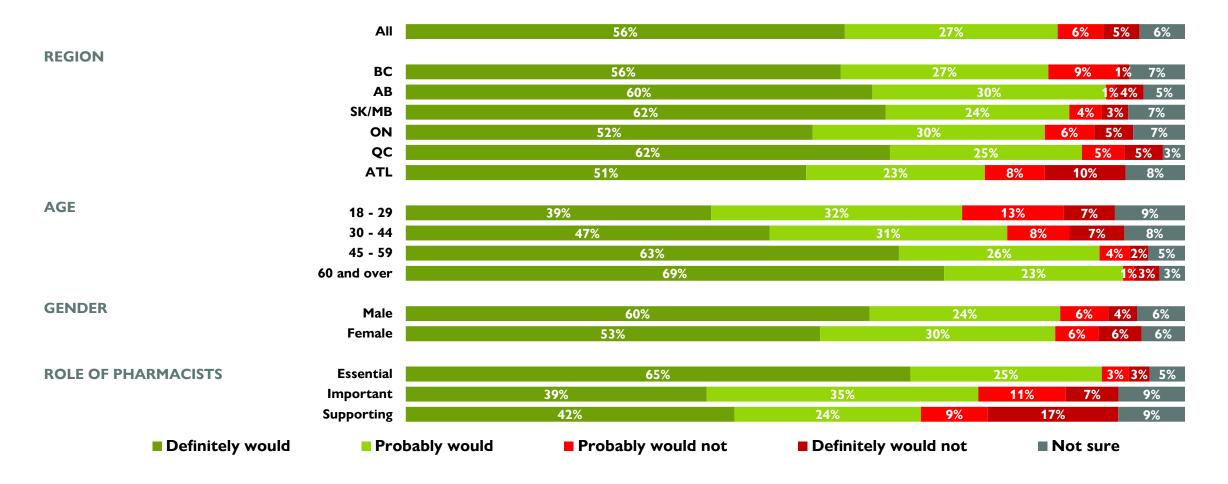
Given the current strains on our health-care systems caused by staff shortages, do you see a larger or smaller role for pharmacists in each of the following areas?



Vaccinations	56%	/ >	27%	%	6%	<mark>5%</mark> 6%
Assessment and prescription for common ailments (e.g. cold sores, UTIs, etc.)	48%		34%		8%	3%6%
Getting a prescription for contraception	45%		28%	8%	7%	12%
Testing and lab services (e.g. strep throat, diabetes, flu, etc.)	42%		38%		9 % ·	4%7%
Help managing a chronic disease	32%	37	1%	16%	5%	5 10%
Definitely would Probably would Probably would	ly would not	Definitely	would not		Not	sure

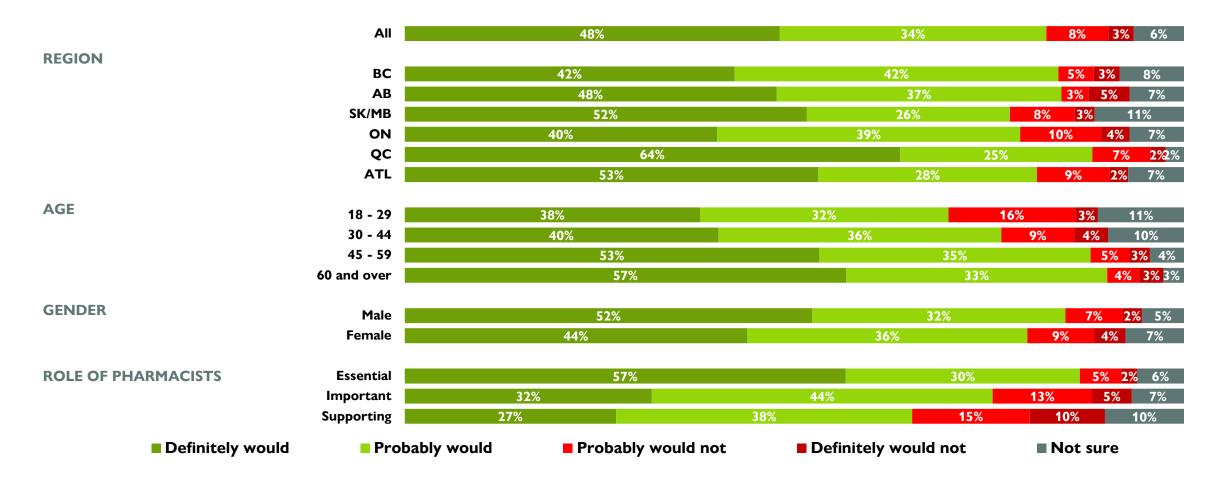


VACCINATIONS



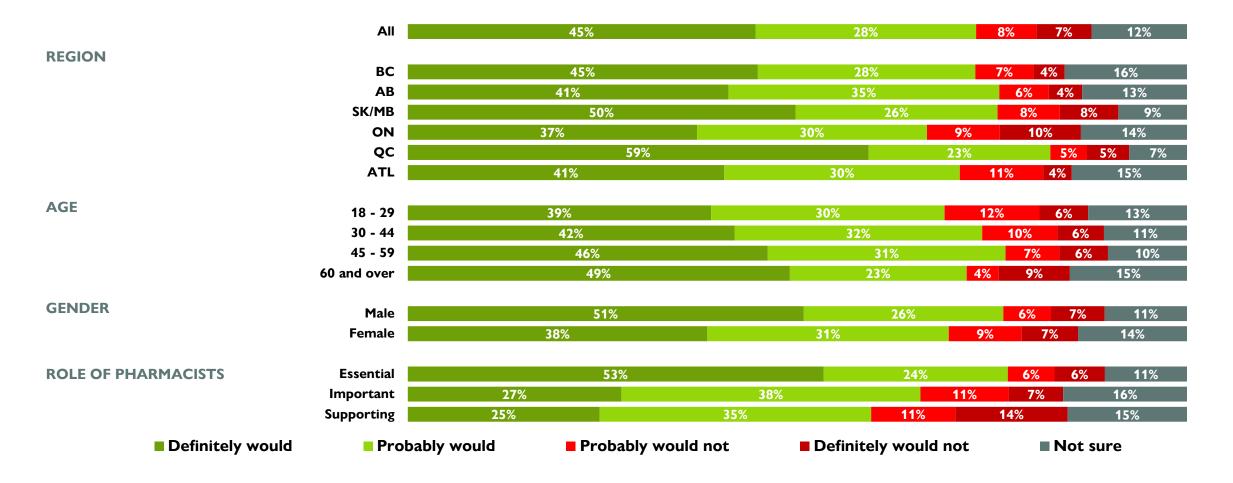


ASSESSMENT AND PRESCRIPTION FOR COMMON AILMENTS (E.G. COLD SORES, UTIS, ETC.)





GETTING A PRESCRIPTION FOR CONTRACEPTION





TESTING AND LAB SERVICES (E.G. STREP THROAT, DIABETES, FLU, ETC.)

	All	42%	38%	<mark>9% 4%</mark> 7%
REGION				
	BC	38%	44%	<mark>6% 3%</mark> 9%
	AB	37%	46%	6% 3% 8%
	SK/MB	43%	36%	13% 1% 7%
	ON	39%	40%	10% 5% 7%
	QC	51%	31%	12% 3% 4%
	ATL	45%	33%	12% 2% 8%
AGE	18 - 29	34%	35%	19% 4% 8%
	30 - 44	38%	41%	9% 3% 8%
	45 - 59	45%	40%	<mark>6%</mark> 3% 6%
	60 and over	47%	37%	<mark>7% 4</mark> % 5%
GENDER	Male	47%	34%	<mark>9% 3</mark> % 7%
	Female	37%	43%	10% 4% 7%
ROLE OF PHARMACISTS	Essential	50%	35%	<mark>6% 2%</mark> 7%
	Important	25%	46%	17% 6% 6%
	Supporting	25%	43% 12%	10% 11%
Definitely would	Probabl	y would Probably wo	ould not Definitely would not	Not sure



HELP MANAGING A CHRONIC DISEASE

		32%		37%	16%	5%	10%
REGION							
	ВС	29%	4	10%	15%	5%	11%
	AB	31%		36%	15%	7%	11%
	SK/MB	30%		38%	13%	7%	11%
	ON 📕	28%	36%		20%	5%	11%
	QC 📃	41%		39%		10%	4% 6%
	ATL	36%		31%	18 %	3%	12%
4.05							
AGE	18 - 29	23%	38%		22%	5%	12%
	30 - 44	32%		37%	15%	5%	11%
	45 - 59	36%		34%	15%	5%	10%
	60 and over	34%		39 %	14%	5%	8%
CENIDED							
GENDER	Male	34%		34%	15%	5%	11%
	Female	29 %		40%	17%	5%	9 %
ROLE OF PHARMACISTS	Essential	39%		35%	13%	4%	10%
	Important	17%	45%		21%	7%	10%
	Supporting	22%	27%	26%	13	%	12%
Definitely would	Probat	oly would Pro	bably would not	Definitely would	not I	Not sur	9



SUPPORT FOR IDEAS TO ADDRESS THE CRISIS FACING CANADA'S HEALTH-CARE SYSTEM

Better utilize other health providers to relieve the strain on nurses and physicians	55%	30%	12% 1%
Offer better mental health support to health-care workers	55%	28%	14% 2%
Expand and fund the health care services pharmacists and other health providers are able and qualified to offer	54%	31%	13% 2%
Expand and fund more community-based care, like pharmacy care	54%	33%	11%2%
Make it easier for international health-care workers to practice in Canada	49%	31%	14% <mark>3</mark> %
Good idea Somewhat good idea Niether goo	od nor bad idea 🛛 🗖 Somewha	t bad idea	■ Bad idea



Below are some ideas for how we might address the crisis facing Canada's health-care system caused by staff shortages. Do you think the following are...

SUPPORT FOR IDEAS TO ADDRESS THE CRISIS FACING CANADA'S HEALTH-CARE SYSTEM

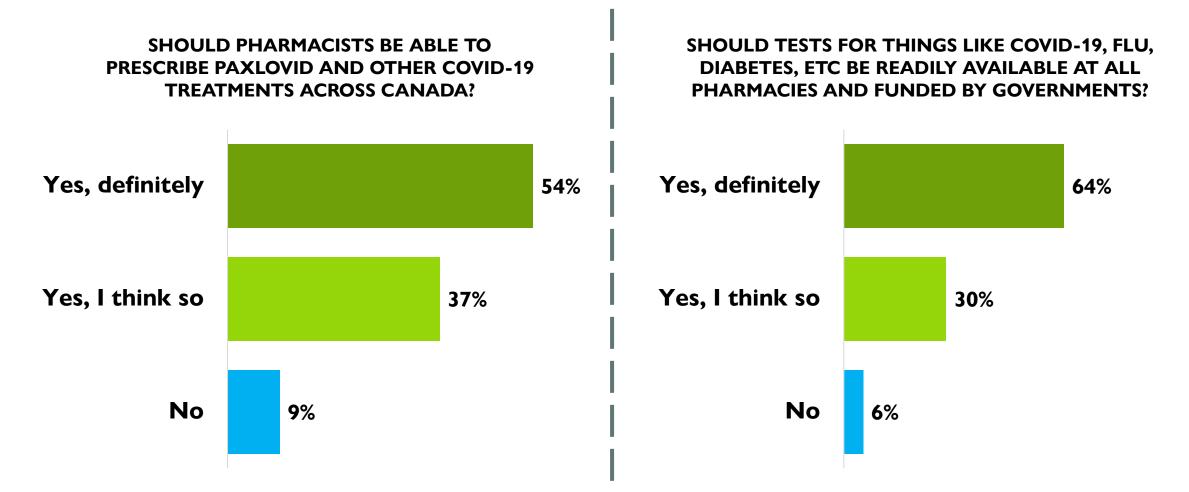
CANADIANS WHO THINK PHARMACISTS ARE ESSENTIAL

Better utilize other health providers to relieve the strain on nurses and physicians	64%	25%	<mark>9%1</mark> %
Offer better mental health support to health-care workers	62%	25%	11%29
Expand and fund the health care services pharmacists and other health providers are able and qualified to offer	63%	26%	<mark>9%1</mark> %
Expand and fund more community-based care, like pharmacy care	63%	28%	7%19
Make it easier for international health-care workers to practice in Canada	57%	27%	11% <mark>3</mark> %
■ Good idea ■ Somewhat good idea ■ Niether good nor bad idea ■ Somewhat bad idea ■ Bad idea			

ABACUS

Below are some ideas for how we might address the crisis facing Canada's health-care system caused by staff shortages. Do you think the following are...

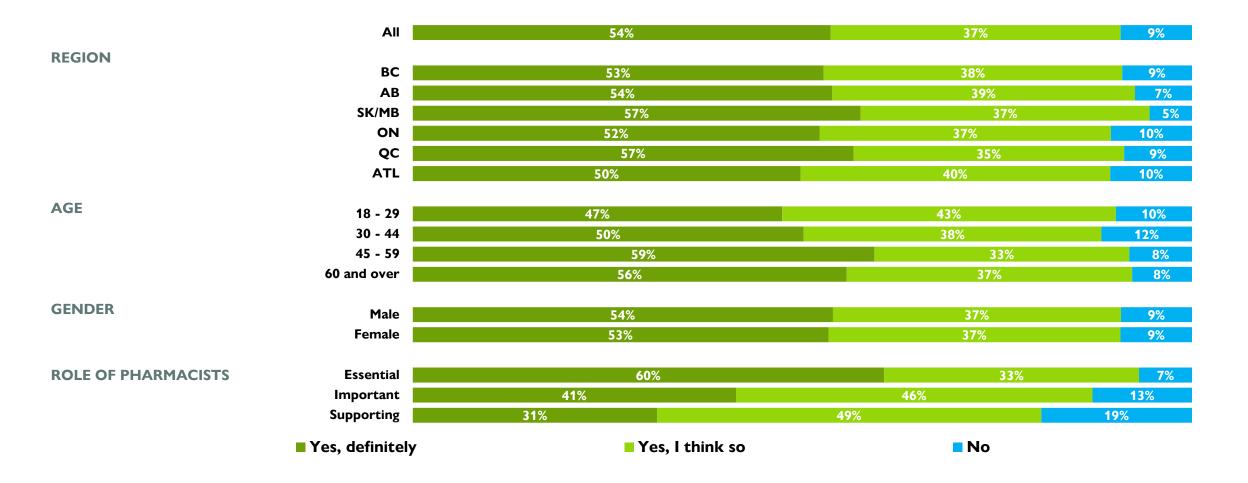
SHOULD PHARMACISTS BE ABLE TO PRESCRIBE TREATMENTS AND OFFER TESTS



To streamline care, pharmacists are allowed to prescribe the COVID-19 anti-viral Paxlovid in some provinces Do you think pharmacists should be able to prescribe Paxlovid and other COVID-19 treatments across Canada? | In some provinces pharmacists can administer tests for things like COVID-19, flu, diabetes, etc. Do you think these tests should be readily available at all pharmacies and funded by governments (i.e., free to patients)?



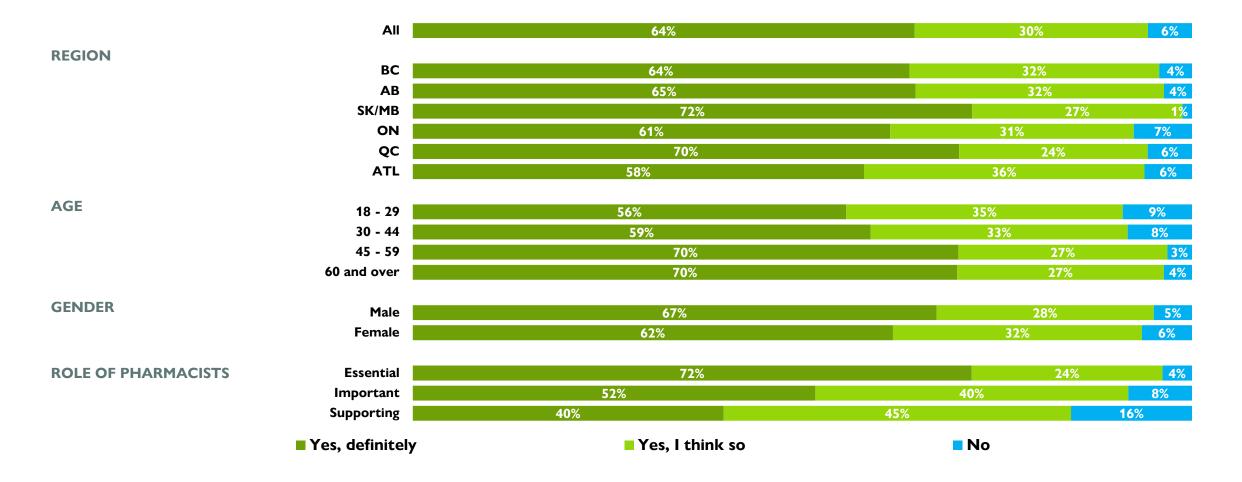
SHOULD PHARMACISTS BE ABLE TO PRESCRIBE PAXLOVID AND OTHER COVID-19 TREATMENTS



To streamline care, pharmacists are allowed to prescribe the COVID-19 anti-viral Paxlovid in some provinces Do you think pharmacists should be able to prescribe Paxlovid and other COVID-19 treatments across Canada?



SHOULD PHARMACISTS BE ABLE TO OFFER TESTS FOR THINGS LIKE COVID-19, FLU, DIABETES, ETC.



In some provinces pharmacists can administer tests for things like COVID-19, flu, diabetes, etc. Do you think these tests should be readily available at all pharmacies and funded by governments (i.e., free to patients)?

