

**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**



Canadian  
Pharmacists  
Association

**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 26<sup>th</sup> to 30<sup>th</sup>, 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.

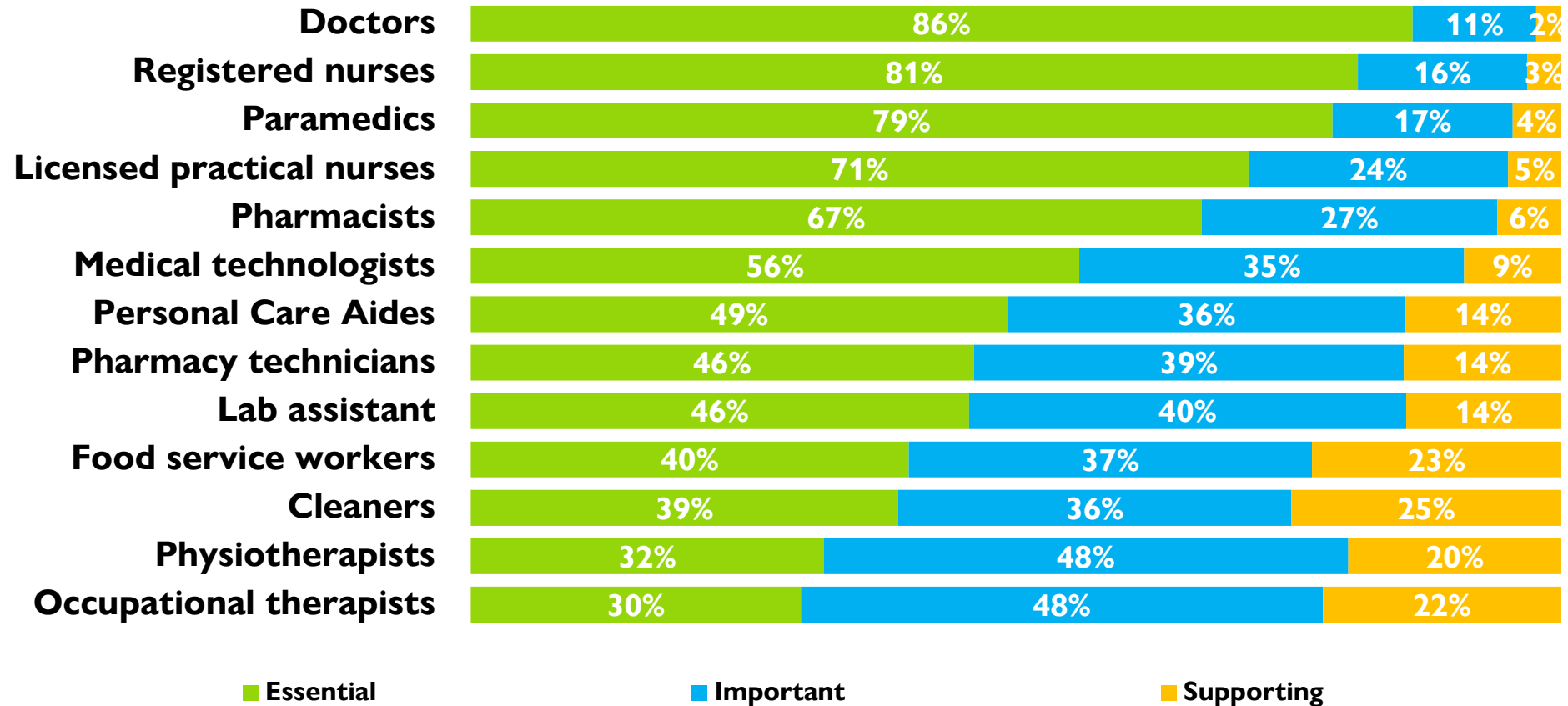
# KEY FINDINGS

- 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



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:

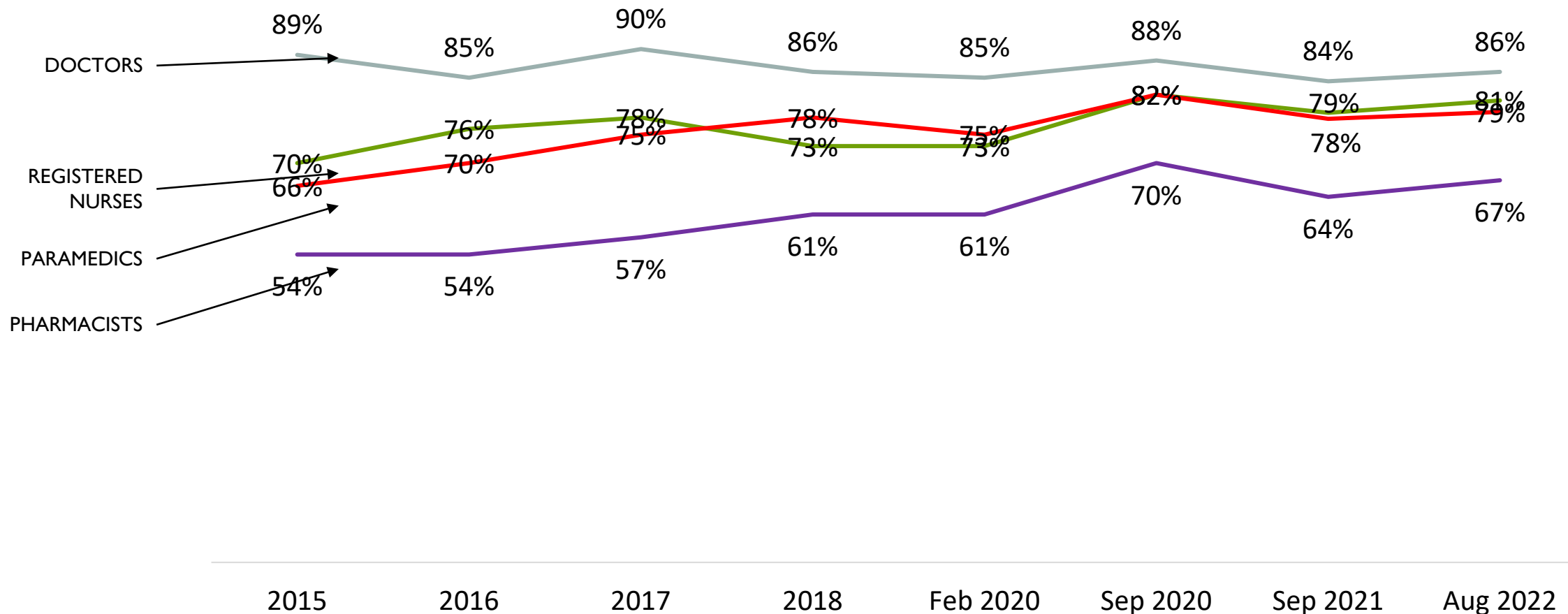
**Essential:** They play an essential role in delivering health care in your community.

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

**Supporting:** They play a supporting role in delivering health care in your community.



# ESSENTIAL ROLE IN HEALTH-CARE SYSTEM



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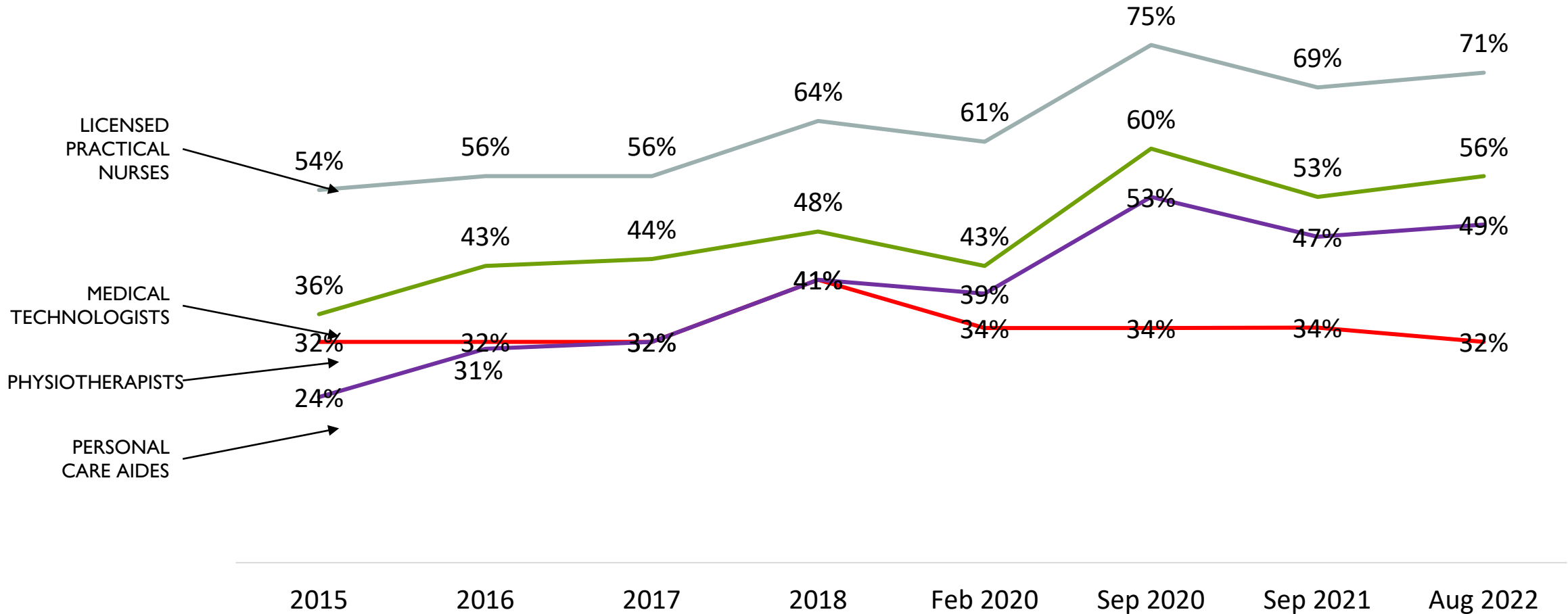
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# ESSENTIAL ROLE IN HEALTH-CARE SYSTEM



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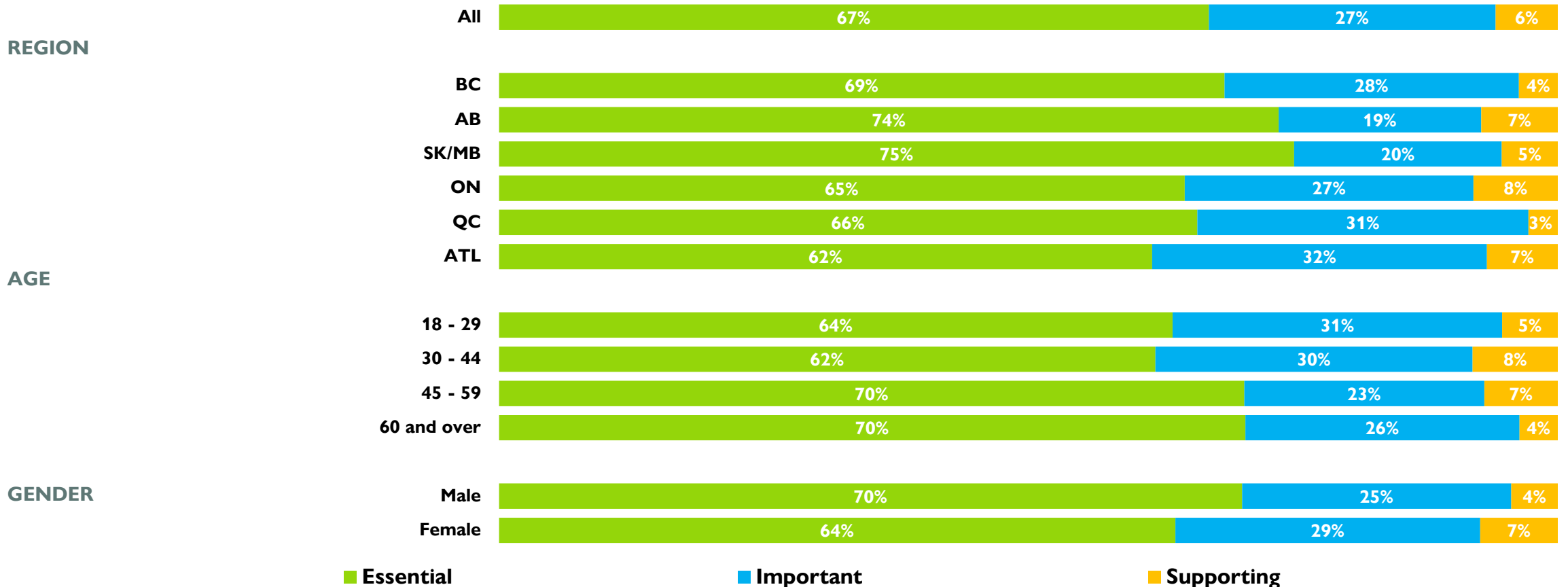
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# ROLE IN HEALTH-CARE SYSTEM

## PHARMACISTS



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.

**Supporting:** They play a supporting role in delivering health care in your community.



# EXTENT OF AGREEMENT WITH FOLLOWING STATEMENTS

**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**



■ Strongly agree

■ Agree

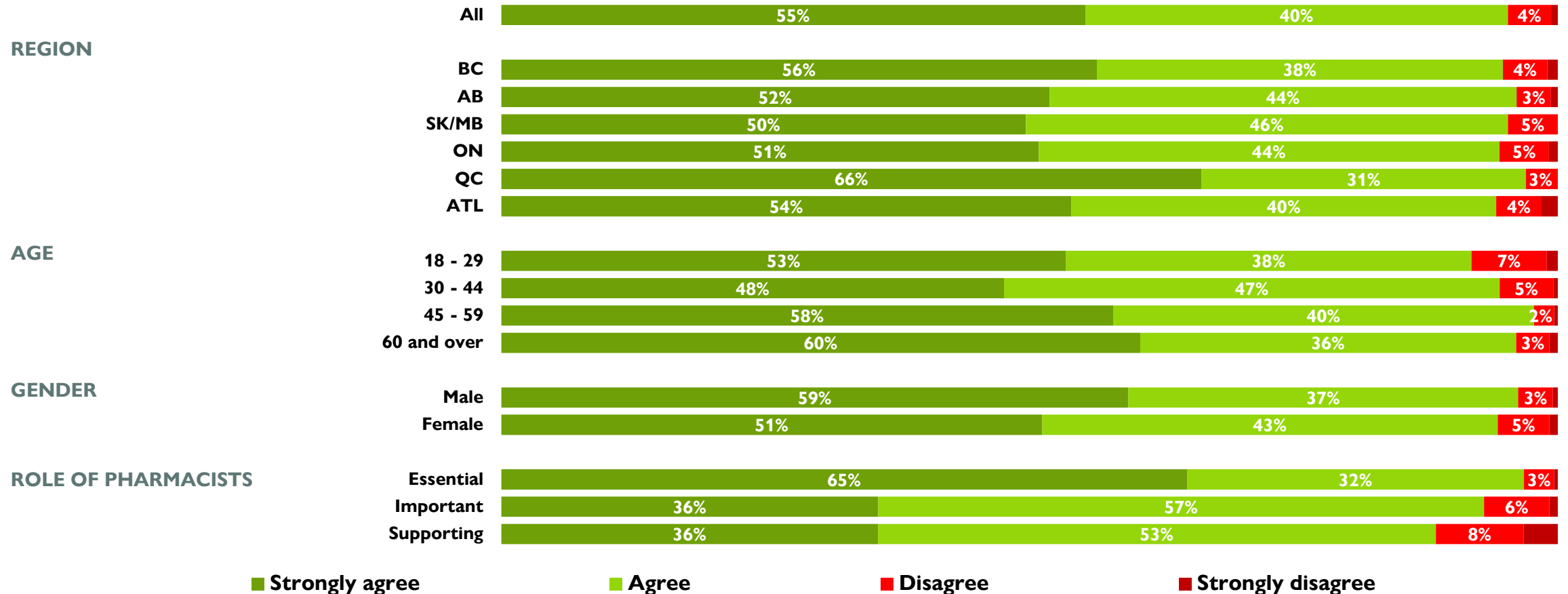
■ Disagree

■ Strongly disagree

To what extent do you agree or disagree with the following statements

# EXTENT OF AGREEMENT WITH FOLLOWING STATEMENTS

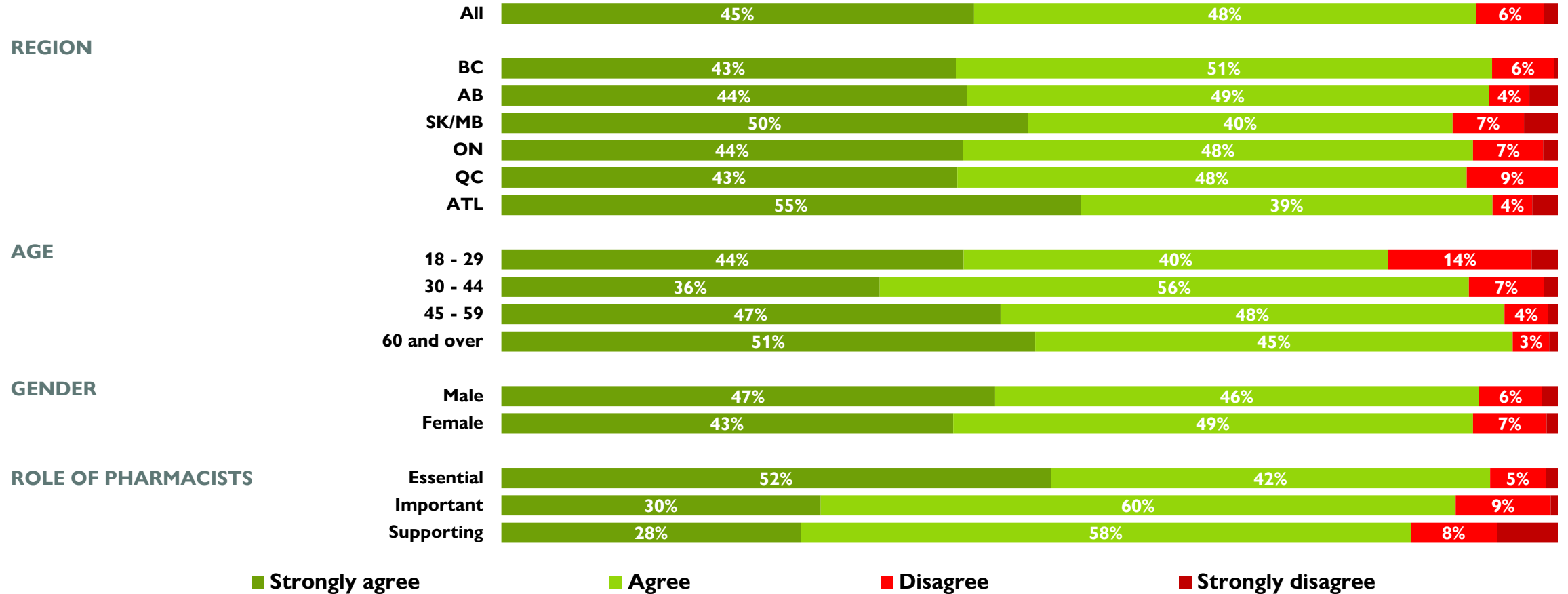
ALL CANADIANS SHOULD BE ABLE TO GET THE SAME HEALTH SERVICES FROM PHARMACISTS NO MATTER WHERE THEY LIVE (E.G. PRESCRIBING FOR COMMON AILMENTS/CONDITIONS)



To what extent do you agree or disagree with the following statements

# EXTENT OF AGREEMENT WITH FOLLOWING STATEMENTS

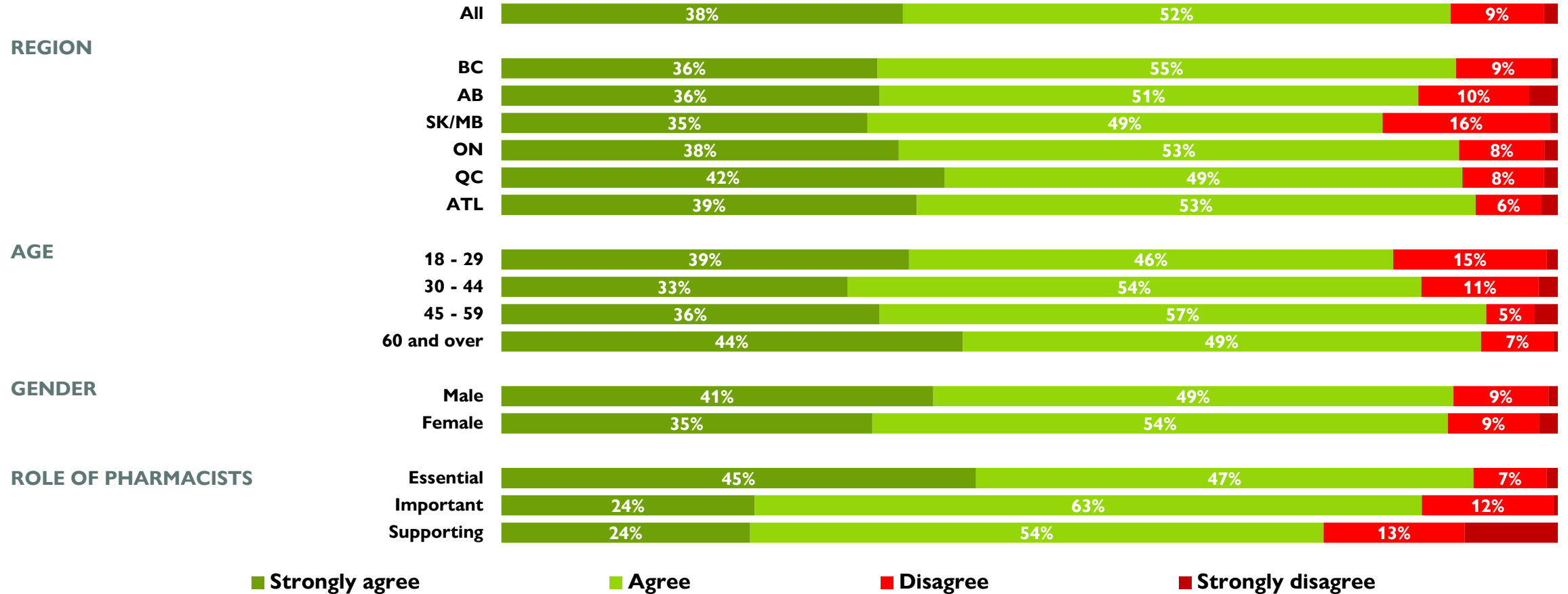
IT SHOULD NOT MATTER WHICH HEALTH-CARE PROVIDER PROVIDES AN ESSENTIAL HEALTH CARE SERVICE THAT IS COVERED BY GOVERNMENT AS LONG AS THEY ARE QUALIFIED TO PROVIDE THE SERVICE



To what extent do you agree or disagree with the following statements

# EXTENT OF AGREEMENT WITH FOLLOWING STATEMENTS

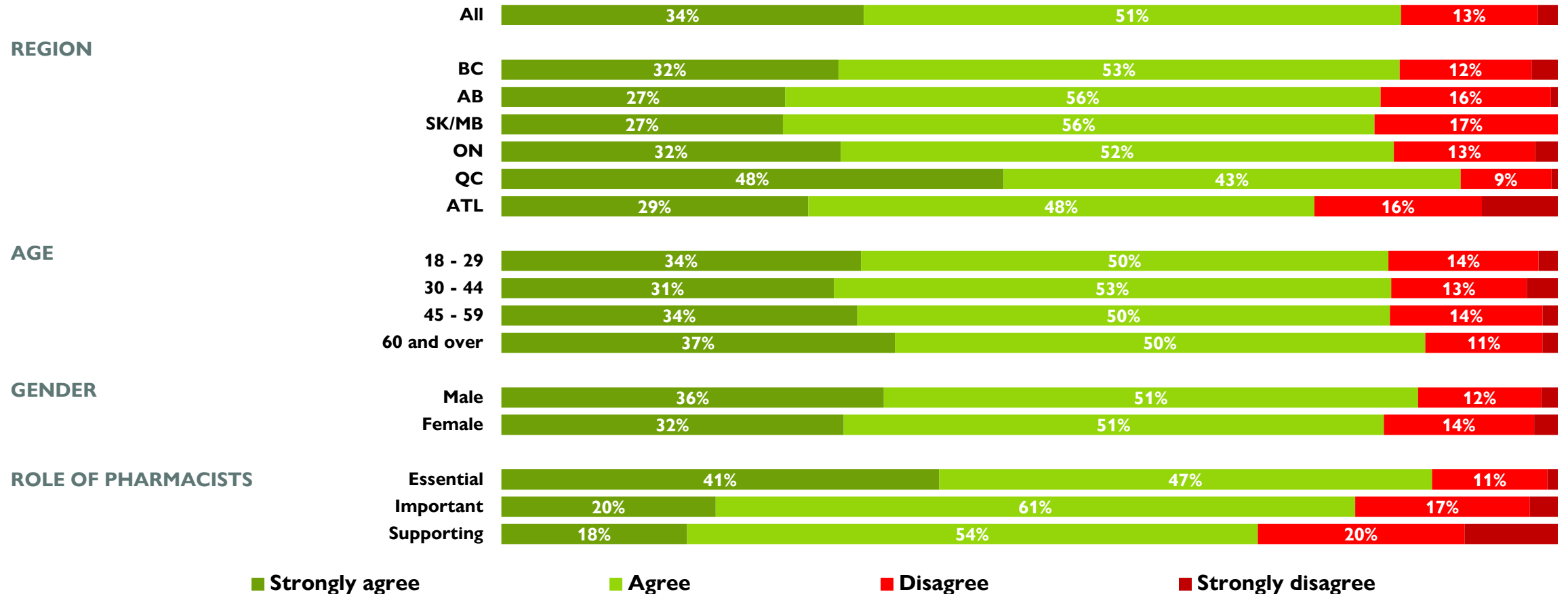
THE COMPENSATION FOR PROVIDING HEALTH-CARE SERVICES (E.G., VACCINES) SHOULD BE BASED ON THE SERVICE NOT ON WHO (E.G. PHARMACISTS, DOCTORS, OR NURSES) PROVIDES THE SERVICE



To what extent do you agree or disagree with the following statements

# EXTENT OF AGREEMENT WITH FOLLOWING STATEMENTS

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



# VIEWS ON COMMUNITY-BASED CARE AND PHARMACY SERVICES GIVE CURRENT STRAINS ON HEALTH SYSTEM

**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**



■ Strongly agree

■ Agree

■ Disagree

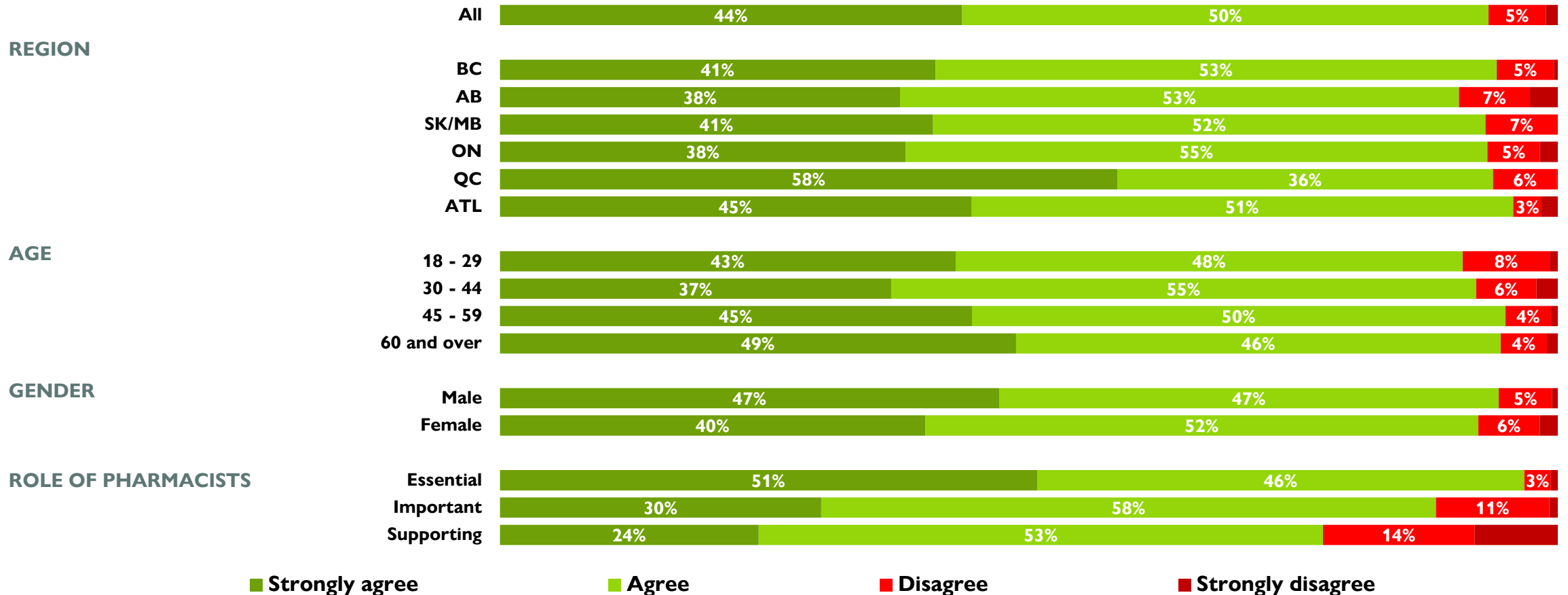
■ Strongly disagree

Given the shortages of health-care workers, emergency department closures, and growing wait times, to what extent do you agree or disagree with the following statements:



# VIEWS ON COMMUNITY-BASED CARE AND PHARMACY SERVICES GIVE CURRENT STRAINS ON HEALTH SYSTEM

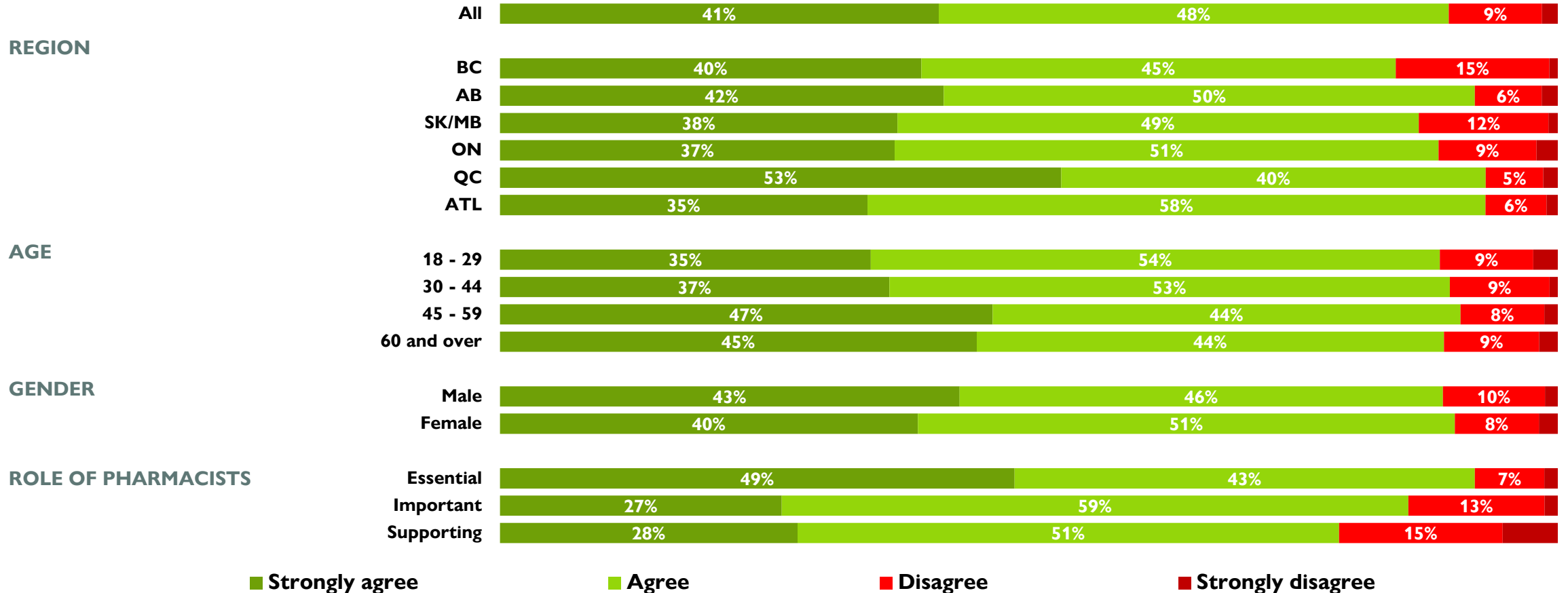
GOVERNMENTS NEED TO EXPAND AND FUND COMMUNITY-BASED CARE, LIKE HEALTH SERVICES AVAILABLE THROUGH PHARMACIES



Given the shortages of health-care workers, emergency department closures, and growing wait times, to what extent do you agree or disagree with the following statements:

# VIEWS ON COMMUNITY-BASED CARE AND PHARMACY SERVICES GIVE CURRENT STRAINS ON HEALTH SYSTEM

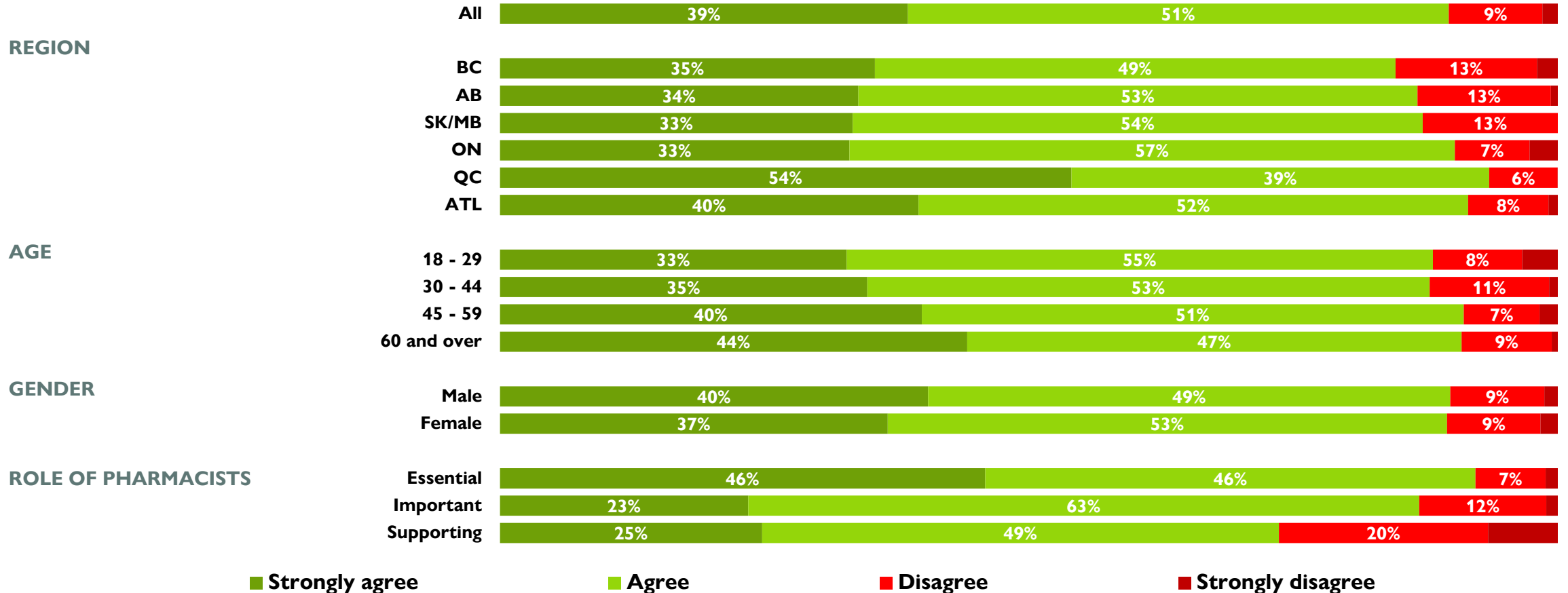
MY LOCAL PHARMACIST IS MORE ACCESSIBLE TO ME THAN NURSES OR PHYSICIANS IN THE HEALTH-CARE SYSTEM



Given the shortages of health-care workers, emergency department closures, and growing wait times, to what extent do you agree or disagree with the following statements:

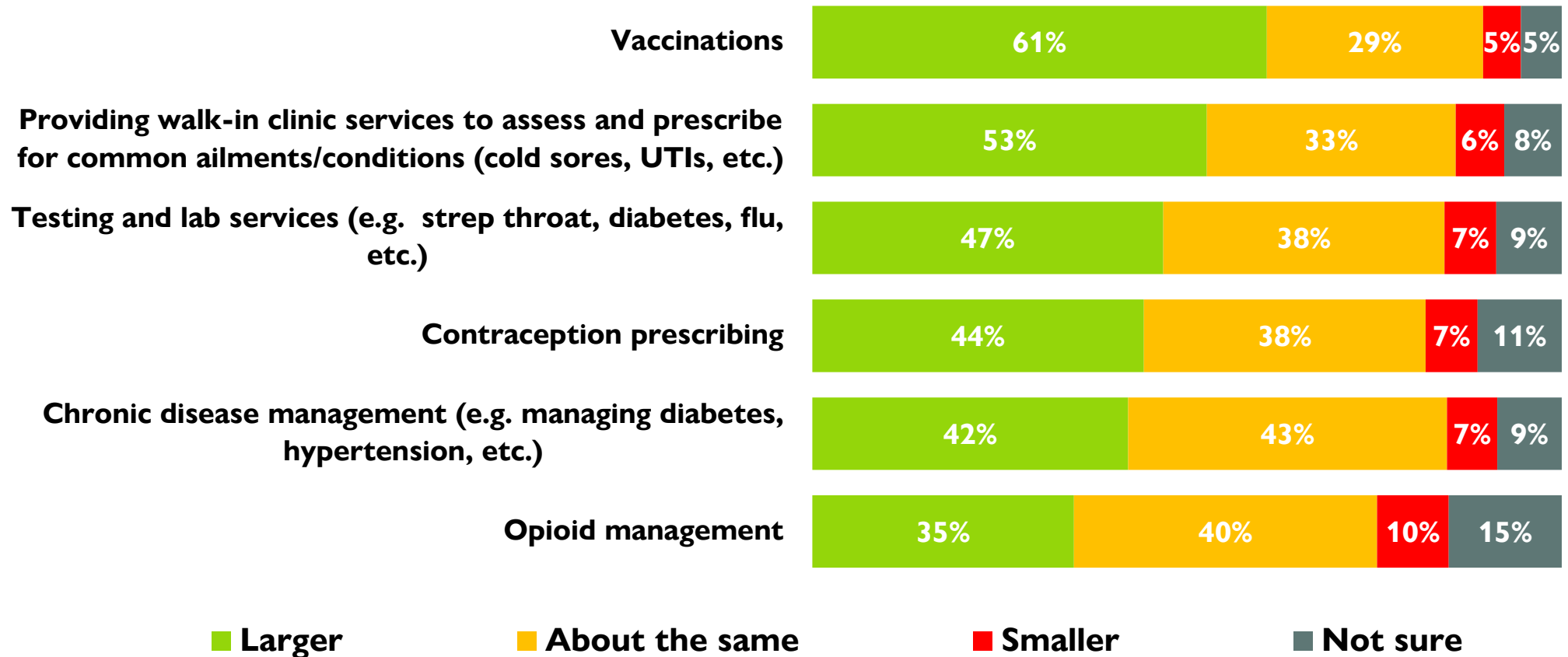
# VIEWS ON COMMUNITY-BASED CARE AND PHARMACY SERVICES GIVE CURRENT STRAINS ON HEALTH SYSTEM

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



Given the shortages of health-care workers, emergency department closures, and growing wait times, to what extent do you agree or disagree with the following statements:

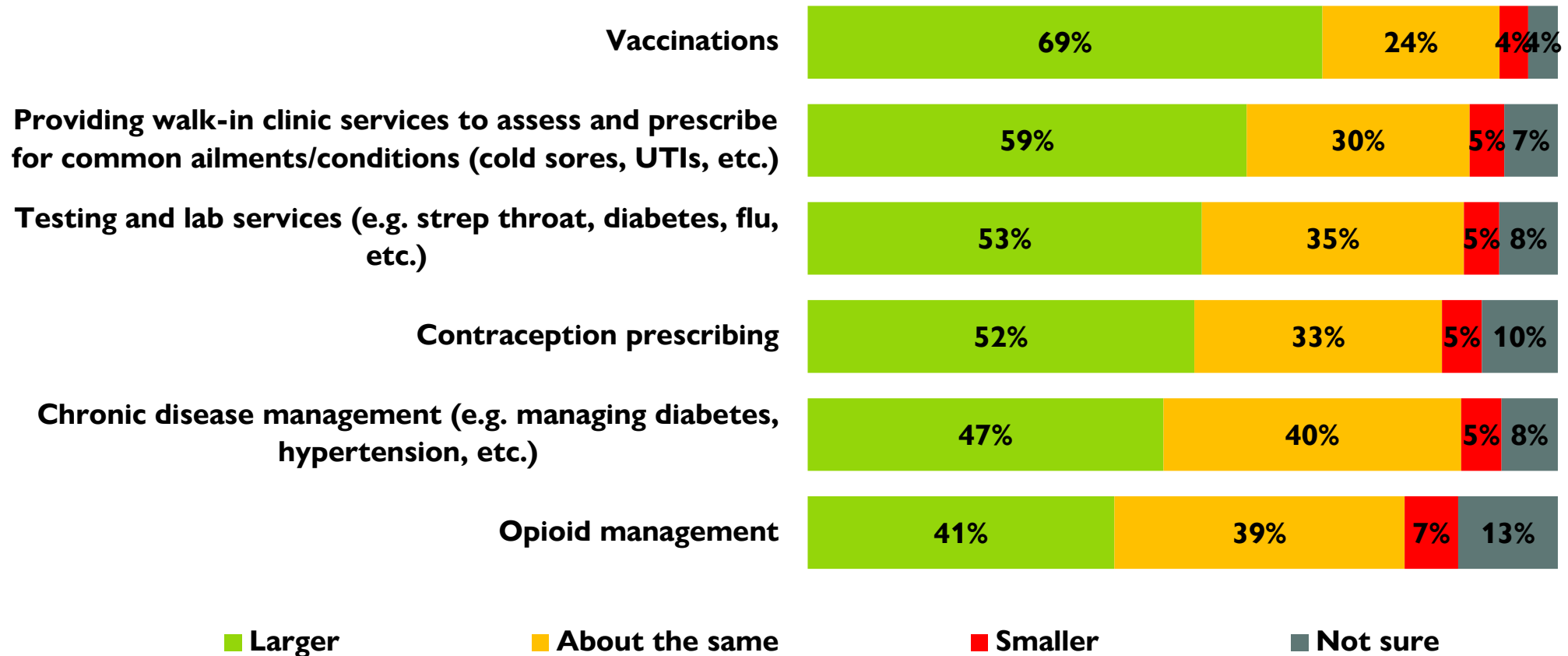
# VIEWS ON THE ROLE OF PHARMACISTS IN EACH OF THE FOLLOWING AREAS



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?

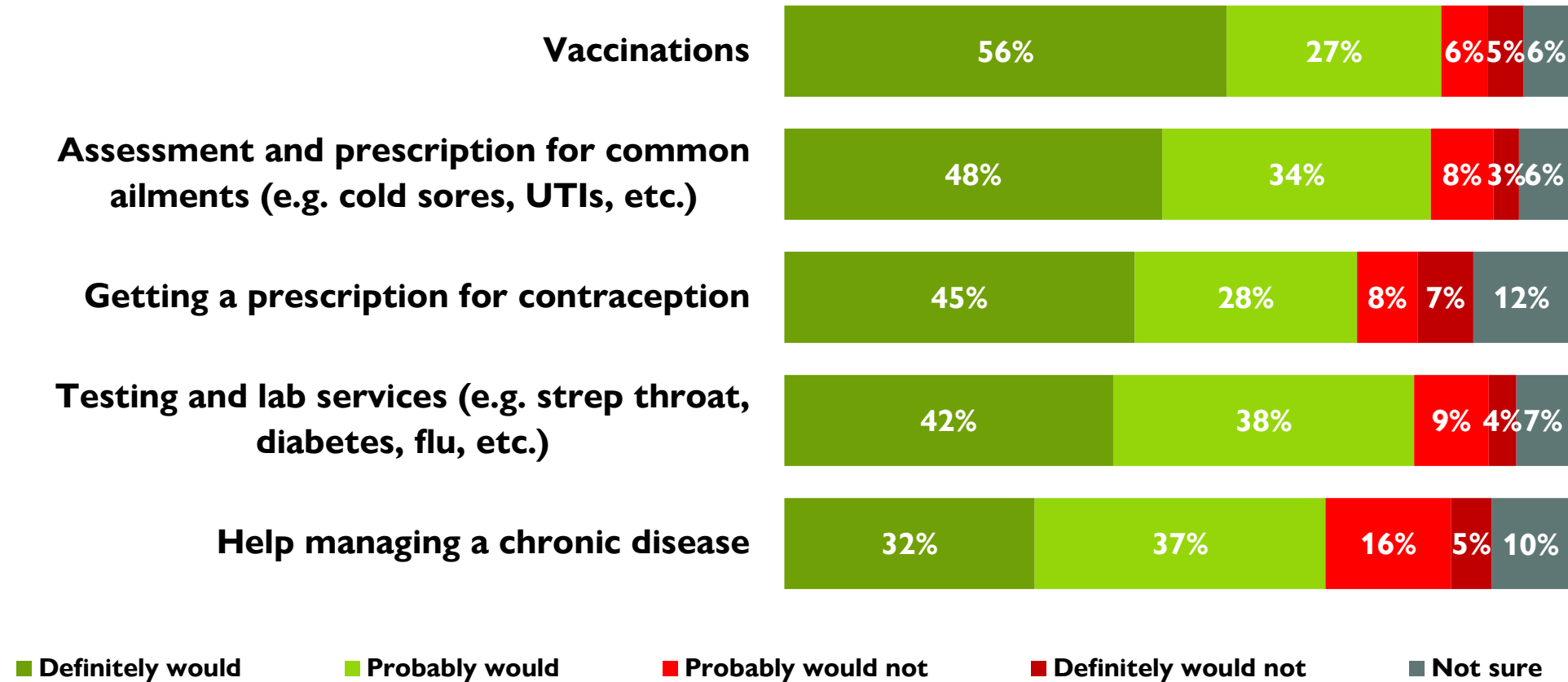
# VIEWS ON THE ROLE OF PHARMACISTS IN EACH OF THE FOLLOWING AREAS

CANADIANS WHO THINK PHARMACISTS ARE ESSENTIAL



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?

# LIKELIHOOD OF SEEING HEALTH-CARE PROVIDERS LIKE PHARMACISTS FOR THE FOLLOWING

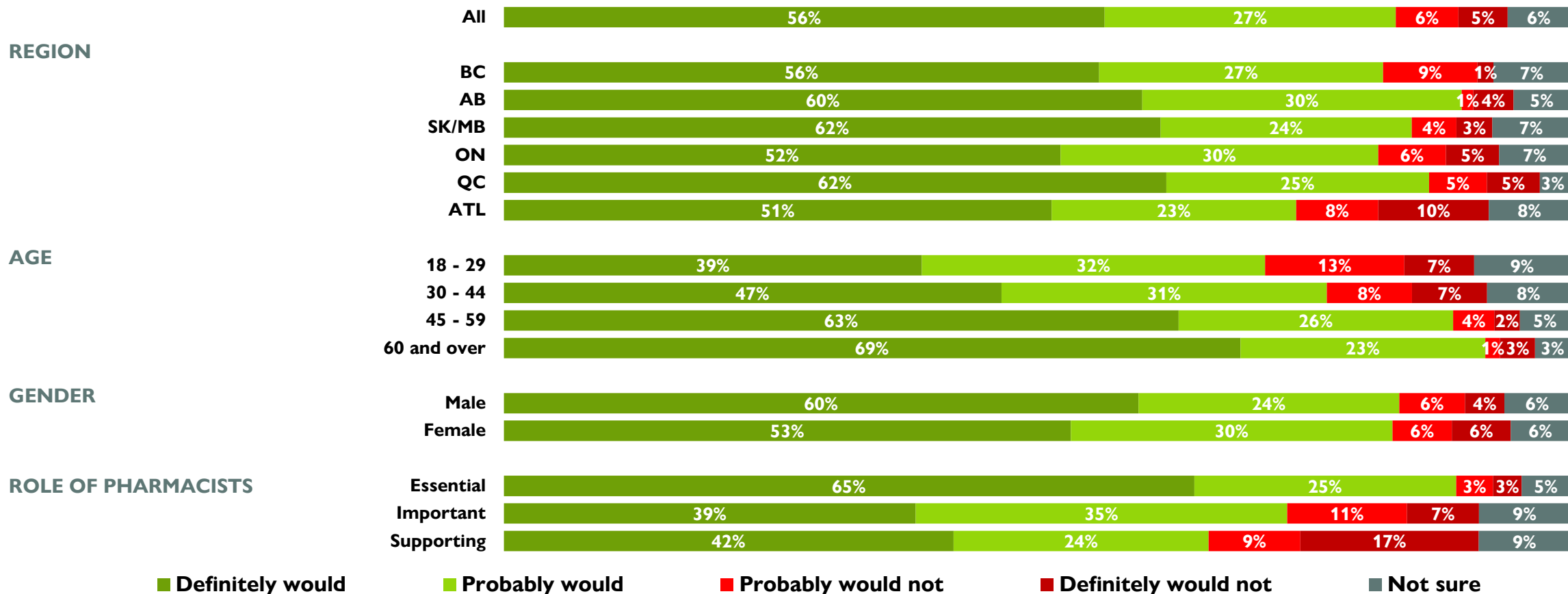


If you could, how likely would you be to see other health care providers like pharmacists for the following



# LIKELIHOOD OF SEEING HEALTH-CARE PROVIDERS LIKE PHARMACISTS FOR THE FOLLOWING

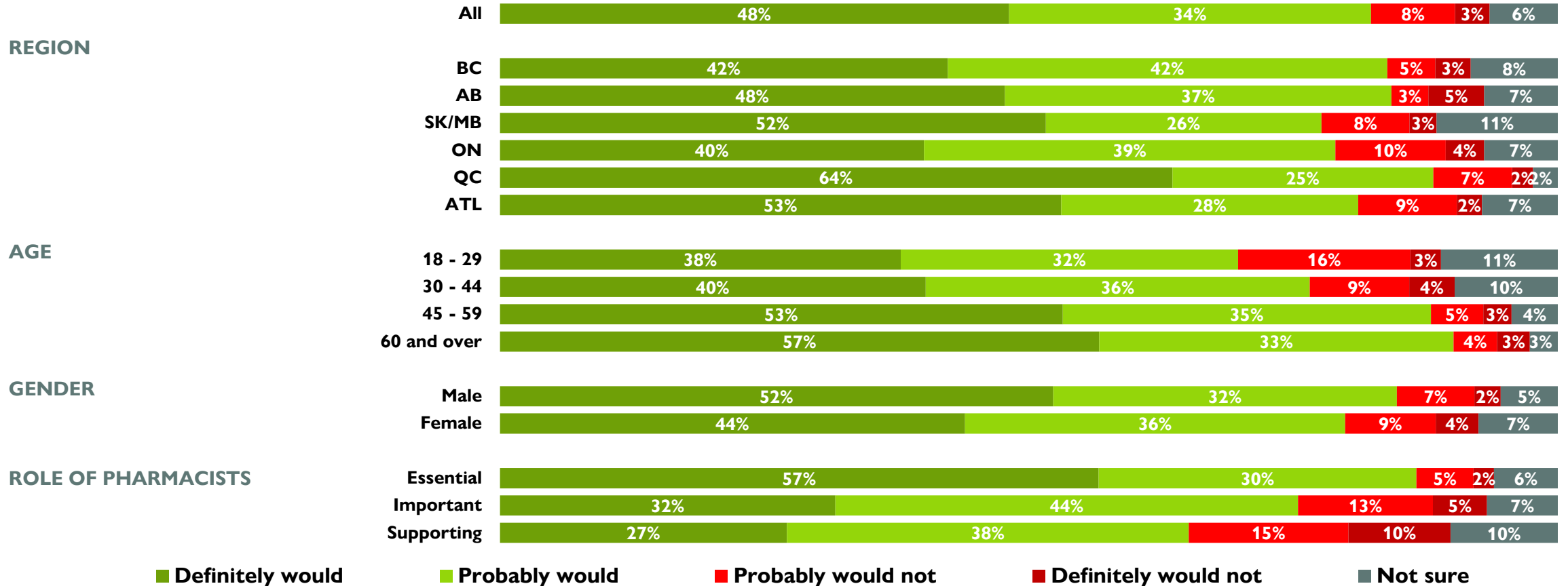
## VACCINATIONS



If you could, how likely would you be to see other health care providers like pharmacists for the following

# LIKELIHOOD OF SEEING HEALTH-CARE PROVIDERS LIKE PHARMACISTS FOR THE FOLLOWING

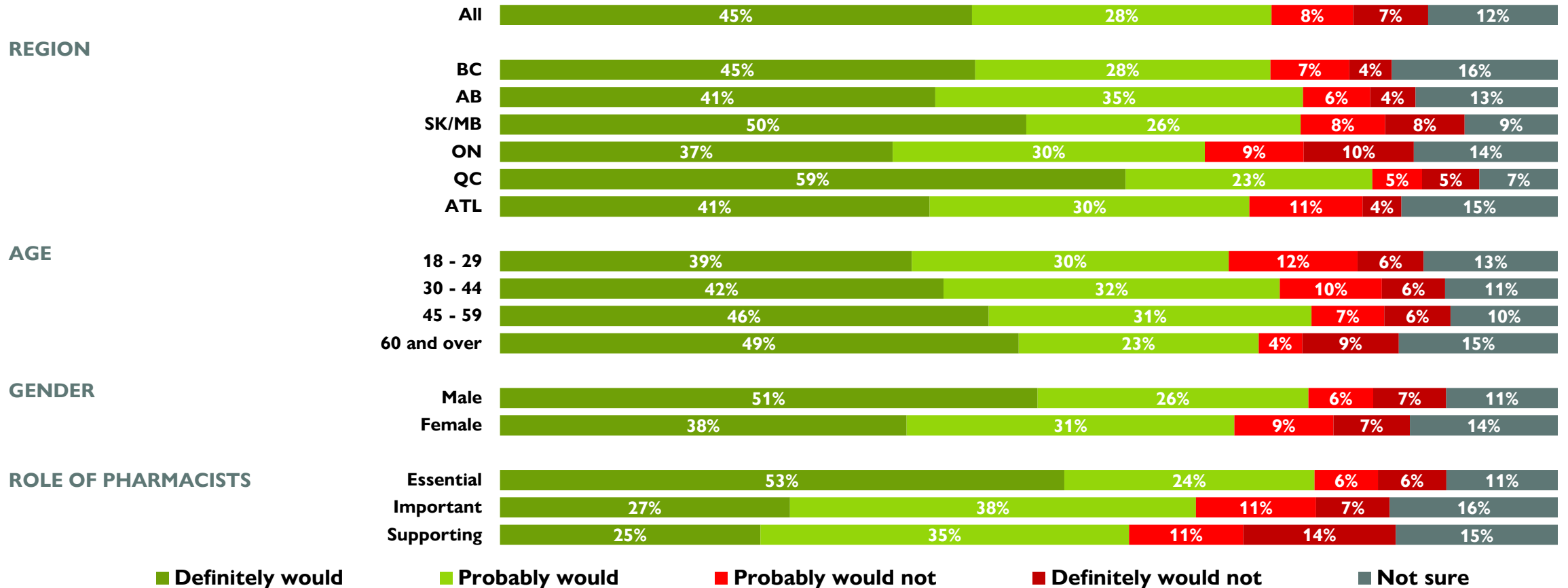
ASSESSMENT AND PRESCRIPTION FOR COMMON AILMENTS (E.G. COLD SORES, UTIS, ETC.)



If you could, how likely would you be to see other health care providers like pharmacists for the following

# LIKELIHOOD OF SEEING HEALTH-CARE PROVIDERS LIKE PHARMACISTS FOR THE FOLLOWING

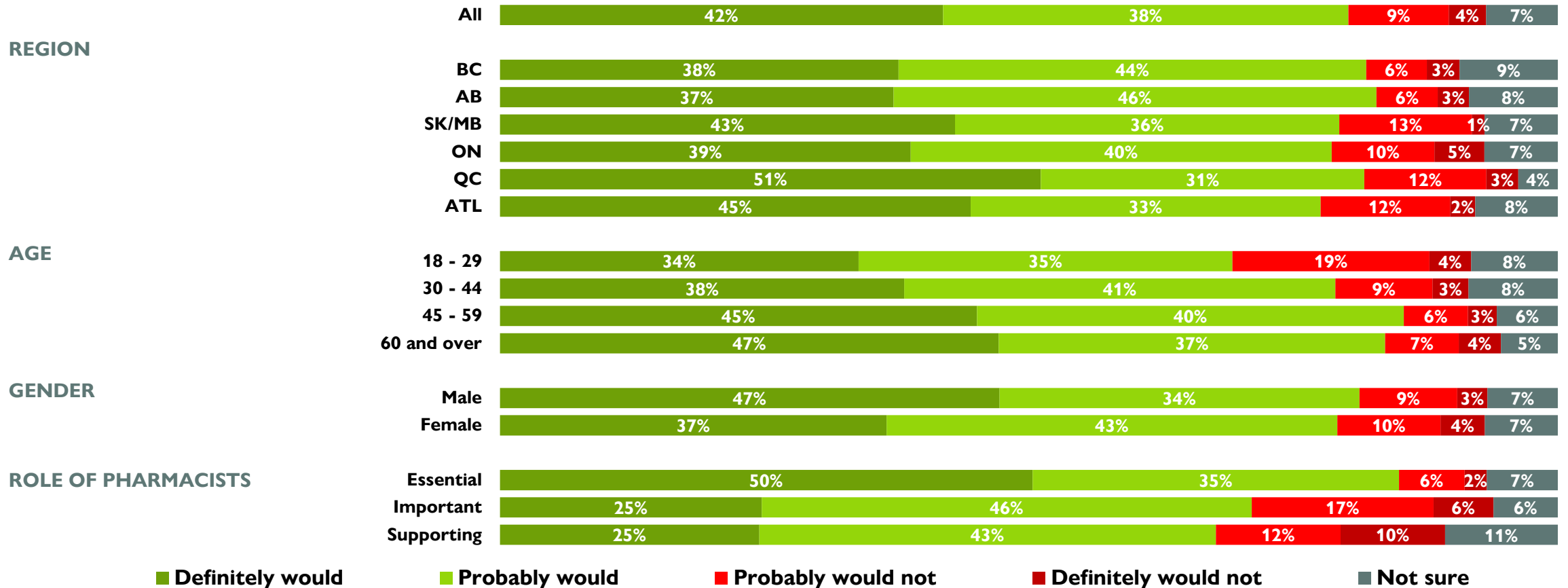
## GETTING A PRESCRIPTION FOR CONTRACEPTION



If you could, how likely would you be to see other health care providers like pharmacists for the following

# LIKELIHOOD OF SEEING HEALTH-CARE PROVIDERS LIKE PHARMACISTS FOR THE FOLLOWING

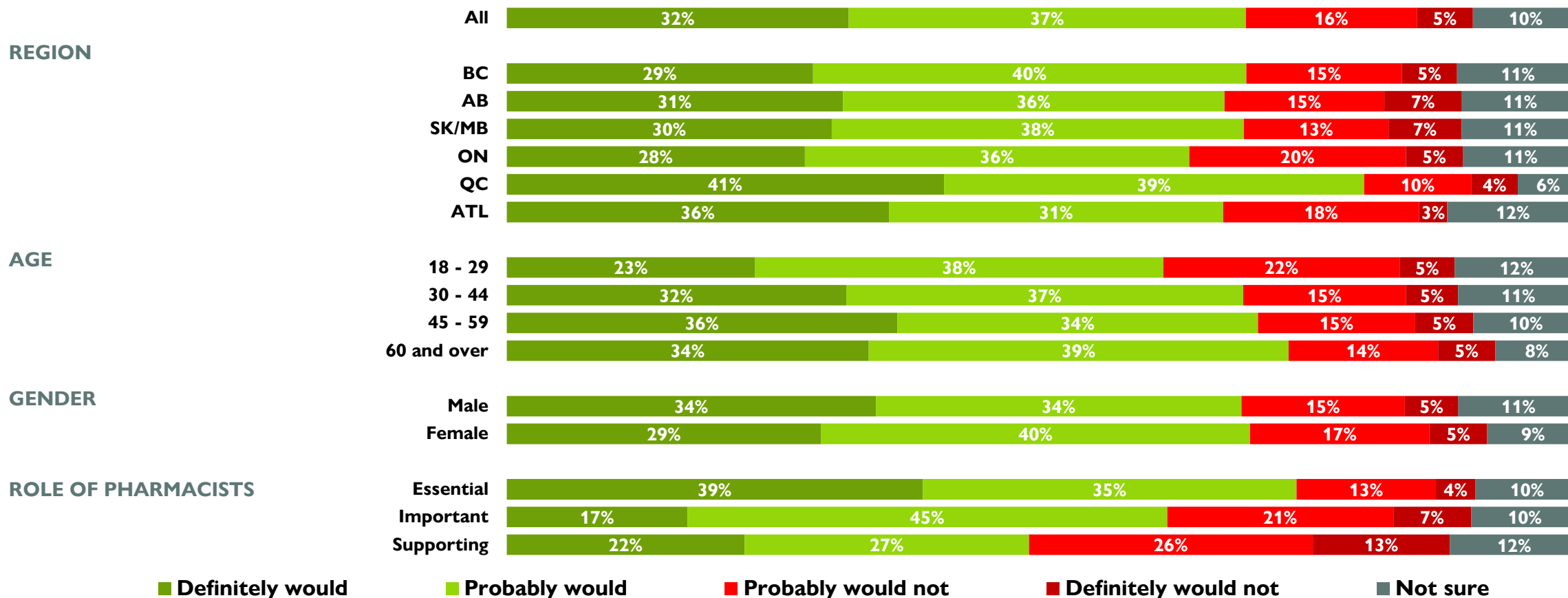
TESTING AND LAB SERVICES (E.G. STREP THROAT, DIABETES, FLU, ETC.)



If you could, how likely would you be to see other health care providers like pharmacists for the following

# LIKELIHOOD OF SEEING HEALTH-CARE PROVIDERS LIKE PHARMACISTS FOR THE FOLLOWING

HELP MANAGING A CHRONIC DISEASE



If you could, how likely would you be to see other health care providers like pharmacists for the following

# 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**



**Offer better mental health support to health-care workers**



**Expand and fund the health care services pharmacists and other health providers are able and qualified to offer**



**Expand and fund more community-based care, like pharmacy care**



**Make it easier for international health-care workers to practice in Canada**



■ Good idea

■ Somewhat good idea

■ Neither good nor bad idea

■ Somewhat 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

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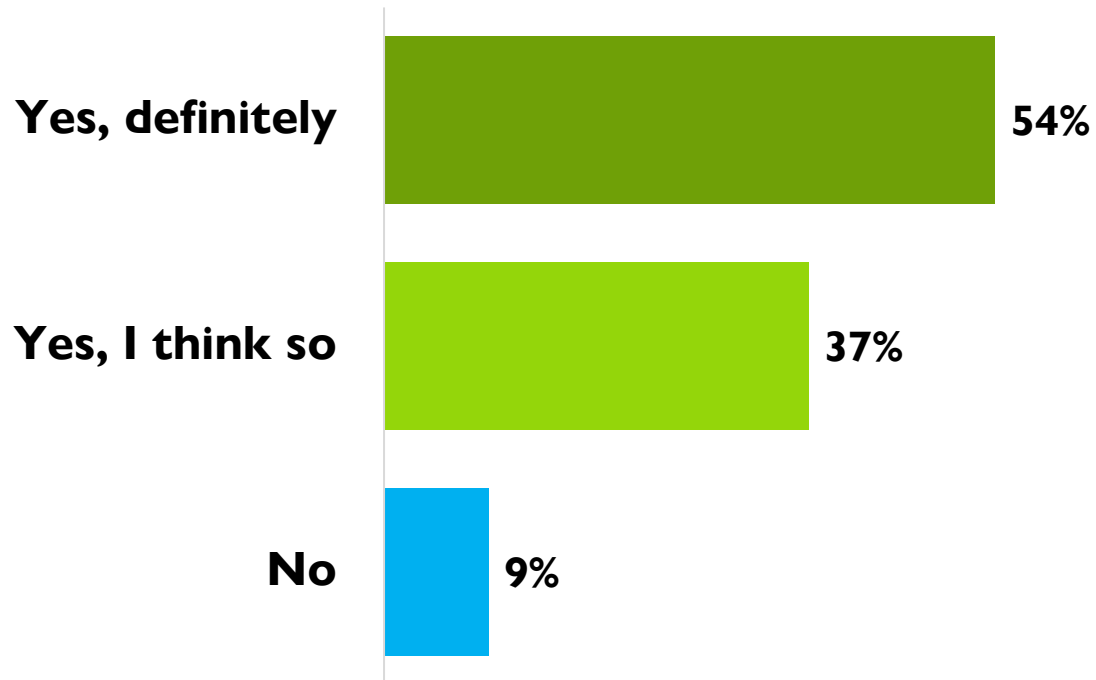


■ Good idea    ■ Somewhat good idea    ■ Niether good nor bad idea    ■ Somewhat bad idea    ■ Bad idea

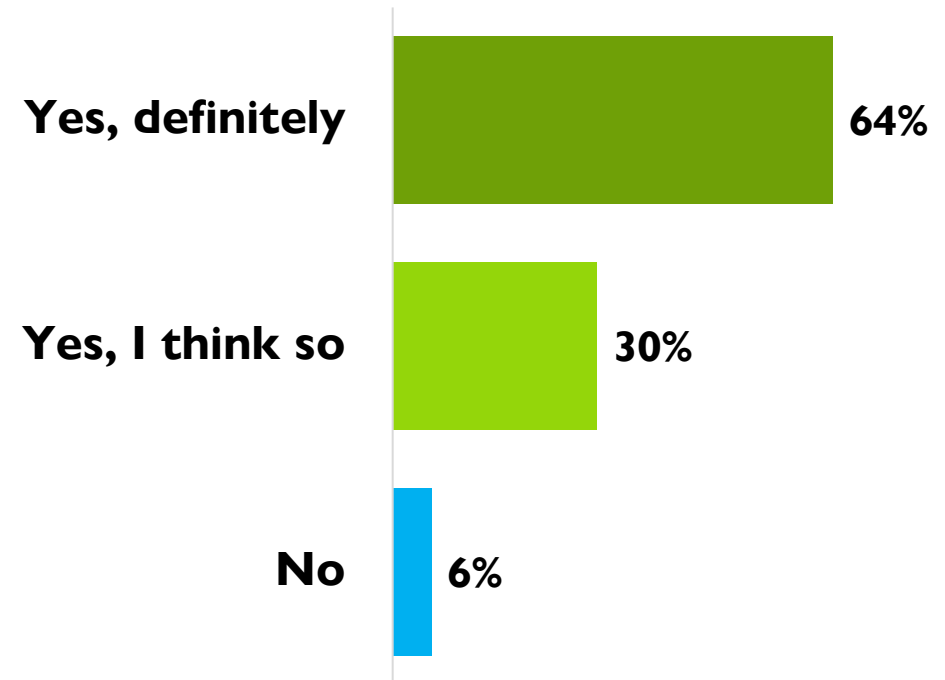
Below are some ideas for how we might address the crisis facing Canada's health-care system caused by staff shortages. Do you think the following are...

# SHOULD PHARMACISTS BE ABLE TO PRESCRIBE TREATMENTS AND OFFER TESTS

**SHOULD PHARMACISTS BE ABLE TO PRESCRIBE PAXLOVID AND OTHER COVID-19 TREATMENTS ACROSS CANADA?**

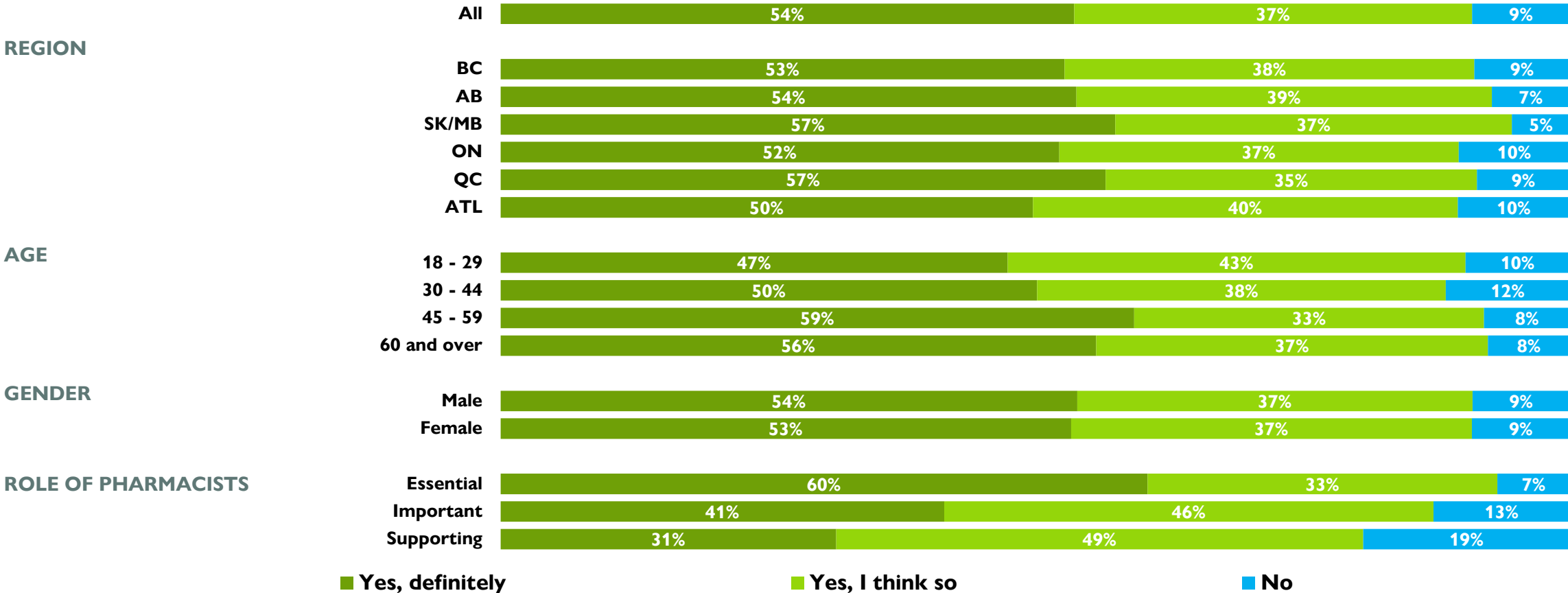


**SHOULD TESTS FOR THINGS LIKE COVID-19, FLU, DIABETES, ETC BE READILY AVAILABLE AT ALL PHARMACIES AND FUNDED BY GOVERNMENTS?**



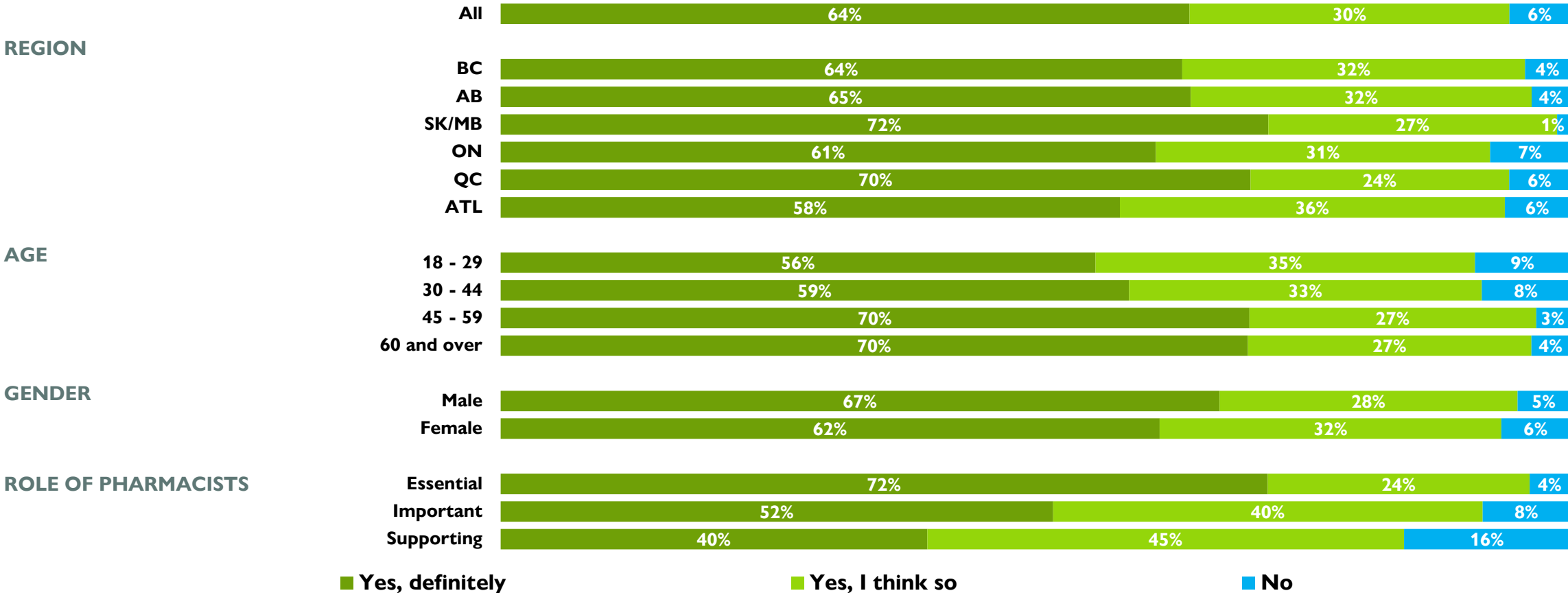
To streamline care, pharmacists are allowed to prescribe the COVID-19 anti-viral Paxlovid in some provinces. Do you think pharmacists should be able to prescribe Paxlovid and other COVID-19 treatments across Canada? | In some provinces pharmacists can administer tests for things like COVID-19, flu, diabetes, 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



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



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