

Bermuda Government
Ministry of Health & Family Services
2005 Public Perception Study
Final Report



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Final Report

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**Bermuda Government
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TOTAL MARKETING & COMMUNICATIONS

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Table of Contents

	Page
Introduction	1
Executive Summary	2
Conclusions.....	4
Quality of Health Care	7
Usage of Services	11
Level of Satisfaction	15
Confidence in the Health Care System.....	18
Health Care Costs & Insurance	19
Demographics	22
Study Methodology.....	23
Appendices	
Appendix A: Study Questionnaire	
Appendix B: Tabular Results	

Introduction

In March 2005, the Bermuda Government will hold a Health Summit to address high-level issues of health care in Bermuda. As an informational input in planning the Summit, the Ministry of Health & Family Services commissioned Total Marketing & Communications Limited (TMC) and its Canadian affiliate Corporate Research Associates Inc. (CRA) to conduct the **2005 Public Perception Study** with residents in Bermuda.

The primary objectives of the research study included the following:

- Assess public perception of the overall quality of health care in Bermuda;
- Determine usage of various health care services and satisfaction of service provision;
- Assess residents' usage of overseas health care services and understand why such services are used;
- Identify areas requiring improvement or further development; and
- Understand how perceptions have changed in Bermuda in recent years and how they compare to other jurisdictions.

To meet the above objectives, a telephone survey was randomly administered to a total of 401 Bermuda residents 18 years or older between January 20th and January 26th, 2005. A sample this size yields a margin of error of $\pm 4.9\%$, in 95 out of 100 samples.

A series of conclusions and recommendations are drawn from the study's findings, along with an executive summary and an overview of the research methodology employed in the study. Throughout the detail analysis section of the report results are analysed by key demographic variables, including age, gender, household income, status and race. Appended to this report is a copy of all working documents, namely the study questionnaire (Appendix A), and data tables for each question on the survey (Appendix B). Survey questions throughout the report are denoted by table number for easy reference. All results are presented as a percentage.



Executive Summary

Results of the Ministry of Health & Family Services' **2005 Public Perception Study** indicate that the status of health care in Bermuda is reasonably sound. Indeed, the vast majority of residents believe their current health care needs are being met and that the overall quality of health care on-Island is good or excellent and has not worsened in the past five years. That being said, it is clear that residents have concerns about the state of the health care system, as most believe fundamental changes are required to improve it.

Diabetes and its associated condition **obesity** are widely recognised as the greatest medical health problem currently facing residents. Although *affordable health care* is also cited by some residents as the greatest medical health problem facing the Island, this issue cannot be understated, particularly as it relates to providing long term care for seniors. Residents' confidence levels are low in terms of being able to pay for long term care, as most express they are not confident or are unsure of their financial capabilities should the situation arise.

Overall usage of the healthcare system and the services offered is widespread, with almost all residents having visited a family doctor in the past year. Given the vast usage of a doctor's services, it is encouraging to see that in scheduling an appointment, the majority of residents can secure a visit to their doctor within 24 hours. The same however, cannot be said when scheduling an appointment with a dentist. Of the many residents who visited the dentist in the past twelve months, a significant minority indicated they had to wait more than one week to secure their appointment.

The most frequently used specialised services include **diagnostic** services, **rehabilitation** services and **treatment for chronic diseases**. Of those who have used these services, satisfaction levels with each are quite high, as they are with most other services offered. Although very few access drug and alcohol treatment services, only a minority of those express satisfaction. The vast majority of residents are indeed satisfied with the range of medical services provided in Bermuda, however, this does not eliminate the need for some to travel overseas to obtain some form of specialised treatment because it is not available on the Island.

In terms of government initiatives in taking a proactive stance on health and wellness in Bermuda, a small majority are satisfied with its efforts to promote healthy living and wellness, although one-quarter do not feel enough is being done. A similar opinion is held as it relates to public education on health issues, while a minority are satisfied with financial assistance programmes for health treatment. In fact, a significant minority did not offer an opinion when asked, suggesting residents are not aware of the financial assistance available.



Finally, most residents have some form of insurance coverage, whether it be prescription medication coverage, a private insurance plan or dental insurance and are confident they have sufficient coverage to meet their current health care needs. In addition, the majority are satisfied with the range of services covered by their insurance, however as indicated earlier, there is concern regarding residents' ability to meet their health care needs after the age of 65.



Conclusions

The following conclusions are based on the detailed findings of the **2005 Public Perception Study**.

- ***Although opinions of the quality of health care available are favourable, the perception that improvement would result with fundamental change is prevalent.***

Overall, the vast majority of residents believe their current health care needs are being met and rate the quality of health care on-Island favourably. In fact, comparisons to the quality of health care compared to five years ago indicate that residents largely believe the current quality is as good or better, and express more favourable opinions about the quality of health care available in their country than residents living in Atlantic Canada. That being said, a strong majority believe that fundamental changes are required to improve the state of the health care system, while almost all others believe changes would have to be at least minor for improvements to occur.

Of the few residents who do not believe their current health care needs are being met, the cause of this is often attributed to the cost of medical care. Not surprisingly, affordable health care is seen as the greatest medical health problem facing the Island by some residents, while concerns over diabetes and its associated condition obesity top the list by a significant minority of residents.

- ***The health care system is widely accessed by the general population and although usage of specialised services is not as widespread, residents are typically satisfied.***

Almost all Bermudians have accessed the health care system during the past year and have at least visited the family doctor. Given that visits to a family doctor are so common, it is encouraging that the vast majority of residents are able to secure an appointment with their physician within twenty-four hours of needing medical attention. In contrast, the speed of obtaining an appointment with a dentist requires more patience as a significant majority indicated they were only able to secure an appointment after more than one week.

Usage of specialised medical services is relatively limited, with use of diagnostic services, rehabilitation services and treatment for chronic diseases being most common. Despite limited usage, those who have accessed these services are widely satisfied. That being said, there is a small percentage of residents who travel overseas for medical services because they are not provided on-Island.



- ***Although residents are satisfied with the range of medical services available, there is concern over the government's ability to proactively promote health and wellness.***

The vast majority of residents are satisfied with the range of medical services available to them. Similar levels of satisfaction are held with the hospitals on-Island. In terms of government related programs or initiatives, a small minority of residents do not believe the government is doing enough to promote health and wellness in Bermuda, and would likely prompt increased efforts. In addition, although a small majority are satisfied with public education on health issues, there are some who do not feel this way. Finally, residents appear to be unaware of or not had the opportunity to access financial assistance programmes for health treatment, as a minority are unable to provide an opinion on the subject when asked.

- ***Residents are reasonably confident they can obtain quick access to medical care, but are less confident in their ability to receive the most advanced medical care.***

Should an illness present itself to residents, the majority feel reasonably confident they would be able to obtain **quick access** to non-emergency medical care, however there is a segment of the population that are not as confident in this regard. Fewer residents express confidence in their ability to get the **most advanced** medical care in Bermuda, reiterating the need to look at the specialised services available on-Island.

- ***Despite residents' beliefs that their insurance coverage will meet their current needs, confidence in meeting future costs is low.***

Many residents have some form of medical insurance coverage and are relatively confident that they would be able to afford the medical attention they needed should an illness arise. That being said, there are some residents, namely younger residents and those with lower household incomes, who have admittedly denied themselves access to both essential and non-essential medical services in the past twelve months due to the cost. Concern that health insurance coverage would meet residents' needs after the age of 65 are widespread, with only a minority feeling they in fact have sufficient coverage. For seniors, confidence that their health care coverage is sufficient to meet their needs is lower than the rest of the population, and in addition, there is concern among all residents in terms of being able to pay for long term care for a family member should they have to be placed in a nursing home.



Recommendations

The following recommendations are based on the detailed findings and conclusions of the **2005 Public Perception Study's** and are presented for the Ministry of Health & Family Services' consideration.

1. The Government should develop a strategy to address specific segments' inability to pay for necessary medical care.

Although the majority of Bermuda residents access medical services when needed and are satisfied with the services they receive, there are certain segments of the population that consider medical services to be financially inaccessible, most notably the younger population and those in lower income households. In fact, one in ten residents deny themselves medical treatment because of cost related concerns. Another quarter lack confidence in their ability to pay for necessary medical care, should an illness present itself. As well, due to costs, one in ten residents are not likely to visit a doctor, dentist or undergo a necessary medical treatment.

In addition, although most residents have adequate health insurance in place to meet their current needs, many feel they have insufficient health insurance coverage to meet their needs beyond the age of 65 and are not confident that they could afford long term nursing care for dependants (parents, grandparents, spouse), if required.

Altogether this suggests that further work is required to ensure medical services are accessible to all, when needed.

2. The Ministry of Health & Family Services should enhance its public education efforts with regard to promoting health and wellness in Bermuda and its financial assistance programmes.

Results show that efforts to promote healthy living and the need for better public education register as key concerns. Although a slight majority considers the Government to be doing a good job in this regard, a significant minority does not believe this to be the case. Given that diabetes (and its associated condition obesity) is recognised as the greatest health problem facing Bermuda, there is merit in highlighting this area in any public education efforts.

In addition, many residents are not aware of financial assistance programmes. This lack of awareness and knowledge seems most prevalent amongst the aging and those with lower household incomes. There is clearly merit in further promoting the current availability of the Government's financial assistance programmes.



Detailed Findings

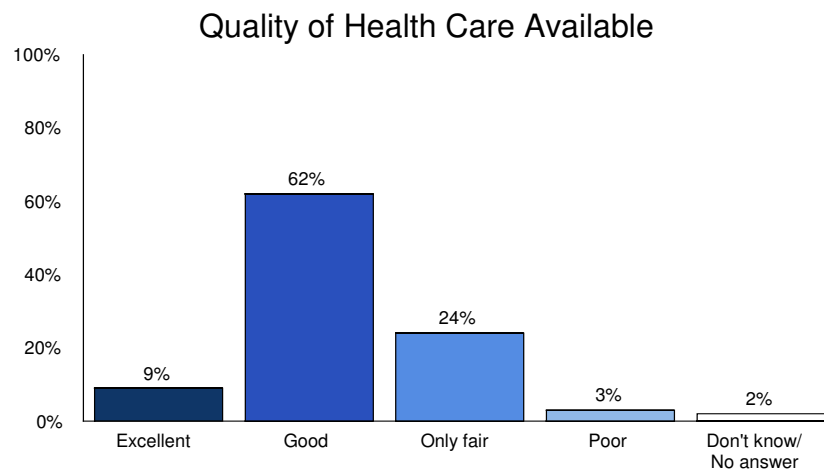
The following section presents the detailed findings of the Ministry of Health & Family Services' **2005 Public Perception Study**.

Quality of Health Care

Although opinions of the quality of health care available are favourable, the perception that improvement would result with fundamental change is prevalent.

Overall Quality

The clear majority of residents believe their current health care needs are being **met** (87%) and favourably rate the overall “**quality**” of health care (71%) available in Bermuda. More specifically, six in ten residents consider the quality of health care to be **good**, while one in ten say it is excellent. Just over one-quarter of residents believe the quality of health care available is fair to poor. (Tables 1, 5a)



Perceptions are generally consistent across subgroup populations, with two exceptions. Residents with a household income less than \$50K are the most likely to have unfavourable opinions regarding the quality of health care available, while non-Bermudians are most inclined to feel their current health care needs are not being met.

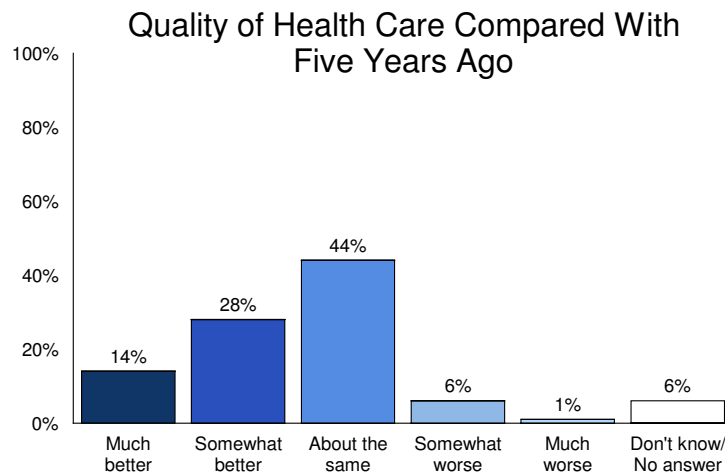
Benchmark/Tracking Analysis – The percentage of residents who rated the quality of health care as excellent has dropped by 4% since 2002. Results were collected during the 2nd Quarter 2002 Bermuda Omnibus Survey. In addition, when compared to Atlantic Canada, residents of



Bermuda express much higher levels of satisfaction with the quality of health care available in their country. In fact, while just over one-half of Atlantic Canadians say the current quality of health care is good or excellent, almost three-quarters of residents in Bermuda express these opinions about the quality of health care in their country. Results were collected during the 2nd Quarter 2004 Atlantic Omnibus Survey.

Compared To Five Years Ago

When asked to consider the current quality of health care compared to that provided five years ago, most residents indicated the quality of health care today is as good or better than in previous years. Indeed, four in ten residents believe the quality of health care today is **better** than five years ago, while slightly more residents believe it has stayed about the same. Less than one in ten residents are of the opinion the current quality of health care is worse than it was five years ago. (Table 2)



Females and black residents are more likely to rate the current quality of health care better than it was five years ago. In general, positive perceptions regarding the current quality of health care decline as level of household income increases.

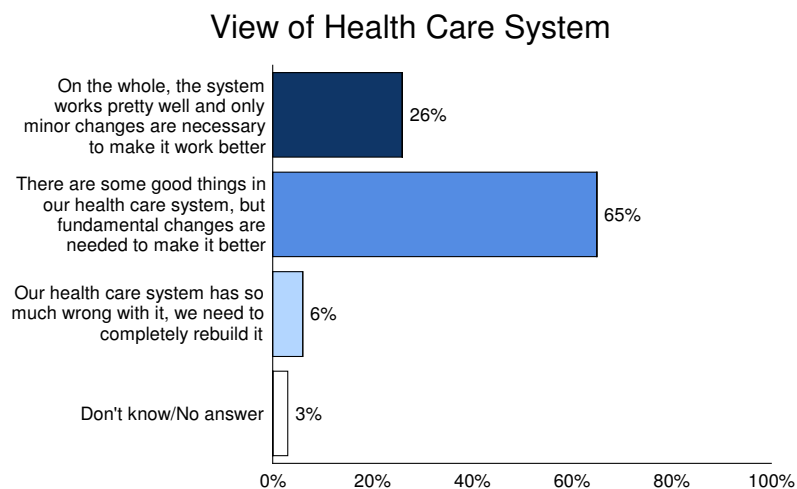
Benchmark/Tracking Analysis – The percentage of residents who rated the quality of health care as better (compared with 5 years ago) has dropped by 3% since 2002. Results were collected during the 2nd Quarter 2002 Bermuda Omnibus Survey. Again, when compared to perceptions held by residents of Atlantic Canada, Bermudian residents are more positive about the long term quality of their health care. Indeed, while more than one in ten residents (15%) in Atlantic Canada believe the quality of health care has improved compared to five years ago, just over four in ten Bermudian residents express such an opinion about the quality of their health



care in the past five years. Results were collected during the 2nd Quarter 2004 Atlantic Omnibus Survey.

State of the Health Care System

Overall, the health care “**system**” appears to be working reasonably well for one-quarter of Bermuda residents. However, despite this positive outlook, close to three-quarters of residents believe the health care system requires considerable improvement. In fact, two-thirds feel “there are some good things in [the] health care system, but **fundamental changes** are needed to make it work better”. Fewer than one in ten residents believe the health care system needs to be completely rebuilt because there is so much at fault with it. (Table 6)



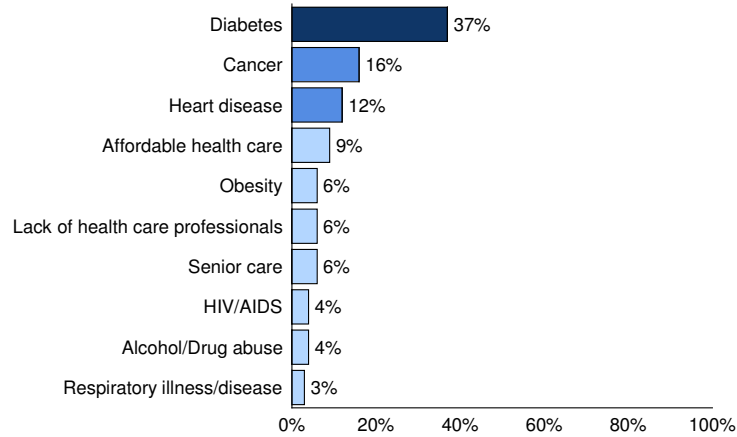
Females are more likely than males to believe fundamental changes are needed to the health care system. In addition, it is not surprising there is a relationship between residents’ ratings of the overall quality of health care and their view of the health care system. For instance, residents who rate the quality of health care to be “excellent” are most likely to say the system works well with only minor changes necessary. Conversely, residents who believe the overall quality of health care is good to only fair suggest there are some positive elements within the system, but fundamental changes are needed.

Health Care Concerns/Problems

The level of **diabetes** combined with **obesity** (43%) is considered the greatest medical health problem in Bermuda. Other notable concerns include the level of cancer and heart disease, mentioned by roughly one in seven residents, while affordability of health care and insurance is an issue for approximately one in ten residents. (Table 3)

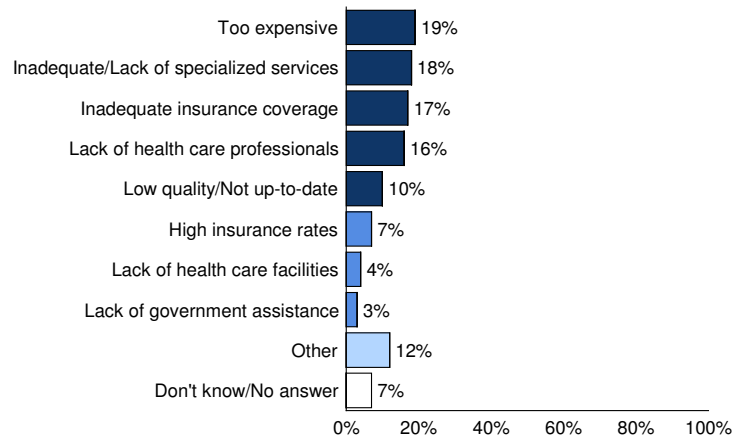


Greatest Medical Health Problem (Total Mentions)



It is worth noting that the **cost of health care** and the **inadequacies of services** and **insurance coverage** are among the key reasons why ten percent of residents (11%) feel their health care needs are not being met. (Table 5b)

Reasons for Health Care Needs Not Being Met



Usage of Services

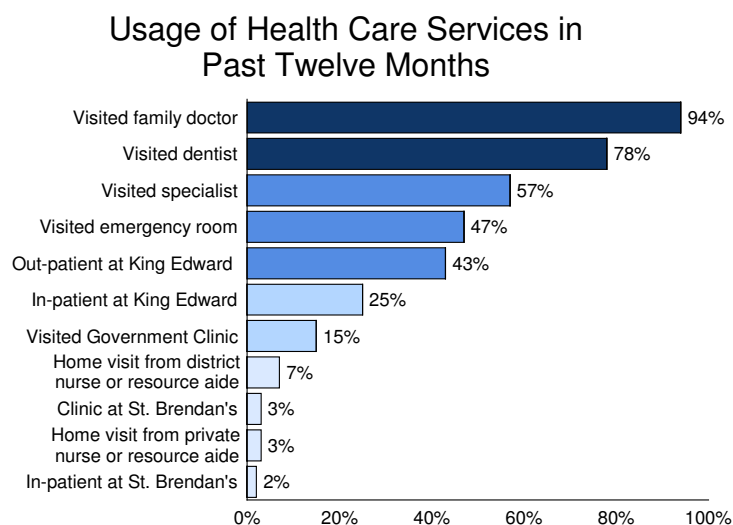
The health care system is widely accessed by the general population and although usage of specialised services is not as widespread, residents are typically satisfied.

Health Care Services

One in six residents (15%) have a long-standing health problem or disability that affects their day-to-day activities. (Table 28)

Within the past twelve months almost all Bermudians (97%) have used the health care system in one form or another, with a considerable percentage (66%) having used a hospital-related service. To determine the extent to which various health care services are used, residents were asked if they or a household member, in the last twelve months, accessed an array of specific services. Based on a predetermined list, almost all residents indicated they or a household member visited a **family doctor**. More than three-quarters also indicated they or a household member visited a **dentist**, while almost six in ten visited a **specialist**.

In terms of specific hospital usage, more than four in ten household members visited the **emergency room** or was an out-patient of King Edward Memorial Hospital. Close to three in ten household members was an in-patient of either the King Edward or St. Brendan’s hospitals. While one in six households visited the Government Clinic, one in ten received a home visit from either a district or private nurse/resource aide. (Tables 7a-k)



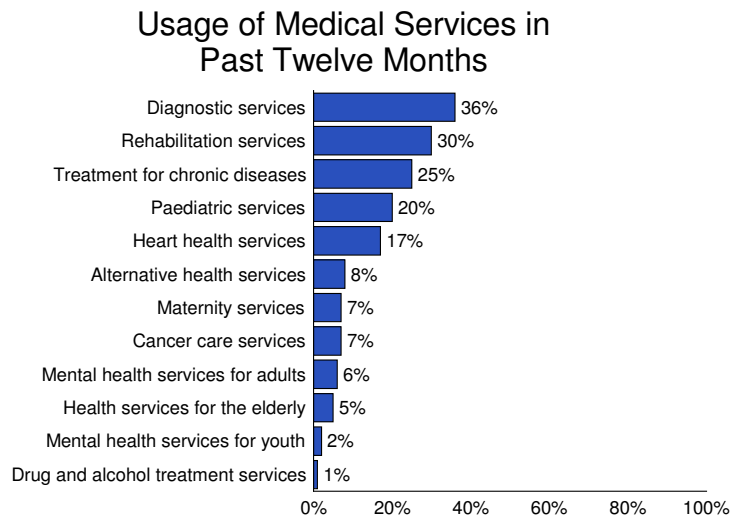
Upon comparing survey results among subgroup populations, residents with household incomes less than \$50K are least likely to have visited the emergency room or the dentist. In addition,



females are more likely to have been an in-patient at a hospital. Visiting a specialist is most common among white residents, those with higher household incomes and those between the ages of 45 and 54. It is also interesting to note that those more apt to rate the quality of health care poorly were the most likely to have visited the emergency room in the past twelve months.

Specific Medical Services

More than three-quarters of households (78%) sought at least one form of medical service or treatment within the past year. **Diagnostic** and **rehabilitation services**, followed by paediatric and heart health services were the most widely used. One-quarter of residents indicated they have received treatment for a chronic disease. (Table 10a-i)



Those least apt to have obtained treatment for chronic diseases (diabetes, arthritis, asthma) are white, non-residents, between the ages of 35-44 and with household incomes of \$100K or more. Females, white residents and those over the age of 45 are the most likely to have experienced diagnostic services such as an MRI or bone density examination. While those with household incomes of \$100K or more are the most likely to have used rehabilitation services (physiotherapy, chiropractor), those over the age of 65 are the least likely to have used such services. Non-Bermudians, females and those between the ages of 18-44 are the most likely to have had a member of their household seek paediatric services.

Among the three quarters of residents (78%) who had obtained medical services within the past twelve months, results show that the majority are satisfied with the types of medical services currently available in Bermuda. Although a detailed analysis is limited by small sample size, it is worth noting that levels of dissatisfaction are highest regarding drug and alcohol treatments, followed by services for the elderly, cancer care patients and mental health treatment for youth.



The following table presents an overview of the usage and level of satisfaction with the listed medical services on-Island. (Table 17)

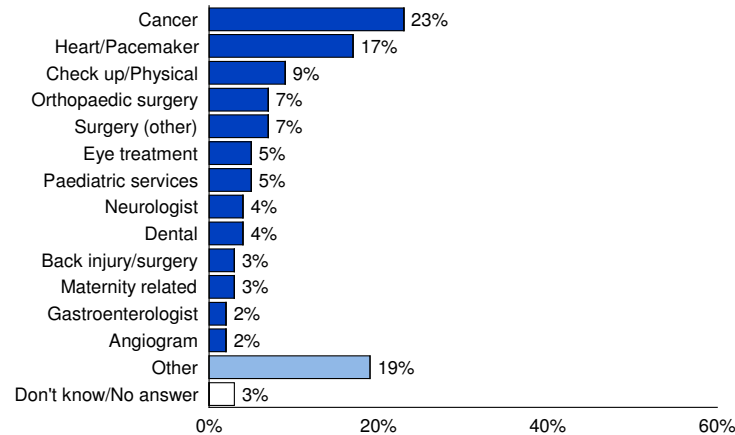
Usage vs. Satisfaction With Medical Services			
	Usage	Completely/ Mostly Satisfied	Dissatisfied
Diagnostic services	36%	85%	6%
Rehabilitation services	30%	83%	6%
Treatment for chronic diseases	25%	88%	5%
Paediatric services	20%	93%	3%
Heart health services	17%	81%	12%
Alternative health services	8%	72%	9%
Maternity services	7%	93%	3%
Cancer care services	7%	60%	21%
Mental health services for adults	6%	71%	13%
Health services for the elderly	5%	68%	26%
Mental health services for youth	2%	65%	21%
Drug and alcohol treatment services	1%	38%	62%

Overseas Services

Not quite two in ten residents (18%) travelled overseas within the past twelve months for a medical treatment or services because it was not available in Bermuda. Cancer and heart treatments, followed by surgery are among the most common overseas services sought. (Tables 11, 11a)



Medical Treatments or Services Obtained Overseas in Past Twelve Months



White residents and those with household incomes in excess of \$100K are the most likely to seek overseas medical attention.

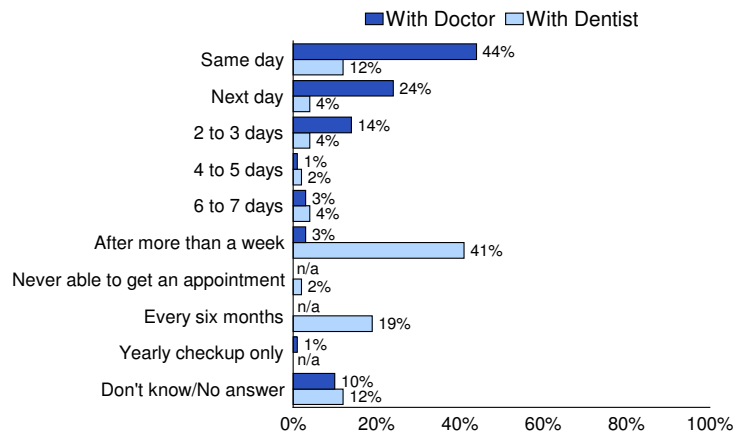
Benchmark/Tracking Analysis – The percentage of residents who travelled overseas for medical services has dropped by 8% since 2002. Results were collected during the 2nd Quarter 2002 Bermuda Omnibus Survey.

Appointment Services

Although the majority of residents can secure a doctor's appointment quickly when medical attention is needed, getting an appointment with a dentist requires more patience, as the wait is indeed longer. In fact, almost seven in ten residents indicate they can obtain a doctor's appointment either the same day of their illness or within twenty-four hours. That being said, close to one in five residents say it can take anywhere from two days to a week to gain access to a doctor. Only one-quarter of residents indicated they can secure an appointment to a dentist within one week, while a significant minority say they have obtained an appointment after more than one week. (Tables 8,9)



Speed of Obtaining Appointment



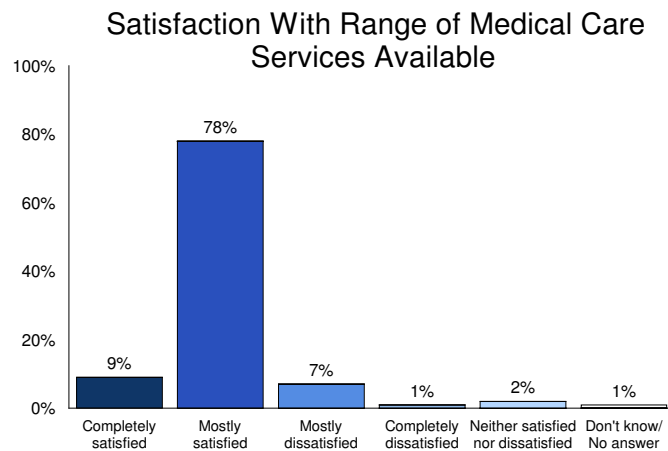
Those 65 and over and with household incomes less than \$50K are the least likely to report they were able to get same day service provided by a physician.

Level of Satisfaction

Although residents are satisfied with the range of medical services available, there is concern over the government’s ability to proactively promote health and wellness.

Range of Services

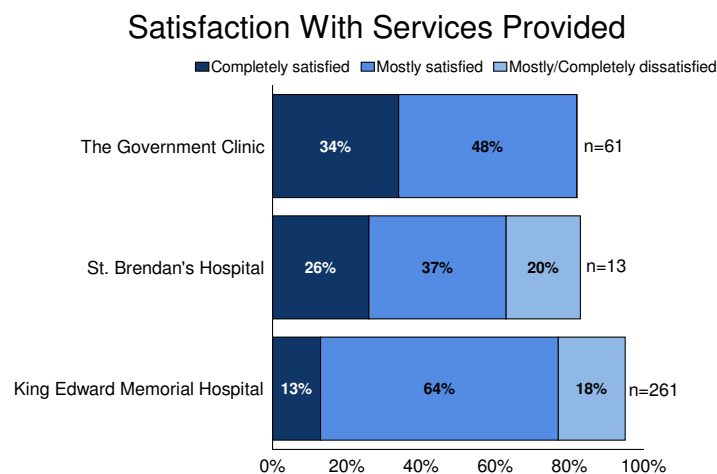
The vast majority of residents are satisfied with the **range** of medical services available in Bermuda, leaving one in ten either dissatisfied or uncertain about their opinions. (Table 4)



There is indeed a relationship between residents overall rating of the quality of health care and their level of satisfaction with the range of medical services available. In particular, those who rate the quality of healthcare to be *excellent* or *good* are significantly more likely than those who rate it as fair or poor, to express satisfaction with the range of medical services available on-Island.

Hospitals & Clinics

Of the two thirds of residents who used the services provided by the King Edward Memorial Hospital within the past twelve months, the vast majority (77%) are satisfied. Similar levels of satisfaction are noted among the one in six residents who visited the Government Clinic, as more than eight in ten residents say they are completely or mostly satisfied with the services provided. Among the few (n=13) who visited St. Brendan’s Hospital, three were not satisfied with the service they received. (Tables 19a-c)



Female residents and those between the ages of 18-34 are least satisfied with the services provided by the King Edward Memorial Hospital.

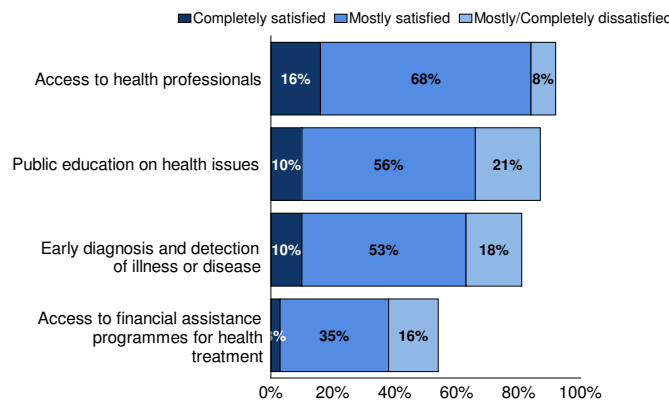
Specific Health Services/Issues

More than eight in ten residents are satisfied with their level of access to health professionals. While one in five residents would likely encourage better public health education and enhanced diagnostics and detection treatments, two-thirds are generally satisfied with the handling of these two health related issues. There is a considerable percentage of residents who may be unfamiliar with financial assistance programs as more than four in ten residents chose not to respond when



asked. Saying that, among the one-half of residents who did provide a response, roughly seven in ten (70%) are satisfied with their access to financial assistance programs. (Tables 18a-d)

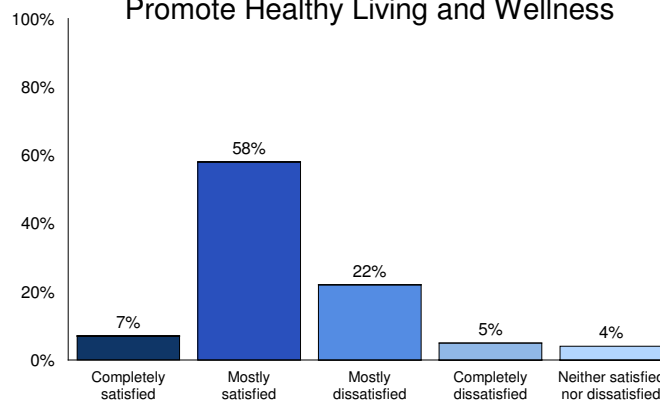
Satisfaction With Health Related Services



Those 65+ and with household incomes under \$50K are the least opinionated regarding public health education, while white residents and non-Bermudians are the least likely to express an opinion about financial assistance programs. Those between the ages of 18-34 are the least satisfied with early diagnostic and detection services.

While two-thirds of residents are satisfied with government’s efforts to promote healthy living and wellness in Bermuda, close to three in ten are not satisfied with the government’s efforts in this regard. (Table 20)

Satisfaction With Government's Efforts to Promote Healthy Living and Wellness



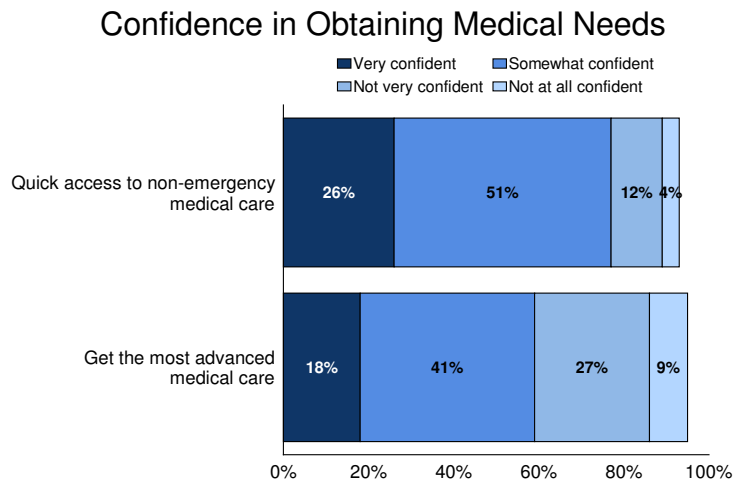
Satisfaction is consistent across subgroups with few exceptions. Of note, white residents tend to be the most critical of government efforts, while those 55 and over are the least judgemental.



Confidence in the Health Care System

Residents are reasonably confident they can obtain quick access to medical care, but are less confident in their ability to receive the most advanced medical care.

If they should become seriously ill, six in ten residents are reasonably confident they could obtain the most advanced medical care in Bermuda. That being said, a significant minority are clearly not confident such would be the case. In addition, three-quarters of residents feel confident they would be able to gain quick access to non-emergency medical care, however, one-quarter of residents are not confident. (Tables 21a,c)



Non-Bermudians, white residents, those 54 and under and those with household incomes of \$100K or more are the least confident they would be able to obtain the most advanced medical care in Bermuda.



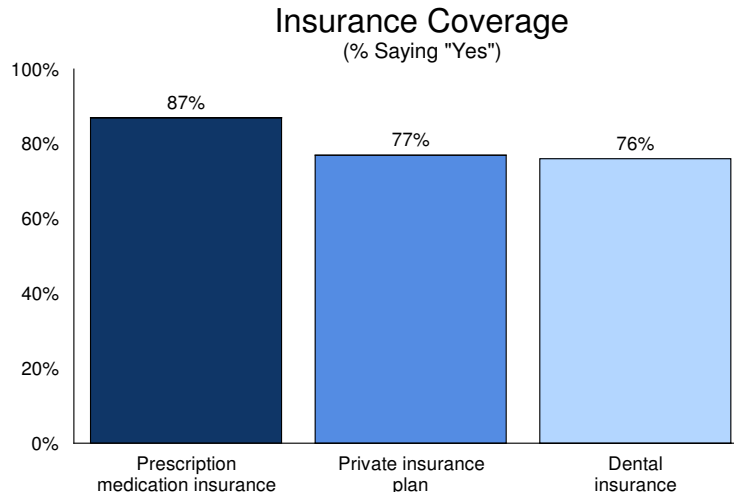
Health Care Costs & Insurance

Despite residents' beliefs that their insurance coverage will meet their needs, there is evidence that some are not accessing the medical attention required due to its cost.

Should an illness present itself, three-quarters of residents (76%) feel confident they would be able to afford the medical care they needed. However, a quarter of residents are not as confident about their ability to afford care. (Table 21b)

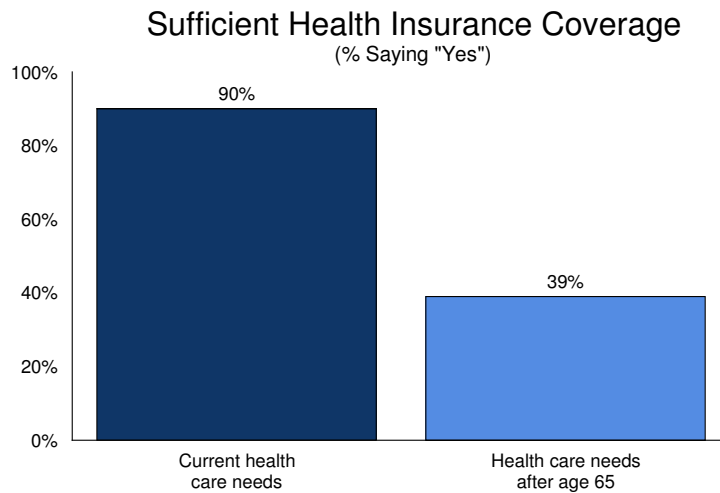
Due to costs, one in ten residents (12%) reported that within the past twelve months, there had been an occasion when they required medical services but chose not to visit a doctor, a dentist or undergo a medical treatment. Those between the ages of 18-34 are the most inclined to deny themselves medical attention because of cost related issues. (Table 12)

Three-quarters of residents are covered by a private health insurance plan and have dental insurance. The vast majority also have prescription medication insurance. Insurance coverage is most common among white residents, those under the age of 65 and residents with household incomes in excess of \$50K. (Table 13, 14a-b)

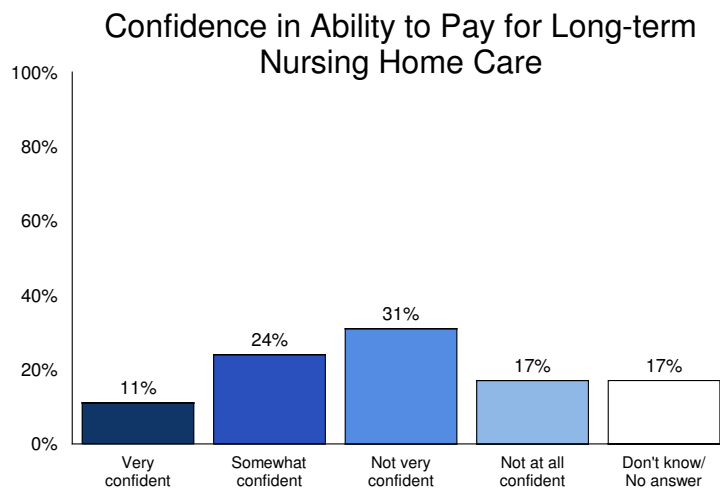


While the vast majority of residents indicate they have sufficient health insurance coverage to meet their current health care needs, considerably fewer feel their health insurance coverage is sufficient to cover their health care needs after the age of 65. Those with an annual household income greater than \$50K are the most secure about their current health insurance coverage, while males are the least inclined to feel secure about their insurance coverage needs beyond the age of 65. In addition, those over the age of 65 are not confident that they have sufficient health care coverage to meet their current health care needs. (Tables 15a,b)



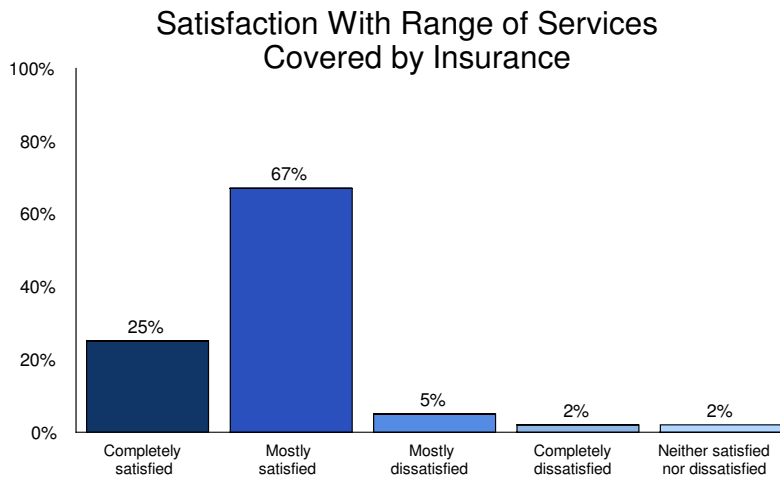


Generally speaking, residents are not highly confident they would be able to pay for their parents, grandparents or spouse’s care, if they needed to be placed in a nursing home for long-term care. (Table 22)



The majority of residents are either completely or mostly satisfied with the range of services covered by their insurance. This is particularly the case for females and those over the age of 54. (Table 16)





Demographics

The following table illustrates a detailed breakdown of the demographic characteristics among residents surveyed.

Profile	
Gender	
Male	35%
Female	65%
Age	
18 – 24	3%
25 - 34	11%
35 - 44	22%
45 - 54	21%
55 - 64	18%
65 +	24%
Race	
Black	56%
White	34%
Other/ Mixed/ Refused	10%
Status	
Bermudian	85%
Non-Bermudian	15%
Household Make-up	
Under 6 years of age	17%
6 – 12 years of age	20%
13 – 17 years of age	17%
Household Income	
Up to \$35,000	13%
Between \$35,000 and \$50,000	14%
Between \$50,000 and \$75,000	18%
Between \$75,000 and \$100,000	13%
\$100,000 or more	13%



Study Methodology

Questionnaire Design

The questionnaire used for the **2005 Public Perception Study** was designed by TMC/CRA in close consultation with representatives of the Bermuda Government's Ministry of Health and Family Services to ensure that the information needs were clearly understood and appropriately addressed by the research. Prior to being finalised, the survey was pre-tested on a small number of respondents to ensure the appropriateness of the questions and response categories.

Survey Administration

The survey was conducted by telephone with a representative sample of 401 Bermuda residents aged 18 years and older. A sample of this size drawn from the population of Bermuda yields results accurate to within plus or minus 4.9 percent (in 95 out of 100 samples). Interviews were conducted from CRA's fully dedicated data collection facility in Halifax, Nova Scotia, Canada between January 20th and January 26th, 2005. All interviewing was conducted by fully trained and supervised interviewers, and a minimum of fifteen percent of all completed interviews were subsequently verified either in real time through on line monitoring, or through call-backs to the actual respondent. The average length of time required to complete an interview was 12 minutes.

Data Weighting Procedures

To best represent the opinions and attitudes of Bermuda residents, results from the **2005 Public Perception Study** were weighted by race according to the most recent census.



Completion Results

The following table presents the final project summary for the **2005 Public Perception Study**. Among all eligible respondents contacted, the rate of interview completion was 24 percent. Completion rate is calculated as the number of cooperative contacts (412) divided by the total of eligible numbers attempted (1,719).

COMPLETION RESULTS

A. Total Numbers Attempted	2,479
Not in service/Disconnected	613
Fax/ Cell/ Pager	41
Non-Residential/Wrong Number	98
Duplicate/Blocked Number	8
B. Total Eligible Numbers	1,719
Busy	20
Answering machine	216
No answer	322
Qualified respondent not available/Call backs	164
Illness/ Incapable/ Language Barrier	54
C. Total Asked	943
Gatekeeper refusal	23
Respondent refusal	482
Terminated/ Do not call list	26
D. Cooperative Contacts	412
Disqualified	11
Completed Interviews	401
Response Rate	24%



Appendix A: Study Questionnaire

Ministry of Health & Family Services – 2005 Public Perception Study – FINAL070-7166P

General Instructions:

Interviewer must read each set of instructions for each part of this questionnaire.

Interviewer must record all responses clearly and verbatim where required.

Interviewer must avoid paraphrasing or rewording responses.

RECORD FOLLOWING INFORMATION:

Respondent's Name: _____

Telephone #: _____

Sample ID: _____

Hello, my name is _____ and I work with Corporate Research Associates, a public opinion research company, and affiliate of Bermuda's Total Marketing & Communications Limited. Today we are calling on behalf of the Bermuda Government to conduct a survey on health care in Bermuda. May I speak with someone in your household who is 18 years or older. **REPEAT INTRODUCTION IF NECESSARY**

IF ASKED: The survey should take no more than 14 minutes to complete.

Before we begin...

A. Gender (By observation):

- 1 Male
- 2 Female

B. In which of the following age categories do you fall? Are you:

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45 -54
- 5 55-64
- 6 65 or older

VOLUNTEERED

- 7 Refused/No answer

SECTION A: OVERALL IMPRESSIONS

To begin I would like you to consider the overall quality of health care in Bermuda.

1. How would you rate the overall quality of health care available in Bermuda today? Would you say it is:

- 1 Excellent
- 2 Good
- 3 Only fair, or
- 4 Poor

VOLUNTEERED

- 5 Don't Know/No Answer

2. Compared with five years ago, would you say the quality of health care in Bermuda is currently:

- 1 Much better
- 2 Somewhat better
- 3 About the same
- 4 Somewhat worse
- 5 Much worse

VOLUNTEERED

6 Don't Know/No Answer

3. What would you consider to be the greatest **medical health** problem in Bermuda?

DO NOT READ - CODE ALL – CODE FIRST MENTION AND OTHER MENTIONS SEPARATELY

- 01 Cancer
- 02 Heart disease
- 03 Respiratory illness/disease
- 04 HIV / AIDS
- 05 Smoking/second-hand smoke
- 06 Alcohol/drug abuse
- 07 Stress
- 08 Diabetes
- 09 Lack of health care professionals
- 10 Lack of preventative health care programs
- 11 Long wait for healthcare
- 12 Obesity
- 13 Personal lifestyles (diet, exercise)
- 99 Other (SPECIFY _____)
- 98 Don't know/No Answer

4. Overall, how satisfied are you with the **range** of medical care services available in Bermuda? Are you:

- 1 Completely satisfied
- 2 Mostly satisfied
- 3 Mostly dissatisfied
- 4 Completely dissatisfied

VOLUNTEERED

- 6 Depends
- 7 Neither Satisfied nor dissatisfied
- 8 Don't Know/No Answer

5A. Personally, do you believe that your current health care needs are being met?

- 1 Yes **SKIP TO Q#6**
- 2 No **CONTINUE**

VOLUNTEERED

- 8 Don't Know/No Answer **SKIP TO Q#6**

5B. Why do you believe your current health care needs are **NOT** being met?

98 Don't Know/No Answer

6. Which of the following three statements comes closest to your overall view of Bermuda's health care system?
- 1 On the whole the system works pretty well and only minor changes are necessary to make it work better;
 - 2 There are some good things in our health care system, but fundamental changes are needed to make it work better;
 - 3 Our health care system has so much wrong with it, we need to completely rebuild it.

VOLUNTEERED

- 97 Depends
- 98 Don't Know/No Answer

SECTION : USAGE OF HEALTH CARE SERVICES
--

I would like to better understand your use of health care services in Bermuda.

7. Within the past 12 months have you or a member of your immediate household...**(INSERT RESPONSES – READ IN ORDER)?**

- a. Visited a family doctor
- b. Visited the emergency room at King Edward Memorial Hospital
- c. Been an in-patient at King Edward Memorial Hospital
- d. Been an out-patient at King Edward Memorial Hospital
- e. Visited a specialist
- f. Visited a dentist
- g. Been an in-patient at St. Brendan's Hospital
- h. Visited a clinic at St. Brendan's hospital
- i. Received a home visit from a DISTRICT nurse or resource aide
- j. Received a home visit from a PRIVATE nurse or resource aide
- k. Visited the Government Clinic

- 1 Yes
- 2 No

VOLUNTEERED

- 8 Don't Know/No Answer

8. **(If yes to Q7F)** The last time you visited a dentist, how quickly were you able to get an appointment? **(DO NOT READ – CODE ONE ONLY – if within a week, probe for actual number of days)**

- 1 Same day
- 2 Next day
- 3 2-3 days
- 4 4-5 days
- 5 6-7 days
- 6 After more than a week
- 7 Never able to get an appointment
- 98 Don't Know/No Answer

9. **(If yes to Q7A)** When you were sick and needed medical attention, how quickly were you able to get an appointment to see a doctor? **(DO NOT READ – CODE ONE ONLY – if within a week, probe for actual number of days)**

- 1 Same day
- 2 Next day
- 3 2-3 days
- 4 4-5 days
- 5 6-7 days
- 6 After more than a week
- 7 Never able to get an appointment
- 99 Don't Know/No Answer

10. Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of **(READ AND ROTATE)?**

- a. Mental health services for adults
- b. Mental health services for youth
- c. Treatment for chronic diseases such as diabetes, arthritis or asthma
- d. Diagnostic services such as MRI or bone density
- e. Cancer care services
- f. Heart health services
- g. Drug and alcohol treatment services
- h. Rehabilitation services such as physiotherapy or chiropractors
- i. Alternative health services such as acupuncture or herbal remedies
- j. Maternity services
- k. Paediatric services
- l. Health services for the elderly, including rest homes

- 1 Yes
- 2 No

VOLUNTEERED

- 8 Don't Know/No Answer

11. Have you or another member of your family travelled overseas in the past 12 months for medical treatment or services **because they were not available in Bermuda?**

- 1 Yes
- 2 No

VOLUNTEERED

- 6 Don't Know/No Answer

11a. **(If yes to Q11)** What specific medical treatments or services did you or another member of your family travel overseas for in the past 12 months?

- _____
- 99 Don't Know/No Answer

SECTION C: INSURANCE AND THE COST OF HEALTH CARE

Thinking now about health insurance and the cost of health care...

12. In the past 12 months, was there a time when you required services but chose not to visit a doctor, undergo medical treatment or see a dentist **because of cost**?

- 1 Yes
- 2 No

VOLUNTEERED

- 8 Don't Know/No Answer

13. Are you covered by a private health insurance plan?

- 1 Yes
- 2 No

VOLUNTEERED

- 8 Don't Know / No Answer
- 9 Refused/No answer

14. Which of the following types of insurance coverage do you personally have? Do you have...?

- a. Prescription medication insurance
- b. Dental insurance

- 1 Yes
- 2 No

VOLUNTEERED

- 10 Don't Know / No Answer
- 11 Refused/No answer

15. **(If over the age of 65 – (response 6 in QB)- ask only 15A)**

Do you have sufficient health insurance coverage to meet your ...?

- a. Current health care needs
- b. Health care needs after the age of 65

- 1 Yes
- 2 No

VOLUNTEERED

- 98 Don't Know / No Answer

16. **(IF YES TO Q13 or 14)** How satisfied are you with the range of services covered by your insurance?

- 1 Completely satisfied
- 2 Mostly satisfied
- 3 Mostly dissatisfied
- 4 Completely Dissatisfied

VOLUNTEERED

- 6 Depends
- 7 Neither Satisfied nor dissatisfied
- 8 Don't Know/No Answer

SECTION D: SATISFACTION WITH BERMUDA'S HEALTH CARE SERVICES

Thinking now about your level of satisfaction with various health services in Bermuda...

17. How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:
READ AND ROTATE- CODE ONE RESPONSE – ASK ONLY FOR THOSE WHERE Q10 a-I =1

- a. Mental health services for adults
- b. Mental health services for youth
- c. Treatment for chronic diseases such as diabetes, arthritis or asthma
- d. Diagnostic services such as MRI or bone density
- e. Cancer care services
- f. Heart health services
- g. Drug and alcohol treatment services
- h. Rehabilitation services such as physiotherapy or chiropractors
- i. Alternative health services such as acupuncture or herbal remedies
- j. Maternity services
- k. Paediatric services
- l. Health services for the elderly, including rest homes

- 1 Completely satisfied
- 2 Mostly satisfied
- 3 Mostly dissatisfied
- 4 Completely dissatisfied

VOLUNTEERED

- 6 Depends
- 7 Neither Satisfied nor dissatisfied
- 8 Don't Know/No Answer

18. And how satisfied are you with each of the following related health services provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with (**READ AND ROTATE**)?

- a. Public education on health issues
- b. Early diagnosis and detection of illness or disease
- c. Access to health professionals
- d. Access to financial assistance programmes for health treatment

- 1 Completely satisfied
- 2 Mostly satisfied
- 3 Mostly dissatisfied
- 4 Completely dissatisfied

VOLUNTEERED

- 6 Depends
- 7 Neither Satisfied nor dissatisfied
- 8 Don't Know/No Answer

19. Overall, how satisfied are you with the services provided at...?
- a. **(ASK IF yes at G or H in Q 7)** St. Brendan's Hospital
 - b. **(ASK IF yes at B, C or D in Q 7)** King Edward Memorial Hospital
 - c. **(ASK IF yes at K in Q 7)** The Government Clinic

- 1 Completely satisfied
- 2 Mostly satisfied
- 3 Mostly dissatisfied
- 4 Completely Dissatisfied

VOLUNTEERED

- 6 Depends
- 7 Neither Satisfied nor dissatisfied
- 8 Don't Know/No Answer

20. How satisfied are you with the Government's efforts to promote **healthy living and wellness** in Bermuda? Are you...?

- 1 Completely satisfied
- 2 Mostly satisfied
- 3 Mostly dissatisfied
- 4 Completely Dissatisfied

VOLUNTEERED

- 6 Depends
- 7 Neither Satisfied nor dissatisfied
- 8 Don't Know/No Answer

SECTION E: FUTURE CONCERNS

Looking forward...

21. If you became seriously ill, how confident are you that you would **(insert response)**? Are you very confident, somewhat confident, not very confident or not at all confident?

- a. Be able to get the most advanced medical care, including medicine, tests and treatment in Bermuda
- b. Be able to afford the medical care you need
- c. Get quick access to non-emergency medical care

- 1 Very confident
- 2 Somewhat confident
- 3 Not very confident
- 4 Not at all confident

VOLUNTEERED

- a. Don't Know / No Answer

22. And how confident are you that you would be able to pay for care for your parents, grandparents or spouse if they needed to be placed in a nursing home for long-term care? Are you...

- 1 Very confident
- 2 Somewhat confident
- 3 Not very confident
- 4 Not at all confident

VOLUNTEERED

- 98 Don't Know / No Answer

DEMOGRAPHICS

I would like to ask you a few final questions to help us better understand our results . . .

23. Do you or any other member of your household work in the health care sector?

- 1 Yes
- 2 No

VOLUNTEERED

- 3 Refused/No answer

24. Including yourself, how many people currently live in your household?

RECORD EXACT NUMBER: _____

- 97 Refused

25. **[ASK Q.25 ONLY IF MORE THAN ONE IN Q.24]** And how many in your household are [READ AGE GROUPS IN ORDER]? RECORD ONE RESPONSE PER AGE GROUP

- a. Under 6 years of age
- b. 6 to 12 years of age
- c. 13 to 17 years of age
- d. 18 years of age or older

RECORD EXACT NUMBER: _____

- 96 None/Zero

- 97 Refused

26. Are you Bermudian?

- 1 Yes
- 2 No

VOLUNTEERED

- 7 No answer/Refused

27. Which of the following broad categories best describes your total **household** income last year?

READ - CODE ONE ONLY

- 1 Up to \$35,000
- 2 At least \$35,000 but less than \$50,000
- 3 At least \$50,000 but less than \$75,000
- 4 At least \$75,000, but less than \$100,000
- 5 \$100,000 or more

VOLUNTEERED

- 7 Refused

- 6 Don't know/No answer

28. Do you have a long-standing health problem or disability that affects your day-to-day activities?

- 1 Yes
- 2 No

VOLUNTEERED

- 3 Refused/No answer

29. Which of the following best describes your race? Would it be...(READ)?

- 1 Black
- 2 White,
- 3 Mixed
- 4 Asian, or
- 5 Other (**DO NOT PROBE FOR SPECIFICS**)

VOLUNTEERED

- 7 Refused
- 8 Don't know/No answer

This completes the survey. In case my supervisor would like to verify that I conducted this interview, may I have your first name?

Thank you for your assistance and cooperation.

Interviewer's Certification: I hereby certify that this survey was completed in the manner in which it was intended and understand that a portion of the interviews will be verified by a supervisor.

Name: _____

Date: _____

Appendix B: Tabular Results

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE A:

GENDER (By observation):

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMUDA-DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50-\$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Male	35	100	0	33	36	36	35	34	37	32	40	32	37	35	31	36	34	33	34	34	38	24
Female	65	0	100	67	64	64	65	66	63	68	60	68	63	65	69	64	66	67	66	66	62	76
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE B:

Before we begin, could you indicate in which of the following age categories you fall? Are you:

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMUDA-DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50-\$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
18-24	3	2	3	20	0	0	0	0	1	3	1	6	1	3	2	4	0	0	4	3	2	10
25-34	11	11	12	80	0	0	0	0	10	18	9	18	8	10	19	12	10	7	12	12	9	12
35-44	22	23	22	0	100	0	0	0	16	21	42	41	12	18	47	23	22	8	10	24	21	28
45-54	21	22	21	0	0	100	0	0	17	23	29	23	21	23	13	22	21	20	20	20	25	18
55-64	18	18	17	0	0	0	100	0	20	20	13	6	24	18	15	18	20	24	28	16	19	16
65 or older	24	24	25	0	0	0	0	100	36	15	6	6	34	28	4	22	27	41	25	25	24	16
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 1:

How would you rate the overall quality of health care available in Bermuda today? Would you say it is:

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Excellent	9	8	9	9	4	8	14	9	9	6	10	5	11	8	14	8	8	12	100	0	0	0
Good	62	62	63	67	67	57	57	64	55	74	63	69	59	63	60	61	69	65	0	100	0	0
Only fair	24	26	23	19	23	28	26	24	29	20	22	21	26	24	21	27	16	20	0	0	100	0
Poor	3	2	4	5	4	3	3	2	5	0	3	4	3	3	3	2	6	3	0	0	0	100
Don't know/No answer	2	1	2	0	2	4	1	1	2	0	2	1	2	2	3	2	2	0	0	0	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 2:

Compared with five years ago, would you say the quality of health care in Bermuda is currently:

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Much better	14	9	16	10	9	14	9	24	23	10	6	12	15	15	7	17	6	7	26	15	7	10
Somewhat better	28	19	33	31	29	31	28	23	24	32	26	31	27	29	23	32	25	28	17	29	31	20
About the same	44	56	37	45	39	45	47	44	37	49	50	41	45	44	44	39	52	51	39	47	43	24
Somewhat worse	6	9	5	1	11	8	7	4	7	6	7	9	5	7	0	6	6	6	2	5	12	6
Much worse	1	1	2	2	1	1	3	0	3	0	2	1	1	2	0	1	2	3	6	0	0	22
Don't know/No answer	6	5	7	11	10	2	5	5	6	3	8	6	7	3	27	4	9	5	11	4	7	18
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 3: FIRST MENTION

What would you consider to be the greatest medical health problem in Bermuda?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Diabetes	32	24	36	34	26	40	29	32	30	39	26	34	31	32	33	34	28	37	37	33	33	12
Cancer	11	12	10	12	12	11	7	11	11	11	7	14	9	12	0	15	5	6	10	12	8	6
Affordable health care	7	8	6	1	6	5	9	10	11	2	6	2	9	7	8	6	7	9	6	6	10	6
Heart disease	6	6	6	4	11	2	8	4	4	6	10	6	6	7	1	6	6	2	10	7	2	6
Senior care	5	4	5	5	2	3	7	7	7	5	2	3	6	6	0	5	6	8	10	4	6	0
Lack of health care professionals	5	3	5	10	9	1	2	4	1	4	10	8	3	4	7	5	6	2	0	5	5	16
Obesity	5	8	3	3	6	7	3	3	3	4	9	4	5	4	7	2	7	2	9	5	2	0
Alcohol/Drug abuse	2	3	2	1	2	3	4	1	4	1	3	1	3	2	3	1	5	4	5	2	2	0
Insurance rates	2	2	2	0	1	1	5	4	4	2	2	1	3	2	1	2	2	5	2	2	3	0
Respiratory illness/disease	2	1	2	2	3	3	0	1	1	4	1	3	1	2	0	3	0	0	0	3	1	0
HIV/AIDS	2	1	2	0	0	0	4	4	1	3	0	1	2	2	1	1	3	3	0	2	2	0
Personal lifestyles (diet, exercise)	2	3	1	0	3	3	1	0	2	1	2	2	1	1	3	2	1	1	0	1	1	0
Hospital facilities	1	2	1	0	2	1	2	2	0	0	5	1	2	2	1	1	3	0	2	1	3	6
Long wait for healthcare	1	1	1	0	1	1	3	0	0	1	2	2	0	1	2	1	2	3	2	1	1	0
Need to travel abroad because of inadequate resources	1	0	1	2	0	1	2	0	0	2	0	1	1	1	2	1	2	1	0	1	0	0
Smoking/second-hand smoke	1	2	0	2	1	0	1	0	0	2	1	1	1	1	0	1	1	0	4	1	0	0
High blood pressure/Hypertension	1	1	0	0	0	0	4	0	0	1	0	0	1	0	2	1	0	0	0	1	1	0
Stress	1	2	0	0	1	1	0	0	2	0	0	0	1	1	0	1	0	0	0	0	1	0
Lack of preventative health care programs	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0
Other	3	2	4	5	2	6	4	1	5	2	4	5	3	3	8	2	3	5	0	2	5	28
Don't know/No answer	12	14	10	17	11	10	5	16	12	10	11	11	12	10	20	11	13	9	4	13	12	20
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 3: TOTAL MENTIONS

What would you consider to be the greatest medical health problem in Bermuda?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Diabetes	37	29	42	38	32	42	39	37	36	45	30	40	36	38	37	41	31	43	44	39	37	12
Cancer	16	16	16	16	17	18	12	17	17	18	9	22	13	18	3	21	9	15	16	17	15	12
Heart disease	12	11	13	8	15	9	14	14	14	12	13	10	13	14	4	15	10	10	14	13	12	6
Affordable health care	9	9	8	3	6	7	13	12	13	4	7	2	12	9	8	7	10	12	8	7	12	6
Obesity	6	8	5	3	9	9	6	4	4	6	12	7	6	5	12	2	12	3	16	7	2	0
Lack of health care professionals	6	4	7	10	10	3	4	4	1	4	11	9	4	5	10	6	7	2	0	5	8	16
Senior care	6	5	6	5	2	6	7	7	9	6	2	3	7	7	0	6	6	8	10	5	8	0
HIV/AIDS	4	1	6	7	3	3	4	4	3	5	1	7	2	4	4	3	5	3	0	4	5	0
Alcohol/drug abuse	4	5	3	1	3	6	4	3	5	4	3	1	5	4	3	2	6	4	5	3	5	0
Respiratory illness/disease	3	2	3	2	3	4	0	3	2	5	1	3	2	3	0	5	0	2	0	4	1	0
Personal lifestyles (diet, exercise)	2	6	1	2	3	3	3	1	3	2	3	2	3	2	3	3	1	3	7	2	1	0
Insurance rates	2	2	2	0	1	1	5	4	4	2	2	1	3	2	1	2	2	5	2	2	3	0
Hospital facilities	2	2	2	0	3	1	2	2	0	1	5	1	2	2	1	1	3	0	2	1	4	6
High blood pressure/Hypertension	2	2	2	0	2	2	5	0	1	1	2	1	2	1	4	2	1	2	0	2	1	0
Long wait for healthcare	2	1	2	2	2	1	3	0	0	2	3	4	0	1	2	2	2	3	2	2	1	0
Need to travel abroad because of inadequate resources	1	0	2	2	0	1	3	2	1	3	1	1	2	1	3	1	3	3	0	2	0	0
Lack of preventative health care programs	1	1	1	4	1	1	0	1	0	1	3	3	0	1	3	1	2	0	0	1	1	10
Smoking/second-hand smoke	1	2	0	2	1	0	1	0	0	2	1	1	1	1	0	1	1	0	4	1	0	0
Stress	1	2	0	0	1	1	0	0	2	0	0	0	1	1	0	1	0	0	0	0	1	0
Other	5	4	5	6	5	8	5	2	7	4	5	7	4	4	8	4	5	7	0	3	8	28
Don't know/No answer	12	14	10	17	11	10	5	16	12	10	11	11	12	10	20	11	13	9	4	13	12	20
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 4:

Overall, how satisfied are you with the range of medical care services available in Bermuda? Are you:

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	9	11	8	7	5	6	10	15	9	4	11	5	11	8	14	9	11	8	33	8	4	0
Mostly satisfied	78	78	79	79	82	82	73	75	82	86	72	81	77	79	71	80	76	80	61	86	74	48
Mostly dissatisfied	7	7	7	8	7	6	9	7	5	8	9	9	6	7	8	5	9	8	2	4	16	18
Completely dissatisfied	1	1	1	1	0	1	5	1	1	0	1	1	2	1	2	1	2	3	4	0	2	18
Depends	0	0	1	0	0	1	1	0	0	0	2	0	1	0	1	0	1	0	0	0	0	0
Neither satisfied nor dissatisfied	2	2	3	4	3	4	0	1	1	2	4	4	1	3	0	3	2	0	0	2	2	6
Don't know/No answer	1	1	1	0	2	0	2	1	2	0	2	0	2	1	4	2	0	0	0	0	3	10
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 5a:

Personally, do you believe that your current health care needs are being met?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	87	87	87	88	87	89	80	91	89	90	86	86	88	89	76	88	87	74	88	91	79	58
No	11	9	12	10	13	10	16	7	10	8	14	13	10	9	21	10	12	24	12	6	19	42
Don't know/No answer	2	4	1	2	0	1	5	2	1	2	0	2	2	2	2	3	1	2	0	2	3	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 5b:

Why do you believe your current health care needs are NOT being met?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Too expensive/Cost of health care	19	12	21	0	24	0	15	54	22	8	21	11	24	21	13	12	19	15	20	28	11	14
Inadequate/lack of specialised services: have to travel overseas	18	6	23	22	20	15	19	11	0	29	31	16	19	18	16	18	24	28	0	21	20	14
Inadequate insurance coverage	17	19	16	14	21	15	26	0	43	8	6	23	13	13	26	24	10	0	31	26	12	0
Lack of health care professionals/specialists	16	12	17	0	13	19	19	23	8	21	23	20	12	14	19	6	29	20	0	15	16	29
Low quality/Not up-to-date	10	16	8	28	7	10	11	0	15	0	12	5	14	9	12	6	14	14	31	0	13	14
High insurance rates	7	0	9	0	0	15	7	12	0	29	0	0	11	9	0	6	5	9	0	13	5	0
Lack of health care facilities	4	6	3	0	7	0	0	11	0	0	6	0	6	3	6	0	10	5	19	0	4	0
Lack of government assistance	3	10	0	22	0	0	0	0	0	13	0	7	0	4	0	6	0	0	0	0	7	0
Other	12	16	11	0	21	10	11	11	12	0	9	18	8	9	20	18	10	9	0	8	14	29
Don't know/No answer	7	10	5	14	7	15	0	0	7	0	9	0	11	7	6	6	5	0	0	0	12	14
SAMPLE SIZE (#)	44	13	31	6	12	8	11	7	11	10	13	18	26	31	13	22	16	14	4	16	18	5

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 6:

Which of the following three statements comes closest to your overall view of Bermuda's health care system?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
On the whole the system works pretty well and only minor changes are necessary to make it work better	26	33	23	28	29	31	25	20	28	21	34	31	24	24	36	27	26	16	45	30	11	26
There are some good things in our health care system, but fundamental changes are needed to make it work better	65	59	68	67	63	64	66	67	64	73	58	63	66	67	57	65	67	69	44	64	78	34
Our health care system has so much wrong with it, we need to completely rebuild it	6	6	5	6	6	2	8	7	5	5	6	4	6	6	5	6	5	9	8	3	8	40
Depends	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0
Don't know/No answer	3	2	3	0	2	2	1	6	4	1	3	1	3	3	3	3	2	6	2	3	2	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 7a:

Within the past 12 months have you or a member of your immediate household...

Visited a family doctor?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	94	90	96	91	93	92	95	98	92	94	97	98	92	96	86	94	95	95	90	96	91	88
No	6	10	4	9	7	8	5	2	8	6	3	2	8	4	14	6	5	5	10	4	9	12
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 7b:

Within the past 12 months have you or a member of your immediate household...

Visited the emergency room at King Edward Memorial Hospital?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	47	43	49	52	48	52	40	43	33	55	48	55	42	48	39	45	52	66	40	48	40	84
No	53	57	51	48	52	48	60	57	67	45	52	45	58	52	61	55	48	34	60	52	60	16
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 7c:

Within the past 12 months have you or a member of your immediate household...

Been an in-patient at King Edward Memorial Hospital?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	25	18	29	33	28	28	21	19	22	30	24	31	22	24	33	25	25	43	26	22	32	44
No	75	82	71	67	72	72	79	81	78	70	76	69	78	76	67	75	75	57	74	78	68	56
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 7d:

Within the past 12 months have you or a member of your immediate household...

Been an out-patient at King Edward Memorial Hospital?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	43	44	43	42	37	46	45	47	36	50	43	45	42	44	39	41	50	63	41	44	41	68
No	56	55	57	57	63	54	55	53	63	50	56	54	57	56	60	59	49	37	59	56	58	32
Don't know/No answer	0	1	0	1	0	0	0	1	1	0	1	1	0	0	1	0	1	0	0	0	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 7e:

Within the past 12 months have you or a member of your immediate household...

Visited a specialist?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	57	55	58	53	42	69	57	61	50	56	69	53	58	56	61	48	70	76	59	55	59	52
No	43	45	42	47	58	31	43	39	50	44	31	47	42	44	39	52	30	24	41	45	41	48
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 7f:

Within the past 12 months have you or a member of your immediate household...

Visited a dentist?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	78	73	80	81	81	76	84	70	63	86	85	82	75	79	74	72	88	83	71	80	76	68
No	22	26	20	19	19	24	15	30	37	14	15	18	24	21	26	28	12	17	29	19	24	32
Don't know/No answer	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 7g:

Within the past 12 months have you or a member of your immediate household...

Been an in-patient at St. Brendan's Hospital?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	2	2	2	4	5	0	0	1	2	3	3	3	1	2	0	3	1	2	0	3	0	0
No	98	98	98	96	95	100	100	99	98	97	97	97	99	98	100	97	99	98	100	97	100	100
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 7h:

Within the past 12 months have you or a member of your immediate household...

Visited a clinic at St. Brendan's hospital?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	3	3	3	4	5	0	0	3	2	3	4	4	2	3	0	4	1	0	0	4	0	6
No	97	97	97	96	95	100	100	97	98	97	96	96	98	97	100	96	99	100	100	96	100	94
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 7i:

Within the past 12 months have you or a member of your immediate household...

Received a home visit from a DISTRICT nurse or resource aide?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	7	4	9	11	11	4	3	7	6	7	9	9	6	6	14	6	9	12	2	6	10	28
No	93	96	91	89	89	96	97	93	94	93	91	91	94	94	86	94	91	88	98	94	90	72
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 7j:

Within the past 12 months have you or a member of your immediate household...

Received a home visit from a PRIVATE nurse or resource aide?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	3	2	3	1	1	4	1	5	3	3	3	1	4	3	0	3	3	6	0	2	4	16
No	97	97	97	99	99	96	97	95	97	97	97	98	96	97	98	97	97	92	100	98	96	84
Don't know/No answer	0	1	0	0	0	0	2	0	0	0	0	1	0	0	2	1	0	2	0	1	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 7k:

Within the past 12 months have you or a member of your immediate household...

Visited the Government Clinic?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	15	12	17	25	13	14	10	16	12	16	10	25	10	15	14	18	11	18	14	16	12	20
No	85	88	83	75	87	86	90	84	88	84	90	75	90	85	86	82	89	82	86	84	88	80
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 8:

The last time you visited a dentist, how quickly were you able to get an appointment?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Same day	12	16	10	13	13	15	14	7	12	13	11	12	12	12	13	14	11	5	25	11	7	23
Next day	4	1	5	6	3	3	5	3	7	3	2	4	4	4	4	2	4	3	3	5	0	9
2-3 days	4	8	3	3	3	2	9	5	8	3	2	5	4	5	4	5	5	10	6	5	3	0
4-5 days	2	2	2	0	2	2	5	1	2	3	1	2	2	2	0	2	2	3	0	2	3	0
6-7 days	4	2	5	3	2	1	10	5	5	4	2	3	5	4	4	4	4	6	0	4	5	0
After more than a week	41	40	41	40	40	41	36	46	36	39	47	42	40	39	49	40	42	56	37	41	47	18
Never able to get an appointment	2	1	2	2	2	4	0	0	1	0	5	2	1	1	5	0	3	0	3	2	1	0
Standard appointment every six months	19	17	20	20	23	19	14	21	16	23	17	19	19	20	15	22	15	11	16	17	23	41
Don't know/No answer	12	12	12	14	11	15	7	12	13	12	14	11	13	13	7	10	14	6	8	13	10	9
SAMPLE SIZE (#)	312	102	210	46	73	66	59	69	67	107	84	117	195	268	44	159	121	50	25	201	74	9

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 9:

When you were sick and needed medical attention, how quickly were you able to get an appointment to see a doctor?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Same day	44	35	49	52	50	48	43	33	39	49	48	49	41	44	43	41	49	48	47	46	37	57
Next day	24	28	23	23	28	25	20	24	29	23	24	26	23	24	29	25	26	21	16	27	22	11
2-3 days	14	19	12	16	10	19	16	13	18	12	16	13	15	14	17	16	11	15	11	12	23	7
4-5 days	1	2	1	0	2	3	0	1	1	1	1	2	1	1	0	2	1	1	0	1	3	0
6-7 days	3	2	3	0	2	0	4	5	1	3	1	0	4	3	0	3	1	1	7	3	1	0
After more than a week	3	4	2	6	2	1	5	2	0	5	2	3	2	3	0	3	2	11	11	2	2	7
Yearly checkup only	1	0	1	0	0	1	1	1	0	1	1	1	1	1	0	1	1	0	0	1	1	0
Don't know/No answer	10	11	9	3	7	3	12	20	12	7	7	6	12	9	12	10	10	3	9	9	10	18
SAMPLE SIZE (#)	378	126	252	52	83	80	67	96	98	117	96	139	239	326	51	209	131	57	31	241	88	11

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 10a:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Mental health services for adults?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	6	4	6	9	9	5	2	4	5	5	10	8	4	6	5	5	6	11	2	7	4	6
No	94	96	94	91	91	95	98	96	95	95	90	92	96	94	95	95	94	89	98	93	96	94
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 10b:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Mental health services for youth?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	2	1	3	2	3	4	2	1	1	3	3	5	1	2	5	3	2	5	0	3	1	16
No	97	99	96	96	96	96	98	99	98	97	97	94	99	98	94	97	98	95	100	97	99	84
Don't know/No answer	1	1	0	2	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 10c:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Treatment for chronic diseases such as diabetes, arthritis or asthma?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	25	23	25	24	15	26	24	33	32	23	16	21	27	27	14	29	19	49	18	26	26	20
No	75	76	75	76	85	74	76	66	67	77	84	79	73	73	86	71	81	51	82	74	73	80
Don't know/No answer	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 10d:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Diagnostic services such as MRI or bone density?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	36	28	40	9	24	41	60	40	36	34	42	26	41	37	29	31	45	42	38	37	30	46
No	63	70	59	91	74	58	40	58	63	65	58	74	57	62	70	68	53	57	62	63	67	48
Don't know/No answer	1	1	1	0	1	1	0	2	1	1	0	0	1	1	1	1	2	1	0	0	2	6
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 10e:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Cancer care services?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	7	5	8	1	6	10	6	10	10	7	8	5	8	8	4	6	10	7	11	5	12	12
No	92	95	91	99	94	90	94	88	90	93	92	95	91	92	96	94	90	91	89	95	88	88
Don't know/No answer	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	1	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 10f:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Heart health services?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	17	16	18	12	11	22	19	20	21	18	12	13	19	18	9	16	20	31	16	16	21	24
No	82	83	82	88	89	78	81	79	77	82	88	86	80	81	90	84	80	67	84	83	79	76
Don't know/No answer	1	1	0	0	1	0	0	1	2	0	0	1	0	0	1	1	0	2	0	1	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 10g:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Drug and alcohol treatment services?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	1	2	0	0	5	0	0	0	0	1	2	1	1	1	0	1	1	0	0	1	2	0
No	99	98	100	100	95	100	100	100	100	99	98	99	99	99	100	99	99	100	100	99	98	100
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 10h:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Rehabilitation services such as physiotherapy or chiropractors?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	30	24	33	31	30	40	35	17	21	34	42	34	27	29	35	27	32	46	22	30	35	28
No	70	76	67	69	70	60	65	83	79	66	58	66	73	71	65	73	68	54	78	70	65	72
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 10i:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:
Alternative health services such as acupuncture or herbal remedies?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMUDIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50-\$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	8	6	10	8	11	10	8	4	6	10	11	5	10	7	12	5	13	8	8	9	6	22
No	92	94	90	92	89	90	92	96	94	90	89	95	90	93	88	95	87	92	92	91	94	78
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 10j:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:
Maternity services?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMUDIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50-\$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	7	3	8	20	10	1	6	1	2	8	10	14	3	5	18	6	7	6	11	7	3	22
No	93	96	92	80	90	99	94	98	98	92	90	86	97	95	82	94	92	94	89	93	97	78
Don't know/No answer	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 10k:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Paediatric services?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	20	11	26	34	41	17	9	5	7	27	32	48	6	18	33	23	20	14	8	25	13	16
No	79	88	74	66	58	83	91	95	92	73	68	52	94	82	66	77	80	86	92	74	87	84
Don't know/No answer	0	1	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 10l:

Which of the following medical services have you or a member of your immediate family used in Bermuda within the past 12 months? Have you made use of:

Health services for the elderly, including rest homes?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	5	4	5	12	1	7	4	3	3	8	4	5	5	6	0	5	4	5	4	5	5	0
No	95	95	95	88	99	92	96	97	96	92	96	95	95	94	100	94	96	95	96	95	93	100
Don't know/No answer	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 11:

Have you or another member of your family travelled overseas in the past 12 months for medical treatment or services because they were not available in Bermuda?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	18	16	19	17	20	21	13	19	14	14	29	19	18	18	21	13	30	26	14	19	18	24
No	81	84	80	81	80	79	87	81	85	86	71	81	82	82	78	87	70	74	86	81	82	70
Don't know/No answer	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	6
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 11a:

What specific medical treatments or services did you or another member of your family travel overseas for in the past 12 months?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Cancer	23	14	26	8	11	23	35	36	37	24	12	15	27	26	6	22	22	24	17	21	23	50
Heart/Pacemaker	17	11	20	13	16	4	17	33	18	33	7	15	18	19	6	13	22	24	33	17	12	25
Check up/Physical	9	7	10	0	16	17	0	4	0	10	18	6	11	5	29	4	12	0	17	7	16	0
Orthopaedic surgery (knee, hip, etc)	7	13	5	0	0	24	9	0	10	5	10	13	3	9	0	4	8	16	0	7	7	25
Surgery (other)	7	6	7	38	0	0	0	7	0	0	4	9	6	4	20	17	0	9	0	8	7	0
Eye treatment	5	4	6	16	0	4	17	0	5	5	8	3	7	5	6	0	10	0	17	5	0	25
Paediatric services	5	7	4	13	9	4	0	0	0	8	5	10	2	5	6	4	6	0	0	6	4	0
Neurologist	4	0	6	0	9	4	9	0	5	0	8	9	2	4	6	0	6	11	0	5	4	0
Dental	4	0	6	8	4	4	9	0	0	0	11	6	3	1	19	0	8	0	0	5	4	0
Back injury/surgery	3	11	0	0	0	7	14	0	8	0	4	5	3	4	0	9	0	0	0	0	14	0
Maternity related	3	0	4	0	7	4	0	0	0	0	7	5	2	2	6	4	2	0	0	3	4	0
Gastroenterologist	2	4	2	0	9	0	0	0	0	0	5	6	0	0	13	0	4	0	17	2	0	0
Services/medication not available in Bermuda	2	4	2	0	4	4	0	0	0	9	0	3	2	3	0	0	4	11	0	3	0	0
Angiogram	2	0	2	0	0	7	0	0	0	0	4	0	3	2	0	4	0	0	0	3	0	0
Other	19	30	14	13	14	18	17	27	35	12	14	7	25	22	0	30	12	19	0	23	13	0
Don't know/No answer	1	4	0	0	0	0	0	4	0	0	3	0	2	1	0	0	2	0	0	0	4	0
SAMPLE SIZE (#)	73	22	51	10	18	18	9	18	16	17	29	28	46	61	12	29	40	15	5	48	17	3

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 12:

In the past 12 months, was there a time when you required services but chose not to visit a doctor, undergo medical treatment or see a dentist because of cost?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	12	15	11	25	9	10	11	10	19	11	6	16	10	11	18	13	7	16	13	12	14	10
No	87	84	89	75	91	87	89	90	80	89	94	84	89	88	82	86	93	84	87	88	85	90
Don't know/No answer	1	1	0	0	0	2	0	0	1	0	0	0	1	0	0	1	0	0	0	0	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 13:

Are you covered by a private health insurance plan?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	77	78	76	82	82	86	70	65	63	85	90	82	74	75	85	68	91	81	86	79	65	80
No	22	20	24	18	18	14	24	35	34	15	10	18	25	24	15	31	9	19	14	20	33	20
Refused	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0
Don't know/No answer	1	1	0	0	0	0	4	0	2	0	0	0	1	1	0	1	0	0	0	1	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 14a:

Which of the following types of insurance coverage do you personally have? Do you have...?

Prescription medication insurance

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	87	83	89	85	88	95	91	76	78	94	94	91	85	87	84	84	93	91	88	89	82	80
No	11	15	9	13	10	4	8	20	19	6	5	7	14	11	12	14	5	6	12	9	16	20
Refused	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0
Don't know/No answer	2	1	2	1	2	1	0	4	3	1	1	3	1	1	4	2	2	3	0	2	2	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 14b:

Which of the following types of insurance coverage do you personally have? Do you have...?

Dental insurance

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	76	75	77	83	90	83	89	44	62	86	92	85	72	75	83	73	83	75	80	78	71	74
No	22	23	22	15	10	16	9	53	36	13	7	14	26	23	16	24	16	24	13	21	27	26
Refused	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0
Don't know/No answer	1	2	1	2	0	1	0	3	2	1	1	1	1	1	1	2	1	1	7	0	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 15a:

Do you have sufficient health insurance coverage to meet your...?

Current health care needs

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	90	90	89	88	95	93	88	83	84	94	96	91	89	90	88	88	94	85	88	92	86	78
No	9	9	10	12	4	5	10	16	16	6	2	8	10	9	12	11	5	15	6	8	14	22
Don't know/No answer	1	1	1	0	1	1	2	1	0	0	2	1	1	1	0	1	1	0	6	1	0	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 15b:

Do you have sufficient health insurance coverage to meet your...?

Health care needs after the age of 65

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	39	28	45	30	37	35	52	0	33	46	33	34	43	40	32	42	35	34	44	37	42	19
No	26	30	24	32	21	28	26	0	43	13	28	28	26	27	27	25	30	36	29	23	31	55
Don't know/No answer	35	42	31	38	42	36	21	0	24	40	38	39	31	33	42	34	35	30	27	40	27	26
SAMPLE SIZE (#)	303	107	197	57	89	86	71	0	69	106	93	133	170	245	57	173	100	36	26	187	73	11

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 16:

How satisfied are you with the range of services covered by your insurance?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	25	20	28	18	17	22	33	33	30	22	22	19	28	25	23	23	28	30	40	28	12	0
Mostly satisfied	67	75	62	75	73	70	62	55	60	72	71	73	63	68	57	70	62	54	48	66	78	51
Mostly dissatisfied	5	3	6	3	6	5	5	4	3	5	5	5	4	4	11	3	8	6	0	4	5	38
Completely Dissatisfied	2	2	2	0	2	1	0	5	4	1	0	0	3	1	4	3	1	5	4	1	1	11
Neither satisfied nor dissatisfied	2	1	3	4	2	1	0	3	2	1	2	3	2	2	5	2	2	6	8	1	4	0
SAMPLE SIZE (#)	371	127	244	52	84	85	65	85	92	121	97	134	236	315	54	200	135	58	32	235	85	12

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17a:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Mental health services for adults

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	7	0	10	0	0	19	0	21	0	0	8	7	7	4	25	0	18	12	0	5	0	100
Mostly satisfied	64	87	55	100	80	19	0	57	42	87	70	59	70	62	75	78	45	54	100	70	44	0
Mostly dissatisfied	13	0	17	0	9	31	50	0	16	0	22	17	7	15	0	11	18	23	0	12	21	0
Don't know/No answer	16	13	18	0	10	31	50	21	42	13	0	17	15	19	0	11	18	12	0	14	35	0
SAMPLE SIZE (#)	22	6	16	5	8	4	2	4	5	7	9	12	10	19	3	11	9	7	1	17	4	1

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17b:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Mental health services for youth

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	30	100	19	0	0	24	100	100	0	0	28	28	38	12	72	20	50	72	0	31	0	38
Mostly satisfied	35	0	40	0	72	38	0	0	100	62	0	28	62	38	28	40	25	0	0	31	0	62
Mostly dissatisfied	8	0	10	0	28	0	0	0	0	0	28	11	0	12	0	0	25	28	0	0	100	0
Completely dissatisfied	13	0	15	0	0	38	0	0	0	0	45	17	0	19	0	20	0	0	0	19	0	0
Neither satisfied nor dissatisfied	13	0	15	100	0	0	0	0	0	38	0	17	0	19	0	20	0	0	0	19	0	0
SAMPLE SIZE (#)	9	1	8	1	3	3	1	1	1	3	3	7	2	7	3	6	3	3	0	7	1	2

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17c:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Treatment for chronic diseases such as diabetes, arthritis or asthma

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	28	15	34	0	19	29	23	44	34	19	19	17	32	28	25	27	29	46	67	25	23	50
Mostly satisfied	60	71	55	59	75	64	65	50	59	66	71	64	59	60	64	63	59	47	33	64	57	50
Mostly dissatisfied	5	9	4	22	0	7	5	0	5	6	5	3	6	5	10	2	6	3	0	4	12	0
Neither satisfied nor dissatisfied	2	2	2	9	6	0	0	0	0	4	5	7	0	2	0	2	3	0	0	3	0	0
Don't know/No answer	5	2	6	9	0	0	7	6	2	4	0	9	3	5	0	6	3	4	0	4	8	0
SAMPLE SIZE (#)	99	33	66	13	13	23	17	32	35	28	16	29	69	91	8	65	27	30	6	64	25	3

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17d:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Diagnostic services such as MRI or bone density

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	30	23	32	26	24	21	29	42	33	35	21	23	32	28	39	24	36	39	72	34	7	0
Mostly satisfied	55	61	53	32	67	56	58	47	61	52	59	56	55	56	49	58	50	46	28	57	61	61
Mostly dissatisfied	5	9	3	16	9	8	3	0	0	2	10	13	2	5	7	5	5	6	0	1	14	26
Completely dissatisfied	1	0	1	0	0	0	4	0	0	0	4	2	1	1	5	0	3	0	0	1	0	13
Neither satisfied nor dissatisfied	1	2	1	26	0	2	0	0	0	3	2	3	1	2	0	2	1	0	0	2	0	0
Don't know/No answer	8	5	9	0	0	13	6	11	7	8	4	2	10	9	0	11	5	8	0	5	18	0
SAMPLE SIZE (#)	144	39	105	5	22	35	43	39	39	43	41	37	107	126	17	70	63	25	13	93	29	6

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17e:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Cancer care services

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	22	28	20	0	14	9	20	40	35	0	21	26	20	21	33	20	29	46	21	13	22	50
Mostly satisfied	38	39	37	0	58	38	0	44	49	55	10	26	42	41	0	50	29	36	57	35	42	0
Mostly dissatisfied	10	11	9	100	14	15	0	0	0	25	10	16	7	8	33	10	12	0	0	11	14	0
Completely dissatisfied	11	11	11	0	0	9	40	8	0	10	32	11	11	12	0	0	18	0	22	13	0	50
Neither satisfied nor dissatisfied	7	11	6	0	0	15	0	8	8	0	17	0	10	8	0	10	0	0	0	7	11	0
Don't know/No answer	12	0	17	0	14	15	40	0	8	10	10	21	10	11	33	10	12	18	0	20	11	0
SAMPLE SIZE (#)	29	7	22	1	6	9	4	10	10	8	8	8	21	27	2	13	13	4	4	12	12	2

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17f:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Heart health services

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	16	7	20	18	13	7	12	28	10	18	13	18	15	13	47	11	25	24	64	18	0	0
Mostly satisfied	65	73	61	52	70	64	70	64	72	69	47	55	68	68	38	79	50	59	36	58	96	0
Mostly dissatisfied	10	13	9	29	8	17	6	0	3	9	27	23	6	11	0	11	11	4	0	13	0	50
Completely dissatisfied	2	0	3	0	0	0	6	4	3	0	6	0	3	3	0	0	6	4	0	2	0	25
Depends	1	0	2	0	0	4	0	0	3	0	0	0	2	1	0	0	3	0	0	2	0	0
Neither satisfied nor dissatisfied	2	4	2	0	0	4	0	4	4	0	0	0	3	1	0	0	0	0	0	4	0	0
Don't know/No answer	3	4	3	0	8	4	6	0	3	4	6	4	3	3	15	0	6	9	0	2	4	25
SAMPLE SIZE (#)	69	22	46	7	9	19	13	20	23	22	12	18	50	62	5	35	28	19	6	40	20	3

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17g:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Drug and alcohol treatment services

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	19	24	0	0	19	0	0	0	0	0	38	0	28	19	0	0	50	0	0	0	38	0
Mostly satisfied	19	0	100	0	19	0	0	0	0	100	0	0	28	19	0	0	50	0	0	38	0	0
Mostly dissatisfied	31	38	0	0	31	0	0	0	0	0	62	100	0	31	0	50	0	0	0	62	0	0
Completely dissatisfied	31	38	0	0	31	0	0	0	0	0	0	0	45	31	0	50	0	0	0	0	62	0
SAMPLE SIZE (#)	4	3	1	0	4	0	0	0	0	1	2	1	3	4	0	3	2	0	0	2	2	0

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17h:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Rehabilitation services such as physiotherapy or chiropractors

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	22	20	23	24	21	19	28	22	12	26	23	21	23	19	38	21	25	18	57	24	14	0
Mostly satisfied	61	64	60	48	76	68	52	52	67	57	61	66	58	64	48	66	56	56	43	58	71	78
Mostly dissatisfied	6	9	5	9	0	9	12	0	0	10	8	5	7	7	4	2	12	13	0	5	9	22
Neither satisfied nor dissatisfied	3	2	4	15	3	0	0	5	4	3	5	7	1	2	10	4	2	5	0	5	2	0
Don't know/No answer	7	5	7	5	0	4	9	22	17	4	4	2	10	8	0	6	5	9	0	8	5	0
SAMPLE SIZE (#)	120	34	86	17	27	34	24	17	23	43	42	49	71	98	21	59	45	28	8	74	34	4

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17i:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Alternative health services such as acupuncture or herbal remedies

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	22	10	26	0	0	50	21	43	0	22	26	0	28	26	0	25	14	0	73	21	13	0
Mostly satisfied	50	45	51	46	72	32	39	57	61	43	51	60	47	48	64	63	59	50	0	51	47	100
Mostly dissatisfied	5	0	6	18	8	0	0	0	0	6	8	0	6	3	12	0	5	17	0	8	0	0
Completely dissatisfied	4	16	0	0	13	0	0	0	0	10	0	17	0	5	0	13	0	0	0	6	0	0
Depends	2	0	3	0	0	0	13	0	13	0	0	0	3	3	0	0	5	0	27	0	0	0
Neither satisfied nor dissatisfied	7	0	10	0	8	18	0	0	13	6	7	11	6	6	11	0	9	17	0	11	0	0
Don't know/No answer	10	30	3	36	0	0	27	0	13	12	7	11	9	9	12	0	9	17	0	4	40	0
SAMPLE SIZE (#)	33	8	25	4	10	9	6	4	6	13	11	7	26	25	7	10	17	5	3	21	6	3

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17j:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Maternity services

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	19	26	18	18	26	0	19	0	0	20	30	18	24	18	22	9	38	0	43	9	44	28
Mostly satisfied	74	74	75	82	65	100	62	100	100	64	70	78	64	72	78	91	54	100	57	82	56	72
Completely dissatisfied	3	0	4	0	9	0	0	0	0	8	0	4	0	5	0	0	0	0	0	5	0	0
Don't know/No answer	3	0	4	0	0	0	19	0	0	8	0	0	12	5	0	0	8	0	0	5	0	0
SAMPLE SIZE (#)	27	5	22	11	9	1	4	1	2	10	10	20	6	16	10	14	10	4	4	17	3	3

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17k:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Paediatric services

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	24	8	27	15	24	42	12	18	32	26	17	21	34	21	33	15	39	28	55	19	36	0
Mostly satisfied	69	87	65	85	74	44	69	36	58	68	77	73	48	69	67	78	56	63	45	73	64	38
Mostly dissatisfied	2	5	2	0	0	14	0	0	0	0	6	3	0	3	0	3	3	9	0	3	0	0
Completely dissatisfied	1	0	1	0	2	0	0	0	0	2	0	1	0	1	0	0	0	0	0	1	0	0
Don't know/No answer	4	0	5	0	0	0	19	47	10	4	0	1	18	5	0	5	3	0	0	3	0	62
SAMPLE SIZE (#)	82	15	67	19	37	15	7	4	8	34	32	68	14	63	19	51	28	8	3	63	13	2

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 17I:

How satisfied are you with each of the following types of medical services currently provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with:

Health services for the elderly, including rest homes

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Mostly satisfied	41	38	42	38	0	45	28	62	38	22	49	34	45	41	0	56	29	45	0	40	54	0
Mostly dissatisfied	27	39	22	12	0	55	0	38	0	56	0	10	37	27	0	11	57	28	0	28	31	0
Completely dissatisfied	26	23	27	50	100	0	28	0	24	22	51	56	7	26	0	22	14	28	0	32	16	0
Don't know/No answer	7	0	9	0	0	0	45	0	38	0	0	0	11	7	0	11	0	0	100	0	0	0
SAMPLE SIZE (#)	19	5	14	7	1	6	3	3	3	9	4	7	12	19	0	11	5	3	1	13	5	0

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 18a:

And how satisfied are you with each of the following related health services provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with...

Public education on health issues

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	10	8	11	6	8	1	16	17	12	9	2	5	12	10	8	11	7	14	28	9	6	20
Mostly satisfied	56	54	57	64	52	67	56	44	62	56	59	57	55	56	56	59	51	53	50	60	51	34
Mostly dissatisfied	19	20	18	18	26	22	18	10	11	22	24	26	15	20	14	19	17	15	7	19	22	28
Completely dissatisfied	2	2	2	5	3	2	2	0	3	2	2	2	2	2	6	2	2	0	0	1	8	0
Depends	1	0	1	0	0	2	0	1	0	1	1	0	1	1	0	1	1	2	4	0	1	0
Neither satisfied nor dissatisfied	3	3	3	4	4	1	4	4	3	2	4	2	4	4	0	2	5	5	2	3	3	12
Don't know/No answer	9	13	8	3	7	4	4	24	8	8	8	7	10	8	16	5	17	11	9	9	9	6
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 18b:

And how satisfied are you with each of the following related health services provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with...

Early diagnosis and detection of illness or disease

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	10	9	10	9	4	5	15	17	10	11	5	7	12	10	8	10	10	15	44	7	5	10
Mostly satisfied	53	53	53	39	58	61	46	54	58	55	53	54	52	53	53	52	55	42	37	58	51	28
Mostly dissatisfied	15	17	14	24	19	17	13	5	13	17	21	16	14	16	10	16	15	20	6	17	13	22
Completely dissatisfied	3	4	3	2	4	2	6	2	1	4	4	5	2	4	1	2	5	3	4	2	3	24
Depends	1	0	2	0	0	1	0	3	2	0	1	0	2	1	0	1	1	4	4	0	1	0
Neither satisfied nor dissatisfied	3	2	4	4	2	7	5	0	4	3	3	3	3	4	1	3	3	0	0	2	6	6
Don't know/No answer	15	15	15	22	14	7	15	19	13	10	14	16	15	13	26	16	11	16	6	14	20	10
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 18c:

And how satisfied are you with each of the following related health services provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with...

Access to health professionals

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	16	12	18	12	11	8	21	26	18	13	14	10	19	16	15	15	20	17	42	15	9	16
Mostly satisfied	68	70	67	70	78	76	59	57	65	75	78	80	61	68	69	69	66	62	44	74	64	44
Mostly dissatisfied	6	5	7	9	4	6	8	6	6	7	4	4	8	6	7	5	9	11	0	4	12	18
Completely dissatisfied	2	2	2	0	1	3	2	1	2	0	3	1	2	2	0	2	1	0	2	1	2	16
Depends	1	1	0	1	1	0	0	0	2	0	0	1	0	0	1	1	0	0	0	1	1	0
Neither satisfied nor dissatisfied	1	1	1	1	1	2	0	0	4	0	0	1	1	1	0	1	1	0	0	0	3	6
Don't know/No answer	7	9	5	6	4	3	10	10	4	5	1	3	8	6	8	8	3	9	11	5	9	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 18d:

And how satisfied are you with each of the following related health services provided in Bermuda? Would you say you are completely satisfied, mostly satisfied, mostly dissatisfied or completely dissatisfied with...

Access to financial assistance programmes for health treatment

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	3	1	4	2	2	1	3	6	2	2	2	2	4	4	0	4	3	5	4	3	3	0
Mostly satisfied	35	40	33	40	34	38	32	33	41	35	30	37	35	37	25	40	30	32	22	39	33	32
Mostly dissatisfied	12	8	14	11	17	12	11	9	15	11	14	15	10	13	6	15	8	17	6	13	11	12
Completely dissatisfied	4	5	3	6	3	6	4	1	4	4	5	5	3	4	0	4	2	0	2	2	8	16
Depends	1	0	1	0	0	0	1	2	0	1	1	0	1	1	0	0	1	1	5	0	1	0
Neither satisfied nor dissatisfied	3	3	3	8	3	0	4	2	5	4	2	5	2	3	3	3	3	2	0	4	3	0
Don't know/No answer	42	43	41	33	40	43	45	46	32	43	47	36	45	38	66	34	53	41	62	38	42	40
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 19a:

Overall, how satisfied are you with the services provided at...

St. Brendan's Hospital?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	26	33	23	33	0	0	0	62	38	28	0	18	38	26	0	25	50	0	0	22	0	100
Mostly satisfied	37	33	38	33	61	0	0	0	0	45	67	35	38	37	0	38	50	100	0	39	0	0
Mostly dissatisfied	20	33	15	33	23	0	0	0	0	28	33	35	0	20	0	25	0	0	0	22	0	0
Don't know/No answer	17	0	24	0	15	0	0	38	62	0	0	12	24	17	0	13	0	0	0	18	0	0
SAMPLE SIZE (#)	13	4	9	4	5	0	0	3	3	5	4	7	5	13	0	10	2	1	0	12	0	1

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 19b:

Overall, how satisfied are you with the services provided at...

King Edward Memorial Hospital?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	13	11	15	5	3	13	17	28	25	7	6	7	18	12	19	14	13	21	45	12	10	0
Mostly satisfied	64	75	59	58	80	61	62	59	56	69	67	69	61	64	66	64	68	54	38	70	65	26
Mostly dissatisfied	15	10	17	30	9	17	11	10	13	17	16	16	14	16	8	18	10	23	12	13	19	31
Completely Dissatisfied	3	2	3	2	3	1	7	1	5	0	5	3	2	2	4	1	5	2	0	1	3	36
Depends	1	0	2	0	3	3	0	0	0	2	2	1	2	1	2	1	2	0	0	1	1	0
Neither satisfied nor dissatisfied	1	0	2	0	0	3	4	0	1	0	2	1	2	1	0	0	2	0	0	1	0	7
Don't know/No answer	2	2	2	5	2	2	0	1	0	4	1	2	2	2	0	3	1	0	6	2	3	0
SAMPLE SIZE (#)	261	85	176	42	57	62	42	58	57	91	69	105	156	221	38	141	98	50	22	165	59	11

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 19c:

Overall, how satisfied are you with the services provided at...

The Government Clinic?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	34	42	31	9	7	48	62	55	53	25	37	26	45	34	35	29	58	51	42	32	40	0
Mostly satisfied	48	48	48	77	93	31	11	18	28	54	55	63	27	45	65	52	32	49	26	52	42	100
Depends	2	0	3	0	0	0	17	0	0	6	0	4	0	2	0	3	0	0	0	3	0	0
Neither satisfied nor dissatisfied	2	0	3	9	0	0	0	0	0	6	0	4	0	2	0	3	0	0	0	3	0	0
Don't know/No answer	14	10	15	6	0	21	11	27	19	8	8	4	27	16	0	13	11	0	33	9	18	0
SAMPLE SIZE (#)	61	16	44	14	12	12	7	16	13	20	10	35	26	53	8	39	15	11	5	39	12	3

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 20:

How satisfied are you with the Government's efforts to promote healthy living and wellness in Bermuda? Are you...?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Completely satisfied	7	4	8	7	4	1	11	11	11	4	3	6	7	7	4	9	4	6	23	6	5	0
Mostly satisfied	58	56	59	49	56	54	60	66	58	58	52	56	59	58	55	63	52	60	60	60	54	51
Mostly dissatisfied	22	25	21	29	27	30	19	10	18	27	30	27	20	22	28	18	27	19	8	23	25	24
Completely Dissatisfied	5	4	5	6	4	8	3	2	5	4	3	4	5	5	4	4	5	5	0	4	7	18
Neither satisfied nor dissatisfied	4	3	4	4	7	4	2	2	4	4	5	5	3	4	3	5	3	5	2	4	5	0
Don't know/No answer	5	7	4	4	2	3	4	9	4	3	6	3	6	4	5	2	9	4	7	4	4	6
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 21a:

If you became seriously ill, how confident are you that you would be able to get the most advanced medical care, including medicine, tests and treatment in Bermuda. Are you very confident, somewhat confident, not very confident or not at all confident?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Very confident	18	20	16	7	14	13	22	29	21	14	9	12	21	19	11	22	11	24	39	18	7	26
Somewhat confident	41	38	42	33	35	44	44	44	46	46	34	38	42	40	42	40	43	40	35	44	39	0
Not very confident	27	24	28	42	38	30	18	11	16	27	41	36	22	25	35	24	32	21	11	25	37	28
Not at all confident	9	10	9	17	8	11	9	4	7	10	15	11	8	10	7	8	9	8	5	8	9	46
Don't know/No answer	6	7	5	1	6	1	7	12	9	3	2	4	7	6	5	6	5	6	10	4	8	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 21b:

If you became seriously ill, how confident are you that you would be able to afford the medical care you need. Are you very confident, somewhat confident, not very confident or not at all confident?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Very confident	30	27	31	26	30	34	33	26	26	27	35	28	31	30	30	30	31	22	50	28	27	28
Somewhat confident	46	49	44	48	46	44	47	46	40	50	52	46	46	45	54	43	49	47	48	49	44	0
Not very confident	14	11	16	11	16	15	14	14	18	16	7	16	13	15	11	16	13	15	0	12	17	60
Not at all confident	7	8	7	14	7	5	3	10	11	5	5	9	7	8	4	9	4	11	2	7	10	12
Don't know/No answer	3	5	2	1	2	2	3	5	5	1	2	1	4	3	1	2	3	5	0	4	2	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 21c:

If you became seriously ill, how confident are you that you would get quick access to non-emergency medical care. Are you very confident, somewhat confident, not very confident or not at all confident?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Very confident	26	31	23	24	22	17	33	32	26	22	23	20	29	26	25	28	23	29	44	28	12	36
Somewhat confident	51	48	53	51	57	56	47	45	54	57	52	55	49	50	60	53	50	51	41	54	54	18
Not very confident	12	11	13	16	16	14	8	8	9	16	13	18	9	12	13	10	16	10	0	11	19	12
Not at all confident	4	3	4	7	3	5	4	2	3	1	7	5	3	4	3	3	5	0	8	2	4	28
Don't know/No answer	7	7	7	1	2	9	7	12	8	5	5	2	10	8	0	6	6	10	6	5	12	6
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 22:

And how confident are you that you would be able to pay for care for your parents, grandparents or spouse if they needed to be placed in a nursing home for long-term care? Are you...

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Very confident	11	11	10	9	9	13	13	9	10	8	15	11	11	10	14	11	13	9	23	11	5	6
Somewhat confident	24	22	26	30	30	23	21	20	19	29	26	27	23	24	30	24	23	24	26	25	26	0
Not very confident	31	32	30	34	34	35	33	20	32	36	32	37	27	32	26	33	29	27	25	32	31	22
Not at all confident	17	16	18	20	17	18	22	12	18	18	17	19	16	19	10	16	18	19	2	17	17	50
Don't know/No answer	17	19	16	6	11	11	12	38	21	9	11	6	23	16	21	15	18	20	24	14	20	22
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 23:

Do you or any other member of your household work in the health care sector?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	14	14	15	21	15	17	12	9	14	18	16	21	11	14	15	18	8	10	12	16	10	22
No	85	85	85	77	85	82	88	90	86	82	84	79	88	85	85	82	92	90	86	84	89	78
Refused/No answer	1	1	1	1	0	1	0	1	0	0	0	0	1	0	0	0	0	0	2	0	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 24:

Including yourself, how many people currently live in your household?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
1	16	16	17	10	7	15	16	30	27	18	4	0	25	16	16	14	20	18	23	14	17	34
2	29	31	29	14	18	21	46	44	31	23	28	1	45	30	25	22	39	30	36	29	32	6
3	24	25	23	27	32	25	24	13	18	30	25	31	20	24	24	28	18	21	23	25	20	32
4	20	19	20	28	33	24	7	8	13	18	36	42	7	19	22	24	14	20	11	20	24	12
5	6	5	7	15	8	9	1	0	6	9	4	16	1	6	8	7	5	3	4	7	4	16
6	4	2	4	4	2	2	6	5	4	3	2	9	1	3	5	4	4	6	4	5	2	0
7	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0
8	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	1	0
Refused	0	1	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13
MEAN	2.8	2.8	2.9	3.4	3.2	3.1	2.5	2.2	2.6	2.9	3.1	4.1	2.2	2.8	2.9	3.1	2.6	2.8	2.5	2.9	2.8	2.7
MEDIAN	3.0	3.0	3.0	3.0	3.0	3.0	2.0	2.0	2.0	3.0	3.0	4.0	2.0	3.0	3.0	3.0	2.0	3.0	2.0	3.0	3.0	3.0

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 25a:

And how many in your household are...Under 6 years of age?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
None	82	85	80	59	66	94	94	95	82	78	80	58	100	84	71	77	89	83	84	80	85	91
1	12	14	12	24	25	6	2	4	13	15	12	29	0	12	12	18	5	10	13	13	11	0
2	5	1	8	15	8	0	4	1	5	6	7	12	0	3	16	5	5	7	3	6	5	9
3	0	1	0	2	1	0	0	0	0	1	1	1	0	1	0	0	1	0	0	1	0	0
SAMPLE SIZE (#)	334	117	217	50	83	73	60	68	78	103	95	142	192	285	49	192	110	49	26	214	80	8
MEAN	.2	.2	.3	.6	.4	.1	.1	.1	.2	.3	.3	.6	.0	.2	.4	.3	.2	.2	.2	.3	.2	.2
MEDIAN	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 25b:

And how many in your household are...6 to 12 years of age?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
None	80	80	80	72	66	80	94	89	81	83	70	53	100	80	77	77	84	87	89	79	79	76
1	14	12	15	18	19	16	6	11	12	12	21	33	0	15	12	16	11	11	3	16	12	24
2	5	7	5	9	13	3	0	0	5	4	9	12	0	4	11	6	5	2	8	5	6	0
3	1	1	0	0	1	2	0	0	2	1	0	1	0	1	0	1	0	0	0	0	3	0
SAMPLE SIZE (#)	334	117	217	50	83	73	60	68	78	103	95	142	192	285	49	192	110	49	26	214	80	8
MEAN	.3	.3	.3	.4	.5	.3	.1	.1	.3	.2	.4	.6	.0	.3	.3	.3	.2	.1	.2	.3	.3	.2
MEDIAN	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 25c:

And how many in your household are...13 to 17 years of age?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
None	83	88	80	84	78	67	91	96	90	82	78	59	100	83	80	80	86	83	90	81	87	57
1	13	9	15	11	16	23	8	4	9	12	17	30	0	13	13	15	9	15	10	15	7	33
2	4	3	5	5	6	9	1	0	2	5	3	10	0	4	7	5	4	2	0	4	6	9
3	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0
SAMPLE SIZE (#)	334	117	217	50	83	73	60	68	78	103	95	142	192	285	49	192	110	49	26	214	80	8
MEAN	.2	.1	.3	.2	.3	.4	.1	.0	.1	.2	.3	.5	.0	.2	.3	.2	.2	.2	.1	.2	.2	.5
MEDIAN	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0	.0

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 25d:

And how many in your household are...18 years of age or older?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
1	2	0	3	2	5	2	1	0	2	3	2	5	0	2	3	2	1	0	0	2	3	0
2	63	63	62	64	76	48	58	64	57	57	76	64	61	60	77	55	75	56	65	63	61	46
3	24	23	25	20	14	32	30	27	29	28	14	22	26	26	14	30	16	31	25	23	27	45
4	9	14	7	14	5	13	9	7	11	10	7	8	10	10	4	12	6	11	10	9	9	9
5	1	0	2	0	0	5	0	0	0	1	1	1	1	1	2	1	2	0	0	1	0	0
6	1	0	1	0	0	0	1	2	2	1	0	0	1	1	0	1	1	3	0	1	0	0
SAMPLE SIZE (#)	334	117	217	50	83	73	60	68	78	103	95	142	192	285	49	192	110	49	26	214	80	8
MEAN	2.5	2.5	2.4	2.5	2.2	2.7	2.5	2.5	2.6	2.5	2.3	2.4	2.5	2.5	2.2	2.6	2.4	2.6	2.4	2.5	2.4	2.6
MEDIAN	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	3.0

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 26:

Are you Bermudian?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU-DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50-\$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	85	86	84	77	69	90	87	98	90	91	72	79	88	100	0	94	74	82	77	86	86	88
No	15	13	16	22	31	9	13	2	10	9	28	21	11	0	100	6	26	18	23	14	13	12
Refused/No answer	0	1	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 27:

Which of the following broad categories best describes your total household income last year?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU-DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50-\$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Up to \$35,000	13	10	14	8	2	8	20	25	48	0	0	5	17	14	7	15	9	11	22	11	14	16
Between \$35,000, and \$50,000	14	18	12	13	18	12	11	14	52	0	0	12	15	14	11	17	10	15	7	12	18	28
Between \$50,000, and \$75,000	18	15	19	27	12	22	24	9	0	58	0	18	18	19	11	18	19	21	12	20	17	0
Between \$75,000, and \$100,000	13	14	13	19	17	11	11	9	0	42	0	15	12	14	7	13	14	7	11	16	8	0
\$100,000 or more	25	28	23	18	46	33	18	6	0	0	100	37	18	21	47	18	38	20	28	25	23	24
Refused	6	5	7	0	2	6	8	14	0	0	0	2	9	7	5	6	5	7	5	5	10	10
Don't know/No answer	11	10	12	15	3	7	8	22	0	0	0	10	12	11	11	13	7	19	16	10	10	22
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

**MINISTRY OF HEALTH AND FAMILY SERVICES
- 2005 PUBLIC PERCEPTION STUDY -**

TABLE 28:

Do you have a long-standing health problem or disability that affects your day-to-day activities?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Yes	15	14	16	7	5	14	21	25	14	14	12	12	17	15	18	12	20	100	22	16	12	12
No	84	85	84	91	95	85	79	73	86	86	88	88	82	85	82	88	80	0	76	84	87	88
Refused/No answer	1	1	1	1	0	1	0	2	0	0	0	0	1	0	0	0	1	0	2	1	1	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13

TABLE 29:

Which of the following best describes your race? Would it be...?

	BERMUDA OVERALL %	GENDER		AGE					HOUSEHOLD INCOME			HOUSEHOLD COMPOSITION		BERMU -DIAN?		RACE		LONG STANDING HEALTH PROBLEMS	QUALITY OF HEALTH CARE			
		-M-	-F-	18-34	35-44	45-54	55-64	65+	L.T. \$50K	\$50- \$100K	\$100K plus	Children (< 18yrs.)	No Children	Yes	No	Black	White		Excellent	Good	Only Fair	Poor
Black	56	58	54	62	57	56	55	51	67	55	40	66	50	61	24	100	0	44	51	54	63	39
White	34	33	35	25	33	34	39	38	24	36	52	26	39	30	61	0	100	45	32	38	23	61
Mixed	3	3	3	4	6	1	2	3	2	5	3	2	4	3	1	0	0	4	7	2	3	0
Asian	1	1	1	3	2	0	1	0	3	0	1	1	1	0	7	0	0	0	2	1	2	0
Refused/No answer	6	5	7	6	3	10	2	8	3	5	5	5	7	5	7	0	0	7	7	5	9	0
SAMPLE SIZE (#)	401	140	261	57	89	86	71	98	107	125	99	142	259	340	59	223	138	61	34	250	97	13