

Experiences and Impact Survey

Voices of Albertans, May-June 2020

Themes

- Background
- Highlights
- Opinions on public health actions
- Help lines
- Virtual healthcare
- Social connections

- <u>COVID-19 information</u> <u>sources</u>
- Mental health resources
- Healthcare usage & visitation
- Challenges
- Alcohol & cannabis use
- Health status



Background

- Survey open to all Albertans ages 16+
- 11,149 Albertans responded
- May 25, 2020 June 29, 2020
- Data weighted to represent Albertans on age, gender, and Alberta Health Services Zone



Background

- Survey offered online
- Promoted via links on social media, news media, online advertising, and the HQCA website
- Invitations to participate sent directly to over 15,000 Albertans from several email lists



Background

The survey was developed by the HQCA in consultation with the HQCA's Patient & Family Advisory Committee and external partners.

- Alberta Health
 - Chief Medical Officer of Health
 - Health Standards, Quality and Performance
 - Addiction and Mental Health
 - Continuing Care
- British Columbia Office of Patient-Centred Measurement
- Alberta PROMs and EQ-5D Research and Support Unit (APERSU)

COVID-19



Overall, most Albertans (52%) think the COVID-19 restrictions struck a good balance

Slightly fewer (41%) thought the pace of lifting of restrictions struck a good balance



Highlights

- Updates from Chief Medical Officer of Health Dr. Deena Hinshaw are the most trusted source of COVID-19 information (+72 point net trustworthiness)
- Alberta Health Services website was also well-regarded (+71 net trustworthiness)
- Social media is most distrusted source of information (-64 net trustworthiness)

COVID-19



Nearly three-quarters of Albertans (70%) feel more stressed out since the beginning of the pandemic

Over half (58%) are not staying as socially connected to friends and family as they were before the pandemic





Almost one-third of Albertans (30%) have delayed seeking healthcare during the pandemic

Of those, over one-in-five (22%) said delaying their healthcare affected their health greatly or quite a bit



Albertans were more likely to say <u>restrictions</u> went too far if they...

- Feel well-protected from COVID-19
- Have been negatively impacted by restrictions on visiting people in healthcare facilities
- Are under 35 years, and report their mental and physical health to be worse during the pandemic

COVID-19

Albertans were more likely to say <u>restrictions</u> went too far if they...

- Identify as a man, and are aged 35-54
- Are over 35, and check for news about COVID-19 less frequently than others
- Are over 55, and live in a rural area
- Don't have a chronic condition that may put them at additional risk if they contract COVID-19

Albertans were more likely to say <u>restrictions</u> are being lifted too quickly if they...

- Identify as a woman
- Don't feel well-protected from COVID-19
- Were not negatively affected by restrictions on visiting people in healthcare facilities
- Were well-connected virtually to friends and family

COVID-19

Albertans were more likely to say <u>restrictions</u> are being lifted too quickly if they...

- Report having a chronic condition, especially if they are over 35 years
- Check the news about COVID-19 frequently, especially if they are over 35
- Are under 35 and have health problems, if those health problems had not become worse during the pandemic
 COVID-19

Understanding the perspectives – Visitation

Albertans were more likely to say restrictions on visiting people in healthcare facilities should be relaxed if they...

- Have been negatively impacted by restrictions
- Feel well-protected from COVID-19
- Are not well-connected virtually to family and friends
- Are over age 55, and live in a rural area

COVID-19

Understanding the perspectives – Visitation

Albertans were more likely to say restrictions on visiting people in healthcare facilities should be relaxed if they...

- Check the news about COVID-19 less frequently, especially over age 35
- Are under age 35, have few health problems, but their mental and physical health has worsened during the pandemic



Understanding the perspectives – Virtual healthcare

Albertans were more likely to say virtual healthcare visits would be a good option for them if they...

- Had a positive experience in their most recent virtual visit
- Have a higher socioeconomic status
- Live in a metro or urban area
- Are retired
- Feel less well protected from contracting COVID-19
- Are at extra risk from a chronic condition

COVID-19

Understanding the perspectives – Virtual healthcare

Albertans were more likely to have a positive virtual healthcare visit if they...

- Said it was easy to participate in their most recent virtual healthcare visit
- Said the advice they received was helpful
- Have a regular family doctor
- Have experienced better mental and physical health during the COVID-19 pandemic

COVID-19

Understanding the perspectives – Safety

Albertans were more likely feel safe during an in-person healthcare visit if they...

- Feel well-protected from contracting COVID-19
- Have not been negatively impacted by delayed healthcare
- Have a regular family doctor
- Have experienced better mental and physical health during the COVID-19 pandemic

COVID-19

Understanding the perspectives – Cannabis use

Albertans were more likely to increase their use of cannabis during the pandemic if they...

Have been negatively impacted by delaying accessing healthcare



Understanding the perspectives – Alcohol use

- Albertans were more likely to increase their use of alcohol during the pandemic if they...
- Live in a rural area
- Identify as a man
- Have health problems
- Experience sleeping difficulties
- Have not been able to properly grieve for a family member or friend who died

COVID-19

There are **differences among some of the Alberta Health Services Zones** on specific questions. Here are a few examples...

CENTRAL ZONE

31% felt very well protected from being infected by COVID-19.

28% say delaying seeking help for a medical problem because of COVID-19 greatly affected their health.

86% had a virtual healthcare visit recently.

CALGARY ZONE

20% felt very well protected from being infected by COVID-19.

7% say delaying seeking help for a medical problem because of COVID-19 greatly affected their health.

90% had a virtual healthcare visit recently.

NORTH ZONE

21% felt very well protected from being infected by COVID-19.

6% say delaying seeking help for a medical problem because of COVID-19 greatly affected their health.

77% had a virtual healthcare visit recently.

EDMONTON ZONE

18% felt very well protected from being infected by COVID-19.

6% say delaying seeking help for a medical problem because of COVID-19 greatly affected their health.

87% had a virtual healthcare visit recently.

SOUTH ZONE

24% felt very well protected from being infected by COVID-19.

3% say delaying seeking help for a medical problem because of COVID-19 greatly affected their health.

88% had a virtual healthcare visit recently.



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Experiences and Impact Survey

/ID-19



Experiences and Impact Survey

Opinions on Public Health Actions



Most Albertans (65%) feel well protected from contracting COVID-19

 More Albertans (52%) said COVID-19related restrictions struck a good balance; 41% felt the pace of lifting restrictions struck a good balance



Key findings

- Opinions changed on the restrictions during the survey:
 - Increasing numbers of Albertans believed the restrictions should have gone further, and the pace of lifting of restrictions was going too fast.





From June 10 onwards, an increasing proportion of Albertans felt the phased approach was moving too fast

From June 22 onwards, an increasing proportion of Albertans felt the restrictions didn't go far enough

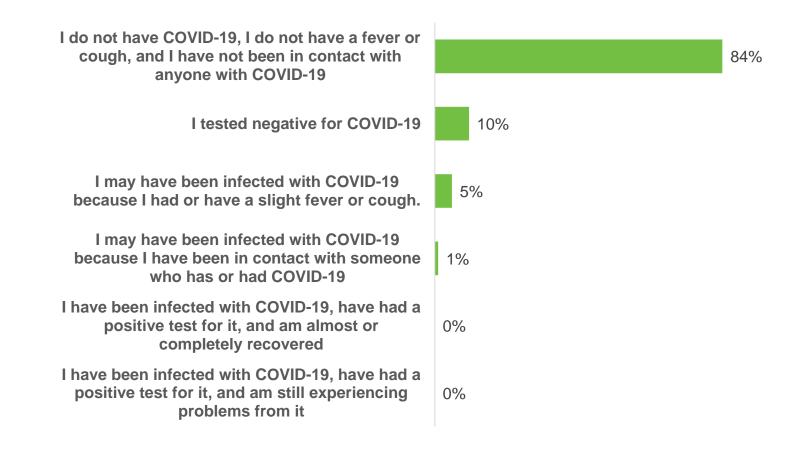




Experiences and Impact Survey

Opinions on Public Health Actions Question Level Results

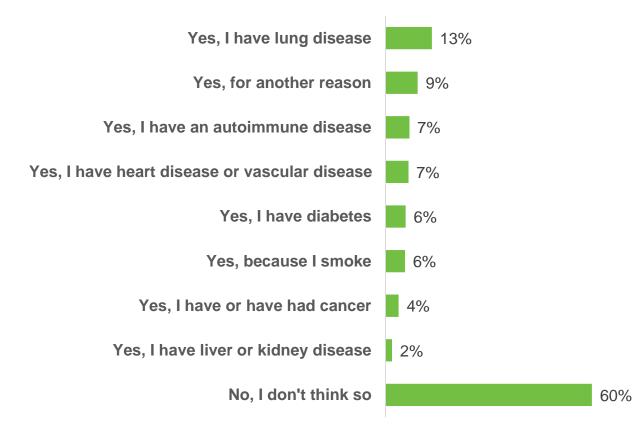
Which of the options below reflects your current situation best?



COVID-19

Base: All respondents (N=11,149). Bars represent percentage of respondents.

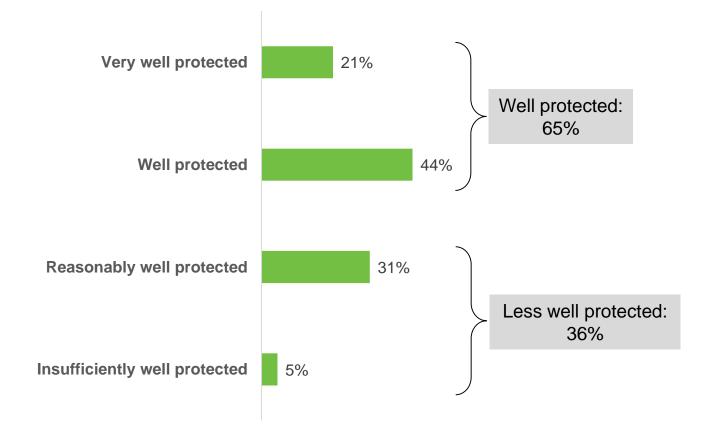
If you were to get COVID-19, do you think you are at extra risk of having severe complications, regardless of your age?



Base: All respondents (N=11,149). Multiple responses allowed. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.



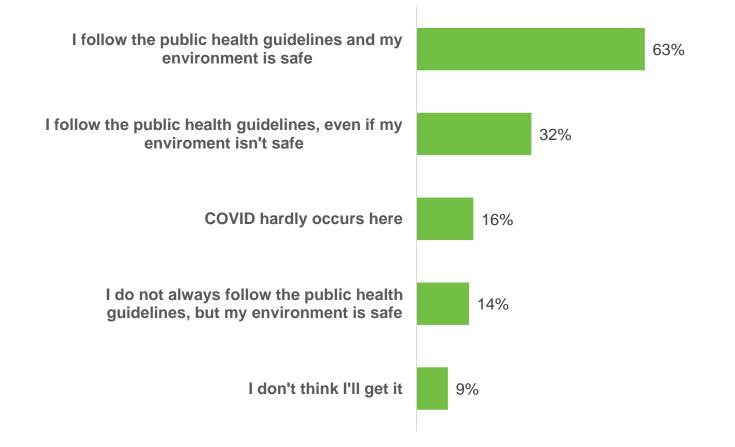
To what degree do you feel well protected from being infected by COVID-19?



Base: All respondents (N=11,148). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.

COVID-19

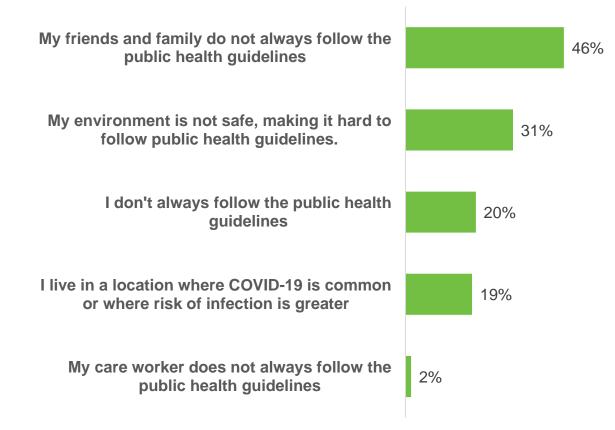
Why do you feel well protected?



Base: Respondents who said they feel well protected or very well protected (N=7,016). Multiple responses allowed. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.



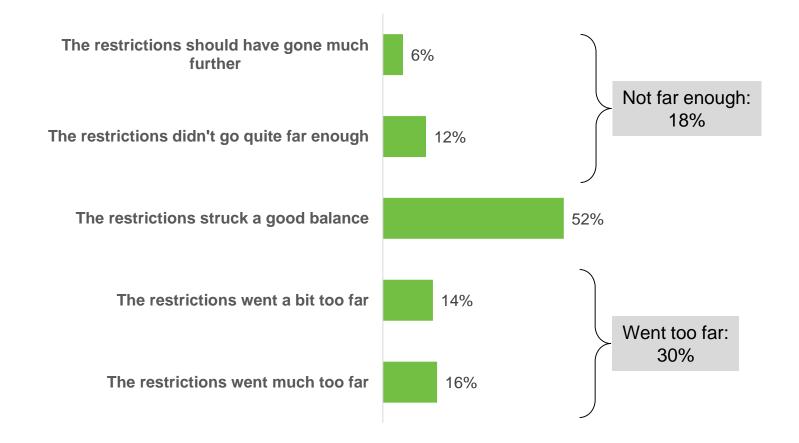
Why don't you feel well protected?



Base: Respondents who said they feel reasonably well protected or insufficiently well protected (N=4,132). Multiple responses allowed. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.



Do you think the restrictions in place prior to May 1, 2020 went too far, not far enough, or struck a good balance?



COVID-19

Base: All respondents (N=11, 196). Bars represent percentage of respondents.

Changing opinions on COVID-19 restrictions: *The restrictions went too far* vs. *The restrictions didn't go far enough*, five-day rolling average percentage

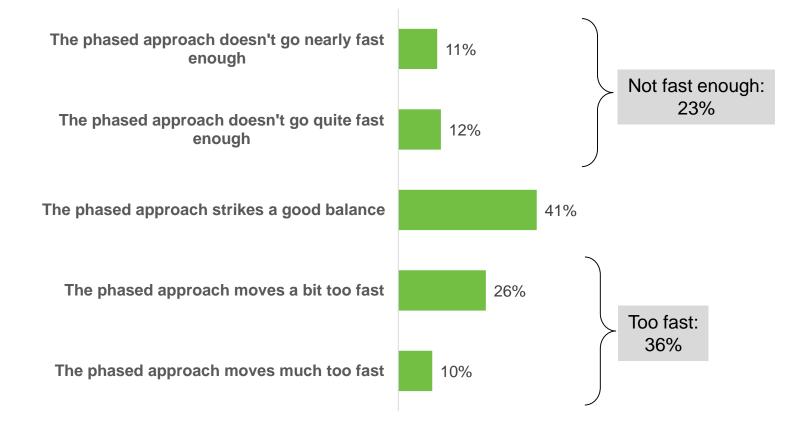


COVID-19

Experiences and Impact Survey

Base: All respondents (N=11, 196).

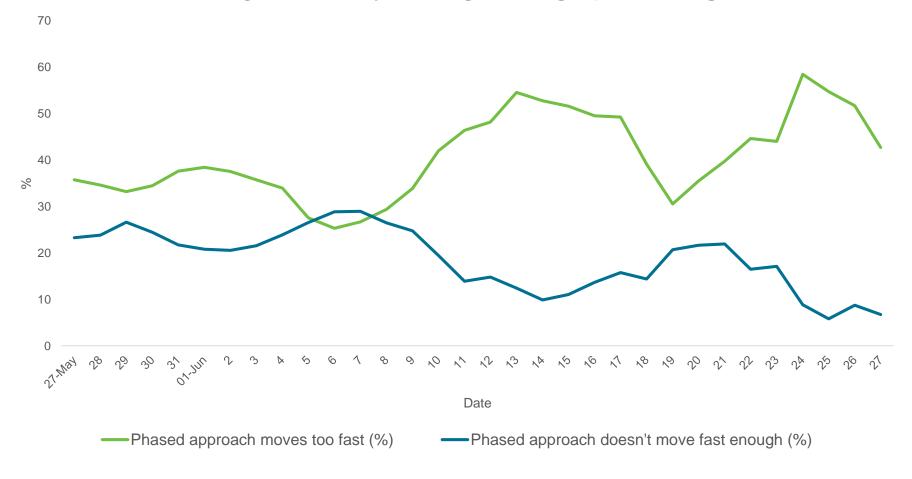
To what extent do you feel the phased approach to lifting restrictions moves too quickly, not quickly enough, or strikes a good balance?



COVID-19

Base: All respondents (N=11,180). Bars represent percentage of respondents.

Changing opinions on the removal of COVID-19 restrictions: phased approach moves too fast vs. phased approach doesn't move fast enough, five-day rolling average percentage



COVID-19

Base: All respondents (N=11, 196).



Experiences and Impact Survey

Help lines

- Over one-third of Albertans (38%) called Health Link
- Over two-thirds (68%) were satisfied with Health Link
- For those who weren't satisfied, the most common reasons were no one answered their call (43%), and the advice wasn't helpful (27%)



- 2% of Albertans called the Community and Social Services Help Line
- Almost two-thirds (64%) were satisfied with the Community and Social Services Help Line
- For those who weren't satisfied, the most common reasons were that the advice wasn't helpful (79%), and they didn't understand my question (59%)

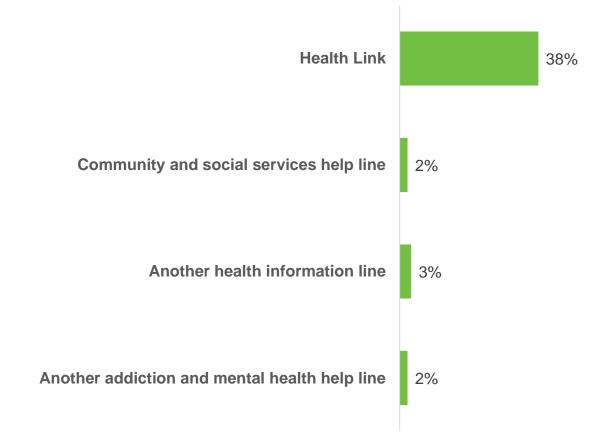




Experiences and Impact Survey

Help Lines Question Level Results

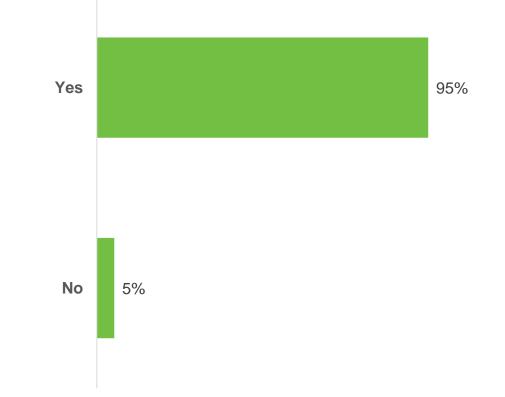
Have you ever called any of the following help lines?



Base: All respondents (N=11,196). Multiple responses allowed. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.



Were you aware of Health Link before the COVID-19 pandemic?

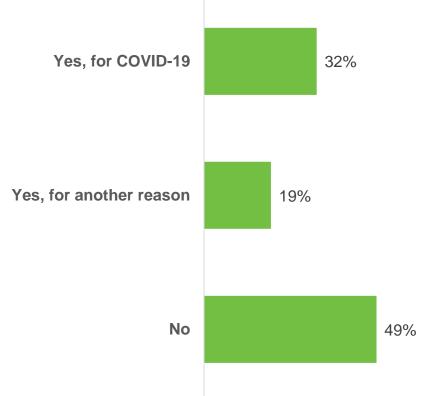


Base: Respondents who have called Health Link (N=4,360). Bars represent percentage of respondents

Experiences and Impact Survey

COVID-19

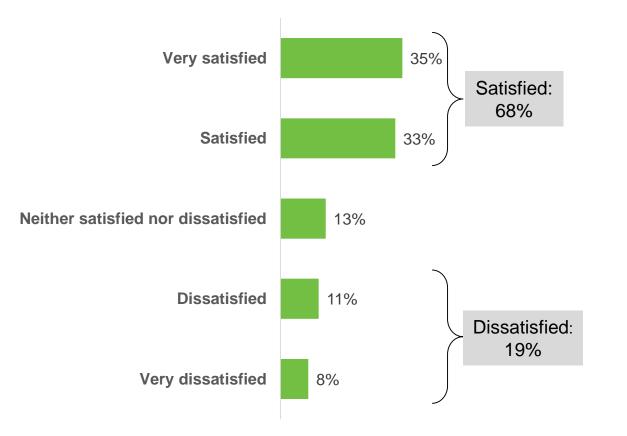
Have you called Health Link since the COVID-19 pandemic started?



COVID-19

Base: Respondents who have called Health Link (N=4,360). Bars represent percentage of respondents

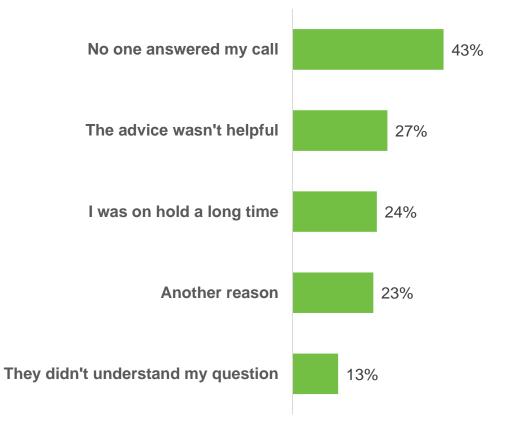
To what degree were you satisfied or dissatisfied with your experience with Health Link?



COVID-19

Base: Respondents who have called Health Link (N=4,360). Bars represent percentage of respondents

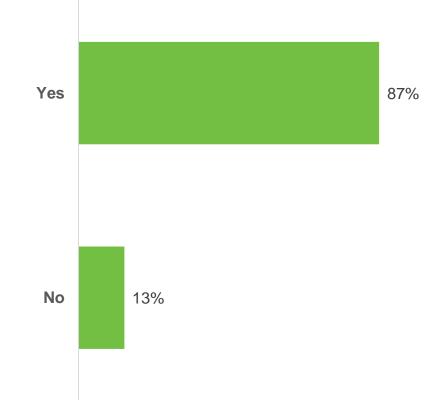
Why weren't you satisfied with your experience with Health Link?



Base: Respondents who were dissatisfied with their Health Link experience (N=396). Multiple responses permitted. Bars represent percentage of respondents choosing that response.



Were you aware of the Community and Social Services Help Line before the COVID-19 pandemic?

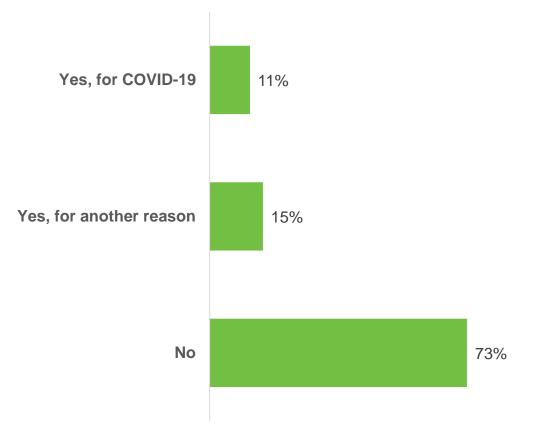


Base: Respondents who have called the CSS Help Line (N=237). Bars represent percentage of respondents

Experiences and Impact Survey

COVID-19

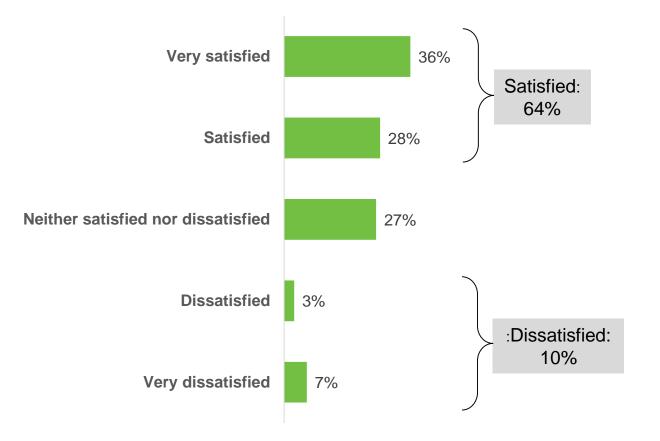
Have you called the Community and Social Services Help Line since the COVID-19 pandemic started?



Base: Respondents who have called the CSS Help Line (N=236). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.



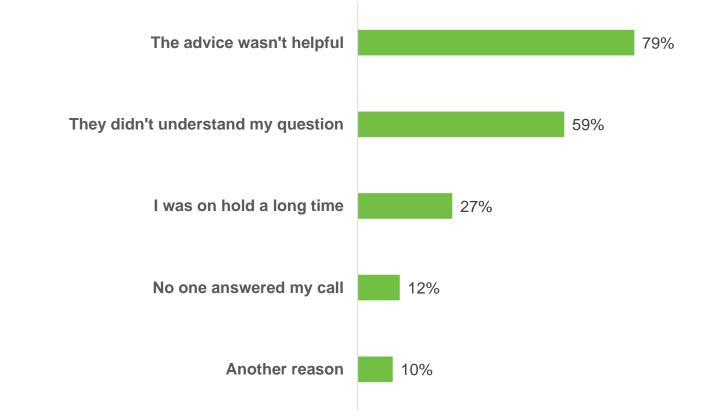
To what degree were you satisfied or dissatisfied with your experience with the Community and Social Services Help Line?



Base: Respondents who have called the CSS Help Line since pandemic began (N=56). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.



Why weren't you satisfied with your experience with the Community and Social Services Help Line?



Base: Respondents who were dissatisfied with their CSS Help Line experience (N=9). Multiple responses permitted. COVID-19 Bars represent percentage of respondents choosing that response. Totals may not equal 100%.



COVID-19 Experiences and Impact Survey

Virtual healthcare

Just under half of Albertans (46%) had a recent virtual healthcare visit:

- Telephone (37%)
- Video call (5%)
- Email (4%)
- Most of those found it easy (32%) or very easy (45%) to participate in virtual visits

COVID-19

Most Albertans (90%) did not have any technical difficulties with their virtual visit

A large majority (92%) did not have any privacy concerns related to their virtual visit



Three-quarters of Albertans (74%) said the advice received in their virtual visit was helpful

Nearly two-thirds of Albertans (62%) said virtual visits would probably or definitely be a good choice for them in the future

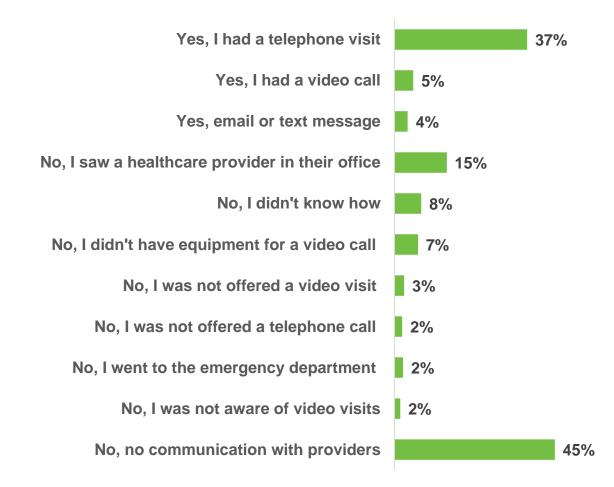




Experiences and Impact Survey

Virtual Healthcare Question Level Results

Have you had a recent virtual healthcare visit with a provider for any health concern?



Base: All respondents (N=11, 196). Multiple responses permitted. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.



Was your most recent virtual healthcare visit with ...?

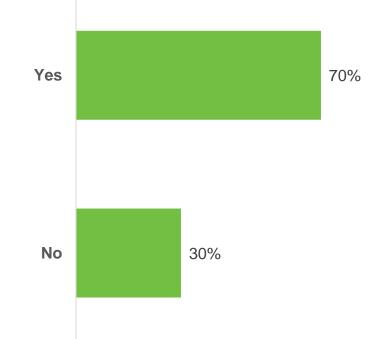


Base: Respondents who had a virtual visit (N=4,964). Bars represent percentage of respondents.

Experiences and Impact Survey

COVID-19

Was this the first time you received care advice through a virtual healthcare visit?

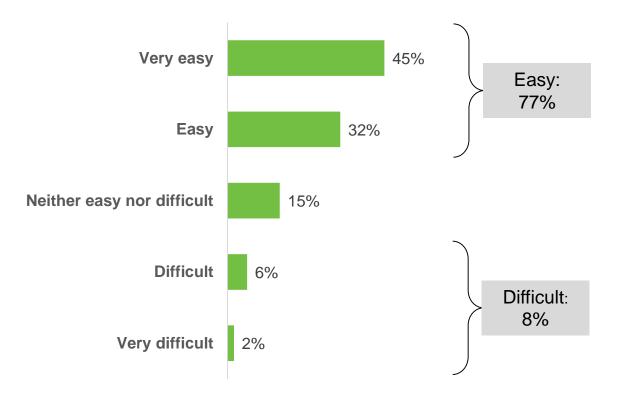


Base: Respondents who had a virtual visit (N=4,950). Bars represent percentage of respondents.

Experiences and Impact Survey

COVID-19

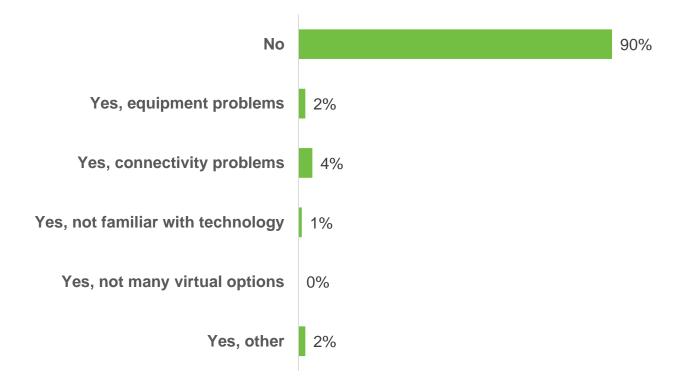
Overall, how easy or difficult was it for you to participate in your virtual healthcare visit?



COVID-19

Base: Respondents who had a virtual visit (N=4,956). Bars represent percentage of respondents.

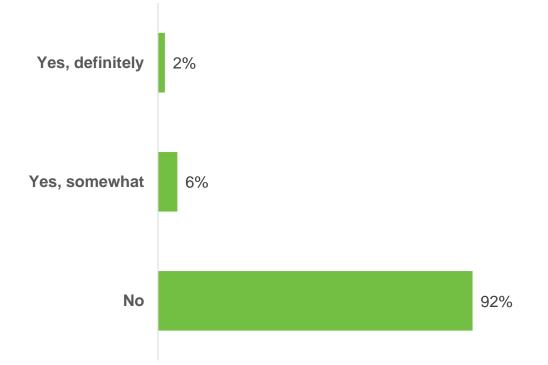
Did you have any technical problems during your virtual healthcare visit?



Base: Respondents who had a virtual visit (N=4,964). Multiple responses permitted. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.

COVID-19

Did you have any privacy concerns related to your virtual healthcare visit?

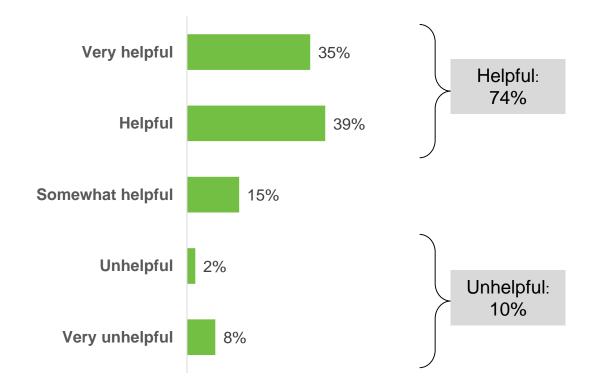


Base: Respondents who had a virtual visit (N=4,955). Bars represent percentage of respondents.

Experiences and Impact Survey

COVID-19

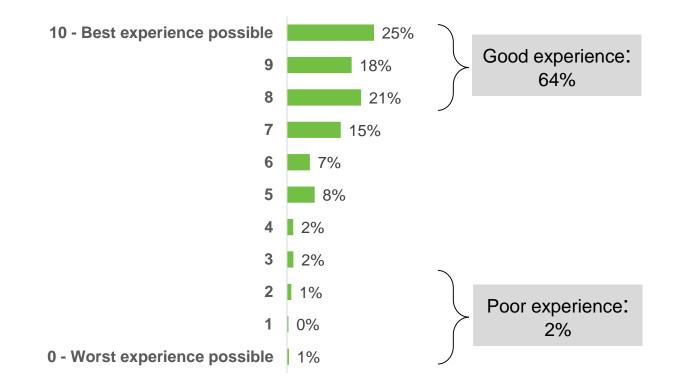
Was the care advice you received during your recent virtual healthcare visit helpful to you?



COVID-19

Base: Respondents who had a virtual visit (N=4,954). Bars represent percentage of respondents.

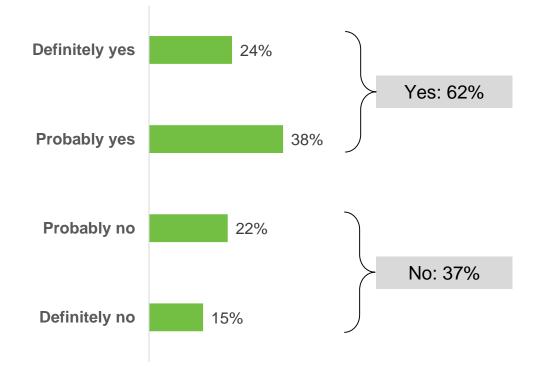
Using any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible, overall, how would you rate your experience with your most recent virtual healthcare visit?



COVID-19

Base: Respondents who had a virtual visit (N=4,954). Bars represent percentage of respondents.

Do you think virtual healthcare visits could be a good alternative to in-person visits for you personally in the future?



Base: All respondents (N=10,830). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.

COVID-19



Experiences and Impact Survey

Social connections

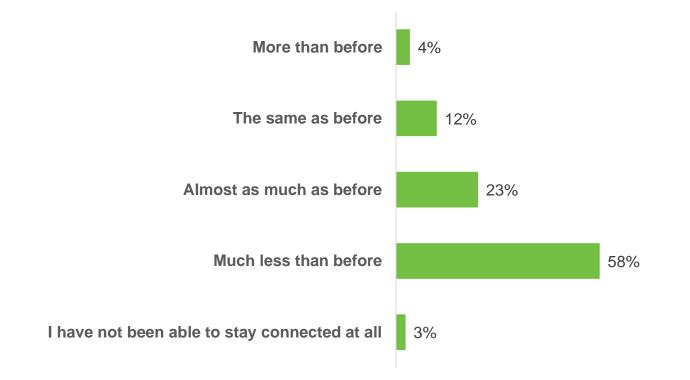
- Most Albertans (58%) are not staying as socially connected to their family and friends as they were before the pandemic
- 3% of Albertans are not staying socially connected at all
- The most common ways of staying connecting include text messaging (77%), phone calls (73%), and video calls (65%)



Experiences and Impact Survey

Social Connections Question Level Results

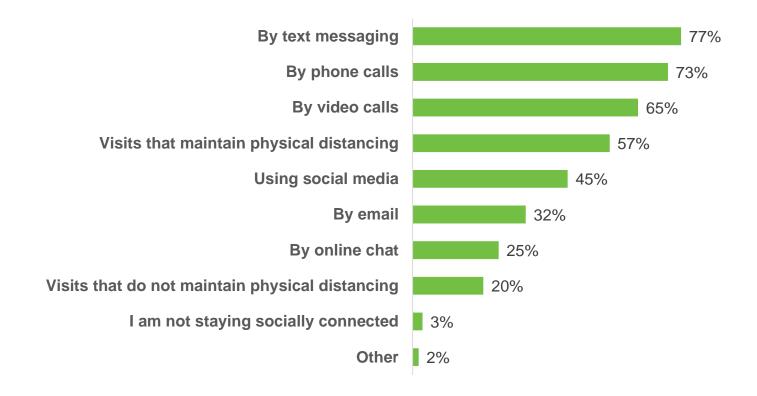
Have you been able to stay socially connected with your family and friends as much as you did before the COVID-19 pandemic?



Base: All respondents (N=10,703). Bars represent percentage of respondents.

COVID-19

How are you staying socially connected with family and friends not living in your own home during the COVID-19 pandemic?



Base: All respondents (N=11,196). Multiple responses permitted. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.





COVID-19 Experiences and Impact Survey COVID-19 Information Sources

- Updates from the Chief Medical Officer of Health is the most commonly cited source of COVID-19 information (75%)
- News websites/apps (66%), Alberta Health Services website (61%), and TV/radio (60%) were also very common



- Information from healthcare providers were the least common sources:
 - Primary care physicians (7%)
 - Pharmacists (5%) and
 - Hospitals (2%)
- Trust is highest in Dr. Hinshaw's updates (+72 net trust) and the AHS website (+71)
- Trust is lowest in social media (-64 net trust) and family/friends (-20)

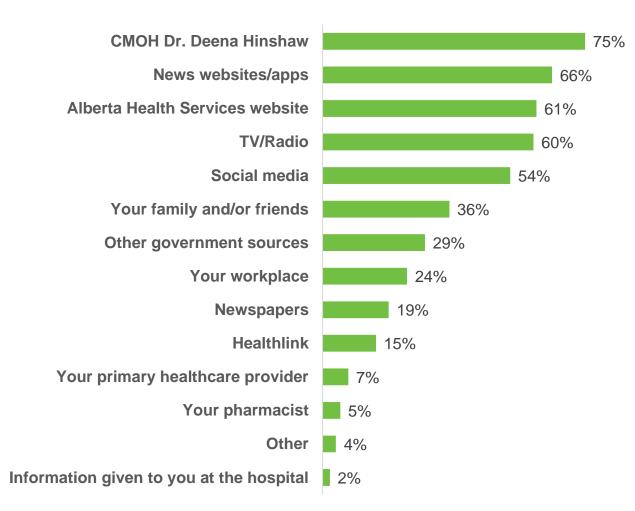
COVID-19



Experiences and Impact Survey

COVID-19 Information Sources Question Level Results

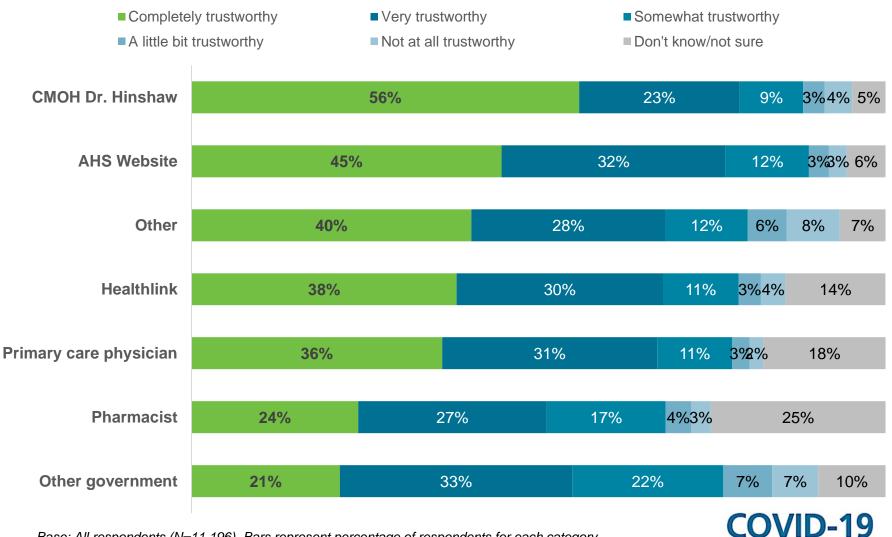
What have been your sources of information about COVID-19?



Base: All respondents (N=11,196). Multiple responses permitted. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.

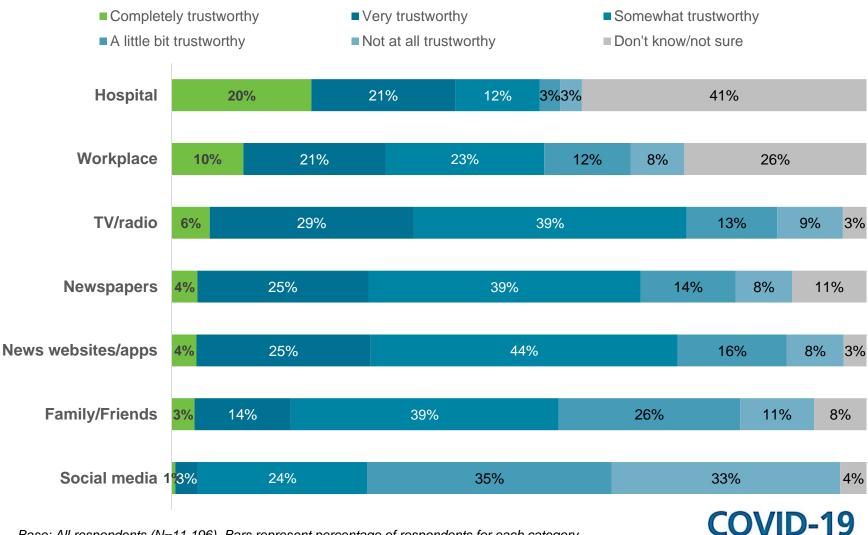


For each of the following sources of information on COVID-19 please indicate how trustworthy you think they are, using a scale from 1 to 5, where 1 is "Not at all trustworthy," and 5 is "Completely trustworthy"



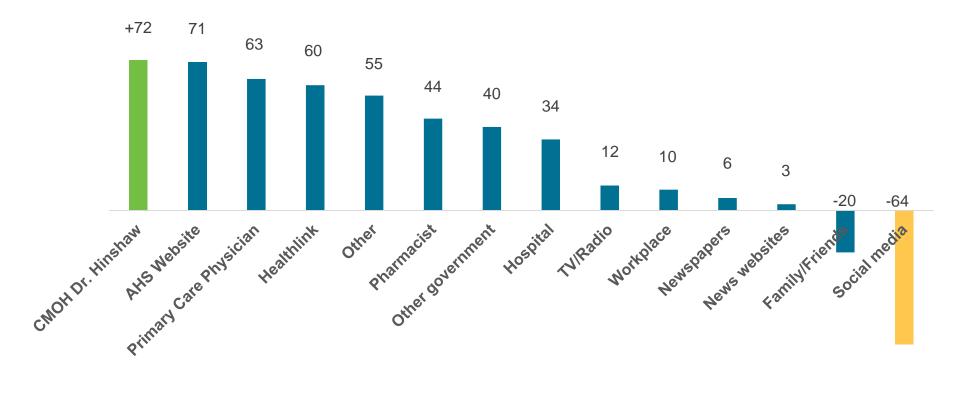
Base: All respondents (N=11,196). Bars represent percentage of respondents for each category.

For each of the following sources of information on COVID-19 please indicate how trustworthy you think they are, using a scale from 1 to 5, where 1 is "Not at all trustworthy," and 5 is "Completely trustworthy"



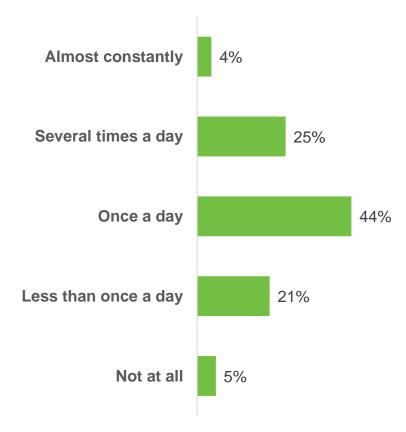
Base: All respondents (N=11,196). Bars represent percentage of respondents for each category.

Net trustworthiness of COVID-19 information sources



Base: All respondents (N=11,196). Bars represent sum of "completely trustworthy" + "very trustworthy" less the sum of "a little bit trustworthy" + "not at all trustworthy. Excludes "somewhat trustworthy" and "don't know/not sure".

In the past week, how often did you check for news about the COVID-19 pandemic?



Base: All respondents (N=10,329). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.





Experiences and Impact Survey

Mental health resources

- Nearly three-quarters of Albertans (72%) have experienced stress, anxiety, or depression due to the pandemic
- 19% of those Albertans found help from online resources
- About half (48%) of Albertans are satisfied with their life today

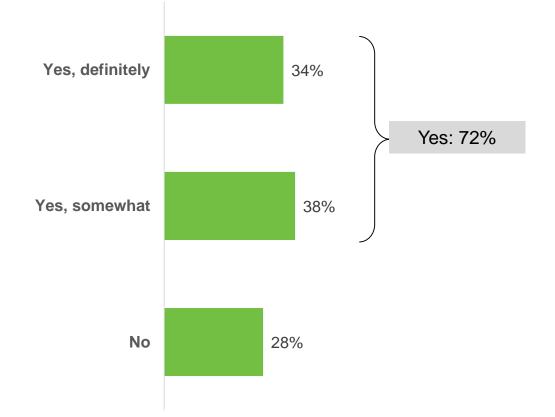




Experiences and Impact Survey

Mental Health Resources Question Level Results

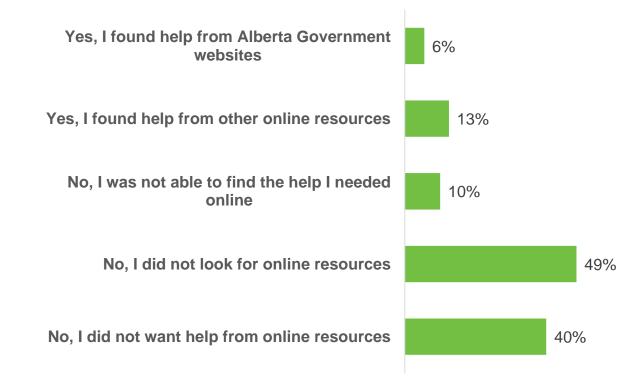
Have you felt stress, anxiety, or depression related to the COVID-19 pandemic which you found difficult to cope with?



Base: All respondents (N=10,294). Bars represent percentage of respondents.

COVID-19

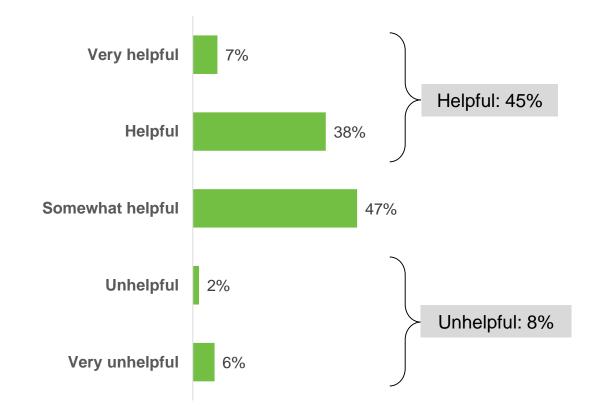
When you felt stress, anxiety, or depression related to the COVID-19 pandemic, were you able to find help from online resources or other websites supported by the Alberta government?



Base: Respondents who felt stress, anxiety, or depression related to COVID-19 (N=7,395). Multiple responses permitted. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.



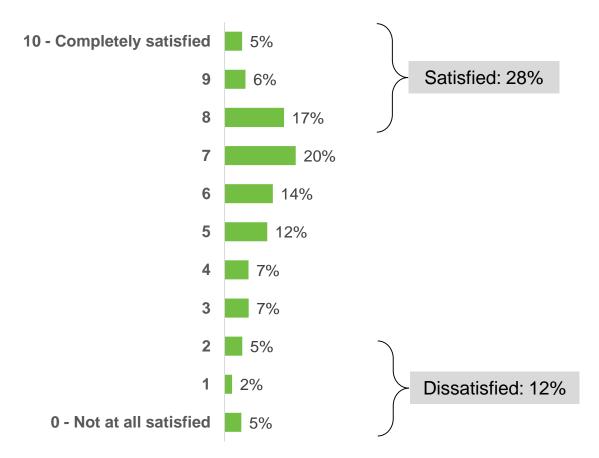
Was the help you received from these online resources helpful to you?



COVID-19

Base: Respondents who received help from online resources (N=1,280). Bars represent percentage of respondents.

Using any number from 0 to 10, where 0 is not at all satisfied and 10 is completely satisfied, how satisfied are you with your life today?



COVID-19

Base: All respondents (N=10,253). Bars represent percentage of respondents.



COVID-19 Experiences and Impact Survey Healthcare usage and visitation

- Almost one-third of Albertans (30%) have delayed seeking healthcare during the pandemic
- Of those, over one-in-five (22%) said delaying their healthcare affected their health greatly or quite a bit



- Nearly three-quarters of Albertans (72%) say that restrictions on visiting care facilities has affected them
- Over half of Albertans (52%) feel that the visitation restrictions strike a good balance



Of people who have used in-person healthcare services since the beginning of the pandemic, the vast majority (91%) felt healthcare providers were keeping them and others safe from contracting COVID-19

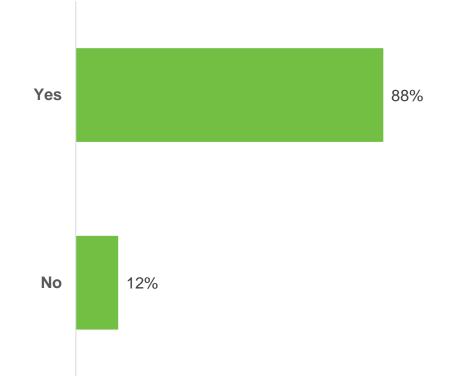




Experiences and Impact Survey

Healthcare Usage and Visitation Question Level Results

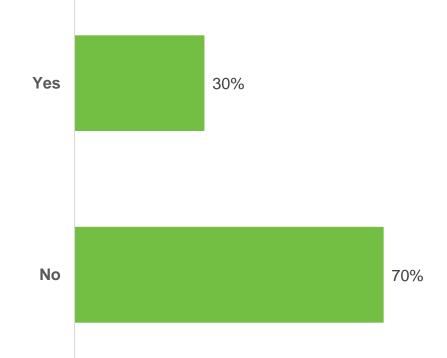
Do you currently have a regular family doctor you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?



Base: All respondents (N=11,064). Bars represent percentage of respondents.

COVID-19

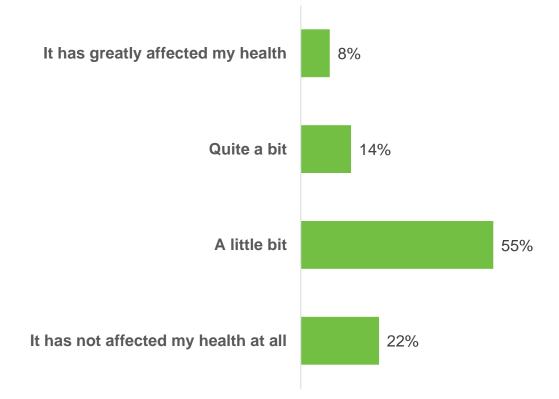
Have you delayed seeking help for a medical problem because you thought the healthcare system was overwhelmed?



Base: All respondents (N=10,243). Bars represent percentage of respondents.

COVID-19

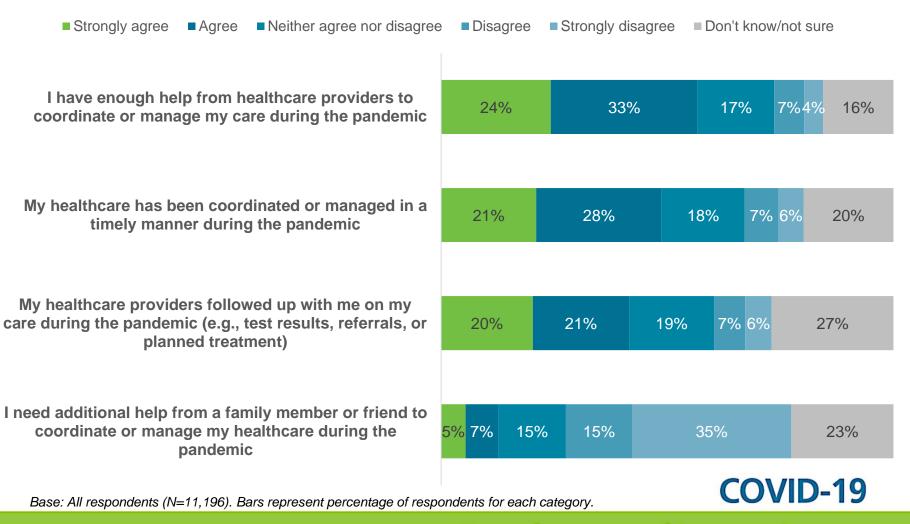
How much has delaying your healthcare affected your health?



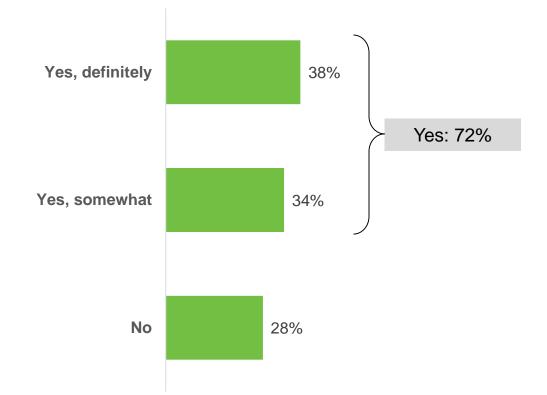
Base: Respondents who delayed their healthcare during the pandemic (N=3,068). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.



For each of the following statements please indicate your level of agreement, where 1 means "strongly disagree" and 5 means "strongly agree"



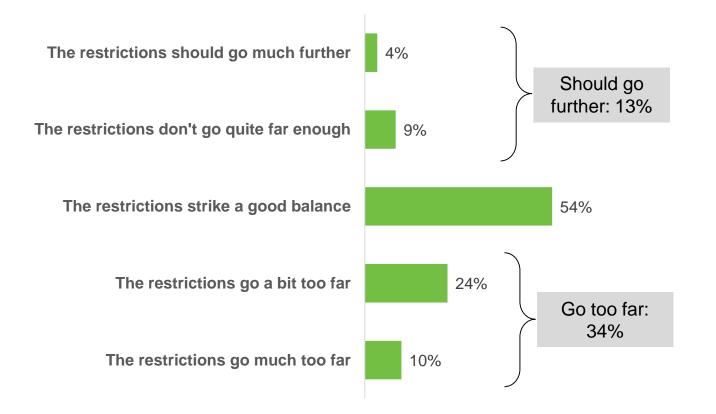
Have the restrictions on visiting family members and friends impacted you negatively?



Base: All respondents (N=9,987). Bars represent percentage of respondents.

COVID-19

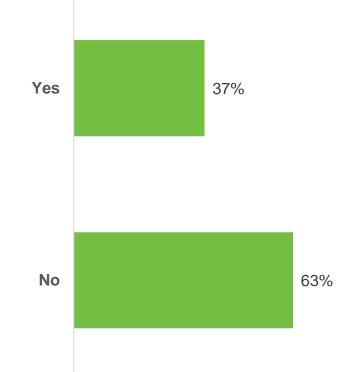
To what extent do you think the visitation restrictions for people in healthcare facilities strike a good balance?



Base: All respondents (N=9,900). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.



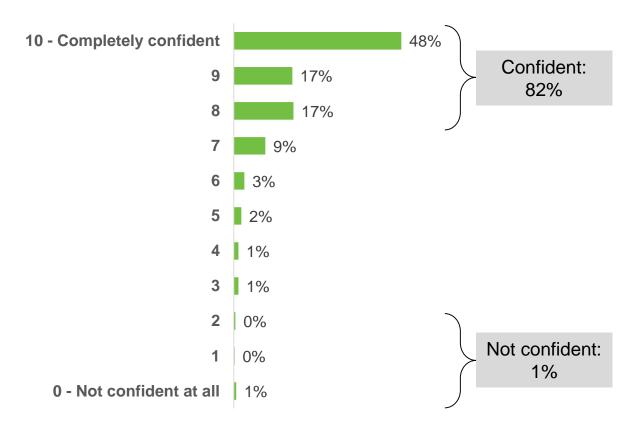
Have you used any healthcare services in-person since the start of the COVID-19 pandemic?



Base: All respondents (N=10,007). Bars represent percentage of respondents.

COVID-19

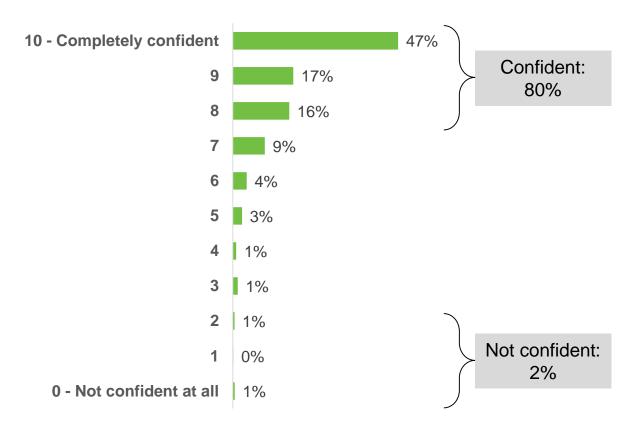
How confident were you that your healthcare providers were taking steps to keep <u>you</u> from contracting COVID-19 during your most recent use of the healthcare system?



Base: Respondents who used in-person healthcare services (N=3,879). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.



How confident were you that your healthcare providers were taking steps to keep <u>others</u> from contracting COVID-19 during your most recent use of the healthcare system?



Base: Respondents who used in-person healthcare services (N=3,873). Bars represent percentage of respondents.

Experiences and Impact Survey

COVID-19



Experiences and Impact Survey

Challenges

- Nearly three-quarters of Albertans (70%) report feeling more stressed out during the pandemic
- Other challenges and struggles commonly faced include maintaining relationships (50%), difficulty sleeping (48%), inability to exercise as normal (48%), and loneliness (46%)

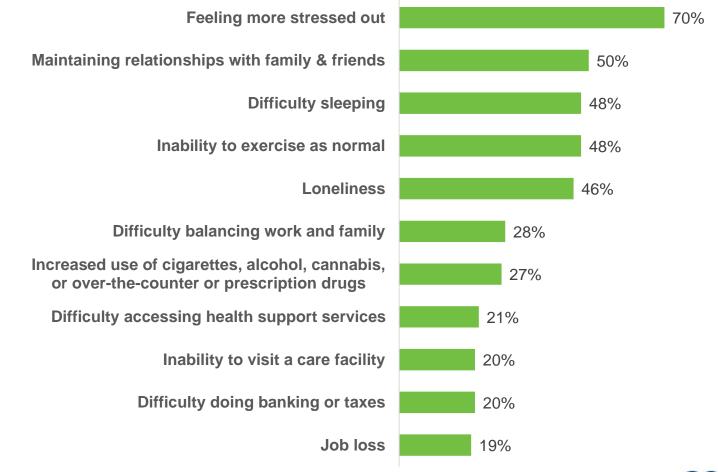




Experiences and Impact Survey

Challenges Question Level Results

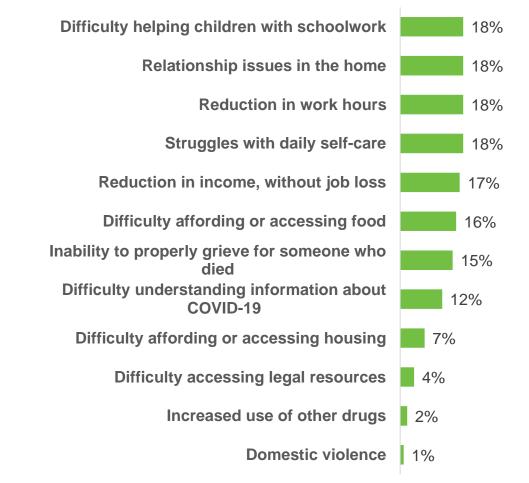
Below are some challenges and struggles someone might face during the COVID-19 pandemic. Which, if any, of these situations have you personally faced?



Base: All respondents (N=11,196). Multiple responses permitted. Bars represent percentage of respondents selecting that response. Totals may not equal 100%.

COVID-19

Below are some challenges and struggles someone might face during the COVID-19 pandemic. Which, if any, of these situations have you personally faced? *Continued*



Base: All respondents (N=11,196). Multiple responses permitted. Bars represent percentage of respondents selecting that response. Totals may not equal 100%.





COVID-19 Experiences and Impact Survey

Alcohol & cannabis use

- 14% of Albertans report using cannabis more often now than before the pandemic
- Over one-quarter (28%) said they are using alcohol more often now than before the pandemic

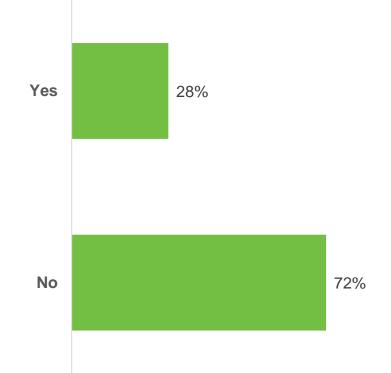




Experiences and Impact Survey

Alcohol and Cannabis Use Question Level Results

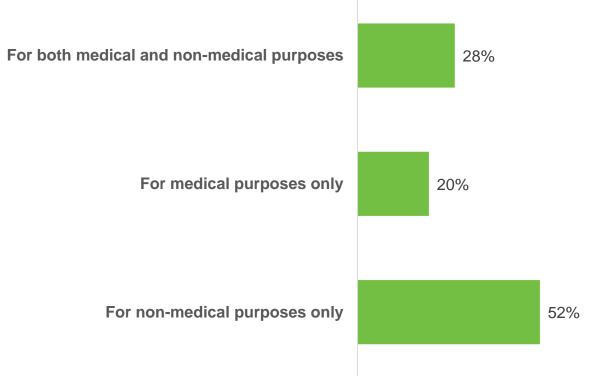
Have you used cannabis in the past 12 months?



Base: All respondents (N=9,886). Bars represent percentage of respondents.

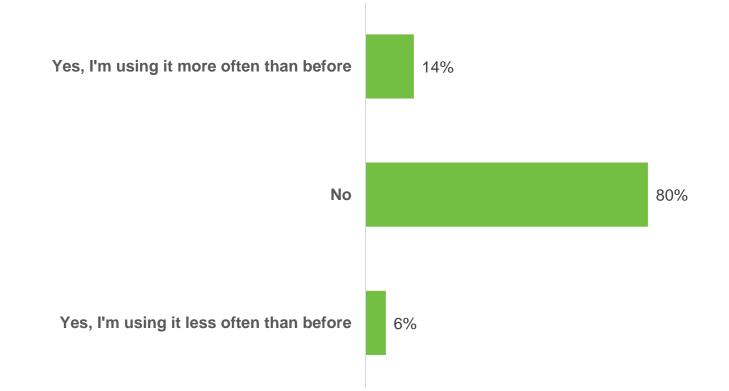
COVID-19

In the past 12 months, have you used cannabis for any of the following?



Base: Respondents who used cannabis in the past 12 months (N=2, 189). Bars represent percentage of respondents.

Has your use of cannabis changed since March 2020?

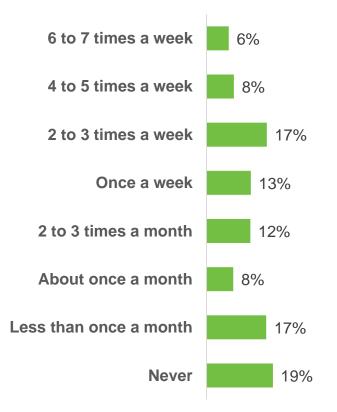


Base: All respondents (N=6,241). Bars represent percentage of respondents.

Experiences and Impact Survey

COVID-19

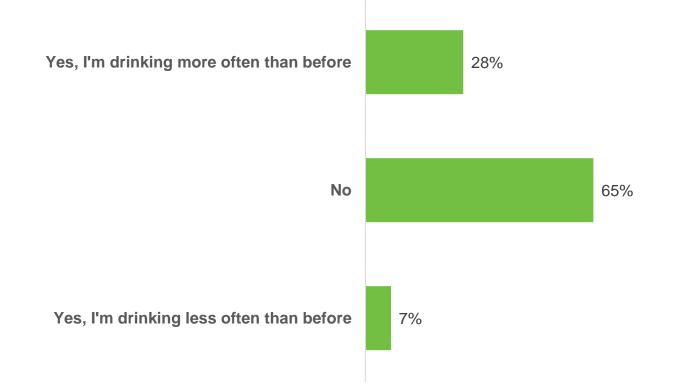
On average, over the last year, how often did you drink alcohol?



COVID-19

Base: All respondents (N=9,793). Bars represent percentage of respondents.

Has your alcohol consumption changed since March 2020?



Base: All respondents (N=9,694). Bars represent percentage of respondents.

COVID-19



Experiences and Impact Survey

Health status

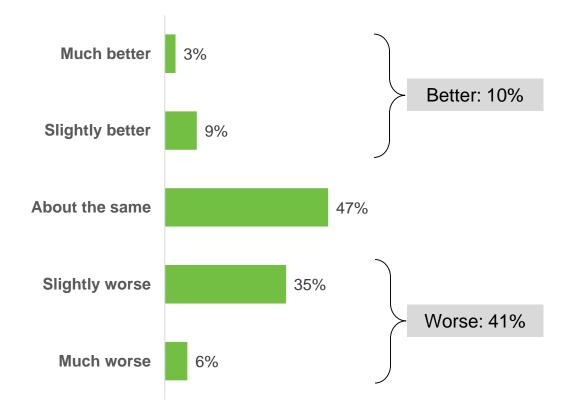


Over half (60%) of Albertans said their mental health is worse now than before the pandemic

41% said their physical health is worse now than before the pandemic



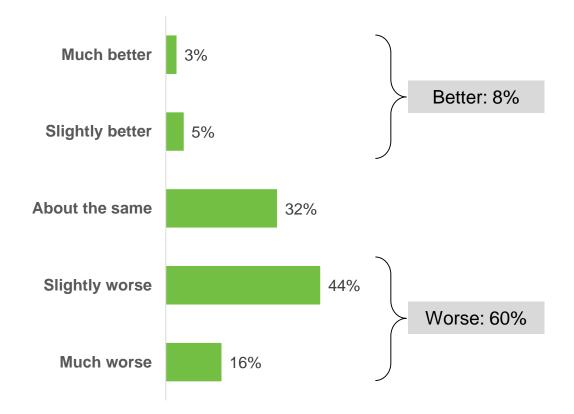
Compared to before the COVID-19 pandemic how would you rate your physical health in general now?



COVID-19

Base: All respondents (N=9,866). Bars represent percentage of respondents.

Compared to before the COVID-19 pandemic how would you rate your mental health in general now?



COVID-19

Base: All respondents (N=9,848). Bars represent percentage of respondents.



 Please contact <u>Roland.Simon@HQCA.ca</u> with any questions

