Strong majority want improved access to psychologists: Alberta

Provincial Survey | Summary

Conducted by Nanos for Canadian Psychological Association and the Council of Professional Associations of Psychologists, December 2020
Submission 2020-1710B
Nanos Research was retained by the Canadian Psychological Association and the Council of Professional Associations of Psychology to conduct a study to gauge the impressions of Albertans on issues related to mental health and the profession. This is report two (2) of two (2).

Role of psychologists

- **Respondents most frequently report having the most confidence in psychologists when it comes to helping people with mental health problems** – One in three Albertans (29%, 32% in 2011) say they have the most confidence in psychologists when it comes to helping people with mental health problems, followed by doctors (20%, 19% in 2011), psychiatrists (17%, down from 25% in 2011) and therapists (20%). Under one in ten (6%) are unsure about who they have the most confidence, and five per cent say counsellors.

- **Almost three quarters of Albertans think psychologists do something different than psychiatrists** – Almost three in four (73%) think a psychologist does something different than a psychiatrist, while under two in ten (18%) think they do the same thing. Eight per cent are unsure.

- **Three in four respondents think psychologists do something different than a counsellor** – Three in four respondents (74%) think a psychologist does something different than a counsellor, while two in ten (22%) think they do the same thing. Four per cent are unsure.

- **Almost two thirds of respondents think psychologists do something different than psychotherapists** – Almost two in three respondents (64%) think a psychologist does something different than a psychotherapist, while one in four (26%) think they do the same thing. Ten per cent are unsure.

Profession best able to care for mental health problems

- **Respondents are split between psychiatrists and psychologists when it comes to the profession best able to care for people with depression** – Asked which profession they think is best able to care for people living with depression, over one third of Albertans say a psychiatrist (37%) or a psychologist (36%). Over one in ten (14%) say a counsellor followed by a psychotherapist (11%).
SUMMARY

• **Respondents are more likely to think a psychologist is best able to care for people with anxiety than other professionals** – Asked which profession they think is best able to care for people living with anxiety, under four in ten respondents (38%) say a psychologist, followed by one in four (26%) who say a psychiatrist, more than one in five (23%) who say a counsellor, and one in ten (10%) who say a psychotherapist.

• **Respondents more frequently say a counsellor is best able to care for people with addictions** – Asked which profession they think is best able to care for people living with addictions, respondents most frequently say a counsellor (45%), followed by a psychologist (19%), a psychotherapist (17%) and a psychiatrist (14%).

• **Respondents are more likely to think a psychiatrist is best able to care for people living with dementia** – When asked which profession they think is best able to care for people living with dementia, almost one in three respondents say a psychiatrist (27%), followed by a psychologist (24%), a psychotherapist (19%) and a doctor/nurse (12%).

• **Respondents are more likely to say a psychologist is best at taking care of people living with learning disabilities** – Asked which profession they think is best able to care for people living with learning disabilities/ADHD, more than on in three in ten Albertans say a psychologist (35%), followed by just over one in five (21%) who say a counsellor or a psychotherapist (20%) and under two in ten who say a psychiatrist (16%).

• **A counsellor is most frequently said to be the professional best able to care for someone with stress of being diagnosed with a disease** – Asked which profession they think is best able to care for people living with the stress of being diagnosed with a disease like cancer, four in ten respondents say a counsellor (41%), followed by a psychologist (28%), a psychotherapist (13%), and a psychiatrist (12%).
SUMMARY

Effectiveness of psychologists helping people who are living with mental health problems

- **Respondents most frequently say psychologists are effective at helping people who are living with depression** – Nearly four in ten Albertans (39%) say psychologists are effective at helping people with depression, while one in four say they are somewhat effective (26%) or very effective (24%). Seven per cent say they are not effective at all and four per cent don’t know.

- **Four in ten say psychologists are effective at helping people who are living with anxiety** – Four in ten (39%) Albertans say psychologists are effective at helping people with anxiety, while under three in ten say they are somewhat effective (27%) or very effective (23%). Six per cent say they are not effective at all and four per cent don’t know.

- **Opinions on the effectiveness of psychologists in helping people who are living with addictions remain consistent with 2011** – Over one in three respondents say psychologists are effective (36%) or somewhat effective (34%), respectively, in helping people who are living with addictions, while one in five (20%) say they are very effective and eight per cent say they are not effective at all. Three per cent don’t know. These results are comparable with tracking from 2011.

- **Psychologists are most frequently seen as somewhat effective at helping people living with dementia** – One third Albertans (34%) say psychologists are somewhat effective in helping people living with dementia, while just over one in four (27%) say they are effective and under one in four say they are not effective (25%). Eight per cent say they are very effective and seven per cent don’t know. These results are comparable with tracking from 2011.

- **Respondents most frequently say psychologists are effective in helping people who are living with learning disabilities** – Four in ten respondents say psychologists are effective (39%) or somewhat effective (35%), respectively, in helping people who are living with learning disabilities/ADHD, while more than one in ten (13%) say they are very effective and 8 per cent say they are not effective at all. Five per cent don’t know. These results are comparable with tracking from 2011.
SUMMARY

Almost seven in ten respondents say psychologists are very effective (24%) or effective (45%) at diagnosing people who are living with anxiety.

• Psychologists are most frequently seen as effective in helping people living with the stress of being diagnosed with a disease like cancer – One in three Albertans (33%) say they think psychologists are effective in helping people living with the stress of being diagnosed with a disease like cancer, while one in four (26%) say they are somewhat effective and under one in four (24%) say they are very effective. Ten per cent say they are not effective at all. Eight per cent don’t know. These results are comparable with tracking from 2011.

Effectiveness of psychologists diagnosing people who are living with mental health problems

• Respondents most frequently say they think psychologists are effective in diagnosing people living with depression – Over four in ten respondents (43%) say they think psychologists are effective in diagnosing people living with depression, while under one in four each say they are somewhat effective (25%) or very effective (24%). Four per cent say they are not effective at all and four per cent don’t know.

• Respondents most frequently say they think psychologists are effective in diagnosing people living with anxiety – Over four in ten respondents (45%) say they think psychologists are effective in diagnosing people living with anxiety, while one in four say they are somewhat effective (25%) and one in four say they are very effective (24%). Four per cent say they are not effective at all and five per cent don’t know.

• Under four in ten say psychologists are effective in diagnosing people living with addictions – Under four in ten Albertans (38%) say they think psychologists are effective in diagnosing people living with addictions, while over one in four say they are somewhat effective (28%) and under two in ten say they are very effective (17%). Seven per cent say they are not effective at all and ten per cent don’t know.

• Respondents most frequently say psychologists are somewhat effective or effective in diagnosing people living with dementia – Just over one in three respondents (35%) say psychologists are somewhat effective in diagnosing people living with dementia, while one in three (33%) say they are effective. Fifteen per cent say they are very effective and fourteen per cent say they are not effective at all. Four per cent don’t know.
SUMMARY

- **Respondents most frequently say psychologists are effective or somewhat effective in diagnosing people living with learning disabilities/ADHD** – Over four in ten respondents (42%) say psychologists are effective in diagnosing people living with dementia, while just under three in ten (29%) say they are somewhat effective. Under two in ten say they are very effective (17%) and nine per cent say they are not effective at all. Three per cent don’t know.

- **Respondents most frequently say they are confident in the care psychologists provide** – Four in ten Albertans (40%) say they are confident in psychologists and the care they provide when it comes to mental health, while under three in ten (28%) say they are somewhat confident and under two in ten (16%) say they are very confident. Eight per cent say they are not confident at all and seven per cent are unsure. These results are comparable with tracking from 2011.

- **Respondents are more likely to think that they can access the services of a psychologist in the publicly-funded health care system within a somewhat unreasonable or unreasonable period of time** – Just over four in ten respondents say to the best of their knowledge Canadians are able to access the services of a psychologist in the publicly-funded health care system within a somewhat unreasonable (26%) or unreasonable (16%) period of time. Over one in three say services are accessible within a reasonable (nine per cent) or somewhat reasonable (27%) period of time, and 22 per cent are unsure.

- **A strong majority of respondents support or somewhat support improving access to psychologists through the publicly-funded health care system** – Nearly nine in ten respondents support (54%) or somewhat support (32%) improving access to psychologists through the publicly-funded health care system, while under one in ten somewhat oppose (three per cent) or oppose this (five per cent). Six per cent are unsure.
SUMMARY

- **Respondents more often report they can definitely or think they can access a psychologist through their employer’s health benefit plan within a reasonable period of time** – Asked if they are, to the best of their knowledge, able to access a psychologist through their employer’s health benefit plan within a reasonable period of time, close to one in two Albertans say yes, definitely (22%) or yes, I think so (31%). Eleven per cent say no, while 24 per cent report they are not employed, and 12 per cent are unsure.

- **Over three in four respondents say providing greater access to psychologists through employer health benefit plans is a very good or good idea** – A majority of respondents say it is a very good idea (43%) or good idea (34%) to provide greater access to psychologists through employer health benefit plans (e.g. more sessions, higher financial caps), while nine per cent say it is an average idea. Under ten per cent say this is a poor idea (4%) or a very poor idea (3%), and seven per cent are unsure.

**Barriers to access**

- **A strong majority of respondents say psychological services costing too much to pay by themselves is a very significant or somewhat significant barrier when deciding whether to access a psychologist** – Eight in ten respondents say psychological services costing too much for them to pay themselves is a very significant (56%) or somewhat significant (24%) barrier to them deciding whether or not they should access a psychologist, which is consistent with the previous wave. Under two in ten say this is a somewhat not significant (seven per cent) or not significant (seven per cent) barrier, and six per cent are unsure.

- **Two thirds say psychologists not being covered by their provincial or territorial health plan is a very significant or somewhat significant barrier when deciding whether to access a psychologist** – Consistent with the previous wave of research, a majority of Albertans say psychologists not being covered by their provincial/territorial health plan is a very significant (45%) or somewhat significant (23%) barrier to them deciding whether or not they should access a psychologist. Two in ten say this is a somewhat not significant (seven per cent) or not significant (fourteen per cent) barrier, and 11 per cent are unsure.
SUMMARY

• **Two in three say psychological services not being covered by their employer’s health benefit plan is a very significant or somewhat significant barrier when deciding whether to access a psychologist** – A majority of Albertans say psychological services not being covered by their employer’s health benefit plan is a very significant (44%) or somewhat significant (22%) barrier to them deciding whether or not they should access a psychologist, consistent with the previous wave. Just over one in five say this is a somewhat not significant (nine per cent) or not significant (18%) barrier, and 8 per cent are unsure.

• **A majority say the length of wait times to see a psychologist is a very significant or somewhat significant barrier when deciding whether to access a psychologist** – Consistent with the previous wave of research, more than six in ten respondents say the wait times to see a psychologist being too long is a very significant (26%) or somewhat significant (36%) barrier to them deciding whether or not they should access a psychologist. One in four say this is a somewhat not significant (11%) or not significant (fifteen per cent) barrier, and 12 per cent are unsure.

• **Albertans are divided on how significant preferring to deal with problems and disorders on their own is as a barrier when deciding whether to access a psychologist** – One in two Albertans say preferring to deal with these problems/disorders on their own is a very significant (18%) or somewhat significant (32%) barrier to them deciding whether or not they should access a psychologist, while close to the same proportion say this is a somewhat not significant (18%) or not significant (25%) barrier. Seven per cent are unsure. This is consistent with the previous wave of research.

• **Over half of respondents say not wanting others to know they are seeing a psychologist is not significant or somewhat not significant as a barrier when deciding whether to access a psychologist** – Respondents more often say not wanting others to know they are seeing a psychologist is not significant (37%) or somewhat not significant (21%) as a barrier to them deciding whether or not they should access a psychologist, consistent with the previous wave. Just under four in ten say this is a very significant (14%) or somewhat significant (23%) barrier, and five per cent are unsure.

Just over six in 10 Albertans say the length of wait times being too long to see a psychologist is a very significant (26%) or significant (36%) barrier to access care.
Collaboration with health professionals

- A strong majority of Albertans say psychologists working collaboratively with other health professionals in primary care teams is a very good or good idea – Over eight in ten respondents say it is a very good idea (53%) or good idea (31%) for psychologists to work collaboratively with other health professionals, such as family physicians in primary care teams. Nine per cent say this is an average idea, while one per cent thinks this is a poor idea and 2% a very poor idea. Four per cent are unsure.

Nanos conducted an online survey of 206 residents of Alberta between September 25th, 2020 and October 2nd, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25th, 2020 and October 2nd, 2020. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of the population.

The research was commissioned by the Canadian Psychological Association and the Council of Professional Associations of Psychologists and was conducted by Nanos Research.
## Confidence in health professionals

<table>
<thead>
<tr>
<th>Top mentions</th>
<th>2020 (n=195)</th>
<th>2011 (n=307)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychologist</td>
<td>29%</td>
<td>32%</td>
</tr>
<tr>
<td>Doctor</td>
<td>20%</td>
<td>19%</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>17%</td>
<td>25%</td>
</tr>
<tr>
<td>Therapist</td>
<td>7%</td>
<td>NA</td>
</tr>
<tr>
<td>Unsure</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>Counsellor</td>
<td>5%</td>
<td>13%</td>
</tr>
<tr>
<td>Mental health professional/team of doctors</td>
<td>4%</td>
<td>NA</td>
</tr>
</tbody>
</table>

**QUESTION** – What health professional do you have the most confidence in, overall, when it comes to helping people with mental health problems? (open-ended)

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=195 residents of Alberta
Psychologists compared to other professionals

**QUESTION** – Do you think a psychologist does the same thing or something different as each of the following? [RANDOMIZE]

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n= 206 residents of Alberta
Professional best able to care for people living with depression

<table>
<thead>
<tr>
<th>Top Mentions</th>
<th>Alberta (n=205)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatrist</td>
<td>37%</td>
</tr>
<tr>
<td>Psychologist</td>
<td>36%</td>
</tr>
<tr>
<td>Counsellor</td>
<td>14%</td>
</tr>
<tr>
<td>Psychotherapist</td>
<td>11%</td>
</tr>
<tr>
<td>Doctor/nurse</td>
<td>1%</td>
</tr>
<tr>
<td>Police/armed forces</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

**QUESTION** – Which profession do you think is best able to care for people living with the following mental health problems? [RANDOMIZE]

**Depression**

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=205 residents of Alberta
Professional best able to care for people living with anxiety

Top Mentions          Saskatchewan  
                      (n=200)  

<table>
<thead>
<tr>
<th>Professional</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychologist</td>
<td>38%</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>26%</td>
</tr>
<tr>
<td>Counsellor</td>
<td>23%</td>
</tr>
<tr>
<td>Psychotherapist</td>
<td>10%</td>
</tr>
<tr>
<td>Doctor/nurse</td>
<td>2%</td>
</tr>
<tr>
<td>Police/armed forces</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

QUESTION – Which profession do you think is best able to care for people living with the following mental health problems? [RANDOMIZE]

Anxiety

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=204 residents of Alberta
QUESTION – Which profession do you think is best able to care for people living with the following mental health problems? [RANDOMIZE]

**Addictions**

<table>
<thead>
<tr>
<th>Top Mentions</th>
<th>Alberta (n=204)</th>
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<tbody>
<tr>
<td>Counsellor</td>
<td>45%</td>
</tr>
<tr>
<td>Psychologist</td>
<td>19%</td>
</tr>
<tr>
<td>Psychotherapist</td>
<td>17%</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>14%</td>
</tr>
<tr>
<td>Doctor/nurse</td>
<td>2%</td>
</tr>
<tr>
<td>Specialist</td>
<td>0.8%</td>
</tr>
</tbody>
</table>
**Professional best able to care for people living with dementia**

<table>
<thead>
<tr>
<th>Top Mentions</th>
<th>Alberta (n=205)</th>
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</thead>
<tbody>
<tr>
<td>Psychiatrist</td>
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<tr>
<td>Psychologist</td>
<td>24%</td>
</tr>
<tr>
<td>Psychotherapist</td>
<td>19%</td>
</tr>
<tr>
<td>Counsellor</td>
<td>12%</td>
</tr>
<tr>
<td>Doctor/nurse</td>
<td>12%</td>
</tr>
<tr>
<td>Specialists</td>
<td>4%</td>
</tr>
<tr>
<td>Alternative medicine/practitioners</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

**QUESTION** – Which profession do you think is best able to care for people living with the following mental health problems? [RANDOMIZE]

**Dementia**

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=205 residents of Alberta
**Professional best able to care for people living with learning disabilities**

<table>
<thead>
<tr>
<th>Top Mentions</th>
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<tbody>
<tr>
<td>Psychologist</td>
<td>35%</td>
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<tr>
<td>Counsellor</td>
<td>21%</td>
</tr>
<tr>
<td>Psychotherapist</td>
<td>20%</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>16%</td>
</tr>
<tr>
<td>Specialist</td>
<td>4%</td>
</tr>
<tr>
<td>Police/armed forces</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

**QUESTION** – Do you think a psychologist does the same thing or something different as each of the following? [RANDOMIZE]

Learning disabilities/ADHD

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=200 residents of Alberta
**Professional best able to care for people living with stress of being diagnosed with a disease**

<table>
<thead>
<tr>
<th>Top Mentions</th>
<th>Alberta (n=205)</th>
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</thead>
<tbody>
<tr>
<td>Counsellor</td>
<td>41%</td>
</tr>
<tr>
<td>Psychologist</td>
<td>28%</td>
</tr>
<tr>
<td>Psychotherapist</td>
<td>13%</td>
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<td>12%</td>
</tr>
<tr>
<td>Doctor/nurse</td>
<td>3%</td>
</tr>
<tr>
<td>Specialist</td>
<td>2%</td>
</tr>
</tbody>
</table>

**QUESTION** – Do you think a psychologist does the same thing or something different as each of the following? [RANDOMIZE]

**Stress of being diagnosed with a disease like cancer**

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=205 residents of Alberta
Effectiveness of psychologists in helping people

<table>
<thead>
<tr>
<th>Mental Health Problem</th>
<th>Very effective</th>
<th>Effective</th>
<th>Somewhat effective</th>
<th>Not effective at all</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anxiety</td>
<td>23%</td>
<td>39%</td>
<td>27%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Stress of being diagnosed with a disease like cancer</td>
<td>24%</td>
<td>33%</td>
<td>26%</td>
<td>10%</td>
<td>8%</td>
</tr>
<tr>
<td>Depression</td>
<td>24%</td>
<td>39%</td>
<td>26%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>Addictions</td>
<td>20%</td>
<td>36%</td>
<td>34%</td>
<td>8%</td>
<td>3%</td>
</tr>
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<td>5%</td>
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<tr>
<td>Dementia</td>
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<td>27%</td>
<td>34%</td>
<td>25%</td>
<td>7%</td>
</tr>
</tbody>
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QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207, residents of Alberta
Effectiveness of psychologists in helping people coping with addictions - Tracking

QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]
Addictions

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207 residents of Alberta
Effectiveness of psychologists in helping people coping with dementia - Tracking

**2020 (n=205)**
- Very effective: 8%
- Effective: 27%
- Somewhat effective: 34%
- Not effective at all: 25%
- Don't know: 7%

**2011 (n=307)**
- Very effective: 9%
- Effective: 23%
- Somewhat effective: 40%
- Not effective at all: 22%
- Don't know: 6%

*Charts may not add up to 100 due to rounding*

**QUESTION** – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

_Dementia_

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=205 residents of Alberta
Effectiveness of psychologists in helping people coping with learning disabilities - Tracking

**QUESTION** – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

**Learning disabilities/ADHD**

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207 residents of Alberta
Effectiveness of psychologists in helping people coping with the stress of being diagnosed with a disease - Tracking

**QUESTION** – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

**Stress of being diagnosed with a disease like cancer**

<table>
<thead>
<tr>
<th></th>
<th>Very effective</th>
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<tr>
<td>2020 (n=207)</td>
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<td>33%</td>
<td>26%</td>
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</tr>
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<td>27%</td>
<td>34%</td>
<td>26%</td>
<td>8%</td>
<td>5%</td>
</tr>
</tbody>
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*Charts may not add up to 100 due to rounding*

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta
**Effectiveness of psychologists in diagnosing people**

<table>
<thead>
<tr>
<th>Mental Health Problem</th>
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<tr>
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</tr>
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<td>Anxiety</td>
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<td>22%</td>
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<td>29%</td>
<td>9%</td>
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<td>Dementia</td>
<td>15%</td>
<td>33%</td>
<td>35%</td>
<td>12%</td>
<td>4%</td>
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</table>

*Charts may not add up to 100 due to rounding

**QUESTION** – How effective do you feel psychologists are in diagnosing people who are living with the following mental health problems or disorders? [RANDOMIZE]

*Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207 residents of Alberta*
Confidence in psychologists and the care they provide

**QUESTION** – How much confidence do you have in psychologists and the care they provide when it comes to mental health?

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207 residents of Alberta

*Charts may not add up to 100 due to rounding*
Amount of time needed for Canadians to get access to psychological services in the publicly-funded health care system

**QUESTION** – To the best of your knowledge, are Canadians able to access the services of a psychologist in the publicly-funded health care system within a reasonable, somewhat reasonable, somewhat unreasonable, or unreasonable period of time?

*Weighted to the true population proportion. *Charts may not add up to 100 due to rounding.

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207 residents of Alberta
Support for improving access to psychologists through the publicly-funded health care system

**QUESTION** – Do you support, somewhat support, somewhat oppose or oppose improving access to psychologists through the publicly-funded health care system?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta
Access to a psychologist through employer health benefit plan

**QUESTION** – To the best of your knowledge, are you able to access a psychologist through your employer’s health benefit plan within a reasonable period of time?

- Yes, definitely: 31%
- Yes, I think so: 22%
- No: 11%
- I am not employed: 12%
- Don’t know: 24%

*Weighted to the true population proportion.*
*Charts may not add up to 100 due to rounding.*

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta
Providing greater access to psychologists through employer health benefit plans

**QUESTION** – Is providing greater access to psychologists through employer health benefit plans (e.g., more sessions, higher financial caps) a very good idea, good idea, average idea, poor idea or a very poor idea?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta
**Significance of barriers in deciding to access a psychologist**

**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

- Psychological services cost too much for you to pay yourself
  - Very significant: 56%
  - Somewhat significant: 24%
  - Somewhat not significant: 7%
  - Not significant: 6%

- Psychologists are not covered by your provincial/territorial health plan
  - Very significant: 45%
  - Somewhat significant: 23%
  - Somewhat not significant: 7%
  - Not significant: 11%

- Psychological services are not covered by your employer’s health benefit plan
  - Very significant: 44%
  - Somewhat significant: 22%
  - Somewhat not significant: 9%
  - Not significant: 18%

- The wait times to see a psychologist are too long
  - Very significant: 26%
  - Somewhat significant: 36%
  - Somewhat not significant: 11%
  - Not significant: 15%

- Would rather deal with these problems/disorders on your own
  - Very significant: 18%
  - Somewhat significant: 32%
  - Somewhat not significant: 18%
  - Not significant: 25%

- Wouldn’t want others to know you are seeing a psychologist
  - Very significant: 14%
  - Somewhat significant: 23%
  - Somewhat not significant: 21%
  - Not significant: 37%

Net scores:
- Psychological services cost too much for you to pay yourself: -65.5
- Psychologists are not covered by your provincial/territorial health plan: -47.3
- Psychologists are not covered by your employer’s health benefit plan: -38.4
- The wait times to see a psychologist are too long: -35.9
- Would rather deal with these problems/disorders on your own: -6.2
- Wouldn’t want others to know you are seeing a psychologist: +21.3

*Charts may not add up to 100 due to rounding*

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n= 207, residents of Alberta
Significance of cost barriers in deciding to access a psychologist

**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

Psychological services cost too much for you to pay yourself

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207 residents of Alberta
Significance of health plan coverage barriers in deciding to access a psychologist

Net score

2020 (n=207)

45% Very significant
23% Somewhat significant
7% Somewhat not significant
14% Not significant
11% Don't know

Net score: -47.3

2011 (n=307)

48% Very significant
27% Somewhat significant
8% Somewhat not significant
11% Not significant
7% Don't know

Net score: -56

QUESTION – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

Psychologists are not covered by your provincial/territorial health plan

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=207 residents of Alberta
Significance of employer health benefit plan coverage barriers in deciding to access a psychologist

**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

**Psychological services are not covered by your employer’s health benefit plan**

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta

*Charts may not add up to 100 due to rounding*
Significance of long wait times in deciding to access a psychologist

**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]
The wait times to see a psychologist are too long

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta
Significance of dealing with problems/disorders themselves in deciding to access a psychologist

**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

**Would rather deal with these problems/disorders on your own**

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Significant</th>
<th>Somewhat Significant</th>
<th>Somewhat not Significant</th>
<th>Not Significant</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>20%</td>
<td>33%</td>
<td>18%</td>
<td>28%</td>
<td>1%</td>
</tr>
<tr>
<td>2020</td>
<td>18%</td>
<td>32%</td>
<td>18%</td>
<td>25%</td>
<td>7%</td>
</tr>
</tbody>
</table>

*Charts may not add up to 100 due to rounding

Net score -6.2

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta
Significance of not wanting others to know they are seeing a psychologist in deciding to access a psychologist

**2020 (n=206)**
- Very significant: 14%
- Somewhat significant: 23%
- Somewhat not significant: 21%
- Not significant: 37%
- Don't know: 5%

**2011 (n=307)**
- Very significant: 17%
- Somewhat significant: 29%
- Somewhat not significant: 20%
- Not significant: 33%
- Don't know: 1%

Net score: +21.3

*Charts may not add up to 100 due to rounding

**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

**Wouldn’t want others to know you are seeing a psychologist**

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta
Support for psychologists working collaboratively with health professionals

**Net score**

+80.2

53%

31%

9%

1%

2%

4%

**Very good idea**

**Good idea**

**Average idea**

**Poor idea**

**Very poor idea**

**Don’t know**

**QUESTION** – Are psychologists working collaboratively with other health professionals, such as family physicians in primary care teams a very good idea, good idea, average idea, poor idea or a very poor idea?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online representative survey, September 25th to October 2nd, 2020, n=206 residents of Alberta
METHODOLOGY

PATH FORWARD!

WINNING CONDITIONS

VALIDATE

TEST IDEAS

REVIEW RESEARCH

DIAGNOSE ENV
Nanos conducted an online survey of 206 residents of Alberta between September 25\textsuperscript{th}, 2020 and October 2\textsuperscript{nd}, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25\textsuperscript{th}, 2020 and October 2\textsuperscript{nd}, 2020. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of Canada. The sample is geographically stratified to be representative of the population.

The research was commissioned by the Canadian Psychological Association and the Council of Professional Associations of Psychologists and was conducted by Nanos Research.

This is report two (2) of two (2).

Note: Charts may not add up to 100 due to rounding.

The complete tabulations are appended to the national reports one and two. To view the national reports, please visit www.nanos.co.
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research sponsor</td>
<td>Canadian Psychological Association and the Council of Professional Associations of Psychologists</td>
<td>Weighting of Data</td>
<td>The results were weighted by age and gender using the latest Census information (2016). See tables for full weighting disclosure.</td>
</tr>
<tr>
<td>Population and Final Sample Size</td>
<td>206 residents of Alberta as part of a larger national study of 3,070 Canadians drawn from a panel</td>
<td>Screening</td>
<td>Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior to administering the survey to ensure the integrity of the data.</td>
</tr>
<tr>
<td>Source of Sample</td>
<td>Asking Canadians</td>
<td>Excluded Demographics</td>
<td>Individuals younger than 18 years old; individuals without internet access could not participate.</td>
</tr>
<tr>
<td>Type of Sample</td>
<td>Representative non-probability</td>
<td>Stratification</td>
<td>By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of the population.</td>
</tr>
<tr>
<td>Margin of Error</td>
<td>No margin of error applies to this research.</td>
<td>Estimated Response Rate</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Mode of Survey</td>
<td>Online survey</td>
<td>Question Order</td>
<td>Question order in the preceding report reflects the order in which they appeared in the original questionnaire.</td>
</tr>
<tr>
<td>Sampling Method Base</td>
<td>Non-probability.</td>
<td>Question Content</td>
<td>This is report two (2) of (2). This report contains questions 1 to 34 and report 1 contains questions 35 to 54 in the questionnaire.</td>
</tr>
<tr>
<td>Demographics (Captured)</td>
<td>Albertans; Men and Women; 18 years or older. Six digit postal code was used to validate geography.</td>
<td>Question Wording</td>
<td>The questions in the preceding report are written exactly as they were asked to individuals.</td>
</tr>
<tr>
<td>Demographics (Other)</td>
<td>Age, gender, education, income</td>
<td>Research/Data Collection Supplier</td>
<td>Nanos Research</td>
</tr>
</tbody>
</table>
Survey of 307 residents of Alberta as part of a larger national survey of 2,832 Canadians conducted by EKOS in 2011 for the Canadian Psychological Association.
As one of North America’s premier market and public opinion research firms, we put strategic intelligence into the hands of decision makers. The majority of our work is for private sector and public facing organizations and ranges from market studies, managing reputation through to leveraging data intelligence. Nanos Research offers a vertically integrated full service quantitative and qualitative research practice to attain the highest standards and the greatest control over the research process.

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This international joint venture between dimap and Nanos brings together top research and data experts from North American and Europe to deliver exceptional data intelligence to clients. The team offers data intelligence services ranging from demographic and sentiment microtargeting; consumer sentiment identification and decision conversion; and, data analytics and profiling for consumer persuasion.

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