

Strong majority want improved access to psychologists: British Columbia

Provincial Survey | Summary

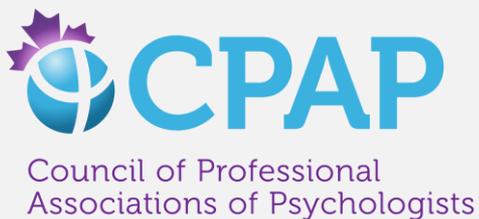
Conducted by Nanos for Canadian Psychological Association and the Council of Professional Associations of Psychologists, December 2020
Submission 2020-1710B



CANADIAN
PSYCHOLOGICAL
ASSOCIATION



SOCIÉTÉ
CANADIENNE
DE PSYCHOLOGIE



Nanos Research was retained by the Canadian Psychological Association and the Council of Professional Associations of Psychologists to conduct a study to gauge the impressions of British Columbians on issues related to mental health and the profession. This is report two (2) of two (2).

Role of psychologists

One in five respondents say they have the most confidence in psychologists when it comes to helping people with mental health problems

- **Respondents most frequently report having the most confidence in psychiatrists when it comes to helping people with mental health problems** – Over one in five (22%, 31% in 2011) say they have the most confidence in psychiatrists closely followed by doctors (20%, 21% in 2011) and psychologists (20%, 23% in 2011) when it comes to helping people with mental health problems. One in ten say they have the most confidence in counsellors, followed by none (seven per cent) or unsure (six per cent).
- **Seven in ten think psychologists do something different than psychiatrists** – Just over seven in ten (71%) think a psychologist does something different than a psychiatrist, while just over one in five (21%) think they do the same thing. Eight per cent are unsure.
- **Seven in ten think psychologists do something different than a counsellor** – Just over seven in ten (71%) think a psychologist does something different than a counsellor, while over two in ten (22%) think they do the same thing. Seven per cent are unsure.
- **Two thirds think psychologists do something different than psychotherapists** – Two in three (67%) think a psychologist does something different than a psychotherapist, while one in five (20%) think they do the same thing. Thirteen per cent are unsure.

Profession best able to care for mental health problems

- **Respondents are more likely to think a psychiatrist is 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 each say a psychiatrist (35%) followed by a psychologist (29%), a counsellor (24%) and doctor/nurse (one per cent).

SUMMARY

Just under three in ten are more likely to think a psychologist is best able to care for people with a learning disability than other professionals

- **Respondents are more likely to think a counsellor 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, one in three (33%) say a counsellor, followed by three in ten (29%) who say a psychologist, more than one in five (23%) who say a psychiatrist, and over one in ten (13%) 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 (40%), followed by a psychiatrist (20%), a psychotherapist (18%) and a psychologist (17%).
- **Respondents are more likely to think a psychiatrist is best able to care for people living with dementia** - Asked which profession they think is best able to care for people living with dementia, three in ten say a psychiatrist (30%), followed by a psychologist (20%), a psychotherapist (19%) and a counsellor (13%).
- **Respondents are split between a counsellor and psychologist in thinking who 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, just under three in ten say a counsellor (29%), followed by a psychologist (28%). One in five (19%) say a psychotherapist, and less than one in five say a psychiatrist (17%).
- **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, one in two say a counsellor (51%), followed by a psychologist (24%), a psychiatrist (12%) and a psychotherapist (10%).

More than one in two respondents from British Columbia say psychologists are very effective (19%) or effective (36%) at helping people who are living with depression

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** – Over one in three (36%) say psychologists are effective at helping people with depression, while three in ten say they are somewhat effective (31%) and just under two in ten say very effective (19%). Four per cent say they are not effective at all and eleven per cent don't know.
- **Four in ten respondents say psychologists are effective at helping people who are living with anxiety** – Four in ten (39%) say psychologists are effective at helping people with anxiety, while three in ten say they are somewhat effective (30%) or very effective (17%). Three per cent say they are not effective at all and twelve per cent don't know.
- **Opinions on the effectiveness of psychologists in helping people who are living with addictions remain consistent with 2011** – Close to four in ten say psychologists are somewhat effective (37%) while just under three in ten effective (29%) in helping people who are living with addictions, while one in five (21%) say they are very effective and seven per cent say they are not effective at all. Six 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** – Over one third (36%) say psychologists are somewhat effective in helping people living with dementia, while three in ten (30%) say they are effective and under one in five say they are not effective (17%). Eight per cent say they are very effective and nine per cent don't know. These results are comparable with tracking from 2011.
- **Respondents are split between most frequently say psychologists are somewhat effective or effective in helping people who are living with learning disabilities** – Over one in three say psychologists are somewhat effective (35%) or somewhat effective (34%), respectively, in helping people who are living with learning disabilities/ADHD, while under two in ten (16%) say they are very effective and 8 per cent say they are not effective at all. Seven per cent don't know. These results are comparable with tracking from 2011.

Six in ten respondents say psychologists are very effective (18%) or effective (42%) 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 (34%) say they think psychologists are effective in helping people living with the stress of being diagnosed with a disease like cancer, while just under three in ten (31%) say they are somewhat effective and under one in four (23%) say they are very effective. Six per cent say they are not effective at all. Six 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** – Four in ten (40%) say they think psychologists are effective in diagnosing people living with depression, just over one in four say they are somewhat effective (26%) and under two in ten say they are very effective (19%). Four per cent say they are not effective at all and eleven per cent don't know.
- **Respondents most frequently say they think psychologists are effective in diagnosing people living with anxiety** – Over four in ten (42%) say they think psychologists are effective in diagnosing people living with anxiety, while one in four say they are somewhat effective (26%) and under one in five say they are very effective (18%). Three per cent say they are not effective at all and eleven per cent don't know.
- **Just under four in ten Canadians say psychologists are effective in diagnosing people living with addictions** – Just under four in ten (39%) 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 (18%). Seven per cent say they are not effective at all and nine 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 (35%) say psychologists are somewhat effective or effective (32%) in diagnosing people living with dementia. Thirteen per cent say they are very effective and eleven per cent say they are not effective at all. Eight per cent don't know.

SUMMARY

Nearly nine in ten respondents support (55%) or somewhat support (31%) improving access to psychologists through the publicly-funded health care system

- **Respondents most frequently say psychologists are effective or somewhat effective in diagnosing people living with learning disabilities/ADHD** – Over one in three (35%) say psychologists are effective or somewhat effective (34%) in diagnosing people living with dementia. Under two in ten say they are very effective (18%) and seven per cent say they are not effective at all. Six per cent don't know.
- **Respondents most frequently say they are somewhat confident in the care psychologists provide** – Just under four in ten (38%) say they are somewhat confident in psychologists and the care they provide when it comes to mental health, while one in three (34%) say they are confident and over one in ten (12%) say they are very confident. Six per cent say they are not confident at all and ten 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** – Four in ten 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 (22%) or unreasonable (19%) period of time. Three in ten say services are accessible within a reasonable (six per cent) or somewhat reasonable (25%) period of time, and 28 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 support (55%) or somewhat support (31%) improving access to psychologists through the publicly-funded health care system, while under one in ten somewhat oppose (four per cent) or oppose this (three per cent). Seven per cent are unsure.

SUMMARY

Close to three in four respondents say it is a very good (37%) or good (37%) idea to provide greater access to psychologists through employer health benefit plans

- **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 say yes, definitely (16%) or yes, I think so (30%). Eleven per cent say no, while 25 per cent report they are not employed, and 18 per cent are unsure.
- **Over three in four Canadians say providing greater access to psychologists through employer health benefit plans is a very good or good idea** – A majority say it is a very good idea (37%) or good idea (37%) to provide greater access to psychologists through employer health benefit plans (e.g. more sessions, higher financial caps), while 14 per cent say it is an average idea. Three per cent say this is a poor idea and one per cent a very poor idea. Nine per cent are unsure.

Barriers to access

- **A strong majority 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** – Close to eight in ten say psychological services costing too much for them to pay themselves is a very significant (54%) or somewhat significant (23%) 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 (eight per cent) or not significant (five per cent) barrier, and ten per cent are unsure.
- **Three in four respondents 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 say psychologists not being covered by their provincial/ territorial health plan is a very significant (48%) or somewhat significant (27%) barrier to them deciding whether or not they should access a psychologist. Under two in ten say this is a somewhat not significant (nine per cent) or not significant (six per cent) barrier, and 11 per cent are unsure.

SUMMARY

Two-thirds say the length of wait times being too long to see a psychologist is a very significant (31%) or significant (35%) barrier to access care

- **Close to 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 say psychological services not being covered by their employer's health benefit plan is a very significant (43%) or somewhat significant (21%) barrier to them deciding whether or not they should access a psychologist, consistent with the previous wave. Just under one in four say this is a somewhat not significant (nine per cent) or not significant (13%) barrier, and 14 per cent are unsure.
- **Two thirds 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, one in three respondents say the wait times to see a psychologist being too long is a very significant (31%) or somewhat significant (35%) barrier to them deciding whether or not they should access a psychologist. Just under two in ten say this is a somewhat not significant (11%) or not significant (seven per cent) barrier, and 16 per cent are unsure.
- **Respondents 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** – Over four in ten say preferring to deal with these problems/disorders on their own is a very significant (14%) or somewhat significant (31%) 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 (23%) or not significant (26%) barrier. Six 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 (32%) 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 over four in ten say this is a very significant (11%) or somewhat significant (31%) barrier, and five per cent are unsure.

Collaboration with health professionals

- **A strong majority say psychologists working collaboratively with other health professionals in primary care teams is a very good or good idea** – Over eight in ten say it is a very good idea (51%) 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 two per cent think this is a poor idea (2%) or very poor idea (0.4%). Eight per cent are unsure.

Nanos conducted an online survey of 417 residents of British Columbia 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.

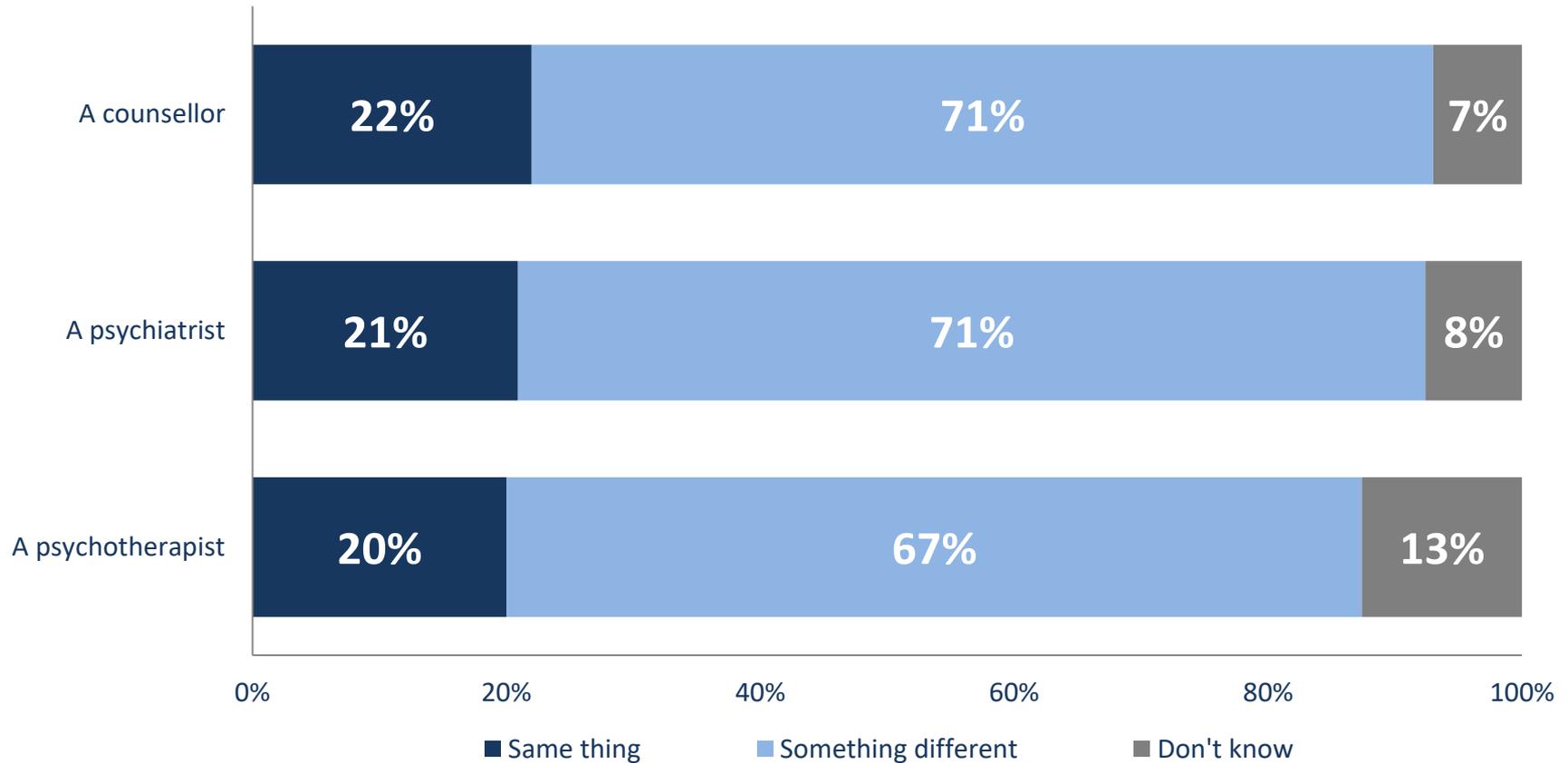
Over eight in ten respondents say psychologists working collaboratively with other health professionals in primary care teams is a very good (51%) or good (31%) idea

Confidence in health professionals

Top mentions	2020 (n=386)	2011 (n=336)
Psychiatrist	22%	31%
Doctor	20%	21%
Psychologist	20%	23%
Counsellor	10%	13%
None	7%	1%
Unsure	6%	1%
Mental health professional/team of doctors	3%	NA

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

Psychologists compared to other professionals



*Charts may not add up to 100 due to rounding

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

Professional best able to care for people living with depression

Top Mentions	British Columbia (n=406)
Psychiatrist	35%
Psychologist	29%
Counsellor	24%
Psychotherapist	10%
Doctor/nurse	1%
Alternative medicine/practitioners	1%

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

Depression

Professional best able to care for people living with anxiety

Top Mentions	British Columbia (n=409)
Counsellor	33%
Psychologist	29%
Psychiatrist	23%
Psychotherapist	13%
Doctor/nurse	1%
Alternative medicine/practitioners	1%

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

Anxiety

Professional best able to care for people living with addictions



Top Mentions	British Columbia (n=408)
Counsellor	40%
Psychiatrist	20%
Psychotherapist	18%
Psychologist	17%
Doctor/nurse	4%
Specialist	1%

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

Addictions

Professional best able to care for people living with dementia

Top Mentions

British Columbia
(n=401)

Psychiatrist	30%
Psychologist	20%
Psychotherapist	19%
Counsellor	13%
Doctor/nurse	10%
Specialists	5%

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

Dementia

Professional best able to care for people living with learning disabilities

Top Mentions

British Columbia
(n=400)

Counsellor	29%
Psychologist	28%
Psychotherapist	19%
Psychiatrist	17%
Specialists	4%
Doctor/nurse	2%

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

Learning disabilities/ADHD

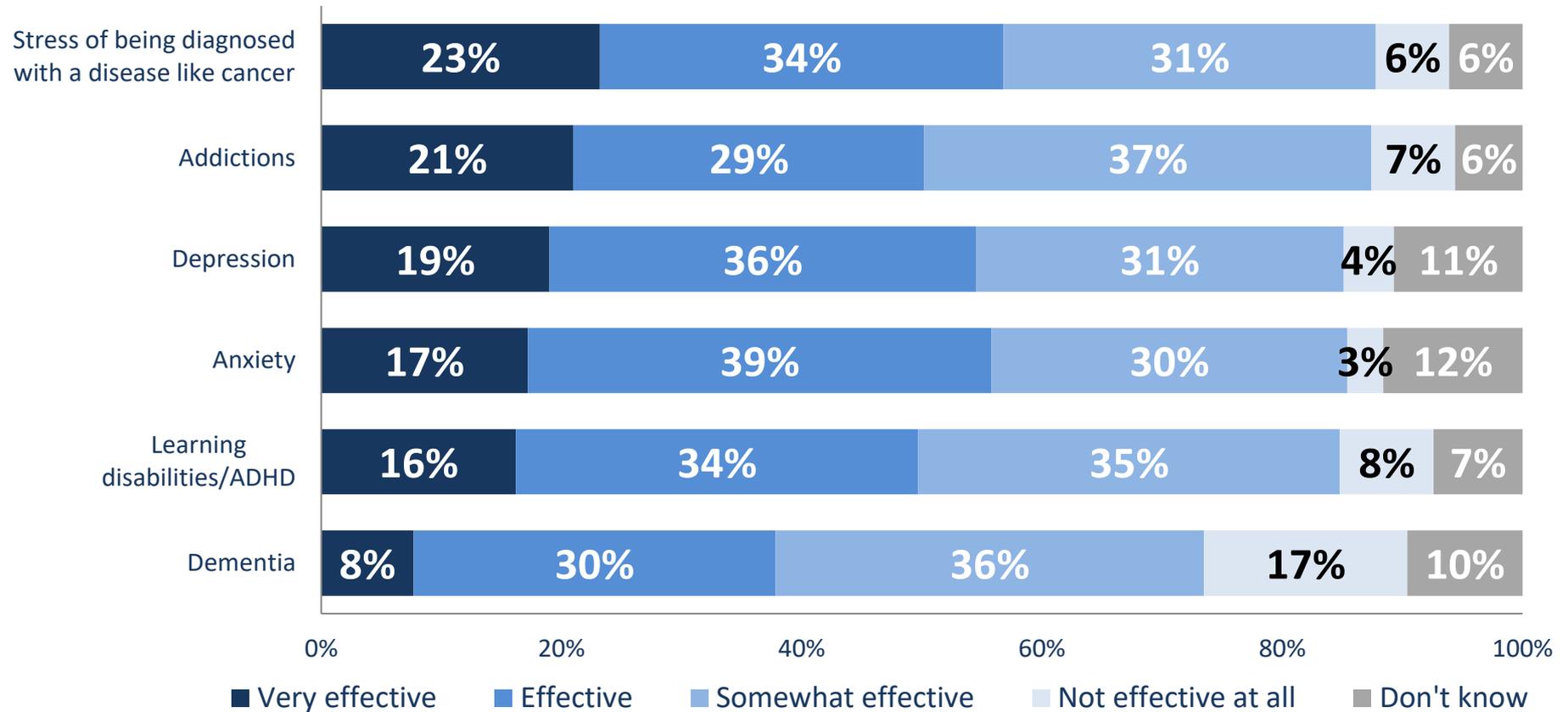
Professional best able to care for people living with stress of being diagnosed with a disease

Top Mentions	British Columbia (n=408)
Counsellor	51%
Psychologist	24%
Psychiatrist	12%
Psychotherapist	10%
Doctor/nurse	3%
Specialists	1%

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

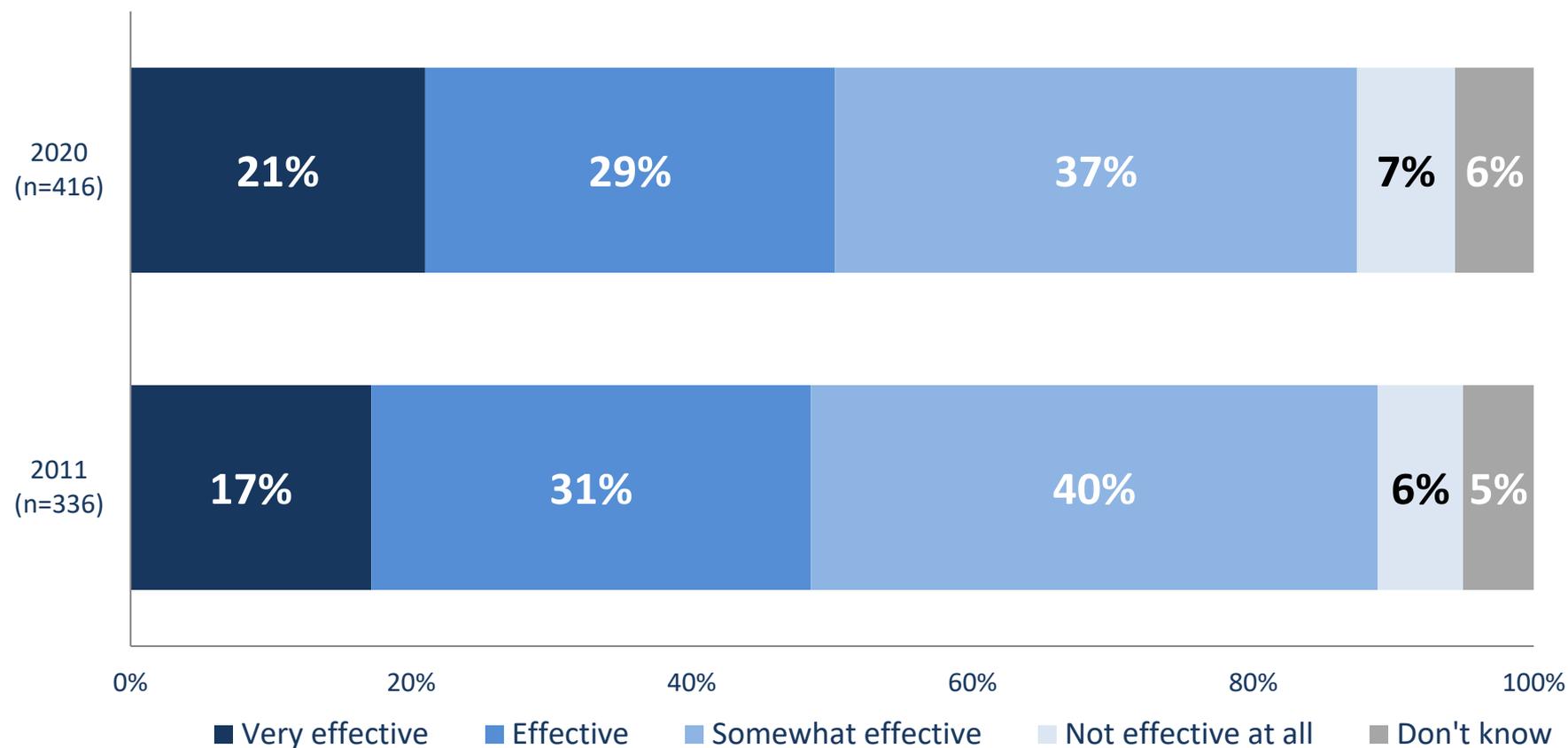
Effectiveness of psychologists in helping people



*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]

Effectiveness of psychologists in helping people coping with addictions - Tracking

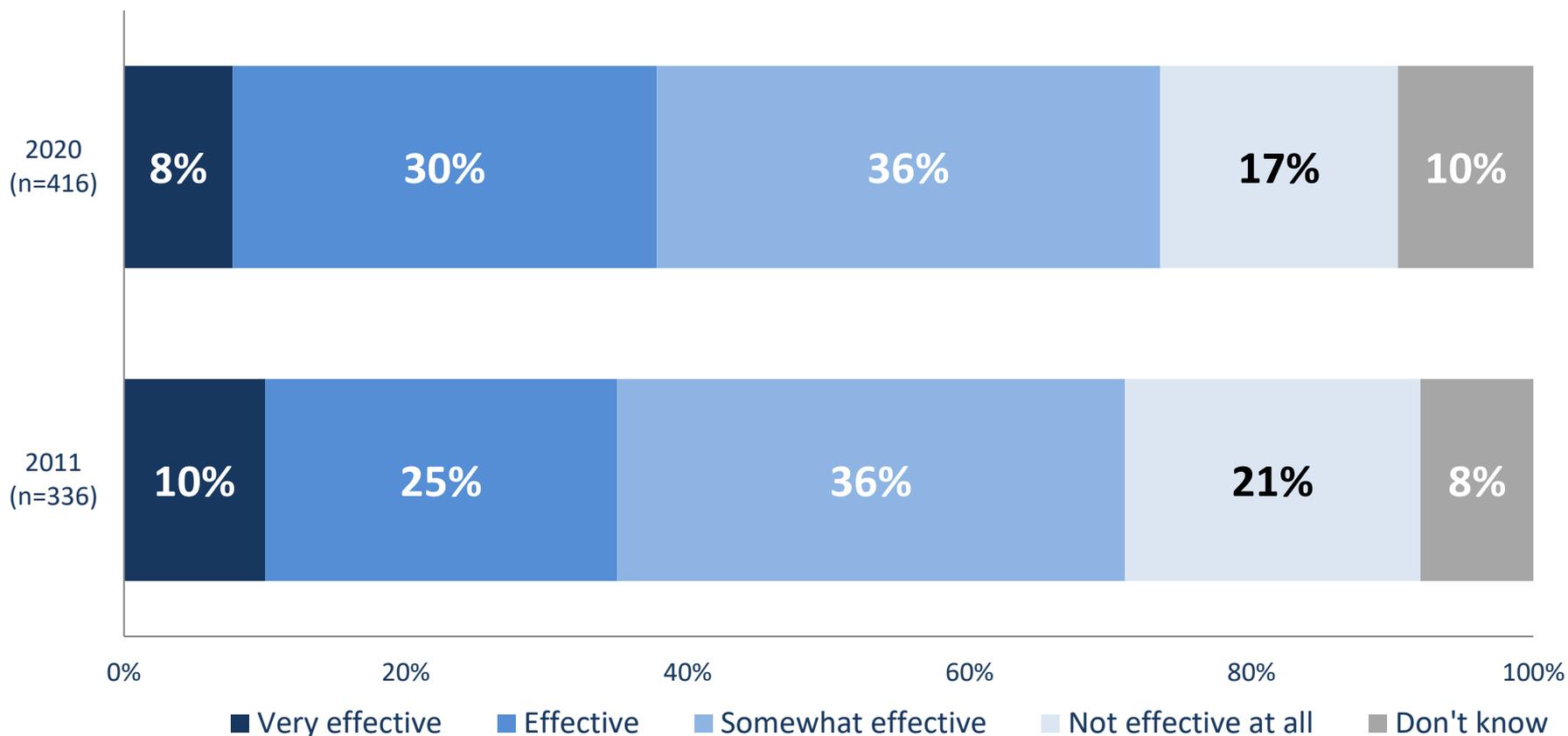


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QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Addictions

Effectiveness of psychologists in helping people coping with dementia - Tracking

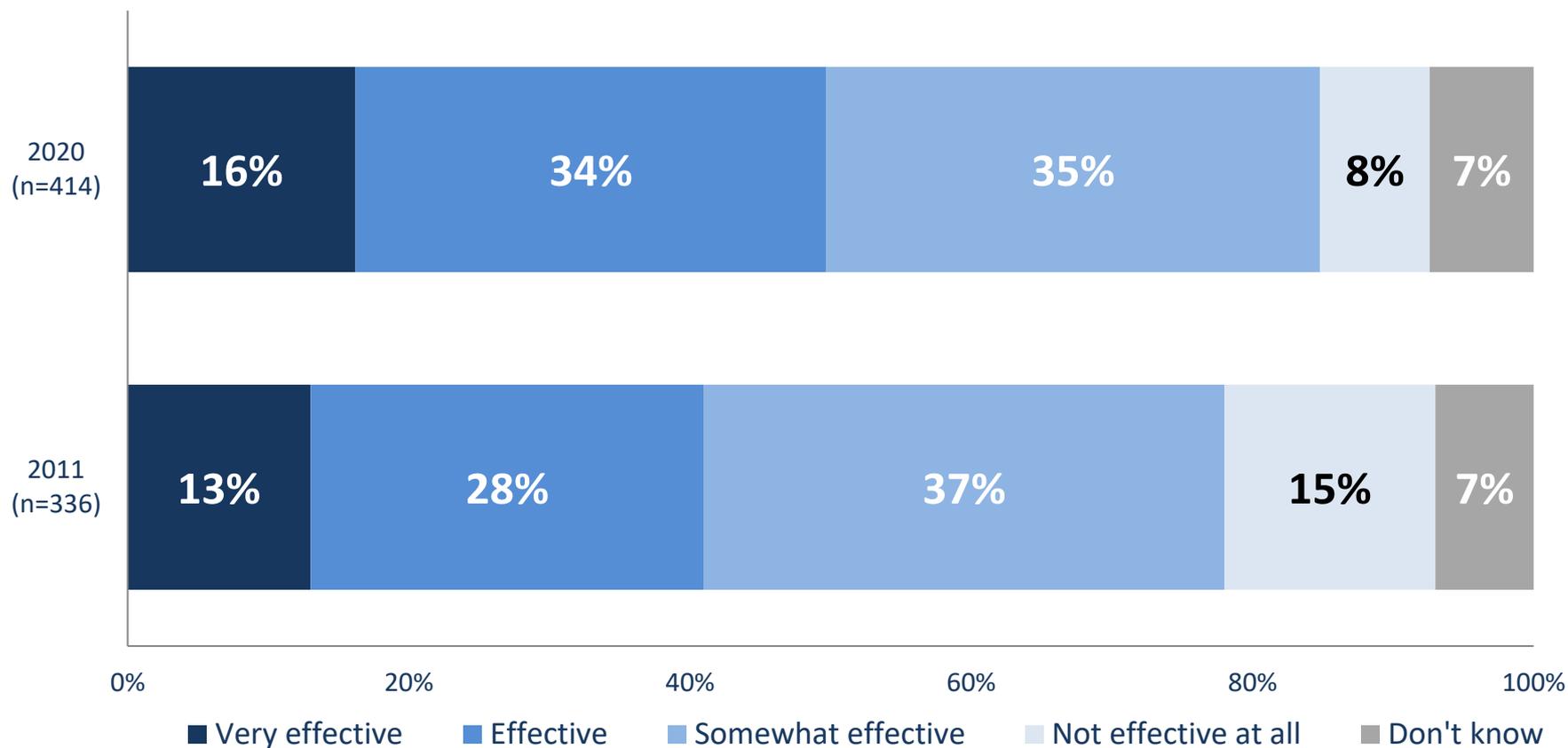


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QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Dementia

Effectiveness of psychologists in helping people coping with learning disabilities - Tracking

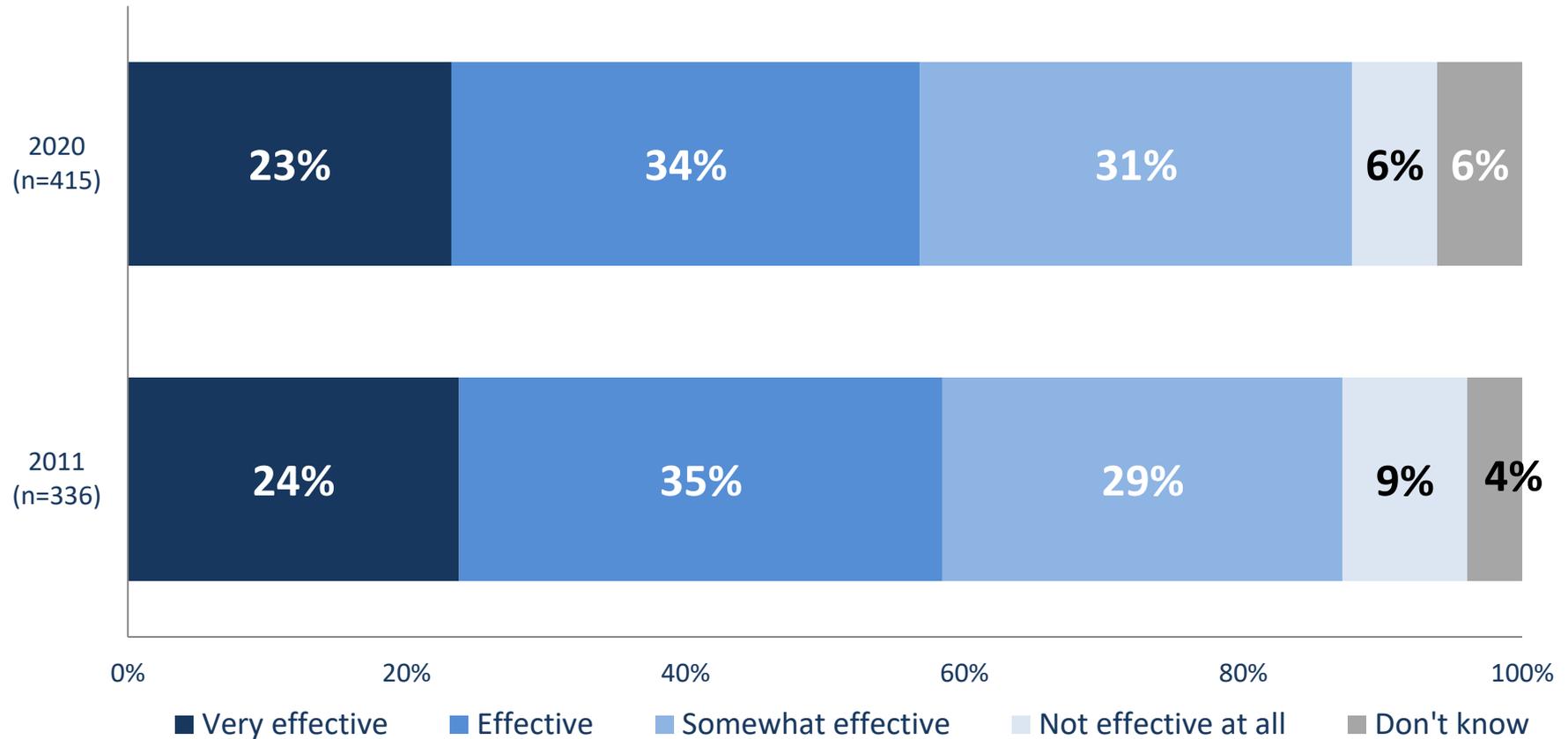


*Charts may not add up to 100 due to rounding

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

Learning disabilities/ADHD

Effectiveness of psychologists in helping people coping with the stress of being diagnosed with a disease - Tracking

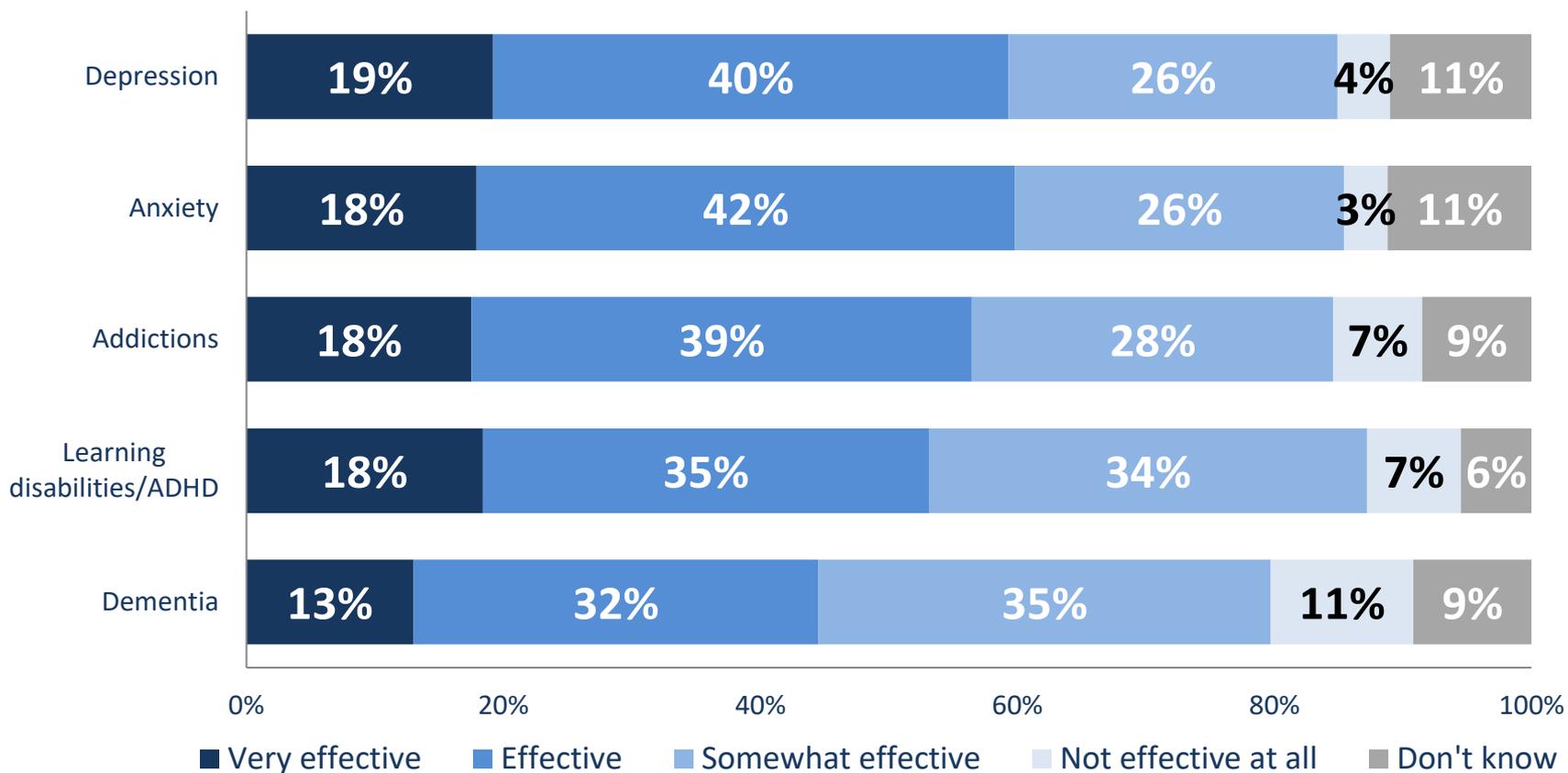


*Charts may not add up to 100 due to rounding

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

Stress of being diagnosed with a disease like cancer

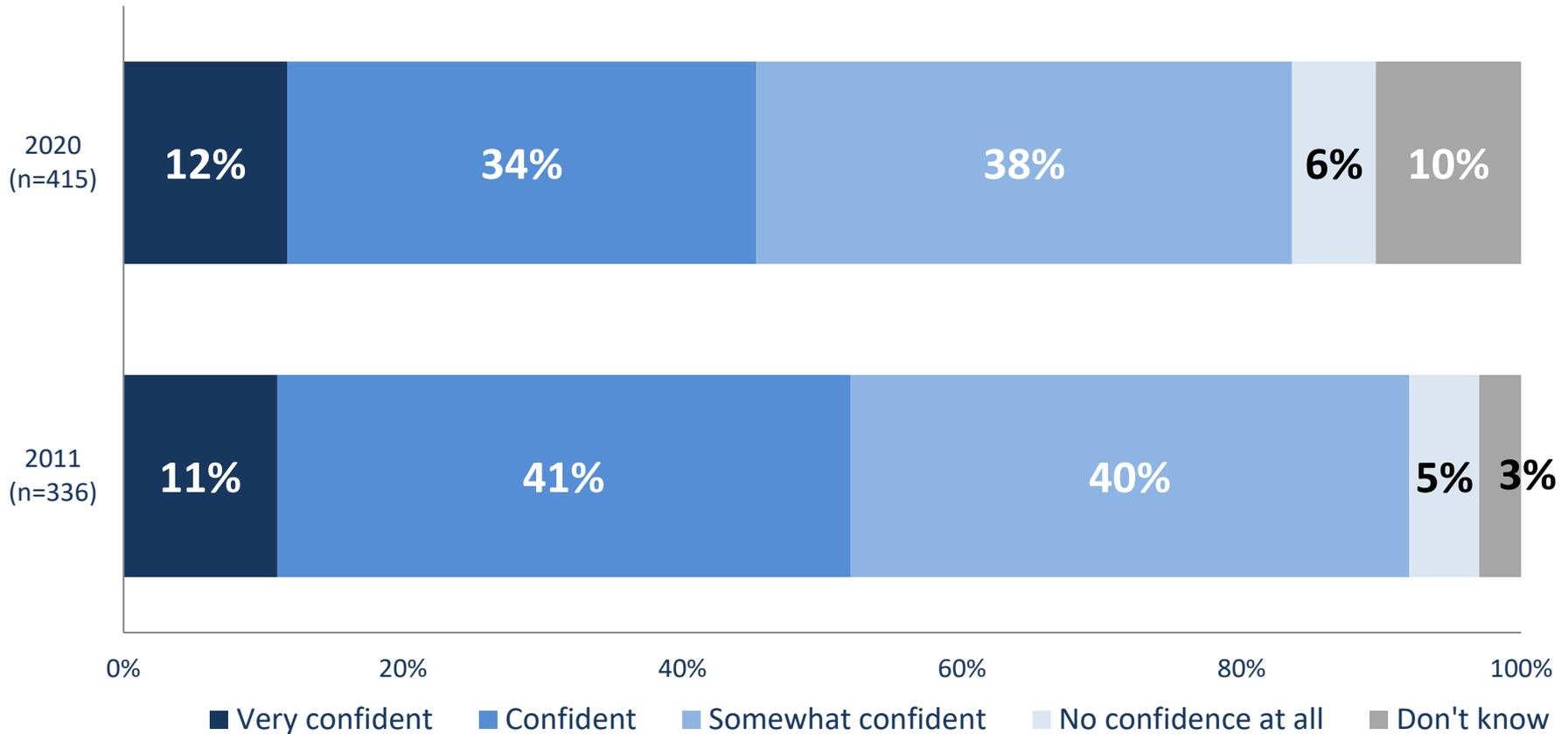
Effectiveness of psychologists in diagnosing people



*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]

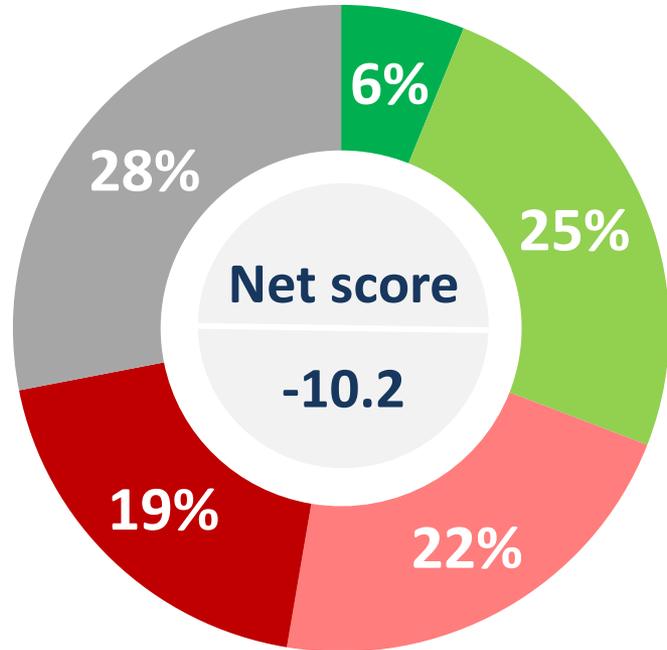
Confidence in psychologists and the care they provide



*Charts may not add up to 100 due to rounding

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

Amount of time needed for Canadians to get access to psychological services in the publicly-funded health care system

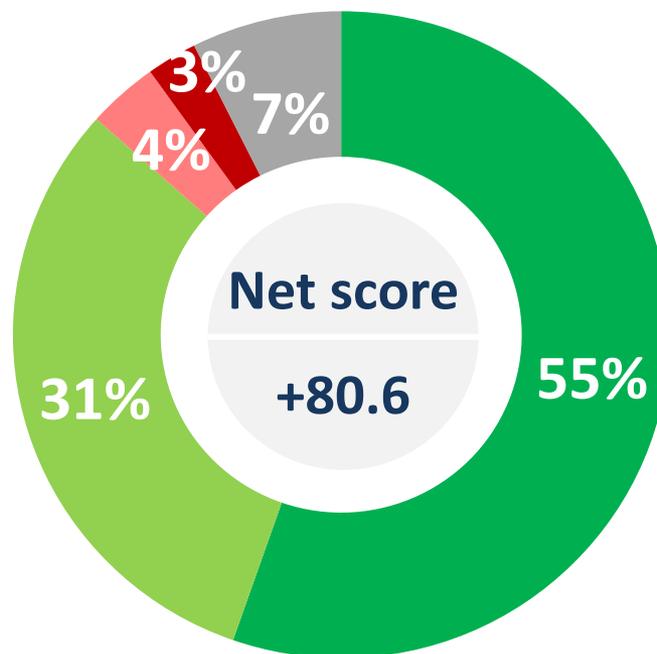


- Reasonable
- Somewhat reasonable
- Somewhat unreasonable
- Unreasonable
- Don't know

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

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?

Support for improving access to psychologists through the publicly-funded health care system

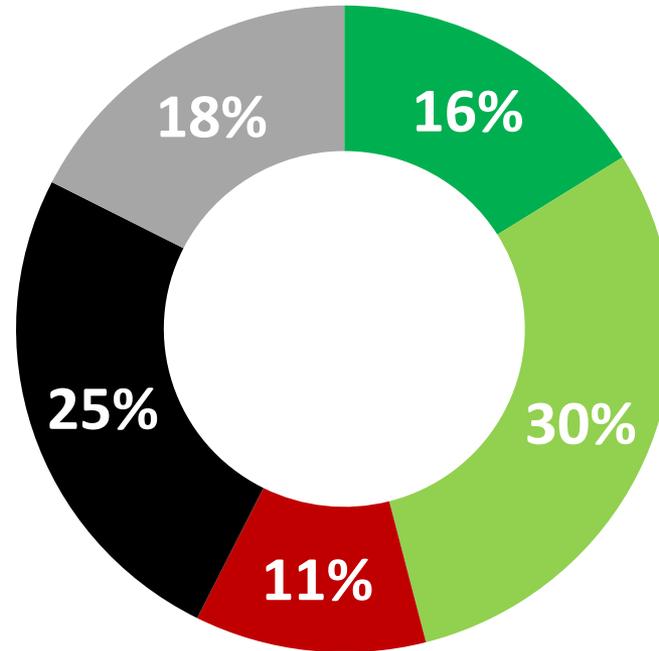


- Support
- Somewhat support
- Somewhat oppose
- Oppose
- Unsure

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.

Access to a psychologist through employer health benefit plan



■ Yes, definitely

■ No

■ Don't know

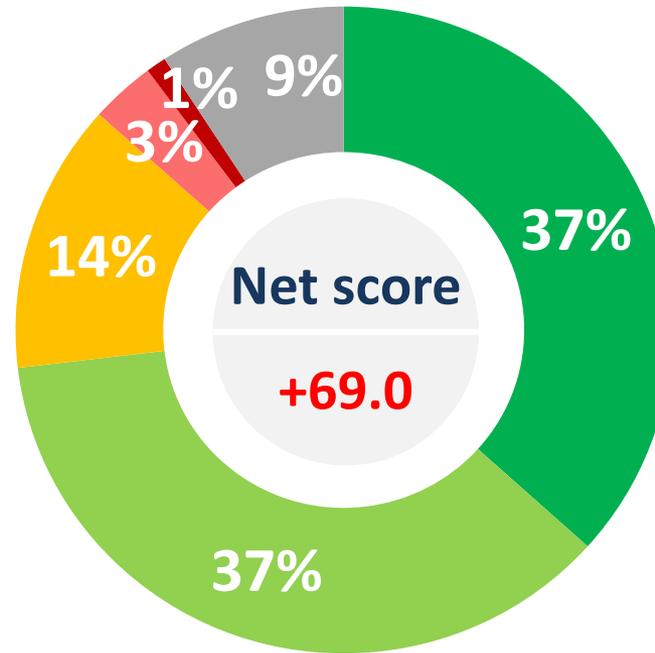
■ Yes, I think so

■ I am not employed

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?

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

Providing greater access to psychologists through employer health benefit plans

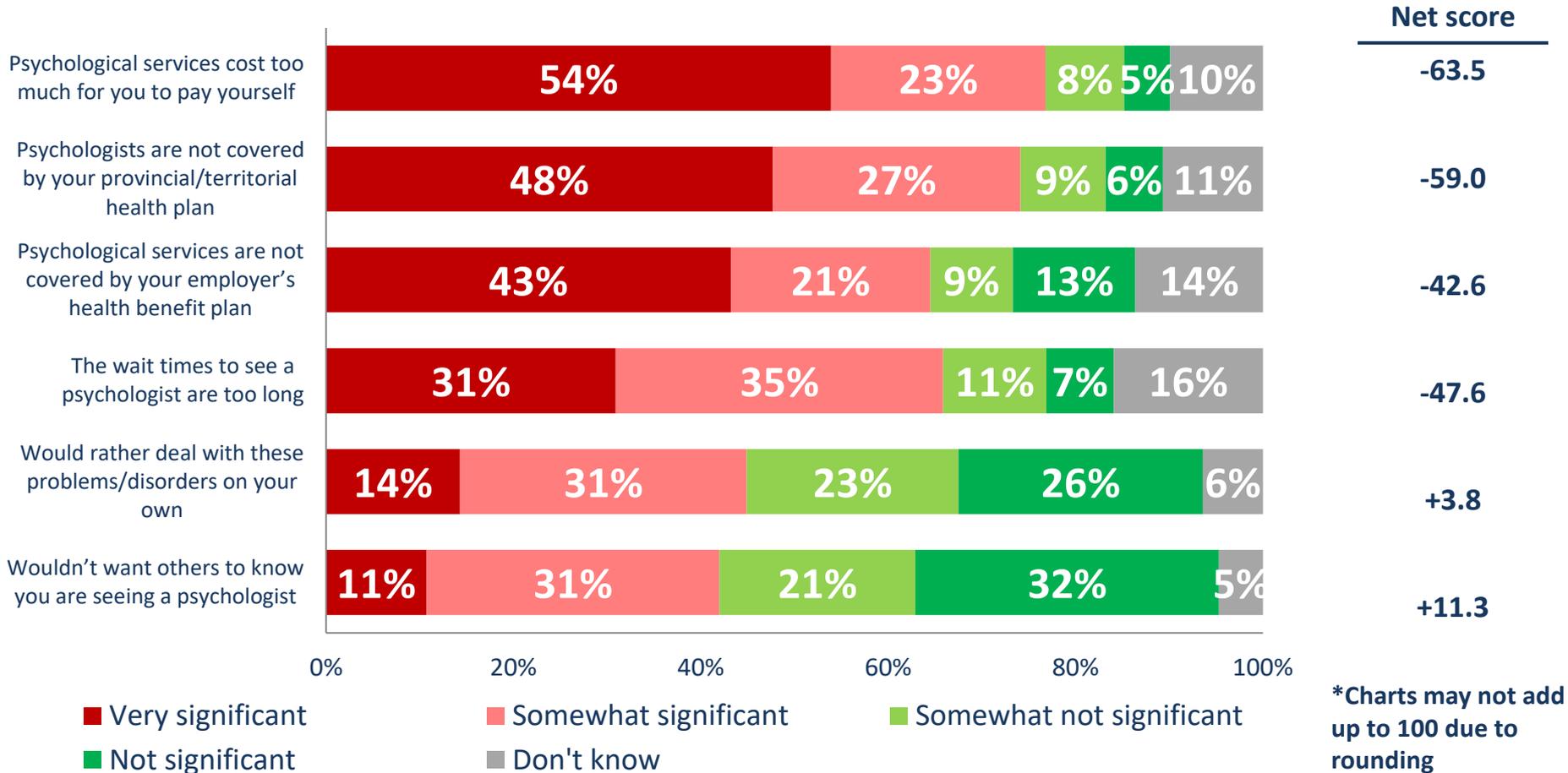


- Very good idea
- Good idea
- Average idea
- Poor idea
- Very poor idea
- Don't know

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?

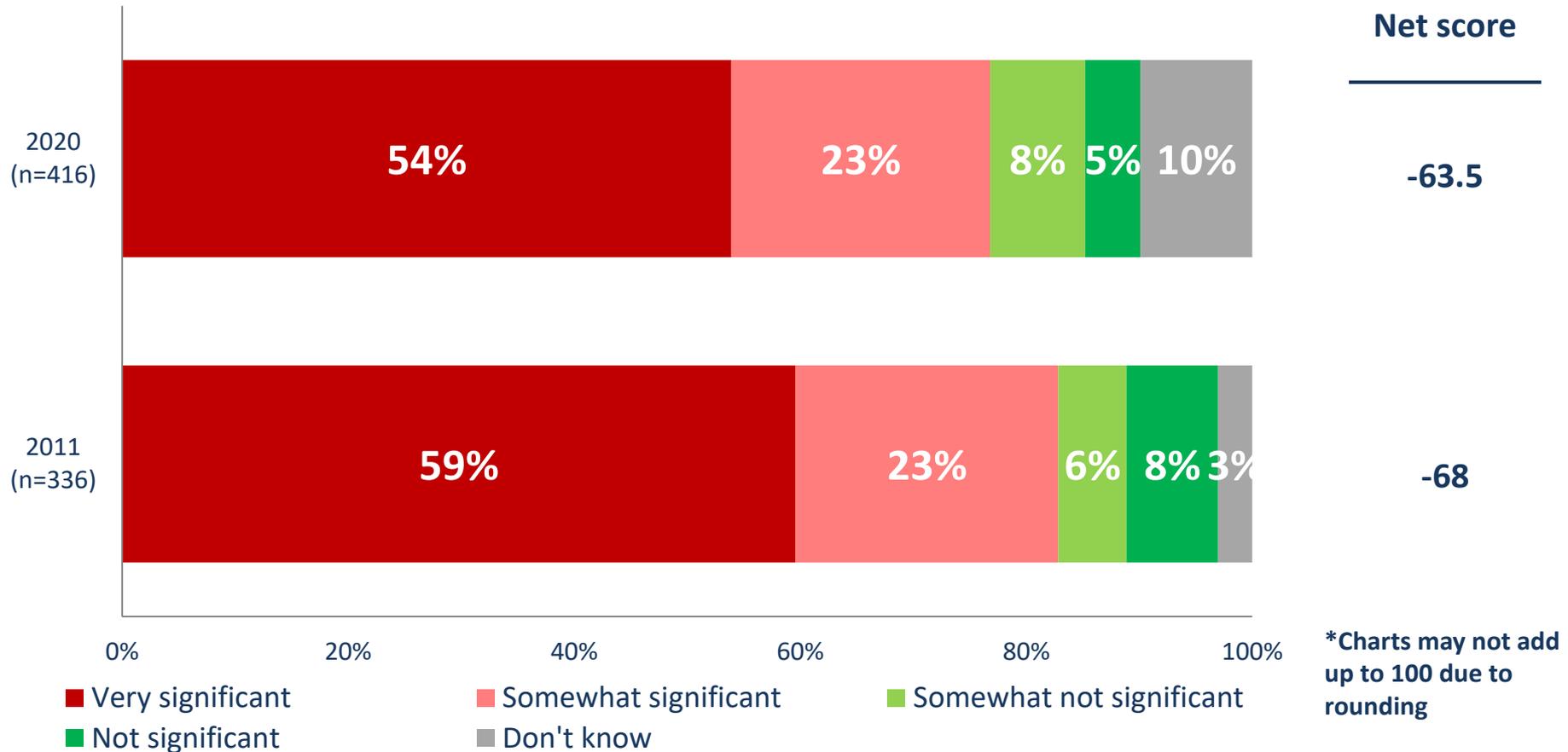
*Weighted to the true population proportion.
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Significance of barriers in deciding to access a psychologist



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]

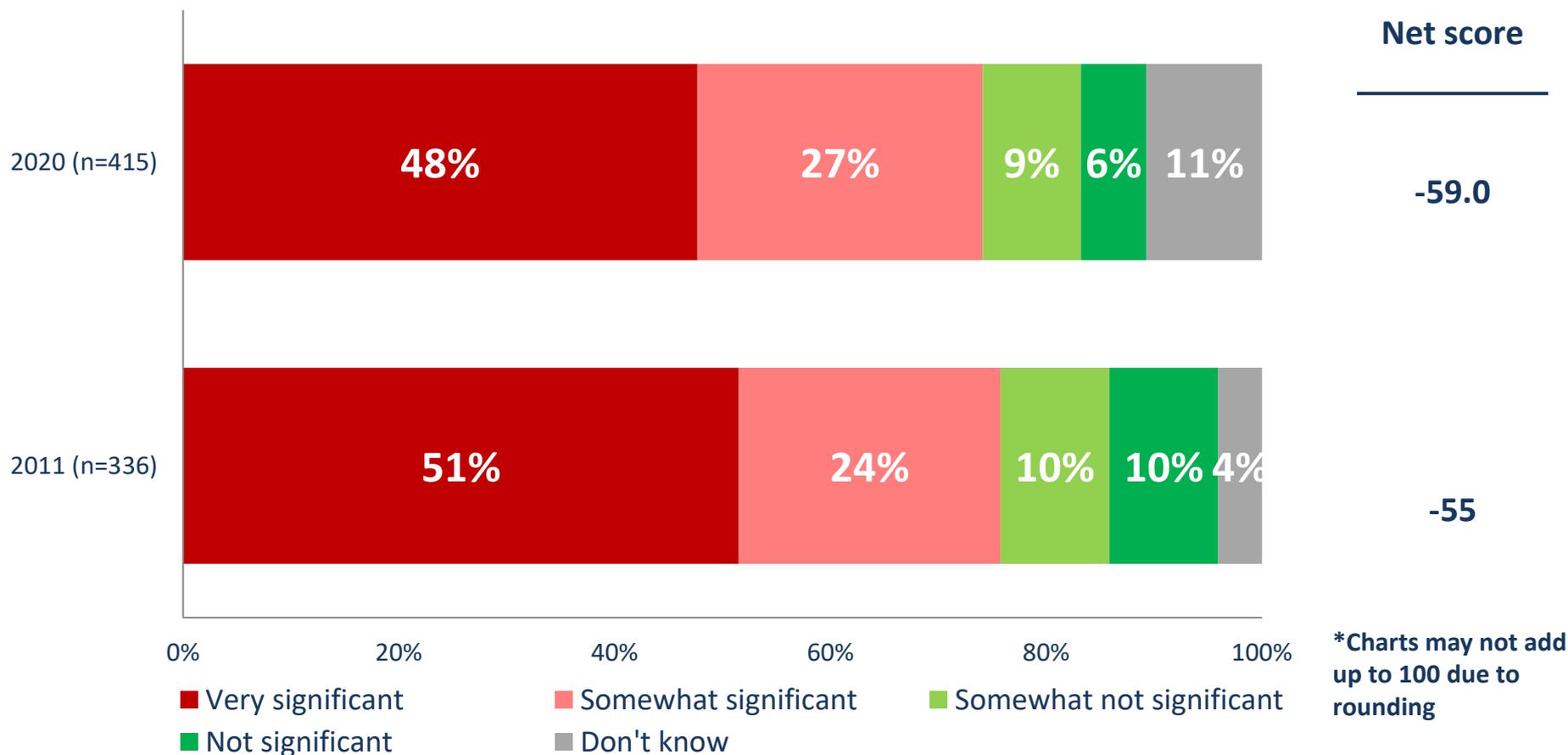
Significance of cost barriers in deciding to access a psychologist



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

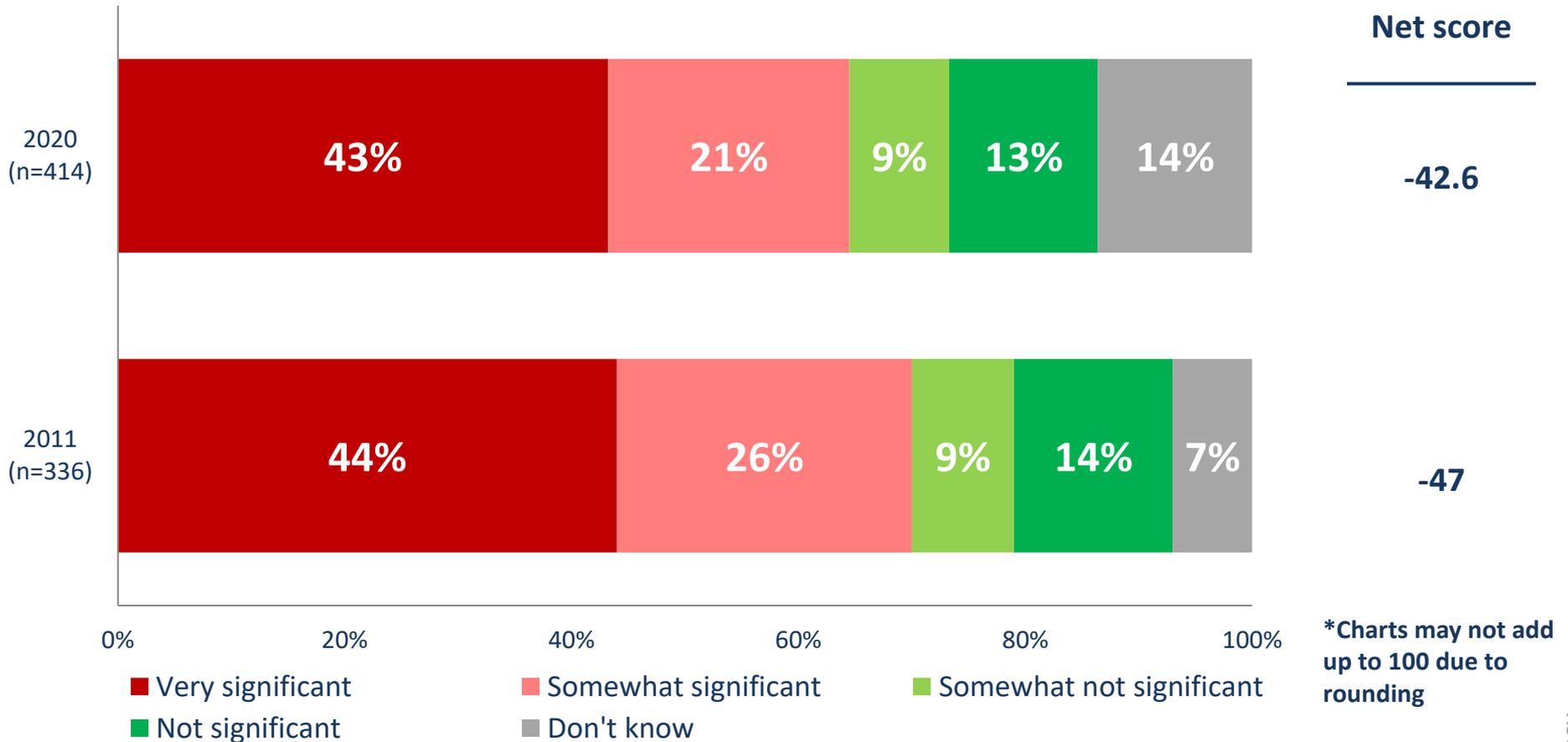
Significance of health plan coverage barriers in deciding to access a psychologist



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]

Psychologists are not covered by your provincial/territorial health plan

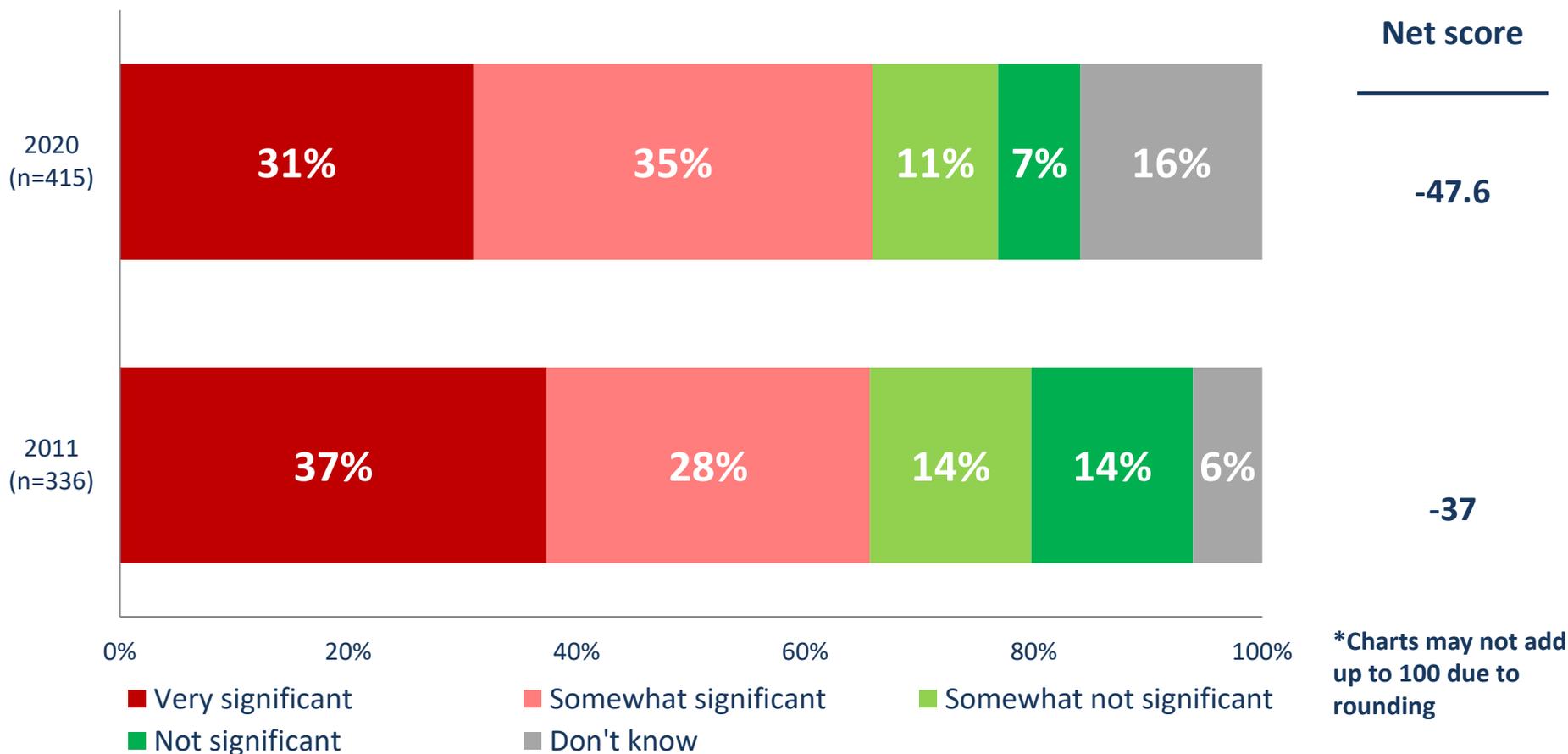
Significance of employer health benefit plan coverage barriers in deciding to access a psychologist



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

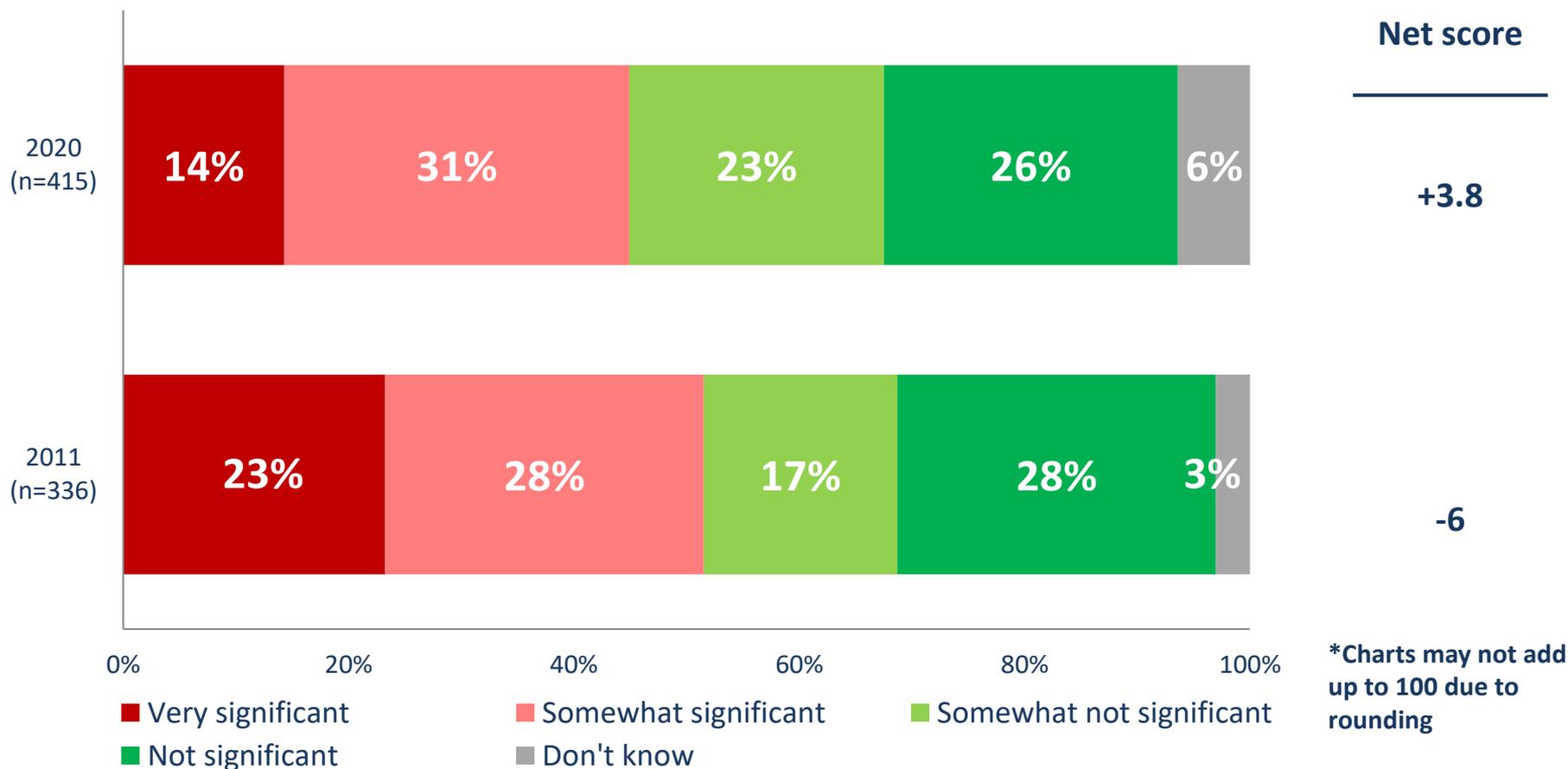
Significance of long wait times in deciding to access a psychologist



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

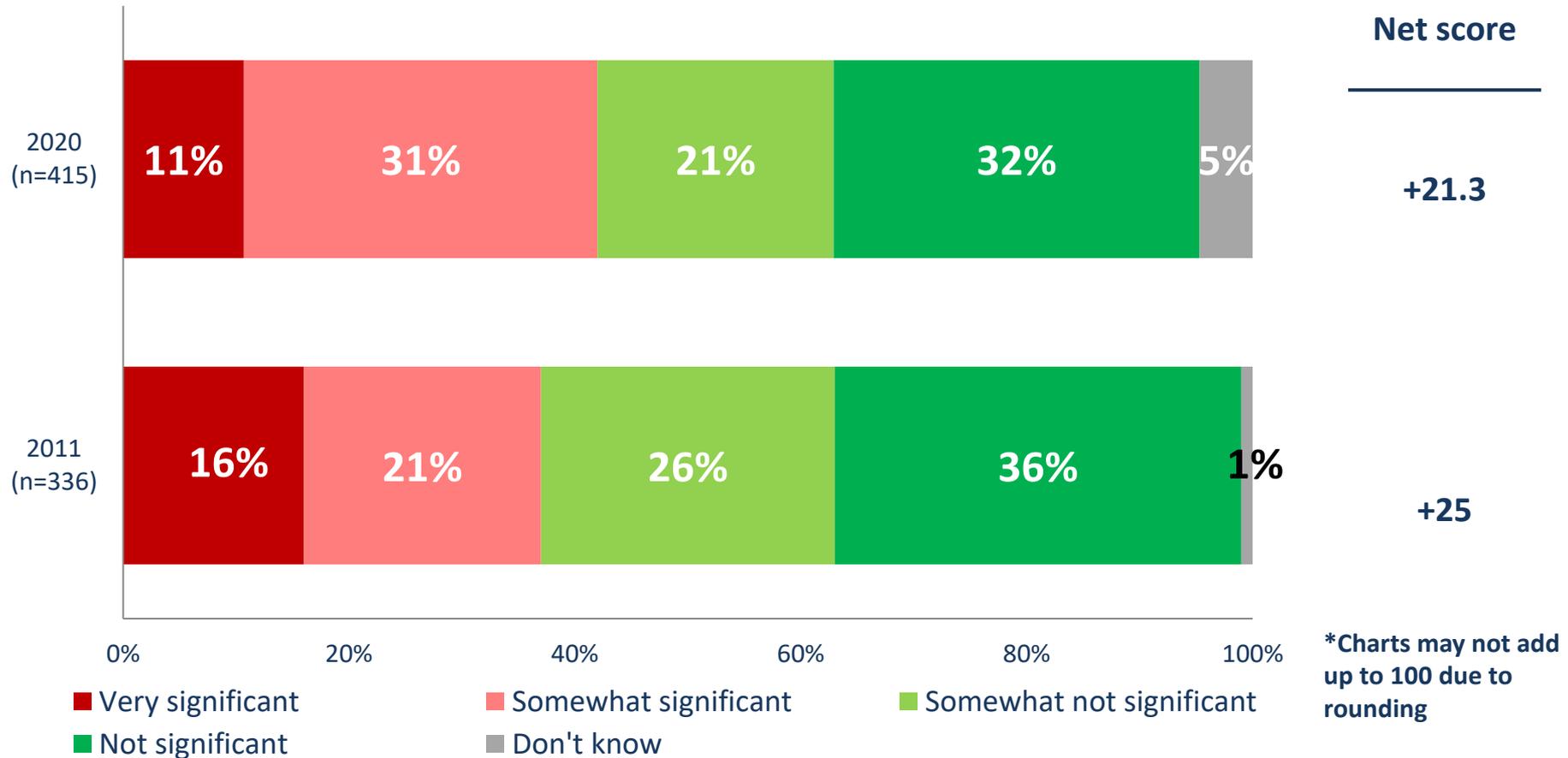
Significance of dealing with problems/disorders themselves in deciding to access a psychologist



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

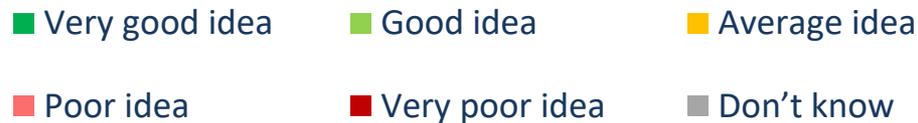
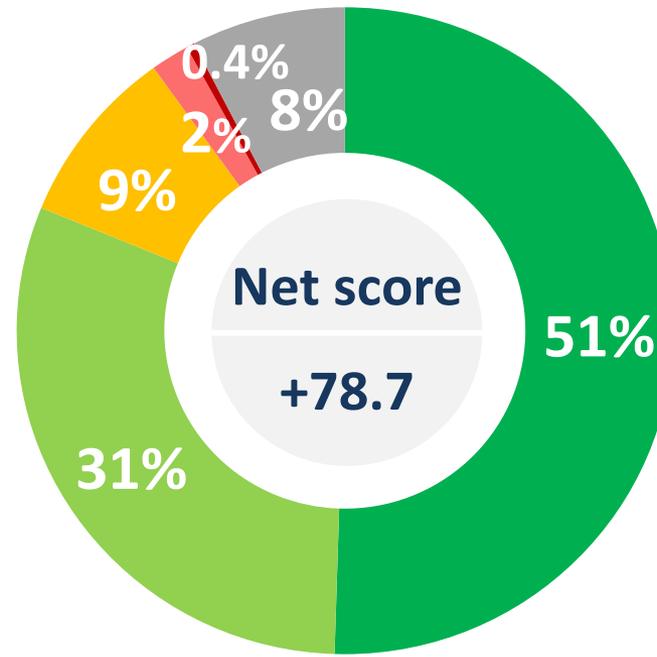
Significance of not wanting others to know they are seeing a psychologist in deciding to access a psychologist



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]

Wouldn't want others to know you are seeing a psychologist

Support for psychologists working collaboratively with health professionals



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.



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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).

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The complete tabulations are appended to the national reports one and two. To view the national reports, please visit www.nanos.co.

TECHNICAL NOTE

Element	Description
Research sponsor	Canadian Psychological Association and Council of Professional Associations of Psychologists
Population and Final Sample Size	417 British Columbians as part of a larger national survey of 3,070 Canadians drawn from a panel
Source of Sample	Asking Canadians
Type of Sample	Representative non-probability
Margin of Error	No margin of error applies to this research.
Mode of Survey	Online survey
Sampling Method Base	Non-probability.
Demographics (Captured)	British Columbians; Men and Women; 18 years or older. Six digit postal code was used to validate geography.
Demographics (Other)	Age, gender, education, income
Field Dates	September 25 th to October 2 nd , 2020.
Language of Survey	The survey was conducted in both English and French.
Standards	Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. https://canadianresearchinsightscouncil.ca/standards/

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2016). See tables for full weighting disclosure.
Screening	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.
Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.
Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of the population.
Estimated Response Rate	Not applicable
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	This is report (2) of (2). This report contains questions 1 to 34 and report 1 contains questions 35 to 54 in the questionnaire.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.

METHODOLOGY - Previous wave



SOCIÉTÉ
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Survey of 336 British Columbians as part of a larger national survey of 2,832 Canadians conducted by EKOS in 2011 for the Canadian Psychological Association.



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