### Strong majority want improved access to psychologists: New Brunswick

#### **Provincial Survey | Summary**

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













One quarter of respondents from New Brunswick say they have the most confidence in psychologists when it comes to helping people with mental health problems

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 residents of New Brunswick on issues related to mental health and the profession. This is New Brunswick report two (2) of two (2). To follow are the key findings for New Brunswick report two.

#### Role of psychologists

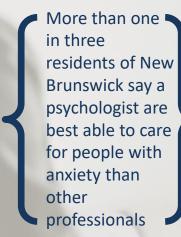
- Respondents most frequently report having the most confidence in psychologists when it comes to helping people with mental health problems One quarter of residents of New Brunswick (24%, 28% In 2011) say they have the most confidence in psychologists when it comes to helping people with mental health problems, followed by family doctor/physicians (15%, down from 25% in 2011), psychiatrists (13%, down from 32% in 2011) and counsellors (10%, 8% in 2011). One in ten residents of New Brunswick say they have no confidence in any professional and seven per cent are unsure.
- Three quarters of residents of New Brunswick think psychologists do something different than psychiatrists Almost three in four (72%) think a psychologist does something different than a psychiatrist, while two in ten (21%) think they do the same thing. Seven per cent are unsure.
- Almost four in five respondents think psychologists do something different than a counsellor Almost four in five (78%) think a psychologist does something different than a counsellor, while under two in ten (17%) think they do the same thing. Six per cent are unsure.
- Almost two thirds of respondents think psychologists do something different than psychotherapists Two in three (65%) think a psychologist does something different than a psychotherapist, while under one in four (24%) think they do the same thing. Eleven per cent are unsure.

#### Profession best able to care for mental health problems

Respondents are split between psychologists and counsellors 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, three in ten say a psychologist and a counsellor (each at 30%), followed by a psychiatrist (27%) and psychotherapist (12%).







- 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, more than one in three residents of New Brunswick (35%) say a psychologist, followed a counsellor (30%) and almost one in four say a psychiatrist (22%). Slightly more than one in ten (12%) say a psychotherapist.
- Respondents 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 (58%), followed by a psychologist (16%), a psychotherapist (14%) and a psychiatrist (19%).
- 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, one in three say a psychiatrist (30%), followed by a psychologist (21%), a counsellor (18%) and a psychotherapist (16%).
- Respondents are more likely to say a counsellor 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, four in ten say a counsellor (39%), followed by almost one in three (28%) who say a psychologist, two in ten (20%) who say a psychotherapist and one in ten who say a psychiatrist (10%).
- 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 residents of New Brunswick say a counsellor (42%), followed by a psychologist (27%), a psychiatrist (18%), and a psychotherapist (6%).







#### 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 Almost one in three (31%) respondents say psychologists are effective at helping people with depression, while one third say they are somewhat effective (30%) or very effective (21%). Five per cent say they are not effective at all and twelve per cent don't know.
- Nearly four in ten say psychologists are effective at helping people who are living with anxiety

   More than one third (36%) say psychologists are effective at helping people with anxiety, while
  three in ten say they are somewhat effective (29%) or very effective (18%). Four per cent say
  they are not effective at all and thirteen per cent don't know.
- Opinions on the effectiveness of psychologists in helping people who are living with addictions remain comparable with 2011 Just under one in three say psychologists are effective (29%) or somewhat effective (34%), respectively, in helping people who are living with addictions, while just over one in five (21%) say they are very effective and seven per cent say they are not effective at all. Ten 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 Three in ten (30%) say psychologists are effective in helping people living with dementia, while one third say they are somewhat effective (34%), and eight per cent say they are very effective. Fourteen per cent say they are not effective at all, or 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 Almost one in three say psychologists are effective (28%) or somewhat effective (33%), respectively, in helping people who are living with learning disabilities/ADHD, while under two in ten (17%) say they are very effective and 10 per cent say they are not effective at all. Thirteen per cent don't know. These results are comparable with tracking from 2011.





Three in five respondents say that psychologists are very effective (17%) or effective (45%) in diagnosing people living with depression

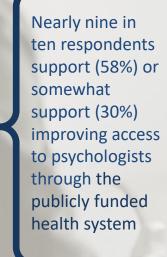
• Psychologists are most frequently seen as effective in helping people living with the stress of being diagnosed with a disease like cancer – Just under one in three (28%) say they think psychologists are effective in helping people living with the stress of being diagnosed with a disease like cancer, while one in three (33%) say they are somewhat effective and just under three in ten (28%) say they are very effective. Five per cent say they are not effective at all. Seven 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 (45%) say they think psychologists are effective in diagnosing people living with depression, while under one in five each say they are somewhat effective (18%) or very effective (17%). Eight per cent say they are not effective at all and twelve per cent don't know.
- Respondents most frequently say they think psychologists are effective in diagnosing people living with anxiety Over four in ten (45%) say they think psychologists are effective in diagnosing people living with anxiety, while almost one in five say they are somewhat effective (18%) or very effective (17%). Eight per cent say they are not effective at all and twelve per cent don't know.
- Just over four in ten say psychologists are effective in diagnosing people living with addictions Over four in ten (43%) say they think psychologists are effective in diagnosing people living with addictions, while almost one in four say they are somewhat effective (24%) and under two in ten say they are very effective (17%). Six per cent say they are not effective at all and ten per cent don't know.
- Respondents most frequently say psychologists are effective or somewhat effective in diagnosing people living with dementia Just over one in three (36%) say psychologists are effective in diagnosing people living with dementia, while one in four (25%) say they are somewhat effective. Fourteen per cent say they are not effective at all, while twelve per cent say they are very effective. Thirteen per cent don't know.







- Respondents most frequently say psychologists are effective or somewhat effective in diagnosing people living with learning disabilities/ADHD Four in ten (40%) say psychologists are effective in diagnosing people living with dementia, while one in four (26%) say they are somewhat effective. Under two in ten say they are very effective (17%) and eight per cent say they are not effective at all. Ten per cent don't know.
- Respondents most frequently say they are confident in the care psychologists provide Just under four in ten (38%) say they are confident in psychologists and the care they provide when it comes to mental health, while three in ten (30%) say they are somewhat confident and under two in ten (14%) say they are very confident. Eight per cent say they are not confident at all and ten per cent are unsure. These results are comparable with tracking from 2011.
- Close to one in two 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 Close to one in two (46%) say to the best of their knowledge they are able to access the services of a psychologist in the publicly-funded health care system within a somewhat unreasonable (11%) or unreasonable (35%) period of time. Just under three in ten say services are accessible within a reasonable (four per cent) or somewhat reasonable (23%) period of time, and 27 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 (88%) support (58%) or somewhat support (30%) improving access to psychologists through the publicly-funded health care system, while four per cent either somewhat oppose (two per cent) or oppose (two per cent) this. Seven per cent are unsure.
- 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, one in two (51%) say yes, definitely (17%) or yes, I think so (34%). Fourteen per cent say no, while 22 per cent report they are not employed, and 14 per cent are unsure.

#### **SUMMARY**





Almost four in five respondents say it is a very good idea (44%) or good idea (33%) to provide greater access to psychologists through employer health benefit plans

• Over three in four say providing greater access to psychologists through employer health benefit plans is a very good or good idea — A majority (77%) say it is a very good idea (44%) or good idea (33%) 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. One per cent each say this is a poor idea or a very poor idea, and eight per cent are unsure.

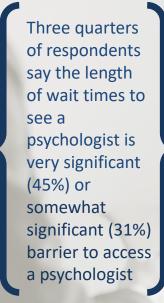
#### **Barriers to access**

- 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 Over eight in ten (83%) say psychological services costing too much for them to pay themselves is a very significant (53%) or somewhat significant (30%) barrier to them deciding whether or not they should access a psychologist, which is comparable with the previous wave. More than one in ten say this is a somewhat not significant (four per cent) or not significant (eight per cent) barrier, and five per cent are unsure.
- Two in three 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 Comparable with the previous wave of research, a majority (67%) say psychologists not being covered by their provincial/ territorial health plan is a very significant (39%) or somewhat significant (28%) barrier to them deciding whether or not they should access a psychologist. Just under two in ten say this is a somewhat not significant (seven per cent) or not significant (twelve per cent) barrier, and 15 per cent are unsure.

#### **SUMMARY**







- Almost 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 (63%) say psychological services not being covered by their employer's health benefit plan is a very significant (38%) or somewhat significant (25%) barrier to them deciding whether or not they should access a psychologist, comparable with the previous wave. Three in ten say this is a somewhat not significant (seven per cent) or not significant (22%) barrier, and 9 per cent are unsure.
- A majority of residents of New Brunswick 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 Comparable with the previous wave of research, three in four (76%) say the wait times to see a psychologist being too long is a very significant (45%) or somewhat significant (31%) barrier to them deciding whether or not they should access a psychologist. Under two in ten say this is a somewhat not significant (5%) or not significant (nine per cent) barrier, and 11 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 Four in ten (41%) say preferring to deal with these problems/disorders on their own is a very significant (13%) or somewhat significant (29%) barrier to them deciding whether or not they should access a psychologist, while the more than one in two (54%) say this is a somewhat not significant (24%) or not significant (30%) barrier. Five per cent are unsure. This is comparable with the previous wave of research.
- Close to six in ten 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 (26%) as a barrier to them deciding whether or not they should access a psychologist, comparable with the previous wave. One in three say this is a very significant (13%) or somewhat significant (22%) barrier, and seven per cent are unsure.

#### **SUMMARY**







Four in five respondents say psychologists working collaboratively with other health professionals in primary care teams is a very good (52%) or good idea (28%)

#### 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 – Four in ten (80%) say it is a very good idea (52%) or good idea (28%) for psychologists to work collaboratively with other health professionals, such as family physicians in primary care teams. Seven per cent say this is an average idea, while four per cent think this is a poor idea (two per cent) or very poor idea (two per cent), and nine per cent don't know.

Nanos conducted an online survey of 203 residents of New Brunswick between September 25th, 2020 and October 2<sup>nd</sup>, 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 Council of Professional Associations of Psychologists and was conducted by Nanos Research.

### Confidence in health professionals PSYCHOLOGICAL ASSOCIATION





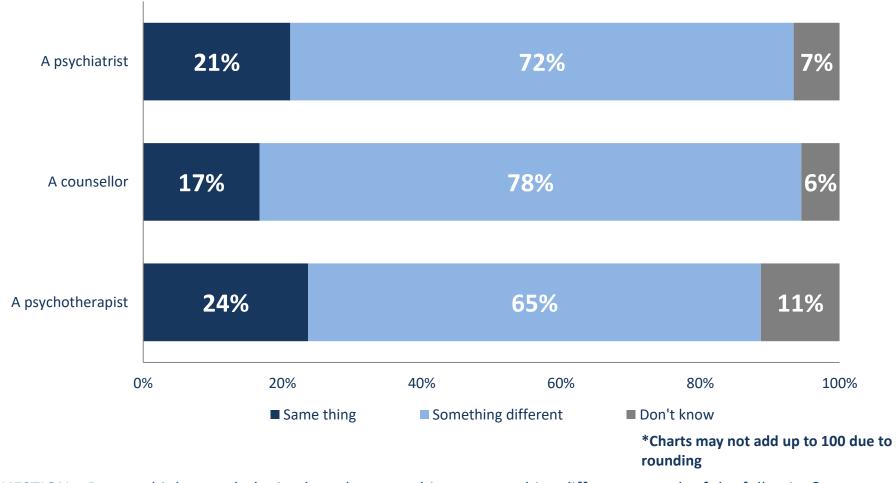
Top mentions	2020 (n=185)	2011 (=229)
Psychologist	24%	28%
Family doctor/physician	15%	25%
Psychiatrist	13%	32%
Counsellor	10%	8%
None	9%	1%
Unsure	7%	2%
Mental health professionals/team of doctors	6%	-

**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







**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	New Brunswick (n=199)
Psychologist	29%
Counsellor	29%
Psychiatrist	27%
Psychotherapist	12%
Religion/Spirituality	1%
Doctor/nurse	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	New Brunswick (n=200)
Psychologist	35%
Counsellor	30%
Psychiatrist	22%
Psychotherapist	12%
Religion/Spirituality	1%
Doctor/nurse	0.4%

**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	New Brunswick (n=200)
Counsellor	58%
Psychologist	16%
Psychotherapist	14%
Psychiatrist	9%
Specialists	2%
Doctor/nurse	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	New Brunswick (n=195)
Psychiatrist	30%
Psychologist	21%
Counsellor	18%
Psychotherapist	16%
Doctor/nurse	10%
Specialists	3%

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

#### **Dementia**

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## Professional best able to care for people living with learning disabilities





Top Mentions	New Brunswick (n=198)
Counsellor	39%
Psychologist	28%
Psychotherapist	20%
Psychiatrist	10%
Doctor/nurse	2%
Specialist	1%

**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	New Brunswick (n=200)
Counsellor	42%
Psychologist	27%
Psychiatrist	18%
Psychotherapist	6%
Doctor/nurse	4%
Specialist	2%

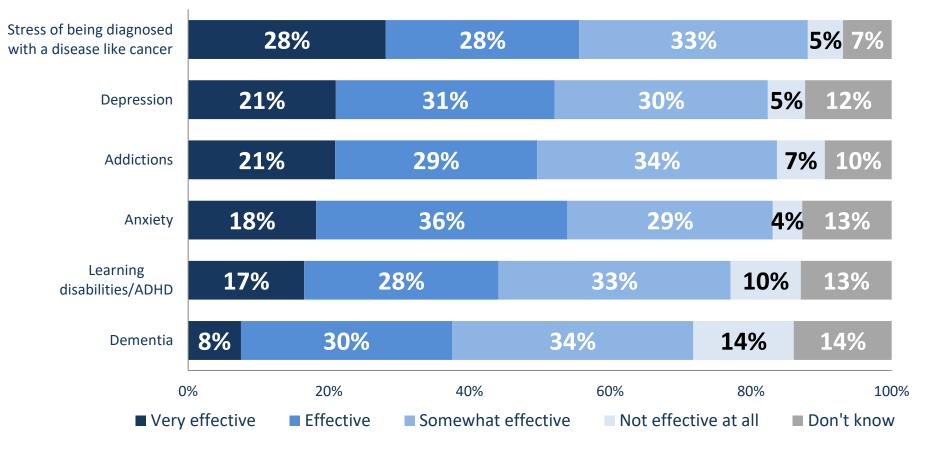
**QUESTION** – Do you think a psychologist does the same thing or something different as each of the following? [RANDOMIZE]

Stress of being diagnosed with a disease like cancer

## Effectiveness of psychologists in helping people







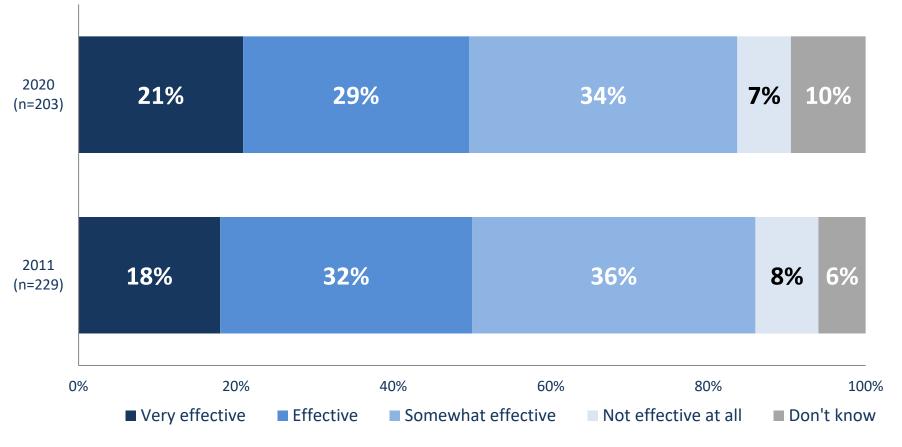
\*Charts may not add up to 100 due to rounding

**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







\*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]

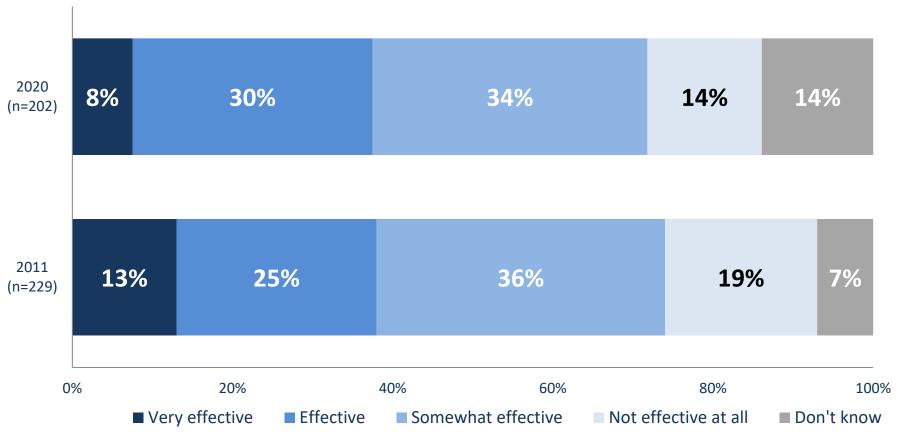
**Addictions** 

### Effectiveness of psychologists in helping people coping with dementia - Tracking









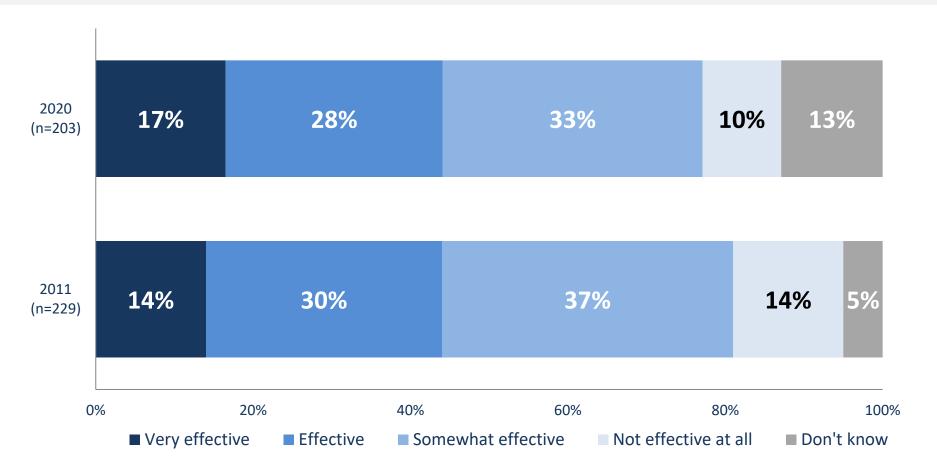
\*Charts may not add up to 100 due to rounding

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

**Dementia** 

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



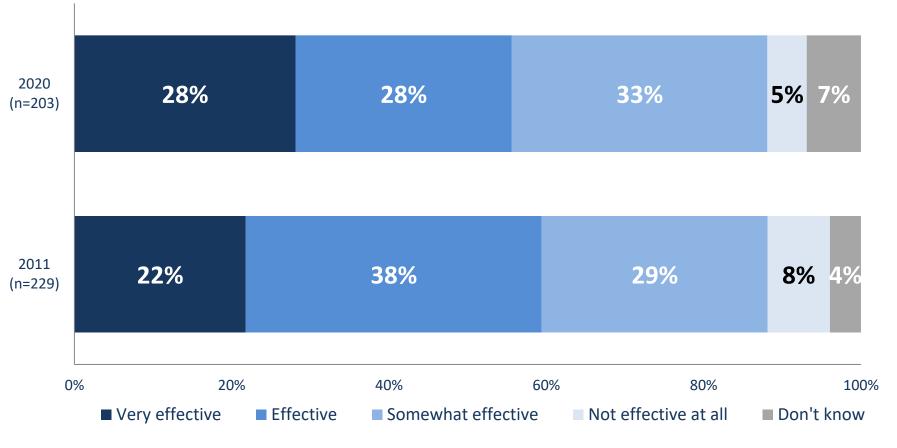
\*Charts may not add up to 100 due to rounding

**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** 







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

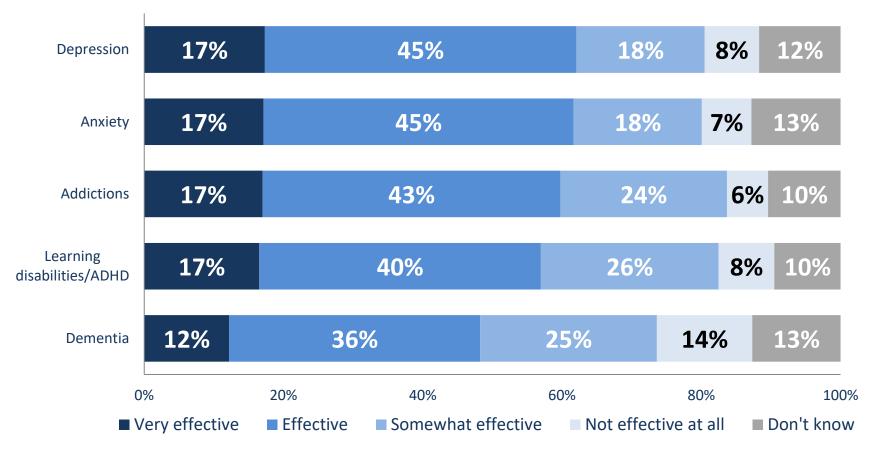
**QUESTION** – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Stress of being diagnosed with a disease like cancer

# Effectiveness of psychologists in diagnosing people







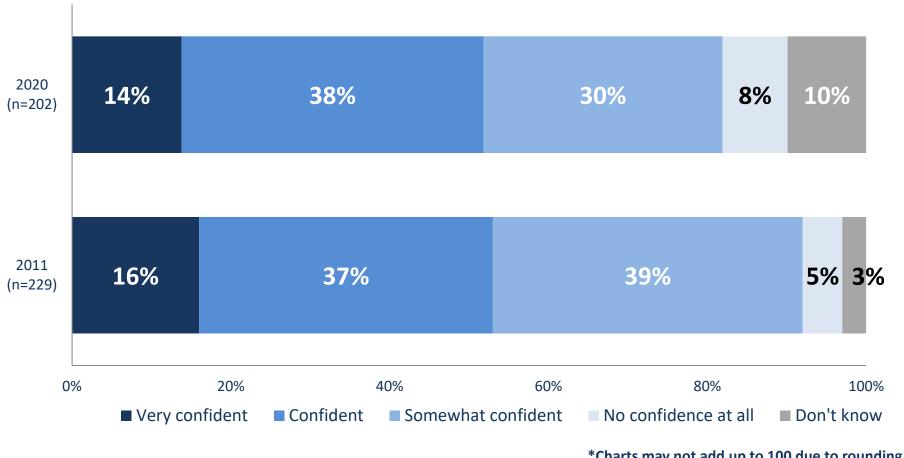
\*Charts may not add up to 100 due to rounding

**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







<sup>\*</sup>Weighted to the true population proportion.

**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?

<sup>\*</sup>Charts may not add up to 100 due to rounding.

## 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?

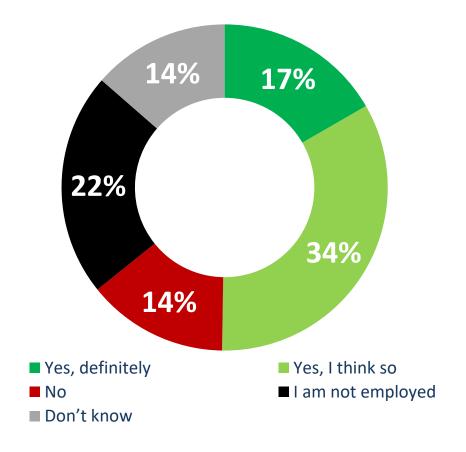
<sup>\*</sup>Weighted to the true population proportion.

<sup>\*</sup>Charts may not add up to 100 due to rounding.

# 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?

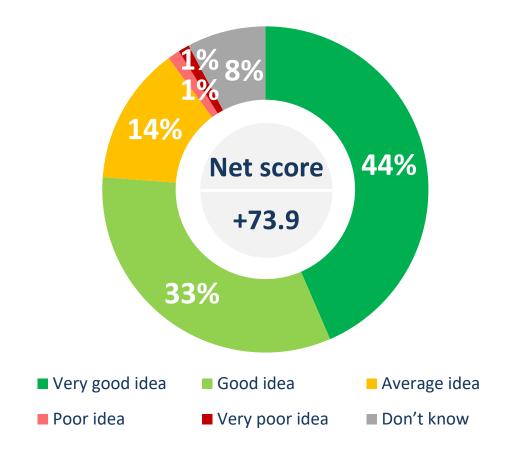
<sup>\*</sup>Weighted to the true population proportion.

<sup>\*</sup>Charts may not add up to 100 due to rounding.

## 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?

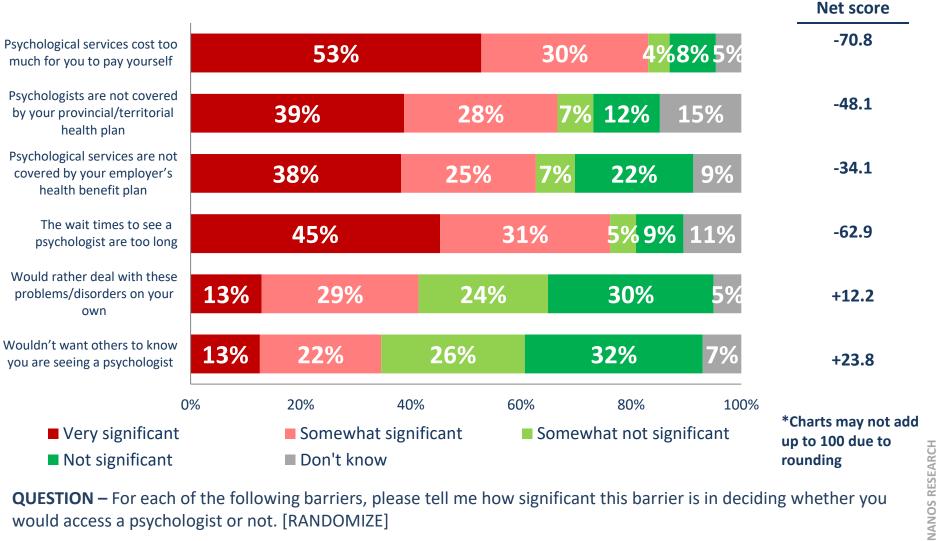
<sup>\*</sup>Weighted to the true population proportion.

<sup>\*</sup>Charts may not add up to 100 due to rounding.

### Significance of barriers in deciding to access a psychologist





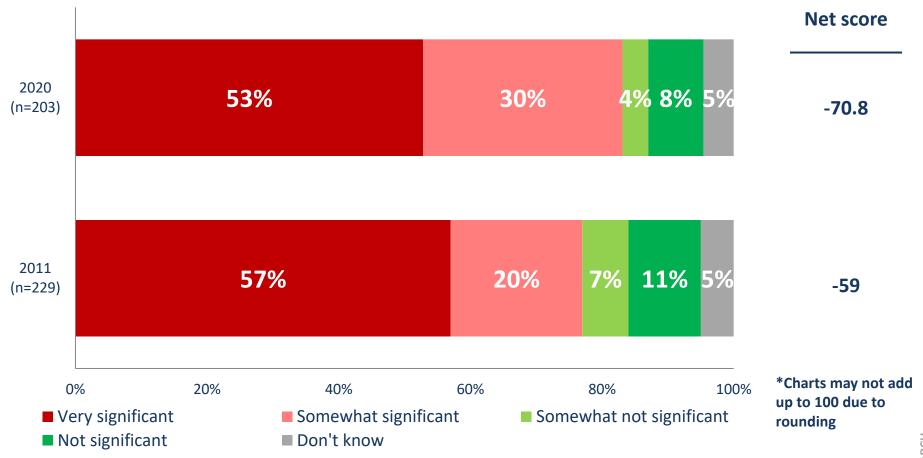


**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

# 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]

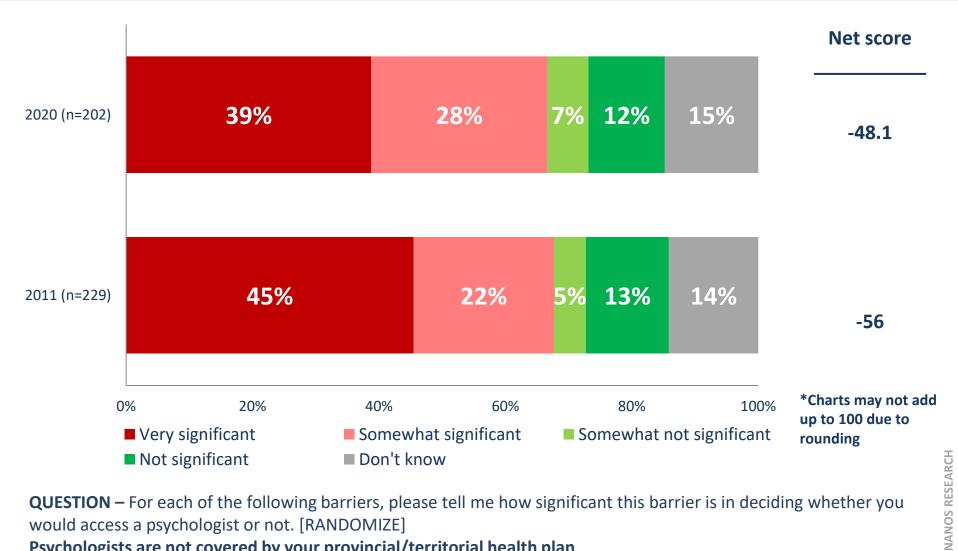
Psychological services cost too much for you to pay yourself

### 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]

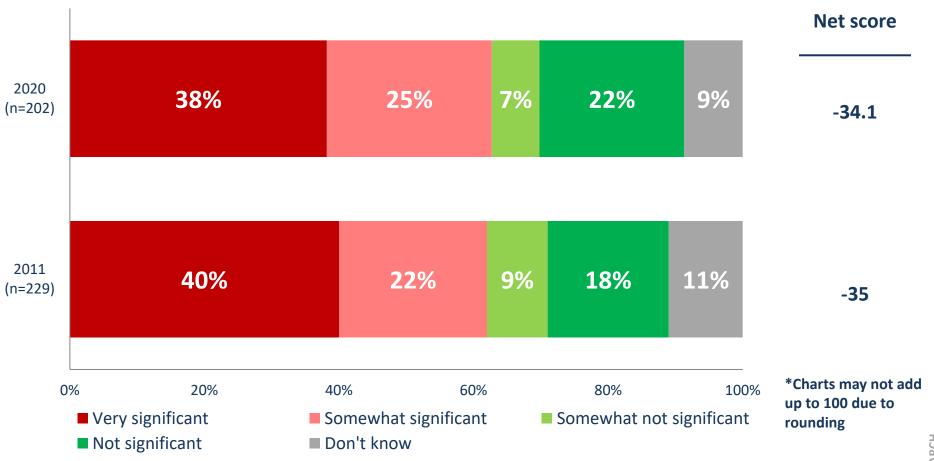
Psychologists are not covered by your provincial/territorial health plan

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









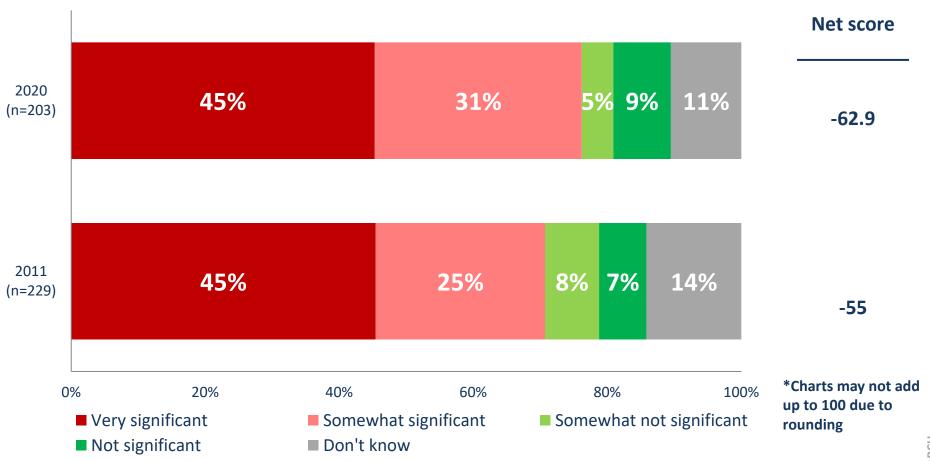
**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

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]

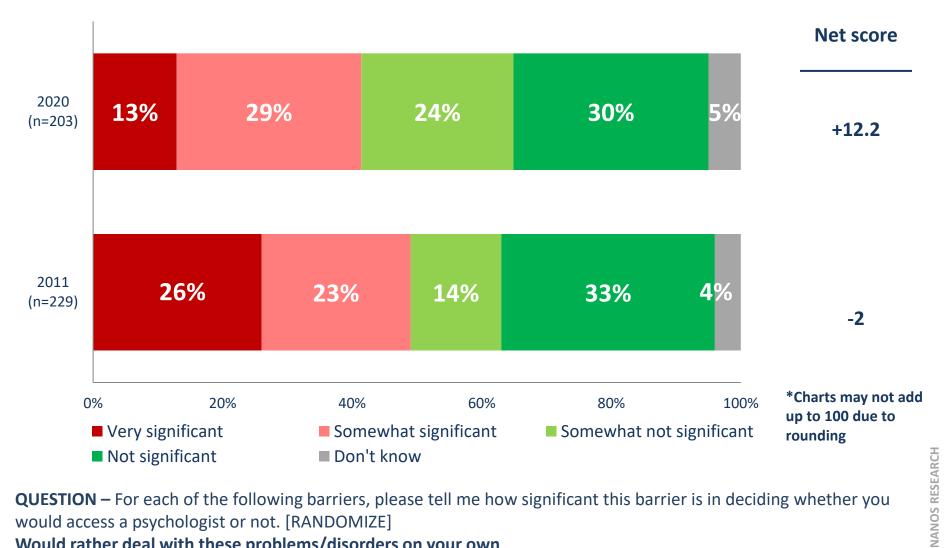
The wait times to see a psychologist are too long

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





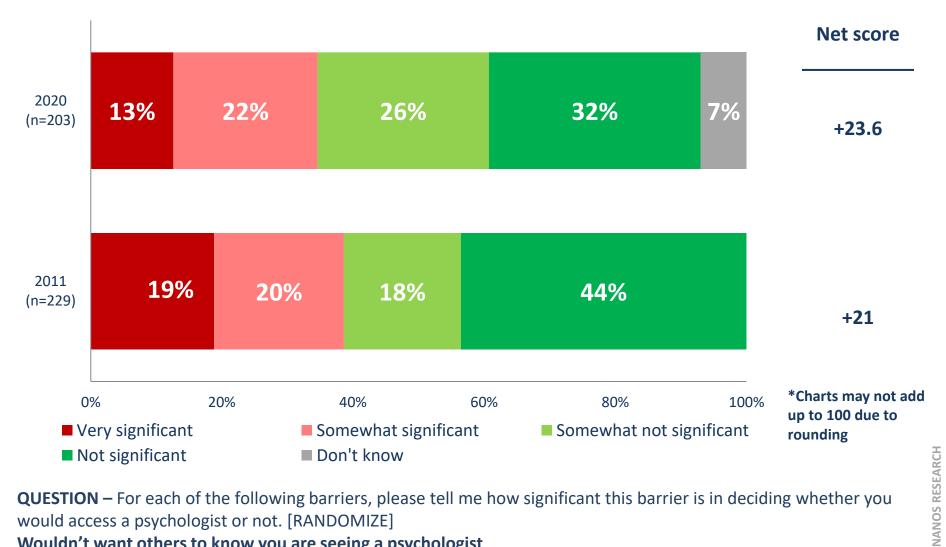


**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

Would rather deal with these problems/disorders on your own







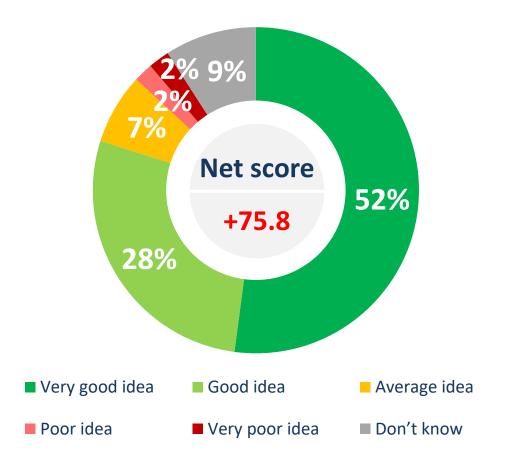
**QUESTION** – For each of the following barriers, please tell me how significant this barrier is in deciding whether you would access a psychologist or not. [RANDOMIZE]

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?

<sup>\*</sup>Weighted to the true population proportion.

<sup>\*</sup>Charts may not add up to 100 due to rounding.

### **METHODOLOGY**







#### **METHODOLOGY**





Nanos conducted an online survey of 203 residents of New Brunswick between September 25<sup>th</sup>, 2020 and October 2<sup>nd</sup>, 2020. This was part of a larger national study of 3,070 Canadians 18 years of age or older, between September 25<sup>th</sup>, 2020 and October 2<sup>nd</sup>, 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 was conducted by Nanos Research.

This is the New Brunswick 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 .





Element	Description	Element	Description	
Research sponsor	Canadian Psychological Association and the Council of Professional Associations of Psychologists	Weighting of Data	The results were weighted by age and gender using the latest Census information (2016). See tables for full weighting disclosure.	
Population and Final Sample Size	203 residents of New Brunswick as a part of a larger national survey of 3,070 Canadians drawn from a panel			
Source of Sample	Asking Canadians	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	
Type of Sample	Representative non-probability		ensure the integrity of the data.	
Margin of Error	No margin of error applies to this research.	Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.	
Mode of Survey	Online survey		By age and gender using the latest Census information (2016) and	
Sampling Method Base	Non-probability.	Stratification	the sample is geographically stratified to be representative of the population.	
		Estimated Response Rate	Not applicable	Not applicable
Demographics (Captured)	New Brunswick; Men and Women; 18 years or older. Six digit postal code was used to validate geography.  Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.		
Demographics (Other)	Age, gender, education, income	Question Content	This is report (2) of (2). This report contains questions 1 to 34 and report 2 contains questions 35 to 54 in the questionnaire.	
Field Dates	September 25 <sup>th</sup> to October 2 <sup>nd</sup> , 2020.		The questions in the preceding report are written exactly as they	
Language of Survey	The survey was conducted in both English and French.	Question Wording	were asked to individuals.	
	Nanos Research is a member of the Canadian Research	Research/Data Collection Supplier	Nanos 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/	Contact	Contact Nanos Research for more information or with any concerns or questions. <a href="http://www.nanos.co">http://www.nanos.co</a> Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.		

### **METHODOLOGY - Previous wave**





Survey of 229 residents of New Brunswick as part of a larger national survey of 2,832 Canadians conducted by EKOS in 2011 for the Canadian Psychological Association.

#### **ABOUT NANOS**







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