

Strong majority want improved access to psychologists: Nova Scotia

Provincial Survey | Summary

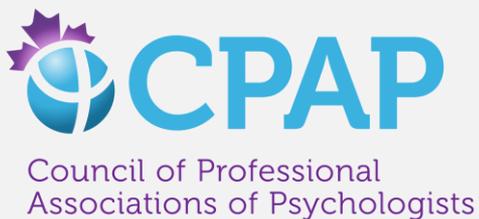
Conducted by Nanos for Canadian Psychological Association and the Council of Professional Associations of Psychologists, December 2020
Submission 2020-1710B



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 Nova Scotians on issues related to mental health and the profession. This is Nova Scotia report two (2) of two (2).

Role of psychologists

Respondents from Nova Scotia most frequently say they have the most confidence in psychologists and psychiatrists when it comes to helping people with mental health problems

- **Respondents most frequently report having the most confidence in psychologists and psychiatrists when it comes to helping people with mental health problems** – Over one quarter of respondents (28%, 28% in 2011) say they have the most confidence in psychologists and psychiatrists (27%, 29% in 2011) when it comes to helping people with mental health problems, followed by family doctor/physician (16%, down from 23% in 2011). None, therapists, mental health professionals/team of doctors and unsure were each at five per cent.
- **Four in five respondents think psychologists do something different than psychiatrists** – Four in five (80%) think a psychologist does something different than a psychiatrist, while fifteen per cent think they do the same thing. Five per cent are unsure.
- **Three in four respondents think psychologists do something different than a counsellor** – Over three in four (77%) think a psychologist does something different than a counsellor, while under two in ten (18%) think they do the same thing. Five per cent are unsure.
- **Two thirds think psychologists do something different than psychotherapists** – Two in three respondents (67%) think a psychologist does something different than a psychotherapist, while under one in four (23%) think they do the same thing. Ten per cent are unsure.

Four in ten residents from Nova Scotia say psychologists are best able to care for people with anxiety than other professionals

Profession best able to care for mental health problems

- **One in two 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, almost one in two respondents say a psychiatrist (48%), followed by a psychologist (26%), a counsellor (13%) and a psychotherapist (10%).
- **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 (38%) say a psychologist, followed by three in ten (30%) who say a psychiatrist, one in five (21%) who say a counsellor, and one in ten (9%) 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 (52%), followed by a psychiatrist and psychologist (each at 18%) followed by a psychotherapist (11%).
- **Respondents are split saying that they are more likely to think a psychiatrist, psychotherapist or psychologist 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 four say a psychiatrist or psychotherapist (each at 24%), followed by a psychologist (23%), a counsellor and a family doctor/physician (each at 9%).
- **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, four in ten say a psychologist (39%), followed by just over one in four (27%) who say a counsellor, under two in ten (22%) who say a psychotherapist or a psychiatrist.
- **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, just over four in ten say a counsellor (44%), followed by a psychologist (30%), a psychiatrist (14%), and a psychotherapist (8%).

Six in ten Nova Scotians say psychologists are very effective (20%) or effective (38%) in 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** – Close to two in five (38%) say psychologists are effective at helping people with depression, while under five in ten say they are somewhat effective (28%) or very effective (20%). Six per cent say they are not effective at all and nine per cent don't know.
- **One in three respondents say psychologists are effective at helping people who are living with anxiety** – One in three (34%) say psychologists are effective or somewhat effective (33%) at helping people with anxiety. More than one in five say they are very effective (22%). Three per cent say they are not effective at all and nine per cent don't know.
- **Opinions on the effectiveness of psychologists in helping people who are living with addictions remain consistent with 2011** – One in three each say psychologists are effective (31%) or somewhat effective (30%), respectively, in helping people who are living with addictions, while one in four (23%) say they are very effective and eleven per cent say they are not effective at all. Four 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** – Just over one in four (27%) say psychologists are somewhat effective or effective (26%) in helping people living with dementia. Twelve per cent say they are very effective, twenty-six per cent they are not effective at all, and nine per cent don't know. These results are comparable with tracking from 2011.
- **Respondents most frequently say psychologists are somewhat effective in helping people who are living with learning disabilities** – Three in ten say psychologists are effective (30%) while over one in three say psychologists are somewhat effective (35%) in helping people who are living with learning disabilities/ADHD, while two in ten (20%) say they are very effective and seven per cent say they are not effective at all. Eight per cent don't know. These results are comparable with tracking from 2011.

Seven in ten respondents most frequently say that psychologists are very effective (20%) or effective (50%) 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** – Three in ten each (31%) say they think psychologists are effective or somewhat effective (30%) in helping people living with the stress of being diagnosed with a disease like cancer. Just under one in four (24%) say they are very effective. Six per cent say they are not effective at all. Nine 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** – One in two (50%) say they think psychologists are effective in diagnosing people living with depression, while under one in five each say they are somewhat effective (22%) or very effective (20%). Three per cent say they are not effective at all and six per cent don't know.
- **Respondents most frequently say they think psychologists are effective in diagnosing people living with anxiety** – Close to one in two (47%) say they think psychologists are effective in diagnosing people living with anxiety, while one in four say they are somewhat effective (24%) and one in five say they are very effective (20%). Three per cent say they are not effective at all and six per cent don't know.
- **Just over four in ten respondents say psychologists are effective in diagnosing people living with addictions** – Just over four in ten (43%) respondents say they think psychologists are effective in diagnosing people living with addictions, while one in four say they are somewhat effective (24%) and fourteen per cent say they are very effective. Eight 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 Canadians (35%) say psychologists are effective in diagnosing people living with dementia, while just under one in three (32%) say they are somewhat effective, and twelve per cent each say they are very effective or not effective at all. Nine per cent don't know.

SUMMARY

More than nine in ten support (66%) or somewhat support (27%) 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 in diagnosing people living with learning disabilities, while just under one in three (32%) say they are somewhat effective. One in five say they are very effective (20%) and seven per cent say they are not effective at all. Six per cent don't know.
- **Respondents most frequently say they are confident or somewhat confident in the care psychologists provide** – Just under four in ten (37%) say they are confident in psychologists and the care they provide when it comes to mental health, while more than one in three (35%) say they are somewhat confident and under two in ten (15%) say they are very confident. Four per cent say they are not confident at all and nine 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** – One in two respondents 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 (23%) or unreasonable (27%) period of time. Three in ten say services are accessible within a reasonable (four per cent) or somewhat reasonable (26%) period of time, and 19 per cent are unsure.
- **A strong majority of respondents support or somewhat support improving access to psychologists through the publicly-funded health care system** – More than nine in ten support (66%) or somewhat support (27%) improving access to psychologists through the publicly-funded health care system, while less than five per cent somewhat oppose (4%) or oppose this (0.3%). Three 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 five say yes, definitely (21%) and one in three say yes, I think so (33%). Eight per cent say no, while 22 per cent report they are not employed, and 16 per cent are unsure.

SUMMARY

More than three in four Nova Scotians say providing greater access to psychologists through employer health benefit plans is a very good (44%) or good (34%) idea

- **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 say it is a very good idea (44%) or good idea (34%) 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. Two per cent say this is a poor idea, and seven per cent are unsure.

Barriers to access

- **A majority of respondents say psychological services costing too much to pay by themselves is a significant barrier when deciding whether to access a psychologist** – Three in four respondents say psychological services costing too much for them to pay themselves is a very significant (51%) or somewhat significant (25%) barrier when 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 (eight per cent) barrier, and eight per cent are unsure.
- **Seven in ten respondents say psychologists not being covered by their provincial or territorial health plan is a significant barrier when deciding whether to access a psychologist** – Consistent with the previous wave of research, a majority of respondents say psychologists not being covered by their provincial/ territorial health plan is a very significant (49%) or somewhat significant (21%) barrier when deciding whether or not they should access a psychologist. Just under two in ten say this is a somewhat not significant (eight per cent) or not significant (eleven per cent) barrier, and 11 per cent are unsure.

SUMMARY

Seven in ten Nova Scotians say the length of wait times to see a psychologist is a very significant (36%) or significant (35%) barrier when deciding whether to access a psychologist

- **Over two in three say psychological services not being covered by their employer's health benefit plan is a significant barrier when deciding whether to access a psychologist** – A majority of respondents say psychological services not being covered by their employer's health benefit plan is a very significant (45%) or somewhat significant (23%) barrier to them when deciding whether or not they should access a psychologist, consistent with the previous wave. One in four say this is a somewhat not significant (five per cent) or not significant (20%) barrier, and 7 per cent are unsure.
- **A majority of respondents say the length of wait times to see a psychologist is a significant barrier when deciding whether to access a psychologist** – Consistent with the previous wave of research, seven in ten Canadians say the wait times to see a psychologist being too long is a very significant (36%) or somewhat significant (35%) barrier to them when deciding whether or not they should access a psychologist. Close to two in ten say this is a somewhat not significant (10%) or not significant (seven per cent) barrier, and 12 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** – More than four in ten say preferring to deal with these problems/disorders on their own is a very significant (16%) or somewhat significant (27%) barrier to them when deciding whether or not they should access a psychologist, while the close to one in two say this is a somewhat not significant (18%) or not significant (30%) barrier. Eight per cent are unsure. This is consistent with the previous wave of research.
- **Two in five respondents say not wanting others to know they are seeing a psychologist is 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 (41%) or somewhat not significant (17%) 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 (12%) or somewhat significant (26%) barrier, and four per cent are unsure.

Over eight in ten Nova Scotians say it is a very good (56%) or good (28%) idea for psychologists to work collaboratively with other health professionals, in primary care teams

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 (56%) or good idea (28%) for psychologists to work collaboratively with other health professionals, such as family physicians in primary care teams. Ten per cent say this is an average idea, while two per cent think this is a poor idea or very poor idea. Four per cent are unsure.

Nanos conducted an online survey of 203 residents of Nova Scotia 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.

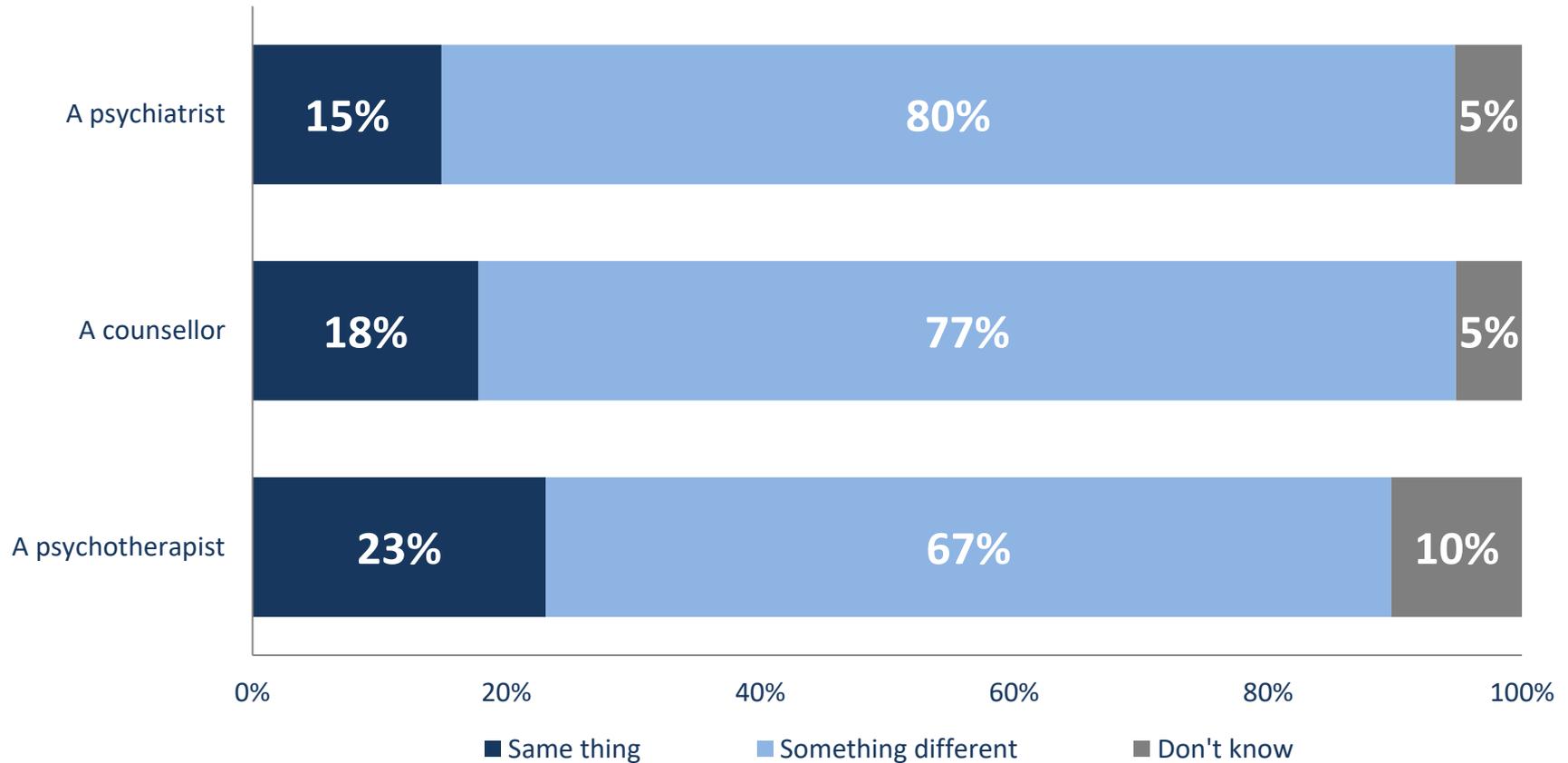
The research was commissioned by the Canadian Psychological Association and the Council of Professional Associations of Psychologists and was conducted by Nanos Research.

Confidence in health professionals

Top mentions	2020 (n=182)	2011 (=131)
Psychologist	28%	28%
Psychiatrist	27%	29%
Family doctor/physician	16%	23%
Therapist	5%	NA
Mental health professionals/team of doctors	5%	NA
None	4%	2%
Unsure	5%	1%

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	Nova Scotia (n=200)
Psychiatrist	48%
Psychologist	26%
Counsellor	13%
Psychotherapist	10%
Doctor/nurse	3%
Alternative medicine/practitioners	0.3%

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	Nova Scotia (n=198)
Psychologist	38%
Psychiatrist	30%
Counsellor	21%
Psychotherapist	9%
Doctor/nurse	2%
Family/friend	0.3%

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	Nova Scotia (n=199)
Counsellor	52%
Psychiatrist	18%
Psychologist	18%
Psychotherapist	11%
Doctor/nurse	1%
Specialists	0.3%

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

Nova Scotia
(n=199)

Psychiatrist	24%
Psychotherapist	24%
Psychologist	23%
Counsellor	9%
Doctor/nurse	9%
Specialists	8%

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	Nova Scotia (n=198)
Psychologist	39%
Counsellor	27%
Psychotherapist	14%
Psychiatrist	14%
Specialist	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

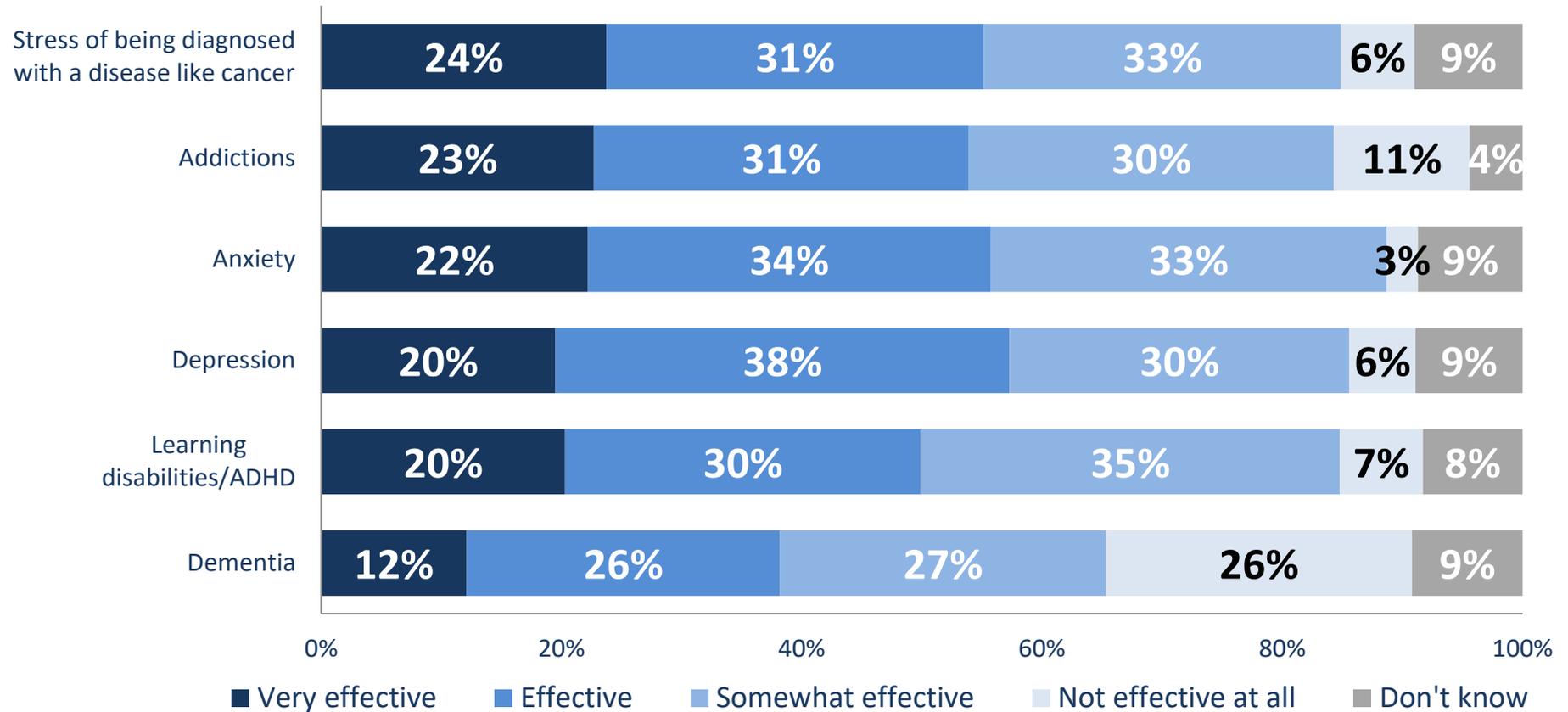
Professional best able to care for people living with stress of being diagnosed with a disease

Top Mentions	Nova Scotia (n=202)
Counsellor	44%
Psychologist	30%
Psychiatrist	14%
Psychotherapist	8%
Doctor/nurse	3%
Specialist	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

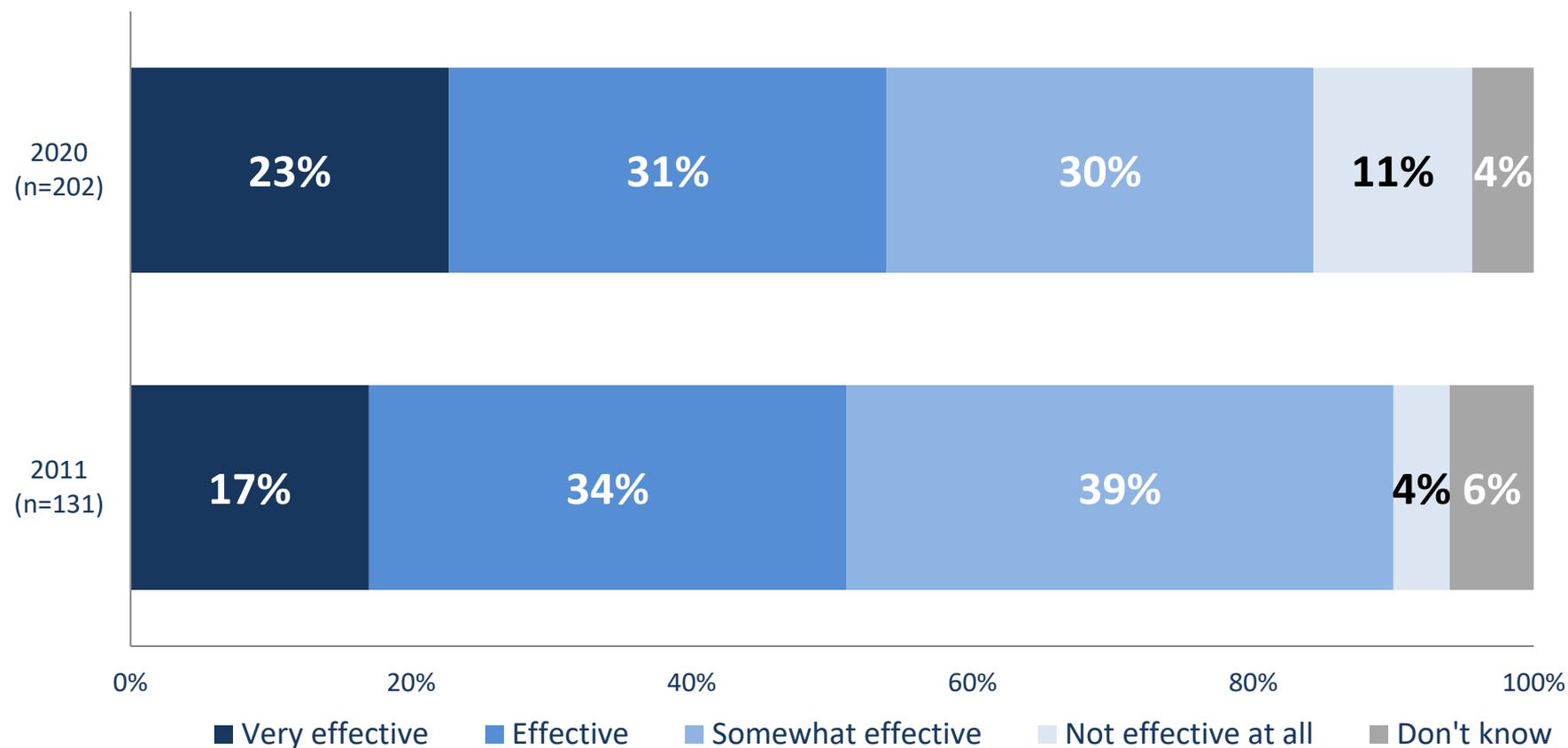
Effectiveness of psychologists in helping people



*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

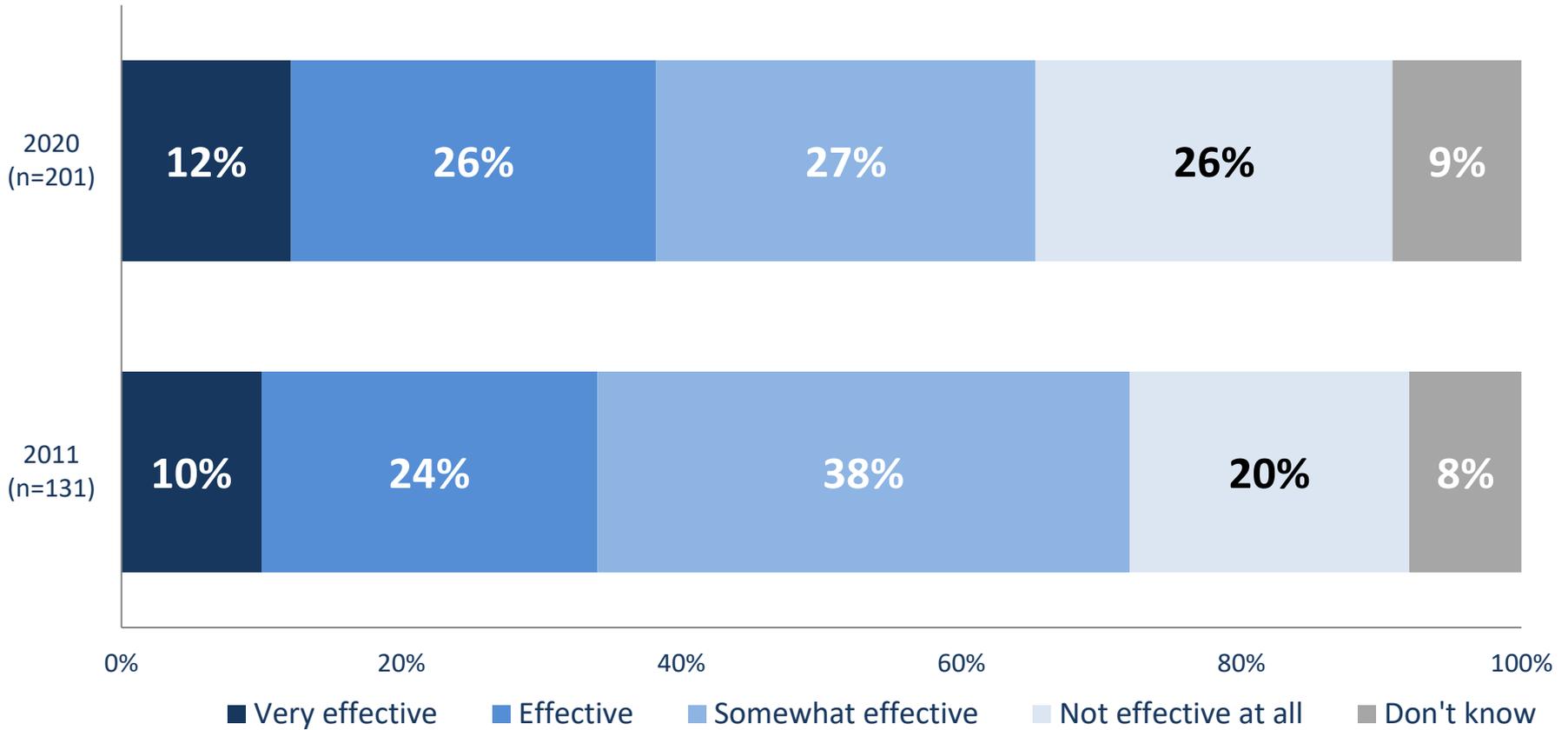


*Charts may not add up to 100 due to rounding

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

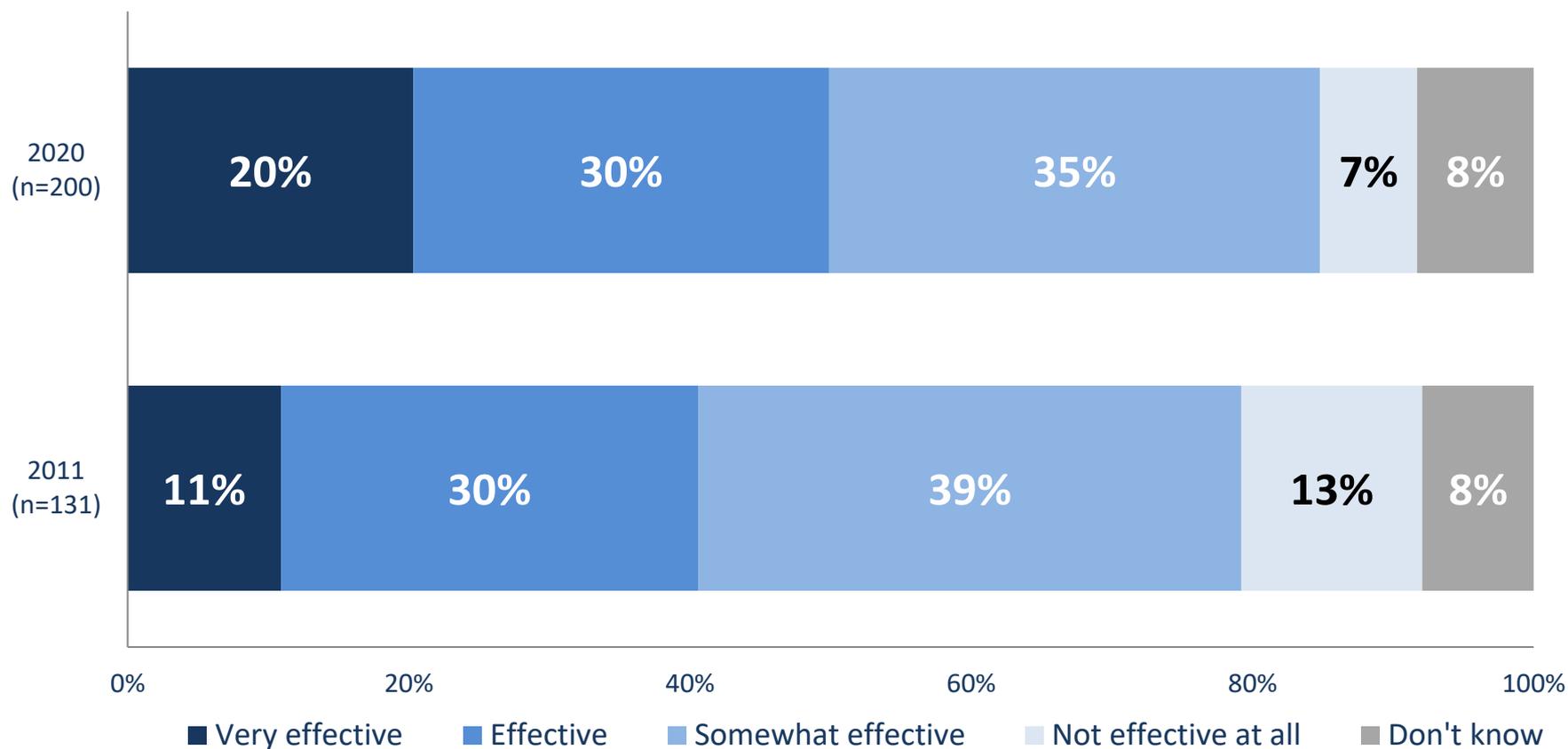


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QUESTION – How effective do you feel psychologists are in helping people who are living with the following mental health problems or disorders? [RANDOMIZE]

Dementia

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

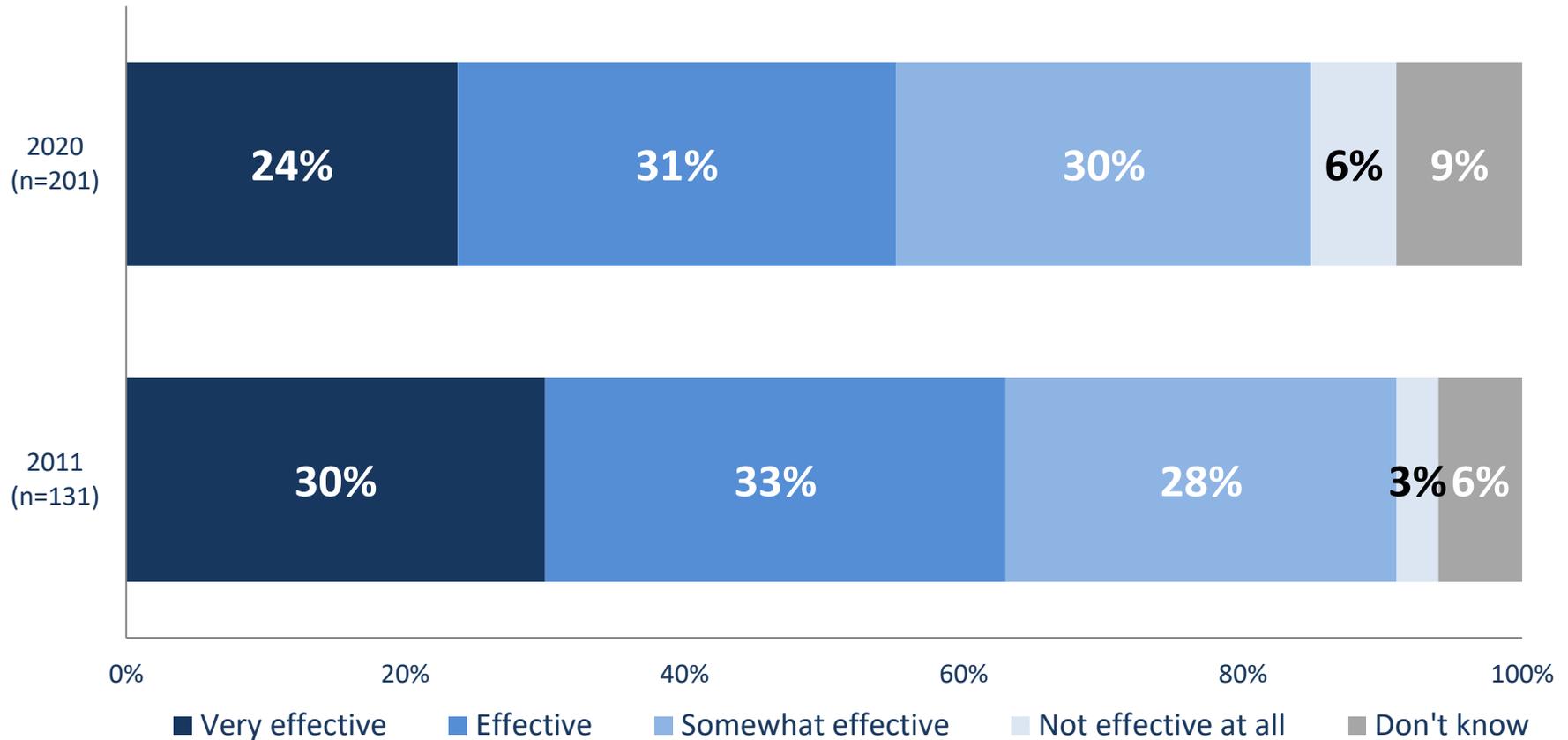


*Charts may not add up to 100 due to rounding

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

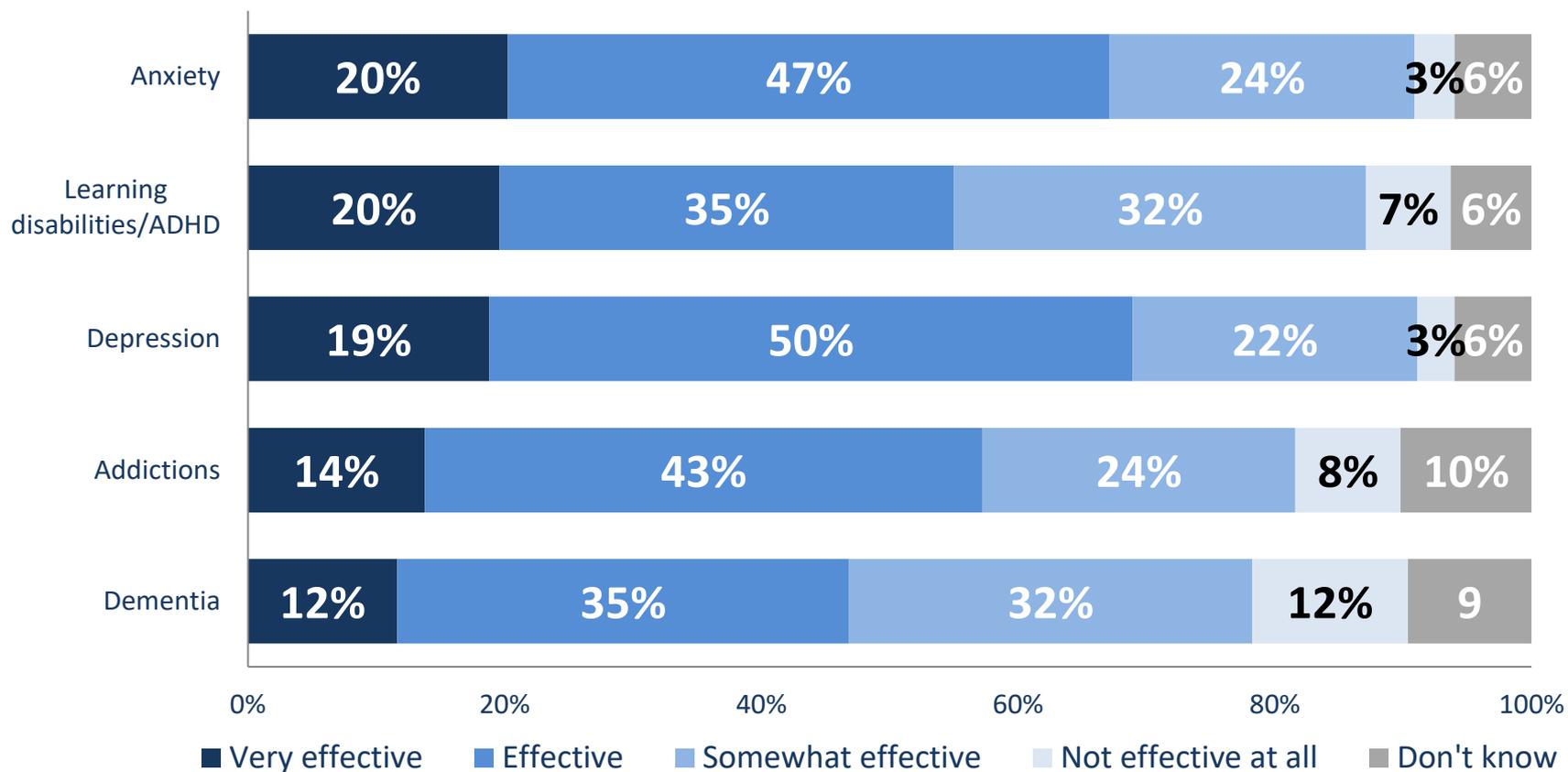


*Charts may not add up to 100 due to rounding

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

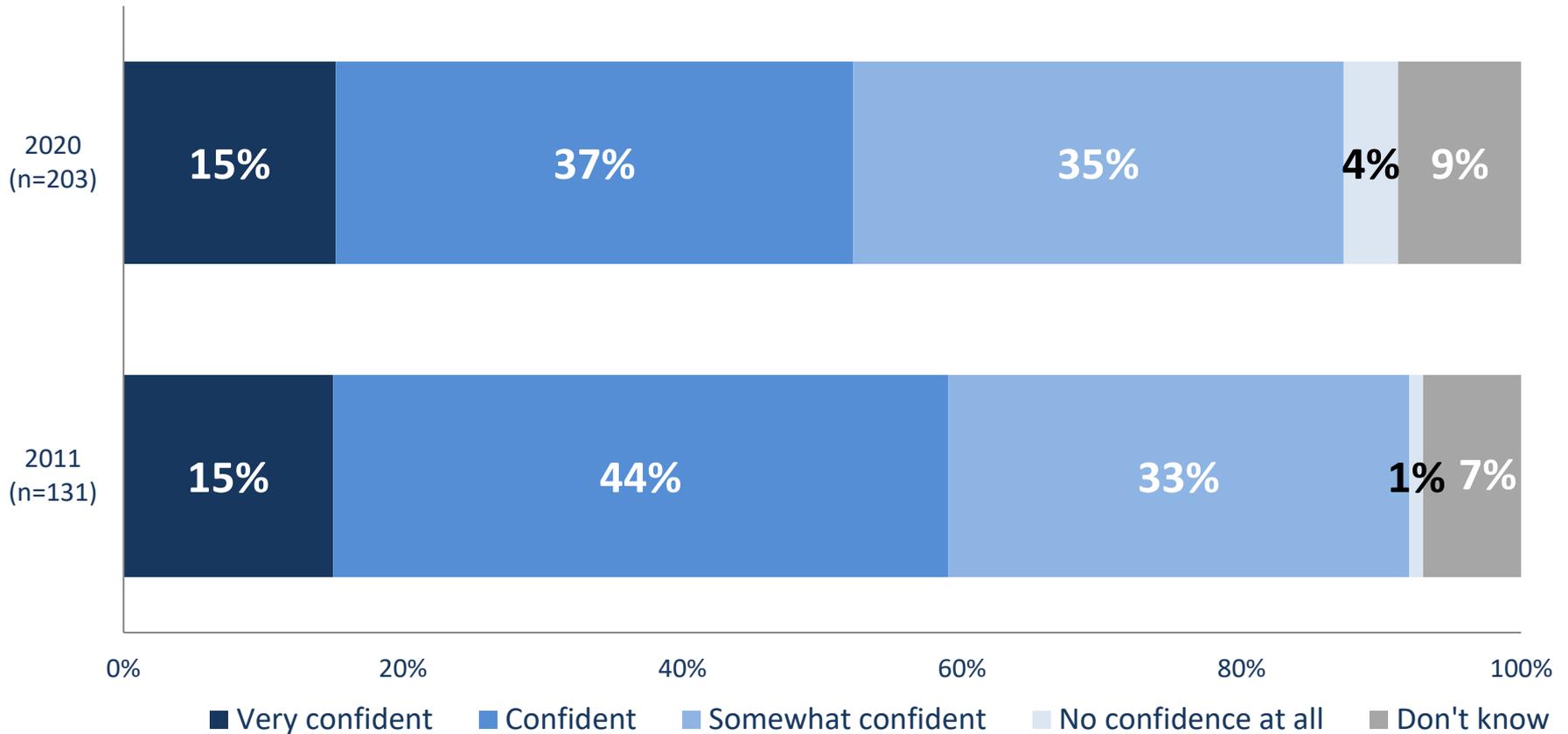
Effectiveness of psychologists in diagnosing people



*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]

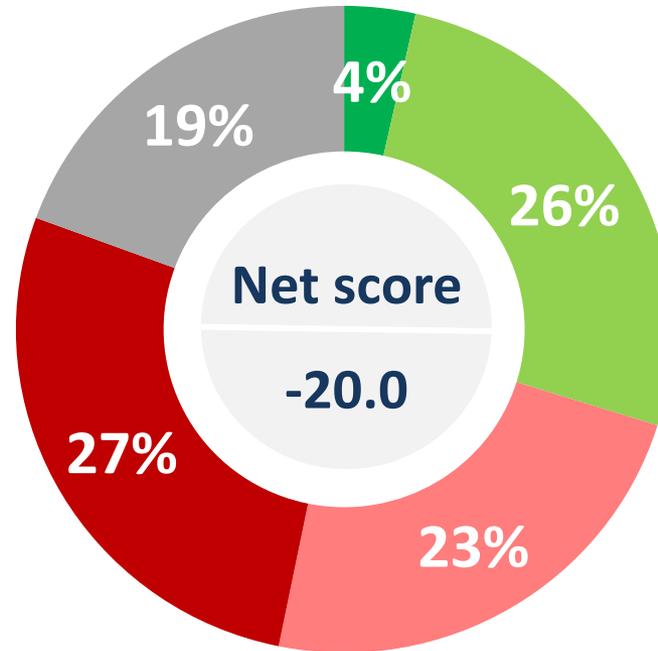
Confidence in psychologists and the care they provide



*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

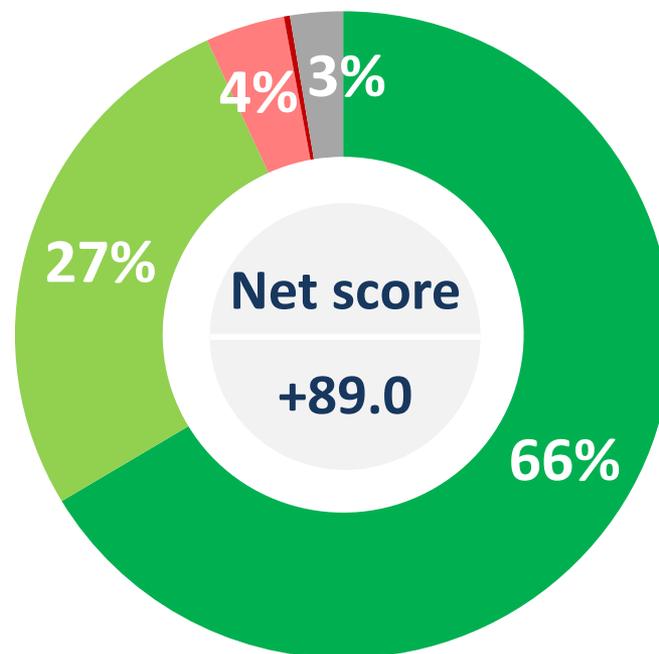


- Reasonable
- Somewhat reasonable
- Somewhat unreasonable
- Unreasonable
- Don't know

*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

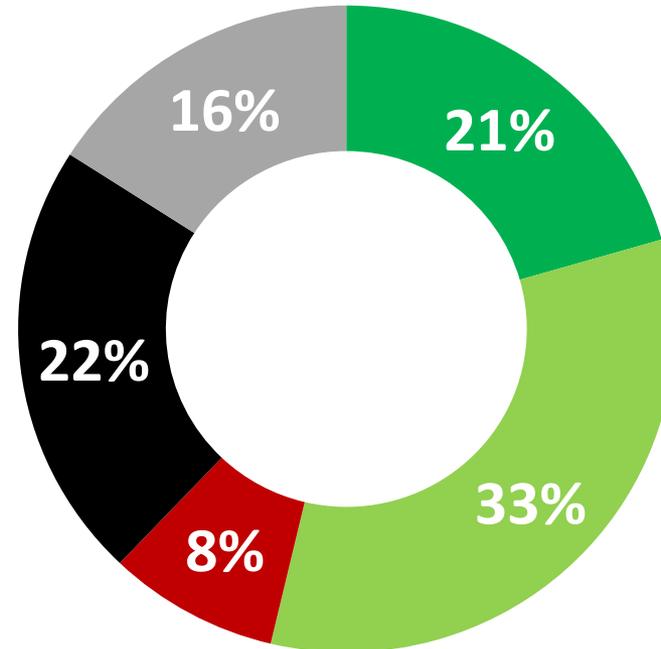


- Support
- Somewhat support
- Somewhat oppose
- Oppose
- Unsure

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

■ Yes, I think so

■ No

■ I am not employed

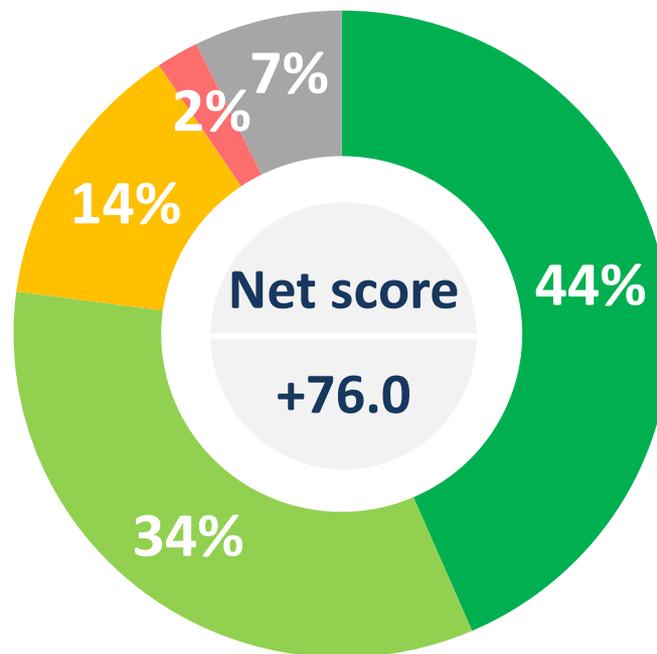
■ Don't know

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

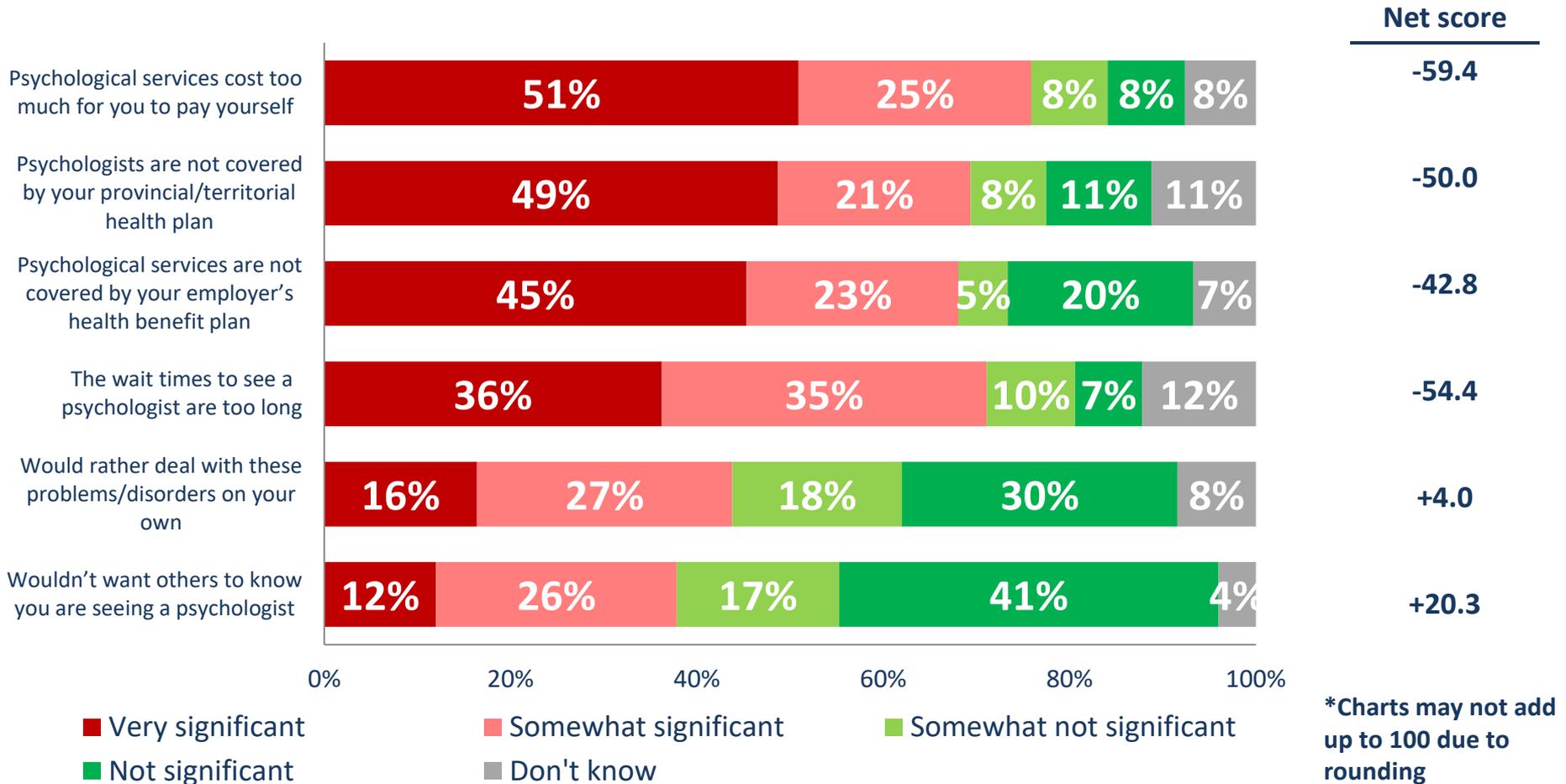


- Very good idea
- Good idea
- Average idea
- Poor idea
- Very poor idea
- Don't know

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?

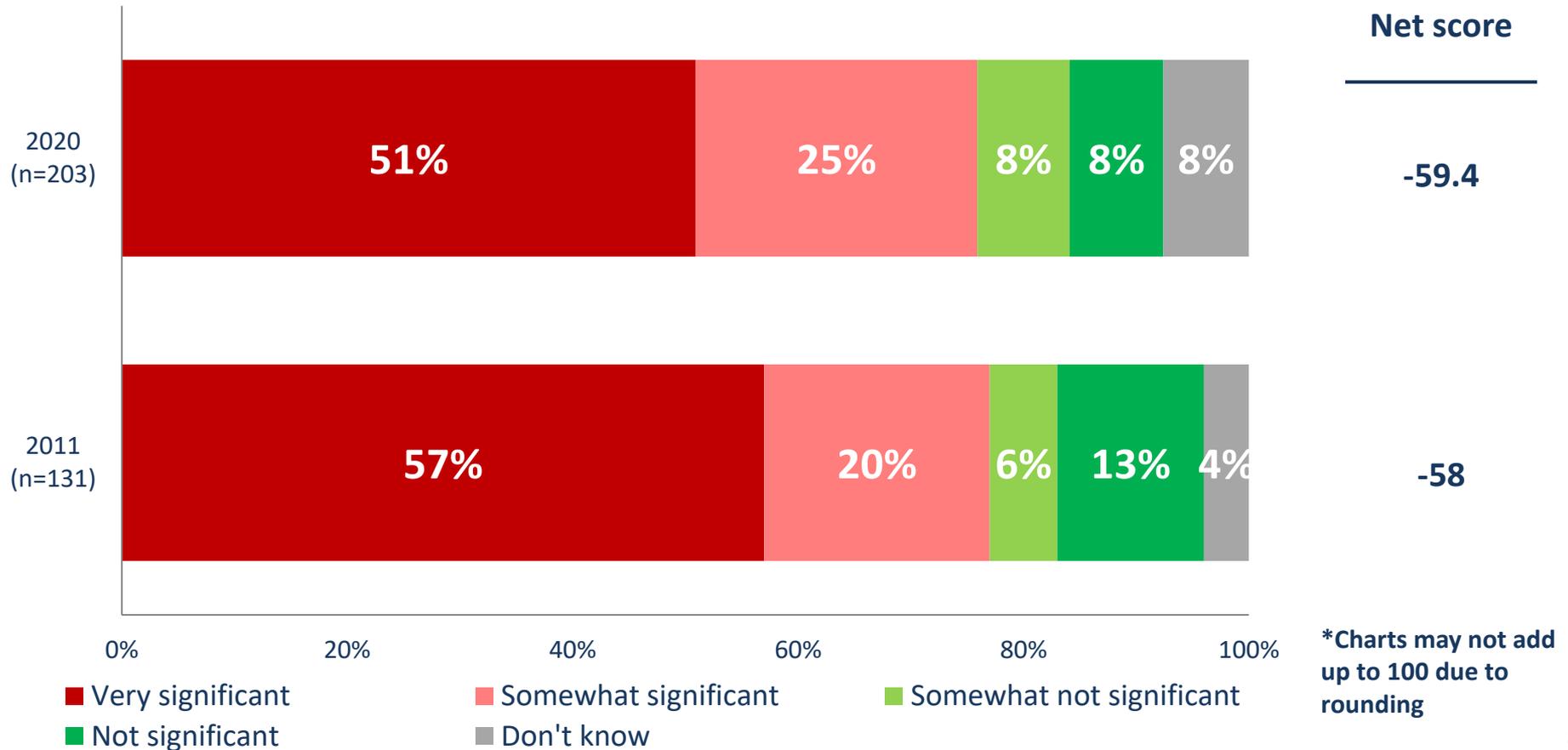
*Weighted to the true population proportion.
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Significance of barriers in deciding to access a psychologist



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]

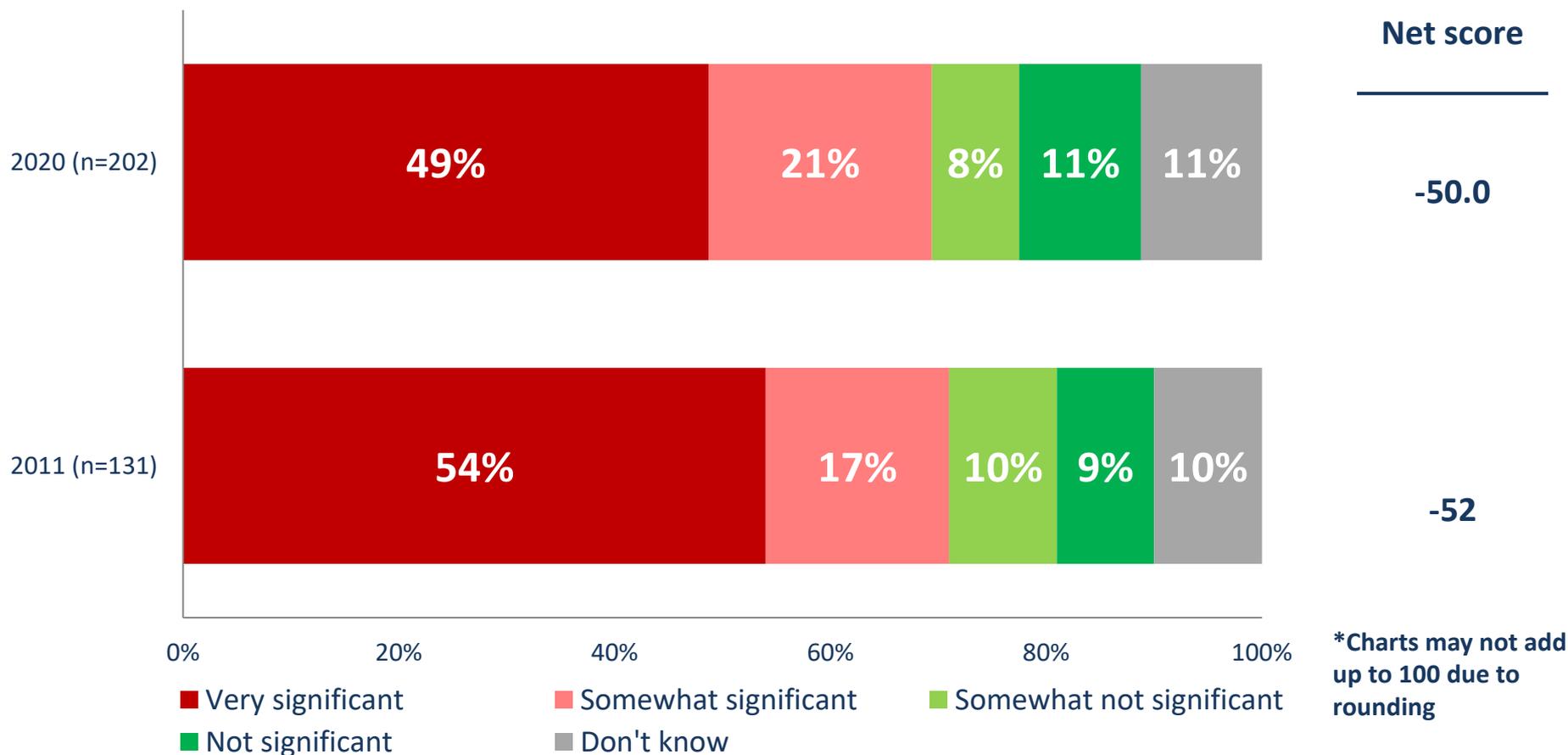
Significance of cost barriers in deciding to access a psychologist



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

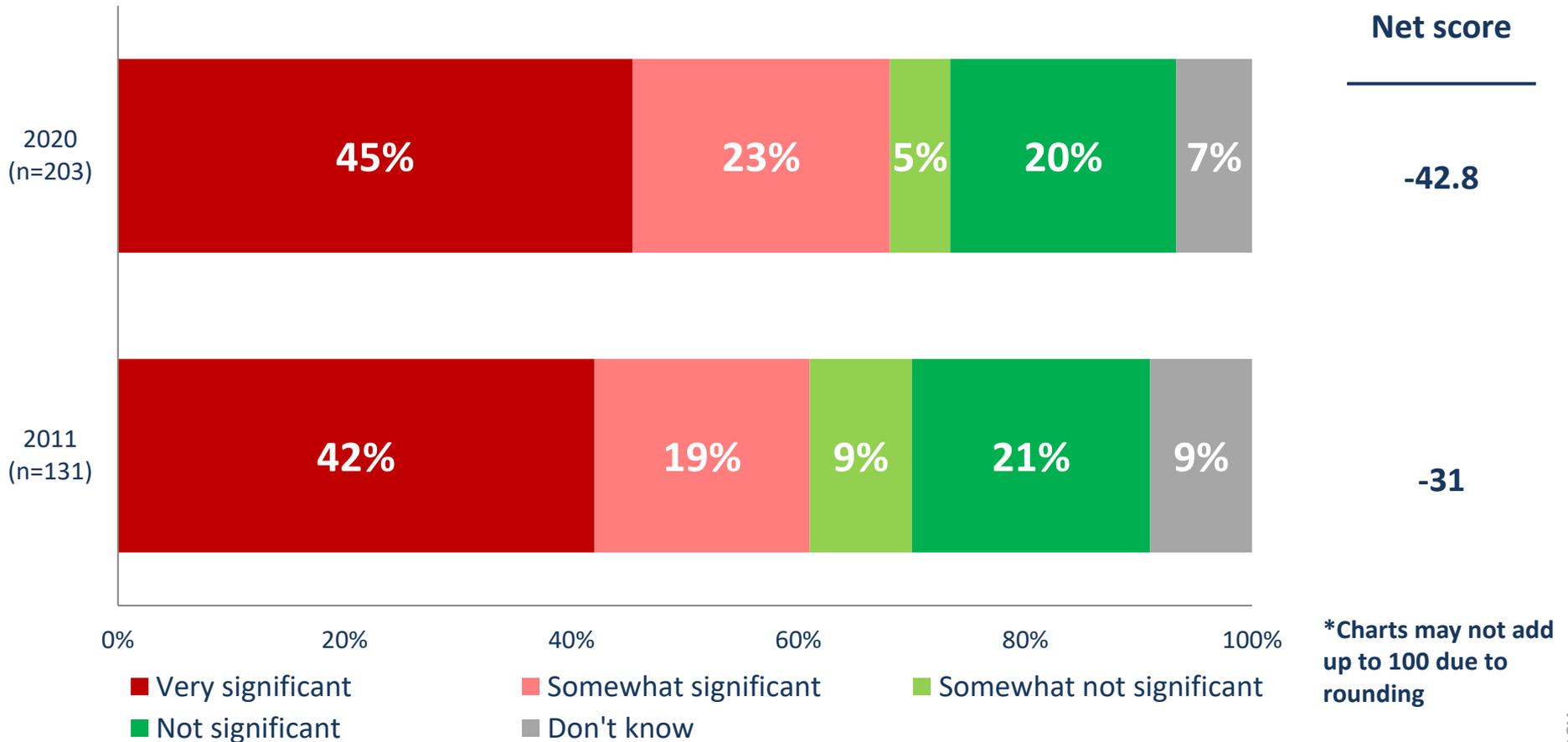
Significance of health plan coverage barriers in deciding to access a psychologist



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

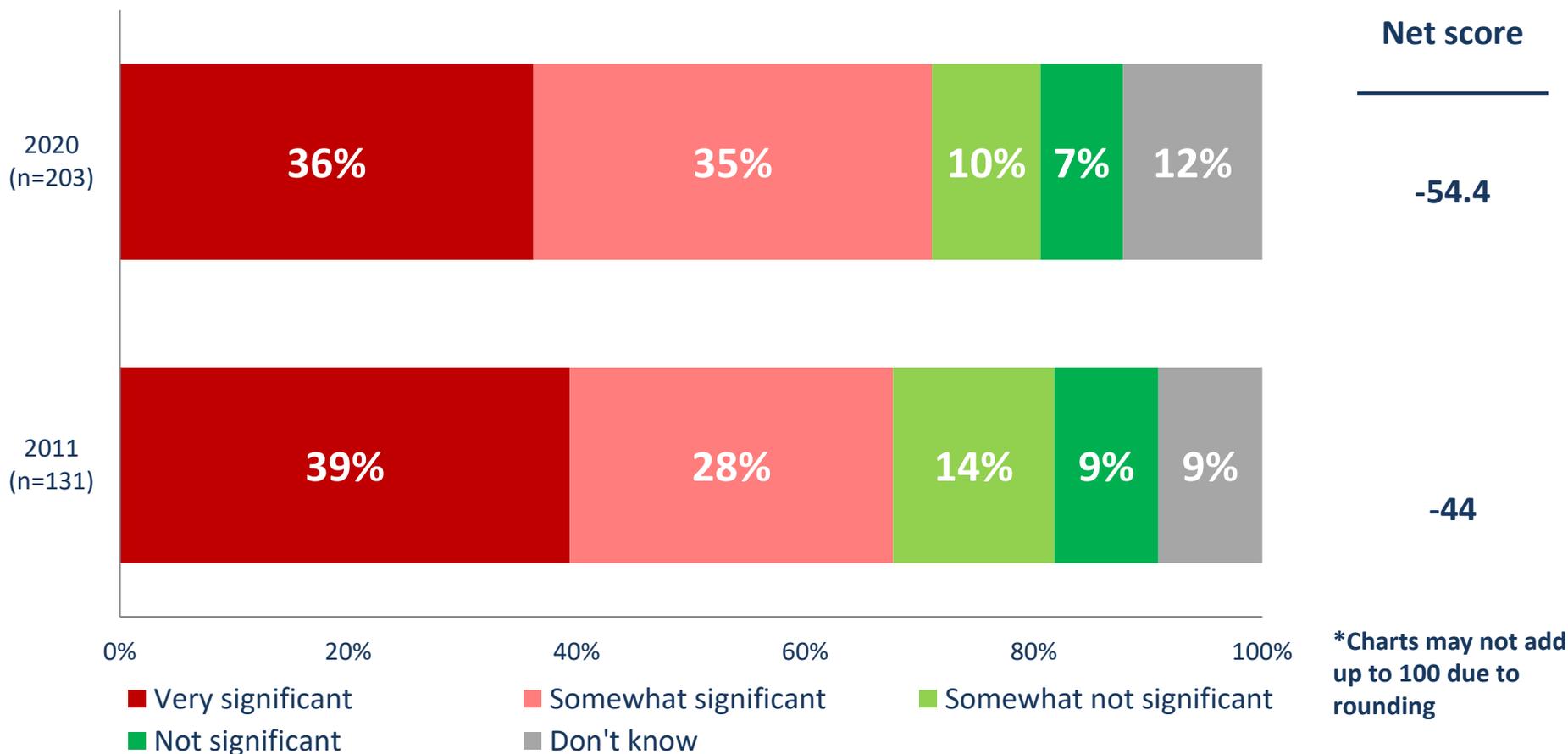
Significance of employer health benefit plan coverage barriers in deciding to access a psychologist



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

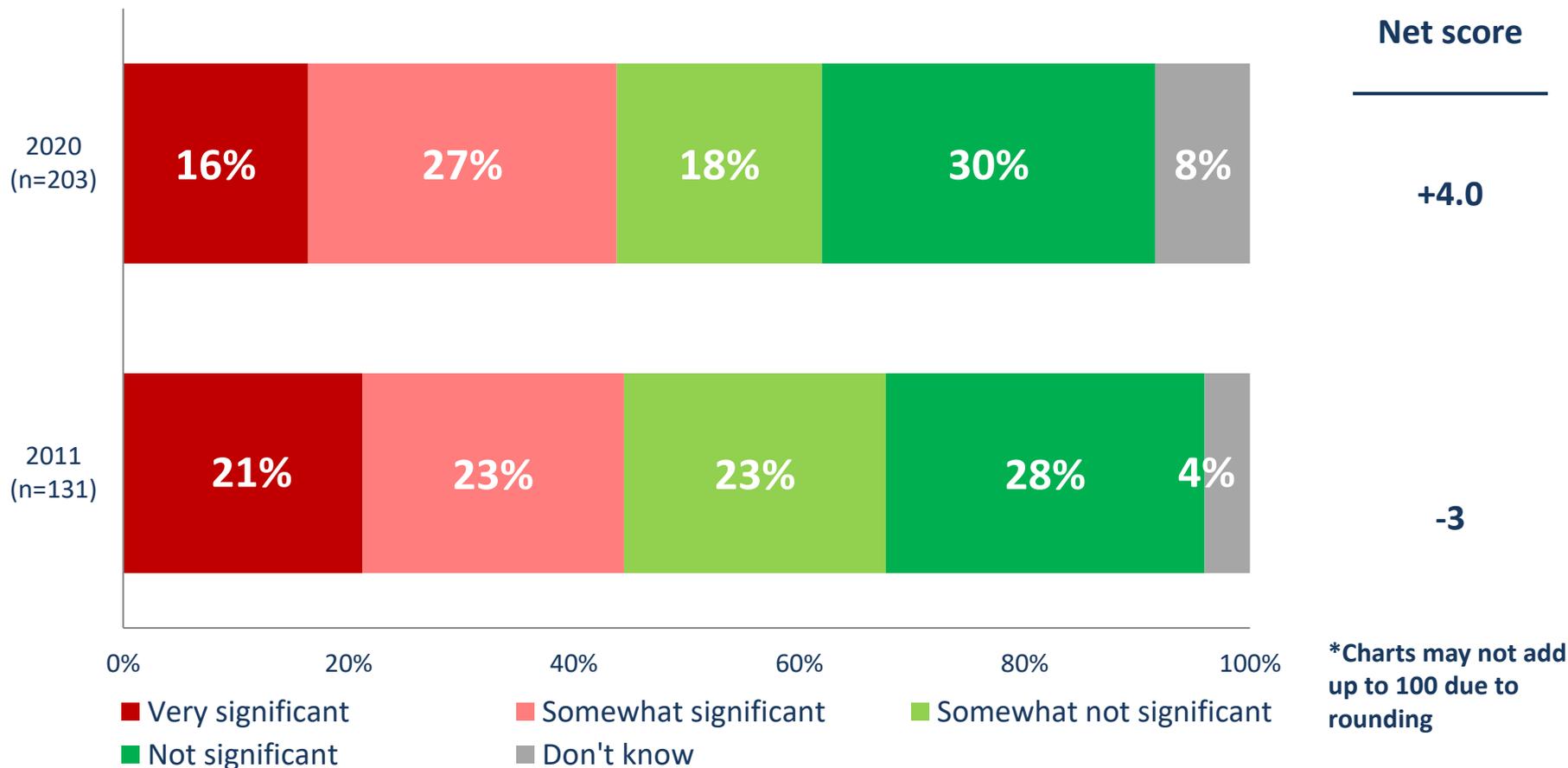
Significance of long wait times in deciding to access a psychologist



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

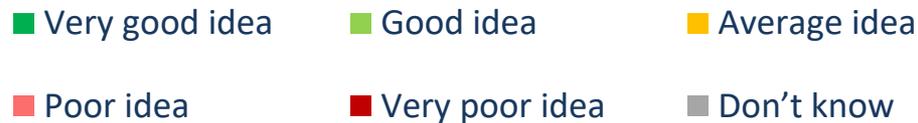
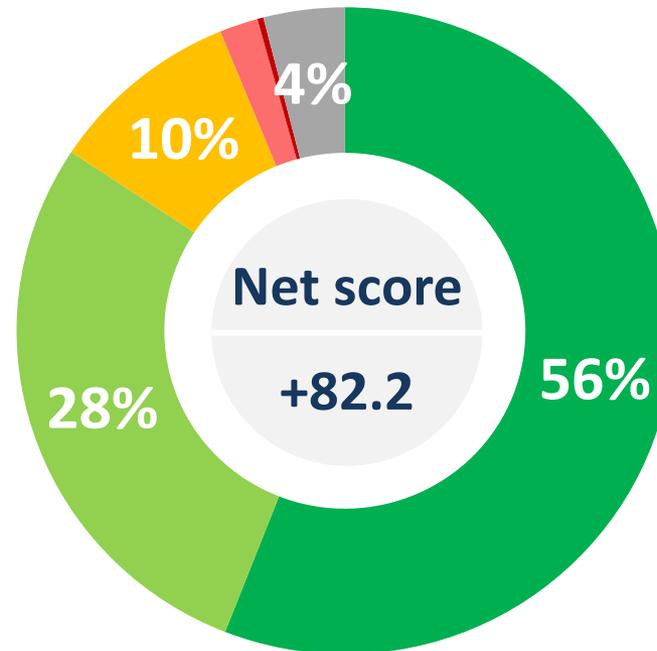
Significance of not wanting others to know they are seeing a psychologist in deciding to access a psychologist



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.

METHODOLOGY



Nanos conducted an online representative survey of 203 residents of Nova Scotia 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 sample is geographically stratified to be representative of the population.

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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	203 residents of Nova Scotia as part of a larger national study 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)	Nova Scotia residents; 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 one Nova Scotia (2) report 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
CANADIENNE
DE PSYCHOLOGIE



Survey of 131 residents of Nova Scotia as part of a larger national survey conducted of 2,832 Canadians by EKOS in 2011 for the Canadian Psychological Association.



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