

Patient Satisfaction Survey 2021

The Minnesota Department of Health - Office of Medical Cannabis invites you to complete the following survey so we can better understand how the Minnesota Medical Cannabis Program is working for you. You are not required to take this survey, and if you chose not to take it, your relationship with the Office of Medical Cannabis or the Minnesota Medical Cannabis Program will not be affected in any way. We plan to use this survey to improve the Minnesota Medical Cannabis Program and alert others, including members of the Minnesota Department of Health, legislators, other state-run medical cannabis programs, and the general public, to the benefits and needed improvements of the Program.

The survey will take about 15-20 minutes to complete. Thank you!

Please tell us a little about yourself.

How many years have you been enrolled with the Minnesota Medical Cannabis Program?

- Less than 1 year
- 1 - 2 years
- 2 - 3 years
- 3 - 4 years
- Over 4 years

In what age group do you fall?

- Less than 18
- 18 - 29
- 30 - 39
- 40 - 49
- 50 - 59
- 60 - 69
- 70 - 79
- 80 +

Now tell us about your experience with the Minnesota Medical Cannabis Program. Please indicate how strongly you agree or disagree with the following statements:

(options were strongly agree, somewhat agree, neutral, somewhat disagree, strongly disagree, don't know/not applicable)

- It was easy to find a health care provider to certify me in the MN Medical Cannabis Program (e.g., find a registered health care practitioner to certify that you have one or more of the qualifying conditions).
- It was easy to enroll in the MN Medical Cannabis Program (e.g., complete online enrollment form and questions).
- It was easy to re-enroll in the MN Medical Cannabis Program (usually 1 year after you first started in the Program).

What qualifying condition were you certified for? (Check all that apply)

- Alzheimer's disease
- Amyotrophic lateral sclerosis (ALS)
- Autism spectrum disorder
- Cancer associated with sever/chronic pain, nausea or severe vomiting, or cachexia or severe wasting
- Chronic motor or vocal tic disorder
- Chronic pain
- Glaucoma
- HIV/AIDS
- Inflammatory bowel disease (IBD), including Crohn's disease
- Intractable Pain
- Obstructive sleep apnea
- Post-traumatic stress disorder (PTSD)
- Seizures, including those characteristic of epilepsy
- Severe and persistent muscle spasms, including those characteristic of multiple sclerosis
- Sickle cell disease
- Terminal illness, with a probable life expectancy of less than one year
- Tourette Syndrome

We'd like to learn more about your experiences with the Cannabis Patient Centers (where you buy medical cannabis products). Please indicate how strongly you agree or disagree with the following statements:

(options were strongly agree, somewhat agree, neutral, somewhat disagree, strongly disagree, don't know/not applicable)

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- Filling out the Patient Self-Evaluation forms (PSE) before each medical cannabis purchase is quick and easy.
- The distance I have to travel to the nearest Cannabis Patient Center to purchase medical cannabis is reasonable.
- When I visit a Cannabis Patient Center, I am able to find the products I'm looking for.
- When I visit a Cannabis Patient Center, I am able to find the information I'm looking for.
- Overall, my visits to Cannabis Patient Centers to purchase medical cannabis have been positive.

About how long does it take you to get to the nearest Cannabis Patient Center?

- Less than 30 minutes
- 31 minutes - 60 minutes
- 61 minutes - 2 hours
- Over 2 hours
- I don't know/someone else picks it up for me

When you first wanted to participate in the Minnesota Medical Cannabis Program, were you able to be referred by your regular doctor/clinic? Or, did you have to look for a different health care provider that you knew would refer you to the Medical Cannabis Program?

- I was referred by my regular doctor/clinic/physician assistant/advanced practice registered nurse
- I had to look for a different health care provider that I knew referred people to the Medical Cannabis Program
- I don't know/unsure

We'd like to learn about your interactions with the MDH Office of Medical Cannabis Call Center.

Have you ever called the MDH Office of Medical Cannabis Call Center (for support in enrolling in the Program, finding a Cannabis Patient Center, helping you log in to your patient account, helping you re-set password, etc.)?

- Yes
- No
- Unsure

How strongly do you agree or disagree with the following statement: The MDH Office of Medical Cannabis Call Center helped me with my questions or concerns.

- Strongly agree
- Somewhat agree

- Neutral
- Somewhat disagree
- Strongly disagree
- Unsure

Do you have any suggestions of how the Call Center can better serve you?

- Yes
- No

Please tell us how we could serve you better.

Now we'd like to focus on the Medical Cannabis Registry

Do you find the Medical Cannabis Registry easy to use (website where you log in and complete forms before purchasing medical cannabis)?

- Yes
- No
- Don't know/not applicable

What makes the Medical Cannabis Registry difficult to use?

Now we'd like to focus on the Office of Medical Cannabis website

Have you visited the MDH Office of Medical Cannabis website? (This is the website hosted by the Minnesota Department of Health and has information about the Medical Cannabis Program, with links to FAQs, reports, etc.) www.health.state.mn.us/medicalcannabis

- Yes
- No
- Unsure

Please indicate how strongly you agree or disagree with the following statements:

(options were strongly agree, somewhat agree, neutral, somewhat disagree, strongly disagree, don't know/not applicable)

- The MDH Office of Medical Cannabis website is easy to use.
- The MDH Office of Medical Cannabis website has information useful to me.

What information should be added to the website to make it more useful for you?

We'd like to know more about the cost of the Minnesota Medical Cannabis Program for you. Please indicate how strongly you agree or disagree with the following statements:

(options were strongly agree, somewhat agree, neutral, somewhat disagree, strongly disagree, don't know/not applicable)

- The cost of getting certified annually by a health care provider for this program is affordable.
- The annual program fee to enroll is affordable (\$200 full fee or \$50 reduced fee).
- I can afford to buy the amount of medical cannabis I need to treat my symptoms.

Over the last four weeks, about how much have you spent on medical cannabis?

- Less than \$50
- \$50 - \$100
- \$101 - \$200
- \$201 - \$300
- \$301 - \$400
- More than \$400
- I don't know

I plan to re-enroll in the MN Medical Cannabis Program when my current enrollment expires.

- Yes
- No
- Unsure

If you said 'no' or 'unsure', please let us know why. (Check all that apply)

- Medical cannabis is too expensive
- Medical cannabis didn't improve my symptoms
- Purchasing medical cannabis is too difficult or inconvenient
- My healthcare provider is not supportive of medical cannabis treatment
- My employer is not supportive of medical cannabis treatment
- My housing situation is not supportive of medical cannabis treatment
- I am concerned about secondhand exposure
- I am concerned about storing medical cannabis securely
- I want to be able to possess a firearm related to hunting
- I want to be able to possess a firearm (unrelated to hunting)
- Other

What is your other reason(s)?

During COVID-19, which of the following affected your ability to get medical cannabis treatment?
(Check all that apply)

- There was no change for me
- There have been changes in my household income
- Cannabis Patient Center hours were reduced or changed
- Getting to a Cannabis Patient Center was too difficult
- My concerns about risk of exposure in public spaces
- I was able to designate a caregiver who picked up my medical cannabis
- I was able to consult my pharmacist via telephone/telemedicine
- Other

Please specify

We're interested in your overall experience with medical cannabis. If you're willing, please answer the question below. Remember, this survey is anonymous. Otherwise, skip to the next set of questions.

Please describe the impact medical cannabis has made on your life or medical condition since becoming a patient in the MN Medical Cannabis Program.

We have just a few more questions about your preferences with medical cannabis.

Dried, raw cannabis (that can be smoked) will be sold in Cannabis Patient Centers in the late spring of 2022. How likely are you to try this form of cannabis?

- Very likely
- Somewhat likely
- Neutral
- Somewhat unlikely
- Very unlikely
- Unsure

Currently, Minnesota Cannabis Patient Centers are NOT allowed to sell edibles, such as cookies or gummy bears. If the law changed, and you were allowed to purchase your cannabis in the form of an edible, how likely would you be to try edibles?

- Very likely

- Somewhat likely
- Neutral
- Somewhat unlikely
- Very unlikely
- Unsure

Thank you for helping us understand the Minnesota Medical Cannabis Program better. We plan to put up the results of this survey on our website: www.health.state.mn.us/medicalcannabis. We'd like to collect a little more demographic information.

In our society, people are often described by their race or racial background. For example, some people are considered "White" or "Black" or "Asian," etc.

Which race category best describes you? (Select all that apply)

- American Indian or Alaskan Native
- Asian (includes Asian-American, East Asian, and Southeast Asian)
- Black (includes African, Afro-Caribbean, and African-American)
- Native Hawaiian or Pacific Islander
- White
- Don't know/refuse

Are you of Hispanic, Latino/a, or Spanish origin?

- Yes
- No
- Don't know/refuse

What language do you most often speak at home?

- English
- Spanish
- Hmong
- Chinese
- Cushite
- French
- German
- Laotian

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- Russian
- Vietnamese
- Other

Specify what language you most often speak at home.

How do you describe your gender today? (Select one)

- Woman
- Man
- Something else
- Don't know/refuse

Please list how you describe your gender.

Minnesota Department of Health
Office of Medical Cannabis
PO Box 64882
St. Paul, MN 55164-0882
651-201-5598
health.cannabis@state.mn.us
www.health.state.mn.us/medicalcannabis

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To obtain this information in a different format, call: 651-201-5598.