

PRIMARY HEALTH SURVEY

Experience with health services







Province New Brunswick

Has a family doctor % 2020	84.7	
And a nurse is regularly involved in their health care % 2020	23.7	
And can see other health professionals at family doctor's office % 2020	15.6	
Most often goes to their family doctor when sick or in need of care % 2020	47.3	
Availability		
Office is easy to reach during regular practice hours, very or somewhat % 2020	84.5	
There is an after-hours arrangement to see another primary care provider when office is closed $\% \mid 2020$	19.6	
There are extended office hours (after 5 pm or on weekends) % 2020	19.6	
Makes home visits % 2020	6.6	
Visits in the last 12 months		
Saw their family doctor % 2020	86.4	
Average number of visits Number 2020	2.9	
Wait time for an appointment		
Same day or next day % 2020	22.8	



	Zone 4 Madawaska and North-West Area	Province New Brunswick
Gives them enough time to discuss, always % 2020	65.2	66.9
Limits the number of problems that can be discussed in a visit % 2020	9.7	24.2
Explains things in a way that they can understand, always $\% \mid$ 2020	73.4	75.7
Involves them in decisions about their health care, always $\% \mid$ 2020	61.2	71.8
Helps them coordinate the care from other providers, always $\% \mid$ 2020	66.0	68.7
Seemed informed about the care they needed after their hospital stay % 2020	88.7	88.2
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	83.2	81.5
lurse practitioner		
Has a nurse practitioner % 2020	11.9	12.0
Has a nurse practitioner as their primary care provider % 2020	3.1	4.4
And a nurse is regularly involved in their health care % 2020	S	19.7
And can see other health professionals at nurse practitioner's office % 2020	S	40.1
Availability		
Office is easy to reach during regular practice hours, very or somewhat % 2020	78.6	72.7
There is an after-hours arrangement to see another primary care provider when office is closed $\% \mid 2020$	S	12.5
There are extended office hours (after 5 pm or on weekends) % 2020	22.0	16.6
Makes home visits % 2020	S	4.3
Visits in the last 12 months		
Saw their nurse practitioner % 2020	83.8	92.9
Average number of visits Number 2020	2.6	3.4
Wait time for an appointment		
Same day or next day % 2020	15.2	18.7



	Zone 4 Madawaska and North-West Area	Province New Brunswick
Within 5 days % 2020	54.0	51.7
Experience and communication: Nurse practitioner		
Gives them enough time to discuss, always $\% \mid 2020$	61.5	73.1
Limits the number of problems that can be discussed in a visit $\% \mid 2020$	S	13.9
Explains things in a way that they can understand, always $\% \mid$ 2020	S	82.1
Involves them in decisions about their health care, always % 2020	47.0	79.7
Helps them coordinate the care from other providers, always % 2020	S	77.3
Seemed informed about the care they needed after their hospital stay $\%$ 2020	S	88.7
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	S	79.8
Visits in the last 12 months Visited an after-hours or walk-in clinic % 2020	30.1	35.1
■ Visits in the last 12 months		
Visited an after-hours or walk-in clinic % 2020		35.1
Average number of visits Number 2020	0.7	0.8
Experience of care		
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	62.6	63.6
Community health centre		
Visits in the last 12 months		
Visited a community health centre % 2020	11.9	13.1
Average number of visits Number 2020	0.4	0.4
Experience of care		
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	70.3	75.2



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d New Brunswick

ele-Care 811		
Calls in the last 12 months		
Called Tele-Care 811 % 2020	10.7	14
Average number of calls Number 2020	0.2	0
Experience of care		
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	72.5	71.
lospital emergency department / Ambulance services		
Hospital emergency department		
Most often goes to the ER when sick or in need of care % 2020	26.5	10.
Visited the hospital emergency department in the last 12 months $\% \mid 2020$	54.6	38.
Average number of visits to the hospital emergency department in the last 12 months Number 2020	1.5	0.
Waited less than 4 hours at the hospital emergency department $\% \mid 2020$	70.6	65.
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	56.7	52.
• Ambulance services		
Used ambulance services in the last 12 months % 2020	9.2	6.
Average number of calls for ambulance services in the last 12 months Number 2020	0.1	0.
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	93.1	90.
Cost for ambulance services was too high % 2020	30.3	22.

Pharmacists and medications

♦ Citizens who take prescription medications



	Zone 4 Madawaska and North-West Area	Province New Brunswick
Takes 6 or more different prescription medications on a regular basis % 2020	14.5	11.4
A pharmacist helps them the most in understanding how to take their medications % 2020	66.6	70.1
Among those with a chronic health condition % 2020	68.2	70.6
Costs		
Did not fill a prescription for medicine, or skipped doses, because of the cost % 2020	7.0	5.8
Iospitals		
Admissions in the last 12 months		
Was admitted to a hospital or health facility % 2020	15.4	10.5
Mental health		
Need for care in the last 12 months Needed to talk to a health professional about their mental health % 2020	12.4	18.2
But did not see someone % 2020	42.6	32.6
Reasons for not seeing a mental health professional		
Services not available in area % 2020	S	13.7
Wait time for services was too long % 2020	23.3	23.8
Was too busy % 2020	S	25.4
Services not available at a convenient time % 2020	S	16.3
Could not afford the cost or insurance did not cover enough % 2020	S	17.7
Did not know how or where to get help % 2020	S	19.8
Was concerned about what others would think % 2020	S	15.3
Other reasons % 2020	26.2	28.6



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→ Visits in the last 12 months		
Saw or talked to a health professional about their mental health % 2020	10.1	16.1
Experience of care		
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	68.9	70.0
Specialists and diagnostic tests in the last 12 months		
Specialists		
Has seen a specialist in the last 12 months $\% \mid$ 2020	39.8	40.6
For the first time % 2020	19.3	17.9
Waited less than 1 month for a first visit % 2020	55.7	40.7
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	84.0	83.7
Diagnostic tests in a non-emergency situation		
Has required a diagnostic test % 2020	26.0	21.4
Waited less than 1 month for a diagnostic test % 2020	45.9	52.3
Dental care		
Saw a dental professional in the last 12 months % 2020	63.7	69.7
<u>A</u> Barriers		
No dental insurance % 2020	40.8	29.9
Skipped dental care/checkups because of the cost in the last 12 months % 2020	22.8	20.6
Home care services		
Received home care services, with the cost being covered by the government $\% \mid$ 2020	7.8	4.4
Received home care services, with the cost not covered by the government % 2020	2.5	3.9



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Needed home care services in the last 12 months, but did not receive any $\% \mid 2020$

4.0

3.0



About this Table

Content and description

Data about the experience citizens reported throughout their journey while interacting with the New Brunswick health system.

Indicators are organized by the different types of services and capture citizens' reported experience regarding availability, visits, wait times, communication and overall care. These services include: Family doctors, nurse practitioners, after-hours or walk-in clinic, community health centres, Tele-Care 811, hospital emergency room and ambulance services, pharmacists and medication, hospitals, mental health, specialists and diagnostic tests, dentists and home care services.

Why it is important

By better understanding the experience of citizens using each type of health service, we can better assess the quality of programs and services.

Availability of the data

The information for this data table is available at different geographical levels as well as by demographic groups. More information is available on our <u>Primary Health Survey</u> page. **Note about 2020 data**

The 2020 edition of the Primary Health Survey (PHS) was conducted during the COVID-19 pandemic. While the pandemic did not influence the survey's response rate, the NBHC had to assess the impact of surveying during the pandemic. Accordingly, advanced statistical analyses were performed to allow for comparison between the results obtained in 2020 and those obtained in previous PHS cycles. Some indicators had to be suppressed in the 2020 edition as part of this process. Despite these analyses, users are advised to use the 2020 data with caution, especially when creating estimates for small sub-populations or when comparing it to other PHS editions.

Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size

Above-average performance

P Below-average performance