

PRIMARY HEALTH SURVEY

Experience with health services







Province New Brunswick

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Province

New Brunswick

Zone 6 Bathurst and

Acadian

Peninsula Area Experience and communication: Family doctor... ...Gives them enough time to discuss, always % | 2020 64.1 66.9 ...Limits the number of problems that can be discussed in a visit % | 2020 13.2 24.2 ...Explains things in a way that they can understand, always % | 2020 72.6 75.7 ...Involves them in decisions about their health care, always % | 2020 64.1 71.8 ...Helps them coordinate the care from other providers, always % | 2020 67.8 68.7 ...Seemed informed about the care they needed after their hospital stay % | 2020 88.2 91.9 Favourable rating of services received (8, 9 or 10 out of 10) % | 2020 85.5 81.5 **Nurse practitioner** Has a nurse practitioner % | 2020 13.2 12.0 Has a nurse practitioner as their primary care provider % | 2020 3.3 4.4 ...And a nurse is regularly involved in their health care % | 2020 28.1 19.7 ...And can see other health professionals at nurse practitioner's office % | 2020 40.1 47.8 Availability Office is easy to reach during regular practice hours, very or somewhat % | 2020 78.8 72.7 There is an after-hours arrangement to see another primary care provider when office is 22.9 12.5 closed % | 2020 There are extended office hours (after 5 pm or on weekends) % | 2020 20.9 16.6 Makes home visits % | 2020 S 4.3 → Visits in the last 12 months Saw their nurse practitioner % | 2020 95.9 92.9 Average number of visits Number | 2020 4.2 3.4

Wait time for an appointment



	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Same day or next day % 2020	27.5	18.7
Within 5 days % 2020	69.6	51.7
Experience and communication: Nurse practitioner		
Gives them enough time to discuss, always $\% \mid$ 2020	82.7	73.1
Limits the number of problems that can be discussed in a visit % 2020	S	13.9
Explains things in a way that they can understand, always % 2020	88.2	82.1
Involves them in decisions about their health care, always % 2020	81.1	79.7
Helps them coordinate the care from other providers, always % 2020	78.5	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	89.1	79.8
After-hours or walk-in clinic		
Most often goes to an after-hours clinic or walk-in when sick or in need of care % 2020	14.5	20.5
₹ Visits in the last 12 months		
Visited an after-hours or walk-in clinic % 2020	31.0	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	75.9	63.6
Community health centre		
√B 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



Zone 6 Bathurst and Acadian Peninsula Area

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7.7				

Favourable rating of services received (8, 9 or 10 out of 10) % | 2020

81.0

75.2

Tele-Care 811

Calls in the last 12 months

Called Tele-Care 811 % 2020	8.9	14.5
Average number of calls Number 2020	0.2	0.3

Experience of care

Favourable rating of services received (8, 9 or 10 out of 10) % | 2020

79.4

71.2

Hospital emergency department / Ambulance services

A Hospital emergency department

Most often goes to the ER when sick or in need of care $\% \mid$ 2020	9.3	10.4
Visited the hospital emergency department in the last 12 months % 2020	44.0	38.1
Average number of visits to the hospital emergency department in the last 12 months Number 2020	0.8	0.8
Waited less than 4 hours at the hospital emergency department % 2020	63.8	65.5
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	59.8	52.4
Ambulance services		
Used ambulance services in the last 12 months % 2020	6.5	6.8

Used ambulance services in the last 12 months % 2020	6.5	6.8
Average number of calls for ambulance services in the last 12 months Number 2020	0.1	0.1
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	91.0	90.4
Cost for ambulance services was too high % 2020	32.4	22.7



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Takes 6 or more different prescription medications on a regular basis $\% \mid$ 2020	13.6	11.
A pharmacist helps them the most in understanding how to take their medications % 2020	70.2	70
Among those with a chronic health condition % 2020	70.8	70
Costs		
Did not fill a prescription for medicine, or skipped doses, because of the cost % 2020	5.3	5
ospitals		
Admissions in the last 12 months		
Admissions in the last 12 months		
Was admitted to a hospital or health facility % 2020	11.5	10.
	11.5	10.
Was admitted to a hospital or health facility % 2020	11.5	10.
Was admitted to a hospital or health facility % 2020 ental health	11.5 15.0	10.
Was admitted to a hospital or health facility % 2020 ental health Need for care in the last 12 months		
ental health Need for care in the last 12 months Needed to talk to a health professional about their mental health % 2020	15.0	18.
ental health Need for care in the last 12 months Needed to talk to a health professional about their mental health % 2020 But did not see someone % 2020	15.0	18.
ental health Need for care in the last 12 months Needed to talk to a health professional about their mental health % 2020 But did not see someone % 2020 Reasons for not seeing a mental health professional	15.0 38.4	18.
ental health Need for care in the last 12 months Needed to talk to a health professional about their mental health % 2020 But did not see someone % 2020 Reasons for not seeing a mental health professional Services not available in area % 2020	15.0 38.4	18.
ental health Need for care in the last 12 months Needed to talk to a health professional about their mental health % 2020 But did not see someone % 2020 Reasons for not seeing a mental health professional Services not available in area % 2020 Wait time for services was too long % 2020	15.0 38.4 13.2 9.0	18 32 13



	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Did not know how or where to get help % 2020	S	19.8
Was concerned about what others would think $\% \mid 2020$	15.8	15.3
Other reasons % 2020	35.7	28.6
♦ Visits in the last 12 months		
Saw or talked to a health professional about their mental health % 2020	11.5	16.1
Experience of care		
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	81.7	70.0
Specialists and diagnostic tests in the last 12 mon	ths	
Specialists		
Has seen a specialist in the last 12 months % 2020	41.6	40.6
For the first time % 2020	18.6	17.9
Waited less than 1 month for a first visit % 2020	44.5	40.7
Favourable rating of services received (8, 9 or 10 out of 10) % 2020	86.0	83.7
Diagnostic tests in a non-emergency situation		
Has required a diagnostic test % 2020	21.8	21.4
Waited less than 1 month for a diagnostic test % 2020	46.6	52.3
Dental care		
Saw a dental professional in the last 12 months % 2020	62.9	69.7
<u>A</u> Barriers		
No dental insurance % 2020	46.2	29.9
Skipped dental care/checkups because of the cost in the last 12 months $\%\mid$ 2020	20.1	20.6



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Home care services		
Received home care services, with the cost being covered by the government $\% \mid$ 2020	4.4	4.4
Received home care services, with the cost not covered by the government % 2020	2.1	3.9
Needed home care services in the last 12 months, but did not receive any % 2020	2.5	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