POPULATION HEALTH
Health services

Community
St. Stephen, Saint Andrews, Campobello Island Area

Zone 2
Fundy Shore and Saint John Area

Province
New Brunswick

Access to Services

	Community	Zone 2	Province
Has a primary care provider % | 2020	90.3	90.4	89.9
Adults % | 2020	89.0	88.8	88.0
Seniors % | 2020	93.6	95.2	95.3
Has a family doctor % | 2020	84.4	85.4	86.0
Has a nurse practitioner % | 2020	6.3	5.3	4.4
Does not have a primary care provider %	n/a	n/a	n/a
Adults %	n/a	n/a	n/a
Seniors %	n/a	n/a	n/a

♥ Types of services used most often when sick or in need of care

Family doctor % | 2020	67.8	66.0	57.0
After-hours clinic or walk-in clinic % | 2020	4.0	12.1	20.5
Hospital emergency department % | 2020	20.1	10.7	10.4

♥ Types of services used

Virtual consultation (with primary care provider, eVisitNB, Tele-Care 811, etc.) %	n/a	n/a	n/a
After-hours clinic or walk-in clinic % | 2020	21.4	29.1	35.1

	Community St. Stephen, Saint Andrews, Campobello Island Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Community health centre %	2020	10.7	11.3	13.1
Ambulance services %	2020	7.8	7.3	6.8
Hospital emergency department %	2020	46.1	39.0	38.1
Admitted to a hospital %	2020	10.7	9.6	10.5
Seen a specialist for the first time %	2020	21.5	17.9	17.9
Received home care services, with the cost being covered by the government %	2020	5.7	4.3	4.4

🕐 Wait time to access services

Primary care provider - able to have an appointment within 5 days %	n/a	n/a	n/a
Adults %	n/a	n/a	n/a
Seniors %	n/a	n/a	n/a
Hospital emergency department - waited less than 4 hours %	2020	70.9	71.2	65.5
Specialist - waited less than 1 month for a first visit %	2020	45.6	41.3	40.7
Wait time to long term care home placement Days	2019-2020	n/a	76	70

⑦ Reason for using services

Hospitalization following an injury Rate per 10,000 population	2017-2018 to 2019-2020	85	65	74
Youth - hospitalization following an injury Rate per 10,000 population aged 17 and under	2017-2018 to 2019-2020	27	25	29
Adults - hospitalization following an injury Rate per 10,000 population aged 18 to 64	2017-2018 to 2019-2020	47	39	42
Seniors - hospitalization following an injury Rate per 10,000 population aged 65 and over	2017-2018 to 2019-2020	226	188	208
Hospitalization for mental health disorder Rate per 10,000 population	2017-2018 to 2019-2020	33	26	51

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Youth - hospitalization for mental health disorder Rate per 10,000 population aged 17 and under | 2017-2018 to 2019-2020	18	12	33
Adults - hospitalization for mental health disorder Rate per 10,000 population aged 18 to 64 | 2017-2018 to 2019-2020	43	34	64
Seniors - hospitalization for mental health disorder Rate per 10,000 population aged 65 and over | 2017-2018 to 2019-2020	17	17	28
Avoidable hospitalization Rate per 10,000 population aged 75 and under | 2016-2017 to 2019-2020	81	53	52
Youth - needed to see or talk to someone for a mental or emotional problem % | 2023-2024	30.5	34.6	33.1
Saw or talked to a health professional about their mental or emotional health, or their use of alcohol or drugs % | 2020	14.2	15.8	16.1
Adults % | 2020	17.5	17.0	17.5
Seniors % | 2020	8.3	7.4	7.4

|↔| Unmet needs

Youth - who needed to see or talk to someone about their mental or emotional problem but didn't % | 2023-2024	7.5	7.7	7.0
Adults and seniors - who needed to see or talk to a health professional about their mental health but didn't % | 2020	21.5	32.2	32.6
Adults and seniors - who felt that they needed home care services, but they did not receive any % | 2020	4.7	2.9	3.0

🚧 Barriers to health services

Financial barrier in getting the health care they needed % | 2020	29.9	24.2	26.5
Did not fill a prescription for medicine, or skipped doses because of the cost % | 2020	7.3	5.8	5.8
Skipped dental care because of costs % | 2020	22.2	18.9	20.6
Skipped a medical test, treatment or other because of the cost % | 2020	3.0	3.3	3.2
Health care services not available in their area % | 2020	27.8	11.7	14.0

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Travel over 100 kms to use a health service % | 2020	**47.3**	**14.8**	**17.6**
Transportation problems in getting health care % | 2020	**9.2**	**6.0**	**5.5**
Unable to leave the house due to a health problem % | 2020	**15.2**	**12.7**	**11.2**
Trouble getting medical or rehabilitation equipment or supplies % | 2020	**7.0**	**4.8**	**4.2**
Trouble navigating the health system % | 2020	**9.3**	**7.8**	**7.6**
Have language barrier communicating with a health professional % | 2020	**6.3**	**2.9**	**3.8**
Difficulties in receiving virtual health care - accessing high-speed internet %	n/a	n/a	n/a

🚧 Barriers to mental health services

Services not available in their area % | 2020	S	**12.9**	**13.7**
Wait time for the services was too long % | 2020	S	**18.9**	**23.8**
Were too busy % | 2020	S	**32.8**	**25.4**
Services not available at a convenient time for me % | 2020	S	**18.7**	**16.3**
Could not afford the cost, or insurance did not cover enough % | 2020	S	**18.7**	**17.7**
Did not know how or where to get help % | 2020	S	**22.3**	**19.8**
Were concerned about what others would think % | 2020	S	**17.4**	**15.3**
Thought the problem would go away on its own %	n/a	n/a	n/a
Other reasons %	n/a	n/a	n/a

Experiences with Services

🔍 Screening and prevention

Newborn and infant - universal hearing screening % | 2019-2020	n/a	**97**	**91**
Kindergarten children - meet immunization requirements % | 2019-2020	n/a	**72**	**73**

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Grade 7 female students - immunized with complete series of HPV immunization % | 2017-2018	n/a	77	75
Have seen or talked to a dental professional in the last 12 months % | 2020	71.1	70.9	69.7
Adults % | 2020	70.5	70.2	67.0
Seniors % | 2020	64.7	64.8	60.0
Consulted with primary care provider in the last 12 months %	n/a	n/a	n/a
Adults %	n/a	n/a	n/a
Seniors %	n/a	n/a	n/a
Talk to a health professional about improving health and preventing illness, always or usually % | 2020	29.0	26.6	26.3
Adults % | 2020	29.9	26.9	25.2
Seniors % | 2020	26.9	25.7	28.6
Flu shot in the last 12 months % | 2020	51.0	53.8	46.5
Adults % | 2020	44.2	48.3	39.5
Seniors % | 2020	67.0	70.4	65.9
Breast cancer screening %	n/a	n/a	n/a
Pap test % | 2014 to 2017	n/a	63	65
Very confident in managing their health condition % | 2020	39.8	44.4	40.7
Adults % | 2020	32.7	43.0	39.3
Seniors % | 2020	51.9	47.2	43.4

👥 Communication

Primary care provider - always explains things in a way that they can understand %	n/a	n/a	n/a
Primary care provider - spent enough time with them, always %	n/a	n/a	n/a

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Primary care provider - limits the number of problems they can discuss in a visit %	n/a	n/a	n/a
Verbal information about condition/prescription is easy to understand, always or usually % | 2020	**91.2**	**91.7**	**91.7**
Adults % | 2020	**90.7**	**90.9**	**91.2**
Seniors % | 2020	**92.2**	**95.0**	**93.3**
Written information about condition/prescription is hard to understand, always or usually % | 2020	**9.8**	**10.7**	**12.3**
Adults % | 2020	**10.0**	**11.3**	**11.9**
Seniors % | 2020	**9.3**	**8.8**	**13.1**
Virtual consultation - was able to communicate their health concerns as well as they would have in-person %	n/a	n/a	n/a
Adults %	n/a	n/a	n/a
Seniors %	n/a	n/a	n/a
Know what their prescribed medications do, strongly agree % | 2020	**57.4**	**56.0**	**49.6**
Pharmacists - help the most in understanding how to take their medications % | 2020	**65.4**	**68.7**	**70.1**
Primary care provider - always helps them coordinate the care from other providers %	n/a	n/a	n/a

★ Favourable rating of services received

Citizens - provide a favourable rating for overall health care services received %	n/a	n/a	n/a
Adults %	n/a	n/a	n/a
Seniors %	n/a	n/a	n/a

About this Table

Health Services are designed to prevent and treat diseases which impact population health. Access to care or services at the right place, the right time and based on the respective needs is a key aspect of quality of service that influences the health of individuals.

Content and description

Information on access to services, such as the types of services used most often, the reason for using the services, unmet needs and barriers to these services as well as some wait time information. Experiences with the Health Services include screening and prevention use, communication with service providers, coordination of services and evaluation of services received are also available here.

Why is this important?

Understanding how these health services are delivered in New Brunswick communities can help us understand the variability in health service access and quality.

Availability of the data

Indicators from a variety of sources are collected, organized, and analyzed by the NBHC. These data sources are used to represent the population health of New Brunswickers. Each have various levels of reliability and limitations as detailed in the Indicator pages.

The information for this data table is available for the 33 NBHC Communities, 7 Health Zones and for New Brunswick overall.

The Population Health data table series provides comprehensive view about the people who live, learn, work, take part in activities and in community life in this area.

Caption

n/a = Not applicable / not available

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

⚑ Above-average performance

⚑ Below-average performance