POPULATION HEALTH
Health services

Zone 1
Moncton and
South-East Area

Province
New Brunswick

Access to Services

	Zone 1	Province
Has a primary care provider % | 2022	**90.0**	**85.4**
Adults % | 2022	**88.3**	**83.5**
Seniors % | 2022	**95.2**	**90.6**
Has a family doctor % | 2022	**87.6**	**82.2**
Has a nurse practitioner % | 2022	**2.8**	**3.6**
Does not have a primary care provider % | 2022	**10.0**	**14.6**
Adults % | 2022	**11.7**	**16.5**
Seniors % | 2022	**4.8**	**9.4**

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

	Zone 1	Province
Family doctor % | 2020	**48.3**	**57.0**
After-hours clinic or walk-in clinic % | 2020	**33.9**	**20.5**
Hospital emergency department % | 2020	**7.4**	**10.4**

♥ Types of services used

	Zone 1	Province
Virtual consultation (with primary care provider, eVisitNB, Tele-Care 811, etc.) % | 2022	**57.8**	**54.6**
After-hours clinic or walk-in clinic % | 2020	**48.2**	**35.1**
Community health centre % | 2020	**11.7**	**13.1**

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	Zone 1 Moncton and South-East Area	Province New Brunswick
Ambulance services % | 2020	6.2	6.8
Hospital emergency department % | 2020	34.0	38.1
Admitted to a hospital % | 2020	11.2	10.5
Seen a specialist for the first time % | 2020	18.5	17.9
Received home care services, with the cost being covered by the government % | 2020	3.9	4.4

🕐 Wait time to access services

	Zone 1	Province
Primary care provider - able to have an appointment within 5 days % | 2022	28.8	34.0
Adults % | 2022	27.6	32.5
Seniors % | 2022	32.3	37.9
Hospital emergency department - waited less than 4 hours % | 2020	54.3	65.5
Specialist - waited less than 1 month for a first visit % | 2020	37.2	40.7
Wait time to long term care home placement Days | 2019-2020	88	70

ⓘ Reason for using services

	Zone 1	Province
Hospitalization following an injury Rate per 10,000 population | 2017-2018 to 2019-2020	60	74
Youth - hospitalization following an injury Rate per 10,000 population aged 17 and under | 2017-2018 to 2019-2020	24	29
Adults - hospitalization following an injury Rate per 10,000 population aged 18 to 64 | 2017-2018 to 2019-2020	34	42
Seniors - hospitalization following an injury Rate per 10,000 population aged 65 and over | 2017-2018 to 2019-2020	174	208
Hospitalization for mental health disorder Rate per 10,000 population | 2017-2018 to 2019-2020	44	51
Youth - hospitalization for mental health disorder Rate per 10,000 population aged 17 and under | 2017-2018 to 2019-2020	32	33
Adults - hospitalization for mental health disorder Rate per 10,000 population aged 18 to 64 | 2017-2018 to 2019-2020	55	64

	Zone 1 Moncton and South-East Area	Province New Brunswick
Seniors - hospitalization for mental health disorder Rate per 10,000 population aged 65 and over | 2017-2018 to 2019-2020	22	28
Avoidable hospitalization Rate per 10,000 population aged 75 and under | 2016-2017 to 2019-2020	44	52
Youth - needed to see or talk to someone for a mental or emotional problem % | 2023-2024	32.7	33.1
Saw or talked to a health professional about their mental or emotional health, or their use of alcohol or drugs % | 2022	18.1	18.0
Adults % | 2022	21.2	21.4
Seniors % | 2022	8.9	8.9

↔ Unmet needs

Youth - who needed to see or talk to someone about their mental or emotional problem but didn't % | 2023-2024	7.1	7.0
Adults and seniors - who needed to see or talk to a health professional about their mental health but didn't % | 2022	39.9	34.6
Adults and seniors - who felt that they needed home care services, but they did not receive any % | 2020	3.1	3.0

🚧 Barriers to health services

Financial barrier in getting the health care they needed % | 2020	28.8	26.5
Did not fill a prescription for medicine, or skipped doses because of the cost % | 2020	6.4	5.8
Skipped dental care because of costs % | 2020	22.5	20.6
Skipped a medical test, treatment or other because of the cost % | 2020	3.3	3.2
Health care services not available in their area % | 2022	22.3	24.3
Travel over 100 kms to use a health service % | 2022	8.8	15.1
Transportation problems in getting health care % | 2022	5.0	6.3
Unable to leave the house due to a health problem % | 2022	15.2	16.2
Trouble getting medical or rehabilitation equipment or supplies % | 2020	4.0	4.2

	Zone 1 Moncton and South-East Area	Province New Brunswick
Trouble navigating the health system % | 2022	22.3	21.7
Have language barrier communicating with a health professional % | 2020	3.9	3.8
Difficulties in receiving virtual health care - accessing high-speed internet % | 2022	6.4	7.5

🚧 Barriers to mental health services

Services not available in their area % | 2022	31.6	33.5
Wait time for the services was too long % | 2022	69.3	63.9
Were too busy % | 2022	39.2	34.1
Services not available at a convenient time for me % | 2022	42.3	44.3
Could not afford the cost, or insurance did not cover enough % | 2022	45.3	33.2
Did not know how or where to get help % | 2022	51.9	45.6
Were concerned about what others would think % | 2022	25.5	22.4
Thought the problem would go away on its own % | 2022	59.3	54.6
Other reasons % | 2022	28.3	29.3

Experiences with Services

🔍 Screening and prevention

Newborn and infant - universal hearing screening % | 2019-2020	88	91
Kindergarten children - meet immunization requirements % | 2019-2020	64	73
Grade 7 female students - immunized with complete series of HPV immunization % | 2017-2018	83	75
Have seen or talked to a dental professional in the last 12 months % | 2020	71.9	69.7
Adults % | 2020	73.8	67.0
Seniors % | 2020	66.3	60.0
Consulted with primary care provider in the last 12 months % | 2022	84.2	85.5

	Zone 1 Moncton and South-East Area	Province New Brunswick
Adults % | 2022	81.7	83.1
Seniors % | 2022	90.9	91.5
Talk to a health professional about improving health and preventing illness, always or usually % | 2020	26.0	26.3
Adults % | 2020	24.9	25.2
Seniors % | 2020	29.6	28.6
Flu shot in the last 12 months % | 2020	43.0	46.5
Adults % | 2020	35.4	39.5
Seniors % | 2020	65.7	65.9
Breast cancer screening % | 2015 to 2017	67	59
Pap test % | 2014 to 2017	68	65
Adults - very confident in managing their health condition % | 2020	37.8	40.2

👥 Communication

	Zone 1 Moncton and South-East Area	Province New Brunswick
Family doctor - always explains things in a way that they can understand % | 2020	77.7	75.7
Primary care provider - spent enough time with them, always % | 2022	45.5	47.1
Primary care provider - limits the number of problems they can discuss in a visit % | 2022	23.3	24.8
Verbal information about condition/prescription is easy to understand, always or usually % | 2020	92.5	91.7
Adults % | 2020	91.9	91.2
Seniors % | 2020	94.2	93.3
Written information about condition/prescription is hard to understand, always or usually % | 2020	13.0	12.3
Adults % | 2020	12.9	11.9
Seniors % | 2020	13.3	13.1
Virtual consultation - was able to communicate their health concerns as well as they would have in-person % | 2022	70.6	71.5

	Zone 1 Moncton and South-East Area	Province New Brunswick
Adults % | 2022	70.5	71.1
Seniors % | 2022	71.0	72.8
Know what their prescribed medications do, strongly agree % | 2020	50.2	49.6
Pharmacists - help the most in understanding how to take their medications % | 2020	72.6	70.1
Family doctor - always helps them coordinate the care from other providers % | 2020	69.0	68.7

★ Favourable rating of services received

Citizens - provide a favourable rating for overall health care services received % | 2022	51.6	55.5
Adults % | 2022	43.8	49.0
Seniors % | 2022	73.6	72.3

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