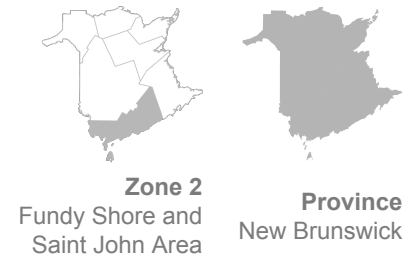


POPULATION HEALTH
Health services



Access to Services

Has a primary care provider % 2024	81.6	77.2
Adults % 2023	82.8	75.9
Seniors % 2023	96.2	88.1
Has a family doctor % 2024	80.7	74.2
Has a nurse practitioner % 2024	1.9	3.5
Does not have a primary care provider % 2024	18.4	22.8
Adults % 2023	17.2	24.1
Seniors % 2023	3.8	11.9

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

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

♥ Types of services used

Virtual consultation (with primary care provider, eVisitNB, Tele-Care 811, etc.) % 2024	44.4	47.3
After-hours clinic or walk-in clinic % 2020	29.1	35.1
Community health centre % 2020	11.3	13.1

	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Ambulance services % 2020	7.3	6.8
Hospital emergency department % 2020	39.0	38.1
Admitted to a hospital % 2020	9.6	10.5
Seen a specialist for the first time % 2020	17.9	17.9
Received home care services, with the cost being covered by the government % 2020	4.3	4.4

🕒 Wait time to access services

Primary care provider - able to have an appointment within 5 days % 2024	34.8	34.2
Adults % 2023	29.5	28.5
Seniors % 2023	43.0	38.0
Hospital emergency department - waited less than 4 hours % 2020	71.2	65.5
Specialist - waited less than 1 month for a first visit % 2020	41.3	40.7
Wait time to long term care home placement Days 2019-2020	76	70

❓ Reason for using services

Hospitalization following an injury Rate per 10,000 population 2017-2018 to 2019-2020	65	74
Youth - hospitalization following an injury Rate per 10,000 population aged 17 and under 2017-2018 to 2019-2020	25	29
Adults - hospitalization following an injury Rate per 10,000 population aged 18 to 64 2017-2018 to 2019-2020	39	42
Seniors - hospitalization following an injury Rate per 10,000 population aged 65 and over 2017-2018 to 2019-2020	188	208
Hospitalization for mental health disorder Rate per 10,000 population 2017-2018 to 2019-2020	26	51
Youth - hospitalization for mental health disorder Rate per 10,000 population aged 17 and under 2017-2018 to 2019-2020	12	33
Adults - hospitalization for mental health disorder Rate per 10,000 population aged 18 to 64 2017-2018 to 2019-2020	34	64

	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Seniors - hospitalization for mental health disorder Rate per 10,000 population aged 65 and over 2017-2018 to 2019-2020	17	28
Avoidable hospitalization Rate per 10,000 population aged 74 and under 2016-2017 to 2019-2020	53	52
Youth - needed to see or talk to someone for a mental or emotional problem % 2025-2026	34.9	33.3
Saw or talked to a health professional about their mental or emotional health, or their use of alcohol or drugs % 2023	18.6	18.2
Adults % 2023	21.8	21.8
Seniors % 2023	9.7	8.7
↔ Unmet needs		
Youth - who needed to see or talk to someone about their mental or emotional problem but didn't % 2025-2026	8.0	7.5
Adults and seniors - who needed to see or talk to a health professional about their mental health but didn't % 2023	32.9	33.7
Adults and seniors - who felt that they needed home care services, but they did not receive any % 2020	2.9	3.0
⚠ Barriers to health services		
Financial barrier in getting the health care they needed % 2020	24.2	26.5
Did not fill a prescription for medicine, or skipped doses because of the cost % 2024	9.0	9.2
Skipped dental care because of costs % 2020	18.9	20.6
Skipped a medical test, treatment or other because of the cost % 2024	6.6	6.4
Health care services not available in their area % 2024	28.0	31.0
Travel over 100 kms to use a health service % 2024	11.1	17.0
Transportation problems in getting health care % 2024	6.2	5.7
Unable to leave the house due to a health problem % 2024	11.1	10.5
Trouble getting medical or rehabilitation equipment or supplies % 2020	4.8	4.2

	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Trouble navigating the health system % 2024	16.0	18.6
Have language barrier communicating with a health professional % 2024	3.0	4.3
Difficulties in receiving virtual health care - accessing high-speed internet % 2024	5.6	5.7

Barriers to mental health services

Services not available in their area % 2024	37.9	38.6
Wait time for the services was too long % 2024	54.5	57.5
Were too busy % 2024	43.8	41.2
Services not available at a convenient time for me % 2024	47.6	43.7
Could not afford the cost, or insurance did not cover enough % 2024	40.2	37.2
Did not know how or where to get help % 2024	60.2	51.0
Were concerned about what others would think % 2024	27.5	19.8
Thought the problem would go away on its own % 2024	44.2	48.8
Other reasons % 2024	35.0	28.0

Experiences with Services

Screening and prevention

Newborn and infant - universal hearing screening % 2019-2020	97	91
Kindergarten children - meet immunization requirements % 2019-2020	72	73
Grade 7 female students - immunized with complete series of HPV immunization % 2017-2018	77	75
Have seen or talked to a dental professional in the last 12 months % 2020	70.9	69.7
Adults % 2020	70.2	67.0
Seniors % 2020	64.8	60.0
Consulted with primary care provider in the last 12 months % 2024	89.2	88.0

	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Adults % 2023	91.4	87.8
Seniors % 2023	95.6	94.4
Talk to a health professional about improving health and preventing illness, always or usually % 2020	26.6	26.3
Adults % 2020	26.9	25.2
Seniors % 2020	25.7	28.6
Flu shot in the last 12 months % 2020	53.8	46.5
Adults % 2020	48.3	39.5
Seniors % 2020	70.4	65.9
Breast cancer screening % 2021 to 2023	40	52
Pap test % 2014 to 2017	63	65
Very confident in managing their health condition % 2024	36.2	34.2
Adults % 2023	31.8	31.6
Seniors % 2023	43.7	37.6
 Communication		
Primary care provider - always explains things in a way that they can understand % 2024	72.3	70.4
Primary care provider - spent enough time with them, always % 2024	58.7	54.5
Primary care provider - limits the number of problems they can discuss in a visit % 2024	31.5	24.6
Verbal information about condition/prescription is easy to understand, always or usually % 2020	91.7	91.7
Adults % 2020	90.9	91.2
Seniors % 2020	95.0	93.3
Written information about condition/prescription is hard to understand, always or usually % 2020	10.7	12.3
Adults % 2020	11.3	11.9

	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Seniors % 2020	8.8	13.1
Virtual consultation - was able to communicate their health concerns as well as they would have in-person % 2024	72.7	71.4
Adults % 2023	72.5	71.6
Seniors % 2023	83.0	79.7
Know what their prescribed medications do, strongly agree % 2024	43.3	48.2
Pharmacists - help the most in understanding how to take their medications % 2020	68.7	70.1
Primary care provider - always helps them coordinate the care from other providers % 2024	64.3	58.5
★ Favourable rating of services received		
Citizens - provide a favourable rating for overall health care services received % 2024	57.0	55.5
Adults % 2023	54.6	53.2
Seniors % 2023	73.5	70.3

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

 Above-average performance

 Below-average performance