

POPULATION HEALTH

Health services



Zone 4
Madawaska and
North-West Area



Province
New Brunswick

Access to Services

Has a primary care provider % 2022	74.6	85.4
Adults % 2022	71.3	83.5
Seniors % 2022	82.0	90.6
Has a family doctor % 2022	70.0	82.2
Has a nurse practitioner % 2022	4.6	3.6
Does not have a primary care provider % 2022	25.4	14.6
Adults % 2022	28.7	16.5
Seniors % 2022	18.0	9.4

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

Family doctor % 2020	47.3	57.0
After-hours clinic or walk-in clinic % 2020	14.6	20.5
Hospital emergency department % 2020	26.5	10.4

♥ Types of services used

Virtual consultation (with primary care provider, eVisitNB, Tele-Care 811, etc.) % 2022	39.4	54.6
After-hours clinic or walk-in clinic % 2020	30.1	35.1
Community health centre % 2020	11.9	13.1

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Ambulance services % 2020	9.2	6.8
Hospital emergency department % 2020	54.6	38.1
Admitted to a hospital % 2020	15.4	10.5
Seen a specialist for the first time % 2020	19.3	17.9
Received home care services, with the cost being covered by the government % 2020	7.8	4.4

Wait time to access services

Primary care provider - able to have an appointment within 5 days % 2022	39.0	34.0
Adults % 2022	39.3	32.5
Seniors % 2022	38.4	37.9
Hospital emergency department - waited less than 4 hours % 2020	70.6	65.5
Specialist - waited less than 1 month for a first visit % 2020	55.7	40.7
Wait time to long term care home placement Days 2019-2020	52	70

Reason for using services

Hospitalization following an injury Rate per 10,000 population 2017-2018 to 2019-2020	124	74
Youth - hospitalization following an injury Rate per 10,000 population aged 17 and under 2017-2018 to 2019-2020	61	29
Adults - hospitalization following an injury Rate per 10,000 population aged 18 to 64 2017-2018 to 2019-2020	74	42
Seniors - hospitalization following an injury Rate per 10,000 population aged 65 and over 2017-2018 to 2019-2020	301	208
Hospitalization for mental health disorder Rate per 10,000 population 2017-2018 to 2019-2020	130	51
Youth - hospitalization for mental health disorder Rate per 10,000 population aged 17 and under 2017-2018 to 2019-2020	85	33
Adults - hospitalization for mental health disorder Rate per 10,000 population aged 18 to 64 2017-2018 to 2019-2020	165	64

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Seniors - hospitalization for mental health disorder Rate per 10,000 population aged 65 and over 2017-2018 to 2019-2020	68	28
Avoidable hospitalization Rate per 10,000 population aged 75 and under 2016-2017 to 2019-2020	67	52
Youth - needed to see or talk to someone for a mental or emotional problem % 2023-2024	27.5	33.1
Saw or talked to a health professional about their mental or emotional health, or their use of alcohol or drugs % 2022	14.7	18.0
Adults % 2022	17.7	21.4
Seniors % 2022	8.2	8.9

Unmet needs

Youth - who needed to see or talk to someone about their mental or emotional problem but didn't % 2023-2024	4.9	7.0
Adults and seniors - who needed to see or talk to a health professional about their mental health but didn't % 2022	28.5	34.6
Adults and seniors - who felt that they needed home care services, but they did not receive any % 2020	4.0	3.0

Barriers to health services

Financial barrier in getting the health care they needed % 2020	33.8	26.5
Did not fill a prescription for medicine, or skipped doses because of the cost % 2020	7.0	5.8
Skipped dental care because of costs % 2020	22.8	20.6
Skipped a medical test, treatment or other because of the cost % 2020	3.4	3.2
Health care services not available in their area % 2022	26.9	24.3
Travel over 100 kms to use a health service % 2022	20.0	15.1
Transportation problems in getting health care % 2022	6.2	6.3
Unable to leave the house due to a health problem % 2022	15.9	16.2
Trouble getting medical or rehabilitation equipment or supplies % 2020	5.0	4.2

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Trouble navigating the health system % 2022	19.0	21.7
Have language barrier communicating with a health professional % 2020	5.1	3.8
Difficulties in receiving virtual health care - accessing high-speed internet % 2022	8.9	7.5

Barriers to mental health services

Services not available in their area % 2022	S	33.5
Wait time for the services was too long % 2020	23.3	23.8
Were too busy % 2022	S	34.1
Services not available at a convenient time for me % 2022	S	44.3
Could not afford the cost, or insurance did not cover enough % 2022	S	33.2
Did not know how or where to get help % 2022	S	45.6
Were concerned about what others would think % 2022	S	22.4
Thought the problem would go away on its own % 2022	S	54.6
Other reasons % 2022	S	29.3

Experiences with Services

Screening and prevention

Newborn and infant - universal hearing screening % 2019-2020	85	91
Kindergarten children - meet immunization requirements % 2019-2020	75	73
Grade 7 female students - immunized with complete series of HPV immunization % 2017-2018	72	75
Have seen or talked to a dental professional in the last 12 months % 2020	63.7	69.7
Adults % 2020	67.9	67.0
Seniors % 2020	53.2	60.0
Consulted with primary care provider in the last 12 months % 2022	82.2	85.5

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Adults % 2022	79.0	83.1
Seniors % 2022	88.3	91.5
Talk to a health professional about improving health and preventing illness, always or usually % 2020	26.0	26.3
Adults % 2020	23.4	25.2
Seniors % 2020	32.7	28.6
Flu shot in the last 12 months % 2020	30.2	46.5
Adults % 2020	20.9	39.5
Seniors % 2020	52.9	65.9
Breast cancer screening % 2021 to 2023	n/a	52
Pap test % 2014 to 2017	64	65
Adults - very confident in managing their health condition % 2020	29.8	40.2

Communication

Family doctor - always explains things in a way that they can understand % 2020	73.4	75.7
Primary care provider - spent enough time with them, always % 2022	39.6	47.1
Primary care provider - limits the number of problems they can discuss in a visit % 2022	20.9	24.8
Verbal information about condition/prescription is easy to understand, always or usually % 2020	87.9	91.7
Adults % 2020	87.5	91.2
Seniors % 2020	88.8	93.3
Written information about condition/prescription is hard to understand, always or usually % 2020	11.8	12.3
Adults % 2020	10.7	11.9
Seniors % 2020	14.6	13.1
Virtual consultation - was able to communicate their health concerns as well as they would have in-person % 2022	72.7	71.5

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Adults % 2022	69.6	71.1
Seniors % 2022	80.3	72.8
Know what their prescribed medications do, strongly agree % 2020	38.5	49.6
Pharmacists - help the most in understanding how to take their medications % 2020	66.6	70.1
Family doctor - always helps them coordinate the care from other providers % 2020	66.0	68.7

★ Favourable rating of services received

Citizens - provide a favourable rating for overall health care services received % 2022	59.1	55.5
Adults % 2022	55.5	49.0
Seniors % 2022	66.8	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

 Above-average performance

 Below-average performance