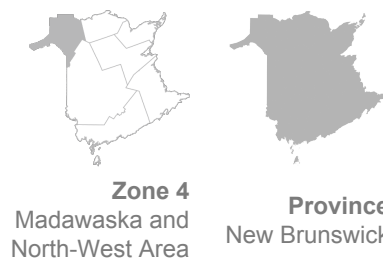


POPULATION HEALTH
Health services



Access to Services

Has a primary care provider % 2024	74.2	77.2
Adults % 2023	60.9	75.9
Seniors % 2023	70.1	88.1
Has a family doctor % 2024	67.3	74.2
Has a nurse practitioner % 2024	7.0	3.5
Does not have a primary care provider % 2024	25.8	22.8
Adults % 2023	39.1	24.1
Seniors % 2023	29.9	11.9

♥ 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.) % 2024	33.4	47.3
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 % 2024	26.1	34.2
Adults % 2023	24.6	28.5
Seniors % 2023	39.5	38.0
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 74 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 % 2023	10.5	18.2
Adults % 2023	14.4	21.8
Seniors % 2023	1.8	8.7
↔ 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 % 2023	29.5	33.7
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 % 2024	6.9	9.2
Skipped dental care because of costs % 2020	22.8	20.6
Skipped a medical test, treatment or other because of the cost % 2024	5.0	6.4
Health care services not available in their area % 2024	29.6	31.0
Travel over 100 kms to use a health service % 2024	25.7	17.0
Transportation problems in getting health care % 2024	5.7	5.7
Unable to leave the house due to a health problem % 2024	11.5	10.5
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 % 2024	13.4	18.6
Have language barrier communicating with a health professional % 2024	5.9	4.3
Difficulties in receiving virtual health care - accessing high-speed internet % 2024	5.8	5.7

Barriers to mental health services

Services not available in their area % 2024	S	38.6
Wait time for the services was too long % 2020	23.3	23.8
Were too busy % 2024	S	41.2
Services not available at a convenient time for me % 2024	S	43.7
Could not afford the cost, or insurance did not cover enough % 2024	S	37.2
Did not know how or where to get help % 2024	S	51.0
Were concerned about what others would think % 2024	S	19.8
Thought the problem would go away on its own % 2024	S	48.8
Other reasons % 2024	S	28.0

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 % 2024	85.4	88.0

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Adults % 2023	84.5	87.8
Seniors % 2023	95.3	94.4
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 % 2023-2025	54.8	54.5
Pap test % 2021-2024	51.3	57.1
Very confident in managing their health condition % 2024	31.6	34.2
Adults % 2023	40.2	31.6
Seniors % 2023	28.3	37.6
 Communication		
Primary care provider - always explains things in a way that they can understand % 2024	66.4	70.4
Primary care provider - spent enough time with them, always % 2024	51.6	54.5
Primary care provider - limits the number of problems they can discuss in a visit % 2024	19.5	24.6
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

	Zone 4 Madawaska and North-West Area	Province New Brunswick
Seniors % 2020	14.6	13.1
Virtual consultation - was able to communicate their health concerns as well as they would have in-person % 2024	59.1	71.4
Adults % 2023	67.0	71.6
Seniors % 2023	77.7	79.7
Know what their prescribed medications do, strongly agree % 2024	51.9	48.2
Pharmacists - help the most in understanding how to take their medications % 2020	66.6	70.1
Primary care provider - always helps them coordinate the care from other providers % 2024	49.3	58.5
★ Favourable rating of services received		
Citizens - provide a favourable rating for overall health care services received % 2024	59.1	55.5
Adults % 2023	56.6	53.2
Seniors % 2023	70.0	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