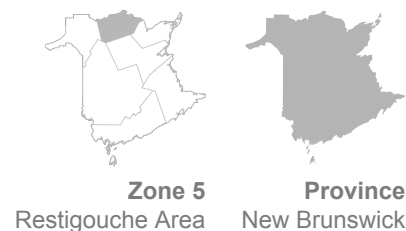


POPULATION HEALTH
Health services



Access to Services

Has a primary care provider % 2024	78.0	77.2
Adults % 2023	77.0	75.9
Seniors % 2023	88.7	88.1
Has a family doctor % 2024	69.6	74.2
Has a nurse practitioner % 2024	9.0	3.5
Does not have a primary care provider % 2024	22.0	22.8
Adults % 2023	23.0	24.1
Seniors % 2023	11.3	11.9

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

Family doctor % 2020	51.8	57.0
After-hours clinic or walk-in clinic % 2020	24.6	20.5
Hospital emergency department % 2020	16.6	10.4

♥ Types of services used

Virtual consultation (with primary care provider, eVisitNB, Tele-Care 811, etc.) % 2024	52.5	47.3
After-hours clinic or walk-in clinic % 2020	44.1	35.1
Community health centre % 2020	37.3	13.1
Ambulance services % 2020	9.0	6.8

	Zone 5 Restigouche Area	Province New Brunswick
Hospital emergency department % 2020	44.6	38.1
Admitted to a hospital % 2020	14.0	10.5
Seen a specialist for the first time % 2020	23.0	17.9
Received home care services, with the cost being covered by the government % 2020	6.1	4.4

🕒 Wait time to access services

Primary care provider - able to have an appointment within 5 days % 2024	19.7	34.2
Adults % 2023	25.8	28.5
Seniors % 2023	22.0	38.0
Hospital emergency department - waited less than 4 hours % 2020	64.2	65.5
Specialist - waited less than 1 month for a first visit % 2020	35.1	40.7
Wait time to long term care home placement Days 2019-2020	56	70

❓ Reason for using services

Hospitalization following an injury Rate per 10,000 population 2017-2018 to 2019-2020	115	74
Youth - hospitalization following an injury Rate per 10,000 population aged 17 and under 2017-2018 to 2019-2020	38	29
Adults - hospitalization following an injury Rate per 10,000 population aged 18 to 64 2017-2018 to 2019-2020	58	42
Seniors - hospitalization following an injury Rate per 10,000 population aged 65 and over 2017-2018 to 2019-2020	281	208
Hospitalization for mental health disorder Rate per 10,000 population 2017-2018 to 2019-2020	126	51
Youth - hospitalization for mental health disorder Rate per 10,000 population aged 17 and under 2017-2018 to 2019-2020	104	33
Adults - hospitalization for mental health disorder Rate per 10,000 population aged 18 to 64 2017-2018 to 2019-2020	167	64
Seniors - hospitalization for mental health disorder Rate per 10,000 population aged 65 and over 2017-2018 to 2019-2020	47	28

	Zone 5 Restigouche Area	Province New Brunswick
Avoidable hospitalization Rate per 10,000 population aged 74 and under 2016-2017 to 2019-2020	73	52
Youth - needed to see or talk to someone for a mental or emotional problem % 2025-2026	34.6	33.3
Saw or talked to a health professional about their mental or emotional health, or their use of alcohol or drugs % 2023	12.0	18.2
Adults % 2023	14.9	21.8
Seniors % 2023	6.8	8.7
↔ Unmet needs		
Youth - who needed to see or talk to someone about their mental or emotional problem but didn't % 2025-2026	6.1	7.5
Adults and seniors - who needed to see or talk to a health professional about their mental health but didn't % 2023	40.7	33.7
Adults and seniors - who felt that they needed home care services, but they did not receive any % 2020	4.9	3.0
⚠ Barriers to health services		
Financial barrier in getting the health care they needed % 2020	29.1	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	16.4	20.6
Skipped a medical test, treatment or other because of the cost % 2024	7.0	6.4
Health care services not available in their area % 2024	34.0	31.0
Travel over 100 kms to use a health service % 2024	26.5	17.0
Transportation problems in getting health care % 2024	7.2	5.7
Unable to leave the house due to a health problem % 2024	9.0	10.5
Trouble getting medical or rehabilitation equipment or supplies % 2020	6.8	4.2
Trouble navigating the health system % 2024	15.2	18.6
Have language barrier communicating with a health professional % 2024	10.0	4.3

	Zone 5 Restigouche Area	Province New Brunswick
Difficulties in receiving virtual health care - accessing high-speed internet % 2024	9.0	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 % 2024	S	57.5
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	86	91
Kindergarten children - meet immunization requirements % 2019-2020	79	73
Grade 7 female students - immunized with complete series of HPV immunization % 2017-2018	73	75
Have seen or talked to a dental professional in the last 12 months % 2020	66.5	69.7
Adults % 2020	72.6	67.0
Seniors % 2020	49.8	60.0
Consulted with primary care provider in the last 12 months % 2024	88.7	88.0
Adults % 2023	85.7	87.8
Seniors % 2023	93.9	94.4

	Zone 5 Restigouche Area	Province New Brunswick
Talk to a health professional about improving health and preventing illness, always or usually % 2020	25.3	26.3
Adults % 2020	26.7	25.2
Seniors % 2020	22.5	28.6
Flu shot in the last 12 months % 2020	34.5	46.5
Adults % 2020	26.0	39.5
Seniors % 2020	47.6	65.9
Breast cancer screening % 2023-2025	52.1	54.5
Pap test % 2021-2024	50.2	57.1
Very confident in managing their health condition % 2024	30.5	34.2
Adults % 2023	33.7	31.6
Seniors % 2023	43.2	37.6

Communication

Primary care provider - always explains things in a way that they can understand % 2024	60.4	70.4
Primary care provider - spent enough time with them, always % 2024	47.7	54.5
Primary care provider - limits the number of problems they can discuss in a visit % 2024	25.3	24.6
Verbal information about condition/prescription is easy to understand, always or usually % 2020	89.2	91.7
Adults % 2020	88.6	91.2
Seniors % 2020	90.4	93.3
Written information about condition/prescription is hard to understand, always or usually % 2020	15.2	12.3
Adults % 2020	12.9	11.9
Seniors % 2020	20.0	13.1
Virtual consultation - was able to communicate their health concerns as well as they would have in-person % 2024	71.4	71.4

	Zone 5 Restigouche Area	Province New Brunswick
Adults % 2023	79.4	71.6
Seniors % 2023	76.9	79.7
Know what their prescribed medications do, strongly agree % 2024	59.3	48.2
Pharmacists - help the most in understanding how to take their medications % 2020	71.4	70.1
Primary care provider - always helps them coordinate the care from other providers % 2024	52.0	58.5

★ Favourable rating of services received

Citizens - provide a favourable rating for overall health care services received % 2024	58.3	55.5
Adults % 2023	44.3	53.2
Seniors % 2023	70.7	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