

POPULATION HEALTH
Health services



Access to Services

Has a primary care provider % 2023	85.1	79.3
Adults % 2023	81.8	75.9
Seniors % 2023	91.6	88.1
Has a family doctor % 2023	81.9	76.0
Has a nurse practitioner % 2023	3.2	3.6
Does not have a primary care provider % 2023	14.9	20.7
Adults % 2023	18.2	24.1
Seniors % 2023	8.4	11.9

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

Family doctor % 2020	61.0	57.0
After-hours clinic or walk-in clinic % 2020	14.5	20.5
Hospital emergency department % 2020	9.3	10.4

♥ Types of services used

Virtual consultation (with primary care provider, eVisitNB, Tele-Care 811, etc.) % 2023	44.3	44.6
After-hours clinic or walk-in clinic % 2020	31.0	35.1
Community health centre % 2020	11.9	13.1

	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Ambulance services % 2020	6.5	6.8
Hospital emergency department % 2020	44.0	38.1
Admitted to a hospital % 2020	11.5	10.5
Seen a specialist for the first time % 2020	18.6	17.9
Received home care services, with the cost being covered by the government % 2020	4.4	4.4
🕒 Wait time to access services		
Primary care provider - able to have an appointment within 5 days % 2023	42.4	31.4
Adults % 2023	38.6	28.5
Seniors % 2023	49.3	38.0
Hospital emergency department - waited less than 4 hours % 2020	63.8	65.5
Specialist - waited less than 1 month for a first visit % 2020	44.5	40.7
Wait time to long term care home placement Days 2019-2020	64	70
❓ Reason for using services		
Hospitalization following an injury Rate per 10,000 population 2017-2018 to 2019-2020	70	74
Youth - hospitalization following an injury Rate per 10,000 population aged 17 and under 2017-2018 to 2019-2020	26	29
Adults - hospitalization following an injury Rate per 10,000 population aged 18 to 64 2017-2018 to 2019-2020	36	42
Seniors - hospitalization following an injury Rate per 10,000 population aged 65 and over 2017-2018 to 2019-2020	176	208
Hospitalization for mental health disorder Rate per 10,000 population 2017-2018 to 2019-2020	83	51
Youth - hospitalization for mental health disorder Rate per 10,000 population aged 17 and under 2017-2018 to 2019-2020	69	33
Adults - hospitalization for mental health disorder Rate per 10,000 population aged 18 to 64 2017-2018 to 2019-2020	102	64

	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Seniors - hospitalization for mental health disorder Rate per 10,000 population aged 65 and over 2017-2018 to 2019-2020	48	28
Avoidable hospitalization Rate per 10,000 population aged 74 and under 2016-2017 to 2019-2020	50	52
Youth - needed to see or talk to someone for a mental or emotional problem % 2023-2024	29.6	33.1
Saw or talked to a health professional about their mental or emotional health, or their use of alcohol or drugs % 2023	15.6	18.2
Adults % 2023	19.9	21.8
Seniors % 2023	7.4	8.7

↔ Unmet needs

Youth - who needed to see or talk to someone about their mental or emotional problem but didn't % 2023-2024	4.7	7.0
Adults and seniors - who needed to see or talk to a health professional about their mental health but didn't % 2023	32.5	33.7
Adults and seniors - who felt that they needed home care services, but they did not receive any % 2020	2.5	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 % 2023	10.0	8.9
Skipped dental care because of costs % 2020	20.1	20.6
Skipped a medical test, treatment or other because of the cost % 2023	7.1	7.1
Health care services not available in their area % 2023	28.1	30.1
Travel over 100 kms to use a health service % 2023	26.1	16.5
Transportation problems in getting health care % 2023	6.3	7.0
Unable to leave the house due to a health problem % 2023	9.3	12.4
Trouble getting medical or rehabilitation equipment or supplies % 2020	3.2	4.2

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Trouble navigating the health system % 2023	11.1	18.8
Have language barrier communicating with a health professional % 2023	7.2	4.6
Difficulties in receiving virtual health care - accessing high-speed internet % 2023	6.7	6.3

Barriers to mental health services

Services not available in their area % 2020	13.2	13.7
Wait time for the services was too long % 2020	9.0	23.8
Were too busy % 2020	37.6	25.4
Services not available at a convenient time for me % 2020	18.1	16.3
Could not afford the cost, or insurance did not cover enough % 2020	15.4	17.7
Did not know how or where to get help % 2023	S	52.7
Were concerned about what others would think % 2020	15.8	15.3
Thought the problem would go away on its own % 2023	S	54.5
Other reasons % 2023	S	26.0

Experiences with Services

Screening and prevention

Newborn and infant - universal hearing screening % 2019-2020	66	91
Kindergarten children - meet immunization requirements % 2019-2020	77	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	62.9	69.7
Adults % 2020	62.7	67.0
Seniors % 2020	51.6	60.0
Consulted with primary care provider in the last 12 months % 2023	89.7	89.8

	Zone 6 Bathurst and Acadian Peninsula Area	Province New Brunswick
Adults % 2023	89.6	87.8
Seniors % 2023	89.8	94.4
Talk to a health professional about improving health and preventing illness, always or usually % 2020	23.2	26.3
Adults % 2020	20.2	25.2
Seniors % 2020	27.3	28.6
Flu shot in the last 12 months % 2020	37.6	46.5
Adults % 2020	27.7	39.5
Seniors % 2020	60.1	65.9
Breast cancer screening % 2021 to 2023	54	52
Pap test % 2014 to 2017	73	65
Very confident in managing their health condition % 2023	40.4	33.7
Adults % 2023	38.6	31.6
Seniors % 2023	42.8	37.6
 Communication		
Primary care provider - always explains things in a way that they can understand % 2023	63.1	68.2
Primary care provider - spent enough time with them, always % 2023	50.8	52.0
Primary care provider - limits the number of problems they can discuss in a visit % 2023	17.9	24.4
Verbal information about condition/prescription is easy to understand, always or usually % 2020	90.5	91.7
Adults % 2020	90.6	91.2
Seniors % 2020	89.0	93.3
Written information about condition/prescription is hard to understand, always or usually % 2020	14.5	12.3
Adults % 2020	14.0	11.9

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Seniors % 2020	15.3	13.1
Virtual consultation - was able to communicate their health concerns as well as they would have in-person % 2023	74.6	73.8
Adults % 2023	75.6	71.6
Seniors % 2023	72.7	79.7
Know what their prescribed medications do, strongly agree % 2023	49.3	47.8
Pharmacists - help the most in understanding how to take their medications % 2020	70.2	70.1
Primary care provider - always helps them coordinate the care from other providers % 2023	54.2	57.2
★ Favourable rating of services received		
Citizens - provide a favourable rating for overall health care services received % 2023	67.9	58.0
Adults % 2023	64.3	53.2
Seniors % 2023	74.9	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