

## Citizens who reported that they had trouble finding their way around the health care system in the last 12 months

Unit : %

	Year 2023	Year 2022	Year 2020	Year 2017
<b>Province</b>				
New Brunswick	18.8	21.7	7.6	8.2
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	17.6	22.3	8.8	7.0
Zone 2 - Fundy Shore and Saint John Area	15.8	18.3	7.8	8.2
Zone 3 - Fredericton and River Valley Area	28.4	26.3	8.3	9.5
Zone 4 - Madawaska and North-West Area	16.8	19.0	6.6	7.4
Zone 5 - Restigouche Area	22.0	24.2	7.3	9.8
Zone 6 - Bathurst and Acadian Peninsula Area	11.1	19.7	4.1	9.0
Zone 7 - Miramichi Area	11.5	17.4	5.9	7.4
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	n/a	n/a	3.6	9.4
Bouctouche, Richibucto, Saint-Antoine Area	n/a	n/a	7.6	7.6
Campbellton, Atholville, Tide Head Area	n/a	n/a	8.3	8.9
Caraquet, Paquetville, Bertrand Area	n/a	n/a	3.1	8.6
Dalhousie, Balmoral, Belledune Area	n/a	n/a	6.2	10.5
Dieppe and Memramcook	n/a	n/a	7.2	5.4
Douglas, Saint Marys, Doaktown Area	n/a	n/a	8.1	7.6
Edmundston, Rivière-Verte, Lac Baker Area	n/a	n/a	6.4	6.5
Florenceville-Bristol, Woodstock, Wakefield Area	n/a	n/a	8.0	8.0
Fredericton	n/a	n/a	9.8	10.8
Grand Falls, Saint-Léonard, Drummond Area	n/a	n/a	3.6	7.5

	Year 2023	Year 2022	Year 2020	Year 2017
Hillsborough, Riverside-Albert, Alma Area	n/a	n/a	6.3	8.4
Kedgwick, Saint-Quentin and Grimmer	n/a	n/a	15.3	10.5
Minto, Chipman, Cambridge-Narrows Area	n/a	n/a	S	10.7
Miramichi, Rogersville, Blackville Area	n/a	n/a	6.2	6.4
Moncton	n/a	n/a	11.4	7.7
Nackawic, McAdam, Canterbury Area	n/a	n/a	6.6	10.6
Neguac, Alnwick, Esgenoopetitj Area	n/a	n/a	4.6	12.6
New Maryland, Kingsclear, Lincoln Area	n/a	n/a	8.0	8.4
Oromocto, Gagetown, Fredericton Junction Area	n/a	n/a	8.6	9.7
Perth-Andover, Plaster Rock, Tobique Area	n/a	n/a	8.6	8.5
Quispamsis, Rothesay, Hampton Area	n/a	n/a	5.6	8.4
Riverview and Coverdale	n/a	n/a	5.7	9.4
Sackville, Dorchester, Port Elgin Area	n/a	n/a	7.5	5.6
Saint John, Simonds and Musquash	n/a	n/a	8.1	8.5
Salisbury and Petitcodiac	n/a	n/a	14.0	3.1
Shediac, Beaubassin East and Cap-Pelé	n/a	n/a	6.3	5.4
Shippagan, Lamèque, Inkerman Area	n/a	n/a	4.9	8.4
St. George, Grand Manan, Blacks Harbour Area	n/a	n/a	6.8	10.2
St. Stephen, Saint Andrews, Campobello Island Area	n/a	n/a	9.3	7.6
Sussex, Norton, Sussex Corner Area	n/a	n/a	9.5	6.8
Tracadie and Saint-Isidore	n/a	n/a	5.4	8.9
<b>Age</b>				
18-64	22.0	24.3	8.4	8.7
65 and over	10.2	14.7	5.4	6.7

	Year 2023	Year 2022	Year 2020	Year 2017
<b>Gender</b>				
Female	19.4	19.6	n/a	n/a
Male	17.8	23.9	n/a	n/a
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	37.8	35.9	16.6	n/a
<b>Language</b>				
Most comfortable in English	20.6	n/a	n/a	n/a
Most comfortable in French	12.9	n/a	n/a	n/a
Comfortable in both English and French	19.1	n/a	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	23.8	31.8	9.7	11.7
<b>Immigrant</b>				
Immigrants	32.5	28.1	10.9	10.9
<b>Education level</b>				
High school or less	14.7	19.7	7.2	8.3
Postsecondary	20.3	22.6	7.7	8.2
<b>Disability or special need</b>				
Disability or special need	28.2	n/a	n/a	n/a
<b>Household income</b>				
Less than \$30,000	19.4	n/a	n/a	n/a
\$30,000 to less than \$60,000	19.8	n/a	n/a	n/a
\$60,000 or more	17.9	n/a	n/a	n/a
<b>Racialized groups</b>				

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	Year 2023	Year 2022	Year 2020	Year 2017
Racialized groups	<b>28.2</b>	n/a	n/a	n/a

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## About

This indicator is the percentage of citizens who reported that they had trouble finding their way around the health care system in the last 12 months.

## Source

Primary Health Survey and Primary Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "yes" by the number of respondents who answered "yes or no" to the question: Now think of any difficulties you may have experienced in getting the health care services you needed in the last 12 months. In the last 12 months, did you: d) Have difficulty finding your way around the health care system

## Notes

The 2020 edition of the Primary Health Survey (PHS) was conducted during the COVID-19 pandemic. While the pandemic did not influence the survey's response rate, NBHC had to assess the impact of surveying during the pandemic. Accordingly, advanced statistical analyses were performed to allow for comparison between the results obtained in 2020 and those obtained in previous PHS cycles. Despite these analyses, users are advised to use the PHS 2020 data with caution, especially when creating estimates for small sub-populations or when comparing it to other PHS editions.

Unit	Interpretation	NBHC code
%	Lower is better	PH_BARWH_1

## Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size