

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

Unit : %

	Year 2024	Year 2023	Year 2022	Year 2020
<b>Province</b>				
New Brunswick	18.6	18.8	21.7	7.6
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	18.1	17.6	22.3	8.8
Zone 2 - Fundy Shore and Saint John Area	16.0	15.8	18.3	7.8
Zone 3 - Fredericton and River Valley Area	27.3	28.4	26.3	8.3
Zone 4 - Madawaska and North-West Area	13.4	16.8	19.0	6.6
Zone 5 - Restigouche Area	15.2	22.0	24.2	7.3
Zone 6 - Bathurst and Acadian Peninsula Area	11.4	11.1	19.7	4.1
Zone 7 - Miramichi Area	16.7	11.5	17.4	5.9
<b>Age</b>				
18-64	21.8	22.0	24.3	8.4
65 and over	10.5	10.2	14.7	5.4
<b>Gender</b>				
Female	19.1	19.4	19.6	n/a
Male	17.5	17.8	23.9	n/a
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	37.6	37.8	35.9	16.6
<b>Language</b>				
Most comfortable in English	21.3	20.6	n/a	n/a
Most comfortable in French	11.6	12.9	n/a	n/a

	Year 2024	Year 2023	Year 2022	Year 2020
Comfortable in both English and French	16.0	19.1	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	26.7	23.8	31.8	9.7
<b>Immigrant</b>				
Immigrants	32.7	32.5	28.1	10.9
<b>Education level</b>				
High school or less	15.2	14.7	19.7	7.2
Postsecondary	19.9	20.3	22.6	7.7
<b>Disability or special need</b>				
Disability or special need	35.0	28.2	n/a	n/a
<b>Household income</b>				
Less than \$30,000	20.8	19.4	n/a	n/a
\$30,000 to less than \$60,000	19.2	19.8	n/a	n/a
\$60,000 or more	18.2	17.9	n/a	n/a
<b>Racialized groups</b>				
Racialized groups	31.1	28.2	n/a	n/a

## 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