# 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 |
|---|---|---|---|---|
| **Province** | | | | |
| New Brunswick | **18.6** | **18.8** | **21.7** | **7.6** |
| **Health zones** | | | | |
| 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** |
| **Age** | | | | |
| 18-64 | **21.8** | **22.0** | **24.3** | **8.4** |
| 65 and over | **10.5** | **10.2** | **14.7** | **5.4** |
| **Gender** | | | | |
| Female | **19.1** | **19.4** | **19.6** | n/a |
| Male | **17.5** | **17.8** | **23.9** | n/a |
| **2SLGBTQIA+ status** | | | | |
| 2SLGBTQIA+ | **37.6** | **37.8** | **35.9** | **16.6** |
| **Language** | | | | |
| 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 |
| **Indigenous identity** | | | | |
| Indigenous | **26.7** | **23.8** | **31.8** | **9.7** |
| **Immigrant** | | | | |
| Immigrants | **32.7** | **32.5** | **28.1** | **10.9** |
| **Education level** | | | | |
| High school or less | **15.2** | **14.7** | **19.7** | **7.2** |
| Postsecondary | **19.9** | **20.3** | **22.6** | **7.7** |
| **Disability or special need** | | | | |
| Disability or special need | **35.0** | **28.2** | n/a | n/a |
| **Household income** | | | | |
| 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 |
| **Racialized groups** | | | | |
| 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