

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

Unit : %

	Year 2020	Year 2017	Year 2014	Year 2011
<b>Province</b>				
New Brunswick	7.6	8.2	9.3	12.4
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	8.8	7.0	8.7	13.3
Zone 2 - Fundy Shore and Saint John Area	7.8	8.2	11.0	13.4
Zone 3 - Fredericton and River Valley Area	8.3	9.5	10.4	13.2
Zone 4 - Madawaska and North-West Area	6.6	7.4	7.2	11.6
Zone 5 - Restigouche Area	7.3	9.8	9.3	11.9
Zone 6 - Bathurst and Acadian Peninsula Area	4.1	9.0	7.0	9.8
Zone 7 - Miramichi Area	5.9	7.4	7.8	8.7
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	3.6	9.4	7.8	8.3
Bouctouche, Richibucto, Saint-Antoine Area	7.6	7.6	4.9	10.8
Campbellton, Atholville, Tide Head Area	8.3	8.9	10.1	11.7
Caraquet, Paquetville, Bertrand Area	3.1	8.6	5.3	9.6
Dalhousie, Balmoral, Belledune Area	6.2	10.5	8.6	12.0
Dieppe and Memramcook	7.2	5.4	7.8	9.7
Douglas, Saint Marys, Doaktown Area	8.1	7.6	8.1	13.9
Edmundston, Rivière-Verte, Lac Baker Area	6.4	6.5	6.3	9.6
Florenceville-Bristol, Woodstock, Wakefield Area	8.0	8.0	10.9	13.1
Fredericton	9.8	10.8	10.2	13.4
Grand Bay-Westfield, Westfield, Greenwich Area	9.0	6.7	14.2	11.0

	Year 2020	Year 2017	Year 2014	Year 2011
Grand Falls, Saint-Léonard, Drummond Area	3.6	7.5	6.8	15.0
Hillsborough, Riverside-Albert, Alma Area	6.3	8.4	8.0	14.8
Kedgwick, Saint-Quentin and Grimmer	15.3	10.5	13.0	11.3
Minto, Chipman, Cambridge-Narrows Area	S	10.7	9.7	12.9
Miramichi, Rogersville, Blackville Area	6.2	6.4	8.6	8.9
Moncton	11.4	7.7	10.3	15.3
Nackawic, McAdam, Canterbury Area	6.6	10.6	10.5	12.3
Neguac, Alnwick, Esgenoopetitj Area	4.6	12.6	4.5	7.8
New Maryland, Kingsclear, Lincoln Area	8.0	8.4	10.0	14.2
Oromocto, Gagetown, Fredericton Junction Area	8.6	9.7	12.9	13.9
Perth-Andover, Plaster Rock, Tobique Area	8.6	8.5	11.3	8.2
Quispamsis, Rothesay, Hampton Area	5.6	8.4	11.2	13.6
Riverview and Coverdale	5.7	9.4	7.1	17.7
Sackville, Dorchester, Port Elgin Area	7.5	5.6	11.5	11.3
Saint John, Simonds and Musquash	8.1	8.5	11.2	14.2
Salisbury and Petitcodiac	14.0	3.1	9.5	12.5
Shediac, Beaubassin East and Cap-Pelé	6.3	5.4	8.1	9.7
Shippagan, Lamèque, Inkerman Area	4.9	8.4	6.7	11.4
St. George, Grand Manan, Blacks Harbour Area	6.8	10.2	11.3	13.6
St. Stephen, Saint Andrews, Campobello Island Area	9.3	7.6	10.7	14.5
Sussex, Norton, Sussex Corner Area	9.5	6.8	8.8	10.8
Tracadie and Saint-Isidore	5.4	8.9	7.0	12.1
<b>Age</b>				
18-64	8.4	8.7	10.2	13.4

	Year 2020	Year 2017	Year 2014	Year 2011
65 and over	5.4	6.7	5.8	8.0
<b>Sex at birth</b>				
Female	7.7	9.1	9.9	14.3
Male	7.4	7.2	8.7	10.4
<b>Sexual orientation</b>				
Sexual minority people	16.6	n/a	n/a	n/a
Heterosexual people	7.1	n/a	n/a	n/a
<b>Language</b>				
Preferred language of service: English	8.3	8.4	10.3	13.4
Preferred language of service: French	6.2	7.8	6.8	10.6
<b>Indigenous identity</b>				
Indigenous	9.7	11.7	9.7	15.6
Non-Indigenous	7.6	8.0	9.2	12.3
<b>Immigrant</b>				
Immigrants	10.9	10.9	n/a	n/a
Non-immigrants	7.4	8.0	n/a	n/a
<b>Education level</b>				
High school or less	7.2	8.3	9.9	11.7
Postsecondary	7.7	8.2	9.0	13.1
<b>Household income</b>				
Less than \$25,000	12.2	12.0	14.2	14.7
\$25,000 to less than \$60,000	7.7	8.0	8.5	11.6
\$60,000 or more	5.6	6.3	7.9	11.8

	Year 2020	Year 2017	Year 2014	Year 2011
<b>Persons with a disability</b>				
Without disability	5.8	6.3	7.1	n/a
With disability	13.0	14.5	17.1	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

New Brunswick Health Council, Primary Health 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 you needed in the last 12 months. In the last 12 months, did you: e) Have trouble 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.

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Unit	Interpretation	NBHC code
%	Lower is better	PH_BARWH_1

## Caption

n/a = Not applicable / not available

S = Data was suppressed due to low respondent counts