

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

Unit : %

	Year 2022	Year 2020	Year 2017	Year 2014
Province				
New Brunswick	21.7	7.6	8.2	9.3
Health zones				
Zone 1 - Moncton and South-East Area	22.3	8.8	7.0	8.7
Zone 2 - Fundy Shore and Saint John Area	18.3	7.8	8.2	11.0
Zone 3 - Fredericton and River Valley Area	26.3	8.3	9.5	10.4
Zone 4 - Madawaska and North-West Area	19.0	6.6	7.4	7.2
Zone 5 - Restigouche Area	24.2	7.3	9.8	9.3
Zone 6 - Bathurst and Acadian Peninsula Area	19.7	4.1	9.0	7.0
Zone 7 - Miramichi Area	17.4	5.9	7.4	7.8
Communities				
Bathurst, Beresford, Petit-Rocher Area	n/a	3.6	9.4	7.8
Bouctouche, Richibucto, Saint-Antoine Area	n/a	7.6	7.6	4.9
Campbellton, Atholville, Tide Head Area	n/a	8.3	8.9	10.1
Caraquet, Paquetville, Bertrand Area	n/a	3.1	8.6	5.3
Dalhousie, Balmoral, Belledune Area	n/a	6.2	10.5	8.6
Dieppe and Memramcook	n/a	7.2	5.4	7.8
Douglas, Saint Marys, Doaktown Area	n/a	8.1	7.6	8.1
Edmundston, Rivière-Verte, Lac Baker Area	n/a	6.4	6.5	6.3
Florenceville-Bristol, Woodstock, Wakefield Area	n/a	8.0	8.0	10.9
Fredericton	n/a	9.8	10.8	10.2
Grand Bay-Westfield, Westfield, Greenwich Area	n/a	9.0	6.7	14.2

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Grand Falls, Saint-Léonard, Drummond Area	n/a	3.6	7.5	6.8
Hillsborough, Riverside-Albert, Alma Area	n/a	6.3	8.4	8.0
Kedgwick, Saint-Quentin and Grimmer	n/a	15.3	10.5	13.0
Minto, Chipman, Cambridge-Narrows Area	n/a	S	10.7	9.7
Miramichi, Rogersville, Blackville Area	n/a	6.2	6.4	8.6
Moncton	n/a	11.4	7.7	10.3
Nackawic, McAdam, Canterbury Area	n/a	6.6	10.6	10.5
Neguac, Alnwick, Esgenoopetitj Area	n/a	4.6	12.6	4.5
New Maryland, Kingsclear, Lincoln Area	n/a	8.0	8.4	10.0
Oromocto, Gagetown, Fredericton Junction Area	n/a	8.6	9.7	12.9
Perth-Andover, Plaster Rock, Tobique Area	n/a	8.6	8.5	11.3
Quispamsis, Rothesay, Hampton Area	n/a	5.6	8.4	11.2
Riverview and Coverdale	n/a	5.7	9.4	7.1
Sackville, Dorchester, Port Elgin Area	n/a	7.5	5.6	11.5
Saint John, Simonds and Musquash	n/a	8.1	8.5	11.2
Salisbury and Petitcodiac	n/a	14.0	3.1	9.5
Shediac, Beaubassin East and Cap-Pelé	n/a	6.3	5.4	8.1
Shippagan, Lamèque, Inkerman Area	n/a	4.9	8.4	6.7
St. George, Grand Manan, Blacks Harbour Area	n/a	6.8	10.2	11.3
St. Stephen, Saint Andrews, Campobello Island Area	n/a	9.3	7.6	10.7
Sussex, Norton, Sussex Corner Area	n/a	9.5	6.8	8.8
Tracadie and Saint-Isidore	n/a	5.4	8.9	7.0
Age				
18-64	24.3	8.4	8.7	10.2

	Year 2022	Year 2020	Year 2017	Year 2014
65 and over	14.7	5.4	6.7	5.8
Gender				
Female	19.6	n/a	n/a	n/a
Male	23.9	n/a	n/a	n/a
Sexual identity				
Minority sexual identity	35.9	16.6	n/a	n/a
Heterosexual	21.2	7.1	n/a	n/a
Language				
Preferred language of service: English	n/a	8.3	8.4	10.3
Preferred language of service: French	n/a	6.2	7.8	6.8
Indigenous identity				
Indigenous	31.8	9.7	11.7	9.7
Non-Indigenous	21.5	7.6	8.0	9.2
Immigrant				
Immigrants	28.1	10.9	10.9	n/a
Non-immigrants	21.2	7.4	8.0	n/a
Education level				
High school or less	19.7	7.2	8.3	9.9
Postsecondary	22.6	7.7	8.2	9.0
Household income				
Less than \$25,000	29.0	12.2	12.0	14.2
\$25,000 to less than \$60,000	20.5	7.7	8.0	8.5
\$60,000 or more	21.0	5.6	6.3	7.9

	Year 2022	Year 2020	Year 2017	Year 2014
Persons with a disability				
Without disability	18.8	5.8	6.3	7.1
With disability	29.6	13.0	14.5	17.1

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