[DISCONTINUED] Citizens who have called Tele-Care 811 and give a favourable rating of 8, 9 or 10 for Tele-Care 811 services in the last 12 months [scale 0-10]

Unit : %

	Year 2020	Year 2017
Province		
New Brunswick	**71.2**	**74.6**
Health zones		
Zone 1 - Moncton and South-East Area	**73.4**	**74.8**
Zone 2 - Fundy Shore and Saint John Area	**65.9**	**71.6**
Zone 3 - Fredericton and River Valley Area	**69.9**	**71.8**
Zone 4 - Madawaska and North-West Area	**72.5**	**78.5**
Zone 5 - Restigouche Area	**72.8**	**76.0**
Zone 6 - Bathurst and Acadian Peninsula Area	**79.4**	**85.1**
Zone 7 - Miramichi Area	**72.1**	**75.1**
Communities		
Bathurst, Beresford, Petit-Rocher Area	**77.2**	**84.5**
Bouctouche, Richibucto, Saint-Antoine Area	**70.9**	S
Campbellton, Atholville, Tide Head Area	**72.7**	S
Caraquet, Paquetville, Bertrand Area	**75.7**	S
Dalhousie, Balmoral, Belledune Area	**73.0**	S
Dieppe and Memramcook	**84.5**	**72.3**
Douglas, Saint Marys, Doaktown Area	**78.4**	S
Edmundston, Rivière-Verte, Lac Baker Area	**71.8**	**80.1**
Florenceville-Bristol, Woodstock, Wakefield Area	**65.2**	S
Fredericton	**76.6**	**79.9**

	Year 2020	Year 2017
Grand Bay-Westfield, Westfield, Greenwich Area	**47.2**	S
Grand Falls, Saint-Léonard, Drummond Area	**71.4**	S
Hillsborough, Riverside-Albert, Alma Area	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S
Miramichi, Rogersville, Blackville Area	**70.9**	S
Moncton	**66.8**	**74.3**
Nackawic, McAdam, Canterbury Area	**60.7**	S
Neguac, Alnwick, Esgenoopetitj Area	S	S
New Maryland, Kingsclear, Lincoln Area	**61.2**	S
Oromocto, Gagetown, Fredericton Junction Area	**72.2**	S
Perth-Andover, Plaster Rock, Tobique Area	S	S
Quispamsis, Rothesay, Hampton Area	**81.4**	**60.0**
Riverview and Coverdale	**73.9**	S
Sackville, Dorchester, Port Elgin Area	**74.8**	S
Saint John, Simonds and Musquash	**59.9**	**70.7**
Salisbury and Petitcodiac	**68.3**	S
Shediac, Beaubassin East and Cap-Pelé	**84.5**	S
Shippagan, Lamèque, Inkerman Area	S	S
St. George, Grand Manan, Blacks Harbour Area	**74.0**	S
St. Stephen, Saint Andrews, Campobello Island Area	**49.6**	S
Sussex, Norton, Sussex Corner Area	**76.2**	**87.9**
Tracadie and Saint-Isidore	**84.6**	S

Age

	Year 2020	Year 2017
18-64	**69.5**	**73.8**
65 and over	**74.7**	**78.6**
Sex at birth		
Female	**74.0**	**75.9**
Male	**64.5**	**71.9**
Sexual identity		
Minority sexual identity	**54.7**	n/a
Heterosexual	**72.4**	n/a
Language		
Preferred language of service: English	**69.9**	**73.3**
Preferred language of service: French	**72.4**	**79.6**
Indigenous identity		
Indigenous	**75.5**	S
Non-Indigenous	**71.1**	**75.1**
Immigrant		
Immigrants	**66.7**	**66.0**
Non-immigrants	**69.5**	**75.2**
Education level		
High school or less	**73.2**	**81.5**
Postsecondary	**68.8**	**71.4**
Household income		
Less than $25,000	**67.3**	**78.3**
$25,000 to less than $60,000	**75.1**	**75.4**

	Year 2020	Year 2017
$60,000 or more	**67.4**	**73.6**
Persons with a disability		
Without disability	**72.2**	**76.1**
With disability	**66.1**	**70.3**

About

This indicator is the percentage of citizens [who have called Tele-Care 811] and give a favourable rating of 8, 9 or 10 for tele-care 811 services in the last 12 months [scale 0-10].

Source

Primary Health Survey and Primary Care Survey

Calculations

This indicator is based on respondents who have called Tele-Care in the last 12 months . This indicator is calculated by dividing the number of respondents who answered "8, 9 or 10" by the number of respondents who answered "0 to 10" to the question: Overall, using any number from 0 to 10, where 0 is the worst service possible and 10 is the best services possible, what number would you use to rate the service you received in the past 12 months from Tele-Care 811?

Notes

Due to changes in content and methodology, this indicator has been discontinued. The following indicator(s) are related to this one and can be typed into the indicator search box on our website: PC_SATTC_1, PC_LSCTC_1. 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	NBHC code
%	PH_SAT8B_1

Caption
n/a = Not applicable / not available
S = Data suppressed due to confidentiality requirements and/or small sample size