

## [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
<b>Province</b>		
New Brunswick	71.2	74.6
<b>Health zones</b>		
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
<b>Communities</b>		
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	<b>47.2</b>	S
Grand Falls, Saint-Léonard, Drummond Area	<b>71.4</b>	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	<b>70.9</b>	S
Moncton	<b>66.8</b>	<b>74.3</b>
Nackawic, McAdam, Canterbury Area	<b>60.7</b>	S
Neguac, Alnwick, Esgenooetitj Area	S	S
New Maryland, Kingsclear, Lincoln Area	<b>61.2</b>	S
Oromocto, Gagetown, Fredericton Junction Area	<b>72.2</b>	S
Perth-Andover, Plaster Rock, Tobique Area	S	S
Quispamsis, Rothesay, Hampton Area	<b>81.4</b>	<b>60.0</b>
Riverview and Coverdale	<b>73.9</b>	S
Sackville, Dorchester, Port Elgin Area	<b>74.8</b>	S
Saint John, Simonds and Musquash	<b>59.9</b>	<b>70.7</b>
Salisbury and Petitcodiac	<b>68.3</b>	S
Shediac, Beaubassin East and Cap-Pelé	<b>84.5</b>	S
Shippagan, Lamèque, Inkerman Area	S	S
St. George, Grand Manan, Blacks Harbour Area	<b>74.0</b>	S
St. Stephen, Saint Andrews, Campobello Island Area	<b>49.6</b>	S
Sussex, Norton, Sussex Corner Area	<b>76.2</b>	<b>87.9</b>
Tracadie and Saint-Isidore	<b>84.6</b>	S

## Age

	Year 2020	Year 2017
18-64	69.5	73.8
65 and over	74.7	78.6
<b>Sex at birth</b>		
Female	74.0	75.9
Male	64.5	71.9
<b>Sexual identity</b>		
Minority sexual identity	54.7	n/a
Heterosexual	72.4	n/a
<b>Language</b>		
Preferred language of service: English	69.9	73.3
Preferred language of service: French	72.4	79.6
<b>Indigenous identity</b>		
Indigenous	75.5	S
Non-Indigenous	71.1	75.1
<b>Immigrant</b>		
Immigrants	66.7	66.0
Non-immigrants	69.5	75.2
<b>Education level</b>		
High school or less	73.2	81.5
Postsecondary	68.8	71.4
<b>Household income</b>		
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
<b>Persons with a disability</b>		
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