

Citizens [having used a hospital emergency department] and give a favourable rating of 8, 9 or 10 for services received at the hospital emergency department in the last 12 months [scale 0-10]

Unit : %

	Year 2020	Year 2017	Year 2014	Year 2011
Province				
New Brunswick	52.4	51.7	53.5	51.9
Health zones				
Zone 1 - Moncton and South-East Area	45.9	53.3	53.8	51.1
Zone 2 - Fundy Shore and Saint John Area	55.5	49.7	53.0	48.7
Zone 3 - Fredericton and River Valley Area	50.7	48.4	52.5	55.2
Zone 4 - Madawaska and North-West Area	56.7	57.0	56.5	53.6
Zone 5 - Restigouche Area	49.0	58.5	46.6	49.6
Zone 6 - Bathurst and Acadian Peninsula Area	59.8	54.0	57.4	53.2
Zone 7 - Miramichi Area	54.2	47.5	49.1	51.7
Communities				
Bathurst, Beresford, Petit-Rocher Area	57.6	53.5	54.4	48.5
Bouctouche, Richibucto, Saint-Antoine Area	57.7	52.5	67.4	66.8
Campbellton, Atholville, Tide Head Area	43.4	56.5	43.1	52.8
Caraquet, Paquetville, Bertrand Area	63.8	59.1	68.7	63.6
Dalhousie, Balmoral, Belledune Area	54.7	60.1	50.8	46.5
Dieppe and Memramcook	54.8	54.7	61.4	44.4
Douglas, Saint Marys, Doaktown Area	41.2	40.3	56.6	49.0
Edmundston, Rivière-Verte, Lac Baker Area	58.6	57.7	51.5	56.0
Florenceville-Bristol, Woodstock, Wakefield Area	44.6	55.9	56.9	53.7
Fredericton	40.7	42.2	49.1	64.3

	Year 2020	Year 2017	Year 2014	Year 2011
Grand Bay-Westfield, Westfield, Greenwich Area	54.7	31.3	53.2	49.9
Grand Falls, Saint-Léonard, Drummond Area	47.1	54.9	53.5	43.0
Hillsborough, Riverside-Albert, Alma Area	58.3	56.3	46.8	57.6
Kedgwick, Saint-Quentin and Grimmer	73.0	59.4	83.1	72.1
Minto, Chipman, Cambridge-Narrows Area	71.1	57.5	59.2	66.4
Miramichi, Rogersville, Blackville Area	53.5	46.5	50.9	52.3
Moncton	39.2	53.7	51.0	43.4
Nackawic, McAdam, Canterbury Area	67.1	57.0	54.3	54.9
Neguac, Alnwick, Esgenoopetitj Area	58.3	51.8	43.2	49.3
New Maryland, Kingsclear, Lincoln Area	58.1	44.9	56.0	41.4
Oromocto, Gagetown, Fredericton Junction Area	60.3	42.4	40.9	44.4
Perth-Andover, Plaster Rock, Tobique Area	61.1	67.0	55.3	73.7
Quispamsis, Rothesay, Hampton Area	53.4	48.2	48.9	49.9
Riverview and Coverdale	40.3	51.0	44.2	52.2
Sackville, Dorchester, Port Elgin Area	50.6	52.1	54.1	44.7
Saint John, Simonds and Musquash	47.3	50.7	52.5	46.9
Salisbury and Petitcodiac	67.9	53.3	48.1	65.4
Shediac, Beaubassin East and Cap-Pelé	41.7	53.6	52.1	58.7
Shippagan, Lamèque, Inkerman Area	61.2	57.3	56.2	57.6
St. George, Grand Manan, Blacks Harbour Area	54.5	63.4	65.3	59.1
St. Stephen, Saint Andrews, Campobello Island Area	60.2	47.3	47.6	42.2
Sussex, Norton, Sussex Corner Area	67.1	50.2	55.7	51.3
Tracadie and Saint-Isidore	59.3	49.1	52.3	45.4

Age

	Year 2020	Year 2017	Year 2014	Year 2011
18-64	47.5	48.2	49.9	48.5
65 and over	70.1	64.2	68.5	68.8
Sex at birth				
Female	51.8	50.8	54.0	49.9
Male	54.2	52.8	52.9	54.2
Sexual identity				
Minority sexual identity	34.2	n/a	n/a	n/a
Heterosexual	53.8	n/a	n/a	n/a
Language				
Preferred language of service: English	52.2	49.7	51.4	50.5
Preferred language of service: French	54.3	56.4	57.2	55.5
Indigenous identity				
Indigenous	46.1	47.4	42.6	44.6
Non-Indigenous	52.7	52.1	53.9	52.2
Immigrant				
Immigrants	50.7	49.5	n/a	n/a
Non-immigrants	53.6	51.9	n/a	n/a
Education level				
High school or less	52.5	50.5	53.1	52.6
Postsecondary	53.4	52.6	53.8	51.2
Household income				
Less than \$25,000	52.4	49.5	45.9	51.6
\$25,000 to less than \$60,000	51.8	50.2	55.8	51.1

	Year 2020	Year 2017	Year 2014	Year 2011
\$60,000 or more	54.7	55.0	55.3	52.6

Persons with a disability

Without disability	52.8	52.1	53.6	n/a
With disability	53.2	50.7	53.2	n/a

About

This indicator is the percentage of citizens [having used a hospital emergency department] and give a favourable rating of 8, 9 or 10 for services received at the hospital emergency department 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 used a hospital emergency department 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 health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received in the past 12 months from a hospital emergency department?

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
%	Higher is better	PH_SATEA_1

Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size