

## Citizens [who have used ambulance services] and give a favourable rating of 8, 9 or 10 for ambulance services in the last 12 months [scale 0-10]

Unit : %

	Year 2020	Year 2017	Year 2014	Year 2011
<b>Province</b>				
New Brunswick	90.4	90.0	89.5	86.4
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	89.2	89.6	89.9	88.5
Zone 2 - Fundy Shore and Saint John Area	94.8	91.3	89.8	85.5
Zone 3 - Fredericton and River Valley Area	87.1	87.0	88.8	87.5
Zone 4 - Madawaska and North-West Area	93.1	95.4	90.8	80.2
Zone 5 - Restigouche Area	81.2	86.9	90.2	91.4
Zone 6 - Bathurst and Acadian Peninsula Area	91.0	86.7	88.6	82.4
Zone 7 - Miramichi Area	92.3	97.4	89.4	89.0
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	94.2	78.4	S	75.8
Bouctouche, Richibucto, Saint-Antoine Area	92.5	88.3	S	S
Campbellton, Atholville, Tide Head Area	S	S	S	S
Caraquet, Paquetville, Bertrand Area	S	S	S	S
Dalhousie, Balmoral, Belledune Area	85.1	S	S	94.5
Dieppe and Memramcook	95.5	S	S	S
Douglas, Saint Marys, Doaktown Area	S	S	S	S
Edmundston, Rivière-Verte, Lac Baker Area	95.0	98.6	84.8	80.3
Florenceville-Bristol, Woodstock, Wakefield Area	75.2	S	88.4	95.0
Fredericton	91.2	88.3	88.4	81.1
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S

	Year 2020	Year 2017	Year 2014	Year 2011
Grand Falls, Saint-Léonard, Drummond Area	84.4	93.0	S	S
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S	86.8	S
Miramichi, Rogersville, Blackville Area	S	97.8	S	89.3
Moncton	91.3	90.8	91.6	85.8
Nackawic, McAdam, Canterbury Area	88.6	S	92.4	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	S	S
New Maryland, Kingsclear, Lincoln Area	87.5	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	77.9	S	85.8	S
Perth-Andover, Plaster Rock, Tobique Area	S	S	S	S
Quispamsis, Rothesay, Hampton Area	95.7	95.4	90.7	81.9
Riverview and Coverdale	72.0	S	S	S
Sackville, Dorchester, Port Elgin Area	90.1	S	S	S
Saint John, Simonds and Musquash	95.5	89.1	88.7	83.5
Salisbury and Petitcodiac	S	S	S	S
Shediac, Beaubassin East and Cap-Pelé	S	85.6	81.1	S
Shippagan, Lamèque, Inkerman Area	S	S	S	S
St. George, Grand Manan, Blacks Harbour Area	S	S	91.7	87.8
St. Stephen, Saint Andrews, Campobello Island Area	96.5	S	S	S
Sussex, Norton, Sussex Corner Area	90.0	83.6	S	90.1
Tracadie and Saint-Isidore	S	S	S	S
<b>Age</b>				
18-64	88.2	90.1	88.6	84.3

	Year 2020	Year 2017	Year 2014	Year 2011
65 and over	93.7	89.8	91.3	91.3
<b>Sex at birth</b>				
Female	91.0	90.2	90.4	90.5
Male	89.8	89.7	88.7	82.0
<b>Sexual identity</b>				
Minority sexual identity	90.5	n/a	n/a	n/a
Heterosexual	90.5	n/a	n/a	n/a
<b>Language</b>				
Preferred language of service: English	89.7	89.6	89.7	86.6
Preferred language of service: French	93.2	90.2	86.3	85.4
<b>Indigenous identity</b>				
Indigenous	75.4	96.7	86.2	75.6
Non-Indigenous	91.3	89.1	89.9	86.9
<b>Immigrant</b>				
Immigrants	93.7	95.5	n/a	n/a
Non-immigrants	90.2	89.6	n/a	n/a
<b>Education level</b>				
High school or less	89.5	90.7	90.9	85.7
Postsecondary	91.4	89.0	88.2	87.1
<b>Household income</b>				
Less than \$25,000	88.8	88.3	83.6	88.1
\$25,000 to less than \$60,000	91.2	90.5	92.0	90.0
\$60,000 or more	92.3	91.5	93.7	77.1

	Year 2020	Year 2017	Year 2014	Year 2011
<b>Persons with a disability</b>				
Without disability	94.2	91.0	92.6	n/a
With disability	87.3	88.7	87.1	n/a

## About

This indicator is the percentage of citizens [who have used ambulance services] and give a favourable rating of 8, 9 or 10 for ambulance 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 used ambulance services 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 ambulance services?

## 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_SATMA_1

### Caption

n/a = Not applicable / not available

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