HOME CARE SURVEY

Quality of Extra-Mural Program services

Province
New Brunswick

Key indicators

Accessibility

The services they received had started as soon as they thought they needed them % | 2021	**96.6**
Always received services in their preferred language - when English is preferred % | 2021	**91.5**
Always received services in their preferred language - when French is preferred % | 2021	**77.3**

Appropriateness

Health professionals seemed informed and up-to-date about all the care the patient received % | 2021	**76.6**
Health professionals gave them the information they needed to take care of themselves, strongly agree % | 2021	**47.6**
Family caregivers received information that they wanted when they needed it, strongly agree % | 2021	**40.5**

Safety

Someone from the program talked with them about all the medications they were taking % | 2021	**86.0**
Patients reported that they were harmed because of a medical error or mistake as a result of services received % | 2021	**1.0**

Communication

Health professionals explained things in a way that was easy to understand, always % | 2021	**87.8**
Health professionals treated them with courtesy and respect, always % | 2021	**95.1**

Overall satisfaction

	Province New Brunswick
Favourable rating of 8, 9 or 10 for the services received in the last 2 months % | 2021	**95.6**
Very satisfied with the number of times they received services % | 2021	**77.3**

Availability of services

Experienced limits or reductions in the types of services available % | 2021	**5.8**
Experienced limits or reductions in the duration of services or number of hours available % | 2021	**4.6**

Received services from the following health professionals in the last 2 months

Dietician % | 2021	**18.2**
Nurse % | 2021	**76.6**
Occupational therapist % | 2021	**15.9**
Physiotherapist % | 2021	**19.8**
Rehabilitation assistant % | 2021	**3.3**
Respiratory therapist % | 2021	**22.5**
Speech language pathologist % | 2021	**4.2**
Social worker % | 2021	**13.6**

Availability of services

The services they received had started as soon as they thought they needed them % | 2021	**96.6**

In the last 12 months...

Experienced limits or reductions in the types of services available % | 2021	**5.8**
Experienced limits or reductions in the duration of services or number of hours available % | 2021	**4.6**

In the last 2 months...

Experienced limits, reductions or cancelled services due to the COVID-19 pandemic % | 2021	**6.9**
Very satisfied with the number of times they received services % | 2021	**77.3**

Province
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Availability of information

Information was very easy to get prior to receiving services % | 2018	**61.1**
Patients know who to contact if they have a complaint about their services % | 2021	**64.2**
Had a problem getting the information they needed about their services % | 2018	**3.1**
Got the help or advice they needed when contacting the Extra-Mural Program office, always % | 2021	**96.5**

Language of service

Always received services in the language of their choice (English or French) % | 2021	**88.0**
Prefers receiving services in English % | 2021	**74.1**
…Always received services in English % | 2021	**91.5**
Prefers receiving services in French % | 2021	**20.1**
…Always received services in French % | 2021	**77.3**
Someone offered to give them services in the language of their choice (English or French) % | 2021	**94.9**
Had a language problem with health professionals % | 2021	**0.5**

Experience with Extra-Mural Program staff

When they started receiving services…

Someone told them what type of services they would be getting % | 2018	**94.9**
Someone from the program talked with them about how to set up their home so they can move around safely % | 2021	**86.7**
Health professionals allowed them to set their goals and priorities, strongly agree % | 2021	**27.8**

In the last 12 months…

Health professionals gave them the information they needed to take care of themselves, strongly agree % | 2021	**47.6**
Health professionals kept them well-informed about their progress, strongly agree % | 2021	**47.1**

	Province New Brunswick
Health professionals discussed with them about the type of information that could be shared with family caregivers, strongly agree % | 2021	**34.2**
Family caregivers received information that they wanted when they needed it, strongly agree % | 2021	**40.5**
Health professionals did not take into account their spiritual or cultural values % | 2021	**0.8**
Health professionals gave information to family caregivers that the patients did not want to share % | 2018	**2.5**

In the last 2 months...

Health professionals treated them as gently as possible, always % | 2021	**91.7**
Health professionals explained things in a way that was easy to understand, always % | 2021	**87.8**
Health professionals listened carefully to them, always % | 2021	**88.4**
Health professionals treated them with courtesy and respect, always % | 2021	**95.1**
Had problems with the health professionals from this program % | 2021	**1.7**
Health professionals always kept them informed about when they would arrive at their home % | 2018	**77.8**

Experience with Extra-Mural Program services

Had problems with their services % | 2018	**2.4**

In the last 2 months...

The services helped them stay at home % | 2021	**97.0**
More could have been done to help them stay at home % | 2021	**6.4**

In the last 12 months...

Was admitted to the hospital for a condition that they felt could have been prevented with better services from this program % | 2021	**1.7**
Went to the hospital emergency department for a condition that they felt could have been prevented with better services from this program % | 2021	**2.2**

Received services from more than one person in the last 2 months

Health professionals seemed informed and up-to-date about all the care the patient received % | 2021	**76.6**
Never received conflicting information from different health professionals % | 2021	**88.7**

	Province New Brunswick
Continuity of care	
Experienced a positive continuity of care across hospital services, home care services and primary health % | 2021	**71.1**
Hospital staff explained what type of services they would be receiving at home % | 2021	**87.3**
Their family doctor or nurse practitioner seemed informed about the services they received at home % | 2021	**96.1**

Safety

Patients reported that they were harmed because of a medical error or mistake as a result of services received % | 2021	**1.0**
Services received in the last 2 months during the COVID-19 pandemic	
Health professonals wore a mask, always % | 2021	**97.1**
Health professionals maintained 6 feet (2 metres) distance from others when possible, always % | 2021	**81.5**
Health professionals washed their hands before providing person-to-person care, always % | 2021	**90.4**
Patients reported that health professionals took their health and safety seriously, definitely % | 2021	**97.2**

Medication

When they first started receiving services	
Someone from the program talked with them about all the medications they were taking % | 2021	**86.0**
Someone from the program asked to see all the medications they were taking % | 2021	**86.6**
Patients taking new prescription medications in the last 2 months	
Health professionals talked with them about the purpose for taking their new prescription medications % | 2018	**72.8**
Health professionals talked with them about when to take their new prescription medications % | 2018	**63.4**
Health professionals talked with them about the side-effects of their new prescription medications % | 2018	**52.5**

Overall satisfaction

	Province New Brunswick
Favourable rating of 8, 9 or 10 for the services received in the last 2 months % | 2021	**95.6**
Would recommend the Extra-Mural Program to family or friends, definitely % | 2021	**89.9**

About this Table

Content and description
Data about the experience citizens reported while receiving services from the Extra-Mural Program. First, key indicators (identical to the 2018 edition key indicators) are presented to allow easy comparison.
Indicators are organized by the types of services received, availability of services, availability of information, language of service, experience and communication with staff, safety, experience with the services, medication, and satisfaction with the services received.

Why it is important
By better understanding the experience of citizens with Extra-Mural Program services, we can better assess the quality of services. This also encourages those responsible for the program to create performance targets based on care experience survey indicators.

Availability of the data
The information for this data table is available at different geographical levels as well as by demographic groups. More information is available on our Home Care Survey page.

Note about 2021 data
Results from the 2021 edition of the Home Care Survey should be interpreted in the context of the COVID-19 pandemic. Since March 2020, our health care system has adapted and evolved to respond to COVID-19, which includes home care services providers

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