

HOME CARE SURVEY

# Quality of Extra-Mural Program services



**Community**  
St. George,  
Grand Manan,  
Blacks Harbour  
Area



**Zone 2**  
Fundy Shore and  
Saint John Area



**Province**  
New Brunswick

## Key indicators

### Accessibility

The services they received had started as soon as they thought they needed them %   2021	<b>98.6</b>	<b>95.2</b>	<b>96.6</b>
Always received services in their preferred language - when English is preferred %   2021	<b>90.0</b>	<b>91.3</b>	<b>91.5</b>
Always received services in their preferred language - when French is preferred %   2021	n/a	S	<b>77.3</b>

### Appropriateness

Health professionals seemed informed and up-to-date about all the care the patient received %   2021	<b>79.8</b>	<b>79.5</b>	<b>76.6</b>
Health professionals gave them the information they needed to take care of themselves, strongly agree %   2021	<b>54.9</b>	<b>48.2</b>	<b>47.6</b>
Family caregivers received information that they wanted when they needed it, strongly agree %   2021	<b>44.3</b>	<b>40.5</b>	<b>40.5</b>

### Safety

Someone from the program talked with them about all the medications they were taking %   2021	<b>90.6</b>	<b>85.6</b>	<b>86.0</b>
Patients reported that they were harmed because of a medical error or mistake as a result of services received %   2018	<b>0.0</b>	<b>1.4</b>	<b>1.4</b>

### Communication

	Community St. George, Grand Manan, Blacks Harbour Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Health professionals explained things in a way that was easy to understand, always %   2021	96.6	89.4	87.8
Health professionals treated them with courtesy and respect, always %   2021	98.8	96.5	95.1
<b>Overall satisfaction</b>			
Favourable rating of 8, 9 or 10 for the services received in the last 2 months %   2021	95.9	95.1	95.6
Very satisfied with the number of times they received services %   2021	87.3	79.9	77.3
<b>Availability of services</b>			
Experienced limits or reductions in the types of services available %   2015	12.0	7.7	8.2
Experienced limits or reductions in the duration of services or number of hours available %   2018	6.9	6.8	6.6

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

Dietician %   2021	28.5	16.7	18.2
Nurse %   2021	82.6	75.4	76.6
Occupational therapist %   2021	14.9	17.3	15.9
Physiotherapist %   2021	24.4	22.7	19.8
Rehabilitation assistant %   2021	4.1	3.8	3.3
Respiratory therapist %   2021	27.7	24.7	22.5
Speech language pathologist %   2021	6.7	4.8	4.2
Social worker %   2021	12.0	12.8	13.6

## Availability of services

	<b>Community</b> St. George, Grand Manan, Blacks Harbour Area	<b>Zone 2</b> Fundy Shore and Saint John Area	<b>Province</b> New Brunswick
The services they received had started as soon as they thought they needed them %   2021	<b>98.6</b>	<b>95.2</b>	<b>96.6</b>
<b>⌚ In the last 12 months...</b>			
Experienced limits or reductions in the types of services available %   2015	<b>12.0</b>	<b>7.7</b>	<b>8.2</b>
Experienced limits or reductions in the duration of services or number of hours available %   2018	<b>6.9</b>	<b>6.8</b>	<b>6.6</b>
<b>⌚ In the last 2 months...</b>			
Experienced limits, reductions or cancelled services due to the COVID-19 pandemic %   2021	S	<b>4.4</b>	<b>6.9</b>
Very satisfied with the number of times they received services %   2021	<b>87.3</b>	<b>79.9</b>	<b>77.3</b>
<b>Availability of information</b>			
Information was very easy to get prior to receiving services %   2018	<b>70.3</b>	<b>62.1</b>	<b>61.1</b>
Patients know who to contact if they have a complaint about their services %   2021	<b>59.0</b>	<b>65.4</b>	<b>64.2</b>
Had a problem getting the information they needed about their services %   2012	<b>0.0</b>	<b>1.5</b>	<b>2.1</b>
Got the help or advice they needed when contacting the Extra-Mural Program office, always %   2021	<b>96.0</b>	<b>95.9</b>	<b>96.5</b>
<b>Language of service</b>			
Always received services in the language of their choice (English or French) %   2021	<b>90.0</b>	<b>91.0</b>	<b>88.0</b>
Prefers receiving services in English %   2021	<b>99.4</b>	<b>98.8</b>	<b>74.1</b>
...Always received services in English %   2021	<b>90.0</b>	<b>91.3</b>	<b>91.5</b>
Prefers receiving services in French %   2021	<b>0.0</b>	S	<b>20.1</b>
...Always received services in French %   2021	n/a	S	<b>77.3</b>

	Community St. George, Grand Manan, Blacks Harbour Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Someone offered to give them services in the language of their choice (English or French) %   2021	94.0	91.6	94.9
Had a language problem with health professionals %   2012	0.0	S	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	92.0	93.2	94.9
Someone from the program talked with them about how to set up their home so they can move around safely %   2021	87.8	84.1	86.7
Health professionals allowed them to set their goals and priorities, strongly agree %   2021	29.0	25.1	27.8

### In the last 12 months...

Health professionals gave them the information they needed to take care of themselves, strongly agree %   2021	54.9	48.2	47.6
Health professionals kept them well-informed about their progress, strongly agree %   2021	51.8	46.6	47.1
Health professionals discussed with them about the type of information that could be shared with family caregivers, strongly agree %   2021	36.8	32.9	34.2
Family caregivers received information that they wanted when they needed it, strongly agree %   2021	44.3	40.5	40.5
Health professionals did not take into account their spiritual or cultural values %   2018	0.0	S	0.7
Health professionals gave information to family caregivers that the patients did not want to share %   2015	0.0	1.7	2.6

### In the last 2 months...

Health professionals treated them as gently as possible, always %   2021	97.0	93.5	91.7
--------------------------------------------------------------------------	------	------	------

	Community St. George, Grand Manan, Blacks Harbour Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Health professionals explained things in a way that was easy to understand, always %   2021	96.6	89.4	87.8
Health professionals listened carefully to them, always %   2021	96.8	89.0	88.4
Health professionals treated them with courtesy and respect, always %   2021	98.8	96.5	95.1
Had problems with the health professionals from this program %   2021	S	1.7	1.7
Health professionals always kept them informed about when they would arrive at their home %   2018	62.4	80.7	77.8

## Experience with Extra-Mural Program services

Had problems with their services %   2018	S	3.0	2.4
-------------------------------------------	---	-----	-----

### In the last 2 months...

The services helped them stay at home %   2021	100.0	97.0	97.0
More could have been done to help them stay at home %   2021	S	4.9	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	0.0	1.2	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	S	1.8	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	79.8	79.5	76.6
Never received conflicting information from different health professionals %   2021	93.9	89.4	88.7

### Continuity of care

Experienced a positive continuity of care across hospital services, home care services and primary health %   2021	68.2	68.4	71.1
--------------------------------------------------------------------------------------------------------------------	------	------	------

	Community St. George, Grand Manan, Blacks Harbour Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Hospital staff explained what type of services they would be receiving at home %   2021	80.2	81.6	87.3
Their family doctor or nurse practitioner seemed informed about the services they received at home %   2021	95.5	94.7	96.1

## Safety

Patients reported that they were harmed because of a medical error or mistake as a result of services received %   2018	0.0	1.4	1.4
-------------------------------------------------------------------------------------------------------------------------	-----	-----	-----

### Services received in the last 2 months during the COVID-19 pandemic

Health professionals wore a mask, always %   2021	98.5	97.7	97.1
Health professionals maintained 6 feet (2 metres) distance from others when possible, always %   2021	79.7	80.2	81.5
Health professionals washed their hands before providing person-to-person care, always %   2021	90.0	87.4	90.4
Patients reported that health professionals took their health and safety seriously, definitely %   2021	98.8	96.8	97.2

## Medication

### When they first started receiving services

Someone from the program talked with them about all the medications they were taking %   2021	90.6	85.6	86.0
Someone from the program asked to see all the medications they were taking %   2021	90.2	84.4	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	70.5	70.1	72.8
Health professionals talked with them about when to take their new prescription medications %   2018	64.1	61.6	63.4

	Community St. George, Grand Manan, Blacks Harbour Area	Zone 2 Fundy Shore and Saint John Area	Province New Brunswick
Health professionals talked with them about the side-effects of their new prescription medications %   2018	55.5	52.2	52.5
<b>Overall satisfaction</b>			
Favourable rating of 8, 9 or 10 for the services received in the last 2 months %   2021	95.9	95.1	95.6
Would recommend the Extra-Mural Program to family or friends, definitely %   2021	90.5	89.0	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

 Above-average performance

 Below-average performance