

HOME CARE SURVEY

# Quality of Extra-Mural Program services



**Community**  
Grand Falls,  
Saint-Léonard,  
Drummond Area



**Zone 4**  
Madawaska and  
North-West Area



**Province**  
New Brunswick

## Key indicators

### Accessibility

The services they received had started as soon as they thought they needed them %   2021	<b>93.8</b>	<b>95.7</b>	<b>96.6</b>
Always received services in their preferred language - when English is preferred %   2021	<b>70.8</b>	<b>73.5</b>	<b>91.5</b>
Always received services in their preferred language - when French is preferred %   2021	<b>84.8</b>	<b>79.3</b>	<b>77.3</b>

### Appropriateness

Health professionals seemed informed and up-to-date about all the care the patient received %   2021	<b>67.8</b>	<b>70.7</b>	<b>76.6</b>
Health professionals gave them the information they needed to take care of themselves, strongly agree %   2021	<b>51.9</b>	<b>51.1</b>	<b>47.6</b>
Family caregivers received information that they wanted when they needed it, strongly agree %   2021	<b>42.4</b>	<b>41.2</b>	<b>40.5</b>

### Safety

Someone from the program talked with them about all the medications they were taking %   2021	<b>86.4</b>	<b>87.9</b>	<b>86.0</b>
Patients reported that they were harmed because of a medical error or mistake as a result of services received %   2021	<b>S</b>	<b>1.5</b>	<b>1.0</b>

### Communication

	Community Grand Falls, Saint-Léonard, Drummond Area	Zone 4 Madawaska and North-West Area	Province New Brunswick
Health professionals explained things in a way that was easy to understand, always %   2021	80.1	83.8	87.8
Health professionals treated them with courtesy and respect, always %   2021	91.0	92.0	95.1
<b>Overall satisfaction</b>			
Favourable rating of 8, 9 or 10 for the services received in the last 2 months %   2021	94.7	95.2	95.6
Very satisfied with the number of times they received services %   2021	64.2	60.7	77.3
<b>Availability of services</b>			
Experienced limits or reductions in the types of services available %   2021	9.2	7.5	5.8
Experienced limits or reductions in the duration of services or number of hours available %   2021	9.1	8.3	4.6

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

Dietician %   2021	21.2	18.5	18.2
Nurse %   2021	79.5	85.5	76.6
Occupational therapist %   2021	12.0	13.6	15.9
Physiotherapist %   2021	18.3	21.6	19.8
Rehabilitation assistant %   2018	5.6	5.1	2.4
Respiratory therapist %   2021	27.6	21.2	22.5
Speech language pathologist %   2021	4.3	7.6	4.2
Social worker %   2021	19.3	23.1	13.6

## Availability of services

	Community Grand Falls, Saint-Léonard, Drummond Area	Zone 4 Madawaska and North-West Area	Province New Brunswick
The services they received had started as soon as they thought they needed them %   2021	93.8	95.7	96.6
<b>⌚ In the last 12 months...</b>			
Experienced limits or reductions in the types of services available %   2021	9.2	7.5	5.8
Experienced limits or reductions in the duration of services or number of hours available %   2021	9.1	8.3	4.6
<b>⌚ In the last 2 months...</b>			
Experienced limits, reductions or cancelled services due to the COVID-19 pandemic %   2021	21.0	20.9	6.9
Very satisfied with the number of times they received services %   2021	64.2	60.7	77.3

## Availability of information

Information was very easy to get prior to receiving services %   2018	51.6	53.8	61.1
Patients know who to contact if they have a complaint about their services %   2021	64.0	56.1	64.2
Had a problem getting the information they needed about their services %   2018	S	3.5	3.1
Got the help or advice they needed when contacting the Extra-Mural Program office, always %   2021	96.4	97.6	96.5

## Language of service

Always received services in the language of their choice (English or French) %   2021	79.1	77.3	88.0
Prefers receiving services in English %   2021	21.6	10.6	74.1
...Always received services in English %   2021	70.8	73.5	91.5
Prefers receiving services in French %   2021	56.2	76.5	20.1
...Always received services in French %   2021	84.8	79.3	77.3

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Someone offered to give them services in the language of their choice (English or French) %   2021	96.6	95.6	94.9
Had a language problem with health professionals %   2018	0.0	S	0.8

## Experience with Extra-Mural Program staff

### When they started receiving services...

Someone told them what type of services they would be getting %   2018	98.4	97.0	94.9
Someone from the program talked with them about how to set up their home so they can move around safely %   2021	89.6	90.9	86.7
Health professionals allowed them to set their goals and priorities, strongly agree %   2021	28.3	36.9	27.8

### In the last 12 months...

Health professionals gave them the information they needed to take care of themselves, strongly agree %   2021	51.9	51.1	47.6
Health professionals kept them well-informed about their progress, strongly agree %   2021	49.1	49.2	47.1
Health professionals discussed with them about the type of information that could be shared with family caregivers, strongly agree %   2021	37.2	36.1	34.2
Family caregivers received information that they wanted when they needed it, strongly agree %   2021	42.4	41.2	40.5
Health professionals did not take into account their spiritual or cultural values %   2021	0.0	S	0.8
Health professionals gave information to family caregivers that the patients did not want to share %   2015	4.5	6.4	2.6

### In the last 2 months...

Health professionals treated them as gently as possible, always %   2021	83.9	86.6	91.7
Health professionals explained things in a way that was easy to understand, always %   2021	80.1	83.8	87.8

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Health professionals listened carefully to them, always %   2021	87.6	85.0	88.4
Health professionals treated them with courtesy and respect, always %   2021	91.0	92.0	95.1
Had problems with the health professionals from this program %   2021	0.0	S	1.7
Health professionals always kept them informed about when they would arrive at their home %   2018	68.0	67.6	77.8

## Experience with Extra-Mural Program services

Had problems with their services %   2015	4.8	2.8	2.8
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### In the last 2 months...

The services helped them stay at home %   2021	97.1	96.5	97.0
More could have been done to help them stay at home %   2021	9.0	8.0	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	S	2.1	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	3.0	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	67.8	70.7	76.6
Never received conflicting information from different health professionals %   2021	82.6	83.0	88.7

### Continuity of care

Experienced a positive continuity of care across hospital services, home care services and primary health %   2021	69.7	69.1	71.1
Hospital staff explained what type of services they would be receiving at home %   2021	88.9	91.7	87.3

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Their family doctor or nurse practitioner seemed informed about the services they received at home %   2021	98.4	98.4	96.1

## Safety

Patients reported that they were harmed because of a medical error or mistake as a result of services received %   2021	S	1.5	1.0
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## Services received in the last 2 months during the COVID-19 pandemic

Health professionals wore a mask, always %   2021	92.5	95.7	97.1
Health professionals maintained 6 feet (2 metres) distance from others when possible, always %   2021	70.2	75.3	81.5
Health professionals washed their hands before providing person-to-person care, always %   2021	87.7	90.8	90.4
Patients reported that health professionals took their health and safety seriously, definitely %   2021	96.4	97.4	97.2

## Medication

### When they first started receiving services

Someone from the program talked with them about all the medications they were taking %   2021	86.4	87.9	86.0
Someone from the program asked to see all the medications they were taking %   2021	94.4	91.6	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	81.9	82.1	72.8
Health professionals talked with them about when to take their new prescription medications %   2018	76.2	75.5	63.4
Health professionals talked with them about the side-effects of their new prescription medications %   2018	62.8	64.4	52.5

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## Overall satisfaction

Favourable rating of 8, 9 or 10 for the services received in the last 2 months %   2021	<b>94.7</b>	<b>95.2</b>	<b>95.6</b>
Would recommend the Extra-Mural Program to family or friends, definitely %   2021	<b>89.3</b>	<b>92.3</b>	<b>89.9</b>

## 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


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### 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