

## HOME CARE SURVEY

# **Quality of Extra-Mural Program services**







Zone 7 Miramichi Area



**Province** New Brunswick

Availability of services			
The services started as soon as they thought they needed them %   2021	92.8	97.4	96.6
Experienced limits or reductions in the last 12 months			
In the duration of services or number of hours available $\%\mid$ 2015	13.8	7.6	6.6
In the types of services available %   2021	0.0	6.3	5.8
In the last 2 months			
Satisfied with the number of times they received services, very satisfied %   2021	67.3	78.4	77.3
Availability of information			
While receiving services			
Knows who to contact for a complaint about the services %   2021	50.0	64.2	64.2
When contacting the Extra-Mural Program office in the last 2	2 months		
Received the help or advice they needed, always %   2024	S	100.0	97.2
Language of service			
Prefers receiving services in English %   2021	25.4	82.0	74.1



	Community Neguac, Alnwick, Esgenoopetitj Area	Zone 7 Miramichi Area	<b>Province</b> New Brunswick
Always received services in English, in the last 2 months $\%\mid$ 2024	S	99.0	97.4
Prefers receiving services in French %   2021	65.9	12.8	20.1
Always received services in French, in the last 2 months $\%$   2024	S	S	94.6
Someone offered to give them services in the official language of their choice $\% \mid 2021$	95.6	96.7	94.9
In the last 2 months			
Always received services in official language they preferred %   2024	S	97.7	96.4
Had a language problem with staff %   2012	0.0	S	0.5
Experience with Extra-Mural Program staff			
At the start of receiving services			
Someone talked about how to set up their home so they could move around safely $\% \mid 2021$	81.9	86.4	86.7
The staff allowed them to set their goals and priorities, agree or strongly agree $\% \mid 2024$	S	86.0	83.5
In the last 12 months			
The staff gave them the information needed to take care of themselves, agree or strongly agree $\%\mid 2024$	S	93.6	93.2
The staff kept them well-informed about their progress, agree or strongly agree $\% \mid$ 2024	S	90.9	90.6
The staff discussed with them what type of information could be shared with family or friends, agree or strongly agree %   2024	S	77.8	78.3
Informal caregivers received information that they wanted when they		90.3	88.7
needed it, agree or strongly agree %   2024	S		
	S	92.0	92.8
needed it, agree or strongly agree %   2024  The staff encouraged them to do things for themselves, agree or			92.8



Community Neguac, Alnwick, Esgenoopetitj Area	Zone 7 Miramichi Area	<b>Province</b> New Brunswick
87.9	91.8	91.7
79.0	88.4	87.8
90.9	88.3	88.4
92.1	93.5	95.1
0.0	2.2	1.9
S	89.5	78.5
S	96.1	89.6
S	86.2	87.7
100.0	97 2	97.0
		6.1
		0.1
S	S	2.5
S	26.4	29.9
S	84.9	71.9
	Neguac, Alnwick, Esgenoopetiti Area  87.9  79.0  90.9  92.1  0.0  S  S  S  S  S  S  S	Neguac, Alnwick, Esgenoopetitij Area       Zone 7 Miramichi Area         87.9       91.8         79.0       88.4         90.9       88.3         92.1       93.5         0.0       2.2         S       89.5         S       86.2         Ces       S         S       6.5



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Their family doctor or nurse practitioner seemed informed about their home care services %   2021	100.0	95.6	96.1
Safety			
In the last 12 months			
Believed they were harmed because of an error or mistake %   2018	0.0	S	1.4
In the last 2 months			
The staff washed their hands before providing person-to-person care, always $\% \mid$ 2021	97.1	90.9	90.4
Medications			
★ When they first started receiving services			
Someone from the program talked to them about their medications $\% \mid 2021$	78.5	82.0	86.0
Someone from the program asked to see their medication $\%$   2021	83.4	82.3	86.6
Overall satisfaction			
Would recommend the Extra-Mural Program to family or friends, definitely %   2021	91.2	87.4	89.9
In the last 2 months			
Overall experience, good or very good %   2021	91.3	96.1	95.6



# **About this Table**

## Content and description

Data about the experience citizens reported while receiving services from the Extra-Mural Program. Topics include availability of services, availability of information, language of service, experience with program staff, experience with program services, continuity of care, safety, medication and overall satisfaction.

#### Why is it 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 <u>our Home Care Survey page</u>.

Note about demographic groups

In 2023, the NBHC undertook a review of the demographic questions in its surveys to more accurately report on the experience of citizens who identify with particular groups. As such, starting in 2024, all demographic groups (characteristics) have been adjusted to reflect this change. Data tables and indicator pages were adjusted to allow for trending where applicable.

## Caption

n/a = Not applicable / not available

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

Above-average performance

P Below-average performance