

## Citizens receiving home care services from home support workers who reported that the staff always explained things in a way that was easy to understand in the last 2 months

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
<b>Province</b>				
New Brunswick	78.0	80.2	77.2	77.8
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	74.1	79.8	76.9	75.9
Zone 2 - Fundy Shore and Saint John Area	75.4	81.0	75.3	78.3
Zone 3 - Fredericton and River Valley Area	76.3	79.9	76.8	78.5
Zone 4 - Madawaska and North-West Area	75.0	75.8	73.5	74.6
Zone 5 - Restigouche Area	87.2	82.2	81.4	77.8
Zone 6 - Bathurst and Acadian Peninsula Area	83.8	79.3	78.0	78.2
Zone 7 - Miramichi Area	85.7	85.0	83.9	80.8
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	80.3	76.4	80.4	81.8
Bouctouche, Richibucto, Saint-Antoine Area	87.4	86.6	84.4	71.7
Campbellton, Atholville, Tide Head Area	87.6	80.0	85.3	70.5
Caraquet, Paquetville, Bertrand Area	89.1	80.7	74.1	70.5
Dalhousie, Balmoral, Belledune Area	86.9	83.8	78.4	83.1
Dieppe and Memramcook	S	72.4	66.3	85.8
Douglas, Saint Marys, Doaktown Area	S	78.6	78.8	79.4
Edmundston, Rivière-Verte, Lac Baker Area	73.1	76.0	68.3	73.1
Florenceville-Bristol, Woodstock, Wakefield Area	77.9	83.5	73.9	74.2
Fredericton	65.6	74.4	71.6	77.9

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>78.6</b>	<b>74.6</b>	<b>79.0</b>	<b>75.6</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	<b>77.5</b>	<b>86.4</b>	<b>88.6</b>
Miramichi, Rogersville, Blackville Area	<b>87.2</b>	<b>85.8</b>	<b>84.1</b>	<b>81.3</b>
Moncton	<b>66.4</b>	<b>73.8</b>	<b>75.5</b>	<b>76.3</b>
Nackawic, McAdam, Canterbury Area	S	<b>87.1</b>	<b>85.9</b>	<b>84.5</b>
Neguac, Alnwick, Esgenoopetitj Area	S	<b>81.9</b>	<b>83.3</b>	<b>79.7</b>
New Maryland, Kingsclear, Lincoln Area	S	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	S	<b>82.4</b>	<b>84.6</b>	<b>82.4</b>
Quispamsis, Rothesay, Hampton Area	<b>76.6</b>	<b>83.2</b>	<b>71.3</b>	<b>75.0</b>
Riverview and Coverdale	S	<b>84.3</b>	<b>76.9</b>	<b>73.4</b>
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	<b>70.9</b>	<b>76.0</b>	<b>72.5</b>	<b>74.9</b>
Salisbury and Petitcodiac	S	S	<b>69.7</b>	S
Shediac, Beaubassin East and Cap-Pelé	<b>79.9</b>	<b>84.5</b>	<b>81.1</b>	<b>83.6</b>
Shippagan, Lamèque, Inkerman Area	<b>87.8</b>	<b>82.0</b>	<b>83.5</b>	<b>80.8</b>
St. George, Grand Manan, Blacks Harbour Area	S	<b>90.7</b>	<b>78.3</b>	<b>79.0</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>80.6</b>	<b>85.0</b>	<b>86.5</b>	<b>90.9</b>
Sussex, Norton, Sussex Corner Area	<b>80.3</b>	<b>84.1</b>	<b>74.5</b>	<b>82.4</b>
Tracadie and Saint-Isidore	<b>84.4</b>	<b>82.2</b>	<b>72.9</b>	<b>73.4</b>

## Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	77.5	79.1	74.7	74.7
65 and over	78.1	80.7	78.3	79.3
<b>Gender</b>				
Female	78.0	80.3	78.1	78.6
Male	78.4	80.1	75.4	75.9
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	S	n/a	n/a	n/a
<b>Language</b>				
Most comfortable in English	77.0	n/a	n/a	n/a
Most comfortable in French	79.4	n/a	n/a	n/a
Comfortable in both English and French	85.4	n/a	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	S	90.2	80.0	69.1
<b>Immigrant</b>				
Immigrants	66.5	n/a	n/a	n/a
<b>Education level</b>				
High school or less	79.9	81.9	78.5	79.0
Postsecondary	70.7	75.0	73.5	71.4
<b>Disability or special need</b>				
Disability or special need	74.1	n/a	n/a	n/a
<b>Household income</b>				
Less than \$30,000	78.2	n/a	n/a	n/a
\$30,000 to less than \$60,000	68.6	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
\$60,000 or more	S	n/a	n/a	n/a
<b>Racialized groups</b>				
Racialized groups	S	n/a	n/a	n/a

### About

This indicator is the percentage of citizens receiving home care services from home support workers who reported that the staff always explained things in a way that was easy to understand in the last 2 months.

### Source

Home Care Survey

### Calculations

This indicator is calculated by dividing the number of respondents who answered "always" by the number of respondents who answered "never, sometimes, usually or always" to the question: In the last 2 months, how often did home support workers do each of the following: explain things in a way that was easy to understand?

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Unit	Interpretation	NBHC code
%	Higher is better	HS_COM02_1

### Caption

n/a = Not applicable / not available

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