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
Province				
New Brunswick	78.0	80.2	77.2	77.8
Health zones				
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
Communities				
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	78.6	74.6	79.0	75.6
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	77.5	86.4	88.6
Miramichi, Rogersville, Blackville Area	87.2	85.8	84.1	81.3
Moncton	66.4	73.8	75.5	76.3
Nackawic, McAdam, Canterbury Area	S	87.1	85.9	84.5
Neguac, Alnwick, Esgenoopetitj Area	S	81.9	83.3	79.7
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	82.4	84.6	82.4
Quispamsis, Rothesay, Hampton Area	76.6	83.2	71.3	75.0
Riverview and Coverdale	S	84.3	76.9	73.4
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	70.9	76.0	72.5	74.9
Salisbury and Petitcodiac	S	S	69.7	S
Shediac, Beaubassin East and Cap-Pelé	79.9	84.5	81.1	83.6
Shippagan, Lamèque, Inkerman Area	87.8	82.0	83.5	80.8
St. George, Grand Manan, Blacks Harbour Area	S	90.7	78.3	79.0
St. Stephen, Saint Andrews, Campobello Island Area	80.6	85.0	86.5	90.9
Sussex, Norton, Sussex Corner Area	80.3	84.1	74.5	82.4
Tracadie and Saint-Isidore	84.4	82.2	72.9	73.4

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
Gender				
Female	78.0	80.3	78.1	78.6
Male	78.4	80.1	75.4	75.9
2SLGBTQIA+ status				
2SLGBTQIA+	S	n/a	n/a	n/a
Language				
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
Indigenous identity				
Indigenous	S	90.2	80.0	69.1
Immigrant				
Immigrants	66.5	n/a	n/a	n/a
Education level				
High school or less	79.9	81.9	78.5	79.0
Postsecondary	70.7	75.0	73.5	71.4
Disability or special need				
Disability or special need	74.1	n/a	n/a	n/a
Household income				
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

Racialized groups

	Year 2024	Year 2021	Year 2018	Year 2015
Racialized groups	S	n/a	n/a	n/a

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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?

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