

## Citizens receiving home care services from a home support worker [and receiving services from more than one person] who reported that they never received conflicting information from different home support workers in the last 2 months

Unit : %

|  | Year<br>2018 | Year<br>2015 | Year<br>2012 |
|--|--------------|--------------|--------------|
| <b>Province</b>                                  |              |              |              |
| New Brunswick                                    | 71.4         | 74.2         | 75.5         |
| <b>Health zones</b>                              |              |              |              |
| Zone 1 - Moncton and South-East Area             | 68.8         | 67.0         | 72.1         |
| Zone 2 - Fundy Shore and Saint John Area         | 72.2         | 75.5         | 78.5         |
| Zone 3 - Fredericton and River Valley Area       | 72.8         | 77.2         | 74.2         |
| Zone 4 - Madawaska and North-West Area           | 67.9         | 73.5         | 60.9         |
| Zone 5 - Restigouche Area                        | 71.5         | 77.8         | 83.2         |
| Zone 6 - Bathurst and Acadian Peninsula Area     | 71.6         | 68.8         | 80.7         |
| Zone 7 - Miramichi Area                          | 72.7         | 80.5         | 81.6         |
| <b>Communities</b>                               |              |              |              |
| Bathurst, Beresford, Petit-Rocher Area           | 66.8         | 75.8         | 89.4         |
| Bouctouche, Richibucto, Saint-Antoine Area       | S            | 84.4         | S            |
| Campbellton, Atholville, Tide Head Area          | S            | S            | S            |
| Caraquet, Paquetville, Bertrand Area             | S            | S            | S            |
| Dalhousie, Balmoral, Belledune Area              | 73.9         | 78.6         | S            |
| Dieppe and Memramcook                            | S            | S            | S            |
| Douglas, Saint Marys, Doaktown Area              | 80.0         | 89.4         | S            |
| Edmundston, Rivière-Verte, Lac Baker Area        | 65.3         | 74.8         | 56.4         |
| Florenceville-Bristol, Woodstock, Wakefield Area | 78.1         | 71.3         | 68.4         |

|  | Year<br>2018 | Year<br>2015 | Year<br>2012 |
|--|--------------|--------------|--------------|
| Fredericton  | <b>62.6</b>  | <b>59.9</b>  | <b>82.8</b>  |
| Grand Bay-Westfield, Westfield, Greenwich Area     | S            | S            | S            |
| Grand Falls, Saint-Léonard, Drummond Area          | <b>72.9</b>  | <b>69.2</b>  | S            |
| Hillsborough, Riverside-Albert, Alma Area          | S            | S            | S            |
| Kedgwick, Saint-Quentin and Grimmer                | S            | S            | S            |
| Minto, Chipman, Cambridge-Narrows Area             | <b>85.7</b>  | <b>90.6</b>  | S            |
| Miramichi, Rogersville, Blackville Area            | <b>71.4</b>  | <b>80.0</b>  | <b>81.6</b>  |
| Moncton  | <b>61.2</b>  | <b>63.4</b>  | <b>64.8</b>  |
| Nackawic, McAdam, Canterbury Area                  | S            | S            | S            |
| Neguac, Alnwick, Esgenoopetitj Area                | S            | S            | S            |
| New Maryland, Kingsclear, Lincoln Area             | S            | S            | S            |
| Oromocto, Gagetown, Fredericton Junction Area      | S            | S            | S            |
| Perth-Andover, Plaster Rock, Tobique Area          | <b>76.3</b>  | <b>82.8</b>  | <b>67.5</b>  |
| Quispamsis, Rothesay, Hampton Area                 | <b>70.3</b>  | S            | S            |
| Riverview and Coverdale                            | S            | S            | S            |
| Sackville, Dorchester, Port Elgin Area             | S            | S            | S            |
| Saint John, Simonds and Musquash                   | <b>73.2</b>  | <b>67.3</b>  | <b>76.3</b>  |
| Salisbury and Petitcodiac                          | S            | S            | S            |
| Shediac, Beaubassin East and Cap-Pelé              | S            | S            | S            |
| Shippagan, Lamèque, Inkerman Area                  | S            | S            | S            |
| St. George, Grand Manan, Blacks Harbour Area       | <b>62.6</b>  | S            | S            |
| St. Stephen, Saint Andrews, Campobello Island Area | <b>77.3</b>  | <b>80.7</b>  | <b>79.3</b>  |
| Sussex, Norton, Sussex Corner Area                 | <b>71.3</b>  | <b>81.7</b>  | <b>91.0</b>  |
| Tracadie and Saint-Isidore                         | <b>79.3</b>  | S            | S            |

|  | Year<br>2018 | Year<br>2015 | Year<br>2012 |
|--|--------------|--------------|--------------|
| <b>Age</b>                             |              |              |              |
| 18-64                                  | 65.5         | 67.5         | 69.7         |
| 65 and over                            | 73.9         | 77.1         | 78.4         |
| <b>Gender</b>                          |              |              |              |
| Female                                 | 71.4         | 75.1         | 76.1         |
| Male                                   | 71.3         | 72.0         | 74.0         |
| <b>Language</b>                        |              |              |              |
| Preferred language of service: English | 71.2         | 75.1         | 75.1         |
| Preferred language of service: French  | 71.6         | 66.8         | 75.8         |
| <b>Indigenous identity</b>             |              |              |              |
| Indigenous                             | S            | S            | S            |
| Non-Indigenous                         | 71.4         | 74.9         | 76.0         |
| <b>Education level</b>                 |              |              |              |
| High school or less                    | 72.1         | 74.7         | 75.6         |
| Postsecondary                          | 65.9         | 71.4         | 74.6         |
| <b>Household income</b>                |              |              |              |
| Less than \$25,000                     | 71.0         | 73.2         | 73.2         |
| \$25,000 to less than \$60,000         | 70.2         | 80.3         | 81.8         |
| \$60,000 or more                       | S            | S            | S            |

## About

This indicator is the percentage of citizens receiving home care services from a home support worker [and receiving services from more than one person] who reported that they never received conflicting information from different home support workers in the last 2 months.

## Source

Home Care Survey

## Calculations

This indicator is based on respondents who receive services from more than one person . This indicator is calculated by dividing the number of respondents who answered "never" by the number of respondents who answered "never, sometimes, usually or always" to the question: In the last 2 months, how often have you received conflicting or different information from different home support workers?

## Notes

The 2021 edition of the Home Care Survey was conducted during the COVID-19 pandemic. While the pandemic did not influence the survey's response rate, users are advised to use the survey data with caution, especially when creating estimates for small sub-populations or when comparing it to other editions of the survey.

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| Unit | NBHC code  |
|------|------------|
| %    | HS_CRD02_1 |

## Caption

n/a = Not applicable / not available

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