

## Citizens receiving home care services from home support workers who reported that they believe they were harmed because of an error or mistake as a result of services received in the last 12 months

Unit : %

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| <b>Province</b>                                  |              |              |              |              |
| New Brunswick                                    | 2.8          | 2.2          | 2.5          | 2.5          |
| <b>Health zones</b>                              |              |              |              |              |
| Zone 1 - Moncton and South-East Area             | 2.8          | 1.3          | 2.7          | 2.4          |
| Zone 2 - Fundy Shore and Saint John Area         | 3.2          | 2.0          | 2.4          | 1.8          |
| Zone 3 - Fredericton and River Valley Area       | 2.3          | 1.5          | 1.5          | 3.4          |
| Zone 4 - Madawaska and North-West Area           | 5.7          | 6.5          | 6.9          | 5.4          |
| Zone 5 - Restigouche Area                        | S            | S            | S            | S            |
| Zone 6 - Bathurst and Acadian Peninsula Area     | 3.5          | 2.7          | 1.7          | 2.6          |
| Zone 7 - Miramichi Area                          | S            | S            | S            | S            |
| <b>Communities</b>                               |              |              |              |              |
| Bathurst, Beresford, Petit-Rocher Area           | S            | 4.2          | S            | S            |
| Bouctouche, Richibucto, Saint-Antoine Area       | S            | 0.0          | S            | S            |
| Campbellton, Atholville, Tide Head Area          | 0.0          | S            | S            | 0.0          |
| Caraquet, Paquetville, Bertrand Area             | S            | S            | S            | S            |
| Dalhousie, Balmoral, Belledune Area              | S            | S            | S            | S            |
| Dieppe and Memramcook                            | S            | S            | S            | S            |
| Douglas, Saint Marys, Doaktown Area              | S            | 0.0          | S            | S            |
| Edmundston, Rivière-Verte, Lac Baker Area        | 7.3          | 9.4          | 8.7          | 6.9          |
| Florenceville-Bristol, Woodstock, Wakefield Area | S            | S            | 0.0          | S            |
| Fredericton                                      | S            | S            | S            | S            |

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| Grand Bay-Westfield, Westfield, Greenwich Area     | S            | S            | S            | S            |
| Grand Falls, Saint-Léonard, Drummond Area          | S            | S            | S            | S            |
| 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>0.0</b>   | <b>0.0</b>   | <b>0.0</b>   |
| Miramichi, Rogersville, Blackville Area            | <b>0.0</b>   | S            | S            | S            |
| Moncton  | S            | S            | <b>2.9</b>   | S            |
| Nackawic, McAdam, Canterbury Area                  | S            | <b>0.0</b>   | S            | S            |
| Neguac, Alnwick, Esgenoopetitj Area                | S            | S            | <b>0.0</b>   | <b>0.0</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            | S            | S            | S            |
| Quispamsis, Rothesay, Hampton Area                 | S            | S            | <b>0.0</b>   | S            |
| Riverview and Coverdale                            | S            | <b>0.0</b>   | S            | <b>0.0</b>   |
| Sackville, Dorchester, Port Elgin Area             | S            | S            | S            | S            |
| Saint John, Simonds and Musquash                   | <b>4.3</b>   | S            | <b>3.1</b>   | <b>2.6</b>   |
| Salisbury and Petitcodiac                          | S            | S            | S            | S            |
| Shediac, Beaubassin East and Cap-Pelé              | S            | <b>0.0</b>   | S            | S            |
| Shippagan, Lamèque, Inkerman Area                  | S            | <b>0.0</b>   | S            | <b>0.0</b>   |
| St. George, Grand Manan, Blacks Harbour Area       | S            | S            | S            | <b>0.0</b>   |
| St. Stephen, Saint Andrews, Campobello Island Area | S            | S            | S            | S            |
| Sussex, Norton, Sussex Corner Area                 | S            | S            | S            | <b>0.0</b>   |
| Tracadie and Saint-Isidore                         | S            | S            | <b>0.0</b>   | S            |

## Age

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| 18-64                                  | 4.3          | 3.6          | 3.6          | 4.1          |
| 65 and over                            | 2.5          | 1.6          | 2.0          | 1.7          |
| <b>Gender</b>                          |              |              |              |              |
| Female                                 | 2.8          | 2.1          | 2.6          | 2.7          |
| Male                                   | 2.8          | 2.3          | 2.2          | 2.0          |
| <b>2SLGBTQIA+ status</b>               |              |              |              |              |
| 2SLGBTQIA+                             | S            | n/a          | n/a          | n/a          |
| <b>Language</b>                        |              |              |              |              |
| Most comfortable in English            | 2.2          | n/a          | n/a          | n/a          |
| Most comfortable in French             | 4.6          | n/a          | n/a          | n/a          |
| Comfortable in both English and French | S            | n/a          | n/a          | n/a          |
| <b>Indigenous identity</b>             |              |              |              |              |
| Indigenous                             | S            | 0.0          | S            | S            |
| <b>Immigrant</b>                       |              |              |              |              |
| Immigrants                             | 0.0          | n/a          | n/a          | n/a          |
| <b>Education level</b>                 |              |              |              |              |
| High school or less                    | 2.5          | 1.6          | 2.5          | 2.2          |
| Postsecondary                          | 3.9          | 3.1          | 3.0          | 3.8          |
| <b>Disability or special need</b>      |              |              |              |              |
| Disability or special need             | 4.6          | n/a          | n/a          | n/a          |
| <b>Household income</b>                |              |              |              |              |
| Less than \$30,000                     | 2.7          | n/a          | n/a          | n/a          |
| \$30,000 to less than \$60,000         | 5.1          | n/a          | n/a          | n/a          |

|                  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|------------------|--------------|--------------|--------------|--------------|
| \$60,000 or more | S            | n/a          | n/a          | n/a          |

## Racialized groups

|                   |   |     |     |     |
|-------------------|---|-----|-----|-----|
| 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 they believe they were harmed because of an error or mistake as a result of services received in the last 12 months.

## Source

Home Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "yes" by the number of respondents who answered "yes or no" to the question: In the last 12 months, do you or your family members believe that you were harmed because of an error or mistake as a result of home support services?

| Unit | Interpretation  | NBHC code  |
|------|-----------------|------------|
| %    | Lower is better | HS_ERR01_1 |

### Caption

n/a = Not applicable / not available

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