

## Citizens receiving home care services from a home support worker who reported that they were harmed because of an error or mistake as a result of their services

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	2.2	2.5	2.5	1.8
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	1.3	2.7	2.4	S
Zone 2 - Fundy Shore and Saint John Area	2.0	2.4	1.8	S
Zone 3 - Fredericton and River Valley Area	1.5	1.5	3.4	1.9
Zone 4 - Madawaska and North-West Area	6.5	6.9	5.4	5.0
Zone 5 - Restigouche Area	S	S	S	S
Zone 6 - Bathurst and Acadian Peninsula Area	2.7	1.7	2.6	S
Zone 7 - Miramichi Area	S	S	S	S
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	4.2	S	S	S
Bouctouche, Richibucto, Saint-Antoine Area	0.0	S	S	S
Campbellton, Atholville, Tide Head Area	S	S	0.0	S
Caraquet, Paquetville, Bertrand Area	S	S	S	0.0
Dalhousie, Balmoral, Belledune Area	S	S	S	S
Dieppe and Memramcook	S	S	S	S
Douglas, Saint Marys, Doaktown Area	0.0	S	S	0.0
Edmundston, Rivière-Verte, Lac Baker Area	9.4	8.7	6.9	5.9
Florenceville-Bristol, Woodstock, Wakefield Area	S	0.0	S	S
Fredericton	S	S	S	S

	Year 2021	Year 2018	Year 2015	Year 2012
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	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Miramichi, Rogersville, Blackville Area	S	S	S	S
Moncton	S	<b>2.9</b>	S	S
Nackawic, McAdam, Canterbury Area	<b>0.0</b>	S	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	<b>0.0</b>	<b>0.0</b>	S
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	<b>0.0</b>	S	<b>0.0</b>
Riverview and Coverdale	<b>0.0</b>	S	<b>0.0</b>	<b>0.0</b>
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	S	<b>3.1</b>	<b>2.6</b>	S
Salisbury and Petitcodiac	S	S	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>0.0</b>	S	S	<b>0.0</b>
Shippagan, Lamèque, Inkerman Area	<b>0.0</b>	S	<b>0.0</b>	S
St. George, Grand Manan, Blacks Harbour Area	S	S	<b>0.0</b>	<b>0.0</b>
St. Stephen, Saint Andrews, Campobello Island Area	S	S	S	S
Sussex, Norton, Sussex Corner Area	S	S	<b>0.0</b>	<b>0.0</b>
Tracadie and Saint-Isidore	S	<b>0.0</b>	S	<b>0.0</b>

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	3.6	3.6	4.1	3.3
65 and over	1.6	2.0	1.7	1.2
<b>Gender</b>				
Female	2.1	2.6	2.7	1.7
Male	2.3	2.2	2.0	2.3
<b>Language</b>				
Preferred language of service: English	1.7	2.1	2.2	1.4
Preferred language of service: French	3.8	3.5	3.7	3.0
<b>Indigenous identity</b>				
Indigenous	0.0	S	S	S
Non-Indigenous	2.1	2.4	2.3	1.6
<b>Education level</b>				
High school or less	1.6	2.5	2.2	1.7
Postsecondary	3.1	3.0	3.8	2.7
<b>Household income</b>				
Less than \$25,000	1.9	2.5	2.6	1.9
\$25,000 to less than \$60,000	2.4	2.7	2.4	2.5
\$60,000 or more	S	S	S	0.0

## About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that they were harmed because of an error or mistake as a result of their services.

## 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?

## 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_ERR01_1

## Caption

n/a = Not applicable / not available

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