

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: %

Province New Brunswick 2.8 2.2 2.5 2.5 Health zones 20ne 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 8 8 8 8 Zone 6 - Bathurst and Acadian Peninsula Area 3.5 2.7 1.7 2.6 Zone 7 - Miramichi Area 8 4.2 8 <td< th=""><th></th><th>Year 2024</th><th>Year 2021</th><th>Year 2018</th><th>Year 2015</th></td<>		Year 2024	Year 2021	Year 2018	Year 2015
Health zones 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 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 S Caraquet, Paquetville, Bertrand Area S S S S Deippe and Memramcook S S S S Edmundston, Rivière-Verte, Lac Baker Area 7.3 9.4 8.7 6.9 <	Province				
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 Senturation Area S 4.2 S S 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 S Dalhousie, Balmoral, Belledune Area S S S S Douglas, Saint Marys, Doaktown Area S 0.0 S S Edmundston, Rivière-Verte, Lac Baker Area	New Brunswick	2.8	2.2	2.5	2.5
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 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 S Dalhousie, Balmoral, Belledune Area S 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	Health zones				
Zone 3 - Fredericton and River Valley Area 2.3 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 Communities S S S S 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	Zone 1 - Moncton and South-East Area	2.8	1.3	2.7	2.4
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 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, Beliedune 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 S S	Zone 2 - Fundy Shore and Saint John Area	3.2	2.0	2.4	1.8
Zone 5 - Restigouche Area 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 Edmunities S 4.2 S S 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 S S Fredericton S S S S S </td <td>Zone 3 - Fredericton and River Valley Area</td> <td>2.3</td> <td>1.5</td> <td>1.5</td> <td>3.4</td>	Zone 3 - Fredericton and River Valley Area	2.3	1.5	1.5	3.4
Zone 6 - Bathurst and Acadian Peninsula Area 3.5 2.7 1.7 2.6 Zone 7 - Miramichi Area S S S S Communities 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 S S		5.7	6.5	6.9	5.4
Zone 7 - Miramichi AreaSSSCommunitiesBathurst, Beresford, Petit-Rocher AreaS4.2SSBouctouche, Richibucto, Saint-Antoine AreaS0.0SSCampbellton, Atholville, Tide Head Area0.0SS0.0Caraquet, Paquetville, Bertrand AreaSSSSDalhousie, Balmoral, Belledune AreaSSSSDieppe and MemramcookSSSSDouglas, Saint Marys, Doaktown AreaS0.0SSEdmundston, Rivière-Verte, Lac Baker Area7.39.48.76.9Florenceville-Bristol, Woodstock, Wakefield AreaSSSSFrederictonSSSS	Zone 5 - Restigouche Area	S	S	S	S
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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 S S Dalhousie, Balmoral, Belledune Area S S S S S S Dieppe and Memramcook S S 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 S S S S	Zone 7 - Miramichi Area	S	S	S	S
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Dieppe and Memramcook S S S S Douglas, Saint Marys, Doaktown Area S 0.0 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	Caraquet, Paquetville, Bertrand Area	S	S	S	S
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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	Dieppe and Memramcook	S	S	S	S
Florenceville-Bristol, Woodstock, Wakefield Area S S 0.0 S Fredericton S S S S S	Douglas, Saint Marys, Doaktown Area	S	0.0	S	S
Fredericton S S S S	Edmundston, Rivière-Verte, Lac Baker Area	7.3	9.4	8.7	6.9
Fredericton S S S S				0.0	S
	Fredericton	S	S	_	



	Year 2024	Year 2021	Year 2018	Year 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	0.0	0.0	0.0
Miramichi, Rogersville, Blackville Area	0.0	S	S	S
Moncton	S	S	2.9	S
Nackawic, McAdam, Canterbury Area	S	0.0	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	0.0	0.0
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	0.0	S
Riverview and Coverdale	S	0.0	S	0.0
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	4.3	S	3.1	2.6
Salisbury and Petitcodiac	S	S	S	S
Shediac, Beaubassin East and Cap-Pelé	S	0.0	S	S
Shippagan, Lamèque, Inkerman Area	S	0.0	S	0.0
St. George, Grand Manan, Blacks Harbour Area	S	S	S	0.0
St. Stephen, Saint Andrews, Campobello Island Area	S	S	S	S
Sussex, Norton, Sussex Corner Area	S	S	S	0.0
Tracadie and Saint-Isidore	S	S	0.0	S

Age



	Year 2024	Year 2021	Year 2018	Year 2015
18-64	4.3	3.6	3.6	2015 4.1
65 and over	2.5	1.6	2.0	1.7
Gender				
Female	2.8	2.1	2.6	2.7
Male	2.8	2.3	2.2	2.0
2SLGBTQIA+ status				
2SLGBTQIA+	S	n/a	n/a	n/a
Language				
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
Indigenous identity				
Indigenous	S	0.0	S	S
Immigrant				
Immigrants	0.0	n/a	n/a	n/a
Education level				
High school or less	2.5	1.6	2.5	2.2
Postsecondary	3.9	3.1	3.0	3.8
Disability or special need				
Disability or special need	4.6	n/a	n/a	n/a
Household income				
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 2024	Year 2021	Year 2018	Year 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