

Citizens receiving home care services from a home support worker who reported that they had problems with the services they received from their home support worker in the last 2 months

Unit : %

	Year 2018	Year 2015	Year 2012
Province			
New Brunswick	9.1	7.8	7.4
Health zones			
Zone 1 - Moncton and South-East Area	10.5	9.5	8.8
Zone 2 - Fundy Shore and Saint John Area	9.5	9.9	10.5
Zone 3 - Fredericton and River Valley Area	11.0	10.1	8.1
Zone 4 - Madawaska and North-West Area	7.8	5.9	6.3
Zone 5 - Restigouche Area	8.5	5.6	6.1
Zone 6 - Bathurst and Acadian Peninsula Area	7.2	4.8	3.3
Zone 7 - Miramichi Area	5.3	2.7	S
Communities			
Bathurst, Beresford, Petit-Rocher Area	7.2	5.2	S
Bouctouche, Richibucto, Saint-Antoine Area	S	8.1	S
Campbellton, Atholville, Tide Head Area	S	S	S
Caraquet, Paquetville, Bertrand Area	S	S	0.0
Dalhousie, Balmoral, Belledune Area	10.6	6.4	9.1
Dieppe and Memramcook	20.7	S	S
Douglas, Saint Marys, Doaktown Area	9.4	S	S
Edmundston, Rivière-Verte, Lac Baker Area	10.6	9.4	7.0
Florenceville-Bristol, Woodstock, Wakefield Area	7.7	8.2	12.6
Fredericton	20.9	22.2	9.1

	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	S	S	S
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S	0.0
Miramichi, Rogersville, Blackville Area	6.1	3.5	S
Moncton	13.3	11.9	13.6
Nackawic, McAdam, Canterbury Area	0.0	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	0.0
New Maryland, Kingsclear, Lincoln Area	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	S	S	9.7
Quispamsis, Rothesay, Hampton Area	10.2	S	14.3
Riverview and Coverdale	S	S	S
Sackville, Dorchester, Port Elgin Area	S	S	S
Saint John, Simonds and Musquash	9.8	12.3	12.2
Salisbury and Petitcodiac	S	S	S
Shediac, Beaubassin East and Cap-Pelé	6.9	10.4	S
Shippagan, Lamèque, Inkerman Area	S	S	S
St. George, Grand Manan, Blacks Harbour Area	S	S	S
St. Stephen, Saint Andrews, Campobello Island Area	15.3	10.8	S
Sussex, Norton, Sussex Corner Area	5.9	6.7	S
Tracadie and Saint-Isidore	11.0	S	0.0

Age

	Year 2018	Year 2015	Year 2012
18-64	11.1	11.2	8.9
65 and over	8.1	6.1	6.6
Gender			
Woman/Girl	9.6	7.6	7.9
Man/Boy	8.1	8.2	6.0
Language			
Preferred language of service: English	10.2	8.1	8.4
Preferred language of service: French	6.9	6.7	4.9
Indigenous identity			
Indigenous	S	16.4	S
Non-Indigenous	9.1	7.7	7.4
Education level			
High school or less	8.0	7.5	6.4
Postsecondary	13.0	10.5	11.3
Household income			
Less than \$25,000	8.7	7.8	7.1
\$25,000 to less than \$60,000	9.9	6.3	8.5
\$60,000 or more	S	S	14.9

About

This indicator is the percentage of citizens receiving home care services from a home support worker who reported that they had problems with the services they received from their home support worker in the last 2 months.

Source

New Brunswick Health Council, 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 2 months, did you have any problems with the care you got from your home support worker?

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.

Unit	NBHC code
%	HS_PGMPR_1

Caption

n/a = Not applicable / not available

S = Data was suppressed due to low respondent counts