

Citizens receiving home care services from home support workers who gave a favourable rating of 8, 9 or 10 for the services they received from the staff in the last 2 months [scale 0-10]

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
Province				
New Brunswick	88.7	87.9	87.0	88.7
Health zones				
Zone 1 - Moncton and South-East Area	88.9	88.0	85.0	85.4
Zone 2 - Fundy Shore and Saint John Area	87.1	85.7	84.5	87.4
Zone 3 - Fredericton and River Valley Area	86.7	85.3	88.6	90.3
Zone 4 - Madawaska and North-West Area	86.1	86.7	88.9	85.2
Zone 5 - Restigouche Area	87.3	93.3	87.7	89.2
Zone 6 - Bathurst and Acadian Peninsula Area	92.3	90.6	87.3	93.6
Zone 7 - Miramichi Area	95.2	93.1	91.2	91.6
Communities				
Bathurst, Beresford, Petit-Rocher Area	90.5	90.0	85.9	95.3
Bouctouche, Richibucto, Saint-Antoine Area	90.0	90.3	90.0	92.8
Campbellton, Atholville, Tide Head Area	79.9	88.8	85.9	87.1
Caraquet, Paquetville, Bertrand Area	94.3	84.8	93.4	92.9
Dalhousie, Balmoral, Belledune Area	92.8	96.6	89.1	90.7
Dieppe and Memramcook	S	82.5	78.2	74.9
Douglas, Saint Marys, Doaktown Area	S	88.7	90.7	95.1
Edmundston, Rivière-Verte, Lac Baker Area	86.8	89.0	86.6	83.2
Florenceville-Bristol, Woodstock, Wakefield Area	91.7	87.5	90.9	90.3
Fredericton	76.7	80.5	83.3	84.7

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	82.0	85.0	91.5	87.2
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	S	90.2	92.1	93.0
Miramichi, Rogersville, Blackville Area	96.3	93.8	89.3	89.6
Moncton	88.2	88.7	82.4	85.1
Nackawic, McAdam, Canterbury Area	S	89.1	97.0	90.3
Neguac, Alnwick, Esgenoopetitj Area	S	90.3	100.0	95.7
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	86.5	89.0	93.0
Quispamsis, Rothesay, Hampton Area	88.2	88.8	88.3	84.6
Riverview and Coverdale	S	77.0	87.1	78.8
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	84.7	81.7	82.0	84.7
Salisbury and Petitcodiac	S	S	81.7	S
Shediac, Beaubassin East and Cap-Pelé	91.5	87.8	87.6	88.2
Shippagan, Lamèque, Inkerman Area	92.7	96.4	92.4	98.7
St. George, Grand Manan, Blacks Harbour Area	S	88.2	85.2	92.9
St. Stephen, Saint Andrews, Campobello Island Area	90.6	84.9	83.7	85.5
Sussex, Norton, Sussex Corner Area	93.6	93.0	86.9	93.2
Tracadie and Saint-Isidore	93.9	91.4	83.7	84.0

Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	85.8	86.3	84.9	84.7
65 and over	89.4	88.5	87.9	90.8
Gender				
Female	88.9	87.6	86.5	88.0
Male	88.8	88.4	88.0	90.4
2SLGBTQIA+ status				
2SLGBTQIA+	S	n/a	n/a	n/a
Language				
Most comfortable in English	88.1	n/a	n/a	n/a
Most comfortable in French	90.9	n/a	n/a	n/a
Comfortable in both English and French	88.7	n/a	n/a	n/a
Indigenous identity				
Indigenous	S	88.7	86.3	81.5
Immigrant				
Immigrants	92.3	n/a	n/a	n/a
Education level				
High school or less	89.4	88.3	88.0	89.0
Postsecondary	86.7	86.0	83.3	86.0
Disability or special need				
Disability or special need	84.7	n/a	n/a	n/a
Household income				
Less than \$30,000	88.6	n/a	n/a	n/a
\$30,000 to less than \$60,000	88.3	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 gave a favourable rating of 8, 9 or 10 for the services they received from the staff in the last 2 months [scale 0-10].

Source

Home Care Survey

Calculations

This indicator is calculated by dividing the number of respondents who answered "8, 9, 10" by the number of respondents who answered "0 to 10" to the question: Using any number from 0 to 10, where 0 is the worst home care possible and 10 is the best home care possible, what number would you use to rate the services you have received from home support workers in the last 2 months?

Unit	Interpretation	NBHC code
%	Higher is better	HS_SAT01_1

Caption

n/a = Not applicable / not available

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