

## Citizens receiving home care services from the Extra-Mural Program who reported that the staff always explained things in a way that was easy to understand in the last 2 months

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	87.8	86.4	86.0	90.4
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	87.0	88.6	87.1	91.4
Zone 2 - Fundy Shore and Saint John Area	89.4	87.5	86.6	90.3
Zone 3 - Fredericton and River Valley Area	88.3	85.7	86.2	92.6
Zone 4 - Madawaska and North-West Area	83.8	82.3	80.4	86.2
Zone 5 - Restigouche Area	91.6	88.3	89.8	89.1
Zone 6 - Bathurst and Acadian Peninsula Area	85.4	82.3	85.8	87.8
Zone 7 - Miramichi Area	88.4	87.7	84.3	91.3
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	85.1	85.7	86.8	88.4
Bouctouche, Richibucto, Saint-Antoine Area	84.6	90.3	89.1	94.3
Campbellton, Atholville, Tide Head Area	90.0	87.8	88.5	86.7
Caraquet, Paquetville, Bertrand Area	81.8	83.5	81.9	89.0
Dalhousie, Balmoral, Belledune Area	93.0	88.9	91.0	92.0
Dieppe and Memramcook	92.9	90.4	90.3	96.6
Douglas, Saint Marys, Doaktown Area	85.6	87.7	79.0	90.4
Edmundston, Rivière-Verte, Lac Baker Area	85.1	81.5	82.9	84.7
Florenceville-Bristol, Woodstock, Wakefield Area	90.2	87.5	86.6	94.7
Fredericton	86.5	83.4	88.1	93.9

	Year 2021	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	87.8	93.7	94.6	94.5
Grand Falls, Saint-Léonard, Drummond Area	80.1	83.5	79.9	87.6
Hillsborough, Riverside-Albert, Alma Area	S	82.8	88.5	88.4
Kedgwick, Saint-Quentin and Grimmer	91.0	82.6	68.8	89.4
Minto, Chipman, Cambridge-Narrows Area	91.7	86.1	92.1	92.0
Miramichi, Rogersville, Blackville Area	90.0	88.2	85.9	90.9
Moncton	85.0	88.9	87.6	91.6
Nackawic, McAdam, Canterbury Area	94.5	83.8	85.4	91.8
Neguac, Alnwick, Esgenoopetitj Area	79.0	84.5	76.8	93.0
New Maryland, Kingsclear, Lincoln Area	88.1	85.9	80.6	89.3
Oromocto, Gagetown, Fredericton Junction Area	87.1	90.2	84.4	90.1
Perth-Andover, Plaster Rock, Tobique Area	84.6	84.0	88.1	91.4
Quispamsis, Rothesay, Hampton Area	93.0	89.6	86.5	91.8
Riverview and Coverdale	86.4	76.2	84.4	86.3
Sackville, Dorchester, Port Elgin Area	90.5	91.9	85.7	93.0
Saint John, Simonds and Musquash	87.6	81.9	85.1	89.3
Salisbury and Petitcodiac	87.3	89.2	87.1	86.3
Shediac, Beaubassin East and Cap-Pelé	87.5	92.0	85.3	91.0
Shippagan, Lamèque, Inkerman Area	83.9	78.9	88.6	86.8
St. George, Grand Manan, Blacks Harbour Area	96.6	92.2	86.6	91.8
St. Stephen, Saint Andrews, Campobello Island Area	86.7	90.8	85.2	87.7
Sussex, Norton, Sussex Corner Area	88.0	91.7	89.6	91.4
Tracadie and Saint-Isidore	90.2	80.1	85.1	86.7

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	89.1	85.7	87.8	90.7
65 and over	87.4	86.6	85.2	90.3
<b>Gender</b>				
Female	87.4	86.1	84.9	90.7
Male	88.3	86.7	87.4	89.8
<b>Language</b>				
Preferred language of service: English	88.6	87.6	86.9	90.8
Preferred language of service: French	84.0	82.9	83.4	88.8
<b>Indigenous identity</b>				
Indigenous	75.3	84.0	87.3	91.1
Non-Indigenous	88.5	86.7	86.4	90.3
<b>Education level</b>				
High school or less	87.3	86.0	85.0	89.9
Postsecondary	89.4	87.7	89.5	91.7
<b>Household income</b>				
Less than \$25,000	86.0	84.6	83.9	88.8
\$25,000 to less than \$60,000	88.4	89.5	86.5	91.4
\$60,000 or more	92.1	86.1	92.2	92.3

## About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that the staff always explained things in a way that was easy to understand in the last 2 months.

## Source

Home Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "always" by the number of respondents who answered "never, sometimes, usually or always" to the question: In the last 2 months, how often did Extra-Mural staff do each of the following: Explain things in a way that was easy to understand?

## 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
%	XM_COM02_1

## Caption

n/a = Not applicable / not available

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