

## 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

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

## 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

**Gender**

Female	87.4	86.1	84.9	90.7
Male	88.3	86.7	87.4	89.8

**Language**

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

**Indigenous identity**

Indigenous	75.3	84.0	87.3	91.1
Non-Indigenous	88.5	86.7	86.4	90.3

**Education level**

High school or less	87.3	86.0	85.0	89.9
Postsecondary	89.4	87.7	89.5	91.7

**Household income**

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