Citizens receiving home care services from the Extra-Mural Program who reported that the staff always listened to them carefully in the last 2 months

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
Province				
New Brunswick	**91.1**	**88.4**	**87.6**	**87.0**
Health zones				
Zone 1 - Moncton and South-East Area	**90.4**	**87.9**	**89.0**	**87.8**
Zone 2 - Fundy Shore and Saint John Area	**90.8**	**89.0**	**87.9**	**86.7**
Zone 3 - Fredericton and River Valley Area	**90.0**	**89.6**	**86.8**	**86.7**
Zone 4 - Madawaska and North-West Area	**90.5**	**85.0**	**84.6**	**83.3**
Zone 5 - Restigouche Area	**94.0**	**91.6**	**91.0**	**89.2**
Zone 6 - Bathurst and Acadian Peninsula Area	**92.5**	**85.9**	**86.8**	**88.4**
Zone 7 - Miramichi Area	**95.9**	**88.3**	**87.8**	**87.2**
Communities				
Bathurst, Beresford, Petit-Rocher Area	**89.8**	**84.4**	**88.9**	**86.3**
Bouctouche, Richibucto, Saint-Antoine Area	**93.7**	**89.0**	**92.5**	**93.9**
Campbellton, Atholville, Tide Head Area	**97.3**	**92.7**	**90.9**	**86.0**
Caraquet, Paquetville, Bertrand Area	**95.6**	**86.0**	**87.6**	**86.1**
Dalhousie, Balmoral, Belledune Area	**90.8**	**90.6**	**91.1**	**92.1**
Dieppe and Memramcook	**95.1**	**95.2**	**93.6**	**90.7**
Douglas, Saint Marys, Doaktown Area	**94.7**	**86.4**	**90.1**	**80.6**
Edmundston, Rivière-Verte, Lac Baker Area	**90.5**	**82.5**	**82.7**	**85.2**
Florenceville-Bristol, Woodstock, Wakefield Area	**91.3**	**89.6**	**88.0**	**87.0**
Fredericton	**86.7**	**88.7**	**84.4**	**88.9**
Grand Bay-Westfield, Westfield, Greenwich Area	**S**	**87.5**	**90.3**	**97.7**

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Falls, Saint-Léonard, Drummond Area	89.9	87.6	86.8	81.6
Hillsborough, Riverside-Albert, Alma Area	S	S	85.3	88.3
Kedgwick, Saint-Quentin and Grimmer	S	88.6	86.4	80.9
Minto, Chipman, Cambridge-Narrows Area	89.4	89.5	85.6	92.0
Miramichi, Rogersville, Blackville Area	95.8	87.9	88.5	88.0
Moncton	89.7	85.7	87.2	86.3
Nackawic, McAdam, Canterbury Area	86.9	95.9	84.0	92.6
Neguac, Alnwick, Esgenoopetitj Area	S	90.9	83.8	83.5
New Maryland, Kingsclear, Lincoln Area	87.8	89.5	90.3	79.3
Oromocto, Gagetown, Fredericton Junction Area	97.9	88.8	88.8	82.0
Perth-Andover, Plaster Rock, Tobique Area	90.4	91.4	86.6	84.9
Quispamsis, Rothesay, Hampton Area	93.3	92.2	88.6	87.4
Riverview and Coverdale	87.7	87.1	83.6	88.6
Sackville, Dorchester, Port Elgin Area	87.0	91.4	87.0	82.9
Saint John, Simonds and Musquash	87.8	87.1	84.6	84.3
Salisbury and Petitcodiac	S	83.0	92.4	87.1
Shediac, Beaubassin East and Cap-Pelé	90.5	87.0	90.7	86.5
Shippagan, Lamèque, Inkerman Area	94.6	85.4	87.3	91.6
St. George, Grand Manan, Blacks Harbour Area	93.6	96.8	88.0	84.3
St. Stephen, Saint Andrews, Campobello Island Area	90.4	88.3	93.4	87.5
Sussex, Norton, Sussex Corner Area	92.3	84.8	88.8	90.1
Tracadie and Saint-Isidore	92.7	89.0	83.6	90.4

Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	90.5	87.0	86.0	86.4

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	Year 2024	Year 2021	Year 2018	Year 2015
65 and over	91.2	88.8	88.3	87.3
Gender				
Female	91.6	88.2	87.2	86.0
Male	90.9	88.6	88.2	88.2
2SLGBTQIA+ status				
2SLGBTQIA+	S	n/a	n/a	n/a
Language				
Most comfortable in English	90.6	n/a	n/a	n/a
Most comfortable in French	92.9	n/a	n/a	n/a
Comfortable in both English and French	92.1	n/a	n/a	n/a
Indigenous identity				
Indigenous	88.2	76.9	84.0	85.6
Immigrant				
Immigrants	82.9	n/a	n/a	n/a
Education level				
High school or less	91.9	88.3	87.9	86.8
Postsecondary	90.5	88.7	87.5	88.5
Disability or special need				
Disability or special need	88.2	n/a	n/a	n/a
Household income				
Less than $30,000	91.3	n/a	n/a	n/a
$30,000 to less than $60,000	90.4	n/a	n/a	n/a
$60,000 or more	93.4	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
Racialized groups				
Racialized groups	**86.5**	n/a	n/a	n/a

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About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that the staff always listened to them carefully 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: Listen carefully to you?

Unit	Interpretation	NBHC code
%	Higher is better	XM_COM03_1

Caption
n/a = Not applicable / not available
S = Data suppressed due to confidentiality requirements and/or small sample size