

## Citizens receiving home care services from the Extra-Mural Program [and receiving services from more than one person] who reported that they never received conflicting information from different staff in the last 2 months

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
<b>Province</b>				
New Brunswick	88.7	87.3	86.4	81.7
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	89.0	88.5	86.8	79.8
Zone 2 - Fundy Shore and Saint John Area	89.4	88.5	90.3	83.6
Zone 3 - Fredericton and River Valley Area	90.9	89.8	86.2	84.6
Zone 4 - Madawaska and North-West Area	83.0	83.2	81.1	80.7
Zone 5 - Restigouche Area	90.0	83.9	91.2	79.5
Zone 6 - Bathurst and Acadian Peninsula Area	85.4	81.2	82.7	82.0
Zone 7 - Miramichi Area	87.6	88.0	84.0	75.4
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	82.9	88.0	84.2	76.7
Bouctouche, Richibucto, Saint-Antoine Area	93.1	86.9	83.0	82.9
Campbellton, Atholville, Tide Head Area	89.2	85.4	92.1	83.8
Caraquet, Paquetville, Bertrand Area	82.0	88.2	82.5	85.3
Dalhousie, Balmoral, Belledune Area	90.8	82.3	90.5	72.2
Dieppe and Memramcook	86.2	92.5	92.1	82.7
Douglas, Saint Marys, Doaktown Area	89.8	93.3	S	S
Edmundston, Rivière-Verte, Lac Baker Area	86.2	84.9	81.6	79.3
Florenceville-Bristol, Woodstock, Wakefield Area	91.3	92.0	88.7	89.2
Fredericton	91.7	85.1	85.8	86.1

	Year 2021	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	<b>82.6</b>	<b>81.6</b>	<b>84.0</b>	<b>78.5</b>
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	<b>92.2</b>	<b>90.1</b>	<b>87.5</b>	S
Miramichi, Rogersville, Blackville Area	<b>90.5</b>	<b>91.7</b>	<b>85.5</b>	<b>74.7</b>
Moncton	<b>89.8</b>	<b>90.6</b>	<b>87.6</b>	<b>76.7</b>
Nackawic, McAdam, Canterbury Area	<b>90.8</b>	<b>88.3</b>	<b>93.4</b>	<b>79.7</b>
Neguac, Alnwick, Esgenoopetitj Area	S	S	S	S
New Maryland, Kingsclear, Lincoln Area	<b>89.6</b>	<b>90.4</b>	<b>75.7</b>	S
Oromocto, Gagetown, Fredericton Junction Area	<b>88.0</b>	<b>95.2</b>	<b>85.4</b>	S
Perth-Andover, Plaster Rock, Tobique Area	<b>91.4</b>	<b>92.4</b>	<b>81.8</b>	<b>79.7</b>
Quispamsis, Rothesay, Hampton Area	<b>85.4</b>	<b>86.5</b>	<b>80.0</b>	<b>76.1</b>
Riverview and Coverdale	<b>86.5</b>	<b>82.7</b>	<b>80.8</b>	<b>88.0</b>
Sackville, Dorchester, Port Elgin Area	<b>90.3</b>	<b>94.6</b>	<b>90.9</b>	<b>88.8</b>
Saint John, Simonds and Musquash	<b>90.7</b>	<b>86.3</b>	<b>87.1</b>	<b>77.8</b>
Salisbury and Petitcodiac	<b>82.3</b>	S	S	S
Shediac, Beaubassin East and Cap-Pelé	<b>87.4</b>	<b>83.8</b>	<b>89.3</b>	<b>76.3</b>
Shippagan, Lamèque, Inkerman Area	<b>86.1</b>	<b>82.6</b>	<b>77.7</b>	S
St. George, Grand Manan, Blacks Harbour Area	<b>93.9</b>	<b>93.7</b>	<b>94.9</b>	<b>95.7</b>
St. Stephen, Saint Andrews, Campobello Island Area	<b>89.0</b>	<b>93.2</b>	<b>95.8</b>	<b>86.5</b>
Sussex, Norton, Sussex Corner Area	<b>86.0</b>	<b>85.3</b>	<b>93.0</b>	<b>88.3</b>
Tracadie and Saint-Isidore	<b>92.1</b>	<b>69.2</b>	<b>87.2</b>	<b>83.2</b>

## Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	86.5	84.9	84.9	78.3
65 and over	89.3	88.2	87.4	83.5
<b>Gender</b>				
Female	88.3	87.1	85.3	82.5
Male	89.2	87.6	88.0	80.5
<b>Language</b>				
Preferred language of service: English	89.8	89.3	88.0	81.8
Preferred language of service: French	85.2	79.8	82.3	81.4
<b>Indigenous identity</b>				
Indigenous	81.3	81.9	77.2	67.5
Non-Indigenous	89.8	87.7	87.2	82.4
<b>Education level</b>				
High school or less	87.4	86.5	85.1	80.3
Postsecondary	91.1	90.2	90.0	86.2
<b>Household income</b>				
Less than \$25,000	86.0	84.0	84.0	77.5
\$25,000 to less than \$60,000	91.8	90.8	88.1	85.0
\$60,000 or more	93.5	92.5	92.8	84.7

## About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program [and receiving services from more than one person] who reported that they never received conflicting information from different staff in the last 2 months.

## Source

Home Care Survey

## Calculations

This indicator is based on respondents who receive services from more than one person . This indicator is calculated by dividing the number of respondents who answered "never" by the number of respondents who answered "never, sometimes, usually or always" to the question: In the last 2 months, how often have you received conflicting or different information from different Extra-Mural staff?

## 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_CRD02_1

## Caption

n/a = Not applicable / not available

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