

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

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
<b>Province</b>				
New Brunswick	89.6	88.7	87.3	86.4
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	88.9	89.0	88.5	86.8
Zone 2 - Fundy Shore and Saint John Area	91.0	89.4	88.5	90.3
Zone 3 - Fredericton and River Valley Area	91.6	90.9	89.8	86.2
Zone 4 - Madawaska and North-West Area	82.6	83.0	83.2	81.1
Zone 5 - Restigouche Area	88.7	90.0	83.9	91.2
Zone 6 - Bathurst and Acadian Peninsula Area	86.3	85.4	81.2	82.7
Zone 7 - Miramichi Area	96.1	87.6	88.0	84.0
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	88.5	82.9	88.0	84.2
Bouctouche, Richibucto, Saint-Antoine Area	89.1	93.1	86.9	83.0
Campbellton, Atholville, Tide Head Area	90.1	89.2	85.4	92.1
Caraquet, Paquetville, Bertrand Area	87.7	82.0	88.2	82.5
Dalhousie, Balmoral, Belledune Area	87.2	90.8	82.3	90.5
Dieppe and Memramcook	92.4	86.2	92.5	92.1
Douglas, Saint Marys, Doaktown Area	95.1	89.8	93.3	S
Edmundston, Rivière-Verte, Lac Baker Area	85.2	86.2	84.9	81.6
Florenceville-Bristol, Woodstock, Wakefield Area	96.4	91.3	92.0	88.7
Fredericton	88.8	91.7	85.1	85.8

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	78.8	82.6	81.6	84.0
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	S	S
Minto, Chipman, Cambridge-Narrows Area	97.1	92.2	90.1	87.5
Miramichi, Rogersville, Blackville Area	96.4	90.5	91.7	85.5
Moncton	89.9	89.8	90.6	87.6
Nackawic, McAdam, Canterbury Area	S	90.8	88.3	93.4
Neguac, Alnwick, Esgenoopetitj Area	S	S	S	S
New Maryland, Kingsclear, Lincoln Area	86.5	89.6	90.4	75.7
Oromocto, Gagetown, Fredericton Junction Area	95.6	88.0	95.2	85.4
Perth-Andover, Plaster Rock, Tobique Area	83.9	91.4	92.4	81.8
Quispamsis, Rothesay, Hampton Area	93.3	85.4	86.5	80.0
Riverview and Coverdale	91.1	86.5	82.7	80.8
Sackville, Dorchester, Port Elgin Area	85.6	90.3	94.6	90.9
Saint John, Simonds and Musquash	84.5	90.7	86.3	87.1
Salisbury and Petitcodiac	S	82.3	S	S
Shediac, Beaubassin East and Cap-Pelé	81.9	87.4	83.8	89.3
Shippagan, Lamèque, Inkerman Area	83.6	86.1	82.6	77.7
St. George, Grand Manan, Blacks Harbour Area	94.4	93.9	93.7	94.9
St. Stephen, Saint Andrews, Campobello Island Area	92.7	89.0	93.2	95.8
Sussex, Norton, Sussex Corner Area	97.7	86.0	85.3	93.0
Tracadie and Saint-Isidore	83.3	92.1	69.2	87.2

## Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	87.5	86.5	84.9	84.9
65 and over	90.0	89.3	88.2	87.4
<b>Gender</b>				
Female	88.7	88.3	87.1	85.3
Male	91.3	89.2	87.6	88.0
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	S	n/a	n/a	n/a
<b>Language</b>				
Most comfortable in English	90.8	n/a	n/a	n/a
Most comfortable in French	85.0	n/a	n/a	n/a
Comfortable in both English and French	91.3	n/a	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	83.8	81.3	81.9	77.2
<b>Immigrant</b>				
Immigrants	89.8	n/a	n/a	n/a
<b>Education level</b>				
High school or less	89.3	87.4	86.5	85.1
Postsecondary	90.7	91.1	90.2	90.0
<b>Disability or special need</b>				
Disability or special need	90.9	n/a	n/a	n/a
<b>Household income</b>				
Less than \$30,000	87.8	n/a	n/a	n/a
\$30,000 to less than \$60,000	91.0	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
\$60,000 or more	93.5	n/a	n/a	n/a
<b>Racialized groups</b>				
Racialized groups	83.4	n/a	n/a	n/a

## About

This indicator is the percentage of citizens receiving home care services from more than one person from the Extra-Mural Program 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?

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Unit	Interpretation	NBHC code
%	Higher is better	XM_CRD02_1

## Caption

n/a = Not applicable / not available

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