

## Citizens receiving home care services from the Extra-Mural Program who reported that they believe they were harmed because of an error or mistake as a result of services received in the last 12 months

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
<b>Province</b>				
New Brunswick	1.7	1.0	1.4	1.3
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	1.5	1.1	1.4	1.2
Zone 2 - Fundy Shore and Saint John Area	1.5	1.1	1.4	1.1
Zone 3 - Fredericton and River Valley Area	1.4	0.7	1.4	1.2
Zone 4 - Madawaska and North-West Area	S	1.5	2.1	2.4
Zone 5 - Restigouche Area	5.1	S	S	S
Zone 6 - Bathurst and Acadian Peninsula Area	2.5	S	1.6	1.4
Zone 7 - Miramichi Area	S	S	S	S
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	S	0.0	S	S
Bouctouche, Richibucto, Saint-Antoine Area	S	S	S	S
Campbellton, Atholville, Tide Head Area	7.2	0.0	0.0	S
Caraquet, Paquetville, Bertrand Area	S	S	S	0.0
Dalhousie, Balmoral, Belledune Area	S	S	S	0.0
Dieppe and Memramcook	S	S	S	S
Douglas, Saint Marys, Doaktown Area	S	0.0	S	0.0
Edmundston, Rivière-Verte, Lac Baker Area	S	S	3.2	S
Florenceville-Bristol, Woodstock, Wakefield Area	S	0.0	S	S
Fredericton	S	S	2.3	S

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	0.0	S	0.0
Grand Falls, Saint-Léonard, Drummond Area	0.0	S	S	S
Hillsborough, Riverside-Albert, Alma Area	S	0.0	S	S
Kedgwick, Saint-Quentin and Grimmer	S	0.0	S	S
Minto, Chipman, Cambridge-Narrows Area	S	0.0	0.0	0.0
Miramichi, Rogersville, Blackville Area	S	0.0	S	S
Moncton	S	S	S	0.0
Nackawic, McAdam, Canterbury Area	S	0.0	0.0	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	0.0	S
New Maryland, Kingsclear, Lincoln Area	S	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	0.0	0.0	S	S
Quispamsis, Rothesay, Hampton Area	S	S	S	0.0
Riverview and Coverdale	S	S	S	S
Sackville, Dorchester, Port Elgin Area	S	S	S	0.0
Saint John, Simonds and Musquash	2.3	S	S	1.8
Salisbury and Petitcodiac	S	0.0	0.0	0.0
Shediac, Beaubassin East and Cap-Pelé	0.0	S	S	S
Shippagan, Lamèque, Inkerman Area	S	S	S	S
St. George, Grand Manan, Blacks Harbour Area	0.0	S	0.0	S
St. Stephen, Saint Andrews, Campobello Island Area	S	S	S	0.0
Sussex, Norton, Sussex Corner Area	S	S	S	S
Tracadie and Saint-Isidore	0.0	S	S	0.0

## Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	2.7	1.9	1.5	1.8
65 and over	1.5	0.7	1.3	1.1
<b>Gender</b>				
Female	1.6	0.7	1.6	1.2
Male	1.6	1.3	1.1	1.5
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	S	n/a	n/a	n/a
<b>Language</b>				
Most comfortable in English	1.6	n/a	n/a	n/a
Most comfortable in French	1.8	n/a	n/a	n/a
Comfortable in both English and French	S	n/a	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	S	S	S	S
<b>Immigrant</b>				
Immigrants	0.0	n/a	n/a	n/a
<b>Education level</b>				
High school or less	1.5	0.7	1.0	1.3
Postsecondary	1.9	1.4	2.0	1.8
<b>Disability or special need</b>				
Disability or special need	2.3	n/a	n/a	n/a
<b>Household income</b>				
Less than \$30,000	1.8	n/a	n/a	n/a
\$30,000 to less than \$60,000	1.8	n/a	n/a	n/a

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

### About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that they believe they were harmed because of an error or mistake as a result of services received in the last 12 months.

### Source

Home Care Survey

### Calculations

This indicator is calculated by dividing the number of respondents who answered "yes" by the number of respondents who answered "yes or no" to the question: Do you or your family members believe that you were harmed because of an error or mistake as a result of Extra-Mural services?

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Unit	Interpretation	NBHC code
%	Lower is better	XM_ERR01_1

### Caption

n/a = Not applicable / not available

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