Citizens receiving home care services from the Extra-Mural Program who reported that they always received the help or advice they needed when contacting the Extra-Mural Program office in the last 2 months

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
Province				
New Brunswick	**97.2**	**96.5**	**96.6**	**97.3**
Health zones				
Zone 1 - Moncton and South-East Area	**96.9**	**97.6**	**96.0**	**97.1**
Zone 2 - Fundy Shore and Saint John Area	**95.8**	**95.9**	**95.6**	**96.9**
Zone 3 - Fredericton and River Valley Area	**96.5**	**94.8**	**96.8**	**95.8**
Zone 4 - Madawaska and North-West Area	**97.6**	**97.6**	**98.4**	**98.9**
Zone 5 - Restigouche Area	**98.9**	**97.5**	**97.6**	**100.0**
Zone 6 - Bathurst and Acadian Peninsula Area	**99.2**	**98.4**	**96.8**	**98.5**
Zone 7 - Miramichi Area	**100.0**	**96.5**	**97.8**	**96.4**
Communities				
Bathurst, Beresford, Petit-Rocher Area	**98.7**	**96.9**	**95.9**	**97.8**
Bouctouche, Richibucto, Saint-Antoine Area	**96.8**	**97.3**	**100.0**	**96.0**
Campbellton, Atholville, Tide Head Area	**100.0**	**100.0**	**95.2**	**100.0**
Caraquet, Paquetville, Bertrand Area	**100.0**	**100.0**	**98.0**	**100.0**
Dalhousie, Balmoral, Belledune Area	**97.8**	**95.1**	**100.0**	**100.0**
Dieppe and Memramcook	**96.3**	**100.0**	**93.2**	**100.0**
Douglas, Saint Marys, Doaktown Area	S	**96.9**	S	S
Edmundston, Rivière-Verte, Lac Baker Area	**97.2**	**98.0**	**96.8**	**100.0**
Florenceville-Bristol, Woodstock, Wakefield Area	**96.2**	**92.4**	**99.1**	**93.9**
Fredericton	**95.8**	**96.7**	**94.4**	**97.8**

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	**98.7**	**96.4**	**100.0**	**97.4**
Hillsborough, Riverside-Albert, Alma Area	S	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	**100.0**	S
Minto, Chipman, Cambridge-Narrows Area	S	S	S	S
Miramichi, Rogersville, Blackville Area	**100.0**	**95.6**	**97.5**	**96.9**
Moncton	**96.8**	**97.7**	**95.6**	**95.8**
Nackawic, McAdam, Canterbury Area	S	**94.0**	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	S	S
New Maryland, Kingsclear, Lincoln Area	S	**89.7**	**97.8**	**89.9**
Oromocto, Gagetown, Fredericton Junction Area	**97.4**	**93.0**	**94.4**	S
Perth-Andover, Plaster Rock, Tobique Area	S	S	**93.6**	S
Quispamsis, Rothesay, Hampton Area	**93.5**	**94.4**	**96.5**	**97.1**
Riverview and Coverdale	**95.2**	**94.9**	**95.0**	**92.4**
Sackville, Dorchester, Port Elgin Area	**94.5**	**100.0**	**100.0**	**100.0**
Saint John, Simonds and Musquash	**95.0**	**95.2**	**92.1**	**96.8**
Salisbury and Petitcodiac	S	S	S	S
Shediac, Beaubassin East and Cap-Pelé	**100.0**	**94.9**	**94.5**	**98.8**
Shippagan, Lamèque, Inkerman Area	**97.9**	**100.0**	**97.9**	**98.4**
St. George, Grand Manan, Blacks Harbour Area	**98.1**	**96.0**	**100.0**	**96.8**
St. Stephen, Saint Andrews, Campobello Island Area	**93.9**	**97.7**	**98.8**	**97.1**
Sussex, Norton, Sussex Corner Area	**100.0**	**96.9**	**98.4**	**96.1**
Tracadie and Saint-Isidore	**100.0**	**98.3**	**96.0**	**98.4**

Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	**94.5**	**95.6**	**96.1**	**96.7**
65 and over	**97.7**	**96.9**	**96.9**	**97.8**
Gender				
Female	**97.2**	**95.9**	**97.0**	**97.1**
Male	**97.5**	**97.4**	**96.2**	**97.6**
2SLGBTQIA+ status				
2SLGBTQIA+	S	n/a	n/a	n/a
Language				
Most comfortable in English	**97.1**	n/a	n/a	n/a
Most comfortable in French	**97.6**	n/a	n/a	n/a
Comfortable in both English and French	**98.4**	n/a	n/a	n/a
Indigenous identity				
Indigenous	S	S	**100.0**	**100.0**
Immigrant				
Immigrants	**94.0**	n/a	n/a	n/a
Education level				
High school or less	**97.8**	**96.5**	**97.5**	**97.5**
Postsecondary	**96.7**	**96.0**	**95.1**	**97.2**
Disability or special need				
Disability or special need	**94.7**	n/a	n/a	n/a
Household income				
Less than $30,000	**96.6**	n/a	n/a	n/a
$30,000 to less than $60,000	**98.3**	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
$60,000 or more	**97.0**	n/a	n/a	n/a

Racialized groups

Racialized groups	**96.1**	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 always received the help or advice they needed when contacting the Extra-Mural Program office in the last 2 months.

Source

Home Care Survey

Calculations

This indicator is based on respondents who contacted the Extra-Mural Program office in the last 2 months. 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: When you contacted this program’s office, did you always receive the help or advice you needed?

Unit	Interpretation	NBHC code
%	Higher is better	XM_OFF02_1

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