Citizens receiving home care services from the Extra-Mural Program who reported that they know who to contact if they have a complaint about their services

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
Province				
New Brunswick	**73.1**	**64.2**	**70.4**	**66.5**
Health zones				
Zone 1 - Moncton and South-East Area	**75.0**	**68.5**	**71.9**	**67.9**
Zone 2 - Fundy Shore and Saint John Area	**74.7**	**65.4**	**72.2**	**67.3**
Zone 3 - Fredericton and River Valley Area	**75.4**	**66.2**	**73.6**	**66.0**
Zone 4 - Madawaska and North-West Area	**58.2**	**56.1**	**66.2**	**64.2**
Zone 5 - Restigouche Area	**74.7**	**68.9**	**67.5**	**72.1**
Zone 6 - Bathurst and Acadian Peninsula Area	**63.9**	**49.6**	**58.9**	**58.1**
Zone 7 - Miramichi Area	**81.5**	**64.2**	**72.9**	**70.7**
Communities				
Bathurst, Beresford, Petit-Rocher Area	**68.8**	**56.9**	**64.5**	**66.7**
Bouctouche, Richibucto, Saint-Antoine Area	**76.4**	**64.4**	**79.4**	**73.8**
Campbellton, Atholville, Tide Head Area	**73.1**	**60.4**	**69.5**	**71.7**
Caraquet, Paquetville, Bertrand Area	**64.7**	**52.2**	**64.2**	**55.2**
Dalhousie, Balmoral, Belledune Area	**76.1**	**76.2**	**65.4**	**72.5**
Dieppe and Memramcook	**79.7**	**70.6**	**72.8**	**67.6**
Douglas, Saint Marys, Doaktown Area	**75.7**	**76.3**	**78.7**	**64.9**
Edmundston, Rivière-Verte, Lac Baker Area	**55.1**	**51.0**	**67.3**	**59.6**
Florenceville-Bristol, Woodstock, Wakefield Area	**79.0**	**65.7**	**78.5**	**67.4**
Fredericton	**68.5**	**64.8**	**71.6**	**67.8**

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	Year 2024	Year 2021	Year 2018	Year 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	62.9	76.6	67.1
Grand Falls, Saint-Léonard, Drummond Area	68.6	64.0	72.1	70.3
Hillsborough, Riverside-Albert, Alma Area	S	71.2	92.5	81.1
Kedgwick, Saint-Quentin and Grimmer	S	53.9	46.5	64.0
Minto, Chipman, Cambridge-Narrows Area	83.6	75.0	77.6	57.1
Miramichi, Rogersville, Blackville Area	82.6	67.0	73.9	73.6
Moncton	75.7	71.7	68.5	66.0
Nackawic, McAdam, Canterbury Area	79.2	57.5	65.9	67.7
Neguac, Alnwick, Esgenoopetitj Area	S	50.0	S	57.8
New Maryland, Kingsclear, Lincoln Area	74.6	65.9	75.2	63.8
Oromocto, Gagetown, Fredericton Junction Area	77.2	64.2	64.1	67.3
Perth-Andover, Plaster Rock, Tobique Area	77.8	68.1	72.0	64.2
Quispamsis, Rothesay, Hampton Area	72.9	66.6	73.6	57.3
Riverview and Coverdale	79.9	69.6	71.3	64.8
Sackville, Dorchester, Port Elgin Area	66.4	62.2	69.8	69.4
Saint John, Simonds and Musquash	72.6	65.3	67.3	71.1
Salisbury and Petitcodiac	S	69.5	71.1	68.0
Shediac, Beaubassin East and Cap-Pelé	68.9	66.8	70.2	65.6
Shippagan, Lamèque, Inkerman Area	57.8	36.5	49.7	53.7
St. George, Grand Manan, Blacks Harbour Area	73.9	59.0	75.7	60.8
St. Stephen, Saint Andrews, Campobello Island Area	76.3	69.1	79.6	67.8
Sussex, Norton, Sussex Corner Area	81.6	65.8	72.3	71.0
Tracadie and Saint-Isidore	59.9	45.9	54.7	51.5

Age

	Year 2024	Year 2021	Year 2018	Year 2015
18-64	68.5	61.2	65.1	62.3
65 and over	74.0	65.2	72.5	69.4
Gender				
Female	72.6	62.6	69.6	65.0
Male	74.5	66.2	71.4	68.4
2SLGBTQIA+ status				
2SLGBTQIA+	S	n/a	n/a	n/a
Language				
Most comfortable in English	76.2	n/a	n/a	n/a
Most comfortable in French	60.3	n/a	n/a	n/a
Comfortable in both English and French	74.9	n/a	n/a	n/a
Indigenous identity				
Indigenous	73.1	58.6	68.9	68.7
Immigrant				
Immigrants	69.6	n/a	n/a	n/a
Education level				
High school or less	73.5	64.2	71.2	65.3
Postsecondary	73.6	65.1	69.8	69.4
Disability or special need				
Disability or special need	69.4	n/a	n/a	n/a
Household income				
Less than $30,000	73.2	n/a	n/a	n/a
$30,000 to less than $60,000	74.0	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
$60,000 or more	**71.8**	n/a	n/a	n/a

Racialized groups

	Year 2024	Year 2021	Year 2018	Year 2015
Racialized groups	**77.9**	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 know who to contact if they have a complaint about their services.

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 know who to contact if you want to make a complaint about your home care services?

Unit	Interpretation	NBHC code
%	Higher is better	XM_PGMCO_1

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