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**

	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

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