

## Citizens receiving home care services from the Extra-Mural Program who reported that they had a problem getting the information they needed about their services

Unit : %

	Year 2018	Year 2015	Year 2012
<b>Province</b>			
New Brunswick	3.1	3.2	2.1
<b>Health zones</b>			
Zone 1 - Moncton and South-East Area	1.6	3.8	2.4
Zone 2 - Fundy Shore and Saint John Area	3.6	3.3	1.5
Zone 3 - Fredericton and River Valley Area	3.6	3.5	2.0
Zone 4 - Madawaska and North-West Area	3.5	2.9	2.7
Zone 5 - Restigouche Area	4.0	2.7	S
Zone 6 - Bathurst and Acadian Peninsula Area	3.5	2.4	2.3
Zone 7 - Miramichi Area	3.7	2.4	3.0
<b>Communities</b>			
Bathurst, Beresford, Petit-Rocher Area	S	S	0.0
Bouctouche, Richibucto, Saint-Antoine Area	S	S	S
Campbellton, Atholville, Tide Head Area	5.6	S	S
Caraquet, Paquetville, Bertrand Area	S	S	S
Dalhousie, Balmoral, Belledune Area	S	4.4	S
Dieppe and Memramcook	S	S	S
Douglas, Saint Marys, Doaktown Area	S	S	S
Edmundston, Rivière-Verte, Lac Baker Area	4.7	3.9	3.4
Florenceville-Bristol, Woodstock, Wakefield Area	S	S	S
Fredericton	6.3	4.9	S

	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S
Grand Falls, Saint-Léonard, Drummond Area	S	S	S
Hillsborough, Riverside-Albert, Alma Area	S	<b>0.0</b>	<b>0.0</b>
Kedgwick, Saint-Quentin and Grimmer	<b>0.0</b>	S	S
Minto, Chipman, Cambridge-Narrows Area	S	S	S
Miramichi, Rogersville, Blackville Area	<b>3.7</b>	S	S
Moncton	S	<b>4.1</b>	<b>3.1</b>
Nackawic, McAdam, Canterbury Area	S	<b>0.0</b>	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	S
New Maryland, Kingsclear, Lincoln Area	S	S	<b>0.0</b>
Oromocto, Gagetown, Fredericton Junction Area	S	<b>13.4</b>	<b>0.0</b>
Perth-Andover, Plaster Rock, Tobique Area	S	S	S
Quispamsis, Rothesay, Hampton Area	S	S	S
Riverview and Coverdale	S	S	S
Sackville, Dorchester, Port Elgin Area	<b>0.0</b>	S	<b>0.0</b>
Saint John, Simonds and Musquash	<b>4.8</b>	<b>4.1</b>	<b>2.2</b>
Salisbury and Petitcodiac	<b>0.0</b>	S	S
Shediac, Beaubassin East and Cap-Pelé	S	<b>2.7</b>	S
Shippagan, Lamèque, Inkerman Area	S	S	S
St. George, Grand Manan, Blacks Harbour Area	S	S	<b>0.0</b>
St. Stephen, Saint Andrews, Campobello Island Area	S	<b>4.7</b>	S
Sussex, Norton, Sussex Corner Area	S	S	<b>0.0</b>
Tracadie and Saint-Isidore	<b>4.5</b>	S	S

## Age

	Year 2018	Year 2015	Year 2012
18-64	4.7	3.0	2.9
65 and over	2.5	3.2	1.5
<b>Gender</b>			
Female	3.5	3.2	2.2
Male	2.7	3.3	2.0
<b>Language</b>			
Preferred language of service: English	3.3	3.2	2.1
Preferred language of service: French	3.2	3.0	2.0
<b>Indigenous identity</b>			
Indigenous	S	S	S
Non-Indigenous	3.0	3.1	2.0
<b>Education level</b>			
High school or less	2.8	3.3	1.5
Postsecondary	3.5	3.2	2.9
<b>Household income</b>			
Less than \$25,000	3.7	4.0	2.2
\$25,000 to less than \$60,000	2.2	2.9	1.6
\$60,000 or more	3.0	2.7	S

## About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that they had a problem getting the information they needed 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: Have you ever had a problem getting the information you needed about home care services?

## Notes

The 2021 edition of the Home Care Survey was conducted during the COVID-19 pandemic. While the pandemic did not influence the survey's response rate, users are advised to use the survey data with caution, especially when creating estimates for small sub-populations or when comparing it to other editions of the survey.

Unit	NBHC code
%	XM_PGMPI_1

## Caption

n/a = Not applicable / not available

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