

## Citizens receiving home care services from the Extra-Mural Program who reported that they had problems with their services in the last 2 months

Unit : %

	Year 2018	Year 2015	Year 2012
<b>Province</b>			
New Brunswick	2.4	2.8	2.2
<b>Health zones</b>			
Zone 1 - Moncton and South-East Area	2.1	3.2	2.2
Zone 2 - Fundy Shore and Saint John Area	3.0	2.3	2.2
Zone 3 - Fredericton and River Valley Area	2.5	2.8	2.4
Zone 4 - Madawaska and North-West Area	2.4	2.8	2.8
Zone 5 - Restigouche Area	S	2.9	3.8
Zone 6 - Bathurst and Acadian Peninsula Area	1.6	2.8	S
Zone 7 - Miramichi Area	S	2.4	S
<b>Communities</b>			
Bathurst, Beresford, Petit-Rocher Area	S	S	S
Bouctouche, Richibucto, Saint-Antoine Area	S	S	S
Campbellton, Atholville, Tide Head Area	S	S	S
Caraquet, Paquetville, Bertrand Area	S	S	S
Dalhousie, Balmoral, Belledune Area	S	S	S
Dieppe and Memramcook	0.0	S	S
Douglas, Saint Marys, Doaktown Area	S	0.0	S
Edmundston, Rivière-Verte, Lac Baker Area	3.5	S	S
Florenceville-Bristol, Woodstock, Wakefield Area	S	2.6	S
Fredericton	4.8	S	S
Grand Bay-Westfield, Westfield, Greenwich Area	S	0.0	0.0

	Year 2018	Year 2015	Year 2012
Grand Falls, Saint-Léonard, Drummond Area	S	4.8	S
Hillsborough, Riverside-Albert, Alma Area	S	S	S
Kedgwick, Saint-Quentin and Grimmer	S	S	0.0
Minto, Chipman, Cambridge-Narrows Area	S	0.0	S
Miramichi, Rogersville, Blackville Area	S	S	S
Moncton	2.0	4.9	2.1
Nackawic, McAdam, Canterbury Area	S	0.0	0.0
Neguac, Alnwick, Esgenoopetitj Area	S	S	0.0
New Maryland, Kingsclear, Lincoln Area	S	S	0.0
Oromocto, Gagetown, Fredericton Junction Area	0.0	S	S
Perth-Andover, Plaster Rock, Tobique Area	S	S	S
Quispamsis, Rothesay, Hampton Area	S	S	S
Riverview and Coverdale	S	S	6.1
Sackville, Dorchester, Port Elgin Area	S	S	0.0
Saint John, Simonds and Musquash	5.0	3.4	3.2
Salisbury and Petitcodiac	0.0	S	S
Shediac, Beaubassin East and Cap-Pelé	3.6	S	S
Shippagan, Lamèque, Inkerman Area	S	S	0.0
St. George, Grand Manan, Blacks Harbour Area	S	S	S
St. Stephen, Saint Andrews, Campobello Island Area	S	S	S
Sussex, Norton, Sussex Corner Area	S	S	S
Tracadie and Saint-Isidore	S	S	0.0
<b>Age</b>			
18-64	3.7	3.4	3.2

	Year 2018	Year 2015	Year 2012
65 and over	1.9	2.3	1.4
<b>Gender</b>			
Female	2.5	2.8	2.0
Male	2.2	2.7	2.5
<b>Language</b>			
Preferred language of service: English	2.4	3.1	2.6
Preferred language of service: French	1.9	2.0	1.0
<b>Indigenous identity</b>			
Indigenous	S	S	S
Non-Indigenous	2.3	2.5	2.2
<b>Education level</b>			
High school or less	2.0	2.3	1.4
Postsecondary	3.0	3.4	3.1
<b>Household income</b>			
Less than \$25,000	2.6	2.6	2.0
\$25,000 to less than \$60,000	1.7	1.9	1.6
\$60,000 or more	2.2	2.5	2.6

### About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who reported that they had problems with their services in the last 2 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: In the last 2 months, did you have any problems with the care you got through this program?

### 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.

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<b>Unit</b>	<b>NBHC code</b>
%	XM_PGMPR_1

### Caption

n/a = Not applicable / not available

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