

Citizens receiving home care services from the Extra-Mural Program who give a favourable rating of 8, 9 or 10 for services received from staff in the last 2 months (scale 0 to 10)

Unit : %

	Year 2021	Year 2018	Year 2015	Year 2012
Province				
New Brunswick	95.6	95.3	95.1	96.7
Health zones				
Zone 1 - Moncton and South-East Area	96.2	96.0	93.8	96.1
Zone 2 - Fundy Shore and Saint John Area	95.1	94.8	95.2	97.7
Zone 3 - Fredericton and River Valley Area	95.4	94.9	94.9	96.5
Zone 4 - Madawaska and North-West Area	95.2	95.7	95.6	95.3
Zone 5 - Restigouche Area	97.5	94.8	98.8	95.6
Zone 6 - Bathurst and Acadian Peninsula Area	94.8	95.6	95.9	98.1
Zone 7 - Miramichi Area	96.1	96.2	95.4	97.0
Communities				
Bathurst, Beresford, Petit-Rocher Area	91.9	96.8	95.4	98.1
Bouctouche, Richibucto, Saint-Antoine Area	96.9	97.3	94.9	99.2
Campbellton, Atholville, Tide Head Area	98.0	94.4	98.2	97.0
Caraquet, Paquetville, Bertrand Area	98.5	98.1	98.2	97.2
Dalhousie, Balmoral, Belledune Area	97.0	95.2	99.3	93.9
Dieppe and Memramcook	99.1	98.1	93.0	100.0
Douglas, Saint Marys, Doaktown Area	98.6	95.9	88.9	97.8
Edmundston, Rivière-Verte, Lac Baker Area	95.3	95.3	96.9	95.1
Florenceville-Bristol, Woodstock, Wakefield Area	95.3	95.9	96.0	97.2
Fredericton	93.4	92.9	93.8	94.2

	Year 2021	Year 2018	Year 2015	Year 2012
Grand Bay-Westfield, Westfield, Greenwich Area	87.9	95.8	100.0	100.0
Grand Falls, Saint-Léonard, Drummond Area	94.7	97.5	94.8	96.7
Hillsborough, Riverside-Albert, Alma Area	S	95.2	87.3	92.6
Kedgwick, Saint-Quentin and Grimmer	96.2	93.0	91.5	91.4
Minto, Chipman, Cambridge-Narrows Area	97.9	95.7	95.1	98.2
Miramichi, Rogersville, Blackville Area	97.0	96.1	96.4	97.4
Moncton	95.6	95.4	95.3	97.5
Nackawic, McAdam, Canterbury Area	100.0	93.4	98.8	98.1
Neguac, Alnwick, Esgenoopetitj Area	91.3	96.3	90.6	95.4
New Maryland, Kingsclear, Lincoln Area	96.8	96.4	94.1	98.2
Oromocto, Gagetown, Fredericton Junction Area	94.8	96.4	96.8	94.5
Perth-Andover, Plaster Rock, Tobique Area	93.7	95.5	93.4	95.8
Quispamsis, Rothesay, Hampton Area	95.0	96.3	95.1	96.8
Riverview and Coverdale	93.4	95.5	88.6	95.0
Sackville, Dorchester, Port Elgin Area	95.3	96.3	97.8	93.8
Saint John, Simonds and Musquash	95.0	92.8	94.2	97.3
Salisbury and Petitcodiac	97.8	97.0	95.1	93.9
Shediac, Beaubassin East and Cap-Pelé	97.0	95.1	93.5	90.5
Shippagan, Lamèque, Inkerman Area	95.0	93.0	96.0	98.4
St. George, Grand Manan, Blacks Harbour Area	95.9	97.8	97.2	98.4
St. Stephen, Saint Andrews, Campobello Island Area	94.9	97.2	94.3	97.5
Sussex, Norton, Sussex Corner Area	97.0	93.2	95.4	98.2
Tracadie and Saint-Isidore	96.8	94.4	94.2	98.7

Age

	Year 2021	Year 2018	Year 2015	Year 2012
18-64	92.6	93.1	94.3	95.1
65 and over	96.4	96.3	96.1	97.8

Gender

Female	95.2	95.0	95.1	96.8
Male	96.1	95.8	95.2	96.5

Language

Preferred language of service: English	95.4	95.3	95.1	96.5
Preferred language of service: French	96.1	95.5	95.5	97.6

Indigenous identity

Indigenous	86.5	96.9	92.8	92.1
Non-Indigenous	95.6	95.3	95.2	96.9

Education level

High school or less	95.8	95.6	95.2	97.7
Postsecondary	95.4	95.0	95.9	95.4

Household income

Less than \$25,000	95.2	95.2	94.9	96.3
\$25,000 to less than \$60,000	96.6	96.5	95.8	97.3
\$60,000 or more	97.0	95.5	96.4	95.9

About

This indicator is the percentage of citizens receiving home care services from the Extra-Mural Program who give a favourable rating of 8, 9 or 10 for services received from staff in the last 2 months (scale 0 to 10).

Source

Home Care Survey

Calculations

This indicator is calculated by dividing the number of respondents who answered "8, 9, 10" by the number of respondents who answered "0 to 10" to the question: Using any number from 0 to 10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would you use to rate your care from Extra-Mural staff in the last 2 months?

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_SAT01_1

Caption

n/a = Not applicable / not available

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