

## Citizens receiving home care services from the Extra-Mural Program who gave a favourable rating of 8, 9 or 10 for services received from staff in the last 2 months [scale 0-10]

Unit : %

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| <b>Province</b>                                  |              |              |              |              |
| New Brunswick                                    | 96.7         | 95.6         | 95.3         | 95.1         |
| <b>Health zones</b>                              |              |              |              |              |
| Zone 1 - Moncton and South-East Area             | 97.1         | 96.2         | 96.0         | 93.8         |
| Zone 2 - Fundy Shore and Saint John Area         | 96.0         | 95.1         | 94.8         | 95.2         |
| Zone 3 - Fredericton and River Valley Area       | 96.0         | 95.4         | 94.9         | 94.9         |
| Zone 4 - Madawaska and North-West Area           | 97.6         | 95.2         | 95.7         | 95.6         |
| Zone 5 - Restigouche Area                        | 96.3         | 97.5         | 94.8         | 98.8         |
| Zone 6 - Bathurst and Acadian Peninsula Area     | 98.3         | 94.8         | 95.6         | 95.9         |
| Zone 7 - Miramichi Area                          | 97.9         | 96.1         | 96.2         | 95.4         |
| <b>Communities</b>                               |              |              |              |              |
| Bathurst, Beresford, Petit-Rocher Area           | 98.1         | 91.9         | 96.8         | 95.4         |
| Bouctouche, Richibucto, Saint-Antoine Area       | 95.7         | 96.9         | 97.3         | 94.9         |
| Campbellton, Atholville, Tide Head Area          | 96.7         | 98.0         | 94.4         | 98.2         |
| Caraquet, Paquetville, Bertrand Area             | 99.2         | 98.5         | 98.1         | 98.2         |
| Dalhousie, Balmoral, Belledune Area              | 95.8         | 97.0         | 95.2         | 99.3         |
| Dieppe and Memramcook                            | 99.3         | 99.1         | 98.1         | 93.0         |
| Douglas, Saint Marys, Doaktown Area              | 97.5         | 98.6         | 95.9         | 88.9         |
| Edmundston, Rivière-Verte, Lac Baker Area        | 98.7         | 95.3         | 95.3         | 96.9         |
| Florenceville-Bristol, Woodstock, Wakefield Area | 97.8         | 95.3         | 95.9         | 96.0         |
| Fredericton                                      | 93.2         | 93.4         | 92.9         | 93.8         |

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| Grand Bay-Westfield, Westfield, Greenwich Area     | S            | 87.9         | 95.8         | 100.0        |
| Grand Falls, Saint-Léonard, Drummond Area          | 96.1         | 94.7         | 97.5         | 94.8         |
| Hillsborough, Riverside-Albert, Alma Area          | S            | S            | 95.2         | 87.3         |
| Kedgwick, Saint-Quentin and Grimmer                | S            | 96.2         | 93.0         | 91.5         |
| Minto, Chipman, Cambridge-Narrows Area             | 96.8         | 97.9         | 95.7         | 95.1         |
| Miramichi, Rogersville, Blackville Area            | 97.5         | 97.0         | 96.1         | 96.4         |
| Moncton  | 97.3         | 95.6         | 95.4         | 95.3         |
| Nackawic, McAdam, Canterbury Area                  | 97.6         | 100.0        | 93.4         | 98.8         |
| Neguac, Alnwick, Esgenoopetitj Area                | S            | 91.3         | 96.3         | 90.6         |
| New Maryland, Kingsclear, Lincoln Area             | 96.4         | 96.8         | 96.4         | 94.1         |
| Oromocto, Gagetown, Fredericton Junction Area      | 97.8         | 94.8         | 96.4         | 96.8         |
| Perth-Andover, Plaster Rock, Tobique Area          | 94.2         | 93.7         | 95.5         | 93.4         |
| Quispamsis, Rothesay, Hampton Area                 | 95.9         | 95.0         | 96.3         | 95.1         |
| Riverview and Coverdale                            | 95.4         | 93.4         | 95.5         | 88.6         |
| Sackville, Dorchester, Port Elgin Area             | 95.0         | 95.3         | 96.3         | 97.8         |
| Saint John, Simonds and Musquash                   | 94.0         | 95.0         | 92.8         | 94.2         |
| Salisbury and Petitcodiac                          | S            | 97.8         | 97.0         | 95.1         |
| Shediac, Beaubassin East and Cap-Pelé              | 98.8         | 97.0         | 95.1         | 93.5         |
| Shippagan, Lamèque, Inkerman Area                  | 96.3         | 95.0         | 93.0         | 96.0         |
| St. George, Grand Manan, Blacks Harbour Area       | 99.1         | 95.9         | 97.8         | 97.2         |
| St. Stephen, Saint Andrews, Campobello Island Area | 95.7         | 94.9         | 97.2         | 94.3         |
| Sussex, Norton, Sussex Corner Area                 | 97.9         | 97.0         | 93.2         | 95.4         |
| Tracadie and Saint-Isidore                         | 99.0         | 96.8         | 94.4         | 94.2         |

## Age

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--|--------------|--------------|--------------|--------------|
| 18-64                                  | 95.3         | 92.6         | 93.1         | 94.3         |
| 65 and over                            | 97.0         | 96.4         | 96.3         | 96.1         |
| <b>Gender</b>                          |              |              |              |              |
| Female                                 | 96.9         | 95.2         | 95.0         | 95.1         |
| Male                                   | 96.5         | 96.1         | 95.8         | 95.2         |
| <b>2SLGBTQIA+ status</b>               |              |              |              |              |
| 2SLGBTQIA+                             | S            | n/a          | n/a          | n/a          |
| <b>Language</b>                        |              |              |              |              |
| Most comfortable in English            | 96.3         | n/a          | n/a          | n/a          |
| Most comfortable in French             | 97.8         | n/a          | n/a          | n/a          |
| Comfortable in both English and French | 98.0         | n/a          | n/a          | n/a          |
| <b>Indigenous identity</b>             |              |              |              |              |
| Indigenous                             | 96.4         | 86.5         | 96.9         | 92.8         |
| <b>Immigrant</b>                       |              |              |              |              |
| Immigrants                             | 95.9         | n/a          | n/a          | n/a          |
| <b>Education level</b>                 |              |              |              |              |
| High school or less                    | 96.8         | 95.8         | 95.6         | 95.2         |
| Postsecondary                          | 96.9         | 95.4         | 95.0         | 95.9         |
| <b>Disability or special need</b>      |              |              |              |              |
| Disability or special need             | 94.3         | n/a          | n/a          | n/a          |
| <b>Household income</b>                |              |              |              |              |
| Less than \$30,000                     | 96.6         | n/a          | n/a          | n/a          |
| \$30,000 to less than \$60,000         | 97.4         | n/a          | n/a          | n/a          |

|                          | Year 2024 | Year 2021 | Year 2018 | Year 2015 |
|--------------------------|-----------|-----------|-----------|-----------|
| \$60,000 or more         | 97.7      | n/a       | n/a       | n/a       |
| <b>Racialized groups</b> |           |           |           |           |
| Racialized groups        | 94.4      | n/a       | n/a       | n/a       |

## About

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

## 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?

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| Unit | Interpretation   | NBHC code  |
|------|------------------|------------|
| %    | Higher is better | XM_SAT01_1 |

## Caption

n/a = Not applicable / not available

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