

# Citizens receiving home care services from the Extra-Mural Program who reported that they were very satisfied with the number of times they received services in the last 2 months

Unit: %

Unit: %	<b>Year</b> 2024	<b>Year</b> 2021	<b>Year</b> 2018	<b>Year</b> 2015
Province				
New Brunswick	77.7	77.3	75.9	75.8
Health zones				
Zone 1 - Moncton and South-East Area	79.9	79.4	80.7	77.6
Zone 2 - Fundy Shore and Saint John Area	80.5	79.9	81.7	80.8
Zone 3 - Fredericton and River Valley Area	80.2	82.1	78.0	79.1
Zone 4 - Madawaska and North-West Area	67.5	60.7	62.1	66.5
Zone 5 - Restigouche Area	74.5	75.4	73.5	68.5
Zone 6 - Bathurst and Acadian Peninsula Area	68.2	67.1	61.4	67.9
Zone 7 - Miramichi Area	79.0	78.4	76.4	76.3
Communities				
Bathurst, Beresford, Petit-Rocher Area	72.8	70.2	66.1	70.7
Bouctouche, Richibucto, Saint-Antoine Area	78.3	76.8	82.8	75.9
Campbellton, Atholville, Tide Head Area	72.2	78.3	68.4	60.8
Caraquet, Paquetville, Bertrand Area	65.8	65.1	61.4	62.1
Dalhousie, Balmoral, Belledune Area	76.5	72.8	78.7	75.7
Dieppe and Memramcook	82.3	74.3	81.0	70.5
Douglas, Saint Marys, Doaktown Area	82.0	83.6	84.0	76.2
Edmundston, Rivière-Verte, Lac Baker Area	68.9	57.8	58.9	66.6
Florenceville-Bristol, Woodstock, Wakefield Area	81.8	82.1	83.1	79.7
Fredericton	76.9	81.4	73.5	81.3



	Year 2024	<b>Year</b> 2021	<b>Year</b> 2018	<b>Year</b> 2015
Grand Bay-Westfield, Westfield, Greenwich Area	S	82.4	84.7	84.6
Grand Falls, Saint-Léonard, Drummond Area	66.0	64.2	69.3	69.2
Hillsborough, Riverside-Albert, Alma Area	S	S	89.0	76.2
Kedgwick, Saint-Quentin and Grimmer	S	62.9	57.0	55.4
Minto, Chipman, Cambridge-Narrows Area	86.0	78.1	77.2	86.8
Miramichi, Rogersville, Blackville Area	80.1	80.5	78.7	80.2
Moncton	81.3	81.8	80.0	77.6
Nackawic, McAdam, Canterbury Area	69.0	91.8	74.8	80.9
Neguac, Alnwick, Esgenoopetitj Area	S	67.3	63.7	59.2
New Maryland, Kingsclear, Lincoln Area	81.4	82.1	78.5	78.8
Oromocto, Gagetown, Fredericton Junction Area	88.0	78.1	77.7	78.1
Perth-Andover, Plaster Rock, Tobique Area	79.2	83.7	76.7	67.3
Quispamsis, Rothesay, Hampton Area	72.8	82.5	79.1	79.8
Riverview and Coverdale	75.3	77.9	83.3	79.2
Sackville, Dorchester, Port Elgin Area	80.3	79.8	87.2	78.6
Saint John, Simonds and Musquash	80.1	74.6	79.5	78.0
Salisbury and Petitcodiac	S	81.9	79.6	88.4
Shediac, Beaubassin East and Cap-Pelé	79.4	78.2	75.8	79.2
Shippagan, Lamèque, Inkerman Area	65.8	63.7	53.9	69.6
St. George, Grand Manan, Blacks Harbour Area	83.6	87.3	80.6	79.5
St. Stephen, Saint Andrews, Campobello Island Area	81.6	82.2	86.9	87.3
Sussex, Norton, Sussex Corner Area	88.0	81.2	84.4	81.3
Tracadie and Saint-Isidore	64.1	65.9	61.8	68.2

# Age



2024   2021   2018   2015   2015   18-64   82.6   78.2   74.2   75.5   65 and over   76.9   77.0   76.7   76.9   76.9   77.0   76.7   76.9   76.9   77.0   76.7   76.9   76.9   77.0   76.9   77.0   76.9   76.9   77.0   77.8   76.9   76.9   77.4   77.8   76.9   76.9   77.4   77.8   76.9   76.9   77.4   77.8   76.9   76.9   77.0   77.8   76.9   76.9   77.0   77.8   76.9   76.9   76.9   77.0		Year	Year	Year	Year
65 and over       76.9       77.0       76.7       76.9         Gender         Female       77.2       77.1       74.5       75.0         Male       79.3       77.4       77.8       76.9         2SLGBTQIA+ status         2SLGBTQIA+       S       n/a       n/a       n/a         Language         Most comfortable in English       80.5       n/a       n/a       n/a         Most comfortable in French       67.4       n/a       n/a       n/a         Lomfortable in both English and French       82.8       n/a       n/a       n/a         Indigenous identity         Inmigrant         Immigrant         Education level         High school or less       78.9       77.6       75.9       75.4         Postsecondary       77.1       77.0       75.9       75.2         Disability or special need         Disability or special need       77.4       n/a       n/a       n/a         Household income         Less than \$30,000       76.7       n/a       n/a					
Gender         Female         77.2         77.1         74.5         75.0           Male         79.3         77.4         77.8         76.9           SLGBTQIA+ status           2SLGBTQIA+         S         n/a         n/a         n/a           Language           Most comfortable in English         80.5         n/a         n/a         n/a           Most comfortable in French         67.4         n/a         n/a         n/a           Comfortable in both English and French         82.8         n/a         n/a         n/a           Indigenous identity         Immigrant           Immigrant         59.8         n/a         n/a         n/a           Education level         Education level           High school or less         76.9         77.6         75.9         75.4           Postsecondary         77.1         77.0         75.9         78.2           Disability or special need           Disability or special need         77.4         n/a         n/a         n/a           Household income         Ecses than \$30,000         76.7         n/a         n/a         n/a	18-64	82.6	78.2	74.2	75.5
Female         77.2         77.1         74.5         75.0           Male         79.3         77.4         77.8         76.9           SLGBTQIA+ status           2SLGBTQIA+         S         n/a         n/a         n/a           Language           Most comfortable in English         80.5         n/a         n/a         n/a           Most comfortable in French         67.4         n/a         n/a         n/a           Comfortable in both English and French         82.8         n/a         n/a         n/a           Indigenous identity         Immigrant           Immigrant         78.8         74.5         84.7         61.6           Education level         High school or less         78.9         77.6         75.9         75.4           Postsecondary         77.1         77.0         75.9         78.2           Disability or special need           Disability or special need         77.4         n/a         n/a         n/a           Household income         Less than \$30,000         76.7         n/a         n/a         n/a	65 and over	76.9	77.0	76.7	76.9
Male         79.3         77.4         77.8         76.9           2SLGBTQIA+ status         2SLGBTQIA+         S         n/a         n/a         n/a           Language         S         n/a         n/a         n/a         n/a           Most comfortable in English         80.5         n/a         n/a         n/a         n/a           Most comfortable in French         67.4         n/a         n/a         n/a         n/a           Comfortable in both English and French         82.8         n/a         n/a         n/a         n/a           Indigenous identity         Immigrant         State of the	Gender				
2SLGBTQIA+ status         2SLGBTQIA+       S       n/a       n/a       n/a         Language       Most comfortable in English       80.5       n/a       n/a       n/a         Most comfortable in French       67.4       n/a       n/a       n/a         Comfortable in both English and French       82.8       n/a       n/a       n/a         Indigenous identity         Indigenous identity         Immigrant       58.8       74.5       84.7       61.6         Education Ievel         High school or less       78.9       77.6       75.9       75.4         Postsecondary       77.1       77.0       75.9       78.2         Disability or special need       77.4       n/a       n/a       n/a         Household income       4       n/a       n/a       n/a       n/a         Less than \$30,000       76.7       n/a       n/a       n/a       n/a	Female	77.2	77.1	74.5	75.0
2SLGBTQIA+       S       n/a       n/a       n/a         Language       Most comfortable in English       80.5       n/a       n/a       n/a         Most comfortable in French       67.4       n/a       n/a       n/a         Comfortable in both English and French       82.8       n/a       n/a       n/a         Indigenous identity         Indigenous       78.8       74.5       84.7       61.6         Immigrant         Immigrants       69.8       n/a       n/a       n/a         Education level         High school or less       78.9       77.6       75.9       75.4         Postsecondary       77.1       77.0       75.9       78.2         Disability or special need       77.4       n/a       n/a       n/a         Household income         Less than \$30,000       76.7       n/a       n/a       n/a       n/a	Male	79.3	77.4	77.8	76.9
Language         Most comfortable in English       80.5       n/a       n/a       n/a         Most comfortable in French       67.4       n/a       n/a       n/a         Comfortable in both English and French       82.8       n/a       n/a       n/a         Indigenous identity         Indigenous       78.8       74.5       84.7       61.6         Immigrant       69.8       n/a       n/a       n/a       n/a         Education level       82.9       77.6       75.9       75.4       75.9       75.4       75.9       75.2	2SLGBTQIA+ status				
Most comfortable in English         80.5         n/a         n/a         n/a           Most comfortable in French         67.4         n/a         n/a         n/a           Comfortable in both English and French         82.8         n/a         n/a         n/a           Indigenous identity         Indigenous         78.8         74.5         84.7         61.6           Immigrant         Immigrants         69.8         n/a         n/a         n/a           Education level         High school or less         78.9         77.6         75.9         75.4           Postsecondary         77.1         77.0         75.9         78.2           Disability or special need         77.4         n/a         n/a         n/a           Household income         Less than \$30,000         76.7         n/a         n/a         n/a	2SLGBTQIA+	S	n/a	n/a	n/a
Most comfortable in French         67.4         n/a         n/a         n/a           Comfortable in both English and French         82.8         n/a         n/a         n/a           Indigenous identity         Indigenous         78.8         74.5         84.7         61.6           Immigrant         Education level           High school or less         78.9         77.6         75.9         75.4           Postsecondary         77.1         77.0         75.9         78.2           Disability or special need         77.4         n/a         n/a         n/a           Household income         Less than \$30,000         76.7         n/a         n/a         n/a	Language				
Comfortable in both English and French         82.8         n/a         n/a         n/a           Indigenous identity         78.8         74.5         84.7         61.6           Immigrant         Use of the colspan="6">Use of the c	Most comfortable in English	80.5	n/a	n/a	n/a
Indigenous identity         Indigenous       78.8       74.5       84.7       61.6         Immigrant         Immigrants       69.8       n/a       n/a       n/a         Education level       High school or less       78.9       77.6       75.9       75.4         Postsecondary       77.1       77.0       75.9       78.2         Disability or special need         Disability or special need       77.4       n/a       n/a       n/a         Household income         Less than \$30,000       76.7       n/a       n/a       n/a	Most comfortable in French	67.4	n/a	n/a	n/a
Indigenous       78.8       74.5       84.7       61.6         Immigrant       Immigrants       69.8       n/a       n/a       n/a         Education level         High school or less       78.9       77.6       75.9       75.4         Postsecondary       77.1       77.0       75.9       78.2         Disability or special need         Disability or special need       77.4       n/a       n/a       n/a         Household income         Less than \$30,000       76.7       n/a       n/a       n/a	Comfortable in both English and French	82.8	n/a	n/a	n/a
Immigrant           Immigrants         69.8         n/a         n/a         n/a           Education level           High school or less         78.9         77.6         75.9         75.4           Postsecondary         77.1         77.0         75.9         78.2           Disability or special need           Disability or special need         77.4         n/a         n/a         n/a           Household income         Less than \$30,000         76.7         n/a         n/a         n/a	Indigenous identity				
Immigrants         69.8         n/a         n/a         n/a           Education level           High school or less         78.9         77.6         75.9         75.4           Postsecondary         77.1         77.0         75.9         78.2           Disability or special need           Disability or special need         77.4         n/a         n/a         n/a           Household income           Less than \$30,000         76.7         n/a         n/a         n/a	Indigenous	78.8	74.5	84.7	61.6
Education level         High school or less       78.9       77.6       75.9       75.4         Postsecondary       77.1       77.0       75.9       78.2         Disability or special need         Disability or special need       77.4       n/a       n/a       n/a         Household income         Less than \$30,000       76.7       n/a       n/a       n/a	Immigrant				
High school or less       78.9       77.6       75.9       75.4         Postsecondary       77.1       77.0       75.9       78.2         Disability or special need         Disability or special need       77.4       n/a       n/a       n/a         Household income         Less than \$30,000       76.7       n/a       n/a       n/a	Immigrants	69.8	n/a	n/a	n/a
Postsecondary         77.1         77.0         75.9         78.2           Disability or special need           Disability or special need         77.4         n/a         n/a         n/a           Household income         Less than \$30,000         76.7         n/a         n/a         n/a	Education level				
Disability or special need  77.4 n/a n/a n/a  Household income  Less than \$30,000 76.7 n/a n/a n/a	High school or less	78.9	77.6	75.9	75.4
Disability or special need 77.4 n/a n/a n/a  Household income  Less than \$30,000 76.7 n/a n/a n/a	Postsecondary	77.1	77.0	75.9	78.2
Household income  Less than \$30,000 76.7 n/a n/a n/a	Disability or special need				
Less than \$30,000 76.7 n/a n/a n/a	Disability or special need	77.4	n/a	n/a	n/a
	Household income				
\$30,000 to less than \$60,000 <b>78.0</b> n/a n/a n/a	Less than \$30,000	76.7	n/a	n/a	n/a
	\$30,000 to less than \$60,000	78.0	n/a	n/a	n/a



	<b>Year</b> 2024	<b>Year</b> 2021	<b>Year</b> 2018	Year 2015
\$60,000 or more	81.5	n/a	n/a	n/a
Racialized groups				
Racialized groups	70.3	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 were very satisfied with the number of times they received services in the last 2 months.

#### Source

Home Care Survey

# **Calculations**

This indicator is calculated by dividing the number of respondents who answered "very Satisfied" by the number of respondents who answered "very dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied or very Satisfie to the question: How satisfied are you with the number of times you got Extra-Mural services in the last 2 months?

Unit	Interpretation	NBHC code
%	Higher is better	XM_SAT02_1

# Caption

n/a = Not applicable / not available

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