

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

Unit : %

	Year 2024	Year 2021	Year 2018	Year 2015
<b>Province</b>				
New Brunswick	1.6	1.7	1.9	1.7
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	1.1	2.0	1.8	1.8
Zone 2 - Fundy Shore and Saint John Area	2.1	1.7	2.9	2.0
Zone 3 - Fredericton and River Valley Area	2.8	1.9	2.0	2.1
Zone 4 - Madawaska and North-West Area	S	S	1.3	2.3
Zone 5 - Restigouche Area	S	S	S	S
Zone 6 - Bathurst and Acadian Peninsula Area	S	1.5	S	S
Zone 7 - Miramichi Area	0.0	S	2.2	S
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	0.0	S	S	S
Bouctouche, Richibucto, Saint-Antoine Area	0.0	S	S	S
Campbellton, Atholville, Tide Head Area	S	S	S	S
Caraquet, Paquetville, Bertrand Area	S	0.0	S	0.0
Dalhousie, Balmoral, Belledune Area	S	0.0	0.0	S
Dieppe and Memramcook	S	S	S	S
Douglas, Saint Marys, Doaktown Area	0.0	0.0	S	S
Edmundston, Rivière-Verte, Lac Baker Area	S	S	S	S
Florenceville-Bristol, Woodstock, Wakefield Area	S	S	2.5	S
Fredericton	4.6	2.8	2.4	S
Grand Bay-Westfield, Westfield, Greenwich Area	S	S	S	S

	Year 2024	Year 2021	Year 2018	Year 2015
Grand Falls, Saint-Léonard, Drummond Area	S	<b>0.0</b>	S	S
Hillsborough, Riverside-Albert, Alma Area	S	S	S	<b>0.0</b>
Kedgwick, Saint-Quentin and Grimmer	S	<b>0.0</b>	<b>0.0</b>	S
Minto, Chipman, Cambridge-Narrows Area	S	<b>0.0</b>	S	<b>0.0</b>
Miramichi, Rogersville, Blackville Area	<b>0.0</b>	S	<b>2.7</b>	<b>0.0</b>
Moncton	S	<b>1.8</b>	<b>2.3</b>	<b>2.5</b>
Nackawic, McAdam, Canterbury Area	S	<b>0.0</b>	S	S
Neguac, Alnwick, Esgenoopetitj Area	S	S	<b>0.0</b>	S
New Maryland, Kingsclear, Lincoln Area	S	S	S	S
Oromocto, Gagetown, Fredericton Junction Area	S	S	S	S
Perth-Andover, Plaster Rock, Tobique Area	<b>0.0</b>	S	S	S
Quispamsis, Rothesay, Hampton Area	S	S	<b>5.3</b>	S
Riverview and Coverdale	S	S	S	S
Sackville, Dorchester, Port Elgin Area	S	S	S	S
Saint John, Simonds and Musquash	<b>2.8</b>	<b>1.9</b>	<b>3.9</b>	<b>3.4</b>
Salisbury and Petitcodiac	S	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
Shediac, Beaubassin East and Cap-Pelé	S	S	S	S
Shippagan, Lamèque, Inkerman Area	<b>0.0</b>	S	S	S
St. George, Grand Manan, Blacks Harbour Area	S	S	S	S
St. Stephen, Saint Andrews, Campobello Island Area	S	S	S	S
Sussex, Norton, Sussex Corner Area	S	S	S	S
Tracadie and Saint-Isidore	<b>0.0</b>	<b>0.0</b>	S	<b>0.0</b>
<b>Age</b>				
18-64		<b>3.6</b>	<b>4.1</b>	<b>2.4</b>
				<b>2.0</b>

	Year 2024	Year 2021	Year 2018	Year 2015
65 and over	1.3	1.0	1.8	1.5
<b>Gender</b>				
Female	1.7	1.8	2.1	1.7
Male	1.4	1.4	1.7	1.7
<b>2SLGBTQIA+ status</b>				
2SLGBTQIA+	S	n/a	n/a	n/a
<b>Language</b>				
Most comfortable in English	1.9	n/a	n/a	n/a
Most comfortable in French	1.2	n/a	n/a	n/a
Comfortable in both English and French	S	n/a	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	S	S	S	S
<b>Immigrant</b>				
Immigrants	S	n/a	n/a	n/a
<b>Education level</b>				
High school or less	1.2	1.5	1.7	1.4
Postsecondary	2.4	2.3	2.4	2.2
<b>Disability or special need</b>				
Disability or special need	2.1	n/a	n/a	n/a
<b>Household income</b>				
Less than \$30,000	1.7	n/a	n/a	n/a
\$30,000 to less than \$60,000	1.2	n/a	n/a	n/a
\$60,000 or more	1.7	n/a	n/a	n/a

	Year 2024	Year 2021	Year 2018	Year 2015
Racialized groups	S	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 had problems with the staff 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 Extra-Mural staff?

Unit	Interpretation	NBHC code
%	Lower is better	XM_STF03_1

## Caption

n/a = Not applicable / not available

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