

## 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<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>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            |

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|--|--------------|--------------|--------------|--------------|
| Grand Falls, Saint-Léonard, Drummond Area          | S            | 0.0          | S            | S            |
| Hillsborough, Riverside-Albert, Alma Area          | S            | S            | S            | 0.0          |
| Kedgwick, Saint-Quentin and Grimmer                | S            | 0.0          | 0.0          | S            |
| Minto, Chipman, Cambridge-Narrows Area             | S            | 0.0          | S            | 0.0          |
| Miramichi, Rogersville, Blackville Area            | 0.0          | S            | 2.7          | 0.0          |
| Moncton  | S            | 1.8          | 2.3          | 2.5          |
| Nackawic, McAdam, Canterbury Area                  | S            | 0.0          | S            | S            |
| Neguac, Alnwick, Esgenoopetitj Area                | S            | S            | 0.0          | 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          | 0.0          | S            | S            | S            |
| Quispamsis, Rothesay, Hampton Area                 | S            | S            | 5.3          | S            |
| Riverview and Coverdale                            | S            | S            | S            | S            |
| Sackville, Dorchester, Port Elgin Area             | S            | S            | S            | S            |
| Saint John, Simonds and Musquash                   | 2.8          | 1.9          | 3.9          | 3.4          |
| Salisbury and Petitcodiac                          | S            | 0.0          | 0.0          | 0.0          |
| Shediac, Beaubassin East and Cap-Pelé              | S            | S            | S            | S            |
| Shippagan, Lamèque, Inkerman Area                  | 0.0          | 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                         | 0.0          | 0.0          | S            | 0.0          |
| <b>Age</b>   |              |              |              |              |
| 18-64  | 3.6          | 4.1          | 2.4          | 2.0          |

|  | Year<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>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<br>2024 | Year<br>2021 | Year<br>2018 | Year<br>2015 |
|--------------------------|--------------|--------------|--------------|--------------|
| <b>Racialized groups</b> |              |              |              |              |
| 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?

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| 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