

Citizens with a preference for English or French who reported they had always received services in their preferred official language during their interactions with Tele-Care 811 in the last 12 months

Unit : %

	Year 2023
Province	
New Brunswick	90.5
Health zones	
Zone 1 - Moncton and South-East Area	90.0
Zone 2 - Fundy Shore and Saint John Area	92.5
Zone 3 - Fredericton and River Valley Area	93.2
Zone 4 - Madawaska and North-West Area	83.5
Zone 5 - Restigouche Area	90.3
Zone 6 - Bathurst and Acadian Peninsula Area	84.1
Zone 7 - Miramichi Area	84.2
Age	
18-64	89.5
65 and over	93.9
Gender	
Female	92.1
Male	89.1
2SLGBTQIA+ status	
2SLGBTQIA+	94.1
Language	
Most comfortable in English	92.5

	Year 2023
Most comfortable in French	79.8
Comfortable in both English and French	S
Indigenous identity	
Indigenous	S
Immigrant	
Immigrants	92.1
Education level	
High school or less	83.1
Postsecondary	93.6
Disability or special need	
Disability or special need	87.0
Household income	
Less than \$30,000	83.7
\$30,000 to less than \$60,000	87.8
\$60,000 or more	94.7
Racialized groups	
Racialized groups	89.9

About

This indicator is the percentage of citizens with a preference for English or French who reported they had always received services in their preferred official language during their interactions with Tele-Care 811 in the last 12 months.

Source

Primary Health Survey and Primary Care Survey

Calculations

This indicator is based on respondents who have a preference between English or French when receiving health services and who used Tele-Care 811 in the last 12 months. This indicator is calculated by dividing the number of respondents who answered "always" by the number of respondents who answered "never, sometimes, usually or always" to the question: During your interaction(s) with Tele-Care 811, how often did you receive the services in the language you preferred?

Unit	Interpretation	NBHC code
%	Higher is better	PC_LINTC_1

Caption

n/a = Not applicable / not available

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