

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

Unit : %

	Year 2024	Year 2023
Province		
New Brunswick	97.3	93.0
Health zones		
Zone 1 - Moncton and South-East Area	96.8	91.2
Zone 2 - Fundy Shore and Saint John Area	99.2	92.5
Zone 3 - Fredericton and River Valley Area	96.7	95.9
Zone 4 - Madawaska and North-West Area	S	S
Zone 5 - Restigouche Area	S	S
Zone 6 - Bathurst and Acadian Peninsula Area	S	S
Zone 7 - Miramichi Area	S	88.7
Age		
18-64	96.7	92.1
65 and over	100.0	96.0
Gender		
Female	96.5	95.0
Male	99.5	91.5
2SLGBTQIA+ status		
2SLGBTQIA+	95.4	95.8
Language		
Most comfortable in English	98.4	92.8

	Year 2024	Year 2023
Most comfortable in French	n/a	S
Comfortable in both English and French	S	S
Indigenous identity		
Indigenous	S	S
Immigrant		
Immigrants	S	92.1
Education level		
High school or less	97.5	84.7
Postsecondary	97.1	96.6
Disability or special need		
Disability or special need	92.8	91.0
Household income		
Less than \$30,000	93.5	85.4
\$30,000 to less than \$60,000	94.4	89.4
\$60,000 or more	99.7	98.3
Racialized groups		
Racialized groups	S	92.0

About

This indicator is the percentage of citizens with a preference for English who reported that they 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 for English 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_2

Caption

n/a = Not applicable / not available

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