

## Citizens who used the emergency department in the last 12 months because their primary care provider was not available and reported that they were somewhat or very satisfied with the health care services they received

Unit : %

	Year 2024	Year 2023
<b>Province</b>		
New Brunswick	44.6	45.7
<b>Health zones</b>		
Zone 1 - Moncton and South-East Area	34.0	42.0
Zone 2 - Fundy Shore and Saint John Area	49.9	45.0
Zone 3 - Fredericton and River Valley Area	46.0	50.5
Zone 4 - Madawaska and North-West Area	50.0	50.2
Zone 5 - Restigouche Area	45.8	42.4
Zone 6 - Bathurst and Acadian Peninsula Area	45.6	44.6
Zone 7 - Miramichi Area	58.1	47.4
<b>Age</b>		
18-64	40.4	39.9
65 and over	56.9	62.5
<b>Gender</b>		
Female	45.3	46.7
Male	43.9	44.7
<b>2SLGBTQIA+ status</b>		
2SLGBTQIA+	31.4	37.9
<b>Language</b>		
Most comfortable in English	45.2	45.4

	Year 2024	Year 2023
Most comfortable in French	44.7	48.1
Comfortable in both English and French	40.4	40.9
<b>Indigenous identity</b>		
Indigenous	35.1	38.2
<b>Immigrant</b>		
Immigrants	22.9	31.6
<b>Education level</b>		
High school or less	47.7	51.6
Postsecondary	43.5	43.0
<b>Disability or special need</b>		
Disability or special need	50.3	41.5
<b>Household income</b>		
Less than \$30,000	45.2	46.3
\$30,000 to less than \$60,000	47.9	46.3
\$60,000 or more	42.7	44.0
<b>Racialized groups</b>		
Racialized groups	30.3	30.5

## About

This indicator is the percentage of citizens who used the emergency department in the last 12 months because their primary care provider was not available and reported that they were somewhat or very satisfied with the health care services they received.

## Source

Primary Health Survey and Primary Care Survey

## Calculations

This indicator is based on respondents who have a family doctor or a nurse practitioner and who used the emergency department in the last 12 months because their primary care provider was not available. This indicator is calculated by dividing the number of respondents who answered "somewhat satisfied or very satisfied" by the number of respondents who answered "very dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied or very satisfied" to the question: What was your level of satisfaction with the health care services you received. a) Hospital emergency department

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Unit	Interpretation	NBHC code
%	Higher is better	PC_SATED_1

## Caption

n/a = Not applicable / not available

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