

## 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 2025	Year 2024	Year 2023
<b>Province</b>			
New Brunswick	42.3	44.6	45.7
<b>Health zones</b>			
Zone 1 - Moncton and South-East Area	32.7	34.0	42.0
Zone 2 - Fundy Shore and Saint John Area	43.2	49.9	45.0
Zone 3 - Fredericton and River Valley Area	51.5	46.0	50.5
Zone 4 - Madawaska and North-West Area	55.0	50.0	50.2
Zone 5 - Restigouche Area	33.0	45.8	42.4
Zone 6 - Bathurst and Acadian Peninsula Area	44.1	45.6	44.6
Zone 7 - Miramichi Area	44.6	58.1	47.4
<b>Age</b>			
18-64	36.6	40.4	39.9
65 and over	56.6	56.9	62.5
<b>Gender</b>			
Female	45.2	45.3	46.7
Male	38.3	43.9	44.7
<b>2SLGBTQIA+ status</b>			
2SLGBTQIA+	39.7	31.4	37.9
<b>Language</b>			
Most comfortable in English	41.1	45.2	45.4

	Year 2025	Year 2024	Year 2023
Most comfortable in French	46.7	44.7	48.1
Comfortable in both English and French	40.3	40.4	40.9
<b>Indigenous identity</b>			
Indigenous	44.7	35.1	38.2
<b>Immigrant</b>			
Immigrants	35.6	22.9	31.6
<b>Education level</b>			
High school or less	45.1	47.7	51.6
Postsecondary	40.4	43.5	43.0
<b>Disability or special need</b>			
Disability or special need	36.9	50.3	41.5
<b>Household income</b>			
Less than \$30,000	49.1	45.2	46.3
\$30,000 to less than \$60,000	39.2	47.9	46.3
\$60,000 or more	39.9	42.7	44.0
<b>Racialized groups</b>			
Racialized groups	34.0	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