

Citizens who used Tele-Care 811 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 2023
Province	
New Brunswick	73.3
Health zones	
Zone 1 - Moncton and South-East Area	77.1
Zone 2 - Fundy Shore and Saint John Area	75.9
Zone 3 - Fredericton and River Valley Area	63.7
Zone 4 - Madawaska and North-West Area	S
Zone 5 - Restigouche Area	77.8
Zone 6 - Bathurst and Acadian Peninsula Area	81.2
Zone 7 - Miramichi Area	66.1
Age	
18-64	69.9
65 and over	83.6
Gender	
Female	73.7
Male	74.7
2SLGBTQIA+ status	
2SLGBTQIA+	60.3
Language	
Most comfortable in English	73.4

	Year 2023
Most comfortable in French	73.9
Comfortable in both English and French	71.3
Indigenous identity	
Indigenous	S
Immigrant	
Immigrants	68.3
Education level	
High school or less	79.0
Postsecondary	70.4
Disability or special need	
Disability or special need	71.9
Household income	
Less than \$30,000	76.4
\$30,000 to less than \$60,000	68.7
\$60,000 or more	72.9
Racialized groups	
Racialized groups	S

About

This indicator is the percentage of citizens who used Tele-Care 811 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 Tele-Care 811 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. d) Tele-Care 811

Unit	Interpretation	NBHC code
%	Higher is better	PC_SATTC_1

Caption

n/a = Not applicable / not available

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