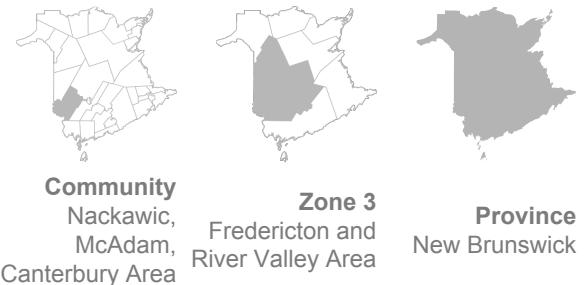


## HOME CARE SURVEY

# Home support services Key Indicators



## Overall satisfaction

### In the last 2 months

Overall experience, good or very good %   2021	89.1	85.3	87.9
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## Sharing of Information

Received information before they started getting their services, very easy or somewhat easy %   2021	70.5	74.5	75.4
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Informal caregivers received information they wanted when they needed it, agree or strongly agree %   2024	S	86.7	88.5
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## Communication

### In the last 2 months, the staff

Treated them as gently as possible, always %   2021	89.6	86.8	86.2
Explained things in a way that was easy to understand, always %   2021	87.1	79.9	80.2
Listened carefully to them, always %   2021	83.0	75.8	77.3
Treated them with courtesy and respect, always %   2021	90.8	87.4	87.6

## Coordination

Community	Zone 3	Province
Nackawic, McAdam, Canterbury Area	Fredericton and River Valley Area	New Brunswick

### In the last 2 months, the staff

Seemed informed and up-to-date about all the care they received, always %   2024	S	54.4	58.9
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## Availability of Services

### Experienced limits and reductions in the last 12 months

In the duration of services or number of hours available %   2018	36.1	27.8	27.9
In the types of services available %   2021	11.3	19.9	20.1

## Services helped in staying home

### In the last 2 months

Services helped them stay at home %   2021	97.8	97.5	97.6
More could have been done to help them stay at home %   2024	S	15.0	14.9

## Care received from an informal caregiver in the last 2 months

Received help from an informal caregiver %   2021	71.9	59.4	56.1
Received help at least once a week %   2024	S	75.1	78.8

## About this Table

### Content and description

Data about the key indicators that reflect the experience citizens reported while receiving home support services. Topics include overall satisfaction, sharing of information, communication, coordination, availability of services, services helped in staying at home and care received from informal caregivers.

### Why is it important?

By better understanding the experience of citizens with home support services, we can better assess the quality of services. This also encourages those responsible for the program to create performance targets based on care experience survey indicators.

### Availability of the data

The information for this data table is available at different geographical levels as well as by demographic groups. More information is available on [our Home Care Survey page](#).

### Note about demographic groups

In 2023, the NBHC undertook a review of the demographic questions in its surveys to more accurately report on the experience of citizens who identify with particular groups. As such, starting in 2024, all demographic groups (characteristics) have been adjusted to reflect this change. Data tables and indicator pages were adjusted to allow for trending where applicable.

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### Caption

n/a = Not applicable / not available

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

 Above-average performance

 Below-average performance