

HOME CARE SURVEY

Extra-Mural Program Key Indicators







Zone 1 Moncton and Memramcook South-East Area



Province New Brunswick

ATT CHECK		
		SALVILLAS
Overan	satisfaction	361 11663

In the last 2 months

Overall experience, good or very good % | 2024

99.3

97.1

96.7

Sharing of Information

In the last 12 months

The staff gave them the information they needed to take care of themselves, agree or strongly agree $\% \mid 2024$	94.2	93.7	93.2
The staff kept them well-informed about their progress, agree or strongly agree $\% \mid 2024$	94.1	91.1	90.6
The staff discussed with them type of information to share with family or friends, agree or strongly agree $\%\mid$ 2024	78.8	79.2	78.3
Informal caregivers received information they wanted when they needed it, agree or strongly agree % 2024	90.3	89.2	88.7

Communication

In the last 2 months, the staff

Treated them as gently as possible, always $\% \mid$ 2024	97.2	94.1	94.4
Explained things in a way that was easy to understand, always $\% \mid$ 2024	97.6	89.9	90.1



Community Dieppe and Memramcook	Zone 1 Moncton and South-East Area	Province New Brunswick
95.1	90.4	91.1
97.3	95.9	96.4
86.8	74.8	78.5
5.8	7.4	6.8
4.3	6.3	7.0
97.1	97.5	97.5
7.9	6.8	6.1
the last 2 m	nonths	
62.0	68.7	68.8
89.9	85.7	86.0
	Dieppe and Memramcook 95.1 97.3 97.3 97.4 7.9 the last 2 m 62.0	Dieppe and Memramcook South-East Area 95.1 90.4 97.3 95.9 5.8 7.4 4.3 6.3 97.1 97.5 7.9 6.8 the last 2 months 62.0 68.7



About this Table

Content and description

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

Why is it important?

By better understanding the experience of citizens with Extra-Mural Program 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.

Caption

n/a = Not applicable / not available

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



P Below-average performance