HOME CARE SURVEY
Extra-Mural Program Key Indicators

Zone 4
Madawaska and
North-West Area

Province
New Brunswick

Overall satisfaction with EMP services

In the last 2 months

Overall experience, good or very good % | 2024	97.6	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 % | 2024	93.2	93.2
The staff kept them well-informed about their progress, agree or strongly agree % | 2024	93.6	90.6
The staff discussed with them type of information to share with family or friends, agree or strongly agree % | 2024	79.2	78.3
Informal caregivers received information they wanted when they needed it, agree or strongly agree % | 2024	89.2	88.7

Communication

In the last 2 months, the staff

Treated them as gently as possible, always % | 2024	90.3	94.4
Explained things in a way that was easy to understand, always % | 2024	87.4	90.1
Listened carefully to them, always % | 2024	90.5	91.1

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Treated them with courtesy and respect, always %	2024	95.1	96.4

Coordination

In the last 2 months, the staff

Seemed informed and up-to-date about all the care they received, always %	2024	82.6	78.5

Availability of Services

Experienced limits or reductions in the last 12 months

In the duration of services or number of hours available %	2024	9.2	6.8
In the types of services available %	2024	9.7	7.0

Services helped in staying home

In the last 2 months

The services helped them stay at home %	2024	97.8	97.5
More could have been done to help them stay at home %	2024	6.2	6.1

Care received from an informal caregiver in the last 2 months

Received help from an informal caregiver %	2024	61.6	68.8
Received help at least once a week %	2024	84.3	86.0

New Brunswick | Conseil de la santé
Health Council | du Nouveau-Brunswick

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

🏳 Above-average performance

🏳 Below-average performance