Beyond Satisfaction: Results of the 2018 edition of the Home Care Survey

2018 SURVEY

Beyond Satisfaction: Results of the 2018 edition of the Home Care Survey
Who we are

New Brunswickers have a right to be aware of the decisions being made, to be part of the decision-making process, and to be aware of the outcomes delivered by the health system and its cost. The New Brunswick Health Council will foster this transparency, engagement, and accountability by engaging citizens in a meaningful dialogue, measuring, monitoring, and evaluating population health and health service quality, informing citizens on health system performance and recommending improvements to the Minister of Health.

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Introduction

New Brunswickers have a right to know about the quality of publicly funded home care services from the perspective of clients who are receiving these services.

There are two different types of publicly funded home care services in New Brunswick, as seen in the diagram below.

Categories of publicly funded home care programs in NB

<table>
<thead>
<tr>
<th>Services from the Extra-Mural Program</th>
<th>Home support services</th>
</tr>
</thead>
<tbody>
<tr>
<td>short-term care</td>
<td>Bathing</td>
</tr>
<tr>
<td>Chronic care</td>
<td>Grooming or dressing</td>
</tr>
<tr>
<td>Palliative care</td>
<td>Meal preparation</td>
</tr>
<tr>
<td>Home oxygen services</td>
<td>Housekeeping (cleaning, laundry)</td>
</tr>
<tr>
<td>Rehabilitation services</td>
<td>Feeding or nutrition care</td>
</tr>
<tr>
<td>Simplified access to long-term care</td>
<td>Transferring from place to place inside the home</td>
</tr>
<tr>
<td>Provided by</td>
<td>Respite care</td>
</tr>
<tr>
<td>- Registered nurses</td>
<td>Help with shopping or errands</td>
</tr>
<tr>
<td>- Licensed practical nurses</td>
<td>Other</td>
</tr>
<tr>
<td>- Social workers</td>
<td></td>
</tr>
<tr>
<td>- Respiratory therapists</td>
<td></td>
</tr>
<tr>
<td>- Registered dietitians</td>
<td></td>
</tr>
<tr>
<td>- Physiotherapists</td>
<td></td>
</tr>
<tr>
<td>- Occupational therapists</td>
<td></td>
</tr>
<tr>
<td>- Speech-language pathologists</td>
<td></td>
</tr>
<tr>
<td>- Rehabilitation assistants</td>
<td></td>
</tr>
</tbody>
</table>

Managed by
Medavie Health Services
New Brunswick

Delivered by
EM/ANB Inc.

Funded by
Department of Health

Managed by
Department of Social Development

Delivered by home support agencies or private individuals under the Long Term Care Program or Disability Support Program

Funded (entirely or partially) by Department of Social Development

New Brunswickers have a right to know about the quality of publicly funded home care services from the perspective of clients who are receiving these services.

There are two different types of publicly funded home care services in New Brunswick, as seen in the diagram below.
What is the New Brunswick Home Care Survey?

The New Brunswick Home Care Survey measures the experience of New Brunswickers receiving home care services, including their satisfaction and other measures of the quality of services received. This survey is conducted every three years, with previous editions released in 2012 and 2015. For the 2018 edition of the Home Care Survey, responses were completed between March and May 2018.

A total of 14,068 bilingual questionnaires were mailed throughout New Brunswick to clients who had recently received home care services. Of the questionnaires that were mailed, 6,937 (49%) were returned. Both types of publicly funded home care services were evaluated in this survey. A total of 5,053 questionnaires were returned for services under the Extra-Mural Program, and a total of 2,993 were returned for home support services.

<table>
<thead>
<tr>
<th></th>
<th>Clients who received a survey</th>
<th>Clients who responded</th>
<th>Response rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extra-Mural Program</td>
<td>10,217</td>
<td>5,053</td>
<td>49%</td>
</tr>
<tr>
<td>Home support services</td>
<td>6,042</td>
<td>2,993</td>
<td>50%</td>
</tr>
<tr>
<td>Total</td>
<td>14,068*</td>
<td>6,937</td>
<td>49%</td>
</tr>
</tbody>
</table>

*Some clients received both surveys
Is high client satisfaction always equivalent to a high quality of services?

Measuring care experiences from the citizen’s perspective on a regular basis has been identified as a crucial step towards defining areas of improvement and monitoring the impact of change. The overall satisfaction with services received from the Extra-Mural Program has been 95% or higher for all three editions of the New Brunswick Health Council (NBHC)'s Home Care Survey (2012, 2015, and 2018). At the same time, a number of indicators measuring the quality of services have shown less favourable results. How should we understand this?

Satisfaction can include many factors for clients beyond the quality of services. For some, overall satisfaction can be high because the opportunity to remain home may outweigh any quality issues with the service itself. Likewise, clients with multiple chronic health conditions may report a high satisfaction based on the friendliness of staff; however, the services they received can be provided in a way that does not help them properly manage their health condition and does not prevent an unnecessary hospital admission.

To ensure that we capture the most accurate picture possible, the NBHC asks questions about satisfaction as well as specific dimensions of health service quality. Specific areas of quality can then be identified for improvement by those responsible for service delivery.

For those who have wondered why the NBHC continues to conduct care experience surveys when satisfaction rates are high, it is the continued fulfillment of our mandate to assess citizen satisfaction with health services as well as other measures of the quality of those services. As long as areas for improvement continue to be identified, the NBHC will continue to conduct home care surveys every three years.

Informing on the quality of services

A high level of satisfaction does not necessarily represent a high quality of services. When satisfaction is high but performance measures are poor under dimensions of care such as accessibility, effectiveness, efficiency, and safety, this points to opportunities for improvement in the quality of services. Without these improvements, home care programs may not be meeting one or more of these key objectives:

• Helping citizens manage their health condition
• Responding to citizens’ home support needs
• Preventing unnecessary hospital admissions or ER visits
• Allowing people to stay in their homes as long as possible

The NBHC’s Home Care Survey has been designed to capture more than just the overall satisfaction with services received. Survey results are provided for specific areas of care that aim to provide a comprehensive view of the quality of services from the client’s perspective.

How does the NBHC inform on the quality of services? In the absence of performance targets, the NBHC does not identify care experiences as being of “high
quality” or “low quality.” Instead, the NBHC brings attention to areas likely in need of improvement. If performance targets were set by those responsible for program delivery, the NBHC could provide a better picture of the quality of services, by informing the public and program managers on whether or not a performance target has been met and possible priorities for improvement.

In this report, the NBHC informs on the variations that exist across geographic regions. Although the overall satisfaction is generally high for home care services in New Brunswick, large variations for several key indicators, as highlighted in the results of the 2018 edition of the survey, can be an indication that services are not equitable.

Likewise if a geographic region is at the lower end of performance for several key care experience indicators, this may also be a sign that program delivery challenges exist that should be explored by those responsible.

Highlighting variability or multiple instances of less favourable results can improve the quality of home care services, by recognizing New Brunswick communities that perform poorly, and learning from the communities that perform better. Citizens expect to receive a consistent level of services from their home care programs regardless of where they live or to which population groups they belong.
## What was evaluated

The NBHC evaluated the quality of services of the Extra-Mural Program using 14 key indicators that cover accessibility, appropriateness, safety, communication, satisfaction, and availability of services. For home support services, we have 12 key indicators covering the same categories.

<table>
<thead>
<tr>
<th>Accessibility</th>
<th>EMP</th>
<th>HSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>My services started as soon as I thought I needed them</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>I always get served in my preferred language - When English is preferred</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>I always get served in my preferred language - When French is preferred</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriateness</th>
<th>EMP</th>
<th>HSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>The staff/home support worker always seemed informed about all the services I received at home</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>The staff gave me the information I needed to take care of myself (strongly agree)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>My family caregivers were given information when they needed it (strongly agree)</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety</th>
<th>EMP</th>
<th>HSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>The staff talked with me about all the medications I was taking</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>I was harmed because of an error or mistake</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication</th>
<th>EMP</th>
<th>HSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>The staff/home support worker always explained things in a way that was easy to understand</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>The staff/home support worker always treated me with courtesy and respect</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>EMP</th>
<th>HSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>My experience of the services received was favourable (8, 9 or 10 on a scale of 0 to 10)</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>I am very satisfied with the number of times I received services</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Availability of services</th>
<th>EMP</th>
<th>HSS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have experienced limits or reductions in the types of services available</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>I have experienced limits or reductions in the duration of services or the number of hours available</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

EMP = Extra-Mural Program  
HSS = Home support services
Results for the Extra-Mural Program

What is the Extra-Mural Program?

The Extra-Mural Program (EMP) provides home health services under acute, palliative, chronic, rehabilitative and supportive care. Services include medical, occupational therapy, physiotherapy, respiratory therapy, social work, clinical dietetics, speech language pathology, pharmacy, as well as nursing care. Services from the EMP are funded entirely by the Department of Health.

Overall satisfaction with Extra-Mural Program (%)

When asked to rate the services they received from staff at the Extra-Mural Program, 95.3% of clients responded favourably by giving an 8, 9 or 10 on a scale of 0 to 10. In previous editions of the survey, the overall satisfaction with services was 95.1% (2015) and 96.7% (2012).
In the last three years, the NBHC has asked New Brunswickers to share their experiences and satisfaction with several types of health services. With respect to overall satisfaction, services received from the Extra-Mural Program have the highest positive rating among the services evaluated by the NBHC.

<table>
<thead>
<tr>
<th>Favourable rating of services (8, 9 or 10 on a scale of 0 to 10) by type of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency department</td>
</tr>
<tr>
<td>Overall health care services</td>
</tr>
<tr>
<td>Mental or emotional health services</td>
</tr>
<tr>
<td>After-hours clinic</td>
</tr>
<tr>
<td>Tele-Care</td>
</tr>
<tr>
<td>Community health centre</td>
</tr>
<tr>
<td>Family doctor</td>
</tr>
<tr>
<td>Specialist (doctor)</td>
</tr>
<tr>
<td>Nurse practitioner</td>
</tr>
<tr>
<td>Ambulance services</td>
</tr>
</tbody>
</table>

| Hospital services* | 78.9% |

| Home support services | 87.0% |
| Extra-Mural Program | 95.3% |

*Medical, surgical or maternity unit
Indicators with large variations in service quality within New Brunswick

Although overall satisfaction is high, we continue to observe large variations in the quality of services received from the Extra-Mural Program across different N.B. communities. Review of variations in the quality of services across different regions of the province by those responsible is an important part of the planning process because it can guide priorities and help address the gaps in services.

**INDICATOR 1**
I am very satisfied with the number of times I received services

<table>
<thead>
<tr>
<th></th>
<th>0%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>N.B. average</strong></td>
<td>75.9</td>
<td></td>
</tr>
<tr>
<td><strong>RANGE OF RESULTS</strong></td>
<td>53.9</td>
<td>89.0</td>
</tr>
</tbody>
</table>

Shippagan Area

Hillsborough Area

**INDICATOR 2**
The staff always seemed informed about all the services I received at home

<table>
<thead>
<tr>
<th></th>
<th>0%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>N.B. average</strong></td>
<td>73.5</td>
<td></td>
</tr>
<tr>
<td><strong>RANGE OF RESULTS</strong></td>
<td>55.9</td>
<td>86.0</td>
</tr>
</tbody>
</table>

Riverview Area

Sackville Area

**INDICATOR 3**
My family caregivers were given information when they needed it (% strongly agree)

<table>
<thead>
<tr>
<th></th>
<th>0%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>N.B. average</strong></td>
<td>42.1</td>
<td></td>
</tr>
<tr>
<td><strong>RANGE OF RESULTS</strong></td>
<td>29.1</td>
<td>56.4</td>
</tr>
</tbody>
</table>

Neguac Area

Minto Area
Communities with unfavourable results for multiple indicators

The exercise of looking at the range of survey results across all 33 communities revealed that some communities are at the lower end of quality across multiple indicators. The following communities have some of the least favourable results in the province for multiple indicators:

### Saint John Area

<table>
<thead>
<tr>
<th>Result</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>My services started as soon as I thought I needed them</td>
<td>90.9% 29/33</td>
</tr>
<tr>
<td>The staff talked with me about all the medications I was taking</td>
<td>78.9% 28/32</td>
</tr>
<tr>
<td>The staff always explained things in a way that was easy to understand</td>
<td>81.9% 29/33</td>
</tr>
<tr>
<td>My experience of the services received was favourable (8, 9 or 10 on a scale of 0 to 10)</td>
<td>92.8% 33/33</td>
</tr>
</tbody>
</table>

### Tracadie Area

<table>
<thead>
<tr>
<th>Result</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>The staff always seemed informed about all the services I received at home</td>
<td>60.3% 28/29</td>
</tr>
<tr>
<td>The staff always explained things in a way that was easy to understand</td>
<td>80.1% 31/33</td>
</tr>
<tr>
<td>I am very satisfied with the number of times I received services</td>
<td>61.8% 29/33</td>
</tr>
</tbody>
</table>

### City of Fredericton

<table>
<thead>
<tr>
<th>Result</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>My services started as soon as I thought I needed them</td>
<td>90.7% 31/33</td>
</tr>
<tr>
<td>The staff talked with me about all the medications I was taking</td>
<td>75.4% 32/32</td>
</tr>
<tr>
<td>I have experienced limits or reductions in the types of services available</td>
<td>10.8% 30/33</td>
</tr>
</tbody>
</table>

### Riverview Area

<table>
<thead>
<tr>
<th>Result</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>My services started as soon as I thought I needed them</td>
<td>89.2% 33/33</td>
</tr>
<tr>
<td>The staff always seemed informed about all the services I received at home</td>
<td>55.9% 29/29</td>
</tr>
<tr>
<td>The staff always explained things in a way that was easy to understand</td>
<td>76.2% 33/33</td>
</tr>
</tbody>
</table>

Note: As some communities had a low number of respondents, rankings may include fewer than 33 communities.
<table>
<thead>
<tr>
<th>ACCESSIBILITY</th>
<th>2018 highest and lowest across 7 health zones</th>
<th>2018 highest and lowest across 33 communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• My services started as soon as I thought I needed them</td>
<td>92.8 (Zone 2) to 95.0 (Zone 1)</td>
<td>89.2 (Riverview) to 100 (Salisbury)</td>
</tr>
<tr>
<td>• I always get served in my preferred language - when English is preferred</td>
<td>90.1 (Zone 4) to 97.4 (Zone 2)</td>
<td>94.4 (Minto) to 100 (Quispamsis)</td>
</tr>
<tr>
<td>• I always get served in my preferred language - when French is preferred</td>
<td>91.6 (Zone 6) to 95.9 (Zone 1)</td>
<td>89.9 (Shippagan) to 98.5 (Shediac)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APPROPRIATENESS</th>
<th>2018 highest and lowest across 7 health zones</th>
<th>2018 highest and lowest across 33 communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The staff always seemed informed about all the services I received at home</td>
<td>66.8 (Zone 6) to 80.5 (Zone 5)</td>
<td>55.9 (Riverview) to 86.0 (Sackville)</td>
</tr>
<tr>
<td>• The staff gave me the information I needed to take care of myself (strongly agree)</td>
<td>47.6 (Zone 3) to 56.0 (Zone 5)</td>
<td>39.3 (Neguac) to 62.1 (Dieppe)</td>
</tr>
<tr>
<td>• My family caregivers were given information when they needed it (strongly agree)</td>
<td>40.1 (Zone 7) to 45.0 (Zone 4)</td>
<td>29.1 (Neguac) to 56.4 (Minto)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SAFETY</th>
<th>2018 highest and lowest across 7 health zones</th>
<th>2018 highest and lowest across 33 communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The staff talked with me about all the medications I was taking</td>
<td>81.3 (Zone 5) to 87.6 (Zone 7)</td>
<td>75.4 (Fredericton) to 94.6 (Florenceville-Bristol)</td>
</tr>
<tr>
<td>• I was harmed because of an error or mistake¹</td>
<td>1.4 (Zone 2) to 2.1 (Zone 4)²</td>
<td>n/a</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMUNICATION</th>
<th>2018 highest and lowest across 7 health zones</th>
<th>2018 highest and lowest across 33 communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The staff always explained things in a way that was easy to understand</td>
<td>82.3 (Zone 6) to 88.6 (Zone 1)</td>
<td>76.2 (Riverview) to 93.7 (Grand Bay-Westfield)</td>
</tr>
<tr>
<td>• The staff always treated me with courtesy and respect</td>
<td>91.5 (Zone 4) to 96.6 (Zone 5)</td>
<td>88.8 (Kedgwick) to 99.1 (Dalhousie)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SATISFACTION</th>
<th>2018 highest and lowest across 7 health zones</th>
<th>2018 highest and lowest across 33 communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• My experience of the services received was favourable (8, 9 or 10 on a scale of 0 to 10)</td>
<td>94.8 (Zone 2) to 96.2 (Zone 7)</td>
<td>92.8 (Saint John) to 98.1 (Caraquet, Dieppe)</td>
</tr>
<tr>
<td>• I am very satisfied with the number of times I received services</td>
<td>61.4 (Zone 6) to 81.7 (Zone 2)</td>
<td>53.9 (Shippagan) to 89.0 (Hillsborough)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AVAILABILITY OF SERVICES</th>
<th>2018 highest and lowest across 7 health zones</th>
<th>2018 highest and lowest across 33 communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• I have experienced limits or reductions in the types of services available¹</td>
<td>5.1 (Zone 7) to 12.7 (Zone 5)</td>
<td>2.0 (Caraquet) to 14.6 (Dalhousie)</td>
</tr>
<tr>
<td>• I have experienced limits or reductions in the duration of services or the number of hours available¹</td>
<td>4.8 (Zone 6) to 10.5 (Zone 5)</td>
<td>2.3 (Salisbury) to 12.9 (Dalhousie)</td>
</tr>
</tbody>
</table>

Provincial respondent counts are as follows:
- 3,153 for 2012
- 4,757 for 2015
- 5,053 for 2018

1: For these indicators, a lower value is better
2: Some zones or communities were excluded from this range due to low respondent counts
n/a: Data was suppressed due to low respondent counts
Results for home support services

What are home support services?

Home support services are provided to clients in need of personal care, such as housekeeping (cleaning, laundry), meal preparation, bathing, feeding or nutrition care. These services are provided by home support workers. Home support services in New Brunswick are funded entirely or partially by the Department of Social Development, under the Long Term Care Program or the Disability Support Program. The Department of Social Development either retains the services of a home support agency on behalf of its clients, or clients may choose to receive services from private individuals.

Overall satisfaction with home support services (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfaction (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>87.9</td>
</tr>
<tr>
<td>2015</td>
<td>88.7</td>
</tr>
<tr>
<td>2018</td>
<td>87.0</td>
</tr>
</tbody>
</table>

When asked to rate the services they received from home support workers, 87.0% of clients responded favourably by giving an 8, 9 or 10 on a scale of 0 to 10. In previous editions of the survey, the overall satisfaction with services was 88.7% (2015) and 87.9% (2012).
Indicators with large variations in service quality within New Brunswick

We continue to observe large variations in the quality of home support services across different N.B. communities. Review of variations in the quality of services across different regions of the province by those responsible is an important part of the planning process because it can guide priorities and help address the gaps in services.

INDICATOR 1
I am very satisfied with the number of times I received services

INDICATOR 2
My home support worker always seemed informed about all the services I received at home

INDICATOR 3
I have experienced limits or reductions in the duration of services or the number of hours available
**INDICATOR 4**
My services started as soon as I thought I needed them

<table>
<thead>
<tr>
<th></th>
<th>0%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>N.B.</td>
<td>67.9</td>
<td>96.2</td>
</tr>
<tr>
<td>average</td>
<td>81.5</td>
<td>96.2</td>
</tr>
<tr>
<td></td>
<td>Dieppe Area</td>
<td>Minto Area</td>
</tr>
</tbody>
</table>

**INDICATOR 5**
My family caregivers were given information when they needed it (% strongly agree)

<table>
<thead>
<tr>
<th></th>
<th>0%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>N.B.</td>
<td>12.9</td>
<td>40.8</td>
</tr>
<tr>
<td>average</td>
<td>26.6</td>
<td>40.8</td>
</tr>
<tr>
<td></td>
<td>Campbellton Area</td>
<td>Minto Area</td>
</tr>
</tbody>
</table>
### Communities with unfavourable results for multiple indicators

The exercise of looking at the range of survey results across all 33 communities revealed that some communities are at the lower end of quality across multiple indicators. The following communities have some of the least favourable results in the province for multiple indicators:

#### Edmundston Area

<table>
<thead>
<tr>
<th>Question</th>
<th>Result</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>My home support worker always seemed informed about all the services I received at home</td>
<td>37.0%</td>
<td>17/17</td>
</tr>
<tr>
<td>My home support worker always explained things in a way that was easy to understand</td>
<td>68.3%</td>
<td>25/26</td>
</tr>
<tr>
<td>I am very satisfied with the number of times I received services</td>
<td>45.6%</td>
<td>24/26</td>
</tr>
<tr>
<td>I have experienced limits or reductions in the types of services available</td>
<td>33.8%</td>
<td>26/26</td>
</tr>
</tbody>
</table>

#### Dieppe Area

<table>
<thead>
<tr>
<th>Question</th>
<th>Result</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>My services started as soon as I thought I needed them</td>
<td>67.9%</td>
<td>26/26</td>
</tr>
<tr>
<td>My home support worker always explained things in a way that was easy to understand</td>
<td>66.3%</td>
<td>26/26</td>
</tr>
<tr>
<td>My home support worker always treated me with courtesy and respect</td>
<td>76.1%</td>
<td>26/26</td>
</tr>
<tr>
<td>My experience of the services received was favourable (8, 9 or 10 on a scale of 0 to 10)</td>
<td>78.2%</td>
<td>26/26</td>
</tr>
</tbody>
</table>

#### Tracadie Area

<table>
<thead>
<tr>
<th>Question</th>
<th>Result</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am very satisfied with the number of times I received services</td>
<td>44.9%</td>
<td>26/26</td>
</tr>
<tr>
<td>I have experienced limits or reductions in the duration of services or the number of hours available</td>
<td>40.9%</td>
<td>26/26</td>
</tr>
</tbody>
</table>

#### City of Moncton

<table>
<thead>
<tr>
<th>Question</th>
<th>Result</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>My services started as soon as I thought I needed them</td>
<td>74.0%</td>
<td>25/26</td>
</tr>
<tr>
<td>I have experienced limits or reductions in the types of services available</td>
<td>29.7%</td>
<td>24/26</td>
</tr>
</tbody>
</table>

Note: As some communities had a low number of respondents, rankings may include fewer than 33 communities.
<table>
<thead>
<tr>
<th>Home support services</th>
<th>Key indicator results</th>
<th>%</th>
<th>N.B. 2012</th>
<th>N.B. 2015</th>
<th>N.B. 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>76.9 (Zone 1) to 85.5 (Zone 3)</td>
<td>67.9 (Dieppe) to 96.2 (Minto)</td>
<td></td>
</tr>
<tr>
<td>ACCESSIBILITY</td>
<td>My services started as soon as I thought I needed them</td>
<td>80.1</td>
<td>79.4</td>
<td>81.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>I always get served in my preferred language - when English is preferred</td>
<td>97.3</td>
<td>96.1</td>
<td>95.2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>I always get served in my preferred language - when French is preferred</td>
<td>90.7</td>
<td>91.6</td>
<td>91.1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>across 7 health zones across 33 communities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APPROPRIATENESS</td>
<td>My home support worker always seemed informed about all the services I received at home</td>
<td>67.8</td>
<td>55.9</td>
<td>51.9</td>
<td></td>
</tr>
<tr>
<td></td>
<td>My family caregivers were given information when they needed it (strongly agree)</td>
<td>27.3</td>
<td>28.7</td>
<td>26.6</td>
<td></td>
</tr>
<tr>
<td>SAFETY</td>
<td>I was harmed because of an error or mistake</td>
<td>1.8</td>
<td>2.5</td>
<td>2.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>across 7 health zones</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMMUNICATION</td>
<td>My home support worker always explained things in a way that was easy to understand</td>
<td>84.5</td>
<td>77.8</td>
<td>77.2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>My home support worker always treated me with courtesy and respect</td>
<td>90.3</td>
<td>86.4</td>
<td>85.5</td>
<td></td>
</tr>
<tr>
<td>SATISFACTION</td>
<td>My experience of the services received was favourable (8, 9 or 10 on a scale of 0 to 10)</td>
<td>87.9</td>
<td>88.7</td>
<td>87.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>I am very satisfied with the number of times I received services</td>
<td>70.6</td>
<td>65.8</td>
<td>64.4</td>
<td></td>
</tr>
<tr>
<td>AVAILABILITY OF SERVICES</td>
<td>I have experienced limits or reductions in the types of services available</td>
<td>19.8</td>
<td>23.0</td>
<td>22.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>I have experienced limits or reductions in the duration of services or the number of hours available</td>
<td>25.6</td>
<td>30.4</td>
<td>27.9</td>
<td></td>
</tr>
<tr>
<td>Provincial respondent counts are as follows:</td>
<td>- 1,905 for 2012</td>
<td>- 2,796 for 2015</td>
<td>- 2,993 for 2018</td>
<td>- 1,705 for 2012</td>
<td>- 2,596 for 2015</td>
</tr>
</tbody>
</table>
The importance of benchmarks and targets

When an independent organization such as the NBHC conducts regularly scheduled home care surveys, benchmarks are created and the change from survey to survey can be publicly reported. While knowing how the program performance is changing is useful and informative for New Brunswickers, it doesn’t give them a clear idea of what performance they should be expecting from those responsible. For this, performance targets are required.

Leaders who plan program services can use these benchmarks to set performance targets, which can then be incorporated into the reporting of survey results. How can this benefit reporting?

If we look at a Department of Social Development performance target for home support services based on administrative data, "average wait time for a home care assessment," which has a target of 85 days, we see that the provincial average of 60 days is much better than the target. Looking at the results by region shows us that the provincial average hides the performance in Moncton of 88 days, which fails to meet the target, as well as the extremely high performance of 40 days in the Acadian Peninsula. Targets provide New Brunswickers with a basis for their service expectations, and provide program managers with feedback on priority areas for improvement and locations with possible best practices.

We therefore call on the organizations responsible for the publicly funded home care programs to establish performance targets for key care experience indicators such as those listed in this report. If this can be achieved, the NBHC can use these performance targets to provide enhanced reporting for the 2021 edition of the Home Care Survey, which will benefit both the public and those responsible for the programs. This improved reporting will assist the public in understanding program challenges and supporting change as well as clearly identifying geographic regions and population groups that are not meeting these targets.
Benchmarks are especially important whenever significant changes occur to the delivery or management of services, as they make it possible to evaluate the impact of those changes. Prior to January 1, 2018, services from the Extra-Mural Program were managed by New Brunswick’s two regional health authorities, Horizon Health Network and Vitalité Health Network. As of January 1, 2018, EMP services are managed by Medavie Health Services New Brunswick (MHSNB).

Under its contract with MHSNB, the Department of Health will inform the public on the performance of the Extra-Mural Program, with a list of key performance indicators (KPI) as well as benchmarks and targets. One of these KPIs is the overall satisfaction from the NBHC’s Home Care Survey, with a performance target of 95%.

If not for the 2012 and 2015 editions of the Home Care Survey, where citizens reported an overall satisfaction of at least 95%, what performance target would have been used in the contract with MHSNB? As an example, if no prior surveys had been conducted and the target for overall satisfaction was set at 80%, which is close to the overall satisfaction reported by the NBHC for inpatient hospital services, the bar would have been set very low for MHSNB to reach this target. Even if a target was based on overall satisfaction measured by other jurisdictions across Canada, for example 90%, the bar would have been set lower than the performance achieved in New Brunswick prior to the province’s contract with MHSNB.

While the results of the 2018 edition of the Home Care Survey do not provide a sense of the full impact that the province’s contract with MHSNB may have had on care experiences (questionnaires were mailed between March and May 2018), the next edition in 2021 will clearly evaluate care experiences for services managed by MHSNB.