

Zone 1: Moncton / South-East Area

These survey results are based on citizens across New Brunswick who have recently received home care services (Extra-Mural Program or home support services or both). Services from the Extra-Mural Program are provided by health professionals such as a nurse, physiotherapist or social worker. Home support services are provided by home support workers to help with tasks such as housekeeping or meal preparation.

Under the Extra-Mural Program, home care services are funded by the Department of Health and delivered by New Brunswick's two regional health authorities, Horizon Health Network and Vitalité Health Network. This survey also covers home support services funded entirely or partially by the Department of Social Development under the Long Term Care Program and the Disability Support Program.

All survey results are weighted by age and gender to better represent the population receiving home care services.



	Zone 1 2015 (%)	New Brunswick 2015 (%)
UNMET NEEDS		
	<i>n=1,529</i>	<i>n=6,641</i>
Is there anything else that could have been done to help you stay at home? (yes)	15.4	14.5
In this zone, 15.4% of citizens receiving home care services (Extra-Mural Program or home support services or both) reported in 2015 that more could have been done to help them stay at home, compared to 11.7% in 2012. For this type of indicator, a "better" result is achieved when the indicator has a "lower" value.		
What else could have been done or provided to help you stay at home? (top 3)		
More hours of service such as weeknights and weekends	21.9	28.8
More equipment such as wheelchairs and shower handles	15.7	12.5
More home support services such as yard work or food delivery	15.5	16.3
FAMILY CAREGIVERS		
	<i>n=1,529</i>	<i>n=6,641</i>
Does a friend, family member or volunteer help you with your home care? (yes)	61.9	61.5
Who helps the most?		
Spouse or partner	44.9	41.3
Son or daughter	30.7	33.9
Other family member	10.2	9.3
Mother or father	6.5	6.5
Friend or volunteer	5.6	6.7
How often do they help?		
Every day	54.0	59.0
A few times a week	25.3	22.0
Once a week or less	20.0	17.9

Communities included in this zone:

Bouctouche Area, Dieppe Area, Hillsborough Area, Moncton, Riverview Area, Sackville Area, Salisbury Area, Shediac Area

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	Zone 1 2015 (%)	New Brunswick 2015 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=1,529</i>	<i>n=6,641</i>
Age group		
Under 18	12.8	5.2
18-64	25.3	29.1
65-74	20.8	20.0
75-84	21.9	24.7
85 and over	19.2	21.0
Gender		
Male	44.6	41.0
Female	55.4	59.0
Education level		
No high school diploma	53.0	53.2
High school or higher	47.0	46.8
Household income		
Less than \$25,000	56.9	63.2
\$25,000 or more	43.1	36.8
Language of choice for services		
English	73.5	77.5
French	26.5	22.5
Aboriginal		
Yes	2.3	2.2
Self-rated overall health		
Excellent/Very good	14.6	13.0
Good	31.4	28.4
Fair	35.8	40.1
Poor	18.1	18.5
Self-rated mental or emotional health		
Excellent/Very good	30.9	30.5
Good	38.5	37.2
Fair	24.0	25.7
Poor	6.6	6.5
Chronic health conditions		
Hypertension	52.2	54.0
Arthritis	42.4	45.8
Diabetes	30.5	29.9
Chronic pain	29.3	30.4
Heart disease	28.6	31.4
Cancer	27.6	24.1
Gastric reflux (or GERD)	24.7	24.5
Depression	24.0	22.3
Emphysema or COPD	17.1	18.7
Asthma	15.9	15.4
Stroke	11.3	12.7
Dementia	4.9	6.5
Mood disorder other than depression	3.7	4.2
Alzheimer's	1.8	2.9

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	Zone 1 2015 (%)	New Brunswick 2015 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n=1,188</i>	<i>n=4,757</i>
Service received in the last two months		
Nurse	72.6	73.3
Respiratory therapist	16.1	20.7
Physiotherapist	15.6	17.7
Occupational therapist	14.9	16.1
Dietitian	14.8	18.1
Social worker	13.0	15.8
Speech language pathologist	3.5	3.3
Rehabilitation assistant	1.3	2.1
How long have you been getting services?		
More than 1 year	45.9	49.2
How often do you receive services?		
Every day	4.0	4.6
A few times a week	22.7	19.9
Once a week or less	73.3	75.5

	Zone 1 2015 (%)	New Brunswick 2015 (%)
USE OF SERVICES (Home Support Services)		
	<i>n=532</i>	<i>n=2,796</i>
Service received in the last two months		
Housekeeping (cleaning, laundry)	94.5	93.4
Meal preparation	69.4	75.7
Bathing	41.4	45.1
Grooming or dressing	41.2	44.6
Transferring (from place to place, inside the home)	22.6	22.4
Relief to family, friends or volunteers	22.6	22.7
Feeding or nutrition care	20.7	23.0
How long have you been getting services from this home support worker?		
More than 1 year	68.9	72.6
How often do you receive services?		
Every day	44.4	51.2
A few times a week	40.6	38.1
Once a week or less	15.0	10.7

	Zone 1 2012 (%)	Zone 1 2015 (%)	New Brunswick 2015 (%)
QUALITY OF SERVICES (Extra-Mural Program)			
	<i>n=761</i>	<i>n=1,188</i>	<i>n=4,757</i>
Accessibility			
Did home care services start as soon as you thought you needed it? (yes)	92.6	92.4 ▣	94.3
Always got help when contacting the office (yes)	96.1	97.1	97.3
How often service was received in language of choice (always)	English	English	English
	97.3	96.0	96.8
	French	French	French
	95.9	95.7 ■	92.3

Symbols indicate a statistically significant difference calculated at a 95% level of confidence:

▲ ▼ = Favourable change from 2012 to 2015
 ▲ ▽ = Unfavourable change from 2012 to 2015

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	Zone 1 2012 (%) <i>n=761</i>	Zone 1 2015 (%) <i>n=1,188</i>	New Brunswick 2015 (%) <i>n=4,757</i>
QUALITY OF SERVICES (Extra-Mural Program)			
Appropriateness			
How often providers seemed informed about all care/treatment received at home (always)	78.3	73.4	73.3
How often clients received conflicting information from different providers (never)	79.8	▲ 86.8	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	50.6	47.0	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	44.6	41.4	42.3
Effectiveness			
Citizens with a chronic health condition ¹ who are confident in controlling and managing their health condition (very confident)	30.2	▼ 22.0	22.4
Safety			
Staff talked with clients about how to set up their home to move around safely (yes)	69.8	▲ 76.7	80.4
Staff talked with clients about all the medicines they were taking (yes)	70.3	▲ 82.1	83.4
Do you believe you were harmed because of an error or mistake? (yes)	-	-	1.3
Efficiency			
Admitted to hospital or visited hospital emergency room while receiving services (yes)	40.6	45.0	46.4
Continuity of care across hospital services, home care services and primary health ²	62.0	66.7	67.1
Communication			
How often providers explained things in a way that was easy to understand (always)	91.4	▼ 87.1	86.0
How often providers treated clients with courtesy and respect (always)	97.5	▼ 94.3	93.6
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	96.1	▼ 93.8	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	95.2	▼ 87.7	88.5
Satisfaction with number of times care was received (very satisfied)	78.6	77.6	75.8
Reported difficulties in receiving care			
Limits or reductions in...			
Types of service/care available (yes)	7.3	8.1	8.2
Duration of service or hours available (yes)	6.9	6.5	6.6

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¹ Self-reported by respondent: Alzheimer's disease, arthritis, asthma, cancer, chronic pain, dementia, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, hypertension, mood disorder other than depression, or stroke

² Staff at the hospital or rehabilitation centre explained what type of home care services would be received, AND home care providers seemed informed about all services received at home, AND primary health provider seemed informed about home care services

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	Zone 1 2012 (%) n=385	Zone 1 2015 (%) n=532	New Brunswick 2015 (%) n=2,796
QUALITY OF SERVICES (Home Support Services)			
Accessibility			
Ease or difficulty getting information about home care services before starting (very easy)	17.2	▲ 24.1 □	29.4
Did home care services start as soon as you thought you needed it? (yes)	75.1	76.7	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)	62.1	62.9	63.7
How often service was received in language of choice (always)	English	English	English
	98.6	▽ 92.9 □	96.1
	French	French	French
	81.5	82.6 □	91.6
Appropriateness			
How often home support workers seemed informed about all care received at home (always)	68.2	▽ 54.3	55.9
How often clients received conflicting information from different providers (never)	72.1	67.0 □	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)	25.8	28.9	28.7
Safety			
Do you believe you were harmed because of an error or mistake? (yes)	-	-	2.5
Communication			
How often home support workers explained things in a way that was easy to understand (always)	89.4	▽ 75.9	77.8
How often home support workers treated clients with courtesy and respect (always)	90.7	86.1	86.4
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	86.2	85.4 □	88.7
Would recommend agency or home support worker to family or friends (definitely yes)	69.0	74.0	73.6
Satisfaction with number of times care was received (very satisfied)	70.1	67.6	65.8
Reported difficulties in receiving care			
Have you ever found the cost for home care services too high? (yes)	26.0	24.3	21.7
Limits or reductions in...			
Types of service/care available (yes)	26.5	23.3	23.0
Duration of service or hours available (yes)	27.8	33.2	30.4

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