

## Zone 4: Madawaska / North-West 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 4 2015 (%)	New Brunswick 2015 (%)
<b>UNMET NEEDS</b>		
	<i>n=652</i>	<i>n=6,641</i>
<b>Is there anything else that could have been done to help you stay at home? (yes)</b>	16.4	14.5
In this zone, 16.4% 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 12.7% in 2012. For this type of indicator, a "better" result is achieved when the indicator has a "lower" value.		
<b>What else could have been done or provided to help you stay at home? (top 3)</b>		
More home support services such as yard work or food delivery	28.8	16.3
More hours of service such as weeknights and weekends	12.8	28.8
More equipment such as wheelchairs and shower handles	10.2	12.5
<b>FAMILY CAREGIVERS</b>		
	<i>n=652</i>	<i>n=6,641</i>
<b>Does a friend, family member or volunteer help you with your home care? (yes)</b>	55.3	61.5
Who helps the most?		
Spouse or partner	41.1	41.3
Son or daughter	30.2	33.9
Other family member	9.4	9.3
Friend or volunteer	8.1	6.7
Mother or father	7.5	6.5
How often do they help?		
Every day	56.7	59.0
A few times a week	24.1	22.0
Once a week or less	16.9	17.9

Communities included in this zone:

Edmundston Area, Grand Falls Area, Kedgwick Area

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	Zone 4 2015 (%)	New Brunswick 2015 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES	<i>n=652</i>	<i>n=6,641</i>
<b>Age group</b>		
Under 18	1.9	5.2
18-64	38.1	29.1
65-74	18.8	20.0
75-84	23.4	24.7
85 and over	17.8	21.0
<b>Gender</b>		
Male	41.2	41.0
Female	58.8	59.0
<b>Education level</b>		
No high school diploma	58.3	53.2
High school or higher	41.7	46.8
<b>Household income</b>		
Less than \$25,000	69.7	63.2
\$25,000 or more	30.3	36.8
<b>Language of choice for services</b>		
English	29.5	77.5
French	70.5	22.5
<b>Aboriginal</b>		
Yes	3.4	2.2
<b>Self-rated overall health</b>		
Excellent/Very good	11.0	13.0
Good	29.6	28.4
Fair	42.9	40.1
Poor	16.5	18.5
<b>Self-rated mental or emotional health</b>		
Excellent/Very good	32.6	30.5
Good	37.6	37.2
Fair	25.6	25.7
Poor	4.3	6.5
<b>Chronic health conditions</b>		
Hypertension	52.9	54.0
Arthritis	43.4	45.8
Chronic pain	33.1	30.4
Heart disease	31.3	31.4
Diabetes	27.0	29.9
Gastric reflux (or GERD)	24.1	24.5
Emphysema or COPD	20.4	18.7
Depression	19.7	22.3
Cancer	18.6	24.1
Asthma	16.7	15.4
Stroke	11.0	12.7
Dementia	4.7	6.5
Mood disorder other than depression	4.6	4.2
Alzheimer's	2.1	2.9

## Zone 4: Madawaska / North-West Area

	Zone 4 2015 (%)	New Brunswick 2015 (%)
<b>USE OF SERVICES (Extra-Mural Program)</b>		
	n=482	n=4,757
<b>Service received in the last two months</b>		
Nurse	79.2	73.3
Social worker	24.1	15.8
Physiotherapist	21.7	17.7
Respiratory therapist	20.9	20.7
Dietitian	17.9	18.1
Occupational therapist	13.6	16.1
Rehabilitation assistant	4.5	2.1
Speech language pathologist	3.1	3.3
<b>How long have you been getting services?</b>		
More than 1 year	54.2	49.2
<b>How often do you receive services?</b>		
Every day	5.8	4.6
A few times a week	23.4	19.9
Once a week or less	70.8	75.5

	Zone 4 2015 (%)	New Brunswick 2015 (%)
<b>USE OF SERVICES (Home Support Services)</b>		
	n=299	n=2,796
<b>Service received in the last two months</b>		
Housekeeping (cleaning, laundry)	94.4	93.4
Meal preparation	68.8	75.7
Grooming or dressing	35.7	44.6
Bathing	34.9	45.1
Feeding or nutrition care	25.9	23.0
Transferring (from place to place, inside the home)	23.1	22.4
Relief to family, friends or volunteers	11.8	22.7
<b>How long have you been getting services from this home support worker?</b>		
More than 1 year	84.1	72.6
<b>How often do you receive services?</b>		
Every day	40.6	51.2
A few times a week	39.1	38.1
Once a week or less	20.3	10.7

	Zone 4 2012 (%)	Zone 4 2015 (%)	New Brunswick 2015 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
	n=321	n=482	n=4,757
<b>Accessibility</b>			
Did home care services start as soon as you thought you needed it? (yes)	92.1	▲ 96.2	94.3
Always got help when contacting the office (yes)	97.3	98.9	97.3
How often service was received in language of choice (always)	English	English	English
	87.2	94.5	96.8
	French	French	French
	89.2	91.7	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 4 2012 (%) n=321	Zone 4 2015 (%) n=482	New Brunswick 2015 (%) n=4,757
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
<b>Appropriateness</b>			
How often providers seemed informed about all care/treatment received at home (always)	82.0	▽ 72.0	73.3
How often clients received conflicting information from different providers (never)	80.7	81.1 □	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	43.3	▲ 53.5 ■	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	34.4	▲ 44.9	42.3
<b>Effectiveness</b>			
Citizens with a chronic health condition <sup>1</sup> who are confident in controlling and managing their health condition (very confident)	28.5	26.9 ■	22.4
<b>Safety</b>			
Staff talked with clients about how to set up their home to move around safely (yes)	75.5	▲ 87.9 ■	80.4
Staff talked with clients about all the medicines they were taking (yes)	81.0	▲ 87.5 ■	83.4
Do you believe you were harmed because of an error or mistake? (yes)	-	-	1.3
<b>Efficiency</b>			
Admitted to hospital or visited hospital emergency room while receiving services (yes)	42.0	47.6	46.4
Continuity of care across hospital services, home care services and primary health <sup>2</sup>	68.1	70.0	67.1
<b>Communication</b>			
How often providers explained things in a way that was easy to understand (always)	86.2	▽ 80.4 □	86.0
How often providers treated clients with courtesy and respect (always)	94.2	91.4	93.6
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.3	95.6	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	93.1	90.8	88.5
Satisfaction with number of times care was received (very satisfied)	76.9	▽ 66.5 □	75.8
<b>Reported difficulties in receiving care</b>			
Limits or reductions in...			
Types of service/care available (yes)	11.9	9.9	8.2
Duration of service or hours available (yes)	12.5	8.1	6.6

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<sup>1</sup> 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

<sup>2</sup> 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 4 2012 (%) n=188	Zone 4 2015 (%) n=299	New Brunswick 2015 (%) n=2,796
<b>QUALITY OF SERVICES (Home Support Services)</b>			
<b>Accessibility</b>			
Ease or difficulty getting information about home care services before starting (very easy)	12.7	16.0 <span style="color: red;">□</span>	29.4
Did home care services start as soon as you thought you needed it? (yes)	81.7	78.8	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)	21.7	<span style="color: green;">▲</span> 34.7 <span style="color: red;">□</span>	63.7
How often service was received in language of choice (always)	English	English	English
	78.3	92.8	96.1
	French	French	French
	89.9	<span style="color: green;">▲</span> 97.5 <span style="color: green;">■</span>	91.6
<b>Appropriateness</b>			
How often home support workers seemed informed about all care received at home (always)	54.2	55.0	55.9
How often clients received conflicting information from different providers (never)	60.9	73.5	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)	16.6	22.7	28.7
<b>Safety</b>			
Do you believe you were harmed because of an error or mistake? (yes)	-	-	2.5
<b>Communication</b>			
How often home support workers explained things in a way that was easy to understand (always)	72.4	74.6	77.8
How often home support workers treated clients with courtesy and respect (always)	84.2	81.7 <span style="color: red;">□</span>	86.4
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	77.5	<span style="color: green;">▲</span> 85.2	88.7
Would recommend agency or home support worker to family or friends (definitely yes)	64.7	<span style="color: green;">▲</span> 77.8	73.6
Satisfaction with number of times care was received (very satisfied)	56.2	<span style="color: red;">▽</span> 44.5 <span style="color: red;">□</span>	65.8
<b>Reported difficulties in receiving care</b>			
Have you ever found the cost for home care services too high? (yes)	28.1	21.0	21.7
Limits or reductions in...			
Types of service/care available (yes)	26.6	26.9	23.0
Duration of service or hours available (yes)	35.8	28.2	30.4

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