

Results by Aboriginal identity

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.

	Are you an Aboriginal person?	Yes 2015 (%)	No 2015 (%)	N.B. 2015 (%)
UNMET NEEDS				
		<i>n=126</i>	<i>n=5884</i>	<i>n=6641</i>
Is there anything else that could have been done to help you stay at home? (yes)		15.6	14.1	14.5
In New Brunswick, 14.5% 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. Among citizens who receive home care services and identify as an Aboriginal person, 15.6% reported that more could have been done, compared to 14.1% among citizens who do not identify as an Aboriginal person. 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? (NB top 3)				
More hours of service such as weeknights and weekends		-	-	28.8
More home support services such as yard work or food delivery		-	-	16.3
More equipment such as wheelchairs and shower handles		-	-	12.5
FAMILY CAREGIVERS				
		<i>n=126</i>	<i>n=5884</i>	<i>n=6641</i>
Does a friend, family member or volunteer help you with your home care? (yes)		57.8	61.7	61.5
Who helps the most?				
Son or daughter		27.9	33.9	33.9
Spouse or partner		47.3	41.5	41.3
Other family member		9.2	9.3	9.3
Mother or father		8.2	6.5	6.5
Friend or volunteer		7.4	6.6	6.7
How often do they help?				
Every day		69.3	58.8	59.0
A few times a week		15.7	22.2	22.0
Once a week or less		15.0	17.8	17.9



	Are you an Aboriginal person?	Yes 2015 (%)	No 2015 (%)	N.B. 2015 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		<i>n=126</i>	<i>n=5584</i>	<i>n=6641</i>
Age group				
Under 18		-	-	5.2
18-64		44.1	29.6	29.1
65-74		23.2	20.7	20.0
75-84		19.0	25.2	24.7
85 and over		9.0	21.7	21.0
Gender				
Male		47.4	40.5	41.0
Female		52.6	59.5	59.0
Education level				
No high school diploma		55.3	52.7	53.2
High school or higher		44.7	47.3	46.8
Household income				
Less than \$25,000		70.2	62.6	63.2
\$25,000 or more		29.8	37.4	36.8
Language of choice for services				
English		77.0	78.3	77.5
French		23.0	21.7	22.5
Aboriginal				
Yes		100.0	0.0	2.2
Self-rated overall health				
Excellent/Very good		9.0	13.0	13.0
Good		37.2	28.1	28.4
Fair		32.5	40.3	40.1
Poor		21.2	18.5	18.5
Self-rated mental or emotional health				
Excellent/Very good		28.0	30.5	30.5
Good		35.4	37.3	37.2
Fair		25.5	25.7	25.7
Poor		11.1	6.5	6.5

	Are you an Aboriginal person?	Yes 2015 (%)	No 2015 (%)	N.B. 2015 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		<i>n=126</i>	<i>n=5584</i>	<i>n=6641</i>
Chronic health conditions				
Hypertension		54.2	53.9	54.0
Arthritis		47.7	45.5	45.8
Chronic pain		40.2	30.0	30.4
Heart disease		35.4	31.2	31.4
Gastric reflux (GERD)		27.1	24.6	24.5
Diabetes		41.2	29.6	29.9
Cancer		18.8	24.2	24.1
Depression		31.6	22.2	22.3
Asthma		19.9	15.2	15.4
Chronic Obstructive Pulmonary Disease (COPD) or emphysema		22.7	18.6	18.7
Stroke		10.2	12.8	12.7
Dementia		3.8	6.7	6.5
Bipolar disorder, mania, manic depression or dysthymia		5.6	4.3	4.2
Alzheimer's disease		0.7	3.0	2.9
USE OF SERVICES (Extra-Mural Program)		<i>n=94</i>	<i>n=4179</i>	<i>n=4757</i>
Service received in the last two months				
Nurse		68.9	73.4	73.3
Physiotherapist		18.9	17.4	17.7
Respiratory therapist		20.8	21.1	20.7
Dietitian		17.9	18.6	18.1
Social worker		12.3	15.8	15.8
Occupational therapist		16.2	16.0	16.1
Speech language pathologist		3.5	3.2	3.3
Rehabilitation assistant		2.1	2.0	2.1
How long have you been getting services?				
More than 1 year		36.5	49.7	49.2
How often do you receive services?				
Every day		8.3	4.5	4.6
A few times a week		26.4	19.8	19.9
Once a week or less		65.3	75.5	75.5

	Are you an Aboriginal person?	Yes 2015 (%)	No 2015 (%)	N.B. 2015 (%)
USE OF SERVICES (Home Support Services)				
Service received in the last two months				
Housekeeping (cleaning, laundry)		n=46 84.4	n=2593 93.7	n=2796 93.4
Meal preparation		64.5	76.5	75.7
Grooming or dressing		38.1	45.1	44.6
Bathing		39.8	45.2	45.1
Respite care (relief to family caregivers who help with home care)		19.9	22.8	22.7
Transferring (from place to place inside the home)		20.5	22.3	22.4
Feeding or nutrition care		34.2	22.9	23.0
How long have you been getting services?				
More than 1 year		73.5	72.7	72.6
How often do you receive services?				
Every day		47.7	51.5	51.2
A few times a week		33.5	38.2	38.1
Once a week or less		18.8	10.2	10.7
QUALITY OF SERVICES (Extra-Mural Program)				
Accessibility				
Did home care services start as soon as you thought you needed it? (yes)		94.2	94.3	94.3
Always got help when contacting the office (yes)		100.0	97.3	97.3
How often service was received in language of choice (always)	English	94.4	97.1	96.8
	French	-	French	French
	-	-	-	92.3
Appropriateness				
How often providers seemd informed about all care/treatment received at home (always)		70.4	74.0	73.3
How often clients received conflicting information from different providers (never)		77.2	■ 87.2	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)		52.6	48.6	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)		34.7	43.0	42.3

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

■ = Favourable result compared to other demographic group

	Are you an Aboriginal person?	Yes 2015 (%)	No 2015 (%)	N.B. 2015 (%)
QUALITY OF SERVICES (Extra-Mural Program)		n=94	n=4179	n=4757
Effectiveness				
Citizens with a chronic health condition ¹ who are confident in controlling and managing their health condition (very confident)		26.8	22.2	22.4
Safety				
Staff talked with clients about how to set up their home to move around safely (yes)		78.6	80.7	80.4
Staff talked with clients about all the medicines they were taking (yes)		80.9	83.5	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)		50.1	46.3	46.4
Continuity of care across hospital services, home care services and primary health ²		71.0	67.2	67.1
Communication				
How often providers explained things in a way that was easy to understand (always)		87.3	86.4	86.0
How often providers treated clients with courtesy and respect (always)		93.4	94.1	93.6
Satisfaction				
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)		92.8	95.2	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)		82.7	89.1	88.5
Satisfaction with number of times care was received (very satisfied)		61.6	 76.2	75.8
Reported difficulties in receiving care				
Limits or reductions in...				
Types of service/care available (yes)		14.2	 7.9	8.2
Duration of service or hours available (yes)		10.9	6.3	6.6

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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	Are you an Aboriginal person?	Yes 2015 (%)	No 2015 (%)	N.B. 2015 (%)
QUALITY OF SERVICES (Home Support Services)		<i>n=46</i>	<i>n=2593</i>	<i>n=2796</i>
Accessibility				
Ease or difficulty getting information about home care services before starting (very easy)		33.3	29.3	29.4
Did home care services start as soon as you thought you needed it? (yes)		59.4	■ 80.1	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)		58.9	64.1	63.7
How often service was received in language of choice (always)	English	89.6	English 96.2	English 96.1
	French	-	French -	French 91.6
	-	-	-	-
Appropriateness				
How often home support workers seemed informed about all care received at home (always)		55.1	56.9	55.9
How often clients received conflicting information from different providers (never)		74.4	74.9	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)		12.2	29.3	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)		69.1	78.7	77.8
How often home support workers treated clients with courtesy and respect (always)		84.2	86.9	86.4
Satisfaction				
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)		81.5	89.2	88.7
Would recommend agency or home support worker to family or friends (definitely yes)		64.8	74.2	73.6
Satisfaction with number of times care was received (very satisfied)		56.6	66.4	65.8
Reported difficulties in receiving care				
Have you ever found the cost for home care services too high? (yes)		16.5	21.5	21.7
Limits or reductions in...				
Types of service/care available (yes)		38.9	■ 22.6	23.0
Duration of service or hours available (yes)		40.6	30.2	30.4

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