

## Results by age group

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.

	Under 65 2015 (%)	65-74 2015 (%)	75-84 2015 (%)	85 and over 2015 (%)	N.B. 2015 (%)
<b>UNMET NEEDS</b>					
	<i>n=1737</i>	<i>n=1506</i>	<i>n=1849</i>	<i>n=1549</i>	<i>n=6641</i>
<b>Is there anything else that could have been done to help you stay at home?</b> (yes)	12.7	12.4	14.3	19.5	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. Results by age group vary from 12.4% to 19.5%. 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	23.4	11.6	32.2	40.1	28.8
More home support services such as yard work or food delivery	8.7	20.0	16.7	18.7	16.3
More equipment such as wheelchairs and shower handles	29.7	13.4	6.6	6.1	12.5

	<i>n=1737</i>	<i>n=1506</i>	<i>n=1849</i>	<i>n=1549</i>	<i>n=6641</i>
<b>FAMILY CAREGIVERS</b>					
<b>Does a friend, family member or volunteer help you with your home care?</b> (yes)	56.6	57.9	61.9	71.8	61.5
Who helps the most?					
Son or daughter	9.5	20.5	39.4	68.5	33.9
Spouse or partner	47.6	59.3	44.1	17.1	41.3
Other family member	12.3	9.5	6.9	7.9	9.3
Mother or father	20.7	0.3	0.3	0.0	6.5
Friend or volunteer	8.1	8.2	7.4	3.3	6.7
How often do they help?					
Every day	59.0	62.0	57.2	58.4	59.0
A few times a week	20.3	20.4	23.5	23.8	22.0
Once a week or less	18.8	16.5	18.5	17.4	17.9

	Under 65 2015 (%)	65-74 2015 (%)	75-84 2015 (%)	85 and over 2015 (%)	N.B. 2015 (%)
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>					
	<i>n=1737</i>	<i>n=1506</i>	<i>n=1849</i>	<i>n=1549</i>	<i>n=6641</i>
<b>Age group</b>					
Under 18	15.2	0.0	0.0	0.0	5.2
18-64	84.8	0.0	0.0	0.0	29.1
65-74	0.0	100.0	0.0	0.0	20.0
75-84	0.0	0.0	100.0	0.0	24.7
85 and over	0.0	0.0	0.0	100.0	21.0
<b>Gender</b>					
Male	45.6	46.0	40.0	30.0	41.0
Female	54.4	54.0	60.0	70.0	59.0
<b>Education level</b>					
No high school diploma	37.7	50.5	63.7	66.3	53.2
High school or higher	62.3	49.5	36.3	33.7	46.8
<b>Household income</b>					
Less than \$25,000	62.2	57.0	63.2	70.9	63.2
\$25,000 or more	37.8	43.0	36.8	29.1	36.8
<b>Language of choice for services</b>					
English	76.4	80.8	77.4	76.4	77.5
French	23.6	19.2	22.6	23.6	22.5
<b>Aboriginal</b>					
Yes	3.3	2.5	1.7	0.9	2.2
<b>Self-rated overall health</b>					
Excellent/Very good	18.6	10.6	9.9	10.5	13.0
Good	30.3	27.4	25.7	29.6	28.4
Fair	32.8	40.5	44.7	45.7	40.1
Poor	18.4	21.6	19.8	14.2	18.5
<b>Self-rated mental or emotional health</b>					
Excellent/Very good	32.9	32.2	28.2	28.2	30.5
Good	32.9	39.0	39.3	39.7	37.2
Fair	26.0	23.0	27.3	26.2	25.7
Poor	8.3	5.9	5.2	6.0	6.5

	<b>Under 65 2015 (%)</b>	<b>65-74 2015 (%)</b>	<b>75-84 2015 (%)</b>	<b>85 and over 2015 (%)</b>	<b>N.B. 2015 (%)</b>
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>					
	<i>n=1737</i>	<i>n=1506</i>	<i>n=1849</i>	<i>n=1549</i>	<i>n=6641</i>
<b>Chronic health conditions</b>					
Hypertension	41.3	57.7	58.5	63.0	54.0
Arthritis	34.3	44.6	51.8	55.6	45.8
Chronic pain	34.9	29.1	28.8	27.3	30.4
Heart disease	16.2	30.4	39.5	44.0	31.4
Gastric reflux (GERD)	26.0	24.3	24.0	23.2	24.5
Diabetes	28.7	38.4	30.9	22.3	29.9
Cancer	21.3	29.5	26.2	20.1	24.1
Depression	31.6	24.3	17.8	13.0	22.3
Asthma	18.1	16.4	13.8	12.5	15.4
Chronic Obstructive Pulmonary Disease (COPD) or emphysema	11.5	29.0	22.1	14.6	18.7
Stroke	7.0	13.7	15.4	16.4	12.7
Dementia	0.8	3.8	8.4	14.6	6.5
Bipolar disorder, mania, manic depression or dysthymia	8.8	3.5	2.4	0.7	4.2
Alzheimer's disease	0.6	1.8	4.7	5.1	2.9
<b>USE OF SERVICES (Extra-Mural Program)</b>					
	<i>n=1154</i>	<i>n=1209</i>	<i>n=1384</i>	<i>n=1040</i>	<i>n=4757</i>
<b>Service received in the last two months</b>					
Nurse	65.7	72.1	75.4	83.3	73.3
Physiotherapist	19.7	16.8	18.4	14.8	17.7
Respiratory therapist	14.1	30.3	23.9	15.9	20.7
Dietitian	22.7	19.4	17.0	10.9	18.1
Social worker	18.2	14.7	15.3	13.8	15.8
Occupational therapist	21.7	14.4	13.4	13.0	16.1
Speech language pathologist	4.6	3.6	2.3	2.4	3.3
Rehabilitation assistant	1.8	2.2	2.5	1.9	2.1
<b>How long have you been getting services?</b>					
More than 1 year	39.0	48.4	51.6	62.2	49.2
<b>How often do you receive services?</b>					
Every day	8.0	5.4	2.9	1.0	4.6
A few times a week	27.2	21.3	16.3	12.2	19.9
Once a week or less	64.7	73.3	80.8	86.8	75.5

	Under 65 2015 (%)	65-74 2015 (%)	75-84 2015 (%)	85 and over 2015 (%)	N.B. 2015 (%)
<b>USE OF SERVICES (Home Support Services)</b>					
	<i>n=799</i>	<i>n=476</i>	<i>n=744</i>	<i>n=843</i>	<i>n=2862</i>
<b>Service received in the last two months</b>					
Housekeeping (cleaning, laundry)	89.9	94.5	96.0	94.6	93.4
Meal preparation	69.0	73.5	78.3	82.9	75.7
Grooming or dressing	40.5	40.1	42.5	54.0	44.6
Bathing	39.6	39.7	46.9	53.5	45.1
Respite care (relief to family caregivers who help with home care)	21.2	17.5	20.4	29.7	22.7
Transferring (from place to place inside the home)	24.2	20.2	21.3	22.7	22.4
Feeding or nutrition care	22.6	21.2	20.8	26.5	23.0
<b>How long have you been getting services?</b>					
More than 1 year	73.3	72.9	71.5	72.6	72.6
<b>How often do you receive services?</b>					
Every day	45.9	46.9	52.0	59.7	51.2
A few times a week	37.8	44.2	39.4	33.8	38.1
Once a week or less	16.3	8.9	8.6	6.5	10.7
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>					
	<i>n=1154</i>	<i>n=1209</i>	<i>n=1384</i>	<i>n=1040</i>	<i>n=4757</i>
<b>Accessibility</b>					
Did home care services start as soon as you thought you needed it? (yes)	■ 90.7	■ 96.6	■ 95.8	95.5	94.3
Always got help when contacting the office (yes)	96.5	98.1	98.2	96.7	97.3
How often service was received in language of choice (always)	English	English	English	English	English
	96.0	97.2	96.9	97.2	96.8
	French	French	French	French	French
	93.1	93.1	90.9	91.9	92.3
<b>Appropriateness</b>					
How often providers seemd informed about all care/treatment received at home (always)	74.8	■ 77.2	73.5	■ 66.5	73.3
How often clients received conflicting information from different providers (never)	84.4	88.0	85.6	89.0	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	■ 53.8	■ 51.0	■ 45.3	■ 40.2	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	44.5	43.0	■ 39.5	42.1	42.3

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

■ = Favourable result compared to overall New Brunswick

■ = Unfavourable result compared to overall New Brunswick

	Under 65 2015 (%)	65-74 2015 (%)	75-84 2015 (%)	85 and over 2015 (%)	N.B. 2015 (%)
	n=1154	n=1209	n=1384	n=1040	n=4757
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>					
<b>Effectiveness</b>					
Citizens with a chronic health condition <sup>1</sup> who are confident in controlling and managing their health condition (very confident)	■ 27.2	■ 24.7	□ 18.8	□ 17.2	22.4
<b>Safety</b>					
Staff talked with clients about how to set up their home to move around safely (yes)	78.5	81.7	81.4	80.3	80.4
Staff talked with clients about all the medicines they were taking (yes)	81.4	■ 85.8	85.0	81.1	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)	■ 42.1	48.2	46.7	□ 50.4	46.4
Continuity of care across hospital services, home care services and primary health <sup>2</sup>	67.3	■ 71.7	68.6	□ 58.3	67.1
<b>Communication</b>					
How often providers explained things in a way that was easy to understand (always)	87.6	87.0	86.4	□ 81.7	86.0
How often providers treated clients with courtesy and respect (always)	92.3	■ 95.5	94.0	92.8	93.6
<b>Satisfaction</b>					
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	□ 93.0	■ 96.6	95.8	95.9	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	87.9	■ 91.1	87.8	87.2	88.5
Satisfaction with number of times care was received (very satisfied)	□ 73.1	■ 79.5	75.7	75.6	75.8
<b>Reported difficulties in receiving care</b>					
Limits or reductions in...					
Types of service/care available (yes)	□ 13.0	■ 6.1	5.9	■ 6.1	8.2
Duration of service or hours available (yes)	□ 9.9	■ 5.1	5.1	5.3	6.6

<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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<b>QUALITY OF SERVICES (Home Support Services)</b>		<i>n=799</i>	<i>n=476</i>	<i>n=744</i>	<i>n=843</i>	<i>n=2796</i>
<b>Accessibility</b>						
Ease or difficulty getting information about home care services before starting (very easy)	□	25.2	32.7	■	32.6	29.4
Did home care services start as soon as you thought you needed it? (yes)	□	74.7	78.0	■	82.7	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)	□	60.4	66.2		65.0	63.7
How often service was received in language of choice (always)		English	English	English	English	English
	□	94.4	■	98.3	96.1	96.9
		French	French	French	French	French
		90.3	88.2	95.6	90.7	91.6
<b>Appropriateness</b>						
How often home support workers seemed informed about all care received at home (always)		54.5	54.5	56.8	57.3	55.9
How often clients received conflicting information from different providers (never)	□	67.5	76.7	78.1	76.6	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)		25.6	28.7	29.1	31.3	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)	□	74.7	■	81.5	78.8	78.4
How often home support workers treated clients with courtesy and respect (always)	□	82.7	■	89.6	87.8	88.0
<b>Satisfaction</b>						
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	□	84.7	91.5	90.0	■	91.2
Would recommend agency or home support worker to family or friends (definitely yes)	□	69.0	76.9	75.9	75.3	73.6
Satisfaction with number of times care was received (very satisfied)		64.0	69.8	65.3	66.3	65.8
<b>Reported difficulties in receiving care</b>						
Have you ever found the cost for home care services too high? (yes)		20.1	□	25.5	24.2	■
Limits or reductions in...						
Types of service/care available (yes)	□	28.3	■	19.1	20.7	20.6
Duration of service or hours available (yes)	□	36.1	■	24.3	■	25.6
					31.3	30.4

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