

Results by gender

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.

	Male 2015 (%)	Female 2015 (%)	N.B. 2015 (%)
UNMET NEEDS			
	<i>n=2549</i>	<i>n=4092</i>	<i>n=6641</i>
Is there anything else that could have been done to help you stay at home? (yes)	12.7	15.7	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, with males reporting 12.7% and females reporting 15.7%. 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	19.6	34.1	28.8
More home support services such as yard work or food delivery	16.8	16.0	16.3
More equipment such as wheelchairs and shower handles	11.8	12.9	12.5
FAMILY CAREGIVERS			
	<i>n=2549</i>	<i>n=4092</i>	<i>n=6641</i>
Does a friend, family member or volunteer help you with your home care? (yes)	61.9	61.2	61.5
Who helps the most?			
Son or daughter	20.1	43.7	33.9
Spouse or partner	54.6	31.9	41.3
Other family member	9.1	9.5	9.3
Mother or father	7.4	5.8	6.5
Friend or volunteer	6.7	6.7	6.7
How often do they help?			
Every day	61.0	57.5	59.0
A few times a week	21.6	22.2	22.0
Once a week or less	15.9	19.4	17.9

	Male 2015 (%)	Female 2015 (%)	N.B. 2015 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES			
	<i>n=2549</i>	<i>n=4092</i>	<i>n=6641</i>
Age group			
Under 18	7.8	3.4	5.2
18-64	30.3	28.3	29.1
65-74	22.4	18.3	20.0
75-84	24.1	25.1	24.7
85 and over	15.4	24.9	21.0
Gender			
Male	100.0	0.0	41.0
Female	0.0	100.0	59.0
Education level			
No high school diploma	55.1	51.9	53.2
High school or higher	44.9	48.1	46.8
Household income			
Less than \$25,000	53.2	70.1	63.2
\$25,000 or more	46.8	29.9	36.8
Language of choice for services			
English	76.4	78.5	77.7
French	23.1	20.3	21.4
Aboriginal			
Yes	2.6	2.0	2.2
Self-rated overall health			
Excellent/Very good	14.2	12.2	13.0
Good	28.1	28.5	28.4
Fair	38.9	41.0	40.1
Poor	18.7	18.3	18.5
Self-rated mental or emotional health			
Excellent/Very good	31.3	30.0	30.5
Good	35.9	38.1	37.2
Fair	25.9	25.7	25.7
Poor	6.9	6.3	6.5

	Male 2015 (%)	Female 2015 (%)	N.B. 2015 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES			
	<i>n=2549</i>	<i>n=4092</i>	<i>n=6641</i>
Chronic health conditions			
Hypertension	48.9	57.4	54.0
Arthritis	33.3	54.0	45.8
Chronic pain	23.7	34.8	30.4
Heart disease	33.6	30.0	31.4
Gastric reflux (GERD)	21.3	26.6	24.5
Diabetes	31.6	28.8	29.9
Cancer	25.9	22.9	24.1
Depression	19.1	24.5	22.3
Asthma	13.1	16.9	15.4
Chronic Obstructive Pulmonary Disease (COPD) or emphysema	21.2	17.0	18.7
Stroke	13.1	12.4	12.7
Dementia	6.4	6.5	6.5
Bipolar disorder, mania, manic depression or dysthymia	3.8	4.5	4.3
Alzheimer's disease	2.3	3.3	2.9
USE OF SERVICES (Extra-Mural Program)			
	<i>n=2018</i>	<i>n=2769</i>	<i>n=4757</i>
Service received in the last two months			
Nurse	71.7	74.5	73.3
Physiotherapist	16.9	18.4	17.7
Respiratory therapist	23.3	18.7	20.7
Dietitian	19.1	17.3	18.1
Social worker	14.0	16.8	15.8
Occupational therapist	17.1	15.4	16.1
Speech language pathologist	4.0	2.8	3.3
Rehabilitation assistant	2.6	1.7	2.1
How long have you been getting services?			
More than 1 year	46.6	51.2	49.2
How often do you receive services?			
Every day	4.8	4.5	4.6
A few times a week	21.2	18.8	19.9
Once a week or less	74.0	76.7	75.5

	Male 2015 (%)	Female 2015 (%)	N.B. 2015 (%)
USE OF SERVICES (Home Support Services)			
	<i>n=814</i>	<i>n=2048</i>	<i>n=2796</i>
Service received in the last two months			
Housekeeping (cleaning, laundry)	90.8	94.5	93.4
Meal preparation	75.5	75.8	75.7
Grooming or dressing	40.6	46.4	44.6
Bathing	39.4	47.7	45.1
Respite care (relief to family caregivers who help with home care)	22.8	22.7	22.7
Transferring (from place to place inside the home)	21.1	23.0	22.4
Feeding or nutrition care	24.1	22.4	23.0
How long have you been getting services?			
More than 1 year	73.3	72.3	72.6
How often do you receive services?			
Every day	50.9	51.3	51.3
A few times a week	37.8	38.2	38.1
Once a week or less	11.3	10.4	10.7
QUALITY OF SERVICES (Extra-Mural Program)			
	<i>n=2018</i>	<i>n=2769</i>	<i>n=4757</i>
Accessibility			
Did home care services start as soon as you thought you needed it? (yes)	94.1	94.6	94.3
Always got help when contacting the office (yes)	97.6	97.1	97.3
	English	English	English
How often service was received in language of choice (always)	96.3	97.1	96.8
	French	French	French
	92.1	92.4	92.3
Appropriateness			
How often providers seemd informed about all care/treatment received at home (always)	■ 78.2	69.6	73.3
How often clients received conflicting information from different providers (never)	88.0	85.3	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	49.5	47.3	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	■ 44.6	40.4	42.3

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

■ = Favourable result compared to other demographic group

	Male 2015 (%)	Female 2015 (%)	N.B. 2015 (%)
QUALITY OF SERVICES (Extra-Mural Program)			
	<i>n=2018</i>	<i>n=2769</i>	<i>n=4757</i>
Effectiveness			
Citizens with a chronic health condition ¹ who are confident in controlling and managing their health condition (very confident)	22.7	22.2	22.4
Safety			
Staff talked with clients about how to set up their home to move around safely (yes)	80.2	80.7	80.4
Staff talked with clients about all the medicines they were taking (yes)	■ 85.3	81.9	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)	47.2	45.8	46.4
Continuity of care across hospital services, home care services and primary health ²	■ 70.2	64.4	67.1
Communication			
How often providers explained things in a way that was easy to understand (always)	■ 87.4	84.9	86.0
How often providers treated clients with courtesy and respect (always)	■ 94.7	92.8	93.6
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.2	95.1	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	89.4	87.8	88.5
Satisfaction with number of times care was received (very satisfied)	76.9	75.0	75.8
Reported difficulties in receiving care			
Limits or reductions in...			
Types of service/care available (yes)	8.5	7.9	8.2
Duration of service or hours available (yes)	6.9	6.4	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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QUALITY OF SERVICES (Home Support Services)			
	<i>n=814</i>	<i>n=2048</i>	<i>n=2796</i>
Accessibility			
Ease or difficulty getting information about home care services before starting (very easy)	25.4	■ 31.2	29.4
Did home care services start as soon as you thought you needed it? (yes)	79.0	79.6	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)	61.3	64.9	63.7
	English	English	English
How often service was received in language of choice (always)	96.0	96.2	96.1
	French	French	French
	93.7	90.7	91.6
Appropriateness			
How often home support workers seemed informed about all care received at home (always)	53.2	57.1	55.9
How often clients received conflicting information from different providers (never)	72.0	75.1	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)	28.4	28.8	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)	75.9	78.6	77.8
How often home support workers treated clients with courtesy and respect (always)	87.3	86.0	86.4
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	90.4	88.0	88.7
Would recommend agency or home support worker to family or friends (definitely yes)	74.5	73.2	73.6
Satisfaction with number of times care was received (very satisfied)	67.6	65.0	65.8
Reported difficulties in receiving care			
Have you ever found the cost for home care services too high? (yes)	20.2	22.3	21.7
Limits or reductions in...			
Types of service/care available (yes)	22.5	23.2	23.0
Duration of service or hours available (yes)	31.7	29.8	30.4

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