

Results by household income

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.

	Less than \$25,000 2015 (%)	\$25,000 - \$59,000 2015 (%)	\$60,000 or more 2015 (%)	N.B. 2015 (%)
UNMET NEEDS	<i>n=3170</i>	<i>n=1458</i>	<i>n=318</i>	<i>n=6641</i>
Is there anything else that could have been done to help you stay at home? (yes)	18.1	11.8	9.4	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 household income vary from 9.4% to 18.1%. 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	33.9	22.8	25.7	28.8
More home support services such as yard work or food delivery	16.9	15.5	33.2	16.3
More equipment such as wheelchairs and shower handles	13.7	9.3	7.6	12.5

FAMILY CAREGIVERS	<i>n=3170</i>	<i>n=1458</i>	<i>n=318</i>	<i>n=6641</i>
Does a friend, family member or volunteer help you with your home care? (yes)	56.9	67.4	69.7	61.5
Who helps the most?				
Son or daughter	45.9	24.3	8.8	33.9
Spouse or partner	22.6	62.1	66.0	41.3
Other family member	12.7	4.4	5.7	9.3
Mother or father	5.8	4.4	15.4	6.5
Friend or volunteer	9.8	4.2	3.7	6.7
How often do they help?				
Every day	52.3	64.7	69.8	59.0
A few times a week	25.1	19.5	20.1	22.0
Once a week or less	21.3	14.8	9.2	17.9

	Less than \$25,000 2015 (%)	\$25,000 - \$59,000 2015 (%)	\$60,000 or more 2015 (%)	N.B. 2015 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES				
	<i>n=3170</i>	<i>n=1458</i>	<i>n=318</i>	<i>n=6641</i>
Age group				
Under 18	0.9	2.2	14.0	5.2
18-64	31.0	24.6	44.8	29.1
65-74	18.7	26.2	17.0	20.0
75-84	25.4	28.5	13.5	24.7
85 and over	23.9	18.5	10.7	21.0
Gender				
Male	34.2	50.7	55.3	41.0
Female	65.8	49.3	44.7	59.0
Education level				
No high school diploma	64.4	42.0	19.9	53.2
High school or higher	35.6	58.0	80.1	46.8
Household income				
Less than \$25,000	100.0	0.0	0.0	63.2
\$25,000 or more	0.0	100.0	100.0	36.8
Language of choice for services				
English	76.0	78.1	80.7	77.7
French	23.0	21.5	19.3	21.4
Aboriginal				
Yes	2.4	1.9	1.0	2.2
Self-rated overall health				
Excellent/Very good	10.1	13.8	25.4	13.0
Good	25.6	29.5	33.4	28.4
Fair	44.3	38.8	27.8	40.1
Poor	20.1	17.9	13.5	18.5
Self-rated mental or emotional health				
Excellent/Very good	26.0	33.9	50.2	30.5
Good	36.7	37.9	30.5	37.2
Fair	29.9	22.3	13.8	25.7
Poor	7.5	5.9	5.4	6.5

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PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES				
	<i>n=3170</i>	<i>n=1458</i>	<i>n=318</i>	<i>n=6641</i>
Chronic health conditions				
Hypertension	57.0	53.0	43.1	54.0
Arthritis	51.8	39.4	21.9	45.8
Chronic pain	34.8	26.7	14.5	30.4
Heart disease	32.5	31.7	25.0	31.4
Gastric reflux (GERD)	26.6	23.6	17.1	24.5
Diabetes	31.0	30.5	22.3	29.9
Cancer	19.5	29.4	36.6	24.1
Depression	27.0	18.7	12.0	22.3
Asthma	18.0	13.9	8.1	15.4
Chronic Obstructive Pulmonary Disease (COPD) or emphysema	19.4	19.4	8.8	18.7
Stroke	13.1	12.9	8.8	12.7
Dementia	7.2	6.6	4.9	6.5
Bipolar disorder, mania, manic depression or dysthymia	5.7	2.2	3.5	4.2
Alzheimer's disease	3.0	3.1	1.2	2.9
USE OF SERVICES (Extra-Mural Program)				
	<i>n=1840</i>	<i>n=1275</i>	<i>n=308</i>	<i>n=4757</i>
Service received in the last two months				
Nurse	75.2	75.7	68.8	73.3
Physiotherapist	14.9	18.8	24.1	17.7
Respiratory therapist	21.2	22.4	13.3	20.7
Dietitian	17.4	19.2	21.0	18.1
Social worker	19.4	13.4	8.2	15.8
Occupational therapist	15.4	13.9	23.4	16.1
Speech language pathologist	2.4	2.8	6.4	3.3
Rehabilitation assistant	2.2	2.3	3.2	2.1
How long have you been getting services?				
More than 1 year	55.8	44.8	32.7	49.2
How often do you receive services?				
Every day	4.3	4.6	6.8	4.6
A few times a week	18.1	22.3	22.2	19.9
Once a week or less	77.6	73.1	71.0	75.5

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USE OF SERVICES (Home Support Services)				
	<i>n=1938</i>	<i>n=326</i>	<i>n=36</i>	<i>n=2796</i>
Service received in the last two months				
Housekeeping (cleaning, laundry)	94.6	88.0	57.7	93.4
Meal preparation	75.3	77.6	76.0	75.7
Grooming or dressing	42.3	55.7	73.0	44.6
Bathing	43.5	53.9	73.8	45.1
Respite care (relief to family caregivers who help with home care)	19.8	34.4	71.1	22.7
Transferring (from place to place inside the home)	19.6	33.9	76.7	22.4
Feeding or nutrition care	22.0	27.7	67.1	23.0
How long have you been getting services?				
More than 1 year	73.7	68.7	90.3	72.6
How often do you receive services?				
Every day	49.6	57.2	67.1	51.2
A few times a week	39.4	36.3	23.7	38.1
Once a week or less	11.1	6.5	9.3	10.7
QUALITY OF SERVICES (Extra-Mural Program)				
	<i>n=1840</i>	<i>n=1275</i>	<i>n=308</i>	<i>n=4757</i>
Accessibility				
Did home care services start as soon as you thought you needed it? (yes)	95.0	■ 96.1	□ 85.9	94.3
Always got help when contacting the office (yes)	97.4	98.3	98.0	97.3
How often service was received in language of choice (always)	English	English	English	English
	95.9	97.2	98.3	96.8
	French	French	French	French
	92.5	92.2	90.7	92.3
Appropriateness				
How often providers seemed informed about all care/treatment received at home (always)	□ 70.9	75.6	■ 81.8	73.3
How often clients received conflicting information from different providers (never)	□ 84.0	88.1	■ 92.8	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	□ 45.3	■ 51.1	■ 55.7	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	40.5	44.6	44.6	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

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QUALITY OF SERVICES (Extra-Mural Program)				
	<i>n=1840</i>	<i>n=1275</i>	<i>n=308</i>	<i>n=4757</i>
Effectiveness				
Citizens with a chronic health condition ¹ who are confident in controlling and managing their health condition (very	□ 20.5	22.4	26.9	22.4
Safety				
Staff talked with clients about how to set up their home to move around safely (yes)	80.5	81.4	82.3	80.4
Staff talked with clients about all the medicines they were taking (yes)	84.3	83.1	83.7	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)	47.8	47.4	42.4	46.4
Continuity of care across hospital services, home care services and primary health ²	66.2	70.3	69.2	67.1
Communication				
How often providers explained things in a way that was easy to understand (always)	□ 83.9	86.5	■ 92.2	86.0
How often providers treated clients with courtesy and respect (always)	92.8	■ 95.4	96.3	93.6
Satisfaction				
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	94.9	95.8	96.4	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	87.5	■ 91.5	87.5	88.5
Satisfaction with number of times care was received (very satisfied)	□ 74.1	77.5	78.1	75.8
Reported difficulties in receiving care				
Limits or reductions in...				
Types of service/care available (yes)	8.9	■ 6.2	□ 12.4	8.2
Duration of service or hours available (yes)	□ 7.8	■ 5.0	8.2	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=1938</i>	<i>n=326</i>	<i>n=36</i>	<i>n=2796</i>
Accessibility				
Ease or difficulty getting information about home care services before starting (very easy)	29.8	25.5	■ 8.1	29.4
Did home care services start as soon as you thought you needed it? (yes)	80.2	76.7	71.8	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)	63.4	63.3	44.6	63.7
How often service was received in language of choice (always)	English	English	English	English
	96.4	93.0	-	96.1
	French	French	French	French
	91.7	95.9	-	91.6
Appropriateness				
How often home support workers seemed informed about all care received at home (always)	54.1	59.2	77.5	55.9
How often clients received conflicting information from different providers (never)	73.2	80.3	82.9	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)	28.5	29.3	39.8	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)	77.9	80.0	77.2	77.8
How often home support workers treated clients with courtesy and respect (always)	86.2	88.1	80.2	86.4
Satisfaction				
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	89.1	90.2	95.4	88.7
Would recommend agency or home support worker to family or friends (definitely yes)	74.5	72.6	56.8	73.6
Satisfaction with number of times care was received (very satisfied)	65.9	66.1	60.7	65.8
Reported difficulties in receiving care				
Have you ever found the cost for home care services too high? (yes)	19.8	■ 29.4	■ 54.8	21.7
Limits or reductions in...				
Types of service/care available (yes)	23.0	23.7	40.1	23.0
Duration of service or hours available (yes)	31.0	28.3	41.6	30.4

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