

New Brunswickers' Experiences With Home Care

2012 Survey Results



New Brunswick Health Council | Conseil de la santé
du Nouveau-Brunswick

Engage. Evaluate. Inform. Recommend.
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Who we are:

New Brunswickers have a right to be aware of the decisions being made, to be part of the decision-making process, and to be aware of the outcomes delivered by the health system and its cost. The New Brunswick Health Council will foster this transparency, engagement, and accountability by engaging citizens in a meaningful dialogue, measuring, monitoring, and evaluating population health and health service quality, informing citizens on health system performance and recommending improvements to health system partners.

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Executive Summary

Citizens should be given the opportunity to express their opinions about the home care services they receive in New Brunswick. When possible, many New Brunswickers want the ability to be cared for at home, rather than in a hospital, special care home or nursing home. Home care services can help people stay in their own home and function as independently as possible in the context of their daily lives.

The New Brunswick Health Council (NBHC) is releasing the results of its 2012 Home Care Survey. This telephone survey was conducted with citizens across all communities in New Brunswick who have recently received home care services, with the cost being entirely or partially covered by government. The New Brunswick Home Care Survey has resulted in a sample of 4,246 completed surveys.

The New Brunswick Home Care Survey is a unique opportunity for citizens in all communities to share their views and help drive improvements in home care services. The results of this survey will provide baseline data that can help decision-makers with the planning, funding and establishing benchmarks/targets for the improvement of services and related outcomes over time.

From the citizen's point of view, home care navigation and coordination cannot focus exclusively on services received at home, but rather on the continuum of care between all health care sectors. Home care is most cost-effective when it is integrated with other parts of the health care system¹.

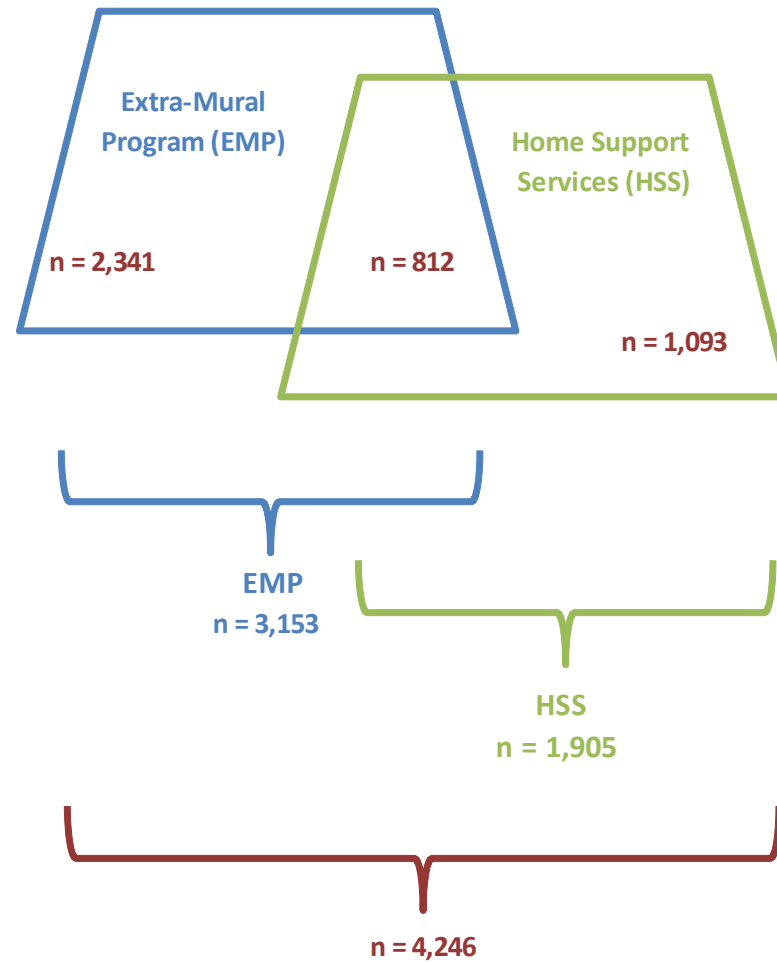
For the purposes of this survey, home care services have been divided into two separate categories. The first category of home care includes clinical/medical services provided by health professionals under New Brunswick's two regional health authorities and throughout this report will be referred to as the Extra-Mural Program.

The second category of home care services encompasses personal care services provided by home support workers. This second category will be referred to as Home Support Services. The Department of Social Development funds home support services, entirely or partially, based on eligibility.

¹ *Seniors in Need, Caregivers in Distress: What are the home care priorities for seniors in Canada? (April 2012), Health Council of Canada*

Survey results in this report are always presented in one of three categories: (1) citizens receiving services from the Extra-Mural Program (n=3,153), (2) citizens receiving home support services (n=1,905), and (3) all home care recipients combined (n=4,246).

Figure 1. Survey Respondents by Category

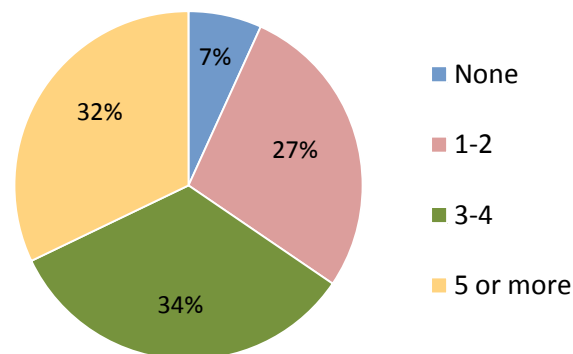


Managing Chronic Health Conditions

When asked if a doctor or any other health professional has ever diagnosed them or treated them for a chronic condition, 93% of survey respondents reported they had at least one chronic condition (among arthritis, asthma, chronic pain, emphysema or chronic obstructive pulmonary disease (COPD), cancer, diabetes, Alzheimer's disease, dementia, depression or any other mood disorder, heart disease, stroke, high blood pressure or gastric reflux), and nearly one-third of respondents receiving home care have five or more chronic conditions.

Understanding the health profile of citizens receiving home care is extremely important in managing chronic health conditions and ultimately reducing the number of hospital admissions and visits to the hospital emergency room.

Figure 2. Citizens Receiving Home Care Services in New Brunswick: Number of Self-reported Chronic Health Conditions



Caregiver Profile

Many citizens receiving home care rely on a caregiver such as family members, friends or others who provide unpaid care. In the New Brunswick Home Care Survey, 62% of respondents reported that a caregiver helps them with their home care, and of these, nearly 6 in 10 get help every day. Caregivers play an important role in ensuring a better quality of life for home care recipients and in helping them to continue living independently in their community.

Unmet Needs

Looking at unmet needs reported by survey respondents, 11% believe that more could have been done to help them stay at home. When asked what could have been done, the top three responses overall were:

1. Improve/Increase hours covered (for example nights and weekends)
2. Expand scope of home support services available (for example housekeeping, food delivery, or yard work)
3. Reduce the burden of cost (for example medications/prescriptions)

Collaboration and Navigation Across Government Departments

Home care services in New Brunswick, when covered entirely or partially by public funds, are administered under two different government departments. The Department of Health funds the Extra-Mural Program and the Department of Social Development funds home support services.

Based on the New Brunswick Home Care Survey, 26% of respondents who receive care from the Extra-Mural Program reported that they also receive home support services. Coordination of care and navigation become key elements of focus for citizens who need both types of home care services to stay in their own home. Therefore, collaboration between the Department of Health and the Department of Social Development is necessary in ensuring that citizens are at the heart of home care services in New Brunswick. More importantly, a well-built collaboration between the different home care providers, who are at the forefront of home care services, is essential in helping citizens navigate between the different types of home care services.

Quality of Service: Extra-Mural Program

The New Brunswick Home Care Survey has resulted in a sample of 3,153 completed surveys from citizens who receive services from the Extra-Mural Program.

- In terms of **overall rating of services** received, 97% of New Brunswickers gave the Extra-Mural Program a rating of 8, 9 or 10 on a scale of 0 to 10, with 0 being the lowest satisfaction rating and 10 the highest. In fact, 94% of survey respondents would recommend the Extra-Mural Program to their family or friends if they needed home care. Satisfaction with health care services is often reflected by the level of **communication** between providers and citizens, and a relationship that is focused on respecting the client's preferences and needs. This holds true for home care services, as citizens have reported a very strong appreciation for the communication/relationship they have experienced from the Extra-Mural Program. The percentage of survey respondents who reported that providers from the Extra-Mural Program "always" explained things in a way that was easy to understand was 90%, and 96% of respondents said that providers from the Extra-Mural Program "always" treated them with courtesy and respect.

- Overall, 62% of survey respondents reported that they have received care from more than one person in the last two months under the Extra-Mural Program. For these citizens, the **coordination of care** between different home care providers becomes an important area of focus. Of these survey respondents, 77% said that providers from the Extra-Mural Program “always” seemed informed and up-to-date about all the care and treatment received at home.
- In terms of **patient-centred care**, providing information to home care recipients and their family caregivers about setting goals/priorities, monitoring progress and managing health conditions is an important dimension of quality care. While only 49% of citizens receiving services from the Extra-Mural Program responded “strongly agree” to staff giving them the information needed to take care of themselves, not more than 43% “strongly agree” that family caregivers were given the information they wanted when they needed it.

Quality of Service: Home Support Services

The New Brunswick Home Care Survey has resulted in a sample of 1,905 completed surveys from citizens who receive home support services.

- In terms of **overall rating of services** received, 88% of New Brunswickers gave a rating of 8, 9 or 10 on a scale of 0 to 10 for services received from the home support agency or home support workers, with 0 being the lowest satisfaction rating and 10 the highest. However, only 74% of survey respondents would “definitely” recommend the agency or home support worker to their family or friends if they needed home care. Satisfaction with home care services can be reflected by the level of **communication** between home care workers and citizens, and a relationship that is focused on respecting the client’s preferences and needs. The percentage of survey respondents who reported that home support workers “always” explained things in a way that was easy to understand was 84%, and 90% of respondents said that home support workers “always” treated them with courtesy and respect.
- Under **accessibility**, 80% of New Brunswickers reported that they received home support services as soon as they thought they needed it. While only 59% of survey respondents said it was “very easy” to contact the home care agency or home support worker to get help, merely one in five respondents reported that it was “very easy” to get information about home care in New Brunswick before they started receiving services.

- Family caregivers play an important role in ensuring a better quality of life for home care recipients and in helping them to continue living independently in their community. In terms of **patient-centred care**, only 27% of survey respondents receiving home support services “strongly agree” that family caregivers were given the information they wanted when they needed it.
- When asked about **barriers** in receiving home support services, 26% of survey respondents reported that they experienced difficulties with respect to the duration of services or the number of hours available.

The information collected from this survey will allow communities to compare their home care experiences with overall New Brunswick results. Based on a provincial standardized approach, New Brunswick’s first home care survey has revealed variations across communities with respect to the quality of service.

Understandably, New Brunswickers want to know how home care services in their community compare to the rest of the province. The NBHC encourages New Brunswickers to visit the NBHC web site, where an interactive map will help citizens locate the results at the provincial level, by health zone, and by community. The map can be located at www.nbhc.ca.

Introduction

Citizens should be given the opportunity to express their opinions about the home care services they receive in New Brunswick. When possible, many New Brunswickers want the ability to be cared for at home, rather than in a hospital, special care home or nursing home. Home care services can help people stay in their own home and function as independently as possible in the context of their daily lives.

The New Brunswick Health Council (NBHC) is releasing the results of its 2012 Home Care Survey. This telephone survey was conducted with citizens across all communities in New Brunswick who have recently received home care services, with the cost being entirely or partially covered by government. The New Brunswick Home Care Survey has resulted in a sample of 4,246 completed surveys.

Survey results in this report are given for twenty-eight (28) New Brunswick communities to provide information for decision-makers to respond to the needs of smaller communities.

The New Brunswick Home Care Survey is a unique opportunity for citizens in all communities to share their views and help drive improvements in home care services. The results of this survey will provide baseline data that can help decision-makers with the planning, funding and establishing benchmarks/targets for the improvement of services and related outcomes over time.

Home care is a range of health and support services received at home that help citizens achieve and maintain optimal health, well-being and functional ability through a process of assessment, case coordination, and/or the provision of services. Within the scope of this survey, home care includes clinical/medical services provided by the Extra-Mural Program. These services can be provided by a nurse, social worker, physiotherapist, occupational therapist, speech language pathologist, respiratory therapist, registered dietitian, rehabilitation support personnel, pharmacist, or physician. This home care survey also includes personal care services provided by a home support worker to help with bathing, dressing, grooming, feeding, transferring, home cleaning, laundry, meal preparation, or respite/relief care; they are most often provided by home support agencies.

In New Brunswick, the Department of Health funds the Extra-Mural Program and the Department of Social Development funds home support services, entirely or partially, based on eligibility. Home care services funded by the Department of Health are delivered by New Brunswick's two regional health authorities, Horizon Health Network and Vitalité Health Network, under the Extra-

Mural program. Home care services funded by the Department of Social Development are provided under the Long Term Care Program and the Disability Support Program. The Department of Social Development either retains the services of a home support agency on behalf of its clients, or clients may choose to receive services from private individuals. Agencies are approved by the Department of Social Development through a tendering process and must comply with certain standards.

In this telephone survey, New Brunswickers were asked about their experiences with several key dimensions of quality home care such as accessing and navigating services, meeting the needs of clients and their families, provider/client communication, safety, equity based on preferred language of service, and overall satisfaction with services.

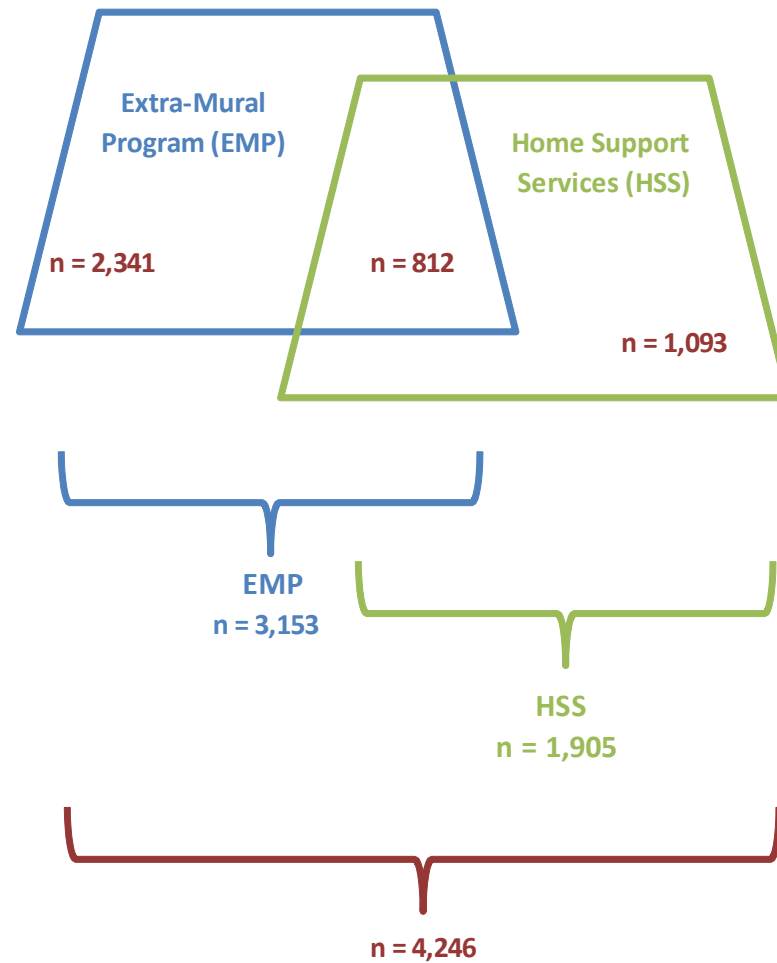
From the citizen's point of view, home care navigation and coordination cannot focus exclusively on services received at home, but rather on the continuum of care between all health care sectors. Home care is most cost-effective when it is integrated with other parts of the health care system¹.

For the purposes of this survey, home care services have been divided into two separate categories. The first category of home care includes clinical/medical services provided by health professionals under New Brunswick's two regional health authorities and throughout this report will be referred to as the Extra-Mural Program.

The second category of home care services encompasses personal care services provided by home support workers. This second category will be referred to as Home Support Services.

Survey results in this report are always presented in one of three categories: (1) citizens receiving services from the Extra-Mural Program (n=3,153), (2) citizens receiving home support services (n=1,905), and (3) all home care recipients combined (n=4,246).

Figure 1. Survey Respondents by Category



Managing Chronic Health Conditions

When asked if a doctor or any other health professional has ever diagnosed them or treated them for a chronic condition, 93% of survey respondents reported they had at least one chronic condition (among arthritis, asthma, chronic pain, emphysema or chronic obstructive pulmonary disease (COPD), cancer, diabetes, Alzheimer's disease, dementia, depression or any other mood disorder, heart disease, stroke, high blood pressure or gastric reflux). While 66% have 3 or more chronic conditions, nearly one-third of survey respondents receiving home care have five or more chronic conditions.

Figure 2. Citizens Receiving Home Care Services in New Brunswick: Number of Self-reported Chronic Health Conditions

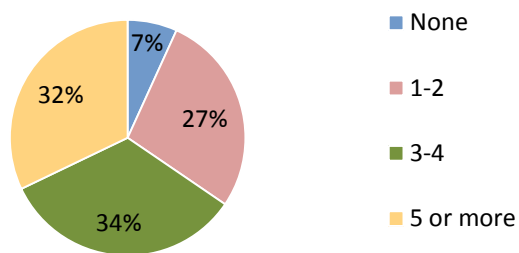
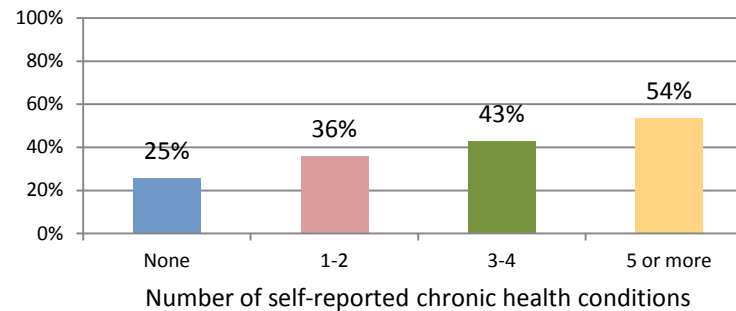


Figure 3. Percentage of citizens receiving home care who self-reported having been admitted to hospital or visited ER while getting care from Extra-Mural Program



Understanding the health profile of citizens receiving home care is extremely important in managing chronic health conditions and ultimately reducing the number of hospital admissions and visits to the hospital emergency room. As seen in Figure 3, survey respondents with a higher number of chronic conditions have made more hospital visits while receiving home care services from the Extra-Mural Program.

Survey respondents with dementia, heart disease, stroke, COPD or asthma reported higher rates of being admitted to the hospital or visiting the hospital emergency room during the time they were getting care from the Extra-Mural Program.

Caregiver Profile

Many citizens receiving home care rely on a caregiver such as family members, friends or others who provide unpaid care. In the New Brunswick Home Care Survey, 62% of respondents reported that a caregiver helps them with their home care, and of these, nearly 6 in 10 get help every day. Caregivers play an important role in ensuring a better quality of life for home care recipients and in helping them to continue living independently in their community. A caregiver profile is provided for each of the 28 communities highlighted in this report. With respect to who helps home care recipients the most, variations across communities are illustrated in Appendix A.

Unmet Needs

Looking at unmet needs reported by survey respondents, 11% believe that more could have been done to help them stay at home. When asked what could have been done, the top three responses overall were:

1. Improve/Increase hours covered (for example nights and weekends)
2. Expand scope of home support services available (for example housekeeping, food delivery, or yard work)
3. Reduce the burden of cost (for example medications/prescriptions)

Survey results have shown that among all chronic conditions reported, home care recipients with Alzheimer's disease or dementia had the highest percent who receive home support services every day (49% and 47% respectively compared to 34% for respondents overall) and the highest percent who receive help every day from a family caregiver (73% and 75% respectively compared to 59% for respondents overall).

Although home care recipients with Alzheimer's disease or dementia had the highest percent who receive services/help every day, they also had a significantly higher percent who reported that something else could have been done to help them stay at home (18% and 22% respectively compared to 11% for respondents overall). In comparison to 11% of respondents overall, 17% of home care recipients with a mood disorder including depression reported that something else could have been done to help them stay at home.

Collaboration and Navigation Across Government Departments

Home care services in New Brunswick, when covered entirely or partially by public funds, are administered under two different government departments. The Department of Health funds the Extra-Mural Program and the Department of Social Development funds home support services.

Based on the New Brunswick Home Care Survey, 26% of respondents who receive care from the Extra-Mural Program reported that they also receive home support services. Coordination of care and navigation become key elements of focus for citizens who need both types of home care services to stay in their own home. Therefore, collaboration between the Department of Health and the Department of Social Development is necessary in ensuring that citizens are at the heart of home care services in New Brunswick. More importantly, a well-built collaboration between the different home care providers, who are at the forefront of home care services, is essential in helping citizens navigate between the different types of home care services.

Quality of Service

An overall rating of home care services, taken from the citizen's point of view, is a measure of satisfaction because it reflects all experiences of care provided. However, by examining specific areas of the citizen's experiences with home care such as accessibility, communication, coordination and safety, this can provide a better guide to where the service provider is performing well or poorly, and hence which areas of performance should be addressed.

These dimensions of care experience have been evaluated separately for the Extra-Mural Program and for home support services.

Extra-Mural Program

The New Brunswick Home Care Survey has resulted in a sample of 3,153 completed surveys from citizens who receive services from the Extra-Mural Program.

In terms of overall rating of services received, 97% of New Brunswickers gave the Extra-Mural Program a rating of 8, 9 or 10 on a scale of 0 to 10, with 0 being the lowest satisfaction rating and 10 the highest. In fact, 94% of survey respondents would recommend the Extra-Mural Program to their family or friends if they needed home care.

The survey highlighted a number of positive areas worth mentioning with respect to the quality of care from the Extra-Mural Program:

- Good **communication** between providers and citizens is an important dimension of quality care. Satisfaction with health care services is often reflected by the level of communication between providers and citizens, and a relationship that is focused on respecting the client's preferences and needs. This holds true for home care services, as citizens have reported a very strong appreciation for the communication/relationship they have experienced from the Extra-Mural Program.

The percentage of survey respondents who reported that providers from the Extra-Mural Program "always" explained things in a way that was easy to understand was 90%, and 96% of respondents said that providers from the Extra-Mural Program "always" treated them with courtesy and respect.

- Under **accessibility**, 93% of New Brunswickers reported that they received care from the Extra-Mural Program as soon as they thought they needed it, and 97% always got help when contacting the Extra-Mural office.
- In terms of **equity** based on preferred language of service, 96% of survey respondents receiving home care services from the Extra-Mural Program reported that they "always" received the service they needed in the language of their choice (English or French). While 98% of respondents who prefer English as their language of service "always" received their service in English, 93% of respondents who prefer French as their language of service "always" received their service in French.

The survey also highlighted some opportunities for improvement:

- Overall, 62% of survey respondents reported that they have received care from more than one person in the last two months under the Extra-Mural Program. For these citizens, the **coordination of care** between different home care providers becomes an important area of focus. Of these survey respondents, 77% said that providers from the Extra-Mural Program "always" seemed informed and up-to-date about all the care and treatment received at home, and 82% said they "never" received conflicting information from different providers.

From the citizen's point of view, home care navigation and coordination cannot focus exclusively on services received at home, but rather on the continuum of care between all health care sectors. With 77% of respondents receiving care from the Extra-Mural Program after a visit to a hospital or rehabilitation centre, the acute care sector plays an important role in

informing clients of the care they will receive at home, just as primary health care providers need to be informed and up-to-date about all the care and treatment received at home.

Navigation and coordination between health care sectors is essential for citizens who (1) receive care from the Extra-Mural program after a visit to a hospital/rehabilitation centre and (2) who receive care from more than one Extra-Mural provider. Of these survey respondents, only 62% reported that:

1. Staff at the hospital or rehabilitation centre explained what services they would be getting from the Extra-Mural Program, and
2. Extra-Mural providers seem informed and up-to-date about all the care or treatment received at home, and
3. Their personal family doctor or nurse practitioner seems informed and up-to-date about their care from the Extra-Mural Program.

Integrating home care into the larger health care system can ensure that seamless transitions are created for patients, their families, and providers in a way that leads to higher quality care, greater efficiency, and sustainability. Integration is particularly important in home care to ensure that there are strong connections and good communication between home care, hospitals, and primary health care^{2,3}.

- In terms of **patient-centred care**, providing information to home care recipients and their family caregivers about setting goals/priorities, monitoring progress and managing health conditions is an important dimension of quality care. While only 49% of citizens receiving services from the Extra-Mural Program responded “strongly agree” to staff giving them the information needed to take care of themselves, not more than 43% “strongly agree” that family caregivers were given the information they wanted when they needed it.
- Under client **safety**, 72% of survey respondents reported that Extra-Mural staff talked with them about how to set up their home so they can move around safely, and 72% said that the staff talked with them about all the medication they were taking.

Home Support Services

The New Brunswick Home Care Survey has resulted in a sample of 1,905 completed surveys from citizens who receive home support services.

In terms of overall rating of services received, 88% of New Brunswickers gave a rating of 8, 9 or 10 on a scale of 0 to 10 for services received from the home support agency or home support workers, with 0 being the lowest satisfaction rating and 10 the highest. However, only 74% of survey respondents would “definitely” recommend the agency or home support worker to their family or friends if they needed home care.

The survey highlighted some positive areas worth mentioning with respect to the quality of care from home support workers:

- Good **communication** between providers and citizens is an important dimension of quality care. Satisfaction with health care services is often reflected by the level of communication between providers and citizens, and a relationship that is focused on respecting the client’s preferences and needs.

The percentage of survey respondents who reported that home support workers “always” explained things in a way that was easy to understand was 84%, and 90% of respondents said that home support workers “always” treated them with courtesy and respect.

- In terms of **equity** based on preferred language of service, 95% of survey respondents receiving home support services reported that they “always” received the service they needed in the language of their choice (English or French). While 97% of respondents who prefer English as their language of service “always” received their service in English, 91% of respondents who prefer French as their language of service “always” received their service in French.

The survey also highlighted some opportunities for improvement:

- Under **accessibility**, 80% of New Brunswickers reported that they received home support services as soon as they thought they needed it. While only 59% of survey respondents said it was “very easy” to contact the home care agency or home support worker to get help, merely one in five respondents reported that it was “very easy” to get information about home care in New Brunswick before they started receiving services.

- Overall, 46% of survey respondents reported that they have received care from more than one home support worker in the last two months. For these citizens, the **coordination of care** becomes an important area of focus. Of these survey respondents, 68% said that home support workers “always” seemed informed and up-to-date about all the care received at home, and 75% said they “never” received conflicting information from different home support workers.
- Family caregivers play an important role in ensuring a better quality of life for home care recipients and in helping them to continue living independently in their community. In terms of **patient-centred care**, only 27% of survey respondents receiving home support services “strongly agree” that family caregivers were given the information they wanted when they needed it.
- As home support services (funded by the Department of Social Development) are not covered by Medicare, a contribution scale is used to determine the citizen’s contribution towards the cost of services. Overall, 22% of survey respondents reported that the **cost** for home care services is too high.
- When asked about **barriers** in receiving home support services, 26% of survey respondents reported that they experienced difficulties with respect to the duration of services or the number of hours available.

Home Care Communities

Based on a provincial standardized approach, New Brunswick’s first home care survey has revealed variations across communities with respect to the quality of service. This data will provide the NBHC, the regional health authorities, the Department of Health, and the Department of Social Development with baseline information that will be used to establish benchmarks and monitor improvements over time.

Understandably, New Brunswickers want to know how home care services in their community compare to the rest of the province. The NBHC encourages New Brunswickers to visit the NBHC web site, where an interactive map will help citizens locate the results at the provincial level, by health zone, and by community. The map can be located at www.nbhc.ca.

Glossary

Home Care - Home care is a range of health and support services received at home that help citizens achieve and maintain optimal health, well-being and functional ability through a process of assessment, case coordination, and/or the provision of services.

Home Care Survey - The New Brunswick Health Council Home Care Survey evaluates home care services provided to citizens whose costs are being entirely or partially covered by public funds. In New Brunswick, home care services are funded by the Department of Health and/or the Department of Social Development.

Extra-Mural Program - Home care services funded by the Department of Health are delivered by New Brunswick's two regional health authorities, Horizon Health Network and Vitalité Health Network, under the Extra-Mural program. Home care from the Extra-Mural Program includes clinical/medical services that can be provided by a nurse, social worker, physiotherapist, occupational therapist, speech language pathologist, respiratory therapist, registered dietitian, rehabilitation support personnel, pharmacist or physician.

Home Support Services - Home support services are provided by a home support worker to help with bathing, dressing, grooming, feeding, transferring, home cleaning, laundry, meal preparation, respite/relief care or any other type of personal care. These home care services, funded by the Department of Social Development, are provided under the Long Term Care Program and the Disability Support Program. The Department of Social Development either retains the services of a home support agency on behalf of its clients, or clients may choose to receive services from private individuals. Agencies are approved by the Department of Social Development through a tendering process and must comply with certain standards.

Home Care Client/Recipient - The person who is receiving home care services.

Home Care Provider - Any paid professional or worker who provides home care services.

Home Support Worker - A paid worker who provides personal care such as bathing or home cleaning.

Caregiver - Family members, friends or others who provide unpaid care.

Chronic condition – A chronic condition is a prolonged health condition that generally cannot be prevented by vaccines or cured completely. A chronic condition typically lasts more than 12 months, may require continuous treatment, and is severe enough to create some limitations in usual activity.

Community – Results of the NBHC 2012 Home Care Survey are reported for 28 New Brunswick communities. These communities were first created by the NBHC to report results for the NBHC 2011 Primary Health Care Survey. By providing information at the community level for home care services in New Brunswick, decision-makers can respond to the needs of smaller communities.

Zone (Health Zone) – New Brunswick has seven zone boundaries (health regions) as defined by Statistics Canada and these zones are currently used for higher level statistical reporting for the population. Extra-Mural offices in zone 2 (Saint John), zone 3 (Fredericton and Upper River Valley) and zone 7 (Miramichi) are managed by Horizon Health Network. Extra-Mural offices in zone 4 (Northwest), zone 5 (Restigouche) and zone 6 (Acadie-Bathurst) are managed by Vitalité Health Network. Extra-Mural offices in zone 1 (Moncton/Beauséjour) are managed by either Horizon Health Network or Vitalité Health Network.

Survey Methodology

The New Brunswick Health Council (NBHC) has been established as an independent organization that measures, monitors and evaluates New Brunswick's health care system performance and population health, and engages citizens in the improvement of health service quality. The 2012 Home Care Survey was conducted by MQO Research, an independent research company, on behalf of the NBHC.

For the purposes of this survey, home care services have been divided into two separate categories. The first category of home care includes clinical/medical services provided by health professionals under New Brunswick's two regional health authorities and throughout this report will be referred to as the Extra-Mural Program.

Home care services funded by the Department of Health are delivered by New Brunswick's two regional health authorities, Horizon Health Network and Vitalité Health Network, under the Extra-Mural Program. Home care from the Extra-Mural Program includes clinical/medical services that can be provided by a nurse, social worker, physiotherapist, occupational therapist, speech language pathologist, respiratory therapist, registered dietitian, rehabilitation support personnel, pharmacist or physician.

The second category of home care services encompasses personal care services provided by home support workers. This second category will be referred to as Home Support Services.

Home support services are provided by a home support worker to help with bathing, dressing, grooming, feeding, transferring, home cleaning, laundry, meal preparation, respite/relief care or any other type of personal care. These home care services, funded by the Department of Social Development, are provided under the Long Term Care Program or the Disability Support Program. The Department of Social Development either retains the services of a home support agency on behalf of its clients, or clients may choose to receive services from private individuals. Agencies are approved by the Department of Social Development through a tendering process and must comply with certain standards.

Definitions are given in Appendix B for health professionals under the Extra-Mural Program as well as the different types of home support services.

Target Population

This telephone survey was conducted with New Brunswickers who are living in private dwellings and who have recently received home care services, with the cost being entirely or partially covered by government. Participation in this survey was voluntary. Client data files were submitted to the NBHC and served as the base for the home care survey target population.

Citizens are excluded from the survey if they are living in a special care home or a nursing home. The home care recipient can give permission for a caregiver to complete the survey on their behalf. Caregivers include family members, friends, neighbors and volunteers who provide unpaid care, assistance or emotional support.

This survey excludes clients if their telephone number is not on file and/or their database record does not have a complete mailing address. The mailing address was required to send a notification letter prior to making the survey calls, informing clients of the upcoming survey and giving them the opportunity to remove their name from the survey list or contact the NBHC for any questions or concerns.

The target population for the Extra-Mural Program includes clients of all ages who have recently received services at home. Clients who have only received services at school are not eligible and are excluded from the survey. If a client is under the age of 16 and is eligible, a parent/guardian is asked to complete the survey on their behalf.

Within the scope of this survey, home care services under the Extra-Mural Program include rehabilitation, palliative care, long term care assessment, acute care, chronic/supportive care and the Home Oxygen Program. A definition for each of these services is provided in Appendix B.

The target population for home support services includes clients aged 19 years or older who have recently received home care services under the Long Term Care Program or the Disability Support Program.

Within the scope of this survey, home care services under these programs include bathing, dressing, grooming, feeding, transferring, home cleaning, laundry, meal preparation, respite/relief care or any other type of personal care delivered in the client's home. A definition for these services is provided in Appendix B.

Questionnaire Design

The Home Care Survey questionnaire is an adaptation from the 2010 Home Health Care CAHPS® Survey⁴ implemented in the United States. Questions in the Home Health Care CAHPS Survey have been rigorously tested and mostly relate to accessibility, communication with providers, coordination of care, safety, patient-centred care and overall satisfaction. Every effort was made to keep the same wording of questions and response options throughout the design process for the New Brunswick Home Care Survey. However, some modifications were made in the questionnaire to better align with home care services received in New Brunswick.

In keeping with NBHC's mandate to measure, monitor and evaluate New Brunswick's health system performance under six quality dimensions (accessibility, appropriateness, effectiveness, efficiency, equity and safety), the Home Care Survey questionnaire includes questions under accessibility, safety and equity, using a similar approach to NBHC's 2010 Acute Care Survey⁵ and 2011 Primary Health Care Survey⁶.

The NBHC Home Care Survey evaluates experiences from the citizen's point of view. Since these experiences include several types of home care providers and a wide array of home care services across the province, feedback from a broad range of stakeholders was crucial in the development of the questionnaire. This resulted in improvements being made to the questionnaire design.

Several steps were taken to ensure that New Brunswickers could respond to the survey in either official language (English or French) of their choice. The French version of the NBHC questionnaire was based on the English version. It was translated into French by a professional translator. The translated questionnaire was then fully reviewed by the NBHC and MQO Research teams.

A pilot test was conducted to ensure that respondents would understand the survey questions. A representative sample of New Brunswickers was selected based on language, gender, age, literacy level, and geographical location. During this pilot test, citizens were asked to provide their feedback on the survey questionnaire, and further changes to the questionnaire were implemented based on the results of the testing process.

Sampling

A census approach was used for the Extra-Mural Program, by which all eligible clients who received clinical/medical home care services between February 26, 2012 and April 26, 2012 were asked to participate in the home care survey. Clients were deemed eligible if they were living in a private dwelling and services were delivered at home. The length of the survey averaged 24 minutes for clients who had received services from the Extra-Mural Program but had not received home support services.

The sampling methodology for home support services consisted of two separate phases. The first phase consisted of asking all clients who received Extra-Mural services between February 26, 2012 and April 26, 2012 if they also receive home support services. In the second phase, the Social Development (SD) home care client data file was cross-matched with the Extra-Mural client data file. All eligible clients in the SD database who were receiving home support services on May 25, 2012 but who do not receive services from the Extra-Mural Program were asked to participate in the home care survey.

The length of the survey averaged 23 minutes for clients who had received home support services but had not received clinical/medical services from the Extra-Mural Program. The average time to complete the survey was 36 minutes if the client had received both home support services and clinical/medical services from the Extra-Mural Program.

Communication Plan

A communication and awareness campaign was launched to promote participation in the home care survey by ensuring New Brunswickers understood that their participation would give them a unique opportunity to affect the future of home care in the province.

The communication plan consisted of announcing the survey through a media release, as well as strategically placed paper ads and radio ads across all regions of the province.

A number of contact measures were established so as to provide citizens and participants a variety of channels to obtain additional information or voice any concerns they may have about the survey. All clients eligible to participate in the survey were sent a notification letter prior to making the survey calls, informing them of the upcoming survey and giving them the opportunity to remove their name from the survey list or contact the NBHC for any questions or concerns.

A toll-free number to the NBHC was published on all letters and messages related to this survey. Question and answer documentation relating to the survey was also available on the NBHC web site.

Data collection

Once a final version of the questionnaire was created, specifications were drawn up and a CATI (Computerized-Assisted Telephone Interviewing) application was used to collect data directly from survey respondents through telephone interviews. The CATI method

is a telephone surveying technique in which the interviewer follows a script provided by a software application. The CATI application ensures that only valid question responses are entered and that all the correct flows are followed.

Interviewers were given information on the survey content through training sessions and mock interviews to become familiar with the survey, its concepts, definitions and the CATI application itself. The telephone interviews were conducted by MQO Research at offices in Richibucto, New Brunswick and Saint John's, Newfoundland.

All respondents were asked to identify their language of preference (English or French) prior to proceeding with the interview. In the rare occasion where an English speaking interviewer was asked to continue in French, the call was transferred to a bilingual interviewer for an immediate call-back.

Confidentiality and Privacy

In order to protect the confidentiality of the information being provided by the NBHC as well as that being provided by the citizens themselves at the time of contact, MQO Research and all parties involved in the conduct of this survey followed strict data security procedures. Information was transmitted only through a secure file transfer site and all parties followed strict data transfer and data security protocols in place to deal with sensitive information.

The privacy laws of New Brunswick and Canada were respected in the conduct of this home care survey. Various confidentiality rules were applied to all data released or published to prevent the publication or disclosure of any information deemed confidential. If necessary, data is suppressed to prevent direct or residual disclosure of identifiable data.

Data Limitations

All data are self-reported and are therefore subject to recall errors, and over or under-reporting. The timing of the submission of home support services client data resulted in collecting survey responses from citizens who do not receive their home support services through the Department of Social Development. Although this resulted in having respondents (approximately 15%) who received home support services not deemed as publically funded, the home support services are provided from the same pool of New Brunswick home support agencies.

Estimation

Survey data was weighted by age based on a complete database “snapshot” of all clients who had recently received home care services under the Extra-Mural Program or through the Department of Social Development. This estimation method is used so that survey results are representative of the actual population of citizens receiving home care services in New Brunswick. Confidence intervals were calculated at the 95% confidence level to help assess statistical significance.

The coefficient of variation is used to determine the quality level of the estimates. Survey results with a coefficient of variation in the range of 16.6% to 33.3% are considered marginal and are flagged with the letter E accompanied by a warning to caution subsequent users about the high level of variability associated with the estimate. Survey results with a coefficient of variation in excess of 33.3% are considered too unreliable to be published and have been suppressed from this report.

Survey Results

Survey results in this report are presented for overall New Brunswick, by health zone (7) and by community (28). Overall New Brunswick results are also provided by gender, age group, education level, language of service preference, household income, and Aboriginal identity.

New Brunswick has seven zone boundaries (health regions) as defined by Statistics Canada and these zones are currently used for higher level statistical reporting for the population (see Appendix C). The 28 New Brunswick communities were first created by the NBHC to report results for the NBHC 2011 Primary Health Care Survey⁶ (see Appendix D).

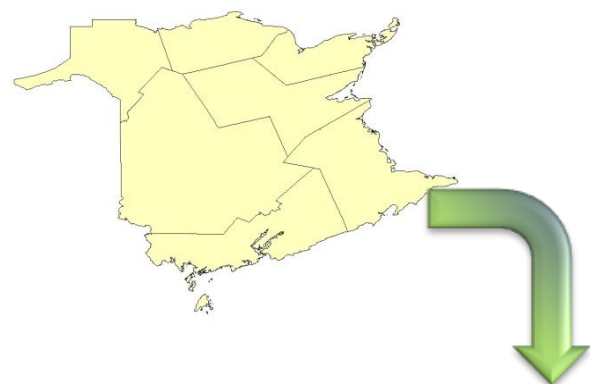
In using a standardized approach across the province for citizens to express their opinions about the home care services they receive, the information collected from this survey will allow communities to compare their home care experiences with overall New Brunswick results, and variations across communities can be highlighted.

Survey results in this report are always presented in one of three client categories: (1) Extra-Mural Program refers to clients who receive clinical/medical services, (2) Home Support Services refers to clients receiving personal care from a home support worker, and (3) all home care clients combined.

Demographic and health profiles at the provincial, zone and community levels are given for all citizens receiving home care services. Home care services “at a glance” are reported separately for clients under the Extra-Mural Program and clients receiving home support services. A caregiver profile is included for all clients receiving home care services, as well as a qualitative analysis on unmet needs. Finally, indicators for the quality of service are provided separately for clients under the Extra-Mural Program and clients receiving home support services.

Provincial Results

Overall New Brunswick
By Age Group
By Gender
By Education Level
By Household Income
By Language of Service Preference
By Aboriginal Identity



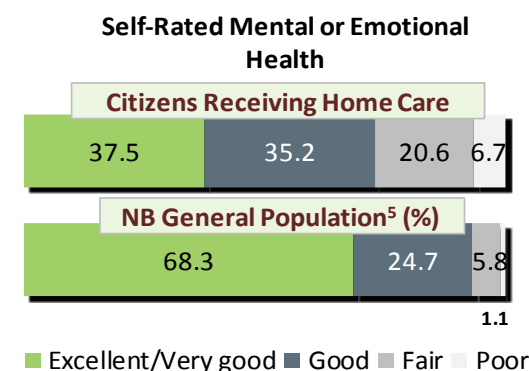
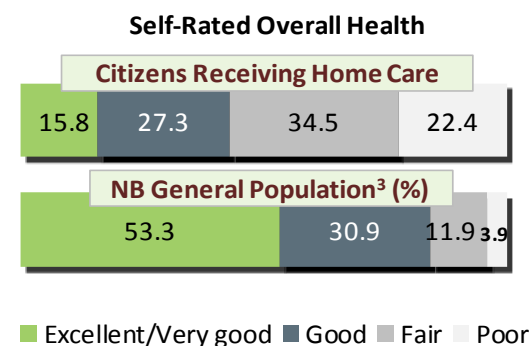
| Demographic profile | | Citizens Receiving Home Care (%) | NB General Population (%) ² |
|-------------------------------------|---------------------------|--|--|
| Age group | Under 18 | 3.0 | 23.4 |
| | 18-64 | 30.8 | 61.1 |
| | 65-74 | 19.7 | 8.6 |
| | 75-84 | 25.6 | 4.9 |
| | 85+ | 20.9 | 2.1 |
| Gender | Male | 35.8 | 48.1 |
| | Female | 64.2 | 51.9 |
| Education Level | No high school diploma | 51.8 | 13.8 |
| | High school or higher | 48.2 | 86.2 |
| Household Income | Less than \$25,000 | 62.1 | 21.7 |
| | \$25,000 or more | 37.9 | 78.3 |
| Preferred language of service | English | 72.8 | 75.7 |
| | French | 27.2 | 24.3 |
| Aboriginal | % yes | 3.0 | 2.7 |

| Chronic Health Conditions | Citizens Receiving Home Care (%) | NB General Popul. (%) ³ |
|--|---|---|
| High blood pressure or hypertension | 56.8 | 25.7 |
| Arthritis | 48.3 | 18.0 |
| Chronic pain | 40.7 | 15.0 |
| Heart disease | 35.3 | 8.3 |
| Gastric reflux (GERD) | 31.5 | 16.1 |
| Diabetes | 30.4 | 9.2 |
| Cancer | 26.2 | 7.0 |
| Depression | 24.5 | 12.7 |
| Asthma | 20.3 | 10.3 |
| Emphysema or COPD | 18.3 | 2.7 |
| Stroke | 15.8 | 2.0 |
| Dementia | 6.8 | - |
| Mood disorder other than depression ⁴ | 3.7 | 2.5 |
| Alzheimer | 3.5 | - |

'-' indicates the data is not available

| Confidence: Ability to control and manage health condition | | |
|---|---|---|
| | Citizens Receiving Home Care (%) | NB General Popul. (%) ³ |
| [Among clients with at least one chronic health condition from table above] | | |
| Very confident | 25.5 | 39.6 |
| Confident | 55.9 | 53.5 |
| Not very confident | 12.2 | 5.8 |
| Not at all confident | 6.4 | 1.1 |

Included in this profile:
All surveyed New Brunswick residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.



¹Based on survey respondents, weighted by age

²Source: Statistics Canada 2011 Census

³Source: New Brunswick Health Council, 2011 Primary Health Care Survey

⁴Includes bipolar disorder, mania, manic depression or dysthymia

⁵Source: Statistics Canada 2010 Canadian Community Health Survey, Public Use Microdata File (82M0013XCB) 32 | Page



Extra-Mural Program (n=3,153)

| Service Received (in past 2 months) | (%) |
|-------------------------------------|------|
| Nurse | 82.0 |
| Physiotherapist | 25.5 |
| Respiratory therapist | 20.1 |
| Dietitian | 19.9 |
| Social worker | 16.7 |
| Occupational therapist | 16.2 |
| Speech language pathologist | 3.5 |
| Rehabilitation support personnel | 3.3 |
| Pharmacist | 2.7 |
| Doctor/Physician | 1.7 |

| How long have you been getting services? | (%) |
|--|------|
| Services for at least 1 year | 48.4 |

| How often do you receive services? | (%) |
|------------------------------------|------|
| Every day | 5.9 |
| A few times a week | 22.6 |
| Once/week or less | 71.5 |

Satisfaction with number of times care was received (in past 2 months)



Reported Difficulties in Receiving Care

% who reported: NB

| | |
|--|-----|
| Limits or reductions in type of service/care available | 7.6 |
| Limits or reductions in duration of service or hours available | 7.6 |

Home Support Services (n=1,905)

| Service Received (in past 2 months) | (%) |
|-------------------------------------|------|
| Housekeeping | 92.9 |
| Meal preparation | 72.2 |
| Grooming or dressing | 49.6 |
| Bathing | 48.1 |
| Respite relief/care | 41.6 |
| Transferring | 34.8 |
| Feeding or nutrition care | 30.7 |

| How long have you been getting services? | (%) |
|--|------|
| Services for at least 1 year | 73.0 |

| How often do you receive services? | (%) |
|------------------------------------|------|
| Every day | 34.3 |
| A few times a week | 52.0 |
| Once/week or less | 13.7 |

Satisfaction with number of times care was received (in past 2 months)



Reported Difficulties in Receiving Care

% who reported: NB

| | |
|--|------|
| Limits or reductions in type of service/care available | 19.8 |
| Limits or reductions in duration of service or hours available | 25.6 |

Caregiver Profile (n=4,246)

All home care service recipients

| | |
|-----------------------|------|
| | NB |
| % who live alone | 33.1 |
| % with caregiver help | 61.6 |

Who helps the most? (%) (among those who receive help n=2,511)

| | |
|---------------------|------|
| | NB |
| Son or daughter | 36.9 |
| Spouse or partner | 33.4 |
| Other family member | 12.1 |
| Mother or father | 8.6 |
| Friend or volunteer | 6.9 |

How often do you get help? (%) (among those who receive help n=2,522)

| | |
|--------------------|------|
| | NB |
| Every day | 58.6 |
| A few times a week | 20.5 |
| Once/week or less | 19.8 |

Unmet Needs (n=4,246)

All home care service recipients

| | |
|---|------|
| % who said 'yes' | NB |
| Could anything else have been done/provided to help you stay at home? | 11.4 |

Top 3 mentions: What could have been done? ¹ (%)

| | |
|---------------------------------|------|
| More hours / After hour access | 28.1 |
| More home support services | 27.0 |
| More funding needed / High cost | 17.4 |

¹ Among those who indicated unmet needs.



| | | NB (%) | Zone 1 (%) | Zone 2 (%) | Zone 3 (%) | Zone 4 (%) | Zone 5 (%) | Zone 6 (%) | Zone 7 (%) |
|-----------------|--|---|---|------------------------------------|---|---|---|--|---|
| Sample Size | | n=3,153 | n=761 | n=768 | n=618 | n=321 | n=178 | n=300 | n=207 |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.0 (92.4 - 93.7) | 92.6 (91.2 - 93.9) | 93.7 (92.5 - 95.0) | 92.6 (91.1 - 94.1) | 92.1 (90.0 - 94.3) | 94.4 (92.0 - 96.8) | 94.3 (92.5 - 96.2) | 91.5 (88.8 - 94.3) |
| | Always got help when contacting the office [Among those who contacted the office] (% yes) | 96.8 (96.1 - 97.5) | 96.1 (94.5 - 97.6) | 96.6 (95.2 - 98.0) | 97.7 (96.4 - 99.0) | 97.3 (95.4 - 99.2) | 95.8 (92.4 - 99.3) | 96.0 (93.7 - 98.2) | 99.0 (97.6 - 100) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.4 (89.6 - 91.1) | 91.4 (90.0 - 92.8) | 90.3 (88.8 - 91.8) | 92.6 (91.1 - 94.1) | 86.2 (83.5 - 89.0) | 89.1 (85.8 - 92.4) | 87.8 (85.2 - 90.5) | 91.3 (88.5 - 94.1) |
| | How often providers treated clients with courtesy and respect (% always) | 96.4 (95.9 - 96.8) | 97.5 (96.7 - 98.3) | 96.8 (95.9 - 97.7) | 96.2 (95.1 - 97.3) | 94.2 (92.3 - 96.0) | 94.4 (91.9 - 96.8) | 94.9 (93.1 - 96.7) | 98.6 (97.4 - 99.7) |
| Coordination | How often providers seemed informed about all care/treatment received at home [Among clients with services from more than one person] (% always) | 77.1 (75.8 - 78.5) | 78.3 (75.6 - 81.0) | 76.7 (73.9 - 79.4) | 71.9 (68.6 - 75.2) | 82.0 (77.9 - 86.1) | 77.2 (71.4 - 82.9) | 82.7 (78.7 - 86.6) | 74.8 (69.1 - 80.5) |
| | Clients who never received conflicting information from different providers [Among clients with services from more than one person] | 81.7 (80.5 - 83.0) | 79.8 (77.2 - 82.4) | 83.6 (81.2 - 86.0) | 84.6 (81.9 - 87.2) | 80.7 (76.6 - 84.9) | 79.5 (74.1 - 85.0) | 82.0 (77.9 - 86.0) | 75.4 (69.8 - 81.1) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 49.3 (48.0 - 50.6) | 50.6 (48.0 - 53.2) | 52.0 (49.4 - 54.6) | 52.2 (49.3 - 55.0) | 43.3 (39.3 - 47.2) | 45.9 (40.5 - 51.3) | 40.7 (36.6 - 44.7) | 51.3 (46.3 - 56.2) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.8 (41.4 - 44.2) | 44.6 (41.8 - 47.4) | 44.6 (41.8 - 47.4) | 44.9 (41.9 - 48.0) | 34.4 (30.3 - 38.5) | 40.9 (35.2 - 46.6) | 39.5 (35.2 - 43.8) | 43.2 (38.0 - 48.4) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.7 (96.2 - 97.1) | 96.1 (95.1 - 97.1) | 97.7 (96.9 - 98.5) | 96.5 (95.4 - 97.5) | 95.3 (93.7 - 97.0) | 95.6 (93.4 - 97.8) | 98.1 (96.9 - 99.2) | 97.0 (95.3 - 98.7) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.2 (93.6 - 94.8) | 95.2 (94.1 - 96.3) | 94.8 (93.6 - 95.9) | 93.8 (92.4 - 95.2) | 93.1 (91.1 - 95.1) | 94.6 (92.2 - 97.0) | 93.4 (91.4 - 95.4) | 91.5 (88.8 - 94.2) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 72.2 (71.0 - 73.5) | 69.8 (67.2 - 72.4) | 70.4 (67.9 - 72.9) | 74.2 (71.4 - 76.9) | 75.5 (71.9 - 79.1) | 64.5 (59.0 - 70.0) | 79.9 (76.4 - 83.5) | 72.3 (67.4 - 77.2) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 72.3 (71.1 - 73.4) | 70.3 (67.8 - 72.8) | 64.9 (62.4 - 67.5) | 72.8 (70.2 - 75.5) | 81.0 (77.8 - 84.2) | 68.7 (63.6 - 73.9) | 87.2 (84.4 - 90.0) | 71.8 (67.2 - 76.3) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.7 ^E (0.5 - 0.9) | F | F | F | F | F | F | F |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.5 Fr. 92.7 (97.0 - 98.0) (91.4 - 94.0) | Eng 97.3 Fr. 95.9 (96.3 - 98.3) (93.8 - 97.9) | Eng 98.4 Fr. F (97.8 - 99.0) | Eng 97.7 Fr. 84.3 ^E (96.9 - 98.6) (63.5 - 100) | Eng 87.2 Fr. 89.2 (79.4 - 95.0) (86.6 - 91.9) | Eng 95.7 Fr. 95.6 (92.9 - 98.5) (92.0 - 99.1) | Eng 96.7 Fr. 94.4 (93.4 - 100) (92.3 - 96.5) | Eng 96.8 Fr. 91.2 (94.9 - 98.7) (84.3 - 98.1) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | NB (%) | | Under 18 (%) | | 18 - 64 (%) | | 65 - 74 (%) | | 75 or Older (%) | |
|-----------------|--|---------------------------|---------------------------|---------------------------|--------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Sample Size | | n=3,153 | | n=124 | | n=967 | | n=803 | | n=1,259 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.0 | (92.4 - 93.7) | 84.3 | (79.7 - 88.9) | 91.5 | (90.3 - 92.8) | 94.2 | (93.0 - 95.3) | 94.1 | (93.1 - 95.0) |
| | Always got help when contacting the office [Among those who contacted the office] (% yes) | 96.8 | (96.1 - 97.5) | 94.5 | (90.3 - 98.8) | 95.4 | (94.1 - 96.7) | 97.1 | (95.8 - 98.4) | 98.1 | (97.2 - 99.0) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.4 | (89.6 - 91.1) | 89.4 | (85.5 - 93.3) | 90.7 | (89.4 - 92.0) | 91.5 | (90.1 - 92.9) | 89.6 | (88.4 - 90.9) |
| | How often providers treated clients with courtesy and respect (% always) | 96.4 | (95.9 - 96.8) | 98.4 | (96.8 - 100) | 95.6 | (94.7 - 96.6) | 97.1 | (96.3 - 98.0) | 96.3 | (95.6 - 97.1) |
| Coordination | How often providers seemed informed about all care/treatment received at home [Among clients with services from more than one person] (% always) | 77.1 | (75.8 - 78.5) | 64.8 | (55.7 - 73.9) | 78.6 | (76.3 - 80.9) | 80.0 | (77.4 - 82.5) | 75.3 | (73.0 - 77.6) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 81.7 | (80.5 - 83.0) | 74.5 | (66.3 - 82.8) | 78.3 | (75.9 - 80.6) | 82.0 | (79.5 - 84.4) | 84.3 | (82.4 - 86.2) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 49.3 | (48.0 - 50.6) | 50.0 | (43.5 - 56.5) | 58.2 | (55.9 - 60.4) | 52.1 | (49.6 - 54.6) | 42.2 | (40.2 - 44.2) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.8 | (41.4 - 44.2) | 34.3 | (27.7 - 40.9) | 44.7 | (42.2 - 47.2) | 46.6 | (43.8 - 49.4) | 40.6 | (38.5 - 42.7) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.7 | (96.2 - 97.1) | 87.1 | (82.9 - 91.3) | 95.1 | (94.1 - 96.1) | 97.2 | (96.4 - 98.1) | 98.1 | (97.6 - 98.7) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.2 | (93.6 - 94.8) | 83.9 | (79.2 - 88.5) | 94.6 | (93.6 - 95.6) | 95.4 | (94.3 - 96.4) | 94.1 | (93.1 - 95.0) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 72.2 | (71.0 - 73.5) | 73.5 | (66.7 - 80.3) | 70.8 | (68.4 - 73.1) | 72.1 | (69.6 - 74.6) | 73.0 | (71.2 - 74.9) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 72.3 | (71.1 - 73.4) | 59.5 | (52.0 - 67.0) | 74.4 | (72.3 - 76.5) | 71.2 | (68.9 - 73.5) | 72.2 | (70.4 - 74.1) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.7 ^E | (0.5 - 0.9) | | ^F | 1.4 ^E | (0.8 - 1.9) | | ^F | | ^F |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) | Eng 95.3 (92.1 - 98.5) | Fr. 97.2 (93.4 - 100) | Eng 97.6 (96.8 - 98.4) | Fr. 92.8 (90.5 - 95.1) | Eng 97.2 (96.3 - 98.1) | Fr. 92.6 (89.8 - 95.3) | Eng 97.8 (97.1 - 98.5) | Fr. 92.3 (90.2 - 94.3) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | NB (%) | | Male (%) | | Female (%) | |
|-----------------|---|---------------------------------|------------------------------|---------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=3,153 | | n=1,277 | | n=1,876 | |
| Accessibility | Did care start as soon as you thought you needed it? (% <i>yes</i>) | 93.0 (92.4 - 93.7) | | 93.1 (92.1 - 94.1) | | 93.0 (92.2 - 93.8) | |
| | Always got help when contacting the office [Among those who contacted the office] (% <i>yes</i>) | 96.8 (96.1 - 97.5) | | 97.1 (96.2 - 98.1) | | 96.6 (95.7 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% <i>always</i>) | 90.4 (89.6 - 91.1) | | 89.8 (88.6 - 91.0) | | 90.7 (89.8 - 91.7) | |
| | How often providers treated clients with courtesy and respect (% <i>always</i>) | 96.4 (95.9 - 96.8) | | 97.0 (96.3 - 97.6) | | 96.0 (95.4 - 96.6) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% <i>always</i>) | 77.1 (75.8 - 78.5) | | 78.0 (75.9 - 80.1) | | 76.5 (74.7 - 78.3) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 81.7 (80.5 - 83.0) | | 80.5 (78.5 - 82.5) | | 82.5 (80.9 - 84.1) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% <i>strongly agree</i>) | 49.3 (48.0 - 50.6) | | 49.4 (47.4 - 51.4) | | 49.2 (47.6 - 50.9) | |
| | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 42.8 (41.4 - 44.2) | | 44.6 (42.4 - 46.7) | | 41.6 (39.8 - 43.3) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.7 (96.2 - 97.1) | | 96.5 (95.8 - 97.2) | | 96.8 (96.2 - 97.4) | |
| | Would recommend Extra-Mural to family/friends (% <i>definitely yes</i>) | 94.2 (93.6 - 94.8) | | 94.1 (93.2 - 95.1) | | 94.2 (93.4 - 94.9) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% <i>yes</i>) | 72.2 (71.0 - 73.5) | | 72.0 (70.1 - 74.0) | | 72.4 (70.8 - 74.0) | |
| | Staff talked with clients about all the medicines they were taking (% <i>yes</i>) | 72.3 (71.1 - 73.4) | | 70.9 (69.0 - 72.8) | | 73.2 (71.7 - 74.7) | |
| | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | 0.7 ^E (0.5 - 0.9) | | 0.8 ^E (0.4 - 1.1) | | 0.7 ^E (0.4 - 1.0) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% <i>always</i>) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) | Eng 97.5 (96.8 - 98.2) | Fr. 92.0 (89.9 - 94.2) | Eng 97.5 (96.9 - 98.1) | Fr. 93.1 (91.5 - 94.7) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | NB (%) | | 8th Grade or Less (%) | | Some High School (%) | | High School or GED (%) | | Post-Sec. (%) | |
|-----------------|---|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=3,153 | | n=797 | | n=597 | | n=751 | | n=800 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.0 | (92.4 - 93.7) | 94.4 | (93.3 - 95.6) | 94.0 | (92.6 - 95.3) | 93.8 | (92.6 - 95.0) | 91.6 | (90.3 - 93.0) |
| | Always got help when contacting the office [Among those who contacted the office] (% yes) | 96.8 | (96.1 - 97.5) | 99.0 | (98.2 - 99.8) | 97.6 | (96.2 - 99.0) | 96.5 | (95.0 - 98.0) | 94.9 | (93.3 - 96.4) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.4 | (89.6 - 91.1) | 88.4 | (86.8 - 90.0) | 90.6 | (88.9 - 92.3) | 90.9 | (89.4 - 92.4) | 91.7 | (90.3 - 93.1) |
| | How often providers treated clients with courtesy and respect (% always) | 96.4 | (95.9 - 96.8) | 96.5 | (95.6 - 97.4) | 95.3 | (94.1 - 96.6) | 96.6 | (95.7 - 97.5) | 96.8 | (95.9 - 97.7) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 77.1 | (75.8 - 78.5) | 79.2 | (76.5 - 82.0) | 79.8 | (76.7 - 82.8) | 75.9 | (73.2 - 78.7) | 75.4 | (72.8 - 78.0) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 81.7 | (80.5 - 83.0) | 80.2 | (77.5 - 82.9) | 79.7 | (76.7 - 82.7) | 80.9 | (78.3 - 83.4) | 86.2 | (84.1 - 88.3) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 49.3 | (48.0 - 50.6) | 39.9 | (37.4 - 42.4) | 49.6 | (46.7 - 52.5) | 53.5 | (50.9 - 56.1) | 56.4 | (53.9 - 58.9) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.8 | (41.4 - 44.2) | 40.6 | (38.0 - 43.2) | 43.0 | (39.9 - 46.2) | 45.8 | (42.9 - 48.6) | 43.8 | (41.0 - 46.7) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.7 | (96.2 - 97.1) | 97.9 | (97.2 - 98.6) | 97.8 | (96.9 - 98.6) | 97.4 | (96.6 - 98.2) | 95.4 | (94.3 - 96.4) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.2 | (93.6 - 94.8) | 93.4 | (92.2 - 94.7) | 94.8 | (93.5 - 96.1) | 95.3 | (94.2 - 96.4) | 95.0 | (93.9 - 96.1) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 72.2 | (71.0 - 73.5) | 73.9 | (71.5 - 76.2) | 71.1 | (68.3 - 73.9) | 71.8 | (69.3 - 74.3) | 71.2 | (68.6 - 73.7) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 72.3 | (71.1 - 73.4) | 75.8 | (73.6 - 78.0) | 72.7 | (70.0 - 75.3) | 71.5 | (69.1 - 73.9) | 69.7 | (67.2 - 72.1) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.7 ^E | (0.5 - 0.9) | F | | F | | F | | F | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) | Eng 96.4 (95.2 - 97.7) | Fr. 91.7 (89.5 - 93.9) | Eng 98.0 (97.1 - 98.9) | Fr. 89.0 (85.3 - 92.8) | Eng 98.0 (97.2 - 98.8) | Fr. 97.3 (95.2 - 99.4) | Eng 98.0 (97.2 - 98.8) | Fr. 93.9 (91.3 - 96.5) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | | NB (%) | | Less than \$25,000 (%) | | \$25,000-\$60,000 (%) | | \$60,000 or more (%) | |
|-----------------|---|---------------------------------|---------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|--|
| Sample Size | | | n=3,153 | | n=1,374 | | n=982 | | n=261 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.0 (92.4 - 93.7) | 93.7 (92.7 - 94.6) | | 93.4 (92.2 - 94.5) | | 93.4 (91.3 - 95.6) | | | |
| | Always got help when contacting the office [Among those who contacted the office] (% yes) | 96.8 (96.1 - 97.5) | 96.4 (95.3 - 97.5) | | 97.9 (97.0 - 98.9) | | 94.8 (92.0 - 97.6) | | | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.4 (89.6 - 91.1) | 88.8 (87.6 - 90.0) | | 91.4 (90.1 - 92.7) | | 92.3 (90.0 - 94.7) | | | |
| | How often providers treated clients with courtesy and respect (% always) | 96.4 (95.9 - 96.8) | 95.6 (94.8 - 96.4) | | 97.5 (96.8 - 98.2) | | 97.4 (96.0 - 98.8) | | | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 77.1 (75.8 - 78.5) | 74.3 (72.1 - 76.4) | | 80.5 (78.3 - 82.7) | | 78.4 (74.2 - 82.7) | | | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 81.7 (80.5 - 83.0) | 77.5 (75.4 - 79.6) | | 85.0 (83.0 - 87.0) | | 84.7 (81.1 - 88.4) | | | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 49.3 (48.0 - 50.6) | 45.2 (43.3 - 47.1) | | 55.5 (53.3 - 57.8) | | 58.9 (54.6 - 63.2) | | | |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.8 (41.4 - 44.2) | 43.5 (41.4 - 45.5) | | 43.8 (41.3 - 46.2) | | 46.2 (41.4 - 51.1) | | | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.7 (96.2 - 97.1) | 96.3 (95.6 - 97.1) | | 97.3 (96.6 - 98.1) | | 95.9 (94.1 - 97.6) | | | |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.2 (93.6 - 94.8) | 94.1 (93.2 - 95.0) | | 95.0 (94.0 - 96.0) | | 95.4 (93.6 - 97.3) | | | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 72.2 (71.0 - 73.5) | 72.0 (70.2 - 73.8) | | 74.3 (72.2 - 76.5) | | 74.3 (69.7 - 78.8) | | | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 72.3 (71.1 - 73.4) | 74.5 (72.8 - 76.2) | | 71.8 (69.6 - 73.9) | | 73.5 (69.4 - 77.7) | | | |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.7 ^E (0.5 - 0.9) | 1.0 ^E (0.7 - 1.4) | | ^F | | 0.0 (0.0 - 0.0) | | | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) | Eng 95.9 (95.0 - 96.8) | Fr. 91.3 (89.3 - 93.2) | Eng 98.8 (98.2 - 99.3) | Fr. 93.7 (91.4 - 95.9) | Eng 98.6 (97.4 - 99.7) | Fr. 91.2 (85.9 - 96.4) | |

^E Use with caution (coefficient of variation between 16.6% and 33.3%)

^F Too unreliable to be published (coefficient of variation greater than 33.3%)



| | | NB (%) | | English (%) | | French (%) | |
|-----------------|--|------------------------------|-----------------------------|------------------------------|---------------|---------------|-----------------------------|
| Sample Size | | n=3,153 | | n=2,270 | | n=795 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.0 | (92.4 - 93.7) | 93.2 | (92.5 - 94.0) | 92.5 | (91.1 - 93.8) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 96.8 | (96.1 - 97.5) | 96.3 | (95.4 - 97.1) | 97.9 | (96.9 - 99.0) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.4 | (89.6 - 91.1) | 90.8 | (90.0 - 91.7) | 88.8 | (87.2 - 90.4) |
| | How often providers treated clients with courtesy and respect (% always) | 96.4 | (95.9 - 96.8) | 96.7 | (96.2 - 97.3) | 95.3 | (94.3 - 96.4) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 77.1 | (75.8 - 78.5) | 75.9 | (74.3 - 77.5) | 80.8 | (78.2 - 83.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 81.7 | (80.5 - 83.0) | 81.8 | (80.3 - 83.2) | 81.4 | (78.8 - 84.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 49.3 | (48.0 - 50.6) | 51.6 | (50.1 - 53.1) | 44.3 | (41.8 - 46.8) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.8 | (41.4 - 44.2) | 45.1 | (43.5 - 46.8) | 37.8 | (35.1 - 40.4) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.7 | (96.2 - 97.1) | 96.5 | (95.9 - 97.0) | 97.6 | (96.8 - 98.4) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.2 | (93.6 - 94.8) | 94.1 | (93.4 - 94.7) | 94.5 | (93.4 - 95.6) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 72.2 | (71.0 - 73.5) | 71.1 | (69.7 - 72.6) | 75.5 | (73.1 - 77.8) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 72.3 | (71.1 - 73.4) | 68.5 | (67.0 - 69.9) | 82.8 | (80.9 - 84.8) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.7 ^E | (0.5 - 0.9) | 0.7 ^E | (0.5 - 1.0) | ^F | |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (914 - 94.0) | Eng 97.5 (97.0 - 98.0) | Fr. - - | Eng - - | Fr. 92.7 (914 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

¹Preferred language of service, based on survey responses.

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| Are you an Aboriginal person? | | NB (%) | | Yes (%) | | No (%) | |
|-------------------------------|---|------------------------------|------------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| Sample Size | | n=3,153 | | n=97 | | n=3,021 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.0 | (92.4 - 93.7) | 92.6 | (88.8 - 96.4) | 93.0 | (92.3 - 93.7) |
| | Always got help when contacting the office [Among those who contacted the office] (% yes) | 96.8 | (96.1 - 97.5) | 95.5 | (91.0 - 99.9) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.4 | (89.6 - 91.1) | 91.1 | (87.0 - 95.3) | 90.3 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 96.4 | (95.9 - 96.8) | 96.8 | (94.3 - 99.3) | 96.3 | (95.8 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 77.1 | (75.8 - 78.5) | 79.2 | (71.8 - 86.6) | 77.1 | (75.7 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 81.7 | (80.5 - 83.0) | 67.5 | (59.0 - 76.0) | 82.4 | (81.1 - 83.6) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 49.3 | (48.0 - 50.6) | 44.9 | (37.7 - 52.1) | 49.6 | (48.3 - 50.9) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.8 | (41.4 - 44.2) | 48.9 | (41.4 - 56.4) | 42.6 | (41.2 - 44.0) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.7 | (96.2 - 97.1) | 92.1 | (88.2 - 95.9) | 96.9 | (96.4 - 97.3) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.2 | (93.6 - 94.8) | 91.1 | (87.0 - 95.1) | 94.3 | (93.7 - 94.9) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 72.2 | (71.0 - 73.5) | 70.7 | (64.0 - 77.4) | 72.4 | (71.2 - 73.7) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 72.3 | (71.1 - 73.4) | 73.8 | (67.3 - 80.3) | 72.1 | (70.9 - 73.3) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.7 ^E | (0.5 - 0.9) | | ^F | 0.7 ^E | (0.4 - 0.9) |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) | Eng 94.5 (90.8 - 98.3) | Fr. 95.2 (88.5 - 100) | Eng 97.6 (97.2 - 98.1) | Fr. 92.8 (915 - 94.2) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| NB (%) Zone 1 (%) Zone 2 (%) Zone 3 (%) Zone 4 (%) Zone 5 (%) Zone 6 (%) Zone 7 (%) | | | | | | | | | | | | | | | | | |
|--|---|--|-------------------------------------|-------------------------------------|-------------------------------------|---|---|-------------------------------------|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------------------------------|-------------------------------------|-------|--|
| Sample Size | | n=1,905 | | n=385 | | n=405 | | n=420 | | n=188 | | n=121 | | n=224 | | n=162 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 19.4 <i>(18.1 - 20.8)</i> | 17.2 <i>(14.2 - 20.2)</i> | 27.5 <i>(24.1 - 30.8)</i> | 23.8 <i>(20.7 - 26.9)</i> | 12.7 ^E <i>(9.2 - 16.3)</i> | 14.2 ^E <i>(9.5 - 18.9)</i> | 14.4 <i>(11.1 - 17.8)</i> | 12.9 ^E <i>(8.9 - 16.8)</i> | | | | | | | | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 80.1 <i>(78.8 - 81.4)</i> | 75.1 <i>(72.0 - 78.2)</i> | 85.0 <i>(82.5 - 87.5)</i> | 82.2 <i>(79.6 - 84.9)</i> | 81.7 <i>(77.7 - 85.6)</i> | 75.9 <i>(70.4 - 81.3)</i> | 77.0 <i>(73.1 - 81.0)</i> | 80.0 <i>(75.6 - 84.5)</i> | | | | | | | | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 58.6 <i>(57.0 - 60.3)</i> | 62.1 <i>(58.6 - 65.7)</i> | 71.8 <i>(68.6 - 75.1)</i> | 76.2 <i>(73.2 - 79.2)</i> | 21.7 <i>(17.4 - 26.1)</i> | 47.3 <i>(40.6 - 53.9)</i> | 33.1 <i>(28.6 - 37.6)</i> | 58.9 <i>(53.3 - 64.4)</i> | | | | | | | | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 84.5 <i>(83.3 - 85.7)</i> | 89.4 <i>(87.1 - 91.7)</i> | 85.0 <i>(82.4 - 87.5)</i> | 86.0 <i>(83.5 - 88.4)</i> | 72.4 <i>(67.6 - 77.1)</i> | 85.4 <i>(80.8 - 90.0)</i> | 82.2 <i>(78.6 - 85.9)</i> | 84.4 <i>(80.3 - 88.5)</i> | | | | | | | | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 90.3 <i>(89.3 - 91.2)</i> | 90.7 <i>(88.6 - 92.7)</i> | 90.1 <i>(88.0 - 92.2)</i> | 91.5 <i>(89.5 - 93.4)</i> | 84.2 <i>(80.4 - 87.9)</i> | 89.6 <i>(85.7 - 93.5)</i> | 92.4 <i>(89.9 - 94.9)</i> | 91.7 <i>(88.6 - 94.7)</i> | | | | | | | | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 67.8 <i>(65.5 - 70.1)</i> | 68.2 <i>(62.8 - 73.5)</i> | 63.8 <i>(59.0 - 68.6)</i> | 67.2 <i>(62.9 - 71.6)</i> | 54.2 <i>(44.9 - 63.4)</i> | 71.1 <i>(62.3 - 80.0)</i> | 78.4 <i>(72.0 - 84.8)</i> | 78.9 <i>(71.3 - 86.6)</i> | | | | | | | | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 75.5 <i>(73.4 - 77.6)</i> | 72.1 <i>(67.0 - 77.2)</i> | 78.5 <i>(74.4 - 82.6)</i> | 74.2 <i>(70.2 - 78.2)</i> | 60.9 <i>(52.1 - 69.7)</i> | 83.2 <i>(75.5 - 90.9)</i> | 80.7 <i>(74.5 - 86.9)</i> | 81.6 <i>(74.3 - 88.9)</i> | | | | | | | | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 27.3 <i>(25.8 - 28.9)</i> | 25.8 <i>(22.3 - 29.3)</i> | 32.0 <i>(28.4 - 35.6)</i> | 32.8 <i>(29.3 - 36.2)</i> | 16.6 ^E <i>(12.4 - 20.9)</i> | 22.2 ^E <i>(16.5 - 28.0)</i> | 23.0 <i>(18.8 - 27.2)</i> | 27.4 <i>(22.1 - 32.7)</i> | | | | | | | | |
| Satisfaction | Satisfaction rating: home care services received (% <i>8,9 or 10 on a scale of 0 to 10</i>) | 87.9 <i>(86.8 - 88.9)</i> | 86.2 <i>(83.7 - 88.7)</i> | 87.1 <i>(84.8 - 89.5)</i> | 89.6 <i>(87.5 - 91.7)</i> | 77.5 <i>(73.2 - 81.8)</i> | 89.6 <i>(85.7 - 93.6)</i> | 93.9 <i>(91.6 - 96.1)</i> | 91.9 <i>(88.9 - 94.9)</i> | | | | | | | | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 74.3 <i>(72.9 - 75.7)</i> | 69.0 <i>(65.6 - 72.3)</i> | 70.9 <i>(67.7 - 74.1)</i> | 78.6 <i>(75.8 - 81.4)</i> | 64.7 <i>(59.7 - 69.6)</i> | 76.8 <i>(71.3 - 82.3)</i> | 79.4 <i>(75.6 - 83.2)</i> | 86.4 <i>(82.6 - 90.2)</i> | | | | | | | | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | 1.8 ^E <i>(1.4 - 2.3)</i> | F | F | F | 5.0 ^E <i>(2.7 - 7.2)</i> | F | F | F | | | | | | | | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 97.3 <i>(96.7 - 97.9)</i> | Fr. 90.7 <i>(88.8 - 92.5)</i> | Eng 98.6 <i>(97.6 - 99.6)</i> | Fr. 81.5 <i>(75.6 - 87.5)</i> | Eng 97.8 <i>(96.8 - 98.8)</i> | Fr. T <i>(96.6 - 98.7)</i> | Eng 78.3 <i>(67.2 - 89.4)</i> | Fr. 89.9 <i>(86.6 - 93.3)</i> | Eng 92.8 <i>(88.4 - 97.2)</i> | Fr. 87.5 <i>(80.9 - 94.0)</i> | Eng 94.7 <i>(89.8 - 99.6)</i> | Fr. 96.4 <i>(94.4 - 98.4)</i> | Eng 99.2 <i>(98.0 - 100)</i> | Fr. 92.7 <i>(87.0 - 98.3)</i> | | |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 22.1 <i>(20.7 - 23.5)</i> | 26.0 <i>(22.7 - 29.3)</i> | 23.4 <i>(20.4 - 26.5)</i> | 18.2 <i>(15.5 - 20.9)</i> | 28.1 <i>(23.3 - 32.9)</i> | 22.2 ^E <i>(16.7 - 27.7)</i> | 16.8 <i>(13.2 - 20.3)</i> | 21.1 <i>(16.4 - 25.7)</i> | | | | | | | | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

[†]Sample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | NB (%) | | Under 65 (%) | | 65 - 74 (%) | | 75 - 84 (%) | | 85 or Older (%) | |
|-----------------|---|--|--|--|--|--|--|--------------|--|-----------------|--|
| Sample Size | | n=1,905 | | n=620 | | n=308 | | n=519 | | n=458 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 19.4 <i>(18.1 - 20.8)</i> | 15.8 <i>(13.7 - 18.0)</i> | 20.4 <i>(16.9 - 23.8)</i> | 21.2 <i>(18.5 - 23.9)</i> | 21.9 <i>(19.1 - 24.8)</i> | | | | | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 80.1 <i>(78.8 - 81.4)</i> | 74.8 <i>(72.3 - 77.2)</i> | 80.5 <i>(77.3 - 83.6)</i> | 84.2 <i>(82.0 - 86.5)</i> | 83.1 <i>(80.6 - 85.6)</i> | | | | | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 58.6 <i>(57.0 - 60.3)</i> | 53.9 <i>(51.1 - 56.8)</i> | 64.3 <i>(60.4 - 68.2)</i> | 58.5 <i>(55.3 - 61.6)</i> | 61.8 <i>(58.5 - 65.0)</i> | | | | | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 84.5 <i>(83.3 - 85.7)</i> | 83.7 <i>(81.5 - 85.8)</i> | 83.6 <i>(80.5 - 86.6)</i> | 84.9 <i>(82.7 - 87.2)</i> | 85.6 <i>(83.2 - 88.0)</i> | | | | | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 90.3 <i>(89.3 - 91.2)</i> | 87.5 <i>(85.6 - 89.3)</i> | 92.2 <i>(90.0 - 94.3)</i> | 90.9 <i>(89.2 - 92.7)</i> | 92.3 <i>(90.6 - 94.1)</i> | | | | | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 67.8 <i>(65.5 - 70.1)</i> | 61.6 <i>(57.3 - 66.0)</i> | 73.7 <i>(68.1 - 79.4)</i> | 68.4 <i>(63.9 - 72.8)</i> | 71.1 <i>(67.0 - 75.2)</i> | | | | | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 75.5 <i>(73.4 - 77.6)</i> | 69.1 <i>(65.0 - 73.2)</i> | 81.0 <i>(76.0 - 86.0)</i> | 74.0 <i>(69.8 - 78.2)</i> | 80.4 <i>(76.8 - 84.0)</i> | | | | | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 27.3 <i>(25.8 - 28.9)</i> | 29.1 <i>(26.3 - 32)</i> | 26.6 <i>(22.6 - 30.5)</i> | 23.8 <i>(21.0 - 26.6)</i> | 28.7 <i>(25.6 - 31.9)</i> | | | | | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 87.9 <i>(86.8 - 88.9)</i> | 84.8 <i>(82.7 - 86.8)</i> | 90.2 <i>(87.9 - 92.6)</i> | 88.5 <i>(86.6 - 90.5)</i> | 90.0 <i>(88.0 - 91.9)</i> | | | | | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 74.3 <i>(72.9 - 75.7)</i> | 69.6 <i>(67.0 - 72.2)</i> | 75.4 <i>(71.9 - 78.9)</i> | 74.8 <i>(72.1 - 77.5)</i> | 79.4 <i>(76.7 - 82.1)</i> | | | | | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | 1.8 ^E <i>(1.4 - 2.3)</i> | 3.1 ^E <i>(2.1 - 4.1)</i> | ^F | | ^F | | ^F | | | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 97.3 Fr. 90.7 <i>(96.7 - 97.9) (88.8 - 92.5)</i> | Eng 96.0 Fr. 92.0 <i>(94.7 - 97.4) (89.3 - 94.8)</i> | Eng 95.0 Fr. 89.2 <i>(92.9 - 97.0) (84.1 - 94.2)</i> | Eng 98.1 Fr. 91.0 <i>(97.1 - 99.1) (87.5 - 94.5)</i> | Eng 99.1 Fr. 88.9 <i>(98.4 - 99.8) (84.7 - 93.1)</i> | | | | | |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 22.1 <i>(20.7 - 23.5)</i> | 19.0 <i>(16.7 - 21.4)</i> | 24.7 <i>(21.2 - 28.2)</i> | 26.2 <i>(23.4 - 29.0)</i> | 20.7 <i>(18.0 - 23.4)</i> | | | | | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | NB (%) | | Male (%) | | Female (%) | |
|-----------------|--|---------------------------------|------------------------------|---------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=1,905 | | n=522 | | n=1,383 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 19.4 (18.1 - 20.8) | | 19.0 (16.4 - 21.6) | | 19.6 (18 - 21.2) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 80.1 (78.8 - 81.4) | | 80.1 (77.6 - 82.6) | | 80.1 (78.6 - 81.6) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 58.6 (57.0 - 60.3) | | 59.2 (56.1 - 62.3) | | 58.4 (56.5 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 84.5 (83.3 - 85.7) | | 84.7 (82.4 - 86.9) | | 84.4 (83.0 - 85.8) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 90.3 (89.3 - 91.2) | | 91.8 (90.2 - 93.5) | | 89.7 (88.6 - 90.9) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 67.8 (65.5 - 70.1) | | 62.1 (57.6 - 66.6) | | 70.1 (67.5 - 72.7) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 75.5 (73.4 - 77.6) | | 74.0 (70.0 - 78.0) | | 76.1 (73.6 - 78.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 27.3 (25.8 - 28.9) | | 27.5 (24.6 - 30.5) | | 27.3 (25.4 - 29.1) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 87.9 (86.8 - 88.9) | | 89.4 (87.6 - 91.3) | | 87.3 (86.0 - 88.5) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 74.3 (72.9 - 75.7) | | 76.1 (73.4 - 78.7) | | 73.7 (72.0 - 75.3) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 1.8 ^E (1.4 - 2.3) | | 2.3 ^E (1.4 - 3.2) | | 1.7 ^E (1.2 - 2.2) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) | Eng 97.6 (96.5 - 98.7) | Fr. 93.1 (90.1 - 96.1) | Eng 97.1 (96.4 - 97.9) | Fr. 89.7 (87.5 - 92.0) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 22.1 (20.7 - 23.5) | | 21.9 (19.2 - 24.5) | | 22.2 (20.6 - 23.8) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | NB (%) | | 8th Grade or Less (%) | | Some H.S. (%) | | H.S. or GED (%) | | Post-Sec. (%) | |
|-----------------|--|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=1,905 | | n=683 | | n=377 | | n=394 | | n=362 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 19.4 | (18.1 - 20.8) | 18.9 | (16.7 - 21.1) | 21.4 | (18.2 - 24.6) | 19.8 | (16.8 - 22.8) | 19.0 | (15.9 - 22.2) |
| | Did home care start as soon as you thought you needed it? (% yes) | 80.1 | (78.8 - 81.4) | 79.9 | (77.7 - 82.0) | 85.2 | (82.6 - 87.7) | 81.3 | (78.5 - 84.1) | 75.0 | (71.8 - 78.3) |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 58.6 | (57.0 - 60.3) | 54.4 | (51.6 - 57.1) | 62.9 | (59.3 - 66.5) | 60.2 | (56.7 - 63.7) | 62.7 | (59.1 - 66.4) |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 84.5 | (83.3 - 85.7) | 84.0 | (82.0 - 86.0) | 84.3 | (81.6 - 87.0) | 83.8 | (81.2 - 86.5) | 86.6 | (84.0 - 89.2) |
| | How often home support workers treated clients with courtesy and respect (% always) | 90.3 | (89.3 - 91.2) | 93.0 | (91.7 - 94.4) | 91.0 | (88.9 - 93.0) | 87.6 | (85.3 - 89.9) | 88.2 | (85.8 - 90.6) |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 67.8 | (65.5 - 70.1) | 71.4 | (67.5 - 75.2) | 73.5 | (68.6 - 78.5) | 65.2 | (60.3 - 70.0) | 64.3 | (59.0 - 69.7) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 75.5 | (73.4 - 77.6) | 76.5 | (72.9 - 80.1) | 80.7 | (76.3 - 85.1) | 70.2 | (65.6 - 74.8) | 74.6 | (69.8 - 79.4) |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 27.3 | (25.8 - 28.9) | 25.4 | (22.9 - 27.9) | 28.8 | (25.2 - 32.4) | 30.6 | (27.0 - 34.2) | 27.5 | (23.8 - 31.3) |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 87.9 | (86.8 - 88.9) | 90.1 | (88.5 - 91.7) | 90.4 | (88.3 - 92.5) | 84.0 | (81.4 - 86.6) | 86.3 | (83.7 - 88.8) |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 74.3 | (72.9 - 75.7) | 76.7 | (74.4 - 79.0) | 78.4 | (75.4 - 81.4) | 70.2 | (67.0 - 73.4) | 71.1 | (67.8 - 74.5) |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 1.8 ^E | (1.4 - 2.3) | 1.4 ^E | (0.8 - 2.1) | ^F | | 2.3 ^E | (1.2 - 3.3) | 2.7 ^E | (1.5 - 3.9) |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) | Eng 98.9 (98.2 - 99.6) | Fr. 90.9 (88.4 - 93.4) | Eng 95.9 (94.2 - 97.6) | Fr. 89.8 (85.4 - 94.3) | Eng 96.2 (94.7 - 97.7) | Fr. 91.6 (86.9 - 96.2) | Eng 98.0 (96.8 - 99.1) | Fr. 89.7 (84.3 - 95.2) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 22.1 | (20.7 - 23.5) | 20.6 | (18.4 - 22.8) | 19.9 | (16.9 - 22.9) | 22.3 | (19.2 - 25.4) | 28.3 | (24.8 - 31.7) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | NB (%) | | < \$25,000 (%) | | \$25-\$60,000 (%) | | \$60,000 + (%) | |
|-----------------|---|--|-------------------------------------|--|-------------------------------------|-------------------------------------|-------------------------------------|---|------------------------------------|
| Sample Size | | n=1,905 | | n=1,318 | | n=288 | | n=47 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 19.4 <i>(18.1 - 20.8)</i> | | 18.2 <i>(16.7 - 19.8)</i> | | 22.8 <i>(19.1 - 26.5)</i> | | 18.4 ^E <i>(10.2 - 26.7)</i> | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 80.1 <i>(78.8 - 81.4)</i> | | 79.7 <i>(78.2 - 81.3)</i> | | 78.3 <i>(74.8 - 81.7)</i> | | 85.0 <i>(77.8 - 92.3)</i> | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 58.6 <i>(57.0 - 60.3)</i> | | 55.5 <i>(53.5 - 57.4)</i> | | 63.5 <i>(59.5 - 67.6)</i> | | 73.8 <i>(64.7 - 82.9)</i> | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 84.5 <i>(83.3 - 85.7)</i> | | 82.4 <i>(80.9 - 84.0)</i> | | 89.9 <i>(87.3 - 92.4)</i> | | 86.7 <i>(79.6 - 93.8)</i> | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 90.3 <i>(89.3 - 91.2)</i> | | 90.1 <i>(88.9 - 91.2)</i> | | 91.2 <i>(88.9 - 93.5)</i> | | 89.1 <i>(82.8 - 95.5)</i> | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 67.8 <i>(65.5 - 70.1)</i> | | 67.1 <i>(64.3 - 69.9)</i> | | 64.1 <i>(58.5 - 69.6)</i> | | 53.7 ^E <i>(38.5 - 68.9)</i> | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 75.5 <i>(73.4 - 77.6)</i> | | 73.2 <i>(70.5 - 75.9)</i> | | 81.8 <i>(77.3 - 86.3)</i> | | 65.4 <i>(50.5 - 80.3)</i> | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 27.3 <i>(25.8 - 28.9)</i> | | 26.1 <i>(24.2 - 28.0)</i> | | 30.4 <i>(26.4 - 34.4)</i> | | 35.3 ^E <i>(25.1 - 45.5)</i> | |
| Satisfaction | Satisfaction rating: home care services received (% <i>8,9 or 10 on a scale of 0 to 10</i>) | 87.9 <i>(86.8 - 88.9)</i> | | 87.8 <i>(86.5 - 89.0)</i> | | 87.6 <i>(84.8 - 90.3)</i> | | 85.3 <i>(78.0 - 92.5)</i> | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 74.3 <i>(72.9 - 75.7)</i> | | 74.6 <i>(72.9 - 76.3)</i> | | 73.7 <i>(70.0 - 77.3)</i> | | 71.5 <i>(62.2 - 80.8)</i> | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | 1.8 ^E <i>(1.4 - 2.3)</i> | | 1.9 ^E <i>(1.4 - 2.5)</i> | | ^F | | 0.0 <i>(0 - 0)</i> | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 97.3 <i>(96.7 - 97.9)</i> | Fr. 90.7 <i>(88.8 - 92.5)</i> | Eng 96.6 <i>(95.8 - 97.5)</i> | Fr. 91.0 <i>(88.9 - 93.0)</i> | Eng 98.3 <i>(97.1 - 99.6)</i> | Fr. 88.7 <i>(83.2 - 94.3)</i> | Eng 94.2 <i>(88.8 - 99.7)</i> | Fr. 100.0 <i>(100 - 100)</i> |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 22.1 <i>(20.7 - 23.5)</i> | | 21.2 <i>(19.5 - 22.8)</i> | | 28.3 <i>(24.5 - 32.1)</i> | | 21.3 ^E <i>(12.9 - 29.7)</i> | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| Preferred language of service | | NB (%) | | English (%) | | French (%) | |
|-------------------------------|--|------------------------------|------------------------------|------------------------------|---------------------------|---------------------------|------------------------------|
| Sample Size | | n=1,905 | | n=1,339 | | n=511 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 19.4 | (18.1 - 20.8) | 22.3 | (20.5 - 24.0) | 13.1 | (10.9 - 15.2) |
| | Did home care start as soon as you thought you needed it? (% yes) | 80.1 | (78.8 - 81.4) | 81.2 | (79.7 - 82.7) | 78.2 | (75.6 - 80.8) |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 58.6 | (57.0 - 60.3) | 71.7 | (69.9 - 73.4) | 24.6 | (21.8 - 27.3) |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 84.5 | (83.3 - 85.7) | 86.5 | (85.1 - 87.8) | 78.6 | (76.0 - 81.3) |
| | How often home support workers treated clients with courtesy and respect (% always) | 90.3 | (89.3 - 91.2) | 90.7 | (89.6 - 91.8) | 88.6 | (86.7 - 90.6) |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 67.8 | (65.5 - 70.1) | 68.3 | (65.7 - 70.9) | 66.2 | (61.2 - 71.2) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 75.5 | (73.4 - 77.6) | 75.1 | (72.7 - 77.5) | 75.8 | (71.2 - 80.4) |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 27.3 | (25.8 - 28.9) | 31.5 | (29.5 - 33.4) | 17.6 | (15.1 - 20.2) |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 87.9 | (86.8 - 88.9) | 88.2 | (86.9 - 89.4) | 87.3 | (85.2 - 89.3) |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 74.3 | (72.9 - 75.7) | 74.0 | (72.3 - 75.7) | 74.9 | (72.2 - 77.6) |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 1.8 ^E | (1.4 - 2.3) | 1.4 ^E | (0.9 - 1.8) | 3.0 ^E | (2.0 - 4.1) |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) | Eng 97.3 (96.7 - 97.9) | Fr. - (96.7 - 97.9) | Eng - (88.8 - 92.5) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 22.1 | (20.7 - 23.5) | 21.9 | (20.3 - 23.6) | 22.6 | (20.0 - 25.3) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

¹Preferred language of service, based on survey responses.

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

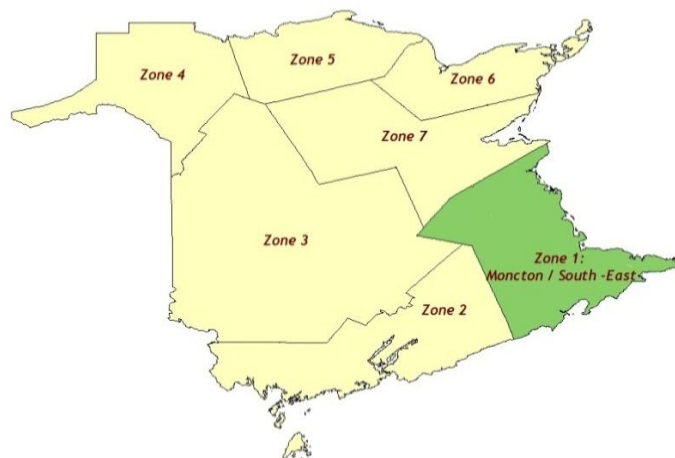


| Are you an Aboriginal person? | | NB (%) | | Yes (%) | | No (%) | |
|-------------------------------|--|------------------------------|------------------------------|------------------------------|-----------------------------|------------------------------|------------------------------|
| Sample Size | | n=1,905 | | n=69 | | n=1,808 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 19.4 | (18.1 - 20.8) | 24.4 ^E | (16.7 - 32.2) | 19.1 | (17.8 - 20.5) |
| | Did home care start as soon as you thought you needed it? (% yes) | 80.1 | (78.8 - 81.4) | 86.3 | (80.5 - 92.2) | 79.8 | (78.4 - 81.1) |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 58.6 | (57.0 - 60.3) | 45.9 | (37.4 - 54.5) | 59.4 | (57.7 - 61.0) |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 84.5 | (83.3 - 85.7) | 80.5 | (73.7 - 87.3) | 84.8 | (83.6 - 86.0) |
| | How often home support workers treated clients with courtesy and respect (% always) | 90.3 | (89.3 - 91.2) | 92.1 | (87.5 - 96.7) | 90.3 | (89.3 - 91.2) |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 67.8 | (65.5 - 70.1) | 75.7 | (62.9 - 88.5) | 67.2 | (64.8 - 69.5) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 75.5 | (73.4 - 77.6) | 61.6 ^E | (47.1 - 76.1) | 76.0 | (73.9 - 78.1) |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 27.3 | (25.8 - 28.9) | 30.2 ^E | (21.8 - 38.7) | 27.4 | (25.8 - 29.0) |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 87.9 | (86.8 - 88.9) | 91.0 | (86.2 - 95.9) | 87.9 | (86.8 - 89.0) |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 74.3 | (72.9 - 75.7) | 67.6 | (59.5 - 75.6) | 74.6 | (73.2 - 76.1) |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 1.8 ^E | (1.4 - 2.3) | ^F | | 1.6 ^E | (1.2 - 2.1) |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) | Eng 92.8 (87.3 - 98.2) | Fr. 100.0 (100 - 100) | Eng 97.4 (96.8 - 98.0) | Fr. 90.2 (88.3 - 92.1) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 22.1 | (20.7 - 23.5) | 18.5 ^E | (11.7 - 25.4) | 22.1 | (20.7 - 23.5) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

Results by Zone



Included in this Zone:

Dieppe, Memramcook, Moncton, Riverview, Beaubassin-est/East, Cap-Pelé, Saint-Antoine, Shediac, Bouctouche, Rexton, Richibucto, Saint-Louis-de-Kent, Dorchester, Port Elgin, Sackville, Petitcodiac, Salisbury, Alma, Hillsborough, Riverside-Albert

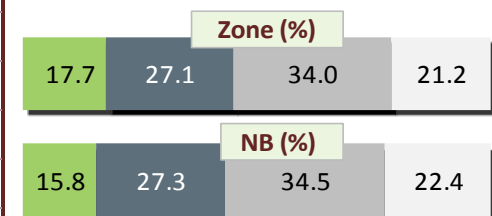
| Chronic Health Conditions | Zone (%) | NB (%) |
|--|----------|--------|
| High blood pressure or hypertension | 55.5 | 56.8 |
| Arthritis | 44.7 | 48.3 |
| Chronic pain | 37.9 | 40.7 |
| Heart disease | 33.2 | 35.3 |
| Gastric reflux (GERD) | 30.3 | 31.5 |
| Diabetes | 30.9 | 30.4 |
| Cancer | 28.0 | 26.2 |
| Depression | 24.8 | 24.5 |
| Asthma | 17.6 | 20.3 |
| Emphysema or COPD | 14.4 | 18.3 |
| Stroke | 12.9 | 15.8 |
| Dementia | 4.6 | 6.8 |
| Mood disorder other than depression[†] | 4.2 | 3.7 |
| Alzheimer | 1.6 | 3.5 |

| Confidence: Ability to control and manage health condition | | |
|---|----------|--------|
| [Among clients with at least one chronic health condition from table above] | Zone (%) | NB (%) |
| Very confident | 28.5 | 25.5 |
| Confident | 54.0 | 55.9 |
| Not very confident | 12.5 | 12.2 |
| Not at all confident | 4.9 | 6.4 |

Included in this profile:

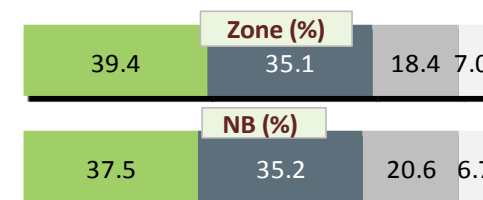
All surveyed Zone 1 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Zone (%) | NB (%) |
|--------------------------------------|------------------------|----------|--------|
| Age group | Under 18 | 3.6 | 3.0 |
| | 18-64 | 31.8 | 30.8 |
| | 65-74 | 20.4 | 19.7 |
| | 75-84 | 26.4 | 25.6 |
| | 85+ | 17.9 | 20.9 |
| Gender | | Zone (%) | NB (%) |
| | Male | 37.0 | 35.8 |
| | Female | 63.0 | 64.2 |
| Education Level | No high school diploma | 49.1 | 51.8 |
| | High school or higher | 50.9 | 48.2 |
| Household Income | Less than \$25,000 | 59.9 | 62.1 |
| | \$25,000 or more | 40.1 | 37.9 |
| Preferred language of service | English | 74.2 | 72.8 |
| | French | 25.8 | 27.2 |
| Aboriginal | % yes | 2.3 | 3.0 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (Zone 1, n=761)

| Service Received (in past 2 months) | Zone | NB |
|-------------------------------------|------|------|
| Nurse | 82.8 | 82.0 |
| Physiotherapist | 24.9 | 25.5 |
| Respiratory therapist | 16.6 | 20.1 |
| Dietitian | 15.0 | 19.9 |
| Social worker | 14.7 | 16.7 |
| Occupational therapist | 11.6 | 16.2 |
| Speech language pathologist | 3.6 | 3.5 |
| Rehabilitation support personnel | 3.5 | 3.3 |
| Pharmacist | 4.1 | 2.7 |
| Doctor/Physician | 2.2 | 1.7 |

How long have you been getting services? (%)

| | | |
|------------------------------|------|------|
| Services for at least 1 year | 45.9 | 48.4 |
|------------------------------|------|------|

How often do you receive services? (%)

| | | |
|--------------------|------|------|
| Every day | 6.2 | 5.9 |
| A few times a week | 25.5 | 22.6 |
| Once/week or less | 68.3 | 71.5 |

Home Support Services (Zone 1, n=385)

| Service Received (in past 2 months) | Zone | NB |
|-------------------------------------|------|------|
| Housekeeping | 93.3 | 92.9 |
| Meal preparation | 63.4 | 72.2 |
| Grooming or dressing | 47.4 | 49.6 |
| Bathing | 44.6 | 48.1 |
| Respite relief/care | 39.4 | 41.6 |
| Transferring | 27.4 | 34.8 |
| Feeding or nutrition care | 28.3 | 30.7 |

How long have you been getting services? (%)

| | | |
|------------------------------|------|------|
| Services for at least 1 year | 66.2 | 73.0 |
|------------------------------|------|------|

How often do you receive services? (%)

| | | |
|--------------------|------|------|
| Every day | 28.1 | 34.3 |
| A few times a week | 53.6 | 52.0 |
| Once/week or less | 18.2 | 13.7 |

Caregiver Profile (Zone 1, n=972)

All home care service recipients

| | Zone | NB |
|-----------------------|------|------|
| % who live alone | 33.5 | 33.1 |
| % with caregiver help | 60.2 | 61.6 |

Who helps the most? (%)
(among those who receive help n=565)

| | Zone | NB |
|---------------------|------|------|
| Son or daughter | 30.3 | 36.9 |
| Spouse or partner | 40.0 | 33.4 |
| Other family member | 11.5 | 12.1 |
| Mother or father | 7.2 | 8.6 |
| Friend or volunteer | 7.5 | 6.9 |

How often do you get help? (%)
(among those who receive help n=570)

| | Zone | NB |
|--------------------|------|------|
| Every day | 58.6 | 58.6 |
| A few times a week | 19.2 | 20.5 |
| Once/week or less | 20.5 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | Zone | NB |
|------------------|------|------|
| % Very Satisfied | 78.6 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | Zone | NB |
|------------------|------|------|
| % Very Satisfied | 70.1 | 70.6 |

Reported Difficulties in Receiving Care

| | Zone | NB |
|--|------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 7.3 | 7.6 |
| Limits or reductions in duration of service or hours available | 6.9 | 7.6 |

Reported Difficulties in Receiving Care

| | Zone | NB |
|--|------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 26.5 | 19.8 |
| Limits or reductions in duration of service or hours available | 27.8 | 25.6 |

Unmet Needs (n=972)

All home care service recipients

| % who said 'yes' | Zone | NB |
|--|------|------|
| Could anything else have been done or provided to help you stay at home? | 11.7 | 11.4 |

Top 3 mentions: What could have been done?¹ (%)

| | | |
|-----------------------------|------|------|
| More hours/Access after-hr. | 20.1 | 28.1 |
| More home support services | 31.4 | 27.0 |
| More funding/high cost | 16.3 | 17.4 |

¹Among those who indicated unmet needs.



| | | Zone 1 (%) | | NB (%) | |
|-----------------|--|-------------|--|------------------|--|
| Sample Size | | n=761 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.6 | (91.2 - 93.9) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 96.1 | (94.5 - 97.6) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 91.4 | (90.0 - 92.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 97.5 | (96.7 - 98.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 78.3 | (75.6 - 81.0) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 79.8 | (77.2 - 82.4) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 50.6 | (48.0 - 53.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.1 | (95.1 - 97.1) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 95.2 | (94.1 - 96.3) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 69.8 | (67.2 - 72.4) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 70.3 | (67.8 - 72.8) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.3 | Fr. 95.9 (96.3 - 98.3) (93.8 - 97.9) | Eng 97.5 | Fr. 92.7 (97.0 - 98.0) (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Zone 1 (%) | | NB (%) | |
|-----------------|---|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=385 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 17.2 | (14.2 - 20.2) | 19.4 | (18.1 - 20.8) |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 75.1 | (72.0 - 78.2) | 80.1 | (78.8 - 81.4) |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 62.1 | (58.6 - 65.7) | 58.6 | (57.0 - 60.3) |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 89.4 | (87.1 - 91.7) | 84.5 | (83.3 - 85.7) |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 90.7 | (88.6 - 92.7) | 90.3 | (89.3 - 91.2) |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 68.2 | (62.8 - 73.5) | 67.8 | (65.5 - 70.1) |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 72.1 | (67.0 - 77.2) | 75.5 | (73.4 - 77.6) |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 25.8 | (22.3 - 29.3) | 27.3 | (25.8 - 28.9) |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 86.2 | (83.7 - 88.7) | 87.9 | (86.8 - 88.9) |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 69.0 | (65.6 - 72.3) | 74.3 | (72.9 - 75.7) |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | F | | 1.8 ^E | (1.4 - 2.3) |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 98.6 (97.6 - 99.6) | Fr. 81.5 (75.6 - 87.5) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 26.0 | (22.7 - 29.3) | 22.1 | (20.7 - 23.5) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| Demographic profile | | Zone (%) | NB (%) |
|--------------------------------------|------------------------|-----------------|---------------|
| Age group | Under 18 | 2.2 | 3.0 |
| | 18-64 | 29.0 | 30.8 |
| | 65-74 | 19.9 | 19.7 |
| | 75-84 | 27.6 | 25.6 |
| | 85+ | 21.4 | 20.9 |
| Gender | | Zone (%) | NB (%) |
| | Male | 38.6 | 35.8 |
| | Female | 61.4 | 64.2 |
| Education Level | No high school diploma | 43.6 | 51.8 |
| | High school or higher | 56.4 | 48.2 |
| Household Income | Less than \$25,000 | 57.4 | 62.1 |
| | \$25,000 or more | 42.6 | 37.9 |
| Preferred language of service | English | 99.7 | 72.8 |
| | French | 0.3 | 27.2 |
| Aboriginal | % yes | 3.1 | 3.0 |

Included in this Zone:

Grand Bay-Westfield, Hampton, Quispamsis, Rothesay, Saint John, Norton, St. Martins, Sussex, Sussex Corner, Saint Andrews, St. Stephen, Blacks Harbour, Campobello Island, Grand Manan, St. George

| Chronic Health Conditions | Zone (%) | NB (%) |
|--|----------|--------|
| High blood pressure or hypertension | 56.8 | 56.8 |
| Arthritis | 52.0 | 48.3 |
| Chronic pain | 43.3 | 40.7 |
| Heart disease | 37.9 | 35.3 |
| Gastric reflux (GERD) | 30.9 | 31.5 |
| Diabetes | 32.7 | 30.4 |
| Cancer | 28.6 | 26.2 |
| Depression | 23.7 | 24.5 |
| Asthma | 19.1 | 20.3 |
| Emphysema or COPD | 21.0 | 18.3 |
| Stroke | 18.7 | 15.8 |
| Dementia | 7.1 | 6.8 |
| Mood disorder other than depression[†] | 2.3 | 3.7 |
| Alzheimer | 3.9 | 3.5 |

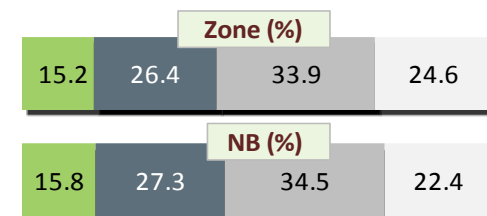
Confidence: Ability to control and manage health condition

[Among clients with at least one chronic health condition from table above]

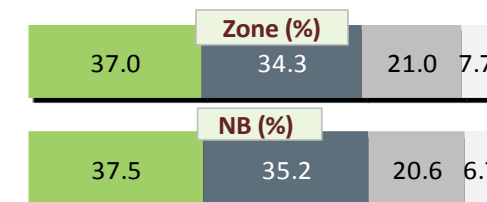
| | Zone (%) | NB (%) |
|-----------------------------|----------|--------|
| Very confident | 23.8 | 25.5 |
| Confident | 55.8 | 55.9 |
| Not very confident | 12.7 | 12.2 |
| Not at all confident | 7.7 | 6.4 |

Included in this profile:

All surveyed Zone 2 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (Zone 2, n=768)

| Service Received (in past 2 months) | | (%) |
|--|------|------|
| | Zone | NB |
| Nurse | 79.9 | 82.0 |
| Physiotherapist | 22.5 | 25.5 |
| Respiratory therapist | 21.6 | 20.1 |
| Dietitian | 18.4 | 19.9 |
| Social worker | 12.5 | 16.7 |
| Occupational therapist | 16.5 | 16.2 |
| Speech language pathologist | 2.3 | 3.5 |
| Rehabilitation support personnel | 2.0 | 3.3 |
| Pharmacist | 1.7 | 2.7 |
| Doctor/Physician | 1.5 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 54.1 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 5.2 | 5.9 |
| A few times a week | 20.0 | 22.6 |
| Once/week or less | 74.8 | 71.5 |

Home Support Services (Zone 2, n=405)

| Service Received (in past 2 months) | | (%) |
|--|------|------|
| | Zone | NB |
| Housekeeping | 94.5 | 92.9 |
| Meal preparation | 73.4 | 72.2 |
| Grooming or dressing | 51.3 | 49.6 |
| Bathing | 51.1 | 48.1 |
| Respite relief/care | 38.5 | 41.6 |
| Transferring | 36.1 | 34.8 |
| Feeding or nutrition care | 25.5 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 72.7 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 39.0 | 34.3 |
| A few times a week | 50.6 | 52.0 |
| Once/week or less | 10.4 | 13.7 |

Caregiver Profile (Zone 2, n=973)

| All home care service recipients | | |
|--------------------------------------|------|------|
| | Zone | NB |
| % who live alone | 32.0 | 33.1 |
| % with caregiver help | 63.8 | 61.6 |
| Who helps the most? (%) | | |
| (among those who receive help n=589) | | |
| | Zone | NB |
| Son or daughter | 39.1 | 36.9 |
| Spouse or partner | 34.1 | 33.4 |
| Other family member | 12.1 | 12.1 |
| Mother or father | 7.5 | 8.6 |
| Friend or volunteer | 5.7 | 6.9 |
| How often do you get help? (%) | | |
| (among those who receive help n=592) | | |
| | Zone | NB |
| Every day | 58.7 | 58.6 |
| A few times a week | 20.8 | 20.5 |
| Once/week or less | 19.8 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | Zone | NB |
|------------------|------|------|
| % Very Satisfied | 74.6 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | Zone | NB |
|------------------|------|------|
| % Very Satisfied | 73.7 | 70.6 |

Reported Difficulties in Receiving Care

| | Zone | NB |
|--|------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 5.3 | 7.6 |
| Limits or reductions in duration of service or hours available | 5.3 | 7.6 |

Reported Difficulties in Receiving Care

| | Zone | NB |
|--|------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 16.4 | 19.8 |
| Limits or reductions in duration of service or hours available | 23.6 | 25.6 |

Unmet Needs (n=973)

| All home care service recipients | | |
|--|------|------|
| | Zone | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 10.5 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 30.8 | 28.1 |
| More home support services | 21.6 | 27.0 |
| More funding/high cost | 24.0 | 17.4 |

¹Among those who indicated unmet needs.



| | | Zone 2 (%) | | NB (%) | |
|-----------------|--|---------------|-----|------------------|---------------|
| Sample Size | | n=768 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.7 | | 93.0 | |
| | | (92.5 - 95.0) | | (92.4 - 93.7) | |
| Accessibility | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 96.6 | | 96.8 | |
| | | (95.2 - 98.0) | | (96.1 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.3 | | 90.4 | |
| | | (88.8 - 91.8) | | (89.6 - 91.1) | |
| Communication | How often providers treated clients with courtesy and respect (% always) | 96.8 | | 96.4 | |
| | | (95.9 - 97.7) | | (95.9 - 96.8) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 76.7 | | 77.1 | |
| | | (73.9 - 79.4) | | (75.8 - 78.5) | |
| Coordination | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 83.6 | | 81.7 | |
| | | (81.2 - 86.0) | | (80.5 - 83.0) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 52.0 | | 49.3 | |
| | | (49.4 - 54.6) | | (48.0 - 50.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 44.6 | | 42.8 | |
| | | (41.8 - 47.4) | | (41.4 - 44.2) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.7 | | 96.7 | |
| | | (96.9 - 98.5) | | (96.2 - 97.1) | |
| Satisfaction | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.8 | | 94.2 | |
| | | (93.6 - 95.9) | | (93.6 - 94.8) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 70.4 | | 72.2 | |
| | | (67.9 - 72.9) | | (71.0 - 73.5) | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 64.9 | | 72.3 | |
| | | (62.4 - 67.5) | | (71.1 - 73.4) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | 0.7 ^E | |
| | | | | (0.5 - 0.9) | |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng | Fr. | Eng | Fr. |
| | | 98.4 | F | 97.5 | 92.7 |
| | | (97.8 - 99.0) | | (97.0 - 98.0) | (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

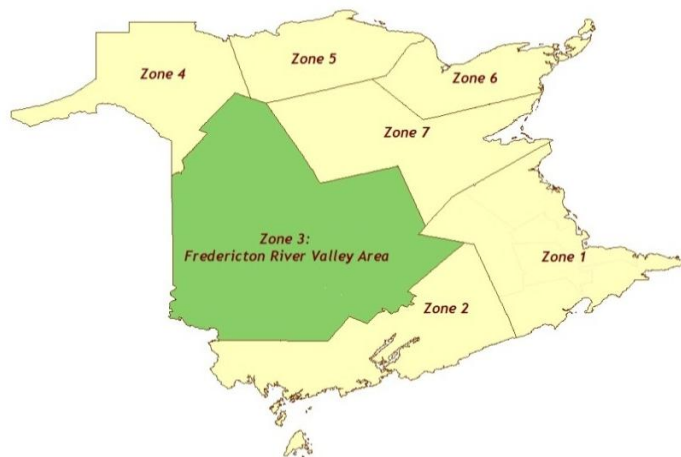


| | | Zone 2 (%) | | NB (%) | |
|-----------------|--|------------------------------|---------------------------|------------------------------|------------------------------|
| Sample Size | | n=405 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 27.5 | (24.1 - 30.8) | 19.4 | (18.1 - 20.8) |
| | Did home care start as soon as you thought you needed it? (% yes) | 85.0 | (82.5 - 87.5) | 80.1 | (78.8 - 81.4) |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 71.8 | (68.6 - 75.1) | 58.6 | (57.0 - 60.3) |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 85.0 | (82.4 - 87.5) | 84.5 | (83.3 - 85.7) |
| | How often home support workers treated clients with courtesy and respect (% always) | 90.1 | (88.0 - 92.2) | 90.3 | (89.3 - 91.2) |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 63.8 | (59.0 - 68.6) | 67.8 | (65.5 - 70.1) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 78.5 | (74.4 - 82.6) | 75.5 | (73.4 - 77.6) |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 32.0 | (28.4 - 35.6) | 27.3 | (25.8 - 28.9) |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 87.1 | (84.8 - 89.5) | 87.9 | (86.8 - 88.9) |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 70.9 | (67.7 - 74.1) | 74.3 | (72.9 - 75.7) |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | 1.8 ^E | (1.4 - 2.3) |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.8 (96.8 - 98.8) | Fr. T (88.8 - 92.5) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 23.4 | (20.4 - 26.5) | 22.1 | (20.7 - 23.5) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this Zone:

Fredericton, Harvey, New Maryland, Bath, Centreville, Florenceville-Bristol, Hartland, Woodstock, Fredericton Junction, Gagetown, Oromocto, Tracy, Doaktown, Stanley, Upper Miramichi, Canterbury, McAdam, Meductic, Millville, Nackawic, Aroostook, Perth-Andover, Plaster Rock, Cambridge-Narrows, Chipman, Minto

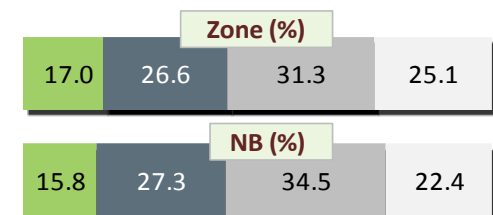
| Chronic Health Conditions | Zone (%) | NB (%) |
|--|----------|--------|
| <i>High blood pressure or hypertension</i> | 56.6 | 56.8 |
| <i>Arthritis</i> | 51.1 | 48.3 |
| <i>Chronic pain</i> | 40.0 | 40.7 |
| <i>Heart disease</i> | 38.0 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 30.4 | 31.5 |
| <i>Diabetes</i> | 32.1 | 30.4 |
| <i>Cancer</i> | 24.2 | 26.2 |
| <i>Depression</i> | 25.1 | 24.5 |
| <i>Asthma</i> | 19.6 | 20.3 |
| <i>Emphysema or COPD</i> | 21.7 | 18.3 |
| <i>Stroke</i> | 16.9 | 15.8 |
| <i>Dementia</i> | 8.7 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 3.7 | 3.7 |
| <i>Alzheimer</i> | 5.3 | 3.5 |

Included in this profile:

All surveyed Zone 3 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

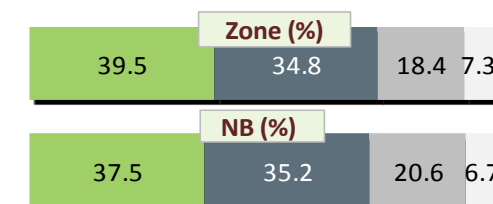
| Demographic profile | | Zone (%) | NB (%) |
|--------------------------------------|-------------------------------|-----------------|---------------|
| Age group | <i>Under 18</i> | 3.6 | 3.0 |
| | <i>18-64</i> | 28.2 | 30.8 |
| | <i>65-74</i> | 21.5 | 19.7 |
| | <i>75-84</i> | 25.0 | 25.6 |
| | <i>85+</i> | 21.7 | 20.9 |
| Gender | | Zone (%) | NB (%) |
| | <i>Male</i> | 35.0 | 35.8 |
| | <i>Female</i> | 65.0 | 64.2 |
| Education Level | <i>No high school diploma</i> | 46.9 | 51.8 |
| | <i>High school or higher</i> | 53.1 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 59.3 | 62.1 |
| | <i>\$25,000 or more</i> | 40.7 | 37.9 |
| Preferred language of service | <i>English</i> | 99.2 | 72.8 |
| | <i>French</i> | 0.8 | 27.2 |
| Aboriginal | <i>% yes</i> | 2.0 | 3.0 |

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Zone (%) | NB (%) |
|---|----------|--------|
| Very confident | 26.2 | 25.5 |
| Confident | 53.1 | 55.9 |
| Not very confident | 12.9 | 12.2 |
| Not at all confident | 7.8 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (Zone 3, n=618)

| Service Received (in past 2 months) | | (%) |
|-------------------------------------|------|------|
| | Zone | NB |
| Nurse | 78.7 | 82.0 |
| Physiotherapist | 26.9 | 25.5 |
| Respiratory therapist | 23.2 | 20.1 |
| Dietitian | 27.5 | 19.9 |
| Social worker | 15.4 | 16.7 |
| Occupational therapist | 19.0 | 16.2 |
| Speech language pathologist | 5.2 | 3.5 |
| Rehabilitation support personnel | 3.0 | 3.3 |
| Pharmacist | 3.1 | 2.7 |
| Doctor/Physician | 1.4 | 1.7 |

How long have you been getting services? (%)

| | | |
|------------------------------|------|------|
| Services for at least 1 year | 44.5 | 48.4 |
|------------------------------|------|------|

How often do you receive services? (%)

| | | |
|--------------------|------|------|
| Every day | 6.5 | 5.9 |
| A few times a week | 22.2 | 22.6 |
| Once/week or less | 71.3 | 71.5 |

Home Support Services (Zone 3, n=420)

| Service Received (in past 2 months) | | (%) |
|-------------------------------------|------|------|
| | Zone | NB |
| Housekeeping | 92.7 | 92.9 |
| Meal preparation | 75.0 | 72.2 |
| Grooming or dressing | 51.9 | 49.6 |
| Bathing | 50.3 | 48.1 |
| Respite relief/care | 45.2 | 41.6 |
| Transferring | 32.3 | 34.8 |
| Feeding or nutrition care | 28.4 | 30.7 |

How long have you been getting services? (%)

| | | |
|------------------------------|------|------|
| Services for at least 1 year | 73.9 | 73.0 |
|------------------------------|------|------|

How often do you receive services? (%)

| | | |
|--------------------|------|------|
| Every day | 33.7 | 34.3 |
| A few times a week | 53.6 | 52.0 |
| Once/week or less | 12.7 | 13.7 |

Caregiver Profile (Zone 3, n=861)

All home care service recipients

| | Zone | NB |
|-----------------------|------|------|
| % who live alone | 35.8 | 33.1 |
| % with caregiver help | 63.9 | 61.6 |

Who helps the most? (%)
(among those who receive help n=525)

| | Zone | NB |
|---------------------|------|------|
| Son or daughter | 41.1 | 36.9 |
| Spouse or partner | 31.7 | 33.4 |
| Other family member | 12.0 | 12.1 |
| Mother or father | 7.3 | 8.6 |
| Friend or volunteer | 6.8 | 6.9 |

How often do you get help? (%)
(among those who receive help n=530)

| | Zone | NB |
|--------------------|------|------|
| Every day | 55.5 | 58.6 |
| A few times a week | 20.6 | 20.5 |
| Once/week or less | 23.1 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | Zone | NB |
|------------------|------|------|
| % Very Satisfied | 74.6 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | Zone | NB |
|------------------|------|------|
| % Very Satisfied | 74.3 | 70.6 |

Reported Difficulties in Receiving Care

| | Zone | NB |
|--|------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 8.0 | 7.6 |
| Limits or reductions in duration of service or hours available | 8.4 | 7.6 |

Reported Difficulties in Receiving Care

| | Zone | NB |
|--|------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 17.5 | 19.8 |
| Limits or reductions in duration of service or hours available | 22.8 | 25.6 |

Unmet Needs (n=861)

All home care service recipients

| | Zone | NB |
|--|------|------|
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 10.1 | 11.4 |

Top 3 mentions: What could have been done? ¹ (%)

| | | |
|-----------------------------|------|------|
| More hours/Access after-hr. | 21.7 | 28.1 |
| More home support services | 27.8 | 27.0 |
| More funding/high cost | 10.2 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------|--|------------------------------|------------------------------|
| Sample Size | | n=618 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.6 | (91.1 - 94.1) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 97.7 | (96.4 - 99.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 92.6 | (91.1 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 96.2 | (95.1 - 97.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 71.9 | (68.6 - 75.2) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 84.6 | (81.9 - 87.2) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 52.2 | (49.3 - 55.0) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 44.9 | (41.9 - 48.0) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.5 | (95.4 - 97.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 93.8 | (92.4 - 95.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 74.2 | (71.4 - 76.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 72.8 | (70.2 - 75.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | ^F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.7 (96.9 - 98.6) | Fr. 84.3 ^E (63.5 - 100) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Zone 3 (%) | | NB (%) | |
|-----------------|---|------------------------------|----------|---------------------------------|------------------------------|
| Sample Size | | n=420 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 23.8 (20.7 - 26.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 82.2 (79.6 - 84.9) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 76.2 (73.2 - 79.2) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 86.0 (83.5 - 88.4) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 91.5 (89.5 - 93.4) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 67.2 (62.9 - 71.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 74.2 (70.2 - 78.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 32.8 (29.3 - 36.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 89.6 (87.5 - 91.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 78.6 (75.8 - 81.4) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 97.6 (96.6 - 98.7) | Fr. T | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 18.2 (15.5 - 20.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation areater than 33.3%)



| Demographic profile | | Zone (%) | NB (%) |
|-------------------------------|------------------------|----------|--------|
| Age group | Under 18 | 3.6 | 3.0 |
| | 18-64 | 40.1 | 30.8 |
| | 65-74 | 19.9 | 19.7 |
| | 75-84 | 21.6 | 25.6 |
| | 85+ | 14.8 | 20.9 |
| Gender | | Zone (%) | NB (%) |
| | Male | 37.0 | 35.8 |
| | Female | 63.0 | 64.2 |
| Education Level | No high school diploma | 58.4 | 51.8 |
| | High school or higher | 41.6 | 48.2 |
| Household Income | Less than \$25,000 | 65.6 | 62.1 |
| | \$25,000 or more | 34.4 | 37.9 |
| Preferred language of service | English | 11.4 | 72.8 |
| | French | 88.6 | 27.2 |
| Aboriginal | % yes | 4.5 | 3.0 |

Included in this Zone:

Baker-Brook, Clair, Edmundston, Lac-Baker, Rivière-Verte, Saint-François-de-Madawaska, Saint-Hilaire, Drummond, Grand-Sault / Grand Falls, Saint-André, Sainte-Anne-de-Madawaska, Saint-Léonard, Kedgwick, Saint-Quentin

| Chronic Health Conditions | Zone (%) | NB (%) |
|--|----------|--------|
| High blood pressure or hypertension | 56.3 | 56.8 |
| Arthritis | 45.5 | 48.3 |
| Chronic pain | 42.2 | 40.7 |
| Heart disease | 34.0 | 35.3 |
| Gastric reflux (GERD) | 33.0 | 31.5 |
| Diabetes | 25.8 | 30.4 |
| Cancer | 21.5 | 26.2 |
| Depression | 25.5 | 24.5 |
| Asthma | 24.1 | 20.3 |
| Emphysema or COPD | 18.4 | 18.3 |
| Stroke | 15.0 | 15.8 |
| Dementia | 5.1 | 6.8 |
| Mood disorder other than depression [†] | 5.9 | 3.7 |
| Alzheimer | 3.8 | 3.5 |

Confidence: Ability to control and manage health condition

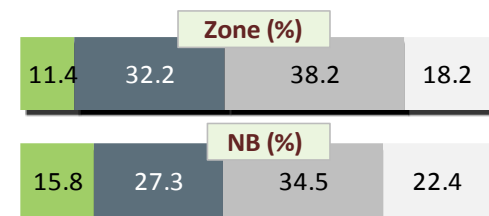
[Among clients with at least one chronic health condition from table above]

| | Zone (%) | NB (%) |
|----------------------|----------|--------|
| Very confident | 27.1 | 25.5 |
| Confident | 57.7 | 55.9 |
| Not very confident | 11.1 | 12.2 |
| Not at all confident | 4.1 | 6.4 |

Included in this profile:

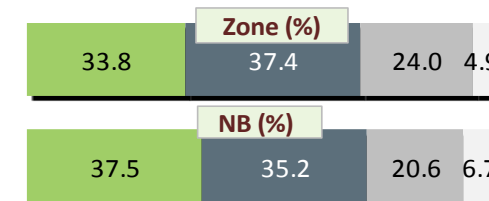
All surveyed Zone 4 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (Zone 4, n=321)

| Service Received (in past 2 months) | Zone NB | |
|---|---------|------|
| Nurse | 82.9 | 82.0 |
| Physiotherapist | 26.1 | 25.5 |
| Respiratory therapist | 22.4 | 20.1 |
| Dietitian | 20.9 | 19.9 |
| Social worker | 23.1 | 16.7 |
| Occupational therapist | 15.8 | 16.2 |
| Speech language pathologist | 4.5 | 3.5 |
| Rehabilitation support personnel | 6.0 | 3.3 |
| Pharmacist | 2.2 | 2.7 |
| Doctor/Physician | 1.9 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 50.3 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 7.2 | 5.9 |
| A few times a week | 21.4 | 22.6 |
| Once/week or less | 71.5 | 71.5 |

Home Support Services (Zone 4, n=188)

| Service Received (in past 2 months) | Zone NB | |
|---|---------|------|
| Housekeeping | 94.4 | 92.9 |
| Meal preparation | 60.8 | 72.2 |
| Grooming or dressing | 35.4 | 49.6 |
| Bathing | 34.5 | 48.1 |
| Respite relief/care | 32.4 | 41.6 |
| Transferring | 35.9 | 34.8 |
| Feeding or nutrition care | 28.0 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 79.0 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 24.7 | 34.3 |
| A few times a week | 50.6 | 52.0 |
| Once/week or less | 24.7 | 13.7 |

Caregiver Profile (Zone 4, n=433)

| | | |
|--|------|------|
| <i>All home care service recipients</i> | | |
| | Zone | NB |
| % who live alone | 35.8 | 33.1 |
| % with caregiver help | 54.7 | 61.6 |
| Who helps the most? (%) (among those who receive help n=232) | | |
| | Zone | NB |
| Son or daughter | 29.9 | 36.9 |
| Spouse or partner | 35.7 | 33.4 |
| Other family member | 10.8 | 12.1 |
| Mother or father | 11.9 | 8.6 |
| Friend or volunteer | 8.0 | 6.9 |
| How often do you get help? (%) (among those who receive help n=227) | | |
| | Zone | NB |
| Every day | 53.0 | 58.6 |
| A few times a week | 25.8 | 20.5 |
| Once/week or less | 20.3 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------|------|
| | Zone | NB |
| % Very Satisfied | 76.9 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------|------|
| | Zone | NB |
| % Very Satisfied | 56.2 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------|-----|
| | Zone | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 11.9 | 7.6 |
| Limits or reductions in duration of service or hours available | 12.5 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------|------|
| | Zone | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 26.6 | 19.8 |
| Limits or reductions in duration of service or hours available | 35.8 | 25.6 |

Unmet Needs (n=433)

| | | |
|--|------|------|
| <i>All home care service recipients</i> | | |
| % who said 'yes' | Zone | NB |
| Could anything else have been done or provided to help you stay at home? | 12.7 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 22.4 | 28.1 |
| More home support services | 28.0 | 27.0 |
| More funding/high cost | 15.0 | 17.4 |

¹Among those who indicated unmet needs.



| | | Zone 4 (%) | | NB (%) | |
|-----------------|---|---------------|---------------|------------------|---------------|
| Sample Size | | n=321 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.1 | | 93.0 | |
| | | (90.0 - 94.3) | | (92.4 - 93.7) | |
| Accessibility | Always got help when contacting the office [Among those who contacted the office] (% yes) | 97.3 | | 96.8 | |
| | | (95.4 - 99.2) | | (96.1 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 86.2 | | 90.4 | |
| | | (83.5 - 89.0) | | (89.6 - 91.1) | |
| Communication | How often providers treated clients with courtesy and respect (% always) | 94.2 | | 96.4 | |
| | | (92.3 - 96.0) | | (95.9 - 96.8) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 82.0 | | 77.1 | |
| | | (77.9 - 86.1) | | (75.8 - 78.5) | |
| Coordination | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 80.7 | | 81.7 | |
| | | (76.6 - 84.9) | | (80.5 - 83.0) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 43.3 | | 49.3 | |
| | | (39.3 - 47.2) | | (48.0 - 50.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 34.4 | | 42.8 | |
| | | (30.3 - 38.5) | | (41.4 - 44.2) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 95.3 | | 96.7 | |
| | | (93.7 - 97.0) | | (96.2 - 97.1) | |
| Satisfaction | Would recommend Extra-Mural to family/friends (% definitely yes) | 93.1 | | 94.2 | |
| | | (91.1 - 95.1) | | (93.6 - 94.8) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 75.5 | | 72.2 | |
| | | (71.9 - 79.1) | | (71.0 - 73.5) | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 81.0 | | 72.3 | |
| Safety | | (77.8 - 84.2) | | (71.1 - 73.4) | |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | 0.7 ^E | |
| | | | | (0.5 - 0.9) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng | Fr. | Eng | Fr. |
| | | 87.2 | 89.2 | 97.5 | 92.7 |
| | | (79.4 - 95.0) | (86.6 - 91.9) | (97.0 - 98.0) | (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

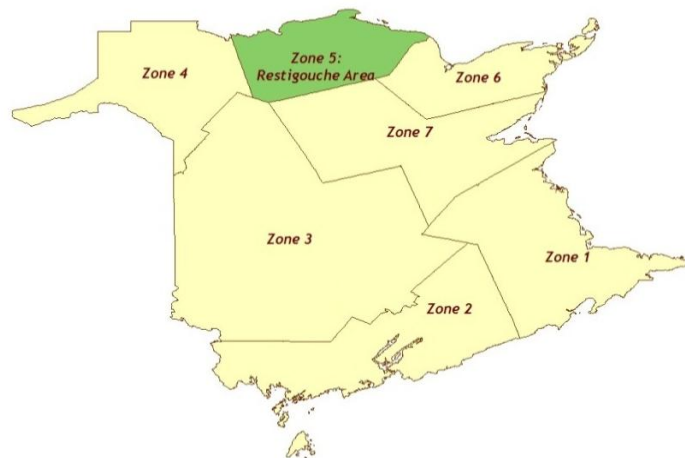
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Zone 4 (%) | | NB (%) | |
|-----------------|--|------------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=188 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 12.7 ^E (9.2 - 16.3) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 81.7 (77.7 - 85.6) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 21.7 (17.4 - 26.1) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 72.4 (67.6 - 77.1) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 84.2 (80.4 - 87.9) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% <i>always</i>) | 54.2 (44.9 - 63.4) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 60.9 (52.1 - 69.7) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 16.6 ^E (12.4 - 20.9) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 77.5 (73.2 - 81.8) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 64.7 (59.7 - 69.6) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | 5.0 ^E (2.7 - 7.2) | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% <i>always</i>) | Eng 78.3 (67.2 - 89.4) | Fr. 89.9 (86.6 - 93.3) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 28.1 (23.3 - 32.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this Zone:

Balmoral, Belledune, Charlo, Dalhousie, Eel River Crossing, Atholville, Campbellton, Tide Head

| Chronic Health Conditions | Zone (%) | NB (%) |
|--|----------|--------|
| High blood pressure or hypertension | 54.3 | 56.8 |
| Arthritis | 56.5 | 48.3 |
| Chronic pain | 46.7 | 40.7 |
| Heart disease | 35.9 | 35.3 |
| Gastric reflux (GERD) | 34.3 | 31.5 |
| Diabetes | 23.5 | 30.4 |
| Cancer | 24.0 | 26.2 |
| Depression | 23.1 | 24.5 |
| Asthma | 26.4 | 20.3 |
| Emphysema or COPD | 19.7 | 18.3 |
| Stroke | 19.2 | 15.8 |
| Dementia | 7.6 | 6.8 |
| Mood disorder other than depression ^t | 3.2 | 3.7 |
| Alzheimer | 3.4 | 3.5 |

| Demographic profile | | Zone (%) | NB (%) |
|-------------------------------|------------------------|----------|--------|
| Age group | Under 18 | 4.3 | 3.0 |
| | 18-64 | 25.7 | 30.8 |
| | 65-74 | 17.6 | 19.7 |
| | 75-84 | 25.5 | 25.6 |
| | 85+ | 26.9 | 20.9 |
| Gender | | Zone (%) | NB (%) |
| | Male | 28.0 | 35.8 |
| | Female | 72.0 | 64.2 |
| Education Level | No high school diploma | 61.1 | 51.8 |
| | High school or higher | 38.9 | 48.2 |
| Household Income | Less than \$25,000 | 68.9 | 62.1 |
| | \$25,000 or more | 31.1 | 37.9 |
| Preferred language of service | English | 59.0 | 72.8 |
| | French | 41.0 | 27.2 |
| Aboriginal | % yes | 3.8 | 3.0 |

Confidence: Ability to control and manage health condition

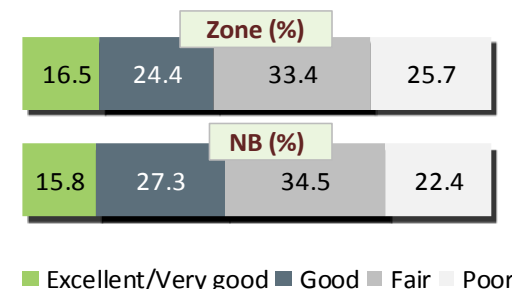
[Among clients with at least one chronic health condition from table above]

| | Zone (%) | NB (%) |
|----------------------|----------|--------|
| Very confident | 24.0 | 25.5 |
| Confident | 58.7 | 55.9 |
| Not very confident | 12.6 | 12.2 |
| Not at all confident | 4.7 | 6.4 |

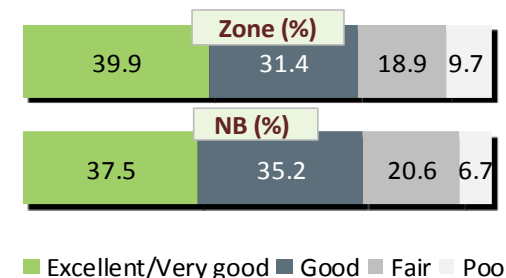
Included in this profile:

All surveyed Zone 5 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



Self-Rated Mental or Emotional Health



¹Based on survey respondents, weighted by age

^tIncludes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (Zone 5, n=178)

| Service Received (in past 2 months) | | (%) |
|-------------------------------------|------|------|
| | Zone | NB |
| Nurse | 85.4 | 82.0 |
| Physiotherapist | 31.1 | 25.5 |
| Respiratory therapist | 20.5 | 20.1 |
| Dietitian | 12.2 | 19.9 |
| Social worker | 20.7 | 16.7 |
| Occupational therapist | 27.8 | 16.2 |
| Speech language pathologist | 4.6 | 3.5 |
| Rehabilitation support personnel | 3.2 | 3.3 |
| Pharmacist | 4.0 | 2.7 |
| Doctor/Physician | 2.5 | 1.7 |

How long have you been getting services? (%)

| | | |
|------------------------------|------|------|
| Services for at least 1 year | 55.7 | 48.4 |
|------------------------------|------|------|

How often do you receive services? (%)

| | | |
|--------------------|------|------|
| Every day | 2.3 | 5.9 |
| A few times a week | 17.3 | 22.6 |
| Once/week or less | 80.4 | 71.5 |

Home Support Services (Zone 5, n=121)

| Service Received (in past 2 months) | | (%) |
|-------------------------------------|------|------|
| | Zone | NB |
| Housekeeping | 96.5 | 92.9 |
| Meal preparation | 76.1 | 72.2 |
| Grooming or dressing | 53.9 | 49.6 |
| Bathing | 48.6 | 48.1 |
| Respite relief/care | 46.5 | 41.6 |
| Transferring | 36.8 | 34.8 |
| Feeding or nutrition care | 40.4 | 30.7 |

How long have you been getting services? (%)

| | | |
|------------------------------|------|------|
| Services for at least 1 year | 78.3 | 73.0 |
|------------------------------|------|------|

How often do you receive services? (%)

| | | |
|--------------------|------|------|
| Every day | 42.9 | 34.3 |
| A few times a week | 48.3 | 52.0 |
| Once/week or less | 8.8 | 13.7 |

Caregiver Profile (Zone 5, n=245)

All home care service recipients

| | Zone | NB |
|-----------------------|------|------|
| % who live alone | 34.2 | 33.1 |
| % with caregiver help | 58.9 | 61.6 |

Who helps the most? (%)
(among those who receive help n=139)

| | Zone | NB |
|---------------------|------|------|
| Son or daughter | 41.1 | 36.9 |
| Spouse or partner | 26.0 | 33.4 |
| Other family member | 10.2 | 12.1 |
| Mother or father | 12.9 | 8.6 |
| Friend or volunteer | 7.1 | 6.9 |

How often do you get help? (%)
(among those who receive help n=138)

| | Zone | NB |
|--------------------|------|------|
| Every day | 59.2 | 58.6 |
| A few times a week | 17.9 | 20.5 |
| Once/week or less | 20.6 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | Zone | NB |
|------------------|------|------|
| % Very Satisfied | 74.3 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | Zone | NB |
|------------------|------|------|
| % Very Satisfied | 70.4 | 70.6 |

Reported Difficulties in Receiving Care

| | Zone | NB |
|--|------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 10.3 | 7.6 |
| Limits or reductions in duration of service or hours available | 7.7 | 7.6 |

Reported Difficulties in Receiving Care

| | Zone | NB |
|--|------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 22.1 | 19.8 |
| Limits or reductions in duration of service or hours available | 22.9 | 25.6 |

Unmet Needs (n=245)

All home care service recipients

| | Zone | NB |
|--|------|------|
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 13.3 | 11.4 |

Top 3 mentions: What could have been done? ¹ (%)

| | | |
|-----------------------------|------|------|
| More hours/Access after-hr. | 37.9 | 28.1 |
| More home support services | 30.8 | 27.0 |
| More funding/high cost | 13.1 | 17.4 |

¹Among those who indicated unmet needs.



| | | Zone 5 (%) | | NB (%) | |
|-----------------|---|---------------|---------------|------------------|---------------|
| Sample Size | | n=178 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 94.4 | | 93.0 | |
| | | (92.0 - 96.8) | | (92.4 - 93.7) | |
| Accessibility | Always got help when contacting the office [Among those who contacted the office] (% yes) | 95.8 | | 96.8 | |
| | | (92.4 - 99.3) | | (96.1 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 89.1 | | 90.4 | |
| | | (85.8 - 92.4) | | (89.6 - 91.1) | |
| Communication | How often providers treated clients with courtesy and respect (% always) | 94.4 | | 96.4 | |
| | | (91.9 - 96.8) | | (95.9 - 96.8) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 77.2 | | 77.1 | |
| | | (71.4 - 82.9) | | (75.8 - 78.5) | |
| Coordination | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 79.5 | | 81.7 | |
| | | (74.1 - 85.0) | | (80.5 - 83.0) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 45.9 | | 49.3 | |
| | | (40.5 - 51.3) | | (48.0 - 50.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 40.9 | | 42.8 | |
| | | (35.2 - 46.6) | | (41.4 - 44.2) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 95.6 | | 96.7 | |
| | | (93.4 - 97.8) | | (96.2 - 97.1) | |
| Satisfaction | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.6 | | 94.2 | |
| | | (92.2 - 97.0) | | (93.6 - 94.8) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 64.5 | | 72.2 | |
| | | (59.0 - 70.0) | | (71.0 - 73.5) | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 68.7 | | 72.3 | |
| | | (63.6 - 73.9) | | (71.1 - 73.4) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | 0.7 ^E | |
| | | | | (0.5 - 0.9) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng | Fr. | Eng | Fr. |
| | | 95.7 | 95.6 | 97.5 | 92.7 |
| | | (92.9 - 98.5) | (92.0 - 99.1) | (97.0 - 98.0) | (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

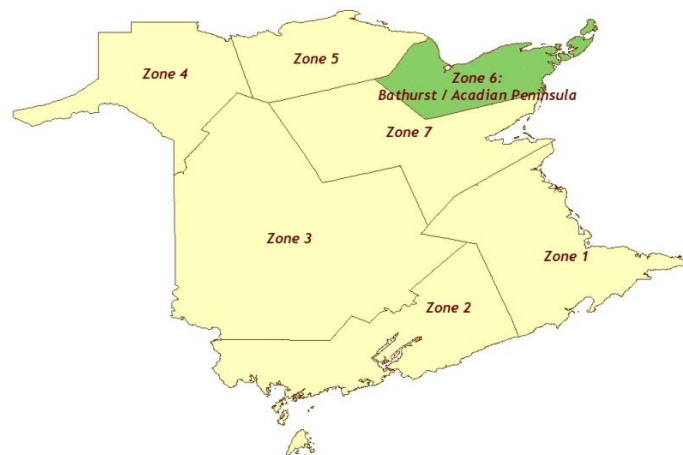
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Zone 5 (%) | | NB (%) | |
|-----------------|--|------------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=121 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 14.2 ^E (9.5 - 18.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 75.9 (70.4 - 81.3) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 47.3 (40.6 - 53.9) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 85.4 (80.8 - 90.0) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 89.6 (85.7 - 93.5) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% <i>always</i>) | 71.1 (62.3 - 80.0) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 83.2 (75.5 - 90.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 22.2 ^E (16.5 - 28.0) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 89.6 (85.7 - 93.6) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 76.8 (71.3 - 82.3) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% <i>always</i>) | Eng 92.8 (88.4 - 97.2) | Fr. 87.5 (80.9 - 94.0) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 22.2 ^E (16.7 - 27.7) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| Demographic profile | | Zone (%) | NB (%) |
|--------------------------------------|------------------------|-----------------|---------------|
| Age group | Under 18 | 2.1 | 3.0 |
| | 18-64 | 32.8 | 30.8 |
| | 65-74 | 15.8 | 19.7 |
| | 75-84 | 23.2 | 25.6 |
| | 85+ | 26.0 | 20.9 |
| Gender | | Zone (%) | NB (%) |
| | Male | 33.2 | 35.8 |
| Education Level | Female | 66.8 | 64.2 |
| | No high school diploma | 68.2 | 51.8 |
| | High school or higher | 31.8 | 48.2 |
| Household Income | Less than \$25,000 | 69.9 | 62.1 |
| | \$25,000 or more | 30.1 | 37.9 |
| Preferred language of service | English | 20.0 | 72.8 |
| | French | 80.0 | 27.2 |
| Aboriginal | % yes | 3.4 | 3.0 |

Included in this Zone:

Bathurst, Beresford, Nigadoo, Petit-Rocher, Pointe-Verte, Lamèque, Le Goulet, Sainte-Marie-Saint-Raphaël, Shippagan, Bas-Caraquet, Bertrand, Caraquet, Grande-Anse, Maisonneville, Paquetville, Saint-Léolin, Saint-Isidore, Tracadie-Sheila

| Chronic Health Conditions | Zone (%) | NB (%) |
|--|----------|--------|
| High blood pressure or hypertension | 59.2 | 56.8 |
| Arthritis | 44.2 | 48.3 |
| Chronic pain | 39.6 | 40.7 |
| Heart disease | 29.7 | 35.3 |
| Gastric reflux (GERD) | 34.1 | 31.5 |
| Diabetes | 29.8 | 30.4 |
| Cancer | 21.9 | 26.2 |
| Depression | 24.9 | 24.5 |
| Asthma | 25.3 | 20.3 |
| Emphysema or COPD | 14.0 | 18.3 |
| Stroke | 13.8 | 15.8 |
| Dementia | 8.1 | 6.8 |
| Mood disorder other than depression^t | 4.9 | 3.7 |
| Alzheimer | 3.5 | 3.5 |

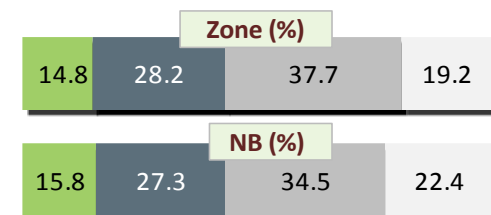
Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | | Zone (%) | NB (%) |
|---|--|----------|--------|
| Very confident | | 23.5 | 25.5 |
| Confident | | 60.8 | 55.9 |
| Not very confident | | 9.4 | 12.2 |
| Not at all confident | | 6.3 | 6.4 |

Included in this profile:

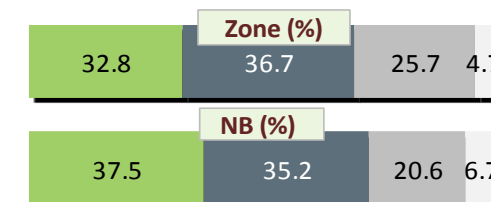
All surveyed Zone 6 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

¹Based on survey respondents, weighted by age

^tIncludes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (Zone 6, n=300)

| Service Received (in past 2 months) | Zone NB | |
|---|---------|------|
| Nurse | 88.1 | 82.0 |
| Physiotherapist | 28.2 | 25.5 |
| Respiratory therapist | 19.3 | 20.1 |
| Dietitian | 23.2 | 19.9 |
| Social worker | 25.8 | 16.7 |
| Occupational therapist | 16.2 | 16.2 |
| Speech language pathologist | 2.7 | 3.5 |
| Rehabilitation support personnel | 5.0 | 3.3 |
| Pharmacist | 1.1 | 2.7 |
| Doctor/Physician | 2.3 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 46.2 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 7.5 | 5.9 |
| A few times a week | 28.9 | 22.6 |
| Once/week or less | 63.6 | 71.5 |

Home Support Services (Zone 6, n=224)

| Service Received (in past 2 months) | Zone NB | |
|---|---------|------|
| Housekeeping | 87.7 | 92.9 |
| Meal preparation | 82.3 | 72.2 |
| Grooming or dressing | 49.2 | 49.6 |
| Bathing | 48.5 | 48.1 |
| Respite relief/care | 40.3 | 41.6 |
| Transferring | 38.9 | 34.8 |
| Feeding or nutrition care | 39.5 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 74.5 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 33.1 | 34.3 |
| A few times a week | 54.4 | 52.0 |
| Once/week or less | 12.5 | 13.7 |

Caregiver Profile (Zone 6, n=445)

| | | |
|--|------|------|
| <i>All home care service recipients</i> | | |
| | Zone | NB |
| % who live alone | 27.8 | 33.1 |
| % with caregiver help | 63.1 | 61.6 |
| Who helps the most? (%) (among those who receive help n=266) | | |
| | Zone | NB |
| Son or daughter | 39.6 | 36.9 |
| Spouse or partner | 28.3 | 33.4 |
| Other family member | 13.5 | 12.1 |
| Mother or father | 9.9 | 8.6 |
| Friend or volunteer | 7.5 | 6.9 |
| How often do you get help? (%) (among those who receive help n=271) | | |
| | Zone | NB |
| Every day | 62.4 | 58.6 |
| A few times a week | 21.1 | 20.5 |
| Once/week or less | 14.7 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------|------|
| | Zone | NB |
| % Very Satisfied | 76.5 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------|------|
| | Zone | NB |
| % Very Satisfied | 70.6 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------|-----|
| | Zone | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 6.6 | 7.6 |
| Limits or reductions in duration of service or hours available | 7.2 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------|------|
| | Zone | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 14.2 | 19.8 |
| Limits or reductions in duration of service or hours available | 20.4 | 25.6 |

Unmet Needs (n=445)

| | | |
|--|------|------|
| <i>All home care service recipients</i> | | |
| % who said 'yes' | Zone | NB |
| Could anything else have been done or provided to help you stay at home? | 12.2 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 27.9 | 28.1 |
| More home support services | 27.5 | 27.0 |
| More funding/high cost | 22.0 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Zone 6 (%) | | NB (%) | |
|-----------------|---|---------------|---------------|------------------|---------------|
| Sample Size | | n=300 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 94.3 | | 93.0 | |
| | | (92.5 - 96.2) | | (92.4 - 93.7) | |
| Accessibility | Always got help when contacting the office [Among those who contacted the office] (% yes) | 96.0 | | 96.8 | |
| | | (93.7 - 98.2) | | (96.1 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 87.8 | | 90.4 | |
| | | (85.2 - 90.5) | | (89.6 - 91.1) | |
| Communication | How often providers treated clients with courtesy and respect (% always) | 94.9 | | 96.4 | |
| | | (93.1 - 96.7) | | (95.9 - 96.8) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 82.7 | | 77.1 | |
| | | (78.7 - 86.6) | | (75.8 - 78.5) | |
| Coordination | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 82.0 | | 81.7 | |
| | | (77.9 - 86.0) | | (80.5 - 83.0) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 40.7 | | 49.3 | |
| | | (36.6 - 44.7) | | (48.0 - 50.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 39.5 | | 42.8 | |
| | | (35.2 - 43.8) | | (41.4 - 44.2) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 98.1 | | 96.7 | |
| | | (96.9 - 99.2) | | (96.2 - 97.1) | |
| Satisfaction | Would recommend Extra-Mural to family/friends (% definitely yes) | 93.4 | | 94.2 | |
| | | (91.4 - 95.4) | | (93.6 - 94.8) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 79.9 | | 72.2 | |
| | | (76.4 - 83.5) | | (71.0 - 73.5) | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 87.2 | | 72.3 | |
| | | (84.4 - 90.0) | | (71.1 - 73.4) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | 0.7 ^E | |
| | | | | (0.5 - 0.9) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng | Fr. | Eng | Fr. |
| | | 96.7 | 94.4 | 97.5 | 92.7 |
| | | (93.4 - 100) | (92.3 - 96.5) | (97.0 - 98.0) | (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

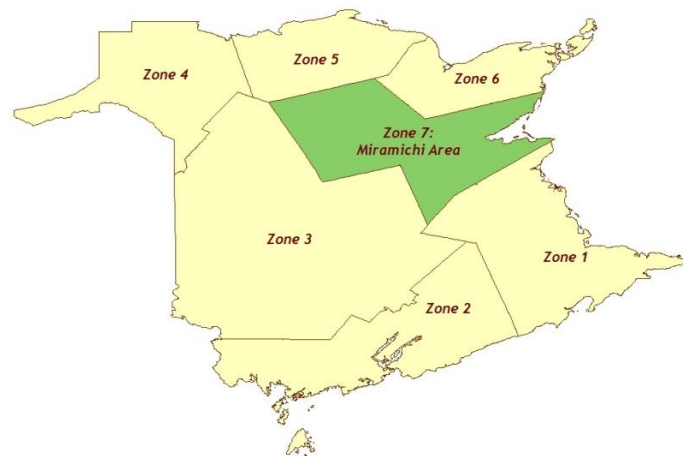
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Zone 6 (%) | | NB (%) | |
|-----------------|--|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=224 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 14.4 | (11.1 - 17.8) | 19.4 | (18.1 - 20.8) |
| | Did home care start as soon as you thought you needed it? (% yes) | 77.0 | (73.1 - 81.0) | 80.1 | (78.8 - 81.4) |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 33.1 | (28.6 - 37.6) | 58.6 | (57.0 - 60.3) |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 82.2 | (78.6 - 85.9) | 84.5 | (83.3 - 85.7) |
| | How often home support workers treated clients with courtesy and respect (% always) | 92.4 | (89.9 - 94.9) | 90.3 | (89.3 - 91.2) |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 78.4 | (72.0 - 84.8) | 67.8 | (65.5 - 70.1) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 80.7 | (74.5 - 86.9) | 75.5 | (73.4 - 77.6) |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 23.0 | (18.8 - 27.2) | 27.3 | (25.8 - 28.9) |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 93.9 | (91.6 - 96.1) | 87.9 | (86.8 - 88.9) |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 79.4 | (75.6 - 83.2) | 74.3 | (72.9 - 75.7) |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | ^F | | 1.8 ^E | (1.4 - 2.3) |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 94.7 (89.8 - 99.6) | Fr. 96.4 (94.4 - 98.4) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 16.8 | (13.2 - 20.3) | 22.1 | (20.7 - 23.5) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| Demographic profile | | Zone (%) | NB (%) |
|--------------------------------------|------------------------|-----------------|---------------|
| Age group | Under 18 | 1.2 | 3.0 |
| | 18-64 | 28.6 | 30.8 |
| | 65-74 | 19.7 | 19.7 |
| | 75-84 | 27.6 | 25.6 |
| | 85+ | 22.9 | 20.9 |
| Gender | | Zone (%) | NB (%) |
| | Male | 34.7 | 35.8 |
| | Female | 65.3 | 64.2 |
| Education Level | No high school diploma | 59.3 | 51.8 |
| | High school or higher | 40.7 | 48.2 |
| Household Income | Less than \$25,000 | 67.7 | 62.1 |
| | \$25,000 or more | 32.3 | 37.9 |
| Preferred language of service | English | 78.1 | 72.8 |
| | French | 21.9 | 27.2 |
| Aboriginal | % yes | 4.8 | 3.0 |

Included in this Zone:

Blackville, Miramichi, Rogersville, Neguac

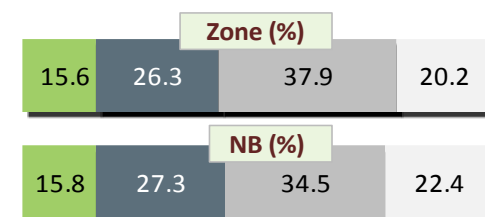
| Chronic Health Conditions | Zone (%) | NB (%) |
|--|----------|--------|
| <i>High blood pressure or hypertension</i> | 60.8 | 56.8 |
| <i>Arthritis</i> | 43.7 | 48.3 |
| <i>Chronic pain</i> | 38.0 | 40.7 |
| <i>Heart disease</i> | 35.9 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 32.0 | 31.5 |
| <i>Diabetes</i> | 29.2 | 30.4 |
| <i>Cancer</i> | 33.1 | 26.2 |
| <i>Depression</i> | 24.0 | 24.5 |
| <i>Asthma</i> | 16.5 | 20.3 |
| <i>Emphysema or COPD</i> | 17.7 | 18.3 |
| <i>Stroke</i> | 14.1 | 15.8 |
| <i>Dementia</i> | 7.3 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 2.1 | 3.7 |
| <i>Alzheimer</i> | 3.4 | 3.5 |

Confidence: Ability to control and manage health condition

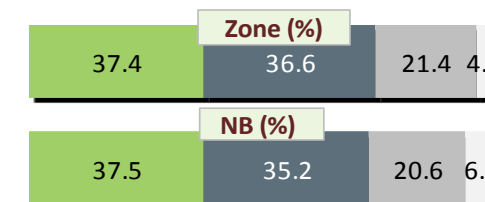
| [Among clients with at least one chronic health condition from table above] | | Zone (%) | NB (%) |
|---|--|----------|--------|
| Very confident | | 21.5 | 25.5 |
| Confident | | 58.2 | 55.9 |
| Not very confident | | 13.4 | 12.2 |
| Not at all confident | | 7.0 | 6.4 |

Included in this profile:

All surveyed Zone 7 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (Zone 7, n=207)

| Service Received (in past 2 months) | Zone NB | |
|---|---------|------|
| Nurse | 83.3 | 82.0 |
| Physiotherapist | 24.8 | 25.5 |
| Respiratory therapist | 15.7 | 20.1 |
| Dietitian | 21.2 | 19.9 |
| Social worker | 17.8 | 16.7 |
| Occupational therapist | 14.5 | 16.2 |
| Speech language pathologist | 1.4 | 3.5 |
| Rehabilitation support personnel | 1.3 | 3.3 |
| Pharmacist | 1.5 | 2.7 |
| Doctor/Physician | 0.4 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 42.4 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 4.6 | 5.9 |
| A few times a week | 20.6 | 22.6 |
| Once/week or less | 74.8 | 71.5 |

Home Support Services (Zone 7, n=162)

| Service Received (in past 2 months) | Zone NB | |
|---|---------|------|
| Housekeeping | 91.1 | 92.9 |
| Meal preparation | 79.4 | 72.2 |
| Grooming or dressing | 58.1 | 49.6 |
| Bathing | 58.3 | 48.1 |
| Respite relief/care | 54.6 | 41.6 |
| Transferring | 47.5 | 34.8 |
| Feeding or nutrition care | 39.5 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 74.6 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 45.1 | 34.3 |
| A few times a week | 48.8 | 52.0 |
| Once/week or less | 6.1 | 13.7 |

Caregiver Profile (Zone 7, n=317)

| | | |
|---|------|------|
| <i>All home care service recipients</i> | | |
| | Zone | NB |
| % who live alone | 31.1 | 33.1 |
| % with caregiver help | 62.5 | 61.6 |
| Who helps the most? (%) | | |
| (among those who receive help n=195) | | |
| | Zone | NB |
| Son or daughter | 39.1 | 36.9 |
| Spouse or partner | 27.4 | 33.4 |
| Other family member | 14.5 | 12.1 |
| Mother or father | 10.4 | 8.6 |
| Friend or volunteer | 6.6 | 6.9 |
| How often do you get help? (%) | | |
| (among those who receive help n=194) | | |
| | Zone | NB |
| Every day | 67.4 | 58.6 |
| A few times a week | 18.0 | 20.5 |
| Once/week or less | 14.1 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------|------|
| | Zone | NB |
| % Very Satisfied | 77.1 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------|------|
| | Zone | NB |
| % Very Satisfied | 72.3 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------|-----|
| | Zone | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 8.9 | 7.6 |
| Limits or reductions in duration of service or hours available | 9.3 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------|------|
| | Zone | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 16.3 | 19.8 |
| Limits or reductions in duration of service or hours available | 30.0 | 25.6 |

Unmet Needs (n=317)

| | | |
|--|------|------|
| <i>All home care service recipients</i> | | |
| <i>% who said 'yes'</i> | Zone | NB |
| Could anything else have been done or provided to help you stay at home? | 13.2 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 56.2 | 28.1 |
| More home support services | 22.1 | 27.0 |
| More funding/high cost | 19.1 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Zone 7 (%) | | NB (%) | |
|-----------------|---|---------------|---------------|------------------|---------------|
| Sample Size | | n=207 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 91.5 | | 93.0 | |
| | | (88.8 - 94.3) | | (92.4 - 93.7) | |
| Accessibility | Always got help when contacting the office [Among those who contacted the office] (% yes) | 99.0 | | 96.8 | |
| | | (97.6 - 100) | | (96.1 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 91.3 | | 90.4 | |
| | | (88.5 - 94.1) | | (89.6 - 91.1) | |
| Communication | How often providers treated clients with courtesy and respect (% always) | 98.6 | | 96.4 | |
| | | (97.4 - 99.7) | | (95.9 - 96.8) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 74.8 | | 77.1 | |
| | | (69.1 - 80.5) | | (75.8 - 78.5) | |
| Coordination | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 75.4 | | 81.7 | |
| | | (69.8 - 81.1) | | (80.5 - 83.0) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 51.3 | | 49.3 | |
| | | (46.3 - 56.2) | | (48.0 - 50.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 43.2 | | 42.8 | |
| | | (38.0 - 48.4) | | (41.4 - 44.2) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.0 | | 96.7 | |
| | | (95.3 - 98.7) | | (96.2 - 97.1) | |
| Satisfaction | Would recommend Extra-Mural to family/friends (% definitely yes) | 91.5 | | 94.2 | |
| | | (88.8 - 94.2) | | (93.6 - 94.8) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 72.3 | | 72.2 | |
| | | (67.4 - 77.2) | | (71.0 - 73.5) | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 71.8 | | 72.3 | |
| | | (67.2 - 76.3) | | (71.1 - 73.4) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | 0.7 ^E | |
| | | | | (0.5 - 0.9) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng | Fr. | Eng | Fr. |
| | | 96.8 | 91.2 | 97.5 | 92.7 |
| | | (94.9 - 98.7) | (84.3 - 98.1) | (97.0 - 98.0) | (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Zone 7 (%) | | NB (%) | |
|-----------------|--|-----------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=162 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 12.9 ^E (8.9 - 16.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 80.0 (75.6 - 84.5) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 58.9 (53.3 - 64.4) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 84.4 (80.3 - 88.5) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 91.7 (88.6 - 94.7) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% <i>always</i>) | 78.9 (71.3 - 86.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 81.6 (74.3 - 88.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 27.4 (22.1 - 32.7) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 91.9 (88.9 - 94.9) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 86.4 (82.6 - 90.2) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% <i>always</i>) | Eng 99.2 (98.0 - 100) | Fr. 92.7 (87.0 - 98.3) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 21.1 (16.4 - 25.7) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

Results by Community

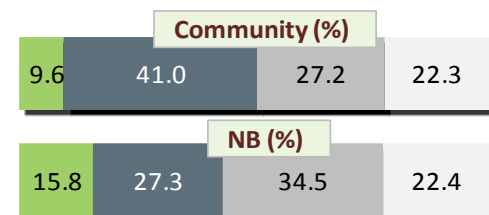

Included in this community:

Kedgwick, Kedgwick River, Saint-Quentin

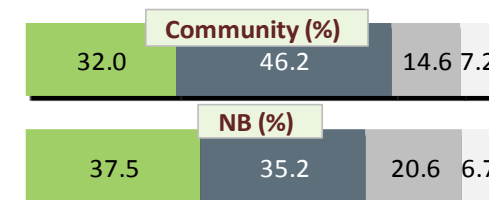
| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 57.4 | 56.8 |
| <i>Arthritis</i> | 30.3 | 48.3 |
| <i>Chronic pain</i> | 37.0 | 40.7 |
| <i>Heart disease</i> | 24.8 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 28.0 | 31.5 |
| <i>Diabetes</i> | 23.6 | 30.4 |
| <i>Cancer</i> | 34.6 | 26.2 |
| <i>Depression</i> | 16.4 | 24.5 |
| <i>Asthma</i> | 27.4 | 20.3 |
| <i>Emphysema or COPD</i> | 20.1 | 18.3 |
| <i>Stroke</i> | 14.5 | 15.8 |
| <i>Dementia</i> | 2.2 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 2.2 | 3.7 |
| <i>Alzheimer</i> | 2.2 | 3.5 |

Included in this profile:

All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 0 | 3.0 |
| | <i>18-64</i> | 56.7 | 30.8 |
| | <i>65-74</i> | 15.3 | 19.7 |
| | <i>75-84</i> | 15.4 | 25.6 |
| | <i>85+</i> | 12.6 | 20.9 |
| Gender | <i>Male</i> | 53.3 | 35.8 |
| | <i>Female</i> | 46.7 | 64.2 |
| Education Level | <i>No high school diploma</i> | 56.5 | 51.8 |
| | <i>High school or higher</i> | 43.5 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 67.5 | 62.1 |
| | <i>\$25,000 or more</i> | 32.5 | 37.9 |
| Preferred language of service | <i>English</i> | 2.2 | 72.8 |
| | <i>French</i> | 97.8 | 27.2 |
| | <i>% yes</i> | 8.1 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 26.5 | 25.5 |
| Confident | 61.8 | 55.9 |
| Not very confident | 11.7 | 12.2 |
| Not at all confident | 0.0 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C1, n=33) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Nurse | 90.4 | 82.0 |
| Physiotherapist | 25.0 | 25.5 |
| Respiratory therapist | 30.6 | 20.1 |
| Dietitian | 19.4 | 19.9 |
| Social worker | 18.6 | 16.7 |
| Occupational therapist | 11.9 | 16.2 |
| Speech language pathologist | 5.7 | 3.5 |
| Rehabilitation support personnel | 3.2 | 3.3 |
| Pharmacist | 0.0 | 2.7 |
| Doctor/Physician | 0.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 40.0 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 18.8 | 5.9 |
| A few times a week | 27.4 | 22.6 |
| Once/week or less | 53.8 | 71.5 |

| Home Support Services (C1, n=10) | | |
|--|---------------------------|------|
| Service Received (in past 2 months) | Community ² NB | |
| Housekeeping | - | 92.9 |
| Meal preparation | - | 72.2 |
| Grooming or dressing | - | 49.6 |
| Bathing | - | 48.1 |
| Respite relief/care | - | 41.6 |
| Transferring | - | 34.8 |
| Feeding or nutrition care | - | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | - | 73.0 |
| How often do you receive services? (%) | | |
| Every day | - | 34.3 |
| A few times a week | - | 52.0 |
| Once/week or less | - | 13.7 |

| Caregiver Profile (C1, n=40) | | |
|---|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who live alone | 32.5 | 33.1 |
| % with caregiver help | 58.1 | 61.6 |
| Who helps the most? (%) (among those who receive help n=22) | | |
| | Community | NB |
| Son or daughter | 23.3 | 36.9 |
| Spouse or partner | 45.3 | 33.4 |
| Other family member | 9.0 | 12.1 |
| Mother or father | 9.0 | 8.6 |
| Friend or volunteer | 9.0 | 6.9 |
| How often do you get help? (%) (among those who receive help n=23) | | |
| | Community | NB |
| Every day | 48.5 | 58.6 |
| A few times a week | 21.9 | 20.5 |
| Once/week or less | 25.1 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 79.7 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|------------------------|------|
| | Community ² | NB |
| % Very Satisfied | - | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 12.4 | 7.6 |
| Limits or reductions in duration of service or hours available | 17.9 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|------------------------|------|
| | Community ² | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | - | 19.8 |
| Limits or reductions in duration of service or hours available | - | 25.6 |

| Unmet Needs (n=40) | | |
|--|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 12.4 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 20.6 | 28.1 |
| More home support services | 19.8 | 27.0 |
| More funding/high cost | 19.8 | 17.4 |

¹Among those who indicated unmet needs.

²Sample size is too small for results to be reported.



| | | Community (%) | | Zone 4 (%) | | NB (%) | |
|-----------------|--|-------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=33 | | n=321 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 90.7 | (83.6 - 97.8) | 92.1 | (90.0 - 94.3) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 100.0 | (100 - 100) | 97.3 | (95.4 - 99.2) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 89.4 | (81.6 - 97.1) | 86.2 | (83.5 - 89.0) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 86.7 | (78.3 - 95.1) | 94.2 | (92.3 - 96.0) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 71.6 | (55.3 - 87.9) | 82.0 | (77.9 - 86.1) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 100.0 | (100 - 100) | 80.7 | (76.6 - 84.9) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 42.8 ^E | (30.6 - 55.1) | 43.3 | (39.3 - 47.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 40.5 ^E | (27.3 - 53.7) | 34.4 | (30.3 - 38.5) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 91.4 | (84.5 - 98.2) | 95.3 | (93.7 - 97.0) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 97.1 | (93.0 - 100) | 93.1 | (91.1 - 95.1) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 61.2 | (47.0 - 75.4) | 75.5 | (71.9 - 79.1) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 78.9 | (68.3 - 89.5) | 81.0 | (77.8 - 84.2) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | ^F | | ^F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng ^T | Fr. 83.9 (74.8 - 93.0) | Eng 87.2 (79.4 - 95.0) | Fr. 89.2 (86.6 - 91.9) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

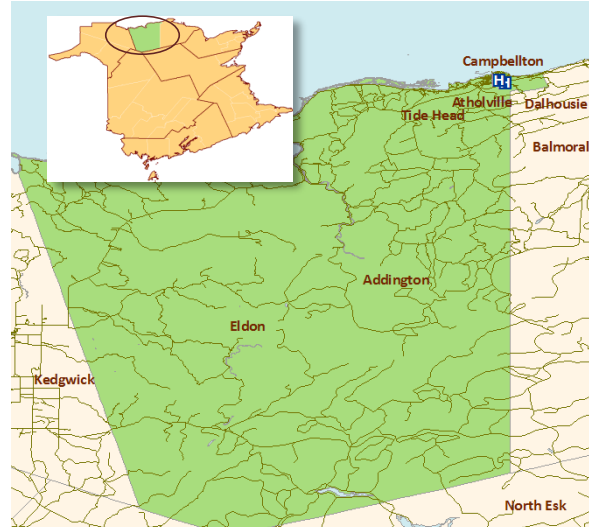


| | | Community ¹ (%) | | Zone 4 (%) | | NB (%) | |
|-----------------|---|-------------------------------|---|------------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=10 | | n=188 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | - | | 12.7 ^E (9.2 - 16.3) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | - | | 81.7 (77.7 - 85.6) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | - | | 21.7 (17.4 - 26.1) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | - | | 72.4 (67.6 - 77.1) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | - | | 84.2 (80.4 - 87.9) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | - | | 54.2 (44.9 - 63.4) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | - | | 60.9 (52.1 - 69.7) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | - | | 16.6 ^E (12.4 - 20.9) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | - | | 77.5 (73.2 - 81.8) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | - | | 64.7 (59.7 - 69.6) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | - | | 5.0 ^E (2.7 - 7.2) | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | - | - | Eng 78.3 (67.2 - 89.4) | Fr. 89.9 (86.6 - 93.3) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | - | | 28.1 (23.3 - 32.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

¹Sample size is too small for results to be reported.

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

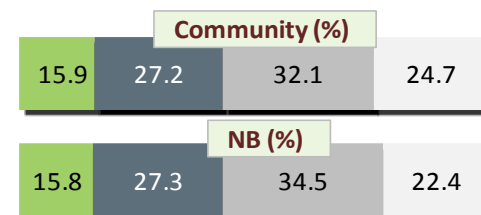
Atholville, Campbellton, Glencoe, Glenlevit, Robinsonville, Saint-Arthur, Squaw Cap, Tide Head, Val-d'Amour

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 51.2 | 56.8 |
| <i>Arthritis</i> | 57.4 | 48.3 |
| <i>Chronic pain</i> | 46.5 | 40.7 |
| <i>Heart disease</i> | 34.5 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 39.3 | 31.5 |
| <i>Diabetes</i> | 23.5 | 30.4 |
| <i>Cancer</i> | 30.5 | 26.2 |
| <i>Depression</i> | 22.2 | 24.5 |
| <i>Asthma</i> | 28.3 | 20.3 |
| <i>Emphysema or COPD</i> | 22.2 | 18.3 |
| <i>Stroke</i> | 22.8 | 15.8 |
| <i>Dementia</i> | 6.9 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 4.6 | 3.7 |
| <i>Alzheimer</i> | 2.0 | 3.5 |

Included in this profile:

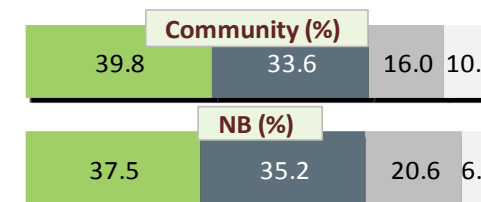
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 3.1 | 3.0 |
| | <i>18-64</i> | 26.9 | 30.8 |
| | <i>65-74</i> | 17.0 | 19.7 |
| | <i>75-84</i> | 29.6 | 25.6 |
| | <i>85+</i> | 23.5 | 20.9 |
| Gender | <i>Male</i> | 26.8 | 35.8 |
| | <i>Female</i> | 73.2 | 64.2 |
| Education Level | <i>No high school diploma</i> | 55.5 | 51.8 |
| | <i>High school or higher</i> | 44.5 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 64.2 | 62.1 |
| | <i>\$25,000 or more</i> | 35.8 | 37.9 |
| Preferred language of service | <i>English</i> | 53.7 | 72.8 |
| | <i>French</i> | 46.3 | 27.2 |
| Aboriginal | <i>% yes</i> | 1.5 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 22.7 | 25.5 |
| Confident | 58.8 | 55.9 |
| Not very confident | 15.0 | 12.2 |
| Not at all confident | 3.4 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C2, n=97) | | |
|---|------------------|------------|
| Service Received (in past 2 months) | | (%) |
| | Community | NB |
| Nurse | 86.5 | 82.0 |
| Physiotherapist | 28.6 | 25.5 |
| Respiratory therapist | 25.4 | 20.1 |
| Dietitian | 10.5 | 19.9 |
| Social worker | 21.1 | 16.7 |
| Occupational therapist | 28.4 | 16.2 |
| Speech language pathologist | 5.1 | 3.5 |
| Rehabilitation support personnel | 1.2 | 3.3 |
| Pharmacist | 5.2 | 2.7 |
| Doctor/Physician | 1.2 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 55.7 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 3.3 | 5.9 |
| A few times a week | 16.6 | 22.6 |
| Once/week or less | 80.1 | 71.5 |

| Home Support Services (C2, n=53) | | |
|---|------------------|------------|
| Service Received (in past 2 months) | | (%) |
| | Community | NB |
| Housekeeping | 94.0 | 92.9 |
| Meal preparation | 69.5 | 72.2 |
| Grooming or dressing | 54.9 | 49.6 |
| Bathing | 50.6 | 48.1 |
| Respite relief/care | 43.9 | 41.6 |
| Transferring | 36.2 | 34.8 |
| Feeding or nutrition care | 36.7 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 78.8 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 43.5 | 34.3 |
| A few times a week | 43.6 | 52.0 |
| Once/week or less | 12.9 | 13.7 |

| Caregiver Profile (C2, n=125) | | |
|---|------------------|-----------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 37.2 | 33.1 |
| % with caregiver help | 64.8 | 61.6 |
| Who helps the most? (%) (among those who receive help n=77) | | |
| | Community | NB |
| Son or daughter | 37.6 | 36.9 |
| Spouse or partner | 23.7 | 33.4 |
| Other family member | 12.3 | 12.1 |
| Mother or father | 12.3 | 8.6 |
| Friend or volunteer | 10.4 | 6.9 |
| How often do you get help? (%) (among those who receive help n=76) | | |
| | Community | NB |
| Every day | 59.4 | 58.6 |
| A few times a week | 19.7 | 20.5 |
| Once/week or less | 17.7 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|---|------------------|-----------|
| | Community | NB |
| % Very Satisfied | 69.4 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|---|------------------|-----------|
| | Community | NB |
| % Very Satisfied | 72.7 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|------------------|-----------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 8.2 | 7.6 |
| Limits or reductions in duration of service or hours available | 5.2 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|------------------|-----------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 16.4 | 19.8 |
| Limits or reductions in duration of service or hours available | 18.3 | 25.6 |

| Unmet Needs (n=125) | | |
|--|------------------|-----------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 12.5 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 29.7 | 28.1 |
| More home support services | 25.2 | 27.0 |
| More funding/high cost | 6.4 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 5 (%) | | NB (%) | |
|-----------------|---|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|-----------------------------|
| Sample Size | | n=97 | | n=178 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.5 | (88.7 - 96.3) | 94.4 | (92.0 - 96.8) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office [Among those who contacted the office] (% yes) | 92.1 | (85.7 - 98.5) | 95.8 | (92.4 - 99.3) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 86.7 | (81.9 - 91.6) | 89.1 | (85.8 - 92.4) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 95.2 | (92.2 - 98.3) | 94.4 | (91.9 - 96.8) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 75.7 | (68.2 - 83.1) | 77.2 | (71.4 - 82.9) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 83.8 | (77.5 - 90.1) | 79.5 | (74.1 - 85.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 43.1 | (35.8 - 50.4) | 45.9 | (40.5 - 51.3) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 39.6 | (31.7 - 47.4) | 40.9 | (35.2 - 46.6) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.0 | (94.5 - 99.4) | 95.6 | (93.4 - 97.8) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 96.3 | (93.7 - 99.0) | 94.6 | (92.2 - 97.0) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 60.4 | (52.7 - 68.2) | 64.5 | (59.0 - 70.0) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 62.8 | (55.7 - 70.0) | 68.7 | (63.6 - 73.9) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 93.8 (89.3 - 98.3) | Fr. 91.7 (85.2 - 98.2) | Eng 95.7 (92.9 - 98.5) | Fr. 95.6 (92.0 - 99.1) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (914 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

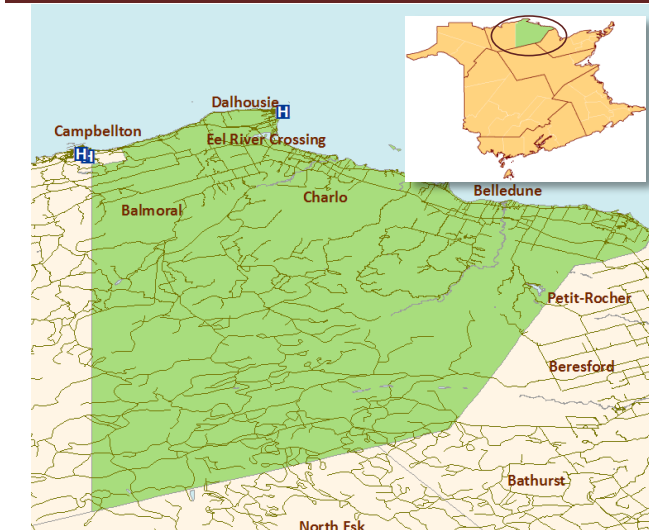
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 5 (%) | | NB (%) | |
|-----------------|--|------------------------------------|------------------------------|------------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=53 | | n=121 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | F | | 14.2 ^E (9.5 - 18.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 76.8 (68.6 - 85.1) | | 75.9 (70.4 - 81.3) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 43.9 (33.8 - 53.9) | | 47.3 (40.6 - 53.9) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 83.0 (75.5 - 90.5) | | 85.4 (80.8 - 90.0) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 89.2 (83.3 - 95.2) | | 89.6 (85.7 - 93.5) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 68.8 (55.0 - 82.6) | | 71.1 (62.3 - 80.0) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 83.9 (72.1 - 95.7) | | 83.2 (75.5 - 90.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 20.4 ^E (11.8 - 29.0) | | 22.2 ^E (16.5 - 28.0) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 89.7 (83.8 - 95.6) | | 89.6 (85.7 - 93.6) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 85.1 (78.2 - 92.0) | | 76.8 (71.3 - 82.3) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 86.5 (76.5 - 96.5) | Fr. 85.6 (76.5 - 94.7) | Eng 92.8 (88.4 - 97.2) | Fr. 87.5 (80.9 - 94.0) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 19.5 ^E (11.2 - 27.8) | | 22.2 ^E (16.7 - 27.7) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

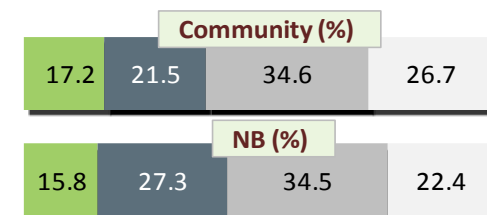
Balmoral, Belledune, Charlo, Dalhousie, Dundee, Eel River Bar First Nation, Eel River Crossing, Lorne, McLeods, Point La Nim

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 57.4 | 56.8 |
| Arthritis | 55.6 | 48.3 |
| Chronic pain | 47.0 | 40.7 |
| Heart disease | 37.3 | 35.3 |
| Gastric reflux (GERD) | 28.9 | 31.5 |
| Diabetes | 23.5 | 30.4 |
| Cancer | 17.2 | 26.2 |
| Depression | 24.0 | 24.5 |
| Asthma | 24.4 | 20.3 |
| Emphysema or COPD | 17.3 | 18.3 |
| Stroke | 15.4 | 15.8 |
| Dementia | 8.2 | 6.8 |
| Mood disorder other than depression [†] | 1.6 | 3.7 |
| Alzheimer | 4.9 | 3.5 |

Included in this profile:

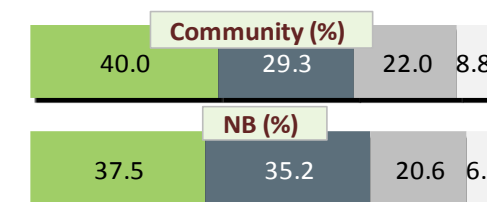
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|-------------------------------|------------------------|---------------|--------|
| Age group | Under 18 | 5.5 | 3.0 |
| | 18-64 | 24.5 | 30.8 |
| | 65-74 | 18.2 | 19.7 |
| | 75-84 | 21.4 | 25.6 |
| | 85+ | 30.3 | 20.9 |
| Gender | Male | 29.2 | 35.8 |
| | Female | 70.8 | 64.2 |
| Education Level | No high school diploma | 67.2 | 51.8 |
| | High school or higher | 32.8 | 48.2 |
| Household Income | Less than \$25,000 | 73.9 | 62.1 |
| | \$25,000 or more | 26.1 | 37.9 |
| Preferred language of service | English | 64.4 | 72.8 |
| | French | 35.6 | 27.2 |
| Aboriginal | % yes | 6.1 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 25.3 | 25.5 |
| Confident | 58.6 | 55.9 |
| Not very confident | 10.0 | 12.2 |
| Not at all confident | 6.1 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C3, n=81)

| Service Received (in past 2 months) | Community | NB |
|---|-----------|------|
| Nurse | 84.2 | 82.0 |
| Physiotherapist | 34.3 | 25.5 |
| Respiratory therapist | 14.9 | 20.1 |
| Dietitian | 14.3 | 19.9 |
| Social worker | 20.1 | 16.7 |
| Occupational therapist | 27.1 | 16.2 |
| Speech language pathologist | 3.9 | 3.5 |
| Rehabilitation support personnel | 5.5 | 3.3 |
| Pharmacist | 2.5 | 2.7 |
| Doctor/Physician | 4.2 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 55.7 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 1.2 | 5.9 |
| A few times a week | 18.1 | 22.6 |
| Once/week or less | 80.7 | 71.5 |

Home Support Services (C3, n=68)

| Service Received (in past 2 months) | Community | NB |
|---|-----------|------|
| Housekeeping | 98.4 | 92.9 |
| Meal preparation | 81.3 | 72.2 |
| Grooming or dressing | 53.2 | 49.6 |
| Bathing | 46.9 | 48.1 |
| Respite relief/care | 48.6 | 41.6 |
| Transferring | 37.2 | 34.8 |
| Feeding or nutrition care | 43.4 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 77.8 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 42.5 | 34.3 |
| A few times a week | 52.0 | 52.0 |
| Once/week or less | 5.6 | 13.7 |

Caregiver Profile (C3, n=120)

| | | |
|---|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 31.1 | 33.1 |
| % with caregiver help | 52.8 | 61.6 |
| Who helps the most? (%) (among those who receive help n=62) | | |
| | Community | NB |
| Son or daughter | 45.4 | 36.9 |
| Spouse or partner | 28.8 | 33.4 |
| Other family member | 7.7 | 12.1 |
| Mother or father | 13.7 | 8.6 |
| Friend or volunteer | 2.9 | 6.9 |
| How often do you get help? (%) (among those who receive help n=62) | | |
| | Community | NB |
| Every day | 59.0 | 58.6 |
| A few times a week | 15.6 | 20.5 |
| Once/week or less | 24.0 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 80.3 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 68.6 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 12.9 | 7.6 |
| Limits or reductions in duration of service or hours available | 10.7 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 26.7 | 19.8 |
| Limits or reductions in duration of service or hours available | 26.5 | 25.6 |

Unmet Needs (n=120)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 14.2 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 45.4 | 28.1 |
| More home support services | 35.9 | 27.0 |
| More funding/high cost | 19.2 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 5 (%) | | NB (%) | |
|-----------------|---|-----------------------------|-----------------------------|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=81 | | n=178 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 96.7 (93.9 - 99.5) | | 94.4 (92.0 - 96.8) | | 93.0 (92.4 - 93.7) | |
| | Always got help when contacting the office [Among those who contacted the office] (% yes) | 100.0 (100 - 100) | | 95.8 (92.4 - 99.3) | | 96.8 (96.1 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 92.0 (87.8 - 96.3) | | 89.1 (85.8 - 92.4) | | 90.4 (89.6 - 91.1) | |
| | How often providers treated clients with courtesy and respect (% always) | 93.3 (89.4 - 97.2) | | 94.4 (91.9 - 96.8) | | 96.4 (95.9 - 96.8) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 79.6 (70.7 - 88.6) | | 77.2 (71.4 - 82.9) | | 77.1 (75.8 - 78.5) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 72.2 (62.2 - 82.1) | | 79.5 (74.1 - 85.0) | | 81.7 (80.5 - 83.0) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 49.2 (41.2 - 57.2) | | 45.9 (40.5 - 51.3) | | 49.3 (48.0 - 50.6) | |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.3 (34.0 - 50.6) | | 40.9 (35.2 - 46.6) | | 42.8 (41.4 - 44.2) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 93.9 (90.2 - 97.7) | | 95.6 (93.4 - 97.8) | | 96.7 (96.2 - 97.1) | |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 92.5 (88.5 - 96.6) | | 94.6 (92.2 - 97.0) | | 94.2 (93.6 - 94.8) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 69.1 (61.4 - 76.8) | | 64.5 (59.0 - 70.0) | | 72.2 (71.0 - 73.5) | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 76.4 (69.3 - 83.5) | | 68.7 (63.6 - 73.9) | | 72.3 (71.1 - 73.4) | |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E (0.5 - 0.9) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 98.1 (95.4 - 100) | Fr. 100.0 (100 - 100) | Eng 95.7 (92.9 - 98.5) | Fr. 95.6 (92.0 - 99.1) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

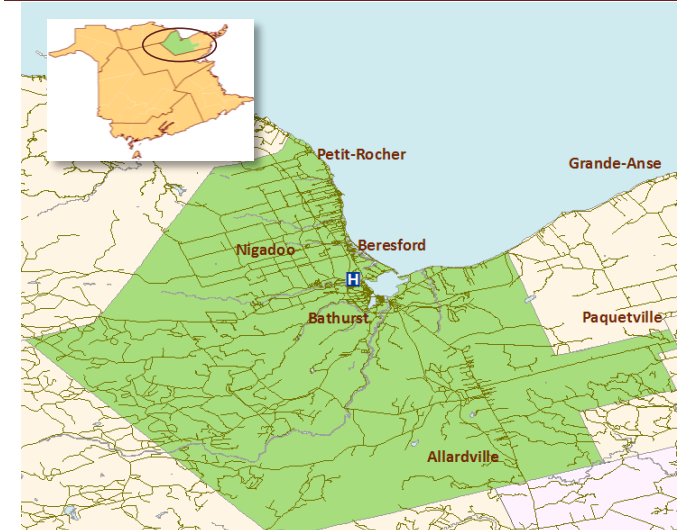
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 5 (%) | | NB (%) | |
|-----------------|--|------------------------------------|------------------------------|------------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=68 | | n=121 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 19.1 ^E (12.0 - 26.3) | | 14.2 ^E (9.5 - 18.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 75.1 (67.8 - 82.4) | | 75.9 (70.4 - 81.3) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 49.9 (41.1 - 58.7) | | 47.3 (40.6 - 53.9) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 87.2 (81.5 - 92.9) | | 85.4 (80.8 - 90.0) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 89.9 (84.7 - 95.0) | | 89.6 (85.7 - 93.5) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 72.9 (61.4 - 84.5) | | 71.1 (62.3 - 80.0) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 82.7 (72.5 - 92.9) | | 83.2 (75.5 - 90.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 23.6 ^E (15.9 - 31.2) | | 22.2 ^E (16.5 - 28.0) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 89.6 (84.4 - 94.8) | | 89.6 (85.7 - 93.6) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 70.2 (62.2 - 78.1) | | 76.8 (71.3 - 82.3) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 96.1 (92.1 - 100) | Fr. 90.1 (81.0 - 99.3) | Eng 92.8 (88.4 - 97.2) | Fr. 87.5 (80.9 - 94.0) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 24.0 ^E (16.7 - 31.4) | | 22.2 ^E (16.7 - 27.7) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| Demographic profile | | Community (%) | NB (%) |
|-------------------------------|------------------------|---------------|--------|
| Age group | Under 18 | 1.5 | 3.0 |
| | 18-64 | 35.4 | 30.8 |
| | 65-74 | 17.9 | 19.7 |
| | 75-84 | 20.6 | 25.6 |
| | 85+ | 24.6 | 20.9 |
| Gender | | Community (%) | NB (%) |
| | Male | 35.5 | 35.8 |
| Education Level | No high school diploma | 65.1 | 51.8 |
| | High school or higher | 34.9 | 48.2 |
| Household Income | Less than \$25,000 | 68.5 | 62.1 |
| | \$25,000 or more | 31.5 | 37.9 |
| Preferred language of service | English | 36.9 | 72.8 |
| | French | 63.1 | 27.2 |
| Aboriginal | % yes | 3.6 | 3.0 |

Included in this community:

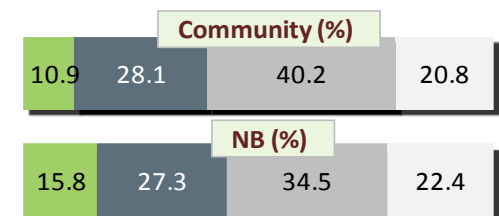
Allardville, Bathurst, Beresford, Big River, Dunlop, Laplante, Madran, Nicholas Denys, Nigadoo, North Tetagouche, Pabineau First Nation, Petit-Rocher, Pointe-Verte, Robertville, Sainte-Anne, Sainte-Thérèse Sud, Saint-Laurent, Saint-Sauveur, Salmon Beach, South Tetagouche, Tremblay

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 62.4 | 56.8 |
| Arthritis | 48.6 | 48.3 |
| Chronic pain | 43.9 | 40.7 |
| Heart disease | 27.7 | 35.3 |
| Gastric reflux (GERD) | 39.2 | 31.5 |
| Diabetes | 30.3 | 30.4 |
| Cancer | 22.1 | 26.2 |
| Depression | 26.4 | 24.5 |
| Asthma | 25.3 | 20.3 |
| Emphysema or COPD | 16.6 | 18.3 |
| Stroke | 16.2 | 15.8 |
| Dementia | 6.8 | 6.8 |
| Mood disorder other than depression [†] | 6.9 | 3.7 |
| Alzheimer | 4.2 | 3.5 |

Included in this profile:

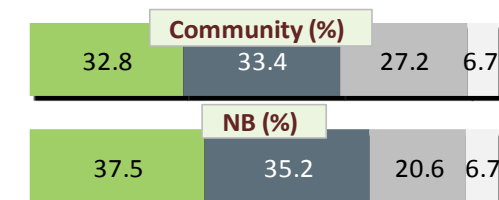
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 25.0 | 25.5 |
| Confident | 57.0 | 55.9 |
| Not very confident | 11.1 | 12.2 |
| Not at all confident | 6.8 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C4, n=108) | | |
|---|------------------|-----------|
| Service Received (in past 2 months) | (%) | |
| | Community | NB |
| Nurse | 89.0 | 82.0 |
| Physiotherapist | 29.8 | 25.5 |
| Respiratory therapist | 22.6 | 20.1 |
| Dietitian | 20.3 | 19.9 |
| Social worker | 20.5 | 16.7 |
| Occupational therapist | 11.4 | 16.2 |
| Speech language pathologist | 4.6 | 3.5 |
| Rehabilitation support personnel | 0.9 | 3.3 |
| Pharmacist | 0.8 | 2.7 |
| Doctor/Physician | 3.4 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 45.2 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 7.3 | 5.9 |
| A few times a week | 31.1 | 22.6 |
| Once/week or less | 61.6 | 71.5 |

| Home Support Services (C4, n=111) | | |
|---|------------------|-----------|
| Service Received (in past 2 months) | (%) | |
| | Community | NB |
| Housekeeping | 89.8 | 92.9 |
| Meal preparation | 78.3 | 72.2 |
| Grooming or dressing | 40.9 | 49.6 |
| Bathing | 37.9 | 48.1 |
| Respite relief/care | 40.5 | 41.6 |
| Transferring | 40.0 | 34.8 |
| Feeding or nutrition care | 35.1 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 76.0 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 31.0 | 34.3 |
| A few times a week | 57.4 | 52.0 |
| Once/week or less | 11.6 | 13.7 |

| Caregiver Profile (C4, n=190) | | |
|--|------------------|-----------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 30.3 | 33.1 |
| % with caregiver help | 56.2 | 61.6 |
| Who helps the most? (%) (among those who receive help n=100) | | |
| | Community | NB |
| Son or daughter | 40.7 | 36.9 |
| Spouse or partner | 32.9 | 33.4 |
| Other family member | 8.9 | 12.1 |
| Mother or father | 9.3 | 8.6 |
| Friend or volunteer | 6.9 | 6.9 |
| How often do you get help? (%) (among those who receive help n=103) | | |
| | Community | NB |
| Every day | 64.1 | 58.6 |
| A few times a week | 17.0 | 20.5 |
| Once/week or less | 18.0 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|---|------------------|-----------|
| | Community | NB |
| % Very Satisfied | 73.5 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|---|------------------|-----------|
| | Community | NB |
| % Very Satisfied | 66.4 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|------------------|-----------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 4.5 | 7.6 |
| Limits or reductions in duration of service or hours available | 7.8 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|------------------|-----------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 10.7 | 19.8 |
| Limits or reductions in duration of service or hours available | 12.8 | 25.6 |

| Unmet Needs (n=190) | | |
|--|------------------|-----------|
| <i>All home care service recipients</i> | | |
| % who said 'yes' | Community | NB |
| Could anything else have been done or provided to help you stay at home? | 8.2 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 18.8 | 28.1 |
| More home support services | 12.1 | 27.0 |
| More funding/high cost | 34.9 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 6 (%) | | NB (%) | |
|-----------------|--|-----------------------------|------------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=108 | | n=300 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.7 | (90.4 - 97.0) | 94.3 | (92.5 - 96.2) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 97.9 | (95.1 - 100) | 96.0 | (93.7 - 98.2) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 88.4 | (84.1 - 92.7) | 87.8 | (85.2 - 90.5) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 94.3 | (91.1 - 97.4) | 94.9 | (93.1 - 96.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 77.3 | (70.3 - 84.2) | 82.7 | (78.7 - 86.6) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 76.7 | (69.7 - 83.8) | 82.0 | (77.9 - 86.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 44.1 | (37.3 - 50.8) | 40.7 | (36.6 - 44.7) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 39.0 | (31.6 - 46.4) | 39.5 | (35.2 - 43.8) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 98.1 | (96.2 - 99.9) | 98.1 | (96.9 - 99.2) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 95.4 | (92.5 - 98.2) | 93.4 | (91.4 - 95.4) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 81.9 | (76.1 - 87.6) | 79.9 | (76.4 - 83.5) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 80.4 | (74.9 - 85.9) | 87.2 | (84.4 - 90.0) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.7 (94.5 - 100) | Fr. 92.4 (87.5 - 97.3) | Eng 96.7 (93.4 - 100) | Fr. 94.4 (92.3 - 96.5) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 6 (%) | | NB (%) | |
|-----------------|---|------------------------------------|------------------------------|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=111 | | n=224 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 12.9 ^E (8.3 - 17.5) | | 14.4 (11.1 - 17.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 75.2 (69.4 - 80.9) | | 77.0 (73.1 - 81.0) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 34.7 (28.3 - 41.2) | | 33.1 (28.6 - 37.6) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 79.6 (74.2 - 85.0) | | 82.2 (78.6 - 85.9) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 90.8 (86.9 - 94.6) | | 92.4 (89.9 - 94.9) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 76.5 (67.1 - 85.9) | | 78.4 (72.0 - 84.8) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 89.4 (82.5 - 96.3) | | 80.7 (74.5 - 86.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 21.4 ^E (15.4 - 27.3) | | 23.0 (18.8 - 27.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 92.9 (89.4 - 96.3) | | 93.9 (91.6 - 96.1) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 75.5 (69.8 - 81.3) | | 79.4 (75.6 - 83.2) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | 0.8 (0 - 2.0) | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 96.1 (91.0 - 100) | Fr. 93.2 (89.1 - 97.3) | Eng 94.7 (89.8 - 99.6) | Fr. 96.4 (94.4 - 98.4) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 18.4 ^E (13.2 - 23.6) | | 16.8 (13.2 - 20.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

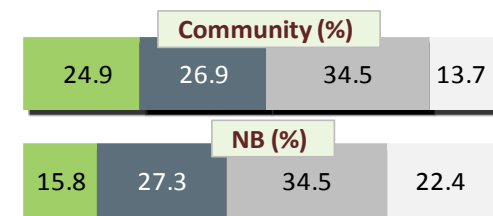
Anse-Bleue, Bas-Caraquet, Bertrand, Canobie, Caraquet, Clifton, Grande-Anse, Janeville, Maisonnnette, New Bandon, Notre-Dame-des-Érables, Paquetville, Pokeshaw, Rang-Saint-Georges, Saint-Léolin, Saint-Simon, Stonehaven

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 58.0 | 56.8 |
| <i>Arthritis</i> | 39.8 | 48.3 |
| <i>Chronic pain</i> | 38.6 | 40.7 |
| <i>Heart disease</i> | 26.5 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 30.3 | 31.5 |
| <i>Diabetes</i> | 28.7 | 30.4 |
| <i>Cancer</i> | 16.9 | 26.2 |
| <i>Depression</i> | 26.2 | 24.5 |
| <i>Asthma</i> | 22.3 | 20.3 |
| <i>Emphysema or COPD</i> | 10.5 | 18.3 |
| <i>Stroke</i> | 9.6 | 15.8 |
| <i>Dementia</i> | 5.8 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 3.4 | 3.7 |
| <i>Alzheimer</i> | 0.0 | 3.5 |

Included in this profile:

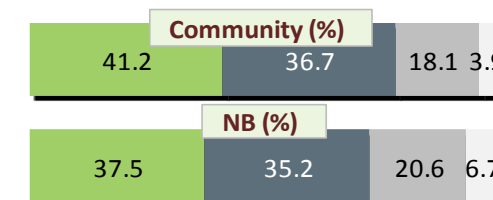
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 2.2 | 3.0 |
| | <i>18-64</i> | 30.6 | 30.8 |
| | <i>65-74</i> | 16.5 | 19.7 |
| | <i>75-84</i> | 22.8 | 25.6 |
| | <i>85+</i> | 27.9 | 20.9 |
| Gender | <i>Male</i> | 27.9 | 35.8 |
| | <i>Female</i> | 72.1 | 64.2 |
| Education Level | <i>No high school diploma</i> | 67.6 | 51.8 |
| | <i>High school or higher</i> | 32.4 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 72.1 | 62.1 |
| | <i>\$25,000 or more</i> | 27.9 | 37.9 |
| Preferred language of service | <i>English</i> | 12.9 | 72.8 |
| | <i>French</i> | 87.1 | 27.2 |
| Aboriginal | <i>% yes</i> | 2.2 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 22.7 | 25.5 |
| Confident | 62.8 | 55.9 |
| Not very confident | 10.6 | 12.2 |
| Not at all confident | 3.9 | 6.4 |

²Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C5, n=65)

| Service Received (in past 2 months) | Community | NB |
|---|-----------|------|
| Nurse | 85.8 | 82.0 |
| Physiotherapist | 31.1 | 25.5 |
| Respiratory therapist | 20.7 | 20.1 |
| Dietitian | 11.7 | 19.9 |
| Social worker | 20.5 | 16.7 |
| Occupational therapist | 16.5 | 16.2 |
| Speech language pathologist | 1.8 | 3.5 |
| Rehabilitation support personnel | 13.9 | 3.3 |
| Pharmacist | 1.7 | 2.7 |
| Doctor/Physician | 0.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 44.3 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 6.0 | 5.9 |
| A few times a week | 28.9 | 22.6 |
| Once/week or less | 65.1 | 71.5 |

Home Support Services (C5, n=38)

| Service Received (in past 2 months) | Community | NB |
|---|-----------|------|
| Housekeeping | 89.0 | 92.9 |
| Meal preparation | 92.7 | 72.2 |
| Grooming or dressing | 60.3 | 49.6 |
| Bathing | 59.0 | 48.1 |
| Respite relief/care | 41.6 | 41.6 |
| Transferring | 35.0 | 34.8 |
| Feeding or nutrition care | 38.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 70.0 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 32.5 | 34.3 |
| A few times a week | 52.6 | 52.0 |
| Once/week or less | 14.9 | 13.7 |

Caregiver Profile (C5, n=87)

| | | |
|---|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 23.7 | 33.1 |
| % with caregiver help | 70.7 | 61.6 |
| Who helps the most? (%) (among those who receive help n=56) | | |
| | Community | NB |
| Son or daughter | 40.7 | 36.9 |
| Spouse or partner | 31.9 | 33.4 |
| Other family member | 14.3 | 12.1 |
| Mother or father | 6.5 | 8.6 |
| Friend or volunteer | 6.6 | 6.9 |
| How often do you get help? (%) (among those who receive help n=58) | | |
| | Community | NB |
| Every day | 52.9 | 58.6 |
| A few times a week | 33.5 | 20.5 |
| Once/week or less | 12.2 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 77.4 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 82.4 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 12.1 | 7.6 |
| Limits or reductions in duration of service or hours available | 7.4 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 9.0 | 19.8 |
| Limits or reductions in duration of service or hours available | 23.8 | 25.6 |

Unmet Needs (n=87)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 16.7 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 32.2 | 28.1 |
| More home support services | 32.3 | 27.0 |
| More funding/high cost | 14.3 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 6 (%) | | NB (%) | |
|-----------------|--|-----------------------------|------------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=65 | | n=300 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 90.3 | (85.1 - 95.4) | 94.3 | (92.5 - 96.2) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 89.7 | (81.5 - 97.9) | 96.0 | (93.7 - 98.2) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 89.0 | (83.4 - 94.6) | 87.8 | (85.2 - 90.5) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 100.0 | (100 - 100) | 94.9 | (93.1 - 96.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 87.4 | (79.9 - 94.8) | 82.7 | (78.7 - 86.6) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 85.3 | (77.2 - 93.3) | 82.0 | (77.9 - 86.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 45.2 | (36.6 - 53.8) | 40.7 | (36.6 - 44.7) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 48.7 | (39.1 - 58.2) | 39.5 | (35.2 - 43.8) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.2 | (94.2 - 100) | 98.1 | (96.9 - 99.2) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 95.4 | (91.8 - 99.1) | 93.4 | (91.4 - 95.4) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 84.9 | (78.3 - 91.5) | 79.9 | (76.4 - 83.5) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 86.3 | (79.8 - 92.7) | 87.2 | (84.4 - 90.0) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 100.0 (100 - 100) | Fr. 96.2 (92.6 - 99.8) | Eng 96.7 (93.4 - 100) | Fr. 94.4 (92.3 - 96.5) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

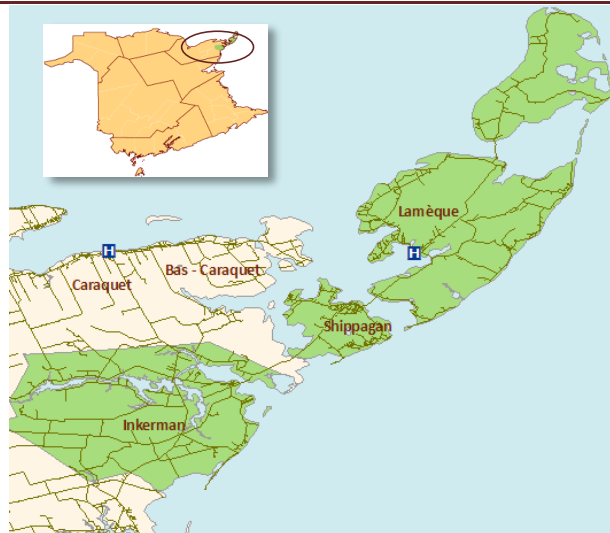
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 6 (%) | | NB (%) | |
|-----------------|--|------------------------------------|-----------------------------|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=38 | | n=224 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 21.5 ^E (12.2 - 30.9) | | 14.4 (11.1 - 17.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 73.7 (63.8 - 83.7) | | 77.0 (73.1 - 81.0) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 25.2 ^E (15.2 - 35.2) | | 33.1 (28.6 - 37.6) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 82.0 (73.3 - 90.7) | | 82.2 (78.6 - 85.9) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 94.4 (89.2 - 99.6) | | 92.4 (89.9 - 94.9) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 53.5 ^E (34.1 - 72.9) | | 78.4 (72.0 - 84.8) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 75.6 (58.9 - 92.3) | | 80.7 (74.5 - 86.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 26.3 ^E (15.9 - 36.7) | | 23.0 (18.8 - 27.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 92.6 (86.6 - 98.5) | | 93.9 (91.6 - 96.1) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 86.2 (78.3 - 94.1) | | 79.4 (75.6 - 83.2) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 (0 - 0) | | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 100.0 (100 - 100) | Fr. 100.0 (100 - 100) | Eng 94.7 (89.8 - 99.6) | Fr. 96.4 (94.4 - 98.4) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | ^F | | 16.8 (13.2 - 20.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

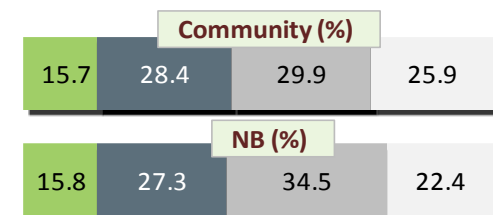

Included in this community:

Cap-Bateau, Chiasson Office, Evangeline, Haut-Lamèque, Haut-Shippagan, Inkerman, Inkerman Ferry, Lamèque, Landry Office, Le Goulet, Maltempec, Miscou, Petite-Lamèque, Petite-Rivière-de l'Île, Petit-Shippagan, Pigeon Hill, Pointe-Alexandre, Pointe-Canot, Pokemouche, Sainte Rose, Sainte-Cécile, Sainte-Marie-Saint-Raphaël, Savoie Landing, Shippagan, Six Roads

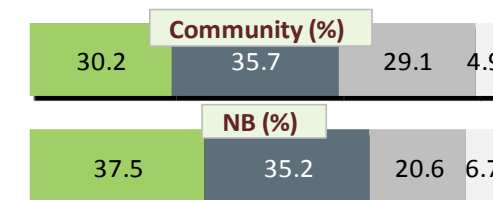
| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 51.4 | 56.8 |
| <i>Arthritis</i> | 42.1 | 48.3 |
| <i>Chronic pain</i> | 30.3 | 40.7 |
| <i>Heart disease</i> | 25.4 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 31.0 | 31.5 |
| <i>Diabetes</i> | 28.8 | 30.4 |
| <i>Cancer</i> | 24.5 | 26.2 |
| <i>Depression</i> | 21.5 | 24.5 |
| <i>Asthma</i> | 25.7 | 20.3 |
| <i>Emphysema or COPD</i> | 14.5 | 18.3 |
| <i>Stroke</i> | 16.1 | 15.8 |
| <i>Dementia</i> | 10.3 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 2.5 | 3.7 |
| <i>Alzheimer</i> | 5.2 | 3.5 |

Included in this profile:

All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 3.5 | 3.0 |
| | <i>18-64</i> | 30.2 | 30.8 |
| | <i>65-74</i> | 12.3 | 19.7 |
| | <i>75-84</i> | 22.9 | 25.6 |
| | <i>85+</i> | 31.1 | 20.9 |
| Gender | <i>Male</i> | 37.4 | 35.8 |
| | <i>Female</i> | 62.6 | 64.2 |
| Education Level | <i>No high school diploma</i> | 76.7 | 51.8 |
| | <i>High school or higher</i> | 23.3 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 71.6 | 62.1 |
| | <i>\$25,000 or more</i> | 28.4 | 37.9 |
| Preferred language of service | <i>English</i> | 7.6 | 72.8 |
| | <i>French</i> | 92.4 | 27.2 |
| Aboriginal | <i>% yes</i> | 7.3 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 19.0 | 25.5 |
| Confident | 62.8 | 55.9 |
| Not very confident | 8.2 | 12.2 |
| Not at all confident | 10.0 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C6, n=57)

| Service Received (in past 2 months) | Community | NB |
|---|-----------|------|
| Nurse | 86.2 | 82.0 |
| Physiotherapist | 26.9 | 25.5 |
| Respiratory therapist | 21.7 | 20.1 |
| Dietitian | 28.4 | 19.9 |
| Social worker | 34.3 | 16.7 |
| Occupational therapist | 23.9 | 16.2 |
| Speech language pathologist | 1.5 | 3.5 |
| Rehabilitation support personnel | 1.6 | 3.3 |
| Pharmacist | 0.0 | 2.7 |
| Doctor/Physician | 4.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 49.6 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 10.0 | 5.9 |
| A few times a week | 20.0 | 22.6 |
| Once/week or less | 70.0 | 71.5 |

Home Support Services (C6, n=40)

| Service Received (in past 2 months) | Community | NB |
|---|-----------|------|
| Housekeeping | 82.2 | 92.9 |
| Meal preparation | 80.7 | 72.2 |
| Grooming or dressing | 49.5 | 49.6 |
| Bathing | 53.0 | 48.1 |
| Respite relief/care | 41.7 | 41.6 |
| Transferring | 39.8 | 34.8 |
| Feeding or nutrition care | 43.7 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 78.3 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 34.7 | 34.3 |
| A few times a week | 47.0 | 52.0 |
| Once/week or less | 18.3 | 13.7 |

Caregiver Profile (C6, n=81)

| | | |
|---|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 27.8 | 33.1 |
| % with caregiver help | 62.3 | 61.6 |
| Who helps the most? (%) (among those who receive help n=50) | | |
| | Community | NB |
| Son or daughter | 40.6 | 36.9 |
| Spouse or partner | 20.3 | 33.4 |
| Other family member | 20.7 | 12.1 |
| Mother or father | 13.0 | 8.6 |
| Friend or volunteer | 5.4 | 6.9 |
| How often do you get help? (%) (among those who receive help n=50) | | |
| | Community | NB |
| Every day | 54.8 | 58.6 |
| A few times a week | 19.2 | 20.5 |
| Once/week or less | 21.7 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 81.2 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 75.2 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 7.2 | 7.6 |
| Limits or reductions in duration of service or hours available | 5.4 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 19.1 | 19.8 |
| Limits or reductions in duration of service or hours available | 29.6 | 25.6 |

Unmet Needs (n=81)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 14.3 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 37.0 | 28.1 |
| More home support services | 26.6 | 27.0 |
| More funding/high cost | 18.8 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 6 (%) | | NB (%) | |
|-----------------|--|--|------------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=57 | | n=300 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 96.9 | (93.6 - 100) | 94.3 | (92.5 - 96.2) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 92.3 | (85.1 - 99.5) | 96.0 | (93.7 - 98.2) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 86.8 | (80.4 - 93.2) | 87.8 | (85.2 - 90.5) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 94.8 | (90.7 - 98.9) | 94.9 | (93.1 - 96.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 93.1 | (86.4 - 99.8) | 82.7 | (78.7 - 86.6) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 88.6 | (80.4 - 96.9) | 82.0 | (77.9 - 86.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 41.3 | (31.9 - 50.7) | 40.7 | (36.6 - 44.7) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 38.3 ^E | (28.5 - 48.0) | 39.5 | (35.2 - 43.8) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 98.4 | (96.0 - 100) | 98.1 | (96.9 - 99.2) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 87.4 | (81.2 - 93.6) | 93.4 | (91.4 - 95.4) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 77.3 | (68.8 - 85.7) | 79.9 | (76.4 - 83.5) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 90.6 | (85.1 - 96.1) | 87.2 | (84.4 - 90.0) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 83.2 ^E (59.9 - 100) | Fr. 95.5 (91.5 - 99.6) | Eng 96.7 (93.4 - 100) | Fr. 94.4 (92.3 - 96.5) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

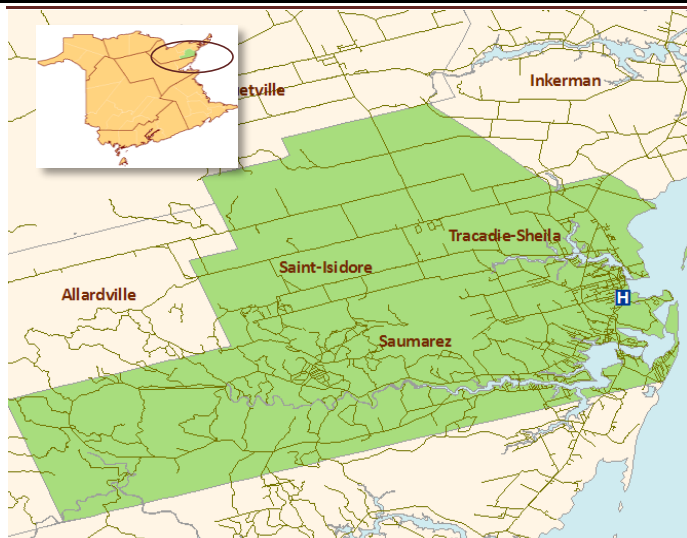
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 6 (%) | | NB (%) | |
|-----------------|---|--|-----------------------------|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=40 | | n=224 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | F | | 14.4 (11.1 - 17.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 70.9 (60.5 - 81.2) | | 77.0 (73.1 - 81.0) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 40.6 ^E (29.3 - 51.9) | | 33.1 (28.6 - 37.6) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 82.6 (73.9 - 91.3) | | 82.2 (78.6 - 85.9) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 94.9 (90.0 - 99.7) | | 92.4 (89.9 - 94.9) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 54.2 ^E (34.1 - 74.3) | | 78.4 (72.0 - 84.8) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 67.3 ^E (47.5 - 87.1) | | 80.7 (74.5 - 86.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 30.8 ^E (20.2 - 41.5) | | 23.0 (18.8 - 27.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.4 (93.8 - 100) | | 93.9 (91.6 - 96.1) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 82.6 (74.0 - 91.2) | | 79.4 (75.6 - 83.2) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 73.3 ^E (42.3 - 100) | Fr. 97.0 (93.0 - 100) | Eng 94.7 (89.8 - 99.6) | Fr. 96.4 (94.4 - 98.4) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | F | | 16.8 (13.2 - 20.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

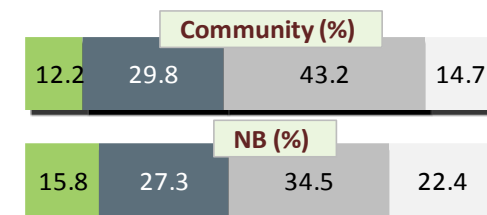
Canton des Basques, Haut-Sheila, Leech, Losier Settlement, Petit Tracadie, Pointe à Tom, Pointe des Robichaud, Pont Lafrance, Pont Landry, Rivière à la Truite, Saint-Irénée, Saint-Isidore, Saint-Pons, Saumarez, Tracadie Beach, Tracadie-Sheila, Val-Comeau

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 60.3 | 56.8 |
| <i>Arthritis</i> | 41.0 | 48.3 |
| <i>Chronic pain</i> | 40.7 | 40.7 |
| <i>Heart disease</i> | 41.3 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 29.5 | 31.5 |
| <i>Diabetes</i> | 31.0 | 30.4 |
| <i>Cancer</i> | 24.0 | 26.2 |
| <i>Depression</i> | 23.4 | 24.5 |
| <i>Asthma</i> | 27.8 | 20.3 |
| <i>Emphysema or COPD</i> | 11.4 | 18.3 |
| <i>Stroke</i> | 10.5 | 15.8 |
| <i>Dementia</i> | 11.1 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 4.6 | 3.7 |
| <i>Alzheimer</i> | 3.7 | 3.5 |

Included in this profile:

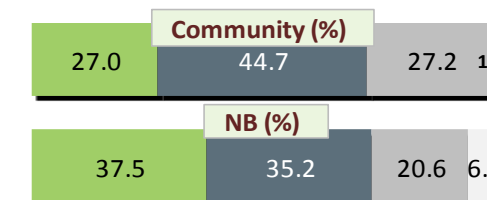
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 2.2 | 3.0 |
| | <i>18-64</i> | 31.9 | 30.8 |
| | <i>65-74</i> | 13.6 | 19.7 |
| | <i>75-84</i> | 29.8 | 25.6 |
| | <i>85+</i> | 22.5 | 20.9 |
| Gender | <i>Male</i> | 29.8 | 35.8 |
| | <i>Female</i> | 70.2 | 64.2 |
| Education Level | <i>No high school diploma</i> | 67.6 | 51.8 |
| | <i>High school or higher</i> | 32.4 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 69.0 | 62.1 |
| | <i>\$25,000 or more</i> | 31.0 | 37.9 |
| Preferred language of service | <i>English</i> | 3.4 | 72.8 |
| | <i>French</i> | 96.6 | 27.2 |
| Aboriginal | <i>% yes</i> | 0.0 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 25.2 | 25.5 |
| Confident | 65.0 | 55.9 |
| Not very confident | 5.4 | 12.2 |
| Not at all confident | 4.4 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C7, n=70)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Nurse | 90.5 | 82.0 |
| Physiotherapist | 24.3 | 25.5 |
| Respiratory therapist | 10.9 | 20.1 |
| Dietitian | 33.9 | 19.9 |
| Social worker | 31.6 | 16.7 |
| Occupational therapist | 17.1 | 16.2 |
| Speech language pathologist | 1.7 | 3.5 |
| Rehabilitation support personnel | 5.8 | 3.3 |
| Pharmacist | 1.6 | 2.7 |
| Doctor/Physician | 1.3 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 46.7 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 7.3 | 5.9 |
| A few times a week | 32.4 | 22.6 |
| Once/week or less | 60.4 | 71.5 |

Home Support Services (C7, n=35)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Housekeeping | 86.3 | 92.9 |
| Meal preparation | 85.6 | 72.2 |
| Grooming or dressing | 63.1 | 49.6 |
| Bathing | 65.6 | 48.1 |
| Respite relief/care | 36.4 | 41.6 |
| Transferring | 38.7 | 34.8 |
| Feeding or nutrition care | 49.6 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 70.5 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 38.3 | 34.3 |
| A few times a week | 55.6 | 52.0 |
| Once/week or less | 6.1 | 13.7 |

Caregiver Profile (C7, n=87)

| All home care service recipients | | |
|---|-----------|------|
| | Community | NB |
| % who live alone | 26.3 | 33.1 |
| % with caregiver help | 71.4 | 61.6 |
| Who helps the most? (%) (among those who receive help n=60) | | |
| | Community | NB |
| Son or daughter | 35.7 | 36.9 |
| Spouse or partner | 23.7 | 33.4 |
| Other family member | 14.7 | 12.1 |
| Mother or father | 11.2 | 8.6 |
| Friend or volunteer | 11.0 | 6.9 |
| How often do you get help? (%) (among those who receive help n=60) | | |
| | Community | NB |
| Every day | 75.5 | 58.6 |
| A few times a week | 17.6 | 20.5 |
| Once/week or less | 5.3 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 76.4 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 65.3 | 70.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 4.2 | 7.6 |
| Limits or reductions in duration of service or hours available | 7.4 | 7.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 25.5 | 19.8 |
| Limits or reductions in duration of service or hours available | 31.4 | 25.6 |

Unmet Needs (n=87)

| All home care service recipients | | |
|--|-----------|------|
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 14.0 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 24.9 | 28.1 |
| More home support services | 41.5 | 27.0 |
| More funding/high cost | 18.2 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 6 (%) | | NB (%) | |
|-----------------|--|-------------------|------------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=70 | | n=300 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 97.1 | (94.3 - 99.9) | 94.3 | (92.5 - 96.2) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 100.0 | (100 - 100) | 96.0 | (93.7 - 98.2) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 86.7 | (81.0 - 92.4) | 87.8 | (85.2 - 90.5) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 91.4 | (86.7 - 96.1) | 94.9 | (93.1 - 96.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 80.9 | (72.4 - 89.4) | 82.7 | (78.7 - 86.6) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 83.2 | (75.1 - 91.4) | 82.0 | (77.9 - 86.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 30.6 ^E | (22.7 - 38.5) | 40.7 | (36.6 - 44.7) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 33.2 ^E | (24.8 - 41.6) | 39.5 | (35.2 - 43.8) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 98.7 | (96.7 - 100) | 98.1 | (96.9 - 99.2) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 93.6 | (89.6 - 97.7) | 93.4 | (91.4 - 95.4) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 73.9 | (65.5 - 82.3) | 79.9 | (76.4 - 83.5) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 95.5 | (92.0 - 99.1) | 87.2 | (84.4 - 90.0) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | ^F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng ^T | Fr. 93.8 (89.6 - 98.0) | Eng 96.7 (93.4 - 100) | Fr. 94.4 (92.3 - 96.5) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

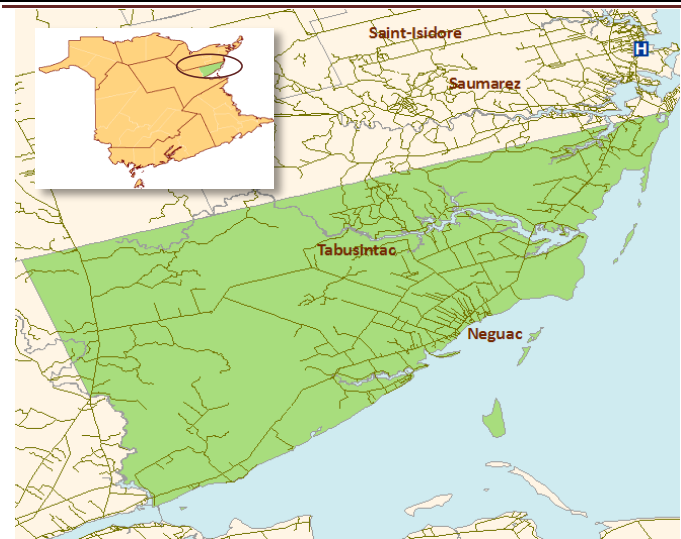


| | | Community (%) | Zone 6 (%) | | NB (%) | |
|-----------------|--|--|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=35 | n=224 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | ^F | 14.4 (11.1 - 17.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 93.5 (87.7 - 99.3) | 77.0 (73.1 - 81.0) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 28.1 ^E (17.3 - 38.9) | 33.1 (28.6 - 37.6) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 91.4 (84.4 - 98.5) | 82.2 (78.6 - 85.9) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 92.3 (86.0 - 98.6) | 92.4 (89.9 - 94.9) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 87.9 (76.4 - 99.3) | 78.4 (72.0 - 84.8) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 82.3 (68.9 - 95.7) | 80.7 (74.5 - 86.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | ^F | 23.0 (18.8 - 27.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 94.6 (89.0 - 100) | 93.9 (91.6 - 96.1) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 80.7 (71.3 - 90.0) | 79.4 (75.6 - 83.2) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 (0 - 0) | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng ^T 100.0 (100 - 100) | Fr. 94.7 (89.8 - 99.6) | Fr. 96.4 (94.4 - 98.4) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | ^F | 16.8 (13.2 - 20.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

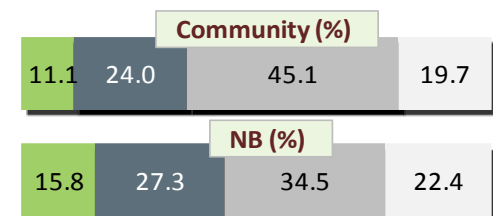
Barryville, Brantville, Burnt Church First Nation, Caissie Road, Fairisle, Haut-Rivière-du-Portage, Lagacéville, Lavillette, Neguac, New Jersey, Oak Point, Rivière-du-Portage, Tabusintac, Village-Saint-Laurent

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 71.5 | 56.8 |
| <i>Arthritis</i> | 42.5 | 48.3 |
| <i>Chronic pain</i> | 37.7 | 40.7 |
| <i>Heart disease</i> | 28.9 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 26.4 | 31.5 |
| <i>Diabetes</i> | 32.1 | 30.4 |
| <i>Cancer</i> | 28.7 | 26.2 |
| <i>Depression</i> | 20.7 | 24.5 |
| <i>Asthma</i> | 21.5 | 20.3 |
| <i>Emphysema or COPD</i> | 12.0 | 18.3 |
| <i>Stroke</i> | 6.9 | 15.8 |
| <i>Dementia</i> | 10.4 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 2.6 | 3.7 |
| <i>Alzheimer</i> | 4.1 | 3.5 |

Included in this profile:

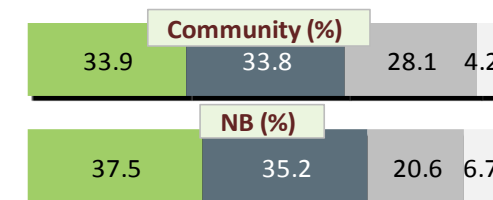
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 1.3 | 3.0 |
| | <i>18-64</i> | 26.0 | 30.8 |
| | <i>65-74</i> | 19.6 | 19.7 |
| | <i>75-84</i> | 36.5 | 25.6 |
| | <i>85+</i> | 16.6 | 20.9 |
| Gender | <i>Male</i> | 29.3 | 35.8 |
| | <i>Female</i> | 70.7 | 64.2 |
| Education Level | <i>No high school diploma</i> | 75.4 | 51.8 |
| | <i>High school or higher</i> | 24.6 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 85.3 | 62.1 |
| | <i>\$25,000 or more</i> | 14.7 | 37.9 |
| Preferred language of service | <i>English</i> | 22.7 | 72.8 |
| | <i>French</i> | 77.3 | 27.2 |
| Aboriginal | <i>% yes</i> | 2.5 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 19.3 | 25.5 |
| Confident | 67.8 | 55.9 |
| Not very confident | 11.5 | 12.2 |
| Not at all confident | 1.3 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C8, n=39)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Nurse | 80.9 | 82.0 |
| Physiotherapist | 26.0 | 25.5 |
| Respiratory therapist | 3.0 | 20.1 |
| Dietitian | 30.1 | 19.9 |
| Social worker | 20.4 | 16.7 |
| Occupational therapist | 15.5 | 16.2 |
| Speech language pathologist | 0.0 | 3.5 |
| Rehabilitation support personnel | 0.0 | 3.3 |
| Pharmacist | 2.9 | 2.7 |
| Doctor/Physician | 0.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 38.1 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 5.6 | 5.9 |
| A few times a week | 19.6 | 22.6 |
| Once/week or less | 74.8 | 71.5 |

Home Support Services (C8, n=49)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Housekeeping | 93.7 | 92.9 |
| Meal preparation | 90.0 | 72.2 |
| Grooming or dressing | 66.9 | 49.6 |
| Bathing | 62.2 | 48.1 |
| Respite relief/care | 57.6 | 41.6 |
| Transferring | 58.1 | 34.8 |
| Feeding or nutrition care | 49.4 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 85.5 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 52.7 | 34.3 |
| A few times a week | 45.1 | 52.0 |
| Once/week or less | 2.2 | 13.7 |

Caregiver Profile (C8, n=75)

| All home care service recipients | | |
|---|-----------|------|
| | Community | NB |
| % who live alone | 27.8 | 33.1 |
| % with caregiver help | 63.8 | 61.6 |
| Who helps the most? (%) (among those who receive help n=47) | | |
| | Community | NB |
| Son or daughter | 37.8 | 36.9 |
| Spouse or partner | 18.3 | 33.4 |
| Other family member | 21.3 | 12.1 |
| Mother or father | 14.7 | 8.6 |
| Friend or volunteer | 5.8 | 6.9 |
| How often do you get help? (%) (among those who receive help n=47) | | |
| | Community | NB |
| Every day | 64.9 | 58.6 |
| A few times a week | 26.0 | 20.5 |
| Once/week or less | 9.2 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 79.1 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 62.3 | 70.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 5.1 | 7.6 |
| Limits or reductions in duration of service or hours available | 7.8 | 7.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 18.1 | 19.8 |
| Limits or reductions in duration of service or hours available | 38.9 | 25.6 |

Unmet Needs (n=75)

| All home care service recipients | | |
|--|-----------|------|
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 13.5 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 69.9 | 28.1 |
| More home support services | 0.0 | 27.0 |
| More funding/high cost | 19.8 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 7 (%) | | NB (%) | |
|-----------------|--|-----------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|-----------------------------|
| Sample Size | | n=39 | | n=207 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 87.1 | (79.6 - 94.6) | 91.5 | (88.8 - 94.3) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 100.0 | (100 - 100) | 99.0 | (97.6 - 100) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 93.0 | (87.3 - 98.7) | 91.3 | (88.5 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 100.0 | (100 - 100) | 98.6 | (97.4 - 99.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 86.1 | (72.6 - 99.5) | 74.8 | (69.1 - 80.5) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 80.3 | (65.4 - 95.2) | 75.4 | (69.8 - 81.1) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 54.7 | (43.2 - 66.2) | 51.3 | (46.3 - 56.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 36.3 ^E | (24.7 - 47.8) | 43.2 | (38.0 - 48.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 95.4 | (90.7 - 100) | 97.0 | (95.3 - 98.7) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 85.0 | (77.0 - 93.0) | 91.5 | (88.8 - 94.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 75.5 | (64.8 - 86.1) | 72.3 | (67.4 - 77.2) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 76.2 | (66.5 - 85.9) | 71.8 | (67.2 - 76.3) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 90.9 (78.1 - 100) | Fr. 100.0 (100 - 100) | Eng 96.8 (94.9 - 98.7) | Fr. 91.2 (84.3 - 98.1) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (914 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

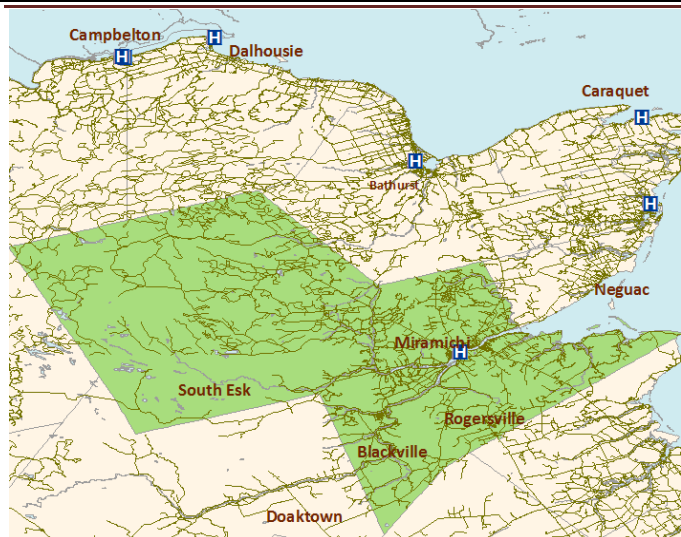
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | Zone 7 (%) | | NB (%) | |
|-----------------|--|--|--|---|---------------------------------|--|
| Sample Size | | n=49 | n=162 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | ^F | 12.9 ^E (8.9 - 16.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 79.9 (71.8 - 88.0) | 80.0 (75.6 - 84.5) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 29.6 ^E (20.3 - 39.0) | 58.9 (53.3 - 64.4) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 80.6 (72.4 - 88.7) | 84.4 (80.3 - 88.5) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 91.9 (86.4 - 97.3) | 91.7 (88.6 - 94.7) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 50.7 ^E (28.5 - 72.8) | 78.9 (71.3 - 86.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 81.5 (64.3 - 98.7) | 81.6 (74.3 - 88.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 18.6 ^E (10.4 - 26.8) | 27.4 (22.1 - 32.7) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 91.9 (86.4 - 97.3) | 91.9 (88.9 - 94.9) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 85.4 (78.2 - 92.6) | 86.4 (82.6 - 90.2) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | ^F | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 100 (100 - 100) Fr. 91.2 (84.5 - 97.9) | Eng 99.2 (98.0 - 100) Fr. 92.7 (87.0 - 98.3) | Eng 97.3 (96.7 - 97.9) Fr. 90.7 (88.8 - 92.5) | | |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 19.9 ^E (11.7 - 28.0) | 21.1 (16.4 - 25.7) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

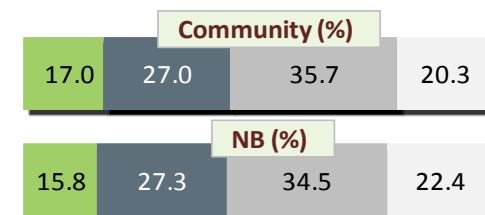
Baie-Sainte-Anne, Bay du Vin, Black River Bridge, Blackville, Chaplin Island Road, Collette, Eel Ground, Eel Ground First Nation, Hardwicke, Metepenagiag Mi'kmaq Nation, Miramichi, Napan, Renous, Rogersville, Rosaireville, South Esk, Sunny Corner, Trout Brook, Upper Blackville, Wayerton

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 57.5 | 56.8 |
| <i>Arthritis</i> | 44.0 | 48.3 |
| <i>Chronic pain</i> | 38.1 | 40.7 |
| <i>Heart disease</i> | 38.1 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 33.7 | 31.5 |
| <i>Diabetes</i> | 28.4 | 30.4 |
| <i>Cancer</i> | 34.4 | 26.2 |
| <i>Depression</i> | 25.0 | 24.5 |
| <i>Asthma</i> | 15.0 | 20.3 |
| <i>Emphysema or COPD</i> | 19.5 | 18.3 |
| <i>Stroke</i> | 16.3 | 15.8 |
| <i>Dementia</i> | 6.3 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 2.0 | 3.7 |
| <i>Alzheimer</i> | 3.2 | 3.5 |

Included in this profile:

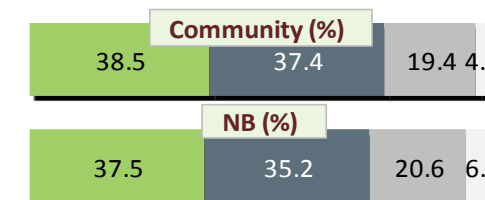
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 1.2 | 3.0 |
| | <i>18-64</i> | 29.4 | 30.8 |
| | <i>65-74</i> | 19.7 | 19.7 |
| | <i>75-84</i> | 24.8 | 25.6 |
| | <i>85+</i> | 24.9 | 20.9 |
| Gender | <i>Male</i> | 36.4 | 35.8 |
| | <i>Female</i> | 63.6 | 64.2 |
| Education Level | <i>No high school diploma</i> | 54.4 | 51.8 |
| | <i>High school or higher</i> | 45.6 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 62.3 | 62.1 |
| | <i>\$25,000 or more</i> | 37.7 | 37.9 |
| Preferred language of service | <i>English</i> | 93.9 | 72.8 |
| | <i>French</i> | 6.1 | 27.2 |
| Aboriginal | <i>% yes</i> | 5.5 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 22.1 | 25.5 |
| Confident | 55.4 | 55.9 |
| Not very confident | 13.9 | 12.2 |
| Not at all confident | 8.6 | 6.4 |

¹Based on survey respondents, weighted by age

[†] Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C9, n=168) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Nurse | 83.8 | 82.0 |
| Physiotherapist | 24.5 | 25.5 |
| Respiratory therapist | 18.5 | 20.1 |
| Dietitian | 19.1 | 19.9 |
| Social worker | 17.2 | 16.7 |
| Occupational therapist | 14.2 | 16.2 |
| Speech language pathologist | 1.7 | 3.5 |
| Rehabilitation support personnel | 1.6 | 3.3 |
| Pharmacist | 1.2 | 2.7 |
| Doctor/Physician | 0.6 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 43.4 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 4.4 | 5.9 |
| A few times a week | 20.9 | 22.6 |
| Once/week or less | 74.8 | 71.5 |

| Home Support Services (C9, n=113) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Housekeeping | 90.0 | 92.9 |
| Meal preparation | 74.9 | 72.2 |
| Grooming or dressing | 54.3 | 49.6 |
| Bathing | 56.6 | 48.1 |
| Respite relief/care | 53.3 | 41.6 |
| Transferring | 43.2 | 34.8 |
| Feeding or nutrition care | 35.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 70.0 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 41.9 | 34.3 |
| A few times a week | 50.4 | 52.0 |
| Once/week or less | 7.8 | 13.7 |

| Caregiver Profile (C9, n=242) | | |
|--|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who live alone | 32.2 | 33.1 |
| % with caregiver help | 62.1 | 61.6 |
| Who helps the most? (%) (among those who receive help n=148) | | |
| | Community | NB |
| Son or daughter | 39.5 | 36.9 |
| Spouse or partner | 30.3 | 33.4 |
| Other family member | 12.4 | 12.1 |
| Mother or father | 9.1 | 8.6 |
| Friend or volunteer | 6.9 | 6.9 |
| How often do you get help? (%) (among those who receive help n=147) | | |
| | Community | NB |
| Every day | 68.2 | 58.6 |
| A few times a week | 15.5 | 20.5 |
| Once/week or less | 15.6 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 76.7 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 76.6 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 9.7 | 7.6 |
| Limits or reductions in duration of service or hours available | 9.6 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 15.6 | 19.8 |
| Limits or reductions in duration of service or hours available | 26.4 | 25.6 |

| Unmet Needs (n=242) | | |
|--|-----------|------|
| All home care service recipients | | |
| % who said 'yes' | Community | NB |
| Could anything else have been done or provided to help you stay at home? | 13.1 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 52.0 | 28.1 |
| More home support services | 29.0 | 27.0 |
| More funding/high cost | 18.9 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 7 (%) | | NB (%) | |
|-----------------|--|------------------------------|---|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=168 | | n=207 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.6 | (89.7 - 95.5) | 91.5 | (88.8 - 94.3) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 98.8 | (97.0 - 100) | 99.0 | (97.6 - 100) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.9 | (87.8 - 94.1) | 91.3 | (88.5 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 98.2 | (96.8 - 99.7) | 98.6 | (97.4 - 99.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 73.3 | (67.2 - 79.5) | 74.8 | (69.1 - 80.5) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 74.7 | (68.6 - 80.8) | 75.4 | (69.8 - 81.1) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 50.5 | (45.0 - 56.0) | 51.3 | (46.3 - 56.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 44.8 | (39.0 - 50.6) | 43.2 | (38.0 - 48.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.4 | (95.6 - 99.1) | 97.0 | (95.3 - 98.7) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 93.1 | (90.3 - 95.8) | 91.5 | (88.8 - 94.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 71.6 | (66.1 - 77.0) | 72.3 | (67.4 - 77.2) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 70.7 | (65.5 - 75.8) | 71.8 | (67.2 - 76.3) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.2 (95.4 - 99.1) | Fr. 69.7 ^E (48.2 - 91.1) | Eng 96.8 (94.9 - 98.7) | Fr. 91.2 (84.3 - 98.1) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

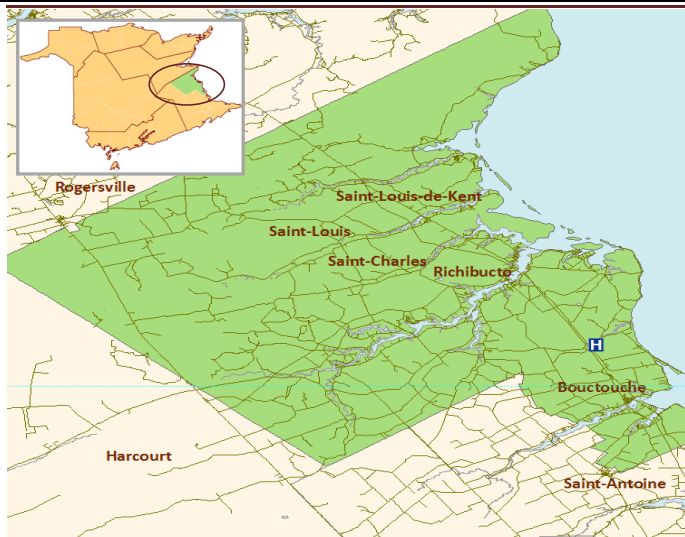
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 7 (%) | | NB (%) | |
|-----------------|---|------------------------------------|-----------------------------|-----------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=113 | | n=162 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 14.8 ^E (9.7 - 19.9) | | 12.9 ^E (8.9 - 16.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 80.1 (74.8 - 85.5) | | 80.0 (75.6 - 84.5) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 71.3 (65.2 - 77.4) | | 58.9 (53.3 - 64.4) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 86.0 (81.3 - 90.7) | | 84.4 (80.3 - 88.5) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 91.6 (87.9 - 95.2) | | 91.7 (88.6 - 94.7) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 85.3 (78.0 - 92.6) | | 78.9 (71.3 - 86.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 81.6 (73.5 - 89.7) | | 81.6 (74.3 - 88.9) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 31.3 (24.6 - 37.9) | | 27.4 (22.1 - 32.7) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 91.9 (88.3 - 95.6) | | 91.9 (88.9 - 94.9) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 86.8 (82.3 - 91.2) | | 86.4 (82.6 - 90.2) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 99.1 (97.8 - 100) | Fr. 100.0 (100 - 100) | Eng 99.2 (98.0 - 100) | Fr. 92.7 (87.0 - 98.3) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 21.6 ^E (16.0 - 27.2) | | 21.1 (16.4 - 25.7) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community: Acadieville, Aldouane, Baie de Bouctouche, Bass River, Beersville, Bouctouche, Clairville, Elsipogtog First Nation, Fords Mills, Galloway, Indian Island, Indian Island First Nation, Jardineville, Kouchibouguac, Main River, McIntosh Hill, McKees Mills, Mundleville, Portage St-Louis, Rexton, Richibouctou-Village, Richibucto, Saint-Anne-de-Kent, Saint-Charles, Saint-Édouard-de-Kent, Saint-Grégoire, Saint-Ignace, Saint-Louis, Saint-Louis-de-Kent, Saint-Maurice, South Branch, Targettville, Upper Rexton

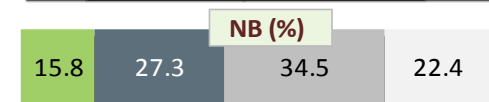
| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|------------------------|----------------------|---------------|
| Age group | Under 18 | 2.6 | 3.0 |
| | 18-64 | 29.8 | 30.8 |
| | 65-74 | 21.1 | 19.7 |
| | 75-84 | 26.2 | 25.6 |
| | 85+ | 20.3 | 20.9 |
| Gender | | Community (%) | NB (%) |
| | Male | 38.3 | 35.8 |
| Education Level | Female | 61.7 | 64.2 |
| | No high school diploma | 66.9 | 51.8 |
| | High school or higher | 33.1 | 48.2 |
| Household Income | Less than \$25,000 | 72.9 | 62.1 |
| | \$25,000 or more | 27.1 | 37.9 |
| Preferred language of service | English | 47.2 | 72.8 |
| | French | 52.8 | 27.2 |
| Aboriginal | % yes | 5.0 | 3.0 |

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 50.9 | 56.8 |
| Arthritis | 39.8 | 48.3 |
| Chronic pain | 34.1 | 40.7 |
| Heart disease | 32.2 | 35.3 |
| Gastric reflux (GERD) | 33.7 | 31.5 |
| Diabetes | 26.8 | 30.4 |
| Cancer | 29.2 | 26.2 |
| Depression | 27.6 | 24.5 |
| Asthma | 17.0 | 20.3 |
| Emphysema or COPD | 11.1 | 18.3 |
| Stroke | 9.8 | 15.8 |
| Dementia | 2.8 | 6.8 |
| Mood disorder other than depression[†] | 1.3 | 3.7 |
| Alzheimer | 2.8 | 3.5 |

Included in this profile:

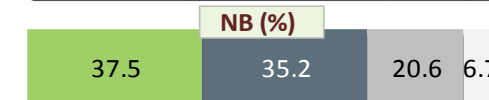
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Confidence: Ability to control and manage health condition

| | Community (%) | NB (%) |
|---|---------------|--------|
| [Among clients with at least one chronic health condition from table above] | | |
| Very confident | 23.7 | 25.5 |
| Confident | 62.0 | 55.9 |
| Not very confident | 10.7 | 12.2 |
| Not at all confident | 3.7 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C10, n=111) | | |
|---|------------------|------------|
| Service Received (in past 2 months) | | (%) |
| | Community | NB |
| Nurse | 91.4 | 82.0 |
| Physiotherapist | 21.6 | 25.5 |
| Respiratory therapist | 14.3 | 20.1 |
| Dietitian | 21.9 | 19.9 |
| Social worker | 21.5 | 16.7 |
| Occupational therapist | 9.7 | 16.2 |
| Speech language pathologist | 0.0 | 3.5 |
| Rehabilitation support personnel | 0.8 | 3.3 |
| Pharmacist | 2.6 | 2.7 |
| Doctor/Physician | 2.7 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 46.2 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 11.9 | 5.9 |
| A few times a week | 24.4 | 22.6 |
| Once/week or less | 63.7 | 71.5 |

| Home Support Services (C10, n=62) | | |
|---|------------------|------------|
| Service Received (in past 2 months) | | (%) |
| | Community | NB |
| Housekeeping | 93.3 | 92.9 |
| Meal preparation | 72.3 | 72.2 |
| Grooming or dressing | 46.7 | 49.6 |
| Bathing | 38.1 | 48.1 |
| Respite relief/care | 44.2 | 41.6 |
| Transferring | 26.5 | 34.8 |
| Feeding or nutrition care | 37.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 74.3 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 41.4 | 34.3 |
| A few times a week | 40.4 | 52.0 |
| Once/week or less | 18.3 | 13.7 |

| Caregiver Profile (C10, n=147) | | |
|---|------------------|-----------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 30.1 | 33.1 |
| % with caregiver help | 55.5 | 61.6 |
| Who helps the most? (%) (among those who receive help n=79) | | |
| | Community | NB |
| Son or daughter | 36.9 | 36.9 |
| Spouse or partner | 38.0 | 33.4 |
| Other family member | 9.0 | 12.1 |
| Mother or father | 4.9 | 8.6 |
| Friend or volunteer | 8.8 | 6.9 |
| How often do you get help? (%) (among those who receive help n=79) | | |
| | Community | NB |
| Every day | 66.7 | 58.6 |
| A few times a week | 14.3 | 20.5 |
| Once/week or less | 16.7 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|---|------------------|-----------|
| | Community | NB |
| % Very Satisfied | 81.4 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|---|------------------|-----------|
| | Community | NB |
| % Very Satisfied | 72.2 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|------------------|-----------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 6.9 | 7.6 |
| Limits or reductions in duration of service or hours available | 7.9 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|------------------|-----------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 30.1 | 19.8 |
| Limits or reductions in duration of service or hours available | 32.4 | 25.6 |

| Unmet Needs (n=147) | | |
|--|------------------|-----------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 9.7 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 38.6 | 28.1 |
| More home support services | 15.6 | 27.0 |
| More funding/high cost | 6.1 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|--|------------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=111 | | n=761 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 90.2 | (86.2 - 94.2) | 92.6 | (91.2 - 93.9) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 97.6 | (94.4 - 100) | 96.1 | (94.5 - 97.6) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 94.3 | (91.2 - 97.5) | 91.4 | (90.0 - 92.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 97.5 | (95.5 - 99.6) | 97.5 | (96.7 - 98.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 90.2 | (84.9 - 95.4) | 78.3 | (75.6 - 81.0) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 82.9 | (76.3 - 89.4) | 79.8 | (77.2 - 82.4) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 48.5 | (41.7 - 55.4) | 50.6 | (48.0 - 53.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 46.2 | (38.6 - 53.7) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 99.2 | (98.0 - 100) | 96.1 | (95.1 - 97.1) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 95.5 | (92.8 - 98.3) | 95.2 | (94.1 - 96.3) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 68.8 | (62.0 - 75.7) | 69.8 | (67.2 - 72.4) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 77.7 | (71.8 - 83.6) | 70.3 | (67.8 - 72.8) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 93.9 (89.2 - 98.7) | Fr. 98.4 (96.0 - 100) | Eng 97.3 (96.3 - 98.3) | Fr. 95.9 (93.8 - 97.9) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

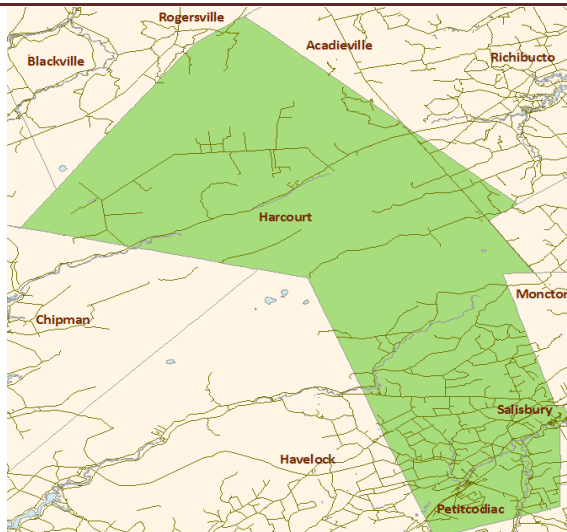
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|---|------------------------------------|-----------------------------|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=62 | | n=385 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 18.1 ^E (10.6 - 25.6) | | 17.2 (14.2 - 20.2) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 71.1 (62.9 - 79.2) | | 75.1 (72.0 - 78.2) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 48.9 (39.7 - 58.1) | | 62.1 (58.6 - 65.7) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 89.0 (83.4 - 94.6) | | 89.4 (87.1 - 91.7) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 93.4 (88.9 - 97.8) | | 90.7 (88.6 - 92.7) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 79.2 (64.0 - 94.4) | | 68.2 (62.8 - 73.5) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 80.4 (65.5 - 95.3) | | 72.1 (67.0 - 77.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 31.0 ^E (21.9 - 40.1) | | 25.8 (22.3 - 29.3) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 88.8 (83.2 - 94.4) | | 86.2 (83.7 - 88.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 69.2 (60.6 - 77.7) | | 69.0 (65.6 - 72.3) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 100.0 (100 - 100) | Fr. 96.9 (92.4 - 100) | Eng 98.6 (97.6 - 99.6) | Fr. 81.5 (75.6 - 87.5) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 19.9 ^E (12.2 - 27.6) | | 26.0 (22.7 - 29.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

Dobson Corner, Harcourt, Harewood, Lewis Mountain, Petitcodiac, River Glade, Salisbury, Second North River

Included in this profile:

All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

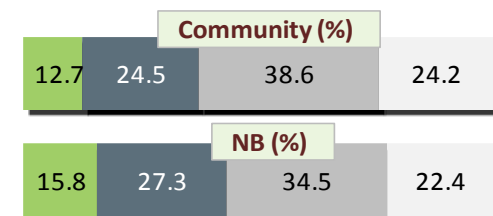
| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|------------------------|----------------------|---------------|
| Age group | Under 18 | 0.0 | 3.0 |
| | 18-64 | 31.0 | 30.8 |
| | 65-74 | 20.1 | 19.7 |
| | 75-84 | 17.2 | 25.6 |
| | 85+ | 31.7 | 20.9 |
| Gender | | Community (%) | NB (%) |
| | Male | 34.0 | 35.8 |
| Education Level | Female | 66.0 | 64.2 |
| | No high school diploma | 54.1 | 51.8 |
| | High school or higher | 45.9 | 48.2 |
| Household Income | Less than \$25,000 | 64.5 | 62.1 |
| | \$25,000 or more | 35.5 | 37.9 |
| Preferred language of service | English | 100.0 | 72.8 |
| | French | 0.0 | 27.2 |
| | % yes | 2.6 | 3.0 |

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 58.5 | 56.8 |
| Arthritis | 54.8 | 48.3 |
| Chronic pain | 39.5 | 40.7 |
| Heart disease | 51.6 | 35.3 |
| Gastric reflux (GERD) | 31.0 | 31.5 |
| Diabetes | 39.8 | 30.4 |
| Cancer | 18.1 | 26.2 |
| Depression | 15.4 | 24.5 |
| Asthma | 15.8 | 20.3 |
| Emphysema or COPD | 15.2 | 18.3 |
| Stroke | 13.8 | 15.8 |
| Dementia | 5.4 | 6.8 |
| Mood disorder other than depression[†] | 2.1 | 3.7 |
| Alzheimer | 2.2 | 3.5 |

Confidence: Ability to control and manage health condition

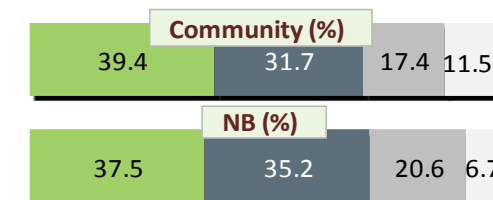
| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 21.8 | 25.5 |
| Confident | 59.1 | 55.9 |
| Not very confident | 8.4 | 12.2 |
| Not at all confident | 10.7 | 6.4 |

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C11, n=31)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Nurse | 72.1 | 82.0 |
| Physiotherapist | 35.5 | 25.5 |
| Respiratory therapist | 19.9 | 20.1 |
| Dietitian | 9.6 | 19.9 |
| Social worker | 13.3 | 16.7 |
| Occupational therapist | 10.9 | 16.2 |
| Speech language pathologist | 9.5 | 3.5 |
| Rehabilitation support personnel | 0.0 | 3.3 |
| Pharmacist | 9.6 | 2.7 |
| Doctor/Physician | 3.7 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 42.9 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 6.4 | 5.9 |
| A few times a week | 15.3 | 22.6 |
| Once/week or less | 78.3 | 71.5 |

Home Support Services (C11, n=26)

| Service Received (in past 2 months) | Community ² NB | |
|---|---------------------------|------|
| Housekeeping | - | 92.9 |
| Meal preparation | - | 72.2 |
| Grooming or dressing | - | 49.6 |
| Bathing | - | 48.1 |
| Respite relief/care | - | 41.6 |
| Transferring | - | 34.8 |
| Feeding or nutrition care | - | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | - | 73.0 |
| How often do you receive services? (%) | | |
| Every day | - | 34.3 |
| A few times a week | - | 52.0 |
| Once/week or less | - | 13.7 |

Caregiver Profile (C11, n=46)

| | | |
|---|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 42.9 | 33.1 |
| % with caregiver help | 60.5 | 61.6 |
| Who helps the most? (%) (among those who receive help n=28) | | |
| | Community | NB |
| Son or daughter | 36.6 | 36.9 |
| Spouse or partner | 35.0 | 33.4 |
| Other family member | 12.9 | 12.1 |
| Mother or father | 6.8 | 8.6 |
| Friend or volunteer | 0.0 | 6.9 |
| How often do you get help? (%) (among those who receive help n=27) | | |
| | Community | NB |
| Every day | 65.0 | 58.6 |
| A few times a week | 11.3 | 20.5 |
| Once/week or less | 20.1 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 68.6 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------------------------|------|
| | Community ² | NB |
| % Very Satisfied | - | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 14.8 | 7.6 |
| Limits or reductions in duration of service or hours available | 14.3 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------------------------|------|
| | Community ² | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | - | 19.8 |
| Limits or reductions in duration of service or hours available | - | 25.6 |

Unmet Needs (n=46)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 13.2 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 33.8 | 28.1 |
| More home support services | 49.7 | 27.0 |
| More funding/high cost | 0.0 | 17.4 |

¹Among those who indicated unmet needs.

²Sample size is too small for results to be reported.



| | | Community (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|--|-----------------------------|---------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=31 | | n=761 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.2 | (86.7 - 99.6) | 92.6 | (91.2 - 93.9) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 100.0 | (100 - 100) | 96.1 | (94.5 - 97.6) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 86.3 | (77.5 - 95.1) | 91.4 | (90.0 - 92.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 96.2 | (91.3 - 100) | 97.5 | (96.7 - 98.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 69.8 ^E | (52.6 - 87.0) | 78.3 | (75.6 - 81.0) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 91.2 | (80.1 - 100) | 79.8 | (77.2 - 82.4) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 35.3 ^E | (23.3 - 47.3) | 50.6 | (48.0 - 53.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.0 ^E | (28.2 - 55.9) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 93.9 | (87.8 - 100) | 96.1 | (95.1 - 97.1) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 89.7 | (82.1 - 97.4) | 95.2 | (94.1 - 96.3) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 81.3 | (71.0 - 91.6) | 69.8 | (67.2 - 72.4) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 64.1 | (51.4 - 76.8) | 70.3 | (67.8 - 72.8) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | ^F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 96.3 (91.6 - 100) | Fr. - | Eng 97.3 (96.3 - 98.3) | Fr. 95.9 (93.8 - 97.9) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^E Use with caution (coefficient of variation between 16.6% and 33.3%)

^F Too unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community ¹ (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|---|-------------------------------|---|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=26 | | n=385 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | - | | 17.2 (14.2 - 20.2) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | - | | 75.1 (72.0 - 78.2) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | - | | 62.1 (58.6 - 65.7) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | - | | 89.4 (87.1 - 91.7) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | - | | 90.7 (88.6 - 92.7) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | - | | 68.2 (62.8 - 73.5) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | - | | 72.1 (67.0 - 77.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | - | | 25.8 (22.3 - 29.3) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | - | | 86.2 (83.7 - 88.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | - | | 69.0 (65.6 - 72.3) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | - | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | - | - | Eng 98.6 (97.6 - 99.6) | Fr. 81.5 (75.6 - 87.5) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | - | | 26.0 (22.7 - 29.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

¹Sample size is too small for results to be reported.

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

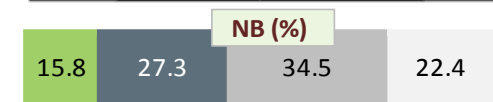
Beaubassin East / Beaubassin-est, Boudreau-Ouest, Cap-Pelé, Cocagne, Cormier-Village, Dundas, Grand-Barachois, Grande-Digue, Haute-Aboujagane, Notre-Dame, Petit-Cap, Pointe-du-Chêne, Saint-André-Leblanc, Saint-Antoine, Sainte-Marie-de-Kent, Saint-Paul, Scoudouc, Scoudouc Road, Shediac, Shediac Bridge, Shediac Cape, Shediac River, Shemogue, Trois-Ruisseaux

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 48.8 | 56.8 |
| Arthritis | 32.1 | 48.3 |
| Chronic pain | 32.7 | 40.7 |
| Heart disease | 23.2 | 35.3 |
| Gastric reflux (GERD) | 25.9 | 31.5 |
| Diabetes | 19.4 | 30.4 |
| Cancer | 34.5 | 26.2 |
| Depression | 20.6 | 24.5 |
| Asthma | 14.7 | 20.3 |
| Emphysema or COPD | 10.8 | 18.3 |
| Stroke | 9.2 | 15.8 |
| Dementia | 3.4 | 6.8 |
| Mood disorder other than depression[†] | 3.0 | 3.7 |
| Alzheimer | 1.5 | 3.5 |

Included in this profile:

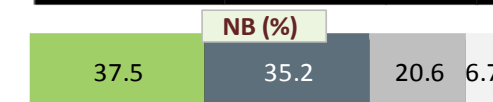
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 4.3 | 3.0 |
| | <i>18-64</i> | 32.9 | 30.8 |
| | <i>65-74</i> | 20.2 | 19.7 |
| | <i>75-84</i> | 25.3 | 25.6 |
| | <i>85+</i> | 17.3 | 20.9 |
| Gender | <i>Male</i> | 42.5 | 35.8 |
| | <i>Female</i> | 57.5 | 64.2 |
| Education Level | <i>No high school diploma</i> | 58.4 | 51.8 |
| | <i>High school or higher</i> | 41.6 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 55.6 | 62.1 |
| | <i>\$25,000 or more</i> | 44.4 | 37.9 |
| Preferred language of service | <i>English</i> | 48.0 | 72.8 |
| | <i>French</i> | 52.0 | 27.2 |
| Aboriginal | <i>% yes</i> | 2.2 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 31.0 | 25.5 |
| Confident | 56.4 | 55.9 |
| Not very confident | 8.7 | 12.2 |
| Not at all confident | 3.9 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C12, n=110)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Nurse | 84.5 | 82.0 |
| Physiotherapist | 17.9 | 25.5 |
| Respiratory therapist | 17.2 | 20.1 |
| Dietitian | 18.9 | 19.9 |
| Social worker | 16.7 | 16.7 |
| Occupational therapist | 5.5 | 16.2 |
| Speech language pathologist | 5.4 | 3.5 |
| Rehabilitation support personnel | 2.9 | 3.3 |
| Pharmacist | 0.9 | 2.7 |
| Doctor/Physician | 2.7 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 41.9 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 4.4 | 5.9 |
| A few times a week | 22.5 | 22.6 |
| Once/week or less | 73.0 | 71.5 |

Home Support Services (C12, n=49)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Housekeeping | 93.8 | 92.9 |
| Meal preparation | 70.8 | 72.2 |
| Grooming or dressing | 50.3 | 49.6 |
| Bathing | 50.5 | 48.1 |
| Respite relief/care | 48.0 | 41.6 |
| Transferring | 33.2 | 34.8 |
| Feeding or nutrition care | 34.1 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 68.3 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 26.4 | 34.3 |
| A few times a week | 61.9 | 52.0 |
| Once/week or less | 11.6 | 13.7 |

Caregiver Profile (C12, n=137)

| | | |
|---|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 28.0 | 33.1 |
| % with caregiver help | 63.2 | 61.6 |
| Who helps the most? (%) (among those who receive help n=82) | | |
| | Community | NB |
| Son or daughter | 31.3 | 36.9 |
| Spouse or partner | 42.3 | 33.4 |
| Other family member | 9.8 | 12.1 |
| Mother or father | 9.5 | 8.6 |
| Friend or volunteer | 7.0 | 6.9 |
| How often do you get help? (%) (among those who receive help n=84) | | |
| | Community | NB |
| Every day | 65.2 | 58.6 |
| A few times a week | 17.1 | 20.5 |
| Once/week or less | 15.0 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 72.0 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 51.9 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 5.3 | 7.6 |
| Limits or reductions in duration of service or hours available | 5.4 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 17.0 | 19.8 |
| Limits or reductions in duration of service or hours available | 22.5 | 25.6 |

Unmet Needs (n=137)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 8.9 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 25.9 | 28.1 |
| More home support services | 32.5 | 27.0 |
| More funding/high cost | 14.5 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|--|-----------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=110 | | n=761 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.5 | (90.1 - 96.8) | 92.6 | (91.2 - 93.9) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 95.9 | (91.8 - 100) | 96.1 | (94.5 - 97.6) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 91.0 | (87.1 - 94.9) | 91.4 | (90.0 - 92.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 96.6 | (94.2 - 99.0) | 97.5 | (96.7 - 98.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 77.7 | (70.6 - 84.7) | 78.3 | (75.6 - 81.0) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 76.3 | (69.2 - 83.4) | 79.8 | (77.2 - 82.4) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 47.8 | (41.0 - 54.6) | 50.6 | (48.0 - 53.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 39.0 | (31.8 - 46.2) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 90.5 | (86.5 - 94.4) | 96.1 | (95.1 - 97.1) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 91.5 | (87.8 - 95.2) | 95.2 | (94.1 - 96.3) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 64.2 | (57.1 - 71.2) | 69.8 | (67.2 - 72.4) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 71.0 | (64.5 - 77.5) | 70.3 | (67.8 - 72.8) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.7 (94.8 - 100) | Fr. 98.1 (95.3 - 100) | Eng 97.3 (96.3 - 98.3) | Fr. 95.9 (93.8 - 97.9) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

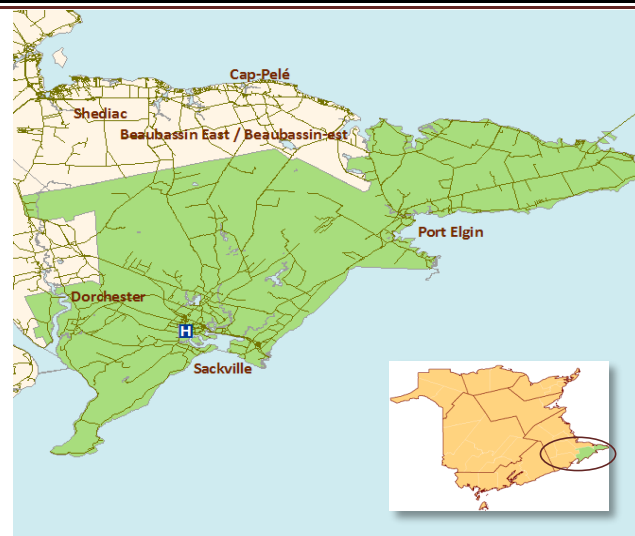
^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | Zone 1 (%) | | NB (%) | |
|-----------------|--|--|---|---|---------------------------------|--|
| Sample Size | | n=49 | n=385 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | ^F | 17.2 (14.2 - 20.2) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 79.3 (71.1 - 87.6) | 75.1 (72.0 - 78.2) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 36.2 ^E (26.4 - 46.0) | 62.1 (58.6 - 65.7) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 86.7 (79.5 - 94.0) | 89.4 (87.1 - 91.7) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 91.9 (86.4 - 97.3) | 90.7 (88.6 - 92.7) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 58.4 ^E (40.6 - 76.2) | 68.2 (62.8 - 73.5) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 72.4 (56.2 - 88.6) | 72.1 (67.0 - 77.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | ^F | 25.8 (22.3 - 29.3) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 87.9 (81.3 - 94.4) | 86.2 (83.7 - 88.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 76.2 (67.6 - 84.8) | 69.0 (65.6 - 72.3) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 (0 - 0) | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 100.0 (100 - 100) Fr. 84.1 (73.9 - 94.4) | Eng 98.6 (97.6 - 99.6) Fr. 81.5 (75.6 - 87.5) | Eng 97.3 (96.7 - 97.9) Fr. 90.7 (88.8 - 92.5) | | |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 22.9 ^E (14.0 - 31.7) | 26.0 (22.7 - 29.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

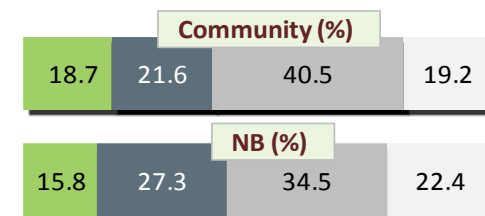
Aulac, Baie Verte, Bayfield, Cape Spear, Cape Tormentine, Dorchester, Little Shemogue, Melrose, Midgic, Murray Corner, Point de Bute, Port Elgin, Sackville, Timber River, Upper Cape

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 55.8 | 56.8 |
| Arthritis | 47.3 | 48.3 |
| Chronic pain | 46.5 | 40.7 |
| Heart disease | 26.0 | 35.3 |
| Gastric reflux (GERD) | 28.7 | 31.5 |
| Diabetes | 30.8 | 30.4 |
| Cancer | 24.7 | 26.2 |
| Depression | 31.5 | 24.5 |
| Asthma | 15.5 | 20.3 |
| Emphysema or COPD | 9.7 | 18.3 |
| Stroke | 17.6 | 15.8 |
| Dementia | 4.9 | 6.8 |
| Mood disorder other than depression [†] | 1.3 | 3.7 |
| Alzheimer | 0.0 | 3.5 |

Included in this profile:

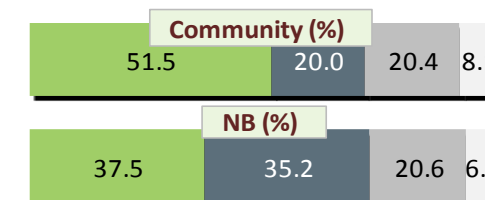
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|-------------------------------|------------------------|---------------|--------|
| Age group | Under 18 | 2.9 | 3.0 |
| | 18-64 | 32.2 | 30.8 |
| | 65-74 | 23.3 | 19.7 |
| | 75-84 | 22.9 | 25.6 |
| | 85+ | 18.7 | 20.9 |
| Gender | Male | 31.7 | 35.8 |
| | Female | 68.3 | 64.2 |
| Education Level | No high school diploma | 46.6 | 51.8 |
| | High school or higher | 53.4 | 48.2 |
| Household Income | Less than \$25,000 | 62.2 | 62.1 |
| | \$25,000 or more | 37.8 | 37.9 |
| Preferred language of service | English | 98.5 | 72.8 |
| | French | 1.5 | 27.2 |
| Aboriginal | % yes | 4.3 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 37.8 | 25.5 |
| Confident | 45.6 | 55.9 |
| Not very confident | 9.8 | 12.2 |
| Not at all confident | 6.8 | 6.4 |

¹Based on survey respondents, weighted by age

[†] Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C13, n=49)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Nurse | 86.1 | 82.0 |
| Physiotherapist | 26.2 | 25.5 |
| Respiratory therapist | 10.9 | 20.1 |
| Dietitian | 14.1 | 19.9 |
| Social worker | 6.8 | 16.7 |
| Occupational therapist | 7.0 | 16.2 |
| Speech language pathologist | 6.6 | 3.5 |
| Rehabilitation support personnel | 5.1 | 3.3 |
| Pharmacist | 1.9 | 2.7 |
| Doctor/Physician | 2.4 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 45.0 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 2.0 | 5.9 |
| A few times a week | 29.3 | 22.6 |
| Once/week or less | 68.7 | 71.5 |

Home Support Services (C13, n=26)

| Service Received (in past 2 months) | Community ² NB | |
|---|---------------------------|------|
| Housekeeping | - | 92.9 |
| Meal preparation | - | 72.2 |
| Grooming or dressing | - | 49.6 |
| Bathing | - | 48.1 |
| Respite relief/care | - | 41.6 |
| Transferring | - | 34.8 |
| Feeding or nutrition care | - | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | - | 73.0 |
| How often do you receive services? (%) | | |
| Every day | - | 34.3 |
| A few times a week | - | 52.0 |
| Once/week or less | - | 13.7 |

Caregiver Profile (C13, n=67)

| | | |
|---|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 43.1 | 33.1 |
| % with caregiver help | 50.8 | 61.6 |
| Who helps the most? (%) (among those who receive help n=32) | | |
| | Community | NB |
| Son or daughter | 30.9 | 36.9 |
| Spouse or partner | 32.9 | 33.4 |
| Other family member | 18.4 | 12.1 |
| Mother or father | 8.6 | 8.6 |
| Friend or volunteer | 2.5 | 6.9 |
| How often do you get help? (%) (among those who receive help n=33) | | |
| | Community | NB |
| Every day | 60.5 | 58.6 |
| A few times a week | 20.0 | 20.5 |
| Once/week or less | 19.6 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 83.1 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------------------------|------|
| | Community ² | NB |
| % Very Satisfied | - | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 4.2 | 7.6 |
| Limits or reductions in duration of service or hours available | 2.4 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------------------------|------|
| | Community ² | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | - | 19.8 |
| Limits or reductions in duration of service or hours available | - | 25.6 |

Unmet Needs (n=67)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 11.1 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 31.0 | 28.1 |
| More home support services | 30.4 | 27.0 |
| More funding/high cost | 25.2 | 17.4 |

¹Among those who indicated unmet needs.

²Sample size is too small for results to be reported.



| | | Community (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|--|-----------------------------|---------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=49 | | n=761 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 98.1 | (95.3 - 100) | 92.6 | (91.2 - 93.9) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 100.0 | (100 - 100) | 96.1 | (94.5 - 97.6) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 93.0 | (87.8 - 98.2) | 91.4 | (90.0 - 92.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 100.0 | (100 - 100) | 97.5 | (96.7 - 98.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 82.0 | (72.0 - 92.0) | 78.3 | (75.6 - 81.0) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 88.8 | (80.7 - 96.8) | 79.8 | (77.2 - 82.4) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 53.6 | (43.5 - 63.7) | 50.6 | (48.0 - 53.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 53.6 | (42.3 - 64.9) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 93.8 | (89.0 - 98.6) | 96.1 | (95.1 - 97.1) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 93.8 | (89.0 - 98.6) | 95.2 | (94.1 - 96.3) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 65.9 | (55.4 - 76.4) | 69.8 | (67.2 - 72.4) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 58.9 | (48.7 - 69.1) | 70.3 | (67.8 - 72.8) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 100.0 (100 - 100) | Fr. - | Eng 97.3 (96.3 - 98.3) | Fr. 95.9 (93.8 - 97.9) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

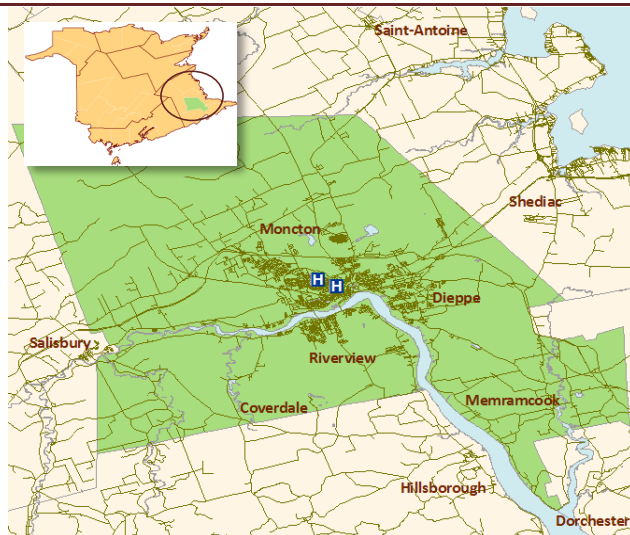


| | | Community ¹ (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|---|-------------------------------|---|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=26 | | n=385 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | - | | 17.2 (14.2 - 20.2) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | - | | 75.1 (72.0 - 78.2) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | - | | 62.1 (58.6 - 65.7) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | - | | 89.4 (87.1 - 91.7) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | - | | 90.7 (88.6 - 92.7) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | - | | 68.2 (62.8 - 73.5) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | - | | 72.1 (67.0 - 77.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | - | | 25.8 (22.3 - 29.3) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | - | | 86.2 (83.7 - 88.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | - | | 69.0 (65.6 - 72.3) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | - | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | - | - | Eng 98.6 (97.6 - 99.6) | Fr. 81.5 (75.6 - 87.5) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | - | | 26.0 (22.7 - 29.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

¹Sample size is too small for results to be reported.

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

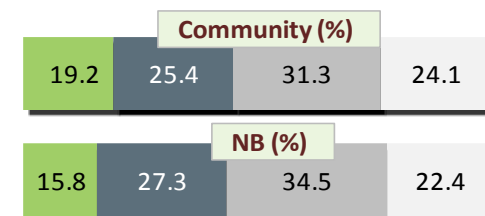
Allison, Berry Mills, Boundary Creek, Colpitts Settlement, Coverdale, Dieppe, Indian Mountain, Irishtown, Lakeville - Westmorland, Lutes Mountain, Memramcook, Moncton, Riverview, Steeves Mountain, Turtle Creek

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 58.2 | 56.8 |
| <i>Arthritis</i> | 46.9 | 48.3 |
| <i>Chronic pain</i> | 39.3 | 40.7 |
| <i>Heart disease</i> | 34.7 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 31.1 | 31.5 |
| <i>Diabetes</i> | 34.2 | 30.4 |
| <i>Cancer</i> | 27.9 | 26.2 |
| <i>Depression</i> | 25.4 | 24.5 |
| <i>Asthma</i> | 18.7 | 20.3 |
| <i>Emphysema or COPD</i> | 16.0 | 18.3 |
| <i>Stroke</i> | 14.0 | 15.8 |
| <i>Dementia</i> | 4.4 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 6.1 | 3.7 |
| <i>Alzheimer</i> | 1.1 | 3.5 |

Included in this profile:

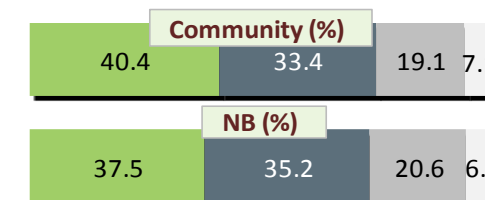
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 4.4 | 3.0 |
| | <i>18-64</i> | 33.4 | 30.8 |
| | <i>65-74</i> | 19.4 | 19.7 |
| | <i>75-84</i> | 27.5 | 25.6 |
| | <i>85+</i> | 15.3 | 20.9 |
| Gender | <i>Male</i> | 37.2 | 35.8 |
| | <i>Female</i> | 62.8 | 64.2 |
| Education Level | <i>No high school diploma</i> | 41.3 | 51.8 |
| | <i>High school or higher</i> | 58.7 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 54.4 | 62.1 |
| | <i>\$25,000 or more</i> | 45.6 | 37.9 |
| Preferred language of service | <i>English</i> | 80.2 | 72.8 |
| | <i>French</i> | 19.8 | 27.2 |
| Aboriginal | <i>% yes</i> | 1.5 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 28.8 | 25.5 |
| Confident | 52.0 | 55.9 |
| Not very confident | 14.3 | 12.2 |
| Not at all confident | 5.0 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C14, n=429)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Nurse | 80.9 | 82.0 |
| Physiotherapist | 27.1 | 25.5 |
| Respiratory therapist | 17.4 | 20.1 |
| Dietitian | 13.8 | 19.9 |
| Social worker | 14.0 | 16.7 |
| Occupational therapist | 14.5 | 16.2 |
| Speech language pathologist | 3.5 | 3.5 |
| Rehabilitation support personnel | 4.7 | 3.3 |
| Pharmacist | 5.2 | 2.7 |
| Doctor/Physician | 1.9 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 46.2 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 5.6 | 5.9 |
| A few times a week | 27.7 | 22.6 |
| Once/week or less | 66.7 | 71.5 |

Home Support Services (C14, n=204)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Housekeeping | 92.5 | 92.9 |
| Meal preparation | 59.1 | 72.2 |
| Grooming or dressing | 48.1 | 49.6 |
| Bathing | 47.3 | 48.1 |
| Respite relief/care | 37.8 | 41.6 |
| Transferring | 27.5 | 34.8 |
| Feeding or nutrition care | 27.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 61.7 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 25.6 | 34.3 |
| A few times a week | 53.6 | 52.0 |
| Once/week or less | 20.8 | 13.7 |

Caregiver Profile (C14, n=532)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 33.4 | 33.1 |
| % with caregiver help | 61.9 | 61.6 |
| Who helps the most? (%) (among those who receive help n=317) | | |
| | Community | NB |
| Son or daughter | 26.3 | 36.9 |
| Spouse or partner | 41.5 | 33.4 |
| Other family member | 11.7 | 12.1 |
| Mother or father | 7.7 | 8.6 |
| Friend or volunteer | 8.8 | 6.9 |
| How often do you get help? (%) (among those who receive help n=324) | | |
| | Community | NB |
| Every day | 55.3 | 58.6 |
| A few times a week | 20.9 | 20.5 |
| Once/week or less | 22.4 | 19.8 |

Satisfaction with number of times care was
received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 80.1 | 76.1 |

Satisfaction with number of times care was
received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 70.0 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 7.8 | 7.6 |
| Limits or reductions in duration of service or hours available | 6.8 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 29.1 | 19.8 |
| Limits or reductions in duration of service or hours available | 31.4 | 25.6 |

Unmet Needs (n=532)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 12.9 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 14.1 | 28.1 |
| More home support services | 34.1 | 27.0 |
| More funding/high cost | 20.6 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|--|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=429 | | n=761 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.2 | (90.4 - 94.0) | 92.6 | (91.2 - 93.9) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 95.1 | (92.8 - 97.4) | 96.1 | (94.5 - 97.6) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 91.2 | (89.2 - 93.1) | 91.4 | (90.0 - 92.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 97.6 | (96.5 - 98.6) | 97.5 | (96.7 - 98.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 77.2 | (73.6 - 80.8) | 78.3 | (75.6 - 81.0) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 79.9 | (76.5 - 83.3) | 79.8 | (77.2 - 82.4) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 53.0 | (49.6 - 56.5) | 50.6 | (48.0 - 53.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 44.0 | (40.2 - 47.8) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.3 | (96.2 - 98.4) | 96.1 | (95.1 - 97.1) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 96.2 | (95.0 - 97.5) | 95.2 | (94.1 - 96.3) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 70.2 | (66.7 - 73.7) | 69.8 | (67.2 - 72.4) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 69.8 | (66.4 - 73.2) | 70.3 | (67.8 - 72.8) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.6 (96.4 - 98.8) | Fr. 92.9 (88.9 - 96.8) | Eng 97.3 (96.3 - 98.3) | Fr. 95.9 (93.8 - 97.9) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--|-------------------------------------|
| Sample Size | | n=204 | | n=385 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 17.8 <i>(13.7 - 22.0)</i> | | 17.2 <i>(14.2 - 20.2)</i> | | 19.4 <i>(18.1 - 20.8)</i> | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 74.2 <i>(69.9 - 78.5)</i> | | 75.1 <i>(72.0 - 78.2)</i> | | 80.1 <i>(78.8 - 81.4)</i> | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 70.1 <i>(65.5 - 74.7)</i> | | 62.1 <i>(58.6 - 65.7)</i> | | 58.6 <i>(57.0 - 60.3)</i> | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 91.3 <i>(88.4 - 94.2)</i> | | 89.4 <i>(87.1 - 91.7)</i> | | 84.5 <i>(83.3 - 85.7)</i> | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 87.8 <i>(84.6 - 91.0)</i> | | 90.7 <i>(88.6 - 92.7)</i> | | 90.3 <i>(89.3 - 91.2)</i> | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 67.4 <i>(60.6 - 74.2)</i> | | 68.2 <i>(62.8 - 73.5)</i> | | 67.8 <i>(65.5 - 70.1)</i> | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 68.7 <i>(62.0 - 75.4)</i> | | 72.1 <i>(67.0 - 77.2)</i> | | 75.5 <i>(73.4 - 77.6)</i> | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 25.9 <i>(21.0 - 30.8)</i> | | 25.8 <i>(22.3 - 29.3)</i> | | 27.3 <i>(25.8 - 28.9)</i> | |
| Satisfaction | Satisfaction rating: home care services received (% <i>8,9 or 10 on a scale of 0 to 10</i>) | 84.2 <i>(80.5 - 87.8)</i> | | 86.2 <i>(83.7 - 88.7)</i> | | 87.9 <i>(86.8 - 88.9)</i> | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 66.1 <i>(61.4 - 70.8)</i> | | 69.0 <i>(65.6 - 72.3)</i> | | 74.3 <i>(72.9 - 75.7)</i> | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | F | | F | | 1.8 ^E <i>(1.4 - 2.3)</i> | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 98.2 <i>(96.7 - 99.7)</i> | Fr. 64.2 <i>(51.8 - 76.7)</i> | Eng 98.6 <i>(97.6 - 99.6)</i> | Fr. 81.5 <i>(75.6 - 87.5)</i> | Eng 97.3 <i>(96.7 - 97.9)</i> | Fr. 90.7 <i>(88.8 - 92.5)</i> |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 27.0 <i>(22.4 - 31.6)</i> | | 26.0 <i>(22.7 - 29.3)</i> | | 22.1 <i>(20.7 - 23.5)</i> | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

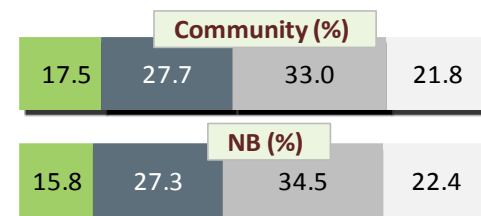
Alma, Elgin, Germantown, Hillsborough, Hopewell, Little River, Riverside-Albert

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 55.0 | 56.8 |
| <i>Arthritis</i> | 59.5 | 48.3 |
| <i>Chronic pain</i> | 34.6 | 40.7 |
| <i>Heart disease</i> | 40.7 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 24.6 | 31.5 |
| <i>Diabetes</i> | 31.2 | 30.4 |
| <i>Cancer</i> | 20.9 | 26.2 |
| <i>Depression</i> | 21.5 | 24.5 |
| <i>Asthma</i> | 21.6 | 20.3 |
| <i>Emphysema or COPD</i> | 22.3 | 18.3 |
| <i>Stroke</i> | 12.4 | 15.8 |
| <i>Dementia</i> | 13.8 | 6.8 |
| <i>Mood disorder other than depression^t</i> | 0.0 | 3.7 |
| <i>Alzheimer</i> | 5.9 | 3.5 |

Included in this profile:

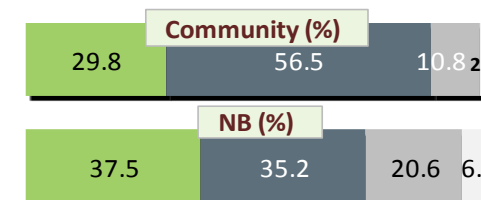
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 0.0 | 3.0 |
| | <i>18-64</i> | 15.7 | 30.8 |
| | <i>65-74</i> | 25.8 | 19.7 |
| | <i>75-84</i> | 32.7 | 25.6 |
| | <i>85+</i> | 25.8 | 20.9 |
| Gender | <i>Male</i> | 24.4 | 35.8 |
| | <i>Female</i> | 75.6 | 64.2 |
| Education Level | <i>No high school diploma</i> | 50.0 | 51.8 |
| | <i>High school or higher</i> | 50.0 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 80.9 | 62.1 |
| | <i>\$25,000 or more</i> | 19.1 | 37.9 |
| Preferred language of service | <i>English</i> | 100.0 | 72.8 |
| | <i>French</i> | 0.0 | 27.2 |
| Aboriginal | <i>% yes</i> | 0.0 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 25.7 | 25.5 |
| Confident | 55.9 | 55.9 |
| Not very confident | 15.5 | 12.2 |
| Not at all confident | 2.9 | 6.4 |

¹Based on survey respondents, weighted by age

^t Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C15, n=31)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Nurse | 78.1 | 82.0 |
| Physiotherapist | 19.7 | 25.5 |
| Respiratory therapist | 16.1 | 20.1 |
| Dietitian | 0.0 | 19.9 |
| Social worker | 6.5 | 16.7 |
| Occupational therapist | 5.9 | 16.2 |
| Speech language pathologist | 0.0 | 3.5 |
| Rehabilitation support personnel | 0.0 | 3.3 |
| Pharmacist | 2.9 | 2.7 |
| Doctor/Physician | 0.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 57.7 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 5.7 | 5.9 |
| A few times a week | 14.0 | 22.6 |
| Once/week or less | 80.3 | 71.5 |

Home Support Services (C15, n=18)

| Service Received (in past 2 months) | Community ² NB | |
|---|---------------------------|------|
| Housekeeping | - | 92.9 |
| Meal preparation | - | 72.2 |
| Grooming or dressing | - | 49.6 |
| Bathing | - | 48.1 |
| Respite relief/care | - | 41.6 |
| Transferring | - | 34.8 |
| Feeding or nutrition care | - | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | - | 73.0 |
| How often do you receive services? (%) | | |
| Every day | - | 34.3 |
| A few times a week | - | 52.0 |
| Once/week or less | - | 13.7 |

Caregiver Profile (C15, n=43)

| | | |
|---|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 38.9 | 33.1 |
| % with caregiver help | 60.2 | 61.6 |
| Who helps the most? (%) (among those who receive help n=25) | | |
| | Community | NB |
| Son or daughter | 47.0 | 36.9 |
| Spouse or partner | 35.8 | 33.4 |
| Other family member | 12.4 | 12.1 |
| Mother or father | 0.0 | 8.6 |
| Friend or volunteer | 4.8 | 6.9 |
| How often do you get help? (%) (among those who receive help n=23) | | |
| | Community | NB |
| Every day | 42.0 | 58.6 |
| A few times a week | 27.9 | 20.5 |
| Once/week or less | 30.1 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 73.0 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------------------------|------|
| | Community ² | NB |
| % Very Satisfied | - | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 6.5 | 7.6 |
| Limits or reductions in duration of service or hours available | 9.4 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------------------------|------|
| | Community ² | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | - | 19.8 |
| Limits or reductions in duration of service or hours available | - | 25.6 |

Unmet Needs (n=43)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 11.4 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 0.0 | 28.1 |
| More home support services | 17.8 | 27.0 |
| More funding/high cost | 0.0 | 17.4 |

¹ Among those who indicated unmet needs.

² Sample size is too small for results to be reported.



| | | Community (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|--|-----------------------------|---------------|------------------------------|------------------------------|------------------------------|------------------------------|
| Sample Size | | n=31 | | n=761 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 94.1 | (88.1 - 100) | 92.6 | (91.2 - 93.9) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 93.1 | (83.3 - 100) | 96.1 | (94.5 - 97.6) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 88.4 | (80.4 - 96.5) | 91.4 | (90.0 - 92.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 97.1 | (92.9 - 100) | 97.5 | (96.7 - 98.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 51.8 ^E | (33.1 - 70.5) | 78.3 | (75.6 - 81.0) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 51.8 ^E | (33.1 - 70.5) | 79.8 | (77.2 - 82.4) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 44.9 ^E | (32.2 - 57.6) | 50.6 | (48.0 - 53.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 54.7 ^E | (41.5 - 67.8) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 92.6 | (86.1 - 99.2) | 96.1 | (95.1 - 97.1) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 100.0 | (100 - 100) | 95.2 | (94.1 - 96.3) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 81.2 | (70.4 - 91.9) | 69.8 | (67.2 - 72.4) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 72.6 | (60.6 - 84.6) | 70.3 | (67.8 - 72.8) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | ^F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 96.0 (90.9 - 100) | Fr. - | Eng 97.3 (96.3 - 98.3) | Fr. 95.9 (93.8 - 97.9) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

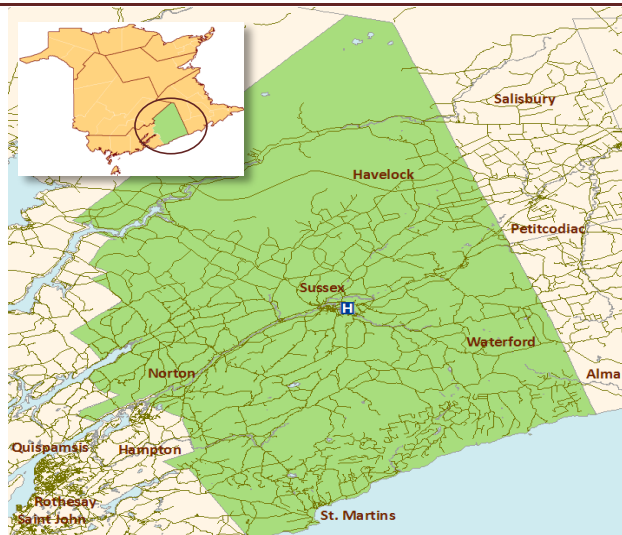


| | | Community ¹ (%) | | Zone 1 (%) | | NB (%) | |
|-----------------|---|-------------------------------|---|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=18 | | n=385 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | - | | 17.2 (14.2 - 20.2) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | - | | 75.1 (72.0 - 78.2) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | - | | 62.1 (58.6 - 65.7) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | - | | 89.4 (87.1 - 91.7) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | - | | 90.7 (88.6 - 92.7) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | - | | 68.2 (62.8 - 73.5) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | - | | 72.1 (67.0 - 77.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | - | | 25.8 (22.3 - 29.3) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | - | | 86.2 (83.7 - 88.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | - | | 69.0 (65.6 - 72.3) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | - | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | - | - | Eng 98.6 (97.6 - 99.6) | Fr. 81.5 (75.6 - 87.5) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | - | | 26.0 (22.7 - 29.3) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

¹Sample size is too small for results to be reported.

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

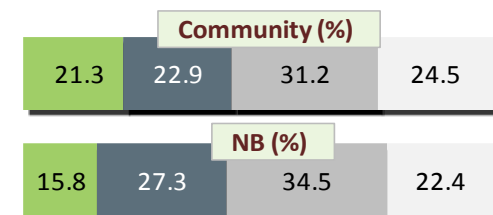
Anagance, Apohaqui, Bains Corner, Barnesville, Belleisle Creek, Berwick, Bloomfield, Canaan Forks, Codys, Coles Island, Cornhill, Hatfield Point, Havelock, Head of Millstream, Kiersteadville, Lower Millstream, Midland, New Line, Norton, Passekeag, Penobsquis, Picadilly, Roachville, Salt Springs, Smiths Creek, Springfield, St. Martins, Sussex, Sussex Corner, Titusville, Upham, Upperton, Wards Creek, Waterford

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 57.7 | 56.8 |
| <i>Arthritis</i> | 48.7 | 48.3 |
| <i>Chronic pain</i> | 44.6 | 40.7 |
| <i>Heart disease</i> | 34.4 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 27.2 | 31.5 |
| <i>Diabetes</i> | 31.0 | 30.4 |
| <i>Cancer</i> | 31.0 | 26.2 |
| <i>Depression</i> | 25.4 | 24.5 |
| <i>Asthma</i> | 16.4 | 20.3 |
| <i>Emphysema or COPD</i> | 19.9 | 18.3 |
| <i>Stroke</i> | 15.6 | 15.8 |
| <i>Dementia</i> | 8.7 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 1.2 | 3.7 |
| <i>Alzheimer</i> | 5.3 | 3.5 |

Included in this profile:

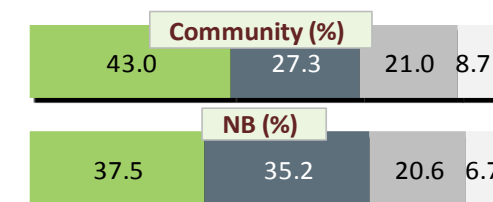
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 2.4 | 3.0 |
| | <i>18-64</i> | 25.5 | 30.8 |
| | <i>65-74</i> | 22.1 | 19.7 |
| | <i>75-84</i> | 29.8 | 25.6 |
| | <i>85+</i> | 20.2 | 20.9 |
| Gender | <i>Male</i> | 39.9 | 35.8 |
| | <i>Female</i> | 60.1 | 64.2 |
| Education Level | <i>No high school diploma</i> | 55.7 | 51.8 |
| | <i>High school or higher</i> | 44.3 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 63.1 | 62.1 |
| | <i>\$25,000 or more</i> | 36.9 | 37.9 |
| Preferred language of service | <i>English</i> | 100.0 | 72.8 |
| | <i>French</i> | 0.0 | 27.2 |
| Aboriginal | <i>% yes</i> | 1.8 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 28.4 | 25.5 |
| Confident | 53.9 | 55.9 |
| Not very confident | 9.8 | 12.2 |
| Not at all confident | 7.9 | 6.4 |

¹Based on survey respondents, weighted by age

[†] Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C16, n=115)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Nurse | 68.9 | 82.0 |
| Physiotherapist | 24.6 | 25.5 |
| Respiratory therapist | 30.1 | 20.1 |
| Dietitian | 26.2 | 19.9 |
| Social worker | 13.9 | 16.7 |
| Occupational therapist | 16.1 | 16.2 |
| Speech language pathologist | 2.4 | 3.5 |
| Rehabilitation support personnel | 0.8 | 3.3 |
| Pharmacist | 1.8 | 2.7 |
| Doctor/Physician | 0.8 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 42.8 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 3.3 | 5.9 |
| A few times a week | 22.5 | 22.6 |
| Once/week or less | 74.3 | 71.5 |

Home Support Services (C16, n=72)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Housekeeping | 95.7 | 92.9 |
| Meal preparation | 89.1 | 72.2 |
| Grooming or dressing | 60.4 | 49.6 |
| Bathing | 57.5 | 48.1 |
| Respite relief/care | 48.6 | 41.6 |
| Transferring | 43.9 | 34.8 |
| Feeding or nutrition care | 35.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 73.7 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 34.0 | 34.3 |
| A few times a week | 62.0 | 52.0 |
| Once/week or less | 4.0 | 13.7 |

Caregiver Profile (C16, n=160)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 27.6 | 33.1 |
| % with caregiver help | 66.5 | 61.6 |
| Who helps the most? (%) (among those who receive help n=100) | | |
| | Community | NB |
| Son or daughter | 45.1 | 36.9 |
| Spouse or partner | 33.9 | 33.4 |
| Other family member | 11.4 | 12.1 |
| Mother or father | 4.8 | 8.6 |
| Friend or volunteer | 1.0 | 6.9 |
| How often do you get help? (%) (among those who receive help n=98) | | |
| | Community | NB |
| Every day | 44.6 | 58.6 |
| A few times a week | 26.7 | 20.5 |
| Once/week or less | 28.7 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 76.5 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 78.8 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 3.5 | 7.6 |
| Limits or reductions in duration of service or hours available | 4.2 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 12.0 | 19.8 |
| Limits or reductions in duration of service or hours available | 23.5 | 25.6 |

Unmet Needs (n=160)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 10.3 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 38.9 | 28.1 |
| More home support services | 25.6 | 27.0 |
| More funding/high cost | 37.0 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 2 (%) | | NB (%) | |
|-----------------|--|------------------------------|---------------|------------------------------|---------------|------------------------------|------------------------------|
| Sample Size | | n=115 | | n=768 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 97.4 | (95.2 - 99.5) | 93.7 | (92.5 - 95.0) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 97.9 | (95.0 - 100) | 96.6 | (95.2 - 98.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 91.4 | (87.7 - 95.0) | 90.3 | (88.8 - 91.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 98.2 | (96.4 - 99.9) | 96.8 | (95.9 - 97.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 76.6 | (69.3 - 83.9) | 76.7 | (73.9 - 79.4) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 88.3 | (82.8 - 93.8) | 83.6 | (81.2 - 86.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 47.6 | (41.0 - 54.3) | 52.0 | (49.4 - 54.6) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.3 | (35.3 - 49.2) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 98.2 | (96.5 - 99.9) | 97.7 | (96.9 - 98.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.6 | (91.7 - 97.6) | 94.8 | (93.6 - 95.9) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 72.1 | (65.5 - 78.7) | 70.4 | (67.9 - 72.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 68.1 | (61.7 - 74.6) | 64.9 | (62.4 - 67.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.4 (95.3 - 99.5) | Fr. - | Eng 98.4 (97.8 - 99.0) | Fr. F | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

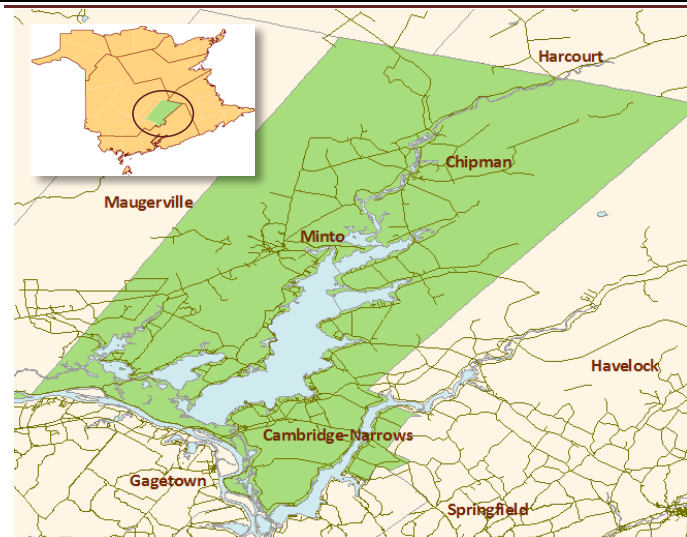


| | | Community (%) | | Zone 2 (%) | | NB (%) | |
|-----------------|---|------------------------------------|---------------------------|------------------------------|----------|---------------------------------|------------------------------|
| Sample Size | | n=72 | | n=405 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 27.1 ^E (19.5 - 34.6) | | 27.5 (24.1 - 30.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 81.9 (75.6 - 88.3) | | 85.0 (82.5 - 87.5) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 86.7 (80.9 - 92.5) | | 71.8 (68.6 - 75.1) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 87.5 (82.0 - 93.0) | | 85.0 (82.4 - 87.5) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 93.2 (89.1 - 97.4) | | 90.1 (88.0 - 92.2) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 70.2 (59.0 - 81.3) | | 63.8 (59.0 - 68.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 91.0 (84.0 - 98.0) | | 78.5 (74.4 - 82.6) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 25.5 ^E (17.7 - 33.2) | | 32.0 (28.4 - 35.6) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 88.8 (83.6 - 94.0) | | 87.1 (84.8 - 89.5) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 84.1 (78.0 - 90.1) | | 70.9 (67.7 - 74.1) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | 0.0 (0 - 0) | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 97.0 (94.3 - 99.8) | Fr. - (96.8 - 98.8) | Eng 97.8 (96.8 - 98.8) | Fr. T | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 21.1 ^E (14.2 - 27.9) | | 23.4 (20.4 - 26.5) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

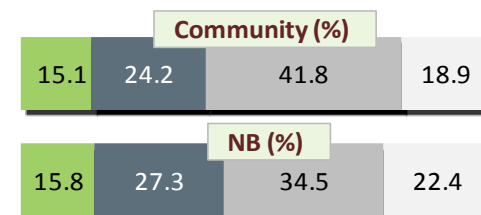
Cambridge-Narrows, Chipman, Cumberland Bay, Douglas Harbour, Gaspereau Forks, Jemseg, Lakeville Corner, Mill Cove, Minto, Ripples, Sheffield, Waterborough, Whites Cove, Youngs Cove

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 52.2 | 56.8 |
| Arthritis | 53.5 | 48.3 |
| Chronic pain | 42.9 | 40.7 |
| Heart disease | 32.5 | 35.3 |
| Gastric reflux (GERD) | 25.3 | 31.5 |
| Diabetes | 30.6 | 30.4 |
| Cancer | 22.3 | 26.2 |
| Depression | 25.7 | 24.5 |
| Asthma | 22.7 | 20.3 |
| Emphysema or COPD | 18.2 | 18.3 |
| Stroke | 19.6 | 15.8 |
| Dementia | 8.1 | 6.8 |
| Mood disorder other than depression[†] | 6.3 | 3.7 |
| Alzheimer | 1.2 | 3.5 |

Included in this profile:

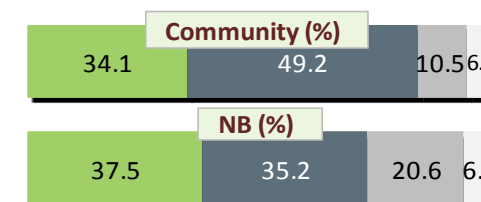
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|------------------------|---------------|--------|
| Age group | Under 18 | 3.9 | 3.0 |
| | 18-64 | 23.2 | 30.8 |
| | 65-74 | 23.9 | 19.7 |
| | 75-84 | 22.8 | 25.6 |
| | 85+ | 26.3 | 20.9 |
| Gender | Male | 39.0 | 35.8 |
| | Female | 61.0 | 64.2 |
| Education Level | No high school diploma | 57.4 | 51.8 |
| | High school or higher | 42.6 | 48.2 |
| Household Income | Less than \$25,000 | 62.8 | 62.1 |
| | \$25,000 or more | 37.2 | 37.9 |
| Preferred language of service | English | 100.0 | 72.8 |
| | French | 0.0 | 27.2 |
| Aboriginal | % yes | 1.3 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 27.7 | 25.5 |
| Confident | 59.7 | 55.9 |
| Not very confident | 9.5 | 12.2 |
| Not at all confident | 3.1 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C17, n=49) | | |
|--|-----------|------|
| Service Received (in past 2 months) | (%) | |
| | Community | NB |
| Nurse | 77.1 | 82.0 |
| Physiotherapist | 29.1 | 25.5 |
| Respiratory therapist | 19.7 | 20.1 |
| Dietitian | 18.9 | 19.9 |
| Social worker | 12.7 | 16.7 |
| Occupational therapist | 23.1 | 16.2 |
| Speech language pathologist | 8.5 | 3.5 |
| Rehabilitation support personnel | 0.0 | 3.3 |
| Pharmacist | 2.4 | 2.7 |
| Doctor/Physician | 2.4 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 42.1 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 10.1 | 5.9 |
| A few times a week | 20.2 | 22.6 |
| Once/week or less | 69.7 | 71.5 |

| Home Support Services (C17, n=43) | | |
|--|-----------|------|
| Service Received (in past 2 months) | (%) | |
| | Community | NB |
| Housekeeping | 92.9 | 92.9 |
| Meal preparation | 78.8 | 72.2 |
| Grooming or dressing | 62.1 | 49.6 |
| Bathing | 51.4 | 48.1 |
| Respite relief/care | 44.5 | 41.6 |
| Transferring | 27.3 | 34.8 |
| Feeding or nutrition care | 35.6 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 79.0 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 40.1 | 34.3 |
| A few times a week | 43.3 | 52.0 |
| Once/week or less | 16.7 | 13.7 |

| Caregiver Profile (C17, n=75) | | |
|-------------------------------------|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who live alone | 31.3 | 33.1 |
| % with caregiver help | 67.5 | 61.6 |
| Who helps the most? (%) | | |
| (among those who receive help n=49) | | |
| | Community | NB |
| Son or daughter | 44.3 | 36.9 |
| Spouse or partner | 41.5 | 33.4 |
| Other family member | 8.5 | 12.1 |
| Mother or father | 1.9 | 8.6 |
| Friend or volunteer | 3.7 | 6.9 |
| How often do you get help? (%) | | |
| (among those who receive help n=49) | | |
| | Community | NB |
| Every day | 68.6 | 58.6 |
| A few times a week | 18.1 | 20.5 |
| Once/week or less | 13.2 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 75.6 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 74.4 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 8.5 | 7.6 |
| Limits or reductions in duration of service or hours available | 12.7 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 12.9 | 19.8 |
| Limits or reductions in duration of service or hours available | 17.6 | 25.6 |

| Unmet Needs (n=75) | | |
|--|-----------|------|
| All home care service recipients | | |
| % who said 'yes' | Community | NB |
| Could anything else have been done or provided to help you stay at home? | 7.7 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 17.5 | 28.1 |
| More home support services | 14.9 | 27.0 |
| More funding/high cost | 32.5 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------|---------------|------------------------------|--|------------------------------|------------------------------|
| Sample Size | | n=49 | | n=618 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 93.4 | (88.5 - 98.4) | 92.6 | (91.1 - 94.1) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 100.0 | (100 - 100) | 97.7 | (96.4 - 99.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 92.0 | (86.5 - 97.4) | 92.6 | (91.1 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 98.2 | (95.5 - 100) | 96.2 | (95.1 - 97.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 87.4 | (77.9 - 96.9) | 71.9 | (68.6 - 75.2) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 91.2 | (83.1 - 99.3) | 84.6 | (81.9 - 87.2) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 55.2 | (45.2 - 65.3) | 52.2 | (49.3 - 55.0) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 54.6 | (43.7 - 65.5) | 44.9 | (41.9 - 48.0) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 98.2 | (95.5 - 100) | 96.5 | (95.4 - 97.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 96.1 | (92.2 - 100) | 93.8 | (92.4 - 95.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 75.8 | (66.7 - 84.8) | 74.2 | (71.4 - 76.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 73.7 | (64.6 - 82.9) | 72.8 | (70.2 - 75.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 91.9 (86.4 - 97.4) | Fr. - | Eng 97.7 (96.9 - 98.6) | Fr. 84.3 ^E (63.5 - 100) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------------|---------------------------|------------------------------|---------------------|---------------------------------|------------------------------|
| Sample Size | | n=43 | | n=420 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 23.4 ^E (14.3 - 32.6) | | 23.8 (20.7 - 26.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 87.8 (80.8 - 94.8) | | 82.2 (79.6 - 84.9) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 90.7 (84.5 - 96.9) | | 76.2 (73.2 - 79.2) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 88.6 (81.8 - 95.5) | | 86.0 (83.5 - 88.4) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 95.9 (91.7 - 100) | | 91.5 (89.5 - 93.4) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 59.5 ^E (44.9 - 74.2) | | 67.2 (62.9 - 71.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 80.4 (68.3 - 92.5) | | 74.2 (70.2 - 78.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 30.2 ^E (20.0 - 40.3) | | 32.8 (29.3 - 36.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 95.3 (90.7 - 99.9) | | 89.6 (87.5 - 91.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 90.9 (84.8 - 97.0) | | 78.6 (75.8 - 81.4) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 (0 - 0) | | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 97.9 (94.7 - 100) | Fr. - (96.6 - 98.7) | Eng 97.6 (96.6 - 98.7) | Fr. ^T | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 24.3 ^E (14.9 - 33.7) | | 18.2 (15.5 - 20.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

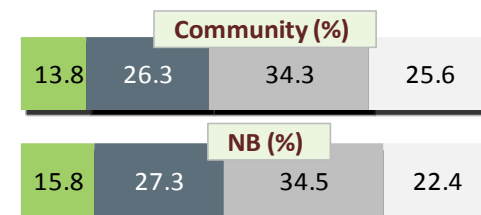
Baxters Corner, Bayswater, Browns Flat, Carters Point, Chance Harbour, Clifton Royal, Fairfield, Garnett Settlement, Grand Bay-Westfield, Hampstead, Hampton, Kars, Kingston, Lakeside, Long Reach, Lower Greenwich, Musquash, Nauwigewauk, Nerepis, Public Landing, Quispamsis, Rothesay, Rowley, Saint John, Smithtown, Summerville, Upper Golden Grove, Welsford, Wickham, Willow Grove, Wirral

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 54.2 | 56.8 |
| <i>Arthritis</i> | 51.6 | 48.3 |
| <i>Chronic pain</i> | 42.8 | 40.7 |
| <i>Heart disease</i> | 37.4 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 31.7 | 31.5 |
| <i>Diabetes</i> | 32.5 | 30.4 |
| <i>Cancer</i> | 27.2 | 26.2 |
| <i>Depression</i> | 23.3 | 24.5 |
| <i>Asthma</i> | 18.5 | 20.3 |
| <i>Emphysema or COPD</i> | 21.4 | 18.3 |
| <i>Stroke</i> | 19.6 | 15.8 |
| <i>Dementia</i> | 8.2 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 1.8 | 3.7 |
| <i>Alzheimer</i> | 4.2 | 3.5 |

Included in this profile:

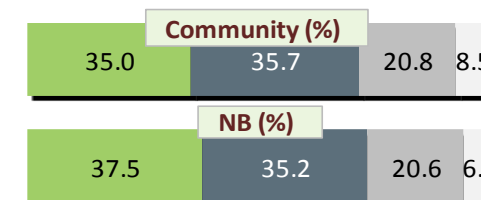
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 1.8 | 3.0 |
| | <i>18-64</i> | 30.9 | 30.8 |
| | <i>65-74</i> | 20.5 | 19.7 |
| | <i>75-84</i> | 27.7 | 25.6 |
| | <i>85+</i> | 19.2 | 20.9 |
| Gender | <i>Male</i> | 36.1 | 35.8 |
| | <i>Female</i> | 63.9 | 64.2 |
| Education Level | <i>No high school diploma</i> | 37.1 | 51.8 |
| | <i>High school or higher</i> | 62.9 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 55.5 | 62.1 |
| | <i>\$25,000 or more</i> | 44.5 | 37.9 |
| Preferred language of service | <i>English</i> | 99.4 | 72.8 |
| | <i>French</i> | 0.6 | 27.2 |
| | <i>% yes</i> | 3.8 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 21.4 | 25.5 |
| Confident | 55.3 | 55.9 |
| Not very confident | 14.7 | 12.2 |
| Not at all confident | 8.6 | 6.4 |

¹Based on survey respondents, weighted by age

[†] Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C18, n=435) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Nurse | 79.5 | 82.0 |
| Physiotherapist | 22.2 | 25.5 |
| Respiratory therapist | 20.4 | 20.1 |
| Dietitian | 15.6 | 19.9 |
| Social worker | 11.5 | 16.7 |
| Occupational therapist | 18.8 | 16.2 |
| Speech language pathologist | 1.5 | 3.5 |
| Rehabilitation support personnel | 2.7 | 3.3 |
| Pharmacist | 1.7 | 2.7 |
| Doctor/Physician | 1.4 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 52.4 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 6.5 | 5.9 |
| A few times a week | 21.4 | 22.6 |
| Once/week or less | 72.0 | 71.5 |

| Home Support Services (C18, n=241) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Housekeeping | 94.1 | 92.9 |
| Meal preparation | 73.5 | 72.2 |
| Grooming or dressing | 54.1 | 49.6 |
| Bathing | 54.5 | 48.1 |
| Respite relief/care | 36.9 | 41.6 |
| Transferring | 37.3 | 34.8 |
| Feeding or nutrition care | 23.5 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 68.7 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 40.0 | 34.3 |
| A few times a week | 49.2 | 52.0 |
| Once/week or less | 10.8 | 13.7 |

| Caregiver Profile (C18, n=552) | | |
|--|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who live alone | 32.0 | 33.1 |
| % with caregiver help | 64.8 | 61.6 |
| Who helps the most? (%) (among those who receive help n=338) | | |
| | Community | NB |
| Son or daughter | 39.4 | 36.9 |
| Spouse or partner | 34.8 | 33.4 |
| Other family member | 12.2 | 12.1 |
| Mother or father | 7.1 | 8.6 |
| Friend or volunteer | 5.8 | 6.9 |
| How often do you get help? (%) (among those who receive help n=344) | | |
| | Community | NB |
| Every day | 61.3 | 58.6 |
| A few times a week | 20.7 | 20.5 |
| Once/week or less | 17.5 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 75.7 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 72.9 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 4.9 | 7.6 |
| Limits or reductions in duration of service or hours available | 5.8 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 19.9 | 19.8 |
| Limits or reductions in duration of service or hours available | 25.9 | 25.6 |

| Unmet Needs (n=552) | | |
|--|-----------|------|
| All home care service recipients | | |
| % who said 'yes' | Community | NB |
| Could anything else have been done or provided to help you stay at home? | 10.8 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 28.8 | 28.1 |
| More home support services | 19.2 | 27.0 |
| More funding/high cost | 29.3 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 2 (%) | | NB (%) | |
|-----------------|--|---------------|---------------|---------------|---------------|------------------|---------------|
| Sample Size | | n=435 | | n=768 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.0 | (90.2 - 93.9) | 93.7 | (92.5 - 95.0) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 95.5 | (93.4 - 97.7) | 96.6 | (95.2 - 98.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.3 | (88.3 - 92.3) | 90.3 | (88.8 - 91.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 95.7 | (94.3 - 97.0) | 96.8 | (95.9 - 97.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 74.1 | (70.3 - 77.9) | 76.7 | (73.9 - 79.4) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 78.4 | (74.9 - 82.0) | 83.6 | (81.2 - 86.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 53.5 | (50.0 - 56.9) | 52.0 | (49.4 - 54.6) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 43.4 | (39.6 - 47.2) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.4 | (96.4 - 98.5) | 97.7 | (96.9 - 98.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 95.0 | (93.6 - 96.5) | 94.8 | (93.6 - 95.9) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 71.4 | (68.1 - 74.7) | 70.4 | (67.9 - 72.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 61.8 | (58.3 - 65.3) | 64.9 | (62.4 - 67.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 98.1 | Fr. F | Eng 98.4 | Fr. F | Eng 97.5 | Fr. 92.7 |
| | | (97.2 - 99.0) | | (97.8 - 99.0) | | (97.0 - 98.0) | (914 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 2 (%) | | NB (%) | |
|-----------------|--|------------------------------|----------|------------------------------|----------|---------------------------------|------------------------------|
| Sample Size | | n=241 | | n=405 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 23.6 (19.4 - 27.8) | | 27.5 (24.1 - 30.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 84.8 (81.5 - 88.0) | | 85.0 (82.5 - 87.5) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 66.0 (61.6 - 70.5) | | 71.8 (68.6 - 75.1) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 83.6 (80.1 - 87.1) | | 85.0 (82.4 - 87.5) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 89.3 (86.5 - 92.1) | | 90.1 (88.0 - 92.2) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 60.2 (53.7 - 66.7) | | 63.8 (59.0 - 68.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 74.1 (68.3 - 79.9) | | 78.5 (74.4 - 82.6) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 32.5 (27.8 - 37.2) | | 32.0 (28.4 - 35.6) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 84.2 (80.9 - 87.5) | | 87.1 (84.8 - 89.5) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 61.8 (57.3 - 66.2) | | 70.9 (67.7 - 74.1) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 98.4 (97.3 - 99.6) | Fr. T | Eng 97.8 (96.8 - 98.8) | Fr. T | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 24.8 (20.8 - 28.8) | | 23.4 (20.4 - 26.5) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

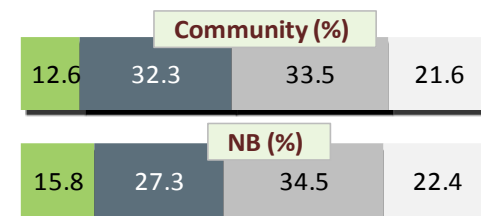
Back Bay, Beaver Harbour, Blacks Harbour, Campobello Island, Canal, Clarendon, Fairhaven, Grand Manan, Leonardville, Lepreau, L'Etête, Pennfield, Pocologan, Second Falls, St. George, Utopia, Welshpool, Wilsons Beach

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 59.9 | 56.8 |
| <i>Arthritis</i> | 56.2 | 48.3 |
| <i>Chronic pain</i> | 41.8 | 40.7 |
| <i>Heart disease</i> | 40.3 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 24.5 | 31.5 |
| <i>Diabetes</i> | 33.3 | 30.4 |
| <i>Cancer</i> | 34.6 | 26.2 |
| <i>Depression</i> | 22.6 | 24.5 |
| <i>Asthma</i> | 18.7 | 20.3 |
| <i>Emphysema or COPD</i> | 16.9 | 18.3 |
| <i>Stroke</i> | 15.3 | 15.8 |
| <i>Dementia</i> | 6.2 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 2.2 | 3.7 |
| <i>Alzheimer</i> | 2.4 | 3.5 |

Included in this profile:

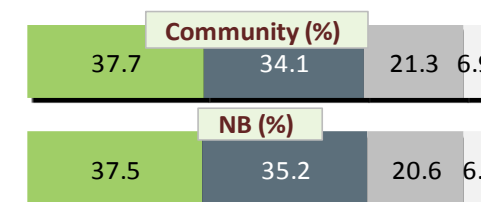
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 5.1 | 3.0 |
| | <i>18-64</i> | 28.9 | 30.8 |
| | <i>65-74</i> | 15.3 | 19.7 |
| | <i>75-84</i> | 24.8 | 25.6 |
| | <i>85+</i> | 25.8 | 20.9 |
| Gender | <i>Male</i> | 43.5 | 35.8 |
| | <i>Female</i> | 56.5 | 64.2 |
| Education Level | <i>No high school diploma</i> | 54.0 | 51.8 |
| | <i>High school or higher</i> | 46.0 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 55.6 | 62.1 |
| | <i>\$25,000 or more</i> | 44.4 | 37.9 |
| Preferred language of service | <i>English</i> | 100.0 | 72.8 |
| | <i>French</i> | 0.0 | 27.2 |
| Aboriginal | <i>% yes</i> | 1.0 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 23.8 | 25.5 |
| Confident | 59.1 | 55.9 |
| Not very confident | 9.8 | 12.2 |
| Not at all confident | 7.3 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C19, n=110) | | |
|--|-----------|------|
| Service Received (in past 2 months) | (%) | |
| | Community | NB |
| Nurse | 81.1 | 82.0 |
| Physiotherapist | 28.0 | 25.5 |
| Respiratory therapist | 18.3 | 20.1 |
| Dietitian | 18.3 | 19.9 |
| Social worker | 11.2 | 16.7 |
| Occupational therapist | 16.0 | 16.2 |
| Speech language pathologist | 4.1 | 3.5 |
| Rehabilitation support personnel | 1.9 | 3.3 |
| Pharmacist | 1.9 | 2.7 |
| Doctor/Physician | 0.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 61.3 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 3.8 | 5.9 |
| A few times a week | 19.9 | 22.6 |
| Once/week or less | 76.3 | 71.5 |

| Home Support Services (C19, n=48) | | |
|--|-----------|------|
| Service Received (in past 2 months) | (%) | |
| | Community | NB |
| Housekeeping | 93.5 | 92.9 |
| Meal preparation | 62.9 | 72.2 |
| Grooming or dressing | 33.8 | 49.6 |
| Bathing | 35.6 | 48.1 |
| Respite relief/care | 31.1 | 41.6 |
| Transferring | 23.1 | 34.8 |
| Feeding or nutrition care | 25.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 85.6 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 40.8 | 34.3 |
| A few times a week | 48.6 | 52.0 |
| Once/week or less | 10.6 | 13.7 |

| Caregiver Profile (C19, n=132) | | |
|---|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who live alone | 31.3 | 33.1 |
| % with caregiver help | 56.5 | 61.6 |
| Who helps the most? (%) (among those who receive help n=71) | | |
| | Community | NB |
| Son or daughter | 33.6 | 36.9 |
| Spouse or partner | 30.8 | 33.4 |
| Other family member | 14.7 | 12.1 |
| Mother or father | 13.3 | 8.6 |
| Friend or volunteer | 6.4 | 6.9 |
| How often do you get help? (%) (among those who receive help n=70) | | |
| | Community | NB |
| Every day | 59.9 | 58.6 |
| A few times a week | 20.9 | 20.5 |
| Once/week or less | 17.4 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 63.3 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 71.8 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 9.2 | 7.6 |
| Limits or reductions in duration of service or hours available | 6.0 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 4.2 | 19.8 |
| Limits or reductions in duration of service or hours available | 12.9 | 25.6 |

| Unmet Needs (n=132) | | |
|--|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 10.6 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 17.9 | 28.1 |
| More home support services | 30.8 | 27.0 |
| More funding/high cost | 0.0 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 2 (%) | | NB (%) | |
|-----------------|--|-----------------------------|---------------|------------------------------|---------------|------------------------------|------------------------------|
| Sample Size | | n=110 | | n=768 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 94.2 | (91.0 - 97.3) | 93.7 | (92.5 - 95.0) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 98.2 | (95.7 - 100) | 96.6 | (95.2 - 98.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 91.8 | (88.1 - 95.5) | 90.3 | (88.8 - 91.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 97.3 | (95.2 - 99.5) | 96.8 | (95.9 - 97.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 86.6 | (80.9 - 92.4) | 76.7 | (73.9 - 79.4) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 95.7 | (92.3 - 99.1) | 83.6 | (81.2 - 86.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 53.5 | (46.5 - 60.5) | 52.0 | (49.4 - 54.6) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 45.9 | (38.4 - 53.3) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 98.4 | (96.7 - 100) | 97.7 | (96.9 - 98.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.7 | (91.7 - 97.7) | 94.8 | (93.6 - 95.9) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 66.9 | (59.9 - 73.8) | 70.4 | (67.9 - 72.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 62.6 | (55.5 - 69.6) | 64.9 | (62.4 - 67.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 100.0 (100 - 100) | Fr. - | Eng 98.4 (97.8 - 99.0) | Fr. F | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 2 (%) | | NB (%) | |
|-----------------|--|------------------------------------|---------------------------|------------------------------|--------------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=48 | | n=405 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 34.2 ^E (24.0 - 44.5) | | 27.5 (24.1 - 30.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 81.5 (73.3 - 89.7) | | 85.0 (82.5 - 87.5) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 77.4 (68.6 - 86.3) | | 71.8 (68.6 - 75.1) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 87.6 (80.7 - 94.6) | | 85.0 (82.4 - 87.5) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 89.4 (83.2 - 95.6) | | 90.1 (88.0 - 92.2) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 62.2 (48.3 - 76.1) | | 63.8 (59.0 - 68.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 79.5 (68.2 - 90.8) | | 78.5 (74.4 - 82.6) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 29.6 ^E (19.5 - 39.7) | | 32.0 (28.4 - 35.6) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 94.1 (89.3 - 98.9) | | 87.1 (84.8 - 89.5) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 81.7 (73.9 - 89.5) | | 70.9 (67.7 - 74.1) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 (0 - 0) | | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 98.2 (95.5 - 100) | Fr. - (96.8 - 98.8) | Eng 97.8 (96.8 - 98.8) | Fr. ^T (88.8 - 92.5) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | ^F | | 23.4 (20.4 - 26.5) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

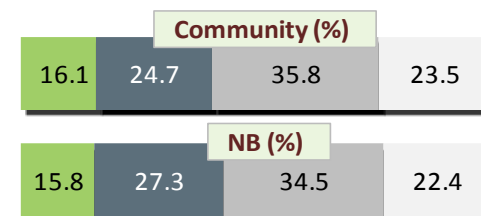
Bayside, Bethel, Bocabec, Canoose, Chamcook, Dufferin, Little Ridge, Moores Mills, Oak Bay, Oak Hill, Old Ridge, Rollingdam, Saint Andrews, St. Stephen, Tower Hill, Waweig

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 63.0 | 56.8 |
| <i>Arthritis</i> | 53.2 | 48.3 |
| <i>Chronic pain</i> | 45.7 | 40.7 |
| <i>Heart disease</i> | 42.0 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 39.1 | 31.5 |
| <i>Diabetes</i> | 35.4 | 30.4 |
| <i>Cancer</i> | 25.2 | 26.2 |
| <i>Depression</i> | 24.3 | 24.5 |
| <i>Asthma</i> | 25.0 | 20.3 |
| <i>Emphysema or COPD</i> | 25.4 | 18.3 |
| <i>Stroke</i> | 22.2 | 15.8 |
| <i>Dementia</i> | 1.4 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 6.0 | 3.7 |
| <i>Alzheimer</i> | 2.5 | 3.5 |

Included in this profile:

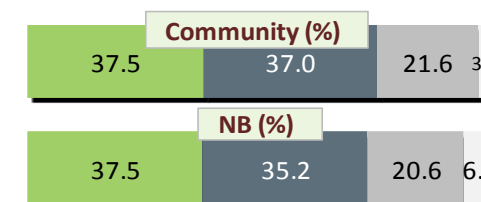
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 0.7 | 3.0 |
| | <i>18-64</i> | 25.2 | 30.8 |
| | <i>65-74</i> | 19.7 | 19.7 |
| | <i>75-84</i> | 27.0 | 25.6 |
| | <i>85+</i> | 27.4 | 20.9 |
| Gender | <i>Male</i> | 42.4 | 35.8 |
| | <i>Female</i> | 57.6 | 64.2 |
| Education Level | <i>No high school diploma</i> | 46.0 | 51.8 |
| | <i>High school or higher</i> | 54.0 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 59.8 | 62.1 |
| | <i>\$25,000 or more</i> | 40.2 | 37.9 |
| Preferred language of service | <i>English</i> | 100.0 | 72.8 |
| | <i>French</i> | 0.0 | 27.2 |
| Aboriginal | <i>% yes</i> | 3.7 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 28.4 | 25.5 |
| Confident | 56.6 | 55.9 |
| Not very confident | 10.7 | 12.2 |
| Not at all confident | 4.3 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C20, n=108)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Nurse | 91.1 | 82.0 |
| Physiotherapist | 16.1 | 25.5 |
| Respiratory therapist | 21.1 | 20.1 |
| Dietitian | 21.6 | 19.9 |
| Social worker | 16.2 | 16.7 |
| Occupational therapist | 8.5 | 16.2 |
| Speech language pathologist | 3.5 | 3.5 |
| Rehabilitation support personnel | 0.8 | 3.3 |
| Pharmacist | 1.6 | 2.7 |
| Doctor/Physician | 4.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 64.8 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 3.4 | 5.9 |
| A few times a week | 11.8 | 22.6 |
| Once/week or less | 84.9 | 71.5 |

Home Support Services (C20, n=44)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Housekeeping | 95.5 | 92.9 |
| Meal preparation | 59.1 | 72.2 |
| Grooming or dressing | 40.8 | 49.6 |
| Bathing | 39.4 | 48.1 |
| Respite relief/care | 38.1 | 41.6 |
| Transferring | 31.6 | 34.8 |
| Feeding or nutrition care | 21.5 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 78.1 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 39.2 | 34.3 |
| A few times a week | 42.3 | 52.0 |
| Once/week or less | 18.5 | 13.7 |

Caregiver Profile (C20, n=129)

| All home care service recipients | | |
|---|-----------|------|
| | Community | NB |
| % who live alone | 37.7 | 33.1 |
| % with caregiver help | 63.6 | 61.6 |
| Who helps the most? (%) (among those who receive help n=80) | | |
| | Community | NB |
| Son or daughter | 35.3 | 36.9 |
| Spouse or partner | 34.5 | 33.4 |
| Other family member | 10.1 | 12.1 |
| Mother or father | 7.6 | 8.6 |
| Friend or volunteer | 10.1 | 6.9 |
| How often do you get help? (%) (among those who receive help n=80) | | |
| | Community | NB |
| Every day | 63.8 | 58.6 |
| A few times a week | 13.7 | 20.5 |
| Once/week or less | 21.2 | 19.8 |

Satisfaction with number of times care was
received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 79.7 | 76.1 |

Satisfaction with number of times care was
received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 71.9 | 70.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 5.2 | 7.6 |
| Limits or reductions in duration of service or hours available | 3.5 | 7.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 18.4 | 19.8 |
| Limits or reductions in duration of service or hours available | 22.8 | 25.6 |

Unmet Needs (n=129)

| All home care service recipients | | |
|--|-----------|------|
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 9.3 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 43.8 | 28.1 |
| More home support services | 16.9 | 27.0 |
| More funding/high cost | 8.4 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 2 (%) | | NB (%) | |
|-----------------|--|---------------|---------------|---------------|---------------|------------------|---------------|
| Sample Size | | n=108 | | n=768 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 96.2 | (93.6 - 98.8) | 93.7 | (92.5 - 95.0) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 97.8 | (94.6 - 100) | 96.6 | (95.2 - 98.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 87.7 | (83.3 - 92.2) | 90.3 | (88.8 - 91.8) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 99.2 | (97.9 - 100) | 96.8 | (95.9 - 97.7) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 76.4 | (69.2 - 83.5) | 76.7 | (73.9 - 79.4) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 86.5 | (80.7 - 92.3) | 83.6 | (81.2 - 86.0) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 49.3 | (42.5 - 56.2) | 52.0 | (49.4 - 54.6) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 49.9 | (42.7 - 57.2) | 44.6 | (41.8 - 47.4) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.5 | (95.4 - 99.6) | 97.7 | (96.9 - 98.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 93.9 | (90.6 - 97.1) | 94.8 | (93.6 - 95.9) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 68.3 | (61.4 - 75.2) | 70.4 | (67.9 - 72.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 75.7 | (69.7 - 81.7) | 64.9 | (62.4 - 67.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 98.9 | Fr. - | Eng 98.4 | Fr. F | Eng 97.5 | Fr. 92.7 |
| | | (97.6 - 100) | | (97.8 - 99.0) | | (97.0 - 98.0) | (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

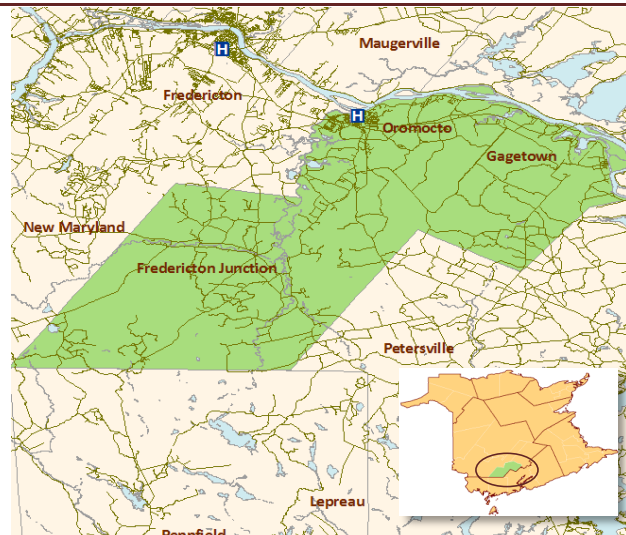


| | | Community (%) | Zone 2 (%) | | NB (%) | |
|-----------------|--|------------------------------------|---------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=44 | n=405 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 41.3 ^E (29.8 - 52.8) | 27.5 (24.1 - 30.8) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 95.4 (90.8 - 100) | 85.0 (82.5 - 87.5) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 73.3 (63.7 - 82.8) | 71.8 (68.6 - 75.1) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 84.9 (77.1 - 92.7) | 85.0 (82.4 - 87.5) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 90.3 (84.1 - 96.6) | 90.1 (88.0 - 92.2) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 71.0 (59.2 - 82.8) | 63.8 (59.0 - 68.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 79.3 (68.9 - 89.7) | 78.5 (74.4 - 82.6) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 42.9 ^E (31.5 - 54.3) | 32.0 (28.4 - 35.6) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 92.5 (86.8 - 98.1) | 87.1 (84.8 - 89.5) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 86.0 (78.7 - 93.3) | 70.9 (67.7 - 74.1) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 95.3 (90.8 - 99.8) | Fr. - (96.8 - 98.8) | Eng 97.8 (96.8 - 98.8) | Fr. T (88.8 - 92.5) | Eng 97.3 (96.7 - 97.9) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 30.6 ^E (20.2 - 41.1) | 23.4 (20.4 - 26.5) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FSample size too small to report

^TToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

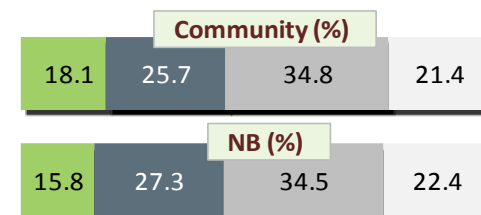
Burton, Fredericton Junction, Gagetown, Geary, Hoyt, Oromocto, Tracy, Upper Gagetown

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 54.7 | 56.8 |
| <i>Arthritis</i> | 42.4 | 48.3 |
| <i>Chronic pain</i> | 36.8 | 40.7 |
| <i>Heart disease</i> | 35.9 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 26.3 | 31.5 |
| <i>Diabetes</i> | 38.5 | 30.4 |
| <i>Cancer</i> | 20.5 | 26.2 |
| <i>Depression</i> | 25.1 | 24.5 |
| <i>Asthma</i> | 23.7 | 20.3 |
| <i>Emphysema or COPD</i> | 22.1 | 18.3 |
| <i>Stroke</i> | 18.0 | 15.8 |
| <i>Dementia</i> | 12.9 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 5.0 | 3.7 |
| <i>Alzheimer</i> | 7.5 | 3.5 |

Included in this profile:

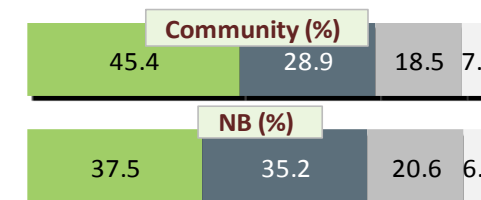
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 0.0 | 3.0 |
| | <i>18-64</i> | 36.8 | 30.8 |
| | <i>65-74</i> | 19.8 | 19.7 |
| | <i>75-84</i> | 25.0 | 25.6 |
| | <i>85+</i> | 18.4 | 20.9 |
| Gender | <i>Male</i> | 40.9 | 35.8 |
| | <i>Female</i> | 59.1 | 64.2 |
| Education Level | <i>No high school diploma</i> | 45.3 | 51.8 |
| | <i>High school or higher</i> | 54.7 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 47.0 | 62.1 |
| | <i>\$25,000 or more</i> | 53.0 | 37.9 |
| Preferred language of service | <i>English</i> | 100.0 | 72.8 |
| | <i>French</i> | 0.0 | 27.2 |
| | <i>% yes</i> | 1.4 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 22.2 | 25.5 |
| Confident | 62.0 | 55.9 |
| Not very confident | 3.8 | 12.2 |
| Not at all confident | 12.1 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C21, n=51)

| Service Received (in past 2 months) | Community | NB |
|---|-----------|------|
| Nurse | 82.4 | 82.0 |
| Physiotherapist | 23.9 | 25.5 |
| Respiratory therapist | 23.8 | 20.1 |
| Dietitian | 20.7 | 19.9 |
| Social worker | 13.5 | 16.7 |
| Occupational therapist | 16.7 | 16.2 |
| Speech language pathologist | 4.1 | 3.5 |
| Rehabilitation support personnel | 1.8 | 3.3 |
| Pharmacist | 3.6 | 2.7 |
| Doctor/Physician | 1.8 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 57.2 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 5.6 | 5.9 |
| A few times a week | 19.3 | 22.6 |
| Once/week or less | 75.1 | 71.5 |

Home Support Services (C21, n=25)

| Service Received (in past 2 months) | Community ² | NB |
|---|------------------------|------|
| Housekeeping | - | 92.9 |
| Meal preparation | - | 72.2 |
| Grooming or dressing | - | 49.6 |
| Bathing | - | 48.1 |
| Respite relief/care | - | 41.6 |
| Transferring | - | 34.8 |
| Feeding or nutrition care | - | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | - | 73.0 |
| How often do you receive services? (%) | | |
| Every day | - | 34.3 |
| A few times a week | - | 52.0 |
| Once/week or less | - | 13.7 |

Caregiver Profile (C21, n=61)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 26.5 | 33.1 |
| % with caregiver help | 58.9 | 61.6 |
| Who helps the most? (%) (among those who receive help n=35) | | |
| | Community | NB |
| Son or daughter | 33.5 | 36.9 |
| Spouse or partner | 46.9 | 33.4 |
| Other family member | 8.4 | 12.1 |
| Mother or father | 5.5 | 8.6 |
| Friend or volunteer | 2.8 | 6.9 |
| How often do you get help? (%) (among those who receive help n=33) | | |
| | Community | NB |
| Every day | 61.3 | 58.6 |
| A few times a week | 15.4 | 20.5 |
| Once/week or less | 23.3 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 72.9 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|------------------------|------|
| | Community ² | NB |
| % Very Satisfied | - | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 6.0 | 7.6 |
| Limits or reductions in duration of service or hours available | 5.5 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|------------------------|------|
| | Community ² | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | - | 19.8 |
| Limits or reductions in duration of service or hours available | - | 25.6 |

Unmet Needs (n=61)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| % who said 'yes' | Community | NB |
| Could anything else have been done or provided to help you stay at home? | 8.1 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 0.0 | 28.1 |
| More home support services | 45.1 | 27.0 |
| More funding/high cost | 17.5 | 17.4 |

¹ Among those who indicated unmet needs.

² Sample size is too small for results to be reported.



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|---|------------------------------------|----------|------------------------------|--|---------------------------------|------------------------------|
| Sample Size | | n=51 | | n=618 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.6 (87.5 - 97.8) | | 92.6 (91.1 - 94.1) | | 93.0 (92.4 - 93.7) | |
| | Always got help when contacting the office [Among those who contacted the office] (% yes) | 87.2 (74.8 - 99.7) | | 97.7 (96.4 - 99.0) | | 96.8 (96.1 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.1 (84.1 - 96.1) | | 92.6 (91.1 - 94.1) | | 90.4 (89.6 - 91.1) | |
| | How often providers treated clients with courtesy and respect (% always) | 98.2 (95.6 - 100) | | 96.2 (95.1 - 97.3) | | 96.4 (95.9 - 96.8) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home [Among clients with services from more than one person] (% always) | 60.9 (47.8 - 74.1) | | 71.9 (68.6 - 75.2) | | 77.1 (75.8 - 78.5) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 79.3 (68.6 - 90.0) | | 84.6 (81.9 - 87.2) | | 81.7 (80.5 - 83.0) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 61.5 (51.8 - 71.1) | | 52.2 (49.3 - 55.0) | | 49.3 (48.0 - 50.6) | |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 36.1 ^E (26.3 - 45.9) | | 44.9 (41.9 - 48.0) | | 42.8 (41.4 - 44.2) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 94.5 (90.0 - 99.0) | | 96.5 (95.4 - 97.5) | | 96.7 (96.2 - 97.1) | |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.5 (90.0 - 99.0) | | 93.8 (92.4 - 95.2) | | 94.2 (93.6 - 94.8) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 83.1 (75.3 - 90.9) | | 74.2 (71.4 - 76.9) | | 72.2 (71.0 - 73.5) | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 61.3 (51.5 - 71.1) | | 72.8 (70.2 - 75.5) | | 72.3 (71.1 - 73.4) | |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E (0.5 - 0.9) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 98.2 (95.7 - 100) | Fr. - | Eng 97.7 (96.9 - 98.6) | Fr. 84.3 ^E (63.5 - 100) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



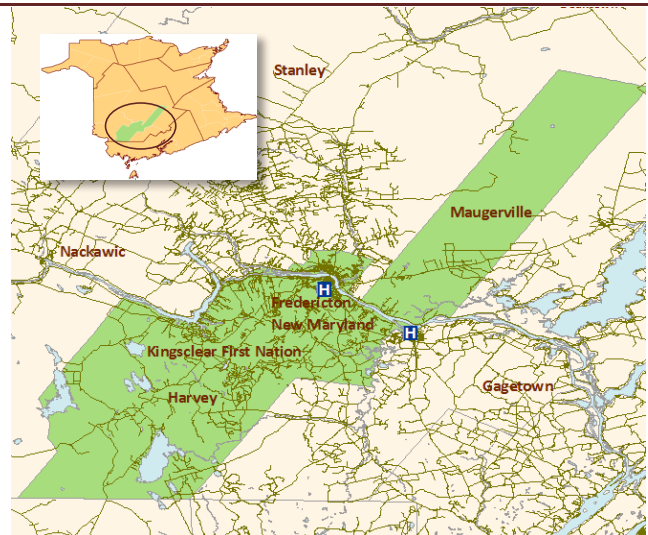
| | | Community ¹ (%) | Zone 3 (%) | | NB (%) | |
|-----------------|--|-------------------------------|-----------------------|------------------------------|-----------------------------------|------------------------------|
| Sample Size | | n=25 | n=420 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | - | 23.8 (20.7 - 26.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | - | 82.2 (79.6 - 84.9) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | - | 76.2 (73.2 - 79.2) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | - | 86.0 (83.5 - 88.4) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | - | 91.5 (89.5 - 93.4) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | - | 67.2 (62.9 - 71.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | - | 74.2 (70.2 - 78.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | - | 32.8 (29.3 - 36.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | - | 89.6 (87.5 - 91.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | - | 78.6 (75.8 - 81.4) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | - | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | - | - | Eng 97.6 (96.6 - 98.7) | Fr. T 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | - | 18.2 (15.5 - 20.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

¹Sample size too small to report

¹Sample size is too small for results to be reported.



Included in this community:

Beaver Dam, Charters Settlement, Durham Bridge, Fredericton, Hanwell, Harvey, Harvey Station, Island View, Kingsclear First Nation, Lincoln, Maugerville, Mazerolle Settlement, Nashwaak Bridge, Nashwaak Village, Nasonworth, New Maryland, Noonan, Penniac, Richibucto Road, Rusagonis, Smithfield, Taymouth, Upper Kingsclear, Waasis

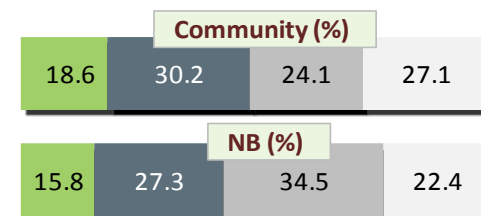
Included in this profile:

All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

| Demographic profile | | Community (%) | NB (%) |
|-------------------------------|------------------------|---------------|--------|
| Age group | Under 18 | 5.7 | 3.0 |
| | 18-64 | 27.5 | 30.8 |
| | 65-74 | 20.4 | 19.7 |
| | 75-84 | 23.2 | 25.6 |
| | 85+ | 23.3 | 20.9 |
| Gender | | Community (%) | NB (%) |
| | Male | 32.2 | 35.8 |
| Education Level | Female | 67.8 | 64.2 |
| | No high school diploma | 33.8 | 51.8 |
| | High school or higher | 66.2 | 48.2 |
| Household Income | Less than \$25,000 | 51.2 | 62.1 |
| | \$25,000 or more | 48.8 | 37.9 |
| Preferred language of service | English | 98.7 | 72.8 |
| | French | 1.3 | 27.2 |
| Aboriginal | % yes | 3.2 | 3.0 |

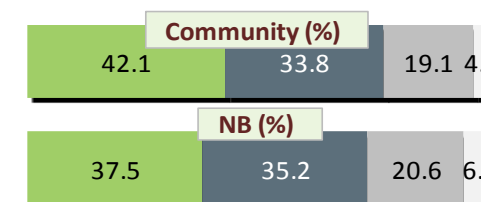
| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 54.0 | 56.8 |
| Arthritis | 49.2 | 48.3 |
| Chronic pain | 40.7 | 40.7 |
| Heart disease | 34.8 | 35.3 |
| Gastric reflux (GERD) | 33.2 | 31.5 |
| Diabetes | 28.4 | 30.4 |
| Cancer | 26.4 | 26.2 |
| Depression | 23.0 | 24.5 |
| Asthma | 20.5 | 20.3 |
| Emphysema or COPD | 17.3 | 18.3 |
| Stroke | 17.7 | 15.8 |
| Dementia | 7.5 | 6.8 |
| Mood disorder other than depression [†] | 3.3 | 3.7 |
| Alzheimer | 5.9 | 3.5 |

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 26.3 | 25.5 |
| Confident | 52.2 | 55.9 |
| Not very confident | 14.6 | 12.2 |
| Not at all confident | 6.9 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C22, n=180)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Nurse | 73.9 | 82.0 |
| Physiotherapist | 27.4 | 25.5 |
| Respiratory therapist | 18.6 | 20.1 |
| Dietitian | 25.2 | 19.9 |
| Social worker | 11.9 | 16.7 |
| Occupational therapist | 22.7 | 16.2 |
| Speech language pathologist | 5.7 | 3.5 |
| Rehabilitation support personnel | 3.3 | 3.3 |
| Pharmacist | 2.9 | 2.7 |
| Doctor/Physician | 3.1 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 34.3 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 4.9 | 5.9 |
| A few times a week | 23.8 | 22.6 |
| Once/week or less | 71.3 | 71.5 |

Home Support Services (C22, n=111)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Housekeeping | 86.8 | 92.9 |
| Meal preparation | 62.3 | 72.2 |
| Grooming or dressing | 53.9 | 49.6 |
| Bathing | 54.9 | 48.1 |
| Respite relief/care | 48.1 | 41.6 |
| Transferring | 31.7 | 34.8 |
| Feeding or nutrition care | 23.7 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 60.8 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 24.7 | 34.3 |
| A few times a week | 56.5 | 52.0 |
| Once/week or less | 18.8 | 13.7 |

Caregiver Profile (C22, n=239)

| All home care service recipients | | |
|--|-----------|------|
| | Community | NB |
| % who live alone | 40.4 | 33.1 |
| % with caregiver help | 64.9 | 61.6 |
| Who helps the most? (%) (among those who receive help n=148) | | |
| | Community | NB |
| Son or daughter | 42.0 | 36.9 |
| Spouse or partner | 34.2 | 33.4 |
| Other family member | 8.5 | 12.1 |
| Mother or father | 9.8 | 8.6 |
| Friend or volunteer | 4.4 | 6.9 |
| How often do you get help? (%) (among those who receive help n=150) | | |
| | Community | NB |
| Every day | 55.4 | 58.6 |
| A few times a week | 22.3 | 20.5 |
| Once/week or less | 21.8 | 19.8 |

Satisfaction with number of times care was
received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 74.2 | 76.1 |

Satisfaction with number of times care was
received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 67.4 | 70.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 8.7 | 7.6 |
| Limits or reductions in duration of service or hours available | 9.2 | 7.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 20.2 | 19.8 |
| Limits or reductions in duration of service or hours available | 26.7 | 25.6 |

Unmet Needs (n=239)

| All home care service recipients | | |
|--|-----------|------|
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 11.6 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 19.9 | 28.1 |
| More home support services | 20.7 | 27.0 |
| More funding/high cost | 10.9 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------|---------------|------------------------------|--|------------------------------|------------------------------|
| Sample Size | | n=180 | | n=618 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 89.5 | (86.3 - 92.7) | 92.6 | (91.1 - 94.1) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 96.3 | (93.2 - 99.3) | 97.7 | (96.4 - 99.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 92.6 | (89.9 - 95.3) | 92.6 | (91.1 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 93.9 | (91.4 - 96.4) | 96.2 | (95.1 - 97.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 66.8 | (60.6 - 73.0) | 71.9 | (68.6 - 75.2) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 85.1 | (80.4 - 89.8) | 84.6 | (81.9 - 87.2) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 48.3 | (43.0 - 53.6) | 52.2 | (49.3 - 55.0) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 40.4 | (34.6 - 46.1) | 44.9 | (41.9 - 48.0) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 95.3 | (93.1 - 97.5) | 96.5 | (95.4 - 97.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 92.5 | (89.8 - 95.3) | 93.8 | (92.4 - 95.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 74.9 | (69.8 - 80.0) | 74.2 | (71.4 - 76.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 65.5 | (60.3 - 70.8) | 72.8 | (70.2 - 75.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 98.3 (97.0 - 99.7) | Fr. F | Eng 97.7 (96.9 - 98.6) | Fr. 84.3 ^E (63.5 - 100) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|---|------------------------------------|---------------------------|------------------------------|----------|---------------------------------|------------------------------|
| Sample Size | | n=111 | | n=420 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 19.1 ^E (13.5 - 24.7) | | 23.8 (20.7 - 26.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 79.1 (73.7 - 84.5) | | 82.2 (79.6 - 84.9) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 71.6 (65.4 - 77.7) | | 76.2 (73.2 - 79.2) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 85.9 (81.1 - 90.7) | | 86.0 (83.5 - 88.4) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 94.6 (91.5 - 97.6) | | 91.5 (89.5 - 93.4) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 67.8 (59.2 - 76.4) | | 67.2 (62.9 - 71.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 81.4 (74.4 - 88.4) | | 74.2 (70.2 - 78.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 22.1 ^E (15.7 - 28.5) | | 32.8 (29.3 - 36.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 89.1 (84.9 - 93.3) | | 89.6 (87.5 - 91.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 70.9 (64.9 - 77.0) | | 78.6 (75.8 - 81.4) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 97.4 (95.2 - 99.5) | Fr. - (96.6 - 98.7) | Eng 97.6 (96.6 - 98.7) | Fr. T | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 21.6 ^E (15.9 - 27.3) | | 18.2 (15.5 - 20.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

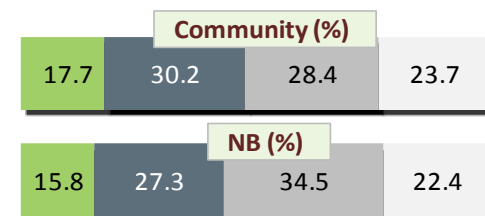

Included in this community:

Bear Island, Canterbury, Dumfries, Keswick Ridge, Lake George, Mactaquac, McAdam, Meductic, Millville, Nackawic, North Lake, Prince William, Skiff Lake, Southampton, Temperance Vale, Upper Queensbury, Zealand

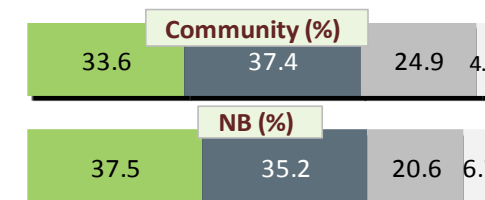
| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 58.5 | 56.8 |
| <i>Arthritis</i> | 52.5 | 48.3 |
| <i>Chronic pain</i> | 40.6 | 40.7 |
| <i>Heart disease</i> | 38.5 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 34.0 | 31.5 |
| <i>Diabetes</i> | 41.2 | 30.4 |
| <i>Cancer</i> | 24.0 | 26.2 |
| <i>Depression</i> | 25.6 | 24.5 |
| <i>Asthma</i> | 13.2 | 20.3 |
| <i>Emphysema or COPD</i> | 17.6 | 18.3 |
| <i>Stroke</i> | 18.4 | 15.8 |
| <i>Dementia</i> | 4.2 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 1.5 | 3.7 |
| <i>Alzheimer</i> | 1.2 | 3.5 |

Included in this profile:

All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 4.1 | 3.0 |
| | <i>18-64</i> | 31.4 | 30.8 |
| | <i>65-74</i> | 16.9 | 19.7 |
| | <i>75-84</i> | 35.5 | 25.6 |
| | <i>85+</i> | 12.2 | 20.9 |
| Gender | <i>Male</i> | 30.5 | 35.8 |
| | <i>Female</i> | 69.5 | 64.2 |
| Education Level | <i>No high school diploma</i> | 53.0 | 51.8 |
| | <i>High school or higher</i> | 47.0 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 61.1 | 62.1 |
| | <i>\$25,000 or more</i> | 38.9 | 37.9 |
| Preferred language of service | <i>English</i> | 100.0 | 72.8 |
| | <i>French</i> | 0.0 | 27.2 |
| Aboriginal | <i>% yes</i> | 0.0 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 25.3 | 25.5 |
| Confident | 60.0 | 55.9 |
| Not very confident | 8.4 | 12.2 |
| Not at all confident | 6.3 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C23, n=48) | | |
|--|-----------|------|
| Service Received (in past 2 months) | (%) | |
| | Community | NB |
| Nurse | 84.0 | 82.0 |
| Physiotherapist | 25.5 | 25.5 |
| Respiratory therapist | 26.4 | 20.1 |
| Dietitian | 34.5 | 19.9 |
| Social worker | 22.1 | 16.7 |
| Occupational therapist | 9.6 | 16.2 |
| Speech language pathologist | 4.3 | 3.5 |
| Rehabilitation support personnel | 0.0 | 3.3 |
| Pharmacist | 0.0 | 2.7 |
| Doctor/Physician | 0.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 51.1 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 12.0 | 5.9 |
| A few times a week | 18.7 | 22.6 |
| Once/week or less | 69.3 | 71.5 |

| Home Support Services (C23, n=37) | | |
|--|-----------|------|
| Service Received (in past 2 months) | (%) | |
| | Community | NB |
| Housekeeping | 88.0 | 92.9 |
| Meal preparation | 78.0 | 72.2 |
| Grooming or dressing | 57.5 | 49.6 |
| Bathing | 45.0 | 48.1 |
| Respite relief/care | 41.8 | 41.6 |
| Transferring | 29.6 | 34.8 |
| Feeding or nutrition care | 30.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 78.3 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 27.8 | 34.3 |
| A few times a week | 64.0 | 52.0 |
| Once/week or less | 8.1 | 13.7 |

| Caregiver Profile (C23, n=72) | | |
|-------------------------------------|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who live alone | 30.8 | 33.1 |
| % with caregiver help | 74.5 | 61.6 |
| Who helps the most? (%) | | |
| (among those who receive help n=52) | | |
| | Community | NB |
| Son or daughter | 49.3 | 36.9 |
| Spouse or partner | 27.6 | 33.4 |
| Other family member | 3.8 | 12.1 |
| Mother or father | 9.4 | 8.6 |
| Friend or volunteer | 8.0 | 6.9 |
| How often do you get help? (%) | | |
| (among those who receive help n=52) | | |
| | Community | NB |
| Every day | 55.1 | 58.6 |
| A few times a week | 21.7 | 20.5 |
| Once/week or less | 23.2 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 78.0 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 76.8 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 3.7 | 7.6 |
| Limits or reductions in duration of service or hours available | 4.3 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 5.6 | 19.8 |
| Limits or reductions in duration of service or hours available | 10.9 | 25.6 |

| Unmet Needs (n=72) | | |
|--|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 4.2 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 0.0 | 28.1 |
| More home support services | 67.1 | 27.0 |
| More funding/high cost | 0.0 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|-----------------------------|---------------|------------------------------|--|------------------------------|------------------------------|
| Sample Size | | n=48 | | n=618 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 95.6 | (91.4 - 99.8) | 92.6 | (91.1 - 94.1) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office] (% yes)</i> | 100.0 | (100 - 100) | 97.7 | (96.4 - 99.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 91.8 | (86.2 - 97.3) | 92.6 | (91.1 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 100.0 | (100 - 100) | 96.2 | (95.1 - 97.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person] (% always)</i> | 84.6 | (75.8 - 93.4) | 71.9 | (68.6 - 75.2) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 79.7 | (70.1 - 89.2) | 84.6 | (81.9 - 87.2) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 61.9 | (52.0 - 71.8) | 52.2 | (49.3 - 55.0) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 52.8 | (42.3 - 63.4) | 44.9 | (41.9 - 48.0) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 98.1 | (95.3 - 100) | 96.5 | (95.4 - 97.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 97.5 | (94.4 - 100) | 93.8 | (92.4 - 95.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 67.6 | (57.2 - 77.9) | 74.2 | (71.4 - 76.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 82.2 | (73.7 - 90.7) | 72.8 | (70.2 - 75.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference] (% always)</i> | Eng 98.1 (95.4 - 100) | Fr. - | Eng 97.7 (96.9 - 98.6) | Fr. 84.3 ^E (63.5 - 100) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

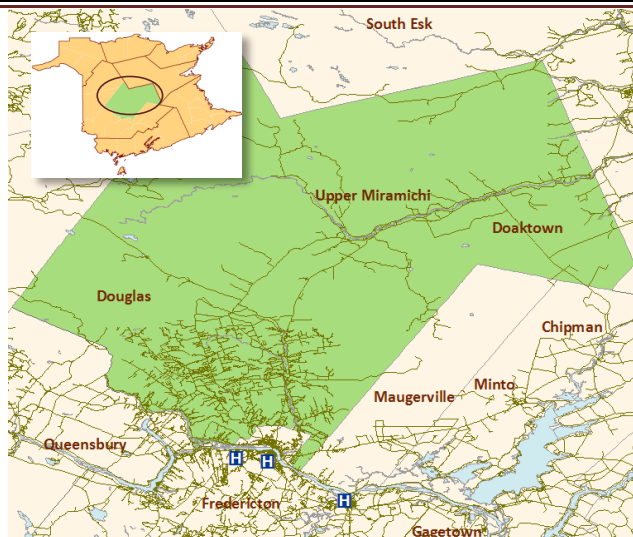


| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------------|---------------------|------------------------------|---------------------|---------------------------------|------------------------------|
| Sample Size | | n=37 | | n=420 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 32.7 ^E (20.9 - 44.5) | | 23.8 (20.7 - 26.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 94.2 (88.8 - 99.7) | | 82.2 (79.6 - 84.9) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 80.0 (70.8 - 89.2) | | 76.2 (73.2 - 79.2) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 81.5 (72.5 - 90.4) | | 86.0 (83.5 - 88.4) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 89.6 (82.6 - 96.6) | | 91.5 (89.5 - 93.4) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 81.6 (70.0 - 93.2) | | 67.2 (62.9 - 71.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 75.9 (63.1 - 88.7) | | 74.2 (70.2 - 78.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 45.5 ^E (33.7 - 57.3) | | 32.8 (29.3 - 36.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 88.9 (81.7 - 96.1) | | 89.6 (87.5 - 91.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 85.8 (77.7 - 93.8) | | 78.6 (75.8 - 81.4) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 100.0 (100 - 100) | Fr. - (0 - 0) | Eng 97.6 (96.6 - 98.7) | Fr. T (0 - 0) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | F | | 18.2 (15.5 - 20.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

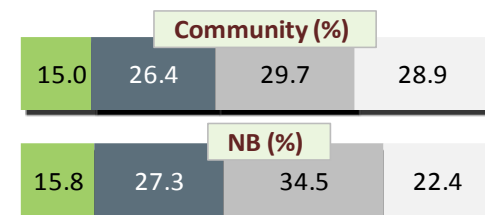
Blissfield, Boiestown, Burtt's Corner, Doaktown, Douglas, Estey's Bridge, Hamtown Corner, Killarney Road, Ludlow, McLeod Hill, New Bandon, Royal Road, Stanley, Tay Creek, Upper Miramichi

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 64.0 | 56.8 |
| <i>Arthritis</i> | 56.0 | 48.3 |
| <i>Chronic pain</i> | 43.3 | 40.7 |
| <i>Heart disease</i> | 47.6 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 34.2 | 31.5 |
| <i>Diabetes</i> | 31.3 | 30.4 |
| <i>Cancer</i> | 29.2 | 26.2 |
| <i>Depression</i> | 29.7 | 24.5 |
| <i>Asthma</i> | 25.7 | 20.3 |
| <i>Emphysema or COPD</i> | 30.3 | 18.3 |
| <i>Stroke</i> | 22.9 | 15.8 |
| <i>Dementia</i> | 15.8 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 6.2 | 3.7 |
| <i>Alzheimer</i> | 9.0 | 3.5 |

Included in this profile:

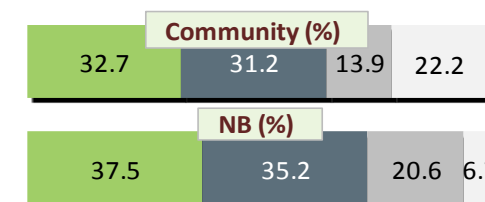
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 2.4 | 3.0 |
| | <i>18-64</i> | 23.9 | 30.8 |
| | <i>65-74</i> | 25.4 | 19.7 |
| | <i>75-84</i> | 29.9 | 25.6 |
| | <i>85+</i> | 18.3 | 20.9 |
| Gender | <i>Male</i> | 38.6 | 35.8 |
| | <i>Female</i> | 61.4 | 64.2 |
| Education Level | <i>No high school diploma</i> | 60.5 | 51.8 |
| | <i>High school or higher</i> | 39.5 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 69.2 | 62.1 |
| | <i>\$25,000 or more</i> | 30.8 | 37.9 |
| Preferred language of service | <i>English</i> | 100.0 | 72.8 |
| | <i>French</i> | 0.0 | 27.2 |
| Aboriginal | <i>% yes</i> | 1.2 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 21.4 | 25.5 |
| Confident | 51.4 | 55.9 |
| Not very confident | 16.0 | 12.2 |
| Not at all confident | 11.2 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C24, n=44) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Nurse | 82.7 | 82.0 |
| Physiotherapist | 31.5 | 25.5 |
| Respiratory therapist | 14.2 | 20.1 |
| Dietitian | 32.2 | 19.9 |
| Social worker | 15.1 | 16.7 |
| Occupational therapist | 28.4 | 16.2 |
| Speech language pathologist | 4.2 | 3.5 |
| Rehabilitation support personnel | 4.2 | 3.3 |
| Pharmacist | 4.8 | 2.7 |
| Doctor/Physician | 2.1 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 46.2 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 8.9 | 5.9 |
| A few times a week | 24.3 | 22.6 |
| Once/week or less | 66.8 | 71.5 |

| Home Support Services (C24, n=55) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Housekeeping | 94.4 | 92.9 |
| Meal preparation | 75.3 | 72.2 |
| Grooming or dressing | 44.3 | 49.6 |
| Bathing | 49.4 | 48.1 |
| Respite relief/care | 35.8 | 41.6 |
| Transferring | 39.2 | 34.8 |
| Feeding or nutrition care | 27.9 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 76.2 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 42.6 | 34.3 |
| A few times a week | 49.6 | 52.0 |
| Once/week or less | 7.9 | 13.7 |

| Caregiver Profile (C24, n=82) | | |
|--|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who live alone | 40.1 | 33.1 |
| % with caregiver help | 62.1 | 61.6 |
| Who helps the most? (%) (among those who receive help n=46) | | |
| | Community | NB |
| Son or daughter | 34.2 | 36.9 |
| Spouse or partner | 27.2 | 33.4 |
| Other family member | 28.2 | 12.1 |
| Mother or father | 4.2 | 8.6 |
| Friend or volunteer | 6.2 | 6.9 |
| How often do you get help? (%) (among those who receive help n=48) | | |
| | Community | NB |
| Every day | 58.5 | 58.6 |
| A few times a week | 10.5 | 20.5 |
| Once/week or less | 28.4 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 70.5 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 83.6 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 15.2 | 7.6 |
| Limits or reductions in duration of service or hours available | 9.1 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 25.3 | 19.8 |
| Limits or reductions in duration of service or hours available | 25.8 | 25.6 |

| Unmet Needs (n=82) | | |
|--|-----------|------|
| All home care service recipients | | |
| % who said 'yes' | Community | NB |
| Could anything else have been done or provided to help you stay at home? | 18.0 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 61.0 | 28.1 |
| More home support services | 6.9 | 27.0 |
| More funding/high cost | 7.2 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|-----------------------------|---------------|------------------------------|--|------------------------------|------------------------------|
| Sample Size | | n=44 | | n=618 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 95.8 | (91.6 - 100) | 92.6 | (91.1 - 94.1) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 100.0 | (100 - 100) | 97.7 | (96.4 - 99.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 90.4 | (84.1 - 96.7) | 92.6 | (91.1 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 100.0 | (100 - 100) | 96.2 | (95.1 - 97.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 78.6 | (67.8 - 89.5) | 71.9 | (68.6 - 75.2) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 78.5 | (67.6 - 89.4) | 84.6 | (81.9 - 87.2) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 55.8 | (45.3 - 66.3) | 52.2 | (49.3 - 55.0) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 36.7 ^E | (25.5 - 48.0) | 44.9 | (41.9 - 48.0) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.8 | (94.7 - 100) | 96.5 | (95.4 - 97.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 97.3 | (94.0 - 100) | 93.8 | (92.4 - 95.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 83.0 | (74.5 - 91.4) | 74.2 | (71.4 - 76.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 75.6 | (66.2 - 85.0) | 72.8 | (70.2 - 75.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 100.0 (100 - 100) | Fr. - | Eng 97.7 (96.9 - 98.6) | Fr. 84.3 ^E (63.5 - 100) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

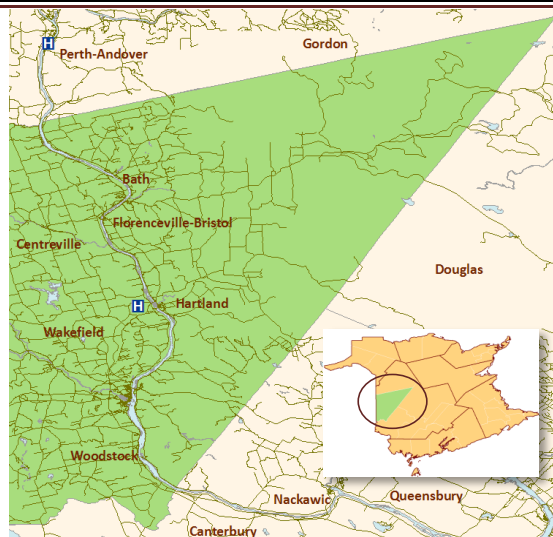


| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------------|---------------------------|------------------------------|---------------------|---------------------------------|------------------------------|
| Sample Size | | n=55 | | n=420 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 30.7 ^E (21.4 - 40.0) | | 23.8 (20.7 - 26.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 82.1 (74.8 - 89.4) | | 82.2 (79.6 - 84.9) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 74.6 (66.1 - 83.2) | | 76.2 (73.2 - 79.2) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 85.6 (78.9 - 92.2) | | 86.0 (83.5 - 88.4) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 89.8 (84.0 - 95.5) | | 91.5 (89.5 - 93.4) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 65.2 (51.5 - 78.8) | | 67.2 (62.9 - 71.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 70.6 (57.8 - 83.4) | | 74.2 (70.2 - 78.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 35.3 ^E (25.3 - 45.2) | | 32.8 (29.3 - 36.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 85.9 (79.3 - 92.4) | | 89.6 (87.5 - 91.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 89.0 (83.0 - 95.0) | | 78.6 (75.8 - 81.4) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 (0 - 0) | | ^F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 98.0 (95.3 - 100) | Fr. - (96.6 - 98.7) | Eng 97.6 (96.6 - 98.7) | Fr. ^T | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 21.9 ^E (13.8 - 30.1) | | 18.2 (15.5 - 20.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

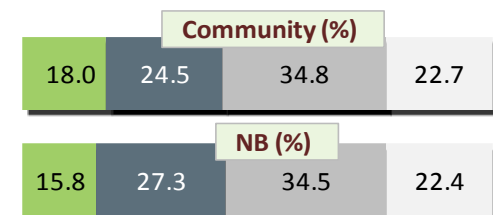
Bath, Bedell, Beechwood, Belleville, Bloomfield, Carlow, Centreville, Cloverdale, Florenceville-Bristol, Glassville, Grafton, Greenfield, Hartland, Holmesville, Jacksonville, Johnville, Juniper, Lower Woodstock, Newbridge, Newburg, Northampton, Pembroke, Somerville, Summerfield, Upper Kent, Victoria Corner, Wakefield, Waterville, Woodstock

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 58.0 | 56.8 |
| <i>Arthritis</i> | 47.1 | 48.3 |
| <i>Chronic pain</i> | 37.7 | 40.7 |
| <i>Heart disease</i> | 40.1 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 27.6 | 31.5 |
| <i>Diabetes</i> | 32.6 | 30.4 |
| <i>Cancer</i> | 22.2 | 26.2 |
| <i>Depression</i> | 28.3 | 24.5 |
| <i>Asthma</i> | 18.9 | 20.3 |
| <i>Emphysema or COPD</i> | 24.8 | 18.3 |
| <i>Stroke</i> | 13.1 | 15.8 |
| <i>Dementia</i> | 8.8 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 3.4 | 3.7 |
| <i>Alzheimer</i> | 6.1 | 3.5 |

Included in this profile:

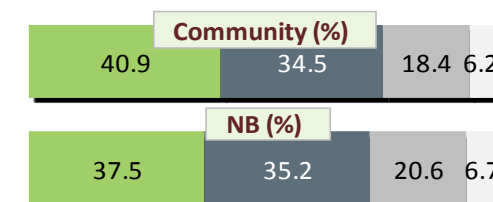
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 3.5 | 3.0 |
| | <i>18-64</i> | 30.1 | 30.8 |
| | <i>65-74</i> | 22.8 | 19.7 |
| | <i>75-84</i> | 21.3 | 25.6 |
| | <i>85+</i> | 22.3 | 20.9 |
| Gender | <i>Male</i> | 35.7 | 35.8 |
| | <i>Female</i> | 64.3 | 64.2 |
| Education Level | <i>No high school diploma</i> | 45.3 | 51.8 |
| | <i>High school or higher</i> | 54.7 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 57.3 | 62.1 |
| | <i>\$25,000 or more</i> | 42.7 | 37.9 |
| Preferred language of service | <i>English</i> | 100.0 | 72.8 |
| | <i>French</i> | 0.0 | 27.2 |
| Aboriginal | <i>% yes</i> | 2.0 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 27.7 | 25.5 |
| Confident | 48.9 | 55.9 |
| Not very confident | 14.6 | 12.2 |
| Not at all confident | 8.8 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C25, n=177)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Nurse | 77.5 | 82.0 |
| Physiotherapist | 30.4 | 25.5 |
| Respiratory therapist | 30.6 | 20.1 |
| Dietitian | 28.7 | 19.9 |
| Social worker | 16.0 | 16.7 |
| Occupational therapist | 16.1 | 16.2 |
| Speech language pathologist | 5.3 | 3.5 |
| Rehabilitation support personnel | 2.9 | 3.3 |
| Pharmacist | 3.3 | 2.7 |
| Doctor/Physician | 0.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 48.1 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 4.9 | 5.9 |
| A few times a week | 23.3 | 22.6 |
| Once/week or less | 71.8 | 71.5 |

Home Support Services (C25, n=87)

| Service Received (in past 2 months) | | (%) |
|--|-----------|------|
| | Community | NB |
| Housekeeping | 97.5 | 92.9 |
| Meal preparation | 86.6 | 72.2 |
| Grooming or dressing | 52.2 | 49.6 |
| Bathing | 54.7 | 48.1 |
| Respite relief/care | 48.3 | 41.6 |
| Transferring | 36.0 | 34.8 |
| Feeding or nutrition care | 34.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 75.1 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 39.9 | 34.3 |
| A few times a week | 47.8 | 52.0 |
| Once/week or less | 12.3 | 13.7 |

Caregiver Profile (C25, n=223)

| All home care service recipients | | |
|--|-----------|------|
| | Community | NB |
| % who live alone | 32.5 | 33.1 |
| % with caregiver help | 62.8 | 61.6 |
| Who helps the most? (%) (among those who receive help n=132) | | |
| | Community | NB |
| Son or daughter | 38.9 | 36.9 |
| Spouse or partner | 29.8 | 33.4 |
| Other family member | 11.2 | 12.1 |
| Mother or father | 10.2 | 8.6 |
| Friend or volunteer | 9.9 | 6.9 |
| How often do you get help? (%) (among those who receive help n=135) | | |
| | Community | NB |
| Every day | 51.0 | 58.6 |
| A few times a week | 26.2 | 20.5 |
| Once/week or less | 22.8 | 19.8 |

Satisfaction with number of times care was
received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 78.1 | 76.1 |

Satisfaction with number of times care was
received (in past 2 months)

| | Community | NB |
|------------------|-----------|------|
| % Very Satisfied | 70.7 | 70.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|-----|
| % who reported: | | |
| Limits or reductions in types of service/care available | 7.1 | 7.6 |
| Limits or reductions in duration of service or hours available | 7.7 | 7.6 |

Reported Difficulties in Receiving Care

| | Community | NB |
|--|-----------|------|
| % who reported: | | |
| Limits or reductions in types of service/care available | 16.5 | 19.8 |
| Limits or reductions in duration of service or hours available | 23.5 | 25.6 |

Unmet Needs (n=223)

| All home care service recipients | | |
|--|-----------|------|
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 9.3 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 12.4 | 28.1 |
| More home support services | 49.8 | 27.0 |
| More funding/high cost | 4.3 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------|---------------|------------------------------|--|------------------------------|------------------------------|
| Sample Size | | n=177 | | n=618 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.0 | (89.2 - 94.9) | 92.6 | (91.1 - 94.1) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 98.4 | (96.3 - 100) | 97.7 | (96.4 - 99.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 94.7 | (92.2 - 97.1) | 92.6 | (91.1 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 95.8 | (93.7 - 97.9) | 96.2 | (95.1 - 97.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 73.0 | (66.8 - 79.1) | 71.9 | (68.6 - 75.2) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 89.2 | (84.8 - 93.5) | 84.6 | (81.9 - 87.2) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 52.8 | (47.4 - 58.1) | 52.2 | (49.3 - 55.0) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 51.0 | (45.3 - 56.8) | 44.9 | (41.9 - 48.0) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 97.2 | (95.5 - 99.0) | 96.5 | (95.4 - 97.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.1 | (91.6 - 96.5) | 93.8 | (92.4 - 95.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 71.7 | (66.5 - 76.9) | 74.2 | (71.4 - 76.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 80.9 | (76.6 - 85.3) | 72.8 | (70.2 - 75.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 97.6 (96.0 - 99.2) | Fr. - | Eng 97.7 (96.9 - 98.6) | Fr. 84.3 ^E (63.5 - 100) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

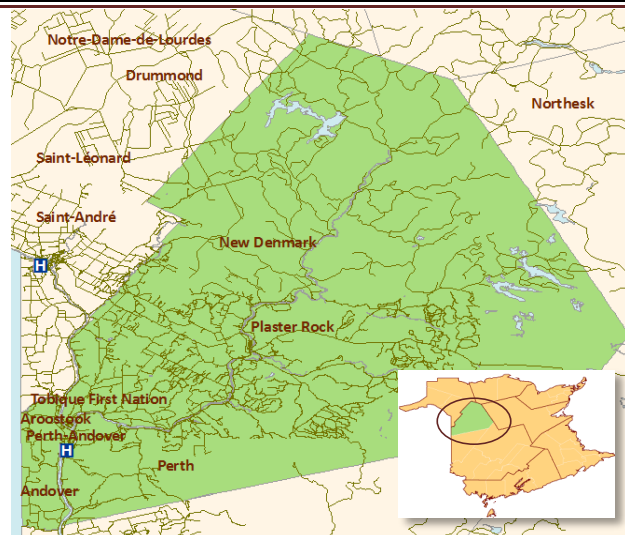


| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------------|---------------------------|------------------------------|----------|---------------------------------|------------------------------|
| Sample Size | | n=87 | | n=420 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 27.4 ^E (20.2 - 34.6) | | 23.8 (20.7 - 26.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 80.6 (74.7 - 86.6) | | 82.2 (79.6 - 84.9) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 71.5 (64.7 - 78.3) | | 76.2 (73.2 - 79.2) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 82.1 (76.2 - 88.0) | | 86.0 (83.5 - 88.4) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 86.5 (81.3 - 91.7) | | 91.5 (89.5 - 93.4) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 56.4 (46.9 - 65.8) | | 67.2 (62.9 - 71.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 68.4 (59.5 - 77.3) | | 74.2 (70.2 - 78.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 40.2 (32.5 - 48.0) | | 32.8 (29.3 - 36.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 88.8 (84.1 - 93.6) | | 89.6 (87.5 - 91.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 73.8 (67.2 - 80.4) | | 78.6 (75.8 - 81.4) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 96.6 (93.9 - 99.3) | Fr. - (96.6 - 98.7) | Eng 97.6 (96.6 - 98.7) | Fr. T | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 13.4 ^E (8.2 - 18.7) | | 18.2 (15.5 - 20.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

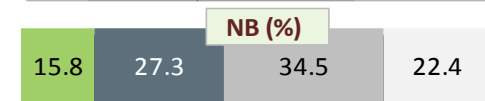
Aroostook, Arthurette, Carlingford, Kilburn, New Denmark, Perth-Andover, Plaster Rock, Riley Brook, Tilley, Tobique First Nation

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| High blood pressure or hypertension | 57.2 | 56.8 |
| Arthritis | 62.2 | 48.3 |
| Chronic pain | 40.1 | 40.7 |
| Heart disease | 37.9 | 35.3 |
| Gastric reflux (GERD) | 30.2 | 31.5 |
| Diabetes | 31.2 | 30.4 |
| Cancer | 22.8 | 26.2 |
| Depression | 18.5 | 24.5 |
| Asthma | 14.2 | 20.3 |
| Emphysema or COPD | 23.7 | 18.3 |
| Stroke | 15.1 | 15.8 |
| Dementia | 7.1 | 6.8 |
| Mood disorder other than depression [†] | 1.8 | 3.7 |
| Alzheimer | 4.1 | 3.5 |

Included in this profile:

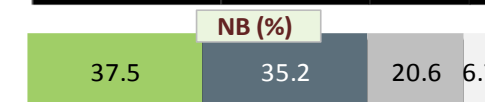
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|-------------------------------|------------------------|---------------|--------|
| Age group | Under 18 | 1.8 | 3.0 |
| | 18-64 | 25.6 | 30.8 |
| | 65-74 | 20.3 | 19.7 |
| | 75-84 | 27.6 | 25.6 |
| | 85+ | 24.8 | 20.9 |
| Gender | Male | 33.7 | 35.8 |
| | Female | 66.3 | 64.2 |
| Education Level | No high school diploma | 57.7 | 51.8 |
| | High school or higher | 42.3 | 48.2 |
| Household Income | Less than \$25,000 | 75.7 | 62.1 |
| | \$25,000 or more | 24.3 | 37.9 |
| Preferred language of service | English | 96.2 | 72.8 |
| | French | 3.8 | 27.2 |
| Aboriginal | % yes | 1.8 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 28.4 | 25.5 |
| Confident | 50.9 | 55.9 |
| Not very confident | 14.0 | 12.2 |
| Not at all confident | 6.7 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



| Extra-Mural Program (C26, n=69) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Nurse | 86.4 | 82.0 |
| Physiotherapist | 15.2 | 25.5 |
| Respiratory therapist | 22.4 | 20.1 |
| Dietitian | 33.6 | 19.9 |
| Social worker | 22.2 | 16.7 |
| Occupational therapist | 15.9 | 16.2 |
| Speech language pathologist | 3.0 | 3.5 |
| Rehabilitation support personnel | 6.4 | 3.3 |
| Pharmacist | 4.6 | 2.7 |
| Doctor/Physician | 0.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 48.7 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 7.7 | 5.9 |
| A few times a week | 19.9 | 22.6 |
| Once/week or less | 72.4 | 71.5 |

| Home Support Services (C26, n=62) | | |
|--|--------------|------|
| Service Received (in past 2 months) | Community NB | |
| Housekeeping | 98.2 | 92.9 |
| Meal preparation | 77.5 | 72.2 |
| Grooming or dressing | 43.1 | 49.6 |
| Bathing | 39.6 | 48.1 |
| Respite relief/care | 38.5 | 41.6 |
| Transferring | 26.0 | 34.8 |
| Feeding or nutrition care | 19.3 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 81.2 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 32.9 | 34.3 |
| A few times a week | 60.3 | 52.0 |
| Once/week or less | 6.8 | 13.7 |

| Caregiver Profile (C26, n=109) | | |
|---|-----------|------|
| All home care service recipients | | |
| | Community | NB |
| % who live alone | 40.8 | 33.1 |
| % with caregiver help | 58.3 | 61.6 |
| Who helps the most? (%) (among those who receive help n=63) | | |
| | Community | NB |
| Son or daughter | 43.9 | 36.9 |
| Spouse or partner | 20.7 | 33.4 |
| Other family member | 21.2 | 12.1 |
| Mother or father | 1.6 | 8.6 |
| Friend or volunteer | 10.0 | 6.9 |
| How often do you get help? (%) (among those who receive help n=63) | | |
| | Community | NB |
| Every day | 50.3 | 58.6 |
| A few times a week | 16.4 | 20.5 |
| Once/week or less | 30.3 | 19.8 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 67.9 | 76.1 |

| Satisfaction with number of times care was received (in past 2 months) | | |
|--|-----------|------|
| | Community | NB |
| % Very Satisfied | 78.5 | 70.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 8.2 | 7.6 |
| Limits or reductions in duration of service or hours available | 9.8 | 7.6 |

| Reported Difficulties in Receiving Care | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 15.3 | 19.8 |
| Limits or reductions in duration of service or hours available | 21.3 | 25.6 |

| Unmet Needs (n=109) | | |
|--|-----------|------|
| All home care service recipients | | |
| % who said 'yes' | Community | NB |
| Could anything else have been done or provided to help you stay at home? | 8.8 | 11.4 |
| Top 3 mentions: What could have been done? ¹ (%) | | |
| More hours/Access after-hr. | 9.1 | 28.1 |
| More home support services | 19.4 | 27.0 |
| More funding/high cost | 10.7 | 17.4 |

¹ Among those who indicated unmet needs.



| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|-----------------------------|---------------------|------------------------------|--|------------------------------|------------------------------|
| Sample Size | | n=69 | | n=618 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 97.4 | (94.7 - 100) | 92.6 | (91.1 - 94.1) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 100.0 | (100 - 100) | 97.7 | (96.4 - 99.0) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 91.4 | (86.6 - 96.2) | 92.6 | (91.1 - 94.1) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 95.4 | (91.9 - 98.9) | 96.2 | (95.1 - 97.3) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 66.1 | (55.0 - 77.1) | 71.9 | (68.6 - 75.2) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 79.7 | (70.5 - 88.8) | 84.6 | (81.9 - 87.2) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 42.0 | (33.4 - 50.6) | 52.2 | (49.3 - 55.0) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 40.5 | (31.4 - 49.6) | 44.9 | (41.9 - 48.0) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 95.8 | (92.3 - 99.2) | 96.5 | (95.4 - 97.5) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 89.7 | (84.6 - 94.9) | 93.8 | (92.4 - 95.2) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 68.4 | (59.3 - 77.5) | 74.2 | (71.4 - 76.9) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 71.4 | (63.6 - 79.1) | 72.8 | (70.2 - 75.5) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | 0.0 | (0 - 0) | ^F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 98.2 (95.9 - 100) | Fr. ^T | Eng 97.7 (96.9 - 98.6) | Fr. 84.3 ^E (63.5 - 100) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)

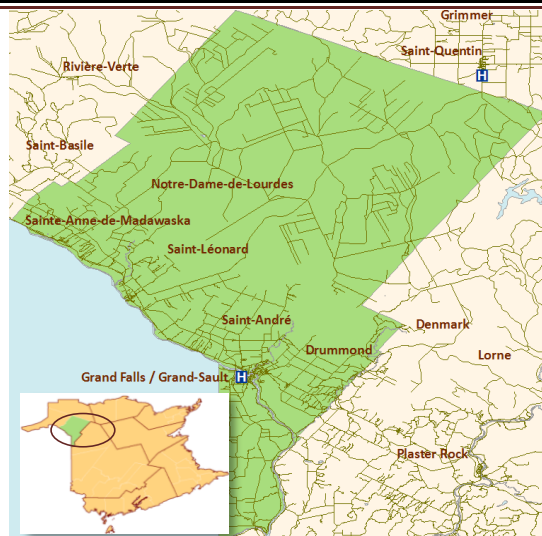


| | | Community (%) | | Zone 3 (%) | | NB (%) | |
|-----------------|--|------------------------------------|---------------------------|------------------------------|---------------------------|---------------------------------|------------------------------|
| Sample Size | | n=62 | | n=420 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 19.1 ^E (11.8 - 26.4) | | 23.8 (20.7 - 26.9) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 81.4 (74.4 - 88.4) | | 82.2 (79.6 - 84.9) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 78.4 (71.0 - 85.9) | | 76.2 (73.2 - 79.2) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 88.4 (82.7 - 94.2) | | 86.0 (83.5 - 88.4) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 92.1 (87.4 - 96.9) | | 91.5 (89.5 - 93.4) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 74.9 (64.4 - 85.5) | | 67.2 (62.9 - 71.6) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 67.5 (56.4 - 78.6) | | 74.2 (70.2 - 78.2) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 31.3 ^E (22.3 - 40.3) | | 32.8 (29.3 - 36.2) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 90.3 (84.9 - 95.6) | | 89.6 (87.5 - 91.7) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 76.9 (69.4 - 84.4) | | 78.6 (75.8 - 81.4) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 98.5 (96.3 - 100) | Fr. T (96.6 - 98.7) | Eng 97.6 (96.6 - 98.7) | Fr. T (96.6 - 98.7) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 18.1 ^E (11.2 - 25.1) | | 18.2 (15.5 - 20.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^TSample size too small to report

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



Included in this community:

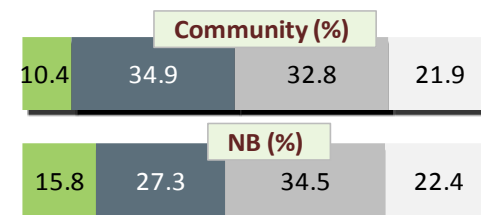
Drummond, Grand Falls / Grand-Sault, Notre-Dame-de-Lourdes, Saint-André, Sainte-Anne-de-Madawaska, Saint-Léonard

| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 62.1 | 56.8 |
| <i>Arthritis</i> | 52.0 | 48.3 |
| <i>Chronic pain</i> | 43.4 | 40.7 |
| <i>Heart disease</i> | 39.1 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 37.7 | 31.5 |
| <i>Diabetes</i> | 26.7 | 30.4 |
| <i>Cancer</i> | 17.1 | 26.2 |
| <i>Depression</i> | 28.5 | 24.5 |
| <i>Asthma</i> | 20.2 | 20.3 |
| <i>Emphysema or COPD</i> | 19.7 | 18.3 |
| <i>Stroke</i> | 13.5 | 15.8 |
| <i>Dementia</i> | 9.8 | 6.8 |
| <i>Mood disorder other than depression^t</i> | 6.4 | 3.7 |
| <i>Alzheimer</i> | 5.7 | 3.5 |

Included in this profile:

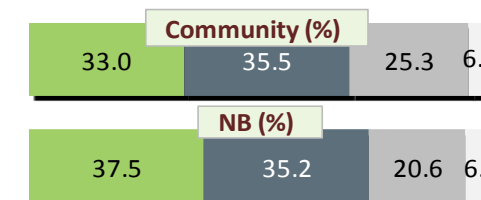
All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health



■ Excellent/Very good ■ Good ■ Fair ■ Poor

| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 5.3 | 3.0 |
| | <i>18-64</i> | 26.3 | 30.8 |
| | <i>65-74</i> | 20.9 | 19.7 |
| | <i>75-84</i> | 30.8 | 25.6 |
| | <i>85+</i> | 16.8 | 20.9 |
| Gender | <i>Male</i> | 38.3 | 35.8 |
| | <i>Female</i> | 61.7 | 64.2 |
| Education Level | <i>No high school diploma</i> | 63.7 | 51.8 |
| | <i>High school or higher</i> | 36.3 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 64.1 | 62.1 |
| | <i>\$25,000 or more</i> | 35.9 | 37.9 |
| Preferred language of service | <i>English</i> | 20.7 | 72.8 |
| | <i>French</i> | 79.3 | 27.2 |
| Aboriginal | <i>% yes</i> | 4.1 | 3.0 |

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 23.7 | 25.5 |
| Confident | 56.1 | 55.9 |
| Not very confident | 12.6 | 12.2 |
| Not at all confident | 7.6 | 6.4 |

¹Based on survey respondents, weighted by age

^tIncludes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C27, n=116)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Nurse | 82.3 | 82.0 |
| Physiotherapist | 26.1 | 25.5 |
| Respiratory therapist | 29.9 | 20.1 |
| Dietitian | 26.0 | 19.9 |
| Social worker | 26.5 | 16.7 |
| Occupational therapist | 19.0 | 16.2 |
| Speech language pathologist | 6.0 | 3.5 |
| Rehabilitation support personnel | 7.5 | 3.3 |
| Pharmacist | 1.8 | 2.7 |
| Doctor/Physician | 1.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 54.5 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 5.5 | 5.9 |
| A few times a week | 25.1 | 22.6 |
| Once/week or less | 69.4 | 71.5 |

Home Support Services (C27, n=72)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Housekeeping | 90.9 | 92.9 |
| Meal preparation | 64.2 | 72.2 |
| Grooming or dressing | 36.0 | 49.6 |
| Bathing | 35.0 | 48.1 |
| Respite relief/care | 29.9 | 41.6 |
| Transferring | 33.4 | 34.8 |
| Feeding or nutrition care | 29.0 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 73.6 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 30.0 | 34.3 |
| A few times a week | 41.1 | 52.0 |
| Once/week or less | 28.9 | 13.7 |

Caregiver Profile (C27, n=149)

| | | |
|---|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 32.8 | 33.1 |
| % with caregiver help | 56.3 | 61.6 |
| Who helps the most? (%) (among those who receive help n=83) | | |
| | Community | NB |
| Son or daughter | 34.3 | 36.9 |
| Spouse or partner | 33.6 | 33.4 |
| Other family member | 8.9 | 12.1 |
| Mother or father | 10.5 | 8.6 |
| Friend or volunteer | 7.9 | 6.9 |
| How often do you get help? (%) (among those who receive help n=78) | | |
| | Community | NB |
| Every day | 53.5 | 58.6 |
| A few times a week | 36.0 | 20.5 |
| Once/week or less | 9.2 | 19.8 |

Satisfaction with number of times care was
received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 72.4 | 76.1 |

Satisfaction with number of times care was
received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 58.1 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 12.0 | 7.6 |
| Limits or reductions in duration of service or hours available | 10.4 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 30.4 | 19.8 |
| Limits or reductions in duration of service or hours available | 38.3 | 25.6 |

Unmet Needs (n=149)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 13.4 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 20.8 | 28.1 |
| More home support services | 20.4 | 27.0 |
| More funding/high cost | 5.0 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 4 (%) | | NB (%) | |
|-----------------|--|------------------------------|------------------------------|------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=116 | | n=321 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.0 (88.5 - 95.6) | | 92.1 (90.0 - 94.3) | | 93.0 (92.4 - 93.7) | |
| | Always got help when contacting the office <i>[Among those who contacted the office]</i> (% yes) | 98.0 (95.4 - 100) | | 97.3 (95.4 - 99.2) | | 96.8 (96.1 - 97.5) | |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 87.6 (83.3 - 91.9) | | 86.2 (83.5 - 89.0) | | 90.4 (89.6 - 91.1) | |
| | How often providers treated clients with courtesy and respect (% always) | 96.4 (94.0 - 98.8) | | 94.2 (92.3 - 96.0) | | 96.4 (95.9 - 96.8) | |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person]</i> (% always) | 74.1 (66.5 - 81.7) | | 82.0 (77.9 - 86.1) | | 77.1 (75.8 - 78.5) | |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 78.5 (71.6 - 85.5) | | 80.7 (76.6 - 84.9) | | 81.7 (80.5 - 83.0) | |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 38.9 (32.4 - 45.3) | | 43.3 (39.3 - 47.2) | | 49.3 (48.0 - 50.6) | |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 28.8 (22.3 - 35.3) | | 34.4 (30.3 - 38.5) | | 42.8 (41.4 - 44.2) | |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 96.7 (94.3 - 99.0) | | 95.3 (93.7 - 97.0) | | 96.7 (96.2 - 97.1) | |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 90.6 (86.8 - 94.4) | | 93.1 (91.1 - 95.1) | | 94.2 (93.6 - 94.8) | |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 79.0 (73.4 - 84.6) | | 75.5 (71.9 - 79.1) | | 72.2 (71.0 - 73.5) | |
| | Staff talked with clients about all the medicines they were taking (% yes) | 81.2 (75.9 - 86.6) | | 81.0 (77.8 - 84.2) | | 72.3 (71.1 - 73.4) | |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E (0.5 - 0.9) | |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference]</i> (% always) | Eng 91.6 (83.3 - 99.9) | Fr. 92.6 (88.6 - 96.7) | Eng 87.2 (79.4 - 95.0) | Fr. 89.2 (86.6 - 91.9) | Eng 97.5 (97.0 - 98.0) | Fr. 92.7 (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | | Zone 4 (%) | | NB (%) | |
|-----------------|--|------------------------------------|------------------------------|------------------------------------|------------------------------|---------------------------------|------------------------------|
| Sample Size | | n=72 | | n=188 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% very easy) | 12.2 ^E (6.6 - 17.8) | | 12.7 ^E (9.2 - 16.3) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% yes) | 85.6 (79.9 - 91.4) | | 81.7 (77.7 - 85.6) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% very easy) | 19.5 ^E (12.7 - 26.2) | | 21.7 (17.4 - 26.1) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% always) | 73.9 (66.3 - 81.4) | | 72.4 (67.6 - 77.1) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% always) | 84.9 (79.0 - 90.9) | | 84.2 (80.4 - 87.9) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [Among clients with services from more than one person] (% always) | 62.0 (48.1 - 75.9) | | 54.2 (44.9 - 63.4) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [Among clients with services from more than one person] | 67.3 (54.4 - 80.2) | | 60.9 (52.1 - 69.7) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% strongly agree) | 19.5 ^E (12.0 - 26.9) | | 16.6 ^E (12.4 - 20.9) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 77.1 (70.0 - 84.1) | | 77.5 (73.2 - 81.8) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% definitely yes) | 59.7 (51.4 - 68.0) | | 64.7 (59.7 - 69.6) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% yes) | ^F | | 5.0 ^E (2.7 - 7.2) | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [Among those who specified a preference] (% always) | Eng 82.8 (69.9 - 95.6) | Fr. 84.2 (77.0 - 91.4) | Eng 78.3 (67.2 - 89.4) | Fr. 89.9 (86.6 - 93.3) | Eng 97.3 (96.7 - 97.9) | Fr. 90.7 (88.8 - 92.5) |
| Barrier | Have you ever found the cost for home care services too high? (% yes) | 25.8 ^E (18.4 - 33.2) | | 28.1 (23.3 - 32.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| Demographic profile | | Community (%) | NB (%) |
|--------------------------------------|-------------------------------|---------------|--------|
| Age group | <i>Under 18</i> | 3.2 | 3.0 |
| | <i>18-64</i> | 45.8 | 30.8 |
| | <i>65-74</i> | 20.1 | 19.7 |
| | <i>75-84</i> | 16.9 | 25.6 |
| | <i>85+</i> | 14.0 | 20.9 |
| Gender | <i>Male</i> | 33.5 | 35.8 |
| | <i>Female</i> | 66.5 | 64.2 |
| Education Level | <i>No high school diploma</i> | 55.4 | 51.8 |
| | <i>High school or higher</i> | 44.6 | 48.2 |
| Household Income | <i>Less than \$25,000</i> | 66.2 | 62.1 |
| | <i>\$25,000 or more</i> | 33.8 | 37.9 |
| Preferred language of service | <i>English</i> | 7.6 | 72.8 |
| | <i>French</i> | 92.4 | 27.2 |
| Aboriginal | <i>% yes</i> | 4.2 | 3.0 |

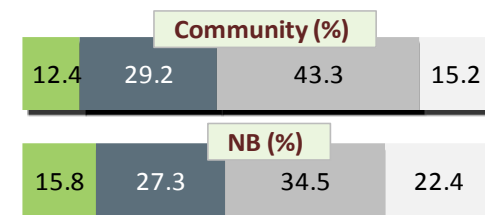
Included in this community:

Baker-Brook, Clair, Edmundston, Lac-Baker, Rivière-Verte, Saint-Basile, Saint-François-de-Madawaska, Saint-Hilaire, Saint-Jacques, Saint-Joseph-de-Madawaska

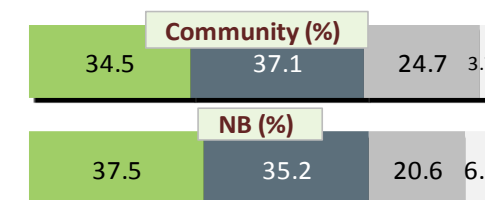
| Chronic Health Conditions | Community (%) | NB (%) |
|--|---------------|--------|
| <i>High blood pressure or hypertension</i> | 52.6 | 56.8 |
| <i>Arthritis</i> | 44.0 | 48.3 |
| <i>Chronic pain</i> | 42.4 | 40.7 |
| <i>Heart disease</i> | 32.4 | 35.3 |
| <i>Gastric reflux (GERD)</i> | 31.2 | 31.5 |
| <i>Diabetes</i> | 25.5 | 30.4 |
| <i>Cancer</i> | 22.0 | 26.2 |
| <i>Depression</i> | 25.0 | 24.5 |
| <i>Asthma</i> | 26.0 | 20.3 |
| <i>Emphysema or COPD</i> | 17.4 | 18.3 |
| <i>Stroke</i> | 16.0 | 15.8 |
| <i>Dementia</i> | 2.8 | 6.8 |
| <i>Mood disorder other than depression[†]</i> | 6.2 | 3.7 |
| <i>Alzheimer</i> | 2.9 | 3.5 |

Included in this profile:

All surveyed residents who live within the boundaries of the defined community, and who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

Self-Rated Mental or Emotional Health


■ Excellent/Very good ■ Good ■ Fair ■ Poor

Confidence: Ability to control and manage health condition

| [Among clients with at least one chronic health condition from table above] | Community (%) | NB (%) |
|---|---------------|--------|
| Very confident | 29.2 | 25.5 |
| Confident | 58.1 | 55.9 |
| Not very confident | 10.0 | 12.2 |
| Not at all confident | 2.6 | 6.4 |

¹Based on survey respondents, weighted by age

[†]Includes bipolar disorder, mania, manic depression or dysthymia



Extra-Mural Program (C28, n=172)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Nurse | 81.9 | 82.0 |
| Physiotherapist | 26.4 | 25.5 |
| Respiratory therapist | 15.8 | 20.1 |
| Dietitian | 17.6 | 19.9 |
| Social worker | 21.7 | 16.7 |
| Occupational therapist | 14.4 | 16.2 |
| Speech language pathologist | 3.2 | 3.5 |
| Rehabilitation support personnel | 5.5 | 3.3 |
| Pharmacist | 2.9 | 2.7 |
| Doctor/Physician | 3.0 | 1.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 49.5 | 48.4 |
| How often do you receive services? (%) | | |
| Every day | 6.3 | 5.9 |
| A few times a week | 17.7 | 22.6 |
| Once/week or less | 76.1 | 71.5 |

Home Support Services (C28, n=106)

| Service Received (in past 2 months) | Community NB | |
|---|--------------|------|
| Housekeeping | 96.3 | 92.9 |
| Meal preparation | 56.8 | 72.2 |
| Grooming or dressing | 34.6 | 49.6 |
| Bathing | 33.7 | 48.1 |
| Respite relief/care | 35.4 | 41.6 |
| Transferring | 38.1 | 34.8 |
| Feeding or nutrition care | 26.1 | 30.7 |
| How long have you been getting services? (%) | | |
| Services for at least 1 year | 83.6 | 73.0 |
| How often do you receive services? (%) | | |
| Every day | 22.5 | 34.3 |
| A few times a week | 56.3 | 52.0 |
| Once/week or less | 21.2 | 13.7 |

Caregiver Profile (C28, n=244)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who live alone | 38.2 | 33.1 |
| % with caregiver help | 53.2 | 61.6 |
| Who helps the most? (%) (among those who receive help n=127) | | |
| | Community | NB |
| Son or daughter | 28.0 | 36.9 |
| Spouse or partner | 35.5 | 33.4 |
| Other family member | 12.3 | 12.1 |
| Mother or father | 13.3 | 8.6 |
| Friend or volunteer | 7.8 | 6.9 |
| How often do you get help? (%) (among those who receive help n=126) | | |
| | Community | NB |
| Every day | 53.5 | 58.6 |
| A few times a week | 20.0 | 20.5 |
| Once/week or less | 26.5 | 19.8 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 79.5 | 76.1 |

Satisfaction with number of times care was received (in past 2 months)

| | | |
|------------------|-----------|------|
| | Community | NB |
| % Very Satisfied | 55.5 | 70.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|-----|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 11.7 | 7.6 |
| Limits or reductions in duration of service or hours available | 12.8 | 7.6 |

Reported Difficulties in Receiving Care

| | | |
|--|-----------|------|
| | Community | NB |
| % who reported: | | |
| Limits or reductions in types of service/care available | 24.9 | 19.8 |
| Limits or reductions in duration of service or hours available | 36.6 | 25.6 |

Unmet Needs (n=244)

| | | |
|--|-----------|------|
| <i>All home care service recipients</i> | | |
| | Community | NB |
| % who said 'yes' | | |
| Could anything else have been done or provided to help you stay at home? | 12.2 | 11.4 |
| Top 3 mentions: What could have been done?¹ (%) | | |
| More hours/Access after-hr. | 23.7 | 28.1 |
| More home support services | 34.5 | 27.0 |
| More funding/high cost | 20.9 | 17.4 |

¹Among those who indicated unmet needs.



| | | Community (%) | | Zone 4 (%) | | NB (%) | |
|-----------------|--|---------------|---------------|---------------|---------------|------------------|---------------|
| Sample Size | | n=172 | | n=321 | | n=3,153 | |
| Accessibility | Did care start as soon as you thought you needed it? (% yes) | 92.5 | (89.7 - 95.3) | 92.1 | (90.0 - 94.3) | 93.0 | (92.4 - 93.7) |
| | Always got help when contacting the office <i>[Among those who contacted the office] (% yes)</i> | 96.2 | (93.1 - 99.3) | 97.3 | (95.4 - 99.2) | 96.8 | (96.1 - 97.5) |
| Communication | How often providers explained things in a way that was easy to understand (% always) | 84.7 | (80.8 - 88.6) | 86.2 | (83.5 - 89.0) | 90.4 | (89.6 - 91.1) |
| | How often providers treated clients with courtesy and respect (% always) | 94.0 | (91.4 - 96.5) | 94.2 | (92.3 - 96.0) | 96.4 | (95.9 - 96.8) |
| Coordination | How often providers seemed informed about <u>all</u> care/treatment received at home <i>[Among clients with services from more than one person] (% always)</i> | 89.2 | (84.7 - 93.6) | 82.0 | (77.9 - 86.1) | 77.1 | (75.8 - 78.5) |
| | Clients who <u>never</u> received conflicting information from different providers <i>[Among clients with services from more than one person]</i> | 79.3 | (73.5 - 85.1) | 80.7 | (76.6 - 84.9) | 81.7 | (80.5 - 83.0) |
| Patient-centred | Staff gave information needed for clients to take care of themselves (% strongly agree) | 46.4 | (41.0 - 51.7) | 43.3 | (39.3 - 47.2) | 49.3 | (48.0 - 50.6) |
| | Family caregivers were given information they wanted when they needed it (% strongly agree) | 37.2 | (31.5 - 42.8) | 34.4 | (30.3 - 38.5) | 42.8 | (41.4 - 44.2) |
| Satisfaction | Satisfaction rating: home health care services received (% 8,9 or 10 on a scale of 0 to 10) | 95.1 | (92.8 - 97.4) | 95.3 | (93.7 - 97.0) | 96.7 | (96.2 - 97.1) |
| | Would recommend Extra-Mural to family/friends (% definitely yes) | 94.1 | (91.6 - 96.6) | 93.1 | (91.1 - 95.1) | 94.2 | (93.6 - 94.8) |
| Safety | Staff talked with clients about how to set up home to move around safely (% yes) | 75.3 | (70.4 - 80.2) | 75.5 | (71.9 - 79.1) | 72.2 | (71.0 - 73.5) |
| | Staff talked with clients about all the medicines they were taking (% yes) | 81.3 | (76.9 - 85.6) | 81.0 | (77.8 - 84.2) | 72.3 | (71.1 - 73.4) |
| | Do you believe you were harmed because of an error or mistake? (% yes) | F | | F | | 0.7 ^E | (0.5 - 0.9) |
| Equity | How often service was received in language of preference <i>[Among those who specified a preference] (% always)</i> | Eng 78.8 | Fr. 88.4 | Eng 87.2 | Fr. 89.2 | Eng 97.5 | Fr. 92.7 |
| | | (63.0 - 94.7) | (84.8 - 92.1) | (79.4 - 95.0) | (86.6 - 91.9) | (97.0 - 98.0) | (91.4 - 94.0) |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

^FToo unreliable to be published (coefficient of variation greater than 33.3%)



| | | Community (%) | Zone 4 (%) | | NB (%) | |
|-----------------|---|--|---|---|---------------------------------|--|
| Sample Size | | n=106 | n=188 | | n=1,905 | |
| Accessibility | Ease or difficulty getting information about home care services before starting (% <i>very easy</i>) | 14.5 ^E (9.5 - 19.5) | 12.7 ^E (9.2 - 16.3) | | 19.4 (18.1 - 20.8) | |
| | Did home care start as soon as you thought you needed it? (% <i>yes</i>) | 82.3 (77.0 - 87.5) | 81.7 (77.7 - 85.6) | | 80.1 (78.8 - 81.4) | |
| | Ease or difficulty contacting agency office or home support worker for help (% <i>very easy</i>) | 24.3 ^E (18.3 - 30.4) | 21.7 (17.4 - 26.1) | | 58.6 (57.0 - 60.3) | |
| Communication | How often home support workers explained things in a way that was easy to understand (% <i>always</i>) | 68.9 (62.4 - 75.4) | 72.4 (67.6 - 77.1) | | 84.5 (83.3 - 85.7) | |
| | How often home support workers treated clients with courtesy and respect (% <i>always</i>) | 82.2 (77.0 - 87.4) | 84.2 (80.4 - 87.9) | | 90.3 (89.3 - 91.2) | |
| Coordination | How often home support workers seemed informed about <u>all</u> care received at home [<i>Among clients with services from more than one person</i>] (% <i>always</i>) | 51.8 ^E (39.2 - 64.3) | 54.2 (44.9 - 63.4) | | 67.8 (65.5 - 70.1) | |
| | Clients who <u>never</u> received conflicting information from different providers [<i>Among clients with services from more than one person</i>] | 56.4 (44.1 - 68.7) | 60.9 (52.1 - 69.7) | | 75.5 (73.4 - 77.6) | |
| Patient-centred | Family caregivers were given information they wanted when they needed it (% <i>strongly agree</i>) | 11.5 ^E (6.8 - 16.2) | 16.6 ^E (12.4 - 20.9) | | 27.3 (25.8 - 28.9) | |
| Satisfaction | Satisfaction rating: home care services received (% 8,9 or 10 on a scale of 0 to 10) | 78.5 (72.9 - 84.1) | 77.5 (73.2 - 81.8) | | 87.9 (86.8 - 88.9) | |
| | Would recommend agency or home support worker to family/friends (% <i>definitely yes</i>) | 66.3 (59.7 - 72.8) | 64.7 (59.7 - 69.6) | | 74.3 (72.9 - 75.7) | |
| Safety | Do you believe you were harmed because of an error or mistake? (% <i>yes</i>) | ^F | 5.0 ^E (2.7 - 7.2) | | 1.8 ^E (1.4 - 2.3) | |
| Equity | How often service was received in language of preference [<i>Among those who specified a preference</i>] (% <i>always</i>) | Eng 70.7 ^E (50.5 - 90.8) Fr. 91.8 (87.8 - 95.7) | Eng 78.3 (67.2 - 89.4) Fr. 89.9 (86.6 - 93.3) | Eng 97.3 (96.7 - 97.9) Fr. 90.7 (88.8 - 92.5) | | |
| Barrier | Have you ever found the cost for home care services too high? (% <i>yes</i>) | 30.3 (23.8 - 36.9) | 28.1 (23.3 - 32.9) | | 22.1 (20.7 - 23.5) | |

^EUse with caution (coefficient of variation between 16.6% and 33.3%)

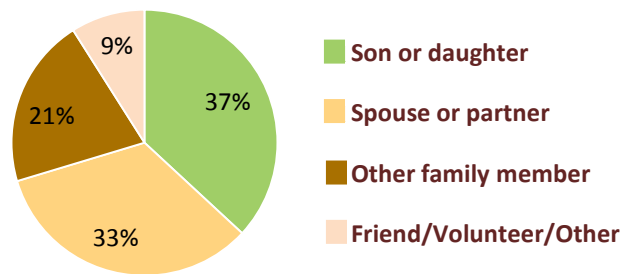
^FToo unreliable to be published (coefficient of variation greater than 33.3%)

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Appendix A

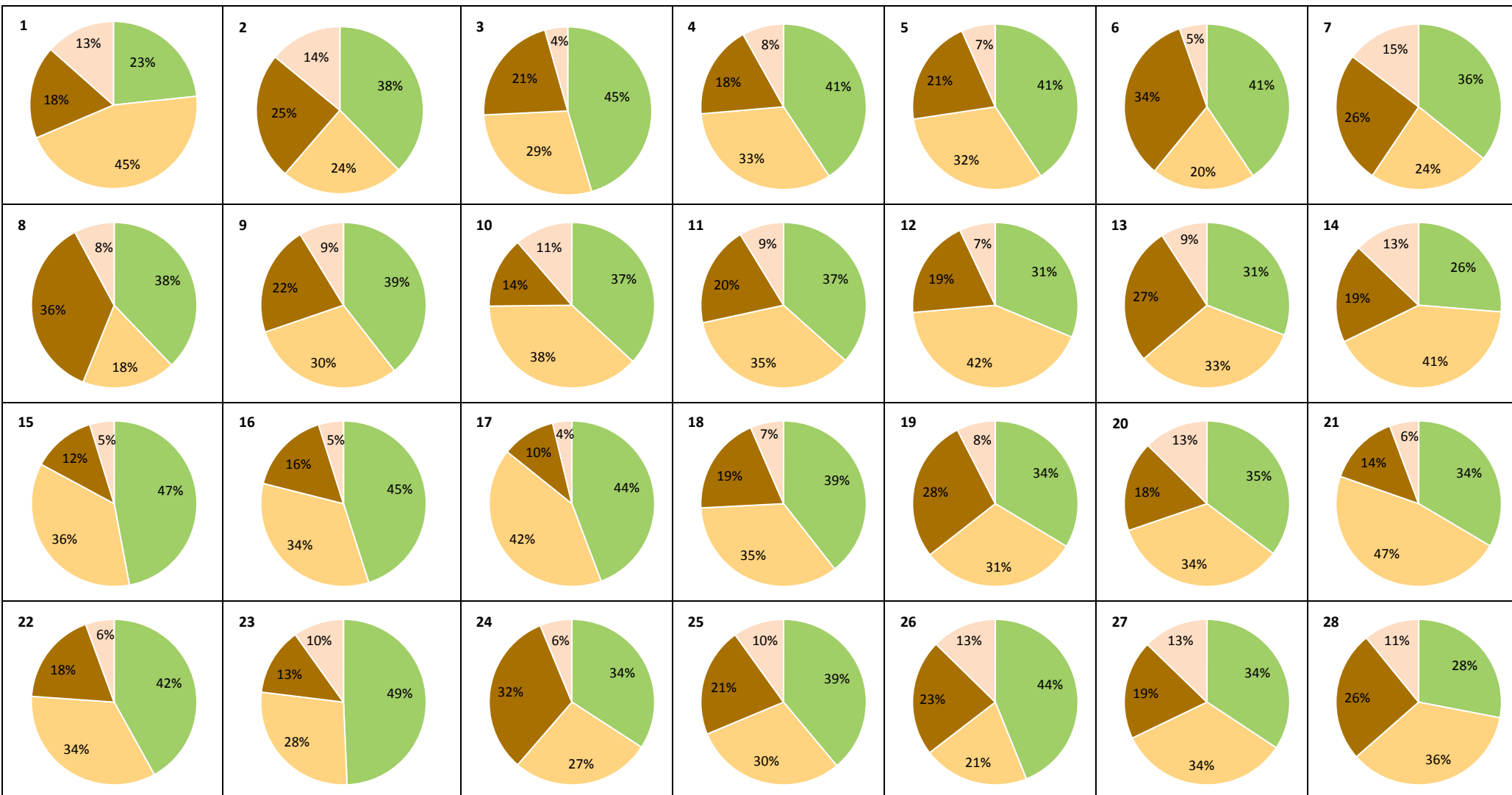
Overall New Brunswick



Caregiver Profile

Who has helped you the most with your home care?

↓ Communities 1 to 28 ↓



Source: New Brunswickers' Experiences With Home Care, 2012 Survey Results (NBHC 2012)

Appendix B

Staff providing services under the Extra-Mural Program:

| | |
|----------------------------------|---|
| Nurse | Nurses provide holistic care and advice to people on physical, emotional, spiritual and social well-being so they can move toward optimal well-being or peaceful death. Nursing services are provided by Registered Nurses and Licensed Practical Nurses. |
| Social worker | A social worker helps people adjust to difficult situations through counseling and evaluating their needs. |
| Physiotherapist | A physiotherapist helps evaluate, restore or improve physical function and independence. |
| Occupational therapist | An occupational therapist helps people improve their ability to perform tasks in their daily living and working environments. |
| Registered dietitian | Registered dietitians provide nutrition therapy and counseling. They give people advice about food and nutrition and how this can have an impact on their health. |
| Respiratory therapist | A respiratory therapist helps evaluate, treat and care for people that have breathing problems. This can include oxygen services/therapy. |
| Speech language pathologist | A speech language pathologist helps people with their speech and language functions, so they can develop, maintain or improve their level of communication. |
| Rehabilitation support personnel | Participates with the physiotherapist, occupational therapist, or speech language pathologist in rehabilitation treatment programs. |
| Pharmacist | A pharmacist helps people with the safe and effective use of medication. |
| Physician | Physicians are integral members of the home healthcare team providing medical care to people through admissions, visits, telephone calls, and consultation with other team members. |

Type of home care or services provided under the Extra-Mural Program:

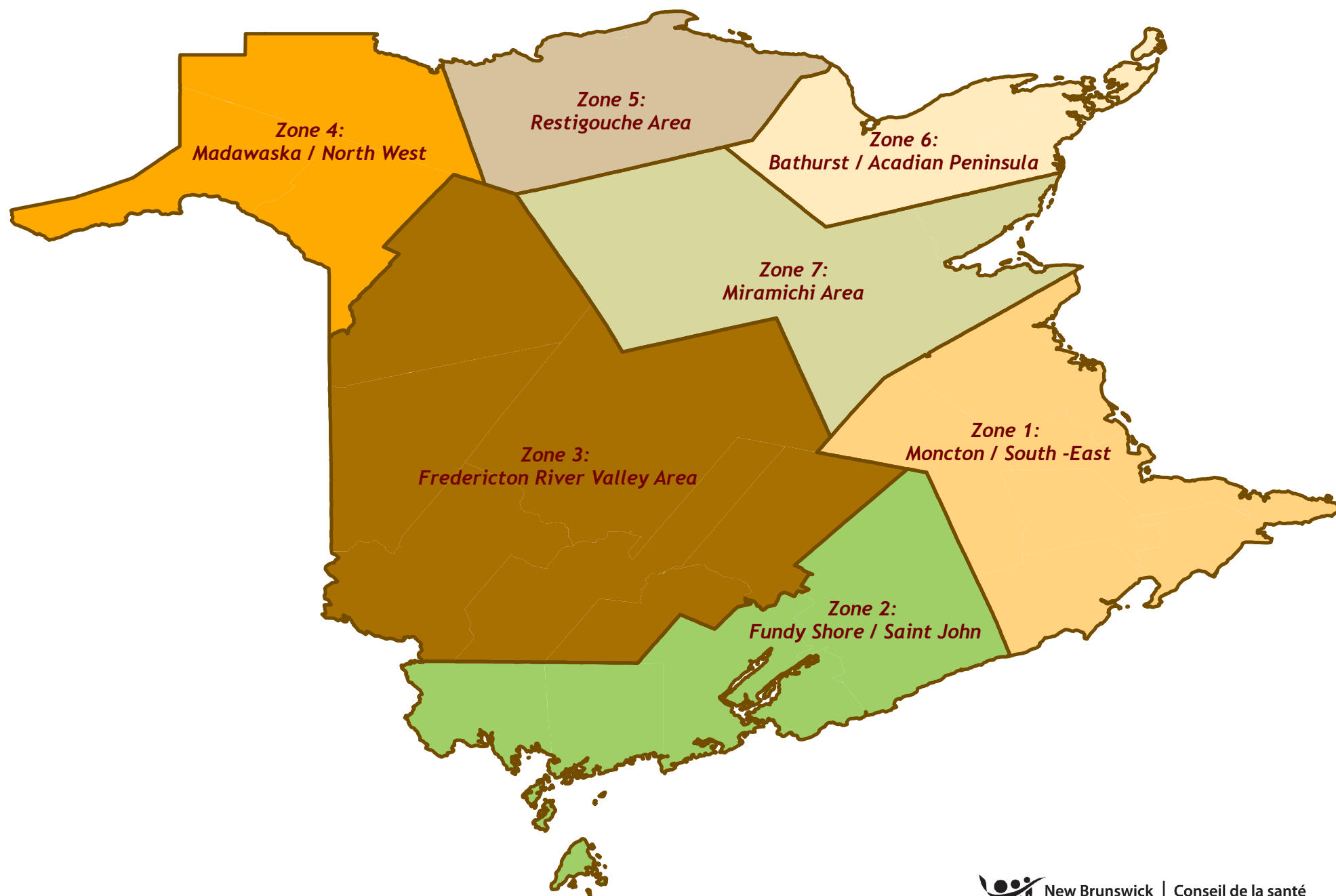
| | |
|---------------------------|---|
| Rehabilitation services | Restoring a client's ability to function to the highest possible level following disease, illness or injury. |
| Palliative care | Palliative services support quality end-of-life care for citizens with progressive life-threatening illnesses. |
| Acute care | Acute care is provided to clients for a condition that is new, recent or sudden. |
| Long-term care assessment | Evaluation of services required by people who have long term functional limitations and need assistance to function as independently as possible. |
| Home Oxygen Program | The Home Oxygen Program is offered on a short term or long term basis to clients who have a health condition that would benefit from receiving oxygen services/therapy at home. |
| Chronic /Supportive Care | Chronic/supportive care has no predictable end date and is provided to clients for a condition that is continuing for a long time. Primary focus is to support clients in managing health conditions that may be complex or multiple in nature, and to prevent deterioration of their health. |

Types of home care or services provided by Home Support Agencies:

| | |
|----------------------------|--|
| Bathing | Refers to sponge baths, bed baths, tub baths and showers. |
| Grooming | Refers to washing face and hands, mouth care, shampoos, hair styling, and shaving with an electric razor only, basic foot care including soaking, massaging, filing, applying non-prescription lotions and the use of a soft nail brush only. Refers to skin care including applying non-prescription lotions |
| Feeding and nutrition care | Refers to assisting individuals to feed themselves, for example, cutting and preparing their food, spoon feeding, assisting them with drinking from a cup. <i>It does not include medically supervised types of feeding methods, for example, tube feeding.</i> Refers to the act of providing safe feeding techniques, the use of special devices such as feeding cups and identifying changes to the client's nutritional status. |
| Housekeeping | Refers to laundry, light housekeeping (for example, vacuuming, dusting, mopping/sweeping floors, tidying living area of clients), kitchens (including clients' dishes and surface areas of appliances), properly disinfects health equipment (such as the commode, raised toilet seat, bath chair and /or wheelchair), bathrooms used by clients on a regular basis, and bedrooms (including changing clients' beds and cleaning of clients' rooms). |
| Meal preparation | Refers to planning and preparing nutritious and economical meals, planning and preparing meals that pertain to special dietary requirements, assisting with grocery shopping lists, assisting with meal planning and preparation, instructing clients on food sanitation and safety measures, preparing meals for use in the absence of home support workers, and safe handling and storage of food. |
| Transferring | Refers to moving a client from one position to another, for example, assisting the client from their bed to a chair, from a wheelchair to another chair, to and from the toilet without the aid of a mechanical device. Transfers can be a guide with a belt. Refers to moving a client from one position to another using two persons and could include a mechanical device. |
| Respite/Relief care | Refers to a break from care giving for caregivers who provide on-going care for clients. Breaks are periods of time specified by clients' care plans and should respect program criteria. |

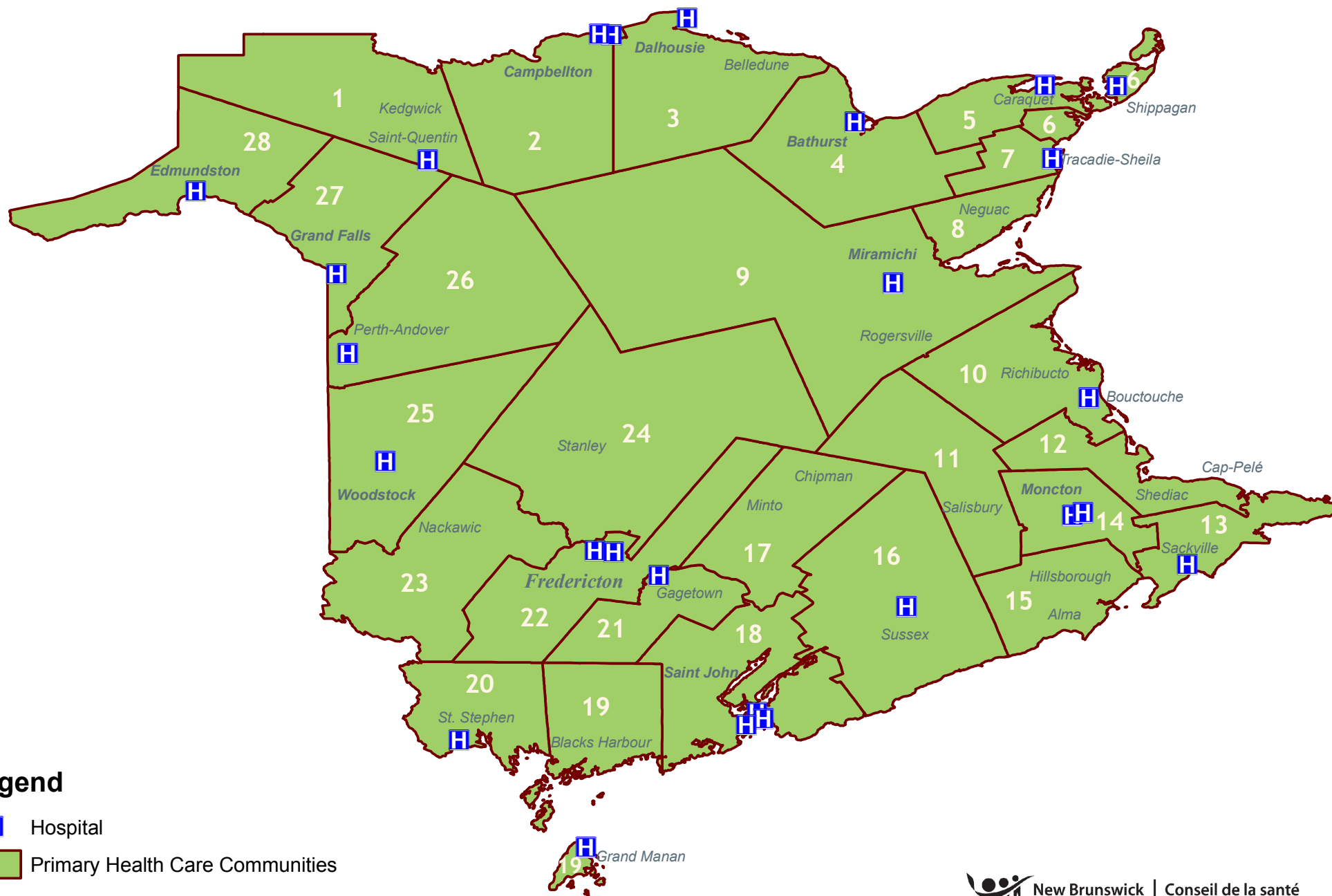
Appendix C

New Brunswick 7 Health Zones



Appendix D

28 Primary Health Care Communities



Legend



Hospital



Primary Health Care Communities



New Brunswick
Health Council

Conseil de la santé
du Nouveau-Brunswick

Appendix E

2012 Home Care Survey – Cities, towns and villages included in the 28 New Brunswick communities

In order of assigned community number (1 to 28)

| | | | | |
|-----------------------------------|----------------------------------|--------------------------------|-------------------------------|---------------------------------|
| 1 Kedgwick | 5 Janeville | 7 Tracadie-Sheila | 10 Mundleville | 13 Bayfield |
| 1 Kedgwick River | 5 Maissonnette | 7 Val-Comeau | 10 Portage St-Louis | 13 Cape Spear |
| 1 Saint-Quentin | 5 New Bandon (Gloucester County) | 8 Barryville | 10 Rexton | 13 Cape Tormentine |
| 2 Atholville | 5 Notre-Dame-des-Érables | 8 Brantville | 10 Richibouctou-Village | 13 Dorchester |
| 2 Campbellton | 5 Paquetville | 8 Burnt Church First Nation | 10 Richibucto | 13 Little Shemogue |
| 2 Glencoe | 5 Pokeshaw | 8 Caissie Road | 10 Saint-Anne-de-Kent | 13 Melrose |
| 2 Glenlevit | 5 Rang-Saint-Georges | 8 Fairisle | 10 Saint-Charles | 13 Midgic |
| 2 Robinsonville | 5 Saint-Léolin | 8 Haut-Rivière-du-Portage | 10 Saint-Édouard-de-Kent | 13 Murray Corner |
| 2 Saint-Arthur | 5 Saint-Simon | 8 Lagacéville | 10 Saint-Grégoire | 13 Point de Bute |
| 2 Squaw Cap | 5 Stonehaven | 8 Lavillette | 10 Saint-Ignace | 13 Port Elgin |
| 2 Tide Head | 6 Cap-Bateau | 8 Neguac | 10 Saint-Louis | 13 Sackville |
| 2 Val-d'Amour | 6 Chiasson Office | 8 New Jersey | 10 Saint-Louis-de-Kent | 13 Timber River |
| 3 Balmoral | 6 Evangeline | 8 Oak Point | 10 Saint-Maurice | 13 Upper Cape |
| 3 Belledune | 6 Haut-Lamèque | 8 Rivière-du-Portage | 10 South Branch (Kent County) | 14 Allison |
| 3 Charlo | 6 Haut-Shippagan | 8 Tabusintac | 10 Targetville | 14 Berry Mills |
| 3 Dalhousie | 6 Inkerman | 8 Village-Saint-Laurent | 10 Upper Rexton | 14 Boundary Creek |
| 3 Dundee | 6 Inkerman Ferry | 9 Baie-Sainte-Anne | 11 Dobson Corner | 14 Colpitts Settlement |
| 3 Eel River Bar First Nation | 6 Lamèque | 9 Bay du Vin | 11 Harcourt | 14 Dieppe |
| 3 Eel River Crossing | 6 Landry Office | 9 Black River Bridge | 11 Harewood | 14 Indian Mountain |
| 3 Lorne | 6 Le Goulet | 9 Blackville | 11 Lewis Mountain | 14 Irishtown |
| 3 McLeods | 6 Maltempec | 9 Chaplin Island Road | 11 Petitcodiac | 14 Lakeville-Westmorland |
| 3 Point La Nim | 6 Miscou | 9 Collette | 11 River Glade | 14 Lower Coverdale |
| 4 Allardville | 6 Petit-Shippagan | 9 Eel Ground | 11 Salisbury | 14 Lutes Mountain |
| 4 Bathurst | 6 Petite-Lamèque | 9 Hardwicke | 11 Second North River | 14 Memramcook |
| 4 Beresford | 6 Petite-Rivière-de l'Ile | 9 Miramichi | 12 Beaubassin East | 14 Moncton |
| 4 Big River | 6 Pigeon Hill | 9 Napan | 12 Boudreau-Ouest | 14 Riverview |
| 4 Dunlop | 6 Pointe-Alexandre | 9 Renous | 12 Cap-Pelé | 14 Steeves Mountain |
| 4 Laplante | 6 Pointe-Canot | 9 Rogersville | 12 Cocagne | 14 Turtle Creek |
| 4 Madran | 6 Pokemouche | 9 Rosaireville | 12 Cormier-Village | 14 Upper Coverdale |
| 4 Nicholas Denys | 6 Sainte-Cécile | 9 South Esk | 12 Dundas | 15 Alma |
| 4 Nigadoo | 6 Sainte-Marie-Saint-Raphaël | 9 Sunny Corner | 12 Grand-Barachois | 15 Elgin |
| 4 North Tetagouche | 6 Sainte Rose | 9 Trout Brook | 12 Grande-Digue | 15 Germantown |
| 4 Pabineau First Nation | 6 Savoie Landing | 9 Upper Blackville | 12 Haute-Aboujagane | 15 Hillsborough |
| 4 Petit-Rocher | 6 Shippagan | 9 Wayerton | 12 Notre-Dame | 15 Hopewell |
| 4 Pointe-Verte | 6 Six Roads | 10 Acadieville | 12 Petit-Cap | 15 Little River (Albert County) |
| 4 Robertville | 7 Canton des Basques | 10 Aldouane | 12 Pointe-du-Chêne | 15 Riverside-Albert |
| 4 Saint-Laurent | 7 Haut-Sheila | 10 Baie de Bouctouche | 12 Saint-André-Leblanc | 16 Anagance |
| 4 Saint-Sauveur | 7 Leech | 10 Bass River | 12 Saint-Antoine | 16 Apohaqui |
| 4 Sainte-Anne (Gloucester County) | 7 Losier Settlement | 10 Beersville | 12 Saint-Paul | 16 Bains Corner |
| 4 Sainte-Thérèse Sud | 7 Petit Tracadie | 10 Bouctouche | 12 Sainte-Marie-de-Kent | 16 Barnesville |
| 4 Salmon Beach | 7 Pointe à Tom | 10 Clairville | 12 Scoudouc | 16 Belleisle Creek |
| 4 South Tetagouche | 7 Pointe des Robichaud | 10 Elsipogtog First Nation | 12 Scoudouc Road | 16 Berwick |
| 4 Tremblay | 7 Pont Lafrance | 10 Fords Mills | 12 Shediac | 16 Bloomfield (Kings County) |
| 5 Anse-Blue | 7 Pont Landry | 10 Galloway | 12 Shediac Bridge | 16 Canaan Forks |
| 5 Bas-Caraquet | 7 Rivière à la Truite | 10 Indian Island (Kent County) | 12 Shediac Cape | 16 Codys |
| 5 Bertrand | 7 Saint-Irénée | 10 Jardineville | 12 Shediac River | 16 Coles Island (Queens County) |
| 5 Canobie | 7 Saint-Isidore | 10 Kouchibouguac | 12 Shemogue | 16 Cornhill |
| 5 Caraquet | 7 Saint-Pons | 10 Main River | 12 Trois-Ruisseaux | 16 Hatfield Point |
| 5 Clifton | 7 Saumarez | 10 McIntosh Hill | 13 Aulac | 16 Havelock |
| 5 Grande-Anse | 7 Tracadie Beach | 10 McKees Mills | 13 Baie Verte | 16 Head of Millstream |

This is not an exhaustive list of all cities, towns, and villages included in the survey. Due to the large number of areas covered, villages included in the survey that have a smaller population base are not listed here.

2012 Home Care Survey – Cities, towns and villages included in the 28 New Brunswick communities (continued)

In order of assigned community number (1 to 28)

| | | | | |
|-------------------------------|--------------------------------|----------------------------|---------------------------------------|----------------------------------|
| 16 Kiersteadville | 18 Kars | 20 Moores Mills | 23 Lake George | 25 Lower Woodstock |
| 16 Lower Millstream | 18 Kingston | 20 Oak Bay | 23 Mactaquac | 25 Newbridge |
| 16 Midland (Kings County) | 18 Lakeside | 20 Oak Hill | 23 McAdam | 25 Newburg |
| 16 New Line | 18 Long Reach | 20 Old Ridge | 23 Meductic | 25 Northampton |
| 16 Norton | 18 Lower Greenwich | 20 Rollingdam | 23 Millville | 25 Pembroke |
| 16 Passekeag | 18 Musquash | 20 Saint Andrews | 23 Nackawic | 25 Somerville |
| 16 Penobsquis | 18 Nauwigewauk | 20 St. Stephen | 23 North Lake | 25 Summerfield (Carleton County) |
| 16 Picadilly | 18 Nerepis | 20 Tower Hill | 23 Prince William | 25 Upper Kent |
| 16 Roachville | 18 Public Landing | 20 Waweig | 23 Skiff Lake | 25 Victoria Corner |
| 16 Salt Springs | 18 Quispamsis | 21 Burton | 23 Southampton | 25 Wakefield |
| 16 Smiths Creek | 18 Rothesay | 21 Fredericton Junction | 23 Temperance Vale | 25 Waterville (Carleton County) |
| 16 Springfield (Kings County) | 18 Rowley | 21 Gagetown | 23 Upper Queensbury | 25 Woodstock |
| 16 St. Martins | 18 Saint John | 21 Geary | 23 Zealand | 26 Aroostook |
| 16 Sussex | 18 Smithtown | 21 Hoyt | 24 Blissfield | 26 Arthurette |
| 16 Sussex Corner | 18 Summerville | 21 Oromocto | 24 Boiestown | 26 Carlingford |
| 16 Titusville | 18 Upper Golden Grove | 21 Tracy | 24 Burtts Corner | 26 Kilburn |
| 16 Upham | 18 Welsford | 21 Upper Gagetown | 24 Doaktown | 26 New Denmark |
| 16 Upperton | 18 Wickham | 22 Beaver Dam | 24 Douglas | 26 Perth-Andover |
| 16 Wards Creek | 18 Willow Grove | 22 Charters Settlement | 24 Estey's Bridge | 26 Plaster Rock |
| 16 Waterford | 18 Wirral | 22 Durham Bridge | 24 Hamtown Corner | 26 Riley Brook |
| 17 Cambridge-Narrows | 19 Back Bay | 22 Fredericton | 24 Killarney Road | 26 Tilley |
| 17 Chipman | 19 Beaver Harbour | 22 Hanwell | 24 Ludlow | 26 Tobique First Nation |
| 17 Cumberland Bay | 19 Blacks Harbour | 22 Harvey (York County) | 24 McLeod Hill | 27 Drummond |
| 17 Douglas Harbour | 19 Campobello Island | 22 Harvey Station | 24 New Bandon (Northumberland County) | 27 Grand Falls |
| 17 Gaspereau Forks | 19 Canal | 22 Island View | 24 Royal Road | 27 Notre-Dame-de-Lourdes |
| 17 Jemseg | 19 Clarendon | 22 Kingsclear First Nation | 24 Stanley | 27 Saint-André |
| 17 Lakeville Corner | 19 Fairhaven | 22 Lincoln | 24 Tay Creek | 27 Saint-Léonard |
| 17 Mill Cove | 19 Grand Manan | 22 Maugerville | 24 Upper Miramichi | 27 Sainte-Anne-de-Madawaska |
| 17 Minto | 19 Leonardville | 22 Mazerolle Settlement | 25 Bath | 28 Baker-Brook |
| 17 Ripples | 19 Lepreau | 22 Nashwaak Bridge | 25 Bedell | 28 Clair |
| 17 Sheffield | 19 L'Etête | 22 Nashwaak Village | 25 Beechwood | 28 Edmundston |
| 17 Waterborough | 19 Pennfield | 22 Nasonworth | 25 Belleville | 28 Lac-Baker |
| 17 Whites Cove | 19 Pocologan | 22 New Maryland | 25 Bloomfield (Carleton County) | 28 Rivière-Verte |
| 17 Youngs Cove | 19 Second Falls | 22 Noonan | 25 Carlow | 28 Saint-Basile |
| 18 Baxters Corner | 19 St. George | 22 Penniac | 25 Centreville | 28 Saint-François-de-Madawaska |
| 18 Bayswater | 19 Utopia | 22 Richibucto Road | 25 Cloverdale | 28 Saint-Hilaire |
| 18 Browns Flat | 19 Welshpool | 22 Rusagonis | 25 Florenceville-Bristol | 28 Saint-Jacques |
| 18 Carters Point | 19 Wilsons Beach | 22 Smithfield | 25 Glassville | 28 Saint-Joseph-de-Madawaska |
| 18 Chance Harbour | 20 Bayside | 22 Taymouth | 25 Grafton | |
| 18 Clifton Royal | 20 Bethel | 22 Upper Kingsclear | 25 Greenfield | |
| 18 Fairfield | 20 Bocabec | 22 Waasis | 25 Hartland | |
| 18 Garnett Settlement | 20 Canoose | 23 Bear Island | 25 Holmesville | |
| 18 Grand Bay-Westfield | 20 Chamcook | 23 Canterbury | 25 Jacksonville | |
| 18 Hampstead | 20 Dufferin (Charlotte County) | 23 Dumfries | 25 Johnville | |
| 18 Hampton | 20 Little Ridge | 23 Keswick Ridge | 25 Juniper | |

This is not an exhaustive list of all cities, towns, and villages included in the survey. Due to the large number of areas covered, villages included in the survey that have a smaller population base are not listed here.

2012 Home Care Survey – Cities, towns and villages included

In alphabetical order of city/town/village

| | | | | | | | | | |
|--------------------|----|------------------------------|----|-----------------------------|----|-----------------------------|----|------------------------------|----|
| Acadieville | 10 | Bloomfield (Carleton County) | 25 | Cornhill | 16 | Hamtown Corner | 24 | Laplante | 4 |
| Aldouane | 10 | Bloomfield (Kings County) | 16 | Cumberland Bay | 17 | Hanwell | 22 | Lavillette | 8 |
| Allardville | 4 | Bocabec | 20 | Dalhousie | 3 | Harcourt | 11 | Le Goulet | 6 |
| Allison | 14 | Boiestown | 24 | Dieppe | 14 | Hardwicke | 9 | Leech | 7 |
| Alma | 15 | Boucouché | 10 | Doaktown | 24 | Harewood | 11 | Leonardville | 19 |
| Anagance | 16 | Boudreau-Ouest | 12 | Dobson Corner | 11 | Hartland | 25 | Lepreau | 19 |
| Anse-Bleue | 5 | Boundary Creek | 14 | Dorchester | 13 | Harvey (York County) | 22 | L'Etête | 19 |
| Apohaqui | 16 | Brantville | 8 | Douglas | 24 | Harvey Station | 22 | Lewis Mountain | 11 |
| Aroostook | 26 | Browns Flat | 18 | Douglas Harbour | 17 | Hatfield Point | 16 | Lincoln | 22 |
| Arthurette | 26 | Burnt Church First Nation | 8 | Drummond | 27 | Haut-Lamèque | 6 | Little Ridge | 20 |
| Atholville | 2 | Burton | 21 | Dufferin (Charlotte County) | 20 | Haut-Rivière-du-Portage | 8 | Little River (Albert County) | 15 |
| Aulac | 13 | Burtts Corner | 24 | Dumfries | 23 | Haut-Sheila | 7 | Little Shemogue | 13 |
| Back Bay | 19 | Caissie Road | 8 | Dundas | 12 | Haut-Shippagan | 6 | Long Reach | 18 |
| Baie de Boucouché | 10 | Cambridge-Narrows | 17 | Dundee | 3 | Haute-Aboujagane | 12 | Lorne | 3 |
| Baie-Sainte-Anne | 9 | Campbellton | 2 | Dunlop | 4 | Havelock | 16 | Losier Settlement | 7 |
| Baie Verte | 13 | Campobello Island | 19 | Durham Bridge | 22 | Head of Millstream | 16 | Lower Coverdale | 14 |
| Bains Corner | 16 | Canaan Forks | 16 | Edmundston | 28 | Hillsborough | 15 | Lower Greenwich | 18 |
| Baker-Brook | 28 | Canal | 19 | Eel Ground | 9 | Holmesville | 25 | Lower Millstream | 16 |
| Balmoral | 3 | Canobie | 5 | Eel River Bar First Nation | 3 | Hopewell | 15 | Lower Woodstock | 25 |
| Barnesville | 16 | Canoose | 20 | Eel River Crossing | 3 | Hoyt | 21 | Ludlow | 24 |
| Barryville | 8 | Canterbury | 23 | Elgin | 15 | Indian Island (Kent County) | 10 | Lutes Mountain | 14 |
| Bas-Caraquet | 5 | Canton des Basques | 7 | Elsipogtog First Nation | 10 | Indian Mountain | 14 | Macataquac | 23 |
| Bass River | 10 | Cap-Bateau | 6 | Estey's Bridge | 24 | Inkerman | 6 | Madran | 4 |
| Bath | 25 | Cap-Pelé | 12 | Evangeline | 6 | Inkerman Ferry | 6 | Main River | 10 |
| Bathurst | 4 | Cape Spear | 13 | Fairfield | 18 | Irishtown | 14 | Maisonnette | 5 |
| Baxters Corner | 18 | Cape Tormentine | 13 | Fairhaven | 19 | Island View | 22 | Maltempec | 6 |
| Bay du Vin | 9 | Caraquet | 5 | Fairisle | 8 | Jacksonville | 25 | Maugerville | 22 |
| Bayfield | 13 | Carlingford | 26 | Florenceville-Bristol | 25 | Janeville | 5 | Mazerolle Settlement | 22 |
| Bayside | 20 | Carlow | 25 | Fords Mills | 10 | Jardineville | 10 | McAdam | 23 |
| Bayswater | 18 | Carters Point | 18 | Fredericton | 22 | Jemseg | 17 | McIntosh Hill | 10 |
| Bear Island | 23 | Centreville | 25 | Fredericton Junction | 21 | Johnville | 25 | McKees Mills | 10 |
| Beaubassin East | 12 | Chamcook | 20 | Gagetown | 21 | Juniper | 25 | McLeod Hill | 24 |
| Beaver Dam | 22 | Chance Harbour | 18 | Galloway | 10 | Kars | 18 | McLeods | 3 |
| Beaver Harbour | 19 | Chaplin Island Road | 9 | Garnett Settlement | 18 | Kedgwick | 1 | Meductic | 23 |
| Bedell | 25 | Charlo | 3 | Gaspereau Forks | 17 | Kedgwick River | 1 | Melrose | 13 |
| Beechwood | 25 | Charters Settlement | 22 | Geary | 21 | Keswick Ridge | 23 | Memramcook | 14 |
| Beersville | 10 | Chiasson Office | 6 | Germantown | 15 | Kiersteadville | 16 | Midgic | 13 |
| Belledune | 3 | Chipman | 17 | Glassville | 25 | Kilburn | 26 | Midland (Kings County) | 16 |
| Belleisle Creek | 16 | Clair | 28 | Glencoe | 2 | Killarney Road | 24 | Mill Cove | 17 |
| Belleville | 25 | Clairville | 10 | Glenlevit | 2 | Kingsclear First Nation | 22 | Millville | 23 |
| Beresford | 4 | Clarendon | 19 | Grafton | 25 | Kingston | 18 | Minto | 17 |
| Berry Mills | 14 | Clifton | 5 | Grand-Barachois | 12 | Kouchibouguac | 10 | Miramichi | 9 |
| Bertrand | 5 | Clifton Royal | 18 | Grand Bay-Westfield | 18 | Lac-Baker | 28 | Miscou | 6 |
| Berwick | 16 | Cloverdale | 25 | Grand Falls | 27 | Lagacéville | 8 | Moncton | 14 |
| Bethel | 20 | Cocagne | 12 | Grand Manan | 19 | Lake George | 23 | Moore's Mills | 20 |
| Big River | 4 | Codys | 16 | Grande-Anse | 5 | Lakeside | 18 | Mundleville | 10 |
| Black River Bridge | 9 | Coles Island (Queens County) | 16 | Grande-Digue | 12 | Lakeville Corner | 17 | Murray Corner | 13 |
| Blacks Harbour | 19 | Collette | 9 | Greenfield | 25 | Lakeville-Westmorland | 14 | Musquash | 18 |
| Blackville | 9 | Colpitts Settlement | 14 | Hampstead | 18 | Lamèque | 6 | Nackawic | 23 |
| Blissfield | 24 | Cormier-Village | 12 | Hampton | 18 | Landry Office | 6 | Napan | 9 |

This is not an exhaustive list of all cities, towns, and villages included in the survey. Due to the large number of areas covered, villages included in the survey that have a smaller population base are not listed here.

2012 Home Care Survey – Cities, towns and villages included (continued)

In alphabetical order of city/town/village

| | | | | | | | | | |
|------------------------------------|----|----------------------|----|---------------------------------|----|-------------------------------|----|------------------------------|----|
| Nashwaak Bridge | 22 | Pigeon Hill | 6 | Saint-André | 27 | Shediac | 12 | Trois-Ruisseaux | 12 |
| Nashwaak Village | 22 | Plaster Rock | 26 | Saint-André-Leblanc | 12 | Shediac Bridge | 12 | Trout Brook | 9 |
| Nasonworth | 22 | Pocologan | 19 | Saint Andrews | 20 | Shediac Cape | 12 | Turtle Creek | 14 |
| Nauwigewauk | 18 | Point de Bute | 13 | Saint-Anne-de-Kent | 10 | Shediac River | 12 | Upham | 16 |
| Neguac | 8 | Point La Nim | 3 | Saint-Antoine | 12 | Sheffield | 17 | Upper Blackville | 9 |
| Nerepis | 18 | Pointe à Tom | 7 | Saint-Arthur | 2 | Shemogue | 12 | Upper Cape | 13 |
| New Bandon (Gloucester County) | 5 | Pointe-Alexandre | 6 | Saint-Basile | 28 | Shippagan | 6 | Upper Coverdale | 14 |
| New Bandon (Northumberland County) | 24 | Pointe-Canot | 6 | Saint-Charles | 10 | Six Roads | 6 | Upper Gagetown | 21 |
| New Denmark | 26 | Pointe des Robichaud | 7 | Saint-Édouard-de-Kent | 10 | Skiff Lake | 23 | Upper Golden Grove | 18 |
| New Jersey | 8 | Pointe-du-Chêne | 12 | Saint-François-de-Madawaska | 28 | Smithfield | 22 | Upper Kent | 25 |
| New Line | 16 | Pointe-Verte | 4 | Saint-Grégoire | 10 | Smiths Creek | 16 | Upper Kingsclear | 22 |
| New Maryland | 22 | Pokemouche | 6 | Saint-Hilaire | 28 | Smithtown | 18 | Upper Miramichi | 24 |
| Newbridge | 25 | Pokeshaw | 5 | Saint-Ignace | 10 | Somerville | 25 | Upper Queensbury | 23 |
| Newburg | 25 | Pont Lafrance | 7 | Saint-Irénée | 7 | South Branch (Kent County) | 10 | Upper Rexton | 10 |
| Nicholas Denys | 4 | Pont Landry | 7 | Saint-Isidore | 7 | South Esk | 9 | Upperton | 16 |
| Nigadoo | 4 | Port Elgin | 13 | Saint-Jacques | 28 | South Tetagouche | 4 | Utopia | 19 |
| Noonan | 22 | Portage St-Louis | 10 | Saint John | 18 | Southampton | 23 | Val-Comeau | 7 |
| North Lake | 23 | Prince William | 23 | Saint-Joseph-de-Madawaska | 28 | Springfield (Kings County) | 16 | Val-d'Amour | 2 |
| North Tetagouche | 4 | Public Landing | 18 | Saint-Laurent | 4 | Squaw Cap | 2 | Victoria Corner | 25 |
| Northampton | 25 | Quispamsis | 18 | Saint-Léolin | 5 | St. George | 19 | Village-Saint-Laurent | 8 |
| Norton | 16 | Rang-Saint-Georges | 5 | Saint-Léonard | 27 | St. Martins | 16 | Waasis | 22 |
| Notre-Dame | 12 | Renous | 9 | Saint-Louis | 10 | St. Stephen | 20 | Wakefield | 25 |
| Notre-Dame-de-Lourdes | 27 | Rexton | 10 | Saint-Louis-de-Kent | 10 | Stanley | 24 | Wards Creek | 16 |
| Notre-Dame-des-Érables | 5 | Richibouctou-Village | 10 | Saint-Maurice | 10 | Steeves Mountain | 14 | Waterborough | 17 |
| Oak Bay | 20 | Richibucto | 10 | Saint-Paul | 12 | Stonehaven | 5 | Waterford | 16 |
| Oak Hill | 20 | Richibucto Road | 22 | Saint-Pons | 7 | Summerfield (Carleton County) | 25 | Waterville (Carleton County) | 25 |
| Oak Point | 8 | Riley Brook | 26 | Saint-Quentin | 1 | Summerville | 18 | Waweig | 20 |
| Old Ridge | 20 | Ripples | 17 | Saint-Sauveur | 4 | Sunny Corner | 9 | Wayerton | 9 |
| Oromocto | 21 | River Glade | 11 | Saint-Simon | 5 | Sussex | 16 | Welsford | 18 |
| Pabineau First Nation | 4 | Riverside-Albert | 15 | Sainte-Anne (Gloucester County) | 4 | Sussex Corner | 16 | Welshpool | 19 |
| Paquetville | 5 | Riverview | 14 | Sainte-Anne-de-Madawaska | 27 | Tabusintac | 8 | Whites Cove | 17 |
| Passekeag | 16 | Rivière à la Truite | 7 | Sainte-Cécile | 6 | Targettville | 10 | Wickham | 18 |
| Pembroke | 25 | Rivière-du-Portage | 8 | Sainte-Marie-de-Kent | 12 | Tay Creek | 24 | Willow Grove | 18 |
| Pennfield | 19 | Rivière-Verte | 28 | Sainte-Marie-Saint-Raphaël | 6 | Taymouth | 22 | Wilsons Beach | 19 |
| Penniac | 22 | Roachville | 16 | Sainte Rose | 6 | Temperance Vale | 23 | Wirral | 18 |
| Penobsquis | 16 | Robertville | 4 | Sainte-Thérèse Sud | 4 | Tide Head | 2 | Woodstock | 25 |
| Perth-Andover | 26 | Robinsonville | 2 | Salisbury | 11 | Tilley | 26 | Youngs Cove | 17 |
| Petit-Cap | 12 | Rogersville | 9 | Salmon Beach | 4 | Timber River | 13 | Zealand | 23 |
| Petit-Rocher | 4 | Rollingdam | 20 | Salt Springs | 16 | Titusville | 16 | | |
| Petit-Shippagan | 6 | Rosaireville | 9 | Saumarez | 7 | Tobique First Nation | 26 | | |
| Petit Tracadie | 7 | Rothsay | 18 | Savoie Landing | 6 | Tower Hill | 20 | | |
| Petitcodiac | 11 | Rowley | 18 | Scoudouc | 12 | Tracadie Beach | 7 | | |
| Petite-Lamèque | 6 | Royal Road | 24 | Scoudouc Road | 12 | Tracadie-Sheila | 7 | | |
| Petite-Rivière-de l'Île | 6 | Rusagonis | 22 | Second Falls | 19 | Tracy | 21 | | |
| Picadilly | 16 | Sackville | 13 | Second North River | 11 | Tremblay | 4 | | |

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Appendix F

**A. CLIENT CHARACTERISTICS**

A1. Would you prefer to conduct this interview in English or in French?

- 1 English
- 2 French

A2. **[IF PARENT SURVEY]** What is your relationship to **[CLIENT'S NAME]**? Are you his/her **[READ EACH]**

- 1 Parent
- 2 Guardian
- 3 Other family member
- 4 Other
- 5 **[VOL]** *I am not completing this survey on behalf of a child*

Just so that we all understand what we mean by 'HOME CARE', I will explain. Home care includes Extra-Mural services that can be provided by a nurse, social worker, physiotherapist, occupational therapist, speech language pathologist, respiratory therapist, dietitian, rehabilitation support personnel, or pharmacist. Home care also includes personal care services provided by a home support worker to help with bathing, dressing, grooming, feeding, transferring, home cleaning, laundry, meal preparation, or respite/relief care.

A3. **[IF CLIENT IS 19 YEARS OF AGE OR YOUNGER]** **[HAVE YOU/HAS CLIENT NAME]** received home care services at school, at home or both?

- | | | |
|---|----------------------------|----------------------------|
| 1 | At SCHOOL only | THANK AND TERMINATE |
| 2 | At home only | CONTINUE |
| 3 | Both at home and at school | CONTINUE |

[IF A3=3: This survey will relate to services received at home only.]

A4. **[IF RESPONDENT OR PARENT SURVEY]** **NOTE TO INTERVIEWER: ASK ONLY IF NECESSARY.** Now, since you are completing this survey on behalf of **[CLIENT NAME]**, **[READ EACH]**:

- 1 Will you be completing the survey together
- 2 Or will you be answering all survey questions on behalf of **[CLIENT NAME]**
- 3 **[VOL]** *I am not completing this survey on behalf of someone else*

[FOR PARENT/RESPONDENT SURVEY: During the rest of the survey, the words "you", "your", "me" and "my" will pertain to **[CLIENT'S NAME]**

A5. Just to confirm.... According to our records: **[CODE EACH YES OR NO or Don't know]**

- a. **[SHOW IF survey TYPE=1 or 3: Clinical or medical services only or both]** You received home health care services through the New Brunswick Extra-Mural program. Is that right?
- b. **[SHOW IF survey TYPE=2 or 3: Home support services only or both]** You received home care services from a home support worker to help with your personal care. Is that right?

GO TO SECTION E IF A5a=YES.

GO TO SECTION F IF A5b=YES AND SURVEY TYPE=2

ELSE CONTINUE TO A6a OR A6b

A6a. **[ASK IF SURVEY TYPE=1,3 AND A5a=NO or DK]** In the last 2 months, did you get care or services at home from a nurse, social worker, physiotherapist, occupational therapist, speech language pathologist, respiratory therapist, dietitian, rehabilitation support personnel, pharmacist, or for any other type of clinical/medical care?

- 1 Yes **GO TO BLOCK E IF A5b=YES OR IF TYPE=1, GO TO A6b IF A5b=NO OR DK**
- 2 No **GO TO BLOCK F IF A5b=YES, TERMINATE IF SURVEY TYPE=1, GO TO A6b IF A5b=NO,DK**
- 3 Don't know/unsure **GO TO BLOCK F IF A5b=YES, TERMINATE IF SURVEY TYPE=1, GO TO A6b IF A5b=NO,DK**

A6b. **[ASK IF SURVEY TYPE=2,3 AND A5b=NO or DK]** In the last 2 months, did you get any type of care or services at home such as help with bathing, dressing, grooming, feeding, transferring, home cleaning, laundry, meal preparation, or did someone provide relief to family, friends or volunteers who help you with your home care?

- 1 Yes **GO TO BLOCK E IF A5a=YES OR IF A6a=YES, GO TO BLOCK F IF A6a = 2,3 or if SURVEY TYPE =2**
- 2 No **GO TO BLOCK E IF A5a=YES OR IF A6a=YES, TERMINATE IF A5a AND A6a NOT YES**
- 3 Don't know/unsure **GO TO BLOCK E IF A5a=YES OR IF A6a=YES, TERMINATE IF A5a AND A6a NOT YES**

E. CLIENTS RECEIVING CLINICAL/MEDICAL SERVICES

[IF A5b=YES OR A6b=YES: Since you received both types of services (Extra-Mural and home support), we will be asking you specific questions about both types of services, starting with Extra-Mural. This should take approximately 30 to 35 minutes]

Throughout the survey, if I ask you a question you do not feel comfortable answering, let me know and I will move to the next question. Also, if you feel a question does not apply to your situation, just say "does not apply".

E0. I am going to read you a list of home health care providers from the Extra Mural program. Please tell me using YES or NO, if you received services from any of them in the last 2 months. [CODE ALL THAT APPLIES]

[REPEAT INTRO AS NECESSARY:] Did you receive services, at home, from a: [DO NOT RANDOMIZE a-i]

| | Yes | No | DK |
|-------------------------------------|-----|----|----|
| a. Nurse | 1 | 2 | 8 |
| b. Physiotherapist | 1 | 2 | 8 |
| c. Occupational therapist | 1 | 2 | 8 |
| d. Speech language pathologist | 1 | 2 | 8 |
| e. Respiratory therapist | 1 | 2 | 8 |
| f. Social worker | 1 | 2 | 8 |
| g. Dietitian | 1 | 2 | 8 |
| h. Rehabilitation support personnel | 1 | 2 | 8 |
| i. Pharmacist | 1 | 2 | 8 |
| j. Other (Specify): _____ | 1 | 2 | 8 |

TERMINATE IF NO TO ALL a-j AND IF A5B not yes and A6B not yes

TERMINATION CODE: 'DID NOT RECEIVE ANY SERVICES IN PAST 2 MONTHS'

Go TO SECTION F IF NO TO ALL a-j AND A5B=YES OR A6B=YES

E - CLINICAL SERVICES (EXTRA-MURAL): START OF CARE

The questions in this section of the survey are based on the Extra-Mural care you got at home from [List of responses from E0]. As you answer the questions in this survey, think only about your experience with the services they gave you.

- E1. Before you started getting home health care from the Extra-Mural Program, how easy or difficult was it to get information about Extra-Mural services? **[READ EACH]**
- 1 Very easy
 - 2 Easy
 - 3 Difficult
 - 4 Very difficult
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply [e.g. I did not try to get information about Extra-Mural services]
- E2. Did Extra-Mural care start as soon as you thought you needed it? **[DO NOT READ]**
- 1 Yes
 - 2 No: Please explain _____
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E3. Under the Official Languages Act, you have the right to be served in either English or French. Of these two languages, which is your preference? **[if necessary: for home health care services from Extra Mural]**
- 1 English
 - 2 French
 - 3 **[VOL]** No preference
 - 8 **[VOL]** Do not know/no answer
- E4. When you first started getting Extra-Mural, did someone from the program offer to give you home health care services in the official language (English or French) of your choice?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E5. **[IF NEC: When you first started getting Extra-Mural]** Did someone from the program tell you what care and services you would get?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply

- E6. **[IF NEC: When you first started getting Extra-Mural]** Did someone from the program talk with you about how to set up your home so you can move around safely?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E7. When you first started getting Extra-Mural, did someone from the program talk with you about all the prescription and over-the-counter medicines you were taking?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E8. **[IF NEC:When you first started getting Extra-Mural]** Did someone from the program ask to see all the prescription and over-the-counter medicines you were taking?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply

E - CLINICAL SERVICES (EXTRA-MURAL): HOME CARE IN THE LAST 2 MONTHS

The next questions are about the last 2 months of care.

- E42. In the last 2 months, did you get Extra-Mural services through any of the following ways? You can answer with yes or no. **[READ AND RANDOMIZE a-b]**

| | Yes | No | DK |
|--|-----|----|----|
| a. Did you get services through visits at home | 1 | 2 | 8 |
| b. Did you get services over the telephone | 1 | 2 | 8 |
| c. Did you get services delivered in any other form? | 1 | 2 | 8 |
| If yes: please specify _____ | | | |

These next questions are about all the different staff from the Extra-Mural Program who gave you care in the last 2 months. Do not include care you got from family, friends or volunteers.

- E12. Did you get Extra-Mural care from more than one person in the last two months?
- 1 Yes
 - 2 No **[GO TO E15]**
 - 8 Do not remember / Do not know **[GO TO E15]**

- E13. In the last 2 months of care, how often did Extra-Mural providers seem informed and up-to-date about all the care or treatment you got at home? Would you say ... **[READ EACH, CODE ONE]**
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E14. **[IF NEC: In the last 2 months of care]** How often have you received conflicting information from different Extra-Mural providers? **[IF NECESSARY: Conflicting means you received inconsistent or contradictory information]**
- 1 Never
 - 2 Sometimes
 - 3 Usually
 - 4 Always
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E15. **[IF NEC: In the last 2 months of care]** Did you and an Extra-Mural provider talk about pain?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E16. In the last 2 months of care, did you take any new prescription medicine or change any of the medicines you were taking?
- 1 Yes
 - 2 No **[GO TO E20]**
 - 8 Don't know/No answer **[GO TO E20]**
- E17. **[IF NEC: In the last 2 months of care]** Did Extra-Mural providers talk with you about the purpose for taking your new or changed prescription medicines?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply [*e.g. I did not take any new prescription medicines or change any medicines*]
- E18. **[IF NEC: In the last 2 months of care]** Did Extra-Mural providers talk with you about when to take these medicines?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply [*e.g. I did not take any new prescription medicines or change any medicines*]

E19. In the last 2 months of care, did Extra-Mural providers talk with you about the side effects of these medicines?

- 1 Yes
- 2 No
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply [e.g. *I did not take any new prescription medicines or change any medicines*]

E20. **[IF NEC:** In the last 2 months of care] How often did Extra-Mural providers keep you informed about when they would arrive at your home?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply [e.g. *I don't have to be informed*]

E21. **[IF NEC:** In the last 2 months of care] How much time per visit [*on average*] did you spend with your Extra-Mural providers? Would you say ... **[READ EACH]**

- 1 Less than 30 minutes
- 2 30 minutes to less than 1 hour
- 3 1 hour to less than 2 hours
- 4 2 hours to less than 3 hours
- 5 3 hours or more
- 8 **[VOL]** Do not remember / Do not know

E22. Please answer the following questions with 'Never, Sometimes, Usually or Always'.
In the last 2 months of care, how often did Extra-Mural providers ... **[RANDOMIZE AND READ a-d] [REPEAT SCALE AS NECESSARY]**

- a. treat you as gently as possible?
- b. explain things in a way that was easy to understand?
- c. listen carefully to you?
- d. treat you with courtesy and respect?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

GO TO E27 IF E3=1-2, GO TO E28 IF E3=3,8

E27. In the last 2 months of care, how often did you get the Extra-Mural care you needed in the official language (English or French) of your choice? Would you say ... **[READ EACH]**

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

E28. We want to know your rating of your care from Extra-Mural providers.

Using any number from 0 to 10, where 0 is the worst home health care possible and 10 is the best home health care possible, what number would you use to rate your care from Extra-Mural providers in the last 2 months?

- 0 0 Worst home health care possible
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best home health care possible
- 98 **[VOL]** Do not know / Do not remember
- 99 **[VOL]** Does not apply

| |
|--|
| <i>E - CLINICAL SERVICES (EXTRA-MURAL): HOME CARE PROGRAM</i> |
|--|

The next questions are about the office of the Extra-Mural Program.

E29. In the last 2 months of care, did you contact the Extra-Mural office to get help or advice?

- 1 Yes
- 2 No **[GO TO E32]**
- 8 **[VOL]** Do not remember / Do not know **[GO TO E32]**

E30. In the last 2 months of care, when you contacted the Extra-Mural office did you always get the help or advice you needed?

- 1 Yes
- 2 No **[GO TO E32]**
- 8 **[VOL]** Do not remember / Do not know **[GO TO E32]**
- 9 **[VOL]** Does not apply [*e.g. I did not contact this program's office*] **[GO TO E32]**

- E31. When you contacted the Extra-Mural office, how long did it take for you to get the help or advice you needed?
[READ EACH, CODE ONE]
- 1 Within a few hours
 - 2 Same day (but longer than a few hours)
 - 3 1 to 5 days
 - 4 6 to 14 days
 - 5 More than 14 days
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply [*e.g. I did not contact this program's office*]
- E32. In the last 2 months of care, did you have any problems with the care you got from Extra-Mural? **[DO NOT READ]**
- 1 Yes (**Specify, optional:** _____)
 - 2 No
 - 8 Do not know/No answer
- E33. In the last 2 months of care, did you have any problems with Extra-Mural staff? **[DO NOT READ]**
- 1 Yes (**Specify, optional:** _____)
 - 2 No
 - 8 Do not know/No answer
- E34. Do you know who to contact if you want to make a complaint about your Extra-Mural care? **[DO NOT READ]**
- 1 Yes
 - 2 No
 - 8 Do not know/No answer
- E35. Would you recommend Extra-Mural to your family or friends if they needed home health care? Would you say
[READ EACH]
- 1 Definitely no
 - 2 Probably no
 - 3 Probably yes
 - 4 Definitely yes
 - 8 **[VOL]** Do not know / Do not remember
 - 9 **[VOL]** Does not apply

E - CLINICAL SERVICES (EXTRA-MURAL): CLIENT AND FAMILY CENTRED CARE

E36. Please tell me whether you agree or disagree with the following statements. Please answer with 'strongly disagree, disagree, neutral, agree or strongly agree'.

- a. Extra-Mural staff allowed me to set my goals and priorities.
- b. Extra-Mural staff gave me the information I needed to take care of myself.
- c. Extra-Mural staff kept me well-informed about my progress.
- d. Extra-Mural staff and I discussed the type of information they could share with my family or friends.

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

E37. Has Extra-Mural staff ever given information to your family or friends that you did not agree for them to have?
[DO NOT READ]

- 1 Yes
- 2 No
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

E38. Please tell me whether you agree or disagree with the following statement.

My family or friends who help with my care were given the information that they wanted when they needed it.
Would you say ... **[READ EACH]**

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

E - CLINICAL SERVICES (EXTRA-MURAL): MORE QUESTIONS ABOUT YOUR HOME CARE

E39. How long have you been getting Extra-Mural services? **[READ EACH]**

- 1 2 months or less
- 2 More than 2 months but less than 6 months
- 3 More than 6 months but less than 1 year
- 4 More than 1 year
- 8 **[VOL]** Do not remember / Do not know

- E40. In the last 2 months, how often did you get Extra-Mural services, on average? Would you say ... **[READ EACH]**
- 1 Every day
 - 2 A few times a week [*VOL: from 2 times a week to 6 times a week*]
 - 3 Once a week
 - 4 Two or three times a month
 - 5 Once a month
 - 6 Only once in the last 2 months
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply [*e.g. I did not get home care services in the last 2 months*] **[Go to E42]**
- E41. How satisfied are you with the number of times you got Extra-Mural care in the last 2 months? **[READ EACH]**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Neither satisfied nor dissatisfied
 - 4 Dissatisfied
 - 5 Very dissatisfied
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E43. Did you receive care from this program after a visit to a hospital or rehabilitation center? **[IF NECESSARY: 'visit' MEANS HAVING BEEN ADMITTED, THEN RELEASED FROM A HOSPITAL OR REHABILITATION CENTRE]**
- 1 Yes
 - 2 No **[GO TO E45]**
 - 8 Do not remember / Do not know **[GO TO E45]**
- E44. Did the staff at the hospital or rehabilitation center explain to you what services you would be getting from Extra-Mural?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- E45. Does your personal family doctor or nurse practitioner seem informed and up-to-date about your Extra-Mural care?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply: I do not have a personal family doctor or a nurse practitioner
 - 10 **[VOL]** Does not apply: I have not seen my personal family doctor or nurse practitioner since receiving home health care

E46. Do you or your family members believe that you were harmed because of an error or mistake as a result of Extra-Mural care?

- 1 Yes
- 2 No [GO TO E48]
- 8 [VOL] Do not remember / Do not know [GO TO E48]
- 9 [VOL] Does not apply [GO TO E48]

E47. Please provide additional details on why you or your family members believe that you were harmed because of an error or mistake as a result of Extra-Mural care.

Capture open-ended response

E48. Were you admitted to the hospital or had to visit the hospital emergency room during the time you were getting Extra-Mural care? [if yes, ask: how many times?] [DO NOT READ] [IF NECESSARY: For any reason, not necessarily related to the Extra-Mural care.]

- 1 Yes: capture # of times _____
- 2 No
- 8 [VOL] Do not remember / Do not know

| |
|---|
| E - CLINICAL SERVICES (EXTRA-MURAL): BARRIERS AND NEEDS ASSESSMENT |
|---|

E51. Please answer the following questions with either yes or no. When answering, think of any difficulties you may have ever experienced in getting the Extra-Mural care you needed: **[READ AND RANDOMIZE a-e, ENTER YES/NO FOR EACH]**

- a. Have you ever had a problem getting the information you needed about Extra-Mural services?
 - b. Have you ever had a language problem with your Extra-Mural provider?
 - c. Was there ever a time when Extra-Mural providers did not take your spiritual or cultural values into account?
 - d. Have you ever needed Extra-Mural, but there were limits or reductions in the types of services or the type of care available?
 - e. Have you ever needed Extra-Mural, but there were limits or reductions in the duration of services or the number of hours available?
 - f. Have you experienced any other difficulties? [IF YES, SPECIFY _____]
- 1 Yes
 - 2 No
 - 8 Do not remember / Do not know

E54. Is there anything else you would like to say about the home health care you got from the New Brunswick Extra-Mural Program?

98 Do not know/nothing to say

GO TO SECTION F IF A5b=YES OR IF A6b=YES. OTHERWISE, GO TO SECTION T

F - HOME SUPPORT SERVICES: START OF CARE

[ASK IF A5a=YES OR A6a=YES: We have finished with the questions about your home care services through the Extra-Mural program.]

Now the following questions are about the home care services you received from a home support worker to help with your personal care. [INTERVIEWER: REFER TO PRINT MATERIAL FOR DESCRIPTION IF NECESSARY]

[IF SENSE HESITATION/TIRED: OFFER TO FINISH TOMORROW. ASK FOR THE BEST TIME TO CALL BACK]

F1. Thinking of the home care services you got from a home support worker in the last 2 months, who has provided these services? **[READ EACH, ENTER YES/NO FOR EACH]**

| | YES | NO | DK |
|---|-----|----|----|
| a. Did you receive home care services through an agency? | 1 | 2 | 8 |
| b. Did you receive private services from someone who does not work for an agency? | 1 | 2 | 8 |

GO TO F2 IF F1a=YES. OTHERWISE, GO TO F3.

F2. **[IF F1a=YES]** What is the name of the agency *[or agencies]* that has provided home care services in the last 2 months?

Capture name of agency [or agencies]

F3. I will read you a list of home care services provided by home support workers. Please tell me using 'yes' or 'no' if you received any of those services in the last 2 months. **[READ EACH, DO NOT RANDOMIZE LIST, CODE YES/NO FOR EACH]**

| | Yes | No | DK |
|---|-----|----|----|
| a. Bathing | 1 | 2 | 8 |
| b. Grooming or dressing | 1 | 2 | 8 |
| c. Meal preparation | 1 | 2 | 8 |
| d. Housekeeping (cleaning, laundry) | 1 | 2 | 8 |
| e. Feeding or nutrition care | 1 | 2 | 8 |
| f. Transferring (from place to place inside the home) | 1 | 2 | 8 |
| g. Relief to family, friends or volunteers who help you with your home care | 1 | 2 | 8 |
| h. Other: _____ | 1 | 2 | 8 |

[IF OTHER=YES, ASK: What other service did you receive? _____]

**GO TO SECTION T IF NO OR DK TO ALL a-h AND IF (A5a=YES OR A6a=YES) AND if yes to at least 1 in E0
 TERMINATE IF NO OR DK TO ALL a-h AND IF (A5a not yes and A6a not yes)
 TERMINATE IF NO OR DK TO ALL a-h AND IF ALL IN E0=no, don't know or blank (not yes)**

*The questions in this section of the survey are based on the home support services [List of responses from F3].
 As you answer the questions in this survey, think only about your experience with these home care services.*

NOTE TO PROGRAMMER: WHEN YOU SEE [FROM THIS AGENCY], INSERT 'From this agency' only if F1a=yes

- F4. Before you started getting home care services, how easy or difficult was it to get information about home care services in New Brunswick? Would you say ... **[READ EACH, CODE ONE]**
- 1 Very easy
 - 2 Easy
 - 3 Difficult
 - 4 Very difficult
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply [*e.g. I did not try to get information about home care services*]
- F5. Did this home care start as soon as you thought you needed it?
- 1 Yes
 - 2 No: Please explain _____
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- F6. When you first started getting home care services [FROM THIS AGENCY], how easy or difficult was it to fill out all the necessary paperwork? Would you say ... **[READ EACH]**
- 1 Very easy
 - 2 Easy
 - 3 Difficult
 - 4 Very difficult
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- F7. You have the right to be served in either English or French. Of these two languages, which is your preference? **[if necessary: for home care services]**
- 1 English
 - 2 French
 - 3 **[VOL]** No preference
 - 8 **[VOL]** Do not know/no answer
- F8. When you first started getting home care services [FROM THIS AGENCY], did someone offer to give you home care services in the official language (English or French) of your choice?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- F9. **[IF NEC: When you first started getting home care services [FROM THIS AGENCY]]** Did someone [FROM THE AGENCY] tell you what care and services you would get?
- 1 Yes
 - 2 No
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply

F - HOME SUPPORT SERVICES: HOME CARE IN THE LAST 2 MONTHS

F13. *These next questions are about [IF F1a=YES: all the different staff from the agency, IF F1a NOT YES: all the different home support workers] who gave you home care services in the last 2 months. Do not include care you got from family, friends or volunteers.*

Did you get home care services from more than one home support worker in the last two months?

- 1 Yes
- 2 No
- 8 Do not know / do not remember

F14. In the last 2 months of care, how often have each of the following happened. Please answer using 'Never, sometimes, usually or always'. **REPEAT SCALE IF NECESSARY**

- a. **[IF F13=1]** How often did home support workers [from this agency] seem informed and up-to-date about all the care you got at home?
- b. **[IF F13=1]** How often have you received conflicting information from different home support workers?
- c. How often did home support workers [from this agency] keep you informed about when they would arrive at your home?
- d. How often did home support workers [from this agency] treat you as gently as possible?
- e. How often did home support workers [from this agency] explain things in a way that was easy to understand?
- f. How often did home support workers [from this agency] listen carefully to you?
- g. How often did home support workers [from this agency] treat you with courtesy and respect?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

GO TO F16 IF F7 = 3 OR 8, CONTINUE IF F7 = 1 OR 2

F15. In the last 2 months of care, how often did you get the home care services you needed in the official language (English or French) of your choice? **[READ EACH]**

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

F16. We want to know your rating of your care from [this agency`s] home support workers.
Using any number from 0 to 10, where 0 is the worst home care possible and 10 is the best home care possible,
what number would you use to rate your care from [this agency`s] home support workers in the last 2 months?

- 0 0 Worst home care possible
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best home care possible
- 98 **[VOL]** Do not know / Do not remember
- 99 **[VOL]** Does not apply

F - HOME SUPPORT SERVICES: HOME CARE AGENCY

F17. How easy or difficult is it to contact **[INSERT IF F1a=YES: the agency`s office, IF F1a not yes: the home support worker]** to get help, information, or advice? Would you say ... **[READ EACH, CODE ONE]**

- 1 Very easy
- 2 Easy
- 3 Difficult
- 4 Very difficult
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply [e.g. I have never called the agency`s/home support worker`s office]

F18. In the last 2 months of care, did you have any problems with the care you got **[IF F1a=YES: through this agency, IF F1a NOT YES: from the home support worker]**?

- 1 Yes **(Specify, optional: _____)**
- 2 No
- 8 **[VOL]** Do not know / do not remember

IF F1a NOT YES, GO TO F20

F19. In the last 2 months of care, did you have any problems with the agency staff?

- 1 Yes **(Specify, optional: _____)**
- 2 No
- 8 **[VOL]** Do not know / do not remember

F20. Do you know who to contact if you want to make a complaint about your home care services?

- 1 Yes
- 2 No
- 8 **[VOL]** Do not know / do not remember

F21. Would you recommend **[IF F1a=YES: this agency, IF F1a NOT yes: this home support worker]** to your family or friends if they needed home care? Would you say ... **[READ EACH]**

- 1 Definitely no
- 2 Probably no
- 3 Probably yes
- 4 Definitely yes
- 8 **[VOL]** Do not know / Do not remember
- 9 **[VOL]** Does not apply

F - HOME SUPPORT SERVICES: CLIENT AND FAMILY CENTRED CARE

F22. Please tell me whether you agree or disagree with the following statement.

[INSERT IF F1a=YES: The agency staff, IF F1a NOT yes: The home support worker] and I discussed the type of information they could share with my family or friends. Would you say ... **[READ EACH]**

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

F23. Has **[INSERT IF F1a=YES: The agency staff, IF F1a NOT yes: The home support worker]** ever given information to your family or friends that you did not agree with for them to have?

- 1 Yes
- 2 No
- 8 **[VOL]** Do not know / do not remember

F24. Please tell me whether you agree or disagree with the following statement.

My family or friends who help with my care were given the information that they wanted when they needed it. Would you say ... **[READ EACH, CODE ONE]**

- 1 Strongly disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly agree
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Does not apply

F - HOME SUPPORT SERVICES: MORE QUESTIONS ABOUT YOUR HOME CARE

- F25. How long have you been getting home care services [IF F1a=YES: from this agency, IF F1a NOT YES: from this home support worker]? Would you say ... **[READ EACH, CODE ONE]**
- 1 2 months or less
 - 2 More than 2 months but less than 6 months
 - 3 More than 6 months but less than 1 year
 - 4 More than 1 year
 - 8 **[VOL]** Do not remember / Do not know
- F26. In the last 2 months, how often did you get home care services [IF F1a=YES: from this agency, IF F1a NOT YES: from this home support worker], on average? Would you say ... **[READ EACH, CODE ONE]**
- 1 Every day
 - 2 A few times a week [*VOL: from 2 times a week to 6 times a week*]
 - 3 Once a week
 - 4 Two or three times a month
 - 5 Once a month
 - 6 Only once in the last 2 months
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply [*e.g. I did not get home care services in the last 2 months*] **[GO TO F28]**
- F27. How satisfied are you with the number of times you got home care services [IF F1a=YES: from this agency, IF F1a NOT YES: from this home support worker] in the last 2 months? Would you say ... **[READ EACH, CODE ONE]**
- 1 Very satisfied
 - 2 Satisfied
 - 3 Neither satisfied nor dissatisfied
 - 4 Dissatisfied
 - 5 Very dissatisfied
 - 8 **[VOL]** Do not remember / Do not know
 - 9 **[VOL]** Does not apply
- F28. Do you or your family members believe that you were harmed because of an error or mistake as a result of home care services [IF F1a=YES: from this agency, IF F1a NOT YES: from this home support worker]?
- 1 Yes
 - 2 No **GO TO F32**
 - 8 **[VOL]** Do not remember / Do not know **GO TO F32**
 - 9 **[VOL]** Does not apply **GO TO F32**
- F29. Please provide additional details on why you or your family members believe that you were harmed because of an error or mistake as a result of home care services [IF F1a=YES: from this agency, IF F1a NOT YES: from this home support worker]

Capture open-ended response

F - HOME SUPPORT SERVICES: BARRIERS AND NEEDS ASSESSMENT

- F32. Please answer the following questions with either yes or no. When answering, think of any difficulties you may have ever experienced in getting the home care you needed: **[READ AND RANDOMIZE a-f, ENTER YES/NO FOR EACH]**
- a. Have you ever had a problem getting the information you needed about home care services?
 - b. Have you ever had a language problem with your home support workers?
 - c. Was there ever a time when home support workers did not take your spiritual or cultural values into account?
 - d. Have you ever needed home care, but there were limits or reductions in the types of services or the type of care available?
 - e. Have you ever needed home care, but there were limits or reductions in the duration of services or the number of hours available?
 - f. Have you ever found the cost for home care services too high?
 - g. Have you experienced any other difficulties with home care? **[IF YES, SPECIFY]** _____
- 1 Yes
2 No
8 Do not know / Do not remember

- F33. Is there anything else you would like to say about the home care you got from **[insert if F1a=yes: this agency, IF F1a not yes: this home support worker]**?

98 do not know/ nothing to say

T - CLINICAL SERVICES AND HOME SUPPORT SERVICES: ABOUT YOU

- T1. In general, how would you rate your overall health? Would you say ... **[READ EACH, CODE ONE]**
- 1 Excellent
 - 2 Very good
 - 3 Good
 - 4 Fair
 - 5 Poor
 - 8 **[VOL]** Do not know
- T2. In general, how would you rate your overall mental or emotional health? **[READ EACH, CODE ONE]**
- 1 Excellent
 - 2 Very good
 - 3 Good
 - 4 Fair
 - 5 Poor
 - 8 **[VOL]** Do not know

E52. Has a doctor or any health professional ever diagnosed you with or treated you for any of the following chronic health conditions? **[READ AND DO NOT RANDOMIZE LIST a-n – ENTER YES/NO FOR EACH]**

- a. Arthritis
- b. Asthma
- c. Chronic pain
- d. Emphysema or COPD (chronic obstructive pulmonary disease)
- e. Cancer
- f. Diabetes
- g. Alzheimer
- h. Dementia
- i. Depression
- j. A mood disorder other than depression, such as bipolar disorder, mania, manic depression, or dysthymia
- k. Heart disease
- l. Stroke
- m. High blood pressure or hypertension
- n. Gastric reflux (GERD)
- o. Have you ever been diagnosed with or been treated for any other chronic health condition? Please note that a chronic health condition is something that typically lasts more than 12 months, may require continuous treatment, and that is severe enough to create some limitations in usual activity. **[IF o=YES, SPECIFY _____]**

- 1 Yes
- 2 No
- 8 Do not know/no answer

[IF YES TO AT LEAST ONE IN a-o, GO TO E53. IF NOT, GO TO E50]

E53. **[ASK IF CHRONIC CONDITION, IF ANY IN E52a–o=YES]** How confident are you that you can control and manage your health condition? **[READ EACH]**

- 1 Very confident
- 2 Confident
- 3 Not very confident
- 4 Not at all confident
- 8 **[VOL]** Do not know
- 9 **[VOL]** Refused

E50. Is there anything else that could have been done or provided to help you stay at home? **[DO NOT READ] [probe: Anything at all that could have helped you even more to stay at home and receive services or care at home?]**

- 1 Yes: Please explain (capture open-ended response) _____
- 2 No
- 8 **[VOL]** Do not remember / Do not know

T3. Do you live alone?

- 1 Yes
- 2 No
- 8 **[VOL]** Refuse

E9. In the last 2 months of care, did a friend, family member or volunteer help you with your home care?

- 1 Yes
- 2 No [GO TO T4]
- 8 [VOL] Do not know / Do not remember [GO TO T4]

E10. In the last 2 months of care, who has helped you the most with your home care? [DO NOT READ, CODE ONLY ONE. IF MORE THAN ONE, PROBE FOR "person who has helped the most"]

- 10 Husband, wife or common-law partner
- 11 Mother or father
- 12 Son or daughter
- 13 Grandson or granddaughter
- 14 Other family member
- 15 Friend
- 16 Volunteer
- 17 Other (Specify) _____
- 98 [VOL] Do not know / Do not remember

E11. In the last 2 months of care, how often did you get help with your home care from a friend, family member or volunteer? Would you say ... [READ EACH, CODE ONE]

- 1 Every day
- 2 A few times a week [VOL: from 2 times a week to 6 times a week]
- 3 Once a week
- 4 Two or three times a month
- 5 Once a month
- 6 Only once in the last 2 months
- 7 [VOL] Other (Specify _____)
- 8 [VOL] Do not know / Do not remember

T4. [ASK IF CLIENT IS 18 OR OLDER] What is the highest grade or level of school that you have completed? [READ EACH, CODE ONE]

- 1 8th grade or less
- 2 Some high school, but did not graduate
- 3 High school graduate or GED
- 4 College, trade, or technical school diploma/certificate
- 5 Undergraduate degree
- 6 Post university/graduate level education
- 8 [VOL] Do not remember / Do not know
- 9 [VOL] Prefer not to answer

T5. What language do you mainly speak at home?

- 1 English
- 2 French
- 3 First Nation, Indian, Métis, or Inuit
- 4 Other: _____
- 8 [VOL] Do not know / no answer
- 9 [VOL] Prefer not to answer

T6. Are you an Aboriginal person, that is, North American Indian, Métis, or Inuit?

- 1 Yes
- 2 No
- 8 **[VOL]** Do not know / no answer
- 9 **[VOL]** Prefer not to answer

T7. **[ASK IF CLIENT AT LEAST 18]** We will not ask you to give us your salary or income, but could you tell us in which of the following three categories was your total household income before taxes in 2011: **[READ EACH, STOP IF RESPONDENT STOPS YOU]**

- 1 Less than \$25,000
- 2 \$25,000 to less than \$60,000
- 3 \$60,000 or more
- 8 **[VOL]** Do not remember / Do not know
- 9 **[VOL]** Prefer not to answer

THANK YOU!

T10. **[BY OBSERVATION –** Who completed the majority (or all) of the survey?

- 1 Client
- 2 Parent of client
- 3 Someone else