

New Brunswickers' Experiences With Primary Health Care

2011 Survey Results



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

Engage. Evaluate. Inform. Recommend.
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About us:

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

Primary health care is key to maintaining and improving Canadians' health, and to the quality and sustainability of the health care system.¹ Understanding New Brunswickers' experiences with primary health care services is extremely important in order to appreciate areas of focus and move the primary health care reform agenda forward.

The New Brunswick Health Council (NBHC) has released the results of its 2011 Primary Health Care Survey. This telephone survey was conducted with the general population of New Brunswick aged 18 years or older. The most comprehensive health care survey undertaken in New Brunswick has resulted in a sample of 14,045 completed surveys, which represents a margin of error of $\pm 0.8\%$. Important elements in effective primary health care services are: accessibility, continuity, coordination of care, preventative care/health promotion with a patient centeredness and equity focused underpinning.

Accessibility/Continuity

Although 93% of New Brunswickers have a personal family doctor (compared to 86% for Canada), only 22% reported that their family doctor has an after-hour arrangement when the office is closed, and only 30% can get an appointment with their family doctor on the same day or next day when sick or in need of care. New Brunswick fares poorly when comparing same day/next day access to the rest of Canada. In a recent international study, 45% of Canadians can get an appointment with their family doctor on the same day or next day, and even at 45% Canada ranked lowest of eleven countries.²

Improving accessibility to personal family doctors can potentially reduce unnecessary visits to emergency departments or after-hours or walk-in clinics, which in turn can improve continuity of care especially for patients with complex or chronic conditions.³ Establishing an ongoing relationship with a primary care provider is believed to be important in maintaining health and ensuring appropriate access to health services.

When comparing wait times across NB for hospital emergency departments, New Brunswickers are at par if not slightly better (75% compared to 73%) with the rest of Canada who wait less than four hours. Where there is room for improvement is that 42% of individuals in NB are visiting emergency departments in the run of a year compared to 24% in Canada. In New Brunswick, shorter wait times are mainly in the rural areas, since 77% wait less than 4 hours compared to 73% in the larger urban centres.

Telephone help lines in New Brunswick provide symptom-specific information for self-care, when appropriate, or offer information that assists the caller in choosing an appropriate source of care for their symptoms or situation such as making an appointment with the caller's doctor, going to a clinic, contacting a community service or going to a hospital emergency room.⁴ They help individuals use the right care at the right time with the right provider. Unfortunately, only 10% of New Brunswickers use the help lines in the run of the year compared to 24% in the rest of Canada.

Coordination of Care

Coordination of care is an important element of primary health. It leads to more appropriate care (for example, through fewer medical errors, more appropriate medication and less re-hospitalization); cost efficiency and cost effectiveness will be enhanced as well.⁵ Only 59% of citizens reported that their personal family doctor "always or usually" helps them coordinate the care from other healthcare providers and places when they needed it (compared to 68% in Canada).

The creation of primary health care teams can have an influence in providing comprehensive services to their clients (including coordination with other levels of care);¹ 34% of New Brunswickers, compared to 39% in Canada, have such access.

Patient Centeredness

More New Brunswickers are involved in making decisions about their care (74% compared to 71% in Canada) but there is room for improvement as only 76% of patients are given enough time to discuss their feelings, fears and concerns about their health compared to 81% in Canada.

Preventative Care / Health Promotion

Nearly half (49%) of citizens in New Brunswick have 1 or more of seven selected chronic health conditions (among arthritis, cancer, chronic obstructive pulmonary disease (COPD), diabetes, heart disease, high blood pressure, and mood disorders, including

depression) compared to 33% in Canada. This contributes to a population who self rate their general health lower than the rest of Canada (53% “very good or excellent” compared to 59%).

Twenty nine percent of New Brunswickers with 3 or more chronic health conditions reported that they “rarely or never” talk with a doctor, nurse, or other health professional about things they could do to improve their health or prevent illness. This is better than the Canadian average of 40%, but since management of chronic diseases is a key priority of primary health care, this should remain as an area for improvement.

Two areas of prevention need greater focus and attention in order to improve the overall health of New Brunswickers and reduce demands on the health care system: (1) increased prevention of risk factors for chronic diseases such as smoking, physical activity, obesity, high blood pressure, alcohol, stress, diet at the population health level, and (2) increased education for individuals with chronic diseases to help them self-manage their disease and prevent further illness.

Equity

Having a personal family doctor: In New Brunswick, 93% of adults have a personal family doctor. Those more likely to have a family doctor are women, citizens living in a rural area, those who prefer French as their language of service, older New Brunswickers and non-Aboriginals. There was no significant difference by education level or income.

Emergency room services: In New Brunswick, 12% use the emergency room as their regular place of care. Men, those living in a rural area, younger New Brunswickers, lower income individuals, citizens with a lower education level and those who prefer French as their language of service use the emergency room more often as their regular place of care. There was no significant difference for Aboriginals.

Satisfaction/Experiences with personal family doctor: In New Brunswick, 81% of adults gave their personal family doctor a rating of 8, 9 or 10 on a scale of zero to 10. Older New Brunswickers, those with higher income and non-Aboriginals are more satisfied with the services received from their personal family doctor. There was no significant difference by gender, education level, urban/rural area or preferred language of service.

Satisfaction/Experiences with overall health care services: Overall, 93% of New Brunswickers have used at least one primary health care service in the last 12 months. When asked about the overall health care services they have received in New Brunswick, 62% of

adults gave a rating of 8, 9 or 10 on a scale of zero to 10. Men, older New Brunswickers, citizens with a lower income, those with a lower education level, and those who prefer French as their language of service are more satisfied with their experiences with overall health care services. There was no significant difference by urban/rural area and for Aboriginals.

Responsiveness to community needs is also a key element of primary health care. Twenty-eight (28) New Brunswick primary health care communities were created from the large sample size to provide information that will allow decision makers to respond to the needs of smaller communities. The analysis of the configuration of primary health care services used for their primary health care needs for these 28 communities revealed a huge variation in models of primary care. Although improving certain elements of primary care will enhance the quality of the care being delivered, the challenge will be in identifying the models of primary health care delivery systems, the governance and funding models which are delivering the best health outcomes.

Glossary



Accessibility score	The accessibility score is an overall measure of access to primary health care services. In the NBHC 2011 Primary Health Care Survey, the accessibility score is an overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”.
After-hours clinic or walk-in clinic	These are usually non-hospital based clinics for non-emergency health care needs, where patients may or may not make an appointment, and services can be provided either during the day or in the evenings.
Alternative practitioner	Alternative health care providers most commonly used are chiropractors, naturopaths, homeopaths, acupuncturists and massage therapists.
Chronic health condition	A chronic health condition is a prolonged condition that generally cannot be prevented by vaccines or cured completely. A chronic health condition typically lasts more than 12 months, may require continuous treatment, and is severe enough to create some limitations in usual activity.
Community health centre	A community health centre is a place where you can see many different health professionals under one roof, such as a doctor, nurse practitioner, nurse, physiotherapist, dietitian, social worker, occupational therapist, respiratory therapist, rehab assistant, or pharmacist.
Equity	Providing quality care/service to all, regardless of individual characteristics and circumstances, such as race, color, creed, national origin, ancestry, place of origin, language, age, physical disability, mental disability, marital status, family status, sexual orientation, sex, social status, belief or political activity.
Health score	The health score is a measure of how people perceive their overall health. The Organization for Economic Co-operation and Development (OECD), Statistics Canada and the Canadian Institute for Health Information (CIHI) also use self-rated health in many of their reports. In the NBHC 2011 Primary Health Care Survey, the health score is based on the percent of citizens who reported that their health is “very good” or “excellent”.
Nurse practitioner	Nurse practitioners can diagnose and treat common acute and chronic illnesses, and they have the authority to order diagnostic tests and prescribe medications. Nurse practitioners are employed in a variety of settings, including community health centres, nursing homes, family practice clinics, emergency rooms, outpatient clinics and public health agencies.
Patient centeredness	Meeting the needs and preferences of individuals and communities, rather than expecting people to adapt to what the system has to offer.

Personal family doctor	A personal family doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. This does not include specialists who specialize in one area of health care or doctors you would see at an after-hours clinic or a walk-in clinic.
Primary health care	Usually the first place people go when they have health concerns, often to a personal family doctor. Primary Health Care typically includes routine care, care for urgent but minor or common health problems, mental health care, maternity and child care, psychosocial services, liaison with home care, health promotion and disease prevention, nutrition counseling, and end of life care. Primary Health Care is also an important source of chronic disease prevention and management and may include other health professionals such as nurses, nurse practitioners, dietitians, physiotherapists, and social workers.
Primary health care community	<p>Results of the NBHC 2011 Primary Health Care Survey are reported for 28 New Brunswick communities. These communities are new; they were created by the NBHC specifically to report results of the NBHC primary health care survey. Several considerations were necessary to create these communities:</p> <ul style="list-style-type: none"> • Locations of hospitals, community health centres, and health service centres • Catchment areas of community health centres, taking into account the citizens who receive services at the community health centre • Population base of each community to ensure that there would be enough survey responses in each community to report results • Receiving feedback from primary health care stakeholders
Primary health care team	<p>A primary health care team consists of a personal family doctor supported by an interdisciplinary team of allied health care providers, such as a nurse, nurse practitioner, dietitian, physiotherapist, or social worker. The objectives of establishing a multi-disciplinary primary health care team are⁶: "the most appropriate care is provided by the most appropriate provider", "to increase the emphasis on health promotion, disease and injury prevention, and chronic disease management", "to expand 24/7 access to essential services", and "to facilitate coordination with other health services (such as specialists and hospitals)".</p> <p>In the NBHC 2011 Primary Health Care Survey, access to a primary health care team is defined as:</p> <ul style="list-style-type: none"> • having a personal family doctor AND • a nurse is regularly involved in health care OR a nurse practitioner is regularly involved in health care OR other health professionals work in the same office as the personal family doctor

Rural Areas	Defined as all areas of the country not falling into either the large urban or small urban categories. ⁷
Satisfaction score	The satisfaction score is an overall measure of experiences with primary health care services. In the NBHC 2011 Primary Health Care Survey, the satisfaction score is an overall score that combines responses to individual ratings of services received from/at the personal family doctor, nurse practitioner, hospital emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner.
Specialist	Specialists are doctors like surgeons, cardiologists, dermatologists, oncologists, and other doctors who specialize in one area of health care.
Tele-Care	Tele-Care (or 811) is a free and confidential telephone line to get medical information or health advice from a registered nurse. Other information lines in New Brunswick include poison, gambling, sexually transmitted infections and 'My Choices – My Health'.
Urban Area	Defined as Census Metropolitan Areas (CMAs). A CMA represents one or more adjacent municipalities centered on an urban core of at least 100,000 persons or defined as any urban area not part of a CMA that has a minimum population of 1,000 persons and a population density of at least 400 persons per square kilometer. ⁷
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. Health facilities in zone 2 (Saint John), zone 3 (Fredericton and Upper River Valley) and zone 7 (Miramichi) are managed by Horizon Health Network. Health facilities in zone 4 (Northwest), zone 5 (Restigouche) and zone 6 (Acadie-Bathurst) are managed by Vitalité Health Network. Health facilities in zone 1 (Moncton/Beauséjour) are managed by either Horizon Health Network or Vitalité Health Network.

Introduction

The New Brunswick Health Council (NBHC) has released the results of its 2011 Primary Health Care Survey. Primary health care is usually the first point of contact with the health care system. In this telephone survey, New Brunswickers were asked about their experiences with personal family doctors, nurse practitioners, emergency departments, specialists, after-hours clinics and walk-in clinics, community health centres, ambulance services, alternative practitioners, and Tele-Care. Citizens could complete the telephone interview in the official language of their choice.

The survey was conducted with the general population of New Brunswick aged 18 years or older. Calls were made during the months of February, March and April 2011 to over 108,000 households, which represents about one third of all New Brunswick households. The most comprehensive health care survey undertaken in New Brunswick has resulted in a sample of 14,045 completed surveys. Given the opportunity to express their opinions about the health care services they receive in New Brunswick, citizens have responded overwhelmingly to this survey, resulting in a higher completion rate than what is typically achieved for telephone surveys.

The large sample size will allow researchers and decision makers to look further than overall provincial results. Twenty-eight (28) New Brunswick primary health care communities were created to provide information that will allow decision makers to respond to the needs of smaller communities, which are often not represented due to the small number of residents generally sampled in NB for national health care surveys. These 28 communities can be combined into the seven NB zone boundaries (health regions) as defined by Statistics Canada and currently used in New Brunswick for higher level statistical reporting for the population.

The information collected from this comprehensive survey has given a voice to New Brunswick citizens that can help translate knowledge into practice. This survey will provide baseline data that can help decision makers establish benchmarks for New Brunswick and will be repeated in three years to monitor quality improvement initiatives over time.

The objectives of the New Brunswick Primary Health Care Survey are as follows:

- a) The survey will play a significant role in helping the NBHC fulfill its dual mandate to engage citizens in meaningful dialogue for the purpose of improving health service quality in the province in an effective, timely, and objective manner, and to measure, monitor and report on health system performance to both the public and the health system partners.

- b) This survey plays an important role in evaluating health services quality against the criteria set out by the *New Brunswick Health Council Act* as measured by accessibility, equity, appropriateness, safety, efficiency and effectiveness factors.
- c) The large sample size is necessary to carry out meaningful statistical analyses of association and prediction of future trends, along with the ability to detect differences among sub-groups of the population.
- d) The findings will provide a detailed fact base of the primary health care experience at the community level that can be used to improve the health care system for evidence-informed decision-making.
- e) The demographic information and personal health information will allow the NBHC to characterize the profile of primary health care recipients and linking this to clinical outcomes, which can ultimately result in better care and a more efficient use of resources and contribution to future health system sustainability.

Unlike NBHC's 2010 acute care survey where results in each hospital are linked to either Horizon Health Network or Vitalité Health Network, results for the primary health care survey will not be associated to one of the two regional health authorities. Results from the primary health care survey are only associated to the community in which the citizen lives, and pertains to care experiences and services received in New Brunswick.

The objective of this report is to provide baseline data and information for each community and zone in order to measure and monitor improvements over time. In using a standardized approach across the province for citizens to express their opinions about the health care services they receive, the information collected from this survey will allow communities to compare their primary health care experiences with overall New Brunswick results, and variations across communities can be highlighted.

Measuring primary health care experiences at the community level becomes a unique opportunity for New Brunswick to focus on a citizen-centered approach in implementing a primary health care community needs assessment. The 2011 Primary Health Care Survey report has been designed for citizens, decision makers and program planners to see how models of care vary from one community to another based on accessibility, utilization patterns and the health profile of the community.

In this report, overall scores are created for each of the 28 primary health care communities and compared to the provincial average with respect to satisfaction, accessibility and health. A demographic profile is given for each community, as well as self-reported prevalence rates for several chronic health conditions.

Survey results in this report are presented in four tables according to four different themes commonly associated with primary health care: accessibility, use of services, satisfaction, and health profile, with each table consisting of several key questions relating to the evaluation of primary health care services.

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

Survey Methodology

The New Brunswick Health Council (NBHC) has been established as an independent organization that measures, monitors and evaluates New Brunswick's health system performance through a citizen-centered dual mandate of performance measurement and citizen engagement. The 2011 Primary Health Care Survey was conducted by MarketQuest-Omnifacts, an independent research company, on behalf of the NBHC.

Questionnaire design

The questionnaire used in this New Brunswick Primary Health Care Survey was an adaptation from other similar surveys conducted by health care providers in other jurisdictions and was mostly based on the 2008 Canadian Survey of Experiences With Primary Health Care (conducted by Statistics Canada and funded by the Canadian Institute for Health Information and the Health Council of Canada), the Commonwealth Fund 2010 International Health Policy Survey, and the 2008 Satisfaction with Health Care Services Survey from the Health Quality Council of Alberta.

Every effort was made to keep the same wording of questions and response options when taken from other similar surveys. However, some modifications were made in the questionnaire to better align with primary health care services received in New Brunswick. The NBHC Primary Health Care Survey evaluates primary health care experiences from the citizen's point of view. Since these experiences include several types of primary health care providers and a wide array of primary health care service areas across the province, feedback from a broad range of stakeholders both nationally and locally was crucial in the development of the questionnaire. This resulted in improvements being made to the questionnaire design and flow.

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 MarketQuest-Omnifacts teams.

A pilot test was conducted to ensure that the respondents understood the survey questions. During this pilot test, French and English questionnaires were completed by randomly selected citizens, and further changes to the questionnaire were implemented based on the results of the questionnaire testing process.

Target Population

The primary health care survey was conducted with the general population of New Brunswick aged 18 years or older living in private dwellings. Participation in this survey was voluntary. This survey excludes businesses, households without telephones, some households that only use cellular phones and people living in group homes. Calls were made during the months of February, March and April 2011 to over 108,000 households, which represents about one third of all New Brunswick households.

Sampling

Stratified random sampling was used based on geographic location. More specifically, the FSA (Forward Sortation Area), or first three digits of the postal code, was used as the basis for survey sampling to ensure that each region of the province would be included. There are 111 FSAs in New Brunswick. Proportional allocation for each FSA was based on the number of households and four FSA categories were defined:

- Large FSAs: 250 completed surveys
- Medium FSAs: 150 completed surveys
- Small FSAs: 100 completed surveys
- Mini FSAs: 50 completed surveys

Based on this sampling strategy, the target for overall New Brunswick was a total of 13,500 completed surveys. This survey, the most comprehensive of its kind undertaken in New Brunswick, has resulted in a sample of 14,045 completed surveys. The length of the survey averaged 28 minutes.

Towards the end of the survey process (10 to 15% of calls), adjustments were made during the interview process to increase the completion rates for “harder-to-reach groups” such as males and the 18-24 age group.

Communication Plan

Responding to this survey was voluntary. Respondents could skip any question on the survey if they were not comfortable answering it. A communication campaign was launched to promote awareness and participation in the Primary Health Care Survey by ensuring New Brunswickers understood that their participation would give them a unique opportunity to affect the future of health 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. Citizens with caller-ID technology who received a call to complete the survey could return the call by calling the number on their call display. A toll-free number to the contact centre was published on all messages related to this survey. Respondents wishing to obtain further information and clarity were provided with a toll-free number to the NBHC. 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 Marquest-Omnifacts staff at offices in Richibucto, New Brunswick and Saint John's, Newfoundland. MarketQuest-Omnifacts' interviewing resources consist of a total of 85 state-of-the-art interviewing stations and 175 employees. Approximately one-quarter of employees (25%) are fully bilingual in French and English. Interviews for the Primary Health Care survey were conducted primarily out of the Richibucto office, composed almost entirely of bilingual staff. 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, MarketQuest-Omnifacts 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 primary health 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.

At the end of the survey, respondents were asked to provide their Medicare number for research purposes, so that information from this survey could be linked with existing provincial health information such as visits to emergency rooms or doctor's offices. Health researchers use the Medicare number to link survey information to a respondent's health records. This allows for better research to be undertaken and the development of the best possible provincial health policies.

Data Analysis

Creating primary health care communities

As a first step, the 276 New Brunswick census subdivisions were used as the building blocks in creating the primary health care communities. These are the smallest areas for which Statistics Canada Census data is available such as age, gender, language, education, employment and income. More importantly, these areas can be combined to fit directly into one of the seven NB zone boundaries (health regions) as defined by Statistics Canada and currently used in New Brunswick for higher level statistical reporting for the population.

These 276 census subdivisions were combined to create the 28 primary health care communities. These communities are new; they were created specifically to report results of the New Brunswick Health Council (NBHC) Primary Health Care Survey. Several items were taken into consideration in creating these communities:

- Geographical location of hospitals, community health centres, and health service centres
- Catchment areas of community health centres
- Population base of each community to ensure that there would be enough survey responses in each community to report results
- Feedback from primary health care stakeholders

The Results by Community section, starting on page 59, includes a map with the 28 primary health care communities.

Community Sample Sizes

As shown in Table 1, sampling by FSA has resulted in 28 community sample sizes that reflect the size of the population base, with a community margin of error ranging from $\pm 2.1\%$ to $\pm 7.2\%$, and a provincial margin of error at $\pm 0.8\%$. Population data is based on the 2006 Census.

Table 1: Community Sample Sizes

Community	Population (18+)	Survey Sample	Margin of error
1	4,790	217	± 6.5%
2	10,815	267	± 5.9%
3	11,840	383	± 4.9%
4	28,065	622	± 3.9%
5	12,470	365	± 5.1%
6	13,095	355	± 5.1%
7	11,170	337	± 5.3%
8	7,005	230	± 6.4%
9	29,465	839	± 3.3%
10	16,285	474	± 4.4%
11	5,755	189	± 7.0%
12	24,550	630	± 3.9%
13	8,820	231	± 6.4%
14	94,965	1,511	± 2.5%
15	4,500	178	± 7.2%
16	17,660	465	± 4.5%
17	8,175	297	± 5.6%
18	94,040	2,062	± 2.1%
19	9,865	424	± 4.7%
20	11,300	304	± 5.5%
21	13,105	337	± 5.3%
22	62,930	906	± 3.2%
23	9,035	315	± 5.4%
24	8,685	318	± 5.4%
25	20,260	612	± 3.9%
26	8,025	249	± 6.1%
27	13,260	357	± 5.1%
28	22,465	571	± 4.1%
Total NB	582,395	14,045	± 0.8%

Zone Sample Sizes

As shown in Table 2, the 28 communities can be combined into one of the seven New Brunswick health zones for higher level planning, with a zone margin of error ranging from $\pm 1.7\%$ to $\pm 3.8\%$. Population data is based on the 2006 Census.

Table 2: Zone Sample Sizes

Zone	Communities	Population (18+)	Survey Sample	Margin of error
1	10,11,12,13,14,15	154,875	3,213	$\pm 1.7\%$
2	16,18,19,20	132,865	3,255	$\pm 1.7\%$
3	17,21,22,23,24,25,26	130,215	3,034	$\pm 1.8\%$
4	1,27,28	40,515	1,145	$\pm 2.9\%$
5	2,3	22,655	650	$\pm 3.8\%$
6	4,5,6,7	64,800	1,679	$\pm 2.4\%$
7	8,9	36,470	1,069	$\pm 3.0\%$
Total NB		582,395	14,045	$\pm 0.8\%$

Estimation

Survey data was weighted by age and gender at the community level based on 2006 Census data. This estimation method is used for each of the 28 communities so that survey results are representative of the actual population. 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.

Data limitations

All data are self-reported and are therefore subject to recall errors, and over or under-reporting. The sample design excludes households without telephones, some households that only use cellular phones, and people living in some group homes.

National Comparisons



Every effort was made to use survey questions and response options that are similar to national primary health care surveys. In Table 3, a number of comparisons are made with Canada using common theme areas often used to evaluate effective primary health care under accessibility, emergency room utilization, coordination of care, patient centeredness, preventative care, health status and self-reported chronic conditions.

Canadian results are based on the following sources: Canadian Survey of Experiences With Primary Health Care conducted by Statistics Canada and funded by the Canadian Institute for Health Information and the Health Council of Canada (CSE-PHC 2008), and Commonwealth Fund International Health Policy Survey (2010 and 2007)

Table 3: National Comparisons

Accessibility		
Primary Health Care Indicator	Canada	New Brunswick
Percent who have a <i>personal family doctor</i>	86% (CSE-PHC 2008)	93% (NBHC 2011)
Percent who have <i>access to a primary health care team</i>	39% (CSE-PHC 2008)	34% (NBHC 2011)
Percent who can get an <i>appointment with their personal family doctor on the same day or next day</i>	45% (Commonwealth Fund 2010)	30% (NBHC 2011)
Personal family doctor has an <i>after-hour arrangement when office is closed</i>	31% (Commonwealth Fund 2007)	22% (NBHC 2011)
Percent who go to <i>their personal family doctor as their regular place of care</i>	78% (CSE-PHC 2008)	62% (NBHC 2011)
Percent who used a <i>health information telephone line</i> in the past year	24% (Commonwealth Fund 2007)	10% (NBHC 2011)
Emergency Room		
Primary Health Care Indicator	Canada	New Brunswick
Percent who visited a <i>hospital emergency department</i> in the past year	24% (CSE-PHC 2008)	42% (NBHC 2011)
Percent who <i>waited less than 4 hours</i> in the hospital emergency department	73% (Commonwealth Fund 2007)	75% (NBHC 2011)
Coordination of Care		
Primary Health Care Indicator	Canada	New Brunswick
Percent who <i>take medication on a regular basis</i> (one or more)	53% (Commonwealth Fund 2007)	79% (NBHC 2011)
Percent who reported that <i>test results were "always or usually" not available at the time of their appointment</i> with their personal family doctor	7% (CSE-PHC 2008)	8% (NBHC 2011)
Percent who reported that <i>their personal family doctor "always or usually" helps them coordinate the care</i> from other healthcare providers and places when they needed it	68% (Commonwealth Fund 2010)	59% (NBHC 2011)

Table 3: National Comparisons (continued)

Patient Centredness		
Primary Health Care Indicator	Canada	New Brunswick
Percent who reported that their <i>personal family doctor had "always or usually" given them enough time to discuss</i> their feelings, fears and concerns about their health	81% (CSE-PHC 2008)	76% (NBHC 2011)
Percent who reported that their <i>personal family doctor had "always or usually" involved them in decisions</i> about their health care	71% (CSE-PHC 2008)	74% (NBHC 2011)
Preventative Care / Health Promotion		
Primary Health Care Indicator	Canada	New Brunswick
Percent of citizens <i>with 3 or more chronic health conditions</i> (among arthritis, cancer, COPD, diabetes, heart disease, high blood pressure, and mood disorders, including depression) who reported that they <i>"rarely or never" talk</i> with a doctor, nurse, or other health professional <i>about things they could do to improve their health or prevent illness</i>	40% (CSE-PHC 2008)	29% (NBHC 2011)
Percent of citizens <i>with 1 or more chronic health conditions</i> (among diabetes, heart disease, stroke and high blood pressure) <i>who reported getting a blood pressure measurement</i> in the past 12 months	94% (CSE-PHC 2008)	93% (NBHC 2011)
Health Status		
Primary Health Care Indicator	Canada	New Brunswick
<i>Self-rated health</i> (% very good or excellent)	59% (CSE-PHC 2008)	53% (NBHC 2011)
Percent of citizens with <i>1 or more chronic health conditions</i> (among arthritis, cancer, COPD, diabetes, heart disease, high blood pressure, and mood disorders, including depression)	33% (CSE-PHC 2008)	49% (NBHC 2011)
Self-reported Chronic Health Conditions		
Chronic Condition	Canada (Commonwealth Fund 2007)	New Brunswick (NBHC 2011)
Arthritis	16%	18%
Asthma	11%	10%
Cancer	6%	7%
Chronic Obstructive Pulmonary Disease (COPD)	2%	3%
Chronic Pain	12%	15%
Depression	14%	13%
Diabetes	7%	9%
Heart Disease	6%	8%
High blood pressure or hypertension	19%	26%
Mood disorder other than depression, such as bipolar disorder, mania, manic depression, or dysthymia	3%	3%



New Brunswick Results



Overall Provincial Results

By Gender

By Age

By Language of Service Preference

By Education Level

Aboriginal Results



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			New Brunswick		Male		Female	
Base Size			n=14,045		n=5,179		n=8,866	
A-1	Percent of residents who have a personal family doctor		92.6% (92.2%-93.0%)**		90.5% (89.7%-91.3%)**		94.4% (93.9%-94.9%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	21.6% (20.9%-22.3%)		19.1% (18.0%-20.2%)		23.7% (22.8%-24.6%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	76.6% (75.9%-77.3%)		79.6% (78.4%-80.8%)		74.0% (73.1%-74.9%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)		30.3% (28.9%-31.7%)		30.2% (29.2%-31.2%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	12.1% (11.5%-12.7%)		12.4% (11.5%-13.3%)		11.8% (11.1%-12.5%)	
A-6	Percent of residents who have access to a primary health care team***		34.4 % (33.6%-35.2%)		31.4% (30.1%-32.7%)		37.2% (36.2%-38.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		83.4% (82.7%-84.1%)		85.2% (84.1%-86.3%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		75.1% (74.0%-76.2%)		78.8% (77.0%-80.6%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		78.3% (77.3%-79.3%)		78.3% (76.5%-80.1%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		74.5% (72.9%-76.1%)		74.9% (72.1%-77.7%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		76.5% (74.0%-79.0%)		74.7% (70.5%-78.9%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)	English* 95.7% (95.0%-96.4%)	French* 82.3% (80.0%-84.6%)
A-13	Percent with a nurse practitioner regularly involved in health care		2.8% (2.5%-3.1%)		1.8% (1.4%-2.2%)		3.8% (3.4%-4.2%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		New Brunswick	Male	Female
Base Size		n=14,045	n=5,179	n=8,866
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	59.6% (58.2%-61.0%)**	64.0% (63.0%-65.0%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	14.9% (13.9%-15.9%)	9.3% (8.7%-9.9%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	18.5% (17.4%-19.6%)	18.3% (17.5%-19.1%)
	Community health centre	1.4% (1.2%-1.6%)	1.6% (1.3%-1.9%)	1.2% (1.0%-1.4%)
	Other	6.3% (5.9%-6.7%)	5.4% (4.8%-6.0%)	7.2% (6.7%-7.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	80.7% (80.0%-81.4%) 3.3	74.2% (73.0%-75.4%) 2.8	86.7% (86.0%-87.4%) 3.7
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	42.0% (41.2%-42.8%) 1.0	39.4% (38.1%-40.7%) 0.9	44.5% (43.5%-45.5%) 1.2
U-4	% who has seen a specialist	40.8% (40.0%-41.6%)	36.6% (35.3%-37.9%)	44.8% (43.8%-45.8%)
U-5	% who has visited an after-hours clinic or walk-in clinic	24.7% (24.0%-25.4%)	20.6% (19.5%-21.7%)	28.6% (27.7%-29.5%)
U-6	% who has visited a community health centre	7.3% (6.9%-7.7%)	7.3% (6.6%-8.0%)	7.4% (6.9%-7.9%)
U-7	% who has seen a nurse practitioner	5.1% (4.7%-5.5%)	3.4% (2.9%-3.9%)	6.7% (6.2%-7.2%)
U-8	% who has seen an alternative practitioner	20.9% (20.2%-21.6%)	17.2% (16.2%-18.2%)	24.3% (23.4%-25.2%)
U-9	% Who has used Tele-Care or other advice/info line	9.6% (9.1%-10.1%)	6.8% (6.1%-7.5%)	12.1% (11.4%-12.8%)
U-10	% who has used ambulance services	5.9% (5.5%-6.3%)	5.9% (5.3%-6.5%)	6.0% (5.5%-6.5%)

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		New Brunswick	Male	Female
Base Size		n=14,045	n=5,179	n=8,866
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	63.0% (61.7%-64.3%)**	60.2% (59.2%-61.2%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	81.3% (80.6%-82.0%)	82.2% (81.0%-83.4%)	80.7% (79.8%-81.6%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	51.5% (50.2%-52.8%)	53.7% (51.5%-55.9%)	49.7% (48.1%-51.3%)
S-4	Services from specialist in the last 12 months (Among users)	80.1% (79.1%-81.1%)	80.2% (78.5%-81.9%)	80.1% (78.9%-81.3%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	67.1% (65.4%-68.8%)	64.9% (61.9%-67.9%)	68.6% (66.6%-70.6%)
S-6	Services at community health centre in the last 12 months (Among users)	74.1% (71.6%-76.6%)	70.7% (66.4%-75.0%)	77.2% (74.2%-80.2%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	85.8% (83.3%-88.3%)	79.8% (74.3%-85.3%)	88.7% (86.1%-91.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.5% (86.3%-88.7%)	85.0% (82.6%-87.4%)	89.1% (87.8%-90.4%)
S-9	Ambulance services received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	81.1% (76.9%-85.3%)	89.1% (86.5%-91.7%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	88.1% (84.4%-91.8%)	93.2% (91.5%-94.9%)

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		New Brunswick	Male	Female	
Base Size		n=14,045	n=5,179	n=8,866	
Overall attitude about health, well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)	53.3% (52.5%-54.1%)**	52.2% (50.8%-53.6%)**	54.4% (53.4%-55.4%)**	
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>	15.6% (15.0%-16.2%)	10.5% (9.7%-11.3%)	20.3% (19.5%-21.1%)	
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)	54.3% (53.5%-55.1%)	53.3% (51.9%-54.7%)	55.1% (54.1%-56.1%)	
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)	31.6% (30.8%-32.4%)	32.9% (31.5%-34.3%)	30.4% (29.4%-31.4%)	
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)	13.5% (12.9%-14.1%)	15.4% (14.4%-16.4%)	11.9% (11.2%-12.6%)	
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem	16.9% (16.3%-17.5%)	15.1% (14.1%-16.1%)	18.5% (17.7%-19.3%)	
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>	59.2% (58.4%-60.0%)	57.2% (55.8%-58.6%)	61.1% (60.1%-62.1%)	
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	35.6% (34.0%-37.2%)	40.2% (39.0%-41.4%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	12.1% (11.0%-13.2%)	12.8% (12.0%-13.6%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	46.7% (45.6%-47.8%)	43.3% (41.5%-45.1%)	49.2% (47.9%-50.5%)

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			New Brunswick		Age Categories									
Base Size			n=14,045		n=1,633		n=5,249		n=3,722		n=3,389			
A-1	Percent of residents who have a personal family doctor		92.6% (92.2%-93.0%)**		88.6% (87.1%-90.1%)**		92.2% (91.5%-92.9%)**		95.3% (94.6%-96.0%)**		96.5% (95.9%-97.1%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	21.6% (20.9%-22.3%)		20.8% (18.7%-22.9%)		19.6% (18.5%-20.7%)		22.9% (21.5%-24.3%)		25.0% (23.5%-26.5%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	76.6% (75.9%-77.3%)		77.1% (74.9%-79.3%)		73.8% (72.6%-75.0%)		76.6% (75.2%-78.0%)		81.7% (80.4%-83.0%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)		28.5% (26.1%-30.9%)		28.4% (27.1%-29.7%)		31.3% (29.7%-32.9%)		35.6% (33.9%-37.3%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	12.1% (11.5%-12.7%)		12.7% (11.0%-14.4%)		12.0% (11.1%-12.9%)		12.3% (11.2%-13.4%)		11.6% (10.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		34.4 % (33.6%-35.2%)		31.2% (29.0%-33.4%)		34.0% (32.7%-35.3%)		36.5% (35.0%-38.0%)		38.2% (36.6%-39.8%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking to seeing personal family doctor (% very/somewhat satisfied)		83.4% (82.7%-84.1%)		77.5% (75.1%-79.9%)		80.1% (78.9%-81.3%)		87.2% (86.1%-88.3%)		92.6% (91.7%-93.5%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		75.1% (74.0%-76.2%)		69.3% (66.2%-72.4%)		73.7% (71.9%-75.5%)		81.1% (79.0%-83.2%)		83.9% (81.9%-85.9%)	
A-9		Specialist	Satisfaction with wait time from booking to seeing specialist (% very/somewhat satisfied)		78.3% (77.3%-79.3%)		72.9% (69.1%-76.7%)		75.2% (73.3%-77.1%)		79.4% (77.5%-81.3%)		87.0% (85.4%-88.6%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		74.5% (72.9%-76.1%)		72.7% (68.9%-76.5%)		75.0% (72.6%-77.4%)		76.2% (73.0%-79.4%)		76.0% (72.1%-79.9%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		76.5% (74.0%-79.0%)		65.0% (56.2%-73.8%)		76.9% (72.7%-81.1%)		80.1% (75.8%-84.4%)		86.4% (82.6%-90.2%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		Eng.* 95.3% (94.9%-95.7%)	Fr.* 78.9% (77.5%-80.3%)	Eng.* 93.8% (92.4%-95.2%)	Fr.* 72.9% (68.5%-77.3%)	Eng.* 95.3% (94.6%-96.0%)	Fr.* 79.3% (77.1%-81.5%)	Eng.* 96.0% (95.2%-96.8%)	Fr.* 83.4% (81.0%-85.8%)	Eng.* 96.7% (96.0%-97.4%)	Fr.* 82.5% (79.6%-85.4%)
A-13	Percent with a nurse practitioner regularly involved in health care				2.8% (2.5%-3.1%)		3.0% (2.2%-3.8%)		2.7% (2.3%-3.1%)		3.0% (2.5%-3.5%)		2.8% (2.2%-3.4%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



	Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>	New Brunswick	Age Categories			
			18-34	35-54	55-64	65+
	Base Size	n=14,045	n=1,633	n=5,249	n=3,722	n=3,389
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents						
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	45.2% (42.8%-47.6%)**	58.3% (57.0%-59.6%)**	74.6% (73.2%-76.0%)**	81.3% (80.0%-82.6%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	14.3% (12.6%-16.0%)	12.9% (12.0%-13.8%)	9.6% (8.6%-10.6%)	8.6% (7.6%-9.6%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	30.7% (28.4%-33.0%)	20.5% (19.4%-21.6%)	9.2% (8.3%-10.1%)	4.8% (4.1%-5.5%)
	Community health centre	1.4% (1.2%-1.6%)	1.6% ^E (1.0%-2.2%)	1.4% (1.1%-1.7%)	1.2% (0.8%-1.6%)	1.2% (0.8%-1.6%)
	Other	6.3% (5.9%-6.7%)	8.2% (6.9%-9.5%)	6.9% (6.2%-7.6%)	5.4% (4.7%-6.1%)	4.1% (3.4%-4.8%)
Use of primary health care services in last 12 months - Among overall residents						
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	69.2% (67.0%-71.4%) 2.8	80.1% (79.0%-81.2%) 3.0	88.0% (87.0%-89.0%) 3.7	91.7% (90.8%-92.6%) 4.1
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	49.5% (47.1%-51.9%) 1.5	41.4% (40.1%-42.7%) 1.0	36.3% (34.8%-37.8%) 0.8	37.9% (36.3%-39.5%) 0.8
U-4	% who has seen a specialist	40.8% (40.0%-41.6%)	31.9% (29.6%-34.2%)	37.6% (36.3%-38.9%)	49.4% (47.8%-51.0%)	52.8% (51.1%-54.5%)
U-5	% who has visited an after-hours clinic or walk-in clinic	24.7% (24.0%-25.4%)	33.3% (31.0%-35.6%)	26.1% (24.9%-27.3%)	19.4% (18.1%-20.7%)	14.7% (13.5%-15.9%)
U-6	% who has visited a community health centre	7.3% (6.9%-7.7%)	6.9% (5.7%-8.1%)	6.9% (6.2%-7.6%)	8.3% (7.4%-9.2%)	8.1% (7.2%-9.0%)
U-7	% who has seen a nurse practitioner	5.1% (4.7%-5.5%)	5.8% (4.7%-6.9%)	5.0% (4.4%-5.6%)	5.2% (4.5%-5.9%)	4.5% (3.8%-5.2%)
U-8	% who has seen an alternative practitioner	20.9% (20.2%-21.6%)	20.7% (18.7%-22.7%)	24.8% (23.6%-26.0%)	20.9% (19.6%-22.2%)	12.7% (11.6%-13.8%)
U-9	% Who has used Tele-Care or other advice/info line	9.6% (9.1%-10.1%)	16.0% (14.2%-17.8%)	8.8% (8.0%-9.6%)	6.3% (5.5%-7.1%)	5.1% (4.4%-5.8%)
U-10	% who has used ambulance services	5.9% (5.5%-6.3%)	4.8% (3.8%-5.8%)	4.8% (4.2%-5.4%)	5.8% (5.0%-6.6%)	9.8% (8.8%-10.8%)

** Confidence interval calculated at a 95% level of confidence.

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

	Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)	New Brunswick	Age Categories			
			18-34	35-54	55-64	65+
	Base Size	n=14,045	n=1,633	n=5,249	n=3,722	n=3,389
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:						
S-1	Overall health care services received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	54.9% (52.5%-57.3%)**	57.2% (55.8%-58.6%)**	67.3% (65.8%-68.8%)**	75.3% (73.8%-76.8%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	81.3% (80.6%-82.0%)	76.5% (74.1%-78.9%)	80.1% (78.9%-81.3%)	84.3% (83.1%-85.5%)	86.4% (85.2%-87.6%)
S-3	Services at hospital emergency department in the last 12 months (Among users)	51.5% (50.2%-52.8%)	40.2% (36.9%-43.5%)	49.6% (47.5%-51.7%)	61.7% (59.2%-64.2%)	68.1% (65.5%-70.7%)
S-4	Services from specialist in the last 12 months (Among users)	80.1% (79.1%-81.1%)	75.5% (71.9%-79.1%)	77.4% (75.6%-79.2%)	82.5% (80.8%-84.2%)	86.4% (84.8%-88.0%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	67.1% (65.4%-68.8%)	60.8% (56.6%-65.0%)	66.6% (64.0%-69.2%)	76.3% (73.1%-79.5%)	78.3% (74.6%-82.0%)
S-6	Services at community health centre in the last 12 months (Among users)	74.1% (71.6%-76.6%)	70.1% (61.7%-78.5%)	69.2% (64.6%-73.8%)	78.1% (73.7%-82.5%)	84.1% (80.0%-88.2%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	85.8% (83.3%-88.3%)	85.1% (78.3%-91.9%)	83.3% (79.0%-87.6%)	89.3% (85.1%-93.5%)	89.5% (84.8%-94.2%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.5% (86.3%-88.7%)	88.5% (85.2%-91.8%)	86.2% (84.4%-88.0%)	88.1% (85.8%-90.4%)	88.9% (85.9%-91.9%)
S-9	Ambulance services received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	79.6% (70.6%-88.6%)	82.4% (77.8%-87.0%)	89.6% (85.4%-93.8%)	89.9% (86.6%-93.2%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as “Very Helpful” or “Somewhat Helpful”						
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	91.8% (88.7%-94.9%)	91.7% (89.2%-94.2%)	88.5% (84.3%-92.7%)	92.0% (88.0%-96.0%)

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			New Brunswick	Age Categories			
				18-34	35-54	55-64	65+
Base Size			n=14,045	n=1,633	n=5,249	n=3,722	n=3,389
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)							
H-1	Self-rated Health (% very good or excellent)		53.3% (52.5%-54.1%)**	68.0% (65.7%-70.3%)**	55.4% (54.1%-56.7%)**	42.8% (41.2%-44.4%)**	37.9% (36.3%-39.5%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		15.6% (15.0%-16.2%)	17.6% (15.8%-19.4%)	17.9% (16.9%-18.9%)	14.1% (13.0%-15.2%)	9.3% (8.3%-10.3%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		54.3% (53.5%-55.1%)	58.0% (55.6%-60.4%)	58.9% (57.6%-60.2%)	50.7% (49.1%-52.3%)	42.4% (40.7%-44.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		31.6% (30.8%-32.4%)	21.6% (19.5%-23.7%)	33.7% (32.4%-35.0%)	39.0% (37.4%-40.6%)	34.2% (32.5%-35.9%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		13.5% (12.9%-14.1%)	11.5% (9.9%-13.1%)	12.3% (11.4%-13.2%)	14.3% (13.2%-15.4%)	18.3% (17.0%-19.6%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		16.9% (16.3%-17.5%)	14.2% (12.5%-15.9%)	17.2% (16.2%-18.2%)	19.2% (17.9%-20.5%)	17.7% (16.4%-19.0%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)							
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		59.2% (58.4%-60.0%)	37.1% (34.7%-39.5%)	54.4% (53.0%-55.8%)	75.8% (74.4%-77.2%)	86.7% (85.5%-87.9%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	42.6% (39.0%-46.2%)	41.8% (40.1%-43.5%)	38.2% (36.5%-39.9%)	29.6% (28.0%-31.2%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	2.6% ^E (1.4%-3.8%)	8.0% (7.1%-8.9%)	16.4% (15.1%-17.7%)	22.7% (21.2%-24.2%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	46.7% (45.6%-47.8%)	57.6% (53.0%-62.2%)	54.6% (52.6%-56.6%)	43.7% (41.8%-45.6%)	34.8% (33.0%-36.6%)

** Confidence interval calculated at a 95% level of confidence.

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			New Brunswick		Preferred Language of service****	
Base Size			n=14,045		English	French
					n=9,681	n=3,350
A-1	Percent of residents who have a personal family doctor		92.6% (92.2%-93.0%)**		93.4% (92.9%-93.9%)**	96.0% (95.3%-96.7%)**
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	21.6% (20.9%-22.3%)		23.9% (23.0%-24.8%)	15.6% (14.3%-16.9%)
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	76.6% (75.9%-77.3%)		76.1% (75.2%-77.0%)	76.6% (75.1%-78.1%)
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)		32.8% (31.8%-33.8%)	22.3% (20.8%-23.8%)
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	12.1% (11.5%-12.7%)		12.7% (12.0%-13.4%)	10.6% (9.5%-11.7%)
A-6	Percent of residents who have access to a primary health care team***		34.4 % (33.6%-35.2%)		36.8% (35.8%-37.8%)	31.5% (29.9%-33.1%)
A-7	Among users in past 12 months	<u>Family Doctor</u> Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	83.4% (82.7%-84.1%)		83.4% (82.6%-84.2%)	82.8% (81.4%-84.2%)
A-8		<u>Emergency Dept.</u> Wait time at the hospital emergency department (% less than 4 hours)	75.1% (74.0%-76.2%)		75.0% (73.6%-76.4%)	76.0% (73.9%-78.1%)
A-9		<u>Specialist</u> Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	78.3% (77.3%-79.3%)		77.1% (75.9%-78.3%)	82.3% (80.4%-84.2%)
A-10		<u>After-hours or walk-in clinic</u> Wait time at the after-hours or walk-in clinic (% less than 1 hour)	74.5% (72.9%-76.1%)		74.5% (72.7%-76.3%)	73.8% (70.6%-77.0%)
A-11		<u>Community health centre</u> Wait time at the community health centre (% less than 1 hour)	76.5% (74.0%-79.0%)		77.2% (74.4%-80.0%)	74.0% (68.6%-79.4%)
A-12	<u>Among health care service users</u> Equity based on preferred language of service (% who always receive service in language of preference)		English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)	English* 95.3% (94.9%-95.7%)	NA NA 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		2.8% (2.5%-3.1%)		3.2% (2.8%-3.6%)	2.8% (2.2%-3.4%)

* Preferred language of service as indicated by respondent in the survey.

****Among respondents who have received at least one primary health care service in the past 12 months.

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Preferred Language of service	
			English	French
	Base Size	n=14,045	n=9,681	n=3,350
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	66.8% (65.9%-67.7%)**	53.1% (51.4%-54.8%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	8.7% (8.1%-9.3%)	19.1% (17.8%-20.4%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	17.7% (16.9%-18.5%)	18.4% (17.1%-19.7%)
	Community health centre	1.4% (1.2%-1.6%)	1.2% (1.0%-1.4%)	1.6% (1.2%-2.0%)
	Other	6.3% (5.9%-6.7%)	5.6% (5.1%-6.1%)	7.8% (6.9%-8.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	86.9% (86.2%-87.6%) 3.6	86.9% (85.8%-88.0%) 3.0
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	43.7% (42.7%-44.7%) 1.1	50.1% (48.4%-51.8%) 1.3
U-4	% who has seen a specialist	40.8% (40.0%-41.6%)	44.3% (43.3%-45.3%)	42.8% (41.1%-44.5%)
U-5	% who has visited an after-hours clinic or walk-in clinic	24.7% (24.0%-25.4%)	27.0% (26.1%-27.9%)	25.2% (23.7%-26.7%)
U-6	% who has visited a community health centre	7.3% (6.9%-7.7%)	8.1% (7.6%-8.6%)	7.4% (6.5%-8.3%)
U-7	% who has seen a nurse practitioner	5.1% (4.7%-5.5%)	5.4% (4.9%-5.9%)	5.6% (4.8%-6.4%)
U-8	% who has seen an alternative practitioner	20.9% (20.2%-21.6%)	20.2% (19.4%-21.0%)	29.0% (27.5%-30.5%)
U-9	% Who has used Tele-Care or other advice/info line	9.6% (9.1%-10.1%)	9.7% (9.1%-10.3%)	11.8% (10.7%-12.9%)
U-10	% who has used ambulance services	5.9% (5.5%-6.3%)	7.0% (6.5%-7.5%)	4.6% (3.9%-5.3%)

** Confidence interval calculated at a 95% level of confidence.



	Experiences With Primary Health Care Services – SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)	New Brunswick	Preferred Language of service	
			English	French
	Base Size	n=14,045	n=9,681	n=3,350
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	60.8% (59.8%-61.8%)**	65.2% (63.6%-66.8%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	81.3% (80.6%-82.0%)	81.3% (80.5%-82.1%)	81.3% (79.9%-82.7%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	51.5% (50.2%-52.8%)	50.1% (48.6%-51.6%)	55.2% (52.8%-57.6%)
S-4	Services from specialist in the last 12 months (Among users)	80.1% (79.1%-81.1%)	79.8% (78.6%-81.0%)	81.4% (79.4%-83.4%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	67.1% (65.4%-68.8%)	65.5% (63.5%-67.5%)	71.8% (68.5%-75.1%)
S-6	Services at community health centre in the last 12 months (Among users)	74.1% (71.6%-76.6%)	73.4% (70.5%-76.3%)	75.6% (70.3%-80.9%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	85.8% (83.3%-88.3%)	85.4% (82.5%-88.3%)	88.1% (83.5%-92.7%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.5% (86.3%-88.7%)	86.8% (85.3%-88.3%)	89.0% (87.0%-91.0%)
S-9	Ambulance services received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	85.5% (82.9%-88.1%)	83.5% (77.9%-89.1%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as “Very Helpful” or “Somewhat Helpful”				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	91.1% (89.1%-93.1%)	92.8% (90.0%-95.6%)

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		New Brunswick	Preferred Language of service	
			English	French
Base Size		n=14,045	n=9,681	n=3,350
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)				
H-1	Self-rated Health (% very good or excellent)	53.3% (52.5%-54.1%)**	52.6% (51.6%-53.6%)**	51.3% (49.6%-53.0%)**
H-2	Percent who has seen a health professional about mental or emotional health	15.6% (15.0%-16.2%)	17.6% (16.8%-18.4%)	14.2% (13.0%-15.4%)
H-3	Agree that "My health largely depends on how well I take care of myself" (% strongly agree)	54.3% (53.5%-55.1%)	56.0% (55.0%-57.0%)	50.1% (48.4%-51.8%)
H-4	Discuss regularly with a health professional on improving health or preventing illness (% always or usually) – (Among health care service users)	31.6% (30.8%-32.4%)	31.9% (31.0%-32.8%)	31.1% (29.5%-32.7%)
H-5	Difficulty understanding written information about medical condition or prescription (% always or usually)	13.5% (12.9%-14.1%)	13.0% (12.3%-13.7%)	14.5% (13.3%-15.7%)
H-6	Percent who has been unable to leave the house because of a health problem	16.9% (16.3%-17.5%)	19.1% (18.3%-19.9%)	12.1% (11.0%-13.2%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)				
H-7	Percent diagnosed with one or more chronic health conditions	59.2% (58.4%-60.0%)	63.0% (62.0%-64.0%)	57.5% (55.8%-59.2%)
H-8	Among those with chronic health conditions	Agree that "I know how to try to prevent further problems with my health condition" (% strongly agree)	38.1% (37.1%-39.1%)	41.4% (40.3%-42.5%)
H-9		Number of prescription medications taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	13.1% (12.3%-13.9%)
H-10	Patients with chronic health conditions who take medication	Agree that "I know what each of my prescribed medications do" (% strongly agree)	46.7% (45.6%-47.8%)	51.3% (50.1%-52.5%)

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – ACCESSIBILITY <i>(Results based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			New Brunswick		Education Level													
		8 th grade or less			Some high- school		High-school, GED		College/ trade dipl.		Undergrad degree		Graduate degree					
Base Size			n=14,045		n=889		n=1,490		n=4,120		n=4,003		n=1,832		n=1,652			
A-1	Percent of residents who have a personal family doctor		92.6% (92.2%-93.0%)**		92.6% (90.9%-94.3%)**		94.2% (93.0%-95.4%)**		91.1% (90.2%-92.0%)**		93.7% (92.9%-94.5%)**		92.4% (91.2%-93.6%)**		92.2% (90.9%-93.5%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	21.6% (20.9%-22.3%)		18.6% (16.0%-21.2%)		21.6% (19.5%-23.7%)		22.4% (21.1%-23.7%)		21.5% (20.2%-22.8%)		20.7% (18.8%-22.6%)		21.9% (19.8%-24.0%)			
A-3		Easy or difficult to call personal family dr's office during regular hours (% very/somewhat easy)	76.6% (75.9%-77.3%)		80.8% (78.1%-83.5%)		78.5% (76.4%-80.6%)		80.1% (78.8%-81.4%)		75.8% (74.4%-77.2%)		72.2% (70.1%-74.3%)		72.4% (70.2%-74.6%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)		30.0% (26.7%-33.3%)		32.6% (30.1%-35.1%)		32.6% (31.1%-34.1%)		29.5% (28.0%-31.0%)		26.4% (24.2%-28.6%)		29.3% (26.9%-31.7%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	12.1% (11.5%-12.7%)		12.2% (10.0%-14.4%)		11.5% (9.8%-13.2%)		13.7% (12.6%-14.8%)		11.5% (10.5%-12.5%)		11.8% (10.3%-13.3%)		10.8% (9.3%-12.3%)			
A-6	Percent who have access to a primary health care team***		34.4 % (33.6%-35.2%)		38.6% (35.4%-41.8%)		34.7% (32.3%-37.1%)		36.7% (35.2%-38.2%)		32.6% (31.1%-34.1%)		33.0% (30.8%-35.2%)		34.2% (31.9%-36.5%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking to seeing personal family dr.(% very/somewhat satisfied)		83.4% (82.7%-84.1%)		91.1% (89.1%-93.1%)		87.4% (85.6%-89.2%)		84.5% (83.3%-85.7%)		82.6% (81.3%-83.9%)		79.3% (77.3%-81.3%)		81.5% (79.5%-83.5%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		75.1% (74.0%-76.2%)		81.2% (77.4%-85.0%)		71.4% (68.0%-74.8%)		74.5% (72.4%-76.6%)		76.9% (74.9%-78.9%)		72.6% (69.1%-76.1%)		74.0% (70.4%-77.6%)	
A-9		Specialist	Satisfaction with wait time from booking to seeing specialist (% very/somewhat satisfied)		78.3% (77.3%-79.3%)		86.3% (82.8%-89.8%)		84.1% (81.3%-86.9%)		80.0% (78.1%-81.9%)		77.1% (75.1%-79.1%)		76.6% (73.7%-79.5%)		73.0% (69.9%-76.1%)	
A-10		After-hours/ walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		74.5% (72.9%-76.1%)		68.5% (60.1%-76.9%)		73.9% (68.5%-79.3%)		71.2% (68.1%-74.3%)		77.3% (74.6%-80.0%)		76.8% (73.0%-80.6%)		73.5% (69.1%-77.9%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		76.5% (74.0%-79.0%)		71.2% (61.8%-80.6%)		74.5% (66.9%-82.1%)		71.4% (66.6%-76.2%)		76.3% (71.6%-81.0%)		79.9% (73.5%-86.3%)		89.1% (83.5%-94.7%)	
A-12	Among health care service users	Equity based on preferred language of service (% who always receive service in language of preference)		Eng.* 95.3% (94.9%- 95.7%)	Fr.* 78.9% (77.5%- 80.3%)	En.* 92.5% (90.0%- 95.0%)	Fr.* 83.8% (80.2%- 87.4%)	En.* 93.1% (91.5%- 94.7%)	Fr.* 79.1% (75.2%- 83.0%)	En.* 94.7% (93.9%- 95.5%)	Fr.* 81.2% (78.4%- 84.0%)	En.* 95.7% (95.0%- 96.4%)	Fr.* 80.0% (77.3%- 82.7%)	En.* 96.9% (95.9%- 97.9%)	Fr.* 74.3% (70.5%- 78.1%)	En.* 96.4% (95.3%- 97.5%)	Fr.* 76.2% (71.8%- 80.6%)	
A-13	Percent with a nurse practitioner regularly involved in health care		2.8% (2.5%-3.1%)		4.1% (2.8%-5.4%)		2.7% (1.9%-3.5%)		2.3% (1.8%-2.8%)		2.7% (2.2%-3.2%)		2.8% (2.0%-3.6%)		4.1% (3.1%-5.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



	Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>	New Brunswick	Education Level					
			8th grade or less	Some high-school	High-school, GED	College/trade dipl.	Undergrad degree	Graduate degree
	Base Size	n=14,045	n=889	n=1,490	n=4,120	n=4,003	n=1,832	n=1,652
Model of care used most often when sick or in need of care from a health professional								
% Used most often – Among overall residents								
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	70.9% (67.9%-73.9%)**	68.7% (66.3%-71.1%)**	60.9% (59.4%-62.4%)**	60.9% (59.4%-62.4%)**	55.6% (53.3%-57.9%)**	65.8% (63.5%-68.1%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	16.9% (14.4%-19.4%)	14.5% (12.7%-16.3%)	14.6% (13.5%-15.7%)	11.3% (10.3%-12.3%)	9.0% (7.7%-10.3%)	6.8% (5.6%-8.0%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	6.5% (4.9%-8.1%)	11.1% (9.5%-12.7%)	17.3% (16.1%-18.5%)	20.2% (18.9%-21.5%)	24.9% (22.9%-26.9%)	18.3% (16.4%-20.2%)
	Community health centre	1.4% (1.2%-1.6%)	F	0.8% ^E (0.3%-1.3%)	1.6% (1.2%-2.0%)	1.3% (0.9%-1.7%)	1.7% ^E (1.1%-2.3%)	1.3% ^E (0.7%-1.9%)
	Other	6.3% (5.9%-6.7%)	4.8% (3.4%-6.2%)	4.9% (3.8%-6.0%)	5.6% (4.9%-6.3%)	6.3% (5.5%-7.1%)	8.8% (7.5%-10.1%)	7.8% (6.5%-9.1%)
Use of primary health care services in last 12 months - Among overall residents								
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	84.7% (82.3%-87.1%) 4.3	83.6% (81.7%-85.5%) 3.9	77.4% (76.1%-78.7%) 3.3	82.3% (81.1%-83.5%) 3.2	80.0% (78.2%-81.8%) 2.8	82.4% (80.6%-84.2%) 3.0
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	47.3% (44.0%-50.6%) 1.5	47.3% (44.8%-49.8%) 1.3	44.0% (42.5%-45.5%) 1.2	43.9% (42.4%-45.4%) 1.0	34.9% (32.7%-37.1%) 0.7	34.7% (32.4%-37.0%) 0.8
U-4	% who has seen a specialist	40.8% (40.0%-41.6%)	42.5% (39.2%-45.8%)	40.8% (38.3%-43.3%)	37.5% (36.0%-39.0%)	40.4% (38.9%-41.9%)	42.5% (40.2%-44.8%)	46.7% (44.3%-49.1%)
U-5	% who has visited an after-hours clinic or walk-in clinic	24.7% (24.0%-25.4%)	14.2% (11.9%-16.5%)	19.4% (17.4%-21.4%)	23.2% (21.9%-24.5%)	26.0% (24.6%-27.4%)	29.4% (27.3%-31.5%)	27.4% (25.2%-29.6%)
U-6	% who has visited a community health centre	7.3% (6.9%-7.7%)	9.8% (7.8%-11.8%)	8.4% (7.0%-9.8%)	6.9% (6.1%-7.7%)	7.1% (6.3%-7.9%)	7.5% (6.3%-8.7%)	7.1% (5.9%-8.3%)
U-7	% who has seen a nurse practitioner	5.1% (4.7%-5.5%)	6.0% (4.4%-7.6%)	5.0% (3.9%-6.1%)	4.9% (4.2%-5.6%)	5.1% (4.4%-5.8%)	4.6% (3.6%-5.6%)	6.4% (5.2%-7.6%)
U-8	% who has seen an alternative practitioner	20.9% (20.2%-21.6%)	10.1% (8.1%-12.1%)	12.6% (10.9%-14.3%)	16.3% (15.2%-17.4%)	22.5% (21.2%-23.8%)	30.1% (28.0%-32.2%)	27.6% (25.4%-29.8%)
U-9	% Who has used Tele-Care or other advice/info line	9.6% (9.1%-10.1%)	5.7% (4.2%-7.2%)	7.8% (6.4%-9.2%)	8.1% (7.3%-8.9%)	10.8% (9.8%-11.8%)	10.3% (8.9%-11.7%)	11.7% (10.1%-13.3%)
U-10	% who has used ambulance services	5.9% (5.5%-6.3%)	11.6% (9.5%-13.7%)	8.2% (6.8%-9.6%)	6.5% (5.7%-7.3%)	5.5% (4.8%-6.2%)	3.2% (2.4%-4.0%)	4.6% (3.6%-5.6%)

** Confidence interval calculated at a 95% level of confidence.

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

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



	Experiences With Primary Health Care Services – SATISFACTION <i>(Results based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>	New Brunswick	Education Level					
			8th grade or less	Some high- school	High-school, GED	College/ trade diploma	Undergrad degree	Graduate degree
	Base Size	n=14,045	n=889	n=1,490	n=4,120	n=4,003	n=1,832	n=1,652
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:								
S-1	Overall health care services received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	73.1% (70.1%-76.1%)**	68.6% (66.2%-71.0%)**	62.4% (60.9%-63.9%)**	58.7% (57.2%-60.2%)**	60.4% (58.1%-62.7%)**	58.4% (56.0%-60.8%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	81.3% (80.6%-82.0%)	81.4% (78.6%-84.2%)	81.9% (79.8%-84.0%)	81.2% (79.9%-82.5%)	81.4% (80.1%-82.7%)	81.1% (79.1%-83.1%)	81.8% (79.8%-83.8%)
S-3	Services at hospital emergency department in the last 12 months (Among users)	51.5% (50.2%-52.8%)	64.4% (59.8%-69.0%)	53.2% (49.5%-56.9%)	49.9% (47.6%-52.2%)	49.7% (47.3%-52.1%)	51.5% (47.7%-55.3%)	53.6% (49.5%-57.7%)
S-4	Services from specialist in the last 12 months (Among users)	80.1% (79.1%-81.1%)	81.6% (77.7%-85.5%)	83.6% (80.8%-86.4%)	81.2% (79.4%-83.0%)	78.2% (76.3%-80.1%)	79.6% (76.8%-82.4%)	79.6% (76.8%-82.4%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	67.1% (65.4%-68.8%)	71.9% (63.9%-79.9%)	69.0% (63.3%-74.7%)	66.9% (63.6%-70.2%)	67.1% (64.1%-70.1%)	66.3% (62.0%-70.6%)	66.6% (61.9%-71.3%)
S-6	Services at community health centre in the last 12 months (Among users)	74.1% (71.6%-76.6%)	84.2% (76.7%-91.7%)	66.1% (57.9%-74.3%)	71.6% (66.8%-76.4%)	71.4% (66.4%-76.4%)	79.8% (73.4%-86.2%)	81.5% (74.5%-88.5%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	85.8% (83.3%-88.3%)	87.5% (78.8%-96.2%)	73.1% (63.2%-83.0%)	80.9% (75.6%-86.2%)	85.0% (80.4%-89.6%)	95.5% (91.3%-99.7%)	95.3% (91.0%-99.6%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.5% (86.3%-88.7%)	81.5% (73.4%-89.6%)	87.6% (82.9%-92.3%)	86.8% (84.3%-89.3%)	87.9% (85.8%-90.0%)	88.3% (85.6%-91.0%)	87.5% (84.5%-90.5%)
S-9	Ambulance services received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	93.3% (88.5%-98.1%)	90.6% (85.5%-95.7%)	78.5% (73.7%-83.3%)	86.6% (82.0%-91.2%)	90.6% (83.7%-97.5%)	83.8% (75.7%-91.9%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as “Very Helpful” or “Somewhat Helpful”								
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	89.2% (80.4%-98.0%)	92.1% (87.1%-97.1%)	91.3% (88.0%-94.6%)	90.1% (87.0%-93.2%)	94.9% (91.6%-98.2%)	91.2% (86.9%-95.5%)

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE <i>(Results based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			New Brunswick	Education Level					
				8th grade or less	Some high-school	High-school, GED	College/ trade diploma	Undergrad degree	Graduate degree
Base Size			n=14,045	n=889	n=1,490	n=4,120	n=4,003	n=1,832	n=1,652
Overall attitude about health , well-being and preventative measures <i>(Overall residents unless otherwise specified)</i>									
H-1	Self-rated Health (% very good or excellent)		53.3% (52.5%-54.1%)**	20.9% (18.2%-23.6%)**	34.3% (31.9%-36.7%)**	46.4% (44.9%-47.9%)**	57.2% (55.7%-58.7%)**	71.7% (69.6%-73.8%)**	65.6% (63.3%-67.9%)**
H-2	Percent who has seen a health professional about mental or emotional health		15.6% (15.0%-16.2%)	13.1% (10.9%-15.3%)	13.3% (11.6%-15.0%)	14.9% (13.8%-16.0%)	17.4% (16.2%-18.6%)	16.3% (14.6%-18.0%)	14.9% (13.2%-16.6%)
H-3	Agree that “ My health largely depends on how well I take care of myself ” (% strongly agree)		54.3% (53.5%-55.1%)	30.3% (27.3%-33.3%)	40.6% (38.1%-43.1%)	52.7% (51.2%-54.2%)	55.7% (54.2%-57.2%)	64.1% (61.9%-66.3%)	62.5% (60.2%-64.8%)
H-4	Discuss regularly with a health professional on improving health or preventing illness (% always or usually) – (Among health care service users)		31.6% (30.8%-32.4%)	30.0% (26.9%-33.1%)	30.0% (27.6%-32.4%)	31.1% (29.6%-32.6%)	33.5% (32.0%-35.0%)	31.0% (28.8%-33.2%)	30.9% (28.6%-33.2%)
H-5	Difficulty understanding written information about medical condition or prescription (% always or usually)		13.5% (12.9%-14.1%)	27.1% (24.1%-30.1%)	22.8% (20.6%-25.0%)	15.9% (14.8%-17.0%)	11.8% (10.8%-12.8%)	7.4% (6.2%-8.6%)	7.6% (6.3%-8.9%)
H-6	Percent who has been unable to leave the house because of a health problem		16.9% (16.3%-17.5%)	16.7% (14.2%-19.2%)	18.6% (16.6%-20.6%)	17.0% (15.9%-18.1%)	18.4% (17.2%-19.6%)	13.2% (11.6%-14.8%)	15.8% (14.0%-17.6%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)									
H-7	Percent diagnosed with one or more chronic health conditions		59.2% (58.4%-60.0%)	83.5% (81.0%-86.0%)	72.7% (70.4%-75.0%)	59.5% (58.0%-61.0%)	56.9% (55.4%-58.4%)	50.0% (47.7%-52.3%)	56.8% (54.4%-59.2%)
H-8	Among those with chronic health conditions	Agree that “I know how to try to prevent further problems with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	20.4% (17.6%-23.2%)	26.8% (24.3%-29.3%)	32.7% (31.0%-34.4%)	41.2% (39.4%-43.0%)	49.9% (47.0%-52.8%)	50.7% (47.8%-53.6%)
H-9		Number of prescription medications taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	26.5% (23.4%-29.6%)	18.6% (16.4%-20.8%)	13.0% (11.8%-14.2%)	10.3% (9.2%-11.4%)	6.7% (5.2%-8.2%)	9.6% (7.9%-11.3%)
H-10	Patients with chronic health conditions who take medication	Agree that “ I know what each of my prescribed medications do ” (% strongly agree)	46.7% (45.6%-47.8%)	24.7% (21.5%-27.9%)	30.9% (28.1%-33.7%)	42.7% (40.8%-44.6%)	49.5% (47.4%-51.6%)	61.8% (58.6%-65.0%)	62.3% (59.1%-65.5%)

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			New Brunswick		Are you an Aboriginal person?				
			n=14,045		n=353		n=13,664		
A-1	Percent of residents who have a personal family doctor			92.6% (92.2%-93.0%)**	87.5% (84.0%-91.0%)**	92.7% (92.3%-93.1%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <i>after-hour arrangement</i> when office is closed (% yes)		21.6% (20.9%-22.3%)	17.6% (13.4%-21.8%)	21.7% (21.0%-22.4%)			
A-3		<i>Easy or difficult to call</i> personal family doctor’s office during regular practice hours (% very/somewhat easy)		76.6% (75.9%-77.3%)	72.5% (67.6%-77.4%)	76.7% (76.0%-77.4%)			
A-4		<i>How quickly appointment can be made</i> with personal family doctor (% on same or next day)		30.3% (29.5%-31.1%)	40.3% (34.8%-45.8%)	30.0% (29.2%-30.8%)			
A-5		<i>Other health professionals working in same office/building</i> as personal family doctor (% yes)		12.1% (11.5%-12.7%)	12.6% (9.0%-16.2%)	12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***			34.4 % (33.6%-35.2%)	33.3% (28.4%-38.2%)	34.5% (33.7%-35.3%)			
A-7	Among users in past 12 months	Family Doctor	<i>Satisfaction with wait time</i> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	83.4% (82.7%-84.1%)	84.3% (80.1%-88.5%)	83.4% (82.7%-84.1%)			
A-8		Emergency Dept.	<i>Wait time</i> at the hospital emergency department (% less than 4 hours)	75.1% (74.0%-76.2%)	70.1% (63.2%-77.0%)	75.3% (74.2%-76.4%)			
A-9		Specialist	<i>Satisfaction with wait time</i> from booking appointment to seeing specialist (% very/somewhat satisfied)	78.3% (77.3%-79.3%)	74.5% (67.5%-81.5%)	78.4% (77.4%-79.4%)			
A-10		After-hours or walk-in clinic	<i>Wait time</i> at the after-hours or walk-in clinic (% less than 1 hour)	74.5% (72.9%-76.1%)	59.8% (48.8%-70.8%)	74.8% (73.2%-76.4%)			
A-11		Community health centre	<i>Wait time</i> at the community health centre (% less than 1 hour)	76.5% (74.0%-79.0%)	70.7% (56.9%-84.5%)	76.7% (74.2%-79.2%)			
A-12	Among health care service users		Equity based on <i>preferred language of service</i> (% who always receive service in language of preference)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)	English* 91.9% (88.4%-95.4%)	French* 84.2% (76.3%-92.1%)	English* 95.4% (95.0%-95.8%)	French* 78.8% (77.4%-80.2%)
A-13	Percent with a nurse practitioner regularly involved in health care			2.8% (2.5%-3.1%)	3.2% ^E (1.4%-5.0%)		2.8% (2.5%-3.1%)		

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		New Brunswick	Are you an Aboriginal person?	
			Yes	No
Base Size		n=14,045	n=353	n=13,664
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	62.7% (57.6%-67.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	13.5% (9.9%-17.1%)	11.9% (11.4%-12.4%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	15.5% (11.7%-19.3%)	18.5% (17.8%-19.2%)
	Community health centre	1.4% (1.2%-1.6%)	F	1.4% (1.2%-1.6%)
	Other	6.3% (5.9%-6.7%)	7.0% ^E (4.3%-9.7%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	80.7% (80.0%-81.4%) 3.3	77.2% (72.8%-81.6%) 3.7	80.8% (80.1%-81.5%) 3.2
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	42.0% (41.2%-42.8%) 1.0	54.9% (49.7%-60.1%) 1.9	41.6% (40.8%-42.4%) 1.0
U-4	% who has seen a specialist	40.8% (40.0%-41.6%)	39.9% (34.8%-45.0%)	40.9% (40.1%-41.7%)
U-5	% who has visited an after-hours clinic or walk-in clinic	24.7% (24.0%-25.4%)	22.0% (17.7%-26.3%)	24.8% (24.1%-25.5%)
U-6	% who has visited a community health centre	7.3% (6.9%-7.7%)	13.8% (10.2%-17.4%)	7.1% (6.7%-7.5%)
U-7	% who has seen a nurse practitioner	5.1% (4.7%-5.5%)	4.6% ^E (2.4%-6.8%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	20.9% (20.2%-21.6%)	10.8% (7.6%-14.0%)	21.2% (20.5%-21.9%)
U-9	% Who has used Tele-Care or other advice/info line	9.6% (9.1%-10.1%)	10.6% (7.4%-13.8%)	9.5% (9.0%-10.0%)
U-10	% who has used ambulance services	5.9% (5.5%-6.3%)	8.9% ^E (5.9%-11.9%)	5.8% (5.4%-6.2%)

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

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

** Confidence interval calculated at a 95% level of confidence.



	Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)	New Brunswick	Are you an Aboriginal person?	
			Yes	No
	Base Size	n=14,045	n=353	n=13,664
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	57.3% (52.0%-62.6%)**	61.7% (60.9%-62.5%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	81.3% (80.6%-82.0%)	74.6% (69.5%-79.7%)	81.5% (80.8%-82.2%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	51.5% (50.2%-52.8%)	43.1% (35.8%-50.4%)	51.9% (50.6%-53.2%)
S-4	Services from specialist in the last 12 months (Among users)	80.1% (79.1%-81.1%)	73.9% (66.9%-80.9%)	80.3% (79.3%-81.3%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	67.1% (65.4%-68.8%)	73.2% (63.3%-83.1%)	67.0% (65.3%-68.7%)
S-6	Services at community health centre in the last 12 months (Among users)	74.1% (71.6%-76.6%)	59.8% (45.1%-74.5%)	75.2% (72.7%-77.7%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	85.8% (83.3%-88.3%)	58.7% ^E (35.3%-82.1%)	86.5% (84.0%-89.0%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.5% (86.3%-88.7%)	86.8% (76.7%-96.9%)	87.4% (86.2%-88.6%)
S-9	Ambulance services received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	75.6% (60.7%-90.5%)	85.6% (83.2%-88.0%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as “Very Helpful” or “Somewhat Helpful”				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	93.9% (86.4%-100%)	91.4% (89.8%-93.0%)

** Confidence interval calculated at a 95% level of confidence.

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



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		New Brunswick	Are you an Aboriginal person?		
Base Size		n=14,045	Yes	No	
Overall attitude about health, well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		53.3% (52.5%-54.1%)**	41.9% (36.7%-47.1%)**	53.6% (52.8%-54.4%)**
H-2	Percent who has seen a health professional about mental or emotional health		15.6% (15.0%-16.2%)	18.5% (14.4%-22.6%)	15.5% (14.9%-16.1%)
H-3	Agree that “My health largely depends on how well I take care of myself” (% strongly agree)		54.3% (53.5%-55.1%)	55.1% (49.9%-60.3%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on improving health or preventing illness (% always or usually) – (Among health care service users)		31.6% (30.8%-32.4%)	36.2% (30.9%-41.5%)	31.4% (30.6%-32.2%)
H-5	Difficulty understanding written information about medical condition or prescription (% always or usually)		13.5% (12.9%-14.1%)	20.4% (16.1%-24.7%)	13.3% (12.7%-13.9%)
H-6	Percent who has been unable to leave the house because of a health problem		16.9% (16.3%-17.5%)	27.4% (22.7%-32.1%)	16.5% (15.9%-17.1%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with one or more chronic health conditions		59.2% (58.4%-60.0%)	69.5% (64.6%-74.4%)	58.9% (58.1%-59.7%)
H-8	Among those with chronic health conditions	Agree that “I know how to try to prevent further problems with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	42.6% (36.7%-48.5%)	37.9% (36.9%-38.9%)
H-9		Number of prescription medications taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	13.6% (9.5%-17.7%)	12.4% (11.7%-13.1%)
H-10	Patients with chronic health conditions who take medication	Agree that “I know what each of my prescribed medications do” (% strongly agree)	46.7% (45.6%-47.8%)	40.6% (34.0%-47.2%)	46.8% (45.7%-47.9%)

** Confidence interval calculated at a 95% level of confidence.



Results by Zone

New Brunswick 7 Health Zones



Chronic Health Conditions ¹	Zone 1 (%)	Zone 2 (%)	Zone 3 (%)	Zone 4 (%)	Zone 5 (%)	Zone 6 (%)	Zone 7 (%)	NB (%)
<i>Base size</i>	<i>n = 3,213</i>	<i>n = 3,255</i>	<i>n = 3,034</i>	<i>n = 1,145</i>	<i>n = 650</i>	<i>n = 1,679</i>	<i>n = 1,069</i>	<i>n = 14,045</i>
Arthritis	16.2 ↓ [14.9 – 17.5]	21.2 ↑ [19.8 – 22.6]	18.4 [17.0 – 19.8]	15.8 [13.7 – 17.9]	20.9 [17.8 – 24.0]	16.3 [14.6 – 18.0]	16.1 [13.9 – 18.3]	18.0 [17.4 – 18.6]
Asthma	9.6 [8.6 – 10.6]	10.6 [9.6 – 11.6]	11.2 [10.1 – 12.3]	7.8 ↓ [6.3 – 9.3]	9.6 [7.4 – 11.8]	12.0 [10.5 – 13.5]	9.6 [7.9 – 11.3]	10.3 [9.8 – 10.8]
Cancer	7.0 [6.1 – 7.9]	7.8 [6.9 – 8.7]	6.6 [5.7 – 7.5]	5.6 [4.3 – 6.9]	7.5 [5.5 – 9.5]	7.0 [5.8 – 8.2]	6.7 [5.2 – 8.2]	7.0 [6.6 – 7.4]
Chronic pain	13.9 [12.7 – 15.1]	15.6 [14.4 – 16.8]	15.7 [14.4 – 17.0]	16.7 [14.6 – 18.8]	17.0 [14.2 – 19.9]	13.7 [12.1 – 15.3]	13.8 [11.8 – 15.8]	15.0 [14.4 – 15.6]
Depression	13.3 [12.1 – 14.5]	11.8 [10.7 – 12.9]	12.9 [11.7 – 14.1]	11.5 [9.7 – 13.3]	14.0 [11.4 – 16.6]	13.1 [11.5 – 14.7]	12.1 [10.2 – 14.0]	12.7 [12.2 – 13.2]
Diabetes	8.8 [7.8 – 9.8]	9.3 [8.3 – 10.3]	9.3 [8.3 – 10.3]	9.0 [7.4 – 10.6]	10.3 [8.0 – 12.6]	9.7 [8.3 – 11.1]	9.5 [7.8 – 11.2]	9.2 [8.7 – 9.7]
Emphysema or COPD	2.2 [1.7 – 2.7]	3.2 [2.6 – 3.8]	2.6 [2.0 – 3.2]	3.9 [2.8 – 5.0]	3.5 [2.1 – 4.9]	2.4 [1.7 – 3.1]	2.6 [1.7 – 3.5]	2.7 [2.4 – 3.0]
Gastric reflux (GERD)	16.1 [14.8 – 17.4]	15.1 [13.9 – 16.3]	17.0 [15.7 – 18.3]	15.4 [13.3 – 17.5]	18.6 [15.7 – 21.6]	15.3 [13.6 – 17.0]	17.6 [15.4 – 19.9]	16.1 [15.5 – 16.7]
Heart disease	7.6 [6.7 – 8.5]	8.4 [7.5 – 9.3]	7.9 [7.0 – 8.9]	11.1 ↑ [9.3 – 12.9]	8.7 [6.6 – 10.8]	8.7 [7.4 – 10.0]	8.4 [6.8 – 10.0]	8.3 [7.9 – 8.8]
High blood pressure or hypertension	24.6 [23.1 – 26.1]	25.6 [24.1 – 27.1]	24.4 [22.9 – 25.9]	25.6 [23.1 – 28.1]	32.0 ↑ [28.5 – 35.5]	28.1 [26.0 – 30.2]	27.8 [25.2 – 30.5]	25.7 [25.0 – 26.4]
Mood disorder other than depression	2.2 [1.7 – 2.7]	2.3 [1.8 – 2.8]	2.6 [2.0 – 3.2]	3.0 [2.0 – 4.0]	4.0 [2.5 – 5.5]	2.6 [1.9 – 3.4]	2.7 [1.7 – 3.7]	2.5 [2.2 – 2.8]
Stroke	1.6 [1.2 – 2.0]	1.9 [1.4 – 2.4]	2.1 [1.6 – 2.6]	2.3 [1.4 – 3.2]	2.3 [1.2 – 3.4]	2.4 [1.7 – 3.1]	2.6 [1.7 – 3.5]	2.0 [1.8 – 2.2]

¹Based on results from the NBHC 2011 Primary Health Care Survey

Confidence intervals calculated at a 95% level of confidence.



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results based on a primary health care survey conducted with New Brunswick citizens 18 years of age and older between February and April 2011)</i>				New Brunswick		Health Zone													
		Zone 1	Zone 2			Zone 3	Zone 4	Zone 5	Zone 6	Zone 7									
	Base Size			n=14,045	n=3,213	n=3,255	n=3,034	n=1,145	n=650	n=1,679	n=1,069								
A-1	Percent of residents who have a personal family doctor			92.6% (92.2%-93.0%)**	92.0% (91.1%-92.9%)**	90.7% (89.7%-91.7%)**	92.6% (91.7%-93.5%)**	95.7% (94.5%-96.9%)**	96.4% (95.0%-97.8%)**	93.1% (90.1%-94.3%)**	94.8% (93.5%-96.1%)**								
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)		21.6% (20.9%-22.3%)	31.3% (29.6%-33.0%)	23.9% (22.4%-25.4%)	17.5% (16.1%-18.9%)	14.5% (12.4%-16.6%)	7.0% (5.0%-9.0%)	12.3% (10.7%-13.9%)	20.7% (18.2%-23.2%)								
A-3		Easy or difficult to call personal family dr's office during regular hours (% very/somewhat easy)		76.6% (75.9%-77.3%)	72.5% (70.9%-74.1%)	81.0% (79.6%-82.4%)	76.0% (74.4%-77.6%)	81.8% (79.5%-84.1%)	80.9% (77.8%-84.0%)	72.7% (70.5%-74.9%)	78.3% (75.8%-80.8%)								
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)		30.3% (29.5%-31.1%)	28.5% (26.9%-30.1%)	34.1% (32.4%-35.8%)	33.2% (31.5%-34.9%)	23.3% (20.8%-25.8%)	22.6% (19.3%-25.9%)	23.8% (21.7%-25.9%)	36.3% (33.3%-39.3%)								
A-5		Other health professionals working in same office/building as personal family doctor (% yes)		12.1% (11.5%-12.7%)	10.8% (9.7%-11.9%)	10.9% (9.8%-12.0%)	15.1% (13.8%-16.4%)	10.7% (8.9%-12.5%)	13.2% (10.6%-15.8%)	12.2% (10.6%-13.8%)	12.2% (10.2%-14.2%)								
A-6	Percent of residents who have access to a primary health care team***			34.4 % (33.6%-35.2%)	27.9% (26.3%-29.5%)	37.2% (35.5%-38.9%)	43.1% (41.3%-44.9%)	29.6% (27.0%-32.2%)	26.7% (23.3%-30.1%)	36.2% (33.9%-38.5%)	28.3% (25.6%-31.0%)								
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking to seeing personal family dr.(% very/somewhat satisfied)	83.4% (82.7%-84.1%)	82.0% (80.5%-83.5%)	85.7% (84.4%-87.0%)	82.3% (80.8%-83.8%)	81.0% (78.5%-83.5%)	80.8% (77.6%-84.0%)	84.8% (82.9%-86.7%)	86.4% (84.2%-88.6%)								
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)	75.1% (74.0%-76.2%)	71.0% (68.4%-73.6%)	73.4% (70.9%-75.9%)	79.3% (77.0%-81.6%)	80.1% (76.9%-83.3%)	72.0% (66.8%-77.2%)	75.2% (72.1%-78.3%)	77.8% (74.0%-81.6%)								
A-9		Specialist	Satisfaction with wait time from booking to seeing specialist (% very/somewhat satisfied)	78.3% (77.3%-79.3%)	79.8% (77.7%-81.9%)	72.1% (69.8%-74.4%)	79.5% (77.2%-81.8%)	79.5% (75.9%-83.1%)	81.8% (77.2%-86.4%)	82.6% (79.8%-85.4%)	81.5% (78.0%-85.0%)								
A-10		After-hours/ walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)	74.5% (72.9%-76.1%)	89.1% (87.1%-91.1%)	88.9% (86.4%-91.4%)	45.1% (40.8%-49.4%)	67.1% (60.1%-74.1%)	46.3% (37.6%-55.0%)	71.4% (66.6%-76.2%)	57.4% (51.4%-63.4%)								
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)	76.5% (74.0%-79.0%)	71.6% (66.1%-77.1%)	79.9% (75.2%-84.6%)	82.5% (78.1%-86.9%)	87.6% (75.6%-99.6%)	62.5% (51.5%-73.5%)	74.9% (67.9%-81.9%)	73.0% (62.7%-83.3%)								
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)	Eng.* 95.3% (94.9%-95.7%)	Fr.* 78.9% (77.5%-80.3%)	En.* 94.1% (93.1%-95.1%)	Fr.* 77.9% (74.9%-80.9%)	En.* 97.7% (97.2%-98.2%)	Fr.* 53.3% (36.5%-70.1%)	En.* 98.2% (97.7%-98.7%)	Fr.* 28.7% ^E (18.4%-39.0%)	En.* 73.7% (67.8%-79.6%)	Fr.* 90.0% (87.9%-92.1%)	En.* 83.6% (79.9%-87.3%)	Fr.* 67.7% (61.5%-73.9%)	En.* 79.7% (75.0%-84.4%)	Fr.* 83.6% (81.5%-85.7%)	En.* 95.2% (93.7%-96.7%)	Fr.* 49.9% (42.4%-57.4%)
A-13	Percent with a nurse practitioner regularly involved in health care			2.8% (2.5%-3.1%)	3.0% (2.4%-3.6%)	3.3% (2.7%-3.9%)	2.3% (1.8%-2.8%)	2.0% ^E (1.2%-2.8%)	1.7% ^E (0.7%-2.7%)	3.4% (2.5%-4.3%)	2.7% ^E (1.7%-3.7%)								

* Preferred language of service as indicated by respondent in the survey.

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

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results based on a primary health care survey conducted with New Brunswick citizens 18 years of age and older between February and April 2011)</i>		New Brunswick	Health Zone						
			Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Base Size		n=14,045	n=3,213	n=3,255	n=3,034	n=1,145	n=650	n=1,679	n=1,069
Model of care used most often when sick or in need of care from a health professional									
% Used most often – Among overall residents									
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	53.5% (51.8%-55.2%)**	70.3% (68.7%-71.9%)**	69.0% (67.3%-70.7%)**	48.5% (45.6%-51.4%)**	54.9% (51.0%-58.8%)**	59.4% (57.0%-61.8%)**	64.9% (62.0%-67.8%)
	Hospital emergency department	12.0% (11.5%-12.5%)	8.8% (7.8%-9.8%)	9.4% (8.4%-10.4%)	8.6% (7.6%-9.6%)	28.2% (25.6%-30.8%)	20.8% (17.7%-23.9%)	19.7% (17.8%-21.6%)	10.0% (8.2%-11.8%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	29.9% (28.3%-31.5%)	13.4% (12.2%-14.6%)	15.4% (14.1%-16.7%)	14.8% (12.7%-16.9%)	13.2% (10.6%-15.8%)	11.9% (10.3%-13.5%)	16.9% (14.6%-19.2%)
	Community health centre	1.4% (1.2%-1.6%)	1.8% (1.3%-2.3%)	1.4% (1.0%-1.8%)	0.8% ^E (0.5%-1.1%)	F	4.0% ^E (2.5%-5.5%)	1.5% ^E (0.9%-2.1%)	1.1% ^E (0.5%-1.7%)
	Other	6.3% (5.9%-6.7%)	6.0% (5.2%-6.8%)	5.5% (4.7%-6.3%)	6.2% (5.3%-7.1%)	7.9% (6.3%-9.5%)	7.1% (5.1%-9.1%)	7.5% (6.2%-8.8%)	7.1% (5.6%-8.6%)
Use of primary health care services in last 12 months - Among overall residents									
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	78.7% (77.3%-80.1%) 2.9	81.4% (80.1%-82.7%) 3.7	81.3% (79.9%-82.7%) 3.5	79.4% (77.1%-81.7%) 2.9	87.0% (84.4%-89.6%) 3.2	81.9% (80.1%-83.7%) 3.1	80.1% (77.7%-82.5%) 3.2
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	39.2% (37.5%-40.9%) 0.9	41.0% (39.3%-42.7%) 1.0	39.1% (37.4%-40.8%) 0.9	53.1% (50.2%-56.0%) 1.4	48.0% (44.2%-51.8%) 1.3	45.4% (43.0%-47.8%) 1.3	45.8% (42.8%-48.8%) 1.1
U-4	% who has seen a specialist	40.8% (40.0%-41.6%)	41.1% (39.4%-42.8%)	43.8% (42.1%-45.5%)	38.7% (37.0%-40.4%)	39.3% (36.5%-42.1%)	39.1% (35.3%-42.9%)	40.4% (38.0%-42.8%)	39.9% (37.0%-42.8%)
U-5	% who has visited an after-hours clinic or walk-in clinic	24.7% (24.0%-25.4%)	34.8% (33.1%-36.5%)	21.1% (19.7%-22.5%)	21.4% (19.9%-22.9%)	16.8% (14.6%-19.0%)	19.1% (16.1%-22.1%)	21.3% (19.3%-23.3%)	25.3% (22.7%-27.9%)
U-6	% who has visited a community health centre	7.3% (6.9%-7.7%)	7.0% (6.1%-7.9%)	7.7% (6.8%-8.6%)	7.8% (6.8%-8.8%)	2.3% ^E (1.4%-3.2%)	11.0% (8.6%-13.4%)	8.6% (7.3%-9.9%)	6.9% (5.4%-8.4%)
U-7	% who has seen a nurse practitioner	5.1% (4.7%-5.5%)	4.7% (4.0%-5.4%)	5.2% (4.4%-6.0%)	4.8% (4.0%-5.6%)	2.7% ^E (1.8%-3.6%)	4.8% ^E (3.2%-6.4%)	7.9% (6.6%-9.2%)	5.6% (4.2%-7.0%)
U-8	% who has seen an alternative practitioner	20.9% (20.2%-21.6%)	23.4% (21.9%-24.9%)	16.9% (15.6%-18.2%)	18.9% (17.5%-20.3%)	26.5% (23.9%-29.1%)	20.8% (17.7%-23.9%)	23.5% (21.5%-25.5%)	20.7% (18.3%-23.1%)
U-9	% Who has used Tele-Care or other advice/info line	9.6% (9.1%-10.1%)	10.7% (9.6%-11.8%)	8.5% (7.5%-9.5%)	9.1% (8.1%-10.1%)	10.0% (8.3%-11.7%)	8.3% (6.2%-10.4%)	10.5% (9.0%-12.0%)	8.9% (7.2%-10.6%)
U-10	% who has used ambulance services	5.9% (5.5%-6.3%)	5.5% (4.7%-6.3%)	7.2% (6.3%-8.1%)	6.1% (5.2%-7.0%)	5.5% (4.2%-6.8%)	5.7% (3.9%-7.5%)	5.2% (4.1%-6.3%)	4.5% (3.3%-5.7%)

** Confidence interval calculated at a 95% level of confidence.

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

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



	Experiences With Primary Health Care Services – SATISFACTION <i>(Results based on a primary health care survey conducted with New Brunswick citizens 18 years of age and older between February and April 2011)</i>	New Brunswick	Health Zone						
			Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
	Base Size	n=14,045	n=3,213	n=3,255	n=3,034	n=1,145	n=650	n=1,679	n=1,069
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10									
% Satisfied with:									
S-1	Overall health care services received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	61.6% (59.9%-63.3%)**	59.9% (58.2%-61.6%)**	59.9% (58.1%-61.7%)**	66.1% (63.3%-68.9%)**	59.8% (56.0%-63.6%)**	64.1% (61.8%-66.4%)	64.6% (61.7%-67.5%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	81.3% (80.6%-82.0%)	79.9% (78.4%-81.4%)	83.0% (81.6%-84.4%)	81.3% (79.8%-82.8%)	81.7% (79.3%-84.1%)	78.7% (75.4%-82.0%)	82.0% (80.0%-84.0%)	81.8% (79.3%-84.3%)
S-3	Services at hospital emergency department in the last 12 months (Among users)	51.5% (50.2%-52.8%)	50.8% (48.0%-53.6%)	48.3% (45.5%-51.1%)	54.8% (52.0%-57.6%)	53.3% (49.3%-57.3%)	49.5% (43.8%-55.2%)	52.7% (49.2%-56.2%)	51.2% (46.7%-55.7%)
S-4	Services from specialist in the last 12 months (Among users)	80.1% (79.1%-81.1%)	81.5% (79.5%-83.5%)	79.1% (77.1%-81.1%)	80.4% (78.2%-82.6%)	76.1% (72.3%-79.9%)	80.0% (75.3%-84.7%)	80.1% (77.2%-83.0%)	81.9% (78.4%-85.4%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	67.1% (65.4%-68.8%)	68.5% (65.5%-71.5%)	70.9% (67.2%-74.6%)	59.9% (55.7%-64.1%)	72.8% (66.2%-79.4%)	53.5% (44.8%-62.2%)	72.8% (68.1%-77.5%)	63.2% (57.3%-69.1%)
S-6	Services at community health centre in the last 12 months (Among users)	74.1% (71.6%-76.6%)	70.0% (64.4%-75.6%)	72.2% (67.0%-77.4%)	80.3% (75.7%-84.9%)	66.8% (49.7%-83.9%)	70.0% (59.6%-80.4%)	79.8% (73.3%-86.3%)	68.7% (58.0%-79.4%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	85.8% (83.3%-88.3%)	87.0% (81.9%-92.1%)	81.3% (75.5%-87.1%)	87.4% (82.1%-92.7%)	90.7% (80.8%-100%)	85.9% (73.6%-98.2%)	86.4% (80.6%-92.2%)	87.9% (80.0%-95.8%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.5% (86.3%-88.7%)	88.6% (86.3%-90.9%)	87.9% (85.1%-90.7%)	85.5% (82.6%-88.4%)	85.7% (81.8%-89.6%)	87.3% (81.3%-93.3%)	89.5% (86.6%-92.4%)	85.3% (80.7%-89.9%)
S-9	Ambulance services received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	87.1% (82.1%-92.1%)	84.2% (79.6%-88.8%)	86.2% (81.5%-90.9%)	78.6% (68.7%-88.5%)	89.5% (80.0%-99.0%)	82.4% (74.6%-90.2%)	89.0% (80.7%-97.3%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as “Very Helpful” or “Somewhat Helpful”									
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	92.6% (89.6%-95.6%)	88.2% (84.1%-92.3%)	92.1% (88.6%-95.6%)	93.6% (88.8%-98.4%)	92.6% (85.6%-99.6%)	88.1% (83.1%-93.1%)	98.4% (95.7%-100%)

** Confidence interval calculated at a 95% level of confidence.



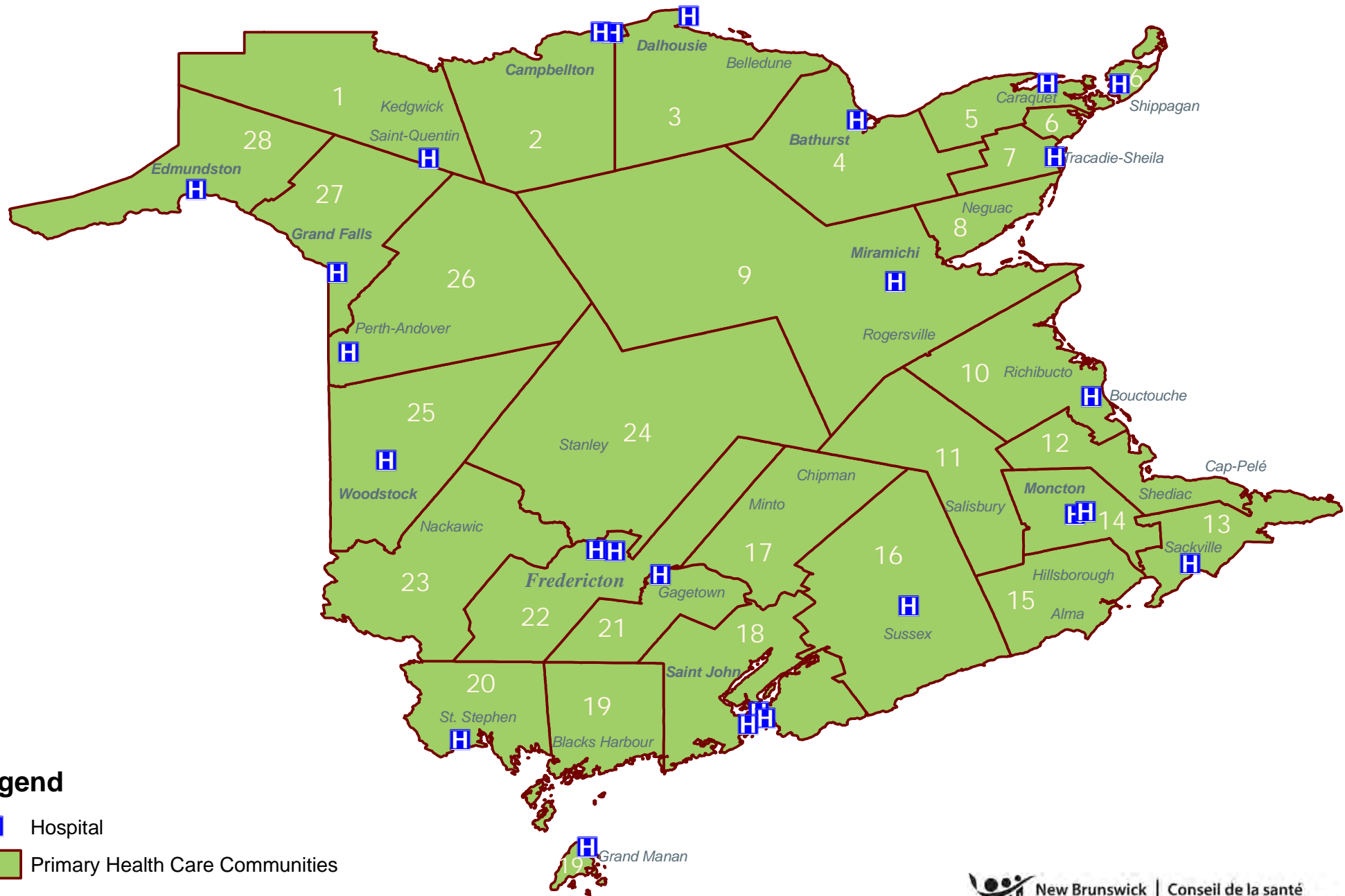
Experiences With Primary Health Care Services – HEALTH PROFILE <i>(Results based on a primary health care survey conducted with New Brunswick citizens 18 years of age and older between February and April 2011)</i>			New Brunswick	Health Zone						
				Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Base Size			n=14,045	n=3,213	n=3,255	n=3,034	n=1,145	n=650	n=1,679	n=1,069
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)										
H-1	Self-rated Health (% very good or excellent)		53.3% (52.5%-54.1%)**	55.3% (53.6%-57.0%)**	54.8% (53.1%-56.5%)	55.7% (53.9%-57.5%)**	47.3% (44.4%-50.2%)**	48.2% (44.4%-52.0%)**	47.8% (45.4%-50.2%)**	50.9% (47.9%-53.9%)
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		15.6% (15.0%-16.2%)	16.8% (15.5%-18.1%)	14.5% (13.3%-15.7%)	16.8% (15.5%-18.1%)	13.4% (11.4%-15.4%)	13.8% (11.1%-16.5%)	14.5% (12.8%-16.2%)	15.4% (13.2%-17.6%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		54.3% (53.5%-55.1%)	55.6% (53.9%-57.3%)	56.7% (55.0%-58.4%)	56.1% (54.3%-57.9%)	49.7% (46.8%-52.6%)	49.7% (45.9%-53.5%)	49.0% (46.6%-51.4%)	50.4% (47.4%-53.4%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		31.6% (30.8%-32.4%)	30.3% (28.6%-32.0%)	33.3% (31.6%-35.0%)	29.9% (28.2%-31.6%)	33.9% (31.0%-36.8%)	32.5% (28.7%-36.3%)	32.5% (30.2%-34.8%)	31.9% (29.0%-34.8%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		13.5% (12.9%-14.1%)	13.8% (12.6%-15.0%)	13.0% (11.8%-14.2%)	11.7% (10.5%-12.9%)	16.6% (14.4%-18.8%)	11.8% (9.3%-14.3%)	16.5% (14.7%-18.3%)	13.3% (11.2%-15.4%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		16.9% (16.3%-17.5%)	15.9% (14.6%-17.2%)	19.2% (17.8%-20.6%)	17.8% (16.4%-19.2%)	15.5% (13.4%-17.6%)	15.6% (12.8%-18.4%)	13.7% (12.1%-15.3%)	16.9% (14.6%-19.2%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)										
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		59.2% (58.4%-60.0%)	58.3% (56.6%-60.0%)	60.5% (58.8%-62.2%)	58.3% (56.5%-60.1%)	55.1% (52.2%-58.0%)	64.0% (60.3%-67.7%)	61.6% (59.2%-64.0%)	59.3% (56.3%-62.3%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	37.2% (35.2%-39.2%)	42.5% (40.5%-44.5%)	42.1% (40.0%-44.2%)	26.2% (23.1%-29.3%)	37.1% (32.8%-41.4%)	33.1% (30.4%-35.8%)	33.4% (30.0%-36.8%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	11.7% (10.4%-13.0%)	11.3% (10.0%-12.6%)	13.2% (11.8%-14.6%)	16.2% (13.6%-18.8%)	16.3% (13.0%-19.6%)	12.7% (10.8%-14.6%)	10.7% (8.5%-12.9%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	46.7% (45.6%-47.8%)	47.2% (44.9%-49.5%)	54.3% (52.1%-56.5%)	51.7% (49.4%-54.0%)	32.3% (28.7%-35.9%)	40.1% (35.4%-44.8%)	33.0% (30.1%-35.9%)	42.2% (38.3%-46.1%)

** Confidence interval calculated at a 95% level of confidence.



Results by Community

28 Primary Health Care Communities



Legend



Hospital



Primary Health Care Communities



New Brunswick
Health Council

Conseil de la santé
du Nouveau-Brunswick

Overall Survey Scores

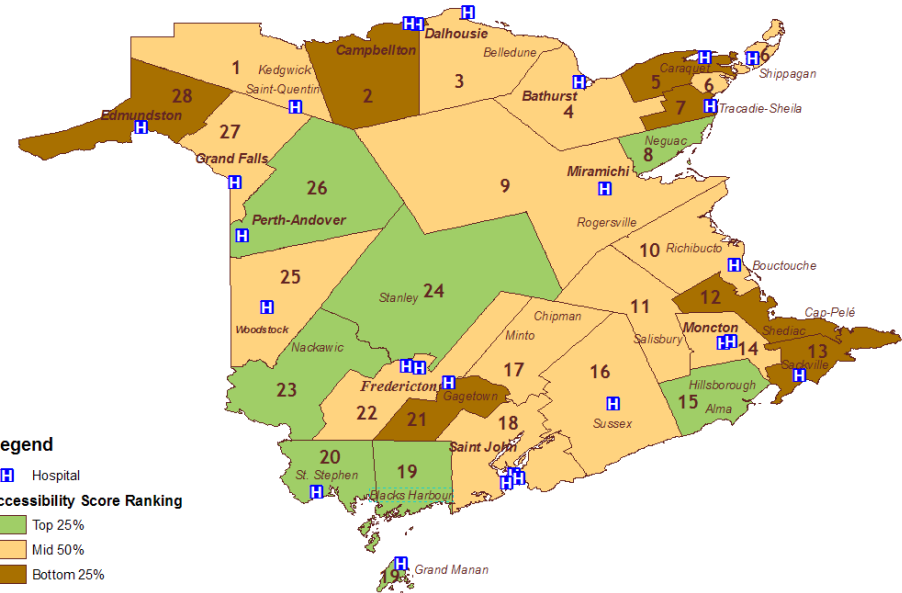
Accessibility Score - Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

Satisfaction Score - Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

Health Score - Self-rated health (very good or excellent)

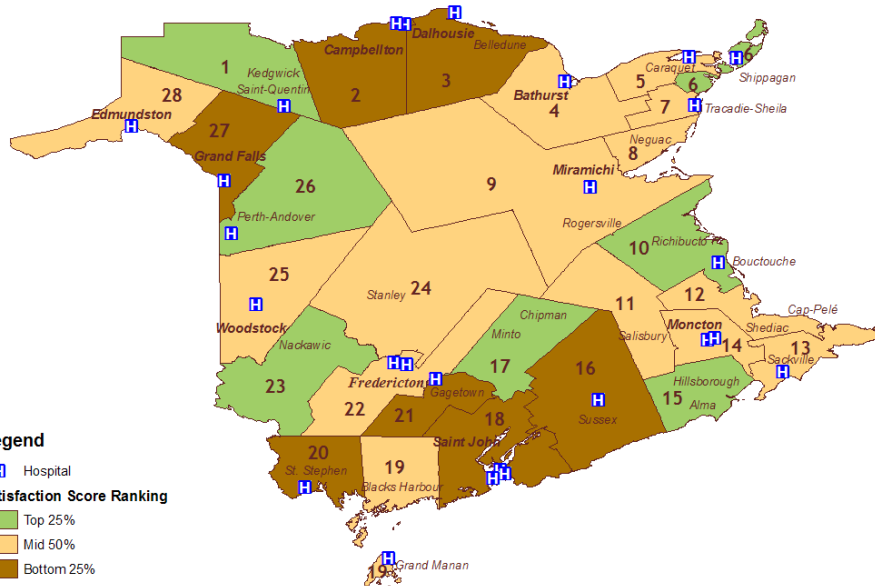
Accessibility Score

Ranking for the 28 Primary Health Care Communities



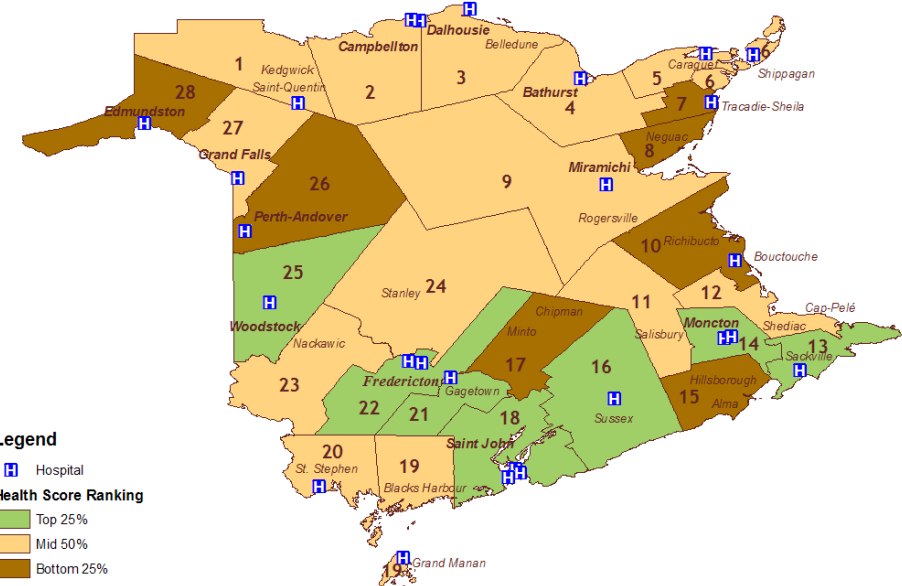
Satisfaction Score

Ranking for the 28 Primary Health Care Communities

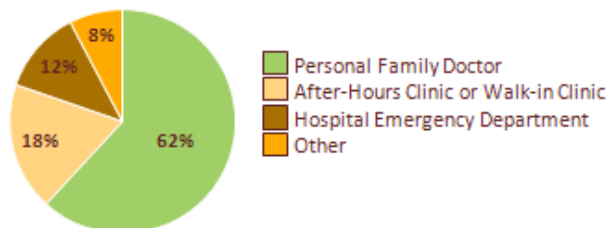


Health Score

Ranking for the 28 Primary Health Care Communities



Overall New Brunswick

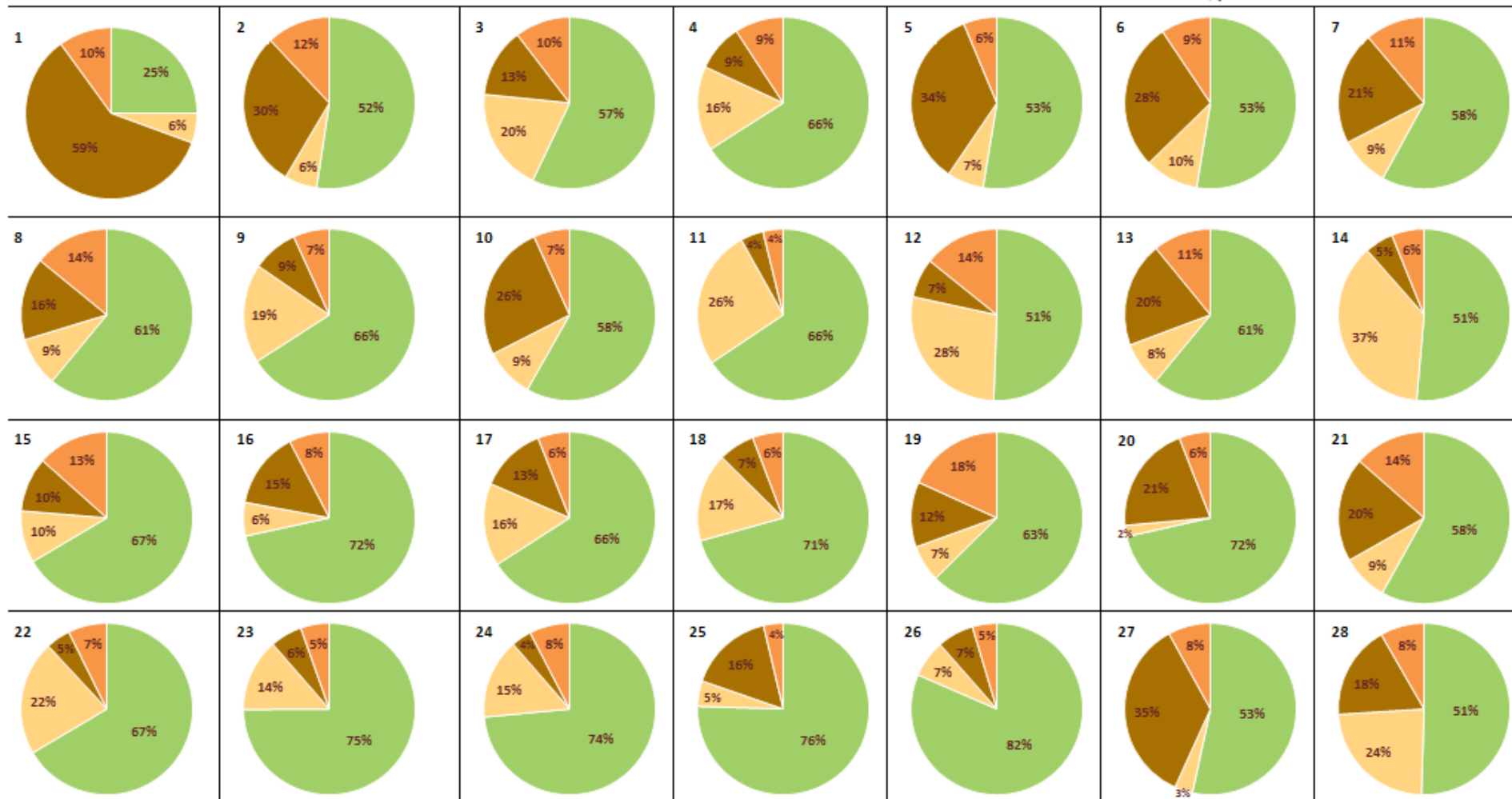


Utilization Patterns of Model of Care

Where do New Brunswickers go most often when they are sick or need care from a health professional?

↓ Communities 1 to 28 ↓

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

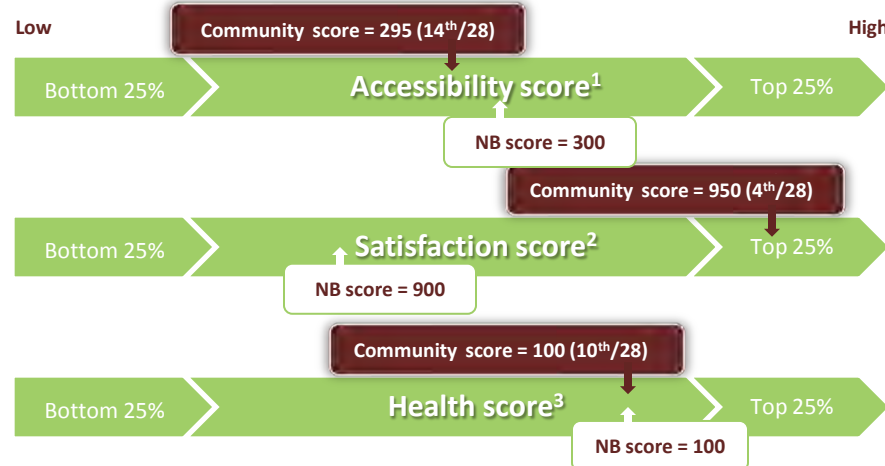


Source: New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011)



Included in this community:

Kedgwick, Kedgwick River, Saint-Quentin



Demographic profile ⁴		Community %	NB %
Age group	18-34	24.3	25.9
	35-54	42.7	39.4
	55-64	16.0	16.3
	65+	17.0	18.5
Gender	Male	50.5	48.1
	Female	49.5	51.9
Education level	High school or less	56.1	43.5
	College/Technical trade diploma	22.4	29.7
	University degree	21.5	26.8
Aboriginal	Yes	1.1	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	2.1	75.7
	French	97.9	24.3
Household income	Less than \$25,000	27.5	21.7
	\$25,000 - \$59,999	50.3	38.1
	\$60,000 or more	22.2	40.2
Employment status	Employed	63.2	56.9
	Unemployed/Seasonal	4.9	7.2
	Retired	21.2	21.7
	Other	10.8	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		551	11.5 ^E	18.0
Asthma		469	9.8 ^E	10.3
Cancer		206	4.3 ^E	7.0
Chronic pain		632	13.2 ^E	15.0
Depression		441	9.2 ^E	12.7
Diabetes		316	6.6 ^E	9.2
Emphysema or COPD		220	4.6 ^E	2.7
Gastric reflux (GERD)		656	13.7 ^E	16.1
Heart disease		302	6.3 ^E	8.3
High blood pressure or hypertension		996	20.8	25.7
Mood disorder other than depression		254	5.3 ^E	2.5
Stroke		F	F	2.0

¹ Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

² Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³ Self-rated health (very good or excellent)

⁴ Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>				Community 1		Zone 4		New Brunswick	
Base Size				n=217		n=1,145		n=14,045	
A-1	Percent of residents who have a personal family doctor			93.2% (89.9%-96.5%)**		95.7% (94.5%-96.9%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <i>after-hour arrangement</i> when office is closed (% yes)		27.0% (20.9%-33.1%)		14.5% (12.4%-16.6%)		21.6% (20.9%-22.3%)	
A-3		<i>Easy or difficult to call</i> personal family doctor's office during regular practice hours (% very/somewhat easy)		83.7% (78.6%-88.8%)		81.8% (79.5%-84.1%)		76.6% (75.9%-77.3%)	
A-4		<i>How quickly appointment can be made</i> with personal family doctor (% on same or next day)		23.8% (17.9%-29.7%)		23.3% (20.8%-25.8%)		30.3% (29.5%-31.1%)	
A-5		<i>Other health professionals working in same office/building</i> as personal family doctor (% yes)		33.7% (27.2%-40.2%)		10.7% (8.9%-12.5%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			39.8% (33.3%-46.3%)		29.6% (27.0%-32.2%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	<i>Satisfaction with wait time</i> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	77.8% (71.5%-84.1%)		81.0% (78.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	<i>Wait time</i> at the hospital emergency department (% less than 4 hours)	84.1% (77.9%-90.3%)		80.1% (76.9%-83.3%)		75.1% (74.0%-76.2%)	
A-9		Specialist	<i>Satisfaction with wait time</i> from booking appointment to seeing specialist (% very/somewhat satisfied)	80.1% (71.2%-89.0%)		79.5% (75.9%-83.1%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	<i>Wait time</i> at the after-hours or walk-in clinic (% less than 1 hour)	59.0% ^E (32.3%-85.7%)		67.1% (60.1%-74.1%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	<i>Wait time</i> at the community health centre (% less than 1 hour)	F		87.6% (75.6%-99.6%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on <i>preferred language of service</i> (% who always receive service in language of preference)	English* F	French* 90.2% (85.9%-94.5%)	English* 73.7% (67.8%-79.6%)	French* 90.0% (87.9%-92.1%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			F		2.0% ^E (1.2%-2.8%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				
	Base Size	Community 1	Zone 4	New Brunswick
		n=217	n=1,145	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	25.0% (19.1%-30.9%)**	48.5% (45.6%-51.4%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	59.4% (52.8%-66.0%)	28.2% (25.6%-30.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	5.6% ^E (2.5%-8.7%)	14.8% (12.7%-16.9%)	18.4% (17.8%-19.0%)
	Community health centre	F	F	1.4% (1.2%-1.6%)
	Other	8.0% ^E (4.3%-11.7%)	7.9% (6.3%-9.5%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	70.7% (64.6%-76.8%) 2.7	79.4% (77.1%-81.7%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	60.9% (54.4%-67.4%) 1.5	53.1% (50.2%-56.0%) 1.4	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	31.4% (25.2%-37.6%)	39.3% (36.5%-42.1%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	6.9% ^E (3.5%-10.3%)	16.8% (14.6%-19.0%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	F	2.3% ^E (1.4%-3.2%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	F	2.7% ^E (1.8%-3.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	25.9% (20.1%-31.7%)	26.5% (23.9%-29.1%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	7.1% ^E (3.7%-10.5%)	10.0% (8.3%-11.7%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	F	5.5% (4.2%-6.8%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 1	Zone 4	New Brunswick
Base Size		n=217	n=1,145	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	75.3% (69.5%-81.1%)**	66.1% (63.3%-68.9%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	83.7% (78.1%-89.3%)	81.7% (79.3%-84.1%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	71.5% (63.8%-79.2%)	53.3% (49.3%-57.3%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	79.4% (70.5%-88.3%)	76.1% (72.3%-79.9%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	71.6% (48.8%-94.4%)	72.8% (66.2%-79.4%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	F	66.8% (49.7%-83.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	_*	90.7% (80.8%-100%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.7% (79.5%-95.9%)	85.7% (81.8%-89.6%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	90.9% (73.1%-100%)	78.6% (68.7%-88.5%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	96.3% (86.0%-100%)	93.6% (88.8%-98.4%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.

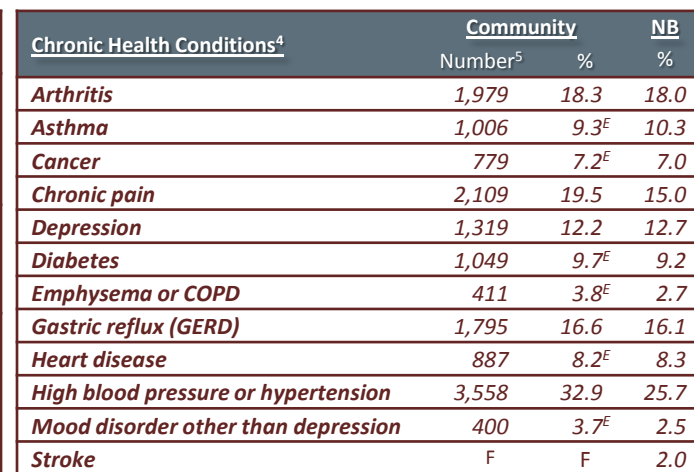
^F Too unreliable to be published (coefficient of variation greater than 33.3%).



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 1	Zone 4	New Brunswick
Base Size			n=217	n=1,145	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		53.2% (46.6%-59.8%)**	47.3% (44.4%-50.2%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		11.7% ^E (7.4%-16.0%)	13.4% (11.4%-15.4%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		46.3% (39.6%-53.0%)	49.7% (46.8%-52.6%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		36.7% (29.8%-43.6%)	33.9% (31.0%-36.8%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		15.6% (10.7%-20.5%)	16.6% (14.4%-18.8%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		15.6% (10.7%-20.5%)	15.5% (13.4%-17.6%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		56.1% (49.4%-62.8%)	55.1% (52.2%-58.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	27.2% (19.8%-34.6%)	26.2% (23.1%-29.3%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	7.7% ^E (3.3%-12.1%)	16.2% (13.6%-18.8%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	31.0% (22.3%-39.7%)	32.3% (28.7%-35.9%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				Community 2		Zone 5		New Brunswick	
Base Size				n=267		n=650		n=14,045	
A-1	Percent of residents who have a personal family doctor			95.7% (93.3%-98.1%)**		96.4% (95.0%-97.8%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <i>after-hour arrangement</i> when office is closed (% yes)		7.2% ^E (4.1%-10.3%)		7.0% (5.0%-9.0%)		21.6% (20.9%-22.3%)	
A-3		<i>Easy or difficult to call</i> personal family doctor's office during regular practice hours (% very/somewhat easy)		79.4% (74.5%-84.3%)		80.9% (77.8%-84.0%)		76.6% (75.9%-77.3%)	
A-4		<i>How quickly appointment can be made</i> with personal family doctor (% on same or next day)		20.3% (15.4%-25.2%)		22.6% (19.3%-25.9%)		30.3% (29.5%-31.1%)	
A-5		<i>Other health professionals working in same office/building</i> as personal family doctor (% yes)		9.4% ^E (5.8%-13.0%)		13.2% (10.6%-15.8%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			24.3% (19.2%-29.4%)		26.7% (23.3%-30.1%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	<i>Satisfaction with wait time</i> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	83.3% (78.5%-88.1%)		80.8% (77.6%-84.0%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	<i>Wait time</i> at the hospital emergency department (% less than 4 hours)	61.5% (52.9%-70.1%)		72.0% (66.8%-77.2%)		75.1% (74.0%-76.2%)	
A-9		Specialist	<i>Satisfaction with wait time</i> from booking appointment to seeing specialist (% very/somewhat satisfied)	89.0% (82.9%-95.1%)		81.8% (77.2%-86.4%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	<i>Wait time</i> at the after-hours or walk-in clinic (% less than 1 hour)	36.8% ^E (17.9%-55.7%)		46.3% (37.6%-55.0%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	<i>Wait time</i> at the community health centre (% less than 1 hour)	70.5% ^E (45.7%-95.3%)		62.5% (51.5%-73.5%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on <i>preferred language of service</i> (% who always receive service in language of preference)	English* 84.3% (78.5%-90.1%)	French* 66.1% (56.5%-75.7%)	English* 83.6% (79.9%-87.3%)	French* 67.7% (61.5%-73.9%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			F		1.7% ^E (0.7%-2.7%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 2	Zone 5	New Brunswick
Base Size		n=267	n=650	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	52.4% (46.3%-58.5%)**	54.9% (51.0%-58.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	29.5% (23.9%-35.1%)	20.8% (17.7%-23.9%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	6.1% ^E (3.2%-9.0%)	13.2% (10.6%-15.8%)	18.4% (17.8%-19.0%)
	Community health centre	F	4.0% ^E (2.5%-5.5%)	1.4% (1.2%-1.6%)
	Other	9.3% ^E (5.8%-12.8%)	7.1% (5.1%-9.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	84.3% (79.9%-88.7%) 2.9	87.0% (84.4%-89.6%) 3.2	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	49.1% (43.1%-55.1%) 1.4	48.0% (44.2%-51.8%) 1.3	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	36.0% (30.2%-41.8%)	39.1% (35.3%-42.9%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	9.4% ^E (5.9%-12.9%)	19.1% (16.1%-22.1%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	4.8% ^E (2.2%-7.4%)	11.0% (8.6%-13.4%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	F	4.8% ^E (3.2%-6.4%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	21.3% (16.4%-26.2%)	20.8% (17.7%-23.9%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	7.3% ^E (4.2%-10.4%)	8.3% (6.2%-10.4%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	F	5.7% (3.9%-7.5%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 2	Zone 5	New Brunswick
Base Size		n=267	n=650	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	61.5% (55.6%-67.4%)**	59.8% (56.0%-63.6%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	78.1% (72.8%-83.4%)	78.7% (75.4%-82.0%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	52.8% (44.1%-61.5%)	49.5% (43.8%-55.2%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	75.9% (67.7%-84.1%)	80.0% (75.3%-84.7%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	51.3% ^E (31.7%-70.9%)	53.5% (44.8%-62.2%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	84.3% (64.5%-100%)	70.0% (59.6%-80.4%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	85.9% (73.6%-98.2%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	86.3% (76.6%-96.0%)	87.3% (81.3%-93.3%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	75.3% ^E (48.6%-100%)	89.5% (80.0%-99.0%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	93.8% (83.0%-100%)	92.6% (85.6%-99.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.

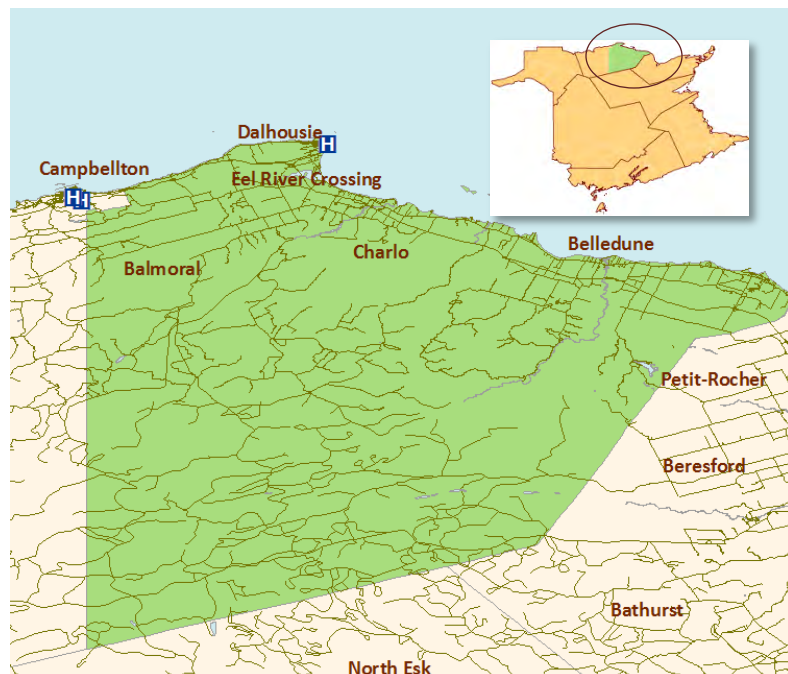
^E Use with caution (coefficient of variation between 16.6% and 33.3%).



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 2	Zone 5	New Brunswick
Base Size			n=267	n=650	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		50.9% (44.9%-56.9%)**	48.2% (44.4%-52.0%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		14.9% (10.6%-19.2%)	13.8% (11.1%-16.5%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		50.0% (44.0%-56.0%)	49.7% (45.9%-53.5%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		32.6% (26.7%-38.5%)	32.5% (28.7%-36.3%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		9.3% ^E (5.7%-12.9%)	11.8% (9.3%-14.3%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		11.9% (8.0%-15.8%)	15.6% (12.8%-18.4%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		60.1% (54.2%-66.0%)	64.0% (60.3%-67.7%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	33.1% (26.4%-39.8%)	37.1% (32.8%-41.4%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	17.1% (11.8%-22.4%)	16.3% (13.0%-19.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	38.7% (31.2%-46.2%)	40.1% (35.4%-44.8%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.

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



Included in this community:

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



<u>Demographic profile⁴</u>		<u>Community</u> %	<u>NB</u> %
Age group	18-34	18.8	25.9
	35-54	40.5	39.4
	55-64	18.8	16.3
	65+	21.9	18.5
Gender	Male	48.5	48.1
	Female	51.5	51.9
Education level	High school or less	45.7	43.5
	College/Technical trade diploma	37.3	29.7
	University degree	16.9	26.8
Aboriginal	Yes	3.7	2.7

<u>Demographic profile⁴</u>		<u>Community</u> %	<u>NB</u> %
Preferred language of service	English	65.3	75.7
	French	34.7	24.3
Household income	Less than \$25,000	27.8	21.7
	\$25,000 - \$59,999	38.3	38.1
	\$60,000 or more	33.9	40.2
Employment status	Employed	46.8	56.9
	Unemployed/Seasonal	6.5	7.2
	Retired	29.2	21.7
	Other	17.5	14.1

<u>Chronic Health Conditions⁴</u>	<u>Community</u> Number ⁵	<u>Community</u> %	<u>NB</u> %
Arthritis	2,759	23.3	18.0
Asthma	1,172	9.9	10.3
Cancer	912	7.7 ^E	7.0
Chronic pain	1,740	14.7	15.0
Depression	1,835	15.5	12.7
Diabetes	1,279	10.8	9.2
Emphysema or COPD	391	3.3 ^E	2.7
Gastric reflux (GERD)	2,415	20.4	16.1
Heart disease	1,089	9.2	8.3
High blood pressure or hypertension	3,682	31.1	25.7
Mood disorder other than depression	497	4.2 ^E	2.5
Stroke	284	2.4 ^E	2.0

¹Overall score that combines responses to "has a personal family doctor", "has access to a primary health care team" and "can get an appointment with a personal family doctor on the same day or next day"

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 3		Zone 5		New Brunswick			
Base Size			n=383		n=650		n=14,045			
A-1	Percent of residents who have a personal family doctor		97.1% (95.4%-98.8%)**		96.4% (95.0%-97.8%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	6.9% ^E (4.3%-9.5%)		7.0% (5.0%-9.0%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	82.1% (78.2%-86.0%)		80.9% (77.8%-84.0%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	24.6% (20.2%-29.0%)		22.6% (19.3%-25.9%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	16.6% (12.8%-20.4%)		13.2% (10.6%-15.8%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		29.0% (24.5%-33.5%)		26.7% (23.3%-30.1%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		78.7% (74.4%-83.0%)		80.8% (77.6%-84.0%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		81.8% (75.9%-87.7%)		72.0% (66.8%-77.2%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		76.1% (69.7%-82.5%)		81.8% (77.2%-86.4%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		49.3% (39.6%-59.0%)		46.3% (37.6%-55.0%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		60.3% (48.1%-72.5%)		62.5% (51.5%-73.5%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 83.0% (78.1%-87.9%)	French* 69.4% (61.3%-77.5%)	English* 83.6% (79.9%-87.3%)	French* 67.7% (61.5%-73.9%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		F		1.7% ^E (0.7%-2.7%)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 3	Zone 5	New Brunswick
Base Size		n=383	n=650	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	57.1% (52.1%-62.1%)**	54.9% (51.0%-58.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	13.0% (9.6%-16.4%)	20.8% (17.7%-23.9%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	19.5% (15.5%-23.5%)	13.2% (10.6%-15.8%)	18.4% (17.8%-19.0%)
	Community health centre	5.2% ^E (3.0%-7.4%)	4.0% ^E (2.5%-5.5%)	1.4% (1.2%-1.6%)
	Other	5.2% ^E (3.0%-7.4%)	7.1% (5.1%-9.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	89.6% (86.5%-92.7%) 3.5	87.0% (84.4%-89.6%) 3.2	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	47.0% (42.0%-52.0%) 1.1	48.0% (44.2%-51.8%) 1.3	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	42.0% (37.0%-47.0%)	39.1% (35.3%-42.9%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	28.0% (23.5%-32.5%)	19.1% (16.1%-22.1%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	16.7% (13.0%-20.4%)	11.0% (8.6%-13.4%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	7.2% ^E (4.6%-9.8%)	4.8% ^E (3.2%-6.4%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	20.4% (16.4%-24.4%)	20.8% (17.7%-23.9%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	9.3% (6.4%-12.2%)	8.3% (6.2%-10.4%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	8.1% ^E (5.4%-10.8%)	5.7% (3.9%-7.5%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 3	Zone 5	New Brunswick
Base Size		n=383	n=650	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	58.3% (53.3%-63.3%)**	59.8% (56.0%-63.6%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	79.2% (75.0%-83.4%)	78.7% (75.4%-82.0%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	46.3% (38.8%-53.8%)	49.5% (43.8%-55.2%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	83.1% (77.5%-88.7%)	80.0% (75.3%-84.7%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	54.2% (44.5%-63.9%)	53.5% (44.8%-62.2%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	66.2% (54.4%-78.0%)	70.0% (59.6%-80.4%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	85.9% (73.6%-98.2%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	88.2% (80.7%-95.7%)	87.3% (81.3%-93.3%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	94.5% (86.3%-100%)	89.5% (80.0%-99.0%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.8% (82.7%-100%)	92.6% (85.6%-99.6%)	91.5% (89.9%-93.1%)

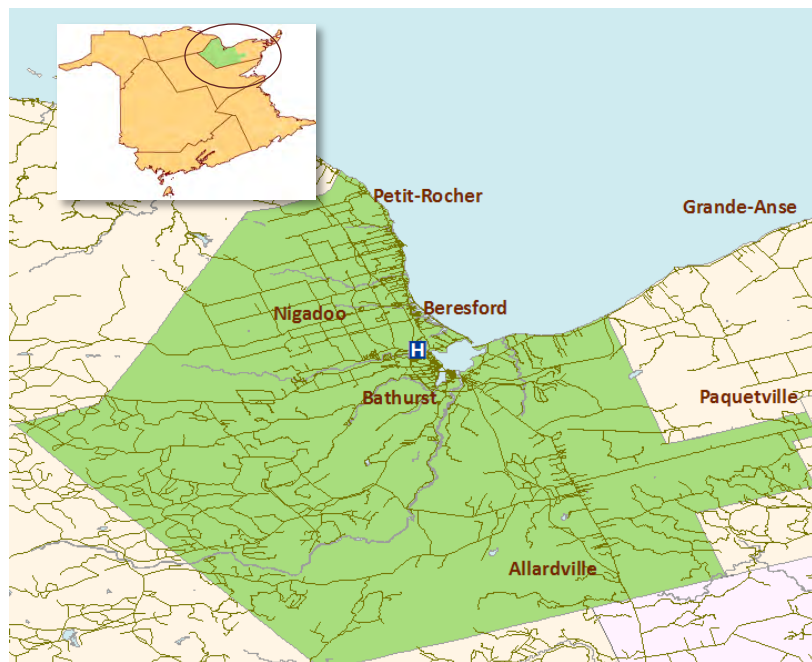
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



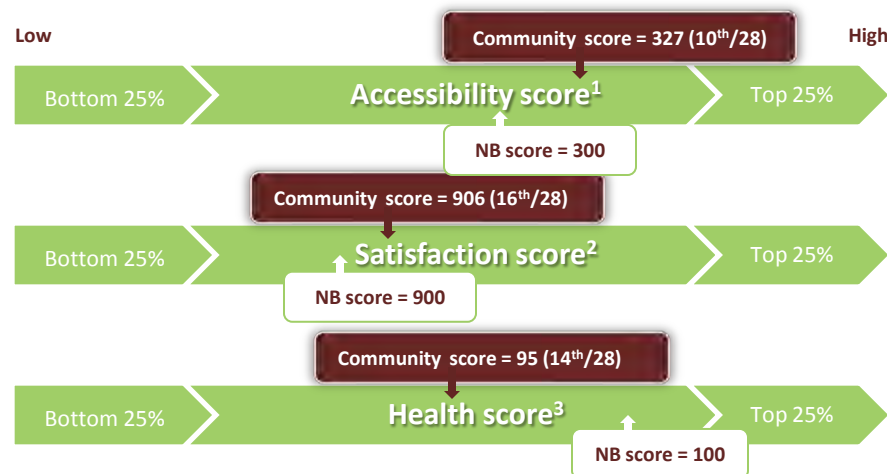
Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 3	Zone 5	New Brunswick
Base Size			n=383	n=650	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		45.8% (40.8%-50.8%)**	48.2% (44.4%-52.0%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		12.8% (9.5%-16.1%)	13.8% (11.1%-16.5%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		49.4% (44.4%-54.4%)	49.7% (45.9%-53.5%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		32.5% (27.6%-37.4%)	32.5% (28.7%-36.3%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		14.1% (10.5%-17.7%)	11.8% (9.3%-14.3%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		18.9% (15.0%-22.8%)	15.6% (12.8%-18.4%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		67.6% (62.9%-72.3%)	64.0% (60.3%-67.7%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	40.5% (34.8%-46.2%)	37.1% (32.8%-41.4%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	15.5% (11.3%-19.7%)	16.3% (13.0%-19.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	41.2% (35.1%-47.3%)	40.1% (35.4%-44.8%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



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



Demographic profile ⁴		Community %	NB %
Age group	18-34	21.6	25.9
	35-54	41.0	39.4
	55-64	18.7	16.3
	65+	18.7	18.5
Gender	Male	48.3	48.1
	Female	51.7	51.9
Education level	High school or less	45.7	43.5
	College/Technical trade diploma	29.9	29.7
	University degree	24.5	26.8
Aboriginal	Yes	2.3	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	41.0	75.7
	French	59.0	24.3
Household income	Less than \$25,000	20.5	21.7
	\$25,000 - \$59,999	40.2	38.1
	\$60,000 or more	39.4	40.2
Employment status	Employed	55.6	56.9
	Unemployed/Seasonal	5.9	7.2
	Retired	24.3	21.7
	Other	14.2	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		4,631	16.5	18.0
Asthma		3,648	13.0	10.3
Cancer		1,852	6.6	7.0
Chronic pain		3,733	13.3	15.0
Depression		4,041	14.4	12.7
Diabetes		1,936	6.9	9.2
Emphysema or COPD		533	1.9 ^E	2.7
Gastric reflux (GERD)		5,024	17.9	16.1
Heart disease		2,329	8.3	8.3
High blood pressure or hypertension		7,409	26.4	25.7
Mood disorder other than depression		842	3.0 ^E	2.5
Stroke		589	2.1 ^E	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 4		Zone 6		New Brunswick	
Base Size			n=622		n=1,679		n=14,045	
A-1	Percent of residents who have a personal family doctor		96.8% (95.4%-98.2%)**		93.1% (91.9%-94.3%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	14.4% (11.6%-17.2%)		12.3% (10.7%-13.9%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	74.2% (70.7%-77.7%)		72.7% (70.5%-74.9%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	30.4% (26.7%-34.1%)		23.8% (21.7%-25.9%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	12.5% (9.9%-15.1%)		12.2% (10.6%-13.8%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***		42.0% (38.1%-45.9%)		36.2% (33.9%-38.5%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	<u>Family Doctor</u> Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	87.1% (84.3%-89.9%)		84.8% (82.9%-86.7%)		83.4% (82.7%-84.1%)	
A-8		<u>Emergency Dept.</u> Wait time at the hospital emergency department (% less than 4 hours)	73.9% (68.2%-79.6%)		75.2% (72.1%-78.3%)		75.1% (74.0%-76.2%)	
A-9		<u>Specialist</u> Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	83.2% (78.7%-87.7%)		82.6% (79.8%-85.4%)		78.3% (77.3%-79.3%)	
A-10		<u>After-hours or walk-in clinic</u> Wait time at the after-hours or walk-in clinic (% less than 1 hour)	76.5% (70.0%-83.0%)		71.4% (66.6%-76.2%)		74.5% (72.9%-76.1%)	
A-11		<u>Community health centre</u> Wait time at the community health centre (% less than 1 hour)	91.3% (82.0%-100%)		74.9% (67.9%-81.9%)		76.5% (74.0%-79.0%)	
A-12	<u>Among health care service users</u> Equity based on preferred language of service (% who always receive service in language of preference)		English* 79.5% (74.3%-84.7%)	French* 80.7% (76.5%-84.9%)	English* 79.7% (75.0%-84.4%)	French* 83.6% (81.5%-85.7%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		3.6% ^E (2.1%-5.1%)		3.4% (2.5%-4.3%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

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

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 4	Zone 6	New Brunswick
Base Size		n=622	n=1,679	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	66.0% (62.3%-69.7%)**	59.4% (57.0%-61.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	8.9% (6.6%-11.2%)	19.7% (17.8%-21.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	15.9% (13.0%-18.8%)	11.9% (10.3%-13.5%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.5% ^E (0.9%-2.1%)	1.4% (1.2%-1.6%)
	Other	8.8% (6.6%-11.0%)	7.5% (6.2%-8.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	85.3% (82.5%-88.1%) 3.2	81.9% (80.1%-83.7%) 3.1	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	38.4% (34.6%-42.2%) 1.0	45.4% (43.0%-47.8%) 1.3	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	41.3% (37.4%-45.2%)	40.4% (38.0%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	26.3% (22.8%-29.8%)	21.3% (19.3%-23.3%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	5.5% (3.7%-7.3%)	8.6% (7.3%-9.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	8.2% (6.0%-10.4%)	7.9% (6.6%-9.2%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	20.8% (17.6%-24.0%)	23.5% (21.5%-25.5%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	11.6% (9.1%-14.1%)	10.5% (9.0%-12.0%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.0% ^E (3.3%-6.7%)	5.2% (4.1%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 4	Zone 6	New Brunswick
Base Size		n=622	n=1,679	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	62.5% (58.7%-66.3%)**	64.1% (61.8%-66.4%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	83.8% (80.7%-86.9%)	82.0% (80.0%-84.0%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	48.1% (41.7%-54.5%)	52.7% (49.2%-56.2%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	81.1% (76.5%-85.7%)	80.1% (77.2%-83.0%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	68.5% (61.3%-75.7%)	72.8% (68.1%-77.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	88.7% (78.2%-99.2%)	79.8% (73.3%-86.3%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	86.4% (80.6%-92.2%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	91.8% (87.2%-96.4%)	89.5% (86.6%-92.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	75.8% (61.4%-90.2%)	82.4% (74.6%-90.2%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.2% (84.3%-98.1%)	88.1% (83.1%-93.1%)	91.5% (89.9%-93.1%)

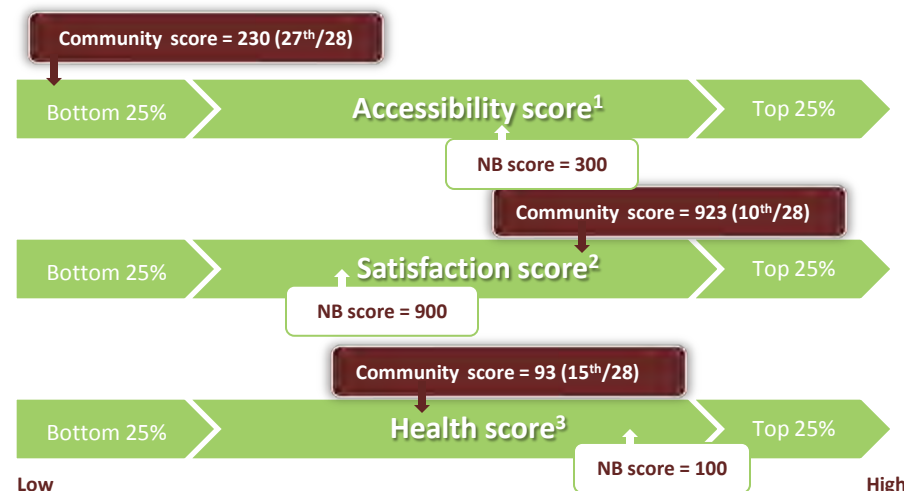
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 4	Zone 6	New Brunswick
Base Size			n=622	n=1,679	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		50.8% (46.9%-54.7%)**	47.8% (45.4%-50.2%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		16.8% (13.9%-19.7%)	14.5% (12.8%-16.2%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		55.3% (51.4%-59.2%)	49.0% (46.6%-51.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		30.3% (26.5%-34.1%)	32.5% (30.2%-34.8%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		17.2% (14.2%-20.2%)	16.5% (14.7%-18.3%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		14.0% (11.3%-16.7%)	13.7% (12.1%-15.3%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		61.5% (57.6%-65.4%)	61.6% (59.2%-64.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	38.4% (33.9%-42.9%)	33.1% (30.4%-35.8%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	11.7% (8.7%-14.7%)	12.7% (10.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	40.2% (35.2%-45.2%)	33.0% (30.1%-35.9%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



<u>Chronic Health Conditions⁴</u>	<u>Community</u>		<u>NB</u>
	Number ⁵	%	%
<i>Arthritis</i>	1,945	15.6	18.0
<i>Asthma</i>	1,185	9.5	10.3
<i>Cancer</i>	898	7.2 ^E	7.0
<i>Chronic pain</i>	1,758	14.1	15.0
<i>Depression</i>	1,322	10.6	12.7
<i>Diabetes</i>	1,010	8.1 ^E	9.2
<i>Emphysema or COPD</i>	F	F	2.7
<i>Gastric reflux (GERD)</i>	1,621	13.0	16.1
<i>Heart disease</i>	761	6.1 ^E	8.3
<i>High blood pressure or hypertension</i>	3,018	24.2	25.7
<i>Mood disorder other than depression</i>	F	F	2.5
<i>Stroke</i>	F	F	2.0

⁴Based on survey respondents, weighted by age and gender



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			Community 5		Zone 6		New Brunswick			
Base Size			n=365		n=1,679		n=14,045			
A-1	Percent of residents who have a personal family doctor		92.4% (89.7%-95.1%)**		93.1% (91.9%-94.3%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	8.0% ^E (5.1%-10.9%)		12.3% (10.7%-13.9%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	72.9% (68.2%-77.6%)		72.7% (70.5%-74.9%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	19.4% (15.0%-23.8%)		23.8% (21.7%-25.9%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	7.0% ^E (4.3%-9.7%)		12.2% (10.6%-13.8%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		22.8% (18.5%-27.1%)		36.2% (33.9%-38.5%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		87.2% (83.4%-91.0%)		84.8% (82.9%-86.7%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		76.3% (70.2%-82.4%)		75.2% (72.1%-78.3%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		83.3% (77.0%-89.6%)		82.6% (79.8%-85.4%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		54.3% (38.7%-69.9%)		71.4% (66.6%-76.2%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		F		74.9% (67.9%-81.9%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 87.9% (73.6%-100%)	French* 87.8% (84.1%-91.5%)	English* 79.7% (75.0%-84.4%)	French* 83.6% (81.5%-85.7%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		F		3.4% (2.5%-4.3%)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 5	Zone 6	New Brunswick
Base Size		n=365	n=1,679	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	52.6% (47.4%-57.8%)**	59.4% (57.0%-61.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	34.2% (29.3%-39.1%)	19.7% (17.8%-21.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	6.9% ^E (4.3%-9.5%)	11.9% (10.3%-13.5%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.5% ^E (0.9%-2.1%)	1.4% (1.2%-1.6%)
	Other	5.2% ^E (2.9%-7.5%)	7.5% (6.2%-8.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	78.3% (74.1%-82.5%) 2.9	81.9% (80.1%-83.7%) 3.1	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	53.6% (48.5%-58.7%) 1.4	45.4% (43.0%-47.8%) 1.3	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	36.8% (31.8%-41.8%)	40.4% (38.0%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	11.5% (8.2%-14.8%)	21.3% (19.3%-23.3%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	4.8% ^E (2.6%-7.0%)	8.6% (7.3%-9.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	F	7.9% (6.6%-9.2%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	23.8% (19.4%-28.2%)	23.5% (21.5%-25.5%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	12.4% (9.0%-15.8%)	10.5% (9.0%-12.0%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	7.2% ^E (4.5%-9.9%)	5.2% (4.1%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 5	Zone 6	New Brunswick
Base Size		n=365	n=1,679	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	69.6% (64.8%-74.4%)**	64.1% (61.8%-66.4%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	83.3% (79.1%-87.5%)	82.0% (80.0%-84.0%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	63.2% (56.3%-70.1%)	52.7% (49.2%-56.2%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	81.5% (74.9%-88.1%)	80.1% (77.2%-83.0%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	65.5% (50.6%-80.4%)	72.8% (68.1%-77.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	75.7% (55.9%-95.5%)	79.8% (73.3%-86.3%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	86.4% (80.6%-92.2%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	86.0% (78.8%-93.2%)	89.5% (86.6%-92.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	100% (100%-100%)	82.4% (74.6%-90.2%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	86.8% (76.2%-97.4%)	88.1% (83.1%-93.1%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 5	Zone 6	New Brunswick
Base Size		n=365	n=1,679	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)				
H-1	Self-rated Health (% very good or excellent)	49.8% (44.7%-54.9%)**	47.8% (45.4%-50.2%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about mental or emotional health	10.6% (7.4%-13.8%)	14.5% (12.8%-16.2%)	15.6% (15.0%-16.2%)
H-3	Agree that “ My health largely depends on how well I take care of myself ” (% strongly agree)	41.2% (36.1%-46.3%)	49.0% (46.6%-51.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on improving health or preventing illness (% always or usually) – (Among health care service users)	34.2% (29.1%-39.3%)	32.5% (30.2%-34.8%)	31.6% (30.8%-32.4%)
H-5	Difficulty understanding written information about medical condition or prescription (% always or usually)	14.1% (10.5%-17.7%)	16.5% (14.7%-18.3%)	13.5% (12.9%-14.1%)
H-6	Percent who has been unable to leave the house because of a health problem	12.5% (9.1%-15.9%)	13.7% (12.1%-15.3%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)				
H-7	Percent diagnosed with one or more chronic health conditions	55.4% (50.2%-60.6%)	61.6% (59.2%-64.0%)	59.2% (58.4%-60.0%)
H-8	Among those with chronic health conditions	Agree that “I know how to try to prevent further problems with my health condition” (% strongly agree)	32.4% (26.4%-38.4%)	33.1% (30.4%-35.8%)
H-9		Number of prescription medications taken on a regular basis (% 6 or more)	11.3% ^E (7.3%-15.3%)	12.7% (10.8%-14.6%)
H-10	Patients with chronic health conditions who take medication	Agree that “ I know what each of my prescribed medications do ” (% strongly agree)	28.6% (22.1%-35.1%)	33.0% (30.1%-35.9%)
			46.7% (45.6%-47.8%)	

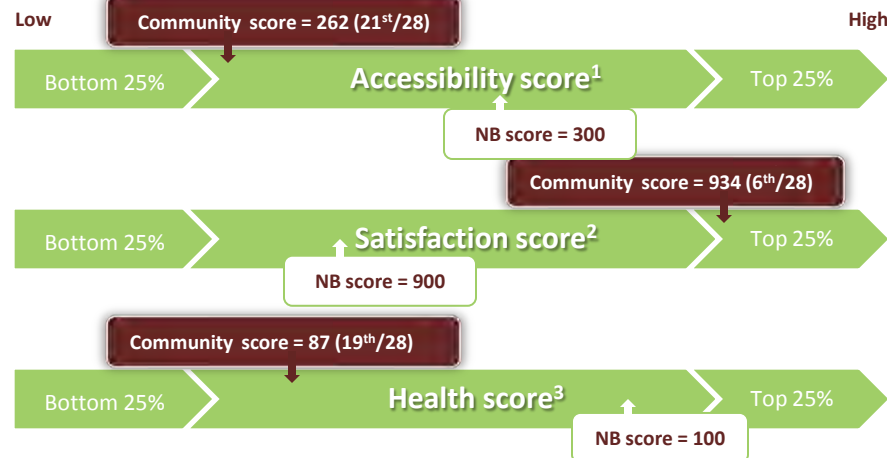
** Confidence interval calculated at a 95% level of confidence.

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	22.7	25.9
	35-54	41.2	39.4
	55-64	17.6	16.3
	65+	18.4	18.5
Gender	Male	49.1	48.1
	Female	50.9	51.9
Education level	High school or less	54.8	43.5
	College/Technical trade diploma	20.1	29.7
	University degree	25.1	26.8
Aboriginal	Yes	3.4	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	4.1	75.7
	French	95.9	24.3
Household income	Less than \$25,000	37.6	21.7
	\$25,000 - \$59,999	37.2	38.1
	\$60,000 or more	25.3	40.2
Employment status	Employed	43.1	56.9
	Unemployed/Seasonal	23.5	7.2
	Retired	21.9	21.7
	Other	11.5	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		2,540	19.4	18.0
Asthma		982	7.5 ^E	10.3
Cancer		904	6.9 ^E	7.0
Chronic pain		1,650	12.6	15.0
Depression		1,611	12.3	12.7
Diabetes		1,846	14.1	9.2
Emphysema or COPD		380	2.9 ^E	2.7
Gastric reflux (GERD)		1,650	12.6	16.1
Heart disease		1,440	11.0	8.3
High blood pressure or hypertension		4,321	33.0	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to "has a personal family doctor", "has access to a primary health care team" and "can get an appointment with a personal family doctor on the same day or next day"

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵Estimated number of citizens in the community who have the selected chronic health condition

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

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 6		Zone 6		New Brunswick	
Base Size			n=355		n=1,679		n=14,045	
A-1	Percent of residents who have a personal family doctor		86.9% (83.4%-90.4%)**		93.1% (91.9%-94.3%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	12.3% (8.6%-16.0%)		12.3% (10.7%-13.9%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	69.4% (64.3%-74.5%)		72.7% (70.5%-74.9%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	19.7% (15.3%-24.1%)		23.8% (21.7%-25.9%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	16.6% (12.5%-20.7%)		12.2% (10.6%-13.8%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***		35.4% (30.4%-40.4%)		36.2% (33.9%-38.5%)		34.4% (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		82.3% (77.8%-86.8%)		84.8% (82.9%-86.7%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		80.3% (74.3%-86.3%)		75.2% (72.1%-78.3%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		82.0% (76.0%-88.0%)		82.6% (79.8%-85.4%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		62.7% (51.2%-74.2%)		71.4% (66.6%-76.2%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		71.8% (61.4%-82.2%)		74.9% (67.9%-81.9%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 75.1% (53.9%-96.3%)	French* 85.6% (81.7%-89.5%)	English* 79.7% (75.0%-84.4%)	French* 83.6% (81.5%-85.7%)
A-13	Percent with a nurse practitioner regularly involved in health care		6.1% ^E (3.6%-8.6%)		3.4% (2.5%-4.3%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

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

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 6	Zone 6	New Brunswick
Base Size		n=355	n=1,679	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	52.6% (47.4%-57.8%)**	59.4% (57.0%-61.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	27.9% (23.2%-32.6%)	19.7% (17.8%-21.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	10.1% (7.0%-13.2%)	11.9% (10.3%-13.5%)	18.4% (17.8%-19.0%)
	Community health centre	3.7% ^E (1.7%-5.7%)	1.5% ^E (0.9%-2.1%)	1.4% (1.2%-1.6%)
	Other	5.7% ^E (3.3%-8.1%)	7.5% (6.2%-8.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	79.1% (74.9%-83.3%) 2.8	81.9% (80.1%-83.7%) 3.1	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	46.5% (41.3%-51.7%) 1.2	45.4% (43.0%-47.8%) 1.3	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	39.9% (34.8%-45.0%)	40.4% (38.0%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	19.8% (15.6%-24.0%)	21.3% (19.3%-23.3%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	21.1% (16.8%-25.4%)	8.6% (7.3%-9.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	12.8% (9.3%-16.3%)	7.9% (6.6%-9.2%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	26.4% (21.8%-31.0%)	23.5% (21.5%-25.5%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	8.1% ^E (5.3%-10.9%)	10.5% (9.0%-12.0%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	3.9% ^E (1.9%-5.9%)	5.2% (4.1%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 6	Zone 6	New Brunswick
Base Size		n=355	n=1,679	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	64.3% (59.3%-69.3%)**	64.1% (61.8%-66.4%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	84.2% (80.0%-88.4%)	82.0% (80.0%-84.0%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	57.6% (50.2%-65.0%)	52.7% (49.2%-56.2%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	78.4% (72.0%-84.8%)	80.1% (77.2%-83.0%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	81.6% (72.4%-90.8%)	72.8% (68.1%-77.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	75.6% (65.7%-85.5%)	79.8% (73.3%-86.3%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	_*	86.4% (80.6%-92.2%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	89.0% (83.0%-95.0%)	89.5% (86.6%-92.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	75.8% (54.8%-96.8%)	82.4% (74.6%-90.2%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	81.3% (66.9%-95.7%)	88.1% (83.1%-93.1%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

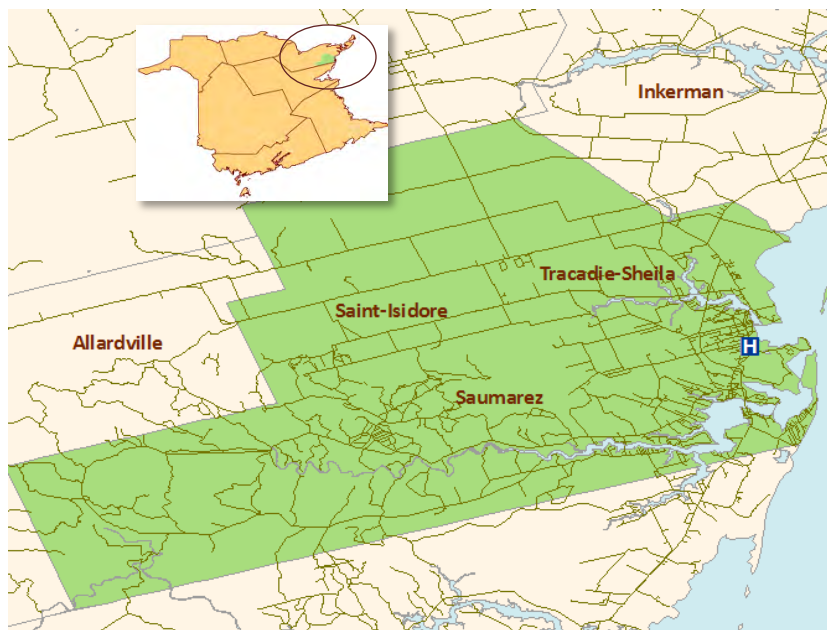
** Confidence interval calculated at a 95% level of confidence.



	Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 6	Zone 6	New Brunswick
	Base Size		n=355	n=1,679	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		46.5% (41.3%-51.7%)**	47.8% (45.4%-50.2%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about mental or emotional health		12.3% (8.9%-15.7%)	14.5% (12.8%-16.2%)	15.6% (15.0%-16.2%)
H-3	Agree that “My health largely depends on how well I take care of myself” (% strongly agree)		45.0% (39.8%-50.2%)	49.0% (46.6%-51.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on improving health or preventing illness (% always or usually) – (Among health care service users)		36.5% (31.3%-41.7%)	32.5% (30.2%-34.8%)	31.6% (30.8%-32.4%)
H-5	Difficulty understanding written information about medical condition or prescription (% always or usually)		16.1% (12.2%-20.0%)	16.5% (14.7%-18.3%)	13.5% (12.9%-14.1%)
H-6	Percent who has been unable to leave the house because of a health problem		8.9% ^E (5.9%-11.9%)	13.7% (12.1%-15.3%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with one or more chronic health conditions		64.5% (59.4%-69.6%)	61.6% (59.2%-64.0%)	59.2% (58.4%-60.0%)
H-8	Among those with chronic health conditions	Agree that “I know how to try to prevent further problems with my health condition” (% strongly agree)	29.4% (23.9%-34.9%)	33.1% (30.4%-35.8%)	38.1% (37.1%-39.1%)
H-9		Number of prescription medications taken on a regular basis (% 6 or more)	11.6% ^E (7.8%-15.4%)	12.7% (10.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions who take medication	Agree that “I know what each of my prescribed medications do” (% strongly agree)	27.6% (21.7%-33.5%)	33.0% (30.1%-35.9%)	46.7% (45.6%-47.8%)

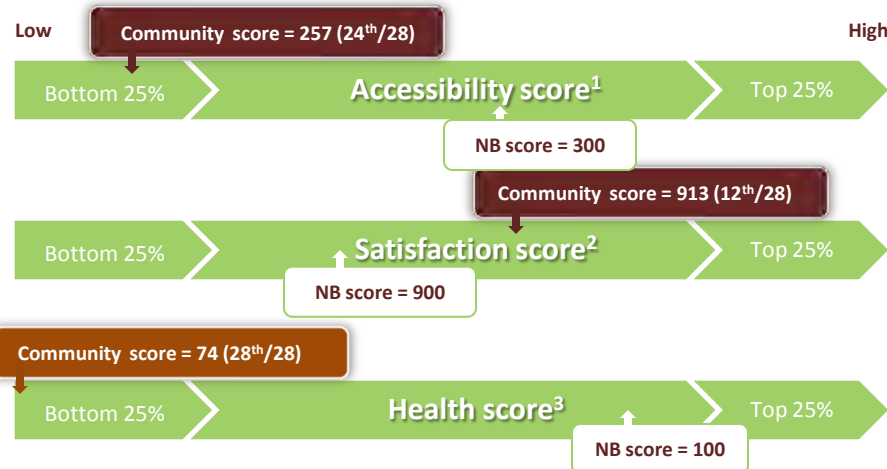
** Confidence interval calculated at a 95% level of confidence.

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	23.2	25.9
	35-54	43.2	39.4
	55-64	16.9	16.3
	65+	16.7	18.5
Gender	Male	49.6	48.1
	Female	50.4	51.9
Education level	High school or less	53.1	43.5
	College/Technical trade diploma	24.8	29.7
	University degree	22.2	26.8
Aboriginal	Yes	4.0	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	5.8	75.7
	French	94.2	24.3
Household income	Less than \$25,000	35.5	21.7
	\$25,000 - \$59,999	38.3	38.1
	\$60,000 or more	26.3	40.2
Employment status	Employed	46.8	56.9
	Unemployed/Seasonal	12.8	7.2
	Retired	22.2	21.7
	Other	18.2	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		1,407	12.6	18.0
Asthma		1,944	17.4	10.3
Cancer		871	7.8 ^E	7.0
Chronic pain		1,743	15.6	15.0
Depression		1,497	13.4	12.7
Diabetes		1,497	13.4	9.2
Emphysema or COPD		424	3.8 ^E	2.7
Gastric reflux (GERD)		1,620	14.5	16.1
Heart disease		1,095	9.8	8.3
High blood pressure or hypertension		3,463	31.0	25.7
Mood disorder other than depression		F	F	2.5
Stroke		424	3.8 ^E	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵Estimated number of citizens in the community who have the selected chronic health condition

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

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				Community 7		Zone 6		New Brunswick	
Base Size				n=337		n=1,679		n=14,045	
A-1	Percent of residents who have a personal family doctor			91.5% (88.5%-94.5%)**		93.1% (91.9%-94.3%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)		11.6% (8.1%-15.1%)		12.3% (10.7%-13.9%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)		71.9% (66.9%-76.9%)		72.7% (70.5%-74.9%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)		14.8% (10.9%-18.7%)		23.8% (21.7%-25.9%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)		12.2% (8.6%-15.8%)		12.2% (10.6%-13.8%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			37.6% (32.4%-42.8%)		36.2% (33.9%-38.5%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	79.3% (74.6%-84.0%)		84.8% (82.9%-86.7%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)	71.2% (64.4%-78.0%)		75.2% (72.1%-78.3%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	81.6% (75.3%-87.9%)		82.6% (79.8%-85.4%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)	74.9% (64.8%-85.0%)		71.4% (66.6%-76.2%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)	87.2% (73.5%-100%)		74.9% (67.9%-81.9%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)	English* 78.1% (55.6%-100%)	French* 81.5% (77.1%-85.9%)	English* 79.7% (75.0%-84.4%)	French* 83.6% (81.5%-85.7%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			F		3.4% (2.5%-4.3%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 7	Zone 6	New Brunswick
Base Size		n=337	n=1,679	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	58.0% (52.7%-63.3%)**	59.4% (57.0%-61.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	21.4% (17.0%-25.8%)	19.7% (17.8%-21.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	9.4% ^E (6.3%-12.5%)	11.9% (10.3%-13.5%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.5% ^E (0.9%-2.1%)	1.4% (1.2%-1.6%)
	Other	9.1% ^E (6.0%-12.2%)	7.5% (6.2%-8.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	80.5% (76.3%-84.7%) 3.7	81.9% (80.1%-83.7%) 3.1	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	52.5% (47.2%-57.8%) 1.6	45.4% (43.0%-47.8%) 1.3	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	42.4% (37.1%-47.7%)	40.4% (38.0%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	21.6% (17.2%-26.0%)	21.3% (19.3%-23.3%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	6.1% ^E (3.5%-8.7%)	8.6% (7.3%-9.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	7.8% ^E (4.9%-10.7%)	7.9% (6.6%-9.2%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	26.3% (21.6%-31.0%)	23.5% (21.5%-25.5%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	8.1% ^E (5.2%-11.0%)	10.5% (9.0%-12.0%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	4.7% ^E (2.4%-7.0%)	5.2% (4.1%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 7	Zone 6	New Brunswick
Base Size		n=337	n=1,679	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	62.2% (57.0%-67.4%)**	64.1% (61.8%-66.4%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	73.2% (68.1%-78.3%)	82.0% (80.0%-84.0%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	44.3% (36.9%-51.7%)	52.7% (49.2%-56.2%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	78.2% (71.5%-84.9%)	80.1% (77.2%-83.0%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	80.9% (71.8%-90.0%)	72.8% (68.1%-77.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	80.2% (63.9%-96.5%)	79.8% (73.3%-86.3%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	86.4% (80.6%-92.2%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	88.9% (82.6%-95.2%)	89.5% (86.6%-92.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	76.0% (55.1%-96.9%)	82.4% (74.6%-90.2%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	86.9% (74.2%-99.6%)	88.1% (83.1%-93.1%)	91.5% (89.9%-93.1%)

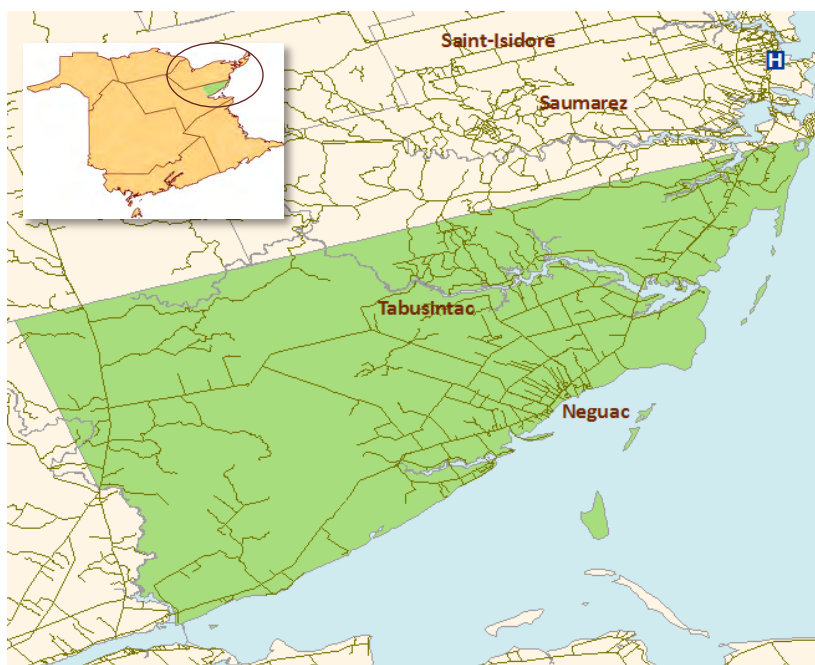
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.

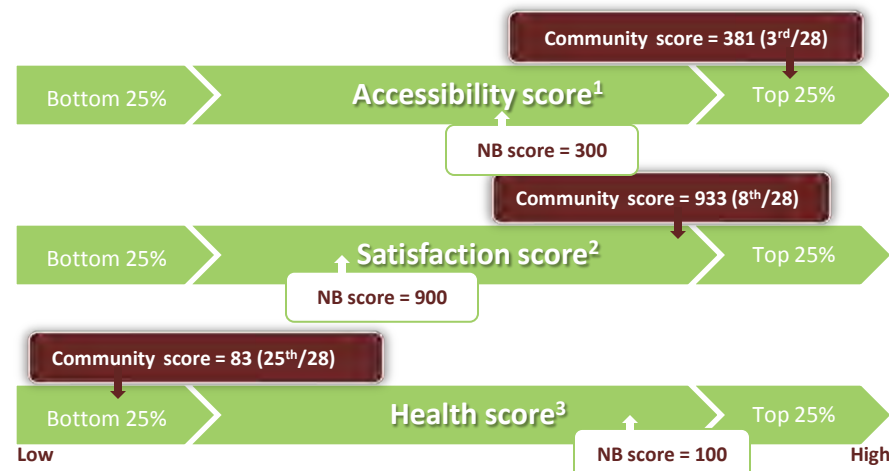


Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 7	Zone 6	New Brunswick
Base Size			n=337	n=1,679	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		39.7% (34.5%-44.9%)**	47.8% (45.4%-50.2%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		15.7% (11.8%-19.6%)	14.5% (12.8%-16.2%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		46.3% (41.0%-51.6%)	49.0% (46.6%-51.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		31.4% (26.2%-36.6%)	32.5% (30.2%-34.8%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		17.6% (13.5%-21.7%)	16.5% (14.7%-18.3%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		19.6% (15.4%-23.8%)	13.7% (12.1%-15.3%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		65.6% (60.4%-70.8%)	61.6% (59.2%-64.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	24.9% (19.5%-30.3%)	33.1% (30.4%-35.8%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	17.5% (12.7%-22.3%)	12.7% (10.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	25.5% (19.5%-31.5%)	33.0% (30.1%-35.9%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.


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



<u>Demographic profile⁴</u>		<u>Community</u> %	<u>NB</u> %
Age group	18-34	26.1	25.9
	35-54	41.2	39.4
	55-64	16.0	16.3
	65+	16.7	18.5
Gender	Male	49.7	48.1
	Female	50.3	51.9
Education level	High school or less	59.3	43.5
	College/Technical trade diploma	29.4	29.7
	University degree	11.2	26.8
Aboriginal	Yes	9.6	2.7

<u>Demographic profile⁴</u>		<u>Community</u> %	<u>NB</u> %
Preferred language of service	English	39.4	75.7
	French	60.6	24.3
Household income	Less than \$25,000	30.4	21.7
	\$25,000 - \$59,999	50.5	38.1
	\$60,000 or more	19.2	40.2
Employment status	Employed	39.9	56.9
	Unemployed/Seasonal	25.3	7.2
	Retired	19.7	21.7
	Other	15.0	14.1

<u>Chronic Health Conditions⁴</u>	<u>Community</u> Number ⁵	<u>Community</u> %	<u>NB</u> %
Arthritis	1,058	15.1	18.0
Asthma	637	9.1 ^E	10.3
Cancer	399	5.7 ^E	7.0
Chronic pain	897	12.8 ^E	15.0
Depression	623	8.9 ^E	12.7
Diabetes	490	7.0 ^E	9.2
Emphysema or COPD	F	F	2.7
Gastric reflux (GERD)	1,030	14.7	16.1
Heart disease	609	8.7 ^E	8.3
High blood pressure or hypertension	2,038	29.1	25.7
Mood disorder other than depression	F	F	2.5
Stroke	F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 8		Zone 7		New Brunswick			
Base Size			n=230		n=1,069		n=14,045			
A-1	Percent of residents who have a personal family doctor		96.8% (94.5%-99.1%)**		94.8% (93.5%-96.1%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	10.9% ^E (6.8%-15.0%)		20.7% (18.2%-23.2%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	83.1% (78.2%-88.0%)		78.3% (75.8%-80.8%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	42.8% (36.3%-49.3%)		36.3% (33.3%-39.3%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	16.8% (11.9%-21.7%)		12.2% (10.2%-14.2%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		46.4% (40.0%-52.8%)		28.3% (25.6%-31.0%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		86.1% (81.2%-91.0%)		86.4% (84.2%-88.6%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		78.3% (70.1%-86.5%)		77.8% (74.0%-81.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		88.8% (82.4%-95.2%)		81.5% (78.0%-85.0%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		56.4% (38.4%-74.4%)		57.4% (51.4%-63.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		72.5% (51.3%-93.7%)		73.0% (62.7%-83.3%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 92.4% (87.0%-97.8%)	French* 53.7% (44.4%-63.0%)	English* 95.2% (93.7%-96.7%)	French* 49.9% (42.4%-57.4%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		F		2.7% ^E (1.7%-3.7%)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 8	Zone 7	New Brunswick
Base Size		n=230	n=1,069	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	61.0% (54.7%-67.3%)**	64.9% (62.0%-67.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	15.6% (10.9%-20.3%)	10.0% (8.2%-11.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	9.3% ^E (5.5%-13.1%)	16.9% (14.6%-19.2%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.1% ^E (0.5%-1.7%)	1.4% (1.2%-1.6%)
	Other	12.5% ^E (8.2%-16.8%)	7.1% (5.6%-8.6%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	80.4% (75.3%-85.5%) 3.0	80.1% (77.7%-82.5%) 3.2	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	48.3% (41.8%-54.8%) 1.2	45.8% (42.8%-48.8%) 1.1	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	38.0% (31.7%-44.3%)	39.9% (37.0%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	12.5% ^E (8.2%-16.8%)	25.3% (22.7%-27.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	9.2% ^E (5.4%-13.0%)	6.9% (5.4%-8.4%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	4.0% ^E (1.5%-6.5%)	5.6% (4.2%-7.0%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	15.7% (11.0%-20.4%)	20.7% (18.3%-23.1%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	12.8% ^E (8.5%-17.1%)	8.9% (7.2%-10.6%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.6% ^E (2.6%-8.6%)	4.5% (3.3%-5.7%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 8	Zone 7	New Brunswick
Base Size		n=230	n=1,069	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	64.9% (58.6%-71.2%)**	64.6% (61.7%-67.5%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	82.9% (77.5%-88.3%)	81.8% (79.3%-84.3%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	47.9% (38.2%-57.6%)	51.2% (46.7%-55.7%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	90.4% (84.4%-96.4%)	81.9% (78.4%-85.4%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	79.3% (65.0%-93.6%)	63.2% (57.3%-69.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	44.5% ^E (20.9%-68.1%)	68.7% (58.0%-79.4%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.9% (80.0%-95.8%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.6% (77.6%-97.6%)	85.3% (80.7%-89.9%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	88.3% (70.1%-100%)	89.0% (80.7%-97.3%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	98.0% (91.9%-100%)	98.4% (95.7%-100%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.

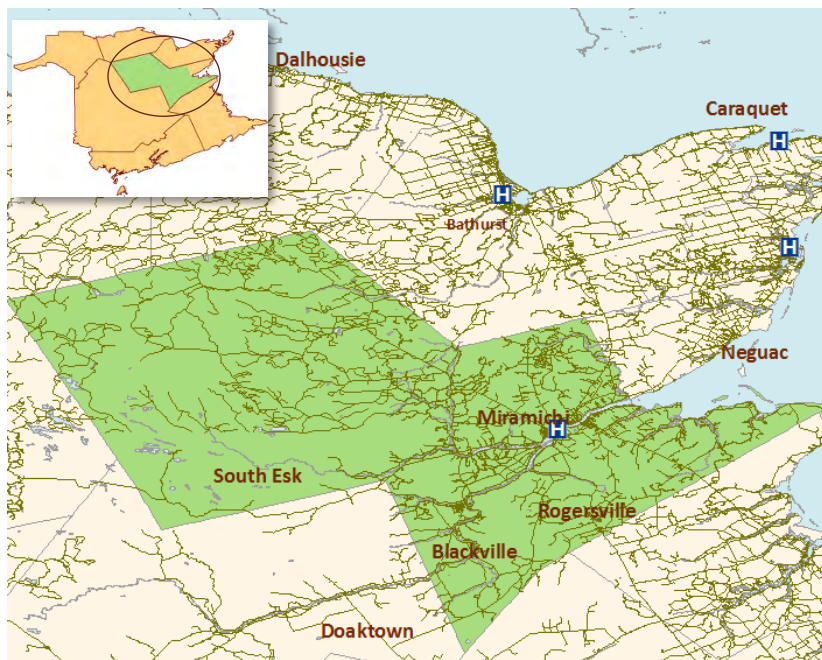
^E Use with caution (coefficient of variation between 16.6% and 33.3%).



	Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 8	Zone 7	New Brunswick
	Base Size		n=230	n=1,069	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		44.4% (38.0%-50.8%)**	50.9% (47.9%-53.9%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		17.3% (12.4%-22.2%)	15.4% (13.2%-17.6%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		42.7% (36.3%-49.1%)	50.4% (47.4%-53.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		23.6% (17.8%-29.4%)	31.9% (29.0%-34.8%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		16.2% (11.3%-21.1%)	13.3% (11.2%-15.4%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		13.4% ^E (9.0%-17.8%)	16.9% (14.6%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		55.1% (48.6%-61.6%)	59.3% (56.3%-62.3%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	23.5% (16.8%-30.2%)	33.4% (30.0%-36.8%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	11.4% ^E (6.4%-16.4%)	10.7% (8.5%-12.9%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	30.9% (22.9%-38.9%)	42.2% (38.3%-46.1%)	46.7% (45.6%-47.8%)

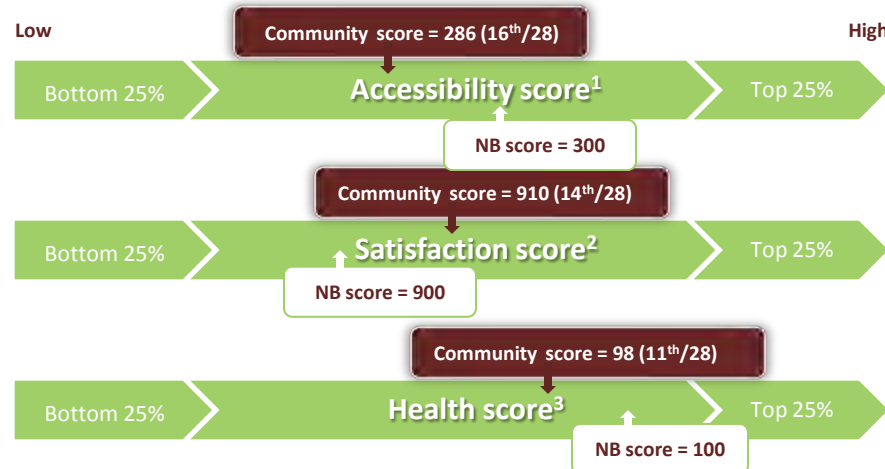
** Confidence interval calculated at a 95% level of confidence.

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	23.9	25.9
	35-54	39.0	39.4
	55-64	16.7	16.3
	65+	20.4	18.5
Gender	Male	48.7	48.1
	Female	51.3	51.9
Education level	High school or less	49.5	43.5
	College/Technical trade diploma	29.6	29.7
	University degree	20.9	26.8
Aboriginal	Yes	2.1	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	91.4	75.7
	French	8.6	24.3
Household income	Less than \$25,000	24.8	21.7
	\$25,000 - \$59,999	42.2	38.1
	\$60,000 or more	33.0	40.2
Employment status	Employed	53.0	56.9
	Unemployed/Seasonal	12.2	7.2
	Retired	23.5	21.7
	Other	11.3	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		4,832	16.4	18.0
Asthma		2,858	9.7	10.3
Cancer		2,121	7.2	7.0
Chronic pain		4,125	14.0	15.0
Depression		3,772	12.8	12.7
Diabetes		2,976	10.1	9.2
Emphysema or COPD		825	2.8 ^E	2.7
Gastric reflux (GERD)		5,392	18.3	16.1
Heart disease		2,446	8.3	8.3
High blood pressure or hypertension		8,103	27.5	25.7
Mood disorder other than depression		707	2.4 ^E	2.5
Stroke		796	2.7 ^E	2.0

¹Overall score that combines responses to "has a personal family doctor", "has access to a primary health care team" and "can get an appointment with a personal family doctor on the same day or next day"

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 9		Zone 7		New Brunswick	
Base Size			n=839		n=1,069		n=14,045	
A-1	Percent of residents who have a personal family doctor		94.4% (92.8%-96.0%)**		94.8% (93.5%-96.1%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	23.1% (20.2%-26.0%)		20.7% (18.2%-23.2%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	77.2% (74.3%-80.1%)		78.3% (75.8%-80.8%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	34.7% (31.4%-38.0%)		36.3% (33.3%-39.3%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	11.0% (8.8%-13.2%)		12.2% (10.2%-14.2%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***		23.9% (21.0%-26.8%)		28.3% (25.6%-31.0%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	<u>Family Doctor</u> Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	86.5% (84.0%-89.0%)		86.4% (84.2%-88.6%)		83.4% (82.7%-84.1%)	
A-8		<u>Emergency Dept.</u> Wait time at the hospital emergency department (% less than 4 hours)	77.7% (73.4%-82.0%)		77.8% (74.0%-81.6%)		75.1% (74.0%-76.2%)	
A-9		<u>Specialist</u> Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	79.9% (75.8%-84.0%)		81.5% (78.0%-85.0%)		78.3% (77.3%-79.3%)	
A-10		<u>After-hours or walk-in clinic</u> Wait time at the after-hours or walk-in clinic (% less than 1 hour)	57.5% (51.1%-63.9%)		57.4% (51.4%-63.4%)		74.5% (72.9%-76.1%)	
A-11		<u>Community health centre</u> Wait time at the community health centre (% less than 1 hour)	73.1% (61.4%-84.8%)		73.0% (62.7%-83.3%)		76.5% (74.0%-79.0%)	
A-12	<u>Among health care service users</u> Equity based on preferred language of service (% who always receive service in language of preference)		English* 95.5% (94.0%-97.0%)	French* 43.5% (31.2%-55.8%)	English* 95.2% (93.7%-96.7%)	French* 49.9% (42.4%-57.4%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		2.8% ^E (1.7%-3.9%)		2.7% ^E (1.7%-3.7%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

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

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 9	Zone 7	New Brunswick
Base Size		n=839	n=1,069	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	65.9% (62.7%-69.1%)**	64.9% (62.0%-67.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	8.6% (6.7%-10.5%)	10.0% (8.2%-11.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	18.7% (16.0%-21.4%)	16.9% (14.6%-19.2%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.1% ^E (0.5%-1.7%)	1.4% (1.2%-1.6%)
	Other	6.0% (4.4%-7.6%)	7.1% (5.6%-8.6%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	80.0% (77.3%-82.7%) 3.3	80.1% (77.7%-82.5%) 3.2	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	45.2% (41.8%-48.6%) 1.1	45.8% (42.8%-48.8%) 1.1	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	40.4% (37.1%-43.7%)	39.9% (37.0%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	28.4% (25.3%-31.5%)	25.3% (22.7%-27.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	6.3% (4.7%-7.9%)	6.9% (5.4%-8.4%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	6.0% (4.4%-7.6%)	5.6% (4.2%-7.0%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	21.9% (19.1%-24.7%)	20.7% (18.3%-23.1%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	8.0% (6.2%-9.8%)	8.9% (7.2%-10.6%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	4.3% (2.9%-5.7%)	4.5% (3.3%-5.7%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 9	Zone 7	New Brunswick
Base Size		n=839	n=1,069	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	64.5% (61.2%-67.8%)**	64.6% (61.7%-67.5%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	81.5% (78.6%-84.4%)	81.8% (79.3%-84.3%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	52.0% (46.9%-57.1%)	51.2% (46.7%-55.7%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	80.0% (76.0%-84.0%)	81.9% (78.4%-85.4%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	61.5% (55.2%-67.8%)	63.2% (57.3%-69.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	76.9% (65.8%-88.0%)	68.7% (58.0%-79.4%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.9% (80.0%-95.8%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	84.9% (79.7%-90.1%)	85.3% (80.7%-89.9%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	89.3% (80.1%-98.5%)	89.0% (80.7%-97.3%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	98.5% (95.5%-100%)	98.4% (95.7%-100%)	91.5% (89.9%-93.1%)

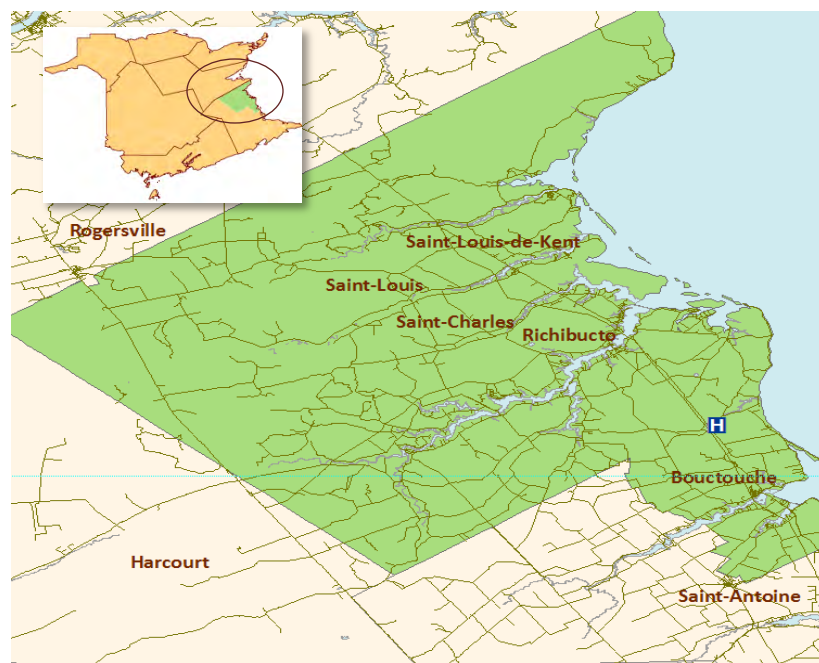
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 9	Zone 7	New Brunswick
Base Size			n=839	n=1,069	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		52.5% (49.1%-55.9%)**	50.9% (47.9%-53.9%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		14.9% (12.5%-17.3%)	15.4% (13.2%-17.6%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		52.2% (48.8%-55.6%)	50.4% (47.4%-53.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		33.8% (30.5%-37.1%)	31.9% (29.0%-34.8%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		12.6% (10.3%-14.9%)	13.3% (11.2%-15.4%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		17.7% (15.1%-20.3%)	16.9% (14.6%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		60.3% (57.0%-63.6%)	59.3% (56.3%-62.3%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	35.5% (31.7%-39.3%)	33.4% (30.0%-36.8%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	10.5% (8.0%-13.0%)	10.7% (8.5%-12.9%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	44.7% (40.3%-49.1%)	42.2% (38.3%-46.1%)	46.7% (45.6%-47.8%)

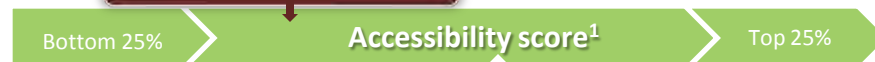
** Confidence interval calculated at a 95% level of confidence.



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

Community score = 267 (19th/28)



NB score = 300

Community score = 956 (3rd/28)



NB score = 900

Community score = 82 (26th/28)



NB score = 100

Low

High

Demographic profile ⁴		Community %	NB %
Age group	18-34	21.6	25.9
	35-54	39.8	39.4
	55-64	18.0	16.3
	65+	20.6	18.5
Gender	Male	49.1	48.1
	Female	50.9	51.9
Education level	High school or less	54.9	43.5
	College/Technical trade diploma	30.1	29.7
	University degree	15.1	26.8
Aboriginal	Yes	10.7	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	57.1	75.7
	French	42.9	24.3
Household income	Less than \$25,000	27.2	21.7
	\$25,000 - \$59,999	44.6	38.1
	\$60,000 or more	28.2	40.2
Employment status	Employed	53.3	56.9
	Unemployed/Seasonal	9.8	7.2
	Retired	23.5	21.7
	Other	13.4	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		3,176	19.5	18.0
Asthma		1,938	11.9	10.3
Cancer		961	5.9 ^E	7.0
Chronic pain		3,013	18.5	15.0
Depression		1,873	11.5	12.7
Diabetes		1,417	8.7	9.2
Emphysema or COPD		F	F	2.7
Gastric reflux (GERD)		2,964	18.2	16.1
Heart disease		1,254	7.7	8.3
High blood pressure or hypertension		3,990	24.5	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				Community 10		Zone 1		New Brunswick	
Base Size				n=474		n=3,213		n=14,045	
A-1	Percent of residents who have a personal family doctor			95.7% (93.9%-97.5%)**		92.0% (91.1%-92.9%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <i>after-hour arrangement</i> when office is closed (% yes)		16.1% (12.7%-19.5%)		31.3% (29.6%-33.0%)		21.6% (20.9%-22.3%)	
A-3		<i>Easy or difficult to call</i> personal family doctor's office during regular practice hours (% very/somewhat easy)		81.4% (77.8%-85.0%)		72.5% (70.9%-74.1%)		76.6% (75.9%-77.3%)	
A-4		<i>How quickly appointment can be made</i> with personal family doctor (% on same or next day)		27.1% (23.0%-31.2%)		28.5% (26.9%-30.1%)		30.3% (29.5%-31.1%)	
A-5		<i>Other health professionals working in same office/building</i> as personal family doctor (% yes)		8.7% (6.1%-11.3%)		10.8% (9.7%-11.9%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			25.7% (21.8%-29.6%)		27.9% (26.3%-29.5%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	<i>Satisfaction with wait time</i> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	88.9% (85.9%-91.9%)		82.0% (80.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	<i>Wait time</i> at the hospital emergency department (% less than 4 hours)	85.2% (80.9%-89.5%)		71.0% (68.4%-73.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	<i>Satisfaction with wait time</i> from booking appointment to seeing specialist (% very/somewhat satisfied)	84.2% (79.5%-88.9%)		79.8% (77.7%-81.9%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	<i>Wait time</i> at the after-hours or walk-in clinic (% less than 1 hour)	59.7% (46.2%-73.2%)		89.1% (87.1%-91.1%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	<i>Wait time</i> at the community health centre (% less than 1 hour)	83.0% (72.7%-93.3%)		71.6% (66.1%-77.1%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on <i>preferred language of service</i> (% who always receive service in language of preference)	English* 87.6% (83.3%-91.9%)	French* 81.0% (75.4%-86.6%)	English* 94.1% (93.1%-95.1%)	French* 77.9% (74.9%-80.9%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			F		3.0% (2.4%-3.6%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 10	Zone 1	New Brunswick
Base Size		n=474	n=3,213	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	58.2% (53.7%-62.7%)**	53.5% (51.8%-55.2%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	25.7% (21.7%-29.7%)	8.8% (7.8%-9.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	9.3% (6.7%-11.9%)	29.9% (28.3%-31.5%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.8% (1.3%-2.3%)	1.4% (1.2%-1.6%)
	Other	5.6% ^E (3.5%-7.7%)	6.0% (5.2%-6.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	84.7 (81.5%-87.9%) 3.1	78.7% (77.3%-80.1%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	56.5% (52.0%-61.0%) 1.7	39.2% (37.5%-40.9%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	43.9% (39.4%-48.4%)	41.1% (39.4%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	14.5% (11.3%-17.7%)	34.8% (33.1%-36.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	12.1% (9.2%-15.0%)	7.0% (6.1%-7.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	4.0% ^E (2.2%-5.8%)	4.7% (4.0%-5.4%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	25.3% (21.4%-29.2%)	23.4% (21.9%-24.9%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	6.6% ^E (4.4%-8.8%)	10.7% (9.6%-11.8%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.6% ^E (3.5%-7.7%)	5.5% (4.7%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick aged 18 years or older between February and April 2011)		Community 10	Zone 1	New Brunswick
Base Size		n=474	n=3,213	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	71.4% (67.3%-75.5%)**	61.6% (59.9%-63.3%)**	61.5% (60.7%-62.3%)**
S-2	Services from <i>personal family doctor</i> in the last 12 months (Among users)	83.5% (79.9%-87.1%)	79.9% (78.4%-81.4%)	81.3% (80.6%-82.0%)
S-3	Services at the <i>hospital emergency department</i> in the last 12 months (Among users)	66.3% (60.6%-72.0%)	50.8% (48.0%-53.6%)	51.5% (50.2%-52.8%)
S-4	Services from <i>specialist</i> in the last 12 months (Among users)	83.6% (78.8%-88.4%)	81.5% (79.5%-83.5%)	80.1% (79.1%-81.1%)
S-5	Services at <i>after hours or walk-in clinic</i> in the last 12 months (Among users)	77.6% (66.2%-89.0%)	68.5% (65.5%-71.5%)	67.1% (65.4%-68.8%)
S-6	Services at <i>community health centre</i> in the last 12 months (Among users)	72.1% (59.9%-84.3%)	70.0% (64.4%-75.6%)	74.1% (71.6%-76.6%)
S-7	Services from <i>nurse practitioner</i> in the last 12 months (Among users)	-*	87.0% (81.9%-92.1%)	85.8% (83.3%-88.3%)
S-8	Services from <i>alternative practitioner</i> in the last 12 months (Among users)	89.9% (84.5%-95.3%)	88.6% (86.3%-90.9%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	84.6% (70.2%-99.0%)	87.1% (82.1%-92.1%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of <i>Tele-Care</i> services in the last 12 months (Among service users)	98.3% (93.4%-100%)	92.6% (89.6%-95.6%)	91.5% (89.9%-93.1%)

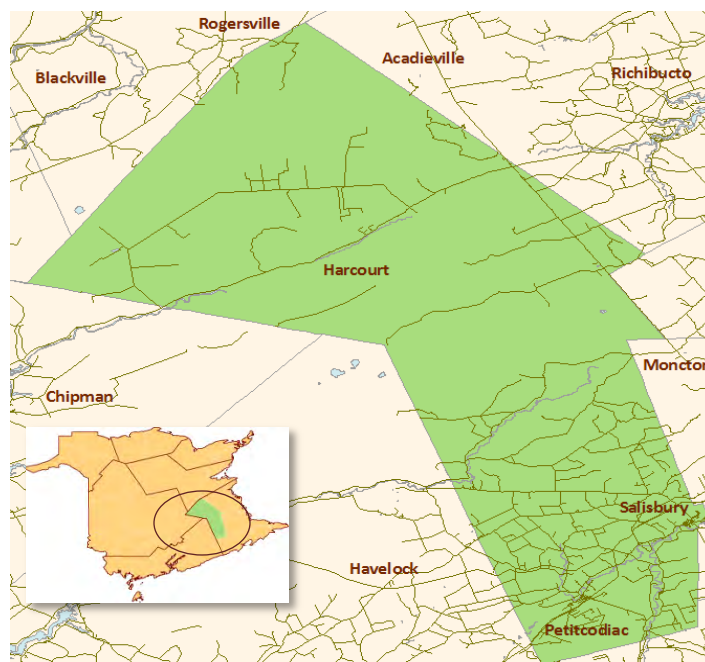
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



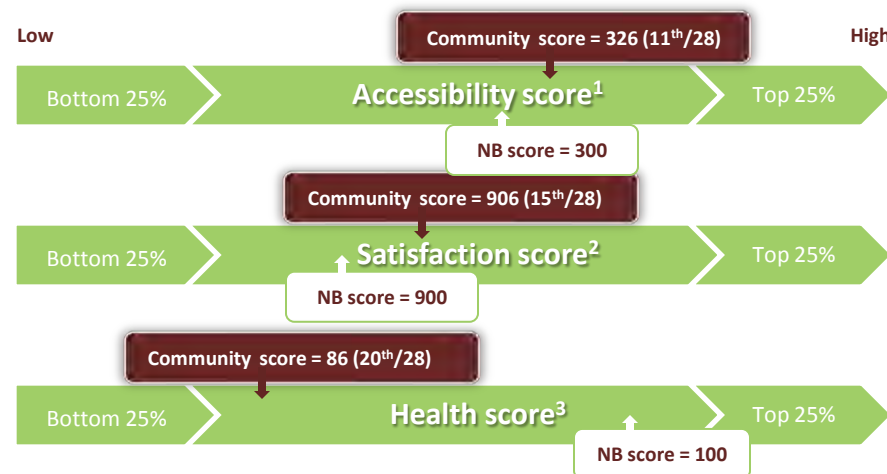
Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 10	Zone 1	New Brunswick
Base Size			n=474	n=3,213	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		43.7% (39.2%-48.2%)**	55.3% (53.6%-57.0%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		14.4% (11.2%-17.6%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		49.9% (45.4%-54.4%)	55.6% (53.9%-57.3%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		31.4% (27.1%-35.7%)	30.3% (28.6%-32.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		19.8% (16.1%-23.5%)	13.8% (12.6%-15.0%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		19.8% (16.2%-23.4%)	15.9% (14.6%-17.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		64.4% (60.0%-68.8%)	58.3% (56.6%-60.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	31.5% (26.6%-36.4%)	37.2% (35.2%-39.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	14.0% (10.4%-17.6%)	11.7% (10.4%-13.0%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	34.1% (28.6%-39.6%)	47.2% (44.9%-49.5%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



Included in this community:

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	23.7	25.9
	35-54	38.1	39.4
	55-64	16.8	16.3
	65+	21.5	18.5
Gender	Male	47.7	48.1
	Female	52.3	51.9
Education level	High school or less	54.3	43.5
	College/Technical trade diploma	32.7	29.7
	University degree	12.9	26.8
Aboriginal	Yes	0.8	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	99.7	75.7
	French	0.3	24.3
Household income	Less than \$25,000	25.4	21.7
	\$25,000 - \$59,999	39.9	38.1
	\$60,000 or more	34.7	40.2
Employment status	Employed	52.2	56.9
	Unemployed/Seasonal	8.3	7.2
	Retired	26.8	21.7
	Other	12.7	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		1,122	19.5	18.0
Asthma		719	12.5 ^E	10.3
Cancer		599	10.4 ^E	7.0
Chronic pain		679	11.8 ^E	15.0
Depression		512	8.9 ^E	12.7
Diabetes		708	12.3 ^E	9.2
Emphysema or COPD		F	F	2.7
Gastric reflux (GERD)		857	14.9 ^E	16.1
Heart disease		529	9.2 ^E	8.3
High blood pressure or hypertension		1,381	24.0	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			Community 11		Zone 1		New Brunswick			
Base Size			n=189		n=3,213		n=14,045			
A-1	Percent of residents who have a personal family doctor		97.7% (95.6%-99.8%)**		92.0% (91.1%-92.9%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	32.7% (25.9%-39.5%)		31.3% (29.6%-33.0%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	77.8% (71.8%-83.8%)		72.5% (70.9%-74.1%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	31.4% (24.7%-38.1%)		28.5% (26.9%-30.1%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	12.6% ^E (7.8%-17.4%)		10.8% (9.7%-11.9%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		40.1% (33.1%-47.1%)		27.9% (26.3%-29.5%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		81.3% (75.2%-87.4%)		82.0% (80.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		76.8% (65.5%-88.1%)		71.0% (68.4%-73.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		70.9% (61.2%-80.6%)		79.8% (77.7%-81.9%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		94.1% (87.4%-100%)		89.1% (87.1%-91.1%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		77.0% (60.5%-93.5%)		71.6% (66.1%-77.1%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 94.3% (90.8%-97.8%)	French* F	English* 94.1% (93.1%-95.1%)	French* 77.9% (74.9%-80.9%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		F		3.0% (2.4%-3.6%)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 11	Zone 1	New Brunswick
Base Size		n=189	n=3,213	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	65.6% (58.8%-72.4%)**	53.5% (51.8%-55.2%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	F	8.8% (7.8%-9.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	26.3% (20.0%-32.6%)	29.9% (28.3%-31.5%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.8% (1.3%-2.3%)	1.4% (1.2%-1.6%)
	Other	F	6.0% (5.2%-6.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	80.6% (75.0%-86.2%) 3.3	78.7% (77.3%-80.1%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	29.4% (22.9%-35.9%) 0.7	39.2% (37.5%-40.9%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	41.3% (34.3%-48.3%)	41.1% (39.4%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	29.8% (23.2%-36.4%)	34.8% (33.1%-36.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	10.4% ^E (6.0%-14.8%)	7.0% (6.1%-7.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	F	4.7% (4.0%-5.4%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	17.4% (12.0%-22.8%)	23.4% (21.9%-24.9%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	9.5% ^E (5.3%-13.7%)	10.7% (9.6%-11.8%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	6.3% ^E (2.8%-9.8%)	5.5% (4.7%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 11	Zone 1	New Brunswick
Base Size		n=189	n=3,213	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	66.7% (59.9%-73.5%)**	61.6% (59.9%-63.3%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	79.8% (73.5%-86.1%)	79.9% (78.4%-81.4%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	65.4% (52.9%-77.9%)	50.8% (48.0%-53.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	72.5% (63.1%-81.9%)	81.5% (79.5%-83.5%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	67.4% (54.1%-80.7%)	68.5% (65.5%-71.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	64.8% (46.1%-83.5%)	70.0% (64.4%-75.6%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.0% (81.9%-92.1%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	79.4% (64.9%-93.9%)	88.6% (86.3%-90.9%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	100% (100%-100%)	87.1% (82.1%-92.1%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	97% (88.4%-100%)	92.6% (89.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



	Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 11	Zone 1	New Brunswick
	Base Size		n=189	n=3,213	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		46.1% (39.0%-53.2%)**	55.3% (53.6%-57.0%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		15.1% ^E (10.0%-20.2%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		48.8% (41.7%-55.9%)	55.6% (53.9%-57.3%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		24.7% (18.1%-31.3%)	30.3% (28.6%-32.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		17.2% (11.7%-22.7%)	13.8% (12.6%-15.0%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		19.3% (13.6%-25.0%)	15.9% (14.6%-17.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		57.6% (50.5%-64.7%)	58.3% (56.6%-60.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	36.6% (28.5%-44.7%)	37.2% (35.2%-39.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	14.9% ^E (8.9%-20.9%)	11.7% (10.4%-13.0%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	48.2% (39.0%-57.4%)	47.2% (44.9%-49.5%)	46.7% (45.6%-47.8%)

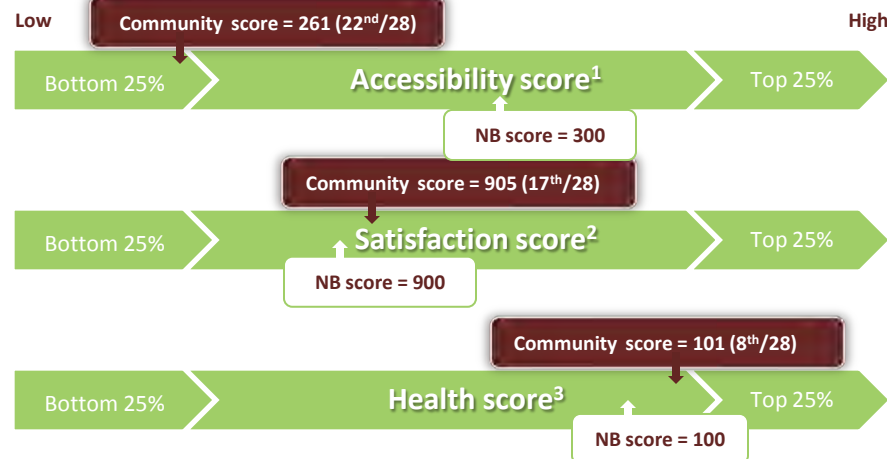
** Confidence interval calculated at a 95% level of confidence.

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	21.8	25.9
	35-54	39.3	39.4
	55-64	18.8	16.3
	65+	20.1	18.5
Gender	Male	48.8	48.1
	Female	51.2	51.9
Education level	High school or less	46.6	43.5
	College/Technical trade diploma	30.9	29.7
	University degree	22.6	26.8
Aboriginal	Yes	2.0	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	54.0	75.7
	French	46.0	24.3
Household income	Less than \$25,000	19.3	21.7
	\$25,000 - \$59,999	41.0	38.1
	\$60,000 or more	39.8	40.2
Employment status	Employed	58.1	56.9
	Unemployed/Seasonal	6.9	7.2
	Retired	22.8	21.7
	Other	12.2	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		3,412	13.9	18.0
Asthma		2,381	9.7	10.3
Cancer		1,669	6.8	7.0
Chronic pain		2,823	11.5	15.0
Depression		3,192	13.0	12.7
Diabetes		1,768	7.2	9.2
Emphysema or COPD		F	F	2.7
Gastric reflux (GERD)		3,903	15.9	16.1
Heart disease		1,547	6.3	8.3
High blood pressure or hypertension		5,941	24.2	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				Community 12		Zone 1		New Brunswick	
Base Size				n=630		n=3,213		n=14,045	
A-1	Percent of residents who have a personal family doctor			93.5% (91.6%-95.4%)**		92.0% (91.1%-92.9%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <i>after-hour arrangement</i> when office is closed (% yes)		27.1% (23.5%-30.7%)		31.3% (29.6%-33.0%)		21.6% (20.9%-22.3%)	
A-3		<i>Easy or difficult to call</i> personal family doctor's office during regular practice hours (% very/somewhat easy)		72.2% (68.6%-75.8%)		72.5% (70.9%-74.1%)		76.6% (75.9%-77.3%)	
A-4		<i>How quickly appointment can be made</i> with personal family doctor (% on same or next day)		26.8% (23.2%-30.4%)		28.5% (26.9%-30.1%)		30.3% (29.5%-31.1%)	
A-5		<i>Other health professionals working in same office/building</i> as personal family doctor (% yes)		9.0% (6.7%-11.3%)		10.8% (9.7%-11.9%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			24.7% (21.3%-28.1%)		27.9% (26.3%-29.5%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	<i>Satisfaction with wait time</i> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	81.7% (78.4%-85.0%)		82.0% (80.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	<i>Wait time</i> at the hospital emergency department (% less than 4 hours)	76.6% (70.9%-82.3%)		71.0% (68.4%-73.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	<i>Satisfaction with wait time</i> from booking appointment to seeing specialist (% very/somewhat satisfied)	81.3% (76.6%-86.0%)		79.8% (77.7%-81.9%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	<i>Wait time</i> at the after-hours or walk-in clinic (% less than 1 hour)	75.0% (69.1%-80.9%)		89.1% (87.1%-91.1%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	<i>Wait time</i> at the community health centre (% less than 1 hour)	64.0% (52.1%-75.9%)		71.6% (66.1%-77.1%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on <i>preferred language of service</i> (% who always receive service in language of preference)	English* 91.0% (87.8%-94.2%)	French* 85.0% (80.6%-89.4%)	English* 94.1% (93.1%-95.1%)	French* 77.9% (74.9%-80.9%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			3.2% ^E (1.8%-4.6%)		3.0% (2.4%-3.6%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

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

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 12	Zone 1	New Brunswick
Base Size		n=630	n=3,213	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	50.6% (46.7%-54.5%)**	53.5% (51.8%-55.2%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	7.4% (5.3%-9.5%)	8.8% (7.8%-9.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	27.8% (24.3%-31.3%)	29.9% (28.3%-31.5%)	18.4% (17.8%-19.0%)
	Community health centre	6.7% (4.7%-8.7%)	1.8% (1.3%-2.3%)	1.4% (1.2%-1.6%)
	Other	7.5% (5.4%-9.6%)	6.0% (5.2%-6.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	79.7% (76.6%-82.8%) 2.4	78.7% (77.3%-80.1%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	34.4% (30.7%-38.1%) 0.7	39.2% (37.5%-40.9%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	38.6 (34.8%-42.4%)	41.1% (39.4%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	35.2% (31.4%-39.0%)	34.8% (33.1%-36.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	9.6% (7.3%-11.9%)	7.0% (6.1%-7.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	4.3% ^E (2.7%-5.9%)	4.7% (4.0%-5.4%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	25.2% (21.8%-28.6%)	23.4% (21.9%-24.9%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	10.2% (7.8%-12.6%)	10.7% (9.6%-11.8%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	3.8% ^E (2.3%-5.3%)	5.5% (4.7%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 12	Zone 1	New Brunswick
Base Size		n=630	n=3,213	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	61.3% (57.5%-65.1%)**	61.6% (59.9%-63.3%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	79.2% (75.7%-82.7%)	79.9% (78.4%-81.4%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	58.7% (52.1%-65.3%)	50.8% (48.0%-53.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	85.5% (81.3%-89.7%)	81.5% (79.5%-83.5%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	65.6% (59.1%-72.1%)	68.5% (65.5%-71.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	61.2% (49.2%-73.2%)	70.0% (64.4%-75.6%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.0% (81.9%-92.1%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	86.0% (80.6%-91.4%)	88.6% (86.3%-90.9%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	89.0% (77.0%-100%)	87.1% (82.1%-92.1%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	95.9% (91.0%-100%)	92.6% (89.6%-95.6%)	91.5% (89.9%-93.1%)

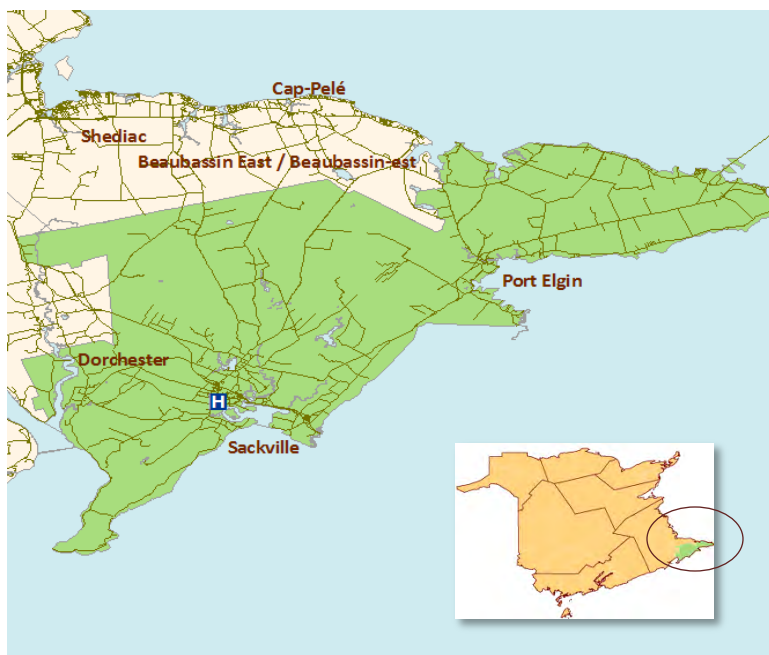
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



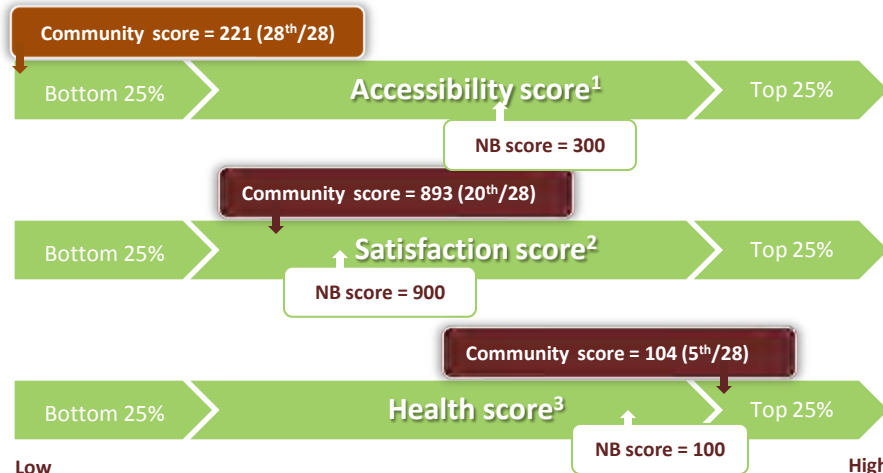
Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 12	Zone 1	New Brunswick
Base Size			n=630	n=3,213	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		54.1% (50.2%-58.0%)**	55.3% (53.6%-57.0%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		15.4% (12.6%-18.2%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		50.2% (46.3%-54.1%)	55.6% (53.9%-57.3%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		28.6% (24.9%-32.3%)	30.3% (28.6%-32.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		14.1% (11.3%-16.9%)	13.8% (12.6%-15.0%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		11.4% (8.9%-13.9%)	15.9% (14.6%-17.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		55.6% (51.7%-59.5%)	58.3% (56.6%-60.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	30.6% (26.2%-35.0%)	37.2% (35.2%-39.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	10.3% (7.4%-13.2%)	11.7% (10.4%-13.0%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	39.0% (33.9%-44.1%)	47.2% (44.9%-49.5%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



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



Demographic profile ⁴		Community %	NB %
Age group	18-34	23.4	25.9
	35-54	37.5	39.4
	55-64	17.4	16.3
	65+	21.7	18.5
Gender	Male	51.1	48.1
	Female	48.9	51.9
Education level	High school or less	39.8	43.5
	College/Technical trade diploma	25.9	29.7
	University degree	34.3	26.8
Aboriginal	Yes	3.2	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	97.8	75.7
	French	2.2	24.3
Household income	Less than \$25,000	22.7	21.7
	\$25,000 - \$59,999	45.6	38.1
	\$60,000 or more	31.7	40.2
Employment status	Employed	55.9	56.9
	Unemployed/Seasonal	5.6	7.2
	Retired	24.8	21.7
	Other	13.7	14.1

Chronic Health Conditions ⁴	Community Number ⁵	Community %	NB %
Arthritis	1,835	20.8	18.0
Asthma	1,103	12.5 ^E	10.3
Cancer	794	9.0 ^E	7.0
Chronic pain	1,394	15.8	15.0
Depression	1,094	12.4 ^E	12.7
Diabetes	706	8.0 ^E	9.2
Emphysema or COPD	F	F	2.7
Gastric reflux (GERD)	1,182	13.4 ^E	16.1
Heart disease	794	9.0 ^E	8.3
High blood pressure or hypertension	2,196	24.9	25.7
Mood disorder other than depression	F	F	2.5
Stroke	F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 13		Zone 1		New Brunswick	
Base Size			n=231		n=3,213		n=14,045	
A-1	Percent of residents who have a personal family doctor		95.3% (92.6%-98.0%)**		92.0% (91.1%-92.9%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	19.7% (14.4%-25.0%)		31.3% (29.6%-33.0%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	79.5% (74.1%-84.9%)		72.5% (70.9%-74.1%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	13.6% ^E (9.0%-18.2%)		28.5% (26.9%-30.1%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	10.6% ^E (6.5%-14.7%)		10.8% (9.7%-11.9%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***		25.4% (19.8%-31.0%)		27.9% (26.3%-29.5%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	<u>Family Doctor</u> Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	82.8% (77.3%-88.3%)		82.0% (80.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		<u>Emergency Dept.</u> Wait time at the hospital emergency department (% less than 4 hours)	75.4% (67.8%-83.0%)		71.0% (68.4%-73.6%)		75.1% (74.0%-76.2%)	
A-9		<u>Specialist</u> Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	85.7% (78.9%-92.5%)		79.8% (77.7%-81.9%)		78.3% (77.3%-79.3%)	
A-10		<u>After-hours or walk-in clinic</u> Wait time at the after-hours or walk-in clinic (% less than 1 hour)	81.0% (61.1%-100%)		89.1% (87.1%-91.1%)		74.5% (72.9%-76.1%)	
A-11		<u>Community health centre</u> Wait time at the community health centre (% less than 1 hour)	70.8% (51.8%-89.8%)		71.6% (66.1%-77.1%)		76.5% (74.0%-79.0%)	
A-12	<u>Among health care service users</u>		Equity based on preferred language of service (% who always receive service in language of preference)	English* 95.9% (93.2%-98.6%)	French* F 94.1% (93.1%-95.1%)	English* 77.9% (74.9%-80.9%)	French* 95.3% (94.9%-95.7%)	English* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		5.3% ^E (2.4%-8.2%)		3.0% (2.4%-3.6%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 13	Zone 1	New Brunswick
Base Size		n=231	n=3,213	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	61.0% (54.7%-67.3%)**	53.5% (51.8%-55.2%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	19.8% (14.6%-25.0%)	8.8% (7.8%-9.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	8.3% ^E (4.7%-11.9%)	29.9% (28.3%-31.5%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.8% (1.3%-2.3%)	1.4% (1.2%-1.6%)
	Other	10.7% ^E (6.7%-14.7%)	6.0% (5.2%-6.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	76.0% (70.5%-81.5%) 2.5	78.7% (77.3%-80.1%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	57.8% (51.4%-64.2%) 1.4	39.2% (37.5%-40.9%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	40.3% (33.9%-46.7%)	41.1% (39.4%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	11.2% ^E (7.1%-15.3%)	34.8% (33.1%-36.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	9.2% ^E (5.5%-12.9%)	7.0% (6.1%-7.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	7.3% ^E (3.9%-10.7%)	4.7% (4.0%-5.4%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	22.6% (17.2%-28.0%)	23.4% (21.9%-24.9%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	10.9% ^E (6.9%-14.9%)	10.7% (9.6%-11.8%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.5% ^E (2.6%-8.4%)	5.5% (4.7%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 13	Zone 1	New Brunswick
Base Size		n=231	n=3,213	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	61.8% (55.5%-68.1%)**	61.6% (59.9%-63.3%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	78.3% (72.4%-84.2%)	79.9% (78.4%-81.4%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	44.5% (35.9%-53.1%)	50.8% (48.0%-53.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	83.8% (76.7%-90.9%)	81.5% (79.5%-83.5%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	71.9% (49.2%-94.6%)	68.5% (65.5%-71.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	85.5% (70.8%-100%)	70.0% (64.4%-75.6%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.0% (81.9%-92.1%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	91.1% (83.6%-98.6%)	88.6% (86.3%-90.9%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	95.6% (84.5%-100%)	87.1% (82.1%-92.1%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	86.6% (72.7%-100%)	92.6% (89.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioner in community.

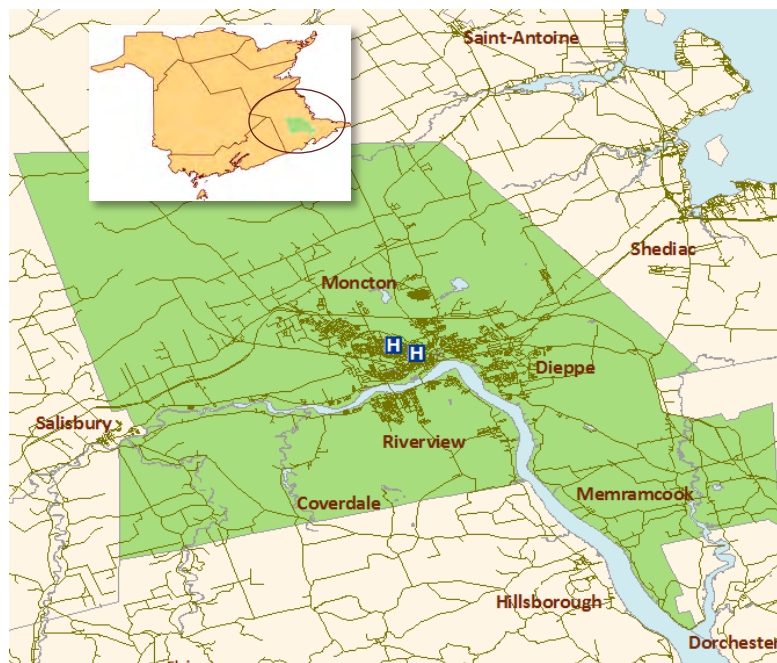
** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 13	Zone 1	New Brunswick
Base Size			n=231	n=3,213	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		55.2% (48.8%-61.6%)	55.3% (53.6%-57.0%)	53.3% (52.5%-54.1%)
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		15.3% (10.7%-19.9%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		55.5% (49.1%-61.9%)	55.6% (53.9%-57.3%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		36.7% (30.1%-43.3%)	30.3% (28.6%-32.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		16.5% (11.7%-21.3%)	13.8% (12.6%-15.0%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		17.0% (12.1%-21.9%)	15.9% (14.6%-17.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		57.6% (51.1%-64.1%)	58.3% (56.6%-60.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	41.6% (34.1%-49.1%)	37.2% (35.2%-39.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	10.7% ^E (6.0%-15.4%)	11.7% (10.4%-13.0%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	52.8% (44.2%-61.4%)	47.2% (44.9%-49.5%)	46.7% (45.6%-47.8%)

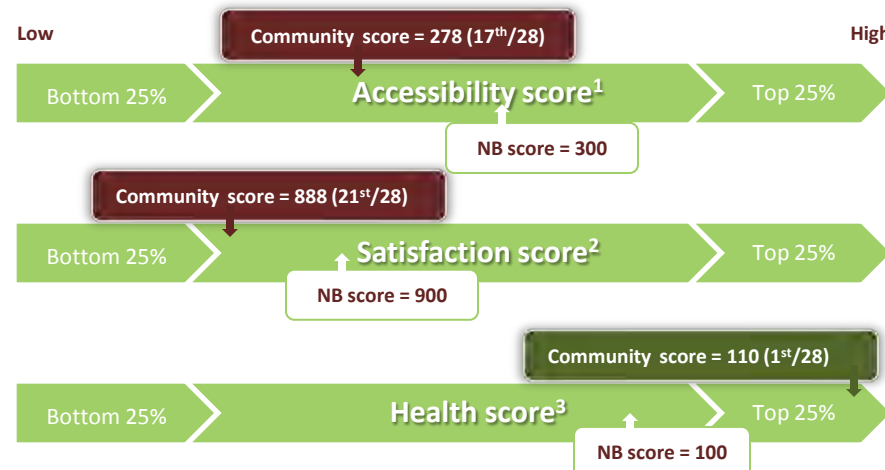
** Confidence interval calculated at a 95% level of confidence.

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	30.3	25.9
	35-54	38.0	39.4
	55-64	14.6	16.3
	65+	17.0	18.5
Gender	Male	47.4	48.1
	Female	52.6	51.9
Education level	High school or less	34.9	43.5
	College/Technical trade diploma	31.6	29.7
	University degree	33.5	26.8
Aboriginal	Yes	1.6	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	78.1	75.7
	French	21.9	24.3
Household income	Less than \$25,000	18.2	21.7
	\$25,000 - \$59,999	34.1	38.1
	\$60,000 or more	47.7	40.2
Employment status	Employed	64.1	56.9
	Unemployed/Seasonal	4.9	7.2
	Retired	19.5	21.7
	Other	11.5	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		14,625	15.4	18.0
Asthma		8,357	8.8	10.3
Cancer		6,553	6.9	7.0
Chronic pain		12,725	13.4	15.0
Depression		13,295	14.0	12.7
Diabetes		8,357	8.8	9.2
Emphysema or COPD		2,374	2.5	2.7
Gastric reflux (GERD)		15,384	16.2	16.1
Heart disease		7,122	7.5	8.3
High blood pressure or hypertension		23,266	24.5	25.7
Mood disorder other than depression		2,659	2.8	2.5
Stroke		1,709	1.8 ^E	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵Estimated number of citizens in the community who have the selected chronic health condition

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				Community 14		Zone 1		New Brunswick	
Base Size				n=1,511		n=3,213		n=14,045	
A-1	Percent of residents who have a personal family doctor			90.7% (89.2%-92.2%)**		92.0% (91.1%-92.9%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)		35.8% (33.3%-38.3%)		31.3% (29.6%-33.0%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)		69.8% (67.4%-72.2%)		72.5% (70.9%-74.1%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)		29.8% (27.4%-32.2%)		28.5% (26.9%-30.1%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)		11.3% (9.6%-13.0%)		10.8% (9.7%-11.9%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			28.2% (25.9%-30.5%)		27.9% (26.3%-29.5%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	80.5% (78.3%-82.7%)		82.0% (80.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)	65.3% (61.2%-69.4%)		71.0% (68.4%-73.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	78.5% (75.4%-81.6%)		79.8% (77.7%-81.9%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)	93.8% (91.8%-95.8%)		89.1% (87.1%-91.1%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)	64.3% (51.8%-76.8%)		71.6% (66.1%-77.1%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)	English* 95.1% (93.8%-96.4%)	French* 73.7% (68.5%-78.9%)	English* 94.1% (93.1%-95.1%)	French* 77.9% (74.9%-80.9%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			2.8% (2.0%-3.6%)		3.0% (2.4%-3.6%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 14	Zone 1	New Brunswick
Base Size		n=1,511	n=3,213	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	51.4% (48.9%-53.9%)**	53.5% (51.8%-55.2%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	5.4% (4.3%-6.5%)	8.8% (7.8%-9.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	37.1% (34.6%-39.6%)	29.9% (28.3%-31.5%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.8% (1.3%-2.3%)	1.4% (1.2%-1.6%)
	Other	5.5% (4.3%-6.7%)	6.0% (5.2%-6.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	77.6% (75.5%-79.7%) 3.0	78.7% (77.3%-80.1%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	37.2% (34.8%-39.6%) 0.8	39.2% (37.5%-40.9%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	41.4% (38.9%-43.9%)	41.1% (39.4%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	41.3% (38.8%-43.8%)	34.8% (33.1%-36.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	4.3% (3.3%-5.3%)	7.0% (6.1%-7.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	4.5% (3.5%-5.5%)	4.7% (4.0%-5.4%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	23.2% (21.1%-25.3%)	23.4% (21.9%-24.9%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	12.0% (10.4%-13.6%)	10.7% (9.6%-11.8%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.8% (4.6%-7.0%)	5.5% (4.7%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 14	Zone 1	New Brunswick
Base Size		n=1,511	n=3,213	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	59.4% (56.9%-61.9%)**	61.6% (59.9%-63.3%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	79.3% (77.1%-81.5%)	79.9% (78.4%-81.4%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	45.1% (40.8%-49.4%)	50.8% (48.0%-53.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	80.1% (77.1%-83.1%)	81.5% (79.5%-83.5%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	68.5% (64.7%-72.3%)	68.5% (65.5%-71.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	71.0% (59.1%-82.9%)	70.0% (64.4%-75.6%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.0% (81.9%-92.1%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	89.1% (85.8%-92.4%)	88.6% (86.3%-90.9%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	85.4% (77.9%-92.9%)	87.1% (82.1%-92.1%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.5% (87.1%-95.9%)	92.6% (89.6%-95.6%)	91.5% (89.9%-93.1%)

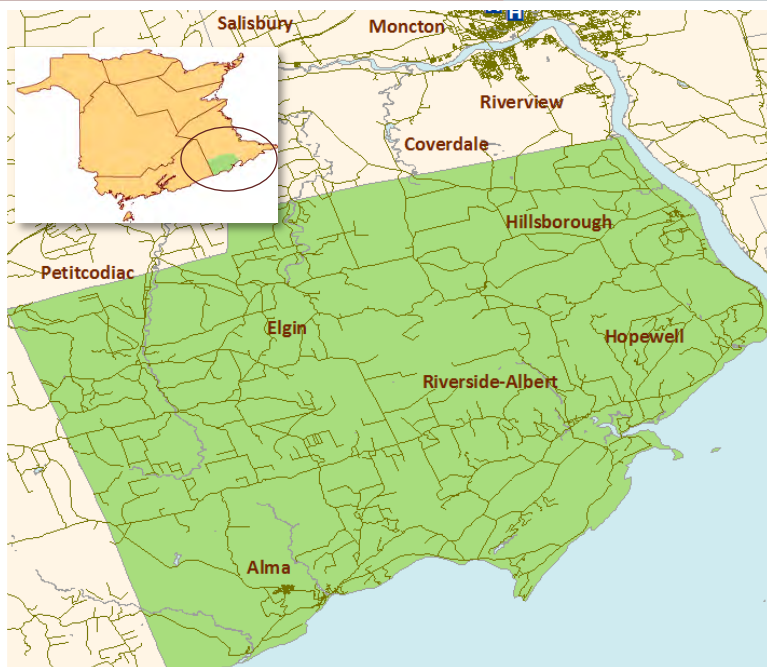
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



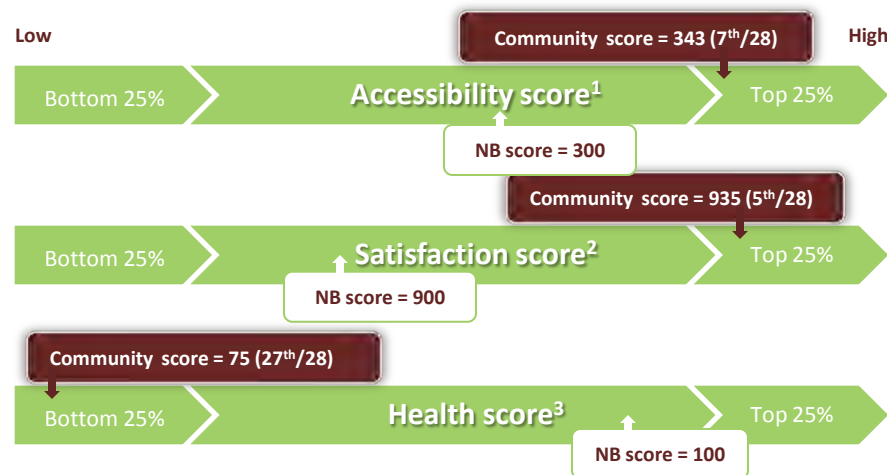
	Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 14	Zone 1	New Brunswick
	Base Size		n=1,511	n=3,213	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		58.8% (56.3%-61.3%)**	55.3% (53.6%-57.0%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		17.8% (15.9%-19.7%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		58.5% (56.0%-61.0%)	55.6% (53.9%-57.3%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		30.0% (27.6%-32.4%)	30.3% (28.6%-32.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		12.2% (10.5%-13.9%)	13.8% (12.6%-15.0%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		15.9% (14.1%-17.7%)	15.9% (14.6%-17.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		57.8% (55.3%-60.3%)	58.3% (56.6%-60.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	40.1% (37.2%-43.0%)	37.2% (35.2%-39.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	11.6% (9.7%-13.5%)	11.7% (10.4%-13.0%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	51.4% (48.1%-54.7%)	47.2% (44.9%-49.5%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



Included in this community:

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	20.8	25.9
	35-54	37.9	39.4
	55-64	20.8	16.3
	65+	20.6	18.5
Gender	Male	49.1	48.1
	Female	50.9	51.9
Education level	High school or less	50.3	43.5
	College/Technical trade diploma	28.8	29.7
	University degree	20.9	26.8
Aboriginal	Yes	0.9	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	98.3	75.7
	French	1.7	24.3
Household income	Less than \$25,000	22.4	21.7
	\$25,000 - \$59,999	44.9	38.1
	\$60,000 or more	32.7	40.2
Employment status	Employed	48.4	56.9
	Unemployed/Seasonal	11.0	7.2
	Retired	26.5	21.7
	Other	14.2	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		990	22.0	18.0
Asthma		320	7.1 ^E	10.3
Cancer		311	6.9 ^E	7.0
Chronic pain		828	18.4	15.0
Depression		612	13.6 ^E	12.7
Diabetes		680	15.1 ^E	9.2
Emphysema or COPD		F	F	2.7
Gastric reflux (GERD)		653	14.5 ^E	16.1
Heart disease		540	12.0 ^E	8.3
High blood pressure or hypertension		1,283	28.5	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to "has a personal family doctor", "has access to a primary health care team" and "can get an appointment with a personal family doctor on the same day or next day"

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>				Community 15		Zone 1		New Brunswick	
Base Size				n=178		n=3,213		n=14,045	
A-1	Percent of residents who have a personal family doctor			83.5% (78.0%-89.0%)**		92.0% (91.1%-92.9%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)		39.9% (32.2%-47.6%)		31.3% (29.6%-33.0%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)		77.8% (71.3%-84.3%)		72.5% (70.9%-74.1%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)		44.3% (36.5%-52.1%)		28.5% (26.9%-30.1%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)		18.4% ^E (12.3%-24.5%)		10.8% (9.7%-11.9%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			36.5% (29.4%-43.6%)		27.9% (26.3%-29.5%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	87.8% (82.5%-93.1%)		82.0% (80.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)	59.4% (43.6%-75.2%)		71.0% (68.4%-73.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	83.6% (75.4%-91.8%)		79.8% (77.7%-81.9%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)	95.3% (88.4%-100%)		89.1% (87.1%-91.1%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)	96.1% (89.9%-100%)		71.6% (66.1%-77.1%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)	English* 95.7% (92.6%-98.8%)	French* F	English* 94.1% (93.1%-95.1%)	French* 77.9% (74.9%-80.9%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			10.6% ^E (6.1%-15.1%)		3.0% (2.4%-3.6%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 15	Zone 1	New Brunswick
Base Size		n=178	n=3,213	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	66.5% (59.5%-73.5%)**	53.5% (51.8%-55.2%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	10.3% ^E (5.8%-14.8%)	8.8% (7.8%-9.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	9.8% ^E (5.4%-14.2%)	29.9% (28.3%-31.5%)	18.4% (17.8%-19.0%)
	Community health centre	5.7% ^E (2.3%-9.1%)	1.8% (1.3%-2.3%)	1.4% (1.2%-1.6%)
	Other	7.7% ^E (3.8%-11.6%)	6.0% (5.2%-6.8%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	75.4% (69.1%-81.7%) 3.9	78.7% (77.3%-80.1%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	23% (16.8%-29.2%) 0.5	39.2% (37.5%-40.9%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	40.1% (32.9%-47.3%)	41.1% (39.4%-42.8%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	22.4% (16.2%-28.6%)	34.8% (33.1%-36.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	21.6% (15.6%-27.6%)	7.0% (6.1%-7.9%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	12.3% ^E (7.5%-17.1%)	4.7% (4.0%-5.4%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	19.8% (13.9%-25.7%)	23.4% (21.9%-24.9%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	5.0% ^E (1.8%-8.2%)	10.7% (9.6%-11.8%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	F	5.5% (4.7%-6.3%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 15	Zone 1	New Brunswick
Base Size		n=178	n=3,213	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	65.9% (58.9%-72.9%)**	61.6% (59.9%-63.3%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	83.5% (77.5%-89.5%)	79.9% (78.4%-81.4%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	54.0% (37.9%-70.1%)	50.8% (48.0%-53.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	90.0% (83.5%-96.5%)	81.5% (79.5%-83.5%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	69.5% (54.7%-84.3%)	68.5% (65.5%-71.5%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	72.5% (58.3%-86.7%)	70.0% (64.4%-75.6%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.0% (81.9%-92.1%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	94.8% (87.3%-100%)	88.6% (86.3%-90.9%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	90.4% (71.2%-100%)	87.1% (82.1%-92.1%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	100% (100%-100%)	92.6% (89.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

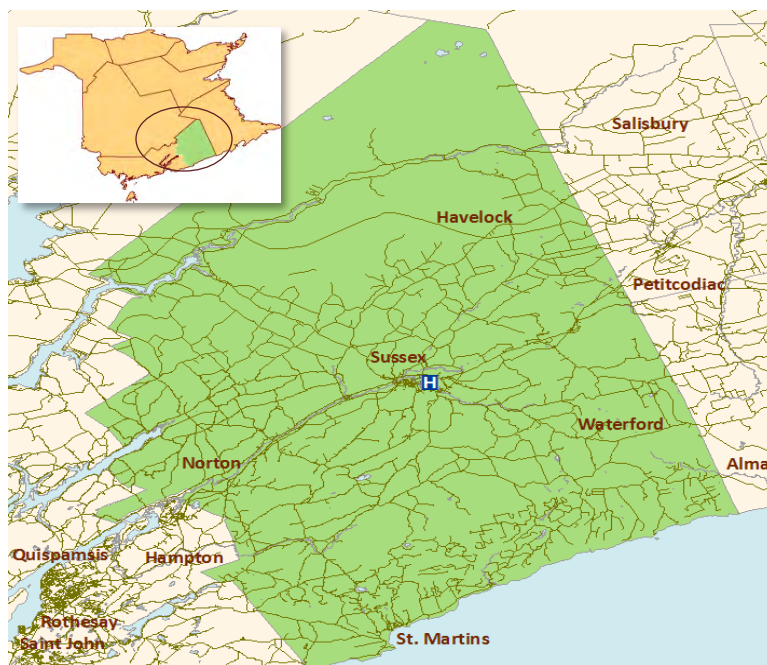
** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 15	Zone 1	New Brunswick
Base Size			n=178	n=3,213	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		40.1% (32.9%-47.3%)**	55.3% (53.6%-57.0%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		15.6% ^E (10.3%-20.9%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		52.7% (45.3%-60.1%)	55.6% (53.9%-57.3%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		34.9% (27.6%-42.2%)	30.3% (28.6%-32.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		15.8% ^E (10.3%-21.3%)	13.8% (12.6%-15.0%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		18.2% (12.5%-23.9%)	15.9% (14.6%-17.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		62.1% (54.8%-69.4%)	58.3% (56.6%-60.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	23.6% (16.3%-30.9%)	37.2% (35.2%-39.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	11.6% ^E (6.1%-17.1%)	11.7% (10.4%-13.0%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	40.2% (31.0%-49.4%)	47.2% (44.9%-49.5%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	23.5	25.9
	35-54	39.6	39.4
	55-64	17.0	16.3
	65+	19.8	18.5
Gender	Male	48.1	48.1
	Female	51.9	51.9
Education level	High school or less	53.0	43.5
	College/Technical trade diploma	30.7	29.7
	University degree	16.3	26.8
Aboriginal	Yes	3.2	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	99.0	75.7
	French	1.0	24.3
Household income	Less than \$25,000	20.9	21.7
	\$25,000 - \$59,999	47.6	38.1
	\$60,000 or more	31.5	40.2
Employment status	Employed	54.1	56.9
	Unemployed/Seasonal	5.4	7.2
	Retired	21.2	21.7
	Other	19.2	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		3,585	20.3	18.0
Asthma		1,925	10.9	10.3
Cancer		1,430	8.1	7.0
Chronic pain		2,561	14.5	15.0
Depression		1,837	10.4	12.7
Diabetes		2,013	11.4	9.2
Emphysema or COPD		424	2.4 ^E	2.7
Gastric reflux (GERD)		2,419	13.7	16.1
Heart disease		1,254	7.1 ^E	8.3
High blood pressure or hypertension		4,945	28.0	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			Community 16		Zone 2		New Brunswick			
Base Size			n=465		n=3,255		n=14,045			
A-1	Percent of residents who have a personal family doctor		92.9% (90.6%-95.2%)**		90.7% (89.7%-91.7%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	16.0% (12.5%-19.5%)		23.9% (22.4%-25.4%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	78.9% (75.0%-82.8%)		81.0% (79.6%-82.4%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	29.0% (24.7%-33.3%)		34.1% (32.4%-35.8%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	10.8% (7.9%-13.7%)		10.9% (9.8%-12.0%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		32.7% (28.4%-37.0%)		37.2% (35.5%-38.9%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		83.5% (79.8%-87.2%)		85.7% (84.4%-87.0%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		73.2% (67.3%-79.1%)		73.4% (70.9%-75.9%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		80.9% (75.3%-86.5%)		72.1% (69.8%-74.4%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		58.4% (42.3%-74.5%)		88.9% (86.4%-91.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		48.1% (36.0%-60.2%)		79.9% (75.2%-84.6%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 97.8% (96.4%-99.2%)	French* F	English* 97.7% (97.2%-98.2%)	French* 53.3% (36.5%-70.1%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		F		3.3% (2.7 %-3.9%)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 16	Zone 2	New Brunswick
Base Size		n=465	n=3,255	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	71.6% (67.4%-75.8%)**	70.3% (68.7%-71.9%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	14.5% (11.3%-17.7%)	9.4% (8.4%-10.4%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	6.3% ^E (4.1%-8.5%)	13.4% (12.2%-14.6%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.4% (1.0%-1.8%)	1.4% (1.2%-1.6%)
	Other	6.0% ^E (3.8%-8.2%)	5.5% (4.7%-6.3%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	82.5% (79.0%-86.0%) 3.7	81.4% (80.1%-82.7%) 3.7	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	50.5% (46.0%-55.0%) 1.4	41.0% (39.3%-42.7%) 1.0	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	38.0% (33.6%-42.4%)	43.8% (42.1%-45.5%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	9.1% (6.5%-11.7%)	21.1% (19.7%-22.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	11.9% (9.0%-14.8%)	7.7% (6.8%-8.6%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	2.4% ^E (1.0%-3.8%)	5.2% (4.4%-6.0%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	18.9% (15.3%-22.5%)	16.9% (15.6%-18.2%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	7.8% (5.4%-10.2%)	8.5% (7.5%-9.5%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.7% ^E (3.6%-7.8%)	7.2% (6.3%-8.1%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 16	Zone 2	New Brunswick
Base Size		n=465	n=3,255	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	57.8% (53.2%-62.4%)**	59.9% (58.2%-61.6%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	80.4% (76.5%-84.3%)	83.0% (81.6%-84.4%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	49.7% (43.1%-56.3%)	48.3% (45.5%-51.1%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	82.1% (76.6%-87.6%)	79.1% (77.1%-81.1%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	57.3% (41.1%-73.5%)	70.9% (67.2%-74.6%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	57.3% (45.3%-69.3%)	72.2% (67.0%-77.4%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	81.3% (75.5%-87.1%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	92.6% (87.2%-98.0%)	87.9% (85.1%-90.7%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	90.1% (79.6%-100%)	84.2% (79.6%-88.8%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	88.6% (78.1%-99.1%)	88.2% (84.1%-92.3%)	91.5% (89.9%-93.1%)

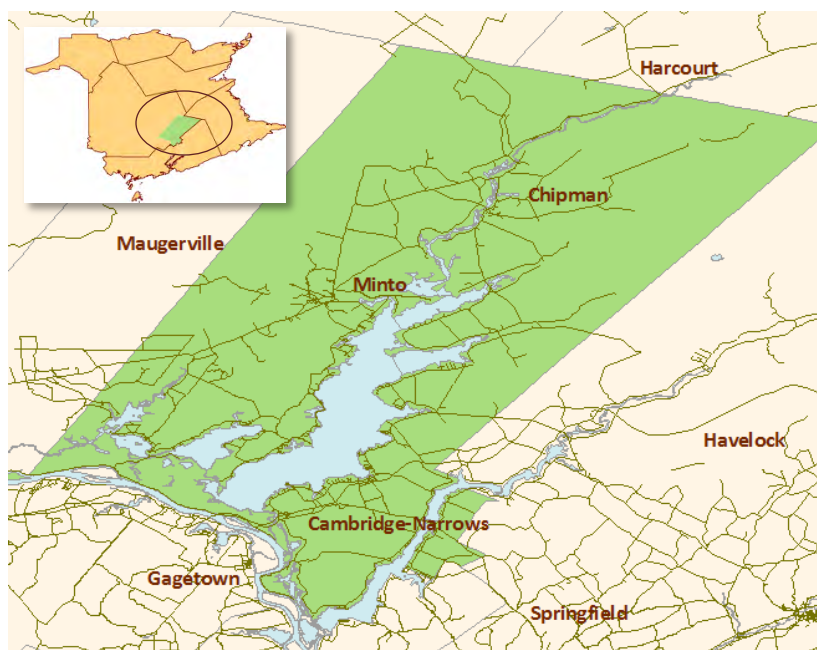
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



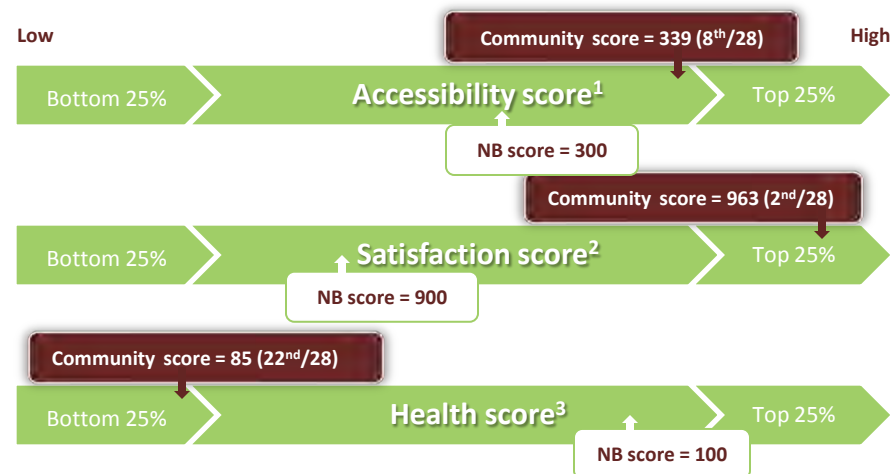
Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 16	Zone 2	New Brunswick
Base Size			n=465	n=3,255	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		55.0% (50.5%-59.5%)**	54.8% (53.1%-56.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		11.5% (8.6%-14.4%)	14.5% (13.3%-15.7%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		55.6% (51.1%-60.1%)	56.7% (55.0%-58.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		32.9% (28.4%-37.4%)	33.3% (31.6%-35.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		16.4% (13.0%-19.8%)	13.0% (11.8%-14.2%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		17.0% (13.6%-20.4%)	19.2% (17.8%-20.6%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		58.5% (54.0%-63.0%)	60.5% (58.8%-62.2%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	39.7% (34.4%-45.0%)	42.5% (40.5%-44.5%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	11.9% (8.4%-15.4%)	11.3% (10.0%-12.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	46.5% (40.6%-52.4%)	54.3% (52.1%-56.5%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



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



Demographic profile ⁴		Community %	NB %
Age group	18-34	17.0	25.9
	35-54	35.8	39.4
	55-64	21.4	16.3
	65+	25.7	18.5
Gender	Male	48.6	48.1
	Female	51.4	51.9
Education level	High school or less	56.5	43.5
	College/Technical trade diploma	27.0	29.7
	University degree	16.5	26.8
Aboriginal	Yes	1.5	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	96.4	75.7
	French	3.6	24.3
Household income	Less than \$25,000	24.6	21.7
	\$25,000 - \$59,999	46.6	38.1
	\$60,000 or more	28.8	40.2
Employment status	Employed	49.2	56.9
	Unemployed/Seasonal	7.8	7.2
	Retired	28.5	21.7
	Other	14.6	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		2,314	28.3	18.0
Asthma		997	12.2	10.3
Cancer		580	7.1 ^F	7.0
Chronic pain		1,447	17.7	15.0
Depression		818	10.0 ^F	12.7
Diabetes		1,030	12.6	9.2
Emphysema or COPD		F	F	2.7
Gastric reflux (GERD)		1,561	19.1	16.1
Heart disease		695	8.5 ^F	8.3
High blood pressure or hypertension		2,591	31.7	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^F 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%)



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			Community 17		Zone 3		New Brunswick			
Base Size			n=297		n=3,034		n=14,045			
A-1	Percent of residents who have a personal family doctor		95.1% (92.6%-97.6%)**		92.6% (91.7%-93.5%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	12.6% (8.7%-16.5%)		17.5% (16.1%-18.9%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	83.0% (78.6%-87.4%)		76.0% (74.4%-77.6%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	31.6% (26.2%-37.0%)		33.2% (31.5%-34.9%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	21.2% (16.4%-26.0%)		15.1% (13.8%-16.4%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		45.4% (39.7%-51.1%)		43.1% (41.3%-44.9%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		85.8% (81.5%-90.1%)		82.3% (80.8%-83.8%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		81.0% (73.8%-88.2%)		79.3% (77.0%-81.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		84.3% (77.9%-90.7%)		79.5% (77.2%-81.8%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		62.9% (50.0%-75.8%)		45.1% (40.8%-49.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		90.3% (83.2%-97.4%)		82.5% (78.1%-86.9%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 99.1% (98.0%-100%)	French* F	English* 98.2% (97.7%-98.7%)	French* 28.7% ^E (18.4%-39.0%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		F		2.3% (1.8%-2.8%)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 17	Zone 3	New Brunswick
Base Size		n=297	n=3,034	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	65.9% (60.5%-71.3%)**	69.0% (67.3%-70.7%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	12.5% (8.7%-16.3%)	8.6% (7.6%-9.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	15.6% (11.5%-19.7%)	15.4% (14.1%-16.7%)	18.4% (17.8%-19.0%)
	Community health centre	3.6% ^E (1.5%-5.7%)	0.8% ^E (0.5%-1.1%)	1.4% (1.2%-1.6%)
	Other	F	6.2% (5.3%-7.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	83.4% (79.2%-87.6%) 3.6	81.3% (79.9%-82.7%) 3.5	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	44.1% (38.5%-49.7%) 1.3	39.1% (37.4%-40.8%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	41.8% (36.2%-47.4%)	38.7% (37.0%-40.4%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	20.4% (15.8%-25.0%)	21.4% (19.9%-22.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	22.5% (17.7%-27.3%)	7.8% (6.8%-8.8%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	F	4.8% (4.0%-5.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	17.8% (13.4%-22.2%)	18.9% (17.5%-20.3%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	7.3% ^E (4.3%-10.3%)	9.1% (8.1%-10.1%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	10.3% ^E (6.8%-13.8%)	6.1% (5.2%-7.0%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 17	Zone 3	New Brunswick
Base Size		n=297	n=3,034	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	69.7% (66.4%-75.0%)**	59.9% (58.1%-61.7%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	85.5% (81.2%-89.8%)	81.3% (79.8%-82.8%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	66.4% (57.8%-75.0%)	54.8% (52.0%-57.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	86.4% (80.5%-92.3%)	80.4% (78.2%-82.6%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	69.0% (56.8%-81.2%)	59.9% (55.7%-64.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	83.6% (74.7%-92.5%)	80.3% (75.7%-84.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.4% (82.1%-92.7%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	86.4% (77.4%-95.4%)	85.5% (82.6%-88.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	88.7% (77.4%-100%)	86.2% (81.5%-90.9%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	89.6% (77.1%-100%)	92.1% (88.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 17	Zone 3	New Brunswick
Base Size			n=297	n=3,034	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		45.4% (39.7%-51.1%)**	55.7% (53.9%-57.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		10.7% ^E (7.2%-14.2%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		52.0% (46.3%-57.7%)	56.1% (54.3%-57.9%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		30.5% (25.1%-35.9%)	29.9% (28.2%-31.6%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		13.5% (9.5%-17.5%)	11.7% (10.5%-12.9%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		15.9% (11.7%-20.1%)	17.8% (16.4%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		68.5% (63.2%-73.8%)	58.3% (56.5%-60.1%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	38.2% (31.9%-44.5%)	42.1% (40.0%-44.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	13.1% ^E (8.7%-17.5%)	13.2% (11.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	51.0% (43.8%-58.2%)	51.7% (49.4%-54.0%)	46.7% (45.6%-47.8%)

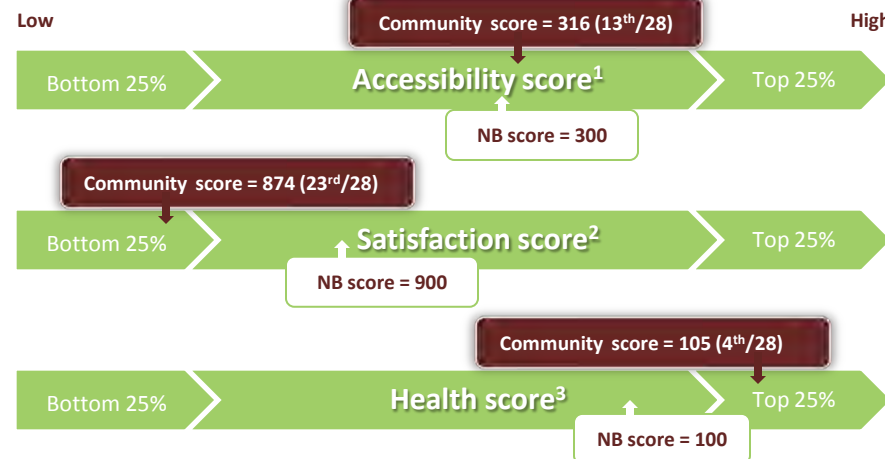
** Confidence interval calculated at a 95% level of confidence.

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	26.7	25.9
	35-54	39.8	39.4
	55-64	15.6	16.3
	65+	17.9	18.5
Gender	Male	46.9	48.1
	Female	53.1	51.9
Education level	High school or less	40.4	43.5
	College/Technical trade diploma	30.3	29.7
	University degree	29.2	26.8
Aboriginal	Yes	2.1	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	98.8	75.7
	French	1.2	24.3
Household income	Less than \$25,000	17.4	21.7
	\$25,000 - \$59,999	33.4	38.1
	\$60,000 or more	49.2	40.2
Employment status	Employed	58.2	56.9
	Unemployed/Seasonal	5.7	7.2
	Retired	21.7	21.7
	Other	14.4	14.1

Chronic Health Conditions ⁴	Community Number ⁵	Community %	NB %
Arthritis	19,184	20.4	18.0
Asthma	10,156	10.8	10.3
Cancer	7,241	7.7	7.0
Chronic pain	15,140	16.1	15.0
Depression	11,567	12.3	12.7
Diabetes	8,652	9.2	9.2
Emphysema or COPD	3,009	3.2	2.7
Gastric reflux (GERD)	14,012	14.9	16.1
Heart disease	8,087	8.6	8.3
High blood pressure or hypertension	23,228	24.7	25.7
Mood disorder other than depression	2,633	2.8	2.5
Stroke	1,975	2.1	2.0

¹Overall score that combines responses to "has a personal family doctor", "has access to a primary health care team" and "can get an appointment with a personal family doctor on the same day or next day"

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵Estimated number of citizens in the community who have the selected chronic health condition



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				Community 18		Zone 2		New Brunswick	
Base Size				n=2,062		n=3,255		n=14,045	
A-1	Percent of residents who have a personal family doctor			90.2% (88.9%-91.5%)**		90.7% (89.7%-91.7%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <i>after-hour arrangement</i> when office is closed (% yes)		28.0% (26.0%-30.0%)		23.9% (22.4%-25.4%)		21.6% (20.9%-22.3%)	
A-3		<i>Easy or difficult to call</i> personal family doctor's office during regular practice hours (% very/somewhat easy)		80.2% (78.4%-82.0%)		81.0% (79.6%-82.4%)		76.6% (75.9%-77.3%)	
A-4		<i>How quickly appointment can be made</i> with personal family doctor (% on same or next day)		34.5% (32.3%-36.7%)		34.1% (32.4%-35.8%)		30.3% (29.5%-31.1%)	
A-5		<i>Other health professionals working in same office/building</i> as personal family doctor (% yes)		9.4% (8.1%-10.7%)		10.9% (9.8%-12.0%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			36.1% (34.0%-38.2%)		37.2% (35.5%-38.9%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	<i>Satisfaction with wait time</i> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	85.5% (83.8%-87.2%)		85.7% (84.4%-87.0%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	<i>Wait time</i> at the hospital emergency department (% less than 4 hours)	72.4% (69.1%-75.7%)		73.4% (70.9%-75.9%)		75.1% (74.0%-76.2%)	
A-9		Specialist	<i>Satisfaction with wait time</i> from booking appointment to seeing specialist (% very/somewhat satisfied)	72.0% (69.2%-74.8%)		72.1% (69.8%-74.4%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	<i>Wait time</i> at the after-hours or walk-in clinic (% less than 1 hour)	92.9% (90.6%-95.2%)		88.9% (86.4%-91.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	<i>Wait time</i> at the community health centre (% less than 1 hour)	86.0% (79.4%-92.6%)		79.9% (75.2%-84.6%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on <i>preferred language of service</i> (% who always receive service in language of preference)	English* 97.8% (97.1%-98.5%)	French* 43.9% ^E (24.8%-63.0%)	English* 97.7% (97.2%-98.2%)	French* 53.3% (36.5%-70.1%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			2.1% (1.5%-2.7%)		3.3% (2.7 %-3.9%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

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

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 18	Zone 2	New Brunswick
Base Size		n=2,062	n=3,255	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	70.7% (68.7%-72.7%)**	70.3% (68.7%-71.9%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	6.8% (5.7%-7.9%)	9.4% (8.4%-10.4%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	16.7% (15.1%-18.3%)	13.4% (12.2%-14.6%)	18.4% (17.8%-19.0%)
	Community health centre	0.9% ^E (0.5%-1.3%)	1.4% (1.0%-1.8%)	1.4% (1.2%-1.6%)
	Other	4.9% (4.0%-5.8%)	5.5% (4.7%-6.3%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	81.7% (80.0%-83.4%) 3.7	81.4% (80.1%-82.7%) 3.7	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	38.0% (35.9%-40.1%)	41.0% (39.3%-42.7%) 1.0	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	44.6% (42.5%-46.7%)	43.8% (42.1%-45.5%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	26.4% (24.5%-28.3%)	21.1% (19.7%-22.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	5.1% (4.1%-6.1%)	7.7% (6.8%-8.6%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	4.0% (3.2%-4.8%)	5.2% (4.4%-6.0%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	17.9% (16.2%-19.6%)	16.9% (15.6%-18.2%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	9.0% (7.8%-10.2%)	8.5% (7.5%-9.5%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	7.7% (6.5%-8.9%)	7.2% (6.3%-8.1%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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



	Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)	Community 18	Zone 2	New Brunswick
	Base Size	n=2,062	n=3,255	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	59.9% (57.8%-62.0%)**	59.9% (58.2%-61.6%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	83.3% (81.5%-85.1%)	83.0% (81.6%-84.4%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	47.7% (44.1%-51.3%)	48.3% (45.5%-51.1%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	78.8% (76.2%-81.4%)	79.1% (77.1%-81.1%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	72.0% (68.0%-76.0%)	70.9% (67.2%-74.6%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	70.9% (62.3%-79.5%)	72.2% (67.0%-77.4%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	81.3% (75.5%-87.1%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.3% (83.9%-90.7%)	87.9% (85.1%-90.7%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	83.6% (70.9%-89.3%)	84.2% (79.6%-88.8%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	87.0% (81.9%-92.1%)	88.2% (84.1%-92.3%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



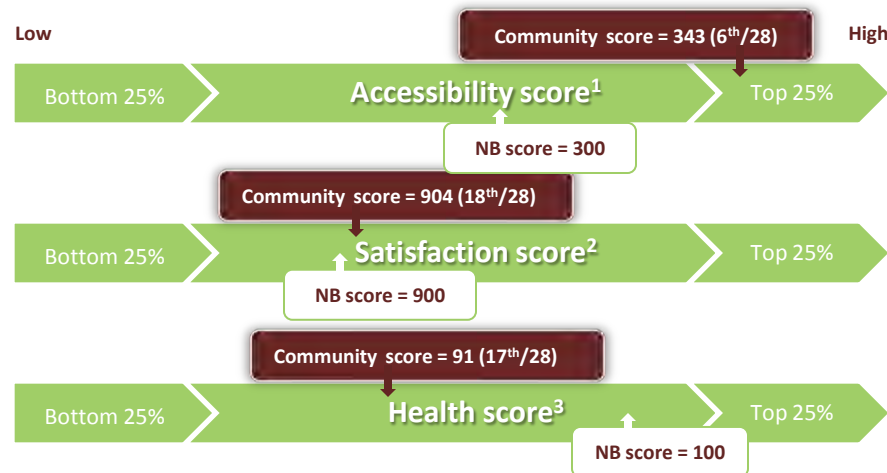
Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 18	Zone 2	New Brunswick
Base Size			n=2,062	n=3,255	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		56.0% (53.9%-58.1%)**	54.8% (53.1%-56.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		15.0% (13.5%-16.5%)	14.5% (13.3%-15.7%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		58.6% (56.5%-60.7%)	56.7% (55.0%-58.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		34.2% (32.1%-36.3%)	33.3% (31.6%-35.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		11.7% (10.3%-13.1%)	13.0% (11.8%-14.2%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		20.0% (18.3%-21.7%)	19.2% (17.8%-20.6%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		61.1% (59.0%-63.2%)	60.5% (58.8%-62.2%)	59.2% (58.4%-60.0%)
H-8	Among those with <u>chronic health conditions</u>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	43.7% (41.2%-46.2%)	42.5% (40.5%-44.5%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	11.2% (9.6%-12.8%)	11.3% (10.0%-12.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <u>who take medication</u>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	55.9% (53.2%-58.6%)	54.3% (52.1%-56.5%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



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



Demographic profile ⁴		Community %	NB %
Age group	18-34	23.9	25.9
	35-54	39.6	39.4
	55-64	15.6	16.3
	65+	20.9	18.5
Gender	Male	48.7	48.1
	Female	51.3	51.9
Education level	High school or less	54.3	43.5
	College/Technical trade diploma	31.7	29.7
	University degree	14.2	26.8
Aboriginal	Yes	1.8	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	99.2	75.7
	French	0.8	24.3
Household income	Less than \$25,000	22.6	21.7
	\$25,000 - \$59,999	41.1	38.1
	\$60,000 or more	36.3	40.2
Employment status	Employed	55.4	56.9
	Unemployed/Seasonal	11.5	7.2
	Retired	21.5	21.7
	Other	11.5	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		2,683	27.2	18.0
Asthma		720	7.3 ^E	10.3
Cancer		740	7.5 ^E	7.0
Chronic pain		1,401	14.2	15.0
Depression		1,115	11.3	12.7
Diabetes		927	9.4	9.2
Emphysema or COPD		266	2.7 ^E	2.7
Gastric reflux (GERD)		1,776	18.0	16.1
Heart disease		789	8.0	8.3
High blood pressure or hypertension		2,841	28.8	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to "has a personal family doctor", "has access to a primary health care team" and "can get an appointment with a personal family doctor on the same day or next day"

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵Estimated number of citizens in the community who have the selected chronic health condition

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

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



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			Community 19		Zone 2		New Brunswick			
Base Size			n=424		n=3,255		n=14,045			
A-1	Percent of residents who have a personal family doctor		84.9% (81.5%-88.3%)**		90.7% (89.7%-91.7%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	18.4% (14.4%-22.4%)		23.9% (22.4%-25.4%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	87.2% (83.8%-90.6%)		81.0% (79.6%-82.4%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	35.0% (30.1%-39.9%)		34.1% (32.4%-35.8%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	14.2% (10.6%-17.8%)		10.9% (9.8%-12.0%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		46.6% (41.8%-51.4%)		37.2% (35.5%-38.9%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		90.0% (86.8%-93.2%)		85.7% (84.4%-87.0%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		79.7% (73.6%-85.8%)		73.4% (70.9%-75.9%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		75.2% (69.2%-81.2%)		72.1% (69.8%-74.4%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		54.5% (41.1%-67.9%)		88.9% (86.4%-91.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		89.5% (83.0%-96.0%)		79.9% (75.2%-84.6%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 98.6% (97.4%-99.8%)	French* F	English* 97.7% (97.2%-98.2%)	French* 53.3% (36.5%-70.1%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		10.9% (7.9%-13.9%)		3.3% (2.7 %-3.9%)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 19	Zone 2	New Brunswick
Base Size		n=424	n=3,255	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	62.6% (58.0%-67.2%)**	70.3% (68.7%-71.9%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	12.3% (9.1%-15.5%)	9.4% (8.4%-10.4%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	6.9% ^E (4.5%-9.3%)	13.4% (12.2%-14.6%)	18.4% (17.8%-19.0%)
	Community health centre	7.0% ^E (4.5%-9.5%)	1.4% (1.0%-1.8%)	1.4% (1.2%-1.6%)
	Other	11.2% (8.2%-14.2%)	5.5% (4.7%-6.3%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	73.6% (69.4%-77.8%) 3.8	81.4% (80.1%-82.7%) 3.7	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	41.4% (36.7%-46.1%) 1.0	41.0% (39.3%-42.7%) 1.0	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	43.0% (38.3%-47.7%)	43.8% (42.1%-45.5%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	12.9% (9.7%-16.1%)	21.1% (19.7%-22.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	19.6% (15.8%-23.4%)	7.7% (6.8%-8.6%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	16.0% (12.5%-19.5%)	5.2% (4.4%-6.0%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	10.6% (7.7%-13.5%)	16.9% (15.6%-18.2%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	5.0% ^E (2.9%-7.1%)	8.5% (7.5%-9.5%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	6.4% ^E (4.1%-8.7%)	7.2% (6.3%-8.1%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 19	Zone 2	New Brunswick
Base Size		n=424	n=3,255	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	61.9% (57.2%-66.6%)**	59.9% (58.2%-61.6%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	83.0% (79.0%-87.0%)	83.0% (81.6%-84.4%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	58.7% (51.3%-66.1%)	48.3% (45.5%-51.1%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	78.9% (73.2%-84.6%)	79.1% (77.1%-81.1%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	66.2% (53.5%-78.9%)	70.9% (67.2%-74.6%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	74.7% (65.5%-83.9%)	72.2% (67.0%-77.4%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	81.3% (75.5%-87.1%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	86.3% (75.4%-97.2%)	87.9% (85.1%-90.7%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	78.5% (64.5%-92.5%)	84.2% (79.6%-88.8%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	97.2% (88.9%-100%)	88.2% (84.1%-92.3%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



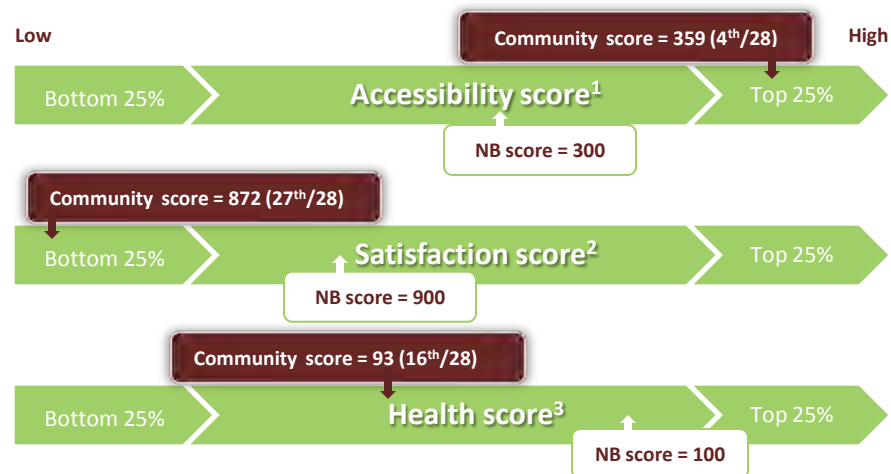
Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 19	Zone 2	New Brunswick
Base Size			n=424	n=3,255	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		48.5% (43.7%-53.3%)**	54.8% (53.1%-56.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		17.4% (13.8%-21.0%)	14.5% (13.3%-15.7%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		49.6% (44.8%-54.4%)	56.7% (55.0%-58.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		34.5% (29.7%-39.3%)	33.3% (31.6%-35.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		16.5% (12.8%-20.2%)	13.0% (11.8%-14.2%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		18.5% (14.8%-22.2%)	19.2% (17.8%-20.6%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		58.8% (54.1%-63.5%)	60.5% (58.8%-62.2%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	33.9% (28.7%-39.1%)	42.5% (40.5%-44.5%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	12.9% (9.2%-16.6%)	11.3% (10.0%-12.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	49.0% (43.0%-55.0%)	54.3% (52.1%-56.5%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



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



<u>Demographic profile⁴</u>		<u>Community</u> %	<u>NB</u> %
Age group	18-34	24.2	25.9
	35-54	39.2	39.4
	55-64	16.0	16.3
	65+	20.7	18.5
Gender	Male	46.7	48.1
	Female	53.3	51.9
Education level	High school or less	32.9	43.5
	College/Technical trade diploma	35.9	29.7
	University degree	31.2	26.8
Aboriginal	Yes	2.5	2.7

<u>Demographic profile⁴</u>		<u>Community</u> %	<u>NB</u> %
Preferred language of service	English	99.2	75.7
	French	0.8	24.3
Household income	Less than \$25,000	23.8	21.7
	\$25,000 - \$59,999	39.3	38.1
	\$60,000 or more	36.9	40.2
Employment status	Employed	55.2	56.9
	Unemployed/Seasonal	7.7	7.2
	Retired	22.7	21.7
	Other	14.3	14.1

<u>Chronic Health Conditions⁴</u>	<u>Community</u> Number ⁵	<u>Community</u> %	<u>NB</u> %
Arthritis	2,644	23.4	18.0
Asthma	1,232	10.9	10.3
Cancer	1,028	9.1 ^F	7.0
Chronic pain	1,684	14.9	15.0
Depression	1,153	10.2 ^F	12.7
Diabetes	791	7.0 ^F	9.2
Emphysema or COPD	509	4.5 ^F	2.7
Gastric reflux (GERD)	1,819	16.1	16.1
Heart disease	1,017	9.0 ^F	8.3
High blood pressure or hypertension	2,972	26.3	25.7
Mood disorder other than depression	F	F	2.5
Stroke	F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^F 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%)



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>				Community 20		Zone 2		New Brunswick	
Base Size				n=304		n=3,255		n=14,045	
A-1	Percent of residents who have a personal family doctor			97.0% (95.1%-98.9%)**		90.7% (89.7%-91.7%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)		8.6% ^E (5.4%-11.8%)		23.9% (22.4%-25.4%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)		85.7% (81.7%-89.7%)		81.0% (79.6%-82.4%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)		37.5% (32.0%-43.0%)		34.1% (32.4%-35.8%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)		20.1% (15.5%-24.7%)		10.9% (9.8%-12.0%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			44.9% (39.3%-50.5%)		37.2% (35.5%-38.9%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	87.1% (83.1%-91.1%)		85.7% (84.4%-87.0%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)	75.4% (68.5%-82.3%)		73.4% (70.9%-75.9%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	59.6% (51.6%-67.6%)		72.1% (69.8%-74.4%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)	66.3% ^E (39.6%-93.0%)		88.9% (86.4%-91.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)	94.2% (85.2%-100%)		79.9% (75.2%-84.6%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)	English* 96.3% (94.1%-98.5%)	French* F	English* 97.7% (97.2%-98.2%)	French* 53.3% (36.5%-70.1%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			9.4% ^E (6.1 %-12.7%)		3.3% (2.7 %-3.9%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 20	Zone 2	New Brunswick
Base Size		n=304	n=3,255	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	71.5% (66.4%-76.6%)**	70.3% (68.7%-71.9%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	20.5% (15.9%-25.1%)	9.4% (8.4%-10.4%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	F	13.4% (12.2%-14.6%)	18.4% (17.8%-19.0%)
	Community health centre	F	1.4% (1.0%-1.8%)	1.4% (1.2%-1.6%)
	Other	5.7% ^E (3.1%-8.3%)	5.5% (4.7%-6.3%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	84.8% (80.8%-88.8%) 3.9	81.4% (80.1%-82.7%) 3.7	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	51.0% (45.4%-56.6%) 1.5	41.0% (39.3%-42.7%) 1.0	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	47.3% (41.7%-52.9%)	43.8% (42.1%-45.5%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	2.9% ^E (1.0%-4.8%)	21.1% (19.7%-22.5%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	12.3% (8.6%-16.0%)	7.7% (6.8%-8.6%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	10.5% ^E (7.0%-14.0%)	5.2% (4.4%-6.0%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	11.5% (7.9%-15.1%)	16.9% (15.6%-18.2%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	8.1% ^E (5.0%-11.2%)	8.5% (7.5%-9.5%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.5% ^E (2.9%-8.1%)	7.2% (6.3%-8.1%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				
	Base Size	Community 20	Zone 2	New Brunswick
		n=304	n=3,255	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	61.8% (56.3%-67.3%)**	59.9% (58.2%-61.6%)**	61.5% (60.7%-62.3%)**
S-2	Services from <i>personal family doctor</i> in the last 12 months (Among users)	84.0% (69.6%-88.4%)	83.0% (81.6%-84.4%)	81.3% (80.6%-82.0%)
S-3	Services at the <i>hospital emergency department</i> in the last 12 months (Among users)	42.0% (34.1%-49.9%)	48.3% (45.5%-51.1%)	51.5% (50.2%-52.8%)
S-4	Services from <i>specialist</i> in the last 12 months (Among users)	77.9% (71.1%-84.7%)	79.1% (77.1%-81.1%)	80.1% (79.1%-81.1%)
S-5	Services at <i>after hours or walk-in clinic</i> in the last 12 months (Among users)	69.4% ^E (43.3%-95.5%)	70.9% (67.2%-74.6%)	67.1% (65.4%-68.8%)
S-6	Services at <i>community health centre</i> in the last 12 months (Among users)	96.1% (88.8%-100%)	72.2% (67.0%-77.4%)	74.1% (71.6%-76.6%)
S-7	Services from <i>nurse practitioner</i> in the last 12 months (Among users)	-*	81.3% (75.5%-87.1%)	85.8% (83.3%-88.3%)
S-8	Services from <i>alternative practitioner</i> in the last 12 months (Among users)	84.6% (73.7%-95.5%)	87.9% (85.1%-90.7%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	87.3% (72.7%-100%)	84.2% (79.6%-88.8%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of <i>Tele-Care</i> services in the last 12 months (Among service users)	94.1% (84.5%-100%)	88.2% (84.1%-92.3%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.

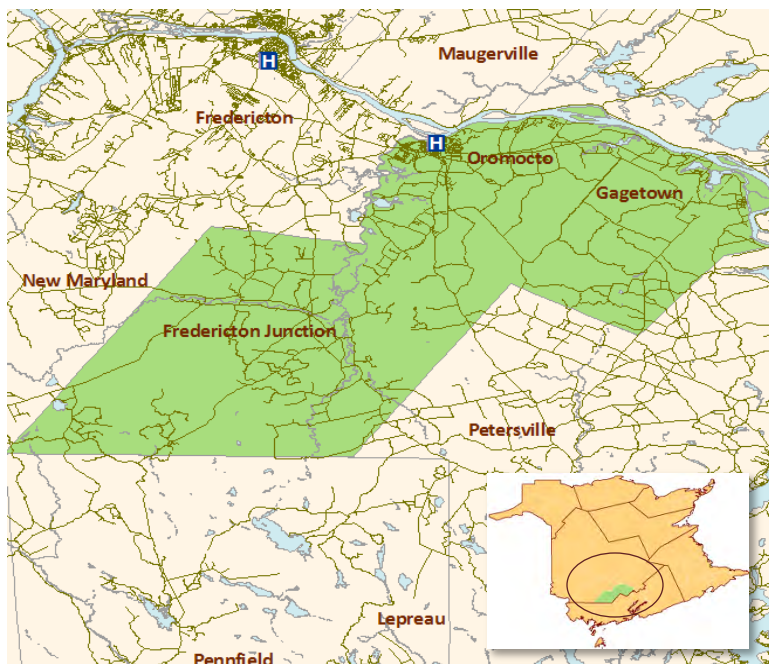
^E Use with caution (coefficient of variation between 16.6% and 33.3%).



	Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 20	Zone 2	New Brunswick
	Base Size		n=304	n=3,255	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		49.7% (44.1%-55.3%)**	54.8% (53.1%-56.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		13.2% (9.4%-17.0%)	14.5% (13.3%-15.7%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		48.7% (43.1%-54.3%)	56.7% (55.0%-58.4%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		25.8% (20.6%-31.0%)	33.3% (31.6%-35.0%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		15.8% (11.6%-20.0%)	13.0% (11.8%-14.2%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		16.7% (12.5%-20.9%)	19.2% (17.8%-20.6%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		60.7% (55.1%-66.3%)	60.5% (58.8%-62.2%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	44.1% (37.5%-50.7%)	42.5% (40.5%-44.5%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	10.5% ^E (6.4%-14.6%)	11.3% (10.0%-12.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	56.0% (48.7%-63.3%)	54.3% (52.1%-56.5%)	46.7% (45.6%-47.8%)

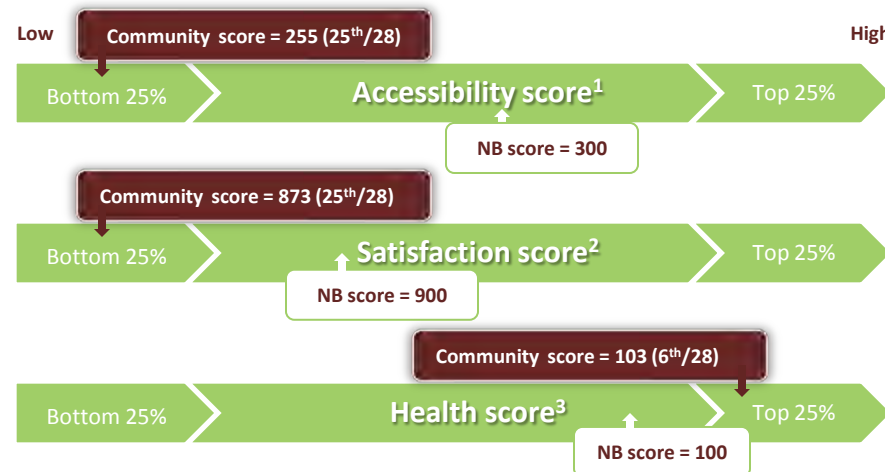
** Confidence interval calculated at a 95% level of confidence.

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



Included in this community:

Burton, Fredericton Junction, Gagetown, Geary, Hoyt, Oromocto, Tracy, Upper Gagetown



Demographic profile ⁴		Community %	NB %
Age group	18-34	35.4	25.9
	35-54	40.6	39.4
	55-64	10.9	16.3
	65+	13.1	18.5
Gender	Male	51.6	48.1
	Female	48.4	51.9
Education level	High school or less	49.4	43.5
	College/Technical trade diploma	28.8	29.7
	University degree	21.9	26.8
Aboriginal	Yes	2.0	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	95.6	75.7
	French	4.4	24.3
Household income	Less than \$25,000	11.7	21.7
	\$25,000 - \$59,999	33.5	38.1
	\$60,000 or more	54.8	40.2
Employment status	Employed	65.3	56.9
	Unemployed/Seasonal	4.8	7.2
	Retired	16.1	21.7
	Other	13.8	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		2,175	16.6	18.0
Asthma		1,376	10.5	10.3
Cancer		629	4.8 ^E	7.0
Chronic pain		1,638	12.5	15.0
Depression		1,940	14.8	12.7
Diabetes		1,350	10.3	9.2
Emphysema or COPD		F	F	2.7
Gastric reflux (GERD)		1,900	14.5	16.1
Heart disease		734	5.6 ^E	8.3
High blood pressure or hypertension		2,687	20.5	25.7
Mood disorder other than depression		760	5.8 ^E	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to "has a personal family doctor", "has access to a primary health care team" and "can get an appointment with a personal family doctor on the same day or next day"

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵Estimated number of citizens in the community who have the selected chronic health condition

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

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 21		Zone 3		New Brunswick			
Base Size			n=337		n=3,034		n=14,045			
A-1	Percent of residents who have a personal family doctor		81.8% (77.7%-85.9%)**		92.6% (91.7%-93.5%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	11.9% (8.2%-15.6%)		17.5% (16.1%-18.9%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	77.4% (72.6%-82.2%)		76.0% (74.4%-77.6%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	24.5% (19.6%-29.4%)		33.2% (31.5%-34.9%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	14.4% (10.4%-18.4%)		15.1% (13.8%-16.4%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		29.3% (24.4%-34.2%)		43.1% (41.3%-44.9%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		81.2% (76.5%-85.9%)		82.3% (80.8%-83.8%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		76.2% (69.7%-82.7%)		79.3% (77.0%-81.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		76.7% (69.4%-84.0%)		79.5% (77.2%-81.8%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		48.4% ^E (29.9%-66.9%)		45.1% (40.8%-49.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		80.0% (53.9%-100%)		82.5% (78.1%-86.9%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 96.9% (95.0%-98.8%)	French* F	English* 98.2% (97.7%-98.7%)	French* 28.7% ^E (18.4%-39.0%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		F		2.3% (1.8%-2.8%)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 21	Zone 3	New Brunswick
Base Size		n=337	n=3,034	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	58.1% (52.8%-63.4%)**	69.0% (67.3%-70.7%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	19.7% (15.4%-24.0%)	8.6% (7.6%-9.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	8.7% ^E (5.7%-11.7%)	15.4% (14.1%-16.7%)	18.4% (17.8%-19.0%)
	Community health centre	F	0.8% ^E (0.5%-1.1%)	1.4% (1.2%-1.6%)
	Other	12.8% (9.2%-16.4%)	6.2% (5.3%-7.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor <i>Average # of visits to a personal family doctor (Among overall residents)</i>	71.4% (66.6%-76.2%) 3.4	81.3% (79.9%-82.7%) 3.5	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department <i>Average # of visits to an emergency department (Among overall residents)</i>	51.7% (46.4%-57.0%) 1.5	39.1% (37.4%-40.8%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	35.5% (30.0%-40.6%)	38.7% (37.0%-40.4%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	10.0% (6.8%-13.2%)	21.4% (19.9%-22.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	F	7.8% (6.8%-8.8%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	3.7% ^E (1.7%-5.7%)	4.8% (4.0%-5.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	13.2% (9.6%-16.8%)	18.9% (17.5%-20.3%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	9.6% ^E (6.5%-12.7%)	9.1% (8.1%-10.1%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.7% ^E (3.2%-8.2%)	6.1% (5.2%-7.0%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 21	Zone 3	New Brunswick
Base Size		n=337	n=3,034	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	53.3% (47.9%-58.7%)**	59.9% (58.1%-61.7%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	74.7% (69.5%-79.9%)	81.3% (79.8%-82.8%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	44.4% (36.9%-51.9%)	54.8% (52.0%-57.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	78.0% (70.9%-85.1%)	80.4% (78.2%-82.6%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	47.9% ^E (29.7%-66.1%)	59.9% (55.7%-64.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	81.1% (55.5%-100%)	80.3% (75.7%-84.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.4% (82.1%-92.7%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	84.0% (73.6%-94.4%)	85.5% (82.6%-88.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	75.3% (57.7%-92.9%)	86.2% (81.5%-90.9%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	86.0% (73.4%-98.6%)	92.1% (88.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.

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



	Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 21	Zone 3	New Brunswick
	Base Size		n=337	n=3,034	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		55.1% (49.8%-60.4%)**	55.7% (53.9%-57.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		19.7% (15.5%-23.9%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		59.6% (54.3%-64.9%)	56.1% (54.3%-57.9%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		27.6% (22.6%-32.6%)	29.9% (28.2%-31.6%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		8.0% ^E (5.0%-11.0%)	11.7% (10.5%-12.9%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		18.1% (14.0%-22.2%)	17.8% (16.4%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		54.6% (49.3%-59.9%)	58.3% (56.5%-60.1%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	43.3% (36.9%-49.7%)	42.1% (40.0%-44.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	11.6% ^E (7.5%-15.7%)	13.2% (11.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	53.8% (46.8%-60.8%)	51.7% (49.4%-54.0%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.

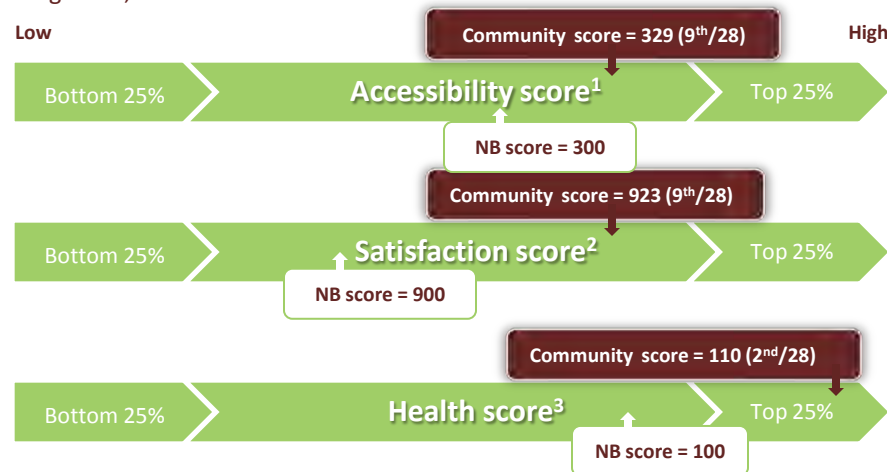
^E Use with caution (coefficient of variation between 16.6% and 33.3%).



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

Low



Demographic profile ⁴		Community %	NB %
Age group	18-34	31.5	25.9
	35-54	37.7	39.4
	55-64	14.8	16.3
	65+	16.0	18.5
Gender	Male	47.4	48.1
	Female	52.6	51.9
Education level	High school or less	31.2	43.5
	College/Technical trade diploma	25.6	29.7
	University degree	43.2	26.8
Aboriginal	Yes	3.2	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	95.5	75.7
	French	4.5	24.3
Household income	Less than \$25,000	14.9	21.7
	\$25,000 - \$59,999	32.8	38.1
	\$60,000 or more	52.3	40.2
Employment status	Employed	60.4	56.9
	Unemployed/Seasonal	3.3	7.2
	Retired	19.0	21.7
	Other	17.3	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		10,006	15.9	18.0
Asthma		7,740	12.3	10.3
Cancer		4,028	6.4	7.0
Chronic pain		9,691	15.4	15.0
Depression		8,370	13.3	12.7
Diabetes		5,160	8.2	9.2
Emphysema or COPD		1,573	2.5 ^E	2.7
Gastric reflux (GERD)		11,202	17.8	16.1
Heart disease		4,783	7.6	8.3
High blood pressure or hypertension		14,726	23.4	25.7
Mood disorder other than depression		1,510	2.4 ^E	2.5
Stroke		1,322	2.1 ^E	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				Community 22		Zone 3		New Brunswick	
Base Size				n=906		n=3,034		n=14,045	
A-1	Percent of residents who have a personal family doctor			91.9% (90.1%-93.7%)**		92.6% (91.7%-93.5%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <i>after-hour arrangement</i> when office is closed (% yes)		17.6% (15.0%-20.2%)		17.5% (16.1%-18.9%)		21.6% (20.9%-22.3%)	
A-3		<i>Easy or difficult to call</i> personal family doctor's office during regular practice hours (% very/somewhat easy)		71.2% (68.2%-74.2%)		76.0% (74.4%-77.6%)		76.6% (75.9%-77.3%)	
A-4		<i>How quickly appointment can be made</i> with personal family doctor (% on same or next day)		28.9% (25.9%-31.9%)		33.2% (31.5%-34.9%)		30.3% (29.5%-31.1%)	
A-5		<i>Other health professionals working in same office/building</i> as personal family doctor (% yes)		13.5% (11.2%-15.8%)		15.1% (13.8%-16.4%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			46.1% (42.9%-49.3%)		43.1% (41.3%-44.9%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	<i>Satisfaction with wait time</i> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	79.9% (77.1%-82.7%)		82.3% (80.8%-83.8%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	<i>Wait time</i> at the hospital emergency department (% less than 4 hours)	73.9% (68.6%-79.2%)		79.3% (77.0%-81.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	<i>Satisfaction with wait time</i> from booking appointment to seeing specialist (% very/somewhat satisfied)	77.1% (72.9%-81.3%)		79.5% (77.2%-81.8%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	<i>Wait time</i> at the after-hours or walk-in clinic (% less than 1 hour)	38.1% (31.9%-44.3%)		45.1% (40.8%-49.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	<i>Wait time</i> at the community health centre (% less than 1 hour)	85.2% (75.3%-95.1%)		82.5% (78.1%-86.9%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on <i>preferred language of service</i> (% who always receive service in language of preference)	English* 99.0% (98.3%-99.7%)	French* 24.6% ^E (11.1%-38.1%)	English* 98.2% (97.7%-98.7%)	French* 28.7% ^E (18.4%-39.0%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			2.7% ^E (1.6 %-3.8%)		2.3% (1.8%-2.8 %)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

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

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 22	Zone 3	New Brunswick
Base Size		n=906	n=3,034	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	66.5% (63.4%-69.6%)**	69.0% (67.3%-70.7%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	4.6% (3.2%-6.0%)	8.6% (7.6%-9.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	21.6% (18.9%-24.3%)	15.4% (14.1%-16.7%)	18.4% (17.8%-19.0%)
	Community health centre	F	0.8% ^E (0.5%-1.1%)	1.4% (1.2%-1.6%)
	Other	7.1% (5.4%-8.8%)	6.2% (5.3%-7.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	81.4% (78.9%-83.9%) 3.3	81.3% (79.9%-82.7%) 3.5	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	31.9% (28.9%-34.9%) 0.7	39.1% (37.4%-40.8%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	40.3% (37.1%-43.5%)	38.7% (37.0%-40.4%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	28.4% (25.5%-31.3%)	21.4% (19.9%-22.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	5.4% (3.9%-6.9%)	7.8% (6.8%-8.8%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	4.6% (3.2%-6.0%)	4.8% (4.0%-5.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	23.2% (20.4%-26.0%)	18.9% (17.5%-20.3%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	10.2% (8.2%-12.2%)	9.1% (8.1%-10.1%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.2% (3.8%-6.6%)	6.1% (5.2%-7.0%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 22	Zone 3	New Brunswick
Base Size		n=906	n=3,034	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	57.3% (54.0%-60.6%)**	59.9% (58.1%-61.7%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	80.1% (77.3%-82.9%)	81.3% (79.8%-82.8%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	54.7% (48.8%-60.6%)	54.8% (52.0%-57.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	78.3% (74.2%-82.4%)	80.4% (78.2%-82.6%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	58.4% (52.1%-64.7%)	59.9% (55.7%-64.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	91.3% (83.4%-99.2%)	80.3% (75.7%-84.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.4% (82.1%-92.7%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	83.0% (78.1%-87.9%)	85.5% (82.6%-88.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	86.1% (77.2%-95.0%)	86.2% (81.5%-90.9%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	96.4% (92.2%-100%)	92.1% (88.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



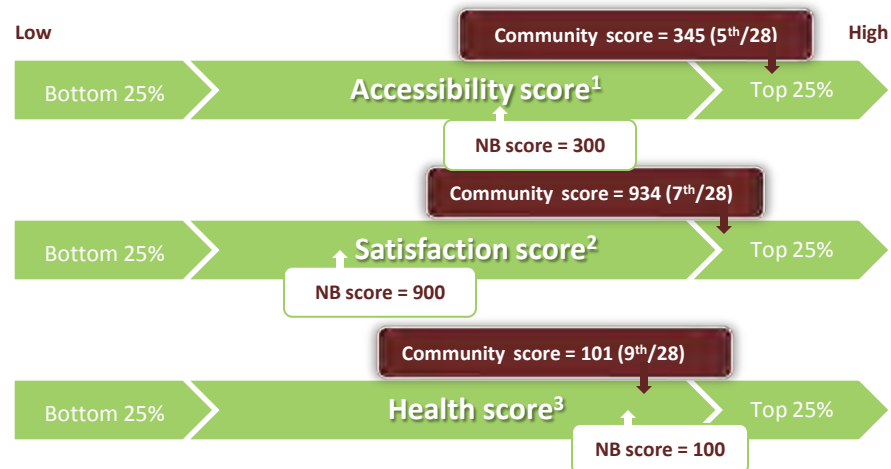
Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 22	Zone 3	New Brunswick
Base Size			n=906	n=3,034	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		58.8% (55.6%-62.0%)**	55.7% (53.9%-57.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		17.9% (15.4%-20.4%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		60.2% (57.0%-63.4%)	56.1% (54.3%-57.9%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		29.6% (26.5%-32.7%)	29.9% (28.2%-31.6%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		11.7% (9.6%-13.8%)	11.7% (10.5%-12.9%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		19.0% (16.4%-21.6%)	17.8% (16.4%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		58.1% (54.9%-61.3%)	58.3% (56.5%-60.1%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	45.1% (41.3%-48.9%)	42.1% (40.0%-44.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	13.5% (10.9%-16.1%)	13.2% (11.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	54.0% (49.8%-58.2%)	51.7% (49.4%-54.0%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



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



Demographic profile ⁴		Community %	NB %
Age group	18-34	22.7	25.9
	35-54	38.0	39.4
	55-64	19.1	16.3
	65+	20.2	18.5
Gender	Male	49.4	48.1
	Female	50.6	51.9
Education level	High school or less	44.0	43.5
	College/Technical trade diploma	36.7	29.7
	University degree	19.3	26.8
Aboriginal	Yes	1.0	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	100.0	75.7
	French	0.0	24.3
Household income	Less than \$25,000	17.3	21.7
	\$25,000 - \$59,999	50.6	38.1
	\$60,000 or more	32.1	40.2
Employment status	Employed	59.4	56.9
	Unemployed/Seasonal	4.8	7.2
	Retired	25.7	21.7
	Other	10.1	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		1,699	18.8	18.0
Asthma		660	7.3 ^E	10.3
Cancer		641	7.1 ^E	7.0
Chronic pain		1,599	17.7	15.0
Depression		1,120	12.4	12.7
Diabetes		641	7.1 ^E	9.2
Emphysema or COPD		F	F	2.7
Gastric reflux (GERD)		1,382	15.3	16.1
Heart disease		660	7.3 ^E	8.3
High blood pressure or hypertension		2,566	28.4	25.7
Mood disorder other than depression		253	2.8 ^E	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				Community 23		Zone 3		New Brunswick	
Base Size				n=315		n=3,034		n=14,045	
A-1	Percent of residents who have a personal family doctor			94.2% (91.6%-96.8%)**		92.6% (91.7%-93.5%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)		18.6% (14.2%-23.0%)		17.5% (16.1%-18.9%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)		77.9% (73.2%-82.6%)		76.0% (74.4%-77.6%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)		39.9% (34.4%-45.4%)		33.2% (31.5%-34.9%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)		7.3% ^E (4.4%-10.2%)		15.1% (13.8%-16.4%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			38.4% (33.0%-43.8%)		43.1% (41.3%-44.9%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	82.5% (78.0%-87.0%)		82.3% (80.8%-83.8%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)	70.8% (61.7%-79.9%)		79.3% (77.0%-81.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	80.8% (73.6%-88.0%)		79.5% (77.2%-81.8%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)	57.1% (43.2%-71.0%)		45.1% (40.8%-49.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)	82.7% (69.2%-96.2%)		82.5% (78.1%-86.9%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)	English* 97.6% (95.8%-99.4%)	French* - 	English* 98.2% (97.7%-98.7%)	French* 28.7% ^E (18.4%-39.0%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			F		2.3% (1.8%-2.8 %)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 23	Zone 3	New Brunswick
Base Size		n=315	n=3,034	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	74.9% (70.1%-79.7%)**	69.0% (67.3%-70.7%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	6.0% ^E (3.4%-8.6%)	8.6% (7.6%-9.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	13.7% (9.9%-17.5%)	15.4% (14.1%-16.7%)	18.4% (17.8%-19.0%)
	Community health centre	F	0.8% ^E (0.5%-1.1%)	1.4% (1.2%-1.6%)
	Other	3.4% ^E (1.4%-5.4%)	6.2% (5.3%-7.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	81.7% (77.4%-86.0%) 3.4	81.3% (79.9%-82.7%) 3.5	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	32.6% (27.4%-37.8%) 0.6	39.1% (37.4%-40.8%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	33.2% (28.0%-38.4%)	38.7% (37.0%-40.4%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	16.9% (12.8%-21.0%)	21.4% (19.9%-22.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	7.4% ^E (4.5%-10.3%)	7.8% (6.8%-8.8%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	5.0% ^E (2.6%-7.4%)	4.8% (4.0%-5.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	17.5% (13.3%-21.7%)	18.9% (17.5%-20.3%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	6.7% ^E (3.9%-9.5%)	9.1% (8.1%-10.1%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.7% ^E (3.1%-8.3%)	6.1% (5.2%-7.0%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 23	Zone 3	New Brunswick
Base Size		n=315	n=3,034	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	64.1% (58.8%-69.4%)**	59.9% (58.1%-61.7%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	86.4% (82.4%-90.4%)	81.3% (79.8%-82.8%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	54.9% (45.0%-64.8%)	54.8% (52.0%-57.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	87.7% (81.7%-93.7%)	80.4% (78.2%-82.6%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	69.7% (57.0%-82.4%)	59.9% (55.7%-64.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	78.8% (64.2%-93.4%)	80.3% (75.7%-84.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	_*	87.4% (82.1%-92.7%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	85.2% (75.6%-94.8%)	85.5% (82.6%-88.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	76.9% (57.4%-96.4%)	86.2% (81.5%-90.9%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	96.6% (88.7%-100%)	92.1% (88.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

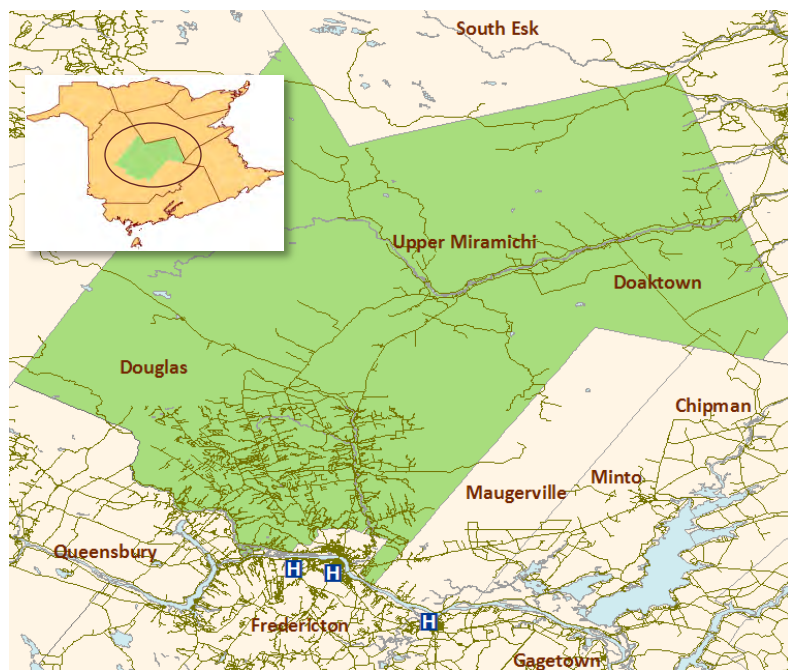
** Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 23	Zone 3	New Brunswick
Base Size			n=315	n=3,034	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		53.6% (48.1%-59.1%)**	55.7% (53.9%-57.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		11.5% (8.0%-15.0%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		51.4% (45.9%-56.9%)	56.1% (54.3%-57.9%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		24.6% (19.6%-29.6%)	29.9% (28.2%-31.6%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		12.7% (8.9%-16.5%)	11.7% (10.5%-12.9%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		13.7% (9.9%-17.5%)	17.8% (16.4%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		58.7% (53.2%-64.2%)	58.3% (56.5%-60.1%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	35.7% (29.5%-41.9%)	42.1% (40.0%-44.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	10.3% ^E (6.4%-14.2%)	13.2% (11.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	47.4% (40.4%-54.4%)	51.7% (49.4%-54.0%)	46.7% (45.6%-47.8%)

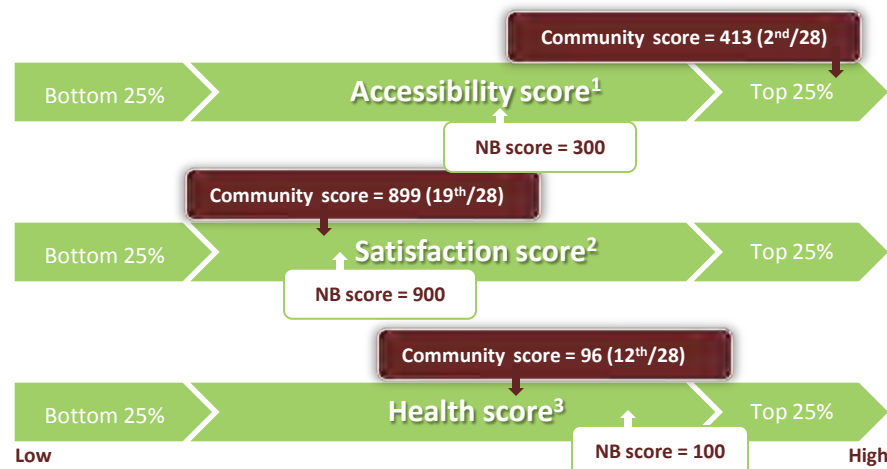
** Confidence interval calculated at a 95% level of confidence.

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



Demographic profile ⁴		Community %	NB %
Age group	18-34	23.1	25.9
	35-54	40.0	39.4
	55-64	18.1	16.3
	65+	18.8	18.5
Gender	Male	49.4	48.1
	Female	50.6	51.9
Education level	High school or less	53.4	43.5
	College/Technical trade diploma	23.4	29.7
	University degree	23.2	26.8
Aboriginal	Yes	0.8	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	98.1	75.7
	French	1.9	24.3
Household income	Less than \$25,000	21.5	21.7
	\$25,000 - \$59,999	39.7	38.1
	\$60,000 or more	38.9	40.2
Employment status	Employed	54.2	56.9
	Unemployed/Seasonal	7.3	7.2
	Retired	20.8	21.7
	Other	17.6	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		1,607	18.5	18.0
Asthma		1,086	12.5	10.3
Cancer		660	7.6 ^E	7.0
Chronic pain		1,329	15.3	15.0
Depression		1,155	13.3	12.7
Diabetes		912	10.5	9.2
Emphysema or COPD		F	F	2.7
Gastric reflux (GERD)		2,058	23.7	16.1
Heart disease		903	10.4	8.3
High blood pressure or hypertension		2,249	25.9	25.7
Mood disorder other than depression		F	F	2.5
Stroke		F	F	2.0

¹Overall score that combines responses to "has a personal family doctor", "has access to a primary health care team" and "can get an appointment with a personal family doctor on the same day or next day"

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵Estimated number of citizens in the community who have the selected chronic health condition

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

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



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>			Community 24		Zone 3		New Brunswick			
Base Size			n=318		n=3,034		n=14,045			
A-1	Percent of residents who have a personal family doctor		94.3% (91.8%-96.8%)**		92.6% (91.7%-93.5%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	19.1% (14.6%-23.6%)		17.5% (16.1%-18.9%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	83.5% (79.3%-87.7%)		76.0% (74.4%-77.6%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	37.4% (31.9%-42.9%)		33.2% (31.5%-34.9%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	30.8% (25.6%-36.0%)		15.1% (13.8%-16.4%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		64.8% (59.6%-70.0%)		43.1% (41.3%-44.9%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		85.9% (81.7%-90.1%)		82.3% (80.8%-83.8%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		70.4% (60.6%-80.2%)		79.3% (77.0%-81.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		85.6% (79.2%-92.0%)		79.5% (77.2%-81.8%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		32.6% ^E (21.2%-44.0%)		45.1% (40.8%-49.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		67.7% (57.3%-78.1%)		82.5% (78.1%-86.9%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 96.2% (94.0%-98.4%)	French* F	English* 98.2% (97.7%-98.7%)	French* 28.7% ^E (18.4%-39.0%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care		5.2% ^E (2.8%-7.6 %)		2.3% (1.8%-2.8 %)		2.8% (2.5%-3.1%)			

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 24	Zone 3	New Brunswick
Base Size		n=318	n=3,034	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	73.5% (68.6%-78.4%)**	69.0% (67.3%-70.7%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	3.8% ^E (1.7%-5.9%)	8.6% (7.6%-9.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	15.1% (11.1%-19.1%)	15.4% (14.1%-16.7%)	18.4% (17.8%-19.0%)
	Community health centre	3.4% ^E (1.4%-5.4%)	0.8% ^E (0.5%-1.1%)	1.4% (1.2%-1.6%)
	Other	4.2% ^E (2.0%-6.4%)	6.2% (5.3%-7.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	81.9% (77.7%-86.1%) 3.9	81.3% (79.9%-82.7%) 3.5	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	32.3% (27.2%-37.4%) 0.7	39.1% (37.4%-40.8%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	32.4% (27.2%-37.6%)	38.7% (37.0%-40.4%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	24.4% (19.7%-29.1%)	21.4% (19.9%-22.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	23.2% (18.6%-27.8%)	7.8% (6.8%-8.8%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	12.7% (9.0%-16.4%)	4.8% (4.0%-5.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	11.7% (8.2%-15.2%)	18.9% (17.5%-20.3%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	10.2% (6.9%-13.5%)	9.1% (8.1%-10.1%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	7.1% ^E (4.3%-9.9%)	6.1% (5.2%-7.0%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 24	Zone 3	New Brunswick
Base Size		n=318	n=3,034	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	58.2% (52.7%-63.7%)**	59.9% (58.1%-61.7%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	77.8% (72.8%-82.8%)	81.3% (79.8%-82.8%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	48.2% (37.9%-58.5%)	54.8% (52.0%-57.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	83.4% (76.6%-90.2%)	80.4% (78.2%-82.6%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	56.7% (44.7%-68.7%)	59.9% (55.7%-64.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	79.1% (70.1%-88.1%)	80.3% (75.7%-84.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.4% (82.1%-92.7%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	96.0% (89.8%-100%)	85.5% (82.6%-88.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	75.9% (57.2%-94.6%)	86.2% (81.5%-90.9%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	82.1% (66.8%-97.4%)	92.1% (88.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

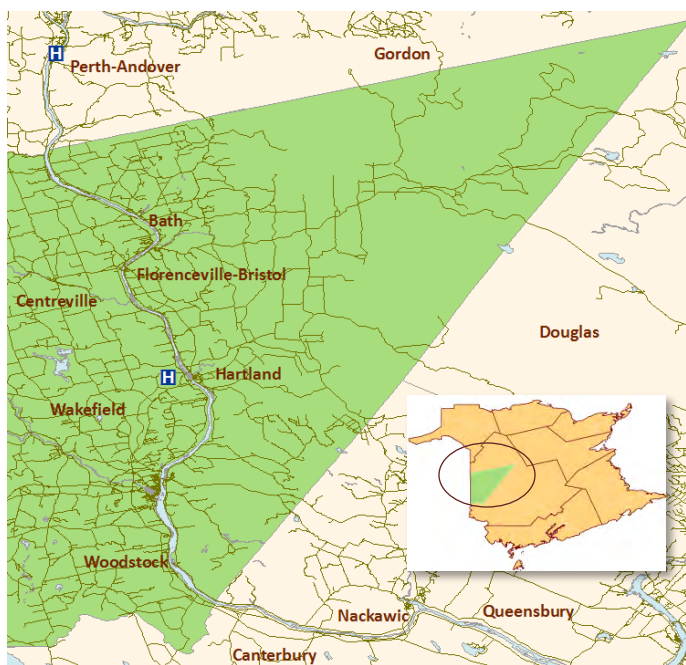
** Confidence interval calculated at a 95% level of confidence.



	Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 24	Zone 3	New Brunswick
	Base Size		n=318	n=3,034	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		51.2% (45.7%-56.7%)**	55.7% (53.9%-57.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		18.7% (14.4%-23.0%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		59.3% (53.9%-64.7%)	56.1% (54.3%-57.9%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		30.0% (24.8%-35.2%)	29.9% (28.2%-31.6%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		12.0% (8.3%-15.7%)	11.7% (10.5%-12.9%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		15.7% (11.7%-19.7%)	17.8% (16.4%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		62.2% (56.8%-67.6%)	58.3% (56.5%-60.1%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	42.8% (36.5%-49.1%)	42.1% (40.0%-44.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	12.5% ^E (8.3%-16.7%)	13.2% (11.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	50.5% (43.6%-57.4%)	51.7% (49.4%-54.0%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.

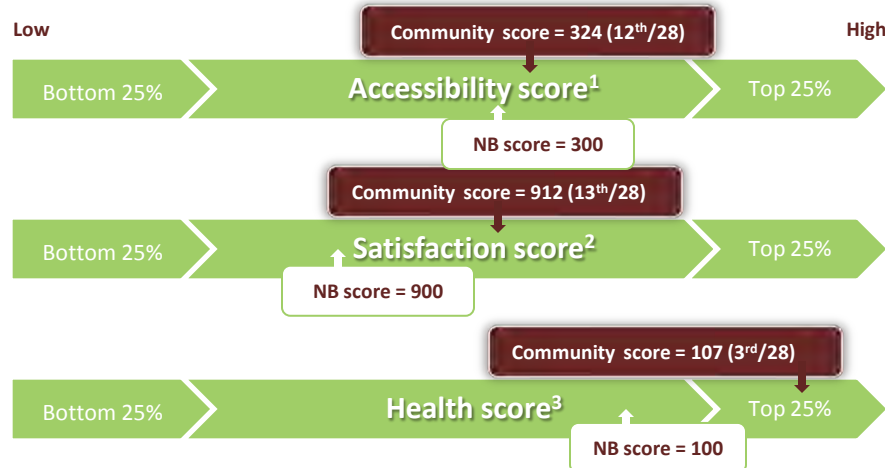
^E Use with caution (coefficient of variation between 16.6% and 33.3%).



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

Low



Demographic profile ⁴		Community %	NB %
Age group	18-34	25.9	25.9
	35-54	40.0	39.4
	55-64	15.2	16.3
	65+	18.9	18.5
Gender	Male	48.0	48.1
	Female	52.0	51.9
Education level	High school or less	46.3	43.5
	College/Technical trade diploma	34.9	29.7
	University degree	18.8	26.8
Aboriginal	Yes	3.7	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	98.8	75.7
	French	1.2	24.3
Household income	Less than \$25,000	21.0	21.7
	\$25,000 - \$59,999	41.3	38.1
	\$60,000 or more	37.7	40.2
Employment status	Employed	61.5	56.9
	Unemployed/Seasonal	6.5	7.2
	Retired	19.5	21.7
	Other	12.6	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		3,870	19.1	18.0
Asthma		1,925	9.5	10.3
Cancer		1,216	6.0	7.0
Chronic pain		3,181	15.7	15.0
Depression		2,188	10.8	12.7
Diabetes		2,127	10.5	9.2
Emphysema or COPD		507	2.5 ^E	2.7
Gastric reflux (GERD)		2,978	14.7	16.1
Heart disease		1,641	8.1	8.3
High blood pressure or hypertension		4,741	23.4	25.7
Mood disorder other than depression		466	2.3 ^E	2.5
Stroke		385	1.9 ^E	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

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



Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 25		Zone 3		New Brunswick	
Base Size			n=612		n=3,034		n=14,045	
A-1	Percent of residents who have a personal family doctor		98.1% (97.0%-99.2%)**		92.6% (91.7%-93.5%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	19.2% (16.1%-22.3%)		17.5% (16.1%-18.9%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	77.1% (73.7%-80.5%)		76.0% (74.4%-77.6%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	34.5% (30.7%-38.3%)		33.2% (31.5%-34.9%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	9.0% (6.7%-11.3%)		15.1% (13.8%-16.4%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***		35.9% (32.1%-39.7%)		43.1% (41.3%-44.9%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		83.6% (80.5%-86.7%)		82.3% (80.8%-83.8%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		89.6% (86.2%-93.0%)		79.3% (77.0%-81.6%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		82.8% (78.1%-87.5%)		79.5% (77.2%-81.8%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		62.3% (50.2%-74.4%)		45.1% (40.8%-49.4%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		70.3% (47.9%-92.7%)		82.5% (78.1%-86.9%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 98.3% (97.2%-99.4%)	French* F	English* 98.2% (97.7%-98.7%)	French* 28.7% ^E (18.4%-39.0%)
A-13	Percent with a nurse practitioner regularly involved in health care		F		2.3% (1.8%-2.8 %)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 25	Zone 3	New Brunswick
Base Size		n=612	n=3,034	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	75.5% (72.1%-78.9%)**	69.0% (67.3%-70.7%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	16.0% (13.1%-18.9%)	8.6% (7.6%-9.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	4.8% ^E (3.1%-6.5%)	15.4% (14.1%-16.7%)	18.4% (17.8%-19.0%)
	Community health centre	F	0.8% ^E (0.5%-1.1%)	1.4% (1.2%-1.6%)
	Other	3.6% ^E (2.1%-5.1%)	6.2% (5.3%-7.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	84.2% (81.3%-87.1%) 3.2	81.3% (79.9%-82.7%) 3.5	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	54.9% (51.0%-58.8%) 1.3	39.1% (37.4%-40.8%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	39.4% (35.5%-43.3%)	38.7% (37.0%-40.4%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	10.5% (8.1%-12.9%)	21.4% (19.9%-22.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	4.1% ^E (2.5%-5.7%)	7.8% (6.8%-8.8%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	F	4.8% (4.0%-5.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	14.4% (11.6%-17.2%)	18.9% (17.5%-20.3%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	7.5% (5.4%-9.6%)	9.1% (8.1%-10.1%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	7.2% (5.2%-9.2%)	6.1% (5.2%-7.0%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 25	Zone 3	New Brunswick
Base Size		n=612	n=3,034	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	64.1% (60.3%-67.9%)**	59.9% (58.1%-61.7%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	83.8% (80.7%-86.9%)	81.3% (79.8%-82.8%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	53.7% (48.2%-59.2%)	54.8% (52.0%-57.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	82.6% (77.9%-87.3%)	80.4% (78.2%-82.6%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	55.2% (42.8%-67.6%)	59.9% (55.7%-64.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	F	80.3% (75.7%-84.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	_*	87.4% (82.1%-92.7%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	91.9% (86.6%-97.2%)	85.5% (82.6%-88.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	95.0% (88.2%-100%)	86.2% (81.5%-90.9%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	84.7% (73.7%-95.7%)	92.1% (88.6%-95.6%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

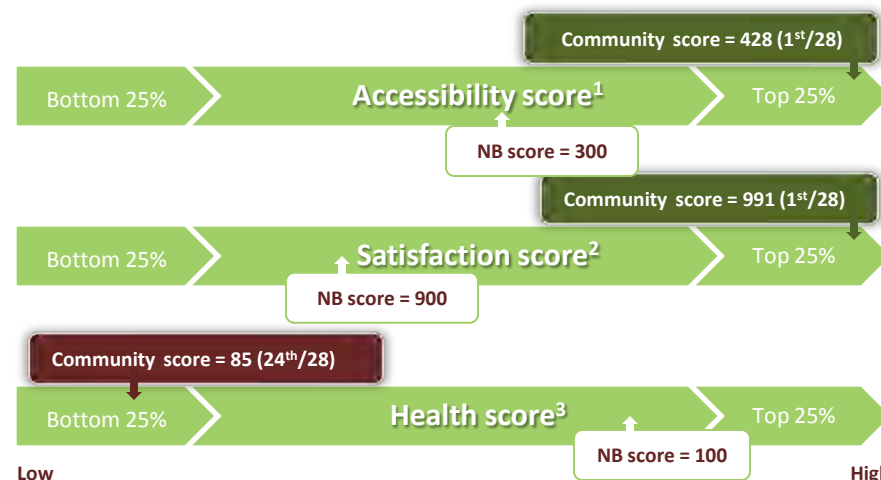
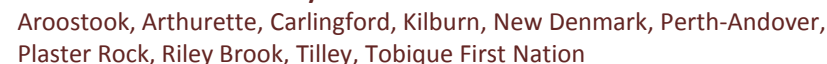
** Confidence interval calculated at a 95% level of confidence.

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



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 25	Zone 3	New Brunswick
Base Size			n=612	n=3,034	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		57.3% (53.4%-61.2%)**	55.7% (53.9%-57.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		14.3% (11.5%-17.1%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		46.6% (42.6%-50.6%)	56.1% (54.3%-57.9%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		31.8% (27.9%-35.7%)	29.9% (28.2%-31.6%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		11.5% (8.9%-14.1%)	11.7% (10.5%-12.9%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		16.9% (13.9%-19.9%)	17.8% (16.4%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		54.6% (50.6%-58.6%)	58.3% (56.5%-60.1%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	37.6% (33.0%-42.2%)	42.1% (40.0%-44.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	12.6% (9.4%-15.8%)	13.2% (11.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	48.2% (42.9%-53.5%)	51.7% (49.4%-54.0%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



<u>Chronic Health Conditions⁴</u>	<u>Community</u>		<u>NB</u>
	Number ⁵	%	%
<i>Arthritis</i>	2,287	28.5	18.0
<i>Asthma</i>	746	9.3 ^E	10.3
<i>Cancer</i>	754	9.4 ^E	7.0
<i>Chronic pain</i>	1,533	19.1	15.0
<i>Depression</i>	1,212	15.1	12.7
<i>Diabetes</i>	891	11.1 ^E	9.2
<i>Emphysema or COPD</i>	473	5.9 ^E	2.7
<i>Gastric reflux (GERD)</i>	1,059	13.2	16.1
<i>Heart disease</i>	923	11.5 ^E	8.3
<i>High blood pressure or hypertension</i>	2,191	27.3	25.7
<i>Mood disorder other than depression</i>	F	F	2.5
<i>Stroke</i>	F	F	2.0

⁴Based on survey respondents, weighted by age and gender



	Experiences With Primary Health Care Services - ACCESSIBILITY (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 26		Zone 3		New Brunswick			
	Base Size		n=249		n=3,034		n=14,045			
A-1	Percent of residents who have a personal family doctor		94.5% (91.7%-97.3%)**		92.6% (91.7%-93.5%)**		92.6% (92.2%-93.0%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	22.4% (17.1%-27.7%)		17.5% (16.1%-18.9%)		21.6% (20.9%-22.3%)			
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)	91.1% (87.5%-94.7%)		76.0% (74.4%-77.6%)		76.6% (75.9%-77.3%)			
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	63.3% (57.2%-69.4%)		33.2% (31.5%-34.9%)		30.3% (29.5%-31.1%)			
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	29.2% (23.5%-34.9%)		15.1% (13.8%-16.4%)		12.1% (11.5%-12.7%)			
A-6	Percent of residents who have access to a primary health care team***		40.1% (34.0%-46.2%)		43.1% (41.3%-44.9%)		34.4 % (33.6%-35.2%)			
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		90.6% (86.8%-94.4%)		82.3% (80.8%-83.8%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)		94.4% (90.2%-98.6%)		79.3% (77.0%-81.6%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)		81.8% (74.5%-89.1%)		79.5% (77.2%-81.8%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)		92.1% (83.0%-100%)		45.1% (40.8%-49.4%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)		97.9% (93.3%-100%)		82.5% (78.1%-86.9%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)		English* 96.5% (94.1%-98.9%)	French* 71.8% ^E (32.4%-100%)	English* 98.2% (97.7%-98.7%)	French* 28.7% ^E (18.4%-39.0%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care				4.8% ^E (2.1%-7.5%)		2.3% (1.8%-2.8 %)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

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

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 26	Zone 3	New Brunswick
Base Size		n=249	n=3,034	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	81.5% (76.6%-86.4%)**	69.0% (67.3%-70.7%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	6.9% ^E (3.7%-10.1%)	8.6% (7.6%-9.6%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	7.0% ^E (3.8%-10.2%)	15.4% (14.1%-16.7%)	18.4% (17.8%-19.0%)
	Community health centre	F	0.8% ^E (0.5%-1.1%)	1.4% (1.2%-1.6%)
	Other	4.0% ^E (1.5%-6.5%)	6.2% (5.3%-7.1%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	85.9% (81.6%-90.2%) 4.4	81.3% (79.9%-82.7%) 3.5	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	45.4% (39.2%-51.6%) 1.1	39.1% (37.4%-40.8%) 0.9	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	39.9% (33.8%-46.0%)	38.7% (37.0%-40.4%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	16.5% (11.9%-21.1%)	21.4% (19.9%-22.9%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	13.7% (9.4%-18.0%)	7.8% (6.8%-8.8%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	12.4% ^E (8.3%-16.5%)	4.8% (4.0%-5.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	16.0% (11.4%-20.6%)	18.9% (17.5%-20.3%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	6.8% ^E (3.7%-9.9%)	9.1% (8.1%-10.1%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	6.5% ^E (3.4%-9.6%)	6.1% (5.2%-7.0%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 26	Zone 3	New Brunswick
Base Size		n=249	n=3,034	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	67.4% (61.5%-73.3%)**	59.9% (58.1%-61.7%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	86.4% (81.9%-90.9%)	81.3% (79.8%-82.8%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	71.5% (63.3%-79.7%)	54.8% (52.0%-57.6%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	78.9% (71.3%-86.5%)	80.4% (78.2%-82.6%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	83.1% (70.5%-95.7%)	59.9% (55.7%-64.1%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	84.1% (72.3%-95.9%)	80.3% (75.7%-84.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	87.4% (82.1%-92.7%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	93.5% (86.3%-100%)	85.5% (82.6%-88.4%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	95.5% (85.9%-100%)	86.2% (81.5%-90.9%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	89.3% (74.6%-100%)	92.1% (88.6%-95.6%)	91.5% (89.9%-93.1%)

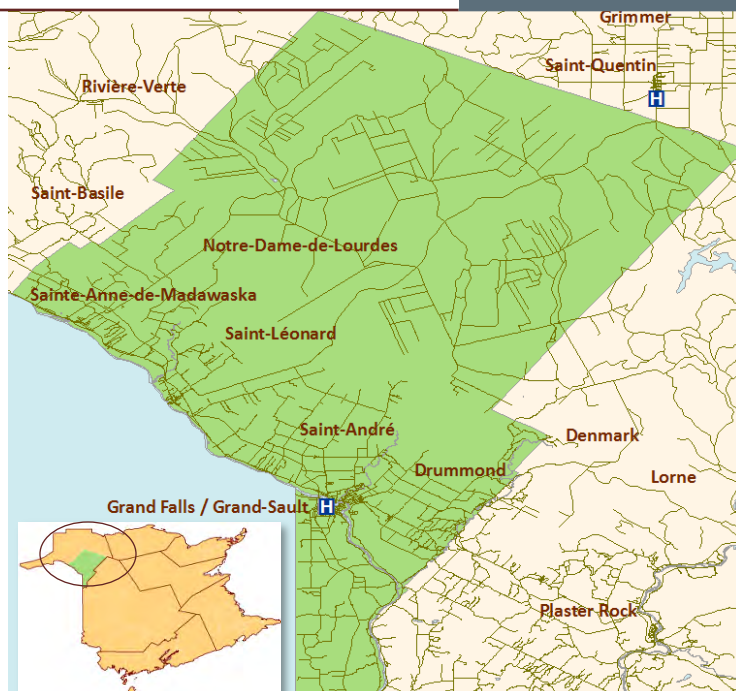
* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.



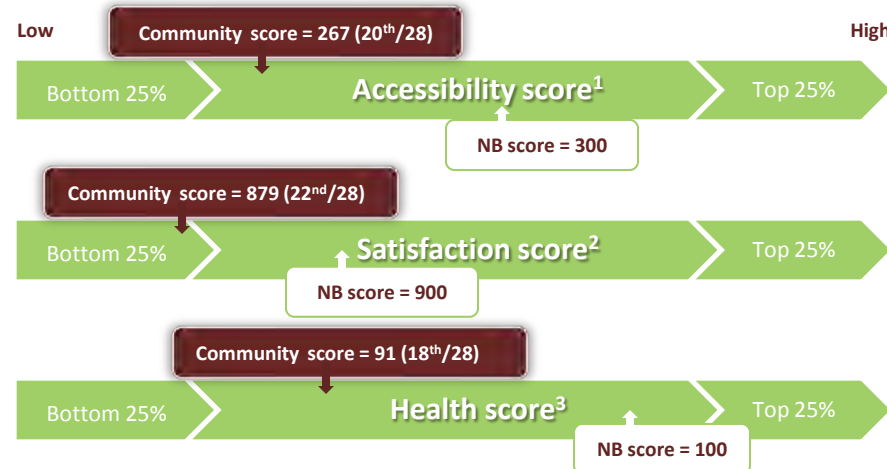
Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 26	Zone 3	New Brunswick
Base Size			n=249	n=3,034	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		45.4% (39.2%-51.6%)**	55.7% (53.9%-57.5%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		20.5% (15.5%-25.5%)	16.8% (15.5%-18.1%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		48.2% (42.0%-54.4%)	56.1% (54.3%-57.9%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		36.2% (30.0%-42.4%)	29.9% (28.2%-31.6%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		14.3% (9.8%-18.8%)	11.7% (10.5%-12.9%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		19.5% (14.6%-24.4%)	17.8% (16.4%-19.2%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		60.0% (53.8%-66.2%)	58.3% (56.5%-60.1%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	39.4% (32.3%-46.5%)	42.1% (40.0%-44.2%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	18.4% (12.8%-24.0%)	13.2% (11.8%-14.6%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	46.5% (38.7%-54.3%)	51.7% (49.4%-54.0%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



Included in this community:

Drummond, Grand Falls / Grand-Sault, Notre-Dame-de-Lourdes, Saint-André, Sainte-Anne-de-Madawaska, Saint-Léonard



<u>Demographic profile⁴</u>		<u>Community</u> %	<u>NB</u> %
Age group	18-34	26.2	25.9
	35-54	41.4	39.4
	55-64	15.8	16.3
	65+	16.6	18.5
Gender	Male	49.0	48.1
	Female	51.0	51.9
Education level	High school or less	50.3	43.5
	College/Technical trade diploma	31.1	29.7
	University degree	18.6	26.8
Aboriginal	Yes	3.4	2.7

<u>Demographic profile⁴</u>		<u>Community</u> %	<u>NB</u> %
Preferred language of service	English	42.1	75.7
	French	57.9	24.3
Household income	Less than \$25,000	29.2	21.7
	\$25,000 - \$59,999	42.4	38.1
	\$60,000 or more	28.4	40.2
Employment status	Employed	56.2	56.9
	Unemployed/ Seasonal	8.9	7.2
	Retired	20.9	21.7
	Other	14.0	14.1

<u>Chronic Health Conditions⁴</u>	<u>Community</u> Number ⁵	<u>Community</u> %	<u>NB</u> %
Arthritis	2,095	15.8	18.0
Asthma	1,034	7.8 ^E	10.3
Cancer	690	5.2 ^E	7.0
Chronic pain	2,082	15.7	15.0
Depression	1,711	12.9	12.7
Diabetes	1,193	9.0 ^E	9.2
Emphysema or COPD	690	5.2 ^E	2.7
Gastric reflux (GERD)	2,161	16.3	16.1
Heart disease	1,432	10.8	8.3
High blood pressure or hypertension	3,766	28.4	25.7
Mood disorder other than depression	F	F	2.5
Stroke	F	F	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

^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%)



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>				Community 27		Zone 4		New Brunswick	
Base Size				n=357		n=1,145		n=14,045	
A-1	Percent of residents who have a personal family doctor			97.9% (96.4%-99.4%)**		95.7% (94.5%-96.9%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <i>after-hour arrangement</i> when office is closed (% yes)		10.6% (7.4%-13.8%)		14.5% (12.4%-16.6%)		21.6% (20.9%-22.3%)	
A-3		<i>Easy or difficult to call</i> personal family doctor's office during regular practice hours (% very/somewhat easy)		82.0% (78.0%-86.0%)		81.8% (79.5%-84.1%)		76.6% (75.9%-77.3%)	
A-4		<i>How quickly appointment can be made</i> with personal family doctor (% on same or next day)		30.0% (25.2%-34.8%)		23.3% (20.8%-25.8%)		30.3% (29.5%-31.1%)	
A-5		<i>Other health professionals working in same office/building</i> as personal family doctor (% yes)		8.6% ^E (5.7%-11.5%)		10.7% (8.9%-12.5%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			21.3% (17.0%-25.6%)		29.6% (27.0%-32.2%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	<i>Satisfaction with wait time</i> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	76.2% (71.5%-80.9%)		81.0% (78.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	<i>Wait time</i> at the hospital emergency department (% less than 4 hours)	80.9% (75.5%-86.3%)		80.1% (76.9%-83.3%)		75.1% (74.0%-76.2%)	
A-9		Specialist	<i>Satisfaction with wait time</i> from booking appointment to seeing specialist (% very/somewhat satisfied)	73.1% (66.0%-80.2%)		79.5% (75.9%-83.1%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	<i>Wait time</i> at the after-hours or walk-in clinic (% less than 1 hour)	69.7% (49.6%-89.8%)		67.1% (60.1%-74.1%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	<i>Wait time</i> at the community health centre (% less than 1 hour)	88.0% (69.6%-100%)		87.6% (75.6%-99.6%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on <i>preferred language of service</i> (% who always receive service in language of preference)	English* 74.6% (67.4%-81.8%)	French* 83.2% (77.9%-88.5%)	English* 73.7% (67.8%-79.6%)	French* 90.0% (87.9%-92.1%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			F		2.0% ^E (1.2%-2.8%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

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

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 27	Zone 4	New Brunswick
Base Size		n=357	n=1,145	n=14,045
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	53.4% (48.2%-58.6%)**	48.5% (45.6%-51.4%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	35.2% (30.2%-40.2%)	28.2% (25.6%-30.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	3.4% ^E (1.5%-5.3%)	14.8% (12.7%-16.9%)	18.4% (17.8%-19.0%)
	Community health centre	F	F	1.4% (1.2%-1.6%)
	Other	7.7% ^E (4.9%-10.5%)	7.9% (6.3%-9.5%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	84.0% (80.2%-87.8%) 3.5	79.4% (77.1%-81.7%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	57.3% (52.2%-62.4%) 1.7	53.1% (50.2%-56.0%) 1.4	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	39.7% (34.6%-44.8%)	39.3% (36.5%-42.1%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	5.3% ^E (3.0%-7.6%)	16.8% (14.6%-19.0%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	2.7% ^E (1.0%-4.4%)	2.3% ^E (1.4%-3.2%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	F	2.7% ^E (1.8%-3.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	34.6% (29.7%-39.5%)	26.5% (23.9%-29.1%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	13.4% (9.9%-16.9%)	10.0% (8.3%-11.7%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	6.8% ^E (4.2%-9.4%)	5.5% (4.2%-6.8%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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



Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 27	Zone 4	New Brunswick
Base Size		n=357	n=1,145	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	56.9% (51.7%-62.1%)**	66.1% (63.3%-68.9%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	79.1% (74.7%-83.5%)	81.7% (79.3%-84.1%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	43.0% (36.2%-49.8%)	53.3% (49.3%-57.3%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	74.2% (67.2%-81.2%)	76.1% (72.3%-79.9%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	52.8% ^E (30.9%-74.7%)	72.8% (66.2%-79.4%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	64.5% ^E (37.4%-91.6%)	66.8% (49.7%-83.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	90.7% (80.8%-100%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	85.1% (78.9%-91.3%)	85.7% (81.8%-89.6%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	76.5% (59.2%-93.8%)	78.6% (68.7%-88.5%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	93.8% (86.4%-100%)	93.6% (88.8%-98.4%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.

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



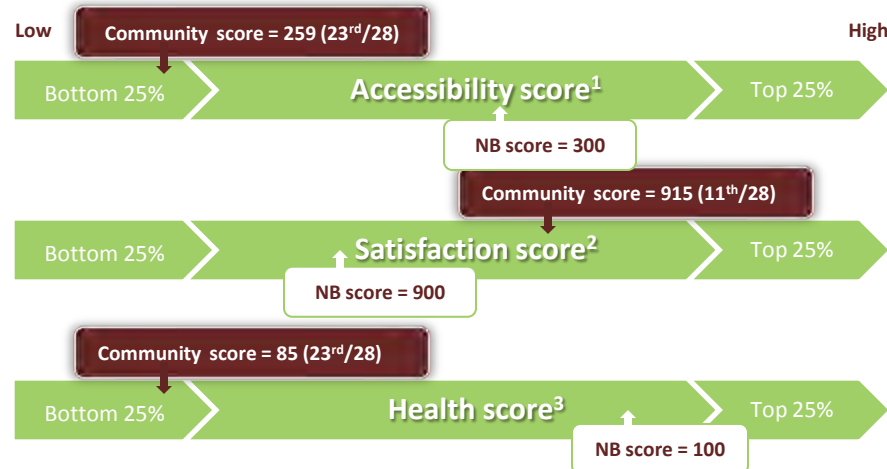
	Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 27	Zone 4	New Brunswick
	Base Size		n=357	n=1,145	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		48.5% (43.3%-53.7%)**	47.3% (44.4%-50.2%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		14.3% (10.7%-17.9%)	13.4% (11.4%-15.4%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		51.0% (45.8%-56.2%)	49.7% (46.8%-52.6%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		29.5% (24.7%-34.3%)	33.9% (31.0%-36.8%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		19.3% (15.1%-23.5%)	16.6% (14.4%-18.8%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		14.8% (11.1%-18.5%)	15.5% (13.4%-17.6%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		53.7% (48.4%-59.0%)	55.1% (52.2%-58.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	27.4% (21.7%-33.1%)	26.2% (23.1%-29.3%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	17.0% (12.2%-21.8%)	16.2% (13.6%-18.8%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	40.1% (33.3%-46.9%)	32.3% (28.7%-35.9%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.



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



Demographic profile ⁴		Community %	NB %
Age group	18-34	23.2	25.9
	35-54	40.7	39.4
	55-64	17.5	16.3
	65+	18.7	18.5
Gender	Male	47.9	48.1
	Female	52.1	51.9
Education level	High school or less	43.3	43.5
	College/Technical trade diploma	29.6	29.7
	University degree	27.1	26.8
Aboriginal	Yes	3.2	2.7

Demographic profile ⁴		Community %	NB %
Preferred language of service	English	13.0	75.7
	French	87.0	24.3
Household income	Less than \$25,000	29.7	21.7
	\$25,000 - \$59,999	38.9	38.1
	\$60,000 or more	31.5	40.2
Employment status	Employed	53.6	56.9
	Unemployed/Seasonal	5.8	7.2
	Retired	23.0	21.7
	Other	17.7	14.1

Chronic Health Conditions ⁴		Community Number ⁵	Community %	NB %
Arthritis		3,752	16.7	18.0
Asthma		1,640	7.3	10.3
Cancer		1,348	6.0	7.0
Chronic pain		4,044	18.0	15.0
Depression		2,516	11.2	12.7
Diabetes		2,112	9.4	9.2
Emphysema or COPD		674	3.0 ^E	2.7
Gastric reflux (GERD)		3,415	15.2	16.1
Heart disease		2,763	12.3	8.3
High blood pressure or hypertension		5,594	24.9	25.7
Mood disorder other than depression		674	3.0 ^E	2.5
Stroke		607	2.7 ^E	2.0

¹Overall score that combines responses to “has a personal family doctor”, “has access to a primary health care team” and “can get an appointment with a personal family doctor on the same day or next day”

²Overall score that combines responses to individual ratings of services received from/at personal family doctor, nurse practitioner, emergency department, specialist, after-hours or walk-in clinic, community health centre, Tele-Care, ambulance services, and alternative practitioner

³Self-rated health (very good or excellent)

⁴Based on survey respondents, weighted by age and gender

⁵ Estimated number of citizens in the community who have the selected chronic health condition

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



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>				Community 28		Zone 4		New Brunswick	
Base Size				n=571		n=1,145		n=14,045	
A-1	Percent of residents who have a personal family doctor			95.0% (93.2%-96.8%)**		95.7% (94.5%-96.9%)**		92.6% (92.2%-93.0%)**	
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)		14.3% (11.4%-17.2%)		14.5% (12.4%-16.6%)		21.6% (20.9%-22.3%)	
A-3		Easy or difficult to call personal family doctor's office during regular practice hours (% very/somewhat easy)		81.3% (78.0%-84.6%)		81.8% (79.5%-84.1%)		76.6% (75.9%-77.3%)	
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)		18.9% (15.6%-22.2%)		23.3% (20.8%-25.8%)		30.3% (29.5%-31.1%)	
A-5		Other health professionals working in same office/building as personal family doctor (% yes)		7.1% (5.0%-9.2%)		10.7% (8.9%-12.5%)		12.1% (11.5%-12.7%)	
A-6	Percent of residents who have access to a primary health care team***			32.2% (28.4%-36.0%)		29.6% (27.0%-32.2%)		34.4 % (33.6%-35.2%)	
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	84.5% (81.3%-87.7%)		81.0% (78.5%-83.5%)		83.4% (82.7%-84.1%)	
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)	78.5% (73.6%-83.4%)		80.1% (76.9%-83.3%)		75.1% (74.0%-76.2%)	
A-9		Specialist	Satisfaction with wait time from booking appointment to seeing specialist (% very/somewhat satisfied)	83.1% (78.5%-87.7%)		79.5% (75.9%-83.1%)		78.3% (77.3%-79.3%)	
A-10		After-hours or walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)	67.2% (59.4%-75.0%)		67.1% (60.1%-74.1%)		74.5% (72.9%-76.1%)	
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)	90.5% (74.6%-100%)		87.6% (75.6%-99.6%)		76.5% (74.0%-79.0%)	
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)	English* 71.1% (60.5%-81.7%)	French* 92.7% (90.3%-95.1%)	English* 73.7% (67.8%-79.6%)	French* 90.0% (87.9%-92.1%)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)
A-13	Percent with a nurse practitioner regularly involved in health care			2.3% ^E (1.1%-3.5%)		2.0% ^E (1.2%-2.8%)		2.8% (2.5%-3.1%)	

* Preferred language of service as indicated by respondent in the survey.

** Confidence interval calculated at a 95% level of confidence.

***Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

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



Experiences With Primary Health Care Services – USE OF SERVICES (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)				
	Base Size	Community 28	Zone 4	New Brunswick
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents				
U-1	Personal family doctor	50.5% (46.4%-54.6%)**	48.5% (45.6%-51.4%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	17.7% (14.6%-20.8%)	28.2% (25.6%-30.8%)	12.0% (11.5%-12.5%)
	After-hours or walk-in clinic	23.5% (20.0%-27.0%)	14.8% (12.7%-16.9%)	18.4% (17.8%-19.0%)
	Community health centre	F	F	1.4% (1.2%-1.6%)
	Other	7.9% (5.7%-10.1%)	7.9% (6.3%-9.5%)	6.3% (5.9%-6.7%)
Use of primary health care services in last 12 months - Among overall residents				
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	78.6% (75.2%-82.0%) 2.6	79.4% (77.1%-81.7%) 2.9	80.7% (80.0%-81.4%) 3.3
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	49.0% (44.9%-53.1%) 1.3	53.1% (50.2%-56.0%) 1.4	42.0% (41.2%-42.8%) 1.0
U-4	% who has seen a specialist	40.8% (36.8%-44.8%)	39.3% (36.5%-42.1%)	40.8% (40.0%-41.6%)
U-5	% who has visited an after-hours clinic or walk-in clinic	25.8% (22.2%-29.4%)	16.8% (14.6%-19.0%)	24.7% (24.0%-25.4%)
U-6	% who has visited a community health centre	2.3% ^E (1.1%-3.5%)	2.3% ^E (1.4%-3.2%)	7.3% (6.9%-7.7%)
U-7	% who has seen a nurse practitioner	3.3% ^E (1.8%-4.8%)	2.7% ^E (1.8%-3.6%)	5.1% (4.7%-5.5%)
U-8	% who has seen an alternative practitioner	22.0% (18.6%-25.4%)	26.5% (23.9%-29.1%)	20.9% (20.2%-21.6%)
U-9	% Who has used Tele-Care or other advice/info line	8.6% (6.3%-10.9%)	10.0% (8.3%-11.7%)	9.6% (9.1%-10.1%)
U-10	% who has used ambulance services	5.1% ^E (3.3%-6.9%)	5.5% (4.2%-6.8%)	5.9% (5.5%-6.3%)

** Confidence interval calculated at a 95% level of confidence.

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

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

Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)		Community 28	Zone 4	New Brunswick
Base Size		n=571	n=1,145	n=14,045
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:				
S-1	Overall health care services received in New Brunswick (Overall)	69.6% (65.8%-73.4%)**	66.1% (63.3%-68.9%)**	61.5% (60.7%-62.3%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	83.0% (79.7%-86.3%)	81.7% (79.3%-84.1%)	81.3% (80.6%-82.0%)
S-3	Services at the hospital emergency department in the last 12 months (Among users)	55.7% (49.8%-61.6%)	53.3% (49.3%-57.3%)	51.5% (50.2%-52.8%)
S-4	Services from specialist in the last 12 months (Among users)	76.7% (71.6%-81.8%)	76.1% (72.3%-79.9%)	80.1% (79.1%-81.1%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	75.2% (68.0%-82.4%)	72.8% (66.2%-79.4%)	67.1% (65.4%-68.8%)
S-6	Services at community health centre in the last 12 months (Among users)	73.2% ^E (49.1%-97.3%)	66.8% (49.7%-83.9%)	74.1% (71.6%-76.6%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	-*	90.7% (80.8%-100%)	85.8% (83.3%-88.3%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	85.7% (79.5%-91.9%)	85.7% (81.8%-89.6%)	87.5% (86.3%-88.7%)
S-9	Ambulance services received in the last 12 months (Among users)	78.4% (64.4%-92.4%)	78.6% (68.7%-88.5%)	85.3% (83.0%-87.6%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"				
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	93.0% (85.7%-100%)	93.6% (88.8%-98.4%)	91.5% (89.9%-93.1%)

* Result suppressed due to limited number of nurse practitioners in the community.

** Confidence interval calculated at a 95% level of confidence.

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



Experiences With Primary Health Care Services – HEALTH PROFILE (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)			Community 28	Zone 4	New Brunswick
Base Size			n=571	n=1,145	n=14,045
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)					
H-1	Self-rated Health (% very good or excellent)		45.4% (41.3%-49.5%)**	47.3% (44.4%-50.2%)**	53.3% (52.5%-54.1%)**
H-2	Percent who has seen a health professional about <i>mental or emotional health</i>		13.2% (10.4%-16.0%)	13.4% (11.4%-15.4%)	15.6% (15.0%-16.2%)
H-3	Agree that “ <i>My health largely depends on how well I take care of myself</i> ” (% strongly agree)		49.7% (45.6%-53.8%)	49.7% (46.8%-52.6%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <i>improving health or preventing illness</i> (% always or usually) – (Among health care service users)		36.2% (32.0%-40.4%)	33.9% (31.0%-36.8%)	31.6% (30.8%-32.4%)
H-5	<i>Difficulty understanding written information</i> about medical condition or prescription (% always or usually)		15.3% (12.3%-18.3%)	16.6% (14.4%-18.8%)	13.5% (12.9%-14.1%)
H-6	Percent who has been <i>unable to leave the house</i> because of a health problem		16.0% (13.0%-19.0%)	15.5% (13.4%-17.6%)	16.9% (16.3%-17.5%)
Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)					
H-7	Percent diagnosed with <i>one or more chronic health conditions</i>		55.7% (51.6%-59.8%)	55.1% (52.2%-58.0%)	59.2% (58.4%-60.0%)
H-8	Among those with <i>chronic health conditions</i>	Agree that “I know how to try to <i>prevent further problems</i> with my health condition” (% strongly agree)	25.3% (21.1%-29.5%)	26.2% (23.1%-29.3%)	38.1% (37.1%-39.1%)
H-9		Number of <i>prescription medications</i> taken on a regular basis (% 6 or more)	17.5% (13.8%-21.2%)	16.2% (13.6%-18.8%)	12.5% (11.9%-13.1%)
H-10	Patients with chronic health conditions <i>who take medication</i>	Agree that “ <i>I know what each of my prescribed medications do</i> ” (% strongly agree)	28.0% (23.3%-32.7%)	32.3% (28.7%-35.9%)	46.7% (45.6%-47.8%)

** Confidence interval calculated at a 95% level of confidence.

References

References:

- 1 – Health Canada, *Primary Health Care*, (2011), [online], from < <http://www.hc-sc.gc.ca/hcs-sss/prim/index-eng.php> >.
- 2 – The Commonwealth Fund, *2010 Commonwealth Fund International Health Policy Survey*, (2010), [online], from < <http://www.commonwealthfund.org/Content/Surveys/2010/Nov/2010-International-Survey.aspx> >.
- 3 - James M. Gill, MD, MPH; Arch G. Mainous III, PhD; Musa Nsereko, BDS, “*The Effect of Continuity of Care on Emergency Department Use*”, *MPHArch Fam Med*. 2000;9:333-338.
- 4 – Government of New Brunswick, *Frequently Asked Questions about Tele-Care 811 Télé-Soins*, (2011), [online], from < <http://www.gnb.ca/0217/faq-e.asp> >.
- 5 – M. Hofmarcher, H. Oxley, and E. Rusticelli, Organisation for Economic Co-operation and Development, *Improved Health System Through Better Care Coordination*, (2007), [online], from < <http://www.oecd.org/dataoecd/22/9/39791610.pdf> >.
- 6 - Health Canada, *Primary Health Care Transition Fund*, (2011), [online], from < <http://www.hc-sc.gc.ca/hcs-sss/prim/phctf-fassp/index-eng.php> >.
- 7 - Statistics Canada, (2011), [online], from < www.statcan.gc.ca >.

Appendix

Appendix A

Survey Questionnaire

Survey Questionnaire

INTRODUCTION

Hello, my name is _____ from MarketQuest-Omnifacts Research; we are a professional research firm located in [Richibucto/St. John's Newfoundland].

We're calling today about the Primary Health Care Survey you may have heard about, which we're conducting on behalf of the New Brunswick Health Council. They are an independent organization that evaluates New Brunswick's health system by getting input from citizens, and then makes recommendations to the Minister of Health.

[IF A CHILD ANSWERS, ASK TO SPEAK TO PARENT OR GUARDIAN]

To make sure that people are chosen randomly for this survey (like flipping a coin), may I speak with ... **[RANDOM SELECT, 1-4]**?

- 1 The youngest man, 18 or older, who lives at this number?
- 2 The youngest woman, 18 or older, who lives at this number?
- 3 A man, 18 or older, who lives at this number?
- 4 A woman, 18 or older, who lives at this number?

[If person of selected gender answered the phone, ask: 'Would that be you?']

[If person of selected gender is not the one who answered the phone]

- Ask to speak to this person.
- Repeat intro, or re-schedule.

[BRIEFING NOTE TO INTERVIEWERS: ALLOW FOR ANYONE 18+ IF SELECTED RESPONDENT REFUSES.]

Specifically, the survey will ask about your experiences with primary health care services, such as visits with personal family doctors, health clinics, and emergency departments. The objective is to provide the New Brunswick Health Council a better understanding of these services in an effort to bring improvements. We are trying to reach out to as many residents in your local community as possible.

Please be assured that we are not selling or promoting any products or services but are simply interested in your opinions. This survey will take about 20 minutes to complete depending on your answers, which will be held strictly confidential. Is now a good time for you?

This call may be monitored for quality purposes.

If a respondent questions the validity of the survey, the call, or MarketQuest-Omnifacts please state:

MarketQuest-Omnifacts Research has been conducting research studies in Canada and abroad for 30 years. We are a Gold Seal Member of the Canadian Marketing Research Intelligence Association (MRIA) which is responsible for regulating marketing research practices in Canada. MarketQuest-Omnifacts adheres very strictly to all guidelines of professionalism and privacy as outlined by the MRIA. This study is registered with the Association.

If you would like to contact the MRIA to verify the legitimacy of this research study or our company please call 1-800-554-9996 toll free and reference survey Number: 9666.

You may also call the New Brunswick Health Council at 1-877-225-2521 or visit their website for information on the survey at www.nbhc.ca

If a respondent asks about the New Brunswick Health Council:

The New Brunswick Health Council is independent or ""arm's length"" from the government and its mandate is to measure, monitor and evaluate New Brunswick's health care system through performance measurement and citizen engagement.

If a respondent questions the confidentiality of the information that they are providing please state the following:

MarketQuest-Omnifacts and the New Brunswick Health Council adhere to New Brunswick privacy laws and therefore follow high standards of privacy and confidentiality. Data is always presented in aggregate form. Information will never be released in a manner that could be used in an attempt to disclose your identity.

Q1. Would you prefer to conduct this interview in English or in French?

- 1 English
- 2 French

This call may be monitored for quality purposes.

Q2. GENDER (By observation)

- 1 Male
- 2 Female

Q3. To begin, could you please provide your 6-digit postal code?

[IF NECESSARY: We are asking you for your postal code because we want to look at the health care needs of all communities. This will be used for research purposes only, and will not be used to identify you personally.]

If quota for this postal code has already been reached: [Thank you for your time sir/m'am, but it seems we have conducted all the required interviews for your region. Thank you for your cooperation, we really appreciate it.]

E # @ # @ #

PROGRAMMING NOTE: FIRST FIELD: ENTER 'E', NO OTHER LETTER ALLOWED

F2: RANGE 0-9

F3: RANGE a-z

F4: RANGE 0-9

F5: RANGE a-z

F6: RANGE: 0-9

IF RESPONDENT REFUSES:

I understand your concern. Our researchers will need the postal code to analyze the data at the community level. Could we have perhaps just the first 3 digits? **[ENTER FIRST 3 DIGITS AND HIT 'REFUSAL' FOR LAST 3]**

Q3b. **[IF RESPONDENT REFUSES FIRST 3 DIGITS OR IF SECOND CHARACTER=0]** Would you mind sharing the name of the community where you live? _____

9998 REFUSE

[TERMINATE IF REFUSE]

Q4. What is your year of birth?

_____ **[RANGE: 1900-1993, 9997, 9998] [TERMINATE IF 1994 OR LATER, UNDER 18]**

9998 FOR REFUSAL - GO TO Q4b

9997 Answered with AGE (instead of year of birth) - CONTINUE

[IF NECESSARY: This will be used for research purposes only, and will not be used to identify you personally.]

Q4age. ENTER AGE

____ **AGE**

Q4NEWYOB. Just to Confirm that your year of birth is **[INSERT CALCULATED YEAR: 2011-Q4age]**?

- 1) Yes **GO TO Q5**
- 2) No **RETURN TO Q4**

Q4b. **[Q4=9997 - IF REFUSE YEAR OF BIRTH]** In which age category do you fall... are you: **[READ EACH]**

- 1) 17 or younger
- 2) 18 to 24
- 3) 25 to 34
- 4) 35 to 44
- 5) 45 to 54
- 6) 55 to 64
- 7) 65 to 74,
- 8) 75 or older
- 9) **[VOL]** Refuse

CONTINUE FOR REFUSAL

BLOCK 1: Self-rated health

Q5. In general, how would you rate your health? **[READ EACH]**

- 1) Excellent
- 2) Very Good

- 3) Good
- 4) Fair
- 5) Poor
- 9) **[VOL]** Don't know/Do not remember
- 8) **[VOL]** Refused

BLOCK 2: Health care model most often used when sick or in need of care

Q8. Which one of the following BEST describes what you do when you are sick or need care from a doctor, nurse or other health professional? Do you most often... **[READ EACH]**

- 1) Go to your personal family doctor at his/her office
- 2) Go to an after-hours clinic or a walk-in clinic for non-emergency health care needs
- 3) Go to a community health centre where you can see different health care professionals
- 4) Go to a hospital emergency department
- 5) Go to a nurse practitioner
- 6) Go to an alternative practitioner, like a chiropractor, homeopath, or massage therapist
- 7) Call Tele-Care (811)
- 8) Go to some other place of care [Specify: _____]
- 997) **[VOLUNTEER]** You rarely use health care services
- 999) **[VOL]** Don't know
- 998) **[VOL]** Refused

BLOCK 3: Visits to a personal family doctor

The following questions are about health care services you may have used in the past. If I ask you about something that does not apply to your situation, you always have the option to answer with 'does not apply'.

Q9. Do you have a personal family doctor? **[DO NOT READ]**

[IF NECESSARY: A personal family doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. This does not include specialists or doctors you would see at an after-hours clinic or a walk-in clinic.]

- 1) Yes
- 2) No **Go to Q27**
- 9) Don't know **Go to Q28**
- 8) Refused **Go to Q28**

Q10. **[Q9=1 - Respondents who have a personal family doctor]** How long have you been seeing or going to your personal family doctor? **[READ EACH]**

- 1) Less than 1 year
- 2) 1 to 2 years
- 3) 3 to 4 years
- 4) 5 to 7 years
- 5) More than 7 years
- 6) **[VOL]** Have not seen my doctor yet **Go to Q16b**
- 9) **[VOL]** Do not remember
- 8) **[VOL]** Refused

Q11. **[Q9=1 AND Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** Is there a nurse working with your personal family doctor who is regularly involved in your health care? **[DO NOT READ]**

[NOTE: NOT ASKING IF THERE IS A NURSE, BUT IF THERE IS A NURSE WHO IS REGULARLY INVOLVED]

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q12. **[Q9=1 AND Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** Are there other health professionals like dietitians, social workers, physiotherapists, or others working in the same office as your personal family doctor, not including other doctors or nurses? **[DO NOT READ]** **[NOTE: 'same office' also refers to 'same building']**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q13. **[Q9=1 AND Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** Does your personal family doctor have an after-hour arrangement for you to see or talk to another doctor or nurse when his/her office is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q14. **[Q9=1 AND Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** How easy or difficult is it to call your personal family doctor's office during regular practice hours to get health information or make an appointment?
[READ EACH]

- 1) Very easy
- 2) Somewhat easy
- 3) Somewhat difficult
- 4) Very difficult
- 7) **[VOL]** Does not apply because never tried to contact doctor's office by phone
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q15. [Q9=1 and Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before] Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your personal family doctor? Did you get an appointment... **[READ EACH, CODE ONE] [IF NECESSARY: This includes all medical needs, including regular checkups and exams.]**

- 1) On the same day
- 2) The next day
- 3) In 2 to 5 days
- 4) In 6 to 7 days
- 5) In 8 to 14 days
- 6) After more than 2 weeks
- 96) [VOL] Does not apply to the last time I was sick or needed medical attention
- 97) [VOL] Never able to get an appointment
- 99) [VOL] Do not know / Do not remember
- 98) [VOL] Refused

Q16. [Q9=1 and Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before] In the last 12 months, how many times did you visit your personal family doctor? **[RECORD NUMBER]**

IF DON'T KNOW PROBE FOR BEST ESTIMATE.

Enter '0' FOR NONE

_____ Capture: # of times, **RANGE 0-100,998, 999** **GO TO Q17 IF Q16=1-100, 998, 999**

999 Don't Know/Don't remember

998 Refused

Q16b. **[IF Q16=0 OR Q10=6]** What is the main reason you have not visited your family doctor?

_____ **Go to Q28**

999 Don't Know/Don't remember

998 Refused

Q17. [Q9=1 and Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months] In the last 12 months, how often did your personal family doctor explain your test results in a way that you could understand? **[IF NEC: This includes all test results like blood tests, x-rays, cancer tests or biopsies] [READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 7) Does not apply because you did not talk to your doctor about any test results in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q18. [Q9=1 and Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months] In the past 12 months, how often did your personal family doctor involve you in decisions about your health care? **[READ EACH, CODE ONE]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q19. [Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months] In the past 12 months, how often have test results or medical records **NOT** been available to your personal family doctor at the time of your visit? **[READ EACH]**

- 1) Always
- 2) Usually

- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) This does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q20. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the last 12 months, how often has your personal family doctor given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you did not need to talk to your doctor about your feelings, fears or concerns in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q21. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the last 12 months, how often did your personal family doctor help you coordinate the care from other healthcare providers and places when you needed it? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 6) Does not apply because you never needed to have care coordinated in the last 12 months

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q22. [Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]

Thinking of visits to your personal family doctor in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually seeing your doctor? **[READ EACH, CODE ONE]**

1) Very satisfied

2) Somewhat satisfied

3) Neither satisfied nor dissatisfied

4) Somewhat dissatisfied

5) Very dissatisfied

6) **[VOL]** Does not apply

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q23. [Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months] In the past 12 months, have you been a patient overnight in a hospital, health facility, or received services at home through the New Brunswick Extra-Mural Program? **[DO NOT READ]**

1) Yes

2) No **Go to Q25**

9) Do not know / Do not remember **Go to Q25**

8) Refused **Go to Q25**

Q24a. [Q9=1 AND Q16=1-100 AND Q23=1 - Respondents who had at least one visit with their personal family doctor in the last 12 months and who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months]

Did you see your personal family doctor anytime after you left the hospital or health facility, or after receiving services at home? **[DO NOT READ]**

1) Yes

- | | |
|----------------------------------|------------------|
| 2) No | Go to Q25 |
| 9) Do not know / Do not remember | Go to Q25 |
| 8) Refused | Go to Q25 |

Q24. [Q9=1 AND Q16=1-100 AND Q23=1 and Q24a=1 - Respondents who had at least one visit with their personal family doctor in the last 12 months, who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months and who saw their family doctor afterwards] Did your personal family doctor seem informed and up-to-date about the plan for follow-up care? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q25. [Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]

Sometimes a personal family doctor's office is located at a health clinic or health centre where doctors share patients. A personal family doctor can also be on vacation or out sick and another doctor takes care of patients in his/her absence. In the last 12 months, how often were you taken care of by the same doctor each time? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q26. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from your personal family doctor in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

99) Don't know/Do not remember

98) Refused

ALL GO TO Q28

BLOCK 4: Respondents who do not have a personal family doctor

Q27. **[Respondents who do NOT have a personal family doctor]** Why do you not have a personal family doctor? **[DO NOT READ, CODE ALL THAT APPLY, PROBE IF NECESARY: Can you provide a little more details on this?]**

1) Family doctors in the area are not taking new patients

2) No family doctors available in the area

3) Had a family doctor who left, retired or passed away

4) Have not tried to contact one

5) In good health, do not need a doctor

888) Other [Specify: _____]

999) Don't know/Do not remember

ALL CONTINUE TO Q28

BLOCK 5: Visits to a hospital emergency department

Q28. How many times have you personally used a hospital emergency department in the past 12 months?

IF DON'T KNOW, PROBE FOR BEST ESTIMATE

Enter '0' FOR NONE

____ Capture: # of times, **RANGE 0-100,998, 999** **GO TO Q32 IF Q28=0, 998 or 999**

999 Don't Know/Don't remember

998 Refused

Q29. **[Q28 > 0 - Respondents who have used a hospital emergency department in the last 12 months]** Thinking of the most recent time, what was the main reason you chose to go to the emergency department. Was it because.... **[RANDOMIZE LIST 1-9 - READ LIST, CODE ONE ONLY]**

[NOTE: IF MORE THAN ONE ANSWER APPLIES: Think of the most important reason.]

1) YOU FELT IT WAS AN EMERGENCY

2) YOU DID NOT KNOW IF IT WAS AN EMERGENCY – (I didn't know if my health condition was an emergency)

3) YOUR FAMILY DOCTOR WAS NOT AVAILABLE – (I did not have access to my personal family doctor)

4) YOU WERE WAITING TO SEE A SPECIALIST BUT YOUR HEALTH WAS GETTING WORSE

5) YOU WANTED A TEST OR PROCEDURE DONE SOONER – (I was waiting for a test or procedure and wanted it done sooner)

6) TELE-CARE ADVISED YOU TO GO THERE

7) THE DR'S OFFICE ADVISED YOU TO GO THERE

8) IT WAS THE ONLY PLACE TO GO

9) YOU GO THERE FOR ALL HEALTH CARE NEEDS – (I go to the emergency department whenever I need care for all my health concerns)

888) ANOTHER REASON - Other [Specify: _____]

999) **[VOL]** Don't know/Do not remember

998) **[VOL]** Refused

Q30. **[Q28 > 0 - Respondents who have used a hospital emergency department in the last 12 months]** The last time you went to the hospital emergency department, how long did you wait from the time you came in to the time you were treated by the doctor? **[DO NOT READ, CODE ONE]**

- 1) Less than 1 hour
- 2) 1 to less than 2 hours
- 3) 2 to less than 4 hours
- 4) 4 to less than 8 hours
- 5) 8 hours or longer
- 6) I left without being seen [Specify: _____]
- 9) Do not know / Do not remember
- 8) Refused

Q31. **[Q28 > 0 - Respondents who have used a hospital emergency department in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the emergency department in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 97) Does not apply
- 99) Do not know / Do not remember

98) Refused

BLOCK 6: Visits to a specialist

Q32. In the last 12 months, did you see a specialist? **[IF NECESSARY:** Specialists are doctors like surgeons, cardiologists (or heart doctors), allergy doctors, skin doctors, oncologists (or cancer doctors), and other doctors who specialize in one area of health care.] **[DO NOT READ] [NOTE:** If asked, we are only referring to services received in New Brunswick].

1) Yes

2) No

Go to Q40

9) Do not know / Do not remember

Go to Q40

8) Refused

Go to Q40

Q33. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often did the specialist explain things in a way that you could understand? **[READ EACH]**

NOTE IF NECESSARY: If "specialist seen most often" does not apply, then think of specialist at the most recent visit.

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

6) **[VOL]** Does not apply

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q34. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often did the specialist involve you in decisions about your health care? **[READ EACH]** **NOTE IF NECESSARY:** If "specialist seen most often" does not apply, then think of specialist at the most recent visit.

1) Always

- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q35. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often have test results or medical records NOT been available to the specialist at the time of your visit? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 6) Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q36. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often has the specialist given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you did not need to talk to a specialist about your feelings, fears or concerns in the last 12 months

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q37. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often did the specialist help you coordinate tests or follow-ups for care? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, OR

6) Does not apply because you never needed to have care coordinated in the last 12 months

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q38. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually seeing the specialist? **[READ EACH]**

1) Very satisfied

2) Somewhat satisfied

3) Neither satisfied nor dissatisfied

4) Somewhat dissatisfied

5) Very dissatisfied

6) **[VOL]** Does not apply

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q39. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the specialist in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

99) Don't know/Do not remember

98) Refused

BLOCK 7: Visits to an after-hours clinic or a walk-in clinic

Q40. In the last 12 months, did you visit an after-hours clinic or a walk-in clinic? **[DO NOT READ]**

[IF NECESSARY: These are usually non-hospital based clinics for non-emergency health care needs, where patients may or may not make an appointment, and services can be provided either during the day or in the evenings.]

1) Yes

2) No

Go to Q44

9) Do not know / Do not remember

Go to Q44

8) Refused

Go to Q44

Q41. **[Q40 = 1 - Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Thinking of your most recent visit, what was the main reason you chose to go to the after-hours clinic or the walk-in clinic? Was it because... **[RANDOMIZE 1-10, READ EACH, CODE ONE ONLY]**

[NOTE: IF MORE THAN ONE ANSWER APPLIES: Think of the most important one.]

- 1) YOU DID NOT HAVE A FAMILY DOCTOR (I did not have a personal family doctor)
- 2) IT TAKES TOO LONG TO SEE YOUR FAMILY DOCTOR - (I have a personal family doctor but it takes too much time to get an appointment)
- 3) YOU NEEDED CARE RIGHT AWAY - (I felt I could not wait for an appointment and needed service quicker)
- 4) YOUR DOCTOR'S OFFICE WAS CLOSED
- 5) YOU DIDN'T KNOW WHERE ELSE TO GO
- 6) IT WAS THE EASIEST CHOICE
- 7) TELE-CARE ADVISED YOU TO GO THERE
- 8) THE DR'S OFFICE ADVISED YOU TO GO THERE
- 9) IT WAS THE ONLY PLACE TO GO
- 10) IT WAS THE BEST PLACE FOR WHAT YOU NEEDED – (I felt it was the best place to receive the health care I needed)
- 888) OTHER REASON [Specify: _____]
- 999) **[VOL]** Don't know/don't remember
- 998) **[VOL]** Refused

Q42. **[Q40 = 1 - Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Thinking of your most recent visit to the after-hours clinic or the walk-in clinic, how long did you wait from the time you came in to the time you were seen by a health professional? **[DO NOT READ]**

- 1) Less than 15 minutes
- 2) Between 15 to less than 30 minutes
- 3) Between 30 minutes to less than 1 hour
- 4) Between 1 to less than 2 hours
- 5) 2 hours or longer
- 6) I left without being seen
- 9) Don't know/Do not remember
- 8) Refused

Q43. **[Q40 = 1 - Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the after hours clinic or the walk-in clinic in the last 12 months? **[DO NOT READ]**

[IF NECESSARY: On average, think of services received in the last 12 months from all clinics.]

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

99) Don't know/Do not remember

98) Refused

BLOCK 8: Visits to the community health centre

Q44. In the last 12 months, did you visit a community health centre? A community health centre is a place where you can see many different health professionals under one roof. **[DO NOT READ]**

[IF NECESSARY: Such as a doctor, nurse practitioner, nurse, physiotherapist, or dietitian. Does not include specialist offices such as surgeons, cardiologists (or heart doctors), allergy doctors, skin doctors, oncologists (or cancer doctors) and other doctors who specialize in one area of health care.]

1) Yes

2) No

Go to Q53

9) Do not know / Do not remember

Go to Q53

8) Refused

Go to Q53

Q45. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often did the health professionals at the community health centre involve you in decisions about your health care? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q46. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often have the health professionals at the community health centre given you enough time to discuss your feelings, fears and concerns about your health?

[READ EACH]

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you did not need to talk to anyone at the community health centre about your feelings, fears or concerns in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q47. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often did the health professionals at the community health centre help you coordinate the care from other healthcare providers and places when you needed it? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you never needed to have care coordinated in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q48. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Thinking of your most recent visit to the community health centre, how long did you wait from the time you came in to the time you were seen by a health professional? **[DO NOT READ]**

- 1) Less than 15 minutes
- 2) Between 15 to less than 30 minutes
- 3) Between 30 minutes to less than 1 hour
- 4) Between 1 hour to less than 2 hours
- 5) 2 hours or longer
- 6) I left without being seen
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q49. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Is there a nurse working at the community health centre who is regularly involved in your health care? **[DO NOT READ]**

[NOTE: NOT ASKING IF THERE IS A NURSE, BUT IF THERE IS A NURSE WHO IS REGULARLY INVOLVED]

- 1) Yes

- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q50. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Are there health professionals like dietitians, social workers, physiotherapists, or others working in the same community health centre, not including doctors or nurses? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q51. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Does the community health centre have an after-hour arrangement for you to see or talk to another health care provider when the centre is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q52. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the community health centre in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4

- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 99) Don't know/Do not remember
- 98) Refused

BLOCK 9: Visits to a nurse practitioner

Q53. In the last 12 months, did you visit a nurse practitioner? **[DO NOT READ]**

[IF NECESSARY: Nurse practitioners can diagnose and treat common acute and chronic illnesses, and they have the authority to order diagnostic tests and prescribe medications. Nurse practitioners are employed in a variety of settings, including community health centres, nursing homes, family practice clinics, emergency rooms, outpatient clinics and public health agencies.]

- 1) Yes
- 2) No **Go to Q71**
- 9) Do not know / Do not remember **Go to Q71**
- 8) Refused **Go to Q71**

Q54. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** How long have you been seeing or going to a nurse practitioner? **[READ EACH – 1-4]**

- 1) Less than 1 year
- 2) 1 to 2 years
- 3) 3 to 4 years
- 4) 5 years or more
- 9) **[VOL]** Do not remember
- 8) **[VOL]** Refused

Q55. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Is a nurse practitioner regularly involved in your health care?

[DO NOT READ]

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q56. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Are there other health professionals like dietitians, social workers, physiotherapists, or others working in the same place as the nurse practitioner, not including other doctors or nurses? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q57. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Does the nurse practitioner have an after-hour arrangement for you to see or talk to another nurse or doctor when his/her office is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q58. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** How easy or difficult is it to call the nurse practitioner's office during regular practice hours to get health information or make an appointment? **[READ EACH]**

- 1) Very easy
- 2) Somewhat easy
- 3) Somewhat difficult

- 4) Very difficult
- 5) **[VOL]** Does not apply because you never tried to contact the nurse practitioner's office by phone
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q59. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see the nurse practitioner? Did you get an appointment... **[READ EACH, CODE ONE]**

- 1) On the same day
- 2) The next day
- 3) In 2 to 5 days
- 4) In 6 to 7 days
- 5) In 8 to 14 days
- 6) After more than 2 weeks
- 96) **[VOL]** Does not apply to the last time I was sick or needed medical attention
- 97) **[VOL]** Never able to get an appointment
- 99) **[VOL]** Do not know / Do not remember
- 98) **[VOL]** Refused

Q60. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how many times did you visit a nurse practitioner?**CANNOT ENTER ZERO, ALREADY MENTIONED VISITED IN PAST 12 MONTHS**

_____ Capture: # of times **[RANGE: 1-100,998, 999]**

999 Don't know/Do not remember

998 Refused

Q61. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did the nurse practitioner explain your test results in a way that you could understand? **[IF NEC: This includes all test results like blood tests, x-rays, cancer tests or biopsies?]** **[READ EACH]**

- 1) Always

- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you did not talk to the nurse practitioner about test results in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q62. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did the nurse practitioner involve you in decisions about your health care? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q63. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often have test results or medical records NOT been available to the nurse practitioner at the time of your visit? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply
- 9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q64. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often has the nurse practitioner given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, or

6) Does not apply because you did not need to talk to the nurse practitioner about your feelings, fears or concerns in the last 12 months

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q65. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did the nurse practitioner help you coordinate the care from other healthcare providers and places when you needed it? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, or

6) Does not apply because you never needed to have care coordinated in the last 12 months

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q66. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Thinking of visits to a nurse practitioner in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually seeing the nurse practitioner? **[READ EACH]**

1) Very satisfied

- 2) Somewhat satisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat dissatisfied
- 5) Very dissatisfied
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q67. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the past 12 months, have you been a patient overnight in a hospital, health facility, or received services at home through the New Brunswick Extra-Mural Program? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q69**
- 9) Do not know / Do not remember **Go to Q69**
- 8) Refused **Go to Q69**

Q68a. **[Q53=1 and Q67=1 - Respondents who have visited a NP in the last 12 months and who were a patient overnight in a hospital/ health facility or received health care services at home in the last 12 months]** Have you visited the nurse practitioner any time after you left the hospital or health facility, or after receiving services at home? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q69**
- 9) Do not know / Do not remember **Go to Q69**
- 8) Refused **Go to Q69**

Q68. **[Q53=1 and Q67=1 and Q68a=1 - Respondents who have visited a NP in the last 12 months and who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months and who saw their NP after]** Did the nurse practitioner seem informed and up-to-date about the plan for follow-up care? **[DO NOT READ]**

- 1) Yes
- 2) No

9) Do not know / Do not remember

8) Refused

Q69. **[Q53=1 - Respondents who have visited a NP in the last 12 months]** Sometimes a nurse practitioner's office is located at a health clinic or health centre where doctors and nurse practitioners share patients. A nurse practitioner can also be on vacation or out sick, and another nurse practitioner or doctor takes care of patients in his/her absence. In the last 12 months, how often were you taken care of by the same nurse practitioner each time? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

6) **[VOL]** Does not apply

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q70. **[Q53=1 - Respondents who have visited a NP in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the nurse practitioner in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

- 9) 9
- 10) 10 Best health care possible
- 99) Don't know/Do not remember
- 98) Refused

BLOCK 10: Visits to an alternative practitioner

Q71. In the past 12 months, did you visit an alternative practitioner, such as a chiropractor, naturopath, homeopath, acupuncturist or massage therapist? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q73**
- 9) Do not know / Do not remember **Go to Q73**
- 8) Refused **Go to Q73**

Q72. **[Q71=1 - Respondents who have seen an alternative practitioner in the last 12 months]** Thinking of the alternative practitioner you saw most often in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the alternative practitioner in the last 12 months?**[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9

- 10) 10 Best health care possible
- 99) Don't know/Do not remember
- 98) Refused

BLOCK 11: Using Tele-Care

Q73. In the past 12 months, have you called Tele-Care (811) or any of the other information lines about poison, gambling, sexually transmitted infections or 'My Choices – My Health'.

[IF NECESSARY: Tele-Care (or 811) is a free and confidential telephone line to get medical information or health advice from a registered nurse.] [DO NOT READ]

- 1) Yes
- 2) No **Go to Q75**
- 9) Do not know / Do not remember **Go to Q75**
- 8) Refused **Go to Q75**

Q74. **[Q73=1 - Respondents who have called Tele-Care in the last 12 months]** How helpful was the information or advice given on the telephone information line?**[READ EACH]**

- 1) Very helpful
- 2) Somewhat helpful
- 3) Not at all helpful
- 9) **[VOL]** Do not know / Do not remember
- 6) **[VOL]** I hung up before talking to someone
- 8) **[VOL]** Refused

BLOCK 12: Using ambulance services

Q75. Have you used ambulance services in the past 12 months? **[DO NOT READ]**

- 1) Yes

- | | |
|----------------------------------|------------------|
| 2) No | Go to Q77 |
| 9) Do not know / Do not remember | Go to Q77 |
| 8) Refused | Go to Q77 |

Q76. [Q75=1 - Respondents who have used ambulance services in the last 12 months] Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from ambulance services in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 99) Do not know / Do not remember
- 98) Refused

BLOCK 13: Chronic conditions

Just a few more questions before we get to the end.

Q77J. Has any health professional ever diagnosed you with or treated you for any of the following chronic health conditions? **[IF NECESSARY:** Remember all your answers are confidential, this will be used for research purposes only, and will not be used to identify you personally.] **[READ EACH – CODE AS YES/NO] [RANDOMIZE LIST]**

	YES	NO	DK	REF.
a. Arthritis	1	2	9	8
b. Asthma	1	2	9	8
c. Chronic pain	1	2	9	8
d. Emphysema or COPD (chronic obstructive pulmonary disease)	1	2	9	8
e. Cancer	1	2	9	8
f. Diabetes	1	2	9	8
g. Depression	1	2	9	8
h. A mood disorder other than depression, such as bipolar disorder, mania, manic depression, or dysthymia	1	2	9	8
i. Heart disease	1	2	9	8
j. Stroke	1	2	9	8
k. High blood pressure or hypertension	1	2	9	8
l. Gastric Reflux (GERD)	1	2	9	8
Q77m. Other [Specify: _____]	888	997	999	998

Q78A. In the past 12 months, did you get the following tests or measurements: **[READ EACH, CODE AS YES/NO – RANDOMIZE LIST]**

	YES	NO	DK	REF
a. Blood pressure measurement	1	2	9	8
b. Cholesterol measurement	1	2	9	8
c. Body weight measurement	1	2	9	8
d. Blood sugar measurement	1	2	9	8

[If respondent has NOT been diagnosed with any of the chronic health conditions in Q77 GO TO PAGE Q.FILTER]

Q79. **[Q77J_a=1 OR Q77J_b=1 OR ... OR Q77J_m=1 - Respondents who have been diagnosed with any of the chronic health conditions in Q77]** 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
- 9) **[VOL]** Do not know
- 8) **[VOL]** Refused

Q80. [Q77J_a=1 OR Q77J_b=1 OR ... OR Q77J_m=1 - Respondents who have been diagnosed with any of the chronic health conditions in Q77] How many different prescription medications are you taking on a regular or ongoing basis? [READ ONLY IF NECESSARY]

- 1) None **Go to Q82**
- 2) 1
- 3) 2
- 4) 3 to 5
- 5) 6 to 8
- 6) More than 8
- 9) Do not know / Do not remember
- 8) Refused **Go to Q82**

Q81. [Q77J_a=1 OR Q77J_b=1 OR ... OR Q77J_m=1 AND Q80=2-6,8,9 - Respondents who have been diagnosed with any of the chronic health conditions in Q77 and take prescription medications on a regular basis] After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree. [DO NOT READ]

I know what each of my prescribed medications do.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 9) Do not know
- 8) Refused

Q82. [Q77J_a=1 OR Q77J_b=1 OR ... OR Q77J_m=1 - Respondents who have been diagnosed with any of the chronic health conditions in Q77] After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree. **[DO NOT READ]**

I know how to try to help prevent further problems with my health condition

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 9) Do not know
- 8) Refused

Q.Filter. [THIS IS A PAGE TO PROGRAM FURTHER SKIPS – NOT A QUESTION. MOVE ON TO NEXT PAGE]

Did respondent receive any health care services in the last 12 months? If respondent answered "No" or "None" or "zero" to all questions Q16, Q28, Q32, Q40, Q44, Q53, Q71, Q73, and Q75, then Go To Q91. If answered something other than 'no', "none" or '0' to any question, continue.

BLOCK 14: Overall care experiences: safety, equity, communication, wellness/prevention and mental health

Q83. [Respondents who received health care services in the last 12 months] In the past 12 months, not counting if you stayed overnight in a hospital, how often did you talk with a doctor, nurse, or other health professional about things you could do to improve your health or prevent illness like stop smoking, drink less alcohol, eat better, and exercise? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q84. **[Respondents who received health care services in the last 12 months]** Not counting if you stayed overnight in a hospital, in the past 12 months, have you seen or talked to a doctor, nurse, or other health professional about your mental or emotional health? **[DO NOT READ] [IF NECESSARY:** This includes things in your life that worry you or cause stress.]

- 1) Yes
- 2) No **Go to Q86**
- 9) Do not know / Do not remember **Go to Q86**
- 8) Refused **Go to Q86**

Q85. **[ASK IF Q84=1 - Respondents who received health care services in the last 12 months and who have seen or talked to a health professional about their mental or emotional health in the last 12 months]** How helpful was the information or advice given by the doctor, nurse, or other health professional about your mental or emotional health? Was it... **[READ EACH]**

- 1) Very helpful
- 2) Somewhat helpful
- 3) Not at all helpful
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q86. **[Respondents who received health care services in the last 12 months]** Not counting if you stayed overnight in a hospital, do you or your family members believe that you were harmed because of a medical error or mistake as a result of health care services you received in the last 12 months? **[DO NOT READ]**

[IF NECESSARY: Includes experiences with a personal family doctor, specialist, nurse practitioner, and also includes services received at a community health centre, after-hours clinic, walk-in clinic, in the emergency department, through ambulance services, and through Extra-Mural services.]

- 1) Yes
- 2) No **Go to Q88**
- 9) Do not know / Do not remember **Go to Q88**
- 8) Refused **Go to Q88**

Q87. **[Q86=1 - Respondents who received health care services in the last 12 months AND believed that they were harmed because of a medical error]** Please provide additional details on why you or your family members believe that you were harmed because of a medical error or mistake as a result of health care services you received in the last 12 months.

999 Don't know/Do not remember

998 Refused

Q88. **[Respondents who received health care services in the last 12 months]** In the last 12 months, how often have you received conflicting or different information from different health care professionals? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q89. **[Respondents who received health care services in the last 12 months]** 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? **[DO NOT READ]**

- 1) English
- 2) French
- 9) Don't know
- 8) Refused

Q90. **[Respondents who received health care services in the last 12 months]** In the last 12 months, not counting if you stayed overnight in a hospital, how often did you receive the health care service you needed in the official language (English or French) of your choice? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q91. In the last 12 months, have you tried to get more information about any of your health concerns or your health condition using a computer to look on the internet? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q91b. Do you have a computer with internet access at home? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q92. How often is it hard to understand written information when you want to learn about a medical condition or a prescription? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely

5) Never

6) **[VOL]** Does not apply because you have never had to learn about a medical condition or prescription

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q93. When learning about a medical condition or a prescription, how often was it verbally explained to you in a way that you could understand? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

6) **[VOL]** Does not apply because you have never had to learn about a medical condition or prescription

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

BLOCK 15: Personal responsibility and overall rating of health care services

Q6A. Do you strongly agree, agree, disagree or strongly disagree with the following statements: **[RANDOMIZE LIST a-c]** **[REPEAT SCALE IF NECESSARY]**

a) My health largely depends on how well I take care of myself.

b) I think staying healthy is a matter of luck more than anything else.

c) I leave it to doctors or other health professionals to make the right decisions about my health.

1) Strongly Agree

2) Agree

3) Disagree

4) Strongly disagree

9) **[VOL]** Don't know/Do not remember

8) **[VOL]** Refused

Q94. Not counting if you stayed overnight in a hospital or health facility, using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate overall the health care services you have received in New Brunswick? **[DO NOT READ] [IF NECESSARY:** think of all health care services you have received ever, not just in the last 12 months.]

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

97) Does not apply because you rarely use health care services

99) Don't know/Do not remember

98) Refused

BLOCK 16: Understanding the difficulties in getting health care

Q95C. Not counting if you stayed overnight in a hospital, think of any difficulties you may have ever experienced in getting the health care you needed, have you ever... **[READ EACH, RANDOMIZE a-n]**

[IF NECESSARY: Not just in the last 12 months.]

	YES	NO	DK	REF
a) Experienced difficulties getting the health care you needed because you did not have a personal family doctor	1	2	9	8
b) Waited too long to get an appointment	1	2	9	8
c) Waited too long at the office while waiting for your appointment	1	2	9	8
d) needed health care services, but it was not available at the time you needed it	1	2	9	8
e) needed health care services, but it was not available in your area	1	2	9	8
f) Had transportation problems	1	2	9	8
g) Had a language problem with your health care provider	1	2	9	8
h) Found the cost for medication too high	1	2	9	8
i) Found the cost for treatments or procedures too high	1	2	9	8
j) Found the cost for ambulance services too high	1	2	9	8
k) Not known who to call or where to go to get health care	1	2	9	8
l) Been unable to leave the house because of a health problem	1	2	9	8
m) Had trouble finding your way around the health care system	1	2	9	8
n) Not understood the information that was given by the doctor, nurse, or other health care professional	1	2	9	8
Q95o) Had any other issues (Specify: _____)	888	997	999	998

Q96. Thinking of the health care services you received in the last 12 months, using any number from 0 to 10, where 0 is very difficult and 10 is very easy, what number would you use to rate how difficult or how easy it is to understand where to go when you need health care?

[DO NOT READ] [IF NECESSARY: For example, which health conditions are better treated at the walk-in clinic, after hours clinic, community health centre, doctor's office or emergency department?]

0) 0 Very difficult to understand where to go when I need health care

1) 1

2) 2

3) 3

- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Very easy to understand where to go when I need health care
- 14) Does not apply because you did not use health care services in the last 12 months
- 99) Don't know/Do not remember
- 98) Refused

Q97. Do you have any suggestions on how the health care system can help citizens like you better understand where to go when you need health care?

997 No suggestions

999 Don't know

998 Refused

BLOCK 17: Demographics

Now as we end, just a few background questions about you that will help us analyze the results of this survey.

Q98. What is the highest grade or level of school that you have completed? **[READ, CODE ONE]**

- 1) 8th grade or less
- 2) Some high school, but did not graduate
- 3) High school or GED
- 4) College, trade, or technical school diploma/certificate
- 5) Undergraduate degree

6) Post university/graduate level education

8) **[VOL]** Prefer not to answer

Q99. What language do you mainly speak at home? **[DO NOT READ]**

1) English

2) French

3) First Nation, Indian, Métis, or Inuit

888) Other [specify: _____]

998) Prefer not to answer

Q100. Are you an Aboriginal person, that is, North American Indian, Métis, or Inuit? **[DO NOT READ]**

1) Yes

2) No

8) Prefer not to answer

Q101. Which of the following best describes your employment status? Are you... **[READ EACH]**

1) Employed full-time, that is 30 hours per week or more; **[IF NECESSARY: including self-employed or on a work training program]**

2) Employed part-time, that is less than 30 hours per week; **[IF NECESSARY: including self-employed or on a work training program]**

3) Unemployed

4) At school or in full-time education

5) Unable to work due to long-term sickness or disability

6) Looking after your home/family

7) Retired

888) Other (specify: *probe on # of hours:* _____)

998) **[VOL]** Prefer not to answer

Q102. 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 2010: **[READ EACH]**

- 1) Less than \$25,000
- 2) \$25,000 to less than \$60,000
- 3) \$60,000 or more
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Prefer not to answer

N_Q103. Would you be willing to please provide your Medicare number so that information from this survey can be linked with existing provincial health information? This would include information such as visits to emergency rooms or doctor's offices. No one studying the data would be able to identify you.

888) Yes (enter Medicare number) _____

997) No – prefer not to share

996) Respondent does not have a Medicare number

999) Don't know

If respondents ask why we want this information, the interviewers provide this response:

The New Brunswick Health Council is interested in the relationship between people's health and other aspects of their lives.

Researchers use the Medicare card number to link the survey information to respondent's health records. This allows for better research to be undertaken and the development of the best possible health policies for New Brunswick.

Q104. The New Brunswick Health Council would like to have your permission to share the information collected in this survey with the New Brunswick Department of Health. All information will be kept strictly confidential and used only for research purposes. Do you agree to share the information provided?

- 1) Yes
- 2) No
- 9) Do not know

BLOCK 18: Final comments or feedback

Q103. Is there anything else you would like to tell us about the health care services you have received In New Brunswick or do you have any suggestions for changes that may have improved your experiences?

997 Nothing

999 Don't know/No answer

998 Refused

Thank you so much, on behalf of MarketQuest-Omnifacts and the New Brunswick Health Council, have a great evening/day!

Appendix B

NB Cities, Towns and Villages Included in Each Community

2011 Primary Health 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.

2011 Primary Health 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	

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2011 Primary Health 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

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2011 Primary Health 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 C

Survey Questions Included in this Report

Experiences With Primary Health Care Services - ACCESSIBILITY		
	<i>Exact wording of survey question as read by interviewer</i>	<i>Response options</i>
A-1	Do you have a personal family doctor ?	Yes / No
A-2	Does your personal family doctor have an after-hour arrangement for you to see or talk to another doctor or nurse when his/her office is closed?	Yes / No
A-3	How easy or difficult is it to call your personal family doctor's office during regular practice hours to get health information or make an appointment ?	Very easy Somewhat easy Somewhat difficult Very difficult
A-4	Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your personal family doctor ? Did you get an appointment...	On the same day The next day In 2 to 5 days In 6 to 7 days In 8 to 14 days After more than 2 weeks
A-5	Are there other health professionals like dietitians, social workers, physiotherapists or others working in the same office as your personal family doctor, not including other doctors or nurses?	Yes / No
A-6a	Is there a nurse working with your personal family doctor who is regularly involved in your health care?	Yes / No
A-6	Access to a primary health care team : A-1 = yes AND (A-6a = yes OR A-13 = yes OR A-5 = yes)	N/A
A-7	Thinking of visits to your personal family doctor in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually seeing your doctor ?	Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
A-8	The last time you went to the hospital emergency department , how long did you wait from the time you came in to the time you were treated by the doctor?	Capture amount of time
A-9	Thinking of the specialist you saw most often in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually seeing the specialist?	Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied
A-10	Thinking of your most recent visit to the after-hours clinic or the walk-in clinic, how long did you wait from the time you came in to the time you were seen by a health professional ?	Capture amount of time
A-11	Thinking of your most recent visit to the community health centre, how long did you wait from the time you came in to the time you were seen by a health professional ?	Capture amount of time
A-12	In the last 12 months, not counting if you stayed overnight in a hospital, how often did you receive the health care service you needed in the official language (English or French) of your choice ?	Always Sometimes Usually Rarely Never
A-13	Is a nurse practitioner regularly involved in your health care?	Yes / No

Experiences With Primary Health Care Services – USE OF SERVICES		
	<i>Exact wording of survey question as read by interviewer</i>	<i>Response options</i>
U-1	Which one of the following BEST describes what you do when you are sick or need care from a doctor, nurse or other health professional? Do you most often...	Go to your personal family doctor at his/her office Go to an after-hours clinic or a walk-in clinic for non-emergency health care needs Go to a community health centre where you can see different health care professionals Go to a hospital emergency department Go to a nurse practitioner Go to an alternative practitioner, like a chiropractor, homeopath, or acupuncturist Call Tele-Care (811) Go to some other place of care
U-2	In the last 12 months, how many times did you visit your personal family doctor ?	Capture number of times
U-3	How many times have you personally used a hospital emergency department in the past 12 months?	Capture number of times
U-4	In the last 12 months, did you see a specialist ?	Yes / No
U-5	In the last 12 months, did you visit an after-hours clinic or a walk-in clinic ?	Yes / No
U-6	In the last 12 months, did you visit a community health centre ?	Yes / No
U-7	In the last 12 months, did you visit a nurse practitioner ?	Yes / No
U-8	In the past 12 months, did you visit an alternative practitioner , such as chiropractor, naturopath, homeopath, or acupuncturist?	Yes / No
U-9	In the past 12 months, have you called Tele-Care (811) or any of the other information lines about poison, gambling, sexually transmitted infections or 'My Choices – My Health'?	Yes / No
U-10	Have you used ambulance services in the past 12 months?	Yes / No

Experiences With Primary Health Care Services - SATISFACTION		
	<i>Exact wording of survey question as read by interviewer</i>	<i>Response options</i>
S-1	Not counting if you stayed overnight in a hospital or health facility, using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate overall the health care services you have received in New Brunswick?	0 to 10 scale
S-2	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from your personal family doctor in the last 12 months?	0 to 10 scale
S-3	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the emergency department in the last 12 months?	0 to 10 scale
S-4	Thinking of the specialist you saw most often in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the specialist in the last 12 months?	0 to 10 scale
S-5	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the after-hours clinic or the walk-in clinic in the last 12 months?	0 to 10 scale
S-6	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the community health centre in the last 12 months?	0 to 10 scale
S-7	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the nurse practitioner in the last 12 months?	0 to 10 scale
S-8	Thinking of the alternative practitioner you saw most often in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the alternative practitioner in the last 12 months?	0 to 10 scale
S-9	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from ambulance services in the last 12 months?	0 to 10 scale
S-10	How helpful was the information or advice given on the telephone information line? (<i>among respondents who had called Tele-Care or any of the other information lines about poison, gambling, sexually transmitted infections or 'My Choices – My Health' in the last 12 months</i>)	Very helpful Somewhat helpful Not at all helpful

Experiences With Primary Health Care Services – HEALTH PROFILE		
	<i>Exact wording of survey question as read by interviewer</i>	<i>Response options</i>
H-1	In general, how would you rate your health ?	Excellent Very Good Good Fair Poor
H-2	Not counting if you stayed overnight in a hospital, in the past 12 months, have you seen or talked to a doctor, nurse, or other health professional about your mental or emotional health ?	Yes / No
H-3	Do you strongly agree, agree, disagree or strongly disagree with the following statement: My health largely depends on how well I take care of myself.	Strongly agree Agree Disagree Strongly disagree
H-4	In the past 12 months, not counting if you stayed overnight in a hospital, how often did you talk with a doctor, nurse, or other health professional about things you could do to improve your health or prevent illness like stop smoking, drink less alcohol, eat better, and exercise?	Always Usually Sometimes Rarely Never
H-5	How often is it hard to understand written information when you want to learn about a medical condition or a prescription ?	Always Usually Sometimes Rarely Never
H-6	Not counting if you stayed overnight in a hospital, think of any difficulties you may have ever experienced in getting the health care you needed, have you ever.... Been unable to leave the house because of a health problem	Yes / No
H-7	Has any health professional ever diagnosed you with or treated you for any of the following chronic health conditions ? (Each chronic health condition is listed)	Yes / No
H-8	After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree: I know how to try to help prevent further problems with my health condition.	Strongly agree Agree Disagree Strongly disagree
H-9	How many different prescription medications are you taking on a regular or ongoing basis?	Capture number of medications
H-10	After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree: I know what each of my prescribed medications do.	Strongly agree Agree Disagree Strongly disagree



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