



# Caraquet, Paquetville, Bertrand Area

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

n = 255

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	18.0	24.3
	35-54	35.9	36.7
	55-64	22.1	18.7
	65+	23.9	20.3
Gender	Male	48.7	48.0
	Female	51.3	52.0
Education Level	High school or less	45.0	38.7
	College/Technical diploma	25.2	31.4
	University degree	29.9	29.9
Aboriginal	Yes	3.3	3.0
Preferred Language of Service	English	6.8	74.6
	French	93.2	25.4
Household Income	Less than \$25,000	32.6	19.9
	\$25,000 - \$59,999	42.1	35.5
	\$60,000 or more	25.3	44.6
Employment Status	Employed	51.5	54.6
	Unemployed/Seasonal	7.2	7.3
	Retired	29.0	24.7
	Other	12.3	13.5

Population (18 and over) based on 2011 Census: 12,385

Confidence interval calculated at a 95% level of confidence

Sample size shown represents total number of respondents  
Exact number of respondents varies per survey indicator

n = 365

n = 255

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	34.2 (29.3 – 39.0)	23.7 (18.5 – 28.9)	17.4 (16.7 – 18.0)
Transportation problems	9.5 (6.5 – 12.4)	F	7.1 (6.6 – 7.5)
Language problems with health care provider	8.8 <sup>E</sup> (5.9 – 11.6)	4.8 <sup>E</sup> (2.2 – 7.4)	4.2 (3.9 – 4.6)
Cost for medication too high	71.7 (67.0 – 76.3)	61.0 (55.0 – 67.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	38.6 (33.4 – 43.8)	37.0 (30.8 – 43.1)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	58.5 (52.6 – 64.4)	36.3 (29.5 – 43.0)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	12.5 (9.2 – 15.9)	5.4 <sup>E</sup> (2.6 – 8.1)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	9.6 (6.6 – 12.6)	5.3 <sup>E</sup> (2.6 – 8.1)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	14.1 (10.5 – 17.7)	13.4 (9.2 – 17.6)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	85.0 (81.4 – 88.7)	91.6 (88.2 – 95.0)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	39.7 (33.7 – 45.7)	40.9 (40.1 – 41.7)
Health of family members	Not Available	37.3 (31.4 – 43.1)	38.1 (37.3 – 38.9)
Work situation (hours of work, or working conditions)	Not Available	30.9 (25.2 – 36.6)	34.2 (33.4 – 35.0)

<sup>1</sup>Based on survey respondents, weighted by age and gender

<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%)

<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%)

## Caraquet, Paquetville, Bertrand Area

↑ = Higher than 2011 results  
↓ = Lower than 2011 results

	n = 365	n = 255	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	49.8 (44.7 – 54.9)	49.4 (43.4 – 55.5)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	63.0 (57.1 – 68.9)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	41.2 (36.1 – 46.3)	48.9 (42.8 – 55.0)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.3 <sup>E</sup> (7.3 – 15.3)	20.3 (14.0 – 26.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	34.2 (29.1 – 39.3)	29.5 (23.8 – 35.1)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	71.2 (66.4 – 75.9)	70.2 (64.5 – 75.8)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	20.0 (15.1 – 24.9)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	6,7 <sup>E</sup> (3.7 – 9.8)	9,9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	51.7 (45.7 – 57.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	45.9 (39.8 – 51.9)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	16.4 (11.9 – 21.0)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	25.4 (20.1 – 30.8)	30.8 (30.0 – 31.6)

	n = 365	n = 255	n = 255	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	55.4 (50.2 – 60.6)	58.8 (52.9 – 64.8)	7,287	61.6 (60.8 – 62.4)
High blood pressure	24.3 (19.9 – 28.6)	29.0 (23.5 – 34.5)	3,590	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	13.1 (9.6 – 16.5)	15.4 (11.0 – 19.8)	1,905	16.4 (15.8 – 17.0)
Depression	10.6 (7.5 – 13.7)	13.6 (9.4 – 17.8)	1,682	14.9 (14.3 – 15.5)
Arthritis	15.6 (11.9 – 19.2)	13.4 (9.3 – 17.6)	1,662	17.4 (16.8 – 18.0)
Diabetes	8.1 <sup>E</sup> (5.3 – 10.8)	12.5 (8.5 – 16.5)	1,547	10.7 (10.1 – 11.2)
Chronic pain	14.1 (10.6 – 17.6)	11.8 <sup>E</sup> (7.8 – 15.7)	1,457	14.0 (13.5 – 14.6)
Cancer	7.2 <sup>E</sup> (4.6 – 9.9)	9.5 <sup>E</sup> (6.0 – 13.1)	1,181	8.3 (7.8 – 8.7)
Heart disease	6.1 <sup>E</sup> (3.7 – 8.5)	8.9 <sup>E</sup> (5.4 – 12.4)	1,101	8.3 (7.9 – 8.8)
Asthma	9.5 (6.6 – 12.5)	8.7 <sup>E</sup> (5.3 – 12.2)	1,080	11.8 (11.3 – 12.4)
Stroke	F	3.7 <sup>E</sup> (1.4 – 6.0)	462	2.5 (2.2 – 2.8)
Emphysema or COPD	F	F	393	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	F	183	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%)

<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%)

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**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=365                      n=255                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
The ability of patients/clients to obtain care/service at the right place and the right time, based on respective needs, in the official language of their choice							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.4 (89.7 - 95.1)	<b>B</b> 97.2 (95.2 - 99.2)	3	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	72.9 (68.2 - 77.6)	68.0 (62.2 - 73.8)	31	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	9.3 <sup>E</sup> (5.7 - 12.9)	27	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	8.0 <sup>E</sup> (5.1 - 10.9)	11.4 <sup>E</sup> (7.5 - 15.3)	26	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	19.4 (15.0 - 23.8)	20.2 (15.0 - 25.4)	29	30.1 (29.3 - 30.9)
			(% within 5 days)	38.6 (33.2 - 43.9)	41.2 (34.9 - 47.5)	30	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	19.3 (15.1 - 23.4)	25.7 (20.3 - 31.2)	19	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	22.8 (18.5 - 27.1)	29.6 (24.1 - 35.1)	16	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	76.3 (70.2 - 82.4)	79.0 (72.4 - 85.6)	11	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	87.9 (73.6 - 100.0)	78.1 (57.8 - 98.4)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	87.8 (84.1 - 91.5)	82.5 (77.6 - 87.4)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%)

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n=365                      n=255                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>63.0</b> (49.4 - 76.6)	26	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	93.1 (88.7 - 97.5)	<b>83.4</b> (75.5 - 91.3)	31	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	85.8 (79.6 - 91.9)	<b>83.2</b> (75.2 - 91.2)	4	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	74.3 (66.6 - 82.0)	<b>82.0</b> (73.8 - 90.2)	2	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	64.0 (55.6 - 72.5)	<b>61.3</b> (50.9 - 71.7)	14	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	75.6 (70.0 - 81.2)	<b>70.5</b> (63.2 - 77.8)	19	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	39.9 (33.5 - 46.3)	<b>38.5</b> (31.0 - 46.0)	24	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	28.6 (22.1 - 35.1)	<b>32.0</b> (24.1 - 39.9)	26	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	F	F	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%)

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n=365                      n=255                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	34.2 <sup>6</sup> (29.3 - 39.1)	<b>B</b> 23.5 <sup>6</sup> (18.3 - 28.7)	28	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	12.4 (9.0 - 15.8)	<b>W</b> 5.4 <sup>E</sup> (2.6 - 8.2)	24	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	78.3 (74.1 - 82.5)	81.7 (77.0 - 86.4)	15	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	53.6 (48.5 - 58.7)	58.5 (52.5 - 64.5)	5	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	55.5 (49.5 - 61.5)	16	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	11.5 (8.2 - 14.8)	17.2 (12.6 - 21.8)	20	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	28.1 (22.6 - 33.6)	7	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	4.8 <sup>E</sup> (2.6 - 7.0)	5.4 <sup>E</sup> (2.6 - 8.2)	23	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	7.2 <sup>E</sup> (4.5 - 9.9)	5.6 <sup>E</sup> (2.8 - 8.4)	17	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	11.6 <sup>E</sup> (7.7 - 15.5)	8	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	28.0 (22.5 - 33.5)	5	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%)

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n=365                      n=255                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	72.3 (67.0 - 77.6)	72.0 (66.0 - 78.0)	32	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	44.6 (38.7 - 50.4)	49.4 (42.6 - 56.2)	30	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	69.3 (63.8 - 74.7)	71.9 (65.5 - 78.3)	17	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	69.6 (64.8 - 74.4)	74.7 (69.4 - 80.0)	6	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.3 (79.1 - 87.5)	82.1 (77.0 - 87.2)	25	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	63.2 (56.3 - 70.1)	68.7 (61.2 - 76.2)	2	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	81.9 (75.8 - 88.0)	14	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	65.5 (50.6 - 80.4)	67.5 (51.9 - 79.5)	28	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	84.1 (75.9 - 92.3)	25	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	75.7 (55.9 - 95.5)	68.0 <sup>E</sup> (42.7 - 93.3)	27	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	100.0 (100 - 100)	<b>W</b> 73.3 <sup>E</sup> (49.3 - 97.3)	30	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	89.4 (82.3 - 96.5)	5	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	86.8 (72.6 - 97.4)	<b>B</b> 100.0 (100 - 100)	1	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.9 (88.1 - 100.0)	91.0 (81.1 - 100.0)	19	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment to seeing specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	77.2 (70.5 - 83.9)	28	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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