



n = 562

n = 13,614

| Demographic Profile ¹ | | 2014 (%) | NB (%) |
|----------------------------------|---------------------------|----------|--------|
| Age Group | 18-34 | 33.4 | 24.3 |
| | 35-54 | 32.3 | 36.7 |
| | 55-64 | 15.2 | 18.7 |
| | 65+ | 19.1 | 20.3 |
| Gender | Male | 45.6 | 48.0 |
| | Female | 54.4 | 52.0 |
| Education Level | High school or less | 24.6 | 38.7 |
| | College/Technical diploma | 24.6 | 31.4 |
| | University degree | 50.8 | 29.9 |
| Aboriginal | Yes | 1.5 | 3.0 |
| Preferred Language of Service | English | 96.6 | 74.6 |
| | French | 3.4 | 25.4 |
| Household Income | Less than \$25,000 | 15.0 | 19.9 |
| | \$25,000 - \$59,999 | 28.1 | 35.5 |
| | \$60,000 or more | 56.9 | 44.6 |
| Employment Status | Employed | 55.8 | 54.6 |
| | Unemployed/Seasonal | 7.0 | 7.3 |
| | Retired | 23.5 | 24.7 |
| | Other | 13.7 | 13.5 |

Population (18 and over) based on 2011 Census: 46,220

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 = 516

n = 562

n = 13,614

| Health Services Barriers | 2011 (%) | 2014 (%) | NB (%) |
|---|---------------------------------|---------------------------------|-----------------------|
| Health services not available in your area when needed | 17.9 (14.6 – 21.2) | 19.4 (16.1 – 22.7) | 17.4 (16.7 – 18.0) |
| Transportation problems | 5.2 ^E (3.3 – 7.2) | 9.4 (7.0 – 11.8) | 7.1 (6.6 – 7.5) |
| Language problems with health care provider | 4.1 ^E (2.4 – 5.8) | 4.5 ^E (2.8 – 6.2) | 4.2 (3.9 – 4.6) |
| Cost for medication too high | 37.7 (33.5 – 41.9) | 21.3 (17.9 – 24.7) | 35.2 (34.3 – 36.0) |
| Cost for treatments or procedures too high | 16.5 (13.3 – 19.8) | 12.1 (9.4 – 14.9) | 19.9 (19.2 – 20.6) |
| Cost for ambulance services too high | 25.0 (20.7 – 29.4) | 17.1 (13.7 – 20.6) | 21.7 (20.9 – 22.4) |
| Unable to leave the house because of health problems | 20.0 (16.5 – 23.4) | 16.0 (13.0 – 19.1) | 12.5 (11.9 – 13.0) |
| Have trouble finding their way around the health care system | 13.4 (10.5 – 16.3) | 10.2 (7.7 – 12.7) | 9.3 (8.8 – 9.8) |
| Difficulty understanding written information about medical condition or prescription (% always or usually) | 10.2 (7.6 – 12.8) | 7.3 (5.1 – 9.4) | 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) | 91.0 (88.5 – 93.5) | 90.7 (88.3 – 93.1) | 91.0 (90.6 – 91.5) |
| Things that contribute a lot to feelings of stress | | | |
| Time pressures / not enough time | Not Available | 40.5 (36.5 – 44.6) | 40.9 (40.1 – 41.7) |
| Your own work situation (ex: hours of work, or working conditions) | Not Available | 37.1 (33.2 – 41.1) | 34.2 (33.4 – 35.0) |
| Health of family members | Not Available | 35.8 (31.9 – 39.8) | 38.1 (37.3 – 38.9) |

¹Based on survey respondents, weighted by age and gender^EUse with caution (coefficient of variation between 16.6% and 33.3%)^FToo unreliable to be published (coefficient of variation greater than 33.3%)

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

| | n = 516 | n = 562 | n = 13,614 |
|--|-----------------------|---------------------------------|-----------------------|
| Health Profile | 2011 (%) | 2014 (%) | NB (%) |
| Self-rated Health (% very good or excellent) | 58.3 (54.1 – 62.5) | 60.2 (56.2 – 64.2) | 50.5 (49.6 – 51.3) |
| Self-rated mental or emotional health (% very good or excellent) | Not Available | 73.2 (69.5 – 76.8) | 65.4 (64.6 – 66.2) |
| “My health largely depends on how well I take care of myself” (% strongly agree) | 60.2 (56.0 – 64.4) | 56.5 (52.4 – 60.6) | 55.2 (54.4 – 56.0) |
| Number of prescription medications taken on a regular basis ³ (% 6 or more) | 17.6 (13.5 – 21.7) | 15.2 (11.7 – 18.7) | 15.2 (14.5 – 15.9) |
| Discuss regularly with a health professional on improving health or preventing illness (% always or usually) | 28.8 (24.7 – 32.9) | ↓ 19.4 (16.1 – 22.7) | 25.4 (24.7 – 26.1) |
| How long have you been seeing the same family doctor? (% 5 years or more) | 75.0 (71.1 – 78.9) | 75.0 (71.2 – 78.8) | 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 | 22.3 (18.9 – 25.7) | 22.1 (21.4 – 22.8) |
| Memory Loss | | | |
| Someone in household has a memory problem | Not Available | 10.7 (8.1 – 13.2) | 9.9 (9.4 – 10.4) |
| ...that interferes with day to day function | Not Available | 3.7 ^E (2.1 – 5.2) | 3.9 (3.6 – 4.2) |
| Health Behaviours | | | |
| Eating fruits and vegetables (% 5 portions or more a day) | Not Available | 54.5 (50.4 – 58.6) | 50.4 (49.5 – 51.2) |
| Moderate or vigorous physical activity (% at least 2 ½ hours a week) | Not Available | 51.9 (47.7 – 56.0) | 49.0 (48.1 – 49.8) |
| Current smoker (% daily or occasional) | Not Available | 15.2 (12.2 – 18.1) | 19.2 (18.5 – 19.8) |
| Unhealthy weight (% obese) | Not Available | 25.2 (21.5 – 28.8) | 30.8 (30.0 – 31.6) |

| | n = 516 | n = 562 | n = 562 | n = 13,614 |
|--|---------------------------------|---------------------------------|-----------------------|-----------------------|
| Chronic Health Conditions ¹ | 2011 (%) | 2014 (%) | 2014 ² (#) | NB (%) |
| One or more chronic health conditions ³ | 55.3 (51.0 – 59.6) | 57.6 (53.6 – 61.7) | 26,638 | 61.6 (60.8 – 62.4) |
| High blood pressure | 22.6 (19.0 – 26.2) | 23.2 (19.8 – 26.7) | 10,735 | 27.0 (26.2 – 27.7) |
| Gastric Reflux (GERD) | 17.8 (14.5 – 21.1) | 17.3 (14.1 – 20.4) | 7,979 | 16.4 (15.8 – 17.0) |
| Depression | 15.2 (12.2 – 18.3) | 15.2 (12.3 – 18.2) | 7,029 | 14.9 (14.3 – 15.5) |
| Asthma | 9.8 (7.2 – 12.4) | 15.0 (12.0 – 17.9) | 6,918 | 11.8 (11.3 – 12.4) |
| Arthritis | 15.7 (12.6 – 18.8) | 14.5 (11.6 – 17.4) | 6,683 | 17.4 (16.8 – 18.0) |
| Chronic pain | 14.7 (11.6 – 17.7) | 13.3 (10.5 – 16.1) | 6,156 | 14.0 (13.5 – 14.6) |
| Cancer | 6.2 ^E (4.2 – 8.3) | 8.4 (6.1 – 10.6) | 3,864 | 8.3 (7.8 – 8.7) |
| Diabetes | 7.8 (5.5 – 10.1) | 7.7 (5.5 – 9.9) | 3,545 | 10.7 (10.1 – 11.2) |
| Heart disease | 8.9 (6.4 – 11.3) | 6.6 (4.6 – 8.7) | 3,071 | 8.3 (7.9 – 8.8) |
| Mood disorder other than depression | 2.7 ^E (1.3 – 4.0) | 4.0 ^E (2.4 – 5.6) | 1,843 | 3.0 (2.7 – 3.2) |
| Stroke | 2.6 ^E (1.2 – 4.0) | 3.8 ^E (2.2 – 5.4) | 1,757 | 2.5 (2.2 – 2.8) |
| Emphysema or COPD | 2.7 ^E (1.3 – 4.1) | 2.4 ^E (1.1 – 3.6) | 1,089 | 3.0 (2.7 – 3.3) |

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.

¹ Self-reported based on survey respondents

² Estimated number of citizens who have the selected chronic health condition

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

^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%)

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

n=516 n=562 1 to 33 n=13,614

| Primary Health Indicator | | 2011 ¹ | 2014 | Rank ² | NB | | |
|---|--|--|-----------------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Accessibility | | | | | | | |
| 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 | Has a personal family doctor (% yes) | 90.6 (88.1 – 93.1) | W 83.8 (80.8 - 86.8) | 32 | 92.1 (91.7 - 92.5) | |
| | A-2 | Calling family doctor's office during regular practice hours (% very easy or somewhat easy) | 67.5 (63.4 – 71.7) | 72.3 (68.4 - 76.2) | 30 | 78.3 (77.6 - 79.0) | |
| | A-3 | Family doctor has extended office hours (after 5pm or on weekends) (% yes) | Not available | 10.9 (8.2 - 13.6) | 26 | 16.2 (15.6 - 16.8) | |
| | A-4 | Family doctor has an after-hour arrangement when office is closed (% yes) | 17.6 (14.3 – 21.0) | W 10.8 (8.1 - 13.5) | 29 | 18.2 (17.5 - 18.9) | |
| | A-5 | How quickly appointment can be made with family doctor | (% on same day or next day) | 25.0 (21.1 – 28.9) | 28.8 (24.7 - 32.9) | 20 | 30.1 (29.3 - 30.9) |
| | | | (% within 5 days) | 55.6 (51.2 – 60.1) | 60.0 (55.6 - 64.4) | 18 | 60.3 (59.4 - 61.2) |
| | A-6 | Nurse working with family doctor who is regularly involved in health care (% yes) | 42.5 (38.1 – 46.9) | 40.6 (36.3 – 44.9) | 2 | 27.5 (26.7 – 28.3) | |
| | A-7 | Has access to a primary health team ³ (% yes) | 42.9 (38.7 – 47.1) | 35.3 (31.4 - 39.2) | 7 | 28.5 (27.8 - 29.2) | |
| | A-8 | Wait time at the hospital emergency department (% less than 4 hours) | 76.4 (69.7 – 83.0) | 63.5 (56.3 - 70.7) | 29 | 73.9 (72.7 - 75.1) | |
| A-9 | How often citizens received the health care service they needed in the official language of their choice (% who always received service in language of preference) | English ⁴ | 97.8 (96.5 – 99.1) | 98.5 (97.4 - 99.6) | - | 72.6 (71.0 - 74.2) | |
| | | French ⁴ | F | 56.5 ^E (33.6 - 79.4) | - | 60.3 (59.4 - 61.2) | |

¹ Community results were not reported in 2011

² Indicator rank across 33 communities, from best (1) to worst (33)

³ 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

⁴ Preferred language of service as indicated by respondent in the survey

^E Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** 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.

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

n=516 n=562 1 to 33 n=13,614

| Primary Health Indicator | | 2011 ¹ | 2014 | Rank ² | NB |
|--|--|--|--|-------------------|--|
| Appropriateness | | | | | |
| Care/service provided is relevant to the patients'/clients' needs and based on established standards | | | | | |
| Q-1 | Adults 65 and over who received their flu shot in the last year (% yes) | Not available | 81.7 (76.9 - 86.5) | 2 | 70.6 (69.2 - 72.0) |
| Q-2 | Adults with one or more of four select chronic health conditions ⁵ who had measurements for blood pressure in the past 12 months (% yes) | 94.7 (91.5 - 97.8) | 92.3 (89.1 - 95.5) | 16 | 91.3 (90.6 - 92.0) |
| Q-3 | Adults with one or more of four select chronic health conditions ⁵ who had measurements for cholesterol in the past 12 months (% yes) | 81.7 (76.1 - 87.2) | 71.4 (65.8 - 77.0) | 27 | 76.3 (75.2 - 77.4) |
| Q-4 | Adults with one or more of four select chronic health conditions ⁵ who had measurements for blood sugar in the past 12 months (% yes) | 79.8 (74.0 - 85.6) | W 65.4 (59.6 - 71.2) | 31 | 73.9 (72.8 - 75.0) |
| Q-5 | Adults with one or more of four select chronic health conditions ⁵ who had measurements for body weight in the past 12 months (% yes) | 64.9 (58.2 - 71.7) | 56.4 (50.3 - 62.5) | 21 | 59.3 (58.0 - 60.6) |
| Q-6 | How often family doctor helps citizens coordinate the care from other health care providers and places (% always) | 69.5 (64.4 - 74.6) | 69.3 (64.1 - 74.5) | 21 | 70.7 (69.7 - 71.7) |
| Effectiveness | | | | | |
| Care/service, intervention or action achieves the desired results | | | | | |
| Q-7 | Citizens with a chronic health condition ⁷ who have confidence in controlling and managing their health condition (% very confident) | 40.1 (34.9 - 45.3) | 38.1 (33.4 - 42.8) | 25 | 42.2 (41.2 - 43.2) |
| Safety | | | | | |
| Potential risks of an intervention or the environment are avoided or minimized | | | | | |
| Q-8 | Citizens with a chronic health condition ⁷ who know what each of their prescribed medications do (% strongly agree) | 52.2 (46.5 - 57.9) | 60.2 (55.1 - 65.3) | 5 | 47.7 (46.6 - 48.8) |
| Q-9 | Was harmed due to a medical error or mistake as a result of health care services received in the last 12 months (excluding hospital stay) (% yes) | 3.6 ^{E,6} (1.9 - 5.2) | 2.6 ^{E,6} (1.3 - 3.9) | - | 2.7 ⁶ (2.4 - 3.0) |

¹ Community results were not reported in 2011

² Indicator rank across 33 communities, from best (1) to worst (33)

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

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

⁷ 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

^E Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** 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.

Fredericton

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

n=516 n=562 1 to 33 n=13,614

| Primary Health Indicator | | 2011 ¹ | 2014 | Rank ² | NB |
|---|---|-----------------------------------|-----------------------------------|-------------------|------------------------------------|
| Efficiency | | | | | |
| Achieving the desired results with the most cost-effective use of resources | | | | | |
| Q-10 | Model of care used most often when sick or in need of care from a health professional (% hospital emergency department) | 5.2 ^{E,6} (3.3 – 7.1) | 3.5 ^{E,6} (2.0 – 5.0) | 2 | 11.5 ⁶ (11.0 – 12.0) |
| Q-11 | Has used Tele-Care or other telephone information lines in the last 12 months (% yes) | 10.0 (7.5 – 12.5) | 9.8 (7.4 – 12.2) | 3 | 7.4 (7.0 – 7.8) |
| Use of services | | | | | |
| Using primary health services in the last 12 months | | | | | |
| U-1 | Visited a personal family doctor (% yes) | 79.7 (76.3 – 83.1) | 70.7 (66.9 – 74.5) | 31 | 80.3 (79.6 – 81.0) |
| U-2 | Visited a hospital emergency department (% yes) | 32.8 (28.8 – 36.8) | 29.6 (25.8 – 33.4) | 31 | 41.3 (40.5 – 42.1) |
| U-3 | Visited a specialist (% yes) | Not available | 50.5 (46.4 – 54.6) | 30 | 56.4 (55.6 – 57.2) |
| U-4 | Visited an after-hours clinic or a walk-in clinic (% yes) | 32.4 (28.5 – 36.3) | 26.3 (22.7 – 29.9) | 6 | 24.3 (23.6 – 25.0) |
| U-5 | Visited an alternative practitioner (% yes) | Not available | 28.1 (24.4 – 31.8) | 8 | 25.2 (24.5 – 25.9) |
| U-6 | Visited a community health centre (% yes) | 4.2 ^E (2.5 – 5.9) | 3.3 ^E (1.8 – 4.8) | 27 | 6.9 (6.5 – 7.3) |
| U-7 | Used ambulance services (% yes) | 5.0 ^E (3.2 – 6.8) | 5.2 ^E (3.4 – 7.0) | 19 | 5.7 (5.3 – 6.1) |
| U-8 | Visited a nurse practitioner (% yes) | 4.3 ^E (2.6 – 6.0) | 7.6 (5.4 – 9.8) | 18 | 7.7 (7.3 – 8.1) |
| U-9 | Visited a health professional at a private clinic (% yes) | Not available | 25.4 (21.8 – 29.0) | 10 | 23.7 (23.0 – 24.4) |

¹ Community results were not reported in 2011

² 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).

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

^E Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** 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.

Fredericton

B = Better than 2011 results

W = Worse than 2011 results

n=516

n=562

1 to 33

n=13,614

| Primary Health Indicator | | 2011 ¹ | 2014 | Rank ² | NB |
|--|--|-------------------------|---|-------------------|-----------------------|
| Communication/Relationship with personal family doctor | | | | | |
| C-1 | How often family doctor explains things in a way that is easy to understand (% always) | 80.4 (76.5 – 84.3) | 82.6 (79.1 - 86.1) | 11 | 80.2 (79.5 - 80.9) |
| C-2 | How often family doctor involves citizens in decisions about their health care (% always) | 71.3 (66.9 – 75.6) | 76.5 (72.5 - 80.5) | 4 | 68.2 (67.3 - 69.1) |
| C-3 | How often family doctor gives citizens enough time to discuss feelings, fears and concerns about their health (% always) | 69.4 (65.0 – 73.8) | 66.9 (62.4 - 71.4) | 31 | 71.9 (71.0 - 72.8) |
| Satisfaction (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 | Overall health care services received in New Brunswick (% 8, 9 or 10) | 55.0 (50.8 – 59.2) | 57.0 (52.9 - 61.1) | 33 | 67.9 (67.1 - 68.7) |
| S-2 | Services from personal family doctor (% 8, 9 or 10) | 81.3 (77.7 – 84.9) | 80.9 (77.3 - 84.5) | 29 | 83.9 (83.2 - 84.6) |
| S-3 | Services at the hospital emergency department (% 8, 9 or 10) | 63.9 (56.6 – 71.2) | W 49.1 (41.8 - 56.4) | 25 | 53.4 (52.1 - 54.7) |
| S-4 | Services from specialist (% 8, 9 or 10) | Not available | 83.5 (79.5 - 87.5) | 10 | 82.0 (81.2 - 82.8) |
| S-5 | Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10) | 56.1 (48.2 – 63.9) | 63.9 (55.8 - 72.0) | 29 | 73.3 (71.6 - 75.0) |
| S-6 | Services from alternative practitioner (% 8, 9 or 10) | Not available | 87.0 (81.7 - 92.3) | 19 | 87.3 (86.2 - 88.4) |
| S-7 | Services at a community health centre (% 8, 9 or 10) | 93.2 (81.2 – 105.2) | W 44.8 ^E (21.8 - 67.8) | 33 | 76.2 (73.6 - 78.8) |
| S-8 | Ambulance services (% 8, 9 or 10) | 81.1 (67.7 – 94.4) | 72.3 (58.1 - 86.5) | 32 | 87.5 (85.3 - 89.7) |
| S-9 | Services from nurse practitioner (% 8, 9 or 10) | Suppressed ⁸ | Suppressed ⁸ | - | 85.8 (83.7 - 87.9) |
| S-10 | Services at a private clinic (% 8, 9 or 10) | Not available | 73.3 (66.2 - 80.4) | 32 | 82.9 (81.6 - 84.2) |
| S-11 | Evaluation of Tele-Care services (% very or somewhat helpful) | 94.2 (87.6 – 100.0) | 87.8 (78.5 - 97.1) | 22 | 89.3 (87.2 - 91.4) |
| S-12 | Evaluation of care received for mental or emotional health (among citizens who have talked to a health professional) (% very or somewhat helpful) | 94.6 (89.8 – 99.5) | 84.1 (77.5 - 90.7) | 30 | 90.8 (89.6 - 92.0) |
| S-13 | Wait time from booking appointment to seeing specialist (among citizens who have seen a specialist) (% very or somewhat satisfied) | Not available | 80.9 (76.6 - 85.2) | 19 | 80.5 (79.6 - 81.4) |

¹ Community results were not reported in 2011

² Indicator rank across 33 communities, from best (1) to worst (33)

⁸ Results suppressed due to limited number of nurse practitioners

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.