Grand Falls, Saint-Léonard, Drummond Area

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

New Brunswick Health Council

		n = 347	n = 13,614
Demographic Profile[1]		**2014** (%)	**NB** (%)
Age Group	18-34	22.9	24.3
	35-54	38.1	36.7
	55-64	19.1	18.7
	65+	19.9	20.3
Gender	Male	48.8	48.0
	Female	51.2	52.0
Education Level	High school or less	46.9	38.7
	College/Technical diploma	26.2	31.4
	University degree	26.9	29.9
Aboriginal	Yes	1.6	3.0
Preferred Language of Service	English	31.5	74.6
	French	68.5	25.4
Household Income	Less than $25,000	26.3	19.9
	$25,000 - $59,999	36.6	35.5
	$60,000 or more	37.1	44.6
Employment Status	Employed	54.8	54.6
	Unemployed/Seasonal	5.8	7.3
	Retired	22.8	24.7
	Other	16.7	13.5

Population (18 and over) based on 2011 Census: 12,885

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 =357	n = 347	n = 13,614
Health Services Barriers	**2011** (%)	**2014** (%)	**NB** (%)
Health services not available in your area when needed	35.2 (30.3 – 40.2)	27.8 (23.1 – 32.4)	17.4 (16.7 – 18.0)
Transportation problems	7.5[E] (4.8 – 10.2)	7.3[E] (4.6 – 10.0)	7.1 (6.6 – 7.5)
Language problems with health care provider	13.0 (9.5 -16.4)	5.3[E] (3.0 – 7.7)	4.2 (3.9 – 4.6)
Cost for medication too high	59.5 (54.4 – 64.6)	51.3 (46.1- 56.6)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	27.9 (23.0 – 32.8)	36.3 (31.1 – 41.5)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	47.5 (41.3 -53.7)	34.6 (28.8 – 40.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	14.8 (11.1 – 18.4)	11.3 (8.0 – 14.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	15.0 (11.3 – 18.7)	6.8[E] (4.1 – 9.4)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	19.3 (15.1 – 23.5)	11.0 (7.7 – 14.3)	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)	81.2 (77.2 - 85.3)	89.6 (86.4 – 92.8)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Time pressures / not enough time	Not Available	39.2 (34.1 - 44.3)	40.9 (40.1 – 41.7)
Health of family members	Not Available	34.5 (29.6 – 39.5)	38.1 (37.3 - 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	34.1 (29.1 – 39.0)	34.2 (33.4 – 35.0)

[1]Based on survey respondents, weighted by age and gender
[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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↑ = Higher than 2011 results
↓ = Lower than 2011 results

Health Profile	2011 (%) n = 357	2014 (%) n = 347	NB (%) n = 13,614
Self-rated Health (% very good or excellent)	48.5 (43.3 – 53.7)	40.8 (35.7 – 45.9)	50.5 (49.6 - 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	61.2 (56.1 – 66.2)	65.4 (64.6 – 66.2)
"My health largely depends on how well I take care of myself" (% strongly agree)	51.0 (45.8 – 56.2)	45.2 (40.0 – 50.4)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis [3] (% 6 or more)	17.0 (12.2 – 21.8)	18.1 (12.8 – 23.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	29.5 (24.7 – 34.3)	27.5 (22.8 – 32.2)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	78.1 (73.8 – 82.4)	77.2 (72.7 – 81.8)	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	25.4 (20.9 – 29.9)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.9 (7.7 – 14.2)	9.9 (9.4 – 10.4)
…that interferes with day to day function	Not Available	2.5[E] (0.9 – 4.2)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	51.4 (46.2 – 56.7)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	43.8 (38.7 – 49.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	25.0 (20.5 – 29.5)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	31.8 (26.8 – 36.8)	30.8 (30.0 – 31.6)

Chronic Health Conditions[1]	2011 (%) n = 357	2014 (%) n = 347	2014[2] (#) n = 347	NB (%) n = 13,614
One or more chronic health conditions[3]	53.7 (48.4 – 59.0)	57.7 (52.6 – 62.8)	7,432	61.6 (60.8 – 62.4)
High blood pressure	28.4 (23.8 – 33.0)	24.5 (20.0 – 29.0)	3,159	27.0 (26.2 – 27.7)
Chronic pain	15.7 (12.0 – 19.4)	16.8 (12.9 – 20.7)	2,163	14.0 (13.5 – 14.6)
Arthritis	15.8 (12.1 – 19.6)	15.1 (11.4 – 18.9)	1,951	17.4 (16.8- 18.0)
Gastric Reflux (GERD)	16.3 (12.5 – 20.1)	13.8 (10.2 – 17.4)	1,775	16.4 (15.8 – 17.0)
Diabetes	9.0 [E] (6.1 – 12.0)	10.9 (7.7 – 14.1)	1,403	10.7 (10.1 – 11.2)
Heart disease	10.8 (7.6 – 14.0)	10.3 (7.1 – 13.5)	1,329	8.3 (7.9 – 8.8)
Depression	12.9 (9.5 – 16.3)	10.1 (7.0 – 13.2)	1,300	14.9 (14.3 – 15.5)
Cancer	5.2 [E] (2.9 – 7.5)	8.6[E] (5.7 – 11.5)	1,112	8.3 (7.8 – 8.7)
Asthma	7.8 [E] (5.0 – 10.5)	8.2[E] (5.3 – 11.0)	1,051	11.8 (11.3 – 12.4)
Mood disorder other than depression	F	3.8[E] (1.8 – 5.8)	492	3.0 (2.7 – 3.2)
Stroke	F	3.4[E] (1.5 - 5.3)	436	2.5 (2.2 – 2.8)
Emphysema or COPD	5.2 [E] (2.9 – 7.5)	2.7[E] (1.0 - 4.3)	344	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%)

Grand Falls, Saint-Léonard, Drummond Area

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

	n=357	n=347	1 to 33	n=13,614
Primary Health Indicator	**2011**	**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					
A-1	**Has a personal family doctor** (% yes)	97.9 (96.4 - 99.4)	**W** 92.1 (89.3 – 94.9)	22	92.1 (91.7 - 92.5)
A-2	**Calling family doctor's office** during regular practice hours (% very easy or somewhat easy)	82.0 (78.0 - 86.0)	89.4 (86.0 – 92.8)	3	78.3 (77.6 - 79.0)
A-3	Family doctor has **extended office hours** (after 5pm or on weekends) (% yes)	Not available	12.5 (8.9 - 16.1)	23	16.2 (15.6 - 16.8)
A-4	Family doctor has an **after-hour arrangement** when office is closed (% yes)	10.6 (7.4 - 13.8)	12.0 (8.5 - 15.5)	25	18.2 (17.5 - 18.9)
A-5	**How quickly appointment can be made** with family doctor (% on same day or next day)	30.0 (25.2 - 34.8)	30.2 (25.1 - 35.3)	18	30.1 (29.3 - 30.9)
	(% within 5 days)	40.3 (35.0 – 45.6)	49.0 (43.4 - 54.6)	27	60.3 (59.4 - 61.2)
A-6	**Nurse working with family doctor** who is regularly involved in health care (% yes)	12.9 (9.5 – 16.4)	15.5 (11.5 – 19.4)	31	27.5 (26.7 – 28.3)
A-7	Has access to a **primary health team**[3] (% yes)	21.3 (17.0 - 25.6)	15.4 (11.7 - 19.1)	31	28.5 (27.8 - 29.2)
A-8	Wait time at the hospital **emergency department** (% less than 4 hours)	80.9 (75.5 - 86.3)	85.5 (80.7 - 90.3)	7	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]	74.6 (67.4 - 81.8)	81.0 (73.1 - 88.9)	-	95.2 (94.8 - 95.6)
	French[4]	83.2 (77.9 - 88.5)	76.5 (70.7 - 82.3)	-	72.6 (71.0 - 74.2)

Personal Family Doctor

[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
[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.

Grand Falls, Saint-Léonard, Drummond Area

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

		n=357	n=347	1 to 33	n=13,614
	Primary Health Indicator	**2011**	**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	59.1 (43.5 - 74.7)	29	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)	91.6 (87.0 – 96.2)	89.1 (83.2 - 95.0)	22	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)	82.5 (76.2 – 88.8)	81.8 (74.4 - 89.2)	6	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)	86.2 (80.4 – 91.9)	78.1 (70.2 - 86.0)	10	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)	59.4 (51.3 – 67.4)	57.9 (48.5 - 67.3)	18	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)	65.8 (59.7 – 71.9)	67.9 (61.1 - 74.7)	23	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 are confident in controlling and **managing their health condition** (% very confident)	32.3 (26.1 – 38.5)	36.5 (29.8 - 43.2)	30	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)	40.1 (33.3 - 46.9)	32.0 (24.9 - 39.1)	25	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)	5.4[E,6] (3.0 – 7.7)	F	-	2.7[6] (2.4 - 3.0)

[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%)
[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.

Grand Falls, Saint-Léonard, Drummond Area

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

		n=357	n=347	1 to 33	n=13,614
	Primary Health Indicator	**2011**	**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)	35.2[6] (30.2 - 40.2)	34.3[6] (29.3 - 39.3)	31	11.5[6] (11.0 - 12.0)
Q-11	Has used **Tele-Care** or other telephone information lines in the last 12 months (% yes)	13.4 (9.9 - 16.9)	8.3 [E] (5.4 - 11.2)	8	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)	84.0 (80.2 - 87.8)	76.4 (72.0 - 80.8)	26	80.3 (79.6 - 81.0)
U-2	Visited a **hospital emergency department** (% yes)	57.3 (52.2 - 62.4)	60.3 (55.2 - 65.4)	3	41.3 (40.5 - 42.1)
U-3	Visited a **specialist** (% yes)	Not available	53.4 (48.2 - 58.6)	24	56.4 (55.6 - 57.2)
U-4	Visited an **after-hours clinic or a walk-in clinic** (% yes)	5.3 [E] (3.0 - 7.6)	6.1 [E] (3.6 - 8.6)	33	24.3 (23.6 - 25.0)
U-5	Visited an **alternative practitioner** (% yes)	Not available	35.0 (30.0 - 40.0)	2	25.2 (24.5 - 25.9)
U-6	Visited a **community health centre** (% yes)	2.7 [E] (1.0 - 4.4)	4.3 [E] (2.2 - 6.4)	24	6.9 (6.5 - 7.3)
U-7	Used **ambulance services** (% yes)	6.8 [E] (4.2 - 9.4)	9.0 [E] (6.0 - 12.0)	18	5.7 (5.3 - 6.1)
U-8	Visited a **nurse practitioner** (% yes)	F	4.8 [E] (2.6 - 7.0)	26	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a **private clinic** (% yes)	Not available	24.0 (19.6 - 28.4)	14	23.7 (23.0 - 24.4)

[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%)

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

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Grand Falls, Saint-Léonard, Drummond Area

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

	Primary Health Indicator	2011 (n=357)	2014 (n=347)	Rank[2] (1 to 33)	NB (n=13,614)
Communication/Relationship with personal family doctor					
C-1	How often family doctor **explains things** in a way that is easy to understand (% always)	79.5 (74.8 - 84.1)	75.7 (70.6 - 80.8)	27	80.2 (79.5 - 80.9)
C-2	How often family doctor **involves citizens in decisions** about their health care (% always)	61.0 (55.6 - 66.4)	57.4 (51.4 - 63.4)	26	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)	64.3 (58.8 - 69.7)	69.4 (63.5 - 75.3)	28	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)	56.9 (51.7 - 62.1)	**B** 67.9 (63.0 - 72.8)	16	67.9 (67.1 - 68.7)
S-2	Services from **personal family doctor** (% 8, 9 or 10)	79.1 (74.7 - 83.5)	84.1 (79.7 - 88.5)	18	83.9 (83.2 - 84.6)
S-3	Services at the **hospital emergency department** (% 8, 9 or 10)	43.0 (36.2 - 49.8)	53.5 (46.7 - 60.3)	16	53.4 (52.1 - 54.7)
S-4	Services from **specialist** (% 8, 9 or 10)	Not available	81.8 (76.1 - 87.5)	15	82.0 (81.2 - 82.8)
S-5	Services at an **after-hours clinic or walk-in clinic** (% 8, 9 or 10)	52.8 [E] (30.9 - 74.7)	73.8 (57.2 - 90.4)	16	73.3 (71.6 - 75.0)
S-6	Services from **alternative practitioner** (% 8, 9 or 10)	Not available	89.6 (84.5 - 94.7)	11	87.3 (86.2 - 88.4)
S-7	Services at a **community health centre** (% 8, 9 or 10)	64.5 [E] (37.4 - 91.6)	93.0 (79.6 - 100.0)	3	76.2 (73.6 - 78.8)
S-8	**Ambulance services** (% 8, 9 or 10)	76.5 (59.2 - 93.8)	98.5 (93.5 - 100.0)	3	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	88.1 (81.3 - 94.9)	6	82.9 (81.6 - 84.2)
S-11	Evaluation of **Tele-Care** services (% very or somewhat helpful)	93.8 (86.4 - 100.0)	89.1 (78.0 - 100.0)	20	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)	97.3 (93.1 – 100.0)	**W** 77.5 (66.2 - 88.8)	33	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	78.0 (71.9 - 84.1)	26	80.5 (79.6 - 81.4)

[2] Indicator rank across 33 communities, from best (1) to worst (33)
[8] Results suppressed due to limited number of nurse practitioners

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