

Hillsborough, Riverside-Albert, Alma Area

Alma, Elgin, Germantown, Harvey, Hillsborough, Hopewell, Little River (Albert County), Riverside-Albert



n = 150

n = 13,614

Demographic Profile ¹		2014 (%)	NB (%)
Age Group	18-34	19.3	24.3
	35-54	35.7	36.7
	55-64	22.3	18.7
	65+	22.6	20.3
Gender	Male	49.8	48.0
	Female	50.2	52.0
Education Level	High school or less	45.6	38.7
	College/Technical diploma	37.8	31.4
	University degree	16.6	29.9
Aboriginal	Yes	0.8	3.0
Preferred Language of Service	English	98.8	74.6
	French	1.2	25.4
Household Income	Less than \$25,000	21.2	19.9
	\$25,000 - \$59,999	40.2	35.5
	\$60,000 or more	38.6	44.6
Employment Status	Employed	46.1	54.6
	Unemployed/Seasonal	16.6	7.3
	Retired	26.5	24.7
	Other	10.8	13.5

Population (18 and over) based on 2011 Census: 4,395

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 = 178

n = 150

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	19.8 (14.1 – 25.6)	13.6 ^E (8.1 – 19.0)	17.4 (16.7 – 18.0)
Transportation problems	12.2 ^E (7.5 – 16.9)	8.3 ^E (3.9 – 12.6)	7.1 (6.6 – 7.5)
Language problems with health care provider	8.0 ^E (4.1 – 11.9)	F	4.2 (3.9 – 4.6)
Cost for medication too high	51.5 (44.2 – 58.8)	36.1 (28.5 – 43.7)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	20.4 (14.3 – 26.4)	14.6 ^E (8.8 – 20.3)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	36.4 (28.1 – 44.7)	24.0 (16.5 – 31.5)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	18.2 (12.7 – 23.8)	10.7 ^E (5.8 – 15.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	14.8 ^E (9.7 – 20.0)	8.0 ^E (3.7 – 12.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	15.8 ^E (10.3 – 21.3)	7.1 ^E (2.9 – 11.2)	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)	93.6 (90.1 – 97.2)	95.5 (92.2 – 98.8)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Your financial situation (ex: not enough money, or debt)	Not Available	40.1 (32.4 – 47.9)	33.5 (32.7 – 34.2)
Health of family members	Not Available	31.3 (24.0 – 38.6)	38.1 (37.3 – 38.9)
Caring for others (parents, family or friends)	Not Available	29.9 (22.7 – 37.2)	25.2 (24.4 – 25.9)

¹Based 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

	n = 178	n = 150	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	40.1 (32.9 – 47.3)	45.6 (37.7 – 53.4)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	62.2 (54.6 – 69.9)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	52.7 (45.3 – 60.1)	58.0 (50.3 – 65.8)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	11.6 ^E (6.1 – 17.1)	19.8 ^E (12.5 – 27.1)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	34.9 (27.6 – 42.2)	28.5 (21.2 – 35.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	75.1 (68.4 – 81.7)	78.2 (71.5 – 84.9)	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	24.9 (18.1 – 31.7)	22.1 (21.4 – 22.8)
Memory loss			
Someone in household has a memory problem	Not Available	9.3 ^E (4.8 – 13.9)	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	46.4 (38.5 – 54.2)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	52.1 (44.2 – 60.1)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	28.7 (21.5 – 35.8)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	26.4 (19.2 – 33.7)	30.8 (30.0 – 31.6)

	n = 178	n = 150	n = 150	n = 13,614
Chronic Health Conditions ¹	2011 (%)	2014 (%)	2014 ² (#)	NB (%)
One or more chronic health conditions ³	62.1 (54.8 – 69.4)	64.8 (57.3 – 72.3)	2,847	61.6 (60.8 – 62.4)
High blood pressure	28.5 (22.0 – 35.0)	32.5 (25.1 – 39.9)	1,428	27.0 (26.2 – 27.7)
Arthritis	22.0 (16.0 – 28.0)	20.8 (14.5 – 27.2)	916	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	14.5 ^E (9.4 – 19.6)	19.1 ^E (12.9 – 25.3)	840	16.4 (15.8 – 17.0)
Diabetes	15.1 ^E (10.0 – 20.3)	16.8 ^E (11.0 – 22.7)	740	10.7 (10.1 – 11.2)
Chronic pain	18.4 (12.8 – 23.9)	12.2 ^E (7.0 – 17.3)	535	14.0 (13.5 – 14.6)
Depression	13.6 ^E (8.7 – 18.6)	10.4 ^E (5.6 – 15.2)	458	14.9 (14.3 – 15.5)
Asthma	7.1 ^E (3.4 – 10.8)	7.5 ^E (3.3 – 11.6)	329	11.8 (11.3 – 12.4)
Cancer	6.9 ^E (3.3 – 10.6)	7.2 ^E (3.2 – 11.3)	318	8.3 (7.8 – 8.7)
Heart disease	12.1 ^E (7.3 – 16.8)	F	229	8.3 (7.9 – 8.8)
Emphysema or COPD	F	F	221	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	F	132	3.0 (2.7 – 3.2)
Stroke	F	F	117	2.5 (2.2 – 2.8)

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%)

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

n=178 n=150 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							
Personal Family Doctor	A-1	Has a personal family doctor (% yes)	83.5 (78.0 - 89.0)	B 94.8 (91.3 - 98.3)	12	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	77.8 (71.3 - 84.3)	78.4 (71.7 - 85.1)	18	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	23.9 (17.0 - 30.8)	5	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	39.9 (32.2 - 47.6)	W 23.6 (16.7 - 30.5)	6	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	44.3 (36.5 - 52.1)	31.6 (23.9 - 39.3)	15	30.1 (29.3 - 30.9)
			(% within 5 days)	71.1 (64.0 - 78.2)	66.4 (58.5 - 74.3)	10	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	34.4 (27.1 - 41.7)	24.8 (17.8 - 31.8)	20	27.5 (26.7 - 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	36.5 (29.4 - 43.6)	28.2 (21.1 - 35.3)	20	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	59.4 (43.6 - 75.2)	70.3 (56.7 - 83.9)	21	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	95.7 (92.6 - 98.8)	98.4 (96.3 - 100.0)	-	95.2 (94.8 - 95.6)	
		French ⁴	F	F	-	72.6 (71.0 - 74.2)	

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

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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.

Hillsborough, Riverside-Albert, Alma Area

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n=178

n=150

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	58.8 (45.6 - 72.0)	31	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)	97.9 (94.7 - 100.0)	94.7 (89.7 - 99.7)	8	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)	87.4 (79.8 - 95.0)	82.0 (73.4 - 90.6)	5	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)	94.4 (89.0 - 99.7)	85.7 (77.7 - 93.7)	1	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)	78.9 (69.6 - 88.2)	68.7 (58.2 - 79.2)	4	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)	71.1 (62.3 - 79.8)	76.8 (68.1 - 85.5)	2	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)	37.1 (28.5 - 45.6)	49.6 (40.5 - 58.7)	2	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)	40.2 (31.0 - 49.4)	B 59.1 (49.6 - 68.6)	6	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)	3.5 ⁶ (0.8 - 6.3)	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

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

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NBHC 2014 Primary Health Survey (results by community)
Hillsborough, Riverside-Albert, Alma Area

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n=178 n=150 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)	10.3 ^{E,6} (5.8 - 14.8)	5.9 ^{E,6} (2.1 - 9.7)	7	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	5.0 ^E (1.8 - 8.2)	6.6 ^E (2.7 - 10.5)	17	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)	75.4 (69.1 - 81.7)	92.2 (87.9 - 96.5)	2	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	23.0 (16.8 - 29.2)	35.9 (28.3 - 43.5)	25	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	65.8 (58.3 - 73.3)	2	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	22.4 (16.2 - 28.6)	29.6 (22.3 - 36.9)	4	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	22.7 (16.1 - 29.3)	20	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	21.6 (15.6 - 27.6)	17.6 ^E (11.6 - 23.6)	4	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	F	6.9 ^E (2.9 - 10.9)	11	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	12.3 ^E (7.5 - 17.1)	15.3 ^E (9.6 - 21.0)	3	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	26.1 (19.2 - 33.0)	9	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

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n=178 n=150 1 to 33 n=13,614

Primary Health Indicator		2011	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)	75.0 (67.7 - 82.3)	85.2 (79.3 - 91.1)	1	80.2 (79.5 - 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	66.5 (58.7 - 74.4)	73.5 (66.1 - 80.9)	8	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)	73.7 (65.9 - 81.4)	76.9 (69.5 - 84.3)	5	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)	65.9 (58.9 - 72.9)	75.6 (68.8 - 82.4)	4	67.9 (67.1 - 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	83.5 (77.5 - 89.5)	87.5 (82.0 - 93.0)	4	83.9 (83.2 - 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	54.0 (37.9 - 70.1)	46.8 (32.5 - 61.1)	29	53.4 (52.1 - 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	90.0 (84.2 - 95.8)	1	82.0 (81.2 - 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	69.5 (54.7 - 84.3)	58.7 (40.2 - 77.2)	31	73.3 (71.6 - 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	98.4 (93.9 - 100.0)	1	87.3 (86.2 - 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	72.5 (58.3 - 86.7)	85.5 (73.4 - 97.6)	7	76.2 (73.6 - 78.8)
S-8	Ambulance services (% 8, 9 or 10)	90.4 (71.2 - 100.0)	68.6 ^E (44.3 - 92.9)	33	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	92.8 (84.5 - 100.0)	2	82.9 (81.6 - 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	100.0 (100 - 100)	90.8 (73.8 - 100.0)	15	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)	91.0 (80.0 - 100.0)	79.0 (62.4 - 95.6)	32	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	82.3 (74.7 - 89.9)	12	80.5 (79.6 - 81.4)

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

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

⁸ Results suppressed due to limited number of nurse practitioners

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