



Shippagan, Lamèque, Inkerman Area

Cap-Bateau, Chiasson Office, Evangeline, Haut-Lamèque, Haut-Shippagan, Inkerman, Inkerman Ferry, Lamèque, Landry Office, Le Goulet, Maltempec, Miscou, Petit-Shippagan, Petite-Lamèque, Petite-Rivière-de l'Île, Pigeon Hill, Pointe-Alexandre, Pointe-Canot, Pokemouche, Sainte-Cécile, Sainte-Marie-Saint-Raphaël, Sainte Rose, Savoie Landing, Shippagan, Six Roads

n = 220

n = 13,614

Demographic Profile ¹		2014 (%)	NB (%)
Age Group	18-34	19.7	24.3
	35-54	36.6	36.7
	55-64	21.2	18.7
	65+	22.5	20.3
Gender	Male	49.9	48.0
	Female	50.1	52.0
Education Level	High school or less	47.8	38.7
	College/Technical diploma	23.6	31.4
	University degree	28.7	29.9
Aboriginal	Yes	5.5	3.0
Preferred Language of Service	English	2.0	74.6
	French	98.0	25.4
Household Income	Less than \$25,000	27.3	19.9
	\$25,000 - \$59,999	43.9	35.5
	\$60,000 or more	28.8	44.6
Employment Status	Employed	49.7	54.6
	Unemployed/Seasonal	11.3	7.3
	Retired	29.9	24.7
	Other	9.1	13.5

Population (18 and over) based on 2011 Census: 12,875

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 = 355

n = 220

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	37.4 (32.4 – 42.4)	28.7 (22.7 – 34.7)	17.4 (16.7 – 18.0)
Transportation problems	8.1 ^E (5.3 – 10.9)	6.1 ^E (2.9 – 9.2)	7.1 (6.6 – 7.5)
Language problems with health care provider	11.9 (8.6 – 15.2)	4.8 ^E (2.0 – 7.6)	4.2 (3.9 – 4.6)
Cost for medication too high	77.6 (73.3 – 82.0)	62.5 (56.0 – 68.9)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	43.0 (37.7 – 48.3)	43.3 (36.4 – 50.2)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	59.4 (53.6 – 65.2)	34.8 (27.8 – 41.8)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	8.9 ^E (6.0 – 11.8)	7.9 ^E (4.3 – 11.4)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	11.4 (8.1 – 14.7)	6.7 ^E (3.4 – 10.0)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	16.1 (12.2 – 20.0)	12.0 ^E (7.7 – 16.3)	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)	86.8 (83.3 – 90.3)	86.0 (81.4 – 90.6)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Health of family members	Not Available	42.8 (36.3 – 49.3)	38.1 (37.3 – 38.9)
Time pressures / not enough time	Not Available	37.9 (31.4 – 44.3)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	30.1 (24.1 – 36.1)	33.5 (32.7 – 34.2)

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

Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	46.5 (41.3 – 51.7)	42.7 (36.2 – 49.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	67.0 (60.8 – 73.1)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	45.0 (39.8 – 50.2)	37.9 (31.6 – 44.3)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	11.6 ^E (7.8 – 15.4)	↑ 23.7 (16.8 – 30.6)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.5 (31.3 – 41.7)	↓ 22.4 (16.9 – 27.9)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	69.3 (64.2 – 74.3)	70.9 (64.7 – 77.2)	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	19.4 (14.2 – 24.6)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	4.5 ^E (1.8 – 7.2)	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	50.4 (43.9 – 57.0)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	44.4 (37.9 – 51.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	20.2 (14.9 – 25.4)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	38.2 (31.8 – 44.6)	30.8 (30.0 – 31.6)

Chronic Health Conditions ¹	2011 (%)	2014 (%)	2014 ² (#)	NB (%)
One or more chronic health conditions ³	64.5 (59.4 – 69.6)	64.3 (58.1 – 70.6)	8,283	61.6 (60.8 – 62.4)
High blood pressure	33.0 (28.2 – 37.8)	34.4 (28.2 – 40.7)	4,435	27.0 (26.2 – 27.7)
Chronic pain	12.6 (9.2 – 16.0)	18.3 (13.2 – 23.4)	2,358	14.0 (13.5 – 14.6)
Diabetes	14.1 (10.6 – 17.7)	18.2 (13.1 – 23.3)	2,344	10.7 (10.1 – 11.2)
Arthritis	19.4 (15.3 – 23.5)	18.1 (13.1 – 23.2)	2,332	17.4 (16.8 – 18.0)
Asthma	7.5 ^E (4.8 – 10.2)	↑ 16.3 (11.5 – 21.2)	2,105	11.8 (11.3 – 12.4)
Gastric Reflux (GERD)	12.6 (9.1 – 16.0)	13.8 ^E (9.2 – 18.3)	1,773	16.4 (15.8 – 17.0)
Depression	12.3 (8.9 – 15.7)	13.1 ^E (8.7 – 17.6)	1,692	14.9 (14.3 – 15.5)
Heart disease	11.0 (7.8 – 14.2)	11.0 ^E (6.9 – 15.2)	1,422	8.3 (7.9 – 8.8)
Cancer	6.9 ^E (4.3 – 9.5)	8.6 ^E (5.0 – 12.3)	1,111	8.3 (7.8 – 8.7)
Mood disorder other than depression	F	F	498	3.0 (2.7 – 3.2)
Stroke	F	F	395	2.5 (2.2 – 2.8)
Emphysema or COPD	2.9 ^E (1.2 – 4.6)	F	338	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.

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^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=355 n=220 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)	86.9 (83.4 - 90.4)	84.2 (79.4 - 89.0)	31	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	69.4 (64.3 - 74.5)	65.3 (58.7 - 71.9)	32	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	7.0 ^E (3.5 - 10.5)	31	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	12.3 (8.6 - 16.0)	12.7 ^E (8.1 - 17.3)	22	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	19.7 (15.3 - 24.1)	12.0 ^E (7.3 - 16.7)	32	30.1 (29.3 - 30.9)
			(% within 5 days)	41.1 (35.3 - 46.9)	29.3 (22.7 - 35.9)	32	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	30.6 (25.5 - 35.7)	27.5 (21.4 - 33.7)	18	27.5 (26.7 - 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	35.4 (30.4 - 40.4)	30.8 (24.8 - 36.8)	13	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	80.3 (74.3 - 86.3)	69.8 (61.3 - 78.3)	23	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	75.1 (53.9 - 96.3)	F	-	95.2 (94.8 - 95.6)	
		French ⁴	85.6 (81.7 - 89.5)	81.9 (76.8 - 87.0)	-	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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Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

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n=355

n=220

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	73.1 (59.5 - 86.7)	12	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)	87.4 (82.3 - 92.5)	86.7 (79.5 - 93.9)	28	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)	82.3 (76.4 - 88.2)	93.2 (87.8 - 98.6)	1	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)	78.6 (72.3 - 85.0)	80.8 (72.2 - 89.4)	4	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)	74.5 (67.7 - 81.2)	74.5 (65.2 - 83.8)	2	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)	62.9 (56.5 - 69.3)	66.6 (58.2 - 75.0)	26	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)	37.9 (31.9 - 43.8)	42.2 (34.2 - 50.2)	14	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)	27.6 (21.7 - 33.5)	18.4^E (11.6 - 25.2)	33	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)	4.6^{E,6} (2.4 - 6.8)	5.6^{E,6} (2.6 - 8.6)	-	2.7⁶ (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

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n=355

n=220

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)	27.9 ⁶ (23.2 - 32.6)	34.5 ⁶ (28.2 - 40.8)	32	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	8.1 ^E (5.3 - 10.9)	8.8 ^E (5.1 - 12.5)	5	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)	79.1 (74.9 - 83.3)	73.5 (67.6 - 79.4)	30	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	46.5 (41.3 - 51.7)	53.6 (47.0 - 60.2)	7	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	56.5 (50.0 - 63.0)	14	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	19.8 (15.6 - 24.0)	17.2 (12.2 - 22.2)	21	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	32.8 (26.7 - 38.9)	3	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	21.1 (16.8 - 25.4)	21.6 (16.2 - 27.0)	3	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	3.9 ^E (1.9 - 5.9)	10.3 ^E (6.3 - 14.3)	4	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	12.8 (9.3 - 16.3)	12.2 ^E (7.9 - 16.5)	7	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	38.3 (31.9 - 44.7)	1	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%)

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n=355

n=220

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)	64.3 (58.4 - 70.1)	67.5 (60.6 - 74.4)	33	80.2 (79.5 - 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	45.1 (39.0 - 51.2)	43.7 (36.2 - 51.2)	33	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)	65.4 (59.6 - 71.2)	72.0 (64.7 - 79.3)	16	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)	64.3 (59.3 - 69.3)	74.6 (68.8 - 80.4)	7	67.9 (67.1 - 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	84.2 (80.0 - 88.4)	84.2 (78.8 - 89.6)	16	83.9 (83.2 - 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	57.6 (50.2 - 65.0)	56.2 (47.2 - 65.2)	9	53.4 (52.1 - 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	79.8 (72.9 - 86.7)	22	82.0 (81.2 - 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	81.6 (72.4 - 90.8)	91.2 (82.1 - 100.0)	1	73.3 (71.6 - 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	83.5 (75.4 - 91.6)	26	87.3 (86.2 - 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	75.6 (65.7 - 85.5)	61.8 (48.5 - 75.1)	29	76.2 (73.6 - 78.8)
S-8	Ambulance services (% 8, 9 or 10)	75.8 (54.8 - 96.8)	92.8 (82.0 - 100.0)	10	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	89.9 (83.1 - 96.7)	4	82.9 (81.6 - 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	81.3 (66.9 - 95.7)	82.1 (64.4 - 99.8)	29	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)	98.6 (95.0 - 100.0)	95.3 (87.5 - 100.0)	10	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	81.2 (74.5 - 87.9)	17	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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