Results by Household Income

New Brunswick Health Council

		n=13,614	n=2,693	n=4,921	n=4,995
		NB	**Less than $25,000**	**$25,000 to less than $60,000**	**$60,000 or more**
Demographic Profile[1]					
Age Group	18-34	24.3	28.1	20.1	24.4
	35-54	36.7	23.0	31.6	49.3
	55-64	18.7	18.7	21.3	16.9
	65+	20.3	30.2	26.9	9.4
Gender	Male	48.0	40.5	47.8	52.3
	Female	52.0	59.5	52.2	47.7
Education Level	High School or Less	38.7	65.4	44.3	19.1
	College/Technical diploma	31.4	22.9	35.8	33.0
	University degree	29.9	11.7	20.0	48.0
Aboriginal	Yes	3.0	6.0	2.8	1.8
Preferred Language of Service	English	74.6	70.6	73.4	75.7
	French	25.4	29.4	26.6	24.3
Household Income	Less than $25,000	19.9	100.0	0.0	0.0
	$25,000 - $59,000	35.5	0.0	100.0	0.0
	$60,000 or more	44.6	0.0	0.0	100.0
Employment Status	Employed	54.6	28.3	48.1	73.8
	Unemployed/Seasonal	7.3	13.6	7.7	3.5
	Retired	24.7	32.1	32.0	14.4
	Other	13.5	25.9	12.2	8.3

[1]Based on survey respondents, weighted by age, gender and community

Results by Household Income

Primary Health Indicator	NB	Less than $25,000	$25,000 to less than $60,000	$60,000 or more
	n=13,614	n=2,693	n=4,921	n=4,995
Health Services Barriers				
Health services not available in your area when needed	17.4 (16.8 - 18.0)	21.4 (19.9 - 22.9)	15.5 (14.5 - 16.5)	17.6 (16.5 - 18.7)
Transportation problems	7.1 (6.7 - 7.5)	18.0 (16.6 - 19.4)	6.5 (5.8 - 7.2)	2.6 (2.2 - 3.0)
Language problems with health care provider	4.2 (3.9 - 4.5)	6.3 (5.4 - 7.2)	3.5 (3.0 - 4.0)	3.8 (3.3 - 4.3)
Cost for medication too high	35.1 (34.3 - 35.9)	53.0 (51.1 - 54.9)	42.8 (41.4 - 44.2)	20.8 (19.7 - 21.9)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	33.5 (31.7 - 35.3)	23.0 (21.8 - 24.2)	11.7 (10.8 - 12.6)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	36.2 (34.2 - 38.2)	24.0 (22.7 - 25.3)	12.3 (11.3 - 13.3)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	21.0 (19.5 - 22.5)	12.1 (11.2 - 13.0)	8.6 (7.8 - 9.4)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	14.2 (12.9 - 15.5)	8.5 (7.7 - 9.3)	7.9 (7.2 - 8.6)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	17.6 (16.2 - 19.0)	10.2 (9.3 - 11.1)	5.1 (4.5 - 5.7)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	86.2 (84.9 - 87.5)	90.5 (89.7 - 91.3)	93.3 (92.6 - 94.0)
Things that contribute a lot to feelings of stress				
Time pressures / not enough time	40.9 (40.1 - 41.7)	37.2 (35.4 - 39.0)	35.8 (34.5 - 37.1)	47.6 (46.2 - 49.0)
Health of family members	38.1 (37.3 - 38.9)	42.1 (40.3 - 43.9)	39.5 (38.1 - 40.9)	36.0 (34.7 - 37.3)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	26.7 (25.0 - 28.4)	30.7 (29.4 - 32.0)	41.8 (40.4 - 43.2)

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.

Results by Household Income

Primary Health Indicator	NB n=13,614	Less than $25,000 n=2,693	$25,000 to less than $60,000 n=4,921	$60,000 or more n=4,995
Health Profile				
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	31.8 (30.1 - 33.5)	43.9 (42.5 - 45.3)	64.1 (62.8 - 65.4)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	47.3 (45.4 - 49.2)	63.1 (61.8 - 64.4)	76.0 (74.8 - 77.2)
"My health largely depends on how well I take care of myself" (% strongly agree)	55.2 (54.4 - 56.0)	45.5 (43.6 - 47.4)	53.1 (51.7 - 54.5)	62.0 (60.7 - 63.3)
Number of prescription medications taken on a regular basis[7] (% 6 or more)	15.2 (14.5 - 15.9)	25.4 (23.6 - 27.2)	15.8 (14.6 - 17.0)	8.1 (7.1 - 9.1)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	28.7 (27.0 - 30.4)	26.7 (25.5 - 27.9)	23.1 (21.9 - 24.3)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	72.9 (71.2 - 74.6)	72.9 (71.6 - 74.2)	73.2 (71.9 - 74.5)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	40.5 (38.7 - 42.3)	23.7 (22.5 - 24.9)	12.1 (11.2 - 13.0)
Memory Loss				
Someone in household has a memory problem	9.9 (9.4 – 10.4)	16.5 (15.1 – 17.9)	10.8 (10.0 – 11.7)	6.7 (6.0 - 7.4)
…that interferes with day to day function	3.9 (3.6 - 4.2)	7.4 (6.4 - 8.4)	3.9 (3.4 - 4.4)	2.6 (2.2 - 3.0)
Health Behaviours				
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	41.3 (39.4 - 43.2)	47.0 (45.6 - 48.4)	57.6 (56.2 - 59.0)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	44.9 (43.0 - 46.8)	46.9 (45.5 - 48.3)	52.8 (51.4 - 54.2)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	29.7 (28.0 - 31.4)	20.9 (19.8 - 22.0)	13.7 (12.8 - 14.6)
Unhealthy weight (% obese)	30.8 (30.0 – 31.6)	32.4 (30.6 – 34.2)	32.8 (31.4 – 34.1)	29.2 (28.0 – 30.5)

[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

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.

Results by Household Income

Primary Health Indicator	NB	Less than $25,000	$25,000 to less than $60,000	$60,000 or more
	n=13,614	n=2,693	n=4,921	n=4,995
Chronic Health Conditions[1]				
One or more chronic health conditions[3]	61.6 (60.8 - 62.4)	73.9 (72.3 - 75.5)	65.9 (64.6 - 67.2)	53.4 (52.0 - 54.8)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	35.6 (33.8 - 37.4)	31.4 (30.1 - 32.7)	19.9 (18.8 - 21.0)
Arthritis	17.4 (16.8 - 18.0)	28.0 (26.3 - 29.7)	19.6 (18.5 - 20.7)	10.8 (9.9 - 11.7)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	19.9 (18.4 - 21.4)	17.3 (16.3 - 18.3)	14.6 (13.6 - 15.6)
Depression	14.9 (14.3 - 15.5)	23.5 (21.9 - 25.1)	14.8 (13.8 - 15.8)	11.7 (10.8 - 12.6)
Chronic pain	14.0 (13.4 - 14.6)	23.6 (22.0 - 25.2)	15.2 (14.2 - 16.2)	9.1 (8.3 - 9.9)
Asthma	11.8 (11.3 - 12.3)	16.9 (15.5 - 18.3)	11.7 (10.8 - 12.6)	10.1 (9.3 - 10.9)
Diabetes	10.6 (10.1 - 11.1)	16.7 (15.3 - 18.1)	12.1 (11.2 - 13.0)	6.8 (6.1 - 7.5)
Heart disease	8.3 (7.8 - 8.8)	12.8 (11.5 - 14.1)	9.5 (8.7 - 10.3)	5.4 (4.8 - 6.0)
Cancer	8.3 (7.8 - 8.8)	10.2 (9.1 - 11.3)	9.9 (9.1 - 10.7)	6.2 (5.5 - 6.9)
Emphysema or COPD	3.0 (2.7 - 3.3)	6.4 (5.5 - 7.3)	3.4 (2.9 - 3.9)	1.2 (0.9 - 1.5)
Mood disorder other than depression	3.0 (2.7 - 3.3)	6.0 (5.1 - 6.9)	2.8 (2.3 - 3.3)	1.7 (1.3 - 2.1)
Stroke	2.5 (2.2 - 2.8)	6.0 (5.1 - 6.9)	2.3 (1.9 - 2.7)	1.2 (0.9 - 1.5)

[1] Self-reported based on survey respondents
[3] Among the twelve chronic health conditions listed in this table

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Results by Household Income

Primary Health Indicator		n=13,614 NB	n=2,693 Less than $25,000	n=4,921 $25,000 to less than $60,000	n=4,995 $60,000 or more
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)		92.1 (91.7 - 92.5)	90.4 (89.3 - 91.5)	92.6 (91.9 - 93.3)	92.5 (91.8 - 93.2)
A-2 **Calling family doctor's office** during regular practice hours (% very easy or somewhat easy)		78.3 (77.6 - 79.0)	80.6 (79.1 - 82.1)	78.9 (77.7 - 80.1)	76.3 (75.1 - 77.5)
A-3 Family doctor has **extended office hours** (after 5pm or on weekends) (% yes)		16.2 (15.6 - 16.8)	16.1 (14.7 - 17.5)	16.8 (15.7 - 17.9)	16.0 (15.0 - 17.0)
A-4 Family doctor has an **after-hour arrangement** when office is closed (% yes)		18.2 (17.5 - 18.9)	19.7 (18.1 - 21.3)	18.3 (17.2 - 19.4)	16.5 (15.4 - 17.6)
A-5 **How quickly appointment can be made** with family doctor	(% on same day or next day)	30.1 (29.3 - 30.9)	31.8 (29.9 - 33.7)	30.3 (28.9 - 31.7)	28.7 (27.4 - 30.0)
	(% within 5 days)	60.3 (59.4 - 61.2)	60.2 (58.2 - 62.2)	60.3 (58.8 - 61.8)	60.1 (58.7 - 61.5)
A-6 **Nurse working with family doctor** who is regularly involved in health care (% yes)		27.5 (26.7 – 28.3)	31.7 (29.9 – 33.5)	26.4 (25.1 – 27.6)	26.4 (25.2 – 27.7)
A-7 Has access to a **primary health team**[3] (% yes)		28.5 (27.8 - 29.2)	31.5 (29.8 - 33.2)	27.2 (26.0 - 28.4)	27.9 (26.7 - 29.1)
A-8 Wait time at the hospital **emergency department** (% less than 4 hours)		73.9 (72.7 - 75.1)	70.0 (67.6 - 72.4)	74.5 (72.6 - 76.4)	75.8 (73.8 - 77.8)
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]	95.2 (94.8 - 95.6)	90.6 (89.3 - 91.9)	95.4 (94.7 - 96.1)	97.3 (96.8 - 97.8)
	French[4]	72.6 (71.0 - 74.2)	71.1 (67.6 - 74.6)	78.7 (76.3 - 81.1)	69.1 (66.4 - 71.8)

Personal Family Doctor

[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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Results by Household Income

	Primary Health Indicator	NB	Less than $25,000	$25,000 to less than $60,000	$60,000 or more
		n=13,614	n=2,693	n=4,921	n=4,995
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)	70.6 (69.2 - 72.0)	66.9 (64.2 - 69.6)	71.2 (69.2 - 73.2)	76.3 (73.3 - 79.3)
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)	91.3 (90.6 - 92.0)	88.1 (86.5 - 89.7)	91.7 (90.6 - 92.8)	93.5 (92.3 - 94.7)
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)	76.3 (75.2 - 77.4)	73.4 (71.1 - 75.7)	76.7 (74.9 - 78.5)	79.1 (77.1 - 81.1)
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)	73.9 (72.8 - 75.0)	71.6 (69.3 - 73.9)	74.2 (72.4 - 76.0)	76.4 (74.3 - 78.5)
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)	59.3 (58.0 - 60.6)	58.5 (56.0 - 61.0)	59.5 (57.5 - 61.5)	59.7 (57.3 - 62.1)
Q-6	How often family doctor helps citizens **coordinate the care** from other health care providers and places (% always)	70.7 (69.7 - 71.7)	64.2 (61.9 - 66.5)	71.6 (69.9 - 73.3)	73.4 (71.7 - 75.1)
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)	42.2 (41.2 - 43.2)	35.9 (33.9 - 37.9)	41.5 (39.9 - 43.1)	47.3 (45.5 - 49.1)
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)	47.7 (46.6 - 48.8)	38.4 (36.3 - 40.5)	44.1 (42.4 - 45.8)	58.8 (56.9 - 60.7)
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)	2.7[6] (2.4 - 3.0)	3.9[6] (3.2 - 4.6)	2.3[6] (1.9 - 2.7)	2.7[6] (2.3 - 3.1)

[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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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)	11.5[6] (11.0 - 12.0)	14.4[6] (13.1 - 15.7)	13.2[6] (12.3 - 14.1)	8.9[6] (8.1 - 9.7)
Q-11 Has used **Tele-Care** or other telephone information lines in the last 12 months (% yes)	7.4 (7.0 - 7.8)	8.7 (7.6 - 9.8)	6.6 (5.9 - 7.3)	7.5 (6.8 - 8.2)
Use of services Using primary health services in the last 12 months				
U-1 Visited a **personal family doctor** (% yes)	80.3 (79.6 - 81.0)	81.3 (79.8 - 82.8)	80.0 (78.9 - 81.1)	80.3 (79.2 - 81.4)
U-2 Visited a **hospital emergency department** (% yes)	41.3 (40.5 - 42.1)	53.3 (51.4 - 55.2)	42.3 (40.9 - 43.7)	35.4 (34.1 - 36.7)
U-3 Visited a **specialist** (% yes)	56.4 (55.6 - 57.2)	60.2 (58.4 - 62.0)	57.6 (56.2 - 59.0)	54.0 (52.6 - 55.4)
U-4 Visited an **after-hours clinic or a walk-in clinic** (% yes)	24.3 (23.6 - 25.0)	23.4 (21.8 - 25.0)	22.0 (20.9 - 23.1)	26.6 (25.4 - 27.8)
U-5 Visited an **alternative practitioner** (% yes)	25.2 (24.5 - 25.9)	14.5 (13.2 - 15.8)	22.1 (21.0 - 23.2)	33.5 (32.2 - 34.8)
U-6 Visited a **community health centre** (% yes)	6.9 (6.5 - 7.3)	9.3 (8.2 - 10.4)	7.8 (7.1 - 8.5)	5.5 (4.9 - 6.1)
U-7 Used **ambulance services** (% yes)	5.7 (5.3 - 6.1)	10.6 (9.5 - 11.7)	5.5 (4.9 - 6.1)	3.7 (3.2 - 4.2)
U-8 Visited a **nurse practitioner** (% yes)	7.7 (7.3 - 8.1)	8.8 (7.7 - 9.9)	7.6 (6.9 - 8.3)	7.5 (6.8 - 8.2)
U-9 Visited a health professional at a **private clinic** (% yes)	23.7 (23.0 - 24.4)	25.0 (23.4 - 26.6)	22.0 (20.9 - 23.1)	25.1 (23.9 - 26.3)

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

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		n=13,614	n=2,693	n=4,921	n=4,995
	Primary Health Indicator	**NB**	**Less than $25,000**	**$25,000 to less than $60,000**	**$60,000 or more**
Communication/Relationship with personal family doctor					
C-1	How often family doctor **explains things** in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	73.8 (72.0 - 75.6)	79.1 (77.9 - 80.3)	84.2 (83.1 - 85.3)
C-2	How often family doctor **involves citizens in decisions** about their health care (% always)	68.2 (67.3 - 69.1)	57.4 (55.3 - 59.5)	66.9 (65.4 - 68.4)	74.3 (73.0 - 75.6)
C-3	How often family doctor **gives citizens enough time to discuss** feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	66.0 (63.9 - 68.1)	72.2 (70.8 - 73.6)	74.6 (73.2 - 76.0)
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)	67.9 (67.1 - 68.7)	65.0 (63.2 - 66.8)	69.3 (68.0 - 70.6)	68.2 (66.9 - 69.5)
S-2	Services from **personal family doctor** (% 8, 9 or 10)	83.9 (83.2 - 84.6)	79.5 (77.8 - 81.2)	86.2 (85.2 - 87.2)	83.5 (82.4 - 84.6)
S-3	Services at the **hospital emergency department** (% 8, 9 or 10)	53.4 (52.1 - 54.7)	45.8 (43.2 - 48.4)	55.8 (53.7 - 57.9)	55.3 (53.0 - 57.6)
S-4	Services from **specialist** (% 8, 9 or 10)	82.0 (81.2 - 82.8)	75.6 (73.6 - 77.6)	84.5 (83.2 - 85.8)	82.9 (81.5 - 84.3)
S-5	Services at an **after-hours clinic or walk-in clinic** (% 8, 9 or 10)	73.3 (71.6 - 75.0)	70.2 (66.3 - 74.1)	73.1 (70.2 - 76.0)	75.0 (72.4 - 77.6)
S-6	Services from **alternative practitioner** (% 8, 9 or 10)	87.3 (86.2 - 88.4)	82.4 (78.6 - 86.2)	87.5 (85.6 - 89.4)	88.4 (86.9 - 89.9)
S-7	Services at a **community health centre** (% 8, 9 or 10)	76.2 (73.6 - 78.8)	67.1 (61.3 - 72.9)	74.5 (70.3 - 78.7)	85.2 (81.3 - 89.1)
S-8	**Ambulance services** (% 8, 9 or 10)	87.5 (85.3 - 89.7)	79.1 (74.7 - 83.5)	91.0 (87.8 - 94.2)	93.4 (90.0 - 96.8)
S-9	Services from **nurse practitioner** (% 8, 9 or 10)	85.8 (83.7 - 87.9)	75.9 (70.2 - 81.6)	86.2 (82.7 - 89.7)	91.0 (88.1 - 93.9)
S-10	Services at a **private clinic** (% 8, 9 or 10)	82.9 (81.6 - 84.2)	77.9 (74.7 - 81.1)	85.6 (83.5 - 87.7)	83.1 (81.1 - 85.1)
S-11	Evaluation of **Tele-Care** services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	83.0 (77.7 - 88.3)	91.1 (87.8 - 94.4)	91.0 (87.9 - 94.1)
S-12	Evaluation of care received for **mental or emotional health** (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	87.4 (84.7 - 90.1)	91.9 (90.0 - 93.8)	92.5 (90.7 - 94.3)
S-13	Wait time from **booking appointment** to seeing **specialist** (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	80.5 (78.6 - 82.4)	84.0 (82.7 - 85.3)	77.3 (75.7 - 78.9)

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