

## Overall New Brunswick Results

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)
Age Group	18-34	24.3
	35-54	36.7
	55-64	18.7
	65+	20.3
Gender	Male	48.0
	Female	52.0
Education Level	High school or less	38.7
	College/Technical diploma	31.4
	University degree	29.9
Aboriginal	Yes	3.0
Preferred Language of Service	English	74.6
	French	25.4
Household Income	Less than \$25,000	19.9
	\$25,000 - \$59,999	35.5
	\$60,000 or more	44.6
Employment Status	Employed	54.6
	Unemployed/Seasonal	7.3
	Retired	24.7
	Other	13.5

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

n = 14,045

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)
Health services not available in your area when needed	21.2 (20.5 – 21.9)	17.4 (16.7 – 18.0)
Transportation problems	7.3 (6.9 – 7.8)	7.1 (6.6 – 7.5)
Language problems with health care provider	6.9 (6.5 – 7.4)	4.2 (3.9 – 4.6)
Cost for medication too high	48.6 (47.7 – 49.4)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	21.9 (21.2 – 22.6)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	35.6 (34.6 – 36.5)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	16.9 (16.2 – 17.5)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	12.4 (11.9 – 13.0)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	13.5 (12.9 – 14.1)	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)	88.8 (88.3 – 89.3)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>		
Time pressures / not enough time	Not Available	40.9 (40.1 – 41.7)
Health of family members	Not Available	38.1 (37.3 – 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	34.2 (33.4 – 35.0)

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.

# Overall New Brunswick Results

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

n = 14,045      n = 13,614

n = 14,045      n = 13,614

Health Profile	2011 (%)	2014 (%)
Self-rated Health (% very good or excellent)	53.3 (52.5 – 54.1)	↓ 50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	54.3 (53.5 – 55.1)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	12.5 (11.9 – 13.1)	↑ 15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	31.6 (30.8 – 32.4)	↓ 25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	75.9 (75.1 – 76.6)	↓ 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	22.1 (21.4 – 22.8)
<b>Memory Loss</b>		
Someone in household has a memory problem	Not Available	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	3.9 (3.6 – 4.2)
<b>Health Behaviours</b>		
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	30.8 (30.0 – 31.6)

Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)
One or more chronic health conditions <sup>3</sup>	59.2 (58.4 – 60.0)	↑ 61.6 (60.8 – 62.4)
High blood pressure or hypertension	25.7 (25.0 – 26.4)	27.0 (26.2 – 27.7)
Arthritis	18.0 (17.4 – 18.6)	17.4 (16.8 – 18.0)
Gastric reflux (GERD)	16.1 (15.5 – 16.7)	16.4 (15.8 – 17.0)
Depression	12.7 (12.1 – 13.2)	↑ 14.9 (14.3 – 15.5)
Chronic pain	15.0 (14.4 – 15.6)	14.0 (13.5 – 14.6)
Asthma	10.3 (9.8 – 10.8)	↑ 11.8 (11.3 – 12.4)
Diabetes	9.2 (8.8 – 9.7)	↑ 10.7 (10.1 – 11.2)
Heart disease	8.3 (7.8 – 8.8)	8.3 (7.9 – 8.8)
Cancer	7.0 (6.6 – 7.4)	↑ 8.3 (7.8 – 8.7)
Emphysema or COPD	2.7 (2.5 – 3.0)	3.0 (2.7 – 3.3)
Mood disorder other than depression	2.5 (2.3 – 2.8)	3.0 (2.7 – 3.2)
Stroke	2.0 (1.8 – 2.2)	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.

<sup>1</sup> Self-reported based on survey respondents

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

## Overall New Brunswick Results

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

n=14,045

n=13,614

Primary Health Indicator		NB 2011	NB 2014		
<b>Accessibility</b>					
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	<b>Has a personal family doctor</b> (% yes)	92.6 (92.2 – 93.0)	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	76.6 (75.9 – 77.3)	<b>B</b> 78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	21.6 (20.9 – 22.3)	<b>W</b> 18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.3 (29.5 – 31.1)	30.1 (29.3 - 30.9)
			(% within 5 days)	57.9 (57.0 - 58.8)	<b>B</b> 60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	28.9 (28.1 – 29.6)	27.5 (26.7 – 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	34.4 (33.6 – 35.2)	<b>W</b> 28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	75.1 (74.0 – 76.2)	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	95.3 (94.9 – 95.7)	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	78.9 (77.5 – 80.3)	<b>W</b> 72.6 (71.0 - 74.2)	

<sup>3</sup> 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

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

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.

## Overall New Brunswick Results

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

n=14,045

n=13,614

Primary Health Indicator		NB 2011	NB 2014
<b>Appropriateness</b>			
Care/service provided is relevant to the patients'/clients' needs and based on established standards			
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>93.3</b> (92.6 - 93.9)	<b>W 91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>79.8</b> (78.8 - 80.9)	<b>W 76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>76.6</b> (75.5 - 77.7)	<b>W 73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>64.3</b> (63.0 - 65.5)	<b>W 59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>68.9</b> (67.9 - 69.9)	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>			
Care/service, intervention or action achieves the desired results			
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>39.3</b> (38.3 - 40.3)	<b>B 42.2</b> (41.2 - 43.2)
<b>Safety</b>			
Potential risks of an intervention or the environment are avoided or minimized			
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>46.7</b> (45.6 - 47.8)	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>3.4</b> <sup>6</sup> (3.1 - 3.7)	<b>B 2.7</b> <sup>6</sup> (2.4 - 3.0)

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

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

<sup>7</sup> 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.

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.

## Overall New Brunswick Results

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

n=14,045

n=13,614

Primary Health Indicator		NB 2011	NB 2014
<b>Efficiency</b>			
Achieving the desired results with the most cost-effective use of resources			
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	12.0 <sup>6</sup> (11.5 – 12.5)	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	9.6 (9.1 – 10.1)	<b>W</b> 7.4 (7.0 - 7.8)
<b>Use of services</b>			
Using primary health services in the last 12 months			
U-1	Visited a <b>personal family doctor</b> (% yes)	80.7 (80.0 – 81.4)	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	42.0 (41.2 – 42.8)	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.7 (24.0 – 25.4)	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	7.3 (6.9 – 7.7)	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.9 (5.5 – 6.3)	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	5.1 (4.7 – 5.5)	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	23.7 (23.0 - 24.4)

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

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.

## Overall New Brunswick Results

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

n=14,045

n=13,614

Primary Health Indicator		NB 2011	NB 2014
<b>Communication/Relationship with personal family doctor</b>			
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	77.3 (76.5 – 78.1)	<b>B</b> 80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	64.2 (63.3 – 65.1)	<b>B</b> 68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	68.6 (67.7 – 69.4)	<b>B</b> 71.9 (71.0 - 72.8)
<b>Satisfaction</b> (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	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	61.5 (60.7 – 62.3)	<b>B</b> 67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	81.3 (80.6 – 82.0)	<b>B</b> 83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	51.5 (50.2 – 52.8)	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	67.1 (65.4 – 68.8)	<b>B</b> 73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	74.1 (71.6 – 76.6)	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	85.3 (83.0 – 87.6)	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.3 – 88.3)	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	91.5 (89.9 – 93.1)	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	93.5 (92.4 – 94.5)	<b>W</b> 90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	80.5 (79.6 - 81.4)

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.