



# Overall Provincial Results

By Gender

By Age

By Language of Service Preference

By Education Level

Aboriginal Results



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Male	Female				
Base Size		n=14,045	n=5,179	n=8,866				
A-1	<b>Percent of residents who have a personal family doctor</b>	92.6% (92.2%-93.0%)**	90.5% (89.7%-91.3%)**	94.4% (93.9%-94.9%)**				
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	21.6% (20.9%-22.3%)	19.1% (18.0%-20.2%)	23.7% (22.8%-24.6%)			
A-3		<b>Easy or difficult to call</b> personal family doctor's office during regular practice hours (% very/somewhat easy)	76.6% (75.9%-77.3%)	79.6% (78.4%-80.8%)	74.0% (73.1%-74.9%)			
A-4		<b>How quickly appointment can be made</b> with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)	30.3% (28.9%-31.7%)	30.2% (29.2%-31.2%)			
A-5		<b>Other health professionals working in same office/building</b> as personal family doctor (% yes)	12.1% (11.5%-12.7%)	12.4% (11.5%-13.3%)	11.8% (11.1%-12.5%)			
A-6	<b>Percent of residents who have access to a primary health care team***</b>		34.4 % (33.6%-35.2%)	31.4% (30.1%-32.7%)	37.2% (36.2%-38.2%)			
A-7	Among users in past 12 months	Family Doctor	<b>Satisfaction with wait time</b> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)	83.4% (82.7%-84.1%)	85.2% (84.1%-86.3%)	82.0% (81.1%-82.9%)		
A-8		Emergency Dept.	<b>Wait time</b> at the hospital emergency department (% less than 4 hours)	75.1% (74.0%-76.2%)	78.8% (77.0%-80.6%)	72.0% (70.6%-73.4%)		
A-9		Specialist	<b>Satisfaction with wait time</b> from booking appointment to seeing specialist (% very/somewhat satisfied)	78.3% (77.3%-79.3%)	78.3% (76.5%-80.1%)	78.3% (77.0%-79.6%)		
A-10		After-hours or walk-in clinic	<b>Wait time</b> at the after-hours or walk-in clinic (% less than 1 hour)	74.5% (72.9%-76.1%)	74.9% (72.1%-77.7%)	74.2% (72.3%-76.1%)		
A-11		Community health centre	<b>Wait time</b> at the community health centre (% less than 1 hour)	76.5% (74.0%-79.0%)	74.7% (70.5%-78.9%)	78.1% (75.1%-81.1%)		
A-12	Among health care service users	Equity based on <b>preferred language of service</b> (% who always receive service in language of preference)	English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)	English* 95.7% (95.0%-96.4%)	French* 82.3% (80.0%-84.6%)	English* 94.9% (94.3%-95.5%)	French* 76.3% (74.5%-78.1%)
A-13	<b>Percent with a nurse practitioner regularly involved in health care</b>		2.8% (2.5%-3.1%)	1.8% (1.4%-2.2%)	3.8% (3.4%-4.2%)			

\* Preferred language of service as indicated by respondent in the survey.

\*\* Confidence interval calculated at a 95% level of confidence.

\*\*\*Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Male	Female
Base Size		n=14,045	n=5,179	n=8,866
<b>Model of care used most often when sick or in need of care from a health professional</b>				
<b>% Used most often – Among overall residents</b>				
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	59.6% (58.2%-61.0%)**	64.0% (63.0%-65.0%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	14.9% (13.9%-15.9%)	9.3% (8.7%-9.9%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	18.5% (17.4%-19.6%)	18.3% (17.5%-19.1%)
	Community health centre	1.4% (1.2%-1.6%)	1.6% (1.3%-1.9%)	1.2% (1.0%-1.4%)
	Other	6.3% (5.9%-6.7%)	5.4% (4.8%-6.0%)	7.2% (6.7%-7.7%)
<b>Use of primary health care services in last 12 months - Among overall residents</b>				
U-2	% Who visited a <b>personal family doctor</b> <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	74.2% (73.0%-75.4%) 2.8	86.7% (86.0%-87.4%) 3.7
U-3	% Who visited the hospital <b>emergency department</b> <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	39.4% (38.1%-40.7%) 0.9	44.5% (43.5%-45.5%) 1.2
U-4	% who has seen a <b>specialist</b>	40.8% (40.0%-41.6%)	36.6% (35.3%-37.9%)	44.8% (43.8%-45.8%)
U-5	% who has visited an <b>after-hours clinic or walk-in clinic</b>	24.7% (24.0%-25.4%)	20.6% (19.5%-21.7%)	28.6% (27.7%-29.5%)
U-6	% who has visited a <b>community health centre</b>	7.3% (6.9%-7.7%)	7.3% (6.6%-8.0%)	7.4% (6.9%-7.9%)
U-7	% who has seen a <b>nurse practitioner</b>	5.1% (4.7%-5.5%)	3.4% (2.9%-3.9%)	6.7% (6.2%-7.2%)
U-8	% who has seen an <b>alternative practitioner</b>	20.9% (20.2%-21.6%)	17.2% (16.2%-18.2%)	24.3% (23.4%-25.2%)
U-9	% Who has used <b>Tele-Care</b> or other advice/info line	9.6% (9.1%-10.1%)	6.8% (6.1%-7.5%)	12.1% (11.4%-12.8%)
U-10	% who has used <b>ambulance services</b>	5.9% (5.5%-6.3%)	5.9% (5.3%-6.5%)	6.0% (5.5%-6.5%)

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services - SATISFACTION <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Male	Female
Base Size		n=14,045	n=5,179	n=8,866
<b>Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10</b>				
<b>% Satisfied with:</b>				
S-1	<b>Overall health care services</b> received in New Brunswick (Overall)	61.5% (60.7%-62.3)**	63.0% (61.7%-64.3)**	60.2% (59.2%-61.2)**
S-2	Services from <b>personal family doctor</b> in the last 12 months (Among users)	81.3% (80.6%-82.0%)	82.2% (81.0%-83.4%)	80.7% (79.8%-81.6%)
S-3	Services at the <b>hospital emergency department</b> in the last 12 months (Among users)	51.5% (50.2%-52.8%)	53.7% (51.5%-55.9%)	49.7% (48.1%-51.3%)
S-4	Services from <b>specialist</b> in the last 12 months (Among users)	80.1% (79.1%-81.1%)	80.2% (78.5%-81.9%)	80.1% (78.9%-81.3%)
S-5	Services at <b>after hours or walk-in clinic</b> in the last 12 months (Among users)	67.1% (65.4%-68.8%)	64.9% (61.9%-67.9%)	68.6% (66.6%-70.6%)
S-6	Services at <b>community health centre</b> in the last 12 months (Among users)	74.1% (71.6%-76.6%)	70.7% (66.4%-75.0%)	77.2% (74.2%-80.2%)
S-7	Services from <b>nurse practitioner</b> in the last 12 months (Among users)	85.8% (83.3%-88.3%)	79.8% (74.3%-85.3%)	88.7% (86.1%-91.3%)
S-8	Services from <b>alternative practitioner</b> in the last 12 months (Among users)	87.5% (86.3%-88.7%)	85.0% (82.6%-87.4%)	89.1% (87.8%-90.4%)
S-9	<b>Ambulance services</b> received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	81.1% (76.9%-85.3%)	89.1% (86.5%-91.7%)
<b>Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"</b>				
S-10	Evaluation of <b>Tele-Care</b> services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	88.1% (84.4%-91.8%)	93.2% (91.5%-94.9%)

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Male	Female	
Base Size		n=14,045	n=5,179	n=8,866	
<b>Overall attitude about health, well-being and preventative measures (Overall residents unless otherwise specified)</b>					
H-1	<b>Self-rated Health</b> (% very good or excellent)	53.3% (52.5%-54.1%)**	52.2% (50.8%-53.6%)**	54.4% (53.4%-55.4%)**	
H-2	Percent who has seen a health professional about <b>mental or emotional health</b>	15.6% (15.0%-16.2%)	10.5% (9.7%-11.3%)	20.3% (19.5%-21.1%)	
H-3	Agree that <b>“My health largely depends on how well I take care of myself”</b> (% strongly agree)	54.3% (53.5%-55.1%)	53.3% (51.9%-54.7%)	55.1% (54.1%-56.1%)	
H-4	Discuss regularly with a health professional on <b>improving health or preventing illness</b> (% always or usually) – (Among health care service users)	31.6% (30.8%-32.4%)	32.9% (31.5%-34.3%)	30.4% (29.4%-31.4%)	
H-5	<b>Difficulty understanding written information</b> about medical condition or prescription (% always or usually)	13.5% (12.9%-14.1%)	15.4% (14.4%-16.4%)	11.9% (11.2%-12.6%)	
H-6	Percent who has been <b>unable to leave the house</b> because of a health problem	16.9% (16.3%-17.5%)	15.1% (14.1%-16.1%)	18.5% (17.7%-19.3%)	
<b>Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)</b>					
H-7	Percent diagnosed with <b>one or more chronic health conditions</b>	59.2% (58.4%-60.0%)	57.2% (55.8%-58.6%)	61.1% (60.1%-62.1%)	
H-8	Among those with <b>chronic health conditions</b>	Agree that “I know how to try to <b>prevent further problems</b> with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	35.6% (34.0%-37.2%)	40.2% (39.0%-41.4%)
H-9		Number of <b>prescription medications</b> taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	12.1% (11.0%-13.2%)	12.8% (12.0%-13.6%)
H-10	Patients with chronic health conditions <b>who take medication</b>	Agree that <b>“I know what each of my prescribed medications do”</b> (% strongly agree)	46.7% (45.6%-47.8%)	43.3% (41.5%-45.1%)	49.2% (47.9%-50.5%)

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Age Categories											
			18-34		35-54		55-64		65+					
Base Size		n=14,045	n=1,633		n=5,249		n=3,722		n=3,389					
A-1	<b>Percent of residents who have a personal family doctor</b>		92.6% (92.2%-93.0%)**		88.6% (87.1%-90.1%)**		92.2% (91.5%-92.9%)**		95.3% (94.6%-96.0%)**		96.5% (95.9%-97.1%)**			
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	21.6% (20.9%-22.3%)		20.8% (18.7%-22.9%)		19.6% (18.5%-20.7%)		22.9% (21.5%-24.3%)		25.0% (23.5%-26.5%)			
A-3		<b>Easy or difficult to call</b> personal family doctor's office during regular practice hours (% very/somewhat easy)	76.6% (75.9%-77.3%)		77.1% (74.9%-79.3%)		73.8% (72.6%-75.0%)		76.6% (75.2%-78.0%)		81.7% (80.4%-83.0%)			
A-4		<b>How quickly appointment can be made</b> with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)		28.5% (26.1%-30.9%)		28.4% (27.1%-29.7%)		31.3% (29.7%-32.9%)		35.6% (33.9%-37.3%)			
A-5		<b>Other health professionals working in same office/building</b> as personal family doctor (% yes)	12.1% (11.5%-12.7%)		12.7% (11.0%-14.4%)		12.0% (11.1%-12.9%)		12.3% (11.2%-13.4%)		11.6% (10.5%-12.7%)			
A-6		<b>Percent of residents who have access to a primary health care team***</b>		34.4 % (33.6%-35.2%)		31.2% (29.0%-33.4%)		34.0% (32.7%-35.3%)		36.5% (35.0%-38.0%)		38.2% (36.6%-39.8%)		
A-7	Among users in past 12 months	Family Doctor	<b>Satisfaction with wait time</b> from booking to seeing personal family doctor (% very/somewhat satisfied)		83.4% (82.7%-84.1%)		77.5% (75.1%-79.9%)		80.1% (78.9%-81.3%)		87.2% (86.1%-88.3%)		92.6% (91.7%-93.5%)	
A-8		Emergency Dept.	<b>Wait time</b> at the hospital emergency department (% less than 4 hours)		75.1% (74.0%-76.2%)		69.3% (66.2%-72.4%)		73.7% (71.9%-75.5%)		81.1% (79.0%-83.2%)		83.9% (81.9%-85.9%)	
A-9		Specialist	<b>Satisfaction with wait time</b> from booking to seeing specialist (% very/somewhat satisfied)		78.3% (77.3%-79.3%)		72.9% (69.1%-76.7%)		75.2% (73.3%-77.1%)		79.4% (77.5%-81.3%)		87.0% (85.4%-88.6%)	
A-10		After-hours or walk-in clinic	<b>Wait time</b> at the after-hours or walk-in clinic (% less than 1 hour)		74.5% (72.9%-76.1%)		72.7% (68.9%-76.5%)		75.0% (72.6%-77.4%)		76.2% (73.0%-79.4%)		76.0% (72.1%-79.9%)	
A-11		Community health centre	<b>Wait time</b> at the community health centre (% less than 1 hour)		76.5% (74.0%-79.0%)		65.0% (56.2%-73.8%)		76.9% (72.7%-81.1%)		80.1% (75.8%-84.4%)		86.4% (82.6%-90.2%)	
A-12		Among health care service users	Equity based on <b>preferred language of service</b> (% who always receive service in language of preference)		Eng.* 95.3% (94.9%-95.7%)	Fr.* 78.9% (77.5%-80.3%)	Eng.* 93.8% (92.4%-95.2%)	Fr.* 72.9% (68.5%-77.3%)	Eng.* 95.3% (94.6%-96.0%)	Fr.* 79.3% (77.1%-81.5%)	Eng.* 96.0% (95.2%-96.8%)	Fr.* 83.4% (81.0%-85.8%)	Eng.* 96.7% (96.0%-97.4%)	Fr.* 82.5% (79.6%-85.4%)
A-13	<b>Percent with a nurse practitioner regularly involved in health care</b>		2.8% (2.5%-3.1%)		3.0% (2.2%-3.8%)		2.7% (2.3%-3.1%)		3.0% (2.5%-3.5%)		2.8% (2.2%-3.4%)			

\* Preferred language of service as indicated by respondent in the survey.

\*\* Confidence interval calculated at a 95% level of confidence.

\*\*\*Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Age Categories			
			18-34	35-54	55-64	65+
Base Size		n=14,045	n=1,633	n=5,249	n=3,722	n=3,389
<b>Model of care used most often when sick or in need of care from a health professional</b>						
<b>% Used most often – Among overall residents</b>						
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	45.2% (42.8%-47.6%)**	58.3% (57.0%-59.6%)**	74.6% (73.2%-76.0%)**	81.3% (80.0%-82.6%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	14.3% (12.6%-16.0%)	12.9% (12.0%-13.8%)	9.6% (8.6%-10.6%)	8.6% (7.6%-9.6%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	30.7% (28.4%-33.0%)	20.5% (19.4%-21.6%)	9.2% (8.3%-10.1%)	4.8% (4.1%-5.5%)
	Community health centre	1.4% (1.2%-1.6%)	1.6% <sup>E</sup> (1.0%-2.2%)	1.4% (1.1%-1.7%)	1.2% (0.8%-1.6%)	1.2% (0.8%-1.6%)
	Other	6.3% (5.9%-6.7%)	8.2% (6.9%-9.5%)	6.9% (6.2%-7.6%)	5.4% (4.7%-6.1%)	4.1% (3.4%-4.8%)
<b>Use of primary health care services in last 12 months - Among overall residents</b>						
U-2	% Who visited a <b>personal family doctor</b> <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	69.2% (67.0%-71.4%) 2.8	80.1% (79.0%-81.2%) 3.0	88.0% (87.0%-89.0%) 3.7	91.7% (90.8%-92.6%) 4.1
U-3	% Who visited the hospital <b>emergency department</b> <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	49.5% (47.1%-51.9%) 1.5	41.4% (40.1%-42.7%) 1.0	36.3% (34.8%-37.8%) 0.8	37.9% (36.3%-39.5%) 0.8
U-4	% who has seen a <b>specialist</b>	40.8% (40.0%-41.6%)	31.9% (29.6%-34.2%)	37.6% (36.3%-38.9%)	49.4% (47.8%-51.0%)	52.8% (51.1%-54.5%)
U-5	% who has visited an <b>after-hours clinic or walk-in clinic</b>	24.7% (24.0%-25.4%)	33.3% (31.0%-35.6%)	26.1% (24.9%-27.3%)	19.4% (18.1%-20.7%)	14.7% (13.5%-15.9%)
U-6	% who has visited a <b>community health centre</b>	7.3% (6.9%-7.7%)	6.9% (5.7%-8.1%)	6.9% (6.2%-7.6%)	8.3% (7.4%-9.2%)	8.1% (7.2%-9.0%)
U-7	% who has seen a <b>nurse practitioner</b>	5.1% (4.7%-5.5%)	5.8% (4.7%-6.9%)	5.0% (4.4%-5.6%)	5.2% (4.5%-5.9%)	4.5% (3.8%-5.2%)
U-8	% who has seen an <b>alternative practitioner</b>	20.9% (20.2%-21.6%)	20.7% (18.7%-22.7%)	24.8% (23.6%-26.0%)	20.9% (19.6%-22.2%)	12.7% (11.6%-13.8%)
U-9	% Who has used <b>Tele-Care</b> or other advice/info line	9.6% (9.1%-10.1%)	16.0% (14.2%-17.8%)	8.8% (8.0%-9.6%)	6.3% (5.5%-7.1%)	5.1% (4.4%-5.8%)
U-10	% who has used <b>ambulance services</b>	5.9% (5.5%-6.3%)	4.8% (3.8%-5.8%)	4.8% (4.2%-5.4%)	5.8% (5.0%-6.6%)	9.8% (8.8%-10.8%)

\*\* Confidence interval calculated at a 95% level of confidence.

<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%).

	Experiences With Primary Health Care Services - SATISFACTION (Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)	New Brunswick	Age Categories			
			18-34	35-54	55-64	65+
	Base Size	n=14,045	n=1,633	n=5,249	n=3,722	n=3,389
<b>Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10</b>						
<b>% Satisfied with:</b>						
S-1	<b>Overall health care services</b> received in New Brunswick (Overall)	61.5% (60.7%-62.3)**	54.9% (52.5%-57.3)**	57.2% (55.8%-58.6)**	67.3% (65.8%-68.8)**	75.3% (73.8%-76.8)**
S-2	Services from <b>personal family doctor</b> in the last 12 months (Among users)	81.3% (80.6%-82.0%)	76.5% (74.1%-78.9%)	80.1% (78.9%-81.3%)	84.3% (83.1%-85.5%)	86.4% (85.2%-87.6%)
S-3	Services at <b>hospital emergency department</b> in the last 12 months (Among users)	51.5% (50.2%-52.8%)	40.2% (36.9%-43.5%)	49.6% (47.5%-51.7%)	61.7% (59.2%-64.2%)	68.1% (65.5%-70.7%)
S-4	Services from <b>specialist</b> in the last 12 months (Among users)	80.1% (79.1%-81.1%)	75.5% (71.9%-79.1%)	77.4% (75.6%-79.2%)	82.5% (80.8%-84.2%)	86.4% (84.8%-88.0%)
S-5	Services at <b>after hours or walk-in clinic</b> in the last 12 months (Among users)	67.1% (65.4%-68.8%)	60.8% (56.6%-65.0%)	66.6% (64.0%-69.2%)	76.3% (73.1%-79.5%)	78.3% (74.6%-82.0%)
S-6	Services at <b>community health centre</b> in the last 12 months (Among users)	74.1% (71.6%-76.6%)	70.1% (61.7%-78.5%)	69.2% (64.6%-73.8%)	78.1% (73.7%-82.5%)	84.1% (80.0%-88.2%)
S-7	Services from <b>nurse practitioner</b> in the last 12 months (Among users)	85.8% (83.3%-88.3%)	85.1% (78.3%-91.9%)	83.3% (79.0%-87.6%)	89.3% (85.1%-93.5%)	89.5% (84.8%-94.2%)
S-8	Services from <b>alternative practitioner</b> in the last 12 months (Among users)	87.5% (86.3%-88.7%)	88.5% (85.2%-91.8%)	86.2% (84.4%-88.0%)	88.1% (85.8%-90.4%)	88.9% (85.9%-91.9%)
S-9	<b>Ambulance services</b> received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	79.6% (70.6%-88.6%)	82.4% (77.8%-87.0%)	89.6% (85.4%-93.8%)	89.9% (86.6%-93.2%)
<b>Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"</b>						
S-10	Evaluation of <b>Tele-Care</b> services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	91.8% (88.7%-94.9%)	91.7% (89.2%-94.2%)	88.5% (84.3%-92.7%)	92.0% (88.0%-96.0%)

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Age Categories				
			18-34	35-54	55-64	65+	
Base Size		n=14,045	n=1,633	n=5,249	n=3,722	n=3,389	
<b>Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)</b>							
H-1	<b>Self-rated Health</b> (% very good or excellent)	53.3% (52.5%-54.1%)**	68.0% (65.7%-70.3%)**	55.4% (54.1%-56.7%)**	42.8% (41.2%-44.4%)**	37.9% (36.3%-39.5%)**	
H-2	Percent who has seen a health professional about <b>mental or emotional health</b>	15.6% (15.0%-16.2%)	17.6% (15.8%-19.4%)	17.9% (16.9%-18.9%)	14.1% (13.0%-15.2%)	9.3% (8.3%-10.3%)	
H-3	Agree that <b>“My health largely depends on how well I take care of myself”</b> (% strongly agree)	54.3% (53.5%-55.1%)	58.0% (55.6%-60.4%)	58.9% (57.6%-60.2%)	50.7% (49.1%-52.3%)	42.4% (40.7%-44.1%)	
H-4	Discuss regularly with a health professional on <b>improving health or preventing illness</b> (% always or usually) – (Among health care service users)	31.6% (30.8%-32.4%)	21.6% (19.5%-23.7%)	33.7% (32.4%-35.0%)	39.0% (37.4%-40.6%)	34.2% (32.5%-35.9%)	
H-5	<b>Difficulty understanding written information</b> about medical condition or prescription (% always or usually)	13.5% (12.9%-14.1%)	11.5% (9.9%-13.1%)	12.3% (11.4%-13.2%)	14.3% (13.2%-15.4%)	18.3% (17.0%-19.6%)	
H-6	Percent who has been <b>unable to leave the house</b> because of a health problem	16.9% (16.3%-17.5%)	14.2% (12.5%-15.9%)	17.2% (16.2%-18.2%)	19.2% (17.9%-20.5%)	17.7% (16.4%-19.0%)	
<b>Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)</b>							
H-7	Percent diagnosed with <b>one or more chronic health conditions</b>	59.2% (58.4%-60.0%)	37.1% (34.7%-39.5%)	54.4% (53.0%-55.8%)	75.8% (74.4%-77.2%)	86.7% (85.5%-87.9%)	
H-8	Among those with <b>chronic health conditions</b>	Agree that “I know how to try to <b>prevent further problems</b> with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	42.6% (39.0%-46.2%)	41.8% (40.1%-43.5%)	38.2% (36.5%-39.9%)	29.6% (28.0%-31.2%)
H-9		Number of <b>prescription medications</b> taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	2.6% <sup>E</sup> (1.4%-3.8%)	8.0% (7.1%-8.9%)	16.4% (15.1%-17.7%)	22.7% (21.2%-24.2%)
H-10	Patients with chronic health conditions <b>who take medication</b>	Agree that <b>“I know what each of my prescribed medications do”</b> (% strongly agree)	46.7% (45.6%-47.8%)	57.6% (53.0%-62.2%)	54.6% (52.6%-56.6%)	43.7% (41.8%-45.6%)	34.8% (33.0%-36.6%)

\*\* Confidence interval calculated at a 95% level of confidence.

<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%).



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick		Preferred Language of service****					
				English	French				
Base Size		n=14,045	n=9,681	n=3,350					
A-1	<b>Percent of residents who have a personal family doctor</b>		92.6% (92.2%-93.0%)**	93.4% (92.9%-93.9%)**	96.0% (95.3%-96.7%)**				
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	21.6% (20.9%-22.3%)	23.9% (23.0%-24.8%)	15.6% (14.3%-16.9%)				
A-3		<b>Easy or difficult to call</b> personal family doctor's office during regular practice hours (% very/somewhat easy)	76.6% (75.9%-77.3%)	76.1% (75.2%-77.0%)	76.6% (75.1%-78.1%)				
A-4		<b>How quickly appointment can be made</b> with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)	32.8% (31.8%-33.8%)	22.3% (20.8%-23.8%)				
A-5		<b>Other health professionals working in same office/building</b> as personal family doctor (% yes)	12.1% (11.5%-12.7%)	12.7% (12.0%-13.4%)	10.6% (9.5%-11.7%)				
A-6		<b>Percent of residents who have access to a primary health care team***</b>		34.4 % (33.6%-35.2%)	36.8% (35.8%-37.8%)	31.5% (29.9%-33.1%)			
A-7	Among users in past 12 months	Family Doctor	<b>Satisfaction with wait time</b> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		83.4% (82.7%-84.1%)	83.4% (82.6%-84.2%)	82.8% (81.4%-84.2%)		
A-8		Emergency Dept.	<b>Wait time</b> at the hospital emergency department (% less than 4 hours)		75.1% (74.0%-76.2%)	75.0% (73.6%-76.4%)	76.0% (73.9%-78.1%)		
A-9		Specialist	<b>Satisfaction with wait time</b> from booking appointment to seeing specialist (% very/somewhat satisfied)		78.3% (77.3%-79.3%)	77.1% (75.9%-78.3%)	82.3% (80.4%-84.2%)		
A-10		After-hours or walk-in clinic	<b>Wait time</b> at the after-hours or walk-in clinic (% less than 1 hour)		74.5% (72.9%-76.1%)	74.5% (72.7%-76.3%)	73.8% (70.6%-77.0%)		
A-11		Community health centre	<b>Wait time</b> at the community health centre (% less than 1 hour)		76.5% (74.0%-79.0%)	77.2% (74.4%-80.0%)	74.0% (68.6%-79.4%)		
A-12	Among health care service users	Equity based on <b>preferred language of service</b> (% who always receive service in language of preference)		English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)	English* 95.3% (94.9%-95.7%)	NA	NA	French* 78.9% (77.5%-80.3%)
A-13	<b>Percent with a nurse practitioner regularly involved in health care</b>		2.8% (2.5%-3.1%)	3.2% (2.8%-3.6%)	2.8% (2.2%-3.4%)				

\* Preferred language of service as indicated by respondent in the survey.

\*\*\*\*Among respondents who have received at least one primary health care service in the past 12 months.

\*\* Confidence interval calculated at a 95% level of confidence.

\*\*\*Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Preferred Language of service	
			English	French
Base Size		n=14,045	n=9,681	n=3,350
<b>Model of care used most often when sick or in need of care from a health professional</b>				
<b>% Used most often – Among overall residents</b>				
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	66.8% (65.9%-67.7%)**	53.1% (51.4%-54.8%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	8.7% (8.1%-9.3%)	19.1% (17.8%-20.4%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	17.7% (16.9%-18.5%)	18.4% (17.1%-19.7%)
	Community health centre	1.4% (1.2%-1.6%)	1.2% (1.0%-1.4%)	1.6% (1.2%-2.0%)
	Other	6.3% (5.9%-6.7%)	5.6% (5.1%-6.1%)	7.8% (6.9%-8.7%)
<b>Use of primary health care services in last 12 months - Among overall residents</b>				
U-2	% Who visited a <b>personal family doctor</b> <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	86.9% (86.2%-87.6%) 3.6	86.9% (85.8%-88.0%) 3.0
U-3	% Who visited the hospital <b>emergency department</b> <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	43.7% (42.7%-44.7%) 1.1	50.1% (48.4%-51.8%) 1.3
U-4	% who has seen a <b>specialist</b>	40.8% (40.0%-41.6%)	44.3% (43.3%-45.3%)	42.8% (41.1%-44.5%)
U-5	% who has visited an <b>after-hours clinic or walk-in clinic</b>	24.7% (24.0%-25.4%)	27.0% (26.1%-27.9%)	25.2% (23.7%-26.7%)
U-6	% who has visited a <b>community health centre</b>	7.3% (6.9%-7.7%)	8.1% (7.6%-8.6%)	7.4% (6.5%-8.3%)
U-7	% who has seen a <b>nurse practitioner</b>	5.1% (4.7%-5.5%)	5.4% (4.9%-5.9%)	5.6% (4.8%-6.4%)
U-8	% who has seen an <b>alternative practitioner</b>	20.9% (20.2%-21.6%)	20.2% (19.4%-21.0%)	29.0% (27.5%-30.5%)
U-9	% Who has used <b>Tele-Care</b> or other advice/info line	9.6% (9.1%-10.1%)	9.7% (9.1%-10.3%)	11.8% (10.7%-12.9%)
U-10	% who has used <b>ambulance services</b>	5.9% (5.5%-6.3%)	7.0% (6.5%-7.5%)	4.6% (3.9%-5.3%)

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – SATISFACTION <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Preferred Language of service	
			English	French
Base Size		n=14,045	n=9,681	n=3,350
<b>Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:</b>				
S-1	<b>Overall health care services</b> received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	60.8% (59.8%-61.8%)**	65.2% (63.6%-66.8%)**
S-2	Services from <b>personal family doctor</b> in the last 12 months (Among users)	81.3% (80.6%-82.0%)	81.3% (80.5%-82.1%)	81.3% (79.9%-82.7%)
S-3	Services at the <b>hospital emergency department</b> in the last 12 months (Among users)	51.5% (50.2%-52.8%)	50.1% (48.6%-51.6%)	55.2% (52.8%-57.6%)
S-4	Services from <b>specialist</b> in the last 12 months (Among users)	80.1% (79.1%-81.1%)	79.8% (78.6%-81.0%)	81.4% (79.4%-83.4%)
S-5	Services at <b>after hours or walk-in clinic</b> in the last 12 months (Among users)	67.1% (65.4%-68.8%)	65.5% (63.5%-67.5%)	71.8% (68.5%-75.1%)
S-6	Services at <b>community health centre</b> in the last 12 months (Among users)	74.1% (71.6%-76.6%)	73.4% (70.5%-76.3%)	75.6% (70.3%-80.9%)
S-7	Services from <b>nurse practitioner</b> in the last 12 months (Among users)	85.8% (83.3%-88.3%)	85.4% (82.5%-88.3%)	88.1% (83.5%-92.7%)
S-8	Services from <b>alternative practitioner</b> in the last 12 months (Among users)	87.5% (86.3%-88.7%)	86.8% (85.3%-88.3%)	89.0% (87.0%-91.0%)
S-9	<b>Ambulance services</b> received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	85.5% (82.9%-88.1%)	83.5% (77.9%-89.1%)
<b>Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as “Very Helpful” or “Somewhat Helpful”</b>				
S-10	Evaluation of <b>Tele-Care</b> services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	91.1% (89.1%-93.1%)	92.8% (90.0%-95.6%)

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – HEALTH PROFILE <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Preferred Language of service		
			English	French	
Base Size		n=14,045	n=9,681	n=3,350	
<b>Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)</b>					
H-1	<b>Self-rated Health</b> (% very good or excellent)	53.3% (52.5%-54.1%)**	52.6% (51.6%-53.6%)**	51.3% (49.6%-53.0%)**	
H-2	Percent who has seen a health professional about <b>mental or emotional health</b>	15.6% (15.0%-16.2%)	17.6% (16.8%-18.4%)	14.2% (13.0%-15.4%)	
H-3	Agree that <b>“My health largely depends on how well I take care of myself”</b> (% strongly agree)	54.3% (53.5%-55.1%)	56.0% (55.0%-57.0%)	50.1% (48.4%-51.8%)	
H-4	Discuss regularly with a health professional on <b>improving health or preventing illness</b> (% always or usually) – (Among health care service users)	31.6% (30.8%-32.4%)	31.9% (31.0%-32.8%)	31.1% (29.5%-32.7%)	
H-5	<b>Difficulty understanding written information</b> about medical condition or prescription (% always or usually)	13.5% (12.9%-14.1%)	13.0% (12.3%-13.7%)	14.5% (13.3%-15.7%)	
H-6	Percent who has been <b>unable to leave the house</b> because of a health problem	16.9% (16.3%-17.5%)	19.1% (18.3%-19.9%)	12.1% (11.0%-13.2%)	
<b>Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)</b>					
H-7	Percent diagnosed with <b>one or more chronic health conditions</b>		59.2% (58.4%-60.0%)	63.0% (62.0%-64.0%)	57.5% (55.8%-59.2%)
H-8	Among those with <b>chronic health conditions</b>	Agree that “I know how to try to <b>prevent further problems</b> with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	41.4% (40.3%-42.5%)	28.9% (27.1%-30.7%)
H-9		Number of <b>prescription medications</b> taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	13.1% (12.3%-13.9%)	12.0% (10.7%-13.3%)
H-10	Patients with chronic health conditions <b>who take medication</b>	Agree that <b>“I know what each of my prescribed medications do”</b> (% strongly agree)	46.7% (45.6%-47.8%)	51.3% (50.1%-52.5%)	31.0% (28.9%-33.1%)

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services – ACCESSIBILITY <i>(Results based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Education Level																			
			8 <sup>th</sup> grade or less	Some high-school	High-school, GED	College/ trade dipl.	Undergrad degree	Graduate degree	8 <sup>th</sup> grade or less		Some high-school		High-school, GED		College/ trade dipl.		Undergrad degree		Graduate degree			
Base Size		n=14,045	n=889		n=1,490		n=4,120		n=4,003		n=1,832		n=1,652									
A-1	<b>Percent of residents who have a personal family doctor</b>		92.6% (92.2%-93.0%)**	92.6% (90.9%-94.3%)**	94.2% (93.0%-95.4%)**	91.1% (90.2%-92.0%)**	93.7% (92.9%-94.5%)**	92.4% (91.2%-93.6%)**	92.2% (90.9%-93.5%)**													
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	21.6% (20.9%-22.3%)	18.6% (16.0%-21.2%)	21.6% (19.5%-23.7%)	22.4% (21.1%-23.7%)	21.5% (20.2%-22.8%)	20.7% (18.8%-22.6%)	21.9% (19.8%-24.0%)													
A-3		<b>Easy or difficult to call</b> personal family dr's office during regular hours (% very/somewhat easy)	76.6% (75.9%-77.3%)	80.8% (78.1%-83.5%)	78.5% (76.4%-80.6%)	80.1% (78.8%-81.4%)	75.8% (74.4%-77.2%)	72.2% (70.1%-74.3%)	72.4% (70.2%-74.6%)													
A-4		<b>How quickly appointment can be made</b> with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)	30.0% (26.7%-33.3%)	32.6% (30.1%-35.1%)	32.6% (31.1%-34.1%)	29.5% (28.0%-31.0%)	26.4% (24.2%-28.6%)	29.3% (26.9%-31.7%)													
A-5		<b>Other health professionals working in same office/building</b> as personal family doctor (% yes)	12.1% (11.5%-12.7%)	12.2% (10.0%-14.4%)	11.5% (9.8%-13.2%)	13.7% (12.6%-14.8%)	11.5% (10.5%-12.5%)	11.8% (10.3%-13.3%)	10.8% (9.3%-12.3%)													
A-6		<b>Percent who have access to a primary health care team***</b>		34.4 % (33.6%-35.2%)	38.6% (35.4%-41.8%)	34.7% (32.3%-37.1%)	36.7% (35.2%-38.2%)	32.6% (31.1%-34.1%)	33.0% (30.8%-35.2%)	34.2% (31.9%-36.5%)												
A-7	Among users in past 12 months	Family Doctor	<b>Satisfaction with wait time</b> from booking to seeing personal family dr.(% very/somewhat satisfied)	83.4% (82.7%-84.1%)	91.1% (89.1%-93.1%)	87.4% (85.6%-89.2%)	84.5% (83.3%-85.7%)	82.6% (81.3%-83.9%)	79.3% (77.3%-81.3%)	81.5% (79.5%-83.5%)												
A-8		Emergency Dept.	<b>Wait time</b> at the hospital emergency department (% less than 4 hours)	75.1% (74.0%-76.2%)	81.2% (77.4%-85.0%)	71.4% (68.0%-74.8%)	74.5% (72.4%-76.6%)	76.9% (74.9%-78.9%)	72.6% (69.1%-76.1%)	74.0% (70.4%-77.6%)												
A-9		Specialist	<b>Satisfaction with wait time</b> from booking to seeing specialist (% very/somewhat satisfied)	78.3% (77.3%-79.3%)	86.3% (82.8%-89.8%)	84.1% (81.3%-86.9%)	80.0% (78.1%-81.9%)	77.1% (75.1%-79.1%)	76.6% (73.7%-79.5%)	73.0% (69.9%-76.1%)												
A-10		After-hours/walk-in clinic	<b>Wait time</b> at the after-hours or walk-in clinic (% less than 1 hour)	74.5% (72.9%-76.1%)	68.5% (60.1%-76.9%)	73.9% (68.5%-79.3%)	71.2% (68.1%-74.3%)	77.3% (74.6%-80.0%)	76.8% (73.0%-80.6%)	73.5% (69.1%-77.9%)												
A-11		Community health centre	<b>Wait time</b> at the community health centre (% less than 1 hour)	76.5% (74.0%-79.0%)	71.2% (61.8%-80.6%)	74.5% (66.9%-82.1%)	71.4% (66.6%-76.2%)	76.3% (71.6%-81.0%)	79.9% (73.5%-86.3%)	89.1% (83.5%-94.7%)												
A-12	Among health care service users	Equity based on <b>preferred language of service</b> (% who always receive service in language of preference)	Eng.* 95.3% (94.9%-95.7%)	Fr.* 78.9% (77.5%-80.3%)	En.* 92.5% (90.0%-95.0%)	Fr.* 83.8% (80.2%-87.4%)	En.* 93.1% (91.5%-94.7%)	Fr.* 79.1% (75.2%-83.0%)	En.* 94.7% (93.9%-95.5%)	Fr.* 81.2% (78.4%-84.0%)	En.* 95.7% (95.0%-96.4%)	Fr.* 80.0% (77.3%-82.7%)	En.* 96.9% (95.9%-97.9%)	Fr.* 74.3% (70.5%-78.1%)	En.* 96.4% (95.3%-97.5%)	Fr.* 76.2% (71.8%-80.6%)						
A-13	<b>Percent with a nurse practitioner regularly involved in health care</b>		2.8% (2.5%-3.1%)	4.1% (2.8%-5.4%)	2.7% (1.9%-3.5%)	2.3% (1.8%-2.8%)	2.7% (2.2%-3.2%)	2.8% (2.0%-3.6%)	4.1% (3.1%-5.1%)													

\* Preferred language of service as indicated by respondent in the survey.

\*\* Confidence interval calculated at a 95% level of confidence.

\*\*\*Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.



	Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>	New Brunswick	Education Level					Undergrad degree	Graduate degree
			8th grade or less	Some high-school	High-school, GED	College/trade dipl.			
	Base Size	n=14,045	n=889	n=1,490	n=4,120	n=4,003	n=1,832	n=1,652	
<b>Model of care used most often when sick or in need of care from a health professional</b>									
<b>% Used most often – Among overall residents</b>									
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	70.9% (67.9%-73.9%)**	68.7% (66.3%-71.1%)**	60.9% (59.4%-62.4%)**	60.9% (59.4%-62.4%)**	55.6% (53.3%-57.9%)**	65.8% (63.5%-68.1%)**	
	Hospital emergency department	12.0% (11.5%-12.5%)	16.9% (14.4%-19.4%)	14.5% (12.7%-16.3%)	14.6% (13.5%-15.7%)	11.3% (10.3%-12.3%)	9.0% (7.7%-10.3%)	6.8% (5.6%-8.0%)	
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	6.5% (4.9%-8.1%)	11.1% (9.5%-12.7%)	17.3% (16.1%-18.5%)	20.2% (18.9%-21.5%)	24.9% (22.9%-26.9%)	18.3% (16.4%-20.2%)	
	Community health centre	1.4% (1.2%-1.6%)	F	0.8% <sup>E</sup> (0.3%-1.3%)	1.6% (1.2%-2.0%)	1.3% (0.9%-1.7%)	1.7% <sup>E</sup> (1.1%-2.3%)	1.3% <sup>E</sup> (0.7%-1.9%)	
	Other	6.3% (5.9%-6.7%)	4.8% (3.4%-6.2%)	4.9% (3.8%-6.0%)	5.6% (4.9%-6.3%)	6.3% (5.5%-7.1%)	8.8% (7.5%-10.1%)	7.8% (6.5%-9.1%)	
<b>Use of primary health care services in last 12 months - Among overall residents</b>									
U-2	% Who visited a <b>personal family doctor</b> <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	84.7% (82.3%-87.1%) 4.3	83.6% (81.7%-85.5%) 3.9	77.4% (76.1%-78.7%) 3.3	82.3% (81.1%-83.5%) 3.2	80.0% (78.2%-81.8%) 2.8	82.4% (80.6%-84.2%) 3.0	
U-3	% Who visited the hospital <b>emergency department</b> <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	47.3% (44.0%-50.6%) 1.5	47.3% (44.8%-49.8%) 1.3	44.0% (42.5%-45.5%) 1.2	43.9% (42.4%-45.4%) 1.0	34.9% (32.7%-37.1%) 0.7	34.7% (32.4%-37.0%) 0.8	
U-4	% who has seen a <b>specialist</b>	40.8% (40.0%-41.6%)	42.5% (39.2%-45.8%)	40.8% (38.3%-43.3%)	37.5% (36.0%-39.0%)	40.4% (38.9%-41.9%)	42.5% (40.2%-44.8%)	46.7% (44.3%-49.1%)	
U-5	% who has visited an <b>after-hours clinic or walk-in clinic</b>	24.7% (24.0%-25.4%)	14.2% (11.9%-16.5%)	19.4% (17.4%-21.4%)	23.2% (21.9%-24.5%)	26.0% (24.6%-27.4%)	29.4% (27.3%-31.5%)	27.4% (25.2%-29.6%)	
U-6	% who has visited a <b>community health centre</b>	7.3% (6.9%-7.7%)	9.8% (7.8%-11.8%)	8.4% (7.0%-9.8%)	6.9% (6.1%-7.7%)	7.1% (6.3%-7.9%)	7.5% (6.3%-8.7%)	7.1% (5.9%-8.3%)	
U-7	% who has seen a <b>nurse practitioner</b>	5.1% (4.7%-5.5%)	6.0% (4.4%-7.6%)	5.0% (3.9%-6.1%)	4.9% (4.2%-5.6%)	5.1% (4.4%-5.8%)	4.6% (3.6%-5.6%)	6.4% (5.2%-7.6%)	
U-8	% who has seen an <b>alternative practitioner</b>	20.9% (20.2%-21.6%)	10.1% (8.1%-12.1%)	12.6% (10.9%-14.3%)	16.3% (15.2%-17.4%)	22.5% (21.2%-23.8%)	30.1% (28.0%-32.2%)	27.6% (25.4%-29.8%)	
U-9	% Who has used <b>Tele-Care</b> or other advice/info line	9.6% (9.1%-10.1%)	5.7% (4.2%-7.2%)	7.8% (6.4%-9.2%)	8.1% (7.3%-8.9%)	10.8% (9.8%-11.8%)	10.3% (8.9%-11.7%)	11.7% (10.1%-13.3%)	
U-10	% who has used <b>ambulance services</b>	5.9% (5.5%-6.3%)	11.6% (9.5%-13.7%)	8.2% (6.8%-9.6%)	6.5% (5.7%-7.3%)	5.5% (4.8%-6.2%)	3.2% (2.4%-4.0%)	4.6% (3.6%-5.6%)	

\*\* Confidence interval calculated at a 95% level of confidence.

<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%).

<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%).



	Experiences With Primary Health Care Services – <b>SATISFACTION</b> <i>(Results based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>	New Brunswick	Education Level					
			8th grade or less	Some high-school	High-school, GED	College/trade diploma	Undergrad degree	Graduate degree
	Base Size	n=14,045	n=889	n=1,490	n=4,120	n=4,003	n=1,832	n=1,652
<b>Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10</b>								
<b>% Satisfied with:</b>								
S-1	<b>Overall health care services</b> received in New Brunswick (Overall)	61.5% (60.7%-62.3)**	73.1% (70.1%-76.1)**	68.6% (66.2%-71.0)**	62.4% (60.9%-63.9)**	58.7% (57.2%-60.2)**	60.4% (58.1%-62.7)**	58.4% (56.0%-60.8)**
S-2	Services from <b>personal family doctor</b> in the last 12 months (Among users)	81.3% (80.6%-82.0%)	81.4% (78.6%-84.2%)	81.9% (79.8%-84.0%)	81.2% (79.9%-82.5%)	81.4% (80.1%-82.7%)	81.1% (79.1%-83.1%)	81.8% (79.8%-83.8%)
S-3	Services at <b>hospital emergency department</b> in the last 12 months (Among users)	51.5% (50.2%-52.8%)	64.4% (59.8%-69.0%)	53.2% (49.5%-56.9%)	49.9% (47.6%-52.2%)	49.7% (47.3%-52.1%)	51.5% (47.7%-55.3%)	53.6% (49.5%-57.7%)
S-4	Services from <b>specialist</b> in the last 12 months (Among users)	80.1% (79.1%-81.1%)	81.6% (77.7%-85.5%)	83.6% (80.8%-86.4%)	81.2% (79.4%-83.0%)	78.2% (76.3%-80.1%)	79.6% (76.8%-82.4%)	79.6% (76.8%-82.4%)
S-5	Services at <b>after hours or walk-in clinic</b> in the last 12 months (Among users)	67.1% (65.4%-68.8%)	71.9% (63.9%-79.9%)	69.0% (63.3%-74.7%)	66.9% (63.6%-70.2%)	67.1% (64.1%-70.1%)	66.3% (62.0%-70.6%)	66.6% (61.9%-71.3%)
S-6	Services at <b>community health centre</b> in the last 12 months (Among users)	74.1% (71.6%-76.6%)	84.2% (76.7%-91.7%)	66.1% (57.9%-74.3%)	71.6% (66.8%-76.4%)	71.4% (66.4%-76.4%)	79.8% (73.4%-86.2%)	81.5% (74.5%-88.5%)
S-7	Services from <b>nurse practitioner</b> in the last 12 months (Among users)	85.8% (83.3%-88.3%)	87.5% (78.8%-96.2%)	73.1% (63.2%-83.0%)	80.9% (75.6%-86.2%)	85.0% (80.4%-89.6%)	95.5% (91.3%-99.7%)	95.3% (91.0%-99.6%)
S-8	Services from <b>alternative practitioner</b> in the last 12 months (Among users)	87.5% (86.3%-88.7%)	81.5% (73.4%-89.6%)	87.6% (82.9%-92.3%)	86.8% (84.3%-89.3%)	87.9% (85.8%-90.0%)	88.3% (85.6%-91.0%)	87.5% (84.5%-90.5%)
S-9	<b>Ambulance services</b> received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	93.3% (88.5%-98.1%)	90.6% (85.5%-95.7%)	78.5% (73.7%-83.3%)	86.6% (82.0%-91.2%)	90.6% (83.7%-97.5%)	83.8% (75.7%-91.9%)
<b>Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as “Very Helpful” or “Somewhat Helpful”</b>								
S-10	Evaluation of <b>Tele-Care</b> services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	89.2% (80.4%-98.0%)	92.1% (87.1%-97.1%)	91.3% (88.0%-94.6%)	90.1% (87.0%-93.2%)	94.9% (91.6%-98.2%)	91.2% (86.9%-95.5%)

\*\* Confidence interval calculated at a 95% level of confidence.



	Experiences With Primary Health Care Services – HEALTH PROFILE <i>(Results based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>	New Brunswick	Education Level						
			8th grade or less	Some high-school	High-school, GED	College/ trade diploma	Undergrad degree	Graduate degree	
	Base Size	n=14,045	n=889	n=1,490	n=4,120	n=4,003	n=1,832	n=1,652	
<b>Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)</b>									
H-1	<b>Self-rated Health</b> (% very good or excellent)	53.3% (52.5%-54.1%)**	20.9% (18.2%-23.6%)**	34.3% (31.9%-36.7%)**	46.4% (44.9%-47.9%)**	57.2% (55.7%-58.7%)**	71.7% (69.6%-73.8%)**	65.6% (63.3%-67.9%)**	
H-2	Percent who has seen a health professional about <b>mental or emotional health</b>	15.6% (15.0%-16.2%)	13.1% (10.9%-15.3%)	13.3% (11.6%-15.0%)	14.9% (13.8%-16.0%)	17.4% (16.2%-18.6%)	16.3% (14.6%-18.0%)	14.9% (13.2%-16.6%)	
H-3	Agree that <b>“My health largely depends on how well I take care of myself”</b> (% strongly agree)	54.3% (53.5%-55.1%)	30.3% (27.3%-33.3%)	40.6% (38.1%-43.1%)	52.7% (51.2%-54.2%)	55.7% (54.2%-57.2%)	64.1% (61.9%-66.3%)	62.5% (60.2%-64.8%)	
H-4	Discuss regularly with a health professional on <b>improving health or preventing illness</b> (% always or usually) – (Among health care service users)	31.6% (30.8%-32.4%)	30.0% (26.9%-33.1%)	30.0% (27.6%-32.4%)	31.1% (29.6%-32.6%)	33.5% (32.0%-35.0%)	31.0% (28.8%-33.2%)	30.9% (28.6%-33.2%)	
H-5	<b>Difficulty understanding written information</b> about medical condition or prescription (% always or usually)	13.5% (12.9%-14.1%)	27.1% (24.1%-30.1%)	22.8% (20.6%-25.0%)	15.9% (14.8%-17.0%)	11.8% (10.8%-12.8%)	7.4% (6.2%-8.6%)	7.6% (6.3%-8.9%)	
H-6	Percent who has been <b>unable to leave the house</b> because of a health problem	16.9% (16.3%-17.5%)	16.7% (14.2%-19.2%)	18.6% (16.6%-20.6%)	17.0% (15.9%-18.1%)	18.4% (17.2%-19.6%)	13.2% (11.6%-14.8%)	15.8% (14.0%-17.6%)	
<b>Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)</b>									
H-7	Percent diagnosed with <b>one or more chronic health conditions</b>	59.2% (58.4%-60.0%)	83.5% (81.0%-86.0%)	72.7% (70.4%-75.0%)	59.5% (58.0%-61.0%)	56.9% (55.4%-58.4%)	50.0% (47.7%-52.3%)	56.8% (54.4%-59.2%)	
H-8	Among those with <b>chronic health conditions</b>	Agree that “I know how to try to <b>prevent further problems</b> with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	20.4% (17.6%-23.2%)	26.8% (24.3%-29.3%)	32.7% (31.0%-34.4%)	41.2% (39.4%-43.0%)	49.9% (47.0%-52.8%)	50.7% (47.8%-53.6%)
H-9		Number of <b>prescription medications</b> taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	26.5% (23.4%-29.6%)	18.6% (16.4%-20.8%)	13.0% (11.8%-14.2%)	10.3% (9.2%-11.4%)	6.7% (5.2%-8.2%)	9.6% (7.9%-11.3%)
H-10	Patients with chronic health conditions <b>who take medication</b>	Agree that <b>“I know what each of my prescribed medications do”</b> (% strongly agree)	46.7% (45.6%-47.8%)	24.7% (21.5%-27.9%)	30.9% (28.1%-33.7%)	42.7% (40.8%-44.6%)	49.5% (47.4%-51.6%)	61.8% (58.6%-65.0%)	62.3% (59.1%-65.5%)

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick		Are you an Aboriginal person?					
				Yes	No				
Base Size		n=14,045		n=353					
A-1	<b>Percent of residents who have a personal family doctor</b>	92.6% (92.2%-93.0%)**		87.5% (84.0%-91.0%)**					
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)		21.6% (20.9%-22.3%)					
A-3		<b>Easy or difficult to call</b> personal family doctor's office during regular practice hours (% very/somewhat easy)		76.6% (75.9%-77.3%)					
A-4		<b>How quickly appointment can be made</b> with personal family doctor (% on same or next day)		30.3% (29.5%-31.1%)					
A-5		<b>Other health professionals working in same office/building</b> as personal family doctor (% yes)		12.1% (11.5%-12.7%)					
A-6	<b>Percent of residents who have access to a primary health care team***</b>		34.4 % (33.6%-35.2%)		33.3% (28.4%-38.2%)				
A-7	Among users in past 12 months	Family Doctor	<b>Satisfaction with wait time</b> from booking appointment to seeing personal family doctor (% very/somewhat satisfied)		83.4% (82.7%-84.1%)				
A-8		Emergency Dept.	<b>Wait time</b> at the hospital emergency department (% less than 4 hours)		75.1% (74.0%-76.2%)				
A-9		Specialist	<b>Satisfaction with wait time</b> from booking appointment to seeing specialist (% very/somewhat satisfied)		78.3% (77.3%-79.3%)				
A-10		After-hours or walk-in clinic	<b>Wait time</b> at the after-hours or walk-in clinic (% less than 1 hour)		74.5% (72.9%-76.1%)				
A-11		Community health centre	<b>Wait time</b> at the community health centre (% less than 1 hour)		76.5% (74.0%-79.0%)				
A-12	Among health care service users	Equity based on <b>preferred language of service</b> (% who always receive service in language of preference)		English* 95.3% (94.9%-95.7%)	French* 78.9% (77.5%-80.3%)	English* 91.9% (88.4%-95.4%)	French* 84.2% (76.3%-92.1%)	English* 95.4% (95.0%-95.8%)	French* 78.8% (77.4%-80.2%)
A-13	<b>Percent with a nurse practitioner regularly involved in health care</b>		2.8% (2.5%-3.1%)		3.2% <sup>E</sup> (1.4%-5.0%)		2.8% (2.5%-3.1%)		

\* Preferred language of service as indicated by respondent in the survey.

\*\* Confidence interval calculated at a 95% level of confidence.

\*\*\*Team: respondents who have access to a family doctor and who have access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office.

<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%).



Experiences With Primary Health Care Services – USE OF SERVICES <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Are you an Aboriginal person?	
			Yes	No
Base Size		n=14,045	n=353	n=13,664
<b>Model of care used most often when sick or in need of care from a health professional</b>				
<b>% Used most often – Among overall residents</b>				
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	62.7% (57.6%-67.8%)**	61.9% (61.1%-62.7%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	13.5% (9.9%-17.1%)	11.9% (11.4%-12.4%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	15.5% (11.7%-19.3%)	18.5% (17.8%-19.2%)
	Community health centre	1.4% (1.2%-1.6%)	F	1.4% (1.2%-1.6%)
	Other	6.3% (5.9%-6.7%)	7.0% <sup>E</sup> (4.3%-9.7%)	6.3% (5.9%-6.7%)
<b>Use of primary health care services in last 12 months - Among overall residents</b>				
U-2	% Who visited a <b>personal family doctor</b> <i>Average # of visits to a personal family doctor (Among overall residents)</i>	80.7% (80.0%-81.4%) 3.3	77.2% (72.8%-81.6%) 3.7	80.8% (80.1%-81.5%) 3.2
U-3	% Who visited the hospital <b>emergency department</b> <i>Average # of visits to an emergency department (Among overall residents)</i>	42.0% (41.2%-42.8%) 1.0	54.9% (49.7%-60.1%) 1.9	41.6% (40.8%-42.4%) 1.0
U-4	% who has seen a <b>specialist</b>	40.8% (40.0%-41.6%)	39.9% (34.8%-45.0%)	40.9% (40.1%-41.7%)
U-5	% who has visited an <b>after-hours clinic or walk-in clinic</b>	24.7% (24.0%-25.4%)	22.0% (17.7%-26.3%)	24.8% (24.1%-25.5%)
U-6	% who has visited a <b>community health centre</b>	7.3% (6.9%-7.7%)	13.8% (10.2%-17.4%)	7.1% (6.7%-7.5%)
U-7	% who has seen a <b>nurse practitioner</b>	5.1% (4.7%-5.5%)	4.6% <sup>E</sup> (2.4%-6.8%)	5.1% (4.7%-5.5%)
U-8	% who has seen an <b>alternative practitioner</b>	20.9% (20.2%-21.6%)	10.8% (7.6%-14.0%)	21.2% (20.5%-21.9%)
U-9	% Who has used <b>Tele-Care</b> or other advice/info line	9.6% (9.1%-10.1%)	10.6% (7.4%-13.8%)	9.5% (9.0%-10.0%)
U-10	% who has used <b>ambulance services</b>	5.9% (5.5%-6.3%)	8.9% <sup>E</sup> (5.9%-11.9%)	5.8% (5.4%-6.2%)

<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%).

<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%).

\*\* Confidence interval calculated at a 95% level of confidence.



Experiences With Primary Health Care Services - SATISFACTION <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick n=14,045	Are you an Aboriginal person?	
			Yes n=353	No n=13,664
<b>Base Size</b>				
<b>Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10 % Satisfied with:</b>				
S-1	<b>Overall health care services</b> received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	57.3% (52.0%-62.6%)**	61.7% (60.9%-62.5%)**
S-2	Services from <b>personal family doctor</b> in the last 12 months (Among users)	81.3% (80.6%-82.0%)	74.6% (69.5%-79.7%)	81.5% (80.8%-82.2%)
S-3	Services at the <b>hospital emergency department</b> in the last 12 months (Among users)	51.5% (50.2%-52.8%)	43.1% (35.8%-50.4%)	51.9% (50.6%-53.2%)
S-4	Services from <b>specialist</b> in the last 12 months (Among users)	80.1% (79.1%-81.1%)	73.9% (66.9%-80.9%)	80.3% (79.3%-81.3%)
S-5	Services at <b>after hours or walk-in clinic</b> in the last 12 months (Among users)	67.1% (65.4%-68.8%)	73.2% (63.3%-83.1%)	67.0% (65.3%-68.7%)
S-6	Services at <b>community health centre</b> in the last 12 months (Among users)	74.1% (71.6%-76.6%)	59.8% (45.1%-74.5%)	75.2% (72.7%-77.7%)
S-7	Services from <b>nurse practitioner</b> in the last 12 months (Among users)	85.8% (83.3%-88.3%)	58.7% <sup>E</sup> (35.3%-82.1%)	86.5% (84.0%-89.0%)
S-8	Services from <b>alternative practitioner</b> in the last 12 months (Among users)	87.5% (86.3%-88.7%)	86.8% (76.7%-96.9%)	87.4% (86.2%-88.6%)
S-9	<b>Ambulance services</b> received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	75.6% (60.7%-90.5%)	85.6% (83.2%-88.0%)
<b>Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as "Very Helpful" or "Somewhat Helpful"</b>				
S-10	Evaluation of <b>Tele-Care</b> services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	93.9% (86.4%-100%)	91.4% (89.8%-93.0%)

\*\* Confidence interval calculated at a 95% level of confidence.

<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%).



Experiences With Primary Health Care Services – HEALTH PROFILE <i>(Results are based on a primary health care survey conducted with New Brunswick citizens aged 18 years or older between February and April 2011)</i>		New Brunswick	Are you an Aboriginal person?	
			Yes	No
Base Size		n=14,045	n=353	n=13,664
<b>Overall attitude about health, well-being and preventative measures (Overall residents unless otherwise specified)</b>				
H-1	<b>Self-rated Health</b> (% very good or excellent)	53.3% (52.5%-54.1%)**	41.9% (36.7%-47.1%)**	53.6% (52.8%-54.4%)**
H-2	Percent who has seen a health professional about <b>mental or emotional health</b>	15.6% (15.0%-16.2%)	18.5% (14.4%-22.6%)	15.5% (14.9%-16.1%)
H-3	Agree that <b>“My health largely depends on how well I take care of myself”</b> (% strongly agree)	54.3% (53.5%-55.1%)	55.1% (49.9%-60.3%)	54.3% (53.5%-55.1%)
H-4	Discuss regularly with a health professional on <b>improving health or preventing illness</b> (% always or usually) – (Among health care service users)	31.6% (30.8%-32.4%)	36.2% (30.9%-41.5%)	31.4% (30.6%-32.2%)
H-5	<b>Difficulty understanding written information</b> about medical condition or prescription (% always or usually)	13.5% (12.9%-14.1%)	20.4% (16.1%-24.7%)	13.3% (12.7%-13.9%)
H-6	Percent who has been <b>unable to leave the house</b> because of a health problem	16.9% (16.3%-17.5%)	27.4% (22.7%-32.1%)	16.5% (15.9%-17.1%)
<b>Chronic health conditions (arthritis, asthma, chronic pain, emphysema or COPD, cancer, diabetes, depression, other mood disorder, heart disease, stroke, high blood pressure or hypertension, gastric reflux)</b>				
H-7	Percent diagnosed with <b>one or more chronic health conditions</b>	59.2% (58.4%-60.0%)	69.5% (64.6%-74.4%)	58.9% (58.1%-59.7%)
H-8	Among those with <b>chronic health conditions</b>	Agree that “I know how to try to <b>prevent further problems</b> with my health condition” (% strongly agree)	38.1% (37.1%-39.1%)	42.6% (36.7%-48.5%)
H-9		Number of <b>prescription medications</b> taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	13.6% (9.5%-17.7%)
H-10	Patients with chronic health conditions <b>who take medication</b>	Agree that <b>“I know what each of my prescribed medications do”</b> (% strongly agree)	46.7% (45.6%-47.8%)	40.6% (34.0%-47.2%)

\*\* Confidence interval calculated at a 95% level of confidence.