



Results by Zone

New Brunswick 7 Health Zones



Chronic Health Conditions ¹	Zone 1 (%)	Zone 2 (%)	Zone 3 (%)	Zone 4 (%)	Zone 5 (%)	Zone 6 (%)	Zone 7 (%)	NB (%)
<i>Base size</i>	<i>n = 3,213</i>	<i>n = 3,255</i>	<i>n = 3,034</i>	<i>n = 1,145</i>	<i>n = 650</i>	<i>n = 1,679</i>	<i>n = 1,069</i>	<i>n = 14,045</i>
Arthritis	16.2 ↓ [14.9 – 17.5]	21.2 ↑ [19.8 – 22.6]	18.4 [17.0 – 19.8]	15.8 [13.7 – 17.9]	20.9 [17.8 – 24.0]	16.3 [14.6 – 18.0]	16.1 [13.9 – 18.3]	18.0 [17.4 – 18.6]
Asthma	9.6 [8.6 – 10.6]	10.6 [9.6 – 11.6]	11.2 [10.1 – 12.3]	7.8 ↓ [6.3 – 9.3]	9.6 [7.4 – 11.8]	12.0 [10.5 – 13.5]	9.6 [7.9 – 11.3]	10.3 [9.8 – 10.8]
Cancer	7.0 [6.1 – 7.9]	7.8 [6.9 – 8.7]	6.6 [5.7 – 7.5]	5.6 [4.3 – 6.9]	7.5 [5.5 – 9.5]	7.0 [5.8 – 8.2]	6.7 [5.2 – 8.2]	7.0 [6.6 – 7.4]
Chronic pain	13.9 [12.7 – 15.1]	15.6 [14.4 – 16.8]	15.7 [14.4 – 17.0]	16.7 [14.6 – 18.8]	17.0 [14.2 – 19.9]	13.7 [12.1 – 15.3]	13.8 [11.8 – 15.8]	15.0 [14.4 – 15.6]
Depression	13.3 [12.1 – 14.5]	11.8 [10.7 – 12.9]	12.9 [11.7 – 14.1]	11.5 [9.7 – 13.3]	14.0 [11.4 – 16.6]	13.1 [11.5 – 14.7]	12.1 [10.2 – 14.0]	12.7 [12.2 – 13.2]
Diabetes	8.8 [7.8 – 9.8]	9.3 [8.3 – 10.3]	9.3 [8.3 – 10.3]	9.0 [7.4 – 10.6]	10.3 [8.0 – 12.6]	9.7 [8.3 – 11.1]	9.5 [7.8 – 11.2]	9.2 [8.7 – 9.7]
Emphysema or COPD	2.2 [1.7 – 2.7]	3.2 [2.6 – 3.8]	2.6 [2.0 – 3.2]	3.9 [2.8 – 5.0]	3.5 [2.1 – 4.9]	2.4 [1.7 – 3.1]	2.6 [1.7 – 3.5]	2.7 [2.4 – 3.0]
Gastric reflux (GERD)	16.1 [14.8 – 17.4]	15.1 [13.9 – 16.3]	17.0 [15.7 – 18.3]	15.4 [13.3 – 17.5]	18.6 [15.7 – 21.6]	15.3 [13.6 – 17.0]	17.6 [15.4 – 19.9]	16.1 [15.5 – 16.7]
Heart disease	7.6 [6.7 – 8.5]	8.4 [7.5 – 9.3]	7.9 [7.0 – 8.9]	11.1 ↑ [9.3 – 12.9]	8.7 [6.6 – 10.8]	8.7 [7.4 – 10.0]	8.4 [6.8 – 10.0]	8.3 [7.9 – 8.8]
High blood pressure or hypertension	24.6 [23.1 – 26.1]	25.6 [24.1 – 27.1]	24.4 [22.9 – 25.9]	25.6 [23.1 – 28.1]	32.0 ↑ [28.5 – 35.5]	28.1 [26.0 – 30.2]	27.8 [25.2 – 30.5]	25.7 [25.0 – 26.4]
Mood disorder other than depression	2.2 [1.7 – 2.7]	2.3 [1.8 – 2.8]	2.6 [2.0 – 3.2]	3.0 [2.0 – 4.0]	4.0 [2.5 – 5.5]	2.6 [1.9 – 3.4]	2.7 [1.7 – 3.7]	2.5 [2.2 – 2.8]
Stroke	1.6 [1.2 – 2.0]	1.9 [1.4 – 2.4]	2.1 [1.6 – 2.6]	2.3 [1.4 – 3.2]	2.3 [1.2 – 3.4]	2.4 [1.7 – 3.1]	2.6 [1.7 – 3.5]	2.0 [1.8 – 2.2]

¹Based on results from the NBHC 2011 Primary Health Care Survey

Confidence intervals calculated at a 95% level of confidence.

↑ ↓ Result for zone is significantly higher/lower than result for rest of NB.



Experiences With Primary Health Care Services - ACCESSIBILITY <i>(Results based on a primary health care survey conducted with New Brunswick citizens 18 years of age and older between February and April 2011)</i>			New Brunswick	Health Zone															
Base Size			n=14,045	n=3,213	n=3,255	n=3,034	n=1,145	n=650	n=1,679	n=1,069									
A-1	Percent of residents who have a personal family doctor		92.6% (92.2%-93.0)**	92.0% (91.1%-92.9)**	90.7% ↓ (89.7%-91.7)**	92.6% (91.7%-93.5)**	95.7% ↑ (94.5%-96.9)**	96.4% ↑ (95.0%-97.8)**	93.1% (90.1%-94.3)**	94.8% ↑ (93.5%-96.1)**									
A-2	Family Doctor: Among those with a personal family doctor	Personal family doctor has an after-hour arrangement when office is closed (% yes)	21.6% (20.9%-22.3%)	31.3% ↑ (29.6%-33.0%)	23.9% ↑ (22.4%-25.4%)	17.5% ↓ (16.1%-18.9%)	14.5% ↓ (12.4%-16.6%)	7.0% ↓ (5.0%-9.0%)	12.3% ↓ (10.7%-13.9%)	20.7% (18.2%-23.2%)									
A-3		Easy or difficult to call personal family doctor's office during regular hours (% very/somewhat easy)	76.6% (75.9%-77.3%)	72.5% ↓ (70.9%-74.1%)	81.0% ↑ (79.6%-82.4%)	76.0% (74.4%-77.6%)	81.8% ↑ (79.5%-84.1%)	80.9% ↑ (77.8%-84.0%)	72.7% ↓ (70.5%-74.9%)	78.3% (75.8%-80.8%)									
A-4		How quickly appointment can be made with personal family doctor (% on same or next day)	30.3% (29.5%-31.1%)	28.5% ↓ (26.9%-30.1%)	34.1% ↑ (32.4%-35.8%)	33.2% ↑ (31.5%-34.9%)	23.3% ↓ (20.8%-25.8%)	22.6% ↓ (19.3%-25.9%)	23.8% ↓ (21.7%-25.9%)	36.3% ↑ (33.3%-39.3%)									
A-5		Other health professionals working in same office/building as personal family doctor (% yes)	12.1% (11.5%-12.7%)	10.8% ↓ (9.7%-11.9%)	10.9% ↓ (9.8%-12.0%)	15.1% ↑ (13.8%-16.4%)	10.7% (8.9%-12.5%)	13.2% (10.6%-15.8%)	12.2% (10.6%-13.8%)	12.2% (10.2%-14.2%)									
A-6		Percent of residents who have access to a primary health care team***		34.4% (33.6%-35.2%)	27.9% ↓ (26.3%-29.5%)	37.2% ↑ (35.5%-38.9%)	43.1% ↑ (41.3%-44.9%)	29.6% ↓ (27.0%-32.2%)	26.7% ↓ (23.3%-30.1%)	36.2% (33.9%-38.5%)	28.3% ↓ (25.6%-31.0%)								
A-7	Among users in past 12 months	Family Doctor	Satisfaction with wait time from booking to seeing personal family doctor (% very/somewhat satisfied)	83.4% (82.7%-84.1%)	82.0% ↓ (80.5%-83.5%)	85.7% ↑ (84.4%-87.0%)	82.3% (80.8%-83.8%)	81.0% (78.5%-83.5%)	80.8% (77.6%-84.0%)	84.8% (82.9%-86.7%)	86.4% ↑ (84.2%-88.6%)								
A-8		Emergency Dept.	Wait time at the hospital emergency department (% less than 4 hours)	75.1% (74.0%-76.2%)	71.0% ↓ (68.4%-73.6%)	73.4% (70.9%-75.9%)	79.3% ↑ (77.0%-81.6%)	80.1% ↑ (76.9%-83.3%)	72.0% (66.8%-77.2%)	75.2% (72.1%-78.3%)	77.8% (74.0%-81.6%)								
A-9		Specialist	Satisfaction with wait time from booking to seeing specialist (% very/somewhat satisfied)	78.3% (77.3%-79.3%)	79.8% (77.7%-81.9%)	72.1% ↓ (69.8%-74.4%)	79.5% (77.2%-81.8%)	79.5% (75.9%-83.1%)	81.8% (77.2%-86.4%)	82.6% ↑ (79.8%-85.4%)	81.5% (78.0%-85.0%)								
A-10		After-hours/walk-in clinic	Wait time at the after-hours or walk-in clinic (% less than 1 hour)	74.5% (72.9%-76.1%)	89.1% ↑ (87.1%-91.1%)	88.9% ↑ (86.4%-91.4%)	45.1% ↓ (40.8%-49.4%)	67.1% ↓ (60.1%-74.1%)	46.3% ↓ (37.6%-55.0%)	71.4% (66.6%-76.2%)	57.4% ↓ (51.4%-63.4%)								
A-11		Community health centre	Wait time at the community health centre (% less than 1 hour)	76.5% (74.0%-79.0%)	71.6% ↓ (66.1%-77.1%)	79.9% (75.2%-84.6%)	82.5% ↑ (78.1%-86.9%)	87.6% (75.6%-99.6%)	62.5% ↓ (51.5%-73.5%)	74.9% (67.9%-81.9%)	73.0% (62.7%-83.3%)								
A-12	Among health care service users		Equity based on preferred language of service (% who always receive service in language of preference)	Eng.* 95.3% (94.9%-95.7%)	Fr.* 78.9% (77.5%-80.3%)	En.* ↓ 94.1% (93.1%-95.1%)	Fr.* 77.9% (74.9%-80.9%)	En.* ↑ 97.7% (97.2%-98.2%)	Fr.* ↓ 53.3% (36.5%-70.1%)	En.* ↑ 98.2% (97.7%-98.7%)	Fr.* ↓ 28.7% ^E (18.4%-39.0%)	En.* ↓ 73.7% (67.8%-79.6%)	Fr.* ↑ 90.0% (87.9%-92.1%)	En.* ↓ 83.6% (79.9%-87.3%)	Fr.* ↓ 67.7% (61.5%-73.9%)	En.* ↓ 79.7% (75.0%-84.4%)	Fr.* ↑ 83.6% (81.5%-85.7%)	En.* ↓ 95.2% (93.7%-96.7%)	Fr.* ↓ 49.9% (42.4%-57.4%)
A-13	Percent with a nurse practitioner regularly involved in health care		2.8% (2.5%-3.1%)	3.0% (2.4%-3.6%)	3.3% (2.7%-3.9%)	2.3% ↓ (1.8%-2.8%)	2.0% ^E (1.2%-2.8%)	1.7% ^E (0.7%-2.7%)	3.4% (2.5%-4.3%)	2.7% ^E (1.7%-3.7%)									

* 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.

^E Use with caution (coefficient of variation between 16.6% and 33.3%).

↑↓ Result for zone is significantly higher/lower than result for rest of NB.



Experiences With Primary Health Care Services – USE OF SERVICES (Results based on a primary health care survey conducted with New Brunswick citizens 18 years of age and older between February and April 2011)		New Brunswick	Health Zone						
			Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Base Size		n=14,045	n=3,213	n=3,255	n=3,034	n=1,145	n=650	n=1,679	n=1,069
Model of care used most often when sick or in need of care from a health professional % Used most often – Among overall residents									
U-1	Personal family doctor	61.9% (61.1%-62.7%)**	53.5% ↓ (51.8%-55.2%)**	70.3% ↑ (68.7%-71.9%)**	69.0% ↑ (67.3%-70.7%)**	48.5% ↓ (45.6%-51.4%)**	54.9% ↓ (51.0%-58.8%)**	59.4% ↓ (57.0%-61.8%)**	64.9% (62%-67.8%)**
	Hospital emergency department	12.0% (11.5%-12.5%)	8.8% ↓ (7.8%-9.8%)	9.4% ↓ (8.4%-10.4%)	8.6% ↓ (7.6%-9.6%)	28.2% ↑ (25.6%-30.8%)	20.8% ↑ (17.7%-23.9%)	19.7% ↑ (17.8%-21.6%)	10.0% (8.2%-11.8%)
	After-hours or walk-in clinic	18.4% (17.8%-19.0%)	29.9% ↑ (28.3%-31.5%)	13.4% ↓ (12.2%-14.6%)	15.4% ↓ (14.1%-16.7%)	14.8% ↓ (12.7%-16.9%)	13.2% ↓ (10.6%-15.8%)	11.9% ↓ (10.3%-13.5%)	16.9% (14.6%-19.2%)
	Community health centre	1.4% (1.2%-1.6%)	1.8% ↑ (1.3%-2.3%)	1.4% (1.0%-1.8%)	0.8% ^E ↓ (0.5%-1.1%)	F	4.0% ^E ↑ (2.5%-5.5%)	1.5% ^E (0.9%-2.1%)	1.1% ^E (0.5%-1.7%)
	Other	6.3% (5.9%-6.7%)	6.0% (5.2%-6.8%)	5.5% ↓ (4.7%-6.3%)	6.2% (5.3%-7.1%)	7.9% ↑ (6.3%-9.5%)	7.1% (5.1%-9.1%)	7.5% ↑ (6.2%-8.8%)	7.1% (5.6%-8.6%)
Use of primary health care services in last 12 months - Among overall residents									
U-2	% Who visited a personal family doctor Average # of visits to a personal family doctor (Among overall residents)	80.7% (80.0%-81.4%) 3.3	78.7% ↓ (77.3%-80.1%) 2.9 ↓	81.4% (80.1%-82.7%) 3.7 ↑	81.3% (79.9%-82.7%) 3.5 ↑	79.4% (77.1%-81.7%) 2.9 ↓	87.0% ↑ (84.4%-89.6%) 3.2	81.9% (80.1%-83.7%) 3.1	80.1% (77.7%-82.5%) 3.2
U-3	% Who visited the hospital emergency department Average # of visits to an emergency department (Among overall residents)	42.0% (41.2%-42.8%) 1.0	39.2% ↓ (37.5%-40.9%) 0.9 ↓	41.0% (39.3%-42.7%) 1.0	39.1% ↓ (37.4%-40.8%) 0.9 ↓	53.1% ↑ (50.2%-56.0%) 1.4 ↑	48.0% ↑ (44.2%-51.8%) 1.3 ↑	45.4% ↑ (43.0%-47.8%) 1.3 ↑	45.8% ↑ (42.8%-48.8%) 1.1
U-4	% who has seen a specialist	40.8% (40.0%-41.6%)	41.1% (39.4%-42.8%)	43.8% ↑ (42.1%-45.5%)	38.7% ↓ (37.0%-40.4%)	39.3% (36.5%-42.1%)	39.1% (35.3%-42.9%)	40.4% (38.0%-42.8%)	39.9% (37.0%-42.8%)
U-5	% who has visited an after-hours clinic or walk-in clinic	24.7% (24.0%-25.4%)	34.8% ↑ (33.1%-36.5%)	21.1% ↓ (19.7%-22.5%)	21.4% ↓ (19.9%-22.9%)	16.8% ↓ (14.6%-19.0%)	19.1% ↓ (16.1%-22.1%)	21.3% ↓ (19.3%-23.3%)	25.3% (22.7%-27.9%)
U-6	% who has visited a community health centre	7.3% (6.9%-7.7%)	7.0% (6.1%-7.9%)	7.7% (6.8%-8.6%)	7.8% (6.8%-8.8%)	2.3% ^E ↓ (1.4%-3.2%)	11.0% ↑ (8.6%-13.4%)	8.6% ↑ (7.3%-9.9%)	6.9% (5.4%-8.4%)
U-7	% who has seen a nurse practitioner	5.1% (4.7%-5.5%)	4.7% (4.0%-5.4%)	5.2% (4.4%-6.0%)	4.8% (4.0%-5.6%)	2.7% ^E ↓ (1.8%-3.6%)	4.8% ^E (3.2%-6.4%)	7.9% ↑ (6.6%-9.2%)	5.6% (4.2%-7.0%)
U-8	% who has seen an alternative practitioner	20.9% (20.2%-21.6%)	23.4% ↑ (21.9%-24.9%)	16.9% ↓ (15.6%-18.2%)	18.9% ↓ (17.5%-20.3%)	26.5% ↑ (23.9%-29.1%)	20.8% (17.7%-23.9%)	23.5% ↑ (21.5%-25.5%)	20.7% (18.3%-23.1%)
U-9	% Who has used Tele-Care or other advice/info line	9.6% (9.1%-10.1%)	10.7% ↑ (9.6%-11.8%)	8.5% ↓ (7.5%-9.5%)	9.1% (8.1%-10.1%)	10.0% (8.3%-11.7%)	8.3% (6.2%-10.4%)	10.5% (9.0%-12.0%)	8.9% (7.2%-10.6%)
U-10	% who has used ambulance services	5.9% (5.5%-6.3%)	5.5% (4.7%-6.3%)	7.2% ↑ (6.3%-8.1%)	6.1% (5.2%-7.0%)	5.5% (4.2%-6.8%)	5.7% (3.9%-7.5%)	5.2% (4.1%-6.3%)	4.5% (3.3%-5.7%)

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

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

^E Use with caution (coefficient of variation between 16.6% and 33.3%).

↑↓ Result for zone is significantly higher/lower than result for rest of NB.



	Experiences With Primary Health Care Services – SATISFACTION <i>(Results based on a primary health care survey conducted with New Brunswick citizens 18 years of age and older between February and April 2011)</i>	New Brunswick n=14,045	Health Zone						
			Zone 1 n=3,213	Zone 2 n=3,255	Zone 3 n=3,034	Zone 4 n=1,145	Zone 5 n=650	Zone 6 n=1,679	Zone 7 n=1,069
Base Size									
Overall Satisfaction Ratings: % who rate services an 8, 9 or 10 on a scale of zero to 10									
% Satisfied with:									
S-1	Overall health care services received in New Brunswick (Overall)	61.5% (60.7%-62.3%)**	61.6% (59.9%-63.3%)**	59.9% ↓ (58.2%-61.6%)**	59.9% ↓ (58.1%-61.7%)**	66.1% ↑ (63.3%-68.9%)**	59.8% (56.0%-63.6%)**	64.1% ↑ (62%-66%)**	64.6% ↑ (61.7%-67.5%)**
S-2	Services from personal family doctor in the last 12 months (Among users)	81.3% (80.6%-82.0%)*	79.9% ↓ (78.4%-81.4%)	83.0% ↑ (81.6%-84.4%)	81.3% (79.8%-82.8%)	81.7% (79.3%-84.1%)	78.7% (75.4%-82.0%)	82.0% (80.0%-84.0%)	81.8% (79.3%-84.3%)
S-3	Services at hospital emergency department in the last 12 months (Among users)	51.5% (50.2%-52.8%)	50.8% (48.0%-53.6%)	48.3% ↓ (45.5%-51.1%)	54.8% ↑ (52.0%-57.6%)	53.3% (49.3%-57.3%)	49.5% (43.8%-55.2%)	52.7% (49.2%-56.2%)	51.2% (46.7%-55.7%)
S-4	Services from specialist in the last 12 months (Among users)	80.1% (79.1%-81.1%)	81.5% (79.5%-83.5%)	79.1% (77.1%-81.1%)	80.4% (78.2%-82.6%)	76.1% ↓ (72.3%-79.9%)	80.0% (75.3%-84.7%)	80.1% (77.2%-83.0%)	81.9% (78.4%-85.4%)
S-5	Services at after hours or walk-in clinic in the last 12 months (Among users)	67.1% (65.4%-68.8%)	68.5% (65.5%-71.5%)	70.9% ↑ (67.2%-74.6%)	59.9% ↓ (55.7%-64.1%)	72.8% (66.2%-79.4%)	53.5% ↓ (44.8%-62.2%)	72.8% ↑ (68.1%-77.5%)	63.2% (57.3%-69.1%)
S-6	Services at community health centre in the last 12 months (Among users)	74.1% (71.6%-76.6%)	70.0% (64.4%-75.6%)	72.2% (67.0%-77.4%)	80.3% ↑ (75.7%-84.9%)	66.8% (49.7%-83.9%)	70.0% (59.6%-80.4%)	79.8% (73.3%-86.3%)	68.7% (58.0%-79.4%)
S-7	Services from nurse practitioner in the last 12 months (Among users)	85.8% (83.3%-88.3%)	87.0% (81.9%-92.1%)	81.3% (75.5%-87.1%)	87.4% (82.1%-92.7%)	90.7% (80.8%-100%)	85.9% (73.6%-98.2%)	86.4% (80.6%-92.2%)	87.9% (80.0%-95.8%)
S-8	Services from alternative practitioner in the last 12 months (Among users)	87.5% (86.3%-88.7%)	88.6% (86.3%-90.9%)	87.9% (85.1%-90.7%)	85.5% (82.6%-88.4%)	85.7% (81.8%-89.6%)	87.3% (81.3%-93.3%)	89.5% (86.6%-92.4%)	85.3% (80.7%-89.9%)
S-9	Ambulance services received in the last 12 months (Among users)	85.3% (83.0%-87.6%)	87.1% (82.1%-92.1%)	84.2% (79.6%-88.8%)	86.2% (81.5%-90.9%)	78.6% (68.7%-88.5%)	89.5% (80.0%-99.0%)	82.4% (74.6%-90.2%)	89.0% (80.7%-97.3%)
Tele-Care Services: % of Tele-Care or other advice/info line service users who rate the service as “Very Helpful” or “Somewhat Helpful”									
S-10	Evaluation of Tele-Care services in the last 12 months (Among service users)	91.5% (89.9%-93.1%)	92.6% (89.6%-95.6%)	88.2% ↓ (84.1%-92.3%)	92.1% (88.6%-95.6%)	93.6% (88.8%-98.4%)	92.6% (85.6%-99.6%)	88.1% (83.1%-93.1%)	98.4% ↑ (95.7%-100%)

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

↑↓ Result for zone is significantly higher/lower than result for rest of NB.



Experiences With Primary Health Care Services – HEALTH PROFILE <i>(Results based on a primary health care survey conducted with New Brunswick citizens 18 years of age and older between February and April 2011)</i>	New Brunswick	Health Zone							
		Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	
Base Size	n=14,045	n=3,213	n=3,255	n=3,034	n=1,145	n=650	n=1,679	n=1,069	
Overall attitude about health , well-being and preventative measures (Overall residents unless otherwise specified)									
H-1	Self-rated Health (% very good or excellent)	53.3% (52.5%-54.1%)**	55.3% ↑ (53.6%-57.0%)**	54.8% (53.1%-56.5%)**	55.7% ↑ (53.9%-57.5%)**	47.3% ↓ (44.4%-50.2%)**	48.2% ↓ (44.4%-52.0%)**	47.8% ↓ (45.4%-50.2%)**	50.9% (47.9%-53.9%)**
H-2	Percent who has seen a health professional about mental or emotional health	15.6% (15.0%-16.2%)	16.8% ↑ (15.5%-18.1%)	14.5% (13.3%-15.7%)	16.8% ↑ (15.5%-18.1%)	13.4% ↓ (11.4%-15.4%)	13.8% (11.1%-16.5%)	14.5% (12.8%-16.2%)	15.4% (13.2%-17.6%)
H-3	Agree that “My health largely depends on how well I take care of myself” (% strongly agree)	54.3% (53.5%-55.1%)	55.6% (53.9%-57.3%)	56.7% ↑ (55.0%-58.4%)	56.1% ↑ (54.3%-57.9%)	49.7% ↓ (46.8%-52.6%)	49.7% ↓ (45.9%-53.5%)	49.0% ↓ (46.6%-51.4%)	50.4% ↓ (47.4%-53.4%)
H-4	Discuss regularly with a health professional on improving health or preventing illness (% always or usually) – (Among health care service users)	31.6% (30.8%-32.4%)	30.3% (28.6%-32.0%)	33.3% ↑ (31.6%-35.0%)	29.9% ↓ (28.2%-31.6%)	33.9% (31.0%-36.8%)	32.5% (28.7%-36.3%)	32.5% (30.2%-34.8%)	31.9% (29.0%-34.8%)
H-5	Difficulty understanding written information about medical condition or prescription (% always or usually)	13.5% (12.9%-14.1%)	13.8% (12.6%-15.0%)	13.0% (11.8%-14.2%)	11.7% ↓ (10.5%-12.9%)	16.6% ↑ (14.4%-18.8%)	11.8% (9.3%-14.3%)	16.5% ↑ (14.7%-18.3%)	13.3% (11.2%-15.4%)
H-6	Percent who has been unable to leave the house because of a health problem	16.9% (16.3%-17.5%)	15.9% (14.6%-17.2%)	19.2% ↑ (17.8%-20.6%)	17.8% (16.4%-19.2%)	15.5% (13.4%-17.6%)	15.6% (12.8%-18.4%)	13.7% ↓ (12.1%-15.3%)	16.9% (14.6%-19.2%)
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)									
H-7	Percent diagnosed with one or more chronic health conditions	59.2% (58.4%-60.0%)	58.3% (56.6%-60.0%)	60.5% (58.8%-62.2%)	58.3% (56.5%-60.1%)	55.1% ↓ (52.2%-58.0%)	64.0% ↑ (60.3%-67.7%)	61.6% ↑ (59.2%-64.0%)	59.3% (56.3%-62.3%)
H-8	Among those with chronic health conditions	Agree that “I know how to try to prevent further problems with my health condition” (% strongly agree)							
H-9	Number of prescription medications taken on a regular basis (% 6 or more)	12.5% (11.9%-13.1%)	11.7% (10.4%-13.0%)	11.3% (10.0%-12.6%)	13.2% (11.8%-14.6%)	16.2% ↑ (13.6%-18.8%)	16.3% ↑ (13.0%-19.6%)	12.7% (10.8%-14.6%)	10.7% (8.5%-12.9%)
H-10	Patients with chronic health conditions who take medication	Agree that “I know what each of my prescribed medications do” (% strongly agree)							
		46.7% (45.6%-47.8%)	47.2% (44.9%-49.5%)	54.3% ↑ (52.1%-56.5%)	51.7% ↑ (49.4%-54.0%)	32.3% ↓ (28.7%-35.9%)	40.1% ↓ (35.4%-44.8%)	33.0% ↓ (30.1%-35.9%)	42.2% (38.3%-46.1%)

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

↑↓ Result for zone is significantly higher/lower than result for rest of NB.