

## 2011 - Indicators by Quality Dimension – 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.  
(Providing timely services)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
<b>Health care sector - PRIMARY HEALTH:</b>				
The care a person receives upon first contact with the health system, before referral elsewhere within the system. It focuses on health promotion, illness and injury prevention, and the diagnosis and treatment of illness.				
Contact with a medical doctor in the past 12 months (percentage)*	(2009-2010) <b>80.8%</b>	77.4% - 83.5%	<b>C</b>	Statistics Canada, Table 105-0502 <a href="http://www.statcan.gc.ca">http://www.statcan.gc.ca</a>
Has a regular medical doctor (percentage)*	(2009-2010) <b>92.2%</b>	74.2% - 93.2%	<b>A+</b>	Statistics Canada, Table 105-0502 <a href="http://www.statcan.gc.ca">http://www.statcan.gc.ca</a>
Difficulties accessing routine or on-going care at any time of day (percentage)*	(2009) <b>11.0%</b>	22.1% - 11.0%	<b>B</b>	Statistics Canada, Table 105-3067 <a href="http://www.statcan.gc.ca">http://www.statcan.gc.ca</a>
Difficulties accessing immediate care for a minor health problem at any time of day (percentage)*	(2009) <b>17.5%</b>	28.7% - 12.9%	<b>B</b>	Statistics Canada, Table 105-3069 <a href="http://www.statcan.gc.ca">http://www.statcan.gc.ca</a>
Family practitioner and general practitioners who provide extended office hours regularly (percentage)	(2011) <b>21.6%</b>	7.0% - 31.3%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) <a href="http://www.nbhc.ca/nb_primary_care_health_survey.cfm">http://www.nbhc.ca/nb_primary_care_health_survey.cfm</a>
Patients who contact or are referred to their family physicians or general practitioners URGENTLY, can have an appointment the same day (percentage) (as reported by physicians)	(2010) <b>41.8%</b>	35.2% - 57.0%	<b>D</b>	National Physician Survey <a href="http://www.nationalphysiciansurvey.ca/nps">http://www.nationalphysiciansurvey.ca/nps</a>
Percentage of patients seen within 1 week for NON-URGENT visit with family physician or general practitioners (percentage) (as reported by physicians)	(2010) <b>18.3%</b>	9.3% - 34.2%	<b>D</b>	National Physician Survey <a href="http://www.nationalphysiciansurvey.ca/nps">http://www.nationalphysiciansurvey.ca/nps</a>
First available appointment - from patient contacts with physicians office or referred to office by another physician – URGENT only (mean number of days) (percentage) (as reported by physicians)	(2010) <b>3.43 days</b>	3.66 days - 2.26 days	<b>E</b>	National Physician Survey <a href="http://www.nationalphysiciansurvey.ca/nps">http://www.nationalphysiciansurvey.ca/nps</a>
Contact with dental professionals in the past 12 months (percentage)*	(2007-2008) <b>54.7%</b>	53.6% - 69.4%	<b>F</b>	NEW SOURCE: Statistics Canada, Canadian Community Health Survey, available through the New Brunswick Department of Health
Spending on prescription drugs greater than 3% of after tax income (percentage)*	(2008) <b>9.1%</b>	13.3% - 4.6%	<b>C</b>	Statistics Canada, Table 109-5012 <a href="http://www.statcan.gc.ca">http://www.statcan.gc.ca</a>
Left without being seen from the Emergency Room (percentage)	(2010-2011) <b>5.8%</b>	--	--	New Brunswick Department of Health
% of emergency calls done within the appropriate time (9 min –urban, 22 min – rural) for ambulance services (percentage)	(2010-2011) <b>95.7%</b>	Target 90%	<b>A+</b>	Ambulance New Brunswick <a href="http://www.ambulancenb.ca/">http://www.ambulancenb.ca/</a>
Emergency Room - Patients who are seen within 4 hours (percentage)	(2011) <b>75.0%</b>	(2007) 73.0% - 96.0%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) <a href="http://www.nbhc.ca/nb_primary_care_health_survey.cfm">http://www.nbhc.ca/nb_primary_care_health_survey.cfm</a> In combination with the Commonwealth fun 2007 (for range)

### Health care sector - ACUTE CARE:

The care provided in a hospital or a psychiatric facility.

Wait time for hip fracture surgery (proportion with surgery - within 48 hours) (percentage)*	(2009-2010) <b>82.9%</b>	68.8%-82.9%	<b>A+</b>	Canadian Institute for Health Information - 2010 Health Indicators Report <a href="http://www.cihi.ca/CIHI-ext-portal/internet/EN/SubTheme/health+system+performance/indicators/cihi010653">http://www.cihi.ca/CIHI-ext-portal/internet/EN/SubTheme/health+system+performance/indicators/cihi010653</a>
Wait time for hip replacement surgery (within 26 weeks) (percentage)*	(Oct 2010 – Sept 2011) <b>71.0%</b>	57.0% - 91.0% (2010)	<b>D</b>	NEW SOURCE: Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 <a href="http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf">http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf</a> in combination (for ranges) with Surgical wait times in New Brunswick <a href="http://www1.gnb.ca/0217/surgicalwaittimes/Reports/02-e.aspx">http://www1.gnb.ca/0217/surgicalwaittimes/Reports/02-e.aspx</a>
Wait time for knee replacement surgery (within 26 weeks) (percentage)*	(Oct 2010 – Sept 2011) <b>57.8%</b>	42.0% - 89.0% (2010)	<b>D</b>	NEW SOURCE: Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 <a href="http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf">http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf</a> in combination (for ranges) with Surgical wait times in New Brunswick <a href="http://www1.gnb.ca/0217/surgicalwaittimes/index-e.aspx">http://www1.gnb.ca/0217/surgicalwaittimes/index-e.aspx</a>
Wait time for high-risk cataract surgery (within 16 weeks) (percentage)*	(2010) <b>89.0%</b>	48.0% - 89.0%	<b>A+</b>	NEW SOURCE: Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 <a href="http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf">http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf</a>
Wait time for Coronary Artery Bypass Graft Surgery (within 2 to 26 weeks) (percentage)*	(2010) <b>100.0%</b>	95.0% - 100.0%	<b>A+</b>	NEW SOURCE: Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 <a href="http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf">http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf</a>
Wait time for radiation therapy (within 28 days) (percentage)*	(2010) <b>87.0%</b>	85.0% - 100.0%	<b>F</b>	Canadian Institute for Health Information – Wait times in Canada – A comparison by province, 2011 <a href="http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf">http://secure.cihi.ca/cihiweb/products/Wait_times_tables_2011_en.pdf</a> In combination with wait times in New Brunswick <a href="http://www.gnb.ca/0051/cancer/pdf/2010%20chartwebEnr.pdf">http://www.gnb.ca/0051/cancer/pdf/2010%20chartwebEnr.pdf</a>

### Health care sector - SUPPORTIVE/SPECIALTY:

The care received in the community or as an outpatient to prevent, control, or relieve complications and/or side effects and to improve the citizen's comfort and quality of life.

Wait time for selected diagnostic tests: Magnetic Resonance Imaging (MRI), CAT (CT) scan, angiography (within 1 month) (percentage)*	(2009) <b>70.5%</b>	47.8% - 70.5%	<b>A+</b>	Statistics Canada, Table 105-3004 <a href="http://www.statcan.gc.ca">http://www.statcan.gc.ca</a>
Residents over 75 years of age that have access to long-term care beds (percentage)*	(2010-2011) <b>8.7%</b>	To be determined	To be determined	NB Department of Social Development 2010-2011 in combination with Statistics Canada – Online catalogue 92-591-XWE <a href="http://www.statcan.gc.ca">http://www.statcan.gc.ca</a>
Wait time for specialist visits for a new illness or condition (within 1 month) (percentage)*	(2009) <b>44.3%</b>	36.0% - 55.6%	<b>C</b>	Statistics Canada, Table 105-3002 <a href="http://www.statcan.gc.ca">http://www.statcan.gc.ca</a>
Experience difficulties getting specialist care (Percentage with fair or poor access) (percentage)	(2010) <b>14.3%</b>	30.7% - 13.8%	<b>A+</b>	National Physician Survey <a href="http://www.nationalphysiciansurvey.ca/nps">http://www.nationalphysiciansurvey.ca/nps</a>

Median number of day to long term Care Home placement (days)	(2010-2011) <b>125 days</b>	To be determined	To be determined	NB Department of Social Development 2010-2011
Extra-Mural Program – Clients served per 1000	(2010-2011) <b>51.3</b>	To be determined	To be determined	New Brunswick Department of Health, Extra-Mural Program
Extra-Mural Program – % Referred from community (percentage)	(2010-2011) <b>68.0%</b>	To be determined	To be determined	New Brunswick Department of Health, Extra-Mural Program
Extra-Mural Program – % Referred from hospital (percentage)	(2010-2011) <b>32.0%</b>	To be determined	To be determined	New Brunswick Department of Health, Extra-Mural Program
Proportion of mental health clients that had a screening assessment within 48 hours (percentage)	(2010-2011) <b>37.0%</b>	67.0% - 11.0%	--	New Brunswick Department of Health, Mental Health (range used is New Brunswick Health Zones)
Percentage of service delivery done within 30 days (from referral to first first visit) for child and youth mental illness (percentage)	(2010-2011) <b>44.8%</b>	16.4% - 69.4%	--	New Brunswick Department of Health, Mental Health (range used is New Brunswick Health Zones)
<b>Overall Performance Index</b>			<b>B</b>	

### Letter grading methodology for individual indicators:

The analysis is based on the indicators available when the report was completed. The letter grading is calculated by first identifying the lowest and highest values among provinces. The range is calculated and then divided by 7 to create cut-off points for grade separations. Grades are assigned to each of the ranges from A+, A, B, C, D, E, and F, in keeping with last year's grading method. A+ will correspond to the highest achievable interval and F to the lowest.

Example:

Step 1 – calculation of range:

- i.e. range = the worse value ( 77%) minus better value ( 84%) = 7

Step 2 – calculation of interval:

- range (7) divided by 7 letter grades = 1

Step 3 – grades are assigned to each interval

- A+=84 to 83.1, A=83 to 82.1, B=82 to 81.1, C=81 to 80.1, D=80 to 79.1, E=79 to 78.1, F=78 to 77

In this case, if NB = is 80% the Grade for this indicator would be D.

### Letter grading methodology for overall grade:

To calculate score, grades are given values to be used for total scoring for trending over time and scoring is used to create overall grade and scoring is used to create overall grade A+ = 1, A = 2, B = 3, C = 4, D = 5, E = 6, F = 7.

Example: *Accessibility* overall Grade

Step 1 – list all individual grades

- C, A+, B, B, D, D, E, F, C, A+, A+, D, D, A+, A+, B, A+, C, B

Step 2 – create average of overall grade using assigned scoring

- $(4+1+3+3+5+5+6+7+4+1+1+5+5+1+1+3+1+4+3) / 19 = 3.3$

In this case, with a score of 3.3, *Accessibility* would get an overall grade of B.

In situations where it is a value reaches 0.5 (i.e. 3.5) we would round up to the next grade level (i.e. 3.5 = C).

**IMPORTANT NOTE:** The overall grade should not be viewed in isolation from indicators on which it is based for any policy and/or planning decisions.

**Please note that a grade does not equal better health results, it only speaks to the quality of services being provided when we compare New Brunswick to other provinces.**

All indicators with stars at the end (\*) were also used in the New Brunswick Health System Report card 2010 (NBHC 2010).