

2011 - Health care sector - PRIMARY HEALTH:

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.

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
Contact with a medical doctor in the past 12 months (percentage)*	(2009-2010) 80.8%	77.4% - 83.5%	C	Statistics Canada, <i>Table 105-0502</i> http://www.statcan.gc.ca
Has a regular medical doctor (percentage)*	(2009-2010) 92.2%	74.2% - 93.2%	A+	Statistics Canada, <i>Table 105-0502</i> http://www.statcan.gc.ca
Difficulties accessing routine or on-going care at any time of day (percentage)*	(2009) 11.0%	22.1% - 11.0%	A+	Statistics Canada, <i>Table 105-3067</i> http://www.statcan.gc.ca
Difficulties accessing immediate care for a minor health problem at any time of day (percentage)*	(2009) 17.5%	28.7% - 12.9%	B	Statistics Canada, <i>Table 105-3069</i> http://www.statcan.gc.ca
Family practitioner and general practitioners who provide extended office hours regularly (percentage)	(2011) 21.6%	7.0% - 31.3%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) http://www.nbhc.ca/nb_primary_care_health_survey.cfm
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) 41.8%	35.2% - 57.0%	D	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
Percentage of patients seen within 1 week for NON-URGENT visit with family physician or general practitioners (percentage) (as reported by physicians)	(2010) 18.3%	9.3% - 34.2%	D	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
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) 3.43 days	3.66 days - 2.26 days	E	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
Contact with dental professionals in the past 12 months (percentage)*	(2007-2008) 54.7%	53.6% - 69.4%	F	<i>NEW SOURCE:</i> 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) 9.1%	13.3% - 4.6%	C	Statistics Canada, <i>Table 109-5012</i> http://www.statcan.gc.ca
Left without being seen from the Emergency Room (percentage)	(2010-2011) 5.8%	--	--	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) 95.7%	Target 90%	A+	Ambulance New Brunswick http://www.ambulancenb.ca/
Emergency Room - Patients who are seen within 4 hours (percentage)	(2011) 75.0%	(2007) 73.0% - 96.0%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) http://www.nbhc.ca/nb_primary_care_health_survey.cfm In combination with the Commonwealth fun 2007 (for range)

Quality Dimension – APPROPRIATENESS:

Care/service provided is relevant to the patients'/clients' needs and based on established standards.

(Relevant and evidence based)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Pap smear within the last 3 years, for females aged 18 to 69 years (percentage)*	(2007-2008) 78.9%	70.7% - 87.0%	--	Statistics Canada, Canadian Community Health Survey, available through the New Brunswick Department of Health, (range used is New Brunswick Health Zones)
Received a mammogram within the last 2 years, females aged 50 to 69 years (percentage)*	(2009-2010) 76.8%	68.5% - 76.8%	A+	<i>NEW SOURCE:</i> Statistics Canada, Canadian Community Health Survey, available through the New Brunswick Department of Health
Breastfeeding initiation (percentage)*	(2009-2010) 82.0%	62.4% - 93.3%	B	<i>NEW SOURCE:</i> Statistics Canada, <i>Table 105-0502</i> http://www.statcan.gc.ca
Colorectal cancer screening above age 50 (colonoscopy in the past 5 years or a fecal occult blood test in the past 2 years) (percentage)*	(2008) 40.5%	31.3% - 64.3%	E	Statistics Canada, <i>Table 105-0541</i> http://www.statcan.gc.ca
Proportion of kindergarten children meeting immunization requirements (percentage)	(2009-2010) 91.4%	88.1% - 99.0%	--	New Brunswick Department of Health, Office of the Chief Medical Officer of Health (range used is New Brunswick Health Zones)
% of adult 65 and over who received their flu shot in the last year (percentage)	(2009-2010) 63.2%	50.65 - 73.1%	C	Statistics Canada, <i>Table 105-0502</i> http://www.statcan.gc.ca
Age-Standardized Percent of Adults With One or More of Four Select Chronic Conditions Who Had Measurements for Blood Pressure in the past 12 months (percentage)*	(2011) 93.3%	88.0% - 97.0% (2008)	B	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) http://www.nbhc.ca/nb_primary_care_health_survey.cfm in combination with Canadian Institute of Health Information- <i>Experiences With Primary Health Care in Canada 2009(for range)</i> http://www.cihi.ca/cihiweb/dispPage.jsp?cw_page=AR_2991_E
Age-Standardized Percent of Adults With One or More of Four Select Chronic Conditions Who Had Measurements for Cholesterol in the past 12 months (percentage)*	(2011) 79.8%	78.0 - 86.0% (2008)	E	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) http://www.nbhc.ca/nb_primary_care_health_survey.cfm in combination with Canadian Institute of Health Information- <i>Experiences With Primary Health Care in Canada 2009(for range)</i> http://www.cihi.ca/cihiweb/dispPage.jsp?cw_page=AR_2991_E
Age-Standardized Percent of Adults With One or More of Four Select Chronic Conditions Who Had Measurements for Blood Sugar in the past 12 months (percentage)*	(2011) 76.6%	75.0% - 85.0% (2008)	E	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) http://www.nbhc.ca/nb_primary_care_health_survey.cfm in combination with Canadian Institute of Health Information- <i>Experiences With Primary Health Care in Canada 2009(for range)</i> http://www.cihi.ca/cihiweb/dispPage.jsp?cw_page=AR_2991_E
Age-Standardized Percent of Adults With One or More of Four Select Chronic Conditions Who Had Measurements for Body Weight in the past 12 months (percentage)*	(2011) 64.3%	66.0% - 80.0% (2008)	E	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) http://www.nbhc.ca/nb_primary_care_health_survey.cfm in combination with Canadian Institute of Health Information- <i>Experiences With Primary Health Care in Canada 2009(for range)</i> http://www.cihi.ca/cihiweb/dispPage.jsp?cw_page=AR_2991_E

Quality Dimension – EFFECTIVENESS:

The care/service, intervention or action achieves the desired results.

(Doing what is required to achieve the best possible results)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Reported that they have been diagnosed by a health professional as having high blood pressure (percentage)*	(2009-2010) 21.3%	22.9% - 14.9%	E	Statistics Canada, <i>Table 105-0502</i> http://www.statcan.gc.ca
Family physician or general practitioner who provides direct patient care with a teaching component based on the total worked hours per week (as reported by physician) (hours)*	(2010) 4.5	4.5 - 8.6	F	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
% of registered diabetes patients are not in the optimal range of glycemic or sugar control of 7% or less (HBA1C less than 7%)(percentage)	(2006) 63.0%	To be determined	To be determined	New Brunswick Department of Health
Physician participating in interprofessional practices (percentage)	(2010) 21.3%	16.2% - 31.6%	D	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
Hospitalized Stroke Event (aged-standardized rate per 100,000)	(2009-2010) 131	141 - 116	D	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cih.ca/estore/productFamily.htm?locale=en&pf=PFC1635

Quality Dimension – EFFICIENCY:

Achieving the desired results with the most cost-effective use of resources.

(Making the best use of the resources)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Age-standardized acute care hospitalization rate for ambulatory care sensitive conditions (rate per 100,000)*	(2009-2010) 489	497 - 251	F	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cih.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Contact with telephone health line in the past 12 months (percentage)*	(2011) 10.0%	3.0% - 29.0%	--	NEW SOURCE: New Brunswicker's Experience with Primary Health Care, 2011 Survey Results (NBHC 2011)
Record keeping of physicians in their main patient care setting - use of paper charts only (percentage)	(2010) 45.0%	55.8% - 28.8%	D	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
% triage level 4 and 5 (Less urgent and Non-urgent) seen in the emergency room (percentage)	(2011) 62.8%	79.6% - 55.4%	--	New Brunswick Department of Health

Quality Dimension – EQUITY:

Providing quality care to all, regardless of individual characteristics and circumstances, such as race, color, creed, national origin, ancestry, place of origin, language, age, physical disability, mental disability, marital status, family status, sexual orientation, sex, social status or belief or political activity.

(Aiming for equitable care and services for all)

Indicators	NB Value	1 = difference is statistically significant	Source
Has a family physician (percentage)	92.6%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011) http://www.nbhc.ca/nb_primary_care_health_survey.cfm
rural	93.9%	1	
urban	90.9%		
Aboriginal	87.5%	1	
non-aboriginal	92.7%		
French	96.0%	1	
English	93.4%		
Male	90.5%	1	
Female	94.4%		
18-34	88.6%	1	
35-54	92.2%		
55-64	95.3%		
65+	96.5%		
8th grade or less	92.6%	0	
some high-school	94.2%		
high-school, GED	91.1%		
College / trade diploma	93.7%		
Undergraduate degree	92.4%		
Graduate degree	92.2%		
Income < \$25M	91.7%	0	
Income \$25M-\$60M	92.7%		
Income >= \$60M	92.7%		
Overall satisfaction with services from primary health care	75.9%	--	
rural	100.3	0	
urban	99.6		
Aboriginal	90.7	1	
non-aboriginal	100.4		
French	102.4	1	
English	99.1		
Male	97.7	1	
Female	101.5		

18-34	94	1	
35-54	97.4		
55-64	105.8		
65+	109.8		
8th grade or less	105.5	1	
some high-school	99.2		
high-school, GED	97.8		
College / trade diploma	98.9		
Undergraduate degree	103.1		
Graduate degree	102.5	0	
Income < \$25M	99		
Income \$25M-\$60M	100.6		
Income >= \$60M	99.8		

Quality Dimension – SAFETY:

Potential risks of an intervention or the environment are avoided or minimized.
(Keeping people safe)

Indicators	NB Value	Range of values from other provinces (worse to better value) Or benchmark/target	2011 NB Grade	Source
Physician who have access to electronic records in various locations, the records in these locations are electronically connected to each other to allow for access of the same electronic record from different settings (percentage)	(2010) 33.3%	21.4% - 45.0%	C	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
Percent of individuals who know what their medications are for (percentage)	(2011) 46.7%	25.7% - 56.1%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011)
Individuals who were injured that required hospitalization (Rate/100 000 population)	(2009-2010) 587	784 - 406	C	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Hospitalized hip fracture event rate (Age-standardized acute care hospitalization rate for fracture of the hip, per 100,000 population.)	(2009-2010) 442	581-404	A	Canadian Institute for Health Information - 2011 Health Indicators Report https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC1635
Community error / harm rate (excluding hospital stay) (percentage)	(2011) 3.4%	6.7% - 1.2%	--	New Brunswickers' Experiences with Primary Health Care, 2011 Survey Results (NBHC 2011)
Overall Performance Index			C	