

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.

Indicators	NB Value	Canadian Value	NB Performance Index Score	NB Performance Index Grade	Source
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.					
Contact with a medical doctor in the past 12 months	77.4% (2008)	79.5%	97	C	Statistics Canada Table 105-0501 http://www.statcan.gc.ca
Has a regular medical doctor	90.8% (2008)	84.4%	108	B	Statistics Canada Table 105-0501 http://www.statcan.gc.ca
Difficulties accessing routine or on-going care	14.8% (2007)	16.7%	113	B	Statistics Canada Table 105-3067 http://www.statcan.gc.ca
Difficulties accessing immediate care for a minor health problem	21.5% (2007)	25.8%	120	A	Statistics Canada Table 105-3069 http://www.statcan.gc.ca
Family physicians and general practitioners who provide extended office hours regularly	14.8% (2007)	33.5%	44	F	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
Contact with dental professionals in the past 12 months	55.4% (2005)	63.7%	87	D	Statistics Canada Table 105-0460 http://www.statcan.gc.ca
Household spending on prescription drugs as a percentage of after-tax income	76.6% (2006)	65.7%	86	E	Statistics Canada Table 109-5012 http://www.statcan.gc.ca
Health care sector - ACUTE CARE:					
The care provided in a hospital or a psychiatric facility.					
Wait time for hip fracture surgery (proportion with surgery - same or next day)	67.7% (2007-2008)	62.5%	108	B	Canadian Institute for Health Information - 2009 Health Indicators Report http://www.cihi.ca/cihiweb/dispPage.jsp?cw_page=PG_2150_E&cw_topic=2150&cw_rel=AR_152_E#full
Wait time for hip replacement surgery (within 26 weeks)	75.3% (Average from Jan-Dec 2009)	75%*	100	C	Surgical wait times in New Brunswick http://www1.gnb.ca/0217/surgicalwaittimes/Reports/02-e.aspx
Wait time for knee replacement surgery (within 26 weeks)	60.8% (Average from Jan-Dec 2009)	65%*	94	D	Surgical wait times in New Brunswick http://www1.gnb.ca/0217/surgicalwaittimes/Reports/02-e.aspx
Wait time for high-risk cataract surgery (within 16 weeks)	83.0% (Average from Jan-Dec 2009)	90%*	92	D	Surgical wait times in New Brunswick http://www1.gnb.ca/0217/surgicalwaittimes/Reports/02-e.aspx

Wait time for Coronary Artery Bypass Graft Surgery – Level 1 (within 2 weeks)	82.0% (Average from Jan-Dec 2009)	90%*	91	D	Surgical wait times in New Brunswick http://www1.gnb.ca/0217/surgicalwaittimes/Reports/02-e.aspx
Wait time for radiation therapy (within 28 days)	94% (2008)	75%	125	A+	Canadian Institute for Health Information – <i>Wait Times Tables - A Comparison by Province, 2009</i> http://www.cihi.ca/cihiweb/dispPage.jsp?cw_page=PG_2010_E&cw_topic=2010&cw_rel=AR_1909_E
Health care sector - SUPPORTIVE/SPECIALTY: The care received in the community or as an out-patient to prevent, control, or relieve complications and/or side effects and to improve the citizen's comfort and quality of life.					
Family physicians and general practitioners with access to a psychiatrist for their patients (% good, very good, or excellent)	36.0% (2007)	31.1%	116	A	National Physician Survey http://www.nationalphysiciansurvey.ca/nps
Wait time for selected diagnostic tests: Magnetic Resonance Imaging (MRI), CAT (CT) scan, angiography (within 1 month)	49.3% (2007)	55.4%	89	D	Statistics Canada <i>Table 105-3004</i> http://www.statcan.gc.ca
Residents over 75 years of age that have access to long-term care beds	8.2% (2007-2008)	7.5%**	109	B	NB Department of Social Development – <i>2007-2008 Annual report</i> http://www.gnb.ca/0017/publications/AnnualReport0708.pdf Statistics Canada – <i>Online catalogue 92-591-XWE</i> http://www.statcan.gc.ca
Wait time for specialist visits for a new illness or condition (within 1 month)	44.3% (2007)	45.6%	97	C	Statistics Canada <i>Table 105-3002</i> http://www.statcan.gc.ca
Overall Performance Index			99	C	

The Canadian value is either the national average or a nationally set benchmark.

Letter grading methodology: The analysis is based on the indicator data available when the report was completed. The index score is calculated in two ways, depending on the definition of the indicator. If an increase of the indicator value represents an improvement, the score is created by dividing the tabulated New Brunswick value on the specific indicator by the Canadian value. On the other hand, if a decrease of the indicator value represents an improvement, then the score is created by dividing the Canadian value on the specific indicator by the New Brunswick value. This number is then multiplied by 100 to create the New Brunswick performance index score. All numbers have been rounded up.

Example: If the New Brunswick performance index score is 100 ('C' grade), this means that the New Brunswick score and national score were the same.

Scoring Grid: A+ = >122, A = 114-122, B = 105-113, C = 96-104, D = 87-95, E = 78-86, F = <78

This scoring grid takes into account provincial and territorial comparative indicators with small and large variations from the national average.

IMPORTANT NOTE: A composite index 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 the rest of Canada.

* = Provincially set benchmark

**= Provincial benchmark with estimates based on residents actually in nursing homes and residents on waiting lists