

# **New Brunswickers' Experiences with Primary Health Services**

Results from the New Brunswick Health Council's  
2014 Primary Health Survey

February 2015



New Brunswickers have a right to be aware of the decisions being made, to be part of the decision-making process, and to be aware of the outcomes delivered by the health system and its cost.

The New Brunswick Health Council will foster this transparency, engagement, and accountability by engaging citizens in a meaningful dialogue, measuring, monitoring, and evaluating population health and health service quality, informing citizens on health system's performance and recommending improvements to health system partners.

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## EXECUTIVE SUMMARY

The New Brunswick Health Council (NBHC) has released the results of its second primary health survey. The objective of this report is to provide data at the provincial, regional and community level in order to measure, monitor and evaluate the quality and experience of primary health services.

Primary health services are usually provided at the first point of contact with the health care system, such as services from personal family doctors, nurse practitioners, community health centres and after-hours clinics.

For the first time in New Brunswick, comparisons can be made between survey results (2014 and 2011) to see if any improvements have been made for key indicators:

- Communication with family doctors and satisfaction with their services have improved, however some key indicators under accessibility have not improved over the last three years.
- After-hours clinics and hospital emergency departments continue to be places where some New Brunswickers go most often when sick or in need of care, and visits to the hospital emergency department have remained at the same level over the last three years.
- The NBHC's 2011 primary health survey revealed considerable variation across communities for several indicators measuring the quality of primary health services. These large variations continue to exist in 2014 across 33 New Brunswick communities.

Health care systems with a strong foundation of primary health services are recognized for improving the overall health of populations.<sup>1,2,3</sup> The challenge facing our province is how we will redesign health services to achieve improved health outcomes for New Brunswick's population while being fiscally responsible and citizen-centred.

Key indicators measuring primary health services	2011	2014	2014 variability across NB*
Has a personal family doctor	92.6%	92.1%	76.6% to 98.7%
Family doctor has after-hour arrangement when office is closed	21.6%	18.2%	5.4% to 31.9%
Can get appointment with family doctor on same day or next day	30.3%	30.1%	12.0% to 63.5%
Where do you go most often when sick or in need of care?			
- Family doctor	61.9%	62.9%	21.5% to 85.9%
- After-hours clinic or walk-in clinic	18.4%	17.0%	4.2% to 40.8%
- Hospital emergency department	12.0%	11.5%	3.5% to 60.6%
- Other	7.7%	8.6%	4.2% to 20.8%
Visited hospital emergency department in the last year	42.0%	41.3%	27.8% to 64.6%

\* Variation across 33 New Brunswick communities from lowest to highest, within 2014 survey results

Trends in the following tables are identified if there is a statistically significant difference at the 95% level of confidence. The variability across NB represents the variation across 33 NB communities from lowest to highest, within 2014 survey results.

ACCESSIBILITY	2011	2014	Trend	2014 variability across NB
Citizens who have a personal family doctor	92.6%	92.1%		76.6% to 98.7%
Citizens who can get an appointment with their family doctor:				
• On the same day or next day	30.3%	30.1%		12.0% to 63.5%
• Within 5 days	57.9%	60.3%	Better	21.8% to 88.8%
Citizens who reported that a nurse working with their family doctor is regularly involved in their health care	28.9%	27.5%		14.1% to 49.0%
Citizens who “always” receive services in the language of their choice:				
• Among those who prefer English	95.3%	95.2%		73.5% to 100%
• Among those who prefer French	78.9%	72.6%	Worse	36.2% to 94.2%*

\* Due to some communities with results too unreliable to be published, this variability only includes 19 of the 33 communities

APPROPRIATENESS	2011	2014	Trend	2014 variability across NB
Citizens with one or more of four select chronic health conditions* who had a test or measurement in the last year:				
• Test or measurement for blood pressure	93.3%	91.3%	Worse	73.6% to 98.3%
• Test or measurement for cholesterol	79.8%	76.3%	Worse	63.7% to 93.2%
• Test or measurement for blood sugar	76.6%	73.9%	Worse	56.8% to 85.7%
• Test or measurement for body weight	64.3%	59.3%	Worse	41.8% to 83.8%
Citizens 65 years and over who received a flu shot	--**	70.6%	--**	46.2% to 81.7%

\* Diabetes, heart disease, stroke or high blood pressure

\*\* This indicator was not available in 2011

EFFECTIVENESS	2011	2014	Trend	2014 variability across NB
Citizens with at least one of twelve select chronic health conditions* who reported that they are “very confident” in controlling and managing their health condition	39.3%	42.2%	Better	31.8% to 52.4%

\* Arthritis, asthma, chronic pain, cancer, diabetes, depression, mood disorder other than depression, chronic obstructive pulmonary disease (COPD), stroke, heart disease, high blood pressure or gastric reflux

SAFETY	2011	2014	Trend	2014 variability across NB
Citizens with at least one of twelve select chronic health conditions* who “strongly agree” in knowing what their medications do	46.7%	47.7%		18.4% to 63.6%
Citizens who were harmed because of a medical error or mistake as a result of health services received in the last 12 months	3.4%	2.7%	Better	1.7% to 9.0%**

\* Arthritis, asthma, chronic pain, cancer, diabetes, depression, mood disorder other than depression, chronic obstructive pulmonary disease (COPD), stroke, heart disease, high blood pressure or gastric reflux

\*\* Due to some communities with results too unreliable to be published, this variability only includes 18 of the 33 communities

EFFICIENCY	2011	2014	Trend	2014 variability across NB
Citizens who said the hospital emergency department is the place they go most often when sick or in need of care from a health professional	12.0%	11.5%		3.5% to 60.6%

USE OF SERVICES	2011	2014	Trend	2014 variability across NB
Citizens who visited a hospital emergency department in the last year	42.0%	41.3%		27.8% to 64.6%
Citizens who visited a nurse practitioner in the last year	5.1%	7.7%	Higher	2.5% to 19.7%
Citizens with at least one of twelve select chronic health conditions* who reported that a pharmacist helps them the most when they need help in understanding how to take their medications	--**	70.1%	--**	57.8% to 80.2%

\* Arthritis, asthma, chronic pain, cancer, diabetes, depression, mood disorder other than depression, chronic obstructive pulmonary disease (COPD), stroke, heart disease, high blood pressure or gastric reflux

\*\* This indicator was not available in 2011

COMMUNICATION WITH FAMILY DOCTOR	2011	2014	Trend	2014 variability across NB
Citizens who reported that their family doctor “always” explains things in a way that is easy to understand	77.3%	80.2%	Better	67.5% to 85.2%
Citizens who reported that their family doctor “always” involves them in decisions about their health care	64.2%	68.2%	Better	43.7% to 79.3%
Citizens who reported that their family doctor “always” gives them enough time to discuss feelings, fears and concerns about their health	68.6%	71.9%	Better	53.5% to 79.0%

SATISFACTION WITH PRIMARY HEALTH SERVICES	2011	2014	Trend	2014 variability across NB
Citizens who rated overall health services in New Brunswick favourably*	61.5%	67.9%	Better	57.0% to 83.6%
Citizens who rated services from their family doctor favourably*	81.3%	83.9%	Better	78.7% to 92.1%
Of citizens who talked to a health professional about their mental or emotional health in the last 12 months, the percentage of citizens who reported that the services they received were “very or somewhat helpful”	93.5%	90.8%	Worse	77.5% to 100%

\* By giving an 8, 9 or 10 on a scale of 0 to 10, where 0 is the worst services possible and 10 is the best

HEALTH PROFILE	2011	2014	Trend	2014 variability across NB
Citizens who reported that their overall health was “very good or excellent”	53.3%	50.5%	Worse	32.0% to 65.3%
Citizens who reported that a health professional had diagnosed them or treated them for at least one of twelve select chronic health conditions*	59.2%	61.6%	Worse	51.4% to 70.9%
Citizens who “strongly agree” that their health largely depends on how well they take care of themselves	54.3%	55.2%		32.6% to 64.3%
Citizens who answered “yes, often” or “yes, sometimes” when asked if they are limited in the kinds or amount of activity they can do at home, work or otherwise because of a physical or mental condition, or a health problem	--**	22.1%	--**	15.3% to 35.2%

\* Arthritis, asthma, chronic pain, cancer, diabetes, depression, a mood disorder other than depression, chronic obstructive pulmonary disease (COPD), stroke, heart disease, high blood pressure or gastric reflux

\*\* This indicator was not available in 2011

MEMORY LOSS	2011	2014	Trend	2014 variability across NB
The proportion of New Brunswick households with someone who has problems with memory loss	--*	1 in 5	--*	--**

\* This indicator was not available in 2011

\*\* Not available

HEALTH BEHAVIOURS	2011	2014	Trend	2014 variability across NB
Citizens with unhealthy weight (obese) based on self-reported height and weight provided by survey respondents	--*	30.8%	--*	20.8% to 51.4%

\* This indicator was not available in 2011

HEALTH SERVICES BARRIERS AND STRESSORS	2011	2014	Trend	2014 variability across NB
Citizens who reported that health services were not available in their area at the time they needed it	21.2%	17.4%	Better	8.8% to 35.6%
Citizens who reported that the following things contribute a lot to feelings of stress:				
• Time pressures / Not enough time	--*	40.9%	--*	28.3% to 52.9%
• Health of family members	--*	38.1%	--*	31.3% to 47.3%
• Work situation	--*	34.2%	--*	21.5% to 41.6%
• Financial situation	--*	33.5%	--*	27.1% to 43.7%
Citizens who reported that it is “always or usually” hard to understand written information when they want to learn about a medical condition or a prescription	13.5%	9.4%	Better	4.5% to 16.6%

\* This indicator was not available in 2011

Understandably, New Brunswickers want to know how primary health services in their community compare to the rest of the province. The NBHC encourages New Brunswickers to visit the NBHC website, where an interactive map will help citizens locate the results at the provincial level, by health zone, and by community. The map can be located at [www.nbhc.ca](http://www.nbhc.ca).



## GLOSSARY

### After-hours clinic or walk-in clinic

These are usually non-hospital based clinics for non-emergency health care needs, where patients may or may not make an appointment, and services can be provided either during the day or in the evenings.

### Alternative practitioner

Alternative health care providers most commonly used are chiropractors, naturopaths, homeopaths, acupuncturists and massage therapists.

### Chronic health condition

A chronic health condition is a prolonged condition that generally cannot be prevented by vaccines or cured completely. A chronic health condition typically lasts more than 12 months, may require continuous treatment, and is severe enough to create some limitations in usual activity.

### Citizen-centered

Meeting the needs and preferences of individuals and communities, rather than expecting people to adapt to what the system has to offer.

### Communities

Results of the NBHC 2014 Primary Health Survey are reported for 33 New Brunswick communities. These communities were created by the NBHC specifically to report indicators at the community level. Several considerations were necessary to create these communities:

- Locations of hospitals, community health centres, and health service centres
- Catchment areas of community health centres, taking into account the citizens who receive services at the community health centre
- Population base of each community to ensure that there would be enough survey responses in each community to report results
- Receiving feedback from primary health stakeholders

### Community health centre

A community health centre is a place where you can see many different health professionals under one roof, such as a doctor, nurse practitioner, nurse, physiotherapist, dietitian, social worker, occupational therapist, respiratory therapist, rehab assistant, or pharmacist.

### Equity

Providing quality care/service 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, belief or political activity. The extent to which access to health care and quality services are provided on the basis of health needs, without systematic differences on the basis of individual or social characteristics.

### Nurse practitioner

Nurse practitioners can diagnose and treat common acute and chronic illnesses, and they have the authority to order diagnostic tests and prescribe medications. Nurse practitioners are employed in a variety of settings, including community health centres, nursing homes, family practice clinics, emergency rooms, outpatient clinics and public health agencies.

### Personal family doctor

A personal family doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. This does not include specialists who specialize in one area of health care or doctors you would see at an after-hours clinic or a walk-in clinic.

## Primary health

Primary health services are usually provided at the first point of contact with the health care system, and refer to several types of services that can be provided by many different health professionals, including family doctors, nurses, nurse practitioners, dietitians, physiotherapists, and social workers. Primary health services typically include routine care, care for urgent but minor or common health problems, mental health care, maternity and child care, psychosocial services, liaison with home care, health promotion and disease prevention, nutrition counseling, and end of life care.

## Primary health team

A primary health team consists of a personal family doctor supported by an interdisciplinary team of allied health care providers, such as a nurse, nurse practitioner, dietitian, physiotherapist, or social worker. The objectives of establishing a multi-disciplinary primary health team are: "the most appropriate care is provided by the most appropriate provider", "to increase the emphasis on health promotion, disease and injury prevention, and chronic disease management", "to expand 24/7 access to essential services", and "to facilitate coordination with other health services (such as specialists and hospitals)". In the NBHC 2014 Primary Health Survey, access to a primary health team is defined as:

- having a personal family doctor  
AND
- a nurse is regularly involved in health care OR a nurse practitioner is regularly involved in health care OR other health professionals work in the same office as the personal family doctor

## Specialist

Specialists are doctors like surgeons, cardiologists, dermatologists, oncologists, and other doctors who specialize in one area of health care. Although in most cases a specialist will not be the first point of contact with the health care system, a specialist can become the healthcare provider that some citizens see most often and on a regular basis for their health care, and they play an important role in the coordination of care with the citizen's personal family doctor.

## Tele-Care

Tele-Care (or 811) is a free and confidential telephone line to get medical information or health advice from a registered nurse. Other information lines in New Brunswick include poison, gambling, sexually transmitted infections and 'My Choices – My Health'.

## Zone (Health zone)

New Brunswick has seven zone boundaries (health regions) as defined by Statistics Canada and these zones are currently used for higher level statistical reporting for the population. Health facilities in zone 2 (Saint John), zone 3 (Fredericton and Upper River Valley) and zone 7 (Miramichi) are managed by Horizon Health Network. Health facilities in zone 4 (Northwest), zone 5 (Restigouche) and zone 6 (Acadie-Bathurst) are managed by Vitalité Health Network. Health facilities in zone 1 (Moncton/Beauséjour) are managed by either Horizon Health Network or Vitalité Health Network.

## BACKGROUND

In 2011 the New Brunswick Health Council (NBHC) released the results of its primary health survey<sup>4</sup>. This was the most comprehensive health care survey undertaken in New Brunswick, with an emphasis on evaluating primary health services from the citizen's perspective. Collecting a very large sample of survey data from the New Brunswick population was critical to the success of this province-wide initiative. For the first time in New Brunswick, several key indicators measuring primary health were publicly reported, and more importantly this information was presented at the community level.

The information collected from the NBHC's 2011 survey has given a voice to New Brunswick citizens that can help translate knowledge into practice. This information has been used by health system partners in planning the delivery of primary health services and in supporting community health needs:

- Survey results were used to inform the New Brunswick Primary Health Care Summit, held in October 2011. The goal of the summit was to ignite change in primary health services by producing a shared vision and commitment to improve primary health services access and delivery across the province. As a follow-up to the summit, the Department of Health released a Primary Health Care Framework for New Brunswick.<sup>5</sup>
- Survey results were also used to inform citizens during the provincial health plan consultation process in June and July 2012 led by the Minister of Health and co-ordinated by the NBHC. Getting access to timely primary health services, flagged as an area for improvement by the NBHC in its report, has been recognized within the Government of New Brunswick 2013-2018 Provincial Health Plan.<sup>6</sup>
- In May 2013, the Vitalité and Horizon Health Networks, in collaboration with the Department of Health and the NBHC, have identified a list of core indicators from which to collect data on community health needs.<sup>7</sup> The set of mandatory indicators includes data collected from the NBHC's 2011 primary health survey.
- In April 2014 the NBHC developed 33 "My Community at a Glance" Community Profiles that empower individuals with information about their region to stimulate interest in building healthier communities.<sup>8</sup> The information included in these profiles comes from a variety of provincial and federal sources, including an important contribution from the NBHC's primary health survey.

This survey plays a significant role in helping the NBHC fulfill its dual mandate to engage citizens for the purpose of improving health service quality in the province, and to measure, monitor, evaluate and report on health system performance to both the public and the health system partners.



## INTRODUCTION

Respecting a three year survey cycle, the NBHC is releasing the results of its 2014 Primary Health Survey. Given the opportunity to express their opinions about the health services they receive in New Brunswick, citizens have again responded overwhelmingly to this survey. Calls were made between April and September 2014, and this has resulted in a sample of 13,614 completed surveys. Citizens could complete the telephone interview in the official language of their choice.

The objective of this report is to provide primary health data and information at the provincial, regional and community level in order to measure, monitor and evaluate improvements over time. For the first time in New Brunswick, comparisons can be made between survey results (2014 and 2011) to see if any improvements have been made for key indicators measuring the quality of primary health services.

This report, together with the NBHC's upcoming 2014 Health System Report Card, will make an important contribution to the information that can allow health policy planners and decision-makers improve the quality of primary health services while reducing inequities that may be present in the delivery of these services.

In using a standardized approach across the province for citizens to express their opinions about the primary health services they receive, the information collected from this survey will allow communities to compare their experiences with overall New Brunswick results. Variations across communities can also be highlighted, as this report will address the question: "Do we have geographic inequities in New Brunswick with respect to the quality and experience of primary health services?"

Ongoing monitoring of patients' experiences using surveys combined with routine feedback to primary health services providers can lead to practice improvements and internal quality control; it also enhances a culture of patient engagement.<sup>9</sup>

The challenge facing our province is how we will redesign health services to achieve improved health outcomes for New Brunswick's population while being fiscally responsible and citizen-centred.

## WHAT IS PRIMARY HEALTH?

Primary health services are usually provided at the first point of contact with the health care system, and refer to several types of services that can be provided by many different health professionals. In this survey, New Brunswickers were asked about their experiences with personal family doctors, nurse practitioners, emergency departments, specialists, after-hours clinics and walk-in clinics, community health centres, ambulance services, alternative practitioners, health professionals at a private clinic, and Tele-Care.

Although other surveys conducted by the NBHC focus on a specific type of service received, such as hospital services (NBHC 2013 Acute Care Survey<sup>10</sup>) or home care services (NBHC 2012 Home Care Survey<sup>11</sup>), the primary health survey remains the NBHC's most important survey as it is closely linked to population health, while primary health services providers play a critically important role in helping citizens navigate through the health care system.

## WHY IS PRIMARY HEALTH IMPORTANT?

As provincial governments aim to improve the efficiency and effectiveness of health care, evaluating primary health services is critical as these services touch the lives of virtually all New Brunswickers. Within a given year, over 90% of citizens receive some form of primary health service. Health care systems with a strong foundation of primary health are recognized for improving the overall health of populations.<sup>1,2,3</sup>

In its Recommendations to the New Brunswick Health Minister<sup>12</sup>, improving primary health services was identified by the NBHC as one of three important areas of focus in moving towards a planned and citizen-centered publicly-funded provincial health care system.

In conducting its second primary health survey in three years, the NBHC has collected a wealth of information that can help New Brunswick become a leader among provinces facing primary health services reform. Citizens who use primary health services provide a unique and valuable perspective to the improvement of services delivered in their community.

Primary health services are also important in chronic disease prevention and management. Data on primary health services has been highlighted as a priority for jurisdictions looking to measure and improve chronic disease prevention and management.<sup>13,14</sup>

The World Health Organization has declared chronic disease an epidemic with a large economic impact: currently, chronic diseases are the leading cause of death in the world.<sup>15</sup> Research indicates that individuals with chronic health conditions use the health system more often and more intensively, and that the intensity of use increases in relation to the number of chronic comorbidities.<sup>16,17</sup> In fact adults with multiple chronic diseases tend to be high users of health care services and account for more than two-thirds of health care spending.<sup>18</sup>

The number of individuals affected by chronic disease in Canada is expected to increase as the population ages and as a result of the rise in contributing risk factors, such as overweight and obesity and physical activity.<sup>19</sup>

The percentage of New Brunswickers with a chronic health condition has generally been higher than the Canadian average. Primary health services providers play an important role in helping citizens manage and control their health condition.

## COMMUNITY BASED INFORMATION

Prior to the NBHC's 2011 primary health survey, there has been limited population-based data under primary health services to support the needs of New Brunswick communities. Through the NBHC's 2011 and 2014 primary health surveys, collecting a very large sample of data from the New Brunswick population allows researchers and decision makers to look further than overall provincial results, as responsiveness to community needs is a key element of primary health.

In fact, survey results are reported for thirty-three (33) New Brunswick communities. These 33 communities can also be combined into the seven New Brunswick regional boundaries (health zones) as defined by Statistics Canada and currently used in New Brunswick for higher level statistical reporting for the population.

Unlike NBHC's 2013 acute care survey where results in each hospital are linked to either Horizon Health Network or Vitalité Health Network, results for the NBHC's primary health survey will not be associated to one of the two regional health authorities. Results from this survey are only associated to the community in which the citizen lives, and pertains to care experiences and services received in New Brunswick.

Several indicators from the NBHC's 2011 primary health survey have been used to enhance the quality of information presented in the NBHC's 2014 "My Community at a Glance" Community Profiles.<sup>8</sup> Reporting on primary health at the community level becomes a unique opportunity for New Brunswick to focus on a citizen-centered approach in facilitating community needs assessments.

## HOW ARE SURVEY RESULTS PRESENTED IN THIS REPORT?

Reporting on primary health services is complex, as many quality dimensions and several ways of presenting survey results can be considered. The 2014 primary health survey report has been designed for citizens, decision-makers and program planners to see how the quality of primary health services vary from one community to another based on several dimensions commonly associated with primary health.

The indicators in this report relating to primary health services were organized into eight categories for presentation purposes: accessibility, appropriateness, effectiveness, safety, efficiency, use of services, communication with a personal family doctor and satisfaction with primary health services. Within these eight categories, the NBHC has chosen 47 indicators that represent key aspects of the primary health sector performance. These indicators are reported for (1) overall New Brunswick, (2) provincial results disaggregated by gender, age, preferred language of service, education level, household income, aboriginal identity, and persons with disabilities, (3) by health zone and (4) by community.

For each of the 33 New Brunswick communities, this report also includes indicators associated to population health, grouped under categories such as demographic profile, health profile, health services barriers, memory loss, health behaviours, and self-reported prevalence of chronic health conditions. Health behaviours and socio-economic factors are known to have a strong influence on an individual's health<sup>20</sup> and have an impact on health services demand, and therefore were incorporated as contextual factors in this report.

For each of the 33 communities in this report, survey results in 2014 can easily be compared to those obtained from the previous survey in 2011, and 2014 community results can also be compared to 2014 overall provincial results. Several methods can be used to compare community results. In this report, each community indicator is given a rank between 1 and 33 where possible, with 1 being the best result among all 33 communities, and 33 being the worst. This rank should only be used to identify strengths, challenges and areas of improvement within communities.



## HOW DO WE ENSURE EQUITABLE SERVICES IN PRIMARY HEALTH?

Under the lens of health system performance, equity is defined as providing quality care/service 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, belief or political activity.<sup>21</sup>

In this report, equity within primary health services will be presented in three categories: equity based on preferred language of service, equity based on geographic differences in primary health services, and equity based on demographic differences.

### EQUITY BASED ON PREFERRED LANGUAGE OF SERVICE

Equity based on preferred language of service has been measured by the NBHC in all of their care experience surveys. When looking at overall health services in New Brunswick, among citizens who prefer receiving services in English, 95.2% reported that they “always” receive services in the language of their choice. These results are unchanged from previous results in 2011 (95.3%). However, among New Brunswickers who prefer to receive services in French, only 72.6% reported in 2014 that they “always” receive services in the language of their choice (compared to 78.9% in 2011).

This indicator measures how often language barriers can prevent citizens from communicating with health services providers. The effective exchange and expression of thoughts, feelings and information between citizens and health services providers is a key element of citizen-centered health services.

### SERVICES RECEIVED FROM PERSONAL FAMILY DOCTOR

Although primary health services received from nurse practitioners have increased in the last three years (see Use of Services on page 29), this section will focus on key accessibility indicators based on primary health services received from personal family doctors, mainly due to the fact that 80.3% of citizens visit a family doctor in a given year and this represents a significant impact to the population of New Brunswick.

Unlike other quality dimensions, equity is rarely measured directly from a question in a survey. A common approach to evaluating equity in the quality of services received is to select an indicator under another quality dimension such as accessibility, and compare results by demographics (male/female or high/low income). This approach will be referred to as evaluating “demographic inequities”.

However, evaluating equity in the quality of primary health services should not focus solely on marginalized populations. Citizens expect to receive the same level of quality services across the province, regardless of where they live or the size of their community. With survey results available for 33 NB communities, another approach to evaluating equity is to select an indicator under accessibility, and compare results across all 33 communities. This approach will be referred to as evaluating “geographic inequities”.

In this report, both geographic and demographic inequities will be highlighted for key indicators under the accessibility dimension. During a citizen engagement initiative conducted by the NBHC, accessibility

ranked first when participants were asked which core value is most important to them as a citizen.<sup>22</sup> Equity was considered by many of the participants as a value which is complementary and closely intertwined with the notion of accessibility.

### **EQUITY BASED ON GEOGRAPHIC DIFFERENCES IN PRIMARY HEALTH SERVICES**

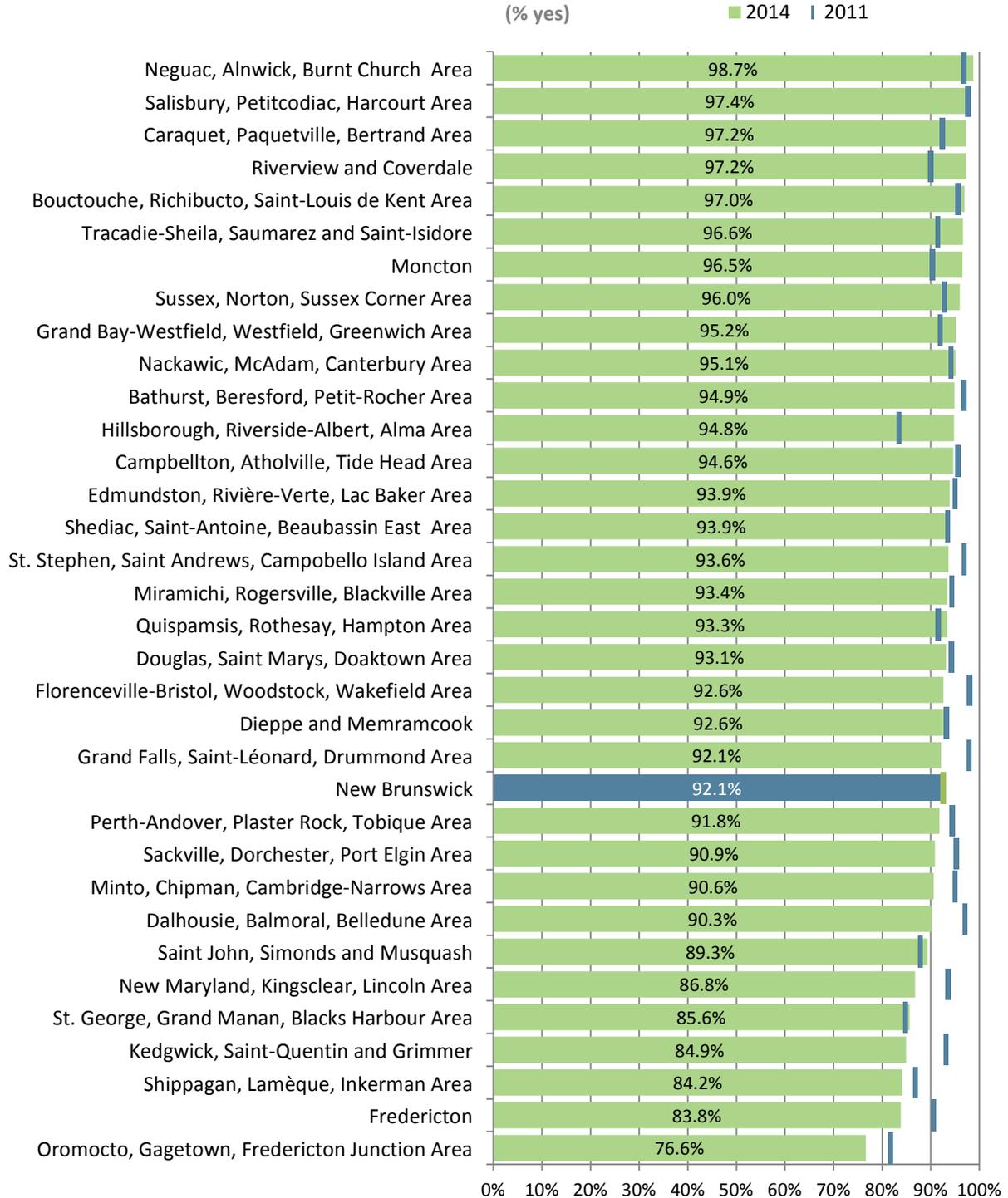
In keeping with its mandate to place the citizen at the center of its work, the NBHC will compare key accessibility indicators across the 33 NB communities, thus highlighting geographic inequities and providing an innovative way to bring accessibility and equity to the forefront of primary health services reform in New Brunswick.

Figures 1 through 4 highlight variations that exist under accessibility of primary health services in New Brunswick, thus providing a snapshot of which communities have the greatest potential for improvement.

Based on where citizens live, is there inequity in primary health services if 88.8% of citizens in one NB community can get an appointment with their family doctor within five days, while only 21.8% of citizens in another community can get an appointment within five days (figure 3)? How does this difference in access influence the citizens' relationship and continuity of care with their family doctor, and their outcomes in managing their health?

The first step in addressing the equity of primary health services is to expose relevant information in a concise and comprehensive format, as shown in this section of the report. The next step is for primary health planners and decision-makers to explore the information in an effort to establish priorities, standards and benchmarks in the reduction of inequities.

**Figure 1. Has a personal family doctor**

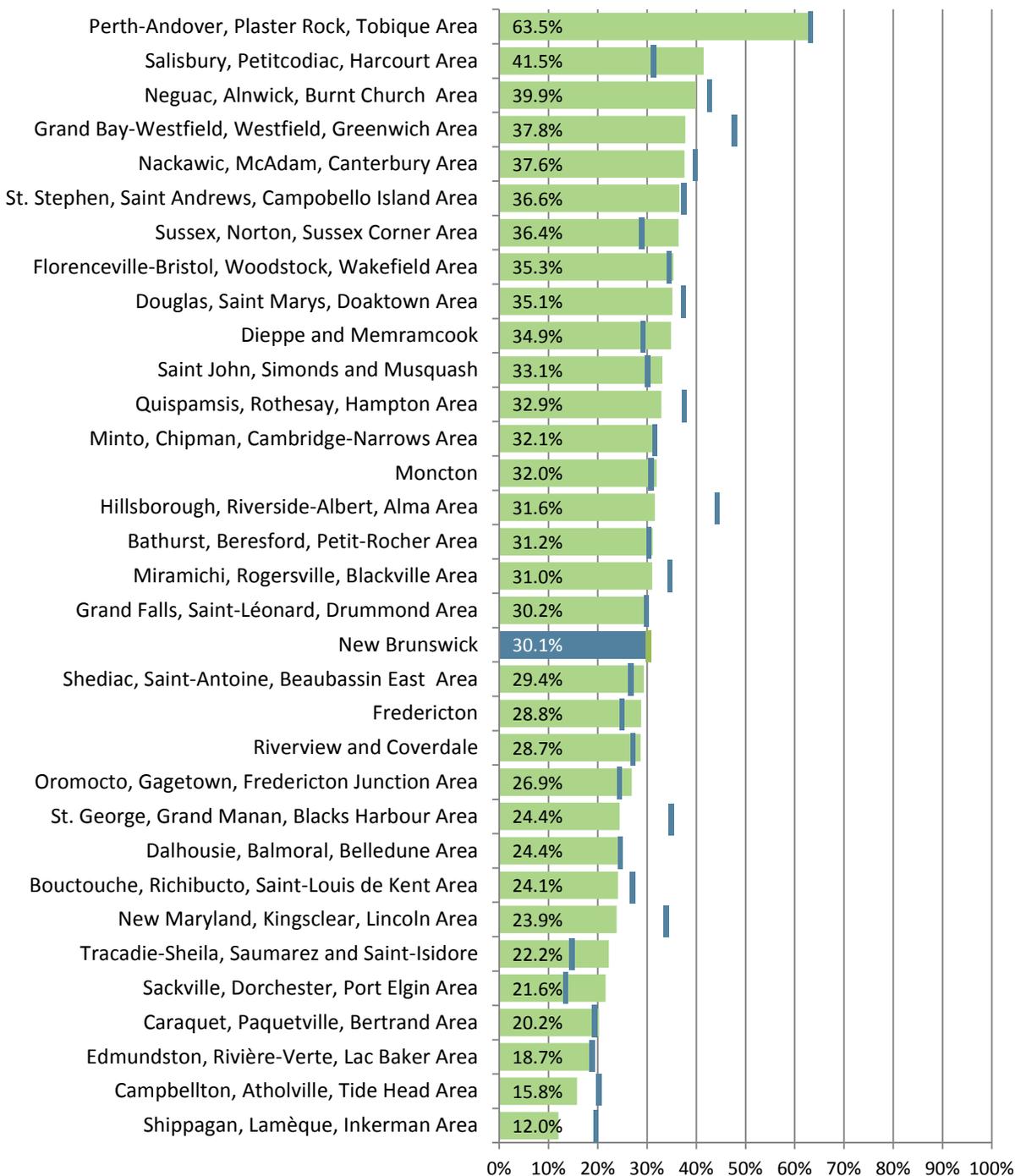


NBHC 2014 Primary Health Care Survey: "Do you have a personal family doctor?"

**Figure 2. How quickly appointment can be made with family doctor**

(% on same day or next day)

■ 2014 ■ 2011



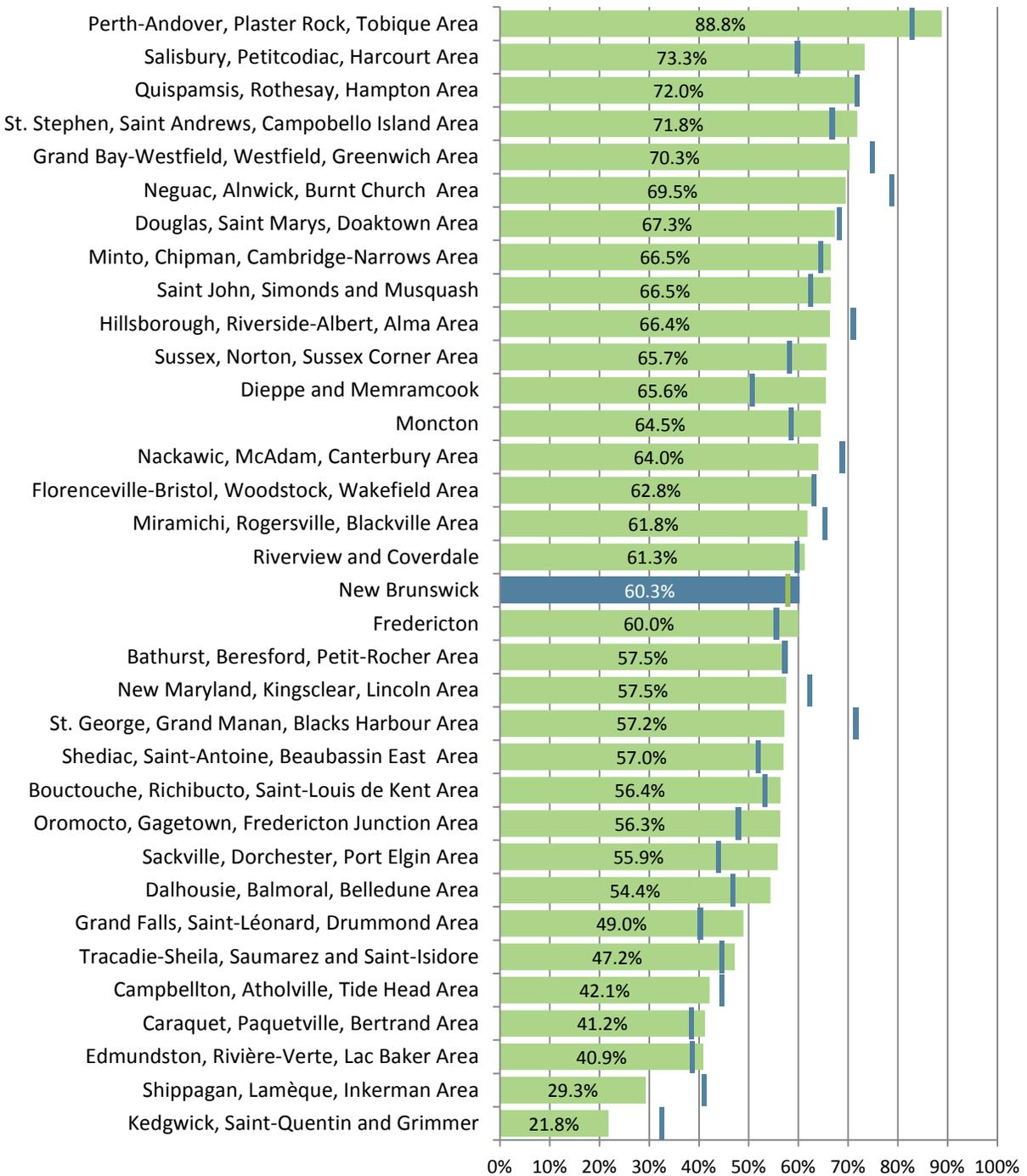
NBHC 2014 Primary Health Care Survey: "Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your personal family doctor?"

Note: Results for the Kedgwick, Saint-Quentin and Grimmer community have been suppressed as the indicator is too unreliable to be published (coefficient of variation greater than 33.3%)

**Figure 3. How quickly appointment can be made with family doctor**

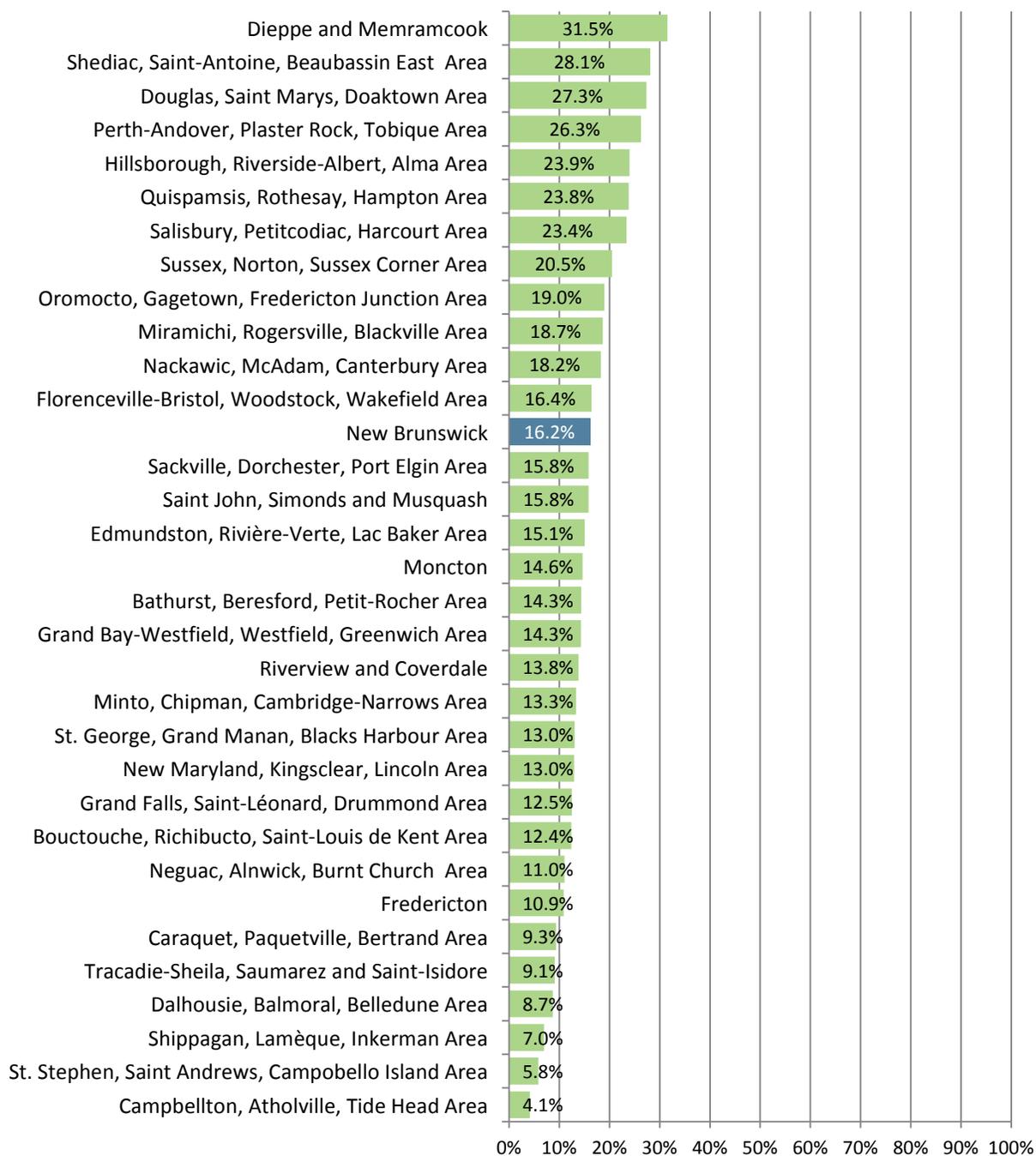
(% within 5 days)

■ 2014 ■ 2011



NBHC 2014 Primary Health Care Survey: "Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your personal family doctor?"

**Figure 4. Family doctor has extended office hours (after 5pm or on weekends)**  
(% yes)



NBHC 2014 Primary Health Care Survey: “Are there any days during the week when your personal family doctor has extended office hours, such as after 5pm on a weekday or sometime during the weekend?”

Note: Results for the Kedgwick, Saint-Quentin and Grimmer community have been suppressed as the indicator is too unreliable to be published (coefficient of variation greater than 33.3%)

This question was not asked in the 2011 survey.

How quickly appointments can be made with a primary health services provider when sick or in need of medical attention should be at the forefront of primary health services reform. Establishing a benchmark through discussions with citizens across the province on what is considered appropriate access to primary health services providers would be a crucial first step in improving primary health services for all New Brunswickers.

With respect to citizen-reported indicators on accessibility such as how quickly an appointment can be made with family doctors, some may argue that these types of indicators would be more accurate from administrative data collected from the health services provider. If the objective is to report on the variations that may exist between communities, both sources of information will likely lead to similar trends or observations. This report has confirmed that standardized citizen-reported surveys can produce convincing data that reveal large variations across communities with respect to the quality of primary health services.

Any loss of accuracy that may exist under a citizen-reported survey (versus administrative data) will be outweighed by the insights obtained when linking information together based on citizens' experiences. For example, to what extent does poor access to family doctors lead to a higher use of hospital emergency departments?

#### **EQUITY BASED ON DEMOGRAPHIC DIFFERENCES IN PRIMARY HEALTH SERVICES**

Equity has also been defined as the extent to which access to health care and quality services are provided on the basis of health needs, without systematic differences on the basis of individual or social characteristics.<sup>23</sup>

Demographic inequities must be explored with a different lens. For example, based on demographics, is there inequity in primary health services if older adults (age 65+) can get an appointment more quickly than younger adults? Knowing that older adults have a higher prevalence of chronic health conditions, is this type of primary health service considered to be equitable based on health needs?

Provincial results in this report are disaggregated by gender, age, preferred language of service, education level, household income, aboriginal identity, and persons with disabilities. This allows for comparisons to be made across segments of the population in exploring demographic inequities.



## PRIMARY HEALTH SERVICES IN 2014

This survey plays an important role in evaluating health services quality against the criteria set out by the New Brunswick Health Council Act as measured by accessibility, equity, appropriateness, safety, efficiency and effectiveness factors.

The indicators in this report relating to primary health services are organized into eight categories: accessibility (11), appropriateness (6), effectiveness (1), safety (2), efficiency (2), use of services (9), communication with a personal family doctor (3), and satisfaction with primary health services (13). Within these eight categories, the NBHC has chosen 47 indicators that represent key aspects of primary health care performance.

### 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*

Research illustrates that increased accessibility to a primary health services provider is a hallmark of better health and lower total health care system costs, and that continuity of primary health services has been associated with positive health outcomes, including increased preventive care, decreased hospitalization and fewer emergency department visits.<sup>24</sup>

In 2014, 92.1% of New Brunswickers reported having a personal family doctor, which is virtually unchanged from previous results obtained in 2011 (92.6%). Across the 33 New Brunswick communities, the percentage of New Brunswickers in 2014 with a family doctor varies from 76.6% to 98.7%.

When asked how quickly they can see their family doctor, only 30.1% of citizens said they can get an appointment on the same day or next day, which has remained unchanged since 2011 (30.3%). As a consequence, New Brunswickers turn to other providers of primary health services, like after-hours clinics or the hospital emergency room. The percentage of citizens who can get an appointment with their family doctor on the same day or next day varies considerably at the community level, from 12.0% to 63.5%.

The percentage of citizens who can get an appointment with their family doctor within five days has slightly improved (60.3% in 2014 compared to 57.9% in 2011). However, the percentage of citizens who can get an appointment with their family doctor within five days in 2014 varies considerably at the community level, from 21.8% to 88.8%.

Overall, 16.2% of New Brunswickers reported that their family doctor has extended office hours (after 5pm or on weekends), with results at the community level varying from 4.1% to 31.5%. This question was not asked in the 2011 survey.

### APPROPRIATENESS

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

Several practice guidelines recommend that people who have diabetes, heart disease, stroke or high blood pressure have their blood pressure, cholesterol, body weight and blood sugar measured at least

once every 12 months in order to understand care effectiveness and when more action needs to be taken.<sup>25</sup>

Citizens were asked if they had screening tests or measurements in the last year for blood pressure, cholesterol, blood sugar and body weight. Among citizens who reported being diagnosed with one or more of four select chronic health conditions (diabetes, heart disease, stroke or high blood pressure), these indicators are going in the wrong direction: 91.3% for blood pressure measurement in 2014 (compared to 93.3% in 2011), 76.3% for cholesterol (79.8%), 73.9% for blood sugar (76.6%), and 59.3% for body weight (64.3)%.

There is a large variation across the 33 New Brunswick communities in 2014 for blood pressure measurement (73.6% to 98.3%), cholesterol (63.7% to 93.2%), blood sugar (56.8% to 85.7%) and body weight (41.8% to 83.8%).

When asked if they had received a flu shot in the last year, 70.6% of adults 65 years and over said yes, with community results varying from 46.2% to 81.7%. This question was not asked in the 2011 survey. Influenza vaccines are a safe and effective way to help people stay healthy, prevent illness, and even save lives. As people age, they may be at higher risk of complications and possible hospitalizations.

## EFFECTIVENESS

*Care/service, intervention or action achieves the desired results*

Self-management refers to tasks that individuals must undertake to live well with one or more chronic conditions, including having the confidence to deal with medical management, role management and emotional management of their conditions.<sup>26</sup>

Of the survey respondents who reported having at least one of twelve select chronic health conditions<sup>†</sup>, 42.2% reported that they are “very confident” in controlling and managing their health condition, which is a slight improvement from 2011 results (39.3%). Across the 33 New Brunswick communities in 2014, this effectiveness indicator varies from 31.8% to 52.4%.

Research indicates that engaging and activating patients in their own care leads to better health outcomes, including possible stabilization and improvement of chronic health conditions and a decreased risk of complications.<sup>27</sup>

## SAFETY

*Potential risks of an intervention or the environment are avoided or minimized*

In 2014, 47.7% of New Brunswickers with at least one of twelve select chronic health conditions<sup>†</sup> reported that they “strongly agree” in knowing what their medications do, and these results are virtually unchanged from previous results in 2011 (46.7%). A large variation across the 33 New Brunswick communities has been observed in 2014, with results varying from 18.4% to 63.6%.

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<sup>†</sup> Arthritis, asthma, chronic pain, cancer, diabetes, depression, a mood disorder other than depression, chronic obstructive pulmonary disease (COPD), stroke, heart disease, hypertension or gastric reflux

For citizens with chronic health conditions, knowing what their medications do has a very strong association with knowing how to prevent further problems with their health condition<sup>28</sup>, which in turn can increase confidence in controlling and managing their health condition.

Not counting if they had stayed overnight in a hospital, 2.7% of New Brunswickers in 2014 believe that they were harmed because of a medical error or mistake as a result of health care services received in the last 12 months, which is a slight improvement from 2011 (3.4%).

## **EFFICIENCY**

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

Difficulties with timely access to primary health services, such as individuals waiting longer than five days to see their family doctor, has been associated with an increase in the use of hospital emergency departments.<sup>29</sup>

In the 2014 New Brunswick primary health survey, respondents were asked where they go most often when sick or in need of care from a health professional. In 2014, 11.5% of New Brunswickers reported that they go to the hospital emergency department most often, and these results are virtually unchanged from previous results in 2011 (12.0%). Results in 2014 vary considerably among the 33 New Brunswick communities, varying from 3.5% to 60.6%.

## **USE OF SERVICES**

*Using primary health services in the last 12 months*

Under the “use of primary health services”, 41.3% of New Brunswickers in 2014 are visiting hospital emergency departments in the run of a year (compared to 42.0% in 2011). Across the 33 New Brunswick communities in 2014, this varies considerably from 27.8% to 64.6%.

Overall in New Brunswick, 7.7% of citizens in 2014 reported that they had visited a nurse practitioner in the last year (compared to 5.1% in 2011), and 4.8% of citizens reported that a nurse practitioner is regularly involved in their health care (compared to 2.8% in 2011).

Nurse practitioners are employed in a variety of settings, including community health centres, nursing homes, family practice clinics, emergency rooms, outpatient clinics and public health agencies.

## **COMMUNICATION WITH PERSONAL FAMILY DOCTOR**

*Building a relationship that enhances continuity of care*

Primary health services should be based on a partnership between health professionals and citizens. Communication and building a relationship with a primary health services provider is recognized as a dimension of high-quality care; it encompasses shared decision-making and services that respect citizen’s preferences, needs and values.

Citizens generally give a higher overall satisfaction rating of services received from their family doctor if their doctor explains things in a way that they can understand, involves them in decisions about their care, and gives them enough time to discuss feelings, fears, and concerns about their health.<sup>28</sup>

In fact, even though factors relating to accessibility, such as how quickly an appointment can be made, can have an influence on how citizens rate the overall services received from their family doctor, a stronger association with overall satisfaction has been observed for factors under communication.<sup>28</sup>

In 2014, 80.2% of New Brunswickers reported that their family doctor “always” explains things in a way that is easy to understand, which is a slight improvement from 2011 results (77.3%). Across the 33 NB communities in 2014, this indicator varies from 67.5% to 85.2%.

Overall in New Brunswick, 68.2% of citizens in 2014 reported that their family doctor “always” involves them in decisions about their health care, which is an improvement from 2011 results (64.2%). Results in 2014 vary considerably among the 33 New Brunswick communities, varying from 43.7% to 79.3%.

When evaluating the communication and relationship that citizens have with their family doctor, 71.9% of New Brunswickers reported that their family doctor “always” gives them enough time to discuss feelings, fears and concerns about their health, which is a slight improvement from 2011 results (68.6%). Across the 33 NB communities in 2014, this indicator varies from 53.5% to 79.0%.

A recent Canadian study reported that the quantity of time spent with a primary health services provider impacts the level of patient engagement in his or her care, thus influencing a patient’s ability to maintain and improve his or her health.<sup>30</sup>

## **SATISFACTION WITH PRIMARY HEALTH SERVICES**

### *Evaluation of services received in the last 12 months*

When asked to rate the overall health care services they have received in New Brunswick, 67.9% of citizens responded favourably by giving an 8, 9 or 10 on a scale of zero to ten, where zero is the worst health care possible and ten is the best health care possible. This satisfaction indicator has improved since 2011 (61.5%), however results at the community level vary from 57.0% to 83.6%.

When asked to rate the health care services they have received from their personal family doctor in the last 12 months, 83.9% of citizens responded favourably by giving an 8, 9 or 10 on a scale of zero to ten. This satisfaction indicator has slightly improved since 2011 (81.3%), while results at the community level vary from 78.7% to 92.1%.

Among citizens who have talked to a health professional in 2014 about their mental or emotional health in the last 12 months, 90.8% reported that the care they received was “very or somewhat helpful”, which is going in the wrong direction when comparing with 2011 results (93.5%). Across the 33 New Brunswick communities in 2014, survey results vary from 77.5% to 100%.

## POPULATION HEALTH

Under a citizen-centred approach, it is important to understand and include population health when looking at quality of primary health services and understanding the specific needs of a community. Addressing the social determinants of health is an integral component to renewing primary health services.<sup>5</sup>

In its 2011 Recommendations to the New Brunswick Minister of Health<sup>12</sup>, improving health promotion and disease prevention was identified by the NBHC as one of three important areas of focus in moving towards a planned and citizen-centered publicly-funded provincial health care system.

## HEALTH PROFILE

In 2014, 50.5% of New Brunswickers reported that their overall health was “very good or excellent”, which is lower than survey results in 2011 (53.3%). Across the 33 New Brunswick communities, survey results vary from 32.0% to 65.3%.

When asked about their own health, 61.6% of New Brunswickers reported that a health professional had ever diagnosed them or treated them for at least one of the following twelve (12) chronic health conditions: arthritis, asthma, chronic pain, cancer, diabetes, depression, a mood disorder other than depression, chronic obstructive pulmonary disease (COPD), stroke, heart disease, hypertension or gastric reflux. This percentage has increased since 2011 (59.2%). At the community level, survey results vary from 51.4% to 70.9%.

A complete health profile should include indicators that measure to what extent citizens are taking responsibility for their own health. In NB, 55.2% “strongly agree” that their health largely depends on how well they take care of themselves. Across the 33 New Brunswick communities, this indicator varies considerably from 32.6% to 64.3%.

For citizens with one or more chronic health conditions, there is a strong association between acknowledging that their health largely depends on how well they take care of themselves and knowing how to prevent further problems with their health condition.<sup>28</sup>

Persons with disabilities include those who have a long term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full participation in society on an equal basis with others.

When asked if they are limited in the kinds or amount of activity they can do at home, work or otherwise because of a physical or mental condition, or a health problem, 22.1% of New Brunswickers answered “yes, often” or “yes, sometimes”. Community level results vary from 15.3% to 35.2%.

This survey excludes people living in nursing homes or special care homes, therefore the percentage of citizens with disabilities should be used with caution as this number does not provide a complete snapshot of the population of New Brunswick aged 18 years or older.

## MEMORY LOSS

In this year's survey some questions were included to measure the extent to which households or individuals are dealing with the increased burden or impact of chronic diseases. In almost 1 in 5 New Brunswick households (approximately 60,000 homes), someone has problems with memory loss, and in about 1 in 12 households (approximately 25,000 homes), these problems interfere with day to day function, such as paying bills, preparing meals, or taking medications.

## SOCIAL AND ECONOMIC FACTORS

In this report, a demographic profile is provided for each community, including social and economic factors such as education level, household income and employment status.

Widespread disparities have been observed in New Brunswick by income with respect to self-reported prevalence of chronic health conditions, even within specific age groups. Lower income citizens (less than \$25,000) generally have far higher self-reported chronic health conditions than those with higher income (\$60,000 or more).<sup>28</sup> For example, within the 35-54 age group, the percentage of citizens with lower income who have chronic pain can be up to 3 to 4 times higher than citizens with higher income.

With respect to persons with disabilities, 40.5% of lower income citizens (less than \$25,000) reported that they are limited in the kinds or amount of activity they can do at home, work or otherwise because of a physical or mental condition, or a health problem, compared to 12.1% for citizens with higher income (\$60,000 or more).

Socio-economic status and support have been shown to be factors associated with readmission rates to hospitals for individuals affected with chronic diseases.<sup>21</sup>

## HEALTH BEHAVIOURS

In this report, health behaviours are reported for each community, including healthy eating, physical activity, tobacco use and obesity.

Being overweight or obese is a risk factor for type 2 diabetes, cardiovascular disease, hypertension, osteoarthritis, some cancers and gallbladder disease.<sup>31,32</sup>

Based on self-reported height and weight provided by respondents of the NBHC's 2014 primary health survey, 30.8% of New Brunswickers are obese. Across the 33 New Brunswick communities, obesity rates vary from 20.8% to 51.4%.

The role of the primary health services provider in counselling patients about the health risks associated with overweight and obesity is increasingly important in slowing the trend toward increased weight and decreased physical activity in Canada.<sup>33</sup>

## HEALTH SERVICES BARRIERS AND STRESSORS

In this report, several health service barriers are reported by New Brunswickers. Measuring health barriers at the community level is an important step in understanding how easy it is for the population to interact with the health care system.

When asked if they had any difficulties in getting the health services they needed, 17.4% of New Brunswickers reported that health care services were not available in their area at the time they needed it. Across the 33 New Brunswick communities, this indicator varies considerably from 8.8% to 35.6%.

Being able to access routine primary health services when needed is important in maintaining health, preventing health emergencies and preventing the inappropriate use of services.<sup>34,35</sup>

With respect to literacy, 9.4% of New Brunswickers reported that it is “always or usually” hard to understand written information when they want to learn about a medical condition or a prescription. Although this indicator has improved since 2011 (13.5%), survey results at the community level vary from 4.5% to 16.6%.

Along with these statistics, it was identified that the top four things that are contributing to a lot of stress for citizens are: time pressures (40.9%), health of family members (38.1%), work situation (34.2%) and financial situation (33.5%). Stressors can have significant implications on the burden to our productivity as individuals, as well as future mental, emotional, physical and spiritual well-being implications for the New Brunswick population.



## PRIMARY HEALTH INDICATORS TO INFORM POLICY AND PLANNING

Assessing the quality of primary health services in New Brunswick is extremely important in the conceptualization of a framework for primary health services reform and in the evaluation of progress made. Data on the quality and performance of healthcare hold the potential to guide quality improvement activities; redesign services; keep people and organizations accountable for their performance; change policy and practice; and inspire public debate.<sup>36</sup>

The NBHC will conduct another primary health survey in three years to monitor improvements over time. Why is it important to continue with this large scale survey? Measuring the quality of the primary health care system from patients' perspectives has been identified as a crucial step towards defining areas of improvement and monitoring the impact of change. Regularly scheduled primary health surveys have been recommended as a future data collection strategy.<sup>37</sup>

In 2011 the Canadian Institute for Health Information (CIHI) identified several indicators for measuring and improving primary health services in Canada.<sup>33</sup> These indicators are intended to meet the needs of policy-makers and providers of primary health services at the practice and organization level.

Although several data sources are identified for these indicators such as clinical administrative data, citizen-reported surveys are identified as one of the preferred data sources for these indicators, which means that citizen-reported measures of primary health services is still relevant today and remains an important piece when painting a picture of the state of primary health in New Brunswick.

Key domains of primary health services identified in this CIHI report have been covered by the NBHC's primary health survey, as we aim to provide a complete picture of the performance of the primary health sector by keeping citizens at the center of health services quality improvement in a provider and institution centric health system.



## METHODOLOGY

The New Brunswick Health Council (NBHC) has been established as an independent organization that measures, monitors and evaluates New Brunswick's health system performance through a citizen-centered dual mandate of performance measurement and citizen engagement. The 2014 Primary Health Survey was conducted by MQO Research, an independent research company, on behalf of the NBHC.

### QUESTIONNAIRE DESIGN

The questionnaire used in this survey was an adaptation from other similar surveys conducted by health care providers in other jurisdictions and was mostly based on the 2008 Canadian Survey of Experiences With Primary Health Care (conducted by Statistics Canada and funded by the Canadian Institute for Health Information and the Health Council of Canada), the Commonwealth Fund 2010 International Health Policy Survey, and the 2008 Satisfaction with Health Care Services Survey from the Health Quality Council of Alberta.

Every effort was made to keep the same wording of questions and response options when taken from other similar surveys. However, some modifications were made in the questionnaire to better align with primary health services received in New Brunswick. This survey evaluates experiences with primary health services from the citizen's point of view. Since these experiences include several types of primary health services providers and a wide array of services areas across the province, feedback from a broad range of stakeholders both nationally and locally was crucial in the development of the questionnaire. This resulted in improvements being made to the questionnaire design and flow.

Several steps were taken to ensure that New Brunswickers could respond to the survey in either official language (English or French) of their choice. The French version of the NBHC questionnaire was based on the English version. It was translated into French by a professional translator. The translated questionnaire was then fully reviewed by the NBHC and MQO Research teams.

A pilot test was conducted to ensure that the respondents understood the survey questions. During this pilot test, French and English questionnaires were completed by randomly selected citizens, and further changes to the questionnaire were implemented based on the results of the questionnaire testing process.

### TARGET POPULATION

The primary health survey was conducted with the general population of New Brunswick aged 18 years or older living in private dwellings. Participation in this survey was voluntary. This survey excludes businesses, households without telephones, some households that only use cellular phones, people living in group homes, and people living in nursing homes or special care homes. Calls were made from April to September 2014 to over 100,000 households, which represents about one third of all New Brunswick households.

### SAMPLING

Stratified random sampling was used based on geographic location. More specifically, the FSA (Forward Sortation Area), or first three digits of the postal code, was used as the basis for survey sampling to

ensure that each region of the province would be included. There are 111 FSAs in New Brunswick. Proportional allocation for each FSA was based on the number of households and four FSA categories were defined:

- Large FSAs: 250 completed surveys
- Medium FSAs: 150 completed surveys
- Small FSAs: 100 completed surveys
- Mini FSAs: 50 completed surveys

Based on this sampling strategy, the target for overall New Brunswick was a total of 13,500 completed surveys. This survey has resulted in a sample of 13,614 completed surveys. The length of the survey averaged 25 to 30 minutes.

## COMMUNICATION PLAN

Responding to this survey was voluntary. Respondents could skip any question on the survey if they were not comfortable answering it. A communication campaign was launched to promote awareness and participation in the Primary Health Survey by ensuring New Brunswickers understood that their participation would give them a unique opportunity to affect the future of health care in the province. The communication plan consisted of announcing the survey through a media release, as well as strategically placed paper ads and radio ads across all regions of the province.

A number of contact measures were established so as to provide citizens and participants a variety of channels to obtain additional information or voice any concerns they may have about the survey. Citizens with caller-ID technology who received a call to complete the survey could return the call by calling the number on their call display. A toll-free number to the contact centre was published on all messages related to this survey. Respondents wishing to obtain further information and clarity were provided with a toll-free number to the NBHC. Question and answer documentation relating to the survey was also available on the NBHC web site.

## DATA COLLECTION

Once a final version of the questionnaire was created, specifications were drawn up and a CATI (Computerized-Assisted Telephone Interviewing) application was used to collect data directly from survey respondents through telephone interviews. The CATI method is a telephone surveying technique in which the interviewer follows a script provided by a software application. The CATI application ensures that only valid question responses are entered and that all the correct flows are followed. Interviewers were given information on the survey content through training sessions and mock interviews to become familiar with the survey, its concepts, definitions and the CATI application itself.

The telephone interviews were conducted by MQO Research staff at offices in Richibucto, New Brunswick and Saint John's, Newfoundland. Interviews for the Primary Health survey were conducted primarily out of the Richibucto office, composed almost entirely of bilingual staff. All respondents were asked to identify their language of preference (English or French) prior to proceeding with the interview. In the rare occasion where an English speaking interviewer was asked to continue in French, the call was transferred to a bilingual interviewer for an immediate call-back.

## **CONFIDENTIALITY AND PRIVACY**

In order to protect the confidentiality of the information being provided by the NBHC as well as that being provided by the citizens themselves at the time of contact, MQO Research and all parties involved in the conduct of this survey followed strict data security procedures. Information was transmitted through strict data transfer and data security protocols in place to deal with sensitive information. The privacy laws of New Brunswick and Canada were respected in the conduct of this survey. Various confidentiality rules were applied to all data released or published to prevent the publication or disclosure of any information deemed confidential. If necessary, data is suppressed to prevent direct or residual disclosure of identifiable data.



## DATA ANALYSIS

As a first step, the New Brunswick census subdivisions were used as the building blocks in creating the 33 communities. These are the smallest areas for which Statistics Canada Census data is available such as age, gender, language, education, employment and income.

These census subdivisions were combined to create the 33 New Brunswick communities. These communities were created by the NBHC specifically to report results of indicators at the community level<sup>38</sup>. Several items were taken into consideration in creating these communities:

- Geographical location of hospitals, community health centres, and health service centres
- Catchment areas of community health centres
- Population base of each community to ensure that there would be enough survey responses in each community to report results
- Feedback from primary health care stakeholders

The Results by Community section, starting on page 125, includes a map with the 33 communities. As shown in Table 1, the 33 communities can be combined into one of the seven New Brunswick health zones for higher level planning.

Table 1. Health Zones

Zone	Communities
1	Bouctouche, Salisbury, Shediac, Sackville, Riverview, Moncton, Dieppe, Hillsborough
2	Sussex, Saint John, Grand Bay-Westfield, Quispamsis, St. George, St. Stephen
3	Minto, Oromocto, Fredericton, New Maryland, Nackawic, Douglas, Florenceville-Bristol, Perth-Andover
4	Kedgwick, Grand Falls, Edmundston
5	Campbellton, Dalhousie
6	Bathurst, Caraquet, Shippagan, Tracadie-Sheila
7	Neguac, Miramichi

## SAMPLE SIZES

As shown in Table 2, sampling by FSA has resulted in 33 community sample sizes that reflect the size of the population base, with a community margin of error ranging from  $\pm 2.7\%$  to  $\pm 10.2\%$ , and a provincial margin of error at  $\pm 0.8\%$ . Population data is based on the 2011 Census.

Table 2. Community Sample Sizes

Community	Population (18+)	Survey sample	Margin of error
Kedgwick	4,565	90	±10.2%
Cambellton	10,845	231	±6.4%
Dalhousie	11,745	213	±6.7%
Bathurst	28,510	425	±4.7%
Caraquet	12,385	255	±6.1%
Shippagan	12,875	220	±6.6%
Tracadie-Sheila	11,750	240	±6.3%
Neguac	7,195	108	±9.4%
Miramichi	29,620	451	±4.6%
Bouctouche	16,300	470	±4.5%
Salisbury	5,925	200	±6.8%
Shediac	25,620	677	±3.7%
Sackville	9,225	248	±6.1%
Riverview	18,555	386	±4.9%
Moncton	64,590	933	±3.2%
Dieppe	22,275	262	±6.0%
Hillsborough	4,395	150	±7.9%
Sussex	18,335	554	±4.1%
Minto	7,835	347	±5.1%
Saint John	61,180	1,255	±2.7%
Grand Bay-Westfield	8,105	271	±5.9%
Quispamsis	30,565	665	±3.8%
St. George	9,930	411	±4.7%
St. Stephen	11,635	325	±5.4%
Oromocto	14,055	452	±4.5%
Fredericton	46,220	562	±4.1%
New Maryland	19,870	429	±4.7%
Nackawic	9,055	399	±4.8%
Douglas	12,515	276	±5.8%
Florenceville-Bristol	21,295	782	±3.4%
Perth-Andover	7,825	275	±5.8%
Grand Falls	12,885	347	±5.2%
Edmundston	22,540	705	±3.6%
<b>Total NB</b>	<b>610,220</b>	<b>13,614</b>	<b>±0.8%</b>

## ESTIMATION

Survey data was weighted by age and gender at the community level based on 2011 Census data. This estimation method is used for each of the 33 communities so that survey results are representative of the actual population. Confidence intervals were calculated at the 95% confidence level to help assess statistical significance.

The coefficient of variation is used to determine the quality level of the estimates. Survey results with a coefficient of variation in the range of 16.6% to 33.3% are considered marginal and are flagged with the letter E accompanied by a warning to caution subsequent users about the high level of variability associated with the estimate. Survey results with a coefficient of variation in excess of 33.3% are considered too unreliable to be published and have been flagged with the letter F; these results have been suppressed from the report.

## DATA LIMITATIONS

All data are self-reported and are therefore subject to recall errors, and over or under-reporting. The sample design excludes households without telephones, some households that only use cellular phones, people living in some group homes, and people living in nursing homes or special care homes.



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# Overall New Brunswick Results



# Overall New Brunswick Results

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)
Age Group	18-34	24.3
	35-54	36.7
	55-64	18.7
	65+	20.3
Gender	Male	48.0
	Female	52.0
Education Level	High school or less	38.7
	College/Technical diploma	31.4
	University degree	29.9
Aboriginal	Yes	3.0
Preferred Language of Service	English	74.6
	French	25.4
Household Income	Less than \$25,000	19.9
	\$25,000 - \$59,999	35.5
	\$60,000 or more	44.6
Employment Status	Employed	54.6
	Unemployed/Seasonal	7.3
	Retired	24.7
	Other	13.5

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

n = 14,045

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)
Health services not available in your area when needed	21.2 (20.5 – 21.9)	17.4 (16.7 – 18.0)
Transportation problems	7.3 (6.9 – 7.8)	7.1 (6.6 – 7.5)
Language problems with health care provider	6.9 (6.5 – 7.4)	4.2 (3.9 – 4.6)
Cost for medication too high	48.6 (47.7 – 49.4)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	21.9 (21.2 – 22.6)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	35.6 (34.6 – 36.5)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	16.9 (16.2 – 17.5)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	12.4 (11.9 – 13.0)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	13.5 (12.9 – 14.1)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	88.8 (88.3 – 89.3)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>		
Time pressures / not enough time	Not Available	40.9 (40.1 – 41.7)
Health of family members	Not Available	38.1 (37.3 – 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	34.2 (33.4 – 35.0)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

# Overall New Brunswick Results

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

n = 14,045      n = 13,614

n = 14,045      n = 13,614

Health Profile	2011 (%)	2014 (%)
Self-rated Health (% very good or excellent)	53.3 (52.5 – 54.1)	↓ 50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	54.3 (53.5 – 55.1)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	12.5 (11.9 – 13.1)	↑ 15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	31.6 (30.8 – 32.4)	↓ 25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	75.9 (75.1 – 76.6)	↓ 73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	22.1 (21.4 – 22.8)
<b>Memory Loss</b>		
Someone in household has a memory problem	Not Available	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	3.9 (3.6 – 4.2)
<b>Health Behaviours</b>		
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	30.8 (30.0 – 31.6)

Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)
One or more chronic health conditions <sup>3</sup>	59.2 (58.4 – 60.0)	↑ 61.6 (60.8 – 62.4)
High blood pressure or hypertension	25.7 (25.0 – 26.4)	27.0 (26.2 – 27.7)
Arthritis	18.0 (17.4 – 18.6)	17.4 (16.8 – 18.0)
Gastric reflux (GERD)	16.1 (15.5 – 16.7)	16.4 (15.8 – 17.0)
Depression	12.7 (12.1 – 13.2)	↑ 14.9 (14.3 – 15.5)
Chronic pain	15.0 (14.4 – 15.6)	14.0 (13.5 – 14.6)
Asthma	10.3 (9.8 – 10.8)	↑ 11.8 (11.3 – 12.4)
Diabetes	9.2 (8.8 – 9.7)	↑ 10.7 (10.1 – 11.2)
Heart disease	8.3 (7.8 – 8.8)	8.3 (7.9 – 8.8)
Cancer	7.0 (6.6 – 7.4)	↑ 8.3 (7.8 – 8.7)
Emphysema or COPD	2.7 (2.5 – 3.0)	3.0 (2.7 – 3.3)
Mood disorder other than depression	2.5 (2.3 – 2.8)	3.0 (2.7 – 3.2)
Stroke	2.0 (1.8 – 2.2)	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

## Overall New Brunswick Results

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=14,045

n=13,614

Primary Health Indicator		NB 2011	NB 2014		
<b>Accessibility</b> 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					
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.6 (92.2 – 93.0)	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	76.6 (75.9 – 77.3)	<b>B</b> 78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	21.6 (20.9 – 22.3)	<b>W</b> 18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.3 (29.5 – 31.1)	30.1 (29.3 - 30.9)
			(% within 5 days)	57.9 (57.0 - 58.8)	<b>B</b> 60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	28.9 (28.1 – 29.6)	27.5 (26.7 – 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	34.4 (33.6 – 35.2)	<b>W</b> 28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	75.1 (74.0 – 76.2)	73.9 (72.7 - 75.1)	
A-9	How often citizens received the health care service they needed in the <b>official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	95.3 (94.9 – 95.7)	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	78.9 (77.5 – 80.3)	<b>W</b> 72.6 (71.0 - 74.2)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Overall New Brunswick Results

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=14,045

n=13,614

Primary Health Indicator		NB 2011	NB 2014
<b>Appropriateness</b>			
Care/service provided is relevant to the patients'/clients' needs and based on established standards			
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>93.3</b> (92.6 - 93.9)	<b>W 91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>79.8</b> (78.8 - 80.9)	<b>W 76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>76.6</b> (75.5 - 77.7)	<b>W 73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>64.3</b> (63.0 - 65.5)	<b>W 59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>68.9</b> (67.9 - 69.9)	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>			
Care/service, intervention or action achieves the desired results			
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>39.3</b> (38.3 - 40.3)	<b>B 42.2</b> (41.2 - 43.2)
<b>Safety</b>			
Potential risks of an intervention or the environment are avoided or minimized			
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>46.7</b> (45.6 - 47.8)	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>3.4<sup>6</sup></b> (3.1 - 3.7)	<b>B 2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Overall New Brunswick Results

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=14,045

n=13,614

Primary Health Indicator		NB 2011	NB 2014
<b>Efficiency</b>			
Achieving the desired results with the most cost-effective use of resources			
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	12.0 <sup>6</sup> (11.5 – 12.5)	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	9.6 (9.1 – 10.1)	<b>W</b> 7.4 (7.0 - 7.8)
<b>Use of services</b>			
Using primary health services in the last 12 months			
U-1	Visited a <b>personal family doctor</b> (% yes)	80.7 (80.0 – 81.4)	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	42.0 (41.2 – 42.8)	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.7 (24.0 – 25.4)	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	7.3 (6.9 – 7.7)	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.9 (5.5 – 6.3)	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	5.1 (4.7 – 5.5)	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	23.7 (23.0 - 24.4)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Overall New Brunswick Results

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=14,045

n=13,614

Primary Health Indicator		NB 2011	NB 2014
<b>Communication/Relationship with personal family doctor</b>			
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	77.3 (76.5 – 78.1)	<b>B</b> 80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	64.2 (63.3 – 65.1)	<b>B</b> 68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	68.6 (67.7 – 69.4)	<b>B</b> 71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)			
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	61.5 (60.7 – 62.3)	<b>B</b> 67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	81.3 (80.6 – 82.0)	<b>B</b> 83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	51.5 (50.2 – 52.8)	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	67.1 (65.4 – 68.8)	<b>B</b> 73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	74.1 (71.6 – 76.6)	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	85.3 (83.0 – 87.6)	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.3 – 88.3)	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	91.5 (89.9 – 93.1)	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	93.5 (92.4 – 94.5)	<b>W</b> 90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	80.5 (79.6 - 81.4)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Results by Demographics

Gender  
Age Group  
Preferred Language of Service  
Education Level  
Aboriginal Identity  
Household Income  
Persons with Disabilities



## Results by Gender

n=13,614

n=4,830

n=8,784

		NB	Male	Female
<b>Demographic Profile<sup>1</sup></b>				
Age Group	18-34	24.3	24.8	23.8
	35-54	36.7	37.3	36.2
	55-64	18.7	19.1	18.4
	65+	20.3	18.8	21.7
Gender	Male	48.0	100.0	0.0
	Female	52.0	0.0	100.0
Education Level	High School or Less	38.7	39.5	37.9
	College/Technical diploma	31.4	30.9	31.9
	University degree	29.9	29.5	30.2
Aboriginal	Yes	3.0	3.4	2.7
Preferred Language of Service	English	74.6	75.7	73.6
	French	25.4	24.3	26.4
Household Income	Less than \$25,000	19.9	16.7	23.0
	\$25,000 - \$59,000	35.5	35.1	35.9
	\$60,000 or more	44.6	48.2	41.1
Employment Status	Employed	54.6	58.7	50.9
	Unemployed/Seasonal	7.3	8.6	6.0
	Retired	24.7	22.9	26.3
	Other	13.5	9.8	16.8

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

## Results by Gender

	n=13,614	n=4,830	n=8,784
Primary Health Indicator	NB	Male	Female
<b>Health Services Barriers</b>			
Health services not available in your area when needed	17.4 (16.8 - 18.0)	16.9 (15.8 - 18.0)	17.8 (17.0 - 18.6)
Transportation problems	7.1 (6.7 - 7.5)	6.3 (5.6 - 7.0)	7.8 (7.2 - 8.4)
Language problems with health care provider	4.2 (3.9 - 4.5)	3.6 (3.1 - 4.1)	4.8 (4.4 - 5.2)
Cost for medication too high	35.1 (34.3 - 35.9)	33.4 (32.1 - 34.7)	36.8 (35.8 - 37.8)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	18.0 (16.9 - 19.1)	21.6 (20.7 - 22.5)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	19.1 (17.9 - 20.3)	24.2 (23.2 - 25.2)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	10.7 (9.8 - 11.6)	14.1 (13.4 - 14.8)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	8.7 (7.9 - 9.5)	9.9 (9.3 - 10.5)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	9.9 (9.0 - 10.8)	8.9 (8.3 - 9.5)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	90.3 (89.5 - 91.1)	91.3 (90.7 - 91.9)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	40.9 (40.1 - 41.7)	37.8 (36.4 - 39.2)	43.8 (42.8 - 44.8)
Health of family members	38.1 (37.3 - 38.9)	32.8 (31.5 - 34.1)	43.0 (42.0 - 44.0)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	35.5 (34.2 - 36.8)	33.1 (32.1 - 34.1)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Gender

	n=13,614	n=4,830	n=8,784
Primary Health Indicator	NB	Male	Female
<b>Health Profile</b>			
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	48.4 (47.0 - 49.8)	52.4 (51.4 - 53.4)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	65.4 (64.1 - 66.7)	65.5 (64.5 - 66.5)
"My health largely depends on how well I take care of myself" (% strongly agree)	55.2 (54.4 - 56.0)	54.0 (52.6 - 55.4)	56.3 (55.3 - 57.3)
Number of prescription medications taken on a regular basis <sup>7</sup> (% 6 or more)	15.2 (14.5 - 15.9)	15.0 (13.8 - 16.2)	15.3 (14.4 - 16.2)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	27.3 (26.0 - 28.6)	23.7 (22.8 - 24.6)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	72.8 (71.5 - 74.1)	73.1 (72.2 - 74.0)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	22.3 (21.1 - 23.5)	22.0 (21.1 - 22.9)
<b>Memory Loss</b>			
Someone in household has a memory problem	9.9 (9.4 - 10.4)	9.5 (8.6 - 10.3)	10.4 (9.7 - 11.0)
...that interferes with day to day function	3.9 (3.6 - 4.2)	3.8 (3.3 - 4.3)	4.0 (3.6 - 4.4)
<b>Health behaviours</b>			
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	38.2 (36.8 - 39.6)	61.6 (60.6 - 62.6)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	53.8 (52.4 - 55.2)	44.5 (43.5 - 45.5)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	21.2 (20.1 - 22.3)	17.3 (16.5 - 18.1)
Unhealthy weight (% obese)	30.8 (30.0 - 31.6)	31.2 (29.9 - 32.5)	30.5 (29.5 - 31.5)

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Results by Gender

	n=13,614	n=4,830	n=8,784
Primary Health Indicator	NB	Male	Female
<b>Chronic Health Conditions<sup>1</sup></b>			
One or more chronic health conditions <sup>3</sup>	61.6 (60.8 - 62.4)	60.0 (58.6 - 61.4)	63.0 (62.0 - 64.0)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	27.2 (26.0 - 28.4)	26.7 (25.8 - 27.6)
Arthritis	17.4 (16.8 - 18.0)	13.3 (12.3 - 14.3)	21.2 (20.4 - 22.0)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	14.7 (13.7 - 15.7)	18.0 (17.2 - 18.8)
Depression	14.9 (14.3 - 15.5)	11.3 (10.4 - 12.2)	18.1 (17.3 - 18.9)
Chronic pain	14.0 (13.4 - 14.6)	12.1 (11.2 - 13.0)	15.8 (15.0 - 16.6)
Asthma	11.8 (11.3 - 12.3)	10.4 (9.5 - 11.3)	13.2 (12.5 - 13.9)
Diabetes	10.6 (10.1 - 11.1)	11.5 (10.6 - 12.4)	9.9 (9.3 - 10.5)
Heart disease	8.3 (7.8 - 8.8)	10.0 (9.2 - 10.8)	6.7 (6.2 - 7.2)
Cancer	8.3 (7.8 - 8.8)	7.6 (6.9 - 8.3)	8.9 (8.3 - 9.5)
Emphysema or COPD	3.0 (2.7 - 3.3)	2.6 (2.2 - 3.0)	3.4 (3.0 - 3.8)
Mood disorder other than depression	3.0 (2.7 - 3.3)	3.1 (2.6 - 3.6)	2.8 (2.5 - 3.1)
Stroke	2.5 (2.2 - 2.8)	2.9 (2.4 - 3.4)	2.1 (1.8 - 2.4)

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in this table

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Gender

n=13,614

n=4,830

n=8,784

Primary Health Indicator		NB	Male	Female		
<b>Accessibility</b>						
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						
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	<b>92.1</b> (91.7 - 92.5)	<b>90.5</b> (89.7 - 91.3)	<b>93.5</b> (93.0 - 94.0)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	<b>78.3</b> (77.6 - 79.0)	<b>82.2</b> (81.1 - 83.3)	<b>74.8</b> (73.9 - 75.7)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	<b>16.2</b> (15.6 - 16.8)	<b>16.3</b> (15.2 - 17.4)	<b>16.0</b> (15.2 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	<b>18.2</b> (17.5 - 18.9)	<b>17.9</b> (16.8 - 19.0)	<b>18.5</b> (17.7 - 19.3)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	<b>30.1</b> (29.3 - 30.9)	<b>30.0</b> (28.6 - 31.4)	<b>30.2</b> (29.2 - 31.2)
			(% within 5 days)	<b>60.3</b> (59.4 - 61.2)	<b>62.1</b> (60.6 - 63.6)	<b>58.8</b> (57.7 - 59.9)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	<b>27.5</b> (26.7 - 28.3)	<b>25.5</b> (24.2 - 26.7)	<b>29.3</b> (28.3 - 30.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	<b>28.5</b> (27.8 - 29.2)	<b>26.1</b> (24.9 - 27.3)	<b>30.7</b> (29.7 - 31.7)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	<b>73.9</b> (72.7 - 75.1)	<b>77.2</b> (75.3 - 79.1)	<b>71.1</b> (69.6 - 72.6)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	<b>95.2</b> (94.8 - 95.6)	<b>95.3</b> (94.6 - 96.0)	<b>95.2</b> (94.7 - 95.7)	
		French <sup>4</sup>	<b>72.6</b> (71.0 - 74.2)	<b>73.8</b> (70.9 - 76.7)	<b>71.7</b> (69.8 - 73.6)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Gender

		n=13,614	n=4,830	n=8,784
Primary Health Indicator		NB	Male	Female
<b>Appropriateness</b>				
Care/service provided is relevant to the patients'/clients' needs and based on established standards				
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	70.6 (69.2 - 72.0)	71.4 (69.1 - 73.7)	70.0 (68.3 - 71.7)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	91.3 (90.6 - 92.0)	90.6 (89.4 - 91.8)	92.0 (91.1 - 92.9)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	76.3 (75.2 - 77.4)	77.8 (76.0 - 79.6)	74.8 (73.4 - 76.2)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.9 (72.8 - 75.0)	75.1 (73.2 - 77.0)	72.8 (71.3 - 74.3)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.3 (58.0 - 60.6)	60.4 (58.3 - 62.5)	58.1 (56.5 - 59.7)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	70.7 (69.7 - 71.7)	71.8 (70.1 - 73.5)	69.7 (68.4 - 71.0)
<b>Effectiveness</b>				
Care/service, intervention or action achieves the desired results				
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	42.2 (41.2 - 43.2)	43.3 (41.6 - 45.0)	41.2 (40.0 - 42.4)
<b>Safety</b>				
Potential risks of an intervention or the environment are avoided or minimized				
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	47.7 (46.6 - 48.8)	44.4 (42.5 - 46.3)	50.4 (49.1 - 51.7)
Q-9	<b>Was harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	2.7 <sup>6</sup> (2.4 - 3.0)	2.6 <sup>6</sup> (2.2 - 3.0)	2.7 <sup>6</sup> (2.4 - 3.0)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Results by Gender

		n=13,614	n=4,830	n=8,784
Primary Health Indicator		NB	Male	Female
<b>Efficiency</b>				
Achieving the desired results with the most cost-effective use of resources				
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	<b>11.5<sup>6</sup></b> (11.0 - 12.0)	<b>14.7<sup>6</sup></b> (13.7 - 15.7)	<b>8.7<sup>6</sup></b> (8.1 - 9.3)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	<b>7.4</b> (7.0 - 7.8)	<b>5.5</b> (4.9 - 6.1)	<b>9.1</b> (8.5 - 9.7)
<b>Use of services</b>				
Using primary health services in the last 12 months				
U-1	Visited a <b>personal family doctor</b> (% yes)	<b>80.3</b> (79.6 - 81.0)	<b>75.6</b> (74.4 - 76.8)	<b>84.5</b> (83.7 - 85.3)
U-2	Visited a <b>hospital emergency department</b> (% yes)	<b>41.3</b> (40.5 - 42.1)	<b>40.0</b> (38.6 - 41.4)	<b>42.6</b> (41.6 - 43.6)
U-3	Visited a <b>specialist</b> (% yes)	<b>56.4</b> (55.6 - 57.2)	<b>52.5</b> (51.1 - 53.9)	<b>60.0</b> (59.0 - 61.0)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	<b>24.3</b> (23.6 - 25.0)	<b>20.6</b> (19.5 - 21.7)	<b>27.6</b> (26.7 - 28.5)
U-5	Visited an <b>alternative practitioner</b> (% yes)	<b>25.2</b> (24.5 - 25.9)	<b>20.8</b> (19.7 - 21.9)	<b>29.4</b> (28.5 - 30.3)
U-6	Visited a <b>community health centre</b> (% yes)	<b>6.9</b> (6.5 - 7.3)	<b>7.3</b> (6.6 - 8.0)	<b>6.6</b> (6.1 - 7.1)
U-7	Used <b>ambulance services</b> (% yes)	<b>5.7</b> (5.3 - 6.1)	<b>6.0</b> (5.3 - 6.7)	<b>5.4</b> (4.9 - 5.9)
U-8	Visited a <b>nurse practitioner</b> (% yes)	<b>7.7</b> (7.3 - 8.1)	<b>5.7</b> (5.0 - 6.4)	<b>9.6</b> (9.0 - 10.2)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	<b>23.7</b> (23.0 - 24.4)	<b>22.1</b> (20.9 - 23.3)	<b>25.1</b> (24.2 - 26.0)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

Confidence interval calculated at a 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Results by Gender

		n=13,614	n=4,830	n=8,784
Primary Health Indicator		NB	Male	Female
<b>Communication/Relationship with personal family doctor</b>				
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	81.4 (80.2 - 82.6)	79.1 (78.2 - 80.0)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (67.3 - 69.1)	68.9 (67.4 - 70.4)	67.6 (66.5 - 68.7)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	73.5 (72.0 - 75.0)	70.6 (69.5 - 71.7)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)				
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.9 (67.1 - 68.7)	68.0 (66.7 - 69.3)	67.7 (66.7 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.9 (83.2 - 84.6)	84.5 (83.4 - 85.6)	83.3 (82.5 - 84.1)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.4 (52.1 - 54.7)	52.8 (50.6 - 55.0)	54.0 (52.4 - 55.6)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	82.0 (81.2 - 82.8)	82.0 (80.6 - 83.4)	81.9 (80.9 - 82.9)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.3 (71.6 - 75.0)	71.4 (68.3 - 74.5)	74.5 (72.6 - 76.4)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	87.3 (86.2 - 88.4)	85.4 (83.2 - 87.6)	88.5 (87.2 - 89.8)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.2 (73.6 - 78.8)	73.4 (68.9 - 77.9)	79.1 (76.0 - 82.2)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.5 (85.3 - 89.7)	85.7 (81.9 - 89.5)	89.4 (86.8 - 92.0)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.7 - 87.9)	84.2 (79.7 - 88.7)	86.6 (84.2 - 89.0)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	82.9 (81.6 - 84.2)	79.3 (76.8 - 81.8)	85.9 (84.4 - 87.4)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	90.7 (86.9 - 94.5)	88.5 (86.0 - 91.0)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	88.9 (86.4 - 91.4)	92.0 (90.7 - 93.3)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	79.5 (78.0 - 81.0)	81.3 (80.2 - 82.4)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Age Group

Primary Health Indicator		NB n=13,614	Age Group			
			18-34 n=1,341	35-54 n=4,717	55-64 n=3,250	65+ n=4,281
<b>Demographic Profile<sup>1</sup></b>						
Age Group	18-34	24.3	100.0	0.0	0.0	0.0
	35-54	36.7	0.0	100.0	0.0	0.0
	55-64	18.7	0.0	0.0	100.0	0.0
	65+	20.3	0.0	0.0	0.0	100.0
Gender	Male	48.0	49.1	48.8	49.0	44.5
	Female	52.0	50.9	51.2	51.0	55.5
Education Level	High School or Less	38.7	38.2	29.3	44.3	51.0
	College/Technical diploma	31.4	28.8	37.4	30.6	24.6
	University degree	29.9	33.1	33.3	25.1	24.4
Aboriginal	Yes	3.0	4.0	3.1	2.3	2.3
Preferred Language of Service	English	74.6	74.8	72.9	74.5	77.7
	French	25.4	25.2	27.1	25.5	22.3
Household Income	Less than \$25,000	19.9	23.7	12.1	19.8	30.4
	\$25,000 - \$59,000	35.5	30.3	29.7	40.2	48.3
	\$60,000 or more	44.6	46.0	58.2	40.0	21.2
Employment Status	Employed	54.6	65.1	78.8	43.7	8.4
	Unemployed/Seasonal	7.3	12.4	7.5	6.9	1.0
	Retired	24.7	F	1.5	33.4	87.9
	Other	13.5	22.4	12.2	16.0	2.7

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

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

## Results by Age Group

Primary Health Indicator	NB n=13,614	Age Group			
		18-34 n=1,341	35-54 n=4,717	55-64 n=3,250	65+ n=4,281
<b>Health Services Barriers</b>					
Health services not available in your area when needed	17.4 (16.8 - 18.0)	17.1 (15.1 - 19.1)	18.5 (17.4 - 19.6)	18.3 (17.0 - 19.6)	14.6 (13.6 - 15.6)
Transportation problems	7.1 (6.7 - 7.5)	8.9 (7.4 - 10.4)	6.5 (5.8 - 7.2)	7.4 (6.5 - 8.3)	5.5 (4.8 - 6.2)
Language problems with health care provider	4.2 (3.9 - 4.5)	5.1 (3.9 - 6.3)	5.1 (4.5 - 5.7)	3.5 (2.9 - 4.1)	2.4 (2.0 - 2.8)
Cost for medication too high	35.1 (34.3 - 35.9)	28.5 (26.1 - 30.9)	34.1 (32.7 - 35.5)	41.6 (39.9 - 43.3)	39.2 (37.7 - 40.7)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	15.5 (13.5 - 17.5)	20.3 (19.1 - 21.5)	23.9 (22.4 - 25.4)	20.8 (19.6 - 22.0)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	20.1 (17.7 - 22.5)	22.2 (20.9 - 23.5)	25.0 (23.3 - 26.7)	19.6 (18.3 - 20.9)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	10.2 (8.6 - 11.8)	12.8 (11.9 - 13.7)	15.8 (14.6 - 17.0)	11.4 (10.5 - 12.3)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	10.1 (8.5 - 11.7)	10.6 (9.7 - 11.5)	9.6 (8.6 - 10.6)	5.8 (5.1 - 6.5)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	6.7 (5.3 - 8.1)	8.4 (7.6 - 9.2)	11.0 (9.9 - 12.1)	12.8 (11.8 - 13.8)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	88.3 (86.6 - 90.0)	91.2 (90.4 - 92.0)	91.8 (90.9 - 92.7)	92.2 (91.4 - 93.0)
<b>Things that contribute a lot to feelings of stress</b>					
Time pressures / not enough time	40.9 (40.1 - 41.7)	51.5 (48.8 - 54.2)	51.6 (50.2 - 53.0)	32.3 (30.7 - 33.9)	16.5 (15.4 - 17.6)
Health of family members	38.1 (37.3 - 38.9)	34.8 (32.3 - 37.3)	41.2 (39.8 - 42.6)	41.2 (39.5 - 42.9)	33.8 (32.4 - 35.2)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	44.1 (41.5 - 46.7)	47.1 (45.7 - 48.5)	27.4 (25.9 - 28.9)	4.7 (4.1 - 5.3)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Age Group

Primary Health Indicator	NB n=13,614	Age Group			
		18-34 n=1,341	35-54 n=4,717	55-64 n=3,250	65+ n=4,281
<b>Health Profile</b>					
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	65.0 (62.5 - 67.5)	55.1 (53.7 - 56.5)	37.7 (36.1 - 39.3)	36.3 (34.9 - 37.7)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	69.4 (66.9 - 71.9)	68.4 (67.1 - 69.7)	60.1 (58.4 - 61.8)	60.4 (59.0 - 61.8)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.2 (54.4 - 56.0)	60.9 (58.3 - 63.5)	59.5 (58.1 - 60.9)	50.8 (49.1 - 52.5)	44.6 (43.1 - 46.1)
Number of prescription medications taken on a regular basis <sup>7</sup> (% 6 or more)	15.2 (14.5 - 15.9)	4.0 <sup>E</sup> (2.4 - 5.6)	9.7 (8.6 - 10.8)	19.8 (18.3 - 21.3)	24.3 (22.9 - 25.7)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	15.6 (13.6 - 17.6)	25.4 (24.2 - 26.6)	33.5 (31.9 - 35.1)	29.7 (28.3 - 31.1)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	68.2 (65.6 - 70.8)	74.6 (73.3 - 75.9)	74.4 (72.9 - 75.9)	74.0 (72.7 - 75.3)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	10.8 (9.1 - 12.5)	19.0 (17.9 - 20.1)	31.3 (29.7 - 32.9)	33.2 (31.8 - 34.6)
<b>Memory Loss</b>					
Someone in household has a memory problem	9.9 (9.4 - 10.4)	5.9 (4.6 - 7.1)	9.5 (8.6 - 10.3)	11.2 (10.1 - 12.2)	14.5 (13.4 - 15.5)
...that interferes with day to day function	3.9 (3.6 - 4.2)	2.9 (2.0 - 3.8)	4.2 (3.6 - 4.8)	4.5 (3.8 - 5.2)	3.9 (3.3 - 4.5)
<b>Health Behaviours</b>					
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	56.6 (53.9 - 59.3)	51.5 (50.1 - 52.9)	44.4 (42.7 - 46.1)	46.3 (44.8 - 47.8)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	51.6 (48.9 - 54.3)	48.6 (47.2 - 50.0)	49.6 (47.9 - 51.3)	46.0 (44.5 - 47.5)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	22.2 (20.0 - 24.4)	21.4 (20.2 - 22.6)	20.2 (18.8 - 21.6)	10.4 (9.5 - 11.3)
Unhealthy weight (% obese)	30.8 (30.0 - 31.6)	22.9 (20.6 - 25.2)	34.9 (33.6 - 36.3)	35.5 (33.9 - 37.2)	28.4 (27.1 - 29.8)

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Age Group

Primary Health Indicator	NB n=13,614	Age Group			
		18-34 n=1,341	35-54 n=4,717	55-64 n=3,250	65+ n=4,281
<b>Chronic Health Conditions<sup>1</sup></b>					
One or more chronic health conditions <sup>3</sup>	61.6 (60.8 - 62.4)	39.6 (37.0 - 42.2)	55.8 (54.4 - 57.2)	77.1 (75.7 - 78.5)	84.1 (83.0 - 85.2)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	5.1 (3.9 - 6.3)	19.5 (18.4 - 20.6)	42.6 (40.9 - 44.3)	52.3 (50.8 - 53.8)
Arthritis	17.4 (16.8 - 18.0)	3.8 (2.8 - 4.8)	12.7 (11.8 - 13.6)	26.5 (25.0 - 28.0)	33.8 (32.4 - 35.2)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	7.5 (6.1 - 8.9)	14.7 (13.7 - 15.7)	23.2 (21.8 - 24.6)	23.9 (22.6 - 25.2)
Depression	14.9 (14.3 - 15.5)	14.6 (12.7 - 16.5)	15.9 (14.9 - 16.9)	17.0 (15.7 - 18.3)	11.4 (10.5 - 12.3)
Chronic pain	14.0 (13.4 - 14.6)	6.0 (4.7 - 7.3)	13.2 (12.2 - 14.2)	21.5 (20.1 - 22.9)	18.4 (17.3 - 19.5)
Asthma	11.8 (11.3 - 12.3)	16.2 (14.2 - 18.2)	11.0 (10.1 - 11.9)	9.3 (8.3 - 10.3)	10.5 (9.6 - 11.4)
Diabetes	10.6 (10.1 - 11.1)	2.0 <sup>E</sup> (1.3 - 2.7)	7.7 (6.9 - 8.5)	16.7 (15.4 - 18.0)	20.8 (19.6 - 22.0)
Heart disease	8.3 (7.8 - 8.8)	0.8 <sup>E</sup> (0.3 - 1.3)	3.7 (3.2 - 4.2)	12.8 (11.7 - 13.9)	21.6 (20.4 - 22.8)
Cancer	8.3 (7.8 - 8.8)	2.0 <sup>E</sup> (1.3 - 2.7)	4.4 (3.8 - 5.0)	11.8 (10.7 - 12.9)	19.6 (18.4 - 20.8)
Emphysema or COPD	3.0 (2.7 - 3.3)	F	1.7 (1.3 - 2.1)	4.6 (3.9 - 5.3)	7.0 (6.2 - 7.8)
Mood disorder other than depression	3.0 (2.7 - 3.3)	3.5 (2.5 - 4.5)	3.4 (2.9 - 3.9)	2.8 (2.2 - 3.4)	1.6 (1.2 - 2.0)
Stroke	2.5 (2.2 - 2.8)	1.1 <sup>E</sup> (0.5 - 1.7)	1.2 (0.9 - 1.5)	3.3 (2.7 - 3.9)	5.9 (5.2 - 6.6)

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in this table

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Age Group

Primary Health Indicator		NB n=13,614	Age group					
			18-34 n=1,341	35-54 n=4,717	55-64 n=3,250	65+ n=4,281		
<b>Accessibility</b>								
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								
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.1 (91.7 - 92.5)	88.1 (86.4 - 89.8)	91.9 (91.1 - 92.7)	93.5 (92.7 - 94.3)	95.8 (95.2 - 96.4)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	78.3 (77.6 - 79.0)	80.2 (77.9 - 82.5)	74.6 (73.3 - 75.9)	78.6 (77.2 - 80.0)	82.5 (81.3 - 83.7)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	16.2 (15.6 - 16.8)	15.7 (13.6 - 17.8)	15.6 (14.5 - 16.7)	18.0 (16.6 - 19.4)	16.0 (14.9 - 17.1)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	18.2 (17.5 - 18.9)	20.0 (17.7 - 22.3)	16.2 (15.1 - 17.3)	18.0 (16.6 - 19.4)	19.9 (18.7 - 21.1)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.1 (29.3 - 30.9)	27.7 (25.1 - 30.3)	27.6 (26.2 - 29.0)	31.4 (29.7 - 33.1)	36.3 (34.8 - 37.8)
			(% within 5 days)	60.3 (59.4 - 61.2)	61.2 (58.3 - 64.1)	57.6 (56.1 - 59.1)	59.2 (57.4 - 61.0)	65.4 (63.9 - 66.9)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	27.5 (26.7 - 28.3)	22.0 (19.7 - 24.3)	27.8 (26.5 - 29.1)	31.7 (30.0 - 33.3)	29.3 (27.9 - 30.7)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	28.5 (27.8 - 29.2)	23.3 (21.0 - 25.6)	28.4 (27.1 - 29.7)	31.8 (30.2 - 33.4)	31.7 (30.3 - 33.1)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	73.9 (72.7 - 75.1)	69.4 (65.8 - 73.0)	72.4 (70.5 - 74.3)	76.2 (73.9 - 78.5)	80.7 (78.8 - 82.6)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	95.2 (94.8 - 95.6)	94.7 (93.2 - 96.2)	95.1 (94.3 - 95.9)	95.5 (94.7 - 96.3)	95.9 (95.2 - 96.6)	
		French <sup>4</sup>	72.6 (71.0 - 74.2)	66.9 (62.2 - 71.6)	72.4 (70.0 - 74.8)	75.1 (71.8 - 78.4)	78.0 (74.7 - 81.3)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Age Group

Primary Health Indicator		NB n=13,614	Age group			
			18-34 n=1,341	35-54 n=4,717	55-64 n=3,250	65+ n=4,281
<b>Appropriateness</b> Care/service provided is relevant to the patients'/clients' needs and based on established standards						
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	70.6 (69.2 - 72.0)	Not applicable	Not applicable	Not applicable	70.6 (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	91.3 (90.6 - 92.0)	72.9 (64.7 - 81.1)	90.9 (89.3 - 92.5)	92.7 (91.4 - 94.0)	93.2 (92.3 - 94.1)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	76.3 (75.2 - 77.4)	34.9 (26.1 - 43.7)	71.1 (68.5 - 73.7)	82.2 (80.3 - 84.1)	81.6 (80.1 - 83.1)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.9 (72.8 - 75.0)	53.5 (44.2 - 62.8)	69.8 (67.2 - 72.4)	77.5 (75.5 - 79.5)	76.9 (75.3 - 78.5)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.3 (58.0 - 60.6)	52.0 (42.8 - 61.2)	59.5 (56.7 - 62.3)	61.2 (58.8 - 63.6)	58.8 (57.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	70.7 (69.7 - 71.7)	66.1 (62.3 - 69.9)	70.8 (69.0 - 72.6)	72.5 (70.5 - 74.5)	72.7 (71.0 - 74.4)
<b>Effectiveness</b> Care/service, intervention or action achieves the desired results						
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	42.2 (41.2 - 43.2)	41.5 (37.4 - 45.6)	41.7 (39.8 - 43.6)	41.1 (39.2 - 43.0)	44.1 (42.5 - 45.7)
<b>Safety</b> Potential risks of an intervention or the environment are avoided or minimized						
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	47.7 (46.6 - 48.8)	65.8 (60.9 - 70.7)	54.2 (52.1 - 56.3)	45.6 (43.5 - 47.7)	36.3 (34.7 - 37.9)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	2.7 <sup>6</sup> (2.4 - 3.0)	2.6 <sup>E,6</sup> (1.8 - 3.4)	2.9 <sup>6</sup> (2.4 - 3.4)	2.8 <sup>6</sup> (2.2 - 3.4)	2.3 <sup>6</sup> (1.9 - 2.7)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Age Group

Primary Health Indicator		NB n=13,614	Age group			
			18-34 n=1,341	35-54 n=4,717	55-64 n=3,250	65+ n=4,281
<b>Efficiency</b> Achieving the desired results with the most cost-effective use of resources						
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	11.5 <sup>6</sup> (11.0 - 12.0)	13.6 <sup>6</sup> (11.8 - 15.4)	11.9 <sup>6</sup> (11.0 - 12.8)	10.6 <sup>6</sup> (9.5 - 11.7)	9.3 <sup>6</sup> (8.4 - 10.2)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.4 (7.0 - 7.8)	11.5 (9.8 - 13.2)	7.3 (6.6 - 8.0)	5.5 (4.7 - 6.3)	4.5 (3.9 - 5.1)
<b>Use of services</b> Using primary health services in the last 12 months						
U-1	Visited a <b>personal family doctor</b> (% yes)	80.3 (79.6 - 81.0)	69.8 (67.3 - 72.3)	78.3 (77.1 - 79.5)	86.6 (85.4 - 87.8)	90.6 (89.7 - 91.5)
U-2	Visited a <b>hospital emergency department</b> (% yes)	41.3 (40.5 - 42.1)	43.8 (41.1 - 46.5)	41.6 (40.2 - 43.0)	40.2 (38.5 - 41.9)	39.1 (37.7 - 40.5)
U-3	Visited a <b>specialist</b> (% yes)	56.4 (55.6 - 57.2)	45.9 (43.2 - 48.6)	52.5 (51.1 - 53.9)	62.8 (61.2 - 64.4)	70.2 (68.9 - 71.5)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.3 (23.6 - 25.0)	33.9 (31.4 - 36.4)	26.3 (25.1 - 27.5)	18.7 (17.4 - 20.0)	14.2 (13.2 - 15.2)
U-5	Visited an <b>alternative practitioner</b> (% yes)	25.2 (24.5 - 25.9)	24.8 (22.5 - 27.1)	30.8 (29.5 - 32.1)	23.2 (21.8 - 24.6)	17.4 (16.3 - 18.5)
U-6	Visited a <b>community health centre</b> (% yes)	6.9 (6.5 - 7.3)	6.6 (5.3 - 7.9)	7.0 (6.3 - 7.7)	7.2 (6.3 - 8.1)	7.0 (6.2 - 7.8)
U-7	Used <b>ambulance services</b> (% yes)	5.7 (5.3 - 6.1)	3.2 (2.3 - 4.1)	4.9 (4.3 - 5.5)	6.6 (5.8 - 7.4)	9.4 (8.5 - 10.3)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.7 (7.3 - 8.1)	9.8 (8.2 - 11.4)	8.0 (7.2 - 8.8)	6.8 (5.9 - 7.7)	5.7 (5.0 - 6.4)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	23.7 (23.0 - 24.4)	21.7 (19.5 - 23.9)	24.9 (23.7 - 26.1)	25.7 (24.2 - 27.2)	22.1 (20.9 - 23.3)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

Confidence interval calculated at a 95% level of confidence.

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Exact number of respondents varies per survey indicator.

## Results by Age Group

Primary Health Indicator		NB n=13,614	Age group			
			18-34 n=1,341	35-54 n=4,717	55-64 n=3,250	65+ n=4,281
<b>Communication/Relationship with personal family doctor</b>						
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	79.3 (76.8 - 81.8)	81.8 (80.6 - 83.0)	80.1 (78.6 - 81.6)	78.5 (77.2 - 79.8)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (67.3 - 69.1)	70.8 (67.9 - 73.7)	71.1 (69.6 - 72.6)	66.9 (65.1 - 68.7)	62.6 (61.1 - 64.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	67.5 (64.2 - 70.8)	72.4 (70.9 - 73.9)	72.8 (71.1 - 74.5)	73.7 (72.2 - 75.2)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)						
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.9 (67.1 - 68.7)	60.5 (57.9 - 63.1)	65.2 (63.8 - 66.6)	70.4 (68.8 - 72.0)	79.4 (78.2 - 80.6)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.9 (83.2 - 84.6)	79.0 (76.4 - 81.6)	82.9 (81.7 - 84.1)	86.1 (84.8 - 87.4)	88.0 (87.0 - 89.0)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.4 (52.1 - 54.7)	38.9 (35.1 - 42.7)	51.1 (48.9 - 53.3)	62.9 (60.3 - 65.5)	68.5 (66.2 - 70.8)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	82.0 (81.2 - 82.8)	80.2 (77.2 - 83.2)	78.9 (77.3 - 80.5)	83.5 (81.9 - 85.1)	86.2 (85.0 - 87.4)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.3 (71.6 - 75.0)	66.1 (61.5 - 70.7)	74.1 (71.5 - 76.7)	76.6 (73.2 - 80.0)	86.9 (84.2 - 89.6)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	87.3 (86.2 - 88.4)	85.6 (82.0 - 89.2)	87.8 (86.2 - 89.4)	89.9 (87.8 - 92.0)	85.7 (83.1 - 88.3)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.2 (73.6 - 78.8)	68.0 (58.7 - 77.3)	74.1 (69.6 - 78.6)	81.4 (76.7 - 86.1)	84.9 (81.1 - 88.7)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.5 (85.3 - 89.7)	79.4 (68.1 - 90.7)	87.5 (83.3 - 91.7)	87.7 (83.2 - 92.2)	90.7 (87.9 - 93.5)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.7 - 87.9)	78.6 (71.8 - 85.4)	90.5 (87.6 - 93.4)	88.1 (83.9 - 92.3)	85.7 (81.3 - 90.1)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	82.9 (81.6 - 84.2)	78.7 (74.0 - 83.4)	83.2 (81.1 - 85.3)	82.6 (80.0 - 85.2)	87.6 (85.4 - 89.8)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	90.7 (86.4 - 95.0)	87.8 (84.3 - 91.3)	88.9 (84.2 - 93.6)	89.5 (85.1 - 93.9)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	87.7 (83.9 - 91.5)	91.5 (89.8 - 93.2)	94.5 (92.7 - 96.3)	90.1 (87.4 - 92.8)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	80.4 (77.4 - 83.4)	75.6 (73.9 - 77.3)	80.7 (79.0 - 82.4)	87.2 (86.0 - 88.4)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Preferred Language of Service



n=13,614

n=10,051

n=3,047

		NB	English <sup>4</sup>	French <sup>4</sup>
<b>Demographic Profile<sup>1</sup></b>				
Age Group	18-34	24.3	24.3	24.1
	35-54	36.7	36.0	39.4
	55-64	18.7	18.7	18.8
	65+	20.3	21.0	17.7
Gender	Male	48.0	48.5	45.7
	Female	52.0	51.5	54.3
Education Level	High School or Less	38.7	39.4	36.0
	College/Technical diploma	31.4	32.4	28.9
	University degree	29.9	28.2	35.0
Aboriginal	Yes	3.0	2.9	3.2
Preferred Language of Service	English	74.6	100.0	0.0
	French	25.4	0.0	100.0
Household Income	Less than \$25,000	19.9	19.1	22.4
	\$25,000 - \$59,000	35.5	35.5	36.3
	\$60,000 or more	44.6	45.5	41.2
Employment Status	Employed	54.6	54.3	55.4
	Unemployed/Seasonal	7.3	7.4	6.9
	Retired	24.7	25.1	23.1
	Other	13.5	13.2	14.6

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

<sup>4</sup>Preferred language of service as indicated by respondent in the survey

## Results by Preferred Language of Service

	n=13,614	n=10,051	n=3,047
Primary Health Indicator	NB	English <sup>4</sup>	French <sup>4</sup>
<b>Health Services Barriers</b>			
Health services not available in your area when needed	17.4 (16.8 - 18.0)	17.5 (16.8 - 18.2)	17.3 (16.0 - 18.6)
Transportation problems	7.1 (6.7 - 7.5)	8.2 (7.7 - 8.7)	4.1 (3.4 - 4.8)
Language problems with health care provider	4.2 (3.9 - 4.5)	3.8 (3.4 - 4.2)	5.5 (4.7 - 6.3)
Cost for medication too high	35.1 (34.3 - 35.9)	30.4 (29.5 - 31.3)	48.9 (47.1 - 50.7)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	15.0 (14.3 - 15.7)	33.6 (31.9 - 35.3)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	17.9 (17.1 - 18.7)	33.1 (31.2 - 35.0)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	14.2 (13.5 - 14.9)	7.3 (6.4 - 8.2)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	10.3 (9.7 - 10.9)	6.8 (5.9 - 7.7)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	8.9 (8.3 - 9.5)	10.5 (9.4 - 11.6)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	91.3 (90.7 - 91.9)	89.5 (88.4 - 90.6)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	40.9 (40.1 - 41.7)	39.1 (38.2 - 40.0)	45.8 (44.0 - 47.6)
Health of family members	38.1 (37.3 - 38.9)	37.9 (37.0 - 38.8)	39.5 (37.8 - 41.2)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	35.2 (34.3 - 36.1)	31.7 (30.0 - 33.4)

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Preferred Language of Service

	n=13,614	n=10,051	n=3,047
Primary Health Indicator	NB	English <sup>4</sup>	French <sup>4</sup>
<b>Health Profile</b>			
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	50.8 (49.8 - 51.8)	49.6 (47.8 - 51.4)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	65.2 (64.3 - 66.1)	66.7 (65.0 - 68.4)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.2 (54.4 - 56.0)	57.0 (56.0 - 58.0)	49.6 (47.8 - 51.4)
Number of prescription medications taken on a regular basis <sup>7</sup> (% 6 or more)	15.2 (14.5 - 15.9)	14.7 (13.9 - 15.5)	15.9 (14.3 - 17.5)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	25.2 (24.3 - 26.1)	25.7 (24.1 - 27.3)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	72.3 (71.4 - 73.2)	74.7 (73.1 - 76.3)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	23.8 (23.0 - 24.6)	17.3 (16.0 - 18.6)
<b>Memory Loss</b>			
Someone in household has a memory problem	9.9 (9.4 - 10.4)	10.5 (9.9 - 11.1)	8.1 (7.1 - 9.0)
...that interferes with day to day function	3.9 (3.6 - 4.2)	4.1 (3.7 - 4.5)	2.9 (2.3 - 3.5)
<b>Health Behaviours</b>			
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	48.7 (47.7 - 49.7)	55.5 (53.7 - 57.3)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	48.6 (47.6 - 49.6)	49.8 (48.0 - 51.6)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	20.6 (19.8 - 21.4)	14.9 (13.6 - 16.2)
Unhealthy weight (% obese)	30.8 (30.0 - 31.6)	31.4 (30.4 - 32.3)	29.4 (27.8 - 31.0)

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Results by Preferred Language of Service

	n=13,614	n=10,051	n=3,047
Primary Health Indicator	NB	English <sup>4</sup>	French <sup>4</sup>
<b>Chronic Health Conditions<sup>1</sup></b>			
One or more chronic health conditions <sup>3</sup>	61.6 (60.8 - 62.4)	63.0 (62.1 - 63.9)	57.5 (55.8 - 59.2)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	27.3 (26.4 - 28.2)	25.8 (24.3 - 27.3)
Arthritis	17.4 (16.8 - 18.0)	19.4 (18.6 - 20.2)	11.9 (10.8 - 13.0)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	17.2 (16.5 - 17.9)	14.4 (13.2 - 15.6)
Depression	14.9 (14.3 - 15.5)	15.2 (14.5 - 15.9)	13.7 (12.5 - 14.9)
Chronic pain	14.0 (13.4 - 14.6)	14.7 (14.0 - 15.4)	12.6 (11.4 - 13.8)
Asthma	11.8 (11.3 - 12.3)	12.1 (11.5 - 12.7)	11.2 (10.1 - 12.3)
Diabetes	10.6 (10.1 - 11.1)	11.1 (10.5 - 11.7)	9.5 (8.5 - 10.5)
Heart disease	8.3 (7.8 - 8.8)	8.3 (7.8 - 8.8)	8.0 (7.0 - 9.0)
Cancer	8.3 (7.8 - 8.8)	8.8 (8.3 - 9.3)	7.0 (6.1 - 7.9)
Emphysema or COPD	3.0 (2.7 - 3.3)	3.3 (3.0 - 3.6)	2.1 (1.6 - 2.6)
Mood disorder other than depression	3.0 (2.7 - 3.3)	3.0 (2.7 - 3.3)	2.8 (2.2 - 3.4)
Stroke	2.5 (2.2 - 2.8)	2.8 (2.5 - 3.1)	1.7 (1.2 - 2.2)

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in this table

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Preferred Language of Service

n=13,614

n=10,051

n=3,047

Primary Health Indicator		NB	English <sup>4</sup>	French <sup>4</sup>		
<b>Accessibility</b>						
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						
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	<b>92.1</b> (91.7 - 92.5)	<b>91.4</b> (90.9 - 91.9)	<b>93.8</b> (92.9 - 94.7)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	<b>78.3</b> (77.6 - 79.0)	<b>77.6</b> (76.8 - 78.4)	<b>79.4</b> (77.9 - 80.9)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	<b>16.2</b> (15.6 - 16.8)	<b>16.9</b> (16.1 - 17.7)	<b>13.9</b> (12.6 - 15.2)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	<b>18.2</b> (17.5 - 18.9)	<b>18.9</b> (18.1 - 19.7)	<b>15.9</b> (14.6 - 17.2)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	<b>30.1</b> (29.3 - 30.9)	<b>32.6</b> (31.6 - 33.6)	<b>22.2</b> (20.6 - 23.8)
			(% within 5 days)	<b>60.3</b> (59.4 - 61.2)	<b>64.6</b> (63.6 - 65.6)	<b>47.2</b> (45.3 - 49.1)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	<b>27.5</b> (26.7 - 28.3)	<b>28.7</b> (27.8 - 29.6)	<b>24.5</b> (22.9 - 26.0)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	<b>28.5</b> (27.8 - 29.2)	<b>29.3</b> (28.4 - 30.2)	<b>26.4</b> (24.8 - 28.0)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	<b>73.9</b> (72.7 - 75.1)	<b>73.7</b> (72.3 - 75.1)	<b>73.9</b> (71.6 - 76.2)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	<b>95.2</b> (94.8 - 95.6)	<b>95.2</b> (94.8 - 95.6)	Not applicable	
		French <sup>4</sup>	<b>72.6</b> (71.0 - 74.2)	Not applicable	<b>72.6</b> (71.0 - 74.2)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Preferred Language of Service

		n=13,614	n=10,051	n=3,047
Primary Health Indicator		NB	English <sup>4</sup>	French <sup>4</sup>
<b>Appropriateness</b>				
Care/service provided is relevant to the patients'/clients' needs and based on established standards				
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	70.6 (69.2 - 72.0)	73.0 (71.5 - 74.5)	64.9 (61.1 - 68.7)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	91.3 (90.6 - 92.0)	92.9 (92.1 - 93.7)	86.3 (84.2 - 88.4)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	76.3 (75.2 - 77.4)	75.2 (73.9 - 76.5)	78.8 (76.3 - 81.3)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.9 (72.8 - 75.0)	74.0 (72.7 - 75.3)	73.4 (70.7 - 76.1)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.3 (58.0 - 60.6)	59.3 (57.9 - 60.7)	59.4 (56.4 - 62.4)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	70.7 (69.7 - 71.7)	71.9 (70.7 - 73.1)	67.6 (65.4 - 69.8)
<b>Effectiveness</b>				
Care/service, intervention or action achieves the desired results				
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	42.2 (41.2 - 43.2)	42.8 (41.7 - 43.9)	40.5 (38.3 - 42.7)
<b>Safety</b>				
Potential risks of an intervention or the environment are avoided or minimized				
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	47.7 (46.6 - 48.8)	54.3 (53.1 - 55.5)	28.4 (26.2 - 30.6)
Q-9	<b>Was harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	2.7 <sup>6</sup> (2.4 - 3.0)	2.5 <sup>6</sup> (2.2 - 2.8)	2.9 <sup>6</sup> (2.3 - 3.5)

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Preferred Language of Service

		n=13,614	n=10,051	n=3,047
Primary Health Indicator		NB	English <sup>4</sup>	French <sup>4</sup>
<b>Efficiency</b>				
Achieving the desired results with the most cost-effective use of resources				
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	11.5 <sup>6</sup> (11.0 - 12.0)	9.0 <sup>6</sup> (8.4 - 9.6)	18.8 <sup>6</sup> (17.4 - 20.2)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.4 (7.0 - 7.8)	7.1 (6.6 - 7.6)	8.1 (7.1 - 9.1)
<b>Use of services</b>				
Using primary health services in the last 12 months				
U-1	Visited a <b>personal family doctor</b> (% yes)	80.3 (79.6 - 81.0)	80.2 (79.4 - 81.0)	80.7 (79.3 - 82.1)
U-2	Visited a <b>hospital emergency department</b> (% yes)	41.3 (40.5 - 42.1)	39.1 (38.2 - 40.0)	47.8 (46.0 - 49.6)
U-3	Visited a <b>specialist</b> (% yes)	56.4 (55.6 - 57.2)	57.1 (56.1 - 58.1)	53.6 (51.8 - 55.4)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.3 (23.6 - 25.0)	25.0 (24.2 - 25.8)	21.6 (20.1 - 23.1)
U-5	Visited an <b>alternative practitioner</b> (% yes)	25.2 (24.5 - 25.9)	22.5 (21.7 - 23.3)	32.1 (30.5 - 33.7)
U-6	Visited a <b>community health centre</b> (% yes)	6.9 (6.5 - 7.3)	6.9 (6.4 - 7.4)	7.1 (6.2 - 8.0)
U-7	Used <b>ambulance services</b> (% yes)	5.7 (5.3 - 6.1)	5.9 (5.4 - 6.4)	4.7 (4.0 - 5.4)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.7 (7.3 - 8.1)	7.5 (7.0 - 8.0)	8.0 (7.0 - 9.0)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	23.7 (23.0 - 24.4)	22.9 (22.1 - 23.7)	25.6 (24.1 - 27.1)

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Preferred Language of Service

		n=13,614	n=10,051	n=3,047
Primary Health Indicator		NB	English <sup>4</sup>	French <sup>4</sup>
<b>Communication/Relationship with personal family doctor</b>				
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	81.1 (80.3 - 81.9)	77.0 (75.4 - 78.6)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (67.3 - 69.1)	73.1 (72.1 - 74.1)	53.4 (51.4 - 55.4)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	72.2 (71.2 - 73.2)	70.0 (68.1 - 71.9)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)				
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.9 (67.1 - 68.7)	65.5 (64.6 - 66.4)	74.0 (72.4 - 75.6)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.9 (83.2 - 84.6)	83.1 (82.3 - 83.9)	85.4 (84.0 - 86.8)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.4 (52.1 - 54.7)	51.3 (49.7 - 52.9)	57.2 (54.7 - 59.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	82.0 (81.2 - 82.8)	81.9 (80.9 - 82.9)	82.9 (81.1 - 84.7)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.3 (71.6 - 75.0)	71.1 (69.1 - 73.1)	77.7 (74.4 - 81.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	87.3 (86.2 - 88.4)	87.4 (86.0 - 88.8)	86.9 (84.9 - 88.9)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.2 (73.6 - 78.8)	75.6 (72.7 - 78.5)	76.4 (70.3 - 82.5)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.5 (85.3 - 89.7)	87.5 (85.1 - 89.9)	84.6 (78.9 - 90.3)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.7 - 87.9)	86.3 (83.8 - 88.8)	84.3 (79.7 - 88.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	82.9 (81.6 - 84.2)	81.1 (79.4 - 82.6)	87.7 (85.4 - 90.0)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	87.7 (85.1 - 90.3)	92.0 (88.4 - 95.6)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	89.9 (88.5 - 91.3)	94.0 (91.8 - 96.2)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	79.6 (78.6 - 80.6)	82.9 (81.1 - 84.7)

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Education Level

		n=13,614	n=699	n=1,138	n=3,727	n=4,334	n=2,181	n=1,489
		NB	8 <sup>th</sup> grade or less	Some high school	High school or GED	College or trade diploma	Undergraduate degree	Graduate degree
Demographic Profile <sup>1</sup>								
Age Group	18-34	24.3	2.1 <sup>E</sup>	15.5	29.6	22.2	31.3	20.0
	35-54	36.7	18.1	24.9	30.1	43.7	40.5	41.3
	55-64	18.7	25.1	20.8	21.0	18.2	14.6	17.4
	65+	20.3	54.7	38.8	19.3	15.8	13.6	21.2
Gender	Male	48.0	50.9	48.8	48.9	47.3	45.5	50.5
	Female	52.0	49.1	51.2	51.1	52.7	54.5	49.5
Education Level	High School or Less	38.7	100.0	100.0	100.0	0.0	0.0	0.0
	College/Technical diploma	31.4	0.0	0.0	0.0	100.0	0.0	0.0
	University degree	29.9	0.0	0.0	0.0	0.0	100.0	100.0
Aboriginal	Yes	3.0	6.8	7.4	2.6	3.3	1.7	1.0 <sup>E</sup>
Preferred Language of Service	English	74.6	48.2	72.8	81.4	76.7	69.9	71.0
	French	25.4	51.8	27.2	18.6	23.3	30.1	29.0
Household Income	Less than \$25,000	19.9	68.3	43.6	27.5	14.3	9.6	4.4
	\$25,000 - \$59,000	35.5	29.0	45.7	43.4	39.7	24.3	21.1
	\$60,000 or more	44.6	2.8 <sup>E</sup>	10.8	29.1	46.0	66.1	74.5
Employment Status	Employed	54.6	18.5	27.5	46.4	63.0	65.8	63.6
	Unemployed/Seasonal	7.3	8.3	10.2	10.3	6.5	5.2	3.3
	Retired	24.7	52.5	40.0	24.3	20.0	19.1	26.9
	Other	13.5	20.7	22.2	18.9	10.5	9.9	6.2

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

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

## Results by Education Level

	n=13,614	n=699	n=1,138	n=3,727	n=4,334	n=2,181	n=1,489
Primary Health Indicator	NB	8 <sup>th</sup> grade or less	Some high school	High school or GED	College or trade diploma	Undergraduate degree	Graduate degree
<b>Health Services Barriers</b>							
Health services not available in your area when needed	17.4 (16.8 - 18.0)	14.5 (11.9 - 17.1)	15.3 (13.2 - 17.4)	15.5 (14.3 - 16.7)	17.3 (16.2 - 18.4)	19.5 (17.8 - 21.2)	20.4 (18.4 - 22.4)
Transportation problems	7.1 (6.7 - 7.5)	10.4 (8.2 - 12.6)	9.7 (8.0 - 11.4)	8.5 (7.6 - 9.4)	6.5 (5.8 - 7.2)	5.6 (4.6 - 6.6)	4.9 (3.8 - 6.0)
Language problems with health care provider	4.2 (3.9 - 4.5)	5.5 (3.8 - 7.2)	5.3 (4.0 - 6.6)	4.2 (3.6 - 4.8)	4.5 (3.9 - 5.1)	3.9 (3.1 - 4.7)	3.1 (2.2 - 4.0)
Cost for medication too high	35.1 (34.3 - 35.9)	60.2 (56.6 - 63.8)	51.7 (48.8 - 54.6)	37.6 (36.0 - 39.2)	35.6 (34.2 - 37.0)	24.4 (22.6 - 26.2)	25.4 (23.2 - 27.6)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	47.3 (43.5 - 51.1)	31.4 (28.6 - 34.2)	21.5 (20.1 - 22.9)	18.4 (17.2 - 19.6)	14.7 (13.2 - 16.2)	11.6 (9.9 - 13.3)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	42.8 (38.8 - 46.8)	32.9 (29.9 - 35.9)	25.1 (23.5 - 26.7)	20.7 (19.4 - 22.0)	14.3 (12.6 - 16.0)	13.3 (11.4 - 15.2)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	17.8 (15.0 - 20.6)	14.0 (12.0 - 16.0)	13.2 (12.1 - 14.3)	12.6 (11.6 - 13.6)	10.1 (8.8 - 11.4)	11.1 (9.5 - 12.7)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	12.7 (10.2 - 15.2)	9.7 (8.0 - 11.4)	9.4 (8.5 - 10.3)	8.1 (7.3 - 8.9)	9.7 (8.5 - 10.9)	10.2 (8.7 - 11.7)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	24.7 (21.5 - 27.9)	17.3 (15.1 - 19.5)	11.0 (10.0 - 12.0)	8.2 (7.4 - 9.0)	5.0 (4.1 - 5.9)	5.2 (4.1 - 6.3)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	82.8 (80.0 - 85.6)	87.1 (85.2 - 89.0)	89.4 (88.4 - 90.4)	91.7 (90.9 - 92.5)	92.7 (91.6 - 93.8)	94.0 (92.8 - 95.2)
<b>Things that contribute a lot to feelings of stress</b>							
Time pressures / not enough time	40.9 (40.1 - 41.7)	29.7 (26.3 - 33.1)	32.0 (29.3 - 34.7)	38.4 (36.8 - 40.0)	40.5 (39.1 - 41.9)	48.1 (46.0 - 50.2)	46.2 (43.7 - 48.7)
Health of family members	38.1 (37.3 - 38.9)	34.9 (31.4 - 38.4)	38.9 (36.1 - 41.7)	38.6 (37.1 - 40.1)	39.9 (38.5 - 41.3)	37.6 (35.6 - 39.6)	34.0 (31.6 - 36.4)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	12.9 (10.4 - 15.4)	20.2 (17.9 - 22.5)	30.0 (28.5 - 31.5)	38.7 (37.3 - 40.1)	39.8 (37.8 - 41.8)	39.9 (37.4 - 42.4)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Education Level

	n=13,614	n=699	n=1,138	n=3,727	n=4,334	n=2,181	n=1,489
Primary Health Indicator	NB	8 <sup>th</sup> grade or less	Some high school	High school or GED	College or trade diploma	Undergraduate degree	Graduate degree
<b>Health Profile</b>							
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	15.6 (12.9 - 18.3)	25.5 (23.0 - 28.0)	45.9 (44.3 - 47.5)	50.8 (49.3 - 52.3)	65.1 (63.1 - 67.1)	65.0 (62.6 - 67.4)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	33.2 (29.7 - 36.7)	46.8 (43.9 - 49.7)	60.6 (59.0 - 62.2)	66.8 (65.4 - 68.2)	76.8 (75.0 - 78.6)	78.4 (76.3 - 80.5)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.2 (54.4 - 56.0)	32.5 (29.1 - 35.9)	39.5 (36.7 - 42.3)	51.8 (50.2 - 53.4)	57.6 (56.1 - 59.1)	61.7 (59.7 - 63.7)	63.9 (61.5 - 66.3)
Number of prescription medications taken on a regular basis <sup>7</sup> (% 6 or more)	15.2 (14.5 - 15.9)	33.0 (29.2 - 36.8)	23.6 (20.9 - 26.3)	14.9 (13.6 - 16.2)	14.1 (12.8 - 15.4)	10.8 (9.1 - 12.5)	9.3 (7.4 - 11.2)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	28.0 (24.6 - 31.4)	27.7 (25.1 - 30.3)	24.8 (23.4 - 26.2)	25.5 (24.2 - 26.8)	25.1 (23.3 - 26.9)	24.9 (22.7 - 27.1)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	72.0 (68.6 - 75.4)	73.2 (70.6 - 75.8)	73.5 (72.0 - 75.0)	73.4 (72.0 - 74.8)	71.8 (69.9 - 73.7)	72.4 (70.1 - 74.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	44.8 (41.1 - 48.5)	38.0 (35.2 - 40.8)	24.5 (23.1 - 25.9)	21.2 (20.0 - 22.4)	14.3 (12.8 - 15.8)	13.8 (12.1 - 15.5)
<b>Memory Loss</b>							
Someone in household has a memory problem	9.9 (9.4 - 10.4)	14.8 (12.2 - 17.4)	16.5 (14.4 - 18.6)	11.5 (10.4 - 12.5)	8.6 (7.8 - 9.5)	7.4 (6.3 - 8.4)	8.3 (6.9 - 9.7)
...that interferes with day to day function	3.9 (3.6 - 4.2)	6.1 (4.3 - 7.9)	6.5 (5.1 - 7.9)	4.2 (3.6 - 4.8)	3.6 (3.1 - 4.1)	3.1 (2.4 - 3.8)	3.0 (2.1 - 3.9)
<b>Health Behaviours</b>							
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	30.3 (26.9 - 33.7)	37.3 (34.5 - 40.1)	41.4 (39.8 - 43.0)	49.7 (48.2 - 51.2)	66.1 (64.1 - 68.1)	63.3 (60.9 - 65.7)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	39.4 (35.8 - 43.0)	44.1 (41.2 - 47.0)	46.6 (45.0 - 48.2)	50.1 (48.6 - 51.6)	52.5 (50.4 - 54.6)	52.6 (50.1 - 55.1)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	24.7 (21.5 - 27.9)	29.9 (27.3 - 32.5)	24.5 (23.1 - 25.9)	20.3 (19.1 - 21.5)	10.1 (8.8 - 11.4)	9.5 (8.0 - 11.0)
Unhealthy weight (% obese)	30.8 (30.0 - 31.6)	40.7 (37.0 - 44.4)	34.1 (31.3 - 36.9)	31.8 (30.3 - 33.3)	32.5 (31.1 - 33.9)	26.0 (24.2 - 27.9)	26.2 (24.0 - 28.4)

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Results by Education Level

	n=13,614	n=699	n=1,138	n=3,727	n=4,334	n=2,181	n=1,489
Primary Health Indicator	NB	8 <sup>th</sup> grade or less	Some high school	High school or GED	College or trade diploma	Undergraduate degree	Graduate degree
<b>Chronic Health Conditions<sup>1</sup></b>							
One or more chronic health conditions <sup>3</sup>	61.6 (60.8 - 62.4)	82.5 (79.7 - 85.3)	76.1 (73.7 - 78.5)	63.4 (61.9 - 64.9)	61.2 (59.8 - 62.6)	52.3 (50.2 - 54.4)	56.9 (54.4 - 59.4)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	51.4 (47.7 - 55.1)	42.0 (39.2 - 44.8)	27.2 (25.8 - 28.6)	26.7 (25.4 - 28.0)	18.2 (16.6 - 19.8)	23.2 (21.1 - 25.3)
Arthritis	17.4 (16.8 - 18.0)	31.8 (28.4 - 35.2)	26.7 (24.2 - 29.2)	18.6 (17.4 - 19.8)	17.0 (15.9 - 18.1)	12.9 (11.5 - 14.3)	12.1 (10.5 - 13.7)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	21.3 (18.3 - 24.3)	19.8 (17.5 - 22.1)	16.7 (15.5 - 17.9)	16.6 (15.5 - 17.7)	13.9 (12.5 - 15.3)	15.7 (13.9 - 17.5)
Depression	14.9 (14.3 - 15.5)	18.8 (15.9 - 21.7)	16.3 (14.2 - 18.4)	15.3 (14.2 - 16.4)	16.1 (15.0 - 17.2)	12.3 (10.9 - 13.7)	12.2 (10.5 - 13.9)
Chronic pain	14.0 (13.4 - 14.6)	22.1 (19.0 - 25.2)	21.3 (18.9 - 23.7)	15.2 (14.1 - 16.3)	14.3 (13.3 - 15.3)	10.1 (8.8 - 11.4)	9.4 (7.9 - 10.9)
Asthma	11.8 (11.3 - 12.3)	17.4 (14.6 - 20.2)	11.4 (9.6 - 13.2)	13.0 (11.9 - 14.1)	11.2 (10.3 - 12.1)	10.2 (8.9 - 11.5)	11.6 (10.0 - 13.2)
Diabetes	10.6 (10.1 - 11.1)	23.4 (20.3 - 26.5)	17.9 (15.7 - 20.1)	10.8 (9.8 - 11.8)	10.2 (9.3 - 11.1)	8.0 (6.9 - 9.1)	6.9 (5.6 - 8.2)
Heart disease	8.3 (7.8 - 8.8)	19.7 (16.8 - 22.6)	13.3 (11.3 - 15.3)	8.8 (7.9 - 9.7)	7.5 (6.7 - 8.3)	5.7 (4.7 - 6.7)	6.4 (5.2 - 7.6)
Cancer	8.3 (7.8 - 8.8)	13.1 (10.6 - 15.6)	12.0 (10.1 - 13.9)	8.4 (7.5 - 9.3)	7.9 (7.1 - 8.7)	6.3 (5.3 - 7.3)	8.3 (6.9 - 9.7)
Emphysema or COPD	3.0 (2.7 - 3.3)	8.3 (6.3 - 10.3)	6.6 (5.2 - 8.0)	3.6 (3.0 - 4.2)	2.5 (2.0 - 3.0)	1.6 <sup>E</sup> (1.1 - 2.1)	1.2 <sup>E</sup> (0.7 - 1.7)
Mood disorder other than depression	3.0 (2.7 - 3.3)	5.2 (3.6 - 6.8)	4.9 (3.7 - 6.1)	2.8 (2.3 - 3.3)	3.0 (2.5 - 3.5)	2.2 (1.6 - 2.8)	2.6 (1.8 - 3.4)
Stroke	2.5 (2.2 - 2.8)	6.0 (4.3 - 7.7)	5.7 (4.4 - 7.0)	2.6 (2.1 - 3.1)	2.2 (1.8 - 2.6)	1.7 (1.2 - 2.2)	1.1 <sup>E</sup> (0.6 - 1.6)

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in this table

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Education Level

Primary Health Indicator		n=13,614	n=699	n=1,138	n=3,727	n=4,334	n=2,181	n=1,489		
		NB	8 <sup>th</sup> grade or less	Some high school	High school or GED	College or trade diploma	Undergraduate degree	Graduate degree		
<b>Accessibility</b>										
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										
Personal/Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.1 (91.7 - 92.5)	93.0 (91.1 - 94.9)	92.3 (90.8 - 93.8)	91.0 (90.1 - 91.9)	92.2 (91.4 - 93.0)	93.8 (92.8 - 94.8)	91.3 (89.9 - 92.7)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	78.3 (77.6 - 79.0)	82.2 (79.3 - 85.1)	79.5 (77.1 - 81.9)	81.3 (80.0 - 82.6)	77.4 (76.1 - 78.7)	76.1 (74.3 - 77.9)	75.3 (73.0 - 77.6)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	16.2 (15.6 - 16.8)	15.3 (12.6 - 18.0)	17.5 (15.2 - 19.8)	16.5 (15.3 - 17.7)	16.4 (15.3 - 17.5)	16.6 (15.0 - 18.2)	13.7 (11.9 - 15.5)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	18.2 (17.5 - 18.9)	20.1 (17.1 - 23.1)	19.6 (17.2 - 22.0)	19.8 (18.5 - 21.1)	18.7 (17.5 - 19.9)	14.6 (13.1 - 16.1)	17.4 (15.4 - 19.4)	
	A-5	<b>How quickly appointment can be made with family doctor</b>	(% on same day or next day)	30.1 (29.3 - 30.9)	35.2 (31.5 - 38.9)	35.9 (33.0 - 38.8)	30.5 (28.9 - 32.1)	29.1 (27.7 - 30.5)	29.0 (27.0 - 31.0)	28.8 (26.3 - 31.3)
			(% within 5 days)	60.3 (59.4 - 61.2)	58.8 (55.0 - 62.6)	61.6 (58.6 - 64.6)	62.2 (60.5 - 63.9)	59.4 (57.8 - 61.0)	58.8 (56.6 - 61.0)	60.9 (58.2 - 63.6)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	27.5 (26.7 - 28.3)	30.0 (26.5 - 33.4)	29.0 (26.3 - 31.7)	27.0 (25.5 - 28.5)	27.8 (26.4 - 29.2)	26.8 (24.9 - 28.7)	27.2 (24.9 - 29.6)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	28.5 (27.8 - 29.2)	31.7 (28.3 - 35.1)	29.5 (26.9 - 32.1)	28.2 (26.8 - 29.6)	28.6 (27.3 - 29.9)	27.9 (26.0 - 29.8)	27.8 (25.5 - 30.1)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	73.9 (72.7 - 75.1)	76.5 (72.1 - 80.9)	71.1 (67.2 - 75.0)	73.0 (70.8 - 75.2)	74.2 (72.2 - 76.2)	72.0 (68.9 - 75.1)	80.3 (76.8 - 83.8)	
A-9	<b>How often citizens received the health care service they needed in the official language of their choice</b> (% who always received service in language of preference)	English <sup>4</sup>	95.2 (94.8 - 95.6)	90.3 (87.4 - 93.2)	90.5 (88.5 - 92.5)	95.0 (94.2 - 95.8)	95.3 (94.6 - 96.0)	97.0 (96.0 - 97.9)	97.3 (96.3 - 98.3)	
		French <sup>4</sup>	72.6 (71.0 - 74.2)	76.2 (71.1 - 81.3)	78.2 (73.2 - 83.2)	70.3 (66.7 - 73.9)	70.2 (67.2 - 73.2)	74.3 (70.9 - 77.7)	73.2 (68.6 - 77.8)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Results by Education Level

		n=13,614	n=699	n=1,138	n=3,727	n=4,334	n=2,181	n=1,489
Primary Health Indicator		NB	8 <sup>th</sup> grade or less	Some high school	High school or GED	College or trade diploma	Undergraduate degree	Graduate degree
<b>Appropriateness</b>								
Care/service provided is relevant to the patients'/clients' needs and based on established standards								
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	70.6 (69.2 - 72.0)	70.3 (66.0 - 74.6)	68.7 (65.0 - 72.4)	69.5 (66.9 - 72.1)	70.3 (67.6 - 73.0)	72.7 (68.8 - 76.6)	73.9 (69.9 - 77.9)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	91.3 (90.6 - 92.0)	82.2 (78.7 - 85.7)	90.9 (88.7 - 93.1)	90.7 (89.3 - 92.1)	91.5 (90.2 - 92.8)	94.4 (92.7 - 96.1)	95.8 (94.1 - 97.5)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	76.3 (75.2 - 77.4)	75.1 (71.7 - 79.1)	77.7 (74.5 - 80.9)	73.9 (71.8 - 76.0)	75.3 (73.3 - 77.3)	80.8 (77.8 - 83.8)	79.3 (75.7 - 82.9)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.9 (72.8 - 75.0)	66.0 (61.6 - 70.4)	75.0 (71.7 - 78.3)	72.1 (69.9 - 74.3)	74.1 (72.0 - 76.2)	77.2 (74.0 - 80.4)	79.0 (75.4 - 82.6)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.3 (58.0 - 60.6)	55.4 (50.8 - 60.0)	59.2 (55.5 - 62.9)	55.7 (53.3 - 58.1)	60.3 (58.0 - 62.6)	62.0 (58.4 - 65.6)	65.7 (61.6 - 69.8)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	70.7 (69.7 - 71.7)	63.7 (59.2 - 68.2)	66.6 (63.0 - 70.2)	68.8 (66.8 - 70.8)	72.7 (70.9 - 74.5)	70.2 (67.6 - 72.8)	75.9 (73.0 - 78.8)
<b>Effectiveness</b>								
Care/service, intervention or action achieves the desired results								
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	42.2 (41.2 - 43.2)	38.6 (34.7 - 42.5)	38.6 (35.5 - 41.7)	40.0 (38.2 - 41.8)	42.8 (41.0 - 44.6)	45.8 (43.1 - 48.5)	45.4 (42.2 - 48.6)
<b>Safety</b>								
Potential risks of an intervention or the environment are avoided or minimized								
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications</b> do (% strongly agree)	47.7 (46.6 - 48.8)	19.8 (16.5 - 23.1)	33.0 (29.9 - 36.1)	45.0 (43.0 - 47.0)	51.0 (49.1 - 52.9)	58.9 (56.0 - 61.8)	60.6 (57.2 - 64.0)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last year (excluding hospital stay) (% yes)	2.7 <sup>6</sup> (2.4 - 3.0)	1.5 <sup>E,6</sup> (0.6 - 2.4)	2.5 <sup>E,6</sup> (1.6 - 3.4)	2.9 <sup>6</sup> (2.4 - 3.4)	2.7 <sup>6</sup> (2.2 - 3.2)	2.3 <sup>6</sup> (1.7 - 2.9)	3.3 <sup>6</sup> (2.4 - 4.2)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Education Level

		n=13,614	n=699	n=1,138	n=3,727	n=4,334	n=2,181	n=1,489
<b>Primary Health Indicator</b>		<b>NB</b>	<b>8<sup>th</sup> grade or less</b>	<b>Some high school</b>	<b>High school or GED</b>	<b>College or trade diploma</b>	<b>Undergraduate degree</b>	<b>Graduate degree</b>
<b>Efficiency</b>								
Achieving the desired results with the most cost-effective use of resources								
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	11.5 <sup>6</sup> (11.0 - 12.0)	16.7 <sup>6</sup> (14.0 - 19.4)	14.8 <sup>6</sup> (12.7 - 16.9)	13.1 <sup>6</sup> (12.0 - 14.2)	12.2 <sup>6</sup> (11.2 - 13.2)	8.2 <sup>6</sup> (7.1 - 9.3)	7.6 <sup>6</sup> (6.2 - 9.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.4 (7.0 - 7.8)	5.0 (3.4 - 6.6)	7.8 (6.3 - 9.3)	6.3 (5.5 - 7.1)	7.6 (6.8 - 8.4)	7.5 (6.4 - 8.6)	10.0 (8.5 - 11.5)
<b>Use of services</b>								
Using primary health services in the last 12 months								
U-1	Visited a <b>personal family doctor</b> (% yes)	80.3 (79.6 - 81.0)	85.9 (83.3 - 88.5)	82.8 (80.6 - 85.0)	78.9 (77.6 - 80.2)	80.6 (79.4 - 81.8)	79.3 (77.6 - 81.0)	80.3 (78.3 - 82.3)
U-2	Visited a <b>hospital emergency department</b> (% yes)	41.3 (40.5 - 42.1)	54.1 (50.4 - 57.8)	50.5 (47.6 - 53.4)	43.8 (42.2 - 45.4)	42.7 (41.2 - 44.2)	35.0 (33.0 - 37.0)	32.2 (29.8 - 34.6)
U-3	Visited a <b>specialist</b> (% yes)	56.4 (55.6 - 57.2)	65.4 (61.9 - 68.9)	59.1 (56.3 - 61.9)	54.7 (53.1 - 56.3)	56.5 (55.0 - 58.0)	54.3 (52.2 - 56.4)	58.8 (56.3 - 61.3)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.3 (23.6 - 25.0)	14.6 (12.0 - 17.2)	17.2 (15.0 - 19.4)	23.8 (22.4 - 25.2)	24.6 (23.3 - 25.9)	27.8 (25.9 - 29.7)	27.0 (24.8 - 29.2)
U-5	Visited an <b>alternative practitioner</b> (% yes)	25.2 (24.5 - 25.9)	10.8 (8.5 - 13.1)	11.8 (10.0 - 13.6)	18.5 (17.3 - 19.7)	28.0 (26.7 - 29.3)	33.5 (31.5 - 35.5)	33.9 (31.5 - 36.3)
U-6	Visited a <b>community health centre</b> (% yes)	6.9 (6.5 - 7.3)	9.0 (6.9 - 11.1)	7.2 (5.7 - 8.7)	8.0 (7.1 - 8.9)	6.8 (6.1 - 7.5)	6.3 (5.3 - 7.3)	5.0 (3.9 - 6.1)
U-7	Used <b>ambulance services</b> (% yes)	5.7 (5.3 - 6.1)	13.4 (10.9 - 15.9)	10.1 (8.4 - 11.8)	5.6 (4.9 - 6.3)	5.3 (4.6 - 6.0)	3.8 (3.0 - 4.6)	4.6 (3.6 - 5.6)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.7 (7.3 - 8.1)	7.5 (5.6 - 9.4)	6.3 (4.9 - 7.7)	6.6 (5.8 - 7.4)	8.5 (7.7 - 9.3)	8.7 (7.5 - 9.9)	7.8 (6.5 - 9.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	23.7 (23.0 - 24.4)	20.7 (17.7 - 23.7)	24.7 (22.2 - 27.2)	21.5 (20.2 - 22.8)	22.6 (21.4 - 23.8)	26.3 (24.5 - 28.1)	28.2 (25.9 - 30.5)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Education Level

		n=13,614	n=699	n=1,138	n=3,727	n=4,334	n=2,181	n=1,489
Primary Health Indicator		NB	8 <sup>th</sup> grade or less	Some high school	High school or GED	College or trade diploma	Undergraduate degree	Graduate degree
<b>Communication/Relationship with personal family doctor</b>								
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	74.3 (69.9 - 76.9)	76.5 (73.9 - 79.1)	78.3 (76.9 - 79.7)	80.3 (79.0 - 81.6)	82.3 (80.6 - 84.0)	85.4 (83.4 - 87.4)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (67.3 - 69.1)	49.1 (45.0 - 53.2)	57.8 (54.7 - 60.9)	66.9 (65.2 - 68.6)	70.3 (68.8 - 71.8)	71.5 (69.4 - 73.6)	73.9 (71.4 - 76.4)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	67.5 (63.5 - 71.5)	70.6 (67.6 - 73.6)	72.6 (70.9 - 74.3)	71.9 (70.3 - 73.5)	70.9 (68.7 - 73.1)	74.4 (71.8 - 77.0)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)								
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.9 (67.1 - 68.7)	73.8 (70.5 - 77.1)	69.6 (66.9 - 72.3)	68.3 (66.8 - 69.8)	66.2 (64.8 - 67.6)	66.7 (64.7 - 68.7)	69.8 (67.5 - 72.1)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.9 (83.2 - 84.6)	85.3 (82.5 - 88.1)	81.8 (79.4 - 84.2)	84.5 (83.2 - 85.8)	84.1 (82.9 - 85.3)	82.9 (81.2 - 84.6)	83.9 (81.9 - 85.9)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.4 (52.1 - 54.7)	58.4 (53.3 - 63.5)	51.8 (47.6 - 56.0)	52.4 (50.0 - 54.8)	50.2 (47.9 - 52.5)	56.6 (53.2 - 60.0)	61.5 (57.3 - 65.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	82.0 (81.2 - 82.8)	81.2 (77.6 - 84.8)	83.2 (80.5 - 85.9)	81.8 (80.2 - 83.4)	82.1 (80.6 - 83.6)	82.3 (80.2 - 84.4)	81.1 (78.5 - 83.7)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.3 (71.6 - 75.0)	79.0 (71.1 - 86.9)	71.3 (64.5 - 78.1)	71.4 (68.1 - 74.7)	76.2 (73.5 - 78.9)	72.9 (69.0 - 76.8)	70.1 (65.2 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	87.3 (86.2 - 88.4)	83.0 (74.0 - 92.0)	81.5 (75.2 - 87.8)	87.4 (85.0 - 89.8)	89.4 (87.7 - 91.1)	85.5 (83.0 - 88.0)	86.8 (83.9 - 89.7)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.2 (73.6 - 78.8)	78.4 (67.6 - 89.2)	64.3 (54.0 - 74.6)	69.8 (64.8 - 74.8)	79.2 (74.9 - 83.5)	85.2 (79.7 - 90.7)	81.6 (73.7 - 89.5)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.5 (85.3 - 89.7)	85.5 (78.5 - 92.5)	92.2 (87.4 - 97.0)	86.2 (81.9 - 90.5)	86.8 (82.6 - 91.0)	83.7 (76.4 - 91.0)	94.1 (88.9 - 99.3)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.7 - 87.9)	77.5 (65.4 - 89.6)	89.8 (82.7 - 96.9)	82.8 (78.2 - 87.4)	87.1 (83.6 - 90.6)	85.2 (80.0 - 90.4)	89.2 (83.5 - 94.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	82.9 (81.6 - 84.2)	91.3 (86.4 - 96.2)	78.7 (73.5 - 83.9)	82.3 (79.7 - 84.9)	81.0 (78.6 - 83.4)	86.8 (84.0 - 89.6)	82.3 (78.7 - 85.9)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	78.1 (62.5 - 93.7)	85.7 (77.8 - 93.6)	90.5 (86.7 - 94.3)	90.6 (87.2 - 94.0)	88.4 (83.2 - 93.6)	89.5 (83.8 - 95.2)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	88.0 (81.1 - 94.9)	91.8 (87.7 - 95.9)	87.9 (85.4 - 90.4)	90.9 (88.9 - 92.9)	94.0 (91.7 - 96.3)	92.9 (89.5 - 96.3)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	86.0 (82.8 - 89.2)	87.1 (84.6 - 89.6)	83.1 (81.5 - 84.7)	79.3 (77.7 - 80.9)	79.2 (77.0 - 81.4)	73.6 (70.7 - 76.5)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Aboriginal Identity

Primary Health Indicator		NB n=13,614	Are you an Aboriginal person?	
			Yes n=352	No n=13,225
<b>Demographic Profile<sup>1</sup></b>				
Age Group	18-34	24.3	32.2	24.0
	35-54	36.7	37.9	36.7
	55-64	18.7	14.4	18.8
	65+	20.3	15.5	20.4
Gender	Male	48.0	53.7	47.8
	Female	52.0	46.3	52.2
Education Level	High School or Less	38.7	50.8	38.1
	College/Technical diploma	31.4	34.9	31.4
	University degree	29.9	14.3	30.5
Aboriginal	Yes	3.0	100.0	0.0
Preferred Language of Service	English	74.6	72.5	74.7
	French	25.4	27.5	25.3
Household Income	Less than \$25,000	19.9	40.1	19.2
	\$25,000 - \$59,000	35.5	33.1	35.6
	\$60,000 or more	44.6	26.7	45.2
Employment Status	Employed	54.6	52.3	54.7
	Unemployed/Seasonal	7.3	12.1	7.1
	Retired	24.7	14.6	25.0
	Other	13.5	21.0	13.2

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

**Results by Aboriginal Identity**

Primary Health Indicator	NB n=13,614	Are you an Aboriginal Person?	
		Yes n=352	No n=13,225
<b>Health Services Barriers</b>			
Health services not available in your area when needed	17.4 (16.8 - 18.0)	21.1 (16.9 - 25.3)	17.3 (16.7 - 17.9)
Transportation problems	7.1 (6.7 - 7.5)	13.9 (10.3 - 17.5)	6.8 (6.4 - 7.2)
Language problems with health care provider	4.2 (3.9 - 4.5)	8.3 <sup>E</sup> (5.4 - 11.2)	4.1 (3.8 - 4.4)
Cost for medication too high	35.1 (34.3 - 35.9)	44.9 (39.7 - 50.1)	34.8 (34.0 - 35.6)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	29.6 (24.7 - 34.5)	19.6 (18.9 - 20.3)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	36.6 (31.1 - 42.1)	21.1 (20.3 - 21.9)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	20.5 (16.3 - 24.7)	12.1 (11.5 - 12.7)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	9.7 (6.6 - 12.8)	9.2 (8.7 - 9.7)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	16.4 (12.5 - 20.3)	9.1 (8.6 - 9.6)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	85.6 (81.9 - 89.3)	91.0 (90.5 - 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	40.9 (40.1 - 41.7)	43.0 (37.8 - 48.2)	40.7 (39.9 - 41.5)
Health of family members	38.1 (37.3 - 38.9)	47.8 (42.6 - 53.0)	37.8 (37.0 - 38.6)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	35.5 (30.5 - 40.5)	34.2 (33.4 - 35.0)

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

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Aboriginal Identity

Primary Health Indicator	NB n=13,614	Are you an Aboriginal Person?	
		Yes n=352	No n=13,225
<b>Health Profile</b>			
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	33.7 (28.8 - 38.6)	51.0 (50.2 - 51.8)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	49.7 (44.5 - 54.9)	66.0 (65.2 - 66.8)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.2 (54.4 - 56.0)	49.1 (43.9 - 54.3)	55.5 (54.7 - 56.3)
Number of prescription medications taken on a regular basis <sup>7</sup> (% 6 or more)	15.2 (14.5 - 15.9)	18.8 (14.1 - 23.5)	15.0 (14.3 - 15.7)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	27.8 (23.1 - 32.5)	25.3 (24.6 - 26.0)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	73.5 (68.7 - 78.3)	73.0 (72.2 - 73.8)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	32.4 (27.6 - 37.2)	21.7 (21.0 - 22.4)
<b>Memory Loss</b>			
Someone in household has a memory problem	9.9 (9.4 - 10.4)	16.5 (12.6 - 20.3)	9.7 (9.2 - 10.2)
...that interferes with day to day function	3.9 (3.6 - 4.2)	7.3 <sup>E</sup> (4.6 - 10.0)	3.8 (3.5 - 4.1)
<b>Health Behaviours</b>			
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	46.6 (41.4 - 51.8)	50.6 (49.8 - 51.4)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	53.6 (48.4 - 58.8)	48.9 (48.1 - 49.7)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	35.2 (30.3 - 40.1)	18.6 (17.9 - 19.3)
Unhealthy weight (% obese)	30.8 (30.0 - 31.6)	32.3 (27.4 - 37.3)	30.7 (29.9 - 31.5)

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Results by Aboriginal Identity

Primary Health Indicator	NB n=13,614	Are you an Aboriginal Person?	
		Yes n=352	No n=13,225
<b>Chronic Health Conditions<sup>1</sup></b>			
One or more chronic health conditions <sup>3</sup>	61.6 (60.8 - 62.4)	70.8 (66.1 - 75.5)	61.3 (60.5 - 62.1)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	33.1 (28.2 - 38.0)	26.8 (26.1 - 27.5)
Arthritis	17.4 (16.8 - 18.0)	20.1 (16.0 - 24.2)	17.3 (16.7 - 17.9)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	17.9 (13.9 - 21.9)	16.4 (15.8 - 17.0)
Depression	14.9 (14.3 - 15.5)	23.0 (18.6 - 27.4)	14.6 (14.0 - 15.2)
Chronic pain	14.0 (13.4 - 14.6)	19.6 (15.5 - 23.7)	13.8 (13.2 - 14.4)
Asthma	11.8 (11.3 - 12.3)	18.9 (14.8 - 23.0)	11.6 (11.1 - 12.1)
Diabetes	10.6 (10.1 - 11.1)	18.3 (14.3 - 22.3)	10.4 (9.9 - 10.9)
Heart disease	8.3 (7.8 - 8.8)	9.6 (6.5 - 12.7)	8.3 (7.8 - 8.8)
Cancer	8.3 (7.8 - 8.8)	8.1 <sup>E</sup> (5.3 - 10.9)	8.3 (7.8 - 8.8)
Emphysema or COPD	3.0 (2.7 - 3.3)	5.9 (3.5 - 8.3)	2.9 (2.6 - 3.2)
Mood disorder other than depression	3.0 (2.7 - 3.3)	9.8 <sup>E</sup> (6.7 - 12.9)	2.7 (2.4 - 3.0)
Stroke	2.5 (2.2 - 2.8)	8.5 <sup>E</sup> (5.6 - 11.4)	2.3 (2.0 - 2.6)

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in this table

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Aboriginal Identity

Primary Health Indicator		NB n=13,614	Are you an Aboriginal person?			
			Yes n=352	No n=13,225		
<b>Accessibility</b>						
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						
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.1 (91.7 - 92.5)	90.6 (87.6 - 93.6)	92.2 (91.7 - 92.7)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	78.3 (77.6 - 79.0)	77.7 (73.4 - 82.4)	78.4 (77.7 - 79.1)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	16.2 (15.6 - 16.8)	19.7 (15.4 - 24.0)	16.1 (15.5 - 16.7)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	18.2 (17.5 - 18.9)	23.7 (19.1.3 - 28.3)	18.0 (17.3 - 18.7)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.1 (29.3 - 30.9)	27.8 (22.7 - 32.9)	30.2 (29.4 - 31.0)
			(% within 5 days)	60.3 (59.4 - 61.2)	60.0 (54.4 - 65.6)	60.4 (59.5 - 61.3)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	27.5 (26.7 - 28.3)	29.5 (24.6 - 34.5)	27.5 (26.7 - 28.2)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	28.5 (27.8 - 29.2)	32.5 (27.7 - 37.3)	28.3 (27.5 - 29.1)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	73.9 (72.7 - 75.1)	65.3 (58.4 - 72.2)	74.4 (73.2 - 75.6)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	95.2 (94.8 - 95.6)	88.6 (84.6 - 92.6)	95.4 (95.0 - 95.8)	
		French <sup>4</sup>	72.6 (71.0 - 74.2)	68.2 (58.8 - 77.6)	72.9 (71.3 - 74.5)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Aboriginal Identity

Primary Health Indicator		NB n=13,614	Are you an Aboriginal person?	
			Yes n=352	No n=13,225
<b>Appropriateness</b>				
Care/service provided is relevant to the patients'/clients' needs and based on established standards				
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	70.6 (69.2 - 72.0)	60.9 (50.6 - 71.2)	70.8 (69.4 - 72.2)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	91.3 (90.6 - 92.0)	94.1 (90.5 - 97.7)	91.3 (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	76.3 (75.2 - 77.4)	67.5 (60.4 - 74.6)	76.7 (75.6 - 77.8)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.9 (72.8 - 75.0)	74.1 (67.4 - 80.8)	73.9 (72.7 - 75.1)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.3 (58.0 - 60.6)	62.2 (54.9 - 69.5)	59.2 (57.9 - 60.5)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	70.7 (69.7 - 71.7)	69.1 (62.8 - 75.4)	70.8 (69.8 - 71.8)
<b>Effectiveness</b>				
Care/service, intervention or action achieves the desired results				
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	42.2 (41.2 - 43.2)	35.8 (30.0 - 41.6)	42.5 (41.5 - 43.5)
<b>Safety</b>				
Potential risks of an intervention or the environment are avoided or minimized				
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications</b> do (% strongly agree)	47.7 (46.6 - 48.8)	44.1 (37.6 - 50.6)	47.9 (46.8 - 49.0)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	2.7 <sup>6</sup> (2.4 - 3.0)	5.0 <sup>E,6</sup> (2.7 - 7.3)	2.6 <sup>6</sup> (2.3 - 2.9)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Aboriginal Identity

Primary Health Indicator		NB n=13,614	Are you an Aboriginal person?	
			Yes n=352	No n=13,225
<b>Efficiency</b>				
Achieving the desired results with the most cost-effective use of resources				
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	11.5 <sup>6</sup> (11.0 - 12.0)	16.3 <sup>6</sup> (12.4 - 20.2)	11.4 <sup>6</sup> (10.9 - 11.9)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.4 (7.0 - 7.8)	11.8 (8.5 - 15.1)	7.3 (6.9 - 7.7)
<b>Use of services</b>				
Using primary health services in the last 12 months				
U-1	Visited a <b>personal family doctor</b> (% yes)	80.3 (79.6 - 81.0)	81.1 (77.0 - 85.2)	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	41.3 (40.5 - 42.1)	53.7 (48.5 - 58.9)	40.9 (40.1 - 41.7)
U-3	Visited a <b>specialist</b> (% yes)	56.4 (55.6 - 57.2)	63.1 (58.1 - 68.1)	56.2 (55.4 - 57.0)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.3 (23.6 - 25.0)	27.3 (22.7 - 31.9)	24.2 (23.5 - 24.9)
U-5	Visited an <b>alternative practitioner</b> (% yes)	25.2 (24.5 - 25.9)	19.4 (15.3 - 23.5)	25.5 (24.8 - 26.2)
U-6	Visited a <b>community health centre</b> (% yes)	6.9 (6.5 - 7.3)	11.8 (8.4 - 15.2)	6.8 (6.4 - 7.2)
U-7	Used <b>ambulance services</b> (% yes)	5.7 (5.3 - 6.1)	10.2 (7.1 - 13.3)	5.6 (5.2 - 6.0)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.7 (7.3 - 8.1)	13.0 (9.5 - 16.5)	7.6 (7.2 - 8.0)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	23.7 (23.0 - 24.4)	29.3 (24.6 - 34.0)	23.5 (22.8 - 24.2)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

Confidence interval calculated at a 95% level of confidence.  
Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Aboriginal Identity

Primary Health Indicator		NB n=13,614	Are you an Aboriginal person?	
			Yes n=352	No n=13,225
<b>Communication/Relationship with personal family doctor</b>				
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	75.7 (70.8 - 80.6)	80.3 (79.6 - 81.0)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (67.3 - 69.1)	62.2 (56.5 - 67.9)	68.4 (67.5 - 69.3)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	73.1 (67.6 - 78.6)	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)				
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.9 (67.1 - 68.7)	67.0 (62.1 - 71.9)	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.9 (83.2 - 84.6)	82.1 (77.7 - 86.5)	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.4 (52.1 - 54.7)	42.6 (35.4 - 49.8)	53.9 (52.6 - 55.2)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	82.0 (81.2 - 82.8)	77.0 (71.5 - 82.5)	82.3 (81.5 - 83.1)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.3 (71.6 - 75.0)	73.8 (64.3 - 83.3)	73.2 (71.5 - 74.9)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	87.3 (86.2 - 88.4)	84.9 (76.4 - 93.4)	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.2 (73.6 - 78.8)	65.2 (51.0 - 79.4)	76.9 (74.3 - 79.5)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.5 (85.3 - 89.7)	86.2 (75.4 - 97.0)	87.8 (85.6 - 90.0)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.7 - 87.9)	90.0 (79.8 - 100.0)	86.0 (83.8 - 88.2)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	82.9 (81.6 - 84.2)	78.9 (70.7 - 87.1)	83.2 (81.9 - 84.5)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	93.3 (85.2 - 100.0)	89.1 (87.0 - 91.2)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	95.0 (90.3 - 99.7)	90.6 (89.4 - 91.8)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	78.3 (72.9 - 83.7)	80.7 (79.8 - 81.6)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Household Income

		n=13,614	n=2,693	n=4,921	n=4,995
		NB	Less than \$25,000	\$25,000 to less than \$60,000	\$60,000 or more
<b>Demographic Profile<sup>1</sup></b>					
Age Group	18-34	24.3	28.1	20.1	24.4
	35-54	36.7	23.0	31.6	49.3
	55-64	18.7	18.7	21.3	16.9
	65+	20.3	30.2	26.9	9.4
Gender	Male	48.0	40.5	47.8	52.3
	Female	52.0	59.5	52.2	47.7
Education Level	High School or Less	38.7	65.4	44.3	19.1
	College/Technical diploma	31.4	22.9	35.8	33.0
	University degree	29.9	11.7	20.0	48.0
Aboriginal	Yes	3.0	6.0	2.8	1.8
Preferred Language of Service	English	74.6	70.6	73.4	75.7
	French	25.4	29.4	26.6	24.3
Household Income	Less than \$25,000	19.9	100.0	0.0	0.0
	\$25,000 - \$59,000	35.5	0.0	100.0	0.0
	\$60,000 or more	44.6	0.0	0.0	100.0
Employment Status	Employed	54.6	28.3	48.1	73.8
	Unemployed/Seasonal	7.3	13.6	7.7	3.5
	Retired	24.7	32.1	32.0	14.4
	Other	13.5	25.9	12.2	8.3

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

## Results by Household Income

	n=13,614	n=2,693	n=4,921	n=4,995
Primary Health Indicator	NB	Less than \$25,000	\$25,000 to less than \$60,000	\$60,000 or more
<b>Health Services Barriers</b>				
Health services not available in your area when needed	17.4 (16.8 - 18.0)	21.4 (19.9 - 22.9)	15.5 (14.5 - 16.5)	17.6 (16.5 - 18.7)
Transportation problems	7.1 (6.7 - 7.5)	18.0 (16.6 - 19.4)	6.5 (5.8 - 7.2)	2.6 (2.2 - 3.0)
Language problems with health care provider	4.2 (3.9 - 4.5)	6.3 (5.4 - 7.2)	3.5 (3.0 - 4.0)	3.8 (3.3 - 4.3)
Cost for medication too high	35.1 (34.3 - 35.9)	53.0 (51.1 - 54.9)	42.8 (41.4 - 44.2)	20.8 (19.7 - 21.9)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	33.5 (31.7 - 35.3)	23.0 (21.8 - 24.2)	11.7 (10.8 - 12.6)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	36.2 (34.2 - 38.2)	24.0 (22.7 - 25.3)	12.3 (11.3 - 13.3)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	21.0 (19.5 - 22.5)	12.1 (11.2 - 13.0)	8.6 (7.8 - 9.4)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	14.2 (12.9 - 15.5)	8.5 (7.7 - 9.3)	7.9 (7.2 - 8.6)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	17.6 (16.2 - 19.0)	10.2 (9.3 - 11.1)	5.1 (4.5 - 5.7)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	86.2 (84.9 - 87.5)	90.5 (89.7 - 91.3)	93.3 (92.6 - 94.0)
<b>Things that contribute a lot to feelings of stress</b>				
Time pressures / not enough time	40.9 (40.1 - 41.7)	37.2 (35.4 - 39.0)	35.8 (34.5 - 37.1)	47.6 (46.2 - 49.0)
Health of family members	38.1 (37.3 - 38.9)	42.1 (40.3 - 43.9)	39.5 (38.1 - 40.9)	36.0 (34.7 - 37.3)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	26.7 (25.0 - 28.4)	30.7 (29.4 - 32.0)	41.8 (40.4 - 43.2)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Household Income

	n=13,614	n=2,693	n=4,921	n=4,995
Primary Health Indicator	NB	Less than \$25,000	\$25,000 to less than \$60,000	\$60,000 or more
<b>Health Profile</b>				
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	31.8 (30.1 - 33.5)	43.9 (42.5 - 45.3)	64.1 (62.8 - 65.4)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	47.3 (45.4 - 49.2)	63.1 (61.8 - 64.4)	76.0 (74.8 - 77.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.2 (54.4 - 56.0)	45.5 (43.6 - 47.4)	53.1 (51.7 - 54.5)	62.0 (60.7 - 63.3)
Number of prescription medications taken on a regular basis <sup>7</sup> (% 6 or more)	15.2 (14.5 - 15.9)	25.4 (23.6 - 27.2)	15.8 (14.6 - 17.0)	8.1 (7.1 - 9.1)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	28.7 (27.0 - 30.4)	26.7 (25.5 - 27.9)	23.1 (21.9 - 24.3)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	72.9 (71.2 - 74.6)	72.9 (71.6 - 74.2)	73.2 (71.9 - 74.5)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	40.5 (38.7 - 42.3)	23.7 (22.5 - 24.9)	12.1 (11.2 - 13.0)
<b>Memory Loss</b>				
Someone in household has a memory problem	9.9 (9.4 - 10.4)	16.5 (15.1 - 17.9)	10.8 (10.0 - 11.7)	6.7 (6.0 - 7.4)
...that interferes with day to day function	3.9 (3.6 - 4.2)	7.4 (6.4 - 8.4)	3.9 (3.4 - 4.4)	2.6 (2.2 - 3.0)
<b>Health Behaviours</b>				
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	41.3 (39.4 - 43.2)	47.0 (45.6 - 48.4)	57.6 (56.2 - 59.0)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	44.9 (43.0 - 46.8)	46.9 (45.5 - 48.3)	52.8 (51.4 - 54.2)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	29.7 (28.0 - 31.4)	20.9 (19.8 - 22.0)	13.7 (12.8 - 14.6)
Unhealthy weight (% obese)	30.8 (30.0 - 31.6)	32.4 (30.6 - 34.2)	32.8 (31.4 - 34.1)	29.2 (28.0 - 30.5)

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Results by Household Income

Primary Health Indicator	n=13,614	n=2,693	n=4,921	n=4,995
	NB	Less than \$25,000	\$25,000 to less than \$60,000	\$60,000 or more
<b>Chronic Health Conditions<sup>1</sup></b>				
One or more chronic health conditions <sup>3</sup>	61.6 (60.8 - 62.4)	73.9 (72.3 - 75.5)	65.9 (64.6 - 67.2)	53.4 (52.0 - 54.8)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	35.6 (33.8 - 37.4)	31.4 (30.1 - 32.7)	19.9 (18.8 - 21.0)
Arthritis	17.4 (16.8 - 18.0)	28.0 (26.3 - 29.7)	19.6 (18.5 - 20.7)	10.8 (9.9 - 11.7)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	19.9 (18.4 - 21.4)	17.3 (16.3 - 18.3)	14.6 (13.6 - 15.6)
Depression	14.9 (14.3 - 15.5)	23.5 (21.9 - 25.1)	14.8 (13.8 - 15.8)	11.7 (10.8 - 12.6)
Chronic pain	14.0 (13.4 - 14.6)	23.6 (22.0 - 25.2)	15.2 (14.2 - 16.2)	9.1 (8.3 - 9.9)
Asthma	11.8 (11.3 - 12.3)	16.9 (15.5 - 18.3)	11.7 (10.8 - 12.6)	10.1 (9.3 - 10.9)
Diabetes	10.6 (10.1 - 11.1)	16.7 (15.3 - 18.1)	12.1 (11.2 - 13.0)	6.8 (6.1 - 7.5)
Heart disease	8.3 (7.8 - 8.8)	12.8 (11.5 - 14.1)	9.5 (8.7 - 10.3)	5.4 (4.8 - 6.0)
Cancer	8.3 (7.8 - 8.8)	10.2 (9.1 - 11.3)	9.9 (9.1 - 10.7)	6.2 (5.5 - 6.9)
Emphysema or COPD	3.0 (2.7 - 3.3)	6.4 (5.5 - 7.3)	3.4 (2.9 - 3.9)	1.2 (0.9 - 1.5)
Mood disorder other than depression	3.0 (2.7 - 3.3)	6.0 (5.1 - 6.9)	2.8 (2.3 - 3.3)	1.7 (1.3 - 2.1)
Stroke	2.5 (2.2 - 2.8)	6.0 (5.1 - 6.9)	2.3 (1.9 - 2.7)	1.2 (0.9 - 1.5)

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in this table

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Household Income

Primary Health Indicator		n=13,614	n=2,693	n=4,921	n=4,995		
		NB	Less than \$25,000	\$25,000 to less than \$60,000	\$60,000 or more		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.1 (91.7 - 92.5)	90.4 (89.3 - 91.5)	92.6 (91.9 - 93.3)	92.5 (91.8 - 93.2)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	78.3 (77.6 - 79.0)	80.6 (79.1 - 82.1)	78.9 (77.7 - 80.1)	76.3 (75.1 - 77.5)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	16.2 (15.6 - 16.8)	16.1 (14.7 - 17.5)	16.8 (15.7 - 17.9)	16.0 (15.0 - 17.0)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	18.2 (17.5 - 18.9)	19.7 (18.1 - 21.3)	18.3 (17.2 - 19.4)	16.5 (15.4 - 17.6)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.1 (29.3 - 30.9)	31.8 (29.9 - 33.7)	30.3 (28.9 - 31.7)	28.7 (27.4 - 30.0)
			(% within 5 days)	60.3 (59.4 - 61.2)	60.2 (58.2 - 62.2)	60.3 (58.8 - 61.8)	60.1 (58.7 - 61.5)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	27.5 (26.7 - 28.3)	31.7 (29.9 - 33.5)	26.4 (25.1 - 27.6)	26.4 (25.2 - 27.7)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	28.5 (27.8 - 29.2)	31.5 (29.8 - 33.2)	27.2 (26.0 - 28.4)	27.9 (26.7 - 29.1)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	73.9 (72.7 - 75.1)	70.0 (67.6 - 72.4)	74.5 (72.6 - 76.4)	75.8 (73.8 - 77.8)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	95.2 (94.8 - 95.6)	90.6 (89.3 - 91.9)	95.4 (94.7 - 96.1)	97.3 (96.8 - 97.8)	
		French <sup>4</sup>	72.6 (71.0 - 74.2)	71.1 (67.6 - 74.6)	78.7 (76.3 - 81.1)	69.1 (66.4 - 71.8)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Household Income

		n=13,614	n=2,693	n=4,921	n=4,995
Primary Health Indicator		NB	Less than \$25,000	\$25,000 to less than \$60,000	\$60,000 or more
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	70.6 (69.2 - 72.0)	66.9 (64.2 - 69.6)	71.2 (69.2 - 73.2)	76.3 (73.3 - 79.3)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	91.3 (90.6 - 92.0)	88.1 (86.5 - 89.7)	91.7 (90.6 - 92.8)	93.5 (92.3 - 94.7)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	76.3 (75.2 - 77.4)	73.4 (71.1 - 75.7)	76.7 (74.9 - 78.5)	79.1 (77.1 - 81.1)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.9 (72.8 - 75.0)	71.6 (69.3 - 73.9)	74.2 (72.4 - 76.0)	76.4 (74.3 - 78.5)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.3 (58.0 - 60.6)	58.5 (56.0 - 61.0)	59.5 (57.5 - 61.5)	59.7 (57.3 - 62.1)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	70.7 (69.7 - 71.7)	64.2 (61.9 - 66.5)	71.6 (69.9 - 73.3)	73.4 (71.7 - 75.1)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	42.2 (41.2 - 43.2)	35.9 (33.9 - 37.9)	41.5 (39.9 - 43.1)	47.3 (45.5 - 49.1)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	47.7 (46.6 - 48.8)	38.4 (36.3 - 40.5)	44.1 (42.4 - 45.8)	58.8 (56.9 - 60.7)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	2.7 <sup>6</sup> (2.4 - 3.0)	3.9 <sup>6</sup> (3.2 - 4.6)	2.3 <sup>6</sup> (1.9 - 2.7)	2.7 <sup>6</sup> (2.3 - 3.1)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Household Income

Primary Health Indicator		n=13,614	n=2,693	n=4,921	n=4,995
		NB	Less than \$25,000	\$25,000 to less than \$60,000	\$60,000 or more
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	11.5 <sup>6</sup> (11.0 - 12.0)	14.4 <sup>6</sup> (13.1 - 15.7)	13.2 <sup>6</sup> (12.3 - 14.1)	8.9 <sup>6</sup> (8.1 - 9.7)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.4 (7.0 - 7.8)	8.7 (7.6 - 9.8)	6.6 (5.9 - 7.3)	7.5 (6.8 - 8.2)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	80.3 (79.6 - 81.0)	81.3 (79.8 - 82.8)	80.0 (78.9 - 81.1)	80.3 (79.2 - 81.4)
U-2	Visited a <b>hospital emergency department</b> (% yes)	41.3 (40.5 - 42.1)	53.3 (51.4 - 55.2)	42.3 (40.9 - 43.7)	35.4 (34.1 - 36.7)
U-3	Visited a <b>specialist</b> (% yes)	56.4 (55.6 - 57.2)	60.2 (58.4 - 62.0)	57.6 (56.2 - 59.0)	54.0 (52.6 - 55.4)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.3 (23.6 - 25.0)	23.4 (21.8 - 25.0)	22.0 (20.9 - 23.1)	26.6 (25.4 - 27.8)
U-5	Visited an <b>alternative practitioner</b> (% yes)	25.2 (24.5 - 25.9)	14.5 (13.2 - 15.8)	22.1 (21.0 - 23.2)	33.5 (32.2 - 34.8)
U-6	Visited a <b>community health centre</b> (% yes)	6.9 (6.5 - 7.3)	9.3 (8.2 - 10.4)	7.8 (7.1 - 8.5)	5.5 (4.9 - 6.1)
U-7	Used <b>ambulance services</b> (% yes)	5.7 (5.3 - 6.1)	10.6 (9.5 - 11.7)	5.5 (4.9 - 6.1)	3.7 (3.2 - 4.2)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.7 (7.3 - 8.1)	8.8 (7.7 - 9.9)	7.6 (6.9 - 8.3)	7.5 (6.8 - 8.2)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	23.7 (23.0 - 24.4)	25.0 (23.4 - 26.6)	22.0 (20.9 - 23.1)	25.1 (23.9 - 26.3)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Household Income

		n=13,614	n=2,693	n=4,921	n=4,995
Primary Health Indicator		NB	Less than \$25,000	\$25,000 to less than \$60,000	\$60,000 or more
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	73.8 (72.0 - 75.6)	79.1 (77.9 - 80.3)	84.2 (83.1 - 85.3)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (67.3 - 69.1)	57.4 (55.3 - 59.5)	66.9 (65.4 - 68.4)	74.3 (73.0 - 75.6)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	66.0 (63.9 - 68.1)	72.2 (70.8 - 73.6)	74.6 (73.2 - 76.0)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.9 (67.1 - 68.7)	65.0 (63.2 - 66.8)	69.3 (68.0 - 70.6)	68.2 (66.9 - 69.5)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.9 (83.2 - 84.6)	79.5 (77.8 - 81.2)	86.2 (85.2 - 87.2)	83.5 (82.4 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.4 (52.1 - 54.7)	45.8 (43.2 - 48.4)	55.8 (53.7 - 57.9)	55.3 (53.0 - 57.6)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	82.0 (81.2 - 82.8)	75.6 (73.6 - 77.6)	84.5 (83.2 - 85.8)	82.9 (81.5 - 84.3)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.3 (71.6 - 75.0)	70.2 (66.3 - 74.1)	73.1 (70.2 - 76.0)	75.0 (72.4 - 77.6)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	87.3 (86.2 - 88.4)	82.4 (78.6 - 86.2)	87.5 (85.6 - 89.4)	88.4 (86.9 - 89.9)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.2 (73.6 - 78.8)	67.1 (61.3 - 72.9)	74.5 (70.3 - 78.7)	85.2 (81.3 - 89.1)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.5 (85.3 - 89.7)	79.1 (74.7 - 83.5)	91.0 (87.8 - 94.2)	93.4 (90.0 - 96.8)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.7 - 87.9)	75.9 (70.2 - 81.6)	86.2 (82.7 - 89.7)	91.0 (88.1 - 93.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	82.9 (81.6 - 84.2)	77.9 (74.7 - 81.1)	85.6 (83.5 - 87.7)	83.1 (81.1 - 85.1)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	83.0 (77.7 - 88.3)	91.1 (87.8 - 94.4)	91.0 (87.9 - 94.1)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	87.4 (84.7 - 90.1)	91.9 (90.0 - 93.8)	92.5 (90.7 - 94.3)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	80.5 (78.6 - 82.4)	84.0 (82.7 - 85.3)	77.3 (75.7 - 78.9)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

**Persons with disabilities<sup>2</sup>**



Primary Health Indicator	NB	Person with a disability		
		Yes	No	
	n=13,614	n=3,472	n=10,096	
<b>Demographic Profile<sup>1</sup></b>				
Age Group	18-34	24.3	11.9	27.9
	35-54	36.7	31.5	38.3
	55-64	18.7	26.4	16.5
	65+	20.3	30.3	17.3
Gender	Male	48.0	48.4	47.9
	Female	52.0	51.6	52.1
Education Level	High School or Less	38.7	50.8	35.1
	College/Technical diploma	31.4	30.2	31.8
	University degree	29.9	19.0	33.0
Aboriginal	Yes	3.0	4.4	2.6
Preferred Language of Service	English	74.6	80.1	73.0
	French	25.4	19.9	27.0
Household Income	Less than \$25,000	19.9	36.8	15.1
	\$25,000 - \$59,000	35.5	38.6	34.7
	\$60,000 or more	44.6	24.6	50.2
Employment Status	Employed	54.6	27.3	62.5
	Unemployed/Seasonal	7.3	7.4	7.2
	Retired	24.7	35.3	21.6
	Other	13.5	30.1	8.8

<sup>1</sup> Based on survey respondents, weighted by age, gender and community

<sup>2</sup> "Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem?"

## Persons with disabilities<sup>1</sup>

Primary Health Indicator	NB n=13,614	Person with a disability	
		Yes n=3,472	No n=10,096
<b>Health Services Barriers</b>			
Health services not available in your area when needed	17.4 (16.8 - 18.0)	27.8 (26.3 - 29.3)	14.3 (13.6 - 15.0)
Transportation problems	7.1 (6.7 - 7.5)	17.4 (16.2 - 18.6)	4.1 (3.7 - 4.5)
Language problems with health care provider	4.2 (3.9 - 4.5)	6.9 (6.1 - 7.7)	3.5 (3.1 - 3.9)
Cost for medication too high	35.1 (34.3 - 35.9)	51.3 (49.6 - 53.0)	30.6 (29.7 - 31.5)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	29.2 (27.7 - 30.7)	17.1 (16.3 - 17.9)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	31.9 (30.2 - 33.6)	18.7 (17.8 - 19.6)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	35.6 (34.0 - 37.2)	5.8 (5.3 - 6.3)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	17.1 (15.9 - 18.3)	7.1 (6.6 - 7.6)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	14.7 (13.5 - 15.9)	7.8 (7.3 - 8.3)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	88.6 (87.6 - 89.6)	91.5 (91.0 - 92.0)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	40.9 (40.1 - 41.7)	37.4 (35.8 - 39.0)	41.9 (40.9 - 42.9)
Health of family members	38.1 (37.3 - 38.9)	48.6 (47.0 - 50.2)	35.1 (34.2 - 36.0)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	31.3 (29.8 - 32.8)	35.1 (34.2 - 36.0)

<sup>1</sup> "Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem?"

Confidence interval calculated at a 95% level of confidence.  
Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Persons With Disabilities<sup>1</sup>

Primary Health Indicator	NB n=13,614	Person with a disability	
		Yes n=3,472	No n=10,096
<b>Health Profile</b>			
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	15.7 (14.5 - 16.9)	60.5 (59.6 - 61.4)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	42.3 (40.7 - 43.9)	72.1 (71.2 - 73.0)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.2 (54.4 - 56.0)	46.8 (45.2 - 48.4)	57.6 (56.6 - 58.6)
Number of prescription medications taken on a regular basis <sup>7</sup> (% 6 or more)	15.2 (14.5 - 15.9)	32.3 (30.7 - 33.9)	7.0 (6.4 - 7.6)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	36.0 (34.4 - 37.6)	22.4 (21.6 - 23.2)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	71.7 (70.2 - 73.2)	73.3 (72.4 - 74.2)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	100.0 (100 - 100)	0.0 (0.0 - 0.0)
<b>Memory Loss</b>			
Someone in household has a memory problem	9.9 (9.4 - 10.4)	21.8 (20.4 - 23.2)	6.5 (6.1 - 7.0)
...that interferes with day to day function	3.9 (3.6 - 4.2)	9.5 (8.5 - 10.5)	2.3 (2.0 - 2.6)
<b>Health Behaviours</b>			
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	43.6 (42.0 - 45.2)	52.4 (51.4 - 53.4)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	37.6 (36.0 - 39.2)	52.2 (51.2 - 53.2)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	26.5 (25.0 - 28.0)	17.1 (16.4 - 17.8)
Unhealthy weight (% obese)	30.8 (30.0 - 31.6)	40.8 (39.1 - 42.4)	28.0 (27.2 - 28.9)

<sup>1</sup> “Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem?”

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Persons With Disabilities<sup>4</sup>

Primary Health Indicator	NB n=13,614	Person with a disability	
		Yes n=3,472	No n=10,096
<b>Chronic Health Conditions<sup>1</sup></b>			
One or more chronic health conditions <sup>3</sup>	61.6 (60.8 - 62.4)	89.8 (88.8 - 90.8)	53.5 (52.5 - 54.5)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	44.0 (42.4 - 45.6)	22.1 (21.3 - 22.9)
Arthritis	17.4 (16.8 - 18.0)	42.4 (40.8 - 44.0)	10.2 (9.6 - 10.8)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	26.7 (25.2 - 28.2)	13.5 (12.8 - 14.2)
Depression	14.9 (14.3 - 15.5)	28.7 (27.2 - 30.2)	10.9 (10.3 - 11.5)
Chronic pain	14.0 (13.4 - 14.6)	42.0 (40.4 - 43.6)	6.1 (5.6 - 6.6)
Asthma	11.8 (11.3 - 12.3)	18.1 (16.8 - 19.4)	10.0 (9.4 - 10.6)
Diabetes	10.6 (10.1 - 11.1)	20.2 (18.9 - 21.5)	7.9 (7.4 - 8.4)
Heart disease	8.3 (7.8 - 8.8)	19.2 (17.9 - 20.5)	5.2 (4.8 - 5.6)
Cancer	8.3 (7.8 - 8.8)	15.0 (13.8 - 16.2)	6.3 (5.8 - 6.8)
Emphysema or COPD	3.0 (2.7 - 3.3)	9.0 (8.1 - 9.9)	1.3 (1.1 - 1.5)
Mood disorder other than depression	3.0 (2.7 - 3.3)	8.4 (7.5 - 9.3)	1.4 (1.2 - 1.6)
Stroke	2.5 (2.2 - 2.8)	7.0 (6.2 - 7.8)	1.2 (1.0 - 1.4)

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in this table

<sup>4</sup> "Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem?"

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

NBHC 2014 Primary Health Survey  
**Persons with Disabilities<sup>5</sup>**

Primary Health Indicator		NB n=13,614	Person with a disability			
			Yes n=3,472	No n=10,096		
<b>Accessibility</b> 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						
Personal/Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	<b>92.1</b> (91.7 - 92.5)	<b>93.3</b> (92.5 - 94.1)	<b>91.8</b> (91.3 - 92.3)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	<b>78.3</b> (77.6 - 79.0)	<b>75.3</b> (73.8 - 76.8)	<b>79.2</b> (78.4 - 80.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	<b>16.2</b> (15.6 - 16.8)	<b>17.0</b> (15.7 - 18.3)	<b>16.0</b> (15.3 - 16.7)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	<b>18.2</b> (17.5 - 18.9)	<b>20.9</b> (19.5 - 22.3)	<b>17.5</b> (16.7 - 18.3)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	<b>30.1</b> (29.3 - 30.9)	<b>32.0</b> (30.4 - 33.6)	<b>29.6</b> (28.6 - 30.6)
			(% within 5 days)	<b>60.3</b> (59.4 - 61.2)	<b>60.5</b> (58.8 - 62.2)	<b>60.3</b> (59.3 - 61.3)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	<b>27.5</b> (26.7 - 28.3)	<b>30.0</b> (28.5 - 31.6)	<b>26.7</b> (25.8 - 27.6)	
	A-7	Has access to a <b>primary health team<sup>3</sup></b> (% yes)	<b>28.5</b> (27.8 - 29.2)	<b>32.1</b> (30.6 - 33.6)	<b>27.4</b> (26.5 - 28.3)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	<b>73.9</b> (72.7 - 75.1)	<b>74.6</b> (72.6 - 76.6)	<b>73.6</b> (72.2 - 75.0)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	<b>95.2</b> (94.8 - 95.6)	<b>93.7</b> (92.8 - 94.6)	<b>95.8</b> (95.3 - 96.3)	
		French <sup>4</sup>	<b>72.6</b> (71.0 - 74.2)	<b>73.8</b> (70.2 - 77.4)	<b>72.4</b> (70.6 - 74.2)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>5</sup> "Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem?"

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

NBHC 2014 Primary Health Survey  
**Persons with Disabilities<sup>8</sup>**

Primary Health Indicator		NB n=13,614	Person with a disability	
			Yes n=3,472	No n=10,096
<b>Appropriateness</b> Care/service provided is relevant to the patients'/clients' needs and based on established standards				
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	70.6 (69.2 - 72.0)	75.5 (73.3 - 77.7)	68.2 (66.5 - 69.9)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	91.3 (90.6 - 92.0)	93.1 (92.0 - 94.2)	90.3 (89.3 - 91.3)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	76.3 (75.2 - 77.4)	78.9 (77.1 - 80.7)	74.9 (73.5 - 76.3)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.9 (72.8 - 75.0)	76.2 (74.4 - 78.0)	72.6 (71.1 - 74.1)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.3 (58.0 - 60.6)	66.8 (64.8 - 68.8)	55.0 (53.4 - 56.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	70.7 (69.7 - 71.7)	66.9 (65.0 - 68.8)	72.3 (71.1 - 73.5)
<b>Effectiveness</b> Care/service, intervention or action achieves the desired results				
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	42.2 (41.2 - 43.2)	30.8 (29.2 - 32.4)	47.7 (46.5 - 48.9)
<b>Safety</b> Potential risks of an intervention or the environment are avoided or minimized				
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications</b> do (% strongly agree)	47.7 (46.6 - 48.8)	42.1 (40.3 - 43.9)	51.0 (49.6 - 52.4)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	2.7 <sup>6</sup> (2.4 - 3.0)	5.6 <sup>6</sup> (4.8 - 6.4)	1.9 <sup>6</sup> (1.6 - 2.2)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>8</sup> "Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem?"

Confidence interval calculated at a 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

NBHC 2014 Primary Health Survey  
**Persons with Disabilities<sup>7</sup>**

Primary Health Indicator		NB n=13,614	Person with a disability	
			Yes n=3,472	No n=10,096
<b>Efficiency</b> Achieving the desired results with the most cost-effective use of resources				
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	11.5 <sup>6</sup> (11.0 - 12.0)	10.8 <sup>6</sup> (9.8 - 11.8)	11.7 <sup>6</sup> (11.1 - 12.3)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.4 (7.0 - 7.8)	9.5 (8.5 - 10.5)	6.8 (6.3 - 7.3)
<b>Use of services</b> Using primary health services in the last 12 months				
U-1	Visited a <b>personal family doctor</b> (% yes)	80.3 (79.6 - 81.0)	87.9 (86.8 - 89.0)	78.1 (77.3 - 78.9)
U-2	Visited a <b>hospital emergency department</b> (% yes)	41.3 (40.5 - 42.1)	56.0 (54.4 - 57.6)	37.2 (36.3 - 38.1)
U-3	Visited a <b>specialist</b> (% yes)	56.4 (55.6 - 57.2)	78.3 (76.9 - 79.7)	50.1 (49.2 - 51.0)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.3 (23.6 - 25.0)	25.2 (23.8 - 26.6)	24.0 (23.2 - 24.8)
U-5	Visited an <b>alternative practitioner</b> (% yes)	25.2 (24.5 - 25.9)	24.7 (23.3 - 26.1)	25.4 (24.6 - 26.2)
U-6	Visited a <b>community health centre</b> (% yes)	6.9 (6.5 - 7.3)	10.5 (9.5 - 11.5)	5.9 (5.4 - 6.4)
U-7	Used <b>ambulance services</b> (% yes)	5.7 (5.3 - 6.1)	14.3 (13.1 - 15.5)	3.2 (2.9 - 3.5)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.7 (7.3 - 8.1)	9.7 (8.7 - 10.7)	7.2 (6.7 - 7.7)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	23.7 (23.0 - 24.4)	39.1 (37.5 - 40.7)	19.2 (18.4 - 20.0)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>7</sup> “Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem?”

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

NBHC 2014 Primary Health Survey  
**Persons with Disabilities<sup>1</sup>**

Primary Health Indicator		NB n=13,614	Person with a disability	
			Yes n=3,472	No n=10,096
<b>Communication/Relationship with personal family doctor</b>				
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	74.6 (73.1 - 76.1)	81.9 (81.1 - 82.7)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (67.3 - 69.1)	63.4 (61.7 - 65.1)	69.8 (68.8 - 70.8)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	67.0 (65.3 - 68.7)	73.6 (72.6 - 74.6)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)				
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.9 (67.1 - 68.7)	63.9 (62.3 - 65.5)	69.0 (68.1 - 69.9)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.9 (83.2 - 84.6)	80.1 (78.7 - 81.5)	85.0 (84.2 - 85.8)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.4 (52.1 - 54.7)	53.1 (50.8 - 55.4)	53.6 (52.0 - 55.2)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	82.0 (81.2 - 82.8)	78.4 (76.9 - 79.9)	83.6 (82.6 - 84.6)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.3 (71.6 - 75.0)	72.0 (68.8 - 75.2)	73.6 (71.7 - 75.5)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	87.3 (86.2 - 88.4)	83.4 (80.9 - 85.9)	88.4 (87.2 - 89.6)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.2 (73.6 - 78.8)	73.5 (68.9 - 78.1)	77.6 (74.5 - 80.7)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.5 (85.3 - 89.7)	84.6 (81.5 - 87.7)	91.3 (88.4 - 94.2)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.7 - 87.9)	82.0 (77.7 - 86.3)	87.2 (84.7 - 89.7)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	82.9 (81.6 - 84.2)	76.9 (74.6 - 79.2)	86.4 (84.9 - 87.9)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	85.5 (81.4 - 89.6)	91.2 (88.9 - 93.5)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	88.5 (86.5 - 90.5)	92.2 (90.8 - 93.6)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	79.7 (78.2 - 81.2)	80.9 (79.8 - 82.0)

<sup>1</sup> “Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem?”

Confidence interval calculated at a 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

# Results by Health Zone



## Results by Health Zone



		n=13,614	n=3,326	n=3,481	n=3,522	n=1,142	n=444	n=1,140	n=559
		NB	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
<b>Demographic Profile<sup>1</sup></b>									
Age Group	18-34	24.3	26.0	24.6	26.9	22.0	18.1	19.6	20.6
	35-54	36.7	36.4	37.2	36.6	37.0	35.7	37.0	36.6
	55-64	18.7	17.9	18.3	17.4	20.7	21.3	21.3	20.3
	65+	20.3	19.8	19.9	19.0	20.3	24.9	22.1	22.5
Gender	Male	48.0	47.9	47.6	48.2	47.4	47.1	48.9	48.8
	Female	52.0	52.1	52.4	51.8	52.6	52.9	51.1	51.2
Education Level	High School or Less	38.7	37.4	37.9	35.4	43.7	47.0	41.9	44.0
	College/Technical diploma	31.4	32.2	33.2	30.1	28.2	29.7	29.8	33.9
	University degree	29.9	30.5	28.9	34.6	28.2	23.3	28.3	22.1
Aboriginal	Yes	3.0	2.9	2.4	2.4	1.7 <sup>E</sup>	7.0 <sup>E</sup>	4.3	4.7 <sup>E</sup>
Preferred Language of Service	English	74.6	72.5	98.7	97.5	15.2	53.6	17.0	77.2
	French	25.4	27.5	1.3	2.5	84.8	46.4	83.0	22.8
Household Income	Less than \$25,000	19.9	17.2	18.8	16.7	26.7	27.9	26.9	23.4
	\$25,000 - \$59,000	35.5	34.9	34.6	33.1	38.6	40.9	38.6	38.5
	\$60,000 or more	44.6	47.8	46.6	50.2	34.7	31.2	34.5	38.1
Employment Status	Employed	54.6	56.5	56.3	55.0	54.6	48.2	49.6	50.7
	Unemployed/Seasonal	7.3	7.2	7.1	7.4	5.4	5.6 <sup>E</sup>	8.8	8.0
	Retired	24.7	23.4	24.1	23.5	24.7	29.0	29.2	26.4
	Other	13.5	12.8	12.5	14.2	15.3	17.2	12.4	14.9

<sup>1</sup>Based on survey respondents, weighted by age, gender and community

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

## Results by Health Zone



	n=13,614	n=3,326	n=3,481	n=3,522	n=1,142	n=444	n=1,140	n=559
Primary Health Indicator	NB	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
<b>Health Services Barriers</b>								
Health services not available in your area when needed	17.4 (16.8 - 18.0)	10.9 (9.8 - 12.0)	14.8 (13.6 - 16.0)	20.9 (19.6 - 22.2)	21.6 (19.2 - 24.0)	26.2 (22.1 - 30.3)	23.8 (21.3 - 26.3)	21.2 (17.8 - 24.6)
Transportation problems	7.1 (6.7 - 7.5)	5.7 (4.9 - 6.5)	8.7 (7.8 - 9.6)	7.9 (7.0 - 8.8)	6.2 (4.8 - 7.6)	10.6 (7.8 - 13.4)	4.3 (3.1 - 5.5)	7.7 (5.5 - 9.9)
Language problems with health care provider	4.2 (3.9 - 4.5)	4.0 (3.3 - 4.7)	2.6 (2.1 - 3.1)	3.4 (2.8 - 4.0)	4.0 (2.9 - 5.1)	10.8 (7.9 - 13.7)	5.9 (4.5 - 7.3)	8.1 (5.9 - 10.3)
Cost for medication too high	35.1 (34.3 - 35.9)	32.5 (30.9 - 34.1)	29.6 (28.1 - 31.1)	26.3 (24.9 - 27.7)	51.1 (48.2 - 54.0)	47.6 (43.0 - 52.2)	54.9 (52.0 - 57.8)	42.4 (38.3 - 46.5)
Cost for treatments or procedures too high	19.9 (19.2 - 20.6)	18.4 (17.0 - 19.8)	14.2 (13.0 - 15.4)	13.0 (11.9 - 14.1)	36.1 (33.3 - 38.9)	29.7 (25.3 - 34.1)	34.5 (31.7 - 37.3)	25.7 (22.0 - 29.4)
Cost for ambulance services too high	21.7 (20.9 - 22.5)	19.9 (18.4 - 21.4)	17.0 (15.6 - 18.4)	16.5 (15.2 - 17.8)	32.1 (29.0 - 35.2)	32.2 (27.3 - 37.1)	35.0 (31.9 - 38.1)	28.9 (24.7 - 33.1)
Unable to leave the house because of health problems	12.4 (11.8 - 13.0)	11.5 (10.4 - 12.6)	14.7 (13.5 - 15.9)	14.2 (13.1 - 15.3)	9.8 (8.1 - 11.5)	11.4 (8.5 - 14.3)	8.3 (6.7 - 9.9)	12.5 (9.8 - 15.2)
Have trouble finding their way around the health care system	9.3 (8.8 - 9.8)	8.7 (7.7 - 9.7)	11.0 (10.0 - 12.0)	10.4 (9.4 - 11.4)	7.2 (5.7 - 8.7)	9.3 (6.6 - 12.0)	7.0 (5.5 - 8.5)	7.8 (5.6 - 10.0)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (8.9 - 9.9)	10.2 (9.2 - 11.2)	7.7 (6.8 - 8.6)	8.0 (7.1 - 8.9)	11.2 (9.4 - 13.0)	13.1 (9.9 - 16.3)	11.1 (9.3 - 12.9)	9.8 (7.3 - 12.3)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.8 (90.3 - 91.3)	92.1 (91.2 - 93.0)	91.3 (90.4 - 92.2)	90.5 (89.5 - 91.5)	88.5 (86.7 - 90.3)	90.5 (87.8 - 93.2)	88.7 (86.9 - 90.5)	91.2 (88.9 - 93.5)
<b>Things that contribute a lot to feelings of stress</b>								
Time pressures / not enough time	40.9 (40.1 - 41.7)	42.4 (40.7 - 44.1)	39.4 (37.8 - 41.0)	40.6 (39.0 - 42.2)	42.3 (39.5 - 45.1)	35.1 (30.7 - 39.5)	40.7 (37.9 - 43.5)	42.8 (38.7 - 46.9)
Health of family members	38.1 (37.3 - 38.9)	37.1 (35.5 - 38.7)	37.8 (36.2 - 39.4)	36.6 (35.0 - 38.2)	38.5 (35.7 - 41.3)	38.5 (34.0 - 43.0)	43.1 (40.2 - 46.0)	40.4 (36.4 - 44.4)
Your own work situation (ex: hours of work, or working conditions)	34.2 (33.4 - 35.0)	36.1 (34.5 - 37.7)	34.4 (32.8 - 36.0)	36.9 (35.3 - 38.5)	29.6 (27.0 - 32.2)	28.0 (23.8 - 32.2)	27.7 (25.1 - 30.3)	35.5 (31.6 - 39.4)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Health Zone



	n=13,614	n=3,326	n=3,481	n=3,522	n=1,142	n=444	n=1,140	n=559
Primary Health Indicator	NB	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
<b>Health Profile</b>								
Self-rated Health (% very good or excellent)	50.5 (49.7 - 51.3)	52.2 (50.5 - 53.9)	52.7 (51.1 - 54.3)	53.3 (51.7 - 54.9)	45.4 (42.6 - 48.2)	40.8 (36.3 - 45.3)	44.1 (41.2 - 47.0)	46.7 (42.6 - 50.8)
Self-rated mental or emotional health (% very good or excellent)	65.4 (64.6 - 66.2)	64.1 (62.5 - 65.7)	67.6 (66.1 - 69.1)	66.9 (65.4 - 68.4)	64.6 (61.9 - 67.3)	63.4 (59.0 - 67.8)	64.0 (61.2 - 66.8)	62.6 (58.6 - 66.6)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.2 (54.4 - 56.0)	54.9 (57.7 - 61.1)	59.1 (57.5 - 60.7)	56.5 (54.9 - 58.1)	48.1 (45.2 - 51.0)	43.2 (38.6 - 47.8)	45.4 (42.5 - 48.3)	48.4 (44.3 - 52.5)
Number of prescription medications taken on a regular basis <sup>7</sup> (% 6 or more)	15.2 (14.5 - 15.9)	13.8 (12.4 - 15.2)	12.4 (11.1 - 13.7)	15.0 (13.6 - 16.4)	18.6 (15.6 - 21.6)	24.0 (19.2 - 28.8)	19.3 (16.5 - 22.1)	15.8 (12.1 - 19.5)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.4 (24.7 - 26.1)	26.0 (24.5 - 27.5)	25.1 (23.7 - 26.5)	23.4 (22.0 - 24.8)	29.5 (26.9 - 32.1)	27.7 (23.5 - 31.9)	25.2 (22.7 - 27.7)	26.0 (22.3 - 29.7)
How long have you been seeing the same family doctor? (% 5 years or more)	73.0 (72.2 - 73.8)	71.1 (69.5 - 72.7)	68.1 (66.5 - 69.7)	75.6 (74.1 - 77.1)	79.1 (76.7 - 81.5)	75.8 (71.7 - 79.9)	73.0 (70.4 - 75.6)	81.9 (78.6 - 85.2)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	22.1 (21.4 - 22.8)	20.4 (19.0 - 21.8)	22.2 (20.8 - 23.6)	23.0 (21.6 - 24.4)	22.3 (19.9 - 24.7)	25.4 (21.4 - 29.4)	21.0 (18.7 - 23.3)	26.1 (22.5 - 29.7)
<b>Memory Loss</b>								
Someone in household has a memory problem	9.9 (9.4 - 10.4)	9.8 (8.8 - 10.8)	10.2 (9.2 - 11.2)	10.9 (9.9 - 11.9)	8.6 (7.0 - 10.2)	12.2 (9.2 - 15.2)	8.2 (6.7 - 9.8)	8.9 (6.6 - 11.2)
...that interferes with day to day function	3.9 (3.6 - 4.2)	3.8 (3.2 - 4.4)	4.3 (3.6 - 5.0)	3.9 (3.3 - 4.5)	2.2 <sup>E</sup> (1.4 - 3.0)	6.2 <sup>E</sup> (4.0 - 8.4)	3.3 (2.3 - 4.3)	4.3 <sup>E</sup> (2.6 - 6.0)
<b>Health Behaviours</b>								
Eating fruits and vegetables (% 5 portions or more a day)	50.4 (49.6 - 51.2)	51.8 (50.1 - 53.5)	49.2 (47.6 - 50.8)	51.5 (49.9 - 53.1)	50.9 (48.0 - 53.8)	43.8 (39.2 - 48.4)	52.1 (49.2 - 55.0)	44.9 (40.8 - 49.0)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	49.0 (48.2 - 49.8)	45.9 (44.2 - 47.6)	52.3 (50.7 - 53.9)	51.0 (49.4 - 52.6)	49.2 (46.3 - 52.1)	47.6 (43.0 - 52.2)	49.2 (46.3 - 52.1)	43.0 (38.9 - 47.1)
Current smoker (% daily or occasional)	19.2 (18.5 - 19.9)	17.7 (16.4 - 19.0)	20.9 (19.6 - 22.2)	18.3 (17.0 - 19.6)	19.6 (17.3 - 21.9)	22.2 (18.4 - 26.0)	18.8 (16.5 - 21.1)	20.9 (17.6 - 24.2)
Unhealthy weight (% obese)	30.8 (30.0 - 31.6)	28.3 (26.7 - 29.8)	31.7 (30.2 - 33.3)	31.0 (29.5 - 32.6)	32.4 (29.7 - 35.2)	28.4 (24.1 - 32.6)	31.8 (29.1 - 34.5)	35.8 (31.7 - 39.8)

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

<sup>7</sup> Among these 12 chronic health conditions: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Health Zone



	n=13,614	n=3,326	n=3,481	n=3,522	n=1,142	n=444	n=1,140	n=559
Primary Health Indicator	NB	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
<b>Chronic Health Conditions<sup>1</sup></b>								
One or more chronic health conditions <sup>3</sup>	61.6 (60.8 - 62.4)	60.8 (59.2 - 62.4)	61.0 (59.4 - 62.6)	61.4 (59.8 - 63.0)	55.5 (52.7 - 58.3)	66.4 (62.1 - 70.7)	65.1 (62.4 - 67.8)	65.3 (61.4 - 69.2)
High blood pressure or hypertension	27.0 (26.3 - 27.7)	24.4 (23.0 - 25.8)	26.1 (24.7 - 27.5)	25.9 (24.5 - 27.3)	24.9 (22.4 - 27.4)	36.9 (32.5 - 41.3)	32.7 (30.0 - 35.4)	31.9 (28.1 - 35.7)
Arthritis	17.4 (16.8 - 18.0)	15.4 (14.2 - 16.6)	20.3 (19.0 - 21.6)	17.6 (16.4 - 18.8)	13.4 (11.5 - 15.3)	22.2 (18.4 - 26.0)	16.0 (13.9 - 18.1)	18.3 (15.1 - 21.5)
Gastric reflux (GERD)	16.4 (15.8 - 17.0)	17.3 (16.0 - 18.6)	14.8 (13.6 - 16.0)	16.1 (14.9 - 17.3)	14.2 (12.2 - 16.2)	18.4 (14.8 - 22.0)	17.5 (15.3 - 19.7)	19.2 (16.0 - 22.4)
Depression	14.9 (14.3 - 15.5)	15.0 (13.8 - 16.2)	15.0 (13.8 - 16.2)	15.3 (14.1 - 16.5)	11.6 (9.8 - 13.4)	16.7 (13.3 - 20.1)	13.9 (11.9 - 15.9)	16.7 (13.6 - 19.8)
Chronic pain	14.0 (13.4 - 14.6)	12.5 (11.4 - 13.6)	14.5 (13.3 - 15.7)	14.3 (13.2 - 15.4)	13.7 (11.7 - 15.7)	17.9 (14.4 - 21.4)	14.1 (12.1 - 16.1)	15.8 (12.8 - 18.8)
Asthma	11.8 (11.3 - 12.3)	11.4 (10.3 - 12.5)	11.2 (10.2 - 12.2)	13.3 (12.2 - 14.4)	9.9 (8.2 - 11.6)	14.2 (11.0 - 17.4)	12.2 (10.3 - 14.1)	11.0 (8.4 - 13.6)
Diabetes	10.6 (10.1 - 11.1)	9.7 (8.7 - 10.7)	10.0 (9.0 - 11.0)	10.7 (9.7 - 11.7)	9.4 (7.7 - 11.1)	16.8 (13.4 - 20.2)	12.9 (11.0 - 14.8)	10.7 (8.2 - 13.2)
Heart disease	8.3 (7.8 - 8.8)	6.8 (6.0 - 7.6)	7.7 (6.8 - 8.6)	8.2 (7.3 - 9.1)	10.7 (8.9 - 12.5)	13.1 (10.0 - 16.2)	10.7 (8.9 - 12.5)	8.5 (6.2 - 10.8)
Cancer	8.3 (7.8 - 8.8)	8.4 (7.5 - 9.3)	8.9 (8.0 - 9.8)	7.4 (6.5 - 8.3)	7.7 (6.2 - 9.2)	9.5 (6.8 - 12.2)	8.8 (7.2 - 10.4)	7.6 (5.4 - 9.8)
Emphysema or COPD	3.0 (2.7 - 3.3)	2.6 (2.1 - 3.1)	3.2 (2.6 - 3.8)	3.2 (2.6 - 3.8)	2.9 <sup>E</sup> (1.9 - 3.9)	6.1 <sup>E</sup> (3.9 - 8.3)	2.2 <sup>E</sup> (1.4 - 3.0)	3.8 <sup>E</sup> (2.2 - 5.4)
Mood disorder other than depression	3.0 (2.7 - 3.3)	3.4 (2.8 - 4.0)	2.3 (1.8 - 2.8)	3.1 (2.5 - 3.7)	3.2 (2.2 - 4.2)	F	3.3 (2.3 - 4.3)	3.1 <sup>E</sup> (1.7 - 4.5)
Stroke	2.5 (2.2 - 2.8)	1.9 (1.4 - 2.4)	2.3 (1.8 - 2.8)	2.6 (2.1 - 3.1)	3.0 <sup>E</sup> (2.0 - 4.0)	2.3 <sup>E</sup> (0.9 - 3.7)	2.7 <sup>E</sup> (1.8 - 3.6)	5.0 <sup>E</sup> (3.2 - 6.8)

<sup>1</sup> Self-reported based on survey respondents

<sup>3</sup> Among the twelve chronic health conditions listed in this table

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Health Zone



n=13,614    n=3,326    n=3,481    n=3,522    n=1,142    n=444    n=1,140    n=559

### Primary Health Indicator

**NB    Zone 1    Zone 2    Zone 3    Zone 4    Zone 5    Zone 6    Zone 7**

### 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

		NB	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7		
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.1 (91.7 - 92.5)	95.4 (94.7 - 96.1)	91.5 (90.6 - 92.4)	87.3 (86.2 - 88.4)	92.3 (90.8 - 93.8)	92.4 (89.9 - 94.9)	93.5 (92.1 - 94.9)	94.4 (92.5 - 96.3)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	78.3 (77.6 - 79.0)	78.4 (77.0 - 79.8)	80.3 (78.9 - 81.7)	76.3 (74.8 - 77.8)	85.4 (83.3 - 87.5)	77.1 (73.1 - 81.1)	72.7 (70.1 - 75.3)	80.7 (77.3 - 84.1)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	16.2 (15.6 - 16.8)	19.2 (17.8 - 20.6)	17.1 (15.8 - 18.4)	16.0 (14.7 - 17.3)	13.6 (11.6 - 15.6)	6.4 <sup>E</sup> (4.1 - 8.7)	11.1 (9.2 - 13.0)	17.1 (13.9 - 20.3)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	18.2 (17.5 - 18.9)	26.7 (25.2 - 28.2)	17.5 (16.2 - 18.8)	12.3 (11.2 - 13.4)	16.1 (13.9 - 18.3)	9.0 (6.3 - 11.7)	13.1 (11.1 - 15.1)	19.7 (16.3 - 23.1)	
	A-5	<b>How quickly appointment can be made with family doctor</b>	(% on same day or next day)	30.1 (29.3 - 30.9)	30.6 (29.0 - 32.2)	33.5 (31.8 - 35.2)	32.5 (30.8 - 34.2)	21.2 (18.6 - 23.8)	20.2 (16.2 - 24.2)	24.0 (21.4 - 26.6)	32.9 (28.8 - 37.0)
			(% within 5 days)	60.3 (59.4 - 61.2)	62.3 (60.6 - 64.0)	67.7 (66.0 - 69.4)	62.9 (61.2 - 64.6)	41.8 (38.7 - 44.9)	48.5 (43.5 - 53.5)	47.6 (44.5 - 50.7)	63.4 (59.2 - 67.6)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	27.5 (26.7 - 28.3)	20.7 (19.3 - 22.1)	28.7 (27.1 - 30.2)	36.7 (35.0 - 38.3)	26.5 (23.8 - 29.1)	18.3 (14.6 - 22.0)	30.2 (27.5 - 32.9)	24.0 (20.4 - 27.7)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	28.5 (27.8 - 29.2)	23.6 (22.2 - 25.0)	29.6 (28.1 - 31.1)	33.9 (32.4 - 35.4)	27.0 (24.5 - 29.5)	19.2 (15.6 - 22.8)	33.5 (30.8 - 36.2)	24.1 (20.6 - 27.6)	
	A-8	<b>Wait time at the hospital emergency department</b> (% less than 4 hours)	73.9 (72.7 - 75.1)	70.3 (67.7 - 72.9)	78.5 (76.3 - 80.7)	74.8 (72.5 - 77.1)	75.0 (71.6 - 78.4)	61.4 (55.0 - 67.8)	76.0 (72.5 - 79.5)	72.0 (66.0 - 78.0)	
A-9	<b>How often citizens received the health care service they needed in the official language of their choice</b> (% who always received service in language of preference)	English <sup>4</sup>	95.2 (94.8 - 95.6)	92.7 (91.6 - 93.8)	98.1 (97.6 - 98.6)	98.1 (97.6 - 98.6)	80.8 (74.6 - 87.0)	74.0 (68.0 - 80.0)	78.7 (72.2 - 85.2)	95.9 (94.0 - 97.8)	
		French <sup>4</sup>	72.6 (71.0 - 74.2)	68.2 (64.9 - 71.5)	45.1 <sup>E</sup> (28.1 - 62.1)	46.7 (35.0 - 58.4)	84.0 (81.6 - 86.4)	65.5 (59.1 - 71.9)	76.3 (73.6 - 79.0)	54.0 (45.0 - 63.0)	

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.

Exact number of respondents varies per survey indicator.

## Results by Health Zone



		n=13,614	n=3,326	n=3,481	n=3,522	n=1,142	n=444	n=1,140	n=559
Primary Health Indicator		NB	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
<b>Appropriateness</b>									
Care/service provided is relevant to the patients'/clients' needs and based on established standards									
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	70.6 (69.2 - 72.0)	66.7 (64.1 - 69.3)	74.4 (72.0 - 76.8)	77.3 (74.9 - 79.7)	60.9 (53.7 - 68.1)	64.5 (55.7 - 73.3)	66.7 (60.5 - 72.9)	72.5 (64.0 - 81.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	91.3 (90.6 - 92.0)	93.2 (91.9 - 94.5)	93.7 (92.5 - 94.9)	92.3 (91.0 - 93.6)	87.4 (84.1 - 90.7)	85.8 (80.9 - 90.7)	86.0 (82.8 - 89.2)	91.4 (87.6 - 95.2)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	76.3 (75.2 - 77.4)	78.6 (76.4 - 80.8)	75.8 (73.7 - 77.9)	73.4 (71.2 - 75.6)	76.8 (72.5 - 81.1)	70.4 (64.0 - 76.8)	82.1 (78.5 - 85.7)	71.8 (65.6 - 78.0)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.9 (72.8 - 75.0)	77.4 (75.2 - 79.6)	73.3 (71.1 - 75.5)	70.6 (68.3 - 72.9)	72.6 (68.1 - 77.1)	70.8 (64.4 - 77.2)	75.6 (71.6 - 79.6)	74.1 (68.1 - 80.1)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.3 (58.0 - 60.6)	60.0 (57.4 - 62.6)	55.0 (52.5 - 57.5)	59.4 (56.9 - 61.9)	63.5 (58.6 - 68.4)	63.7 (56.9 - 70.5)	59.5 (54.9 - 64.1)	62.9 (56.4 - 69.4)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	70.7 (69.7 - 71.7)	70.0 (68.0 - 72.0)	74.9 (73.0 - 76.8)	72.9 (70.9 - 74.9)	65.0 (61.2 - 68.8)	69.4 (63.7 - 75.1)	67.4 (63.8 - 71.0)	63.7 (58.4 - 69.0)
<b>Effectiveness</b>									
Care/service, intervention or action achieves the desired results									
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	42.2 (41.2 - 43.2)	42.4 (40.4 - 44.4)	45.5 (43.5 - 47.5)	41.7 (39.8 - 43.6)	40.7 (36.9 - 44.5)	37.7 (32.3 - 43.1)	40.8 (37.3 - 44.3)	37.9 (33.0 - 42.8)
<b>Safety</b>									
Potential risks of an intervention or the environment are avoided or minimized									
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications</b> do (% strongly agree)	47.7 (46.6 - 48.8)	51.9 (49.7 - 54.1)	56.5 (54.4 - 58.6)	53.3 (51.2 - 55.4)	28.7 (24.9 - 32.5)	31.6 (26.1 - 37.1)	29.9 (26.4 - 33.4)	42.2 (36.8 - 47.6)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last year (excluding hospital stay) (% yes)	2.7 <sup>6</sup> (2.4 - 3.0)	2.5 <sup>6</sup> (2.0 - 3.0)	2.8 <sup>6</sup> (2.3 - 3.3)	2.1 <sup>6</sup> (1.6 - 2.6)	3.6 <sup>6</sup> (2.5 - 4.7)	3.8 <sup>E,6</sup> (2.0 - 5.6)	3.2 <sup>6</sup> (2.2 - 4.2)	2.6 <sup>E,6</sup> (1.3 - 3.9)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

## Results by Health Zone



		n=13,614	n=3,326	n=3,481	n=3,522	n=1,142	n=444	n=1,140	n=559
Primary Health Indicator		NB	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
<b>Efficiency</b>									
Achieving the desired results with the most cost-effective use of resources									
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	11.5 <sup>6</sup> (11.0 - 12.0)	7.5 <sup>6</sup> (6.6 - 8.4)	9.7 <sup>6</sup> (8.7 - 10.7)	9.1 <sup>6</sup> (8.2 - 10.0)	29.2 <sup>6</sup> (26.6 - 31.8)	17.4 <sup>6</sup> (13.9 - 20.9)	19.2 <sup>6</sup> (16.9 - 21.5)	9.3 <sup>6</sup> (6.9 - 11.7)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.4 (7.0 - 7.8)	8.4 (7.5 - 9.3)	6.7 (5.9 - 7.5)	7.5 (6.6 - 8.4)	7.7 (6.2 - 9.2)	6.3 <sup>E</sup> (4.1 - 8.5)	6.1 (4.7 - 7.5)	7.7 (5.5 - 9.9)
<b>Use of services</b>									
Using primary health services in the last 12 months									
U-1	Visited a <b>personal family doctor</b> (% yes)	80.3 (79.6 - 81.0)	83.5 (82.2 - 84.8)	81.0 (79.7 - 82.3)	75.2 (73.8 - 76.6)	74.5 (72.0 - 77.0)	77.1 (73.2 - 81.0)	83.2 (81.0 - 85.4)	84.6 (81.6 - 87.6)
U-2	Visited a <b>hospital emergency department</b> (% yes)	41.3 (40.5 - 42.1)	37.5 (35.9 - 39.1)	38.8 (37.2 - 40.4)	38.9 (37.3 - 40.5)	54.8 (51.9 - 57.7)	48.0 (43.4 - 52.6)	51.2 (48.3 - 54.1)	41.6 (37.5 - 45.7)
U-3	Visited a <b>specialist</b> (% yes)	56.4 (55.6 - 57.2)	62.2 (60.6 - 63.8)	54.7 (53.1 - 56.3)	52.7 (51.1 - 54.3)	52.5 (49.6 - 55.4)	57.6 (53.0 - 62.2)	55.0 (52.1 - 57.9)	56.1 (52.0 - 60.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.3 (23.6 - 25.0)	35.1 (33.5 - 36.7)	19.9 (18.6 - 21.2)	21.1 (19.8 - 22.4)	17.1 (14.9 - 19.3)	17.6 (14.1 - 21.1)	19.2 (16.9 - 21.5)	24.7 (21.1 - 28.3)
U-5	Visited an <b>alternative practitioner</b> (% yes)	25.2 (24.5 - 25.9)	28.7 (27.2 - 30.2)	21.2 (19.9 - 22.5)	23.7 (22.3 - 25.1)	31.8 (29.1 - 34.5)	22.3 (18.5 - 26.1)	26.9 (24.3 - 29.5)	22.8 (19.3 - 26.3)
U-6	Visited a <b>community health centre</b> (% yes)	6.9 (6.5 - 7.3)	5.5 (4.7 - 6.3)	6.7 (5.9 - 7.5)	8.3 (7.4 - 9.2)	3.0 <sup>E</sup> (2.0 - 4.0)	10.1 (7.3 - 12.9)	9.8 (8.1 - 11.5)	6.4 (4.4 - 8.4)
U-7	Used <b>ambulance services</b> (% yes)	5.7 (5.3 - 6.1)	4.8 (4.1 - 5.5)	5.9 (5.1 - 6.7)	5.9 (5.1 - 6.7)	6.7 (5.3 - 8.1)	6.1 <sup>E</sup> (3.9 - 8.3)	5.9 (4.5 - 7.3)	6.6 (4.6 - 8.6)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.7 (7.3 - 8.1)	7.0 (6.1 - 7.9)	7.5 (6.6 - 8.4)	7.4 (6.5 - 8.3)	6.4 (5.0 - 7.8)	9.9 (7.1 - 12.7)	11.4 (9.6 - 13.2)	6.5 (4.5 - 8.5)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	23.7 (23.0 - 24.4)	25.5 (24.0 - 27.0)	19.8 (18.5 - 21.1)	24.0 (22.6 - 25.4)	22.8 (20.4 - 25.2)	22.9 (19.0 - 26.8)	27.1 (24.5 - 29.7)	23.4 (19.9 - 26.9)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.  
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## Results by Health Zone

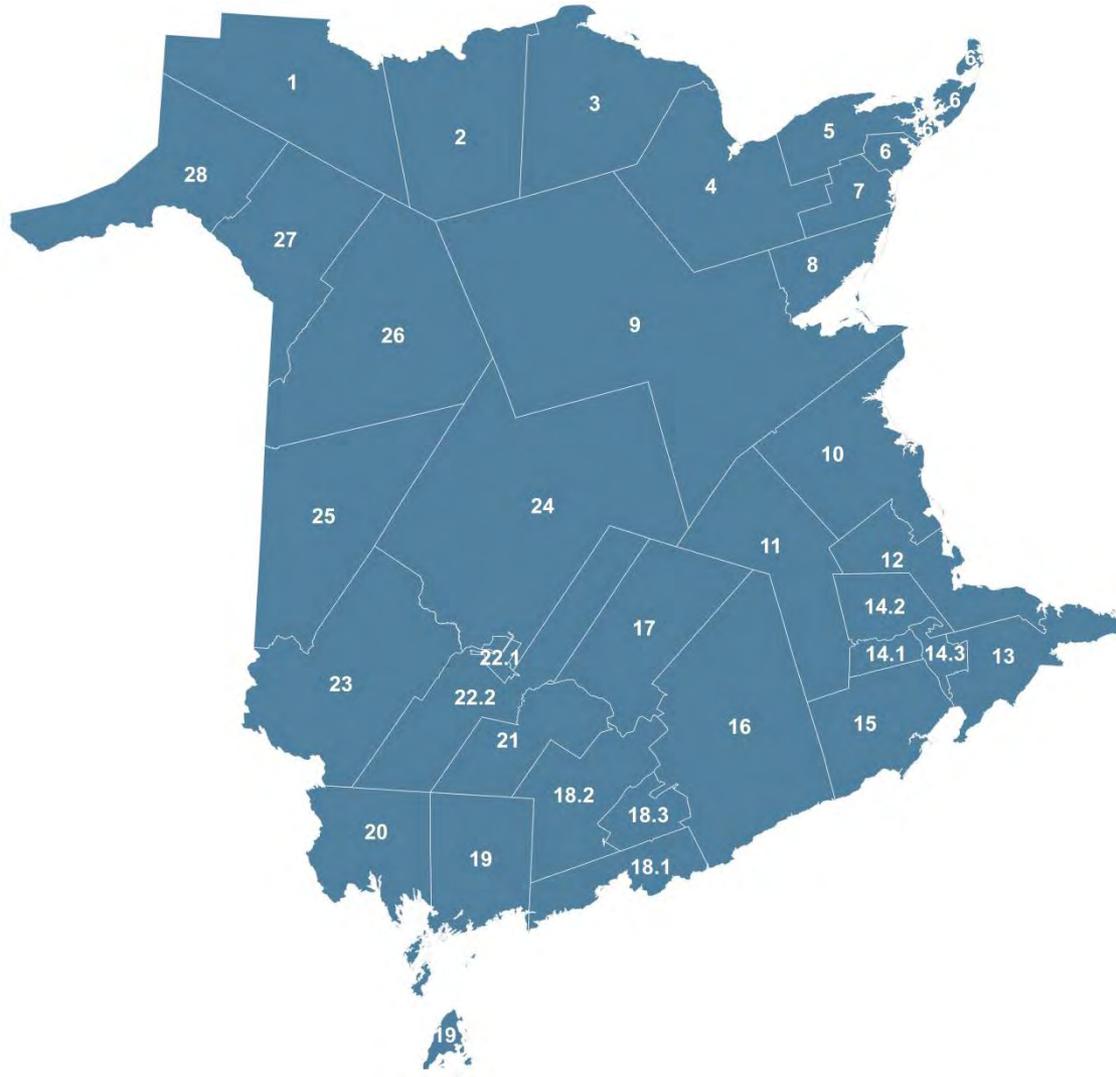


		n=13,614	n=3,326	n=3,481	n=3,522	n=1,142	n=444	n=1,140	n=559
Primary Health Indicator		NB	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
<b>Communication/Relationship with personal family doctor</b>									
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.2 (79.5 - 80.9)	81.7 (80.3 - 83.1)	81.8 (80.4 - 83.2)	82.8 (81.4 - 84.2)	74.6 (71.7 - 77.5)	72.7 (68.1 - 77.3)	75.4 (72.7 - 78.1)	76.1 (72.3 - 79.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (67.3 - 69.1)	69.5 (67.8 - 71.2)	74.2 (72.6 - 75.8)	74.6 (73.0 - 76.2)	53.2 (49.8 - 56.6)	58.5 (53.3 - 63.7)	51.9 (48.7 - 55.1)	67.1 (62.8 - 71.4)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.9 (71.0 - 72.8)	72.2 (70.5 - 73.9)	75.7 (74.0 - 77.4)	70.7 (68.9 - 72.5)	67.2 (63.9 - 70.5)	70.1 (65.1 - 75.1)	71.2 (68.1 - 74.3)	67.1 (62.6 - 71.6)
<b>Satisfaction (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)</b>									
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.9 (67.1 - 68.7)	70.6 (69.0 - 72.2)	67.5 (65.9 - 69.1)	62.2 (60.6 - 63.8)	73.7 (71.2 - 76.2)	60.4 (55.9 - 64.9)	71.7 (69.1 - 74.3)	69.2 (65.4 - 73.0)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.9 (83.2 - 84.6)	83.7 (82.4 - 85.0)	83.4 (82.1 - 84.7)	84.5 (83.2 - 85.8)	85.0 (82.6 - 87.4)	81.6 (77.6 - 85.6)	84.0 (81.7 - 86.3)	84.1 (80.8 - 87.4)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.4 (52.1 - 54.7)	53.8 (51.0 - 56.6)	52.9 (50.2 - 55.6)	52.5 (49.9 - 55.1)	56.5 (52.6 - 60.4)	46.6 (40.1 - 53.1)	57.3 (53.3 - 61.3)	49.1 (42.5 - 55.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	82.0 (81.2 - 82.8)	82.6 (81.0 - 84.2)	84.9 (83.4 - 86.4)	81.8 (80.1 - 83.5)	81.6 (78.6 - 84.6)	72.2 (66.9 - 77.5)	79.3 (76.2 - 82.4)	79.7 (75.4 - 84.0)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.3 (71.6 - 75.0)	76.9 (74.2 - 79.6)	73.3 (69.6 - 77.0)	65.1 (61.3 - 68.9)	77.9 (72.4 - 83.4)	72.0 (61.9 - 82.1)	73.1 (67.2 - 79.0)	73.0 (65.8 - 80.2)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	87.3 (86.2 - 88.4)	88.5 (86.4 - 90.6)	87.4 (85.0 - 89.8)	87.7 (85.4 - 90.0)	87.3 (84.0 - 90.6)	84.4 (77.6 - 91.2)	83.2 (79.2 - 87.2)	88.4 (83.3 - 93.5)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.2 (73.6 - 78.8)	82.5 (77.4 - 87.6)	78.1 (73.2 - 83.0)	71.3 (66.5 - 76.1)	90.8 (80.6 - 100)	79.8 (67.5 - 92.1)	67.7 (59.1 - 76.3)	80.7 (66.1 - 95.3)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.5 (85.3 - 89.7)	88.5 (84.1 - 92.9)	89.3 (85.5 - 93.1)	83.3 (78.6 - 88.0)	90.8 (83.9 - 97.7)	90.2 (79.6 - 100)	86.4 (78.2 - 94.6)	89.4 (79.0 - 99.8)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	85.8 (83.7 - 87.9)	84.1 (79.3 - 88.9)	89.2 (85.5 - 92.9)	86.7 (82.4 - 91.0)	78.0 (68.7 - 87.3)	78.4 (65.7 - 91.1)	84.7 (78.5 - 90.9)	93.3 (85.8 - 100)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	82.9 (81.6 - 84.2)	83.2 (80.6 - 85.8)	82.6 (79.8 - 85.4)	80.0 (77.3 - 82.7)	86.1 (82.0 - 90.2)	78.0 (70.0 - 86.0)	88.3 (84.7 - 91.9)	82.5 (76.1 - 88.9)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (87.2 - 91.4)	90.8 (87.1 - 94.5)	89.7 (85.5 - 93.9)	84.5 (79.7 - 89.3)	89.8 (83.4 - 96.2)	91.2 (81.1 - 100)	86.9 (78.8 - 95.0)	100.0 (100 - 100)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who talked to a health professional) (% very or somewhat helpful)	90.8 (89.6 - 92.0)	93.2 (91.2 - 95.2)	88.8 (86.2 - 91.4)	89.3 (86.9 - 91.7)	88.2 (83.1 - 93.3)	92.7 (86.4 - 99.0)	96.2 (93.4 - 99.0)	87.3 (80.9 - 93.7)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	80.5 (79.6 - 81.4)	78.8 (77.1 - 80.5)	80.2 (78.5 - 81.9)	80.2 (78.4 - 82.0)	82.1 (79.0 - 85.2)	80.0 (75.1 - 84.9)	82.9 (80.0 - 85.8)	84.9 (81.0 - 88.8)

Confidence interval calculated at a 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

# Results by Community

# New Brunswick Communities



	Name of community
1	Kedgwick, Saint-Quentin and Grimmer
2	Campbellton, Atholville, Tide Head Area
3	Dalhousie, Balmoral, Belledune Area
4	Bathurst, Beresford, Petit-Rocher Area
5	Caraquet, Paquetville, Bertrand Area
6	Shippagan, Lamèque, Inkerman Area
7	Tracadie-Sheila, Saumarez and Saint-Isidore
8	Neguac, Alnwick, Burnt Church Area
9	Miramichi, Rogersville, Blackville Area
10	Bouctouche, Richibucto, Saint-Louis de Kent Area
11	Salisbury, Petitcodiac, Harcourt Area
12	Shediac, Saint-Antoine, Beaubassin East Area
13	Sackville, Dorchester, Port Elgin Area
14.1	Riverview and Coverdale
14.2	Moncton
14.3	Dieppe and Memramcook
15	Hillsborough, Riverside-Albert, Alma Area
16	Sussex, Norton, Sussex Corner Area
17	Minto, Chipman, Cambridge-Narrows Area
18.1	Saint John, Simonds and Musquash
18.2	Grand Bay-Westfield, Westfield, Greenwich Area
18.3	Quispamsis, Rothesay, Hampton Area
19	St. George, Grand Manan, Blacks Harbour Area
20	St. Stephen, Saint Andrews, Campobello Island Area
21	Oromocto, Gagetown, Fredericton Junction Area
22.1	Fredericton
22.2	New Maryland, Kingsclear, Lincoln Area
23	Nackawic, McAdam, Canterbury Area
24	Douglas, Saint Marys, Doaktown Area
25	Florenceville-Bristol, Woodstock, Wakefield Area
26	Perth-Andover, Plaster Rock, Tobique Area
27	Grand Falls, Saint-Léonard, Drummond Area
28	Edmundston, Rivière-Verte, Lac Baker Area



# Bathurst, Beresford, Petit-Rocher Area

Allardville, Bathurst, Beresford, Big River, Dunlop, Laplante, Madran, Nicholas Denys, Nigadoo, North Tetagouche, Pabineau First Nation, Petit-Rocher, Pointe-Verte, Robertville, Saint-Laurent, Saint-Sauveur, Sainte-Anne (Gloucester County), Sainte-Thérèse Sud, Salmon Beach, South Tetagouche, Tremblay

n = 425

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	19.5	24.3
	35-54	36.7	36.7
	55-64	21.4	18.7
	65+	22.3	20.3
Gender	Male	48.4	48.0
	Female	51.6	52.0
Education Level	High school or less	37.0	38.7
	College/Technical diploma	33.7	31.4
	University degree	29.3	29.9
Aboriginal	Yes	3.2	3.0
Preferred Language of Service	English	34.2	74.6
	French	65.8	25.4
Household Income	Less than \$25,000	21.9	19.9
	\$25,000 - \$59,999	37.3	35.5
	\$60,000 or more	40.9	44.6
Employment Status	Employed	49.2	54.6
	Unemployed/Seasonal	7.7	7.3
	Retired	30.2	24.7
	Other	13.0	13.5

Population (18 and over) based on 2011 Census: 28,510

Confidence interval calculated at a 95% level of confidence

Sample size shown represents total number of respondents  
Exact number of respondents varies per survey indicator

n = 622

n = 425

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	23.9 (20.5 – 27.2)	18.3 (14.6 – 22.0)	17.4 (16.7 – 18.0)
Transportation problems	6.1 (4.2 – 8.0)	4.1 <sup>E</sup> (2.2 – 5.9)	7.1 (6.6 – 7.5)
Language problems with health care provider	13.3 (10.6 – 15.9)	7.6 <sup>E</sup> (5.1 – 10.1)	4.2 (3.9 – 4.6)
Cost for medication too high	51.6 (47.7 – 55.5)	46.3 (41.5 – 51.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	27.4 (23.7 – 31.0)	26.7 (22.4 – 31.0)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	40.7 (36.1 – 45.2)	33.6 (28.4 – 38.7)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	14.0 (11.3 – 16.7)	8.6 (5.9 – 11.2)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	8.4 (6.2 – 10.5)	7.8 <sup>E</sup> (5.3 – 10.4)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	17.2 (14.2 – 20.2)	10.2 (7.3 – 13.1)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	86.4 (83.7 – 89.1)	89.6 (86.7 – 92.5)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	44.0 (39.3 – 48.7)	38.1 (37.3 – 38.9)
Time pressures / not enough time	Not Available	42.2 (37.5 – 46.8)	40.9 (40.1 – 41.7)
Financial situation (not enough money, or debt)	Not Available	30.6 (26.2 – 34.9)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

## Bathurst, Beresford, Petit-Rocher Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 622	n = 425	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	50.8 (46.9 – 54.7)	47.3 (42.6 – 52.0)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	64.5 (60.0 – 69.0)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.3 (51.4 – 59.2)	49.9 (45.2 – 54.6)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.7 (8.7 – 14.7)	17.1 (12.7 – 21.4)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	30.3 (26.5 – 34.1)	24.6 (20.5 – 28.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	77.0 (73.6 – 80.3)	76.5 (72.4 – 80.6)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	21.1 (17.3 – 25.0)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.9 (8.0 – 13.9)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.9 <sup>E</sup> (2.8 – 6.9)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	54.4 (49.7 – 59.1)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	53.9 (49.2 – 58.6)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	19.2 (15.4 – 22.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	30.5 (26.0 – 34.9)	30.8 (30.0 – 31.6)

	n = 622	n = 425	n = 425	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	61.5 (57.6 – 65.4)	65.8 (61.3 – 70.2)	18,749	61.6 (60.8 – 62.4)
High blood pressure	26.4 (22.9 – 29.8)	32.8 (28.4 – 37.3)	9,360	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	17.9 (15.0 – 20.9)	20.3 (16.5 – 24.1)	5,786	16.4 (15.8 – 17.0)
Arthritis	16.6 (13.7 – 19.4)	15.0 (11.6 – 18.4)	4,280	17.4 (16.8 – 18.0)
Depression	14.4 (11.7 – 17.2)	13.9 (10.7 – 17.2)	3,973	14.9 (14.3 – 15.5)
Chronic pain	13.3 (10.7 – 15.9)	12.4 (9.3 – 15.5)	3,541	14.0 (13.5 – 14.6)
Asthma	13.0 (10.4 – 15.6)	12.1 (9.1 – 15.2)	3,462	11.8 (11.3 – 12.4)
Cancer	6.6 (4.7 – 8.5)	9.9 (7.1 – 12.7)	2,820	8.3 (7.8 – 8.7)
Heart disease	8.3 (6.1 – 10.4)	9.5 (6.7 – 12.2)	2,700	8.3 (7.9 – 8.8)
Diabetes	6.9 (4.9 – 8.8)	9.4 (6.6 – 12.1)	2,671	10.7 (10.1 – 11.2)
Mood disorder other than depression	3.0 <sup>E</sup> (1.6 – 4.3)	3.9 <sup>E</sup> (2.1 – 5.7)	1,110	3.0 (2.7 – 3.2)
Stroke	2.1 <sup>E</sup> (1.0 – 3.2)	2.6 <sup>E</sup> (1.1 – 4.1)	743	2.5 (2.2 – 2.8)
Emphysema or COPD	1.9 <sup>E</sup> (0.8 – 2.9)	F	458	3.0 (2.7 – 3.3)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Bathurst, Beresford, Petit-Rocher Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=622                      n=425                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	96.8 (95.4 - 98.2)	94.9 (92.8 - 97.0)	11	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	74.2 (70.7 - 77.7)	75.9 (71.7 - 80.1)	24	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	14.3 (10.9 - 17.7)	17	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	14.4 (11.6 - 17.2)	12.8 (9.6 - 16.0)	21	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.4 (26.7 - 34.1)	31.2 (26.5 - 35.9)	16	30.1 (29.3 - 30.9)
			(% within 5 days)	57.3 (53.3 - 61.3)	57.5 (52.5 - 62.5)	19	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	33.3 (29.6 - 37.0)	32.7 (28.2 - 37.2)	10	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	40.2 (38.1 - 45.9)	36.4 (31.9 - 40.9)	5	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	73.9 (68.2 - 79.6)	80.5 (74.8 - 86.2)	9	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	79.5 (74.3 - 84.7)	78.7 (71.5 - 85.9)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	80.7 (76.5 - 84.9)	<b>W</b> 68.8 (63.2 - 74.4)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>5</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

**Bathurst, Beresford, Petit-Rocher Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=622                      n=425                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>64.5</b> (54.5 - 74.5)	23	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	93.8 (90.6 - 96.9)	<b>87.5</b> (82.5 - 92.5)	26	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	83.6 (78.7 - 88.4)	<b>75.8</b> (69.4 - 82.2)	18	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	76.6 (71.1 - 82.2)	<b>71.1</b> (64.3 - 77.9)	23	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	60.9 (54.5 - 67.2)	<b>53.5</b> (46.0 - 61.0)	27	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	68.5 (64.0 - 73.0)	<b>70.6</b> (64.7 - 76.5)	18	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	44.4 (39.7 - 49.2)	<b>43.3</b> (37.5 - 49.1)	11	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	40.2 (35.2 - 45.2)	<b>35.7</b> (29.8 - 41.6)	24	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	3.9 <sup>E,6</sup> (2.3 - 5.4)	<b>2.5<sup>E,6</sup></b> (1.0 - 4.0)	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Bathurst, Beresford, Petit-Rocher Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=622                      n=425                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	8.9 <sup>6</sup> (6.6 - 11.2)	9.7 <sup>6</sup> (6.9 - 12.5)	17	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	11.6 (9.1 - 14.1)	<b>W</b> 5.5 <sup>E</sup> (3.4 - 7.6)	23	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	85.3 (82.5 - 88.1)	84.3 (80.9 - 87.7)	9	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	38.4 (34.6 - 42.2)	43.1 (38.4 - 47.8)	18	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	52.3 (47.6 - 57.0)	26	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	26.3 (22.8 - 29.8)	22.3 (18.3 - 26.3)	14	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	23.5 (19.5 - 27.5)	17	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	5.5 (3.7 - 7.3)	7.3 <sup>E</sup> (4.8 - 9.8)	16	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.0 <sup>E</sup> (3.3 - 6.7)	4.1 <sup>E</sup> (2.2 - 6.0)	29	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	8.2 (6.0 - 10.4)	10.7 (7.8 - 13.6)	10	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	22.2 (18.3 - 26.1)	19	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value.

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%).

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Bathurst, Beresford, Petit-Rocher Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=622                      n=425                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	76.9 (73.2 - 80.6)	79.3 (75.2 - 83.4)	20	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	53.6 (49.2 - 57.9)	57.3 (52.2 - 62.4)	27	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	66.8 (62.7 - 70.9)	71.2 (66.1 - 76.3)	19	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	62.5 (58.7 - 66.3)	<b>B</b> 71.6 (67.3 - 75.9)	10	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.8 (80.7 - 86.9)	86.0 (82.5 - 89.5)	9	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	48.1 (41.7 - 54.5)	54.0 (46.9 - 61.1)	15	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	78.9 (73.7 - 84.1)	26	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	68.5 (61.3 - 75.7)	66.1 (56.6 - 75.6)	27	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	82.8 (75.8 - 89.8)	28	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	88.7 (78.2 - 99.2)	68.7 (52.6 - 84.8)	26	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	75.8 (61.4 - 90.2)	94.1 (83.5 - 100.0)	8	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	88.1 (81.7 - 94.5)	7	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	91.2 (84.3 - 98.1)	79.7 (61.6 - 97.8)	31	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.6 (90.3 - 98.9)	96.9 (92.9 - 100.0)	6	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	86.0 (81.5 - 90.5)	4	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



## Bouctouche, Richibucto, Saint-Louis de Kent Area

Acadieville, Aldouane, Baie de Bouctouche, Bass River, Beersville, Bouctouche, Buctouche First Nation, Carleton, Clairville, Elsipogtog First Nation, Fords Mills, Galloway, Indian Island (Kent County), Jardineville, Kouchibouguac, Main River, McIntosh Hill, Mundleville, Portage St-Louis, Rexton, Richibouctou-Village, Richibucto, Rochibucto First Nation, Saint-Anne-de-Kent, Saint-Charles, Saint-Édouard-de-Kent, Saint-Grégoire, Saint-Ignace, Saint-Louis, Saint-Louis-de-Kent, Saint-Maurice, South Branch (Kent County), Targettville, Upper Rexton, Weldford, Wellington

n = 470

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	19.5	24.3
	35-54	35.6	36.7
	55-64	20.9	18.7
	65+	24.0	20.3
Gender	Male	44.5	48.0
	Female	55.5	52.0
Education Level	High school or less	53.1	38.7
	College/Technical diploma	28.4	31.4
	University degree	18.5	29.9
Aboriginal	Yes	8.8	3.0
Preferred Language of Service	English	51.7	74.6
	French	48.3	25.4
Household Income	Less than \$25,000	25.0	19.9
	\$25,000 - \$59,999	43.8	35.5
	\$60,000 or more	31.3	44.6
Employment Status	Employed	48.7	54.6
	Unemployed/Seasonal	9.4	7.3
	Retired	28.8	24.7
	Other	13.2	13.5

Population (18 and over) based on 2011 Census: 16,300

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 474

n = 470

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	19.9 (16.3 – 23.4)	10.6 (7.9 – 13.4)	17.4 (16.7 – 18.0)
Transportation problems	9.0 (6.5 – 11.5)	4.5 <sup>E</sup> (2.7 – 6.4)	7.1 (6.6 – 7.5)
Language problems with health care provider	5.9 <sup>E</sup> (3.8 – 8.0)	4.2 <sup>E</sup> (2.4 – 5.9)	4.2 (3.9 – 4.6)
Cost for medication too high	62.0 (57.7 – 66.4)	43.6 (39.1 – 48.1)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	28.2 (24.0 – 32.3)	26.2 (22.1 – 30.3)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	45.5 (40.3 – 50.6)	26.3 (21.7 – 30.8)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	19.9 (16.3 – 23.4)	9.0 (6.5 – 11.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	10.8 (8.0 – 13.6)	4.9 <sup>E</sup> (2.9 – 6.8)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	19.8 (16.1 – 23.5)	16.7 (13.2 – 20.1)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	86.3 (83.2 – 89.4)	89.6 (86.8 – 92.4)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	37.9 (33.6 – 42.3)	40.9 (40.1 – 41.7)
Health of family members	Not Available	37.9 (33.5 – 42.2)	38.1 (37.3 – 38.9)
Financial situation (not enough money, or debt)	Not Available	32.5 (28.4 – 36.7)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

## Bouctouche, Richibucto, Saint-Louis de Kent Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 474	n = 470	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	43.7 (39.2 – 48.2)	47.7 (43.3 – 52.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	57.3 (52.9 – 61.7)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	49.9 (45.4 – 54.4)	51.4 (46.9 – 55.9)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	14.0 (10.4 – 17.6)	14.9 (11.1 – 18.7)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	31.4 (27.1 – 35.7)	26.8 (22.8 – 30.8)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	76.8 (73.0 – 80.6)	73.5 (69.5 – 77.4)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	21.7 (18.0 – 25.3)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	9.4 (6.8 – 12.0)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	2.7 <sup>E</sup> (1.2 – 4.1)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	44.7 (40.2 – 49.1)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	45.8 (41.3 – 50.2)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	16.9 (13.6 – 20.3)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	33.4 (29.1 – 37.6)	30.8 (30.0 – 31.6)

	n = 474	n = 470	n = 470	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	64.4 (60.0 – 68.8)	61.3 (57.0 – 65.7)	9,997	61.6 (60.8 – 62.4)
High blood pressure	24.5 (20.6 – 28.3)	28.8 (24.7 – 32.8)	4,687	27.0 (26.2 – 27.7)
Depression	11.5 (8.7 – 14.3)	16.8 (13.5 – 20.1)	2,741	14.9 (14.3 – 15.5)
Arthritis	19.5 (16.0 – 23.0)	16.1 (12.8 – 19.4)	2,623	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	18.2 (14.7 – 21.6)	16.0 (12.7 – 19.3)	2,607	16.4 (15.8 – 17.0)
Chronic pain	18.5 (15.0 – 21.9)	13.4 (10.4 – 16.5)	2,187	14.0 (13.5 – 14.6)
Cancer	5.9 <sup>E</sup> (3.8 – 8.0)	10.2 (7.5 – 13.0)	1,671	8.3 (7.8 – 8.7)
Asthma	11.9 (9.0 – 14.8)	8.9 (6.4 – 11.5)	1,455	11.8 (11.3 – 12.4)
Diabetes	8.8 (6.2 – 11.3)	8.7 (6.2 – 11.2)	1,420	10.7 (10.1 – 11.2)
Heart disease	7.7 (5.3 – 10.0)	7.3 (5.0 – 9.6)	1,184	8.3 (7.9 – 8.8)
Stroke	F	3.8 <sup>E</sup> (2.1 – 5.5)	614	2.5 (2.2 – 2.8)
Mood disorder other than depression	F	3.0 <sup>E</sup> (1.4 – 4.5)	482	3.0 (2.7 – 3.2)
Emphysema or COPD	F	F	304	3.0 (2.7 – 3.3)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Bouctouche, Richibucto, Saint-Louis de Kent Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=474                      n=470                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	95.7 (93.9 - 97.5)	97.0 (95.5 - 98.5)	5	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	81.4 (77.8 - 85.0)	82.1 (78.6 - 85.6)	11	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	12.4 (9.4 - 15.4)	24	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	16.1 (12.7 - 19.5)	11.4 (8.6 - 14.2)	27	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	27.1 (23.0 - 31.2)	24.1 (20.1 - 28.1)	25	30.1 (29.3 - 30.9)
			(% within 5 days)	53.4 (48.6 - 58.1)	56.4 (51.8 - 61.0)	13	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	20.7 (17.0 - 24.3)	15.3 (12.0 - 18.5)	32	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	25.7 (21.8 - 29.6)	20.4 (16.8 - 24.0)	30	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	85.2 (80.9 - 89.5)	89.2 (85.1 - 93.3)	4	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	87.6 (83.3 - 91.9)	83.6 (78.6 - 88.6)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	81.0 (75.4 - 86.6)	<b>W</b> 67.5 (60.9 - 74.1)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>5</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Bouctouche, Richibucto, Saint-Louis de Kent Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=474

n=470

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>62.2</b> (55.3 - 69.1)	<b>28</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>90.1</b> (85.8 - 94.5)	<b>91.2</b> (87.3 - 95.1)	<b>21</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>81.9</b> (76.2 - 87.5)	<b>80.0</b> (74.5 - 85.5)	<b>9</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>73.8</b> (67.4 - 80.3)	<b>75.8</b> (69.9 - 81.7)	<b>16</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>59.1</b> (52.0 - 66.2)	<b>53.7</b> (46.9 - 60.5)	<b>26</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>72.3</b> (67.4 - 77.2)	<b>65.7</b> (60.3 - 71.7)	<b>28</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>31.6</b> (26.7 - 36.6)	<b>37.8</b> (32.6 - 43.0)	<b>27</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>34.1</b> (28.6 - 39.6)	<b>43.5</b> (37.8 - 49.2)	<b>21</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>2.8</b> <sup>E,6</sup> (1.3 - 4.4)	<b>3.1</b> <sup>E,6</sup> (1.6 - 4.6)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD,

gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Bouctouche, Richibucto, Saint-Louis de Kent Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=474                      n=470                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	25.7 <sup>6</sup> (21.7 - 29.7)	24.7 <sup>6</sup> (20.8 - 28.6)	30	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	6.6 <sup>E</sup> (4.4 - 8.8)	3.1 <sup>E</sup> (1.6 - 4.6)	33	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	84.7 (81.5 - 87.9)	89.2 (86.4 - 92.0)	4	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	56.5 (52.0 - 61.0)	48.6 (44.1 - 53.1)	13	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	60.8 (56.5 - 65.1)	7	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	14.5 (11.3 - 17.7)	20.5 (16.9 - 24.1)	17	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	31.7 (27.6 - 35.8)	5	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	12.1 (9.2 - 15.0)	10.2 (7.5 - 12.9)	10	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.6 <sup>E</sup> (3.5 - 7.7)	5.1 <sup>E</sup> (3.1 - 7.1)	20	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	4.0 <sup>E</sup> (2.2 - 5.8)	6.7 <sup>E</sup> (4.5 - 8.9)	20	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	19.9 (16.3 - 23.5)	28	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Bouctouche, Richibucto, Saint-Louis de Kent Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=474                      n=470                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	78.5 (74.4 – 82.6)	81.8 (78.2 - 85.4)	13	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	56.8 (51.9 – 61.6)	64.4 (59.8 - 69.0)	23	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	69.6 (65.0 – 74.1)	69.9 (65.3 - 74.5)	25	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	71.4 (67.3 - 75.5)	77.1 (73.3 - 80.9)	3	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.5 (79.9 - 87.1)	88.8 (85.8 - 91.8)	2	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	66.3 (60.6 - 72.0)	67.4 (61.2 - 73.6)	3	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	84.6 (80.6 - 88.6)	7	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	77.6 (66.2 - 89.0)	76.3 (67.1 - 85.5)	10	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	90.0 (85.2 - 94.8)	9	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	72.1 (59.9 - 84.3)	80.1 (68.3 - 91.9)	18	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	84.6 (70.2 - 99.0)	91.2 (80.3 - 100.0)	12	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	88.0 (81.7 - 94.3)	8	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	98.3 (93.4 - 100.0)	100.0 (100 - 100)	1	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	95.8 (91.0 – 100.0)	97.4 (93.7 - 100.0)	4	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	83.7 (79.5 - 87.9)	9	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Campbellton, Atholville, Tide Head Area

Addington, Atholville, Campbellton, Eldon, Glencoe, Glenlevit, Robinsonville, Saint-Arthur, Squaw Cap, Tide Head, Val-d'Amour



n = 231

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	18.7	24.3
	35-54	36.2	36.7
	55-64	20.1	18.7
	65+	24.9	20.3
Gender	Male	46.3	48.0
	Female	53.7	52.0
Education Level	High school or less	45.4	38.7
	College/Technical diploma	27.7	31.4
	University degree	26.9	29.9
Aboriginal	Yes	5.2	3.0
Preferred Language of Service	English	51.7	74.6
	French	48.3	25.4
Household Income	Less than \$25,000	30.6	19.9
	\$25,000 - \$59,999	39.2	35.5
	\$60,000 or more	30.1	44.6
Employment Status	Employed	51.2	54.6
	Unemployed/Seasonal	8.4	7.3
	Retired	27.2	24.7
	Other	13.2	13.5

Population (18 and over) based on 2011 Census: 10,845

Confidence interval calculated at a 95% level of confidence

Sample size shown represents total number of respondents  
Exact number of respondents varies per survey indicator

n = 267

n = 231

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	29.7 (24.3 – 35.1)	30.7 (24.8 – 36.6)	17.4 (16.7 – 18.0)
Transportation problems	6.5 <sup>E</sup> (3.6 – 9.4)	10.1 <sup>E</sup> (6.2 – 14.0)	7.1 (6.6 – 7.5)
Language problems with health care provider	10.5 <sup>E</sup> (6.9 – 14.2)	10.6 <sup>E</sup> (6.6 – 14.5)	4.2 (3.9 – 4.6)
Cost for medication too high	49.7 (43.7 – 55.7)	47.6 (41.2 – 54.1)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	23.5 (18.1 – 28.8)	31.3 (25.1 – 37.4)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	34.4 (27.7 – 41.1)	31.5 (24.7 – 38.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	11.9 (8.1 – 15.8)	10.6 <sup>E</sup> (6.6 – 14.5)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	11.7 <sup>E</sup> (7.9 – 15.6)	10.1 <sup>E</sup> (6.2 – 14.0)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.3 <sup>E</sup> (5.7 – 12.9)	12.3 <sup>E</sup> (8.0 – 16.6)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	85.6 (81.3 – 89.8)	91.0 (87.3 – 94.7)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	38.9 (32.7 – 45.2)	38.1 (37.3 – 38.9)
Financial situation (not enough money, or debt)	Not Available	35.0 (28.9 – 41.0)	33.5 (32.7 – 34.2)
Time pressures / not enough time	Not Available	34.9 (28.8 – 40.9)	40.9 (40.1 – 41.7)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

# Campbellton, Atholville, Tide Head Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 267	n = 231	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	50.9 (44.9 – 56.9)	46.9 (40.5 – 53.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	67.9 (62.0 – 73.9)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	50.0 (44.0 – 56.0)	43.8 (37.5 – 50.2)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	17.1 (11.8 – 22.4)	22.1 (15.7 – 28.6)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	32.6 (26.7 – 38.5)	27.7 (21.9 – 33.6)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	76.0 (70.9 – 81.2)	75.9 (70.3 – 81.5)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	20.6 (15.5 – 25.8)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	11.8 <sup>E</sup> (7.6 – 15.9)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	7.0 <sup>E</sup> (3.8 – 10.3)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	43.4 (37.1 – 49.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	45.3 (38.9 – 51.7)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	19.1 (14.1 – 24.1)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	28.8 (22.9 – 34.7)	30.8 (30.0 – 31.6)

	n = 267	n = 231	n = 231	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	60.1 (54.2 – 66.0)	65.7 (59.7 – 71.8)	7,130	61.6 (60.8 – 62.4)
High blood pressure	33.0 (27.4 – 38.5)	32.3 (26.3 – 38.3)	3,501	27.0 (26.2 – 27.7)
Arthritis	18.3 (13.7 – 22.9)	21.2 (16.0 – 26.4)	2,299	17.4 (16.8 – 18.0)
Depression	12.2 (8.4 – 16.1)	16.8 (12.0 – 21.6)	1,823	14.9 (14.3 – 15.5)
Gastric Reflux (GERD)	16.6 (12.1 – 21.0)	16.5 (11.7 – 21.2)	1,785	16.4 (15.8 – 17.0)
Chronic pain	19.5 (14.8 – 24.2)	15.7 (11.0 – 20.3)	1,700	14.0 (13.5 – 14.6)
Diabetes	9.8 <sup>E</sup> (6.2 – 13.3)	14.6 (10.1 – 19.1)	1,583	10.7 (10.1 – 11.2)
Asthma	9.3 <sup>E</sup> (5.9 – 12.8)	13.4 <sup>E</sup> (9.0 – 17.7)	1,450	11.8 (11.3 – 12.4)
Heart disease	8.2 <sup>E</sup> (4.9 – 11.4)	11.0 <sup>E</sup> (7.0 – 15.0)	1,191	8.3 (7.9 – 8.8)
Cancer	7.2 <sup>E</sup> (4.2 – 10.3)	10.9 <sup>E</sup> (6.9 – 14.9)	1,185	8.3 (7.8 – 8.7)
Emphysema or COPD	3.8 <sup>E</sup> (1.5 – 6.1)	6.1 <sup>E</sup> (3.1 – 9.2)	664	3.0 (2.7 – 3.3)
Stroke	F	F	362	2.5 (2.2 – 2.8)
Mood disorder other than depression	3.7 <sup>E</sup> (1.5 – 5.9)	F	195	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Campbellton, Atholville, Tide Head Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=267                      n=231                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	95.7 (93.3 - 98.1)	94.6 (91.7 - 97.5)	13	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	79.4 (74.5 - 84.3)	78.6 (73.2 - 84.0)	17	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	4.1 <sup>E</sup> (1.5 - 6.7)	33	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	7.2 <sup>E</sup> (4.1 - 10.3)	5.4 <sup>E</sup> (2.4 - 8.4)	33	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	20.3 (15.4 - 25.2)	15.8 (10.8 - 20.8)	31	30.1 (29.3 - 30.9)
			(% within 5 days)	44.7 (38.5 - 50.9)	42.1 (35.4 - 48.8)	29	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	17.9 (13.3 - 22.5)	14.2 (9.6 - 18.7)	33	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	24.3 (19.2 - 29.4)	15.0 (10.4 - 19.6)	33	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	61.5 (52.9 - 70.1)	61.6 (53.1 - 70.1)	32	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	84.3 (78.5 - 90.1)	74.7 (66.3 - 83.1)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	66.1 (56.5 - 75.7)	67.8 (59.1 - 76.5)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Campbellton, Atholville, Tide Head Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=267                      n=231                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>70.7</b> (59.0 - 82.4)	17	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>92.8</b> (88.2 - 97.4)	<b>88.0</b> (81.7 - 94.3)	25	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>78.5</b> (71.1 - 85.8)	<b>78.4</b> (70.5 - 86.3)	13	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>75.3</b> (67.6 - 83.0)	<b>74.7</b> (66.3 - 83.1)	20	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>58.2</b> (49.5 - 66.9)	<b>58.4</b> (48.8 - 68.0)	17	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>65.2</b> (57.6 - 72.7)	<b>67.6</b> (59.9 - 75.3)	24	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>39.4</b> (32.7 - 46.9)	<b>44.1</b> (36.4 - 51.8)	10	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>38.7</b> (31.2 - 46.2)	<b>31.6</b> (24.1 - 39.1)	28	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>4.1</b> <sup>E,6</sup> (1.7 - 6.5)	<b>4.6</b> <sup>E,6</sup> (1.9 - 7.3)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Campbellton, Atholville, Tide Head Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=267

n=231

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	29.5 <sup>6</sup> (23.9 - 35.1)	24.2 <sup>6</sup> (18.7 - 29.7)	29	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.3 <sup>E</sup> (4.2 - 10.4)	8.6 <sup>E</sup> (5.0 - 12.2)	7	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	84.3 (79.9 - 88.7)	79.8 (74.7 - 84.9)	22	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	49.1 (43.1 - 55.1)	54.5 (48.1 - 60.9)	6	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	61.9 (55.7 - 68.1)	6	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	9.4 <sup>E</sup> (5.9 - 12.9)	12.6 <sup>E</sup> (8.3 - 16.9)	27	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	24.2 (18.7 - 29.7)	16	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	4.8 <sup>E</sup> (2.2 - 7.4)	6.9 <sup>E</sup> (3.7 - 10.1)	18	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	F	9.1 <sup>E</sup> (5.4 - 12.8)	6	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	5.7 <sup>E</sup> (2.8 - 8.6)	24	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	20.3 (15.2 - 25.4)	23	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Campbellton, Atholville, Tide Head Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=267

n=231

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	69.7 (63.7 - 75.7)	72.8 (66.6 - 79.0)	30	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	53.6 (46.9 - 60.2)	57.9 (50.7 - 65.1)	25	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	65.8 (59.5 - 72.1)	70.8 (64.1 - 77.5)	21	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	61.5 (55.6 - 67.4)	61.5 (55.2 - 67.8)	28	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	78.1 (72.8 - 83.4)	80.0 (74.4 - 85.6)	30	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	52.8 (44.1 - 61.5)	43.1 (34.5 - 51.7)	32	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	73.8 (66.8 - 80.8)	31	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	51.3 <sup>E</sup> (31.7 - 70.9)	72.3 (55.7 - 88.9)	18	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	88.8 (80.8 - 96.8)	14	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	84.3 (64.5 - 100.0)	76.4 (54.9 - 97.9)	21	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	75.3 <sup>E</sup> (48.6 - 100.0)	97.2 (90.1 - 100.0)	5	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	78.8 (67.0 - 90.6)	27	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	93.8 (83.0 - 100.0)	91.0 (78.1 - 100.0)	14	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	98.3 (94.2 - 100.0)	92.6 (83.7 - 100.0)	16	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment to seeing specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	81.7 (75.4 - 88.0)	15	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



# Caraquet, Paquetville, Bertrand Area

Anse-Bleue, Bas-Caraquet, Bertrand, Canobie, Caraquet, Clifton, Grande-Anse, Janeville, Maisonnnette, New Bandon (Gloucester County), Notre-Dame-des-Érables, Paquetville, Pokeshaw, Rang-Saint-Georges, Saint-Léolin, Saint-Simon, Stonehaven

n = 255

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	18.0	24.3
	35-54	35.9	36.7
	55-64	22.1	18.7
	65+	23.9	20.3
Gender	Male	48.7	48.0
	Female	51.3	52.0
Education Level	High school or less	45.0	38.7
	College/Technical diploma	25.2	31.4
	University degree	29.9	29.9
Aboriginal	Yes	3.3	3.0
Preferred Language of Service	English	6.8	74.6
	French	93.2	25.4
Household Income	Less than \$25,000	32.6	19.9
	\$25,000 - \$59,999	42.1	35.5
	\$60,000 or more	25.3	44.6
Employment Status	Employed	51.5	54.6
	Unemployed/Seasonal	7.2	7.3
	Retired	29.0	24.7
	Other	12.3	13.5

Population (18 and over) based on 2011 Census: 12,385

Confidence interval calculated at a 95% level of confidence

Sample size shown represents total number of respondents  
Exact number of respondents varies per survey indicator

n = 365

n = 255

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	34.2 (29.3 – 39.0)	23.7 (18.5 – 28.9)	17.4 (16.7 – 18.0)
Transportation problems	9.5 (6.5 – 12.4)	F	7.1 (6.6 – 7.5)
Language problems with health care provider	8.8 <sup>E</sup> (5.9 – 11.6)	4.8 <sup>E</sup> (2.2 – 7.4)	4.2 (3.9 – 4.6)
Cost for medication too high	71.7 (67.0 – 76.3)	61.0 (55.0 – 67.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	38.6 (33.4 – 43.8)	37.0 (30.8 – 43.1)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	58.5 (52.6 – 64.4)	36.3 (29.5 – 43.0)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	12.5 (9.2 – 15.9)	5.4 <sup>E</sup> (2.6 – 8.1)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	9.6 (6.6 – 12.6)	5.3 <sup>E</sup> (2.6 – 8.1)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	14.1 (10.5 – 17.7)	13.4 (9.2 – 17.6)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	85.0 (81.4 – 88.7)	91.6 (88.2 – 95.0)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	39.7 (33.7 – 45.7)	40.9 (40.1 – 41.7)
Health of family members	Not Available	37.3 (31.4 – 43.1)	38.1 (37.3 – 38.9)
Work situation (hours of work, or working conditions)	Not Available	30.9 (25.2 – 36.6)	34.2 (33.4 – 35.0)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Caraquet, Paquetville, Bertrand Area

↑ = Higher than 2011 results  
↓ = Lower than 2011 results

	n = 365	n = 255	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	49.8 (44.7 – 54.9)	49.4 (43.4 – 55.5)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	63.0 (57.1 – 68.9)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	41.2 (36.1 – 46.3)	48.9 (42.8 – 55.0)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.3 <sup>E</sup> (7.3 – 15.3)	20.3 (14.0 – 26.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	34.2 (29.1 – 39.3)	29.5 (23.8 – 35.1)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	71.2 (66.4 – 75.9)	70.2 (64.5 – 75.8)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	20.0 (15.1 – 24.9)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	6,7 <sup>E</sup> (3.7 – 9.8)	9,9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	51.7 (45.7 – 57.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	45.9 (39.8 – 51.9)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	16.4 (11.9 – 21.0)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	25.4 (20.1 – 30.8)	30.8 (30.0 – 31.6)

	n = 365	n = 255	n = 255	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	55.4 (50.2 – 60.6)	58.8 (52.9 – 64.8)	7,287	61.6 (60.8 – 62.4)
High blood pressure	24.3 (19.9 – 28.6)	29.0 (23.5 – 34.5)	3,590	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	13.1 (9.6 – 16.5)	15.4 (11.0 – 19.8)	1,905	16.4 (15.8 – 17.0)
Depression	10.6 (7.5 – 13.7)	13.6 (9.4 – 17.8)	1,682	14.9 (14.3 – 15.5)
Arthritis	15.6 (11.9 – 19.2)	13.4 (9.3 – 17.6)	1,662	17.4 (16.8 – 18.0)
Diabetes	8.1 <sup>E</sup> (5.3 – 10.8)	12.5 (8.5 – 16.5)	1,547	10.7 (10.1 – 11.2)
Chronic pain	14.1 (10.6 – 17.6)	11.8 <sup>E</sup> (7.8 – 15.7)	1,457	14.0 (13.5 – 14.6)
Cancer	7.2 <sup>E</sup> (4.6 – 9.9)	9.5 <sup>E</sup> (6.0 – 13.1)	1,181	8.3 (7.8 – 8.7)
Heart disease	6.1 <sup>E</sup> (3.7 – 8.5)	8.9 <sup>E</sup> (5.4 – 12.4)	1,101	8.3 (7.9 – 8.8)
Asthma	9.5 (6.6 – 12.5)	8.7 <sup>E</sup> (5.3 – 12.2)	1,080	11.8 (11.3 – 12.4)
Stroke	F	3.7 <sup>E</sup> (1.4 – 6.0)	462	2.5 (2.2 – 2.8)
Emphysema or COPD	F	F	393	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	F	183	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Caraquet, Paquetville, Bertrand Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=365                      n=255                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.4 (89.7 - 95.1)	<b>B</b> 97.2 (95.2 - 99.2)	3	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	72.9 (68.2 - 77.6)	68.0 (62.2 - 73.8)	31	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	9.3 <sup>E</sup> (5.7 - 12.9)	27	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	8.0 <sup>E</sup> (5.1 - 10.9)	11.4 <sup>E</sup> (7.5 - 15.3)	26	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	19.4 (15.0 - 23.8)	20.2 (15.0 - 25.4)	29	30.1 (29.3 - 30.9)
			(% within 5 days)	38.6 (33.2 - 43.9)	41.2 (34.9 - 47.5)	30	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	19.3 (15.1 - 23.4)	25.7 (20.3 - 31.2)	19	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	22.8 (18.5 - 27.1)	29.6 (24.1 - 35.1)	16	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	76.3 (70.2 - 82.4)	79.0 (72.4 - 85.6)	11	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	87.9 (73.6 - 100.0)	78.1 (57.8 - 98.4)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	87.8 (84.1 - 91.5)	82.5 (77.6 - 87.4)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Caraquet, Paquetville, Bertrand Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=365                      n=255                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>63.0</b> (49.4 - 76.6)	26	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>93.1</b> (88.7 - 97.5)	<b>83.4</b> (75.5 - 91.3)	31	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>85.8</b> (79.6 - 91.9)	<b>83.2</b> (75.2 - 91.2)	4	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>74.3</b> (66.6 - 82.0)	<b>82.0</b> (73.8 - 90.2)	2	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>64.0</b> (55.6 - 72.5)	<b>61.3</b> (50.9 - 71.7)	14	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>75.6</b> (70.0 - 81.2)	<b>70.5</b> (63.2 - 77.8)	19	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>39.9</b> (33.5 - 46.3)	<b>38.5</b> (31.0 - 46.0)	24	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>28.6</b> (22.1 - 35.1)	<b>32.0</b> (24.1 - 39.9)	26	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	F	F	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Caraquet, Paquetville, Bertrand Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=365                      n=255                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	34.2 <sup>6</sup> (29.3 - 39.1)	<b>B</b> 23.5 <sup>6</sup> (18.3 - 28.7)	28	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	12.4 (9.0 - 15.8)	<b>W</b> 5.4 <sup>E</sup> (2.6 - 8.2)	24	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	78.3 (74.1 - 82.5)	81.7 (77.0 - 86.4)	15	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	53.6 (48.5 - 58.7)	58.5 (52.5 - 64.5)	5	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	55.5 (49.5 - 61.5)	16	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	11.5 (8.2 - 14.8)	17.2 (12.6 - 21.8)	20	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	28.1 (22.6 - 33.6)	7	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	4.8 <sup>E</sup> (2.6 - 7.0)	5.4 <sup>E</sup> (2.6 - 8.2)	23	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	7.2 <sup>E</sup> (4.5 - 9.9)	5.6 <sup>E</sup> (2.8 - 8.4)	17	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	11.6 <sup>E</sup> (7.7 - 15.5)	8	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	28.0 (22.5 - 33.5)	5	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Caraquet, Paquetville, Bertrand Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=365      n=255      1 to 33      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	72.3 (67.0 - 77.6)	72.0 (66.0 - 78.0)	32	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	44.6 (38.7 - 50.4)	49.4 (42.6 - 56.2)	30	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	69.3 (63.8 - 74.7)	71.9 (65.5 - 78.3)	17	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	69.6 (64.8 - 74.4)	74.7 (69.4 - 80.0)	6	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.3 (79.1 - 87.5)	82.1 (77.0 - 87.2)	25	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	63.2 (56.3 - 70.1)	68.7 (61.2 - 76.2)	2	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	81.9 (75.8 - 88.0)	14	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	65.5 (50.6 - 80.4)	67.5 (51.9 - 79.5)	28	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	84.1 (75.9 - 92.3)	25	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	75.7 (55.9 - 95.5)	68.0 <sup>E</sup> (42.7 - 93.3)	27	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	100.0 (100 - 100)	<b>W</b> 73.3 <sup>E</sup> (49.3 - 97.3)	30	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	89.4 (82.3 - 96.5)	5	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	86.8 (72.6 - 97.4)	<b>B</b> 100.0 (100 - 100)	1	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.9 (88.1 - 100.0)	91.0 (81.1 - 100.0)	19	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment to seeing specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	77.2 (70.5 - 83.9)	28	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



# Dalhousie, Balmoral, Belledune Area

Balmoral, Belledune, Charlo, Colborne, Dalhousie, Durham, Dundee, Eel River Bar First Nation, Eel River Crossing, Indian Ranch, Lorne, McLeods, Point La Nim

n = 213

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	17.6	24.3
	35-54	35.2	36.7
	55-64	22.3	18.7
	65+	24.9	20.3
Gender	Male	47.9	48.0
	Female	52.1	52.0
Education Level	High school or less	48.4	38.7
	College/Technical diploma	31.6	31.4
	University degree	19.9	29.9
Aboriginal	Yes	8.7	3.0
Preferred Language of Service	English	55.4	74.6
	French	44.6	25.4
Household Income	Less than \$25,000	25.3	19.9
	\$25,000 - \$59,999	42.5	35.5
	\$60,000 or more	32.3	44.6
Employment Status	Employed	45.4	54.6
	Unemployed/Seasonal	3.0	7.3
	Retired	30.7	24.7
	Other	20.8	13.5

Population (18 and over) based on 2011 Census: 11,745

Confidence interval calculated at a 95% level of confidence

Sample size shown represents total number of respondents  
Exact number of respondents varies per survey indicator

n = 383

n = 213

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	38.0 (33.1 – 42.8)	22.1 (16.6 – 27.6)	17.4 (16.7 – 18.0)
Transportation problems	10.1 (7.2 – 13.1)	11.0 <sup>E</sup> (6.8 – 15.2)	7.1 (6.6 – 7.5)
Language problems with health care provider	14.1 (10.6 – 17.5)	11.0 <sup>E</sup> (6.8 – 15.2)	4.2 (3.9 – 4.6)
Cost for medication too high	57.8 (52.9 – 62.7)	47.6 (40.8 – 54.3)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	27.8 (23.2 – 32.4)	28.3 (22.1 – 34.6)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	40.2 (34.5 – 45.8)	32.8 (25.8 – 39.9)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	18.9 (15.0 – 22.7)	12.1 <sup>E</sup> (7.8 – 16.5)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	12.0 (8.8 – 15.2)	8.6 <sup>E</sup> (4.8 – 12.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	14.1 (10.5 – 17.7)	14.0 <sup>E</sup> (9.3 – 18.7)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	87.4 (84.1 – 90.7)	91.2 (87.3 – 95.0)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	38.2 (31.7 – 44.6)	38.1 (37.3 – 38.9)
Time pressures / not enough time	Not Available	35.3 (28.9 – 41.6)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	34.7 (28.4 – 41.1)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

## Dalhousie, Balmoral, Belledune Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 383	n = 213	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	45.8 (40.8 – 50.8)	35.2 (28.9 – 41.6)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	59.2 (52.6 – 65.7)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	49.4 (44.4 – 54.4)	42.5 (36.0 – 49.1)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	15.5 (11.3 – 19.7)	25.7 (18.6 – 32.8)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	32.5 (27.6 – 37.4)	27.7 (21.7 – 33.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	78.6 (74.5 – 82.7)	75.8 (69.8 – 81.8)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	29.8 (23.7 – 35.9)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	12.6 <sup>E</sup> (8.2 – 17.0)	9.9 (9.4 – 20.4)
...that interferes with day to day function	Not Available	5.4 <sup>E</sup> (2.4 – 8.4)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	44.2 (37.6 – 50.9)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	49.8 (43.1 – 56.5)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	25.1 (19.3 – 30.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	28.0 (21.9 – 34.1)	30.8 (30.0 – 31.6)

	n = 383	n = 213	n = 213	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	67.6 (62.9 – 72.3)	67.1 (60.8 – 73.4)	7,881	61.6 (60.8 – 62.4)
High blood pressure	31.1 (26.5 – 35.7)	41.1 (34.5 – 47.6)	4,826	27.0 (26.2 – 27.7)
Arthritis	23.3 (19.1 – 27.4)	23.1 (17.5 – 28.8)	2,717	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	20.5 (16.5 – 24.4)	20.1 (14.8 – 25.5)	2,364	16.4 (15.8 – 17.0)
Chronic pain	14.7 (11.2 – 18.2)	20.0 (14.6 – 25.3)	2,347	14.0 (13.5 – 14.6)
Diabetes	10.8 (7.8 – 13.9)	18.9 (13.7 – 24.1)	2,217	10.7 (10.7 – 11.2)
Depression	15.5 (12.0 – 19.1)	16.6 (11.7 – 21.6)	1,955	14.9 (14.3 – 15.5)
Heart disease	9.3 (6.4 – 12.1)	15.0 (10.2 – 19.8)	1,762	8.3 (7.9 – 8.8)
Asthma	9.9 (6.9 – 12.8)	14.9 (10.1 – 19.6)	1,748	11.8 (11.3 – 12.4)
Cancer	7.7 <sup>E</sup> (5.1 – 10.3)	8.1 <sup>E</sup> (4.5 – 11.8)	957	8.3 (7.8 – 8.7)
Emphysema or COPD	3.3 <sup>E</sup> (1.5 – 5.0)	6.2 <sup>E</sup> (3.0 – 9.4)	723	3.0 (2.7 – 3.3)
Mood disorder other than depression	4.2 <sup>E</sup> (2.2 – 6.2)	F	220	3.0 (2.7 – 3.2)
Stroke	2.4 <sup>E</sup> (0.9 – 4.0)	F	162	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Dalhousie, Balmoral, Belledune Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=383                      n=213                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	97.1 (95.4 - 98.8)	<b>W</b> 90.3 (86.3 - 94.3)	26	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	82.1 (78.2 - 86.0)	75.6 (69.6 - 81.6)	25	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	8.7 <sup>E</sup> (4.8 - 12.6)	29	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	6.9 <sup>E</sup> (4.3 - 9.5)	12.4 <sup>E</sup> (7.8 - 17.0)	23	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	24.6 (20.2 - 29.0)	24.4 (18.2 - 30.6)	24	30.1 (29.3 - 30.9)
			(% within 5 days)	46.9 (41.7 - 52.0)	54.4 (47.2 - 61.6)	26	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	15.5 (11.9 - 19.1)	22.2 (16.4 - 28.0)	26	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	29.0 (24.5 - 33.5)	23.0 (17.4 - 28.6)	27	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	81.8 (75.9 - 87.7)	<b>W</b> 61.2 (51.5 - 70.9)	33	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	83.0 (78.1 - 87.9)	73.5 (64.8 - 82.2)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	69.4 (61.3 - 77.5)	63.3 (53.8 - 72.8)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Dalhousie, Balmoral, Belledune Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=383                      n=213                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>58.8</b> (45.9 - 71.7)	30	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>92.9</b> (89.0 - 96.8)	<b>84.1</b> (76.7 - 91.5)	29	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>83.6</b> (77.9 - 89.2)	<b>W 63.7</b> (53.9 - 73.5)	33	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>79.2</b> (72.9 - 85.5)	<b>67.6</b> (58.1 - 77.1)	30	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>63.2</b> (55.9 - 70.6)	<b>68.1</b> (58.6 - 77.6)	6	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>65.8</b> (59.9 - 71.7)	<b>71.4</b> (63.1 - 79.7)	16	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>34.3</b> (28.7 - 39.9)	<b>31.8</b> (24.2 - 39.4)	33	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>41.2</b> (35.1 - 47.3)	<b>31.6</b> (23.5 - 39.7)	27	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>4.6<sup>E,6</sup></b> (2.5 - 6.7)	<b>F</b>	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Dalhousie, Balmoral, Belledune Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=383                      n=213                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	13.0 <sup>6</sup> (9.6 - 16.4)	11.1 <sup>E,6</sup> (6.9 - 15.3)	18	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	9.3 (6.4 - 12.2)	4.2 <sup>E</sup> (1.5 - 6.9)	30	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	89.6 (86.5 - 92.7)	74.6 (68.8 - 80.4)	28	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	47.0 (42.0 - 52.0)	41.9 (35.3 - 48.5)	19	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	53.8 (47.2 - 60.4)	21	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	28.0 (23.5 - 32.5)	22.2 (16.6 - 27.8)	15	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	20.5 (15.1 - 25.9)	23	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	16.7 (13.0 - 20.4)	13.1 <sup>E</sup> (8.6 - 17.6)	8	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	8.1 <sup>E</sup> (5.4 - 10.8)	F	-	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.2 <sup>E</sup> (4.6 - 9.8)	13.9 <sup>E</sup> (9.3 - 18.5)	5	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	25.2 (19.4 - 31.0)	11	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Dalhousie, Balmoral, Belledune Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=383      n=213      1 to 33      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	77.8 (73.3 - 82.3)	72.5 (65.8 - 79.2)	31	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	62.6 (57.5 - 67.8)	59.0 (51.4 - 66.6)	24	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.2 (66.3 - 76.2)	69.5 (61.9 - 77.1)	27	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	58.3 (53.3 - 63.3)	59.4 (52.8 - 66.0)	32	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	79.2 (75.0 - 83.4)	83.1 (77.5 - 88.7)	20	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	46.3 (38.8 - 53.8)	50.8 (40.9 - 60.7)	24	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	70.5 (62.3 - 78.7)	33	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	54.2 (44.5 - 63.9)	71.8 (59.0 - 84.6)	20	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	79.6 (68.2 - 91.0)	32	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	66.2 (54.4 - 78.0)	81.6 (66.7 - 96.5)	14	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	94.5 (86.3 - 100.0)	72.7 <sup>E</sup> (43.6 - 100.0)	31	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	77.5 (66.7 - 88.3)	29	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	91.8 (82.7 - 100.0)	91.7 (75.4 - 100.0)	11	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	86.1 (76.3 - 95.9)	92.8 (84.0 - 100.0)	14	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	78.3 (70.8 - 85.8)	25	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Dieppe and Memramcook



n = 262

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	30.3	24.3
	35-54	39.0	36.7
	55-64	15.2	18.7
	65+	15.5	20.3
Gender	Male	47.9	48.0
	Female	52.1	52.0
Education Level	High school or less	29.1	38.7
	College/Technical diploma	30.1	31.4
	University degree	40.8	29.9
Aboriginal	Yes	3.2	3.0
Preferred Language of Service	English	39.0	74.6
	French	61.0	25.4
Household Income	Less than \$25,000	16.6	19.9
	\$25,000 - \$59,999	30.1	35.5
	\$60,000 or more	53.2	44.6
Employment Status	Employed	60.9	54.6
	Unemployed/Seasonal	5.7	7.3
	Retired	18.3	24.7
	Other	15.1	13.5

Population (18 and over) based on 2011 Census: 22,275

Confidence interval calculated at a 95% level of confidence

Sample size shown represents total number of respondents  
Exact number of respondents varies per survey indicator

n = 258

n = 262

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	9.1 <sup>E</sup> (5.6 – 12.5)	10.6 <sup>E</sup> (6.9 – 14.4)	17.4 (16.7 – 18.0)
Transportation problems	4.8 <sup>E</sup> (2.2 – 7.4)	4.5 <sup>E</sup> (2.0 – 7.0)	7.1 (6.6 – 7.5)
Language problems with health care provider	F	F	4.2 (3.9 – 4.6)
Cost for medication too high	43.7 (37.7 – 49.8)	27.7 (22.2 – 33.1)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	20.7 (15.5 – 25.9)	20.8 (15.7 – 25.8)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	31.9 (25.1 – 38.7)	16.1 (11.0 – 21.2)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	11.3 <sup>E</sup> (7.4 – 15.1)	11.7 <sup>E</sup> (7.8 – 15.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	9.7 <sup>E</sup> (6.0 – 13.3)	7.8 <sup>E</sup> (4.5 – 11.1)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	10.0 <sup>E</sup> (6.3 – 13.7)	7.4 <sup>E</sup> (4.2 – 10.6)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	93.2 (90.1 – 96.3)	92.8 (89.7 – 96.0)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	52.9 (46.9 – 58.9)	40.9 (40.1 – 41.7)
Work situation (hours of work, or working conditions)	Not Available	40.3 (34.3 – 46.3)	34.2 (33.4 – 35.0)
Health of family members	Not Available	33.5 (27.8 – 39.2)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Dieppe and Memramcook

↑ = Higher than 2011 results  
↓ = Lower than 2011 results

	n = 258	n = 262	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	62.7 (56.8 – 68.6)	59.2 (53.3 – 65.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	66.7 (61.0 – 72.4)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	53.9 (47.9 – 59.9)	61.1 (55.2 – 67.0)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	8.3 <sup>E</sup> (3.8 – 12.8)	9.9 (5.6 – 14.2)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	27.2 (21.6 – 32.8)	24.5 (19.2 – 29.8)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	73.1 (67.6 – 78.6)	72.6 (67.1 – 78.0)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	19.0 (14.3 – 23.7)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	8.8 <sup>E</sup> (5.4 – 12.2)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.3 <sup>E</sup> (1.8 – 6.7)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	60.1 (54.1 – 66.0)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	52.8 (46.7 – 58.9)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	15.3 (10.9 – 19.6)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	20.8 (15.8 – 25.8)	30.8 (30.0 – 31.6)

	n = 258	n = 262	n = 262	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	50.3 (44.2 – 56.4)	↑ 62.8 (57.0 – 68.6)	13,989	61.6 (60.8 – 62.4)
High blood pressure	17.7 (13.0 – 22.3)	22.5 (17.4 – 27.5)	5,001	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	13.5 (9.3 – 17.6)	21.6 (16.6 – 26.5)	4,805	16.4 (15.8 – 17.0)
Chronic pain	10.1 <sup>E</sup> (6.4 – 13.7)	12.3 (8.4 – 16.3)	2,744	14.0 (13.5 – 14.6)
Depression	11.1 <sup>E</sup> (7.3 – 14.9)	11.5 <sup>E</sup> (7.6 – 15.3)	2,554	14.9 (14.3 – 15.5)
Asthma	10.1 <sup>E</sup> (6.4 – 13.7)	11.3 <sup>E</sup> (7.5 – 15.2)	2,527	11.8 (11.3 – 12.4)
Arthritis	10.7 <sup>E</sup> (6.9 – 14.4)	11.0 <sup>E</sup> (7.2 – 14.8)	2,454	17.4 (16.8 – 18.0)
Diabetes	6.5 <sup>E</sup> (3.5 – 9.5)	7.3 <sup>E</sup> (4.2 – 10.4)	1,628	10.7 (10.1 – 11.2)
Heart disease	9.1 <sup>E</sup> (5.6 – 12.5)	5.5 <sup>E</sup> (2.7 – 8.3)	1,225	8.3 (7.9 – 8.8)
Cancer	5.4 <sup>E</sup> (2.7 – 8.2)	4.8 <sup>E</sup> (2.2 – 7.4)	1,068	8.3 (7.8 – 8.7)
Mood disorder other than depression	F	3.9 <sup>E</sup> (1.6 – 6.2)	869	3.0 (2.7 – 3.2)
Emphysema or COPD	F	F	497	3.0 (2.7 – 3.3)
Stroke	F	F	343	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents  
<sup>2</sup> Estimated number of citizens who have the selected chronic health condition  
<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.  
<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%)  
<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%)

## Dieppe and Memramcook

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=258                      n=262                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	93.3 (90.3 – 96.3)	92.6 (89.4 - 95.8)	21	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	68.9 (63.2 – 74.7)	<b>B</b> 85.9 (81.6 - 90.2)	6	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	31.5 (25.8 - 37.2)	1	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	29.4 (23.8 – 35.0)	31.9 (26.2 - 37.6)	1	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	29.2 (23.4 – 35.1)	34.9 (28.8 - 41.0)	10	30.1 (29.3 - 30.9)
			(% within 5 days)	50.8 (44.4 – 57.2)	<b>B</b> 65.6 (59.5 - 71.7)	12	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	16.2 (11.6 – 20.8)	16.0 (11.5 – 20.5)	30	27.5 (26.7 – 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	24.5 (19.3 – 29.7)	15.1 (10.8 - 19.4)	32	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	66.9 (57.1 – 76.6)	75.4 (65.9 - 84.9)	15	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	89.0 (82.8 – 95.2)	90.9 (84.9 - 96.9)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	70.8 (63.0 – 78.6)	74.1 (66.9 - 81.3)	-	72.6 (71.0 - 74.2)	

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Dieppe and Memramcook

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=258

n=262

1 to 33

n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>69.7</b> (59.0 - 80.4)	19	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>89.4</b> (82.8 - 96.0)	<b>93.7</b> (88.9 - 98.5)	10	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>73.7</b> (64.2 - 83.2)	<b>76.9</b> (68.5 - 85.3)	17	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>75.8</b> (66.3 - 85.2)	<b>80.1</b> (72.1 - 88.1)	6	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>62.5</b> (52.2 - 72.9)	<b>61.7</b> (52.1 - 71.3)	13	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>63.4</b> (56.0 - 70.8)	<b>70.8</b> (64.1 - 77.5)	17	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	<b>39.2</b> (31.3 - 47.1)	<b>42.0</b> (34.9 - 49.1)	17	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>53.2</b> (44.4 - 62.1)	<b>45.0</b> (37.2 - 52.8)	20	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	F	F	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Dieppe and Memramcook

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=258

n=262

1 to 33

n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	5.9 <sup>E,6</sup> (3.0 - 8.8)	4.2 <sup>6</sup> (1.7 - 6.7)	5	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	11.8 <sup>E</sup> (7.9 - 15.7)	12.8 <sup>E</sup> (8.8 - 16.8)	1	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	82.5 (77.9 - 87.1)	81.3 (76.6 - 86.0)	16	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	40.8 (34.8 - 46.8)	32.3 (26.6 - 38.0)	29	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	59.3 (53.4 - 65.2)	9	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	41.2 (35.3 - 47.1)	42.8 (36.8 - 48.8)	2	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	36.4 (30.6 - 42.2)	1	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	9.6 <sup>E</sup> (6.0 - 13.2)	F	-	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	3.7 <sup>E</sup> (1.4 - 6.0)	F	-	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	4.5 <sup>E</sup> (2.0 - 7.0)	3.5 <sup>E</sup> (1.3 - 5.7)	29	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	29.0 (23.5 - 34.5)	4	23.7 (23.0 - 24.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities. Under "efficiency" the rank is from best (1) to worst (33). Under "use of services" the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Dieppe and Memramcook

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=258      n=262      1 to 33      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	77.6 (71.8 – 83.4)	85.1 (80.5 - 89.7)	2	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	59.2 (52.4 – 65.9)	<b>B</b> 73.3 (67.5 - 79.1)	10	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	61.9 (55.2 – 68.5)	<b>B</b> 79.0 (73.5 - 84.5)	1	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	60.8 (54.9 – 66.7)	<b>B</b> 78.3 (73.3 - 83.3)	2	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	80.5 (75.3 – 85.7)	83.2 (78.4 - 88.0)	19	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	44.4 (34.2 – 54.5)	61.4 (50.8 - 72.0)	5	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	84.6 (79.1 - 90.1)	8	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	73.5 (65.4 – 81.6)	77.2 (69.0 - 85.4)	8	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	82.4 (74.7 - 90.1)	30	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	49.2 <sup>E</sup> (19.7 – 78.8)	69.0 <sup>E</sup> (38.8 - 99.2)	25	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	100.0 (100 – 100)	90.3 (70.9 - 100.0)	14	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	77.2 (67.6 - 86.8)	30	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	93.4 (84.0 – 100.0)	83.9 (68.9 - 98.9)	27	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	96.4 (90.6 – 100.0)	97.4 (92.9 - 100.0)	5	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	78.4 (72.0 - 84.8)	24	80.5 (79.6 - 81.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Douglas, Saint Marys, Doaktown Area

Blissfield, Boiestown, Burtts Corner, Doaktown, Douglas, Estey's Bridge, Hamtown Corner, Killarney Road, Ludlow, McLeod Hill, New Bandon, Royal Road, Saint Marys, Stanley, Tay Creek, Upper Miramichi



n = 276

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	18.9	24.3
	35-54	41.2	36.7
	55-64	19.9	18.7
	65+	20.0	20.3
Gender	Male	52.3	48.0
	Female	47.7	52.0
Education Level	High school or less	38.4	38.7
	College/Technical diploma	31.0	31.4
	University degree	30.6	29.9
Aboriginal	Yes	2.3	3.0
Preferred Language of Service	English	97.4	74.6
	French	2.6	25.4
Household Income	Less than \$25,000	18.6	19.9
	\$25,000 - \$59,999	33.7	35.5
	\$60,000 or more	47.8	44.6
Employment Status	Employed	52.1	54.6
	Unemployed/Seasonal	8.7	7.3
	Retired	26.4	24.7
	Other	12.8	13.5

Population (18 and over) based on 2011 Census: 12,515

Confidence interval calculated at a 95% level of confidence

Sample size shown represents total number of respondents  
Exact number of respondents varies per survey indicator

n = 318

n = 276

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	26.9 (22.1 – 31.7)	20.2 (15.5 – 24.9)	17.4 (16.7 – 18.0)
Transportation problems	10.4 (7.1 – 13.7)	6.4 <sup>E</sup> (3.6 – 9.3)	7.1 (6.6 – 7.5)
Language problems with health care provider	3.1 <sup>E</sup> (1.2 – 5.0)	F	4.2 (3.9 – 4.6)
Cost for medication too high	46.3 (40.9 – 51.7)	27.0 (21.8 – 32.2)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	22.3 (17.6 – 26.9)	14.3 (10.1 – 18.5)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	38.8 (32.7 – 44.8)	14.5 (9.9 – 19.1)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	15.7 (11.8 – 19.6)	14.7 (10.6 – 18.8)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	13.9 (10.2 – 17.7)	8.1 <sup>E</sup> (4.9 – 11.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	12.0 (8.3 – 15.7)	10.2 <sup>E</sup> (6.6 – 13.8)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	91.3 (88.2 – 94.4)	92.3 (89.2 – 95.5)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	41.5 (35.7 – 47.2)	40.9 (40.1 – 41.7)
Health of family members	Not Available	39.1 (33.4 – 44.7)	38.1 (37.3 – 38.9)
Financial situation (not enough money, or debt)	Not Available	35.1 (29.5 – 40.7)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Douglas, Saint Marys, Doaktown Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 318	n = 276	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	51.2 (45.7 – 56.7)	50.6 (44.8 – 56.4)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	66.9 (61.4 – 72.4)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	59.3 (53.9 – 64.7)	60.8 (55.1 – 66.5)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	12.5 <sup>E</sup> (8.3 – 16.7)	12.5 <sup>E</sup> (7.9 – 17.0)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	30.0 (24.8 – 35.2)	25.5 (20.4 – 30.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	75.5 (70.7 – 80.3)	71.5 (66.1 – 76.9)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	20.9 (16.2 – 25.7)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	9.3 <sup>E</sup> (5.9 – 12.7)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	51.0 (45.1 – 56.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	48.5 (42.7 – 54.4)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	16.0 (11.7 – 20.3)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	35.3 (29.7 – 41.0)	30.8 (30.0 – 31.6)

	n = 318	n = 276	n = 276	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	62.2 (56.8 – 67.6)	63.2 (57.6 – 68.8)	7,912	61.6 (60.8 – 62.4)
High blood pressure	25.9 (21.2 – 30.6)	26.5 (21.3 – 31.6)	3,313	27.0 (33.3 – 38.3)
Arthritis	18.5 (14.3 – 22.7)	21.1 (16.3 – 25.8)	2,635	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	23.7 (19.1 – 28.3)	15.1 (10.9 – 19.3)	1,892	16.4 (15.8 – 17.0)
Asthma	12.5 (8.9 – 16.0)	14.0 (10.0 – 18.1)	1,754	11.8 (11.3 – 12.4)
Chronic pain	15.3 (11.4 – 19.2)	13.7 (9.6 – 17.7)	1,709	14.0 (13.5 – 14.6)
Diabetes	10.5 (7.2 – 13.8)	12.9 (9.0 – 16.9)	1,618	10.7 (10.1 – 11.2)
Depression	13.3 (9.6 – 16.9)	10.6 <sup>E</sup> (7.0 – 14.2)	1,332	14.9 (14.3 – 15.5)
Heart disease	10.4 (7.1 – 13.7)	8.1 <sup>E</sup> (4.9 – 11.2)	1,009	8.3 (7.9 – 8.8)
Cancer	7.6 <sup>E</sup> (4.8 – 10.5)	5.2 <sup>E</sup> (2.6 – 7.8)	653	8.3 (7.8 – 8.7)
Emphysema or COPD	F	4.1 <sup>E</sup> (1.8 – 6.4)	516	3.0 (2.7 – 3.3)
Stroke	F	F	274	2.5 (2.2 – 2.8)
Mood disorder other than depression	F	F	56	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Douglas, Saint Marys, Doaktown Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=318                      n=276                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	94.3 (91.8 - 96.8)	93.1 (90.2 - 96.0)	19	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	83.5 (79.3 - 87.7)	<b>W</b> 72.9 (67.5 - 78.3)	29	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	27.3 (21.9 - 32.7)	3	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	19.1 (14.6 - 23.6)	<b>W</b> 10.5 <sup>E</sup> (6.8 - 14.2)	30	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	37.4 (31.9 - 42.9)	35.1 (29.2 - 41.0)	9	30.1 (29.3 - 30.9)
			(% within 5 days)	68.3 (63.0 - 73.5)	67.3 (61.5 - 73.1)	7	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	61.7 (56.2 - 67.1)	<b>W</b> 49.0 (43.0 - 55.0)	1	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	64.8 (59.6 - 70.0)	<b>W</b> 47.6 (41.8 - 53.4)	1	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	70.4 (60.6 - 80.2)	65.4 (54.8 - 76.0)	27	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	96.2 (94.0 - 98.4)	98.0 (96.3 - 99.7)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	59.2 <sup>E</sup> (22.8 - 95.6)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Douglas, Saint Marys, Doaktown Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=318                      n=276                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>79.0</b> (70.6 - 87.4)	5	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>96.1</b> (92.9 - 99.3)	<b>91.4</b> (86.3 - 96.5)	19	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>79.7</b> (73.0 - 86.4)	<b>78.3</b> (70.6 - 86.0)	14	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>76.8</b> (69.7 - 83.9)	<b>82.0</b> (72.9 - 87.5)	5	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>61.6</b> (53.6 - 69.7)	<b>68.9</b> (60.4 - 77.4)	3	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>69.8</b> (63.0 - 76.6)	<b>74.3</b> (67.6 - 81.0)	9	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>36.3</b> (30.1 - 42.6)	<b>42.5</b> (35.7 - 49.3)	13	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>50.5</b> (43.6 - 57.4)	<b>55.6</b> (48.3 - 62.9)	9	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>5.7<sup>E,6</sup></b> (3.1 - 8.3)	<b>F</b>	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Douglas, Saint Marys, Doaktown Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=318                      n=276                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	3.8 <sup>E,6</sup> (1.7 - 5.9)	3.5 <sup>E,6</sup> (1.3 - 5.7)	4	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	10.2 (6.9 - 13.5)	5.0 <sup>E</sup> (2.5 - 7.5)	28	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	81.9 (77.7 - 86.1)	84.0 (79.7 - 88.3)	10	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	32.3 (27.2 - 37.4)	27.8 (22.6 - 33.0)	33	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	54.6 (48.8 - 60.4)	19	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	24.4 (19.7 - 29.1)	24.0 (19.0 - 29.0)	9	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	20.1 (15.4 - 24.8)	15	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	23.2 (18.6 - 27.8)	9.9 <sup>E</sup> (6.4 - 13.4)	11	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	7.1 <sup>E</sup> (4.3 - 9.9)	6.6 <sup>E</sup> (3.7 - 9.5)	12	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	12.7 (9.0 - 16.4)	8.7 <sup>E</sup> (5.4 - 12.0)	12	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	18.4 (13.9 - 22.9)	30	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Douglas, Saint Marys, Doaktown Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=318                      n=276                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	77.3 (71.9 - 82.6)	77.3 (72.0 - 82.6)	23	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	66.5 (60.8 - 72.2)	69.0 (63.0 - 75.0)	19	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	69.6 (63.9 - 75.3)	73.0 (67.0 - 79.0)	13	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	58.2 (52.7 - 63.7)	64.3 (58.7 - 69.9)	25	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	77.8 (72.8 - 82.8)	84.7 (80.2 - 89.2)	13	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	48.2 (37.9 - 58.5)	56.6 (45.7 - 67.5)	8	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	79.6 (73.4 - 85.8)	23	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	56.7 (44.7 - 68.7)	74.7 (63.5 - 85.9)	14	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	86.7 (77.9 - 95.5)	22	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	79.1 (70.1 - 88.1)	80.7 (66.8 - 94.6)	16	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	75.9 (57.2 - 94.6)	94.9 (84.4 - 100.0)	7	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	84.3 (74.6 - 94.0)	16	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	82.1 (66.8 - 97.4)	70.1 <sup>E</sup> (47.7 - 92.5)	33	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	81.5 (71.5 - 91.5)	86.3 (76.7 - 95.9)	26	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	75.5 (68.8 - 82.2)	30	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

## Edmundston, Rivière-Verte, Lac Baker Area

Baker-Brook, Clair, Edmundston, Lac-Baker, Madawaska, Rivière-Verte, Saint-Basile, Saint-François, Saint-François-de-Madawaska, Saint-Hilaire, Saint-Jacques



n = 705    n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	20.8	24.3
	35-54	35.9	36.7
	55-64	21.2	18.7
	65+	22.1	20.3
Gender	Male	47.8	48.0
	Female	52.2	52.0
Education Level	High school or less	40.4	38.7
	College/Technical diploma	28.8	31.4
	University degree	30.8	29.9
Aboriginal	Yes	2.0	3.0
Preferred Language of Service	English	9.9	74.6
	French	90.1	25.4
Household Income	Less than \$25,000	26.0	19.9
	\$25,000 - \$59,999	37.2	35.5
	\$60,000 or more	36.9	44.6
Employment Status	Employed	55.2	54.6
	Unemployed/Seasonal	4.2	7.3
	Retired	27.2	24.7
	Other	13.5	13.5

Population (18 and over) based on 2011 Census: 22,540

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 571    n = 705    n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	23.3 (19.8 – 26.7)	18.7 (15.8 – 21.5)	17.4 (16.7 – 18.0)
Transportation problems	6.1 (4.1 – 8.0)	4.7 <sup>E</sup> (3.2 – 6.2)	7.1 (6.6 – 7.5)
Language problems with health care provider	7.0 (4.9 – 9.0)	3.4 <sup>E</sup> (2.1 – 4.8)	4.2 (3.9 – 4.6)
Cost for medication too high	67.8 (64.0 – 71.7)	49.1 (45.5 – 52.8)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	34.0 (30.0 – 38.0)	34.3 (30.8 – 37.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	48.2 (43.2 – 53.1)	29.7 (25.7 – 33.6)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	16.0 (13.0 – 18.9)	9.3 (7.2 – 11.4)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	9.6 (7.2 – 12.0)	6.3 (4.5 – 8.1)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	15.3 (12.3 – 18.3)	11.0 (8.7 – 13.3)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	86.8 (84.1 – 89.6)	87.7 (85.3 – 90.1)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	43.9 (40.2 – 47.5)	40.9 (40.1 – 41.7)
Health of family members	Not Available	41.7 (38.1 – 45.3)	38.1 (37.3 – 38.9)
Your financial situation (ex: not enough money, or debt)	Not Available	29.0 (25.7 – 32.3)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

## Edmundston, Rivière-Verte, Lac Baker Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 571	n = 705	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	45.4 (41.3 – 49.5)	49.4 (45.8 – 53.1)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	69.4 (66.1 – 72.8)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	49.7 (45.6 – 53.8)	50.2 (46.6 – 53.9)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	17.5 (13.8 – 21.2)	18.8 (15.0 – 22.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.2 (32.0 – 40.4)	29.5 (26.2 – 32.9)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	76.6 (73.1 – 80.1)	↑ 85.0 (82.3 – 87.7)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	23.6 (18.3 – 29.0)	22.1 (21.4 – 22.8)
<b>Memory loss</b>			
Someone in household has a memory problem	Not Available	7.5 (5.6 – 9.4)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
<b>Health Behaviours</b>			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	51.2 (47.5 – 54.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	51.4 (47.7 – 55.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	17.1 (14.4 – 19.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	33.2 (29.8 – 36.7)	30.8 (30.0 – 31.6)

	n = 571	n = 705	n = 705	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	55.7 (51.6 – 59.8)	54.6 (50.9 – 58.2)	12,295	61.6 (60.8 – 62.4)
High blood pressure	24.9 (21.4 – 28.4)	27.1 (23.8 – 30.3)	6,098	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	15.2 (12.3 – 18.1)	14.1 (11.6 – 16.7)	3,189	16.4 (15.8 – 17.0)
Arthritis	16.7 (13.7 – 19.7)	13.8 (11.3 – 16.4)	3,120	17.4 (16.8 – 18.0)
Chronic pain	18.0 (14.9 – 21.2)	↓ 11.5 (9.2 – 13.8)	2,589	14.0 (13.5 – 14.6)
Heart disease	12.3 (9.6 – 15.0)	11.1 (8.8 – 13.4)	2,500	8.3 (7.9 – 8.8)
Depression	11.2 (8.6 – 13.8)	10.8 (8.5 – 13.0)	2,431	14.9 (14.3 – 15.5)
Asthma	7.3 (5.2 – 9.4)	9.5 (7.4 – 11.7)	2,151	11.8 (11.3 – 12.4)
Diabetes	9.5 (7.1 – 11.8)	8.9 (6.9 – 11.0)	2,013	10.7 (10.1 – 11.2)
Cancer	6.0 (4.1 – 8.0)	7.5 (5.6 – 9.5)	1,701	8.3 (7.8 – 8.7)
Emphysema or COPD	3.0 <sup>E</sup> (1.6 – 4.4)	3.3 <sup>E</sup> (2.0 – 4.6)	734	3.0 (2.7 – 3.3)
Stroke	2.7 <sup>E</sup> (1.4 – 4.0)	2.7 <sup>E</sup> (1.5 – 3.9)	604	2.5 (2.2 – 2.8)
Mood disorder other than depression	3.0 <sup>E</sup> (1.6 – 4.3)	1.8 <sup>E</sup> (0.9 – 2.8)	412	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Edmundston, Rivière-Verte, Lac Baker Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=571                      n=705                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	95.0 (93.2 - 96.8)	93.9 (92.2 - 95.6)	14	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	81.3 (78.0 - 84.6)	<b>B</b> 87.9 (85.4 - 90.4)	5	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	15.1 (12.4 - 17.8)	15	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	14.3 (11.4 - 17.2)	17.1 (14.2 - 20.0)	13	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	18.9 (15.6 - 22.2)	18.7 (15.6 - 21.8)	30	30.1 (29.3 - 30.9)
			(% within 5 days)	38.7 (34.4 - 42.9)	40.9 (37.0 - 44.8)	31	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	28.3 (24.6 - 32.0)	33.1 (29.5 - 36.7)	9	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	32.2 (28.4 - 36.0)	31.9 (28.5 - 35.3)	12	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	78.5 (73.6 - 83.4)	<b>W</b> 63.8 (58.7 - 68.9)	28	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	71.1 (60.5 - 81.7)	80.4 (70.5 - 90.3)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	92.7 (90.3 - 95.1)	<b>W</b> 84.5 (81.6 - 87.4)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>5</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Edmundston, Rivière-Verte, Lac Baker Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=571                      n=705                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>63.6</b> (55.3 - 71.9)	25	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>85.5</b> (81.0 - 89.9)	<b>87.4</b> (83.3 - 91.5)	27	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>83.6</b> (78.9 - 88.2)	<b>73.5</b> (68.0 - 79.0)	25	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>76.6</b> (71.3 - 81.9)	<b>69.8</b> (64.1 - 75.5)	25	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>66.1</b> (60.1 - 72.0)	<b>66.6</b> (60.8 - 72.4)	7	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>57.9</b> (52.9 - 63.0)	<b>63.7</b> (58.8 - 68.6)	30	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>37.4</b> (32.6 - 42.2)	<b>44.5</b> (39.7 - 49.3)	9	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>28.0</b> (23.3 - 32.7)	<b>28.3</b> (23.5 - 33.1)	29	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>6.7<sup>6</sup></b> (4.6 - 8.8)	<b>4.6<sup>E,6</sup></b> (3.1 - 6.1)	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Edmundston, Rivière-Verte, Lac Baker Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=571                      n=705                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	17.7 <sup>6</sup> (14.6 - 20.8)	19.8 <sup>6</sup> (16.9 - 22.7)	25	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	8.6 (6.3 - 10.9)	8.1 (6.1 - 10.1)	10	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	78.6 (75.2 - 82.0)	74.5 (71.3 - 77.7)	29	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	49.0 (44.9 - 53.1)	49.6 (45.9 - 53.3)	10	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	53.6 (50.0 - 57.2)	23	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	25.8 (22.2 - 29.4)	24.0 (20.9 - 27.1)	10	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	31.2 (27.8 - 34.6)	6	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	2.3 <sup>E</sup> (1.1 - 3.5)	2.0 <sup>E</sup> (1.0 - 3.0)	32	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.1 <sup>E</sup> (3.3 - 6.9)	5.7 (4.0 - 7.4)	16	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	3.3 <sup>E</sup> (1.8 - 4.8)	6.4 (4.6 - 8.2)	22	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	21.8 (18.8 - 24.8)	20	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

**Edmundston, Rivière-Verte, Lac Baker Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=571                      n=705                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	76.4 (72.5 – 80.3)	73.9 (70.2 – 77.6)	29	80.2 (79.5 – 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	54.3 (49.7 – 58.9)	51.4 (47.1 – 55.7)	29	68.2 (67.3 – 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	61.8 (57.3 – 66.2)	64.0 (59.6 – 68.4)	32	71.9 (71.0 – 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	69.6 (65.8 – 73.4)	74.9 (71.7 – 78.1)	5	67.9 (67.1 – 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.0 (79.7 – 86.3)	86.0 (83.1 – 88.9)	10	83.9 (83.2 – 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	55.7 (49.8 – 61.6)	51.5 (46.2 – 56.8)	21	53.4 (52.1 – 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	81.6 (77.8 – 85.4)	17	82.0 (81.2 – 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	75.2 (68.0 – 82.4)	78.6 (72.6 – 84.6)	7	73.3 (71.6 – 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	86.7 (82.4 – 91.0)	21	87.3 (86.2 – 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	73.2 <sup>E</sup> (49.1 – 97.3)	84.3 (64.6 – 100.0)	9	76.2 (73.6 – 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	78.4 (64.4 – 92.4)	84.8 (73.5 – 96.1)	21	87.5 (85.3 – 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 – 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	82.7 (76.9 – 88.5)	21	82.9 (81.6 – 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	93.0 (85.7 – 100.0)	89.2 (80.9 – 97.5)	19	89.3 (87.2 – 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.7 (89.8 – 99.5)	92.8 (87.3 – 98.3)	13	90.8 (89.6 – 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	82.9 (79.1 – 86.7)	11	80.5 (79.6 – 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



## Florenceville-Bristol, Woodstock, Wakefield Area

Aberdeen, Bath, Bedell, Beechwood, Belleville, Bloomfield (Carleton County), Brighton, Bristol, Carlow, Centreville, Cloverdale, Florenceville-Bristol, Glassville, Grafton, Greenfield, Hartland, Holmesville, Jacksonville, Johnville, Juniper, Kent, Lower Woodstock, Newbridge, Newburg, Northampton, Peel, Pembroke, Richmond, Simonds, Somerville, Summerfield (Carleton County), Upper Kent, Victoria Corner, Wakefield, Waterville (Carleton County), Wicklow, Wilmot, Woodstock

n = 782

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	23.1	24.3
	35-54	38.0	36.7
	55-64	19.0	18.7
	65+	19.9	20.3
Gender	Male	47.8	48.0
	Female	52.2	52.0
Education Level	High school or less	40.9	38.7
	College/Technical diploma	37.4	31.4
	University degree	21.8	29.9
Aboriginal	Yes	2.0	3.0
Preferred Language of Service	English	98.9	74.6
	French	1.1	25.4
Household Income	Less than \$25,000	18.0	19.9
	\$25,000 - \$59,999	44.0	35.5
	\$60,000 or more	38.1	44.6
Employment Status	Employed	56.3	54.6
	Unemployed/Seasonal	5.1	7.3
	Retired	21.4	24.7
	Other	17.2	13.5

Population (18 and over) based on 2011 Census: 21,295

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 612

n = 782

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	29.8 (26.3 – 33.4)	23.3 (20.4 – 26.2)	17.4 (16.7 – 18.0)
Transportation problems	9.5 (7.2 – 11.8)	8.6 (6.7 – 10.6)	7.1 (6.6 – 7.5)
Language problems with health care provider	5.9 (4.1 – 7.8)	4.3 <sup>E</sup> (2.9 – 5.7)	4.2 (3.9 – 4.6)
Cost for medication too high	40.3 (36.5 – 44.2)	28.5 (25.4 – 31.6)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	15.5 (12.6 – 18.4)	13.6 (11.2 – 16.0)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	25.7 (21.6 – 29.7)	15.9 (13.1 – 18.6)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	16.9 (14.0 – 19.8)	12.6 (10.3 – 14.9)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	13.1 (10.4 – 15.7)	10.9 (8.8 – 13.1)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	11.5 (8.9 – 14.1)	9.8 (7.7 – 11.9)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	89.7 (87.3 – 92.1)	87.2 (84.9 – 89.6)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	40.9 (37.5 – 44.3)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	36.0 (32.7 – 39.3)	33.5 (32.7 – 34.2)
Health of family members	Not Available	35.7 (32.4 – 39.0)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

## Florenceville-Bristol, Woodstock, Wakefield Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 612	n = 782	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	57.3 (53.4 – 61.2)	50.3 (46.9 – 53.8)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	64.2 (60.9 – 67.5)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	46.6 (42.6 – 50.6)	50.3 (46.8 – 53.7)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	12.6 (9.4 – 15.8)	17.5 (14.2 – 20.7)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	31.8 (27.9 – 35.7)	25.0 (22.0 – 28.0)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	85.8 (83.1 – 88.6)	82.9 (80.2 – 85.6)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	23.2 (20.3 – 26.1)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	13.0 (10.6 – 15.3)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.7 (3.2 – 6.1)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	51.4 (47.9 – 54.9)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	45.3 (41.9 – 48.8)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	20.1 (17.3 – 22.8)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	38.8 (35.3 – 42.2)	30.8 (30.0 – 31.6)

	n = 612	n = 782	n = 782	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	54.6 (50.6 – 58.6)	59.7 (56.3 – 63.1)	12,711	61.6 (60.8 – 62.4)
High blood pressure	23.4 (20.1 – 26.7)	29.2 (26.1 – 32.3)	6,217	27.0 (26.2 – 27.7)
Arthritis	19.1 (16.0 – 22.2)	17.7 (15.0 – 20.3)	3,760	17.4 (16.8 – 18.0)
Chronic pain	15.7 (12.8 – 18.5)	14.5 (12.1 – 16.9)	3,092	14.0 (13.5 – 14.6)
Depression	10.8 (8.4 – 13.3)	14.5 (12.0 – 16.9)	3,079	14.9 (14.3 – 15.5)
Diabetes	10.5 (8.1 – 12.9)	13.9 (11.5 – 16.3)	2,957	10.7 (10.1 – 11.2)
Gastric Reflux (GERD)	14.7 (11.9 – 17.4)	13.7 (11.3 – 16.0)	2,907	16.4 (15.8 – 17.0)
Asthma	9.5 (7.2 – 11.8)	10.6 (8.5 – 12.7)	2,261	11.8 (11.3 – 12.4)
Heart disease	8.1 (6.0 – 10.2)	8.5 (6.6 – 10.5)	1,819	8.3 (7.9 – 8.8)
Cancer	6.0 (4.1 – 7.8)	6.9 (5.2 – 8.7)	1,476	8.3 (7.8 – 8.7)
Emphysema or COPD	2.5 <sup>E</sup> (1.3 – 3.8)	4.0 <sup>E</sup> (2.6 – 5.3)	845	3.0 (2.7 – 3.3)
Mood disorder other than depression	2.3 <sup>E</sup> (1.1 – 3.4)	2.7 <sup>E</sup> (1.6 – 3.9)	581	3.0 (2.7 – 3.2)
Stroke	1.9 <sup>E</sup> (0.8 – 3.0)	2.1 <sup>E</sup> (1.1 – 3.1)	456	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents  
<sup>2</sup> Estimated number of citizens who have the selected chronic health condition  
<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.  
<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%)

## Florenceville-Bristol, Woodstock, Wakefield Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=612

n=782

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	98.1 (97.0 - 99.2)	<b>W</b> 92.6 (90.8 - 94.4)	20	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	77.1 (73.7 - 80.5)	73.6 (70.4 - 76.8)	27	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	16.4 (13.7 - 19.1)	12	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	19.2 (16.1 - 22.3)	13.7 (11.2 - 16.2)	19	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	34.5 (30.7 - 38.3)	35.3 (31.7 - 38.9)	8	30.1 (29.3 - 30.9)
			(% within 5 days)	63.2 (59.3 - 67.1)	62.8 (59.2 - 66.4)	15	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	29.6 (26.0 - 33.2)	31.9 (28.5 - 35.2)	11	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	35.9 (32.1 - 39.7)	30.6 (27.4 - 33.8)	14	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	89.6 (86.2 - 93.0)	86.5 (83.0 - 90.0)	5	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	98.3 (97.2 - 99.4)	96.4 (95.1 - 97.7)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Florenceville-Bristol, Woodstock, Wakefield Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=612

n=782

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>74.1</b> (67.8 - 80.4)	<b>11</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>92.7</b> (89.4 - 96.0)	<b>92.8</b> (90.0 - 95.6)	<b>13</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>76.4</b> (70.9 - 82.0)	<b>75.1</b> (70.3 - 79.9)	<b>21</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>68.4</b> (62.3 - 74.5)	<b>70.0</b> (65.0 - 75.0)	<b>24</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>61.6</b> (55.3 - 67.9)	<b>62.7</b> (57.4 - 68.0)	<b>11</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>71.7</b> (67.3 - 76.2)	<b>76.7</b> (72.5 - 80.9)	<b>4</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>33.4</b> (28.7 - 38.1)	<b>40.5</b> (36.3 - 44.7)	<b>20</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>48.2</b> (42.9 - 53.5)	<b>45.2</b> (40.6 - 49.8)	<b>19</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>3.6<sup>E,6</sup></b> (2.1 - 5.1)	<b>F</b>	<b>-</b>	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Florenceville-Bristol, Woodstock, Wakefield Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=612                      n=782                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	16.0 <sup>6</sup> (13.1 - 18.9)	17.4 <sup>6</sup> (14.8 - 20.0)	21	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.5 (5.4 - 9.6)	6.2 (4.5 - 7.9)	20	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	84.2 (81.3 - 87.1)	77.2 (74.3 - 80.1)	25	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	54.9 (51.0 - 58.8)	48.7 (45.2 - 52.2)	12	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	50.1 (46.7 - 53.5)	32	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	10.5 (8.1 - 12.9)	14.6 (12.2 - 17.0)	24	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	20.2 (17.4 - 23.0)	24	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	4.1 <sup>E</sup> (2.5 - 5.7)	2.4 <sup>E</sup> (1.3 - 3.5)	31	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	7.2 (5.2 - 9.2)	5.1 (3.6 - 6.6)	21	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	2.5 <sup>E</sup> (1.4 - 3.6)	30	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	20.2 (17.4 - 23.0)	25	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Florenceville-Bristol, Woodstock, Wakefield Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=612                      n=782                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	76.0 (72.2 - 79.8)	<b>B</b> 84.5 (81.7 - 87.3)	7	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	69.7 (65.7 - 73.6)	73.0 (69.5 - 76.5)	12	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	70.2 (66.2 - 74.2)	68.8 (64.9 - 72.7)	29	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	64.1 (60.3 - 67.9)	61.7 (58.3 - 65.1)	27	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.8 (80.7 - 86.9)	86.8 (84.2 - 89.4)	6	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	53.7 (48.2 - 59.2)	56.9 (51.9 - 61.9)	7	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	81.4 (77.7 - 85.1)	18	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	55.2 (42.8 - 67.6)	<b>B</b> 75.6 (67.6 - 83.6)	12	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	87.3 (82.2 - 92.4)	18	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	F	50.8 <sup>E</sup> (25.5 - 76.1)	31	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	95.0 (88.2 - 100.0)	88.4 (78.8 - 98.0)	16	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	82.9 (77.3 - 88.5)	19	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	84.7 (73.7 - 95.7)	81.4 (70.6 - 92.2)	30	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.1 (84.0 - 96.2)	90.4 (85.6 - 95.2)	20	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	78.5 (74.5 - 82.5)	23	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



n = 562

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	33.4	24.3
	35-54	32.3	36.7
	55-64	15.2	18.7
	65+	19.1	20.3
Gender	Male	45.6	48.0
	Female	54.4	52.0
Education Level	High school or less	24.6	38.7
	College/Technical diploma	24.6	31.4
	University degree	50.8	29.9
Aboriginal	Yes	1.5	3.0
Preferred Language of Service	English	96.6	74.6
	French	3.4	25.4
Household Income	Less than \$25,000	15.0	19.9
	\$25,000 - \$59,999	28.1	35.5
	\$60,000 or more	56.9	44.6
Employment Status	Employed	55.8	54.6
	Unemployed/Seasonal	7.0	7.3
	Retired	23.5	24.7
	Other	13.7	13.5

Population (18 and over) based on 2011 Census: 46,220

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n=516

n=562

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	17.9 (14.6 – 21.2)	19.4 (16.1 – 22.7)	17.4 (16.7 – 18.0)
Transportation problems	5.2 <sup>E</sup> (3.3 – 7.2)	9.4 (7.0 – 11.8)	7.1 (6.6 – 7.5)
Language problems with health care provider	4.1 <sup>E</sup> (2.4 – 5.8)	4.5 <sup>E</sup> (2.8 – 6.2)	4.2 (3.9 – 4.6)
Cost for medication too high	37.7 (33.5 – 41.9)	21.3 (17.9 – 24.7)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	16.5 (13.3 – 19.8)	12.1 (9.4 – 14.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	25.0 (20.7 – 29.4)	17.1 (13.7 – 20.6)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	20.0 (16.5 – 23.4)	16.0 (13.0 – 19.1)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	13.4 (10.5 – 16.3)	10.2 (7.7 – 12.7)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	10.2 (7.6 – 12.8)	7.3 (5.1 – 9.4)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	91.0 (88.5 – 93.5)	90.7 (88.3 – 93.1)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	40.5 (36.5 – 44.6)	40.9 (40.1 – 41.7)
Your own work situation (ex: hours of work, or working conditions)	Not Available	37.1 (33.2 – 41.1)	34.2 (33.4 – 35.0)
Health of family members	Not Available	35.8 (31.9 – 39.8)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

# Fredericton

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 516	n = 562	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	58.3 (54.1 – 62.5)	60.2 (56.2 – 64.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	73.2 (69.5 – 76.8)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	60.2 (56.0 – 64.4)	56.5 (52.4 – 60.6)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	17.6 (13.5 – 21.7)	15.2 (11.7 – 18.7)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	28.8 (24.7 – 32.9)	↓ 19.4 (16.1 – 22.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	75.0 (71.1 – 78.9)	75.0 (71.2 – 78.8)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	22.3 (18.9 – 25.7)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.7 (8.1 – 13.2)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	3.7 <sup>E</sup> (2.1 – 5.2)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	54.5 (50.4 – 58.6)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	51.9 (47.7 – 56.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	15.2 (12.2 – 18.1)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	25.2 (21.5 – 28.8)	30.8 (30.0 – 31.6)

	n = 516	n = 562	n = 562	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	55.3 (51.0 – 59.6)	57.6 (53.6 – 61.7)	26,638	61.6 (60.8 – 62.4)
High blood pressure	22.6 (19.0 – 26.2)	23.2 (19.8 – 26.7)	10,735	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	17.8 (14.5 – 21.1)	17.3 (14.1 – 20.4)	7,979	16.4 (15.8 – 17.0)
Depression	15.2 (12.2 – 18.3)	15.2 (12.3 – 18.2)	7,029	14.9 (14.3 – 15.5)
Asthma	9.8 (7.2 – 12.4)	15.0 (12.0 – 17.9)	6,918	11.8 (11.3 – 12.4)
Arthritis	15.7 (12.6 – 18.8)	14.5 (11.6 – 17.4)	6,683	17.4 (16.8 – 18.0)
Chronic pain	14.7 (11.6 – 17.7)	13.3 (10.5 – 16.1)	6,156	14.0 (13.5 – 14.6)
Cancer	6.2 <sup>E</sup> (4.2 – 8.3)	8.4 (6.1 – 10.6)	3,864	8.3 (7.8 – 8.7)
Diabetes	7.8 (5.5 – 10.1)	7.7 (5.5 – 9.9)	3,545	10.7 (10.1 – 11.2)
Heart disease	8.9 (6.4 – 11.3)	6.6 (4.6 – 8.7)	3,071	8.3 (7.9 – 8.8)
Mood disorder other than depression	2.7 <sup>E</sup> (1.3 – 4.0)	4.0 <sup>E</sup> (2.4 – 5.6)	1,843	3.0 (2.7 – 3.2)
Stroke	2.6 <sup>E</sup> (1.2 – 4.0)	3.8 <sup>E</sup> (2.2 – 5.4)	1,757	2.5 (2.2 – 2.8)
Emphysema or COPD	2.7 <sup>E</sup> (1.3 – 4.1)	2.4 <sup>E</sup> (1.1 – 3.6)	1,089	3.0 (2.7 – 3.3)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

# Fredericton

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=516                      n=562                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	90.6 (88.1 – 93.1)	<b>W</b> 83.8 (80.8 - 86.8)	32	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	67.5 (63.4 – 71.7)	72.3 (68.4 - 76.2)	30	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	10.9 (8.2 - 13.6)	26	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	17.6 (14.3 – 21.0)	<b>W</b> 10.8 (8.1 - 13.5)	29	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	25.0 (21.1 – 28.9)	28.8 (24.7 - 32.9)	20	30.1 (29.3 - 30.9)
			(% within 5 days)	55.6 (51.2 – 60.1)	60.0 (55.6 - 64.4)	18	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	42.5 (38.1 – 46.9)	40.6 (36.3 – 44.9)	2	27.5 (26.7 – 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	42.9 (38.7 – 47.1)	35.3 (31.4 - 39.2)	7	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	76.4 (69.7 – 83.0)	63.5 (56.3 - 70.7)	29	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	97.8 (96.5 – 99.1)	98.5 (97.4 - 99.6)	-	72.6 (71.0 - 74.2)	
		French <sup>4</sup>	F	56.5 <sup>E</sup> (33.6 - 79.4)	-	60.3 (59.4 - 61.2)	

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

# Fredericton

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=516                      n=562                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>81.7</b> (76.9 - 86.5)	<b>2</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>94.7</b> (91.5 - 97.8)	<b>92.3</b> (89.1 - 95.5)	<b>16</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>81.7</b> (76.1 - 87.2)	<b>71.4</b> (65.8 - 77.0)	<b>27</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>79.8</b> (74.0 - 85.6)	<b>W 65.4</b> (59.6 - 71.2)	<b>31</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>64.9</b> (58.2 - 71.7)	<b>56.4</b> (50.3 - 62.5)	<b>21</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>69.5</b> (64.4 - 74.6)	<b>69.3</b> (64.1 - 74.5)	<b>21</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	<b>40.1</b> (34.9 - 45.3)	<b>38.1</b> (33.4 - 42.8)	<b>25</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>52.2</b> (46.5 - 57.9)	<b>60.2</b> (55.1 - 65.3)	<b>5</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>3.6</b> <sup>E,6</sup> (1.9 - 5.2)	<b>2.6</b> <sup>E,6</sup> (1.3 - 3.9)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Fredericton

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=516                      n=562                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	5.2 <sup>E,6</sup> (3.3 – 7.1)	3.5 <sup>E,6</sup> (2.0 – 5.0)	2	11.5 <sup>6</sup> (11.0 – 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	10.0 (7.5 – 12.5)	9.8 (7.4 – 12.2)	3	7.4 (7.0 – 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	79.7 (76.3 – 83.1)	70.7 (66.9 – 74.5)	31	80.3 (79.6 – 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	32.8 (28.8 – 36.8)	29.6 (25.8 – 33.4)	31	41.3 (40.5 – 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	50.5 (46.4 – 54.6)	30	56.4 (55.6 – 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	32.4 (28.5 – 36.3)	26.3 (22.7 – 29.9)	6	24.3 (23.6 – 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	28.1 (24.4 – 31.8)	8	25.2 (24.5 – 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	4.2 <sup>E</sup> (2.5 – 5.9)	3.3 <sup>E</sup> (1.8 – 4.8)	27	6.9 (6.5 – 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.0 <sup>E</sup> (3.2 – 6.8)	5.2 <sup>E</sup> (3.4 – 7.0)	19	5.7 (5.3 – 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	4.3 <sup>E</sup> (2.6 – 6.0)	7.6 (5.4 – 9.8)	18	7.7 (7.3 – 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	25.4 (21.8 – 29.0)	10	23.7 (23.0 – 24.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

# Fredericton

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=516                      n=562                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.4 (76.5 – 84.3)	82.6 (79.1 - 86.1)	11	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	71.3 (66.9 – 75.6)	76.5 (72.5 - 80.5)	4	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	69.4 (65.0 – 73.8)	66.9 (62.4 - 71.4)	31	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	55.0 (50.8 – 59.2)	57.0 (52.9 - 61.1)	33	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	81.3 (77.7 – 84.9)	80.9 (77.3 - 84.5)	29	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	63.9 (56.6 – 71.2)	<b>W</b> 49.1 (41.8 - 56.4)	25	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	83.5 (79.5 - 87.5)	10	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	56.1 (48.2 – 63.9)	63.9 (55.8 - 72.0)	29	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	87.0 (81.7 - 92.3)	19	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	93.2 (81.2 – 105.2)	<b>W</b> 44.8 <sup>E</sup> (21.8 - 67.8)	33	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	81.1 (67.7 – 94.4)	72.3 (58.1 - 86.5)	32	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	73.3 (66.2 - 80.4)	32	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	94.2 (87.6 – 100.0)	87.8 (78.5 - 97.1)	22	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.6 (89.8 – 99.5)	84.1 (77.5 - 90.7)	30	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	80.9 (76.6 - 85.2)	19	80.5 (79.6 - 81.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Grand Bay-Westfield, Westfield, Greenwich Area

Bayswater, Browns Flat, Carters Point, Clifton Royal, Grand Bay-Westfield, Hampstead, Kars, Long Reach, Lower Greenwich, Nerepis, Public Landing, Summerville, Welsford, Wickham, Wirral



n = 271

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	21.7	24.3
	35-54	38.2	36.7
	55-64	20.5	18.7
	65+	19.6	20.3
Gender	Male	49.4	48.0
	Female	50.6	52.0
Education Level	High school or less	35.0	38.7
	College/Technical diploma	34.0	31.4
	University degree	31.0	29.9
Aboriginal	Yes	1.6	3.0
Preferred Language of Service	English	99.0	74.6
	French	1.0	25.4
Household Income	Less than \$25,000	17.9	19.9
	\$25,000 - \$59,999	27.8	35.5
	\$60,000 or more	54.3	44.6
Employment Status	Employed	57.1	54.6
	Unemployed/Seasonal	5.0	7.3
	Retired	25.9	24.7
	Other	12.1	13.5

Population (18 and over) based on 2011 Census: 8,105

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 233

n = 271

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	11.0 <sup>E</sup> (7.0 – 15.0)	14.9 (10.7 – 19.1)	17.4 (16.7 – 18.0)
Transportation problems	F	5.4 <sup>E</sup> (2.7 – 8.1)	7.1 (6.6 – 7.5)
Language problems with health care provider	4.6 <sup>E</sup> (2.0 - 7.3)	F	4.2 (3.9 – 4.6)
Cost for medication too high	45.7 (39.3 – 52.1)	31.5 (26.0 - 37.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	18.0 (13.0 – 23.1)	15.9 (11.5 – 20.3)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	28.0 (21.3 – 34.6)	17.3 (12.3 - 22.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	18.6 (13.7 – 23.5)	12.0 (8.2 – 15.8)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	11.0 <sup>E</sup> (7.0 – 15.0)	14.2 (10.1 – 18.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	10.9 <sup>E</sup> (6.9 – 14.9)	5.3 <sup>E</sup> (2.6 – 8.0)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.0 (86.1 – 93.9)	93.4 (90.4 – 96.4)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Health of family members	Not Available	39.5 (33.8 – 45.2)	38.1 (37.3 - 38.9)
Time pressures / not enough time	Not Available	36.7 (31.0 – 42.4)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	33.8 (28.2 - 39.3)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Grand Bay-Westfield, Westfield, Greenwich Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 233	n = 271	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	57.3 (51.0 – 63.6)	52.7 (46.9 – 58.6)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	65.4 (59.9 – 71.0)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	57.3 (51.0 – 63.6)	61.8 (56.0 – 67.5)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	12.7 <sup>E</sup> (7.5 – 17.9)	8.8 <sup>E</sup> (4.9 – 12.8)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.5 (30.2 – 42.8)	29.1 (23.7 – 34.5)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	80.5 (75.4 – 85.6)	73.4 (68.1 – 78.7)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	19.6 (14.9 – 24.2)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	11.7 <sup>E</sup> (7.9 – 15.5)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	5.7 <sup>E</sup> (3.0 – 8.4)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	43.6 (37.7 – 49.4)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	52.5 (46.7 – 58.3)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	15.8 (11.6 – 20.1)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	27.7 (22.3 – 33.0)	30.8 (30.0 – 31.6)

	n = 233	n = 271	n = 271	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	56.0 (49.7 – 62.3)	60.1 (54.4 – 65.9)	4,873	61.6 (60.8 – 62.4)
High blood pressure	22.8 (17.4 – 28.1)	25.3 (20.2 – 30.4)	2,054	27.0 (26.2 – 27.7)
Arthritis	18.5 (13.6 – 23.4)	18.0 (13.5 – 22.5)	1,462	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	14.2 (9.7 – 18.6)	17.3 (12.8 – 21.7)	1,399	16.4 (15.8 – 17.0)
Depression	7.9 <sup>E</sup> (4.4 – 11.3)	↑ 16.9 (12.5 – 21.3)	1,370	14.9 (14.3 – 15.5)
Chronic pain	17.5 (12.7 – 22.4)	13.3 (9.3 – 17.2)	1,075	14.0 (13.5 – 14.6)
Cancer	8.6 <sup>E</sup> (5.0 – 12.1)	10.1 <sup>E</sup> (6.6 – 13.7)	821	8.3 (7.8 – 8.7)
Diabetes	9.9 <sup>E</sup> (6.1 – 13.7)	9.3 <sup>E</sup> (5.9 – 12.7)	754	10.7 (10.1 – 11.2)
Heart disease	7.4 <sup>E</sup> (4.1 – 10.7)	7.0 <sup>E</sup> (4.0 – 10.0)	565	8.3 (7.9 – 8.8)
Asthma	8.2 <sup>E</sup> (4.7 – 11.7)	4.4 <sup>E</sup> (2.0 – 6.8)	357	11.8 (11.3 – 12.4)
Mood disorder other than depression	F	F	200	3.0 (2.7 – 3.2)
Emphysema or COPD	F	F	195	3.0 (2.7 – 3.3)
Stroke	F	F	116	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Grand Bay-Westfield, Westfield, Greenwich Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=233                      n=271                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	<b>92.0</b> (88.5 – 95.5)	<b>95.2</b> (92.7 - 97.7)	<b>9</b>	<b>92.1</b> (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	<b>83.6</b> (78.7 – 88.4)	<b>76.0</b> (70.8 - 81.2)	<b>23</b>	<b>78.3</b> (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	<b>14.3</b> (10.1 - 18.5)	<b>18</b>	<b>16.2</b> (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	<b>24.5</b> (18.9 – 30.1)	<b>17.6</b> (13.0 - 22.2)	<b>12</b>	<b>18.2</b> (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	<b>47.8</b> (41.1 – 54.4)	<b>37.8</b> (31.7 - 43.9)	<b>4</b>	<b>30.1</b> (29.3 - 30.9)
			(% within 5 days)	<b>74.9</b> (69.1 – 80.6)	<b>70.3</b> (64.6 - 76.0)	<b>5</b>	<b>60.3</b> (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	<b>40.4</b> (34.0 – 46.8)	<b>36.8</b> (31.0 - 42.6)	<b>4</b>	<b>27.5</b> (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	<b>36.4</b> (30.3 – 42.5)	<b>37.6</b> (31.9 - 43.3)	<b>3</b>	<b>28.5</b> (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	<b>71.4</b> (60.2 – 82.6)	<b>84.8</b> (76.9 - 92.7)	<b>8</b>	<b>73.9</b> (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	<b>98.0</b> (96.1 – 99.9)	<b>98.9</b> (97.6 - 100.0)	-	<b>95.2</b> (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	<b>72.6</b> (71.0 - 74.2)	

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

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

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Grand Bay-Westfield, Westfield, Greenwich Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

		n=233	n=271	1 to 33	n=13,614
Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>74.6</b> (66.6 - 82.6)	<b>8</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>97.7</b> (94.7 - 100.7)	<b>92.1</b> (87.2 - 97.0)	<b>17</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>81.0</b> (73.1 - 89.0)	<b>68.8</b> (60.4 - 77.2)	<b>29</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>75.5</b> (66.8 - 84.2)	<b>68.3</b> (59.8 - 76.8)	<b>29</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>67.0</b> (57.5 - 76.5)	<b>55.9</b> (46.9 - 64.9)	<b>23</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>77.7</b> (71.0 - 84.4)	<b>67.4</b> (59.5 - 75.3)	<b>25</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	<b>52.2</b> (44.4 - 60.0)	<b>52.4</b> (45.4 - 59.4)	<b>1</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>57.0</b> (48.6 - 65.4)	<b>61.7</b> (54.5 - 68.9)	<b>2</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>F</b>	<b>F</b>	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Grand Bay-Westfield, Westfield, Greenwich Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=233                      n=271                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	10.5 <sup>E,6</sup> (6.6 – 14.4)	6.3 <sup>E,6</sup> (3.4 - 9.2)	9	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	8.4 <sup>E</sup> (4.9 – 11.9)	5.9 <sup>E</sup> (3.1 - 8.7)	21	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	79.0 (73.8 – 84.2)	81.1 (76.5 - 85.7)	18	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	32.7 (26.7 – 38.7)	28.6 (23.3 - 33.9)	32	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	51.1 (45.2 - 57.0)	28	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	17.5 (12.7 – 22.3)	19.4 (14.8 - 24.0)	19	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	17.9 (13.4 - 22.4)	31	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	5.3 <sup>E</sup> (2.4 – 8.2)	F	-	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	6.4 <sup>E</sup> (3.3 – 9.5)	3.7 <sup>E</sup> (1.5 - 5.9)	31	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	F	-	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	23.3 (18.4 - 28.2)	17	23.7 (23.0 - 24.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Grand Bay-Westfield, Westfield, Greenwich Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=233

n=271

1 to 33

n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	82.1 (76.5 – 87.7)	85.0 (80.4 - 89.6)	5	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	74.5 (68.4 – 80.6)	79.3 (73.9 - 84.7)	1	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	74.3 (68.1 – 80.5)	77.0 (71.2 - 82.8)	2	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	62.2 (56.0 – 68.4)	69.7 (64.2 - 75.2)	12	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	87.2 (82.6 – 91.7)	86.3 (81.8 - 90.8)	7	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	49.9 (37.8 – 62.0)	53.2 (42.2 - 64.2)	17	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	77.3 (70.9 - 83.7)	29	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	85.3 (72.7 – 98.0)	86.1 (75.4 - 96.8)	2	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	91.0 (82.5 - 99.5)	4	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	71.8 <sup>E</sup> (45.2 – 98.4)	74.3 <sup>E</sup> (47.2 - 100.0)	23	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	97.1 (88.6 – 100.0)	82.8 (64.9 - 100.0)	23	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	83.4 (74.1 - 92.7)	18	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	87.3 (72.3 – 100.0)	90.7 (76.5 - 100.0)	16	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	91.0 (80.0 – 100.0)	88.0 (79.4 - 96.6)	24	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	74.7 (67.9 - 81.5)	33	80.5 (79.6 - 81.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Grand Falls, Saint-Léonard, Drummond Area

Drummond, Grand Falls / Grand Sault, Notre-Dame-de-Lourdes, Saint-André, Sainte-Anne, Sainte-Anne-de-Madawaska, Saint-Léonard



n = 347    n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	22.9	24.3
	35-54	38.1	36.7
	55-64	19.1	18.7
	65+	19.9	20.3
Gender	Male	48.8	48.0
	Female	51.2	52.0
Education Level	High school or less	46.9	38.7
	College/Technical diploma	26.2	31.4
	University degree	26.9	29.9
Aboriginal	Yes	1.6	3.0
Preferred Language of Service	English	31.5	74.6
	French	68.5	25.4
Household Income	Less than \$25,000	26.3	19.9
	\$25,000 - \$59,999	36.6	35.5
	\$60,000 or more	37.1	44.6
Employment Status	Employed	54.8	54.6
	Unemployed/Seasonal	5.8	7.3
	Retired	22.8	24.7
	Other	16.7	13.5

Population (18 and over) based on 2011 Census: 12,885

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 357    n = 347    n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	35.2 (30.3 – 40.2)	27.8 (23.1 – 32.4)	17.4 (16.7 – 18.0)
Transportation problems	7.5 <sup>E</sup> (4.8 – 10.2)	7.3 <sup>E</sup> (4.6 – 10.0)	7.1 (6.6 – 7.5)
Language problems with health care provider	13.0 (9.5 – 16.4)	5.3 <sup>E</sup> (3.0 – 7.7)	4.2 (3.9 – 4.6)
Cost for medication too high	59.5 (54.4 – 64.6)	51.3 (46.1 – 56.6)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	27.9 (23.0 – 32.8)	36.3 (31.1 – 41.5)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	47.5 (41.3 – 53.7)	34.6 (28.8 – 40.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	14.8 (11.1 – 18.4)	11.3 (8.0 – 14.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	15.0 (11.3 – 18.7)	6.8 <sup>E</sup> (4.1 – 9.4)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	19.3 (15.1 – 23.5)	11.0 (7.7 – 14.3)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	81.2 (77.2 – 85.3)	89.6 (86.4 – 92.8)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	39.2 (34.1 – 44.3)	40.9 (40.1 – 41.7)
Health of family members	Not Available	34.5 (29.6 – 39.5)	38.1 (37.3 – 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	34.1 (29.1 – 39.0)	34.2 (33.4 – 35.0)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

# Grand Falls, Saint-Léonard, Drummond Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 357	n = 347	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	48.5 (43.3 – 53.7)	40.8 (35.7 – 45.9)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	61.2 (56.1 – 66.2)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	51.0 (45.8 – 56.2)	45.2 (40.0 – 50.4)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	17.0 (12.2 – 21.8)	18.1 (12.8 – 23.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	29.5 (24.7 – 34.3)	27.5 (22.8 – 32.2)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	78.1 (73.8 – 82.4)	77.2 (72.7 – 81.8)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	25.4 (20.9 – 29.9)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.9 (7.7 – 14.2)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	2.5 <sup>E</sup> (0.9 – 4.2)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	51.4 (46.2 – 56.7)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	43.8 (38.7 – 49.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	25.0 (20.5 – 29.5)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	31.8 (26.8 – 36.8)	30.8 (30.0 – 31.6)

	n = 357	n = 347	n = 347	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	53.7 (48.4 – 59.0)	57.7 (52.6 – 62.8)	7,432	61.6 (60.8 – 62.4)
High blood pressure	28.4 (23.8 – 33.0)	24.5 (20.0 – 29.0)	3,159	27.0 (26.2 – 27.7)
Chronic pain	15.7 (12.0 – 19.4)	16.8 (12.9 – 20.7)	2,163	14.0 (13.5 – 14.6)
Arthritis	15.8 (12.1 – 19.6)	15.1 (11.4 – 18.9)	1,951	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	16.3 (12.5 – 20.1)	13.8 (10.2 – 17.4)	1,775	16.4 (15.8 – 17.0)
Diabetes	9.0 <sup>E</sup> (6.1 – 12.0)	10.9 (7.7 – 14.1)	1,403	10.7 (10.1 – 11.2)
Heart disease	10.8 (7.6 – 14.0)	10.3 (7.1 – 13.5)	1,329	8.3 (7.9 – 8.8)
Depression	12.9 (9.5 – 16.3)	10.1 (7.0 – 13.2)	1,300	14.9 (14.3 – 15.5)
Cancer	5.2 <sup>E</sup> (2.9 – 7.5)	8.6 <sup>E</sup> (5.7 – 11.5)	1,112	8.3 (7.8 – 8.7)
Asthma	7.8 <sup>E</sup> (5.0 – 10.5)	8.2 <sup>E</sup> (5.3 – 11.0)	1,051	11.8 (11.3 – 12.4)
Mood disorder other than depression	F	3.8 <sup>E</sup> (1.8 – 5.8)	492	3.0 (2.7 – 3.2)
Stroke	F	3.4 <sup>E</sup> (1.5 – 5.3)	436	2.5 (2.2 – 2.8)
Emphysema or COPD	5.2 <sup>E</sup> (2.9 – 7.5)	2.7 <sup>E</sup> (1.0 – 4.3)	344	3.0 (2.7 – 3.3)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents  
<sup>2</sup> Estimated number of citizens who have the selected chronic health condition  
<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.  
<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%)  
<sup>F</sup> Too unreliable to be published (coefficient of variation greater than 33.3%)

**Grand Falls, Saint-Léonard, Drummond Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=357                      n=347                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	97.9 (96.4 - 99.4)	<b>W</b> 92.1 (89.3 - 94.9)	22	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	82.0 (78.0 - 86.0)	89.4 (86.0 - 92.8)	3	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	12.5 (8.9 - 16.1)	23	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	10.6 (7.4 - 13.8)	12.0 (8.5 - 15.5)	25	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.0 (25.2 - 34.8)	30.2 (25.1 - 35.3)	18	30.1 (29.3 - 30.9)
			(% within 5 days)	40.3 (35.0 - 45.6)	49.0 (43.4 - 54.6)	27	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	12.9 (9.5 - 16.4)	15.5 (11.5 - 19.4)	31	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	21.3 (17.0 - 25.6)	15.4 (11.7 - 19.1)	31	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	80.9 (75.5 - 86.3)	85.5 (80.7 - 90.3)	7	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	74.6 (67.4 - 81.8)	81.0 (73.1 - 88.9)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	83.2 (77.9 - 88.5)	76.5 (70.7 - 82.3)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Grand Falls, Saint-Léonard, Drummond Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=357

n=347

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>59.1</b> (43.5 - 74.7)	29	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>91.6</b> (87.0 - 96.2)	<b>89.1</b> (83.2 - 95.0)	22	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>82.5</b> (76.2 - 88.8)	<b>81.8</b> (74.4 - 89.2)	6	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>86.2</b> (80.4 - 91.9)	<b>78.1</b> (70.2 - 86.0)	10	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>59.4</b> (51.3 - 67.4)	<b>57.9</b> (48.5 - 67.3)	18	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>65.8</b> (59.7 - 71.9)	<b>67.9</b> (61.1 - 74.7)	23	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>32.3</b> (26.1 - 38.5)	<b>36.5</b> (29.8 - 43.2)	30	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>40.1</b> (33.3 - 46.9)	<b>32.0</b> (24.9 - 39.1)	25	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>5.4</b> <sup>E,6</sup> (3.0 - 7.7)	<b>F</b>	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD,

gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Grand Falls, Saint-Léonard, Drummond Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=357                      n=347                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	35.2 <sup>6</sup> (30.2 - 40.2)	34.3 <sup>6</sup> (29.3 - 39.3)	31	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	13.4 (9.9 - 16.9)	8.3 <sup>E</sup> (5.4 - 11.2)	8	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	84.0 (80.2 - 87.8)	76.4 (72.0 - 80.8)	26	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	57.3 (52.2 - 62.4)	60.3 (55.2 - 65.4)	3	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	53.4 (48.2 - 58.6)	24	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	5.3 <sup>E</sup> (3.0 - 7.6)	6.1 <sup>E</sup> (3.6 - 8.6)	33	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	35.0 (30.0 - 40.0)	2	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	2.7 <sup>E</sup> (1.0 - 4.4)	4.3 <sup>E</sup> (2.2 - 6.4)	24	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	6.8 <sup>E</sup> (4.2 - 9.4)	9.0 <sup>E</sup> (6.0 - 12.0)	18	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	4.8 <sup>E</sup> (2.6 - 7.0)	26	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	24.0 (19.6 - 28.4)	14	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Grand Falls, Saint-Léonard, Drummond Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=357                      n=347                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	79.5 (74.8 – 84.1)	75.7 (70.6 - 80.8)	27	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	61.0 (55.6 – 66.4)	57.4 (51.4 - 63.4)	26	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	64.3 (58.8 – 69.7)	69.4 (63.5 - 75.3)	28	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	56.9 (51.7 - 62.1)	<b>B</b> 67.9 (63.0 - 72.8)	16	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	79.1 (74.7 - 83.5)	84.1 (79.7 - 88.5)	18	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	43.0 (36.2 - 49.8)	53.5 (46.7 - 60.3)	16	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	81.8 (76.1 - 87.5)	15	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	52.8 <sup>E</sup> (30.9 - 74.7)	73.8 (57.2 - 90.4)	16	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	89.6 (84.5 - 94.7)	11	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	64.5 <sup>E</sup> (37.4 - 91.6)	93.0 (79.6 - 100.0)	3	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	76.5 (59.2 - 93.8)	98.5 (93.5 - 100.0)	3	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	88.1 (81.3 - 94.9)	6	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	93.8 (86.4 - 100.0)	89.1 (78.0 - 100.0)	20	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	97.3 (93.1 – 100.0)	<b>W</b> 77.5 (66.2 - 88.8)	33	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment to seeing specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	78.0 (71.9 - 84.1)	26	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Hillsborough, Riverside-Albert, Alma Area

Alma, Elgin, Germantown, Harvey, Hillsborough, Hopewell, Little River (Albert County), Riverside-Albert



n = 150

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	19.3	24.3
	35-54	35.7	36.7
	55-64	22.3	18.7
	65+	22.6	20.3
Gender	Male	49.8	48.0
	Female	50.2	52.0
Education Level	High school or less	45.6	38.7
	College/Technical diploma	37.8	31.4
	University degree	16.6	29.9
Aboriginal	Yes	0.8	3.0
Preferred Language of Service	English	98.8	74.6
	French	1.2	25.4
Household Income	Less than \$25,000	21.2	19.9
	\$25,000 - \$59,999	40.2	35.5
	\$60,000 or more	38.6	44.6
Employment Status	Employed	46.1	54.6
	Unemployed/Seasonal	16.6	7.3
	Retired	26.5	24.7
	Other	10.8	13.5

Population (18 and over) based on 2011 Census: 4,395

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 178

n = 150

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	19.8 (14.1 – 25.6)	13.6 <sup>E</sup> (8.1 – 19.0)	17.4 (16.7 – 18.0)
Transportation problems	12.2 <sup>E</sup> (7.5 – 16.9)	8.3 <sup>E</sup> (3.9 – 12.6)	7.1 (6.6 – 7.5)
Language problems with health care provider	8.0 <sup>E</sup> (4.1 – 11.9)	F	4.2 (3.9 – 4.6)
Cost for medication too high	51.5 (44.2 – 58.8)	36.1 (28.5 – 43.7)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	20.4 (14.3 – 26.4)	14.6 <sup>E</sup> (8.8 – 20.3)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	36.4 (28.1 – 44.7)	24.0 (16.5 – 31.5)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	18.2 (12.7 – 23.8)	10.7 <sup>E</sup> (5.8 – 15.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	14.8 <sup>E</sup> (9.7 – 20.0)	8.0 <sup>E</sup> (3.7 – 12.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	15.8 <sup>E</sup> (10.3 – 21.3)	7.1 <sup>E</sup> (2.9 – 11.2)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	93.6 (90.1 – 97.2)	95.5 (92.2 – 98.8)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Your financial situation (ex: not enough money, or debt)	Not Available	40.1 (32.4 – 47.9)	33.5 (32.7 – 34.2)
Health of family members	Not Available	31.3 (24.0 – 38.6)	38.1 (37.3 – 38.9)
Caring for others (parents, family or friends)	Not Available	29.9 (22.7 – 37.2)	25.2 (24.4 – 25.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

# Hillsborough, Riverside-Albert, Alma Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 178	n = 150	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	40.1 (32.9 – 47.3)	45.6 (37.7 – 53.4)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	62.2 (54.6 – 69.9)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	52.7 (45.3 – 60.1)	58.0 (50.3 – 65.8)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.6 <sup>E</sup> (6.1 – 17.1)	19.8 <sup>E</sup> (12.5 – 27.1)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	34.9 (27.6 – 42.2)	28.5 (21.2 – 35.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	75.1 (68.4 – 81.7)	78.2 (71.5 – 84.9)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	24.9 (18.1 – 31.7)	22.1 (21.4 – 22.8)
Memory loss			
Someone in household has a memory problem	Not Available	9.3 <sup>E</sup> (4.8 – 13.9)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	46.4 (38.5 – 54.2)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	52.1 (44.2 – 60.1)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	28.7 (21.5 – 35.8)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	26.4 (19.2 – 33.7)	30.8 (30.0 – 31.6)

	n = 178	n = 150	n = 150	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	62.1 (54.8 – 69.4)	64.8 (57.3 – 72.3)	2,847	61.6 (60.8 – 62.4)
High blood pressure	28.5 (22.0 – 35.0)	32.5 (25.1 – 39.9)	1,428	27.0 (26.2 – 27.7)
Arthritis	22.0 (16.0 – 28.0)	20.8 (14.5 – 27.2)	916	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	14.5 <sup>E</sup> (9.4 – 19.6)	19.1 <sup>E</sup> (12.9 – 25.3)	840	16.4 (15.8 – 17.0)
Diabetes	15.1 <sup>E</sup> (10.0 – 20.3)	16.8 <sup>E</sup> (11.0 – 22.7)	740	10.7 (10.1 – 11.2)
Chronic pain	18.4 (12.8 – 23.9)	12.2 <sup>E</sup> (7.0 – 17.3)	535	14.0 (13.5 – 14.6)
Depression	13.6 <sup>E</sup> (8.7 – 18.6)	10.4 <sup>E</sup> (5.6 – 15.2)	458	14.9 (14.3 – 15.5)
Asthma	7.1 <sup>E</sup> (3.4 – 10.8)	7.5 <sup>E</sup> (3.3 – 11.6)	329	11.8 (11.3 – 12.4)
Cancer	6.9 <sup>E</sup> (3.3 – 10.6)	7.2 <sup>E</sup> (3.2 – 11.3)	318	8.3 (7.8 – 8.7)
Heart disease	12.1 <sup>E</sup> (7.3 – 16.8)	F	229	8.3 (7.9 – 8.8)
Emphysema or COPD	F	F	221	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	F	132	3.0 (2.7 – 3.2)
Stroke	F	F	117	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

NBHC 2014 Primary Health Survey (results by community)  
**Hillsborough, Riverside-Albert, Alma Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=178                      n=150                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	83.5 (78.0 - 89.0)	<b>B</b> 94.8 (91.3 - 98.3)	12	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	77.8 (71.3 - 84.3)	78.4 (71.7 - 85.1)	18	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	23.9 (17.0 - 30.8)	5	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	39.9 (32.2 - 47.6)	<b>W</b> 23.6 (16.7 - 30.5)	6	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	44.3 (36.5 - 52.1)	31.6 (23.9 - 39.3)	15	30.1 (29.3 - 30.9)
			(% within 5 days)	71.1 (64.0 - 78.2)	66.4 (58.5 - 74.3)	10	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	34.4 (27.1 - 41.7)	24.8 (17.8 - 31.8)	20	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	36.5 (29.4 - 43.6)	28.2 (21.1 - 35.3)	20	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	59.4 (43.6 - 75.2)	70.3 (56.7 - 83.9)	21	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	95.7 (92.6 - 98.8)	98.4 (96.3 - 100.0)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Hillsborough, Riverside-Albert, Alma Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=178                      n=150                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	58.8 (45.6 - 72.0)	31	70.6 (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	97.9 (94.7 - 100.0)	94.7 (89.7 - 99.7)	8	91.3 (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	87.4 (79.8 - 95.0)	82.0 (73.4 - 90.6)	5	76.3 (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	94.4 (89.0 - 99.7)	85.7 (77.7 - 93.7)	1	73.9 (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	78.9 (69.6 - 88.2)	68.7 (58.2 - 79.2)	4	59.3 (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	71.1 (62.3 - 79.8)	76.8 (68.1 - 85.5)	2	70.7 (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	37.1 (28.5 - 45.6)	49.6 (40.5 - 58.7)	2	42.2 (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	40.2 (31.0 - 49.4)	<b>B</b> 59.1 (49.6 - 68.6)	6	47.7 (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	3.5 <sup>6</sup> (0.8 - 6.3)	F	-	2.7 <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

NBHC 2014 Primary Health Survey (results by community)  
**Hillsborough, Riverside-Albert, Alma Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=178                      n=150                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	10.3 <sup>E,6</sup> (5.8 - 14.8)	5.9 <sup>E,6</sup> (2.1 - 9.7)	7	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	5.0 <sup>E</sup> (1.8 - 8.2)	6.6 <sup>E</sup> (2.7 - 10.5)	17	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	75.4 (69.1 - 81.7)	92.2 (87.9 - 96.5)	2	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	23.0 (16.8 - 29.2)	35.9 (28.3 - 43.5)	25	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	65.8 (58.3 - 73.3)	2	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	22.4 (16.2 - 28.6)	29.6 (22.3 - 36.9)	4	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	22.7 (16.1 - 29.3)	20	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	21.6 (15.6 - 27.6)	17.6 <sup>E</sup> (11.6 - 23.6)	4	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	F	6.9 <sup>E</sup> (2.9 - 10.9)	11	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	12.3 <sup>E</sup> (7.5 - 17.1)	15.3 <sup>E</sup> (9.6 - 21.0)	3	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	26.1 (19.2 - 33.0)	9	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Hillsborough, Riverside-Albert, Alma Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=178

n=150

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	75.0 (67.7 - 82.3)	85.2 (79.3 - 91.1)	1	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	66.5 (58.7 - 74.4)	73.5 (66.1 - 80.9)	8	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	73.7 (65.9 - 81.4)	76.9 (69.5 - 84.3)	5	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	65.9 (58.9 - 72.9)	75.6 (68.8 - 82.4)	4	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.5 (77.5 - 89.5)	87.5 (82.0 - 93.0)	4	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	54.0 (37.9 - 70.1)	46.8 (32.5 - 61.1)	29	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	90.0 (84.2 - 95.8)	1	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	69.5 (54.7 - 84.3)	58.7 (40.2 - 77.2)	31	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	98.4 (93.9 - 100.0)	1	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	72.5 (58.3 - 86.7)	85.5 (73.4 - 97.6)	7	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	90.4 (71.2 - 100.0)	68.6 <sup>E</sup> (44.3 - 92.9)	33	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	92.8 (84.5 - 100.0)	2	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	100.0 (100 - 100)	90.8 (73.8 - 100.0)	15	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	91.0 (80.0 - 100.0)	79.0 (62.4 - 95.6)	32	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	82.3 (74.7 - 89.9)	12	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Kedgwick, Saint-Quentin and Grimmer

Grimmer, Kedgwick, Kedgwick River, Saint-Quentin



n = 90

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	25.3	24.3
	35-54	39.0	36.7
	55-64	22.6	18.7
	65+	13.1	20.3
Gender	Male	41.8	48.0
	Female	58.2	52.0
Education Level	High school or less	50.6	38.7
	College/Technical diploma	30.5	31.4
	University degree	18.9	29.9
Aboriginal	Yes	0.7	3.0
Preferred Language of Service	English	0.8	74.6
	French	99.2	25.4
Household Income	Less than \$25,000	31.6	19.9
	\$25,000 - \$59,999	51.6	35.5
	\$60,000 or more	16.8	44.6
Employment Status	Employed	51.5	54.6
	Unemployed/Seasonal	10.2	7.3
	Retired	17.9	24.7
	Other	20.4	13.5

Population (18 and over) based on 2011 Census: 4,565

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 217

n = 90

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	44.4 (37.8 – 50.9)	19.0 <sup>E</sup> (10.9 – 27.1)	17.4 (16.7 – 18.0)
Transportation problems	7.7 <sup>E</sup> (4.2 – 11.2)	10.6 <sup>E</sup> (4.3 – 17.0)	7.1 (6.6 – 7.5)
Language problems with health care provider	6.8 <sup>E</sup> (3.5 – 10.1)	F	4.2 (3.9 – 4.6)
Cost for medication too high	70.4 (64.3 – 76.4)	60.0 (49.8 – 70.1)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	48.3 (41.3 – 55.3)	44.4 (33.9 – 54.8)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	49.2 (41.5 – 56.9)	36.1 (25.0 – 47.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	15.6 (10.8 – 20.4)	F	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	11.3 <sup>E</sup> (7.2 – 15.5)	13.0 <sup>E</sup> (6.1 – 19.9)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	15.6 (10.7 – 20.5)	13.9 (6.7 – 21.1)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	87.3 (82.9 – 91.7)	90.9 (84.9 – 96.8)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	43.4 (33.3 – 53.5)	40.9 (40.1 – 41.7)
Health of family members	Not Available	33.7 (24.0 – 43.3)	38.1 (37.3 – 38.9)
Your financial situation (ex: not enough money, or debt)	Not Available	33.2 (23.5 – 42.8)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

# Kedgwick, Saint-Quentin and Grimmer

↑ = Higher than 2011 results  
↓ = Lower than 2011 results

	n = 217	n = 90	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	53.2 (46.6 – 59.8)	38.3 (28.3 – 48.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	50.6 (40.3 – 60.8)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	46.3 (39.6 – 53.6)	46.0 (35.8 – 56.2)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	7.7 <sup>E</sup> (3.3 – 12.1)	19.0 <sup>E</sup> (8.0 – 30.1)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.7 (29.8 – 43.6)	35.4 (25.4 – 45.4)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	44.9 (38.2 – 51.6)	53.5 (42.9 – 64.1)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	20.3 <sup>E</sup> (12.0 – 28.6)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	F	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	48.1 (37.6 – 58.6)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	53.6 (43.4 – 63.9)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	16.1 <sup>E</sup> (8.5 – 23.6)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	30.2 (20.6 – 39.7)	30.8 (30.0 – 31.6)

	n = 217	n = 90	n = 90	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	56.1 (49.4 – 62.8)	54.1 (43.9 – 64.3)	2,468	61.6 (60.8 – 62.4)
Depression	9.2 <sup>E</sup> (5.4 – 12.9)	19.9 <sup>E</sup> (11.7 – 28.0)	907	14.9 (14.3 – 15.5)
Asthma	9.8 <sup>E</sup> (5.9 – 13.7)	16.1 <sup>E</sup> (8.6 – 23.7)	737	11.8 (11.3 – 12.4)
Chronic pain	13.2 <sup>E</sup> (8.8 – 17.7)	15.8 <sup>E</sup> (8.3 – 23.2)	720	14.0 (13.5 – 14.6)
Gastric Reflux (GERD)	13.7 <sup>E</sup> (9.2 – 18.2)	15.7 <sup>E</sup> (8.3 – 23.2)	717	16.4 (15.8 – 17.0)
High blood pressure	20.8 (15.5 – 26.1)	15.6 <sup>E</sup> (8.1 – 23.0)	710	27.0 (26.2 – 27.7)
Heart disease	6.3 <sup>E</sup> (3.2 – 9.5)	10.1 <sup>E</sup> (3.9 – 16.3)	461	8.3 (7.9 – 8.8)
Mood disorder other than depression	5.3 <sup>E</sup> (2.4 – 8.1)	F	368	3.0 (2.7 – 3.2)
Diabetes	6.6 <sup>E</sup> (3.4 – 9.9)	F	344	10.7 (10.1 – 11.2)
Arthritis	11.5 <sup>E</sup> (7.4 – 15.7)	F	281	17.4 (16.8 – 18.0)
Cancer	4.3 <sup>E</sup> (1.7 – 6.9)	F	259	8.3 (7.8 – 8.7)
Stroke	F	F	166	2.5 (2.2 – 2.8)
Emphysema or COPD	4.6 <sup>E</sup> (1.8 – 7.3)	F	81	3.0 (2.7 – 3.3)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

## Kedgwick, Saint-Quentin and Grimmer

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=217

n=90

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	93.2 (89.9 - 96.5)	84.9 (77.6 - 92.2)	30	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	83.7 (78.6 - 88.8)	<b>W</b> 60.3 (49.9 - 70.7)	33	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	F	-	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	27.0 (20.9 - 33.1)	23.5 <sup>E</sup> (14.5 - 32.5)	7	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	23.8 (17.9 - 29.7)	F	-	30.1 (29.3 - 30.9)
			(% within 5 days)	32.6 (25.7 - 39.6)	21.8 <sup>E</sup> (12.2 - 31.4)	33	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	14.5 <sup>E</sup> (9.7 - 19.2)	24.6 <sup>E</sup> (15.4 - 33.8)	21	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	39.8 (33.3 - 46.3)	35.2 (25.4 - 45.0)	8	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	84.1 (77.9 - 90.3)	89.5 (81.9 - 97.1)	3	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	F	F	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	90.2 (85.9 - 94.5)	94.2 (89.3 - 99.1)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Kedgwick, Saint-Quentin and Grimmer**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=217                      n=90                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>F</b>	-	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>94.1</b> (88.6 - 99.5)	<b>80.2</b> (63.6 - 96.8)	<b>32</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>74.8</b> (64.7 - 84.9)	<b>79.9</b> (63.2 - 96.6)	<b>10</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>68.2</b> (57.2 - 79.1)	<b>71.3</b> (52.4 - 90.2)	<b>22</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>63.5</b> (52.5 - 74.6)	<b>62.3<sup>E</sup></b> (42.1 - 82.5)	<b>12</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>60.5</b> (52.1 - 68.8)	<b>62.9</b> (49.3 - 76.5)	<b>31</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>44.3</b> (36.0 - 52.6)	<b>35.1<sup>E</sup></b> (21.7 - 48.5)	<b>32</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>31.0</b> (22.3 - 39.7)	<b>19.8<sup>E</sup></b> (7.0 - 32.6)	<b>32</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>5.3<sup>E,6</sup></b> (2.2 - 8.3)	<b>F</b>	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Kedgwick, Saint-Quentin and Grimmer**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=217                      n=90                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	59.4 <sup>6</sup> (52.8 - 66.0)	60.6 <sup>6</sup> (50.6 - 70.6)	33	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.1 <sup>E</sup> (3.7 - 10.5)	F	-	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	70.7 (64.6 - 76.8)	69.0 (59.4 - 78.6)	32	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	60.9 (54.4 - 67.4)	64.6 (54.8 - 74.4)	1	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	44.7 (34.5 - 54.9)	33	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	6.9 <sup>E</sup> (3.5 - 10.3)	13.7 <sup>E</sup> (6.6 - 20.8)	25	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	25.5 <sup>E</sup> (16.6 - 34.4)	14	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	F	F	-	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	F	F	-	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	10.8 <sup>E</sup> (4.4 - 17.2)	9	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	24.0 <sup>E</sup> (15.3 - 32.7)	15	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Kedgwick, Saint-Quentin and Grimmer

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=217

n=90

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	73.8 (66.8 – 80.7)	75.3 (65.1 - 85.5)	28	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	51.9 (44.0 – 59.8)	49.1 (36.8 - 61.4)	31	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	70.9 (63.8 – 77.9)	76.7 (65.8 - 87.6)	6	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	75.3 (69.5 - 81.1)	83.6 (76.0 - 91.2)	1	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.7 (78.1 - 89.3)	82.6 (73.6 - 91.6)	23	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	71.5 (63.8 - 79.2)	83.1 (73.8 - 92.4)	1	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	80.2 (68.9 - 91.5)	20	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	71.6 (48.8 - 94.4)	76.1 <sup>E</sup> (50.9 - 100.0)	11	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	82.1 (67.1 - 97.1)	31	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	F	F	-	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	90.9 (73.1 - 100.0)	85.1 <sup>E</sup> (56.6 - 100.0)	20	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	95.5 (86.4 - 100.0)	1	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	96.3 (86.0 - 100.0)	F	-	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	91.1 (80.9 – 100.0)	95.5 (85.6 - 100.0)	9	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	92.4 (84.6 - 100.0)	1	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

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

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



# Minto, Chipman, Cambridge-Narrows Area

Cambridge, Cambridge-Narrows, Canning, Chipman, Cumberland Bay, Douglas Harbour, Gaspereau Forks, Jemseg, Lakeville Corner, Mill Cove, Minto, Northfield, Ripples, Sheffield, Waterborough, Whites Cove, Youngs Cove

n = 347

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	15.1	24.3
	35-54	33.4	36.7
	55-64	21.9	18.7
	65+	29.5	20.3
Gender	Male	48.8	48.0
	Female	51.2	52.0
Education Level	High school or less	47.7	38.7
	College/Technical diploma	32.4	31.4
	University degree	19.9	29.9
Aboriginal	Yes	0.3	3.0
Preferred Language of Service	English	97.7	74.6
	French	2.3	25.4
Household Income	Less than \$25,000	23.7	19.9
	\$25,000 - \$59,999	44.8	35.5
	\$60,000 or more	31.4	44.6
Employment Status	Employed	43.7	54.6
	Unemployed/Seasonal	7.3	7.3
	Retired	33.2	24.7
	Other	15.8	13.5

Population (18 and over) based on 2011 Census: 7,835

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 297

n = 347

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	22.5 (17.7 – 27.2)	21.8 (17.5 – 26.1)	17.4 (16.7 – 18.0)
Transportation problems	8.8 <sup>E</sup> (5.6 – 12.0)	9.9 (6.8 – 13.0)	7.1 (6.6 – 7.5)
Language problems with health care provider	F	F	4.2 (3.9 – 4.6)
Cost for medication too high	49.4 (43.7 – 55.1)	37.1 (32.1 – 42.1)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	18.7 (14.1 – 23.2)	16.7 (12.8 – 20.7)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	35.7 (29.5 – 41.9)	22.0 (17.3 – 26.7)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	15.9 (11.8 – 20.0)	17.7 (13.7 – 21.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	12.9 (9.1 – 16.6)	9.7 (6.7 – 12.8)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	13.5 (9.5 – 17.5)	10.5 (7.3 – 13.8)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	91.3 (88.1 – 94.5)	95.7 (93.6 – 97.8)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	36.7 (31.8 – 41.7)	38.1 (37.3 – 38.9)
Time pressures / not enough time	Not Available	35.0 (30.1 – 40.0)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	34.6 (29.6 – 39.5)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

# Minto, Chipman, Cambridge-Narrows Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 297	n = 347	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	45.4 (39.7 – 51.1)	37.9 (32.9 – 42.9)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	54.6 (49.5 – 59.7)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	52.0 (46.3 – 57.7)	53.6 (48.4 – 58.7)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	13.1 <sup>E</sup> (8.7 – 17.5)	19.6 (14.9 – 24.3)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	30.5 (25.1 – 35.9)	34.2 (29.2 – 39.1)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	79.4 (74.8 – 84.0)	78.2 (73.7 – 82.7)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	35.2 (30.3 – 40.1)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	15.1 (11.4 – 18.8)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.5 <sup>E</sup> (2.3 – 6.6)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	45.4 (40.3 – 50.5)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	55.8 (50.7 – 60.9)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	19.7 (15.6 – 23.8)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	41.8 (36.6 – 47.0)	30.8 (30.0 – 31.6)

	n = 297	n = 347	n = 347	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	68.5 (63.2 – 73.8)	70.5 (65.8 – 75.2)	5,525	61.6 (60.8 – 62.4)
High blood pressure	31.7 (26.5 – 36.9)	33.6 (28.8 – 38.5)	2,635	27.0 (26.2 – 27.7)
Arthritis	28.3 (23.3 – 33.4)	26.2 (21.7 – 30.8)	2,054	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	19.1 (14.7 – 23.5)	19.4 (15.3 – 23.5)	1,518	16.4 (15.8 – 17.0)
Chronic pain	17.7 (13.5 – 22.0)	17.2 (13.3 – 21.1)	1,350	14.0 (13.5 – 14.6)
Depression	10.0 <sup>E</sup> (6.7 – 13.4)	14.9 (11.2 – 18.6)	1,168	14.9 (14.3 – 15.5)
Diabetes	12.6 (8.9 – 16.3)	14.3 (10.7 – 17.9)	1,123	10.7 (10.1 – 11.2)
Heart disease	8.5 <sup>E</sup> (5.4 – 11.7)	13.2 (9.7 – 16.7)	1,033	8.3 (7.9 – 8.8)
Asthma	12.2 (8.5 – 15.8)	12.6 (9.2 – 16.0)	985	11.8 (11.3 – 12.4)
Cancer	7.1 <sup>E</sup> (4.2 – 10.0)	9.7 (6.7 – 12.8)	761	8.3 (7.8 – 8.7)
Emphysema or COPD	F	4.7 <sup>E</sup> (2.5 – 6.9)	370	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	3.2 <sup>E</sup> (1.4 – 5.0)	250	3.0 (2.7 – 3.2)
Stroke	F	2.9 <sup>E</sup> (1.2 – 4.7)	229	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Minto, Chipman, Cambridge-Narrows Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=297                      n=347                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	95.1 (92.6 - 97.6)	90.6 (87.6 - 93.6)	25	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	83.0 (78.6 - 87.4)	<b>B</b> 90.9 (87.7 - 94.1)	2	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	13.3 (9.6 - 17.0)	20	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	12.6 (8.7 - 16.5)	14.2 (10.4 - 18.0)	17	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	31.6 (26.2 - 37.0)	32.1 (26.8 - 37.4)	13	30.1 (29.3 - 30.9)
			(% within 5 days)	64.6 (59.0 - 70.2)	66.5 (61.2 - 71.8)	8	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	39.6 (34.0 - 45.1)	34.1 (28.9 - 39.3)	7	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	45.4 (39.7 - 51.1)	<b>W</b> 33.9 (29.0 - 38.8)	10	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	81.0 (73.8 - 88.2)	90.1 (85.3 - 94.9)	2	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	99.1 (98.0 - 100.0)	97.4 (95.7 - 99.1)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Minto, Chipman, Cambridge-Narrows Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=297                      n=347                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>71.7</b> (64.6 - 78.8)	15	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	97.6 (95.0 - 100.0)	<b>98.3</b> (96.4 - 100.0)	1	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	73.5 (65.8 - 81.1)	<b>80.9</b> (75.0 - 86.8)	8	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	73.6 (65.9 - 81.2)	<b>77.8</b> (71.5 - 84.1)	12	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	61.8 (53.4 - 70.1)	<b>64.0</b> (56.8 - 71.2)	9	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	75.9 (69.4 - 82.3)	<b>74.7</b> (68.7 - 80.7)	8	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	34.3 (28.1 - 40.5)	<b>37.9</b> (32.2 - 43.6)	26	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	51.0 (43.8 - 58.2)	<b>37.9</b> (31.7 - 44.1)	23	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	4.1 <sup>E,6</sup> (1.9 - 6.3)	F	-	2.7 <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Minto, Chipman, Cambridge-Narrows Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=297                      n=347                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	12.5 <sup>6</sup> (8.7 - 16.3)	8.7 <sup>E,6</sup> (5.8 - 11.6)	14	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.3 <sup>E</sup> (4.3 - 10.3)	4.8 <sup>E</sup> (2.6 - 7.0)	29	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	83.4 (79.2 - 87.6)	81.1 (77.0 - 85.2)	17	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	44.1 (38.5 - 49.7)	43.6 (38.5 - 48.7)	16	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	57.9 (52.8 - 63.0)	10	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	20.4 (15.8 - 25.0)	23.5 (19.1 - 27.9)	13	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	18.6 (14.6 - 22.6)	29	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	22.5 (17.7 - 27.3)	27.2 (22.6 - 31.8)	1	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	10.3 <sup>E</sup> (6.8 - 13.8)	9.0 <sup>E</sup> (6.0 - 12.0)	7	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	9.5 <sup>E</sup> (6.5 - 12.5)	11	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	21.2 (17.0 - 25.4)	21	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Minto, Chipman, Cambridge-Narrows Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=297                      n=347                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	82.9 (78.1 - 87.8)	85.0 (80.9 - 89.1)	4	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.2 (62.5 - 73.9)	72.2 (67.0 - 77.4)	15	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	77.1 (71.8 - 82.5)	76.9 (71.8 - 82.0)	3	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	69.7 (66.4 - 75.0)	61.3 (56.2 - 66.4)	29	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	85.5 (81.2 - 89.8)	85.3 (81.2 - 89.4)	12	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	66.4 (57.8 - 75.0)	59.2 (51.3 - 67.1)	6	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	84.8 (80.0 - 89.6)	6	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	69.0 (56.8 - 81.2)	69.7 (59.2 - 80.2)	25	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	90.4 (83.3 - 97.5)	8	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	83.6 (74.7 - 92.5)	75.4 (66.7 - 84.1)	22	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	88.7 (77.4 - 100.0)	86.8 (74.7 - 98.9)	18	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	79.6 (70.5 - 88.7)	25	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.6 (77.1 - 100.0)	90.6 (74.7 - 100.0)	18	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.8 (87.3 - 100.0)	87.1 (78.5 - 95.7)	25	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	84.4 (79.5 - 89.3)	6	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



# Miramichi, Rogersville, Blackville Area

Big Hole Tract First Nation, Baie-Sainte-Anne, Bay du Vin, Black River Bridge, Blackville, Chaplin Island Road, Collette, Eel Ground, Hardwicke, Miramichi, Napan, Nelson, Red Bank First Nation, Northesk, Renous, Rogersville, Rosaireville, South Esk, Sunny Corner, Trout Brook, Upper Blackville, Wayerton

n = 451

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	20.5	24.3
	35-54	36.1	36.7
	55-64	20.6	18.7
	65+	22.8	20.3
Gender	Male	48.7	48.0
	Female	51.3	52.0
Education Level	High school or less	42.2	38.7
	College/Technical diploma	35.5	31.4
	University degree	22.3	29.9
Aboriginal	Yes	4.9	3.0
Preferred Language of Service	English	89.2	74.6
	French	10.8	25.4
Household Income	Less than \$25,000	21.6	19.9
	\$25,000 - \$59,999	35.5	35.5
	\$60,000 or more	42.8	44.6
Employment Status	Employed	51.6	54.6
	Unemployed/Seasonal	7.0	7.3
	Retired	27.5	24.7
	Other	13.9	13.5

Population (18 and over) based on 2011 Census: 29,620

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 839

n = 451

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	29.7 (26.6 – 32.7)	23.8 (19.9 – 27.7)	17.4 (16.7 – 18.0)
Transportation problems	9.3 (7.4 - 11.3)	9.2 (6.5 – 11.8)	7.1 (6.6 – 7.5)
Language problems with health care provider	10.9 (8.8 – 13.0)	9.4 (6.7 – 12.1)	4.2 (3.9 – 4.6)
Cost for medication too high	50.8 (47.4 – 54.1)	36.0 (31.5 – 40.4)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	24.0 (21.0 – 26.9)	21.0 (17.2 – 24.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	39.1 (35.3 – 42.8)	22.8 (18.5 – 27.2)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	17.7 (15.2 - 20.3)	13.2 (10.1 – 16.3)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	8.9 (7.0 – 10.8)	8.6 (6.0 – 11.2)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	12.6 (10.3 – 14.9)	8.6 (5.9 – 11.2)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	87.2 (84.9 – 89.5)	92.0 (89.5 – 94.5)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Time pressures / not enough time	Not Available	41.3 (36.8 – 45.8)	40.9 (40.1 – 41.7)
Health of family members	Not Available	40.8 (36.2 - 45.3)	38.1 (37.3 - 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	37.2 (32.7 – 41.6)	34.2 (33.4 – 35.0)

<sup>1</sup>Based on survey respondents, weighted by age and gender

<sup>2</sup>Use with caution (coefficient of variation between 16.6% and 33.3%)

## Miramichi, Rogersville, Blackville Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 839	n = 451	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	52.5 (49.1 – 55.9)	46.6 (42.1 – 51.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	62.9 (58.5 – 67.4)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	52.2 (48.8 – 55.6)	52.3 (47.7 – 56.9)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	10.5 (8.0 – 13.0)	15.9 (11.8 – 20.0)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	33.8 (30.5 – 37.1)	27.8 (23.6 – 31.9)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	85.4 (83.0 – 87.8)	83.2 (79.7 – 86.8)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	27.3 (23.2 – 31.4)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	9.5 (6.8 – 12.2)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	5.0 <sup>E</sup> (3.0 – 7.0)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	45.1 (40.6 – 49.7)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	45.2 (40.7 – 49.8)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	21.7 (17.9 – 25.5)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	31.9 (27.6 – 36.3)	30.8 (30.0 – 31.6)

	n = 839	n = 451	n = 451	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	60.3 (57.0 – 63.6)	66.7 (62.3 – 71.0)	19,745	61.6 (60.8 – 62.4)
High blood pressure	27.5 (24.5 – 30.5)	30.0 (25.8 – 34.2)	8,874	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	18.3 (15.7 – 20.8)	21.8 (18.0 – 25.6)	6,464	16.4 (15.8 – 17.0)
Arthritis	16.4 (13.9 – 18.9)	20.6 (16.9 – 24.3)	6,097	17.4 (16.8 – 18.0)
Chronic pain	14.0 (11.7 – 16.4)	17.7 (14.2 – 21.2)	5,255	14.0 (13.5 – 14.6)
Depression	12.9 (10.6 – 15.1)	16.4 (13.0 – 19.8)	4,854	14.9 (14.3 – 15.5)
Asthma	9.7 (7.7 – 11.7)	12.5 (9.5 – 15.5)	3,704	11.8 (11.3 – 12.4)
Diabetes	10.1 (8.1 – 12.2)	11.3 (8.4 – 14.2)	3,357	10.7 (10.1 – 11.2)
Heart disease	8.3 (6.5 – 10.2)	8.9 (6.2 – 11.5)	2,622	8.3 (7.9 – 8.8)
Cancer	7.2 (5.4 – 8.9)	8.3 (5.8 – 10.8)	2,462	8.3 (7.8 – 8.7)
Stroke	2.7 (1.6 – 3.7)	5.8 <sup>E</sup> (3.7 – 8.0)	1,725	2.5 (2.2 – 2.8)
Emphysema or COPD	2.8 (1.7 – 3.9)	4.2 <sup>E</sup> (2.4 – 6.1)	1,253	3.0 (2.7 – 3.3)
Mood disorder other than depression	2.4 (1.4 – 3.5)	3.5 <sup>E</sup> (1.8 – 5.2)	1,036	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

**Miramichi, Rogersville, Blackville Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=839                      n=451                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	94.4 (92.8 - 96.0)	93.4 (91.1 - 95.7)	17	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	77.2 (74.3 - 80.1)	79.9 (76.1 - 83.7)	12	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	18.7 (15.0 - 22.4)	10	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	23.1 (20.2 - 26.0)	21.2 (17.3 - 25.1)	9	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	34.7 (31.4 - 38.0)	31.0 (26.5 - 35.5)	17	30.1 (29.3 - 30.9)
			(% within 5 days)	65.4 (62.0 - 68.7)	61.8 (57.1 - 66.5)	16	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	17.9 (15.3 - 20.5)	21.6 (17.6 - 25.5)	27	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	23.9 (21.0 - 26.8)	21.6 (17.8 - 25.4)	28	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	77.7 (73.4 - 82.0)	72.5 (65.8 - 79.2)	17	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	95.5 (94.0 - 97.0)	95.7 (93.7 - 97.7)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	43.5 (31.2 - 55.8)	36.2 <sup>E</sup> (22.3 - 50.1)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Miramichi, Rogersville, Blackville Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=839                      n=451                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>72.8</b> (63.3 - 82.3)	13	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	96.4 (94.3 - 98.4)	96.2 (93.3 - 99.1)	4	91.3 (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	81.3 (77.0 - 85.5)	74.0 (67.2 - 80.8)	23	76.3 (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	80.4 (76.1 - 84.8)	78.9 (72.7 - 85.1)	9	73.9 (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	66.2 (61.1 - 71.3)	68.2 (61.2 - 75.2)	5	59.3 (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	68.2 (64.1 - 72.3)	65.6 (59.7 - 71.5)	29	70.7 (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	34.0 (30.1 - 37.8)	37.4 (32.0 - 42.8)	29	42.2 (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	44.7 (40.3 - 49.1)	46.3 (40.3 - 52.3)	18	47.7 (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	1.9 <sup>E,6</sup> (1.0 - 2.9)	F	-	2.7 <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Miramichi, Rogersville, Blackville Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=839                      n=451                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	8.6 <sup>6</sup> (6.7 - 10.5)	8.4 <sup>6</sup> (5.8 - 11.0)	12	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	8.0 (6.2 - 9.8)	7.0 <sup>E</sup> (4.7 - 9.3)	13	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	80.0 (77.3 - 82.7)	83.4 (80.0 - 86.8)	12	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	45.2 (41.8 - 48.6)	39.8 (35.3 - 44.3)	22	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	56.8 (52.3 - 61.3)	13	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	28.4 (25.3 - 31.5)	27.8 (23.7 - 31.9)	5	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	24.5 (20.6 - 28.4)	15	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	6.3 (4.7 - 7.9)	5.6 <sup>E</sup> (3.5 - 7.7)	22	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	4.3 (2.9 - 5.7)	5.1 <sup>E</sup> (3.1 - 7.1)	22	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	6.0 (4.4 - 7.6)	7.8 (5.3 - 10.3)	17	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	24.9 (20.9 - 28.9)	12	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Miramichi, Rogersville, Blackville Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=839                      n=451                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	76.6 (73.3 - 79.9)	76.0 (71.7 - 80.3)	26	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	62.6 (59.0 - 66.3)	69.9 (65.2 - 74.6)	16	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	67.6 (64.0 - 71.2)	70.5 (65.6 - 75.4)	22	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	64.5 (61.2 - 67.8)	70.1 (65.9 - 74.3)	11	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	81.5 (78.6 - 84.4)	85.4 (81.9 - 88.9)	11	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	52.0 (46.9 - 57.1)	50.9 (43.5 - 58.3)	23	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	81.7 (77.1 - 86.3)	16	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	61.5 (55.2 - 67.8)	72.4 (64.7 - 80.1)	17	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	88.5 (83.0 - 94.0)	15	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	76.9 (65.8 - 88.0)	82.0 (66.3 - 97.7)	13	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	89.3 (80.1 - 98.5)	97.4 (91.0 - 100.0)	4	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	87.0 (80.9 - 93.1)	11	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	98.5 (95.5 - 100.0)	100.0 (100 - 100)	1	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	93.2 (88.9 - 97.5)	85.5 (78.2 - 92.8)	27	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	84.0 (79.6 - 88.4)	7	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



# Moncton

Allison, Berry Mills, Boundary Creek, Indian Mountain, Irishtown, Lakeville-Westmorland, Lutes Mountain, Moncton, Steeves Mountain

n = 933

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	30.0	24.3
	35-54	35.6	36.7
	55-64	16.1	18.7
	65+	18.3	20.3
Gender	Male	47.9	48.0
	Female	52.1	52.0
Education Level	High school or less	34.5	38.7
	College/Technical diploma	32.3	31.4
	University degree	33.1	29.9
Aboriginal	Yes	1.6	3.0
Preferred Language of Service	English	80.6	74.6
	French	19.4	25.4
Household Income	Less than \$25,000	16.8	19.9
	\$25,000 - \$59,999	33.3	35.5
	\$60,000 or more	49.9	44.6
Employment Status	Employed	58.1	54.6
	Unemployed/Seasonal	7.0	7.3
	Retired	21.7	24.7
	Other	13.2	13.5

Population (18 and over) based on 2011 Census: 64,590

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 905

n = 933

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	10.8 (8.8 – 12.8)	8.8 (7.0 – 10.6)	17.4 (16.7 – 18.0)
Transportation problems	7.6 (5.9 – 9.3)	7.0 (5.3 – 8.6)	7.1 (6.6 – 7.5)
Language problems with health care provider	6.7 (5.0 – 8.3)	5.1 (3.7 – 6.5)	4.2 (3.9 – 4.6)
Cost for medication too high	44.4 (41.2 – 47.7)	29.4 (26.5 – 32.3)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	22.1 (19.3 – 24.9)	15.7 (13.3 – 18.1)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	32.5 (28.9 – 36.2)	19.2 (16.2 – 22.1)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	17.4 (14.9 – 19.8)	12.6 (10.4 – 14.7)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	15.3 (13.0 – 17.7)	10.3 (8.4 – 12.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	13.0 (10.8 – 15.2)	10.0 (8.0 – 12.0)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	87.9 (85.8 – 90.0)	92.5 (90.8 – 94.2)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	42.2 (39.1 – 45.4)	40.9 (40.1 – 41.7)
Health of family members	Not Available	38.0 (34.9 – 41.1)	38.1 (37.3 – 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	37.1 (34.0 – 40.2)	34.2 (33.4 – 35.0)

<sup>1</sup>Based on survey respondents, weighted by age and gender

<sup>2</sup>Use with caution (coefficient of variation between 16.6% and 33.3%)

# Moncton

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 905	n = 933	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	59.2 (56.0 – 62.4)	53.7 (50.5 – 56.9)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	63.7 (60.6 – 66.8)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	59.3 (56.1 – 62.5)	64.3 (61.2 – 67.3)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	14.0 (11.2 – 16.8)	14.8 (12.1 – 17.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	31.9 (28.7 – 35.1)	↓ 25.4 (22.6 – 28.3)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	71.6 (68.5 – 74.7)	68.8 (65.8 – 71.8)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	20.6 (18.0 – 23.2)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.6 (8.6 – 12.6)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.6 (3.3 – 5.9)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	50.0 (46.8 – 53.2)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	41.9 (38.7 – 45.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	17.9 (15.4 – 20.3)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	25.1 (22.3 – 27.9)	30.8 (30.0 – 31.6)

	n = 905	n = 933	n = 933	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	60.7 (57.5 – 63.9)	58.8 (55.6 – 61.9)	37,956	61.6 (60.8 – 62.4)
High blood pressure	25.9 (23.1 – 28.7)	23.2 (20.5 – 25.9)	15,010	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	16.1 (13.7 – 18.5)	15.9 (13.6 – 18.3)	10,280	16.4 (15.8 – 17.0)
Depression	15.5 (13.1 – 17.8)	15.8 (13.5 – 18.2)	10,227	14.9 (14.3 – 15.5)
Arthritis	16.3 (13.9 – 18.7)	15.1 (12.8 – 17.4)	9,741	17.4 (16.8 – 18.0)
Chronic pain	14.6 (12.4 – 16.9)	12.7 (10.6 – 14.8)	8,198	14.0 (13.5 – 14.6)
Asthma	8.8 (7.0 – 10.7)	11.5 (9.5 – 13.5)	7,421	11.8 (11.3 – 12.4)
Diabetes	9.3 (7.4 – 11.2)	9.6 (7.7 – 11.5)	6,212	10.7 (10.1 – 11.2)
Cancer	7.5 (5.8 – 9.2)	8.6 (6.8 – 10.3)	5,527	8.3 (7.8 – 8.7)
Heart disease	7.2 (5.5 – 8.8)	7.1 (5.5 – 8.7)	4,584	8.3 (7.9 – 8.8)
Mood disorder other than depression	3.5 <sup>E</sup> (2.3 – 4.7)	4.2 (2.9 – 5.5)	2,700	3.0 (2.7 – 3.2)
Emphysema or COPD	3.0 <sup>E</sup> (1.9 – 4.1)	2.6 <sup>E</sup> (1.6 – 3.6)	1,651	3.0 (2.7 – 3.3)
Stroke	2.0 <sup>E</sup> (1.1 – 2.9)	1.8 <sup>E</sup> (1.0 – 2.7)	1,179	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

**Moncton**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=905                      n=933                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	90.4 (88.6 – 92.2)	<b>B</b> 96.5 (95.3 - 97.7)	7	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	70.7 (67.7 – 73.7)	75.2 (72.4 - 78.0)	26	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	14.6 (12.3 - 16.9)	16	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	37.5 (34.4 – 40.7)	<b>W</b> 29.7 (26.7 - 32.7)	3	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.9 (27.7 – 34.0)	32.0 (28.9 - 35.1)	14	30.1 (29.3 - 30.9)
			(% within 5 days)	58.6 (55.3 – 61.9)	64.5 (61.3 - 67.7)	13	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	24.5 (21.6 – 27.4)	20.9 (18.3 - 23.5)	28	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	29.0 (26.2 – 31.8)	25.0 (22.2 - 27.8)	23	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	63.2 (57.9 – 68.5)	63.2 (57.9 - 68.5)	30	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	93.3 (91.5 – 95.1)	92.0 (90.0 - 94.0)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	72.8 (65.5 – 80.1)	63.9 (56.1 - 71.7)	-	72.6 (71.0 - 74.2)	

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

# Moncton

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=905                      n=933                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>69.2</b> (64.3 - 74.1)	21	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>92.8</b> (90.1 - 95.4)	<b>92.8</b> (90.2 - 95.4)	14	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>81.6</b> (77.6 - 85.6)	<b>78.2</b> (74.1 - 82.3)	15	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>76.6</b> (72.2 - 80.9)	<b>74.9</b> (70.5 - 79.3)	19	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>60.6</b> (55.6 - 65.6)	<b>59.6</b> (54.7 - 64.5)	15	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>69.2</b> (65.4 - 73.0)	<b>70.0</b> (66.3 - 73.7)	20	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	<b>39.3</b> (35.5 - 43.1)	<b>41.4</b> (37.6 - 45.2)	18	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>49.2</b> (44.9 - 53.4)	<b>56.5</b> (52.4 - 60.6)	7	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>3.5</b> <sup>E,6</sup> (2.3 - 4.7)	<b>2.7</b> <sup>E,6</sup> (1.7 - 3.7)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

# Moncton

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=905                      n=933                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	6.1 <sup>6</sup> (4.6 - 7.6)	4.6 <sup>6</sup> (3.3 - 5.9)	6	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	12.6 (10.5 - 14.7)	9.4 (7.5 - 11.3)	4	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	77.1 (74.5 - 79.7)	82.8 (80.4 - 85.2)	14	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	38.9 (35.9 - 41.9)	37.9 (34.8 - 41.0)	23	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	63.8 (60.7 - 66.9)	3	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	41.6 (38.5 - 44.7)	41.6 (38.5 - 44.7)	3	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	26.7 (23.9 - 29.5)	12	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	3.0 (1.9 - 4.1)	4.3 (3.0 - 5.6)	25	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	7.0 (5.4 - 8.6)	4.8 (3.4 - 6.2)	24	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	4.5 (3.2 - 5.8)	6.6 (5.0 - 8.2)	21	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	26.7 (23.9 - 29.5)	6	23.7 (23.0 - 24.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

# Moncton

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=905      n=933      1 to 33      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	77.6 (74.5 - 80.7)	79.5 (76.7 - 82.3)	19	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	63.2 (59.7 - 66.6)	69.6 (66.4 - 72.8)	18	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	66.8 (63.4 - 70.1)	70.4 (67.1 - 73.7)	23	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	59.7 (56.6 - 62.8)	<b>B</b> 68.2 (65.2 - 71.2)	15	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	80.4 (77.7 - 83.2)	83.0 (80.4 - 85.6)	21	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	43.4 (38.1 - 48.7)	51.0 (45.6 - 56.4)	22	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	82.8 (79.9 - 85.7)	13	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	66.4 (61.4 - 71.3)	<b>B</b> 79.4 (75.0 - 83.8)	5	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	89.3 (85.4 - 93.2)	12	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	67.2 (49.1 - 85.2)	84.4 (72.4 - 96.4)	8	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	84.6 (75.5 - 93.8)	89.5 (81.3 - 97.7)	15	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	81.7 (76.9 - 86.5)	24	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	90.1 (84.3 - 96.0)	93.3 (87.8 - 98.8)	9	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	93.9 (90.3 - 97.5)	92.0 (88.2 - 95.8)	17	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	79.2 (75.9 - 82.5)	21	80.5 (79.6 - 81.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

## Nackawic, McAdam, Canterbury Area

Bright, Bear Island, Canterbury, Dumfries, Keswick Ridge, Lake George, Mactaquac, McAdam, Meductic, Millville, Nackawic, North Lake, Prince William, Queensbury, Skiff Lake, Southampton, Temperance Vale, Upper Queensbury, Zealand



n = 399

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	19.2	24.3
	35-54	36.5	36.7
	55-64	21.4	18.7
	65+	22.9	20.3
Gender	Male	49.3	48.0
	Female	50.7	52.0
Education Level	High school or less	42.1	38.7
	College/Technical diploma	34.0	31.4
	University degree	23.9	29.9
Aboriginal	Yes	2.2	3.0
Preferred Language of Service	English	99.4	74.6
	French	0.6	25.4
Household Income	Less than \$25,000	20.3	19.9
	\$25,000 - \$59,999	36.5	35.5
	\$60,000 or more	43.2	44.6
Employment Status	Employed	52.3	54.6
	Unemployed/Seasonal	8.3	7.3
	Retired	25.3	24.7
	Other	14.0	13.5

Population (18 and over) based on 2011 Census: 9,055

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n=315

n = 399

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	25.9 (21.1 – 30.7)	20.7 (16.8 – 24.6)	17.4 (16.7 – 18.0)
Transportation problems	7.1 <sup>E</sup> (4.3 – 9.9)	9.3 (6.5 – 12.1)	7.1 (6.6 – 7.5)
Language problems with health care provider	5.1 <sup>E</sup> (2.7 – 7.5)	F	4.2 (3.9 – 4.6)
Cost for medication too high	46.7 (41.3 – 52.2)	30.1 (25.7 – 34.6)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	16.8 (12.5 – 21.0)	13.0 (9.7 – 16.3)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	30.0 (24.2 – 35.7)	18.4 (14.3 – 22.6)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	13.7 (9.9 – 17.4)	15.1 (11.7 – 18.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	12.3 (8.7 – 16.0)	10.5 (7.5 – 13.4)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	12.7 (8.9 – 16.5)	8.3 <sup>E</sup> (5.6 – 11.0)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	88.5 (85.0 – 92.0)	93.7 (91.3 – 96.1)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Your own work situation (ex: hours of work, or working conditions)	Not Available	38.4 (33.7 – 43.1)	34.2 (33.4 – 35.0)
Time pressures / not enough time	Not Available	37.1 (32.4 – 41.7)	40.9 (40.1 – 41.7)
Health of family members	Not Available	36.1 (31.5 – 40.7)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Nackawic, McAdam, Canterbury Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 315	n = 399	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	53.6 (48.1 – 59.1)	45.3 (40.5 – 50.1)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	63.9 (59.3 – 68.5)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	51.4 (45.9 – 56.9)	55.5 (50.7 – 60.3)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	10.3 <sup>E</sup> (6.4 – 14.2)	14.3 (10.4 – 18.3)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	24.6 (19.6 – 29.6)	26.8 (22.4 – 31.1)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	80.6 (76.2 – 85.0)	77.0 (72.9 – 81.2)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	22.9 (18.8 – 26.9)	22.1 (21.4 – 22.8)
<b>Memory Loss</b>			
Someone in household has a memory problem	Not Available	9.8 (6.9 – 12.6)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	5.2 <sup>E</sup> (3.1 – 7.4)	3.9 (3.6 – 4.2)
<b>Health Behaviours</b>			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	46.9 (42.1 – 51.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	45.8 (41.0 – 50.6)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	21.0 (17.1 – 24.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	31.1 (26.6 – 35.6)	30.8 (30.0 – 31.6)

	n = 315	n = 399	n = 399	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	58.7 (53.2 – 64.2)	↑ 70.0 (65.6 – 74.4)	6,338	61.6 (60.8 – 62.4)
High blood pressure	28.4 (23.5 – 33.3)	25.3 (21.1 – 29.4)	2,288	27.0 (26.2 – 27.7)
Depression	12.4 (8.8 – 16.0)	19.2 (15.4 – 23.0)	1,739	14.9 (14.3 – 15.5)
Gastric Reflux (GERD)	15.3 (11.4 – 19.3)	19.1 (15.4 – 22.9)	1,734	16.4 (15.8 – 17.0)
Arthritis	18.8 (14.6 – 23.0)	18.7 (15.0 – 22.5)	1,696	17.4 (16.8 – 18.0)
Chronic pain	17.7 (13.6 – 21.9)	18.1 (14.4 – 21.8)	1,643	14.0 (13.5 – 14.6)
Asthma	7.3 <sup>E</sup> (4.5 – 10.2)	↑ 15.0 (11.6 – 18.4)	1,358	11.8 (11.3 – 12.4)
Diabetes	7.1 <sup>E</sup> (4.3 – 9.9)	11.9 (8.8 – 15.0)	1,075	10.7 (10.1 – 11.2)
Heart disease	7.3 <sup>E</sup> (4.4 – 10.1)	10.3 (7.3 – 13.2)	929	8.3 (7.9 – 8.8)
Cancer	7.1 <sup>E</sup> (4.3 – 9.9)	9.2 (6.5 – 12.0)	837	8.3 (7.8 – 8.7)
Mood disorder other than depression	2.8 <sup>E</sup> (1.0 – 4.6)	3.0 <sup>E</sup> (1.4 – 4.7)	275	3.0 (2.7 – 3.2)
Emphysema or COPD	F	2.7 <sup>E</sup> (1.2 – 4.3)	248	3.0 (2.7 – 3.3)
Stroke	F	2.4 <sup>E</sup> (1.0 – 3.9)	222	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Nackawic, McAdam, Canterbury Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=315                      n=399                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	94.2 (91.6 - 96.8)	95.1 (93.0 - 97.2)	10	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	77.9 (73.2 - 82.6)	77.2 (73.1 - 81.3)	20	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	18.2 (14.4 - 22.0)	11	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	18.6 (14.2 - 23.0)	14.2 (10.8 - 17.6)	18	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	39.9 (34.4 - 45.4)	37.6 (32.7 - 42.5)	5	30.1 (29.3 - 30.9)
			(% within 5 days)	68.9 (63.6 - 74.1)	64.0 (59.1 - 68.9)	14	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	36.4 (31.1 - 41.8)	27.7 (23.2 - 32.1)	16	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	38.4 (33.0 - 43.8)	<b>W</b> 28.0 (23.7 - 32.3)	21	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	70.8 (61.7 - 79.9)	75.0 (67.9 - 82.1)	16	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	97.6 (95.8 - 99.4)	97.9 (96.5 - 99.3)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Nackawic, McAdam, Canterbury Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=315                      n=399                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>74.5</b> (67.6 - 81.4)	<b>9</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>95.2</b> (91.6 - 98.9)	<b>89.1</b> (84.5 - 93.7)	<b>23</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>84.7</b> (78.4 - 90.9)	<b>73.8</b> (67.1 - 80.5)	<b>24</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>74.7</b> (67.0 - 82.3)	<b>69.5</b> (62.5 - 76.5)	<b>27</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>57.7</b> (49.2 - 66.3)	<b>54.9</b> (47.4 - 62.4)	<b>24</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>72.4</b> (65.9 - 78.8)	<b>76.2</b> (70.7 - 81.7)	<b>5</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>39.6</b> (33.1 - 46.0)	<b>43.0</b> (37.4 - 48.6)	<b>12</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>47.4</b> (40.4 - 54.4)	<b>52.7</b> (46.7 - 58.7)	<b>13</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>F</b>	<b>F</b>	<b>-</b>	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Nackawic, McAdam, Canterbury Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=315                      n=399                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	6.0 <sup>E,6</sup> (3.4 - 8.6)	8.8 <sup>6</sup> (6.1 - 11.5)	15	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	6.7 <sup>E</sup> (3.9 - 9.5)	6.4 <sup>E</sup> (4.0 - 8.8)	18	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	81.7 (77.4 - 86.0)	80.6 (76.8 - 84.4)	19	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	32.6 (27.4 - 37.8)	36.6 (32.0 - 41.2)	24	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	55.6 (50.8 - 60.4)	15	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	16.9 (12.8 - 21.0)	13.6 (10.3 - 16.9)	26	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	19.6 (15.8 - 23.4)	26	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	7.4 <sup>E</sup> (4.5 - 10.3)	17.0 (13.4 - 20.6)	5	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.7 <sup>E</sup> (3.1 - 8.3)	7.7 <sup>E</sup> (5.1 - 10.3)	9	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	5.0 <sup>E</sup> (2.6 - 7.4)	4.4 <sup>E</sup> (2.4 - 6.4)	27	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	19.0 (15.2 - 22.8)	29	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

**Nackawic, McAdam, Canterbury Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=315                      n=399                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	76.0 (70.7 - 81.4)	85.1 (81.3 - 88.9)	3	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	72.1 (66.7 - 77.4)	73.5 (68.8 - 78.2)	9	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	78.1 (73.2 - 83.1)	75.8 (71.0 - 80.6)	9	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	64.1 (58.8 - 69.4)	69.2 (64.7 - 73.7)	13	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	86.4 (82.4 - 90.4)	88.0 (84.6 - 91.4)	3	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	54.9 (45.0 - 64.8)	54.3 (46.3 - 62.3)	13	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	82.9 (78.0 - 87.8)	12	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	69.7 (57.0 - 82.4)	70.5 (57.2 - 83.8)	23	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	92.7 (86.7 - 98.7)	3	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	78.8 (64.2 - 93.4)	89.9 (82.8 - 97.0)	4	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	76.9 (57.4 - 96.4)	85.4 (73.7 - 97.1)	19	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	77.8 (68.7 - 86.9)	28	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	96.6 (88.7 - 100.0)	92.1 (81.6 - 100.0)	10	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	100.0 (100 - 100)	95.5 (90.5 - 100.0)	8	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	77.9 (72.4 - 83.4)	27	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



# Neguac, Alnwick, Burnt Church Area

Alnwick, Barryville, Brantville, Burnt Church First Nation, Caissie Road, Fairisle, Haut-Rivière-du-Portage, Lagacéville, Lavillette, Neguac, New Jersey, Oak Point, Rivière-du-Portage, Tabusintac, Village-Saint-Laurent

n = 108

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	21.1	24.3
	35-54	38.6	36.7
	55-64	19.3	18.7
	65+	20.9	20.3
Gender	Male	49.4	48.0
	Female	50.6	52.0
Education Level	High school or less	51.4	38.7
	College/Technical diploma	27.6	31.4
	University degree	21.0	29.9
Aboriginal	Yes	4.0	3.0
Preferred Language of Service	English	22.8	74.6
	French	77.2	25.4
Household Income	Less than \$25,000	30.5	19.9
	\$25,000 - \$59,999	50.5	35.5
	\$60,000 or more	18.9	44.6
Employment Status	Employed	47.0	54.6
	Unemployed/Seasonal	12.4	7.3
	Retired	22.0	24.7
	Other	18.6	13.5

Population (18 and over) based on 2011 Census: 7,195

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 230

n = 108

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	19.4 (14.3 – 24.4)	10.8 <sup>E</sup> (5.0 – 16.5)	17.4 (16.7 – 18.0)
Transportation problems	8.3 <sup>E</sup> (4.8 – 11.8)	F	7.1 (6.6 – 7.5)
Language problems with health care provider	12.0 <sup>E</sup> (7.9 – 16.2)	F	4.2 (3.9 – 4.6)
Cost for medication too high	63.5 (57.3 – 69.6)	68.7 (60.0 – 77.5)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	35.7 (29.3 – 42.1)	45.3 (35.7 – 54.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	48.9 (41.6 – 56.3)	54.8 (44.0 – 65.5)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	13.4 <sup>E</sup> (9.1 – 17.8)	9.4 <sup>E</sup> (3.9 – 14.9)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	7.8 <sup>E</sup> (4.4 – 11.3)	F	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	16.2 (11.3 – 21.1)	14.9 <sup>E</sup> (8.2 – 21.6)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	87.3 (83.0 – 91.6)	89.5 (83.8 – 95.3)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	49.1 (39.7 – 58.4)	40.9 (40.1 – 41.7)
Health of family members	Not Available	38.8 (29.7 – 47.9)	38.1 (37.3 – 38.9)
Your financial situation (ex: not enough money, or debt)	Not Available	33.8 (24.9 – 42.7)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Neguac, Alnwick, Burnt Church Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 230	n = 108	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	44.4 (38.0 – 50.8)	47.1 (37.8 – 56.5)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	61.5 (52.4 – 70.6)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	42.7 (36.3 – 49.1)	32.6 (23.8 – 41.3)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.4 <sup>E</sup> (6.4 – 16.4)	15.1 <sup>E</sup> (6.5 – 23.7)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	23.6 (17.8 – 29.4)	18.4 <sup>E</sup> (11.0 – 25.8)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	78.1 (72.8 – 83.5)	76.6 (68.6 – 84.5)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	21.1 <sup>E</sup> (13.4 – 28.8)	22.1 (21.4 – 22.8)
Memory loss			
Someone in household has a memory problem	Not Available	F	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	43.7 (34.4 – 53.1)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	33.6 (24.7 – 42.5)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	17.5 <sup>E</sup> (10.4 – 24.6)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	51.4 (41.9 – 61.0)	30.8 (30.0 – 31.6)

	n = 230	n = 108	n = 108	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	55.1 (48.6 – 61.6)	59.5 (50.4 – 68.7)	4,284	61.6 (60.8 – 62.4)
High blood pressure	29.1 (23.3 – 34.9)	39.7 (30.5 – 48.8)	2,853	27.0 (26.2 – 27.7)
Depression	8.9 <sup>E</sup> (5.3 – 12.5)	17.8 <sup>E</sup> (10.7 – 25.0)	1,282	14.9 (14.3 – 15.5)
Arthritis	15.1 (10.5 – 19.6)	8.7 <sup>E</sup> (3.4 – 13.9)	623	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	14.7 (10.1 – 19.2)	8.4 <sup>E</sup> (3.2 – 13.6)	604	16.4 (15.8 – 17.0)
Diabetes	7.0 <sup>E</sup> (3.7 – 10.3)	8.2 <sup>E</sup> (3.1 – 13.3)	591	10.7 (10.1 – 11.2)
Chronic pain	12.8 <sup>E</sup> (8.6 – 17.0)	F	550	14.0 (13.5 – 14.6)
Heart disease	8.7 <sup>E</sup> (5.1 – 12.3)	F	520	8.3 (7.9 – 8.8)
Cancer	5.8 <sup>E</sup> (2.8 – 8.7)	F	333	8.3 (7.8 – 8.7)
Asthma	9.1 <sup>E</sup> (5.4 – 12.7)	F	333	11.8 (11.3 – 12.4)
Emphysema or COPD	F	F	129	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	F	121	3.0 (2.7 – 3.2)
Stroke	F	F	99	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

## Neguac, Alnwick, Burnt Church Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=230

n=108

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	96.8 (94.5 - 99.1)	98.7 (96.6 - 100.0)	1	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	83.1 (78.2 - 88.0)	83.6 (76.6 - 90.6)	8	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	11.0 <sup>E</sup> (5.1 - 16.9)	25	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	10.9 <sup>E</sup> (6.8 - 15.0)	14.2 <sup>E</sup> (7.6 - 20.8)	16	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	42.8 (36.3 - 49.3)	39.9 (30.5 - 49.3)	3	30.1 (29.3 - 30.9)
			(% within 5 days)	78.8 (67.9 - 79.6)	69.5 (60.6 - 78.4)	6	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	39.8 (33.5 - 46.1)	33.4 (24.6 - 42.3)	8	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	46.4 (40.0 - 52.8)	34.3 (25.4 - 43.2)	9	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	78.3 (70.1 - 86.5)	70.4 (56.8 - 84.0)	20	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	92.4 (87.0 - 97.8)	<b>B</b> 100.0 (100 - 100)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	53.7 (44.4 - 63.0)	65.0 (54.0 - 76.0)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Neguac, Alnwick, Burnt Church Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=230                      n=108                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>71.2</b> (51.9 - 90.5)	16	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>87.6</b> (80.9 - 94.3)	<b>73.6</b> (60.5 - 86.7)	33	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>70.2</b> (61.0 - 79.4)	<b>63.9</b> (49.6 - 78.2)	32	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>64.9</b> (55.2 - 74.5)	<b>56.8</b> (42.0 - 71.6)	33	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>55.5</b> (45.4 - 65.5)	<b>41.8<sup>E</sup></b> (26.9 - 56.7)	33	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>60.9</b> (52.5 - 69.4)	<b>56.4</b> (44.4 - 68.4)	33	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>37.8</b> (30.0 - 45.5)	<b>40.2</b> (28.4 - 52.0)	23	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>30.9</b> (22.9 - 38.9)	<b>21.9<sup>E</sup></b> (11.0 - 32.8)	31	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>4.2<sup>E,6</sup></b> (1.6 - 6.9)	<b>9.0<sup>E,6</sup></b> (3.7 - 14.3)	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Neguac, Alnwick, Burnt Church Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=230                      n=108                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	15.6 <sup>6</sup> (10.9 - 20.3)	13.0 <sup>E,6</sup> (6.7 - 19.3)	19	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	12.8 <sup>E</sup> (8.5 - 17.1)	10.7 <sup>E</sup> (4.9 - 16.5)	2	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	80.4 (75.3 - 85.5)	89.7 (83.9 - 95.5)	3	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	48.3 (41.8 - 54.8)	48.9 (39.5 - 58.3)	11	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	52.8 (43.5 - 62.1)	25	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	12.5 <sup>E</sup> (8.2 - 16.8)	12.0 <sup>E</sup> (5.9 - 18.1)	28	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	16.1 <sup>E</sup> (9.2 - 23.0)	32	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	9.2 <sup>E</sup> (5.4 - 13.0)	9.7 <sup>E</sup> (4.1 - 15.3)	12	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.6 <sup>E</sup> (2.6 - 8.6)	12.7 <sup>E</sup> (6.5 - 18.9)	1	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	4.0 <sup>E</sup> (1.5 - 6.5)	F	-	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	17.3 <sup>E</sup> (10.2 - 24.4)	31	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Neguac, Alnwick, Burnt Church Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=230      n=108      1 to 33      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	77.0 (70.6 - 83.4)	76.2 (67.8 - 84.6)	25	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	57.3 (50.1 - 64.5)	55.6 (45.5 - 65.7)	28	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	62.7 (55.3 - 70.0)	53.5 (42.5 - 64.5)	33	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	64.9 (58.6 - 71.2)	65.4 (56.4 - 74.4)	22	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	82.9 (77.5 - 88.3)	78.8 (70.7 - 86.9)	32	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	47.9 (38.2 - 57.6)	43.2 (28.6 - 57.8)	31	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	71.0 (59.1 - 82.9)	32	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	79.3 (65.0 - 93.6)	78.7 (59.3 - 98.1)	6	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	87.8 (73.8 - 100.0)	17	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	44.5 <sup>E</sup> (20.9 - 68.1)	77.7 <sup>E</sup> (41.2 - 100.0)	20	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	88.3 (70.1 - 100.0)	76.2 <sup>E</sup> (49.8 - 100.0)	28	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	55.9 <sup>E</sup> (34.2 - 77.6)	33	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	98.0 (91.9 - 100.0)	100.0 (100 - 100)	1	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.7 (87.3 - 100.0)	100.0 (100 - 100)	1	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	88.8 (80.3 - 97.3)	2	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



## New Maryland, Kingsclear, Lincoln Area

Beaver Dam, Charters Settlement, Durham Bridge, Hanwell, Harvey (York County), Harvey Station, Island View, Kingsclear First Nation, Lincoln, Maugerville, Mazerolle Settlement, Nashwaak Bridge, Nashwaak Village, Nasonworth, New Maryland, Noonan, Penniac, Richibucto Road, Rusagonis, Smithfield, Taymouth, Upper Kingsclear, Waasis

n = 429

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	25.6	24.3
	35-54	42.5	36.7
	55-64	17.9	18.7
	65+	14.0	20.3
Gender	Male	49.3	48.0
	Female	50.7	52.0
Education Level	High school or less	31.3	38.7
	College/Technical diploma	28.5	31.4
	University degree	40.2	29.9
Aboriginal	Yes	3.5	3.0
Preferred Language of Service	English	97.8	74.6
	French	2.2	25.4
Household Income	Less than \$25,000	10.3	19.9
	\$25,000 - \$59,999	25.5	35.5
	\$60,000 or more	64.2	44.6
Employment Status	Employed	59.5	54.6
	Unemployed/Seasonal	7.4	7.3
	Retired	22.6	24.7
	Other	10.6	13.5

Population (18 and over) based on 2011 Census: 19,870

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 390

n = 429

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	18.6 (14.7 – 22.4)	19.8 (16.1 – 23.6)	17.4 (16.7 – 18.0)
Transportation problems	4.6 <sup>E</sup> (2.5 – 6.7)	3.9 <sup>E</sup> (2.1 – 5.7)	7.1 (6.6 – 7.5)
Language problems with health care provider	3.1 <sup>E</sup> (1.4 – 4.8)	2.7 <sup>E</sup> (1.2 – 4.3)	4.2 (3.9 – 4.6)
Cost for medication too high	37.4 (32.5 – 42.3)	22.2 (18.3 – 26.2)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	13.6 (10.2 – 17.1)	12.5 (9.3 – 15.7)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	21.5 (16.7 – 26.2)	10.6 (7.4 – 13.8)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	17.8 (14.0 – 21.6)	12.3 (9.2 – 15.3)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	14.2 (10.7 – 17.6)	10.0 (7.2 – 12.8)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	13.5 (10.1 – 16.9)	4.6 <sup>E</sup> (2.5 – 6.6)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	91.4 (88.6 – 94.2)	89.8 (87.0 – 92.7)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	44.5 (39.8 – 49.1)	40.9 (40.1 – 41.7)
Your own work situation (ex: hours of work, or working conditions)	Not Available	41.6 (36.9 – 46.2)	34.2 (33.4 – 35.0)
Health of family members	Not Available	35.7 (31.2 – 40.1)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## New Maryland, Kingsclear, Lincoln Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 390	n = 429	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	59.5 (54.7 – 64.3)	56.9 (52.2 – 61.5)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	69.1 (64.8 – 73.5)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	60.3 (55.5 – 65.1)	58.0 (53.3 – 62.6)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.5 <sup>E</sup> (7.7 – 15.3)	12.0 (8.4 – 15.7)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	30.7 (26.0 – 35.4)	↓ 19.5 (15.7 – 23.3)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	76.2 (71.9 – 80.5)	72.3 (67.8 – 76.8)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	18.1 (14.5 – 21.7)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	6.7 <sup>E</sup> (4.4 – 9.1)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	53.3 (48.6 – 58.0)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	54.0 (49.3 – 58.6)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	15.5 (12.1 – 18.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	28.5 (24.1 – 32.8)	30.8 (30.0 – 31.6)

	n = 390	n = 429	n = 429	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	61.9 (57.1 – 66.7)	60.2 (55.6 – 64.7)	11,952	61.6 (60.8 – 62.4)
High blood pressure	24.3 (20.1 – 28.6)	27.2 (23.0 – 31.3)	5,397	27.0 (26.2 – 27.7)
Arthritis	16.2 (12.6 – 19.9)	16.8 (13.2 – 20.3)	3,329	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	17.8 (14.0 – 21.6)	15.6 (12.2 – 19.0)	3,095	16.4 (15.8 – 17.0)
Chronic pain	16.5 (12.8 – 20.1)	13.8 (10.6 – 17.1)	2,752	14.0 (10.6 – 17.1)
Asthma	15.7 (12.1 – 19.3)	13.2 (10.0 – 16.3)	2,618	11.8 (11.3 – 12.4)
Depression	10.7 (7.7 – 13.8)	12.2 (9.1 – 15.2)	2,417	14.9 (14.3 – 15.5)
Diabetes	8.6 (5.9 – 11.4)	10.5 (7.7 – 13.4)	2,092	10.7 (10.1 – 11.2)
Heart disease	6.0 <sup>E</sup> (3.6 – 8.3)	9.7 (6.9 – 12.5)	1,923	8.3 (7.9 – 8.8)
Cancer	6.7 <sup>E</sup> (4.3 – 9.2)	6.1 <sup>E</sup> (3.8 – 8.3)	1,204	8.3 (7.8 – 8.7)
Mood disorder other than depression	F	2.9 <sup>E</sup> (1.4 – 4.5)	582	3.0 (1.4 – 4.5)
Emphysema or COPD	F	2.6 <sup>E</sup> (1.1 – 4.1)	512	3.0 (2.7 – 3.3)
Stroke	F	F	354	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

## New Maryland, Kingsclear, Lincoln Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=390

n=429

1 to 33

n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	93.6 (91.2 – 96.0)	<b>W</b> 86.8 (83.6 - 90.0)	28	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	75.7 (71.4 – 79.9)	76.4 (72.2 - 80.6)	22	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	13.0 (9.6 - 16.4)	22	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	17.6 (13.9 – 21.4)	12.4 (9.1 - 15.7)	24	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	33.9 (29.1 – 38.7)	<b>W</b> 23.9 (19.5 - 28.3)	26	30.1 (29.3 - 30.9)
			(% within 5 days)	62.3 (57.4 - 67.3)	57.5 (52.4 - 62.6)	20	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	38.7 (33.8 – 43.6)	38.4 (33.6 - 43.3)	3	27.5 (26.7 – 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	51.1 (46.3 – 55.9)	<b>W</b> 37.5 (33.0 - 42.0)	4	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	70.0 (61.3 – 78.6)	71.6 (64.2 - 79.0)	18	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	99.1 (98.1 – 100.1)	99.6 (99.0 - 100.0)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## New Maryland, Kingsclear, Lincoln Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=390

n=429

1 to 33

n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>B</b> 80.1 (73.7 - 86.5)	4	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	96.9 (94.1 - 99.7)	<b>W</b> 88.9 (84.5 - 93.3)	24	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	80.8 (74.4 - 87.2)	<b>B</b> 72.1 (65.8 - 78.4)	26	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	81.5 (75.2 - 87.9)	<b>B</b> 69.6 (63.1 - 76.1)	26	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	67.1 (59.5 - 74.8)	<b>B</b> 58.4 (51.5 - 65.3)	16	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	68.7 (63.0 - 74.5)	<b>B</b> 73.7 (68.2 - 79.2)	10	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	41.8 (36.0 - 47.6)	<b>B</b> 49.3 (43.7 - 54.9)	3	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	55.4 (48.9 - 61.8)	<b>B</b> 53.9 (47.9 - 59.9)	11	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	4.0 <sup>E,6</sup> (2.0 - 5.9)	<b>B</b> 3.3 <sup>E,6</sup> (1.6 - 5.0)	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## New Maryland, Kingsclear, Lincoln Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=390                      n=429                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	3.9 <sup>E,6</sup> (2.0 – 5.7)	<b>W</b> 9.1 <sup>6</sup> (6.4 - 11.8)	16	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	10.0 (7.1 – 12.9)	8.7 (6.1 - 11.3)	6	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	83.3 (79.7 – 86.9)	75.1 (71.0 - 79.2)	27	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	29.0 (24.6 – 33.4)	40.6 (36.0 - 45.2)	20	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	55.1 (50.4 - 59.8)	17	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	19.6 (15.8 – 23.4)	23.8 (19.8 - 27.8)	11	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	27.2 (23.0 - 31.4)	10	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	8.6 (5.9 – 11.3)	8.2 (5.6 - 10.8)	13	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	4.7 <sup>E</sup> (2.7 - 6.7)	4.1 <sup>E</sup> (2.2 - 6.0)	28	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	5.6 <sup>E</sup> (3.4 – 7.8)	8.6 (6.0 - 11.2)	14	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	31.5 (27.2 - 35.8)	2	23.7 (23.0 - 24.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## New Maryland, Kingsclear, Lincoln Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=390                      n=429                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.7 (76.3 – 85.1)	83.6 (79.7 – 87.5)	9	80.2 (79.5 – 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	72.2 (67.4 – 77.0)	73.1 (68.4 – 77.8)	11	68.2 (67.3 – 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	70.7 (65.7 – 75.7)	72.7 (67.8 – 77.6)	15	71.9 (71.0 – 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	57.0 (52.2 – 61.8)	64.0 (59.4 – 68.6)	26	67.9 (67.1 – 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	78.7 (74.4 – 82.9)	82.7 (78.7 – 86.7)	22	83.9 (83.2 – 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	40.6 (31.5 – 49.6)	56.0 (48.0 – 64.0)	10	53.4 (52.1 – 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	78.9 (73.7 – 84.1)	27	82.0 (81.2 – 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	63.0 (52.6 – 73.4)	58.4 (48.1 – 68.7)	32	73.3 (71.6 – 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	88.5 (82.4 – 94.6)	16	87.3 (86.2 – 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	90.2 (79.9 – 100.0)	97.6 (92.3 – 100.0)	2	76.2 (73.6 – 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	92.4 (82.0 – 100.0)	81.1 (63.5 – 98.7)	24	87.5 (85.3 – 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 – 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	86.3 (80.2 – 92.4)	12	82.9 (81.6 – 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	100.0 (100 – 100)	<b>W</b> 78.1 (63.3 – 92.9)	32	89.3 (87.2 – 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.9 (89.5 – 100.0)	94.1 (88.9 – 99.3)	12	90.8 (89.6 – 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	81.1 (76.0 – 86.2)	18	80.5 (79.6 – 81.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Oromocto, Gagetown, Fredericton Junction Area

Blissville, Burton, Fredericton Junction, Gagetown, Geary, Gladstone, Hoyt, Oromocto, Tracy, Upper Gagetown



n = 452

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	35.6	24.3
	35-54	38.2	36.7
	55-64	12.6	18.7
	65+	13.6	20.3
Gender	Male	51.0	48.0
	Female	49.0	52.0
Education Level	High school or less	49.1	38.7
	College/Technical diploma	30.9	31.4
	University degree	20.0	29.9
Aboriginal	Yes	3.0	3.0
Preferred Language of Service	English	96.7	74.6
	French	3.3	25.4
Household Income	Less than \$25,000	11.1	19.9
	\$25,000 - \$59,999	32.5	35.5
	\$60,000 or more	56.4	44.6
Employment Status	Employed	58.6	54.6
	Unemployed/Seasonal	8.9	7.3
	Retired	18.2	24.7
	Other	14.3	13.5

Population (18 and over) based on 2011 Census: 14,055

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n=337

n = 452

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	20.9 (16.6 – 25.2)	16.1 (12.7 – 19.5)	17.4 (16.7 – 18.0)
Transportation problems	5.3 <sup>E</sup> (2.9 – 7.6)	5.1 <sup>E</sup> (3.1 – 7.0)	7.1 (6.6 – 7.5)
Language problems with health care provider	4.4 <sup>E</sup> (2.3 – 6.6)	F	4.2 (3.9 – 4.6)
Cost for medication too high	38.6 (33.4 – 43.8)	28.2 (24.1 – 32.4)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	14.2 (10.3 – 18.0)	11.1 (8.1 – 14.0)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	28.8 (23.1 – 34.5)	14.4 (10.8 – 18.0)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	18.1 (14.1 – 22.2)	11.6 (8.7 – 14.5)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	13.9 (10.3 – 17.6)	12.9 (9.8 – 15.9)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	8.0 <sup>E</sup> (5.0 – 11.0)	7.7 <sup>E</sup> (5.2 – 10.1)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	92.9 (90.1 – 95.6)	92.2 (89.7 – 94.6)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	41.0 (36.6 – 45.5)	40.9 (40.1 – 41.7)
Health of family members	Not Available	38.3 (33.9 – 42.7)	38.1 (37.3 – 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	38.2 (33.8 – 42.7)	34.2 (33.4 – 35.0)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Oromocto, Gagetown, Fredericton Junction Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 337	n = 452	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	55.1 (49.8–60.4)	53.8 (49.2–58.3)	50.5 (49.6–51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	61.6 (57.1–66.0)	65.4 (64.6–66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	59.6 (54.3–64.9)	61.4 (57.0–65.9)	55.2 (54.4–56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.6 <sup>E</sup> (7.5–15.7)	13.8 (10.0–17.5)	15.2 (14.5–15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	27.6 (22.6–32.6)	24.1 (20.2–28.0)	25.4 (24.7–26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	79.2 (74.6–83.8)	73.5 (69.0–78.0)	73.0 (72.2–73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	24.1 (20.2–28.0)	22.1 (21.4–22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	12.9 (9.8–15.9)	9.9 (9.4–10.4)
...that interferes with day to day function	Not Available	5.2 <sup>E</sup> (3.2–7.2)	3.9 (3.6–4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	50.5 (45.9–55.0)	50.4 (49.5–51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	55.6 (51.1–60.2)	49.0 (48.1–49.8)
Current smoker (% daily or occasional)	Not Available	22.5 (18.7–26.3)	19.2 (18.5–19.8)
Unhealthy weight (% obese)	Not Available	29.0 (24.8–33.2)	30.8 (30.0–31.6)

	n = 337	n = 452	n = 452	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	54.6 (49.3–59.9)	62.5 (58.1–66.9)	8,783	61.6 (60.8–62.4)
High blood pressure	20.5 (16.3–24.8)	20.2 (16.6–23.9)	2,842	27.0 (26.2–27.7)
Depression	14.8 (11.1–18.6)	19.9 (16.3–23.5)	2,795	14.9 (14.3–15.5)
Arthritis	16.6 (12.6–20.5)	17.1 (13.7–20.5)	2,401	17.4 (16.8–18.0)
Gastric Reflux (GERD)	14.5 (10.8–18.2)	14.4 (11.2–17.6)	2,023	16.4 (15.8–17.0)
Asthma	10.5 (7.3–13.7)	13.3 (10.2–16.4)	1,869	11.8 (11.3–12.4)
Chronic pain	12.5 (9.0–16.0)	13.2 (10.1–16.3)	1,859	14.0 (13.5–14.6)
Diabetes	10.3 (7.1–13.5)	8.4 (5.9–11.0)	1,187	10.7 (10.1–11.2)
Heart disease	5.6 <sup>E</sup> (3.1–8.0)	5.5 <sup>E</sup> (3.4–7.5)	766	8.3 (7.9–8.8)
Cancer	4.8 <sup>E</sup> (2.5–7.0)	4.9 <sup>E</sup> (3.0–6.9)	695	8.3 (7.8–8.7)
Mood disorder other than depression	5.8 <sup>E</sup> (3.3–8.2)	3.2 <sup>E</sup> (1.6–4.7)	443	3.0 (2.7–3.2)
Emphysema or COPD	F	2.5 <sup>E</sup> (1.1–3.9)	350	3.0 (2.7–3.3)
Stroke	F	F	265	2.5 (2.2–2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Oromocto, Gagetown, Fredericton Junction Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=337                      n=452                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	<b>81.8</b> (77.7 - 85.9)	<b>76.6</b> (72.8 - 80.4)	<b>33</b>	<b>92.1</b> (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	<b>77.4</b> (72.6 - 82.2)	<b>78.8</b> (74.7 - 82.9)	<b>16</b>	<b>78.3</b> (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	<b>19.0</b> (15.0 - 23.0)	<b>9</b>	<b>16.2</b> (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	<b>11.9</b> (8.2 - 15.6)	<b>9.9</b> (6.9 - 12.9)	<b>31</b>	<b>18.2</b> (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	<b>24.5</b> (19.6 - 29.4)	<b>26.9</b> (22.3 - 31.5)	<b>22</b>	<b>30.1</b> (29.3 - 30.9)
			(% within 5 days)	<b>48.0</b> (42.1 - 53.9)	<b>56.3</b> (51.1 - 61.5)	<b>24</b>	<b>60.3</b> (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	<b>30.2</b> (25.0 - 35.4)	<b>29.8</b> (25.2 - 34.5)	<b>13</b>	<b>27.5</b> (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	<b>29.3</b> (24.4 - 34.2)	<b>23.7</b> (19.8 - 27.6)	<b>26</b>	<b>28.5</b> (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	<b>76.2</b> (69.7 - 82.7)	<b>66.9</b> (60.9 - 72.9)	<b>25</b>	<b>73.9</b> (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	<b>96.9</b> (95.0 - 98.8)	<b>99.1</b> (98.2 - 100.0)	-	<b>95.2</b> (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	<b>72.6</b> (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Oromocto, Gagetown, Fredericton Junction Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=337                      n=452                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>80.5</b> (73.8 - 87.2)	<b>3</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>96.7</b> (93.5 - 99.8)	<b>91.4</b> (87.4 - 95.4)	<b>18</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>80.5</b> (73.4 - 87.7)	<b>W 65.4</b> (58.4 - 72.4)	<b>31</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>75.8</b> (68.2 - 83.4)	<b>68.7</b> (62.0 - 75.4)	<b>28</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>57.5</b> (48.8 - 66.2)	<b>49.6</b> (42.4 - 56.8)	<b>30</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>77.5</b> (71.3 - 83.6)	<b>75.7</b> (70.1 - 81.3)	<b>6</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>46.2</b> (39.6 - 52.7)	<b>40.3</b> (35.0 - 45.6)	<b>22</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>53.8</b> (46.8 - 60.8)	<b>55.4</b> (49.7 - 61.1)	<b>10</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>3.0<sup>E,6</sup></b> (1.1 - 4.8)	<b>F</b>	<b>-</b>	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Oromocto, Gagetown, Fredericton Junction Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=337                      n=452                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	19.7 <sup>6</sup> (15.4 - 24.0)	20.7 <sup>6</sup> (17.0 - 24.4)	26	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	9.6 <sup>E</sup> (6.5 - 12.7)	6.6 <sup>E</sup> (4.3 - 8.9)	16	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	71.4 (66.6 - 76.2)	67.0 (62.7 - 71.3)	33	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	51.7 (46.4 - 57.0)	49.8 (45.2 - 54.4)	9	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	54.9 (50.4 - 59.4)	18	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	10.0 (6.8 - 13.2)	11.2 (8.3 - 14.1)	29	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	18.0 (14.5 - 21.5)	30	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	F	7.6 <sup>E</sup> (5.2 - 10.0)	15	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.7 <sup>E</sup> (3.2 - 8.2)	5.7 <sup>E</sup> (3.6 - 7.8)	15	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	3.7 <sup>E</sup> (1.7 - 5.7)	7.8 (5.4 - 10.2)	16	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	23.4 (19.6 - 27.2)	16	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Oromocto, Gagetown, Fredericton Junction Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=337                      n=452                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	73.9 (68.3 - 79.6)	<b>B</b> 83.7 (79.8 - 87.6)	8	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	65.4 (59.6 - 71.2)	<b>B</b> 79.0 (74.6 - 83.4)	2	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.4 (65.6 - 77.2)	70.4 (65.2 - 75.6)	24	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	53.3 (47.9 - 58.7)	<b>B</b> 65.9 (61.5 - 70.3)	20	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	74.7 (69.5 - 79.9)	<b>B</b> 87.3 (83.8 - 90.8)	5	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	44.4 (36.9 - 51.9)	40.9 (34.7 - 47.1)	33	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	78.5 (73.6 - 83.4)	28	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	47.9 <sup>E</sup> (29.7 - 66.1)	49.6 (34.8 - 64.4)	33	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	84.9 (77.3 - 92.5)	24	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	81.1 (55.5 - 100.0)	47.3 <sup>E</sup> (29.7 - 64.9)	32	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	75.3 (57.7 - 92.9)	84.4 (72.2 - 96.6)	22	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	81.8 (74.4 - 89.2)	23	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	86.0 (73.4 - 98.6)	87.1 (75.3 - 98.9)	23	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.7 (83.6 - 97.8)	97.5 (94.3 - 100.0)	3	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment to seeing specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	79.8 (74.9 - 84.7)	20	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



# Perth-Andover, Plaster Rock, Tobique Area

Andover, Aroostook, Arthurette, Carlingford, Denmark, Gordon, Kilburn, Lorne, New Denmark, Perth, Perth-Andover, Plaster Rock, Riley Brook, Tilley, Tobique First Nation

n = 275

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	20.4	24.3
	35-54	36.8	36.7
	55-64	20.4	18.7
	65+	22.4	20.3
Gender	Male	47.5	48.0
	Female	52.5	52.0
Education Level	High school or less	44.6	38.7
	College/Technical diploma	36.7	31.4
	University degree	18.7	29.9
Aboriginal	Yes	7.6	3.0
Preferred Language of Service	English	98.4	74.6
	French	1.6	25.4
Household Income	Less than \$25,000	34.5	19.9
	\$25,000 - \$59,999	37.2	35.5
	\$60,000 or more	28.3	44.6
Employment Status	Employed	48.0	54.6
	Unemployed/Seasonal	10.0	7.3
	Retired	24.0	24.7
	Other	18.0	13.5

Population (18 and over) based on 2011 Census: 7,825

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 249

n = 275

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	34.8 (28.9 – 40.6)	35.6 (30.0 – 41.2)	17.4 (16.7 – 18.0)
Transportation problems	9.9 <sup>E</sup> (6.2 – 13.5)	11.1 <sup>E</sup> (7.4 – 14.7)	7.1 (6.6 – 7.5)
Language problems with health care provider	6.3 <sup>E</sup> (3.3 – 9.3)	4.6 <sup>E</sup> (2.2 – 7.0)	4.2 (3.9 – 4.6)
Cost for medication too high	43.1 (37.1 – 49.2)	39.2 (33.5 – 45.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	13.1 <sup>E</sup> (8.8 – 17.4)	15.5 (11.1 – 19.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	32.2 (25.4 – 38.9)	27.5 (21.8 – 33.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	19.5 (14.6 – 24.3)	12.4 (8.5 – 16.2)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	8.2 <sup>E</sup> (4.8 – 11.5)	11.3 <sup>E</sup> (7.5 – 15.0)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	14.3 (9.8 – 18.8)	10.6 <sup>E</sup> (6.9 – 14.3)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	88.7 (84.8 – 92.6)	88.7 (85.0 – 92.5)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Your financial situation (ex: not enough money, or debt)	Not Available	43.7 (37.9 – 49.5)	33.5 (32.7 – 34.2)
Your own work situation (ex: hours of work, or working conditions)	Not Available	40.7 (34.9 – 46.4)	34.2 (33.4 – 35.0)
Health of family members	Not Available	39.8 (34.1 – 45.5)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

## Perth-Andover, Plaster Rock, Tobique Area

↑ = Higher than 2011 results  
↓ = Lower than 2011 results

	n = 249	n = 275	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	45.4 (39.2 – 51.6)	39.5 (33.8 – 45.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	56.6 (50.8 – 62.3)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	48.2 (42.0 – 54.4)	57.9 (52.2 – 63.7)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	18.4 (12.8 – 24.0)	15.9 (10.9 – 20.8)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.2 (30.0 – 42.4)	32.1 (26.5 – 37.6)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	80.0 (75.0 – 85.0)	72.2 (66.7 – 77.7)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	28.9 (23.6 – 34.2)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	13.5 (9.5 – 17.4)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	6.4 <sup>E</sup> (3.5 – 9.2)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	43.3 (37.5 – 49.0)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	50.9 (45.0 – 56.7)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	29.8 (24.5 – 35.1)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	37.8 (32.0 – 43.6)	30.8 (30.0 – 31.6)

	n = 249	n = 275	n = 275	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	60.0 (53.8 – 66.2)	67.0 (61.6 – 72.5)	5,246	61.6 (60.8 – 62.4)
High blood pressure	27.3 (21.8 – 32.8)	31.5 (26.1 – 36.9)	2,465	27.0 (26.2 – 27.7)
Arthritis	28.5 (23.0 – 34.0)	24.1 (19.1 – 29.1)	1,886	17.4 (16.8 – 18.0)
Depression	15.1 (10.7 – 19.5)	20.3 (15.7 – 25.0)	1,592	14.9 (14.3 – 15.5)
Chronic pain	19.1 (14.2 – 23.9)	16.2 (11.9 – 20.5)	1,269	14.0 (13.5 – 14.6)
Gastric Reflux (GERD)	13.2 (9.1 – 17.4)	15.2 (11.0 – 19.4)	1,190	16.4 (15.8 – 17.0)
Diabetes	11.1 <sup>E</sup> (7.3 – 14.9)	15.1 (10.9 – 19.2)	1,179	10.7 (10.1 – 11.2)
Heart disease	11.5 <sup>E</sup> (7.6 – 15.4)	10.4 <sup>E</sup> (6.8 – 14.0)	813	8.3 (7.9 – 8.8)
Cancer	9.4 <sup>E</sup> (5.8 – 12.9)	9.4 <sup>E</sup> (6.0 – 12.8)	739	8.3 (7.8 – 8.7)
Asthma	9.3 <sup>E</sup> (5.7 – 12.8)	9.1 <sup>E</sup> (5.8 – 12.5)	715	11.8 (11.3 – 12.4)
Emphysema or COPD	5.9 <sup>E</sup> (3.0 – 8.8)	5.8 <sup>E</sup> (3.1 – 8.5)	454	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	3.3 <sup>E</sup> (1.2 – 5.4)	259	3.0 (2.7 – 3.2)
Stroke	F	F	115	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Perth-Andover, Plaster Rock, Tobique Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=249                      n=275                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	<b>94.5</b> (91.7 - 97.3)	<b>91.8</b> (88.6 - 95.0)	<b>23</b>	<b>92.1</b> (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	<b>91.1</b> (87.5 - 94.7)	<b>92.1</b> (88.8 - 95.4)	<b>1</b>	<b>78.3</b> (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	<b>26.3</b> (20.9 - 31.7)	<b>4</b>	<b>16.2</b> (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	<b>22.4</b> (17.1 - 27.7)	<b>18.2</b> (13.5 - 22.9)	<b>11</b>	<b>18.2</b> (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	<b>63.3</b> (57.2 - 69.4)	<b>63.5</b> (57.5 - 69.5)	<b>1</b>	<b>30.1</b> (29.3 - 30.9)
			(% within 5 days)	<b>82.9</b> (78.2 - 87.7)	<b>88.8</b> (84.9 - 92.7)	<b>1</b>	<b>60.3</b> (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	<b>19.0</b> (14.2 - 23.9)	<b>27.5</b> (22.1 - 33.0)	<b>17</b>	<b>27.5</b> (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	<b>40.1</b> (34.0 - 46.2)	<b>29.0</b> (23.7 - 34.3)	<b>18</b>	<b>28.5</b> (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	<b>94.4</b> (90.2 - 98.6)	<b>94.4</b> (90.6 - 98.2)	<b>1</b>	<b>73.9</b> (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	<b>96.5</b> (94.1 - 98.9)	<b>96.1</b> (93.8 - 98.4)	-	<b>95.2</b> (94.8 - 95.6)	
		French <sup>4</sup>	<b>71.8<sup>E</sup></b> (32.4 - 100.0)	<b>66.5<sup>E</sup></b> (25.1 - 100.0)	-	<b>72.6</b> (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Perth-Andover, Plaster Rock, Tobique Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=249                      n=275                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	62.5 (52.9 - 72.1)	27	70.6 (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	98.0 (95.3 - 100.0)	98.1 (95.7 - 100.0)	3	91.3 (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	87.0 (80.5 - 93.4)	74.7 (67.0 - 82.4)	22	76.3 (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	83.4 (76.3 - 90.5)	79.7 (72.6 - 86.8)	8	73.9 (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	64.5 (55.3 - 73.7)	64.0 (55.5 - 72.5)	8	59.3 (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	80.3 (74.1 - 86.6)	68.6 (61.5 - 75.7)	22	70.7 (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	32.0 (25.0 - 38.9)	<b>B</b> 49.1 (42.3 - 55.9)	4	42.2 (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	46.5 (38.7 - 54.3)	47.6 (40.3 - 54.9)	16	47.7 (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	F	F	-	2.7 <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Perth-Andover, Plaster Rock, Tobique Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=249                      n=275                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	6.9 <sup>E,6</sup> (3.7 - 10.1)	7.9 <sup>E,6</sup> (4.8 - 11.0)	10	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	6.8 <sup>E</sup> (3.7 - 9.9)	3.2 <sup>E</sup> (1.2 - 5.2)	32	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	85.9 (81.6 - 90.2)	85.5 (81.4 - 89.6)	6	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	45.4 (39.2 - 51.6)	59.4 (53.7 - 65.1)	4	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	51.2 (45.4 - 57.0)	27	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	16.5 (11.9 - 21.1)	20.2 (15.5 - 24.9)	18	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	23.3 (18.4 - 28.2)	18	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	13.7 (9.4 - 18.0)	24.1 (19.1 - 29.1)	2	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	6.5 <sup>E</sup> (3.4 - 9.6)	9.9 <sup>E</sup> (6.4 - 13.4)	5	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	12.4 <sup>E</sup> (8.3 - 16.5)	15.8 (11.5 - 20.1)	2	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	26.6 (21.5 - 31.7)	7	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

**Perth-Andover, Plaster Rock, Tobique Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=249                      n=275                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.3 (75.0 - 85.6)	80.4 (75.3 - 85.5)	18	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	74.0 (68.2 - 79.7)	77.5 (72.1 - 82.9)	3	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	72.1 (65.9 - 78.2)	75.3 (69.4 - 81.2)	10	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	67.4 (61.5 - 73.3)	72.4 (67.2 - 77.6)	9	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	86.4 (81.9 - 90.9)	92.1 (88.7 - 95.5)	1	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	71.5 (63.3 - 79.7)	<b>W</b> 55.1 (47.1 - 63.1)	12	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	86.4 (81.0 - 91.8)	4	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	83.1 (70.5 - 95.7)	61.1 (46.4 - 75.8)	30	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	89.6 (82.5 - 96.7)	10	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	84.1 (72.3 - 95.9)	62.6 (50.1 - 75.1)	28	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	95.5 (85.9 - 100.0)	94.0 (84.1 - 100.0)	9	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	87.3 (79.7 - 94.9)	10	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	89.3 (74.6 - 100.0)	82.3 <sup>E</sup> (55.9 - 100.0)	28	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	93.1 (85.8 - 100.0)	91.4 (84.1 - 98.7)	18	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	85.0 (79.3 - 90.7)	5	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Quispamsis, Rothesay, Hampton Area

Baxters Corner, Hampton, Kingston, Lakeside, Nauwigewauk, Quispamsis, Rothesay, Smithtown, Upper Golden Grove, Willow Grove



n = 665

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	23.4	24.3
	35-54	41.2	36.7
	55-64	18.8	18.7
	65+	16.6	20.3
Gender	Male	48.3	48.0
	Female	51.7	52.0
Education Level	High school or less	28.4	38.7
	College/Technical diploma	29.1	31.4
	University degree	42.5	29.9
Aboriginal	Yes	0.7	3.0
Preferred Language of Service	English	97.0	74.6
	French	3.0	25.4
Household Income	Less than \$25,000	8.7	19.9
	\$25,000 - \$59,999	27.4	35.5
	\$60,000 or more	63.9	44.6
Employment Status	Employed	63.2	54.6
	Unemployed/Seasonal	3.8	7.3
	Retired	22.7	24.7
	Other	10.3	13.5

Population (18 and over) based on 2011 Census: 30,565

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n=619

n = 665

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	14.9 (12.1 – 17.7)	12.6 (10.1 – 15.1)	17.4 (16.7 – 18.0)
Transportation problems	5.4 <sup>E</sup> (3.6 – 7.2)	4.4 <sup>E</sup> (2.8 – 5.9)	7.1 (6.6 – 7.5)
Language problems with health care provider	3.5 <sup>E</sup> (2.0 – 4.9)	2.7 <sup>E</sup> (1.5 – 4.0)	4.2 (3.9 – 4.6)
Cost for medication too high	36.9 (33.0 – 40.7)	22.0 (18.9 – 25.1)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	14.0 (11.2 – 16.8)	12.4 (9.8 – 14.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	23.7 (19.8 – 27.6)	10.7 (8.1 – 13.2)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	19.1 (16.0 – 22.2)	11.5 (9.1 – 13.9)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	13.6 (10.9 – 16.3)	11.2 (8.8 – 13.6)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	9.4 (7.1 – 11.7)	5.6 (3.8 – 7.4)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	90.1 (87.7 – 92.5)	89.6 (87.2 – 91.9)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	41,8 (39,1 – 44,5)	38,1 (37,3 – 38,9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	40,4 (37,7 – 43,1)	40,9 (40,1 – 41,7)
Health of family members	Not Available	38,6 (36,0 – 41,3)	33,5 (32,7 – 34,2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

## Quispamsis, Rothesay, Hampton Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 619	n = 665	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	60.9 (57.1 – 64.7)	65.3 (61.7 – 68.8)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	76.0 (72.8 – 79.2)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	60.5 (56.7 – 64.3)	63.2 (59.6 – 66.8)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	10.0 (7.1 – 12.9)	9.7 (6.9 – 12.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	35.0 (31.1 – 38.9)	↓ 20.5 (17.4 – 23.6)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	71.3 (67.6 – 75.0)	65.6 (61.9 – 69.3)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	15.3 (12.6 – 18.1)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	7.1 (5.2 – 9.1)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	2.9 <sup>E</sup> (1.6 – 4.1)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	58.7 (55.0 – 62.4)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	56.0 (52.2 – 59.7)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	12.9 (10.4 – 15.5)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	24.3 (21.1 – 27.6)	30.8 (30.0 – 31.6)

	n = 619	n = 665	n = 665	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	57.9 (54.1 – 61.7)	51.4 (47.7 – 55.2)	15,718	61.6 (60.8 – 62.4)
High blood pressure	22.0 (18.8 – 25.2)	17.9 (15.0 – 20.8)	5,471	27.0 (26.2 – 27.7)
Arthritis	16.3 (13.4 – 19.2)	13.9 (11.3 – 16.5)	4,236	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	15.1 (12.3 – 17.9)	13.8 (11.2 – 16.5)	4,232	16.4 (15.8 – 17.0)
Asthma	11.1 (8.6 – 13.5)	12.5 (10.0 – 15.0)	3,810	11.8 (11.3 – 12.4)
Chronic pain	12.9 (10.3 – 15.5)	10.8 (8.5 – 13.2)	3,309	14.0 (13.5 – 14.6)
Depression	9.1 (6.9 – 11.4)	10.5 (8.2 – 12.8)	3,204	14.9 (14.3 – 15.5)
Cancer	6.7 (4.7 – 8.7)	6.8 (4.9 – 8.7)	2,071	8.3 (7.8 – 8.7)
Diabetes	6.1 (4.2 – 7.9)	5.9 (4.1 – 7.7)	1,802	10.7 (10.1 – 11.2)
Heart disease	7.8 (5.7 – 9.9)	5.4 (3.7 – 7.2)	1,662	8.3 (7.9 – 8.8)
Stroke	1.6 <sup>E</sup> (0.6 – 2.5)	2.2 <sup>E</sup> (1.1 – 3.3)	676	2.5 (2.2 – 2.8)
Emphysema or COPD	2.6 <sup>E</sup> (1.4 – 3.9)	2.0 <sup>E</sup> (1.0 – 3.1)	616	3.0 (2.7 – 3.3)
Mood disorder other than depression	1.7 <sup>E</sup> (0.7 – 2.7)	1.3 <sup>E</sup> (0.5 – 2.2)	412	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents  
<sup>2</sup> Estimated number of citizens who have the selected chronic health condition  
<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.  
<sup>E</sup> Use with caution (coefficient of variation between 16.6% and 33.3%)

**Quispamsis, Rothesay, Hampton Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=619                      n=665                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	91.6 (89.5 – 93.7)	93.3 (91.4 - 95.2)	18	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	81.4 (78.3 – 84.5)	77.8 (74.6 - 81.0)	19	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	23.8 (20.5 - 27.1)	6	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	23.0 (19.7 – 26.4)	<b>W</b> 16.2 (13.3 - 19.1)	14	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	37.6 (33.6 – 41.6)	32.9 (29.1 - 36.7)	12	30.1 (29.3 - 30.9)
			(% within 5 days)	71.9 (68.2 – 75.5)	72.0 (68.4 - 75.6)	3	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	31.9 (28.1 – 35.7)	29.7 (26.2 – 33.3)	14	27.5 (26.7 – 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	36.1 (32.4 – 39.8)	29.4 (26.0 - 32.8)	17	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	80.2 (74.3 – 86.1)	77.8 (71.9 - 83.7)	12	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	97.0 (95.6 – 98.4)	99.0 (98.2 - 99.8)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	56.0 <sup>E</sup> (30.9 - 81.1)	-	72.6 (71.0 - 74.2)	

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Quispamsis, Rothesay, Hampton Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=619                      n=665                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>81.8</b> (76.8 - 86.8)	<b>1</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>96.1</b> (93.5 - 98.7)	<b>94.8</b> (92.0 - 97.6)	<b>7</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>77.4</b> (71.8 - 83.0)	<b>78.1</b> (72.9 - 83.3)	<b>16</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>73.0</b> (67.1 - 79.0)	<b>75.2</b> (69.7 - 80.7)	<b>18</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>71.5</b> (65.5 - 77.5)	<b>W 57.8</b> (51.6 - 64.0)	<b>19</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>74.2</b> (69.8 - 78.6)	<b>78.4</b> (74.4 - 82.4)	<b>1</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	<b>39.1</b> (34.4 - 43.8)	<b>42.2</b> (37.5 - 46.9)	<b>16</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>53.0</b> (47.7 - 58.2)	<b>B 63.6</b> (58.5 - 68.7)	<b>1</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>2.6</b> <sup>E,6</sup> (1.3 - 3.8)	<b>3.2</b> <sup>E,6</sup> (1.9 - 4.5)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Quispamsis, Rothesay, Hampton Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=619                      n=665                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	5.4 <sup>E,6</sup> (3.7 – 7.2)	3.5 <sup>E,6</sup> (2.1 – 4.9)	3	11.5 <sup>6</sup> (11.0 – 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	8.8 (6.6 – 11.0)	6.3 (4.5 – 8.1)	19	7.4 (7.0 – 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	84.4 (81.6 – 87.2)	82.8 (79.9 – 85.7)	13	80.3 (79.6 – 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	32.1 (28.5 – 35.7)	30.6 (27.1 – 34.1)	30	41.3 (40.5 – 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	53.8 (50.1 – 57.5)	20	56.4 (55.6 – 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	25.6 (22.2 – 29.0)	24.6 (21.4 – 27.8)	8	24.3 (23.6 – 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	27.2 (23.9 – 30.5)	11	25.2 (24.5 – 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	3.1 <sup>E</sup> (1.8 – 4.4)	3.2 <sup>E</sup> (1.9 – 4.5)	28	6.9 (6.5 – 7.3)
U-7	Used <b>ambulance services</b> (% yes)	6.5 (4.6 – 8.4)	4.1 <sup>E</sup> (2.6 – 5.6)	27	5.7 (5.3 – 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	3.3 <sup>E</sup> (1.9 – 4.7)	6.0 (4.2 – 7.8)	23	7.7 (7.3 – 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	20.7 (17.7 – 23.7)	22	23.7 (23.0 – 24.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Quispamsis, Rothesay, Hampton Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=619                      n=665                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.7 (77.2 - 84.3)	81.4 (78.2 - 84.6)	15	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	71.3 (67.4 - 75.2)	75.3 (71.7 - 78.9)	5	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	72.3 (68.4 - 76.1)	76.9 (73.2 - 80.6)	4	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	62.1 (58.3 - 65.9)	67.5 (63.9 - 71.1)	18	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	84.6 (81.7 - 87.6)	82.1 (79.0 - 85.2)	26	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	49.8 (42.5 - 57.2)	48.9 (41.9 - 55.9)	26	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	83.1 (79.5 - 86.7)	11	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	71.7 (64.5 - 78.9)	73.8 (66.4 - 81.2)	15	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	86.9 (81.9 - 91.9)	20	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	79.6 (62.8 - 96.4)	86.6 (74.0 - 99.2)	6	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	81.9 (70.2 - 93.7)	90.7 (81.5 - 99.9)	13	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	79.2 (72.7 - 85.7)	26	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	84.0 (74.1 - 93.8)	90.7 (81.4 - 100.0)	17	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	95.7 (91.6 - 99.9)	84.8 (77.6 - 92.0)	28	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	76.0 (71.8 - 80.2)	29	80.5 (79.6 - 81.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Riverview and Coverdale

Colpitts Settlement, Coverdale, Lower Coverdale, Riverview, Turtle Creek, Upper Coverdale



n = 386

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	24.4	24.3
	35-54	38.3	36.7
	55-64	17.8	18.7
	65+	19.6	20.3
Gender	Male	47.2	48.0
	Female	52.8	52.0
Education Level	High school or less	38.7	38.7
	College/Technical diploma	30.9	31.4
	University degree	30.4	29.9
Aboriginal	Yes	2.8	3.0
Preferred Language of Service	English	97.7	74.6
	French	2.3	25.4
Household Income	Less than \$25,000	11.1	19.9
	\$25,000 - \$59,999	30.9	35.5
	\$60,000 or more	58.0	44.6
Employment Status	Employed	65.4	54.6
	Unemployed/Seasonal	2.9	7.3
	Retired	22.3	24.7
	Other	9.3	13.5

Population (18 and over) based on 2011 Census: 18,555

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n=348

n = 386

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	13.3 (9.8 – 16.9)	11.1 (7.9 – 14.2)	17.4 (16.7 – 18.0)
Transportation problems	7.0 <sup>E</sup> (4.3 – 9.7)	3.2 <sup>E</sup> (1.5 – 4.9)	7.1 (6.6 – 7.5)
Language problems with health care provider	7.7 <sup>E</sup> (4.9 – 10.5)	4.5 <sup>E</sup> (2.5 – 6.6)	4.2 (3.9 – 4.6)
Cost for medication too high	39.9 (34.8 – 45.1)	28.1 (23.6 – 32.6)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	17.9 (13.7 – 22.1)	12.5 (9.1 – 15.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	37.5 (31.5 – 43.6)	17.1 (12.9 – 21.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	15.6 (11.8 – 19.4)	11.2 (8.1 – 14.3)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	17.7 (13.7 – 21.6)	7.2 <sup>E</sup> (4.6 – 9.7)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	10.9 (7.6 – 14.2)	5.4 <sup>E</sup> (3.1 – 7.7)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	89.2 (85.9 – 92.5)	94.1 (91.8 – 96.5)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	43.0 (38.1 – 47.9)	40.9 (40.1 – 41.7)
Your own work situation (ex: hours of work, or working conditions)	Not Available	39.8 (34.9 – 44.6)	34.2 (33.4 – 35.0)
Health of family members	Not Available	38.1 (33.3 – 42.9)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Riverview and Coverdale

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 348	n = 386	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	54.7 (49.5 – 59.9)	56.8 (51.9 – 61.7)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	69.4 (64.9 – 74.0)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	60.1 (55.0 – 65.2)	55.9 (51.0 – 60.8)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	12.2 <sup>E</sup> (8.0 – 16.4)	12.4 (8.5 – 16.3)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	27.6 (22.7 – 32.5)	23.8 (19.5 – 28.1)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	71.3 (66.4 – 76.2)	67.3 (62.7 – 72.0)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	18.7 (14.8 – 22.5)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	6.5 <sup>E</sup> (4.0 – 8.9)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	56.5 (51.6 – 61.4)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	46.6 (41.6 – 51.5)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	15.8 (12.2 – 19.4)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	31.6 (27.0 – 36.3)	30.8 (30.0 – 31.6)

	n = 348	n = 386	n = 386	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	59.6 (54.5 – 64.7)	61.2 (56.4 – 66.0)	11,355	61.6 (60.8 – 62.4)
High blood pressure	26.2 (21.6 – 30.8)	24.6 (20.3 – 28.9)	4,566	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	18.8 (14.8 – 22.9)	19.5 (15.6 – 23.4)	3,617	16.4 (15.8 – 17.0)
Arthritis	16.5 (12.6 – 20.3)	16.6 (12.9 – 20.3)	3,078	17.4 (16.8 – 18.0)
Depression	12.1 (8.7 – 15.5)	14.6 (11.1 – 18.1)	2,709	14.9 (14.3 – 15.5)
Chronic pain	12.7 (9.3 – 16.2)	12.4 (9.1 – 15.7)	2,302	14.0 (13.5 – 14.6)
Diabetes	9.2 <sup>E</sup> (6.1 – 12.2)	11.5 (8.4 – 14.7)	2,138	10.7 (10.1 – 11.2)
Asthma	7.9 <sup>E</sup> (5.1 – 10.7)	9.5 (6.6 – 12.5)	1,771	11.8 (11.3 – 12.4)
Heart disease	7.1 <sup>E</sup> (4.4 – 9.7)	9.1 (6.3 – 12.0)	1,695	8.3 (7.9 – 8.8)
Cancer	6.4 <sup>E</sup> (3.9 – 9.0)	8.7 (5.9 – 11.5)	1,610	8.3 (7.8 – 8.7)
Emphysema or COPD	2.7 <sup>E</sup> (1.0 – 4.4)	2.5 <sup>E</sup> (1.0 – 4.1)	471	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	1.4 <sup>E</sup> (0.5 – 2.2)	251	3.0 (2.7 – 3.2)
Stroke	F	F	169	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

## Riverview and Coverdale

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=348                      n=386                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	90.0 (87.0 – 93.0)	<b>B</b> 97.2 (95.6 - 98.8)	4	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	67.9 (63.0 – 72.9)	73.1 (68.6 - 77.6)	28	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	13.8 (10.4 - 17.2)	19	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	36.5 (31.4 – 41.6)	<b>W</b> 26.3 (21.9 - 30.7)	5	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	27.2 (22.3 – 32.1)	28.7 (24.0 - 33.4)	21	30.1 (29.3 - 30.9)
			(% within 5 days)	59.8 (54.3 – 65.2)	61.3 (56.3 - 66.3)	17	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	23.6 (19.0 – 28.2)	23.5 (19.2 - 27.7)	23	27.5 (26.7 – 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	26.4 (21.9 – 30.9)	26.9 (22.5 - 31.3)	22	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	70.8 (62.3 – 79.4)	65.9 (57.3 - 74.5)	26	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	97.2 (95.5 – 98.9)	94.7 (92.4 - 97.0)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Riverview and Coverdale

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=348

n=386

1 to 33

n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>72.5</b> (64.9 - 80.1)	14	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>92.4</b> (88.0 - 96.8)	<b>94.1</b> (90.5 - 97.7)	9	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>78.5</b> (71.5 - 85.6)	<b>75.3</b> (68.7 - 81.9)	19	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>76.9</b> (69.8 - 84.0)	<b>77.1</b> (70.6 - 83.6)	15	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>68.5</b> (60.8 - 76.3)	<b>W</b> <b>53.0</b> (45.4 - 60.6)	28	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>64.6</b> (58.0 - 71.1)	<b>66.1</b> (60.1 - 72.1)	27	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who have confidence in controlling and <b>managing their health condition</b> (% very confident)	<b>44.3</b> (38.1 - 50.5)	<b>48.8</b> (42.9 - 54.7)	5	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>53.4</b> (46.6 - 60.2)	<b>60.4</b> (54.2 - 66.6)	4	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>2.9</b> <sup>E,6</sup> (1.1 - 4.6)	<b>2.7</b> <sup>E,6</sup> (1.1 - 4.3)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Riverview and Coverdale

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=348                      n=386                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	2.8 <sup>E</sup> (1.1 - 4.4)	F	-	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	10.5 (7.4 - 13.6)	8.3 <sup>E</sup> (5.6 - 11.0)	9	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	76.1 (71.8 - 80.4)	88.5 (85.3 - 91.7)	5	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	30.0 (25.4 - 34.6)	32.3 (27.7 - 36.9)	28	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	66.3 (61.6 - 71.0)	1	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	41.6 (36.6 - 46.6)	46.6 (41.6 - 51.6)	1	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	26.2 (21.9 - 30.5)	13	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	6.0 <sup>E</sup> (3.6 - 8.4)	F	-	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	3.4 <sup>E</sup> (1.6 - 5.2)	5.2 <sup>E</sup> (3.0 - 7.4)	18	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	5.3 <sup>E</sup> (3.0 - 7.6)	8.6 <sup>E</sup> (5.8 - 11.4)	13	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	24.8 (20.5 - 29.1)	13	23.7 (23.0 - 24.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities. Under "efficiency" the rank is from best (1) to worst (33). Under "use of services" the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Riverview and Coverdale

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=348                      n=386                      1 to 33                      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	70.2 (64.7 – 75.7)	<b>B</b> 81.5 (77.5 – 85.5)	14	80.2 (79.5 – 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	67.5 (62.1 – 73.0)	68.2 (63.3 – 73.1)	21	68.2 (67.3 – 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	67.8 (62.3 – 73.2)	71.0 (66.0 – 76.0)	20	71.9 (71.0 – 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	56.9 (51.8 – 62.0)	65.6 (60.9 – 70.3)	21	67.9 (67.1 – 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	75.2 (70.3 – 80.0)	78.7 (74.4 – 83.0)	33	83.9 (83.2 – 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	51.5 (42.2 – 60.7)	44.2 (35.2 – 53.2)	30	53.4 (52.1 – 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	79.6 (74.8 – 84.4)	24	82.0 (81.2 – 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	70.2 (62.3 – 78.1)	71.8 (64.8 – 78.8)	21	73.3 (71.6 – 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	90.7 (85.2 – 96.2)	6	87.3 (86.2 – 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	91.1 (78.4 – 103.9)	69.7 <sup>E</sup> (35.7 – 100.0)	24	76.2 (73.6 – 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	78.0 (57.7 – 98.2)	100.0 (100 – 100)	1	87.5 (85.3 – 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 – 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	85.7 (78.8 – 92.6)	13	82.9 (81.6 – 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	94.3 (86.0 – 100.0)	84.0 (70.4 – 97.6)	26	89.3 (87.2 – 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	96.8 (92.6 – 100.0)	89.3 (81.6 – 97.0)	22	90.8 (89.6 – 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	74.8 (69.5 – 80.1)	32	80.5 (79.6 – 81.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Sackville, Dorchester, Port Elgin Area

Aulac, Bayfield, Botsford, Cape Spear, Cape Tormentine, Dorchester, Little Shemogue, Melrose, Midgic, Murray Corner, Point de Bute, Port Elgin, Sackville, Timber River, Upper Cape, Westmorland



n = 248

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	23.1	24.3
	35-54	35.2	36.7
	55-64	19.6	18.7
	65+	22.1	20.3
Gender	Male	52.1	48.0
	Female	47.9	52.0
Education Level	High school or less	33.5	38.7
	College/Technical diploma	29.5	31.4
	University degree	37.1	29.9
Aboriginal	Yes	0.4	3.0
Preferred Language of Service	English	98.8	74.6
	French	1.2	25.4
Household Income	Less than \$25,000	17.0	19.9
	\$25,000 - \$59,999	32.3	35.5
	\$60,000 or more	50.7	44.6
Employment Status	Employed	55.9	54.6
	Unemployed/Seasonal	4.1	7.3
	Retired	25.4	24.7
	Other	14.6	13.5

Population (18 and over) based on 2011 Census: 9,225

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 231

n = 248

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	21.9 (16.6 – 27.2)	24.3 (19.0 – 29.6)	17.4 (16.7 – 18.0)
Transportation problems	9.8 <sup>E</sup> (6.0 – 13.6)	9.0 <sup>E</sup> (5.5 – 12.5)	7.1 (6.6 – 7.5)
Language problems with health care provider	F	3.6 <sup>F</sup> (1.3 – 5.8)	4.2 (3.9 – 4.6)
Cost for medication too high	40.1 (33.8 – 46.4)	25.5 (20.1 – 30.9)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	16.4 (11.4 – 21.4)	12.4 <sup>E</sup> (8.2 – 16.6)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	33.8 (26.7 – 40.9)	14.5 <sup>E</sup> (9.6 – 19.4)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	17.0 (12.2 – 21.8)	13.3 (9.1 – 17.4)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	11.3 <sup>E</sup> (7.3 – 15.4)	11.5 <sup>E</sup> (7.6 – 15.5)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	16.5 (11.7 – 21.3)	6.1 <sup>E</sup> (3.1 – 9.1)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	91.6 (88.0 – 95.2)	91.0 (87.4 – 94.6)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	42.4 (36.3 – 48.5)	38.1 (37.3 – 38.9)
Time pressures / not enough time	Not Available	39.0 (33.0 – 45.0)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	36.6 (30.6 – 42.5)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Sackville, Dorchester, Port Elgin Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 231	n = 248	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	55.2 (48.8 – 61.6)	51.1 (45.0 – 57.3)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	66.8 (61.0 – 72.6)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.5 (49.1 – 61.9)	54.5 (48.4 – 60.6)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	10.7 <sup>E</sup> (6.0 – 15.4)	18.8 (13.1 – 24.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.7 (30.1 – 43.3)	28.7 (23.1 – 34.4)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	70.5 (64.5 – 76.5)	81.0 (76.0 – 86.0)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	28.0 (22.5 – 33.5)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	12.3 <sup>E</sup> (8.3 – 16.4)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	5.8 <sup>E</sup> (2.9 – 8.6)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	54.6 (48.5 – 60.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	50.0 (43.9 – 56.2)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	20.3 (15.4 – 25.2)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	29.5 (23.7 – 35.3)	30.8 (30.0 – 31.6)

	n = 231	n = 248	n = 248	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	57.6 (51.1 – 64.1)	64.0 (58.1 – 69.9)	5,905	61.6 (60.8 – 62.4)
High blood pressure	24.9 (19.4 – 30.4)	22.7 (17.6 – 27.9)	2,097	27.0 (26.2 – 27.7)
Arthritis	20.8 (15.6 – 25.9)	22.0 (16.9 – 27.1)	2,028	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	13.4 <sup>E</sup> (9.1 – 17.8)	17.5 (12.9 – 22.2)	1,618	16.4 (15.8 – 17.0)
Depression	12.4 <sup>E</sup> (8.2 – 16.6)	16.6 (12.0 – 21.2)	1,534	14.9 (14.3 – 15.5)
Asthma	12.5 <sup>E</sup> (8.3 – 16.8)	16.3 (11.7 – 20.8)	1,502	11.8 (11.3 – 12.4)
Chronic pain	15.8 (11.2 – 20.5)	12.6 <sup>E</sup> (8.5 – 16.6)	1,159	14.0 (13.5 – 14.6)
Diabetes	8.0 <sup>E</sup> (4.6 – 11.5)	9.7 <sup>E</sup> (6.1 – 13.4)	897	10.7 (10.1 – 11.2)
Heart disease	9.0 <sup>E</sup> (5.3 – 12.7)	8.3 <sup>E</sup> (4.9 – 11.7)	768	8.3 (7.9 – 8.8)
Cancer	9.1 <sup>E</sup> (5.4 – 12.7)	7.6 <sup>E</sup> (4.3 – 10.8)	697	8.3 (7.8 – 8.7)
Mood disorder other than depression	F	4.2 <sup>E</sup> (1.7 – 6.6)	383	3.0 (2.7 – 3.2)
Emphysema or COPD	F	F	228	3.0 (2.7 – 3.3)
Stroke	F	F	139	90.7 (33.3 – 38.3)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Sackville, Dorchester, Port Elgin Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=231                      n=248                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	95.3 (92.6 - 98.0)	90.9 (87.4 - 94.4)	24	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	79.5 (74.1 - 84.9)	83.6 (78.8 - 88.4)	9	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	15.8 (11.1 - 20.5)	13	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	19.7 (14.4 - 25.0)	13.6 <sup>E</sup> (9.2 - 18.0)	20	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	13.6 <sup>E</sup> (9.0 - 18.2)	21.6 (16.1 - 27.1)	28	30.1 (29.3 - 30.9)
			(% within 5 days)	44.0 (37.2 - 50.9)	55.9 (49.3 - 62.5)	25	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	18.4 (13.3 - 23.5)	17.0 (12.2 - 21.8)	29	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	25.4 (19.8 - 31.0)	20.5 (15.5 - 25.5)	29	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	75.4 (67.8 - 83.0)	76.7 (69.1 - 84.3)	13	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	95.9 (93.2 - 98.6)	98.3 (96.7 - 99.9)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Sackville, Dorchester, Port Elgin Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=231                      n=248                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>74.9</b> (65.8 - 84.0)	6	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>95.9</b> (91.6 - 100.0)	<b>98.1</b> (95.4 - 100.0)	2	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>84.1</b> (76.1 - 92.1)	<b>81.3</b> (73.4 - 89.2)	7	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>68.5</b> (58.4 - 78.5)	<b>81.0</b> (73.1 - 88.9)	3	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>71.8</b> (62.0 - 81.5)	<b>83.8</b> (76.4 - 91.2)	1	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>74.5</b> (67.1 - 81.9)	<b>72.0</b> (64.9 - 79.1)	13	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>41.5</b> (33.6 - 49.3)	<b>42.2</b> (35.0 - 49.4)	15	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>52.8</b> (44.2 - 61.4)	<b>47.4</b> (39.7 - 55.1)	17	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	F	<b>4.1</b> <sup>E,6</sup> (1.7 - 6.5)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Sackville, Dorchester, Port Elgin Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=231                      n=248                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	19.8 <sup>6</sup> (14.6 - 25.0)	18.5 <sup>6</sup> (13.6 - 23.4)	23	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	10.9 <sup>E</sup> (6.9 - 14.9)	5.4 <sup>E</sup> (2.6 - 8.2)	25	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	76.0 (70.5 - 81.5)	77.8 (72.7 - 82.9)	24	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	57.8 (51.4 - 64.2)	49.9 (43.7 - 56.1)	8	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	63.3 (57.4 - 69.2)	4	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	11.2 <sup>E</sup> (7.1 - 15.3)	10.8 <sup>E</sup> (7.0 - 14.6)	30	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	22.6 (17.5 - 27.7)	21	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	9.2 <sup>E</sup> (5.5 - 12.9)	6.8 <sup>E</sup> (3.7 - 9.9)	19	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.5 <sup>E</sup> (2.6 - 8.4)	6.5 <sup>E</sup> (3.5 - 9.5)	13	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.3 <sup>E</sup> (3.9 - 10.7)	14.2 (9.9 - 18.5)	4	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	31.1 (25.4 - 36.8)	3	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

**Sackville, Dorchester, Port Elgin Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=231                      n=248                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	73.6 (66.8 - 80.4)	81.0 (75.7 - 86.3)	16	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	67.1 (60.2 - 74.0)	72.7 (66.6 - 78.8)	13	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	70.7 (64.0 - 77.4)	68.7 (62.2 - 75.2)	30	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	61.8 (55.5 - 68.1)	61.1 (55.1 - 67.1)	30	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	78.3 (72.4 - 84.2)	81.7 (76.5 - 86.9)	27	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	44.5 (35.9 - 53.1)	54.1 (45.2 - 63.0)	14	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	79.0 (72.9 - 85.1)	25	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	71.9 (49.2 - 94.6)	75.1 (57.4 - 92.8)	13	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	83.2 (73.7 - 92.7)	27	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	85.5 (70.8 - 100.0)	82.3 (63.6 - 100.0)	12	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	95.6 (84.5 - 100.0)	77.6 (58.9 - 96.3)	27	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	74.5 (64.8 - 84.2)	31	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	86.6 (72.7 - 100.0)	86.3 (70.0 - 100.0)	25	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	100.0 (100 - 100)	96.1 (90.2 - 100.0)	7	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	79.2 (72.9 - 85.5)	22	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Saint John, Simonds and Musquash

Chance Harbour, Fairfield, Garnett Settlement, Musquash, Rowley, Saint John, Simonds



n = 1,255    n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	27.4	24.3
	35-54	35.6	36.7
	55-64	16.9	18.7
	65+	20.2	20.3
Gender	Male	46.5	48.0
	Female	53.5	52.0
Education Level	High school or less	41.1	38.7
	College/Technical diploma	32.4	31.4
	University degree	26.5	29.9
Aboriginal	Yes	3.0	3.0
Preferred Language of Service	English	99.0	74.6
	French	1.0	25.4
Household Income	Less than \$25,000	22.8	19.9
	\$25,000 - \$59,999	35.3	35.5
	\$60,000 or more	41.8	44.6
Employment Status	Employed	53.6	54.6
	Unemployed/Seasonal	9.4	7.3
	Retired	23.5	24.7
	Other	13.5	13.5

Population (18 and over) based on 2011 Census: 61,180

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 1,210    n = 1,255    n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	12.3 (10.4–14.1)	10.9 (9.2–12.6)	17.4 (16.7–18.0)
Transportation problems	9.3 (7.7–10.9)	11.2 (9.5–13.0)	7.1 (6.6–7.5)
Language problems with health care provider	5.1 (3.9–6.4)	2.0 <sup>F</sup> (1.2–2.7)	4.2 (3.9–4.6)
Cost for medication too high	42.6 (39.8–45.4)	31.7 (29.1–34.2)	35.2 (34.3–36.0)
Cost for treatments or procedures too high	17.5 (15.2–19.7)	15.4 (13.4–17.4)	19.9 (19.2–20.6)
Cost for ambulance services too high	34.9 (31.8–37.9)	20.3 (17.9–22.7)	21.7 (20.9–22.4)
Unable to leave the house because of health problems	20.7 (18.4–23.0)	17.0 (15.0–19.1)	12.5 (11.9–13.0)
Have trouble finding their way around the health care system	14.2 (12.3–16.2)	11.2 (9.5–12.9)	9.3 (8.8–9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	12.8 (10.9–14.7)	7.0 (5.6–8.5)	9.4 (8.9–9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	89.6 (87.9–91.3)	92.4 (90.9–93.8)	91.0 (90.6–91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	41.8 (39.1–44.5)	38.1 (37.3–38.9)
Time pressures / not enough time	Not Available	40.4 (37.7–43.1)	40.9 (40.1–41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	38.6 (36.0–41.3)	33.5 (32.7–34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

# Saint John, Simonds and Musquash

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 1,210	n = 1,255	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	53.3 (50.5 – 56.1)	48.2 (45.4 – 50.9)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	65.7 (63.1 – 68.3)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	57.9 (55.1 – 60.7)	57.9 (55.1 – 60.6)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	12.9 (10.7 – 15.1)	12.3 (10.2 – 14.4)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	33.5 (30.7 – 36.3)	↓ 27.6 (25.1 – 30.0)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	74.4 (71.8 – 77.0)	↓ 65.9 (63.1 – 68.6)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	25.0 (22.7 – 27.4)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.7 (9.0 – 12.4)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.9 (3.7 – 6.1)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	46.1 (43.3– 48.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	51.5 (48.7 – 54.2)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	25.0 (22.6 – 27.4)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	33.9 (31.2 – 36.6)	30.8 (30.0 – 31.6)

	n = 1,210	n = 1,255	n = 1,255	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	64.1 (61.4 – 66.8)	64.3 (61.7 – 66.9)	39,329	61.6 (60.8 – 62.4)
High blood pressure	26.5 (24.1 – 29.0)	27.5 (25.1 – 30.0)	16,828	27.0 (26.2 – 27.7)
Arthritis	23.0 (20.6 – 25.3)	23.1 (20.7 – 25.4)	14,103	17.4 (16.8 – 18.0)
Depression	14.7 (12.8 – 16.7)	17.2 (15.2 – 19.3)	10,550	14.9 (14.3 – 15.5)
Chronic pain	17.5 (15.4 – 19.6)	16.0 (14.0 – 18.0)	9,806	14.0 (13.5 – 14.6)
Gastric Reflux (GERD)	15.0 (13.0 – 17.0)	13.8 (11.9 – 15.7)	8,424	16.4 (15.8 – 17.0)
Asthma	11.1 (9.4 – 12.9)	13.1 (11.3 – 15.0)	8,037	11.8 (11.3 – 12.4)
Diabetes	10.6 (8.9 – 12.3)	11.0 (9.3 – 12.8)	6,752	10.7 (10.1 – 11.2)
Cancer	8.0 (6.5 – 9.5)	9.5 (7.9 – 11.1)	5,818	8.3 (7.8 – 8.7)
Heart disease	9.2 (7.6 – 10.8)	8.1 (6.6 – 9.6)	4,978	8.3 (7.9 – 8.8)
Emphysema or COPD	3.6 (2.6 – 4.7)	3.8 (2.7 – 4.8)	2,296	3.0 (2.7 – 3.3)
Mood disorder other than depression	3.5 (2.5 – 4.5)	2.7 <sup>E</sup> (1.8 – 3.6)	1,663	3.0 (2.7 – 3.2)
Stroke	2.4 <sup>E</sup> (1.5 – 3.2)	2.5 <sup>E</sup> (1.7 – 3.4)	1,539	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

## Saint John, Simonds and Musquash

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=1,210      n=1,255      1 to 33      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	87.9 (86.1 – 89.7)	89.3 (87.6 - 91.0)	27	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	78.9 (76.5 – 81.3)	79.5 (77.2 - 81.8)	14	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	15.8 (13.7 - 17.9)	14	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	31.4 (28.7 – 34.1)	<b>W</b> 21.6 (19.2 - 24.0)	8	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	30.2 (27.4 - 33.0)	33.1 (30.3 - 35.9)	11	30.1 (29.3 - 30.9)
			(% within 5 days)	62.5 (59.6 – 65.4)	66.5 (63.7 - 69.3)	9	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	33.9 (31.1 – 36.7)	<b>W</b> 28.4 (25.8 – 31.0)	15	27.5 (26.7 – 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	35.7 (33.1 – 38.3)	<b>W</b> 29.0 (26.5 - 31.5)	19	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	69.6 (65.4 – 73.8)	<b>B</b> 79.4 (75.9 - 82.9)	10	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	96.4 (95.3 – 97.5)	98.1 (97.3 - 98.9)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	50.0 <sup>E</sup> (23.8 – 76.2)	F	-	72.6 (71.0 - 74.2)	

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Saint John, Simonds and Musquash

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=1,210

n=1,255

1 to 33

n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>74.3</b> (70.3 - 78.3)	10	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>93.6</b> (91.4 - 95.7)	<b>92.6</b> (90.5 - 94.7)	15	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>75.0</b> (71.2 - 78.8)	<b>75.2</b> (71.7 - 78.7)	20	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>75.8</b> (72.1 - 79.6)	<b>73.1</b> (69.5 - 76.7)	21	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>67.7</b> (63.6 - 71.8)	<b>W</b> <b>57.0</b> (53.0 - 61.0)	20	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>72.5</b> (69.2 - 75.8)	<b>75.3</b> (72.1 - 78.5)	7	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition who have confidence in controlling and <b>managing their health condition</b> (% very confident)	<b>42.6</b> (39.3 - 45.8)	<b>47.7</b> (44.5 - 50.9)	8	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>55.2</b> (51.6 - 58.8)	<b>56.1</b> (52.7 - 59.5)	8	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>3.7</b> (2.6 - 4.8)	<b>3.0</b> <sup>6</sup> (2.1 - 3.9)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Saint John, Simonds and Musquash

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=1,210      n=1,255      1 to 33      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	6.8 <sup>6</sup> (5.4 – 8.2)	8.3 <sup>6</sup> (6.8 – 9.8)	11	11.5 <sup>6</sup> (11.0 – 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	9.1 (7.5 – 10.7)	6.9 (5.5 – 8.3)	14	7.4 (7.0 – 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	80.0 (77.8 – 82.2)	78.7 (76.4 – 81.0)	23	80.3 (79.6 – 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	43.2 (40.5 – 45.9)	40.1 (37.4 – 42.8)	21	41.3 (40.5 – 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	57.9 (55.2 – 60.6)	11	56.4 (55.6 – 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	28.6 (26.1 – 31.1)	23.7 (21.4 – 26.0)	12	24.3 (23.6 – 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	19.0 (16.9 – 21.1)	28	25.2 (24.5 – 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	5.9 (4.6 – 7.2)	6.2 (4.9 – 7.5)	20	6.9 (6.5 – 7.3)
U-7	Used <b>ambulance services</b> (% yes)	8.6 (7.1 – 10.1)	7.2 (5.8 – 8.6)	10	5.7 (5.3 – 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	5.2 (4.0 – 6.4)	8.5 (7.0 – 10.0)	15	7.7 (7.3 – 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	20.1 (17.9 – 22.3)	27	23.7 (23.0 – 24.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

## Saint John, Simonds and Musquash

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=1,210      n=1,255      1 to 33      n=13,614

Primary Health Indicator		2011 <sup>1</sup>	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.3 (77.7 – 83.0)	82.5 (80.2 - 84.8)	12	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	72.3 (69.5 – 75.2)	74.8 (72.1 - 77.5)	6	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	70.2 (67.2 – 73.1)	<b>B</b> 76.5 (73.7 - 79.3)	7	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	56.1 (53.3 – 58.9)	<b>B</b> 68.8 (66.2 - 71.4)	14	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	81.9 (79.6 – 84.3)	84.1 (81.9 - 86.3)	17	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	46.7 (42.3 – 51.1)	52.5 (48.2 - 56.8)	18	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	87.1 (84.8 - 89.4)	2	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	70.8 (65.8 – 75.9)	71.6 (66.0 - 77.2)	22	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	86.4 (82.0 - 90.8)	23	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	68.5 (57.9 – 79.1)	83.2 (75.2 - 91.2)	11	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	82.1 (74.7 – 89.4)	88.1 (82.1 - 94.1)	17	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	82.7 (78.0 - 87.4)	20	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	88.5 (82.0 – 95.0)	86.6 (79.1 - 94.1)	24	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	91.8 (87.9 – 95.7)	92.6 (89.2 - 96.0)	15	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	81.7 (78.9 - 84.5)	14	80.5 (79.6 - 81.4)

<sup>1</sup> Community results were not reported in 2011

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Salisbury, Petitcodiac, Harcourt Area

Dobson Corner, Harcourt, Harewood, Huskisson, Lewis Mountain, Petitcodiac, River Glade, Salisbury, Second North River



n = 200

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	22.2	24.3
	35-54	36.9	36.7
	55-64	18.5	18.7
	65+	22.4	20.3
Gender	Male	50.1	48.0
	Female	49.9	52.0
Education Level	High school or less	52.6	38.7
	College/Technical diploma	35.1	31.4
	University degree	12.3	29.9
Aboriginal	Yes	4.1	3.0
Preferred Language of Service	English	99.2	74.6
	French	0.8	25.4
Household Income	Less than \$25,000	15.9	19.9
	\$25,000 - \$59,999	46.7	35.5
	\$60,000 or more	37.4	44.6
Employment Status	Employed	46.0	54.6
	Unemployed/Seasonal	14.5	7.3
	Retired	25.6	24.7
	Other	13.9	13.5

Population (18 and over) based on 2011 Census: 5,925

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 189

n = 200

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	19.6 (13.9 – 25.2)	15.8 (10.8 – 20.8)	17.4 (16.7 – 18.0)
Transportation problems	9.6 <sup>E</sup> (5.5 – 13.8)	7.9 <sup>E</sup> (4.2 – 11.6)	7.1 (6.6 – 7.5)
Language problems with health care provider	10.6 <sup>E</sup> (6.3 – 14.9)	F	4.2 (3.9 – 4.6)
Cost for medication too high	49.2 (42.1 - 56.3)	38.2 (31.5 – 44.9)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	13.1 <sup>E</sup> (33.3 - 38.3)	16.1 <sup>E</sup> (10.8 – 21.3)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	34.9 (26.7 – 43.0)	22.1 (15.8 – 28.5)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	19.3 (13.8 – 24.9)	17.4 (12.2 – 22.6)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	12.5 <sup>E</sup> (7.8 – 17.2)	9.5 <sup>E</sup> (5.5 – 13.6)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	17.2 (11.7 – 22.7)	8.3 <sup>E</sup> (4.4 – 12.2)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	89.3 (84.9 – 93.8)	92.7 (89.1 - 96.3)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Your own work situation (ex: hours of work, or working conditions)	Not Available	37.7 (31.0 – 44.4)	34.2 (33.4 – 35.0)
Your financial situation (ex: not enough money, or debt)	Not Available	36.8 (30.2 – 43.5)	33.5 (32.7 – 34.2)
Health of family members	Not Available	33.7 (27.3 – 40.2)	38.1 (37.3 - 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Salisbury, Petitcodiac, Harcourt Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 189	n = 200	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	46.1 (39.0 – 53.2)	36.1 (29.6 – 42.6)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	68.4 (62.1 – 74.7)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	48.8 (41.7 – 55.9)	57.3 (50.5 – 64.0)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	14.9 <sup>E</sup> (8.9 – 20.9)	16.2 <sup>E</sup> (10.5 – 21.9)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	24.7 (18.1 – 31.3)	24.7 (18.7 – 30.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	79.9 (74.2 – 85.6)	71.1 (64.8 – 77.3)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	24.3 (18.5 – 30.2)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	16.8 (11.6 – 21.9)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	7.4 <sup>E</sup> (3.9 – 11.0)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	48.3 (41.5 – 55.1)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	35.5 (28.9 – 42.1)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	19.5 (14.1 – 24.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	48.0 (40.9 – 55.0)	30.8 (30.0 – 31.6)

	n = 189	n = 200	n = 200	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	57.6 (50.5 – 64.7)	66.0 (59.6 – 72.5)	3,912	61.6 (60.8 – 62.4)
High blood pressure	24.0 (18.0 – 30.0)	32.0 (25.6 – 38.3)	1,896	27.0 (26.2 – 27.7)
Arthritis	19.5 (13.9 – 25.0)	19.4 (14.0 – 24.8)	1,150	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	14.9 <sup>E</sup> (9.9 – 19.9)	18.7 (13.4 – 24.0)	1,108	16.4 (15.8 – 17.0)
Diabetes	12.3 <sup>E</sup> (7.7 – 16.9)	16.2 (11.1 – 21.2)	958	10.7 (10.1 – 11.2)
Chronic pain	11.8 <sup>E</sup> (7.3 – 16.4)	15.9 (10.9 – 21.0)	945	14.0 (13.5 – 14.6)
Depression	8.9 <sup>E</sup> (4.9 – 12.9)	15.0 <sup>E</sup> (10.2 – 19.9)	891	14.9 (14.3 – 15.5)
Asthma	12.5 <sup>E</sup> (7.9 – 17.2)	13.6 <sup>E</sup> (8.9 – 18.3)	804	11.8 (11.3 – 12.4)
Cancer	10.4 (6.2 – 14.7)	9.6 <sup>E</sup> (5.6 – 13.6)	570	8.3 (7.8 – 8.7)
Heart disease	9.2 <sup>E</sup> (5.1 – 13.2)	6.2 <sup>E</sup> (2.9 – 9.5)	365	8.3 (7.9 – 8.8)
Emphysema or COPD	F	4.8 <sup>E</sup> (1.9 – 7.7)	283	3.0 (2.7 – 3.3)
Stroke	F	F	138	2.5 (2.2 – 2.8)
Mood disorder other than depression	F	F	121	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Salisbury, Petitcodiac, Harcourt Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=189                      n=200                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	97.7 (95.6 - 99.8)	97.4 (95.2 - 99.6)	2	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	77.8 (71.8 - 83.8)	79.1 (73.4 - 84.8)	15	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	23.4 (17.6 - 29.2)	7	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	32.7 (25.9 - 39.5)	28.2 (22.0 - 34.4)	4	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	31.4 (24.7 - 38.1)	41.5 (34.5 - 48.5)	2	30.1 (29.3 - 30.9)
			(% within 5 days)	59.9 (52.7 - 67.0)	73.3 (67.0 - 79.6)	2	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	34.9 (28.1 - 41.6)	35.9 (29.3 - 42.6)	5	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	40.1 (33.1 - 47.1)	38.2 (31.6 - 44.8)	2	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	76.8 (65.5 - 88.1)	62.5 (49.8 - 75.2)	31	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	94.3 (90.8 - 97.8)	94.7 (91.6 - 97.8)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Salisbury, Petitcodiac, Harcourt Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=189                      n=200                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>69.2</b> (59.9 - 78.5)	20	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	93.2 (87.5 - 98.8)	<b>91.3</b> (86.1 - 96.5)	20	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	72.4 (62.2 - 82.5)	<b>67.6</b> (58.8 - 76.4)	30	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	71.3 (60.9 - 81.6)	<b>77.2</b> (69.3 - 85.1)	14	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	57.9 (46.9 - 68.9)	<b>51.1</b> (41.8 - 60.4)	29	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	63.5 (54.5 - 72.4)	<b>76.8</b> (69.5 - 84.1)	3	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	43.6 (35.1 - 52.1)	<b>48.0</b> (40.3 - 55.7)	6	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	48.2 (39.0 - 57.4)	<b>61.3</b> (53.3 - 69.3)	3	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	F	F	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Salisbury, Petitcodiac, Harcourt Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=189                      n=200                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	F	6.1 <sup>E,6</sup> (2.8 - 9.4)	8	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	9.5 <sup>E</sup> (5.3 - 13.7)	5.7 <sup>E</sup> (2.5 - 8.9)	22	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	80.6 (75.0 - 86.2)	85.0 (80.1 - 89.9)	7	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	29.4 (22.9 - 35.9)	32.6 (26.2 - 39.0)	27	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	63.2 (56.6 - 69.8)	5	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	29.8 (23.2 - 36.4)	21.0 (15.4 - 26.6)	16	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	19.4 (14.0 - 24.8)	27	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	10.4 <sup>E</sup> (6.0 - 14.8)	16.0 (11.0 - 21.0)	7	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	6.3 <sup>E</sup> (2.8 - 9.8)	10.9 <sup>E</sup> (6.7 - 15.1)	2	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	F	F	-	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	20.1 (14.6 - 25.6)	26	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

**Salisbury, Petitcodiac, Harcourt Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=189                      n=200                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	76.6 (69.3 – 83.9)	78.9 (73.0 - 84.8)	21	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	69.0 (61.6 – 76.4)	72.6 (66.0 - 79.2)	14	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	67.2 (59.4 – 74.9)	74.4 (67.7 - 81.1)	11	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	66.7 (59.9 - 73.5)	65.2 (58.7 - 71.7)	24	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	79.8 (73.5 - 86.1)	84.5 (79.3 - 89.7)	15	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	65.4 (52.9 - 77.9)	48.1 (35.3 - 60.9)	27	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	86.9 (81.3 - 92.5)	3	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	67.4 (54.1 - 80.7)	66.8 (52.8 - 80.8)	26	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	90.9 (81.8 - 100.0)	5	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	64.8 (46.1 - 83.5)	80.5 (67.2 - 93.8)	17	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	100.0 (100 - 100)	95.1 (86.3 - 100.0)	6	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	84.5 (73.0 - 96.0)	15	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	97.0 (88.4 - 100.0)	88.9 (71.9 - 100.0)	21	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	71.3 (55.7 – 86.9)	89.4 (78.0 - 100.0)	21	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	88.1 (82.5 - 93.7)	3	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



## Shédiac, Saint-Antoine, Beaubassin East Area

Beaubassin East, Boudreau-Ouest, Cap-Pelé, Cocagne, Cormier-Village, Dundas, Grand-Barachois, Grande-Digue, Haute-Aboujagane, Notre-Dame, Petit-Cap, Pointe-du-Chêne, Saint-André-Leblanc, Saint-Antoine, Saint-Paul, Sainte-Marie-de-Kent, Saint Mary, Scoudouc, Scoudouc Road, Shédiac, Shédiac Bridge, Shédiac Cape, Shédiac River, Shemogue, Trois-Ruisseaux

n = 677

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	20.5	24.3
	35-54	35.6	36.7
	55-64	21.1	18.7
	65+	22.8	20.3
Gender	Male	48.5	48.0
	Female	51.5	52.0
Education Level	High school or less	37.1	38.7
	College/Technical diploma	36.3	31.4
	University degree	26.6	29.9
Aboriginal	Yes	3.1	3.0
Preferred Language of Service	English	52.0	74.6
	French	48.0	25.4
Household Income	Less than \$25,000	17.8	19.9
	\$25,000 - \$59,999	38.0	35.5
	\$60,000 or more	44.2	44.6
Employment Status	Employed	51.9	54.6
	Unemployed/Seasonal	8.6	7.3
	Retired	27.7	24.7
	Other	11.8	13.5

Population (18 and over) based on 2011 Census: 25,620

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 630

n = 677

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	12.1 (9.6 – 14.6)	10.3 (8.0 – 12.6)	17.4 (16.7 – 18.0)
Transportation problems	3.7 <sup>E</sup> (2.3 – 5.2)	3.7 <sup>E</sup> (2.3 – 35.1)	7.1 (6.6 – 7.5)
Language problems with health care provider	4.0 <sup>E</sup> (2.5 – 5.5)	2.7 <sup>E</sup> (1.5 – 3.9)	4.2 (3.9 – 4.6)
Cost for medication too high	52.6 (48.6 – 56.5)	41.4 (37.6 – 45.1)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	25.5 (22.0 – 29.0)	26.4 (22.9 – 29.8)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	37.6 (33.1 – 42.0)	23.5 (19.8 – 27.2)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	11.4 (9.0 – 13.9)	8.7 (6.6 – 10.8)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	9.7 (7.4 – 12.0)	8.1 (6.1 – 10.2)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	14.1 (11.3 – 16.9)	15.5 (12.7 – 18.3)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	88.4 (85.9 – 90.9)	90.7 (88.5 – 92.9)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	43.1 (39.4 – 46.8)	40.9 (40.1 – 41.7)
Health of family members	Not Available	36.9 (33.3 – 40.5)	38.1 (37.3 – 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	32.5 (29.0 – 36.0)	34.2 (33.4 – 35.0)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Shediac, Saint-Antoine, Beaubassin East Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 630	n = 677	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	54.1 (50.2 – 58.0)	46.9 (43.2 – 50.6)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	61.6 (57.9 – 65.2)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	50.2 (46.3 – 54.1)	55.9 (52.1 – 59.6)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	10.3 (7.4 – 13.2)	11.8 (8.9 – 14.7)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	28.6 (24.9 – 32.3)	28.8 (25.3 – 32.2)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	81.3 (78.1 – 84.4)	↓ 72.6 (69.2 – 76.1)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	17.3 (14.5 – 20.2)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	8.8 (6.7 – 11.0)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	2.5 <sup>E</sup> (1.4 – 3.7)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	50.8 (47.1 – 54.6)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	49.2 (45.5 – 53.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	18.2 (15.3 – 21.1)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	32.6 (29.0 – 36.2)	30.8 (30.0 – 31.6)

	n = 630	n = 677	n = 677	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	55.6 (51.7 – 59.5)	60.8 (57.2 – 64.5)	15,586	61.6 (60.8 – 62.4)
High blood pressure	24.2 (20.9 – 27.5)	23.6 (20.5 – 26.8)	6,055	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	15.9 (13.0 – 18.7)	15.4 (12.7 – 18.1)	3,956	16.4 (15.8 – 17.0)
Depression	13.0 (10.4 – 15.6)	15.0 (12.3 – 17.7)	3,843	14.9 (14.3 – 15.5)
Arthritis	13.9 (11.2 – 16.6)	14.4 (11.8 – 17.0)	3,681	17.4 (16.8 – 18.0)
Asthma	9.7 (7.4 – 11.9)	12.4 (9.9 – 14.9)	3,177	11.8 (11.3 – 12.4)
Chronic pain	11.5 (9.0 – 14.0)	11.1 (8.7 – 13.4)	2,836	14.0 (13.5 – 14.6)
Cancer	6.8 (4.9 – 8.8)	10.2 (7.9 – 12.4)	2,611	8.3 (7.8 – 8.7)
Diabetes	7.2 (5.2 – 9.2)	8.7 (6.6 – 10.8)	2,239	10.7 (10.1 – 11.2)
Heart disease	6.3 (4.4 – 8.1)	4.9 <sup>E</sup> (3.3 – 6.5)	1,259	8.3 (7.9 – 8.8)
Mood disorder other than depression	F	2.6 <sup>E</sup> (1.4 – 3.8)	675	3.0 (2.7 – 3.2)
Emphysema or COPD	F	2.3 <sup>E</sup> (1.2 – 3.5)	601	3.0 (2.7 – 3.3)
Stroke	F	1.7 <sup>E</sup> (0.7 – 2.7)	438	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Shediac, Saint-Antoine, Beaubassin East Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=630                      n=677                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	93.5 (91.6 - 95.4)	93.9 (92.1 - 95.7)	15	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	72.2 (68.6 - 75.8)	<b>B</b> 79.7 (76.6 - 82.8)	13	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	28.1 (24.7 - 31.5)	2	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	27.1 (23.5 - 30.7)	29.7 (26.2 - 33.2)	2	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	26.8 (23.2 - 30.4)	29.4 (25.8 - 33.0)	19	30.1 (29.3 - 30.9)
			(% within 5 days)	52.0 (47.8 - 56.2)	57.0 (53.1 - 60.9)	22	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	20.5 (17.2 - 23.7)	22.7 (19.5 - 25.9)	25	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	24.7 (21.3 - 28.1)	23.9 (20.7 - 27.1)	25	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	76.6 (70.9 - 82.3)	70.0 (64.1 - 75.9)	22	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	91.0 (87.8 - 94.2)	92.0 (89.0 - 95.0)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	85.0 (80.6 - 89.4)	<b>W</b> 68.0 (62.5 - 73.5)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>5</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Shediac, Saint-Antoine, Beaubassin East Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=630                      n=677                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>57.1</b> (51.0 - 63.2)	32	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>88.6</b> (84.5 - 92.8)	<b>93.2</b> (90.1 - 96.3)	11	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>75.1</b> (69.5 - 80.8)	<b>84.5</b> (80.0 - 89.0)	2	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>72.6</b> (66.7 - 78.5)	<b>80.0</b> (75.1 - 84.9)	7	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>60.9</b> (54.5 - 67.3)	<b>63.2</b> (57.2 - 69.2)	10	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>63.6</b> (58.6 - 68.6)	<b>71.7</b> (67.3 - 76.1)	15	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>34.4</b> (29.7 - 39.0)	<b>40.8</b> (36.4 - 45.2)	19	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>39.0</b> (33.9 - 44.1)	<b>43.4</b> (38.5 - 48.3)	22	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>2.5</b> <sup>E,6</sup> (1.3 - 3.7)	<b>1.7</b> <sup>E,6</sup> (0.7 - 2.7)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Shediac, Saint-Antoine, Beaubassin East Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=630                      n=677                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	7.4 <sup>6</sup> (5.3 - 9.5)	8.6 <sup>6</sup> (6.5 - 10.7)	13	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	10.2 (7.8 - 12.6)	8.0 (6.0 - 10.0)	11	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	79.7 (76.6 - 82.8)	80.2 (77.2 - 83.2)	20	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	34.4 (30.7 - 38.1)	34.7 (31.1 - 38.3)	26	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	57.6 (53.9 - 61.3)	12	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	35.2 (31.4 - 39.0)	26.1 (22.8 - 29.4)	7	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	32.0 (28.5 - 35.5)	4	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	9.6 (7.3 - 11.9)	6.0 (4.2 - 7.8)	21	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	3.8 <sup>E</sup> (2.3 - 5.3)	4.3 <sup>E</sup> (2.8 - 5.8)	26	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	4.3 <sup>E</sup> (2.7 - 5.9)	7.0 (5.1 - 8.9)	19	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	22.8 (19.7 - 25.9)	18	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.  
 Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.  
 Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

**Shediac, Saint-Antoine, Beaubassin East Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=630                      n=677                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	77.3 (73.5 - 81.1)	<b>B</b> 84.7 (81.8 - 87.6)	6	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	67.1 (60.2 - 74.0)	68.0 (64.1 - 71.9)	22	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	66.4 (62.1 - 70.6)	72.9 (69.1 - 76.7)	14	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	61.3 (57.5 - 65.1)	<b>B</b> 73.3 (69.9 - 76.7)	8	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	79.2 (75.7 - 82.7)	<b>B</b> 86.2 (83.4 - 89.0)	8	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	58.7 (52.1 - 65.3)	52.1 (45.7 - 58.5)	20	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	80.2 (76.5 - 83.9)	21	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	65.6 (59.1 - 72.1)	<b>B</b> 79.4 (73.2 - 85.6)	4	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	90.4 (86.5 - 94.3)	7	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	61.2 (49.2 - 73.2)	<b>B</b> 89.3 (79.6 - 99.0)	5	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	89.0 (77.0 - 100.0)	79.8 (66.1 - 93.5)	26	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	91.5 (87.1 - 95.9)	3	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	95.9 (91.0 - 100.0)	97.1 (92.2 - 100.0)	7	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	96.4 (92.8 - 99.9)	95.1 (91.4 - 98.8)	11	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	75.3 (71.2 - 79.4)	31	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



## Shippagan, Lamèque, Inkerman Area

Cap-Bateau, Chiasson Office, Evangeline, Haut-Lamèque, Haut-Shippagan, Inkerman, Inkerman Ferry, Lamèque, Landry Office, Le Goulet, Maltempec, Miscou, Petit-Shippagan, Petite-Lamèque, Petite-Rivière-de l'Île, Pigeon Hill, Pointe-Alexandre, Pointe-Canot, Pokemouche, Sainte-Cécile, Sainte-Marie-Saint-Raphaël, Sainte Rose, Savoie Landing, Shippagan, Six Roads

n = 220

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	19.7	24.3
	35-54	36.6	36.7
	55-64	21.2	18.7
	65+	22.5	20.3
Gender	Male	49.9	48.0
	Female	50.1	52.0
Education Level	High school or less	47.8	38.7
	College/Technical diploma	23.6	31.4
	University degree	28.7	29.9
Aboriginal	Yes	5.5	3.0
Preferred Language of Service	English	2.0	74.6
	French	98.0	25.4
Household Income	Less than \$25,000	27.3	19.9
	\$25,000 - \$59,999	43.9	35.5
	\$60,000 or more	28.8	44.6
Employment Status	Employed	49.7	54.6
	Unemployed/Seasonal	11.3	7.3
	Retired	29.9	24.7
	Other	9.1	13.5

Population (18 and over) based on 2011 Census: 12,875

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 355

n = 220

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	37.4 (32.4 – 42.4)	28.7 (22.7 – 34.7)	17.4 (16.7 – 18.0)
Transportation problems	8.1 <sup>E</sup> (5.3 – 10.9)	6.1 <sup>E</sup> (2.9 – 9.2)	7.1 (6.6 – 7.5)
Language problems with health care provider	11.9 (8.6 – 15.2)	4.8 <sup>E</sup> (2.0 – 7.6)	4.2 (3.9 – 4.6)
Cost for medication too high	77.6 (73.3 – 82.0)	62.5 (56.0 – 68.9)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	43.0 (37.7 – 48.3)	43.3 (36.4 – 50.2)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	59.4 (53.6 – 65.2)	34.8 (27.8 – 41.8)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	8.9 <sup>E</sup> (6.0 – 11.8)	7.9 <sup>E</sup> (4.3 – 11.4)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	11.4 (8.1 – 14.7)	6.7 <sup>E</sup> (3.4 – 10.0)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	16.1 (12.2 – 20.0)	12.0 <sup>E</sup> (7.7 – 16.3)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	86.8 (83.3 – 90.3)	86.0 (81.4 – 90.6)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	42.8 (36.3 – 49.3)	38.1 (37.3 – 38.9)
Time pressures / not enough time	Not Available	37.9 (31.4 – 44.3)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	30.1 (24.1 – 36.1)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Shippagan, Lamèque, Inkerman Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 355	n = 220	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	46.5 (41.3 – 51.7)	42.7 (36.2 – 49.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	67.0 (60.8 – 73.1)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	45.0 (39.8 – 50.2)	37.9 (31.6 – 44.3)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.6 <sup>E</sup> (7.8 – 15.4)	↑ 23.7 (16.8 – 30.6)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.5 (31.3 – 41.7)	↓ 22.4 (16.9 – 27.9)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	69.3 (64.2 – 74.3)	70.9 (64.7 – 77.2)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	19.4 (14.2 – 24.6)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	4.5 <sup>E</sup> (1.8 – 7.2)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	50.4 (43.9 – 57.0)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	44.4 (37.9 – 51.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	20.2 (14.9 – 25.4)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	38.2 (31.8 – 44.6)	30.8 (30.0 – 31.6)

	n = 355	n = 220	n = 220	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	64.5 (59.4 – 69.6)	64.3 (58.1 – 70.6)	8,283	61.6 (60.8 – 62.4)
High blood pressure	33.0 (28.2 – 37.8)	34.4 (28.2 – 40.7)	4,435	27.0 (26.2 – 27.7)
Chronic pain	12.6 (9.2 – 16.0)	18.3 (13.2 – 23.4)	2,358	14.0 (13.5 – 14.6)
Diabetes	14.1 (10.6 – 17.7)	18.2 (13.1 – 23.3)	2,344	10.7 (10.1 – 11.2)
Arthritis	19.4 (15.3 – 23.5)	18.1 (13.1 – 23.2)	2,332	17.4 (16.8 – 18.0)
Asthma	7.5 <sup>E</sup> (4.8 – 10.2)	↑ 16.3 (11.5 – 21.2)	2,105	11.8 (11.3 – 12.4)
Gastric Reflux (GERD)	12.6 (9.1 – 16.0)	13.8 <sup>E</sup> (9.2 – 18.3)	1,773	16.4 (15.8 – 17.0)
Depression	12.3 (8.9 – 15.7)	13.1 <sup>E</sup> (8.7 – 17.6)	1,692	14.9 (14.3 – 15.5)
Heart disease	11.0 (7.8 – 14.2)	11.0 <sup>E</sup> (6.9 – 15.2)	1,422	8.3 (7.9 – 8.8)
Cancer	6.9 <sup>E</sup> (4.3 – 9.5)	8.6 <sup>E</sup> (5.0 – 12.3)	1,111	8.3 (7.8 – 8.7)
Mood disorder other than depression	F	F	498	3.0 (2.7 – 3.2)
Stroke	F	F	395	2.5 (2.2 – 2.8)
Emphysema or COPD	2.9 <sup>E</sup> (1.2 – 4.6)	F	338	3.0 (2.7 – 3.3)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

## Shippagan, Lamèque, Inkerman Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=355                      n=220                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	86.9 (83.4 - 90.4)	84.2 (79.4 - 89.0)	31	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	69.4 (64.3 - 74.5)	65.3 (58.7 - 71.9)	32	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	7.0 <sup>E</sup> (3.5 - 10.5)	31	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	12.3 (8.6 - 16.0)	12.7 <sup>E</sup> (8.1 - 17.3)	22	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	19.7 (15.3 - 24.1)	12.0 <sup>E</sup> (7.3 - 16.7)	32	30.1 (29.3 - 30.9)
			(% within 5 days)	41.1 (35.3 - 46.9)	29.3 (22.7 - 35.9)	32	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	30.6 (25.5 - 35.7)	27.5 (21.4 - 33.7)	18	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	35.4 (30.4 - 40.4)	30.8 (24.8 - 36.8)	13	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	80.3 (74.3 - 86.3)	69.8 (61.3 - 78.3)	23	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	75.1 (53.9 - 96.3)	F	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	85.6 (81.7 - 89.5)	81.9 (76.8 - 87.0)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Shippagan, Lamèque, Inkerman Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=355                      n=220                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>73.1</b> (59.5 - 86.7)	<b>12</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>87.4</b> (82.3 - 92.5)	<b>86.7</b> (79.5 - 93.9)	<b>28</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>82.3</b> (76.4 - 88.2)	<b>93.2</b> (87.8 - 98.6)	<b>1</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>78.6</b> (72.3 - 85.0)	<b>80.8</b> (72.2 - 89.4)	<b>4</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>74.5</b> (67.7 - 81.2)	<b>74.5</b> (65.2 - 83.8)	<b>2</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>62.9</b> (56.5 - 69.3)	<b>66.6</b> (58.2 - 75.0)	<b>26</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>37.9</b> (31.9 - 43.8)	<b>42.2</b> (34.2 - 50.2)	<b>14</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>27.6</b> (21.7 - 33.5)	<b>18.4<sup>E</sup></b> (11.6 - 25.2)	<b>33</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>4.6<sup>E,6</sup></b> (2.4 - 6.8)	<b>5.6<sup>E,6</sup></b> (2.6 - 8.6)	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Shippagan, Lamèque, Inkerman Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=355                      n=220                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	27.9 <sup>6</sup> (23.2 - 32.6)	34.5 <sup>6</sup> (28.2 - 40.8)	32	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	8.1 <sup>E</sup> (5.3 - 10.9)	8.8 <sup>E</sup> (5.1 - 12.5)	5	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	79.1 (74.9 - 83.3)	73.5 (67.6 - 79.4)	30	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	46.5 (41.3 - 51.7)	53.6 (47.0 - 60.2)	7	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	56.5 (50.0 - 63.0)	14	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	19.8 (15.6 - 24.0)	17.2 (12.2 - 22.2)	21	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	32.8 (26.7 - 38.9)	3	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	21.1 (16.8 - 25.4)	21.6 (16.2 - 27.0)	3	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	3.9 <sup>E</sup> (1.9 - 5.9)	10.3 <sup>E</sup> (6.3 - 14.3)	4	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	12.8 (9.3 - 16.3)	12.2 <sup>E</sup> (7.9 - 16.5)	7	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	38.3 (31.9 - 44.7)	1	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Shippagan, Lamèque, Inkerman Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=355      n=220      1 to 33      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	64.3 (58.4 - 70.1)	67.5 (60.6 - 74.4)	33	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	45.1 (39.0 - 51.2)	43.7 (36.2 - 51.2)	33	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	65.4 (59.6 - 71.2)	72.0 (64.7 - 79.3)	16	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	64.3 (59.3 - 69.3)	74.6 (68.8 - 80.4)	7	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	84.2 (80.0 - 88.4)	84.2 (78.8 - 89.6)	16	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	57.6 (50.2 - 65.0)	56.2 (47.2 - 65.2)	9	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	79.8 (72.9 - 86.7)	22	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	81.6 (72.4 - 90.8)	91.2 (82.1 - 100.0)	1	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	83.5 (75.4 - 91.6)	26	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	75.6 (65.7 - 85.5)	61.8 (48.5 - 75.1)	29	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	75.8 (54.8 - 96.8)	92.8 (82.0 - 100.0)	10	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	89.9 (83.1 - 96.7)	4	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	81.3 (66.9 - 95.7)	82.1 (64.4 - 99.8)	29	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	98.6 (95.0 - 100.0)	95.3 (87.5 - 100.0)	10	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	81.2 (74.5 - 87.9)	17	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# St. George, Grand Manan, Blacks Harbour Area

Back Bay, Beaver Harbour, Blacks Harbour, Canal, Clarendon, Fairhaven, Grand Manan, Leonardville, Lepreau, L'Etête, Pennfield, Pocologan, Second Falls, St. George, Utopia, Welshpool, West Isles, Wilsons Beach



n = 411      n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	22.2	24.3
	35-54	37.0	36.7
	55-64	19.1	18.7
	65+	21.8	20.3
Gender	Male	49.1	48.0
	Female	50.9	52.0
Education Level	High school or less	44.2	38.7
	College/Technical diploma	38.6	31.4
	University degree	17.3	29.9
Aboriginal	Yes	3.6	3.0
Preferred Language of Service	English	99.7	74.6
	French	0.3	25.4
Household Income	Less than \$25,000	20.7	19.9
	\$25,000 - \$59,999	41.0	35.5
	\$60,000 or more	38.2	44.6
Employment Status	Employed	52.7	54.6
	Unemployed/Seasonal	7.5	7.3
	Retired	25.6	24.7
	Other	14.1	13.5

Population (18 and over) based on 2011 Census: 9,930

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 424      n = 411      n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	33.2 (28.8 – 37.6)	26.2 (22.0 – 30.5)	17.4 (16.7 – 18.0)
Transportation problems	11.5 (8.5 – 14.4)	13.7 (10.5 – 17.0)	7.1 (6.6 – 7.5)
Language problems with health care provider	11.5 (8.5 – 14.5)	4.6 <sup>E</sup> (2.6 – 6.6)	4.2 (3.9 – 4.6)
Cost for medication too high	49.5 (44.7 – 54.2)	40.4 (35.7 – 45.1)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	15.6 (12.1 – 19.1)	19.8 (16.0 – 23.7)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	33.8 (28.7 – 38.9)	22.7 (18.3 – 27.1)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	18.5 (14.9 – 22.2)	15.1 (11.7 – 18.5)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	13.6 (10.4 – 16.9)	11.4 (8.3 – 14.4)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	16.5 (12.8 – 20.2)	12.1 (9.0 – 15.3)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	88.0 (84.9 – 91.1)	92.5 (89.9 – 95.0)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	43.0 (38.3 – 47.7)	38.1 (37.3 – 38.9)
Your financial situation (ex: not enough money, or debt)	Not Available	40.5 (35.8 – 45.1)	33.5 (32.7 – 34.2)
Time pressures / not enough time	Not Available	37.3 (32.7 – 41.8)	40.9 (40.1 – 41.7)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

# St. George, Grand Manan, Blacks Harbour Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 424	n = 411	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	48.5 (43.7 – 53.3)	43.4 (38.7 – 48.1)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	61.7 (57.0 – 66.3)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	49.6 (44.8 – 54.4)	49.9 (45.2 – 54.7)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	12.9 (9.2 – 16.6)	18.7 (14.4 – 23.1)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	34.5 (29.7 – 39.3)	29.4 (25.0 – 33.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	69.7 (65.1 – 74.3)	62.7 (57.8 – 67.7)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	29.0 (24.7 – 33.3)	22.1 (21.4 – 22.8)
Memory loss			
Someone in household has a memory problem	Not Available	15.1 (11.7 – 18.5)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.5 <sup>E</sup> (2.5 – 6.5)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	40.9 (36.2 – 45.6)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	47.6 (42.8 – 52.4)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	25.8 (21.6 – 30.0)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	34.2 (29.6 – 38.8)	30.8 (30.0 – 31.6)

	n = 424	n = 411	n = 411	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	58.8 (54.1 – 63.5)	64.7 (60.1 – 69.2)	6,421	61.6 (60.8 – 62.4)
High blood pressure	28.8 (24.6 – 33.0)	34.4 (29.9 – 38.9)	3,412	27.0 (26.2 – 27.7)
Arthritis	27.2 (23.1 – 31.4)	22.3 (18.4 – 26.3)	2,217	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	18.0 (14.4 – 21.6)	17.7 (14.1 – 21.3)	1,758	16.4 (15.8 – 17.0)
Depression	11.3 (8.4 – 14.3)	16.2 (12.7 – 19.7)	1,606	14.9 15.5
Chronic pain	14.2 (10.9 – 17.4)	13.7 (10.5 – 17.0)	1,365	14.0 (13.5 – 14.6)
Diabetes	9.5 (6.7 – 12.2)	11.7 (8.7 – 14.8)	1,164	10.7 (10.1 – 11.2)
Cancer	7.5 <sup>E</sup> (5.1 – 10.0)	10.5 (7.6 – 13.4)	1,040	8.3 (7.8 – 8.7)
Heart disease	8.0 (5.5 – 10.6)	10.2 (7.3 – 13.1)	1,011	8.3 (7.9 – 8.8)
Asthma	7.3 <sup>E</sup> (4.9 – 9.8)	9.9 (7.0 – 12.7)	981	11.8 (11.3 – 12.4)
Emphysema or COPD	2.7 <sup>E</sup> (1.2 – 4.3)	4.4 <sup>E</sup> (2.4 – 6.3)	434	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	4.2 <sup>E</sup> (2.3 – 6.1)	420	3.0 (2.7 – 3.2)
Stroke	F	F	148	2.5 (2.2 – 2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**St. George, Grand Manan, Blacks Harbour Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=424                      n=411                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	84.9 (81.5 - 88.3)	85.6 (82.3 - 88.9)	29	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	87.2 (83.8 - 90.6)	84.4 (80.7 - 88.1)	7	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	13.0 (9.6 - 16.4)	21	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	18.4 (14.4 - 22.4)	20.7 (16.6 - 24.8)	10	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	35.0 (30.1 - 39.9)	<b>W</b> 24.4 (19.9 - 28.9)	23	30.1 (29.3 - 30.9)
			(% within 5 days)	71.6 (67.0 - 76.3)	<b>W</b> 57.2 (52.0 - 62.4)	21	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	44.2 (39.2 - 49.2)	35.2 (30.3 - 40.1)	6	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	46.6 (41.8 - 51.4)	<b>W</b> 35.3 (30.8 - 39.8)	6	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	79.7 (73.6 - 85.8)	86.4 (81.4 - 91.4)	6	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	98.6 (97.4 - 99.8)	98.6 (97.5 - 99.7)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## St. George, Grand Manan, Blacks Harbour Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=424                      n=411                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>63.9</b> (56.0 - 71.8)	24	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>97.4</b> (95.1 - 99.8)	<b>95.1</b> (92.1 - 98.1)	6	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>79.5</b> (73.5 - 85.6)	<b>78.7</b> (73.0 - 84.4)	12	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>77.4</b> (71.2 - 83.7)	<b>78.0</b> (72.2 - 83.8)	11	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>64.4</b> (57.3 - 71.5)	<b>W 49.5</b> (42.5 - 56.5)	31	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>69.2</b> (63.4 - 75.0)	<b>72.1</b> (66.3 - 77.9)	12	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>37.6</b> (32.1 - 43.0)	<b>37.6</b> (32.2 - 43.0)	28	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>49.0</b> (43.0 - 55.0)	<b>48.9</b> (42.9 - 54.9)	15	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>2.7<sup>E,6</sup></b> (1.1 - 4.3)	<b>3.2<sup>E,6</sup></b> (1.5 - 4.9)	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## St. George, Grand Manan, Blacks Harbour Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=424

n=411

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	12.3 <sup>6</sup> (9.1 - 15.5)	14.3 <sup>6</sup> (11.0 - 17.6)	20	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	5.0 <sup>E</sup> (2.9 - 7.1)	5.1 <sup>E</sup> (3.0 - 7.2)	27	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	73.6 (69.4 - 77.8)	79.9 (76.1 - 83.7)	21	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	41.4 (36.7 - 46.1)	45.4 (40.7 - 50.1)	15	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	53.6 (48.9 - 58.3)	22	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	12.9 (9.7 - 16.1)	16.8 (13.3 - 20.3)	22	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	15.6 (12.2 - 19.0)	33	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	19.6 (15.8 - 23.4)	16.9 (13.3 - 20.5)	6	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	6.4 <sup>E</sup> (4.1 - 8.7)	10.9 (7.9 - 13.9)	3	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	16.0 (12.5 - 19.5)	19.7 (15.9 - 23.5)	1	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	17.3 (13.7 - 20.9)	32	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under "efficiency" the rank is from best (1) to worst (33). Under "use of services" the rank is from highest (1) to lowest (33)

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## St. George, Grand Manan, Blacks Harbour Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=424                      n=411                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	76.9 (72.1 - 81.6)	80.5 (76.3 - 84.7)	17	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	68.0 (63.0 - 73.1)	68.8 (63.8 - 73.8)	20	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.1 (66.1 - 76.2)	75.9 (71.1 - 80.7)	8	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	61.9 (57.2 - 66.6)	67.4 (62.9 - 71.9)	19	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	83.0 (79.0 - 87.0)	80.0 (75.7 - 84.3)	31	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	58.7 (51.3 - 66.1)	65.3 (58.5 - 72.1)	4	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	84.2 (79.6 - 88.8)	9	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	66.2 (53.5 - 78.9)	76.5 (65.5 - 87.5)	9	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	79.2 (69.4 - 89.0)	33	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	74.7 (65.5 - 83.9)	81.6 (72.7 - 90.5)	15	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	78.5 (64.5 - 92.5)	91.7 (83.3 - 100.0)	11	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	84.0 (75.6 - 92.4)	17	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	97.2 (88.9 - 100.0)	91.4 (78.1 - 100.0)	12	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	88.4 (80.8 - 96.0)	89.0 (81.6 - 96.4)	23	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	82.1 (77.2 - 87.0)	13	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# St. Stephen, Saint Andrews, Campobello Island Area



Bayside, Bethel, Bocabec, Canoose, Campobello Island, Chamcook, Dufferin (Charlotte County), Dumbarton, Little Ridge, Moores Mill, Oak Bay, Oak Hill, Old Ridge, Rollingdam, Saint Andrews, Saint Croix, Saint David, Saint James, Saint Patrick, St. Stephen, Tower Hill, Waweig

n = 325

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	21.3	24.3
	35-54	36.1	36.7
	55-64	20.1	18.7
	65+	22.5	20.3
Gender	Male	46.7	48.0
	Female	53.3	52.0
Education Level	High school or less	34.8	38.7
	College/Technical diploma	37.6	31.4
	University degree	27.7	29.9
Aboriginal	Yes	5.2	3.0
Preferred Language of Service	English	99.6	74.6
	French	0.4	25.4
Household Income	Less than \$25,000	21.1	19.9
	\$25,000 - \$59,999	40.3	35.5
	\$60,000 or more	38.6	44.6
Employment Status	Employed	55.5	54.6
	Unemployed/Seasonal	6.4	7.3
	Retired	26.9	24.7
	Other	11.2	13.5

Population (18 and over) based on 2011 Census: 11,635

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n=304

n = 325

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	35.0 (29.7 – 40.3)	30.1 (25.2 – 35.1)	17.4 (16.7 – 18.0)
Transportation problems	9.8 <sup>E</sup> (6.5 – 13.1)	9.7 <sup>E</sup> (6.5 – 12.9)	7.1 (6.6 – 7.5)
Language problems with health care provider	12.6 (8.9 – 16.3)	2.7 <sup>E</sup> (1.0 – 4.5)	4.2 (3.9 – 4.6)
Cost for medication too high	54.5 (48.9 – 60.1)	31.0 (26.0 – 36.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	13.6 (9.7 – 17.5)	10.2 <sup>E</sup> (6.9 – 13.5)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	28.7 (22.7 – 34.7)	13.8 (9.8 – 17.8)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	16.7 (12.6 – 20.9)	14.9 (11.1 – 18.7)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	14.5 (10.6 – 18.5)	10.7 (7.4 – 14.0)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	15.8 (11.6 – 20.0)	10.2 <sup>E</sup> (6.8 – 13.5)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	92.2 (89.2 – 95.2)	89.9 (86.6 – 93.2)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Your financial situation (ex: not enough money, or debt)	Not Available	38.7 (33.5 – 44.0)	33.5 (32.7 – 34.2)
Time pressures / not enough time	Not Available	38.6 (33.3 – 43.8)	40.9 (40.1 – 41.7)
Health of family members	Not Available	36.7 (31.5 – 41.9)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

# St. Stephen, Saint Andrews, Campobello Island Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 304	n = 325	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	49.7 (44.1 – 55.3)	49.3 (44.0 – 54.7)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	63.5 (58.3 – 68.6)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	48.7 (43.1 – 54.3)	↑ 62.5 (57.3 – 67.7)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	10.5 <sup>E</sup> (6.4 – 14.6)	14.5 (10.2 – 18.8)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	25.8 (20.6 – 31.0)	21.9 (17.4 – 26.3)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	80.3 (75.8 – 84.8)	79.4 (74.9 – 83.9)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	23.3 (18.7 – 27.8)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.5 (7.2 – 13.8)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.5 <sup>E</sup> (2.3 – 6.7)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	54.1 (48.8 – 59.5)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	52.5 (47.1 – 57.8)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	25.2 (20.6 – 29.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	34.5 (29.3 – 39.6)	30.8 (30.0 – 31.6)

	n = 304	n = 325	n = 325	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	60.7 (55.1 – 66.3)	67.6 (62.6 – 72.6)	7,863	61.6 (60.8 – 62.4)
High blood pressure	26.3 (21.4 – 31.2)	30.4 (25.4 – 35.3)	3,532	27.0 (26.2 – 27.7)
Arthritis	23.4 (18.7 – 28.1)	22.2 (17.7 – 26.7)	2,580	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	16.1 (12.0 – 20.2)	17.8 (13.7 – 21.9)	2,073	16.4 (15.8 – 17.0)
Chronic pain	14.9 (11.0 – 18.9)	17.6 (13.4 – 21.7)	2,042	14.0 (13.5 – 14.6)
Depression	10.2 <sup>E</sup> (6.8 – 13.5)	15.2 (11.3 – 19.0)	1,766	14.9 (14.3 – 15.5)
Diabetes	7.0 <sup>E</sup> (4.1 – 9.8)	11.8 (8.3 – 15.3)	1,374	10.7 (10.1 – 11.2)
Cancer	9.1 <sup>E</sup> (5.9 – 12.3)	9.7 <sup>E</sup> (6.5 – 12.9)	1,131	8.3 (7.8 – 8.7)
Heart disease	9.0 <sup>E</sup> (5.8 – 12.2)	7.9 <sup>E</sup> (5.0 – 10.8)	923	8.3 (7.9 – 8.8)
Asthma	10.9 (7.4 – 14.4)	7.8 <sup>E</sup> (5.0 – 10.7)	913	11.8 (11.3 – 12.4)
Emphysema or COPD	4.5 <sup>E</sup> (2.2 – 6.8)	3.7 <sup>E</sup> (1.7 – 5.8)	435	3.0 (2.7 – 3.3)
Stroke	F	3.4 <sup>E</sup> (1.4 – 5.3)	395	2.5 (2.2 – 2.8)
Mood disorder other than depression	F	F	265	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

## St. Stephen, Saint Andrews, Campobello Island Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=304                      n=325                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	97.0 (95.1 - 98.9)	93.6 (91.0 - 96.2)	16	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	85.7 (81.7 - 89.7)	88.1 (84.5 - 91.7)	4	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	5.8 <sup>E</sup> (3.2 - 8.4)	32	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	8.6 <sup>E</sup> (5.4 - 11.8)	7.4 <sup>E</sup> (4.5 - 10.3)	32	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	37.5 (32.0 - 43.0)	36.6 (31.1 - 42.1)	6	30.1 (29.3 - 30.9)
			(% within 5 days)	66.8 (61.4 - 72.3)	71.8 (66.6 - 77.0)	4	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	26.9 (21.9 - 31.9)	22.9 (18.3 - 27.6)	24	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	44.9 (39.3 - 50.5)	<b>W</b> 30.3 (25.4 - 35.2)	15	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	75.4 (68.5 - 82.3)	69.6 (62.2 - 77.0)	24	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	96.3 (94.1 - 98.5)	98.9 (97.7 - 100.0)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## St. Stephen, Saint Andrews, Campobello Island Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=304

n=325

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>68.5</b> (59.9 - 77.1)	22	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	94.7 (90.7 - 98.7)	<b>92.9</b> (88.9 - 96.9)	12	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	77.0 (69.5 - 84.6)	<b>71.3</b> (64.1 - 78.5)	28	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	76.7 (69.0 - 84.3)	<b>64.5</b> (56.8 - 72.2)	32	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	59.5 (50.7 - 68.2)	<b>46.1</b> (38.2 - 54.0)	32	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	69.0 (62.3 - 75.6)	<b>71.8</b> (65.5 - 78.1)	14	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	44.9 (38.3 - 51.6)	<b>40.4</b> (34.4 - 46.4)	21	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	56.0 (48.7 - 63.3)	<b>52.5</b> (45.9 - 59.1)	14	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	4.2 <sup>E,6</sup> (1.9 - 6.4)	<b>3.1</b> <sup>E,6</sup> (1.2 - 5.0)	-	<b>2.7</b> <sup>6</sup> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD,

gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## St. Stephen, Saint Andrews, Campobello Island Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=304                      n=325                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	20.5 <sup>6</sup> (15.9 - 25.1)	19.0 <sup>6</sup> (14.7 - 23.3)	24	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	8.1 <sup>E</sup> (5.0 - 11.2)	6.9 <sup>E</sup> (4.2 - 9.6)	15	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	84.8 (80.8 - 88.8)	84.0 (80.1 - 87.9)	11	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	51.0 (45.4 - 56.6)	47.5 (42.1 - 52.9)	14	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	51.0 (45.6 - 56.4)	29	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	2.9 <sup>E</sup> (1.0 - 4.8)	6.8 <sup>E</sup> (4.1 - 9.5)	32	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	20.6 (16.3 - 24.9)	22	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	12.3 (8.6 - 16.0)	6.9 <sup>E</sup> (4.2 - 9.6)	17	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.5 <sup>E</sup> (2.9 - 8.1)	4.4 <sup>E</sup> (2.2 - 6.6)	25	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	10.5 <sup>E</sup> (7.0 - 14.0)	5.3 <sup>E</sup> (2.9 - 7.7)	25	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	15.8 (11.9 - 19.7)	33	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## St. Stephen, Saint Andrews, Campobello Island Area

**B** = Better than 2011 results

**W** = Worse than 2011 results

n=304

n=325

1 to 33

n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	80.4 (75.4 - 85.3)	77.4 (72.6 - 82.2)	22	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	71.9 (66.4 - 77.4)	69.8 (64.4 - 75.2)	17	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	71.3 (65.7 - 76.8)	71.6 (66.0 - 77.2)	18	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	61.8 (56.3 - 67.3)	60.0 (54.7 - 65.3)	31	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	84.0 (69.6 - 88.4)	82.2 (77.8 - 86.6)	24	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	42.0 (34.1 - 49.9)	47.4 (39.4 - 55.4)	28	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	80.7 (75.1 - 86.3)	19	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	69.4 <sup>E</sup> (43.3 - 95.5)	70.1 (49.5 - 90.7)	24	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	94.5 (89.0 - 100.0)	2	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	96.1 (88.8 - 100.0)	78.6 (62.2 - 95.0)	19	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	87.3 (72.7 - 100.0)	79.8 (61.3 - 98.3)	25	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	82.0 (72.0 - 92.0)	22	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	94.1 (84.5 - 100.0)	91.4 (78.8 - 100.0)	13	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	90.5 (81.8 - 99.3)	82.9 (72.5 - 93.3)	31	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	81.3 (75.7 - 86.9)	16	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.



## Sussex, Norton, Sussex Corner Area

Angance, Apohaqui, Bains Corner, Barnesville, Belleisle Creek, Berwick, Bloomfield (Kings County), Brunswick, Canaan Forks, Cardwell, Codys, Coles Island (Queens County), Cornhill, Hammond, Hatfield Point, Havelock, Head of Millstream, Johnston, Kiersteadville, Lower Millstream, Midland (Kings County), New Line, Norton, Passekeag, Penobsquis, Picadilly, Roachville, Salt Springs, Smiths Creek, Springfield (Kings County), St. Martins, Studholm, Sussex, Sussex Corner, Titusville, Upham, Upperton, Wards Creek

n = 554

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	21.8	24.3
	35-54	36.4	36.7
	55-64	20.0	18.7
	65+	21.8	20.3
Gender	Male	48.5	48.0
	Female	51.5	52.0
Education Level	High school or less	42.7	38.7
	College/Technical diploma	36.7	31.4
	University degree	20.6	29.9
Aboriginal	Yes	1.3	3.0
Preferred Language of Service	English	99.6	74.6
	French	0.4	25.4
Household Income	Less than \$25,000	19.7	19.9
	\$25,000 - \$59,999	39.6	35.5
	\$60,000 or more	40.7	44.6
Employment Status	Employed	56.0	54.6
	Unemployed/Seasonal	6.1	7.3
	Retired	25.1	24.7
	Other	12.8	13.5

Population (18 and over) based on 2011 Census: 18,335

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n = 465

n = 554

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	24.4 (20.5 – 28.3)	15.7 (12.7 – 18.7)	17.4 (16.7 – 18.0)
Transportation problems	6.5 <sup>E</sup> (4.3 – 8.7)	5.8 <sup>E</sup> (3.8 – 7.7)	7.1 (6.6 – 7.5)
Language problems with health care provider	4.1 <sup>E</sup> (2.3 – 5.9)	4.1 <sup>E</sup> (2.5 – 5.8)	4.2 (3.9 – 4.6)
Cost for medication too high	46.8 (42.2 – 51.4)	27.7 (24.0 – 31.4)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	15.9 (12.4 – 19.4)	11.8 (9.0 – 14.5)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	29.7 (25.0 – 34.4)	14.8 (11.6 – 18.1)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	17.0 (13.6 – 20.4)	13.0 (10.2 – 15.7)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	10.8 (8.0 – 13.5)	8.8 (6.5 – 11.2)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	16.4 (13.0 – 19.8)	10.7 (8.1 – 13.3)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	89.5 (86.6 – 92.3)	92.1 (89.8 – 94.3)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Time pressures / not enough time	Not Available	39.5 (35.5 – 43.5)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	31.5 (27.7 – 35.4)	33.5 (32.7 – 34.2)
Health of family members	Not Available	31.4 (27.6 – 35.2)	38.1 (37.3 – 38.9)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

## Sussex, Norton, Sussex Corner Area

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 465	n = 554	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	55.0 (50.5 – 59.5)	53.9 (49.8 – 58.0)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	67.0 (63.1 – 70.8)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.6 (51.1 – 60.1)	58.3 (54.2 – 62.3)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	11.9 (8.4 – 15.4)	12.9 (9.5 – 16.2)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	32.9 (28.4 – 37.4)	↓ 22.9 (19.4 – 26.4)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	74.5 (70.4 – 78.6)	72.7 (68.9 – 76.4)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	20.8 (17.4 – 24.1)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.2 (7.8 – 12.7)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	3.7 <sup>E</sup> (2.1 – 5.2)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	47.7 (43.6 – 51.8)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	51.6 (47.5 – 55.7)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	17.1 (14.0 – 20.2)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	35.7 (31.7 – 39.7)	30.8 (30.0 – 31.6)

	n = 465	n = 554	n = 554	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	58.5 (54.0 – 63.0)	60.1 (56.1 – 64.2)	11,026	61.6 (60.8 – 62.4)
High blood pressure	28.0 (24.0 – 32.0)	28.4 (24.7 – 32.1)	5,199	27.0 (26.2 – 27.7)
Arthritis	20.3 (16.6 – 23.9)	20.7 (17.3 – 24.0)	3,787	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	13.7 (10.6 – 16.7)	15.2 (12.3 – 18.2)	2,794	16.4 (15.8 – 17.0)
Chronic pain	14.5 (11.3 – 17.7)	14.8 (11.9 – 17.7)	2,713	14.0 (13.5 – 14.6)
Depression	10.5 (7.7 – 13.2)	13.3 (10.5 – 16.1)	2,438	14.9 (14.3 – 15.5)
Diabetes	11.4 (8.5 – 14.2)	11.7 (9.1 – 14.3)	2,144	10.7 (10.1 – 11.2)
Cancer	8.1 (5.6 – 10.5)	8.6 (6.3 – 10.8)	1,568	8.3 (7.8 – 8.7)
Heart disease	7.1 <sup>E</sup> (4.8 – 9.4)	8.5 (6.2 – 10.8)	1,555	8.3 (7.9 – 8.8)
Asthma	10.9 (8.1 – 13.7)	8.2 (5.9 – 10.4)	1,501	11.8 (11.3 – 12.4)
Emphysema or COPD	2.4 <sup>E</sup> (1.0 – 3.8)	2.6 <sup>E</sup> (1.3 – 3.9)	479	3.0 (2.7 – 3.3)
Stroke	F	F	286	2.5 (2.2 – 2.8)
Mood disorder other than depression	F	F	234	3.0 (2.7 – 3.2)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Sussex, Norton, Sussex Corner Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=465                      n=554                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	92.9 (90.6 - 95.2)	96.0 (94.4 - 97.6)	8	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	78.9 (75.0 - 82.8)	82.3 (79.1 - 85.5)	10	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	20.5 (17.1 - 23.9)	8	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	16.0 (12.5 - 19.5)	11.2 (8.5 - 13.9)	28	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	29.0 (24.7 - 33.3)	36.4 (32.2 - 40.6)	7	30.1 (29.3 - 30.9)
			(% within 5 days)	58.3 (53.5 - 63.1)	65.7 (61.6 - 69.8)	11	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	27.7 (23.5 - 31.8)	24.6 (20.9 - 28.2)	22	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	32.7 (28.4 - 37.0)	<b>W</b> 24.8 (21.3 - 28.3)	24	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	73.2 (67.3 - 79.1)	76.4 (71.0 - 81.8)	14	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	97.8 (96.4 - 99.2)	95.9 (94.2 - 97.6)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	F	F	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Sussex, Norton, Sussex Corner Area**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=465                      n=554                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>74.9</b> (69.0 - 80.8)	7	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>98.0</b> (96.0 - 100.0)	<b>96.1</b> (93.7 - 98.5)	5	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>83.0</b> (77.7 - 88.3)	<b>79.8</b> (74.8 - 84.8)	11	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>81.9</b> (76.5 - 87.4)	<b>77.4</b> (72.1 - 82.7)	13	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>69.2</b> (62.8 - 75.7)	<b>W 54.4</b> (48.2 - 60.6)	25	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>73.7</b> (68.2 - 79.1)	<b>73.7</b> (68.9 - 78.5)	11	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>41.2</b> (35.8 - 46.6)	<b>48.0</b> (43.0 - 53.0)	7	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>46.5</b> (40.6 - 52.4)	<b>53.3</b> (47.9 - 58.7)	12	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>3.2<sup>E,6</sup></b> (1.5 - 4.8)	<b>2.0<sup>E,6</sup></b> (0.9 - 3.1)	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Sussex, Norton, Sussex Corner Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=465                      n=554                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	14.5 <sup>6</sup> (11.3 - 17.7)	17.8 <sup>6</sup> (14.6 - 21.0)	22	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	7.8 (5.4 - 10.2)	7.4 (5.2 - 9.6)	12	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	82.5 (79.0 - 86.0)	84.5 (81.5 - 87.5)	8	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	50.5 (46.0 - 55.0)	43.5 (39.4 - 47.6)	17	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	50.2 (46.1 - 54.3)	31	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	9.1 (6.5 - 11.7)	9.8 (7.4 - 12.2)	31	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	23.1 (19.6 - 26.6)	19	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	11.9 (9.0 - 14.8)	10.6 (8.1 - 13.1)	9	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	5.7 <sup>E</sup> (3.6 - 7.8)	3.9 <sup>E</sup> (2.3 - 5.5)	30	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	2.4 <sup>E</sup> (1.0 - 3.8)	4.1 <sup>E</sup> (2.5 - 5.7)	28	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	20.3 (17.0 - 23.6)	24	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33)

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Sussex, Norton, Sussex Corner Area

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=465                      n=554                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	79.7 (75.4 – 84.0)	82.6 (79.3 – 85.9)	10	80.2 (79.5 – 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	67.3 (62.5 – 72.1)	73.9 (70.0 – 77.8)	7	68.2 (67.3 – 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	67.9 (63.0 – 72.7)	73.4 (69.2 – 77.6)	12	71.9 (71.0 – 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	57.8 (53.2 - 62.4)	<b>B</b> 67.5 (63.6 - 71.4)	17	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	80.4 (76.5 - 84.3)	84.6 (81.4 - 87.8)	14	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	49.7 (43.1 - 56.3)	55.7 (49.5 - 61.9)	11	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	86.2 (82.4 - 90.0)	5	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	57.3 (41.1 - 73.5)	71.9 (59.1 - 84.7)	19	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	89.0 (83.6 - 94.4)	13	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	57.3 (45.3 - 69.3)	61.2 (48.7 - 73.7)	30	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	90.1 (79.6 - 100.0)	100.0 (100 - 100)	1	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	87.4 (81.5 - 93.3)	9	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	88.6 (78.1 - 99.1)	95.9 (89.2 - 100.0)	8	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.1 (87.9 – 100.0)	84.7 (76.3 - 93.1)	29	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	83.1 (78.9 - 87.3)	10	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

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

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Tracadie-Sheila, Saumarez and Saint-Isidore

Canton des Basques, Haut-Sheila, Leech, Losier Settlement, Petit Tracadie, Pointe à Tom, Pointe des Robichaud, Pont Lafrance, Pont Landry, Rivière à la Truite, Saint-Irénée, Saint-Isidore, Saint-Pons, Saumarez, Tracadie Beach, Tracadie Beach, Saumarez, Tracadie-Sheila, Val-Comeau



n = 240

n = 13,614

Demographic Profile <sup>1</sup>		2014 (%)	NB (%)
Age Group	18-34	21.2	24.3
	35-54	39.3	36.7
	55-64	20.1	18.7
	65+	19.4	20.3
Gender	Male	49.3	48.0
	Female	50.7	52.0
Education Level	High school or less	44.0	38.7
	College/Technical diploma	32.0	31.4
	University degree	23.9	29.9
Aboriginal	Yes	7.1	3.0
Preferred Language of Service	English	4.0	74.6
	French	96.0	25.4
Household Income	Less than \$25,000	32.8	19.9
	\$25,000 - \$59,999	32.1	35.5
	\$60,000 or more	35.1	44.6
Employment Status	Employed	48.8	54.6
	Unemployed/Seasonal	10.1	7.3
	Retired	26.3	24.7
	Other	14.8	13.5

Population (18 and over) based on 2011 Census: 11,750

Confidence interval calculated at a 95% level of confidence.

Sample size shown represents total number of respondents.  
Exact number of respondents varies per survey indicator.

n=337

n = 240

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	35.7 (30.7 – 40.8)	31.9 (26.0 – 37.8)	17.4 (16.7 – 18.0)
Transportation problems	6.0 <sup>E</sup> (3.5 – 8.4)	4.2 <sup>E</sup> (1.7 – 6.7)	7.1 (6.6 – 7.5)
Language problems with health care provider	13.7 (10.0 - 17.3)	4.1 <sup>E</sup> (1.6 – 6.5)	4.2 (3.9 – 4.6)
Cost for medication too high	68.8 (63.8 – 73.7)	61.1 (54.9 – 67.2)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	42.7 (37.3 – 48.2)	41.9 (35.5 – 48.3)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	59.6 (53.5 – 65.6)	37.0 (30.2 – 43.9)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	19.6 (15.4 – 23.8)	11.0 <sup>E</sup> (7.0 – 14.9)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	12.1 (8.6 – 15.6)	7.0 <sup>E</sup> (3.8 - 10.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	17.6 (13.5 – 21.7)	10.4 <sup>E</sup> (6.5 – 14.2)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	86.1 (82.4 – 89.8)	87.2 (83.0 – 91.4)	91.0 (90.6 – 91.5)
<b>Things that contribute a lot to feelings of stress</b>			
Health of family members	Not Available	47.3 (41.0 – 53.5)	38.1 (37.3 - 38.9)
Time pressures / not enough time	Not Available	41.3 (35.1 – 47.5)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	34.7 (28.7 – 40.7)	33.5 (32.7 – 34.2)

<sup>1</sup>Based on survey respondents, weighted by age and gender

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

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

## Tracadie-Sheila, Saumarez and Saint-Isidore

↑ = Higher than 2011 results  
 ↓ = Lower than 2011 results

	n = 337	n = 240	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	39.7 (34.5–44.9)	32.0 (26.2–37.9)	50.5 (49.6–51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	60.7 (54.6–66.9)	65.4 (64.6–66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	46.3 (41.0–51.6)	39.1 (33.0–45.2)	55.2 (54.4–56.0)
Number of prescription medications taken on a regular basis <sup>3</sup> (% 6 or more)	17.5 (12.7–22.3)	18.9 (13.1–24.8)	15.2 (14.5–15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	31.4 (26.2–36.6)	25.2 (19.8–30.7)	25.4 (24.7–26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	74.2 (69.4–79.0)	69.9 (64.0–75.7)	73.0 (72.2–73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	23.6 (18.3–29.0)	22.1 (21.4–22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	7.4 <sup>E</sup> (4.1–10.6)	9.9 (9.4–10.4)
...that interferes with day to day function	Not Available	F	3.9 (3.6–4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	48.7 (42.5–55.0)	50.4 (49.5–51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	46.4 (40.2–52.7)	49.0 (48.1–49.8)
Current smoker (% daily or occasional)	Not Available	19.0 (14.1–23.9)	19.2 (18.5–19.8)
Unhealthy weight (% obese)	Not Available	34.5 (28.5–40.6)	30.8 (30.0–31.6)

	n = 337	n = 240	n = 240	n = 13,614
Chronic Health Conditions <sup>1</sup>	2011 (%)	2014 (%)	2014 <sup>2</sup> (#)	NB (%)
One or more chronic health conditions <sup>3</sup>	65.6 (60.4–70.8)	70.9 (65.2–76.6)	8,329	61.6 (60.8–62.4)
High blood pressure	31.0 (26.1–35.9)	34.4 (28.5–40.3)	4,042	27.0 (33.3–38.3)
Arthritis	12.6 (9.1–16.1)	19.0 (14.1–23.9)	2,233	17.4 (16.8–18.0)
Gastric Reflux (GERD)	14.5 (10.8–18.2)	16.8 (12.2–21.5)	1,979	16.4 (15.8–17.0)
Chronic pain	15.6 (11.8–19.5)	16.4 (11.7–21.0)	1,922	14.0 (13.5–14.6)
Diabetes	13.4 (9.8–16.9)	16.1 (11.5–20.7)	1,892	10.7 (10.1–11.2)
Heart disease	9.8 (6.7–13.0)	15.1 (10.7–19.6)	1,780	8.3 (7.9–8.8)
Depression	13.4 (9.8–17.0)	15.0 (10.5–19.4)	1,758	14.9 (14.3–15.5)
Asthma	17.5 (13.5–21.4)	11.6 <sup>E</sup> (7.6–15.6)	1,361	11.8 (11.3–12.4)
Cancer	7.8 <sup>E</sup> (5.0–10.7)	5.7 <sup>E</sup> (2.8–8.6)	670	8.3 (7.8–8.7)
Mood disorder other than depression	F	F	357	3.0 (2.7–3.2)
Emphysema or COPD	3.8 <sup>E</sup> (1.7–5.8)	F	224	3.0 (2.7–3.3)
Stroke	3.8 <sup>E</sup> (1.8–5.8)	F	170	2.5 (2.2–2.8)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

<sup>1</sup> Self-reported based on survey respondents

<sup>2</sup> Estimated number of citizens who have the selected chronic health condition

<sup>3</sup> Among the twelve chronic health conditions listed in table located at the right of this page.

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

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

**Tracadie-Sheila, Saumarez and Saint-Isidore**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=337                      n=240                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB		
<b>Accessibility</b>							
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							
Personal Family Doctor	A-1	<b>Has a personal family doctor</b> (% yes)	91.5 (88.5 - 94.5)	96.6 (94.3 - 98.9)	6	92.1 (91.7 - 92.5)	
	A-2	<b>Calling family doctor's office</b> during regular practice hours (% very easy or somewhat easy)	71.9 (66.9 - 76.9)	77.0 (71.6 - 82.4)	21	78.3 (77.6 - 79.0)	
	A-3	Family doctor has <b>extended office hours</b> (after 5pm or on weekends) (% yes)	Not available	9.1 <sup>E</sup> (5.4 - 12.8)	28	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an <b>after-hour arrangement</b> when office is closed (% yes)	11.6 (8.1 - 15.1)	15.9 (11.2 - 20.6)	15	18.2 (17.5 - 18.9)	
	A-5	<b>How quickly appointment can be made</b> with family doctor	(% on same day or next day)	14.8 (10.9 - 18.7)	22.2 (16.8 - 27.6)	27	30.1 (29.3 - 30.9)
			(% within 5 days)	44.7 (39.1 - 50.4)	47.2 (40.7 - 53.7)	28	60.3 (59.4 - 61.2)
	A-6	<b>Nurse working with family doctor</b> who is regularly involved in health care (% yes)	33.2 (28.0 - 38.3)	31.5 (25.6 - 37.5)	12	27.5 (26.7 - 28.3)	
	A-7	Has access to a <b>primary health team</b> <sup>3</sup> (% yes)	37.6 (32.4 - 42.8)	33.5 (27.6 - 39.4)	11	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital <b>emergency department</b> (% less than 4 hours)	71.2 (64.4 - 78.0)	71.0 (63.1 - 78.9)	19	73.9 (72.7 - 75.1)	
A-9	<b>How often citizens received the health care service they needed in the official language</b> of their choice (% who always received service in language of preference)	English <sup>4</sup>	78.1 (55.6 - 100.0)	75.6 <sup>E</sup> (47.5 - 100.0)	-	95.2 (94.8 - 95.6)	
		French <sup>4</sup>	81.5 (77.1 - 85.9)	75.7 (70.1 - 81.3)	-	72.6 (71.0 - 74.2)	

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>3</sup> Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

<sup>4</sup> Preferred language of service as indicated by respondent in the survey

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

**Tracadie-Sheila, Saumarez and Saint-Isidore**

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=337                      n=240                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Appropriateness</b>					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their <b>flu shot</b> in the last year (% yes)	Not available	<b>69.8</b> (56.3 - 83.3)	<b>18</b>	<b>70.6</b> (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood pressure</b> in the past 12 months (% yes)	<b>86.0</b> (80.3 - 91.6)	<b>83.9</b> (77.0 - 90.8)	<b>30</b>	<b>91.3</b> (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for cholesterol</b> in the past 12 months (% yes)	<b>78.1</b> (71.3 - 84.8)	<b>84.2</b> (77.3 - 91.1)	<b>3</b>	<b>76.3</b> (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for blood sugar</b> in the past 12 months (% yes)	<b>73.6</b> (66.2 - 80.9)	<b>75.6</b> (67.5 - 83.7)	<b>17</b>	<b>73.9</b> (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions <sup>5</sup> who had <b>measurements for body weight</b> in the past 12 months (% yes)	<b>61.9</b> (53.9 - 69.9)	<b>55.9</b> (46.4 - 65.4)	<b>22</b>	<b>59.3</b> (58.0 - 60.6)
Q-6	How often family doctor helps citizens <b>coordinate the care</b> from other health care providers and places (% always)	<b>58.7</b> (52.2 - 65.2)	<b>58.0</b> (49.9 - 66.1)	<b>32</b>	<b>70.7</b> (69.7 - 71.7)
<b>Effectiveness</b>					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition <sup>7</sup> who are confident in controlling and <b>managing their health condition</b> (% very confident)	<b>38.0</b> (31.7 - 44.2)	<b>35.7</b> (28.5 - 42.9)	<b>31</b>	<b>42.2</b> (41.2 - 43.2)
<b>Safety</b>					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition <sup>7</sup> who know what each of their prescribed <b>medications do</b> (% strongly agree)	<b>25.5</b> (19.5 - 31.5)	<b>26.0</b> (18.9 - 33.1)	<b>30</b>	<b>47.7</b> (46.6 - 48.8)
Q-9	Was <b>harmed due to a medical error or mistake</b> as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	<b>F</b>	<b>4.0<sup>E,6</sup></b> (1.5 - 6.5)	-	<b>2.7<sup>6</sup></b> (2.4 - 3.0)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>5</sup> Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

<sup>6</sup> For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

<sup>7</sup> Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

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

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Tracadie-Sheila, Saumarez and Saint-Isidore

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=337                      n=240                      1 to 33                      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Efficiency</b>					
Achieving the desired results with the most cost-effective use of resources					
Q-10	<b>Model of care used most often</b> when sick or in need of care from a health professional (% hospital emergency department)	21.4 <sup>6</sup> (17.0 - 25.8)	20.8 <sup>6</sup> (15.7 - 25.9)	27	11.5 <sup>6</sup> (11.0 - 12.0)
Q-11	Has used <b>Tele-Care</b> or other telephone information lines in the last 12 months (% yes)	8.1 <sup>E</sup> (5.2 - 11.0)	5.3 <sup>E</sup> (2.5 - 8.1)	26	7.4 (7.0 - 7.8)
<b>Use of services</b>					
Using primary health services in the last 12 months					
U-1	Visited a <b>personal family doctor</b> (% yes)	80.5 (76.3 - 84.7)	92.4 (89.1 - 95.7)	1	80.3 (79.6 - 81.0)
U-2	Visited a <b>hospital emergency department</b> (% yes)	52.5 (47.2 - 57.8)	61.0 (54.8 - 67.2)	2	41.3 (40.5 - 42.1)
U-3	Visited a <b>specialist</b> (% yes)	Not available	59.5 (53.4 - 65.6)	8	56.4 (55.6 - 57.2)
U-4	Visited an <b>after-hours clinic or a walk-in clinic</b> (% yes)	21.6 (17.2 - 26.0)	16.0 (11.4 - 20.6)	23	24.3 (23.6 - 25.0)
U-5	Visited an <b>alternative practitioner</b> (% yes)	Not available	27.5 (21.9 - 33.1)	9	25.2 (24.5 - 25.9)
U-6	Visited a <b>community health centre</b> (% yes)	6.1 <sup>E</sup> (3.5 - 8.7)	7.6 <sup>E</sup> (4.3 - 10.9)	14	6.9 (6.5 - 7.3)
U-7	Used <b>ambulance services</b> (% yes)	4.7 <sup>E</sup> (2.4 - 7.0)	5.8 <sup>E</sup> (2.9 - 8.7)	14	5.7 (5.3 - 6.1)
U-8	Visited a <b>nurse practitioner</b> (% yes)	7.8 <sup>E</sup> (4.9 - 10.7)	12.3 <sup>E</sup> (8.2 - 16.4)	6	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a <b>private clinic</b> (% yes)	Not available	26.1 (20.6 - 31.6)	8	23.7 (23.0 - 24.4)

<sup>2</sup> Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

<sup>6</sup> For this type of indicator, a “better” result is achieved when the indicator has a “lower” value

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

## Tracadie-Sheila, Saumarez and Saint-Isidore

**B** = Better than 2011 results  
**W** = Worse than 2011 results

n=337      n=240      1 to 33      n=13,614

Primary Health Indicator		2011	2014	Rank <sup>2</sup>	NB
<b>Communication/Relationship with personal family doctor</b>					
C-1	How often family doctor <b>explains things</b> in a way that is easy to understand (% always)	69.1 (63.6 - 74.7)	76.8 (71.3 - 82.3)	24	80.2 (79.5 - 80.9)
C-2	How often family doctor <b>involves citizens in decisions</b> about their health care (% always)	44.9 (39.0 - 50.8)	49.0 (42.4 - 55.6)	32	68.2 (67.3 - 69.1)
C-3	How often family doctor <b>gives citizens enough time to discuss</b> feelings, fears and concerns about their health (% always)	62.1 (56.4 - 67.8)	69.6 (63.0 - 76.2)	26	71.9 (71.0 - 72.8)
<b>Satisfaction</b> (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	<b>Overall health care services</b> received in New Brunswick (% 8, 9 or 10)	62.2 (57.0 - 67.4)	65.4 (59.4 - 71.4)	23	67.9 (67.1 - 68.7)
S-2	Services from <b>personal family doctor</b> (% 8, 9 or 10)	73.2 (68.1 - 78.3)	81.4 (76.3 - 86.5)	28	83.9 (83.2 - 84.6)
S-3	Services at the <b>hospital emergency department</b> (% 8, 9 or 10)	44.3 (36.9 - 51.7)	52.3 (43.8 - 60.8)	19	53.4 (52.1 - 54.7)
S-4	Services from <b>specialist</b> (% 8, 9 or 10)	Not available	77.3 (70.7 - 83.9)	30	82.0 (81.2 - 82.8)
S-5	Services at an <b>after-hours clinic or walk-in clinic</b> (% 8, 9 or 10)	80.9 (71.8 - 90.0)	84.2 (73.2 - 95.2)	3	73.3 (71.6 - 75.0)
S-6	Services from <b>alternative practitioner</b> (% 8, 9 or 10)	Not available	82.8 (74.1 - 91.5)	29	87.3 (86.2 - 88.4)
S-7	Services at a <b>community health centre</b> (% 8, 9 or 10)	80.2 (63.9 - 96.5)	84.0 (66.6 - 100.0)	10	76.2 (73.6 - 78.8)
S-8	<b>Ambulance services</b> (% 8, 9 or 10)	76.0 (55.1 - 96.9)	74.0 <sup>E</sup> (50.2 - 97.8)	29	87.5 (85.3 - 89.7)
S-9	Services from <b>nurse practitioner</b> (% 8, 9 or 10)	Suppressed <sup>8</sup>	Suppressed <sup>8</sup>	-	85.8 (83.7 - 87.9)
S-10	Services at a <b>private clinic</b> (% 8, 9 or 10)	Not available	84.9 (75.1 - 93.9)	14	82.9 (81.6 - 84.2)
S-11	Evaluation of <b>Tele-Care</b> services (% very or somewhat helpful)	86.9 (74.2 - 99.6)	<b>B</b> 100.0 (100 - 100)	1	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for <b>mental or emotional health</b> (among citizens who have talked to a health professional) (% very or somewhat helpful)	84.9 (75.4 - 94.4)	<b>B</b> 98.4 (94.6 - 100.0)	2	90.8 (89.6 - 92.0)
S-13	Wait time from <b>booking appointment</b> to seeing <b>specialist</b> (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	83.8 (78.0 - 89.6)	8	80.5 (79.6 - 81.4)

<sup>2</sup> Indicator rank across 33 communities, from best (1) to worst (33)

<sup>8</sup> Results suppressed due to limited number of nurse practitioners

<sup>E</sup> Use with caution (coefficient of variation between 16.7% and 33.3%)

Sample size shown represents total number of respondents.  
 Exact number of respondents varies per survey indicator.

Confidence interval calculated at a 95% level of confidence.

Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

# Appendix

## Survey Questionnaire



## 2014 NBHC Primary Health Survey - Questionnaire

### INTRODUCTION

Hello, my name is \*\*\* and I'm calling on behalf of the New Brunswick Health Council about the Primary Health Survey that you may have heard about.

#### IF NECESSARY:

I am a representative of MQO-Research; we are a professional research firm located in Richibucto, New Brunswick AND St. John's Newfoundland.

The New Brunswick Health Council is an independent organization that evaluates New Brunswick's health system by getting input from citizens, and then making recommendations to the Minister of Health.

IF A CHILD ANSWERS, ASK TO SPEAK TO PARENT OR GUARDIAN

IF NOT AVAILABLE, ARRANGE FOR A CALLBACK

IF AVAILABLE, REINTRODUCE AND CONTINUE:

Is there anyone who is 18 to 24 years old who lives in your household?

IF YES:

Ask to speak with that person - if unavailable, arrange call-back and get that person's first name.

IF NO:

In that case, may I speak with the next youngest adult who lives at this number... Would that be you?

IF NOT AVAILABLE, ARRANGE FOR A CALLBACK

IF AVAILABLE, RE-INTRODUCE AND CONTINUE:

Specifically, the survey will ask about your experiences with primary health services, such as visits with personal family doctors, after hours clinics, and emergency departments. The objective is to provide the New Brunswick Health Council a better understanding of these services in an effort to bring improvements. We are trying to reach out to as many residents in your local community as possible.

Please be assured that we are not selling or promoting any products or services but are simply interested in your opinions. This survey will take about 20 minutes to complete depending on your answers, which will be held strictly confidential. Is now a good time for you?

IF NOT AVAILABLE, ARRANGE FOR A CALLBACK (ASK FOR NAME!)

IF RESPONDENT AGREES TO CONTINUE ADD:

This call may be monitored for quality purposes.

Q1. Would you prefer to conduct this interview in English or in French?

- 1 English
- 2 French

Q2. GENDER (By observation)

- 1 Male
- 2 Female

Q3a. To begin, could you please provide your 6-digit postal code?

**IF NECESSARY:** We are asking you for your postal code because we want to look at the health care needs of all communities. This will be used for research purposes only, and will not be used to identify you personally.

**If quota for this postal code has already been reached:** Thank you for your time sir/m'am, but it seems we have conducted all the required interviews for your region. Thank you for your cooperation, we really appreciate it.

E # @ # @ #

**PROGRAMMING NOTE: FIRST FIELD: ENTER 'E', NO OTHER LETTER ALLOWED**

**F1: E**

**F2: RANGE 0-9**

**F3: RANGE a-z**

**F4: RANGE 0-9**

**F5: RANGE a-z**

**F6: RANGE: 0-9**

**IF RESPONDENT REFUSES:** I understand your concern. Our researchers will need the postal code to analyze the data at the community level. Could we have perhaps just the first 3 digits?  
**[ENTER FIRST 3 DIGITS AND HIT 'REFUSAL' FOR LAST 3]**

Q3b. **IF RESPONDENT REFUSES FIRST 3 DIGITS OR IF SECOND CHARACTER=0:** Would you mind sharing the name of the community where you live?

---

9999 REFUSE

**[CONTINUE FOR REFUSAL]**

Q4a. What is your year of birth?

\_\_\_\_ [RANGE: 1900-1996, 7777, 8888] [TERMINATE IF 1997 OR LATER, UNDER 18] – GO TO Q5  
9999 REFUSAL - GO TO Q4b  
5555 Answered with AGE (instead of year of birth) - CONTINUE

**IF NECESSARY:** This will be used for research purposes only, and will not be used to identify you personally.

Q4age. ENTER AGE

\_\_\_\_ AGE

Q4yob. Just to Confirm that your year of birth is [INSERT CALCULATED YEAR: 2013-Q4age]?

- 1) Yes            **GO TO Q5**
- 2) No            **RETURN TO Q4a**

Q4b. [Q4a=9999 - IF REFUSE YEAR OF BIRTH] In which age category do you fall... are you: [READ EACH]

- 1) 17 or younger            **TERMINATE**
  - 2) 18 to 24
  - 3) 25 to 34
  - 4) 35 to 44
  - 5) 45 to 54
  - 6) 55 to 64
  - 7) 65 to 74,
  - 8) 75 or older
  - 9999) [VOL] Refuse
- CONTINUE FOR REFUSAL**

Q5. Before you accepted to participate in this survey, have you ever heard of the New Brunswick Health Council?

- 1) Yes
- 2) No
- 8888) [VOL] Do not know / Do not remember

BLOCK 1: Self-rated health
----------------------------

Q6. In general, how would you rate your health? **[READ EACH]**

- 1) Excellent
- 2) Very Good
- 3) Good
- 4) Fair
- 5) Poor
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q7. In general, how would you rate your overall mental or emotional health? **[READ EACH]**

- 1) Excellent
- 2) Very Good
- 3) Good
- 4) Fair
- 5) Poor
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Persons with disabilities include those who have a long term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full participation in society on an equal basis with others.

Q7a. Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem? **[READ EACH]**

- 1) Yes, often
- 2) Yes, sometimes
- 3) No
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

**BLOCK 2: Health care model most often used when sick or in need of care**

Q8. Which one of the following BEST describes what you do when you are sick or need care from a doctor, nurse or other health professional? Do you most often... **[READ EACH]**

- 1) Go to your personal family doctor at his/her office
  - 2) Go to an after-hours clinic or a walk-in clinic for non-emergency health care needs
  - 3) Go to a community health centre where you can see different health care professionals
  - 4) Go to a hospital emergency department
  - 5) Go to a nurse practitioner
  - 6) Go to an alternative practitioner, like a chiropractor, homeopath, or massage therapist
  - 7) Call Tele-Care (811)
  - 8) Go to your community pharmacist
  - 9) Go to some other place of care [Specify: \_\_\_\_\_]
- 7777) **[VOL]** You rarely use health care services  
8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Refused

**BLOCK 3: Visits to a personal family doctor**

The following questions are about health care services you may have used in the past. If I ask you about something that does not apply to your situation, you always have the option to answer with 'does not apply'.

Q9. Do you have a personal family doctor? **[DO NOT READ]**

**IF NECESSARY:** A personal family doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. This does not include specialists or doctors you would see at an after-hours clinic or a walk-in clinic.

- |                                     |                   |
|-------------------------------------|-------------------|
| 1) Yes                              |                   |
| 2) No                               | <b>Go to Q27a</b> |
| 8888) Do not know / Do not remember | <b>Go to Q28</b>  |
| 9999) Refused                       | <b>Go to Q28</b>  |

Q10. **[Q9=1: Respondents who have a personal family doctor]** How long have you been seeing or going to your personal family doctor? **[READ EACH]**

1) Less than 1 year

2) 1 to 2 years

3) 3 to 4 years

4) 5 to 7 years

5) More than 7 years

7777) **[VOL]** Have not seen my doctor yet (e.g. new doctor)

**Go to Q28**

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q11. **[Q9=1 AND Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Is there a nurse working with your personal family doctor who is regularly involved in your health care? **[DO NOT READ]**

**NOTE: NOT ASKING IF THERE IS A NURSE, BUT IF THERE IS A NURSE WHO IS REGULARLY INVOLVED**

1) Yes

2) No

8888) Do not know / Do not remember

9999) Refused

Q12. **[Q9=1 AND Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Are there other health professionals like dietitians, social workers, physiotherapists, or others working in the same office as your personal family doctor, not including other doctors or nurses? **[DO NOT READ]**

**NOTE: 'same office' also refers to 'same building'**

1) Yes

2) No

8888) Do not know / Do not remember

9999) Refused

Q13a. **[Q9=1 AND Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Are there any days during the week when your personal family doctor has extended office hours, such as after 5pm on a weekday or sometime during the weekend? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q13b. **[Q9=1 AND Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Does your personal family doctor have an after-hour arrangement for you to see or talk to another doctor or nurse when his/her office is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q13c. **[Q9=1 AND Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Does your personal family doctor make home visits? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q14. **[Q9=1 AND Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** How easy or difficult is it to call your personal family doctor's office during regular practice hours to get health information or make an appointment? **[READ EACH]**

- 1) Very easy
- 2) Somewhat easy
- 3) Somewhat difficult
- 4) Very difficult
- 7777) **[VOL]** Does not apply because never tried to contact doctor's office by phone
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q15. **[Q9=1 and Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your personal family doctor? Did you get an appointment... **[READ EACH, CODE ONE]**

**IF NECESSARY:** This includes all medical needs, including regular checkups and exams.

- 1) On the same day
- 2) The next day
- 3) In 2 to 5 days
- 4) In 6 to 7 days
- 5) In 8 to 14 days
- 6) After more than 2 weeks
- 6666) **[VOL]** Does not apply to the last time I was sick or needed medical attention
- 7777) **[VOL]** Never able to get an appointment
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q16a. **[Q9=1 and Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** In the last 12 months, how many times did you visit your personal family doctor? **[RECORD NUMBER]**

**IF DON'T KNOW PROBE FOR BEST ESTIMATE.**

**Enter '0' FOR NONE**

_____ Capture: # of times, RANGE 0-100,8888,9999	<b>GO TO Q17 IF Q16a=1-100</b>
8888 Do not know / Do not remember	<b>ELSE GO TO Q28 if Q16a=0,8888,9999</b>
9999 Refused	

Q17. **[Q9=1 and Q16a=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the last 12 months, how often did your personal family doctor explain things in a way that you could understand? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never,
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q18. **[Q9=1 and Q16=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the past 12 months, how often did your personal family doctor involve you in decisions about your health care? **[READ EACH, CODE ONE]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q19. **[Q9=1 AND Q16=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the past 12 months, how often have test results or medical records **NOT** been available to your personal family doctor at the time of your visit? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 7777) Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q20. **[Q9=1 AND Q16=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the last 12 months, how often has your personal family doctor given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 7777) Does not apply because you did not need to talk to your doctor about your feelings, fears or concerns in the last 12 months
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q21. **[Q9=1 AND Q16=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the last 12 months, how often did your personal family doctor help you coordinate the care from other healthcare providers and places when you needed it? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, OR

7777) Does not apply because you never needed to have care coordinated in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q23. **[Q9=1 AND Q16=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the past 12 months, have you been a patient overnight in a hospital, health facility, or received services at home through the New Brunswick Extra-Mural Program? **[DO NOT READ]**

*If necessary: The Extra-Mural Program provides health services to people in their homes. This program is publicly funded and includes clinical or medical services that can be provided by a health professional.*

1) Yes

2) No

**Go to Q25**

8888) Do not know / Do not remember **Go to Q25**

9999) Refused

**Go to Q25**

Q24a. **[Q9=1 AND Q16=1-100 AND Q23=1: Respondents who had at least one visit with their personal family doctor in the last 12 months and who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months]** Did you see your personal family doctor anytime after you left the hospital or health facility, or after receiving services at home? **[DO NOT READ]**

1) Yes

2) No

**Go to Q25**

8888) Do not know / Do not remember **Go to Q25**

9999) Refused

**Go to Q25**

Q24b. **[Q9=1 AND Q16=1-100 AND Q23=1 and Q24a=1: Respondents who had at least one visit with their personal family doctor in the last 12 months, who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months and who saw their family doctor afterwards]** Did your personal family doctor seem informed and up-to-date about the plan for follow-up care? **[DO NOT READ]**

1) Yes

2) No

8888) Do not know / Do not remember

9999) Refused

Q25. **[Q9=1 AND Q16=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** Sometimes a personal family doctor's office is located at a health clinic or health centre where doctors share patients. A personal family doctor can also be on vacation or out sick and another doctor takes care of patients in his/her absence. In the last 12 months, how often were you taken care of by the same doctor each time? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q26. **[Q9=1 AND Q16=1-100: Respondents who have a personal family doctor and had at least one visit in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from your personal family doctor in the last 12 months?

**[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

8888) Do not know / Do not remember

9999) Refused

**ALL GO TO Q28**

BLOCK 4: Respondents who do not have a personal family doctor
---

Q27a. **[Respondents who do NOT have a personal family doctor]** Why do you not have a personal family doctor? **[DO NOT READ, CODE ALL THAT APPLY]**

**PROBE IF NECESESARY:** Can you provide a little more details on this?

1) Family doctors in the area are not taking new patients

2) No family doctors available in the area

3) Had a family doctor who left, retired or passed away

4) Have not tried to contact one

5) In good health, do not need a doctor

6) Other [Specify: \_\_\_\_\_ ]

8888) Do not know / Do not remember

9999) Refused

Q27b. **[Respondents who do NOT have a personal family doctor]** Is your name on a waiting list to have a personal family doctor, or have you registered with Patient Connect NB? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

***If the respondent asks how he/she can put their name on a list:***

*Patient Connect NB is a provincially managed, bilingual patient registry for New Brunswickers without a family doctor. You can call **Tele-Care 811** to register for Patient Connect NB or to get more information.*

BLOCK 5: Visits to a hospital emergency department
--

Q28. How many times have you personally used a hospital emergency department in the past 12 months?

**IF DON'T KNOW, PROBE FOR BEST ESTIMATE**

**Enter '0' FOR NONE**

\_\_\_\_ Capture: # of times, **RANGE 0-100,8888,9999**      **GO TO Q32 IF Q28=0,8888,9999**  
8888 Do not know / Do not remember  
9999 Refused

Q30. **[Q28=1-100: Respondents who have used a hospital emergency department in the last 12 months]** The last time you went to the hospital emergency department, how long did you wait from the time you came in to the time you were treated by the doctor?

**[DO NOT READ, CODE ONE]**

- 1) Less than 1 hour
- 2) 1 to less than 2 hours
- 3) 2 to less than 4 hours
- 4) 4 to less than 8 hours
- 5) 8 hours or longer
- 7777) I left without being seen [Specify: \_\_\_\_\_]
- 8888) Do not know / Do not remember
- 9999) Refused

Q31. **[Q28=1-100: Respondents who have used a hospital emergency department in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the emergency department in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 8888) Do not know / Do not remember
- 9999) Refused

**BLOCK 6: Visits to a specialist**

Q32. In the last 12 months, have you seen any of the following specialists?

**NOTE:** If asked, we are only referring to services received in New Brunswick.

<b>DO NOT RANDOMIZE LIST</b>	Yes	No	DK	REF
a) Surgeon	1	2	8888	9999
b) Psychiatrist [si-kahy-uh-trist]	1	2	8888	9999
c) Obstetrician or Gynecologist	1	2	8888	9999
d) Ophthalmologist [of-thuh l-mol-uh-jist] (or eye doctor)	1	2	8888	9999
e) Cardiologist (or heart doctor)	1	2	8888	9999
f) Oncologist (or cancer doctor)	1	2	8888	9999
g) Urologist (for treating bladder problems)	1	2	8888	9999
h) Otolaryngologist [oh-toh-lar-ing-gol-uh-jist] (for treating problems with the ears, nose or throat)	1	2	8888	9999
i) Gastroenterologist [gas-troh-en-tuh-rol-uh-jist] (for treating problems with the digestive system)	1	2	8888	9999
j) Nephrologist (or kidney doctor)	1	2	8888	9999
k) Neurologist (for treating stroke, seizures, epilepsy, dementia, or Alzheimer's)	1	2	8888	9999
l) Respiratory physician or pulmonologist (for treating pneumonia, asthma, emphysema, or COPD)	1	2	8888	9999
m) Geriatrician or geriatric physician (caring for elderly people)	1	2	8888	9999
n) Dermatologist (or skin doctor)				
o) Rheumatologist (for treating arthritis or the immune system)	1	2	8888	9999
p) Hematologist [hee-muh-tol-uh-jist] (or blood doctor)	1	2	8888	9999
q) Other: _____				

Q38a. **[If any of Q32a-q = 1: Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most recently in the last 12 months, how long did you have to wait from booking the appointment to actually see the specialist? **[DO NOT READ]**

- 1) Less than one week
- 2) From one week to less than one month (1W,2W,3W)
- 3) From one month to less than 3 months (1M,1M½,2M,2M½,4W-11W )
- 4) From 3 months to less than 6 months (3M,4M,5M)
- 5) 6 months or more
- 8888) Do not know / Do not remember
- 9999) Refused

Q38b. **[If any of Q32a-q = 1: Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most recently in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually see the specialist? **[READ EACH]**

- 1) Very satisfied
- 2) Somewhat satisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat dissatisfied
- 5) Very dissatisfied
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q39. **[If any of Q32a-q = 1: Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most recently in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the specialist in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 8888) Do not know / Do not remember
- 9999) Refused

**BLOCK 7: Visits to an after-hours clinic or a walk-in clinic**

Q40. In the last 12 months, did you visit an after-hours clinic or a walk-in clinic? **[DO NOT READ]**

**IF NECESSARY:** These are usually non-hospital based clinics for non-emergency health care needs, where patients may or may not make an appointment, and services can be provided either during the day or in the evenings.

**IF NECESSARY:** *This does not include visits when the care or services received is for another family member.*

1) Yes

2) No

**Go to Q44a**

8888) Do not know / Do not remember

**Go to Q44a**

9999) Refused

**Go to Q44a**

Q41. **[Q40=1: Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Thinking of your most recent visit, what was the main reason you chose to go to the after-hours clinic or the walk-in clinic? Was it because...

**[RANDOMIZE 1-10, READ EACH, CODE ONE ONLY]**

**NOTE: IF MORE THAN ONE ANSWER APPLIES:** Think of the most important one.

1) YOU DID NOT HAVE A FAMILY DOCTOR (I did not have a personal family doctor)

2) IT TAKES TOO LONG TO SEE YOUR FAMILY DOCTOR - (I have a personal family doctor but it takes too much time to get an appointment)

3) YOU NEEDED CARE RIGHT AWAY - (I felt I could not wait for an appointment and needed service quicker)

4) YOUR DOCTOR'S OFFICE WAS CLOSED

5) YOU DIDN'T KNOW WHERE ELSE TO GO

6) IT WAS THE EASIEST CHOICE

7) TELE-CARE (811) ADVISED YOU TO GO THERE

8) THE DOCTOR'S OFFICE ADVISED YOU TO GO THERE

9) IT WAS THE ONLY PLACE TO GO

10) IT WAS THE BEST PLACE FOR WHAT YOU NEEDED – (I felt it was the best place to receive the health care I needed)

11) OTHER REASON [Specify: \_\_\_\_\_]

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q43. **[Q40=1: Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the after-hours clinic or the walk-in clinic in the last 12 months? **[DO NOT READ]**

**IF NECESSARY:** On average, think of services received in the last 12 months from all clinics.

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

8888) Do not know / Do not remember

9999) Refused

BLOCK 8a: Visits to the community health centre
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Q44a. In the last 12 months, did you visit a community health centre? A community health centre is a place where you can see many different health professionals under one roof. **[DO NOT READ]**

**IF NECESSARY:** Such as a doctor, nurse practitioner, nurse, physiotherapist, or dietitian. Does not include specialist offices such as surgeons, cardiologists (or heart doctors), allergy doctors, skin doctors, oncologists (or cancer doctors) and other doctors who specialize in one area of health care.

1) Yes

2) No

**Go to Q52a**

8888) Do not know / Do not remember **Go to Q52a**

9999) Refused **Go to Q52a**

Q45. **[Q44a = 1: Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often did the health professionals at the community health centre involve you in decisions about your health care? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q46. **[Q44a = 1: Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often have the health professionals at the community health centre given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 7777) Does not apply because you did not need to talk to anyone at the community health centre about your feelings, fears or concerns in the last 12 months
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q47. **[Q44a=1: Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often did the health professionals at the community health centre help you coordinate the care from other healthcare providers and places when you needed it?

**[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 7777) Does not apply because you never needed to have care coordinated in the last 12 months
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q51. **[Q44a =1: Respondents who went to a community health centre in the last 12 months]** Does the community health centre have an after-hour arrangement for you to see or talk to another health care provider when the centre is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**

1) Yes

2) No

8888) Do not know / Do not remember

9999) Refused

Q52. **[Q44a=1: Respondents who went to a community health centre in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the community health centre in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

8888) Do not know / Do not remember

9999) Refused

BLOCK 8b: Visits to allied health professionals at a private clinic

Q52a. Have you visited any of the following health professionals at a private clinic or centre in the last 12 months?

	Yes	No	DK	REF
a) Physiotherapist ( <b>If necessary:</b> <i>A physiotherapist helps evaluate, restore or improve <b>physical</b> function and independence.</i> )	1	2	8888	9999
b) Occupational therapist ( <b>If necessary:</b> <i>An occupational therapist, or OT, helps people improve their ability to perform tasks in their daily living and working environments.</i> )	1	2	8888	9999
c) Dietitian	1	2	8888	9999
d) Social worker ( <b>If necessary:</b> <i>A social worker helps people adjust to difficult situations through counseling and evaluating their needs.</i> )	1	2	8888	9999
e) Psychologist ( <b>If necessary:</b> <i>A psychologist provides mental health care by evaluating and treating patients through consultation services and therapy.</i> )	1	2	8888	9999
f) Other: _____				

Q52b. **[if any of Q52a-f = 1]** Thinking of the health professional you saw most often in the last 12 months at the private clinic or centre, and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from this health professional in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 8888) Do not know / Do not remember
- 9999) Refused

BLOCK 9: Visits to a nurse practitioner

Q53. In the last 12 months, did you visit a nurse practitioner? **[DO NOT READ]**

**IF NECESSARY:** Nurse practitioners can diagnose and treat common acute and chronic illnesses, and they have the authority to order diagnostic tests and prescribe medications. Nurse practitioners are employed in a variety of settings, including community health centres, nursing homes, family practice clinics, emergency rooms, outpatient clinics and public health agencies.

1) Yes

2) No

**Go to Q71**

8888) Do not know / Do not remember

**Go to Q71**

9999) Refused

**Go to Q71**

Q55. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Is a nurse practitioner regularly involved in your health care? **[DO NOT READ]**

1) Yes

2) No

8888) Do not know / Do not remember

9999) Refused

Q57a. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Are there any days during the week when your nurse practitioner has extended office hours, such as after 5pm on a weekday or sometime during the weekend? **[DO NOT READ]**

1) Yes

2) No

8888) Do not know / Do not remember

9999) Refused

Q57b. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Does your nurse practitioner have an after-hour arrangement for you to see or talk to another nurse or doctor when his/her office is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**

1) Yes

2) No

8888) Do not know / Do not remember

9999) Refused

Q59. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your nurse practitioner? Did you get an appointment... **[READ EACH, CODE ONE]**

1) On the same day

2) The next day

3) In 2 to 5 days

4) In 6 to 7 days

5) In 8 to 14 days

6) After more than 2 weeks

6666) **[VOL]** Does not apply to the last time I was sick or needed medical attention

7777) **[VOL]** Never able to get an appointment

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q61. **[Q53 = 1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did your nurse practitioner explain things in a way that you could understand? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q62. **[Q53 = 1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did your nurse practitioner involve you in decisions about your health care? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q64. **[Q53 = 1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often has your nurse practitioner given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, or

7777) Does not apply because you did not need to talk to the nurse practitioner about your feelings, fears or concerns in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q65. **[Q53=1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did your nurse practitioner help you coordinate the care from other healthcare providers and places when you needed it? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, OR

7777) Does not apply because you never needed to have care coordinated in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q70. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from your nurse practitioner in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 8888) Don't know/Do not remember
- 9999) Refused

**BLOCK 10: Visits to an alternative practitioner**

Q71. In the past 12 months, did you visit any of the following alternative practitioners? **[READ EACH]**

	YES	NO	DK	REF
a) Chiropractor ( <b>if necessary:</b> <i>manual therapy, including manipulation of the spine, joints and tissues</i> )	1	2	8888	9999
b) Naturopath ( <b>if necessary:</b> <i>treatments using special diets, herbs, vitamins, lifestyle advice and counseling</i> )	1	2	8888	9999
c) Homeopath ( <b>if necessary:</b> <i>treatment that uses small doses of natural substances to stimulate the body's immune system</i> )	1	2	8888	9999
d) Osteopath ( <b>if necessary:</b> <i>manual therapy, such as moving, stretching and massaging muscles and joints</i> )	1	2	8888	9999
e) Acupuncturist ( <b>if necessary:</b> <i>application of heat, pressure, laser or thin needles on the skin</i> )	1	2	8888	9999
f) Massage therapist	1	2	8888	9999
g) Other: _____				

Q72. **[If any of Q71a-g = 1: Respondents who have seen an alternative practitioner in the last 12 months]** Thinking of the alternative practitioner you saw most often in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from this alternative practitioner in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 8888) Do not know / Do not remember
- 9999) Refused

BLOCK 11: Using Tele-Care
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Q73. In the past 12 months, have you called Tele-Care (811) or any of the other information lines about poison, gambling, sexually transmitted infections or 'My Choices – My Health'?

**IF NECESSARY:** Tele-Care (or 811) is a free and confidential telephone line to get medical information or health advice from a registered nurse. **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q75**
- 8888) Do not know / Do not remember **Go to Q75**
- 9999) Refused **Go to Q75**

Q74. **[Q73=1: Respondents who have called Tele-Care in the last 12 months]** How helpful was the information or advice given on the telephone information line? **[READ EACH]**

- 1) Very helpful
- 2) Somewhat helpful
- 3) Not at all helpful
- 7777) **[VOL]** I hung up before talking to someone
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

**BLOCK 12: Using ambulance services**

Q75. Have you used ambulance services in the past 12 months? **[DO NOT READ]**

1) Yes

2) No

**Go to Q77**

8888) Do not know / Do not remember **Go to Q77**

9999) Refused

**Go to Q77**

Q76. **[Q75=1: Respondents who have used ambulance services in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from ambulance services in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

8888) Do not know / Do not remember

9999) Refused

**BLOCK 13: Chronic conditions , tests /measurements, flu shot, height and weight**

*Now we will move to questions about your health. Remember all your answers are confidential; this will be used for research purposes only, and will not be used to identify you personally.*

**Q77.** Has any health professional ever diagnosed you with or treated you for any of the following chronic health conditions? **[READ EACH – CODE AS YES/NO] [RANDOMIZE LIST]**

	YES	NO	DK	REF
a. Arthritis	1	2	8888	9999
b. Asthma	1	2	8888	9999
c. Chronic pain	1	2	8888	9999
d. Emphysema or COPD (chronic obstructive pulmonary disease)	1	2	8888	9999
e. Cancer	1	2	8888	9999
f. Diabetes	1	2	8888	9999
g. Depression	1	2	8888	9999
h. A mood disorder other than depression, such as bipolar disorder, <b>mania</b> [ <b>mey-nee-uh</b> ], manic depression, or <b>dysthymia</b> [ <b>dis-thahy-mee-uh</b> ]	1	2	8888	9999
i. Heart disease	1	2	8888	9999
j. Stroke	1	2	8888	9999
k. High blood pressure or hypertension	1	2	8888	9999
l. Gastric Reflux (GERD)	1	2	8888	9999

**Q77A.** Do you or anyone in your household have problems with memory loss? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q77D**
- 8888) Do not know / Do not remember **Go to Q77D**
- 9999) Refused **Go to Q77D**

**Q77B.** **[if Q77A=1]** Has there been a diagnosis made by a health professional? **[DO NOT READ]**

- 1) Yes, Alzheimer’s
- 2) Yes, dementia
- 3) Yes, other: please specify: \_\_\_\_\_
- 4) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q77C. **[if Q77A=1]** Has this memory loss interfered at all with any day to day function, such as paying bills, preparing meals, or taking medications? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q77D. Has any health professional ever diagnosed you with or treated you for any other chronic health condition? **[DO NOT READ]**

- 1) Yes: please specify \_\_\_\_\_
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

**IF NECESSARY:** Remember all your answers are confidential, this will be used for research purposes only, and will not be used to identify you personally.

**If respondent has been diagnosed with any chronic health conditions: [if (any Q77a to Q77l = yes) OR (Q77A=1 and Q77B=1) OR (Q77A=1 and Q77B=2 and Q77C=1) OR (Q77D=1)] then continue with Q77E, else GO TO Q78A**

Q77E. **[Respondents who have been diagnosed with any chronic health condition]** How confident are you that you can control and manage your health condition? **[READ EACH]**

- 1) Very confident
- 2) Confident
- 3) Not very confident
- 4) Not at all confident
- 8888) **[VOL]** Do not know
- 9999) **[VOL]** Refused

Q77F. **[Respondents who have been diagnosed with any chronic health condition]** How many different prescription medications are you taking on a regular or ongoing basis?

**[READ ONLY IF NECESSARY]**

- 1) None **Go to Q77I**
- 2) 1
- 3) 2
- 4) 3 to 5
- 5) 6 to 8
- 6) More than 8
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused **Go to Q77I**

Q77G. **[Respondents who have been diagnosed with any chronic health condition and take prescription medications on a regular basis]** After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree. **[DO NOT READ]**

*I know what each of my prescribed medications do.*

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 8888) Do not know / Do not remember
- 9999) Refused

Q77H. **[Respondents who have been diagnosed with any chronic health condition and take prescription medications on a regular basis]** If you need help in understanding how to take your medications, who helps you the most? **[READ EACH]**

- 1) I do not need help in understanding how to take my medications
- 2) Your family or friends
- 3) Your personal family doctor or nurse practitioner
- 4) Pharmacist
- 5) Nurse at your doctor's office
- 6) I get the information I need from the internet
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q77I. **[Respondents who have been diagnosed with any chronic health condition]** After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree. **[DO NOT READ]**

*I know how to try to help prevent further problems with my health condition*

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 8888) Do not know / Do not remember
- 9999) Refused

Q78A. In the past 12 months, did you get the following tests or measurements?

**[READ EACH, CODE AS YES/NO – RANDOMIZE LIST]**

	YES	NO	DK	REF
a. Blood pressure measurement	1	2	8888	9999
b. Cholesterol measurement	1	2	8888	9999
c. Body weight measurement	1	2	8888	9999
d. Blood sugar measurement	1	2	8888	9999

Q78B. In the past 12 months, have you had a flu shot? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q78C. **[if female and 18<age<50]**: It is important to know when analyzing health whether or not the person is pregnant. Are you pregnant? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q78D. The next questions are about height and weight. How tall are you without your shoes on?

*If necessary: We are asking about height and weight to better understand and measure the health of the population and to allow for the planning of services in the future.*

- 1) Less than 4 feet (less than 120.7cm)
- 2) Between 4 feet and 4 feet 11 inches (120.7cm to 151.0cm)
- 3) Between 5 feet and 5 feet 11 inches (151.1cm to 181.5cm)
- 4) 6 feet or more (181.6cm or more)
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q78E\_2. **[if Q78D=1]** interviewer to enter the exact height: \_\_\_\_\_

Q78E\_2B. **[if Q78D=1]** interviewer to enter if height is given in Q78E\_2 is in feet/inches or centimeters:

- 1) feet/inches
- 2) centimeters

**Q78G. [if Q78D=2]: interviewer to select the height, prompt if necessary to get exact height**

- 1) 4'0" (120.7cm to 123.1cm)
- 2) 4'1" (123.2cm to 125.6cm)
- 3) 4'2" (125.7cm to 128.2cm)
- 4) 4'3" (128.3cm to 130.7cm)
- 5) 4'4" (130.8cm to 133.3cm)
- 6) 4'5" (133.4cm to 135.8cm)
- 7) 4'6" (135.9cm to 138.3cm)
- 8) 4'7" (138.4cm to 140.9cm)
- 9) 4'8" (141.0cm to 143.4cm)
- 10) 4'9" (143.5cm to 146.0cm)
- 11) 4'10" (146.1cm to 148.5cm)
- 12) 4'11" (148.6cm to 151.0cm)

**Q78H. [if Q78D=3]: interviewer to select the height, prompt if necessary to get exact height**

- 1) 5'0" (151.1cm to 153.6cm)
- 2) 5'1" (153.7cm to 156.1cm)
- 3) 5'2" (156.2cm to 158.7cm)
- 4) 5'3" (158.8cm to 161.2cm)
- 5) 5'4" (161.3cm to 163.7cm)
- 6) 5'5" (163.8cm to 166.3cm)
- 7) 5'6" (166.4cm to 168.8cm)
- 8) 5'7" (168.9cm to 171.4cm)
- 9) 5'8" (171.5cm to 173.9cm)
- 10) 5'9" (174.0cm to 176.4cm)
- 11) 5'10" (176.5cm to 179.0cm)
- 12) 5'11" (179.1cm to 181.5cm)

**Q78I. [if Q78D=4]: interviewer to select the height, prompt if necessary to get exact height**

- 1) 6'0" (181.6cm to 184.1cm)
- 2) 6'1" (184.2cm to 186.6cm)
- 3) 6'2" (186.7cm to 189.1cm)
- 4) 6'3" (189.2cm to 191.7cm)
- 5) 6'4" (191.8cm to 194.2cm)
- 6) 6'5" (194.3cm to 196.8cm)
- 7) 6'6" (196.9cm to 199.3cm)
- 8) 6'7" (199.4cm to 201.8cm)
- 9) 6'8" (201.9cm to 204.4cm)
- 10) 6'9" (204.5cm to 206.9cm)
- 11) 6'10" (207.0cm to 209.5cm)
- 12) 6'11" (209.6cm to 212.0cm)

Q78J. How much do you weigh?

*If necessary: We are asking about weight to better understand and measure the health of the population and to allow for the planning of services in the future.*

---

8888) Do not know / Do not remember

9999) Refused

Q78K. Interviewer to enter if weight given in Q78J is in pounds or kilograms:

- 1) Pounds
- 2) Kilograms

**BLOCK 14: Overall care experiences: safety, equity, communication, wellness/prevention and mental health**

Q83a. In the past 12 months, how often did you talk with a doctor, nurse, or other health professional about things you could do to improve your health or prevent illness like stop smoking, drink less alcohol, eat better, and exercise? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q83b. What is your current smoking behavior? **[READ EACH]**

***If necessary:** This includes any tobacco product.*

- 1) Daily smoker ***[if necessary: at least one cigarette per day]***
- 2) Occasional smoker ***[if necessary: an occasional smoker is someone who smokes, but not every day]***
- 3) Non-smoker
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q83c. Moderate and vigorous physical activities are activities that increase your heart rate and make you get out of breath and sweat. Thinking about the past month, what best describes your typical physical activity level? **[READ EACH]**

***If necessary:** Examples of moderate or vigorous physical activity include brisk walking, skating, bike riding, jogging, basketball, soccer, cross-country skiing*

- 1) I take part in moderate or vigorous physical activity at least 2½ hours per week
- 2) I take part in moderate or vigorous physical activity at least 1 hour but less than 2½ hours per week
- 3) I take part in moderate or vigorous physical activity at least ½ an hour but less than 1 hour per week
- 4) I take part in less than ½ an hour of moderate or vigorous physical activity per week
- 5) I don't take part in any moderate or vigorous physical activity
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q83d. How many servings of fruit, of any sort, do you eat on a typical day?

**INSERT NUMBER:** \_\_\_\_\_

8888) [VOL] Do not know / Do not remember

9999) [VOL] Refused

*If necessary: A serving of fruit is about the size of your fist, or a baseball. Fruit juice is included if it was at least a glass (or ½ a cup) of fresh or 100% juice in a day. Each additional serving of fruit juice counts as an additional fruit serving. This also includes fruit smoothies.*

83e. How many servings of vegetables, of any sort, do you eat on a typical day?

**INSERT NUMBER:** \_\_\_\_\_

8888) [VOL] Do not know / Do not remember

9999) [VOL] Refused

*If necessary: A serving of vegetables is about the size of your fist, or a baseball. Vegetable juice is included if it was at least a glass (or ½ a cup) in a day. Each additional serving of vegetable juice counts as an additional vegetable serving.*

Q84a. Thinking about stress in your day-to-day life within the last 12 months, please tell me if the following things have contributed a lot to feelings of stress you may have?

	YES	NO	DK	REF
a. Time pressures / not enough time	1	2	8888	9999
b. Your own physical health problem or condition	1	2	8888	9999
c. Your own emotional or mental health problem or condition	1	2	8888	9999
d. Your financial situation (ex: not enough money, or debt)	1	2	8888	9999
e. Your own work situation (ex: hours of work, or working conditions	1	2	8888	9999
f. School, college or university	1	2	8888	9999
g. Employment status (ex: unemployment)	1	2	8888	9999
h. Caring for your own children	1	2	8888	9999
i. Caring for others (parents, family or friends)	1	2	8888	9999
j. Other personal or family responsibilities	1	2	8888	9999
k. Your personal relationships	1	2	8888	9999
l. Discrimination	1	2	8888	9999
m. Your personal safety or your family's safety	1	2	8888	9999
n. Health of family members	1	2	8888	9999
l. Other: _____				

Q84b. In the past 12 months, have you seen or talked to a doctor, nurse, or other health professional about your mental or emotional health? **[DO NOT READ]**

**IF NECESSARY:** This includes things in your life that worry you or cause stress.

1) Yes

2) No

**Go to Q86**

8888) **[VOL]** Do not know / Do not remember

**Go to Q86**

9999) **[VOL]** Refused

**Go to Q86**

Q85. **[Q84=1: Respondents who have seen or talked to a health professional about their mental or emotional health in the last 12 months]** How helpful was the information or advice given by the doctor, nurse, or other health professional about your mental or emotional health? Was it... **[READ EACH]**

1) Very helpful

2) Somewhat helpful

3) Not at all helpful

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q86. Not counting if you stayed overnight in a hospital, do you believe that you were harmed because of a medical error or mistake as a result of health care services you received in the last 12 months? **[DO NOT READ]**

**IF NECESSARY:** Includes experiences with a personal family doctor, specialist, nurse practitioner, and also includes services received at a community health centre, after-hours clinic, walk-in clinic, in the emergency department, through ambulance services, and through Extra-Mural services.

1) Yes

2) No

**Go to Q89**

8888) Do not know / Do not remember

**Go to Q89**

9999) Refused

**Go to Q89**

Q87. **[Q86=1: Respondents who believed that they were harmed because of a medical error]** Please provide additional details on why you believe that you were harmed because of a medical error or mistake as a result of health care services you received in the last 12 months.

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8888 Do not know / Do not remember

9999 Refused

Q89. Under the Official Languages Act, you have the right to be served in either English or French. Of these two languages, which is your preference? **[DO NOT READ]**

- 1) English
- 2) French
- 3) No preference
- 8888) Do not know
- 9999) Refused

Q90. In the last 12 months, how often did you receive the health care service you needed in the official language (English or French) of your choice? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q91a. Do you have internet access at home? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q92. How often is it hard to understand written information when you want to learn about a medical condition or a prescription? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 7777) **[VOL]** Does not apply because you have never had to learn about a medical condition or prescription
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q93. When learning about a medical condition or a prescription, how often was it verbally explained to you in a way that you could understand? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never

7777) **[VOL]** Does not apply because you have never had to learn about a medical condition or prescription

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

BLOCK 15: Personal responsibility and overall rating of health care services
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Q6A. Do you strongly agree, agree, disagree or strongly disagree with the following statements:

**[DO NOT READ] [RANDOMIZE LIST a-c] [REPEAT SCALE IF NECESSARY]**

- a) My health largely depends on how well I take care of myself.
- b) I think staying healthy is a matter of luck more than anything else.
- c) I leave it to doctors or other health professionals to make the right decisions about my health.

1) Strongly Agree

2) Agree

3) Disagree

4) Strongly disagree

8888) Do not know / Do not remember

9999) Refused

Q94. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate overall the health care services you have received in New Brunswick? **[DO NOT READ]**

**IF NECESSARY:** think of health care services you have received in the last 12 months.

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

7777) Does not apply because you rarely use health care services

8888) Don't know/Do not remember

9999) Refused

BLOCK 16: Understanding the difficulties in getting health care
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Q95C. Now think of any difficulties you may have experienced in getting the health care you needed, have you ever.... **[READ EACH, RANDOMIZE a-n a-i]**

**IF NECESSARY:** Think of difficulties you may have experienced in the last 12 months.

	YES	NO	DK	REF
a) needed health care services, but it was not available in your area at the time you needed it	1	2	8888	9999
b) Had transportation problems	1	2	8888	9999
c) Had a language problem with your health care provider	1	2	8888	9999
d) Found the cost for medication too high	1	2	8888	9999
e) Found the cost for treatments or procedures too high	1	2	8888	9999
f) Found the cost for ambulance services too high	1	2	8888	9999
g) Been unable to leave the house because of a health problem	1	2	8888	9999
h) Had trouble finding your way around the health care system	1	2	8888	9999
i) Had any other issues (Specify: _____)				

Q95D. Do you have insurance that covers all or part of the cost of prescription medications?

**[READ EACH]**

*If necessary: This includes insurance coverage under your spouse or partner.*

1) No, I do not have an insurance plan for prescription medications

2) Yes, it is a plan sponsored by the government

3) Yes, it is a plan sponsored by my employer

4) Yes, it is a private plan

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q95E. Do you have insurance that covers all or part of the cost of dental expenses? **[READ EACH]**

*If necessary: This includes insurance coverage under your spouse or partner.*

1) No, I do not have an insurance plan for dental expenses

2) Yes, it is a plan sponsored by the government

3) Yes, it is a plan sponsored by my employer

4) Yes, it is a private plan

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q95F. Do you have insurance that covers all or part of the cost of eye glasses or contact lenses?

**[READ EACH]**

*If necessary: This includes insurance coverage under your spouse or partner.*

1) No, I do not have an insurance plan for eye glasses or contact lenses

2) Yes, it is a plan sponsored by the government

3) Yes, it is a plan sponsored by my employer

4) Yes, it is a private plan

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

BLOCK 17: Demographics
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*Now as we end, just a few questions about you that will help us analyze the results of this survey.*

Q98. What is the highest grade or level of school that you have completed? **[READ, CODE ONE]**

- 1) 8th grade or less
  - 2) Some high school, but did not graduate
  - 3) High school or GED
  - 4) College, trade, or technical school diploma/certificate
  - 5) Undergraduate degree
  - 6) Post university/graduate level education
- 8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Prefer not to answer / Refused

Q99. What language do you mainly speak at home? **[DO NOT READ]**

- 1) English
  - 2) French
  - 3) Both English and French equally
  - 4) Other [specify: \_\_\_\_\_]
- 8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Prefer not to answer / Refused

Q100. Are you an Aboriginal person, that is, North American Indian, Métis, or Inuit? **[DO NOT READ]**

- 1) Yes
  - 2) No
- 8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Prefer not to answer / Refused

Q101. Which of the following best describes your employment status? Are you... **[READ EACH]**

- 1) Employed full-time, that is 30 hours per week or more; **[IF NECESSARY: including self-employed or on a work training program]**
  - 2) Employed part-time, that is less than 30 hours per week; **[IF NECESSARY: including self-employed or on a work training program]**
  - 3) Unemployed
  - 4) At school or in full-time education
  - 5) Unable to work due to long-term sickness or disability
  - 6) Looking after your home/family
  - 7) Retired
  - 8) Other (specify: *probe on # of hours: \_\_\_\_\_*)
- 8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Prefer not to answer / Refused

Q102. We will not ask you to give us your salary or income, but could you tell us in which of the following three categories was your total household income before taxes in 2013: **[READ EACH]**

- 1) Less than \$25,000
  - 2) \$25,000 to less than \$60,000
  - 3) \$60,000 or more
- 8888) **[VOL]** Do not know / Do not remember  
9999) **[VOL]** Prefer not to answer / Refused

BLOCK 18: Final comments or feedback
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Q103. Is there anything else you would like to tell us about the health care services you have received in New Brunswick or do you have any suggestions for changes that may have improved your experiences?

\_\_\_\_\_

**Thank you so much, on behalf of MQO Research and the New Brunswick Health Council, have a great evening/day!**