



Glossary

Words	Definitions
Academics	Educators or researches in post-secondary institutions within the health or public-policy related fields (<i>Monde universitaire</i>)
Acute Care	Care provided in a hospital or a psychiatric facility. Some of the programs and services included in Acute Care are: Hospital Services, Cardiac Care Program, Ambulatory Care Clinics, Organ and Tissue procurement, Safer Health Care Now initiatives, and Psychiatric facilities (<i>Soins aigus</i>)
Accessibility score	An overall measure of access to primary health care services (<i>Score d'accessibilité</i>)
Addictions Services	The goal is to reduce the human and economic costs of substance abuse and gambling by intervening with individuals, families, employers and community partners (<i>Services de traitement des dépendances</i>)
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 (<i>Clinique « après-heures » ou sans rendez-vous</i>)
Alternative Practitioner	Alternative health care providers most commonly used are chiropractors, naturopaths, homeopaths, acupuncturists and massage therapists (<i>Praticien(ne) de médecine douce</i>)
Ambulance New Brunswick	Provide comprehensive, province-wide ambulance services to the citizens, residents and visitors of New Brunswick. These services include air and land ambulance services, all in accordance with applicable provincial legislative and policy direction (<i>Ambulance Nouveau-Brunswick</i>)
Ambulatory Care	Medical care including diagnosis, observation, treatment and rehabilitation that is provided on an outpatient basis. Ambulatory care is given to persons who are not confined to a hospital but rather are ambulatory and, literally, are able to ambulate or walk about (<i>Soins ambulatoires</i>)
Care experience vs satisfaction	The care experience is the cause or the influence and satisfaction is the result of the experience. They are associated (<i>Expérience de soins vs satisfaction</i>)
Chair	Chairperson of the Council of the New Brunswick Health Council (<i>Président</i>)
Chronic Health Condition	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 (<i>Condition chronique</i>)



Citizen centered	Meet the needs and preferences of individuals and communities, rather than expecting people to adapt to what the system has to offer (<i>Axé sur les citoyens</i>)
Citizen Engagement	A process by which citizens are engaged on various topics such as those based on values, choices and compromises that will influence policy-making decisions (<i>Engagement du citoyen</i>)
Community groups	Groups within a community, representing the interests of the community within any given field (<i>Groupes communautaires</i>)
Community Health Centre	Provides primary health care services, illness/injury prevention, chronic disease management and community development services, using a population health promotion approach in a multidisciplinary team of health providers (<i>Centre de santé communautaire</i>)
Community Mental Health Centre	Provides a variety of prevention, intervention, and post services for New Brunswickers. In addition, crisis intervention services are available (<i>Centre de santé mentale communautaire</i>)
Council	Administrative Council of the New Brunswick Health Council (<i>Conseil d'administration</i>)
Determinants of Health	As per the Public Health Agency of Canada, the determinants of health are the following: Social, economic and physical environments, Personal health practices and behaviours, Individual capacity and coping skills, Human biology Early childhood development, and Health service. (<i>Déterminants de la santé</i>)
Dimensions of quality	General quality of services in the health care system as measured by accessibility, appropriateness, effectiveness, efficiency, equity and safety factors (<i>Dimensions de la qualité</i>)
Dimensions of quality Accessibility	The ability of patients/clients to obtain care/service at the right place and the right time, based on their respective needs, in the official language of their choice (<i>Dimensions de la qualité - Accessibilité</i>)
Dimensions of quality Appropriateness	Care/service provided is relevant to the patients'/clients' needs and based on established standards (<i>Dimensions de la qualité - Justesse</i>)
Dimensions of quality Effectiveness	The care/service, intervention or action achieves the desired results (<i>Dimensions de la qualité - Efficacité</i>)
Dimensions of quality Efficiency	Achieving the desired results with the most cost-effective use of resources (<i>Dimensions de la qualité - Rendement</i>)
Dimensions of quality 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 (<i>Dimensions de la qualité - Équité</i>)
Dimensions of quality Safety	Potential risks of an intervention or the environment are avoided or minimized (<i>Dimensions de la qualité - Sécurité</i>)



Extra Mural Program	Provides comprehensive home health care services to New Brunswickers in their homes and in their communities. The Extra-Mural professionals provide health care services that include: assessment, interventions (including treatment, education and consultation), service planning and coordination (<i>Programme extra-mural</i>)
Government representatives	Individuals employed within a variety of government departments with an emphasis on programs and services relating to the determinants of health (<i>Représentants du gouvernement</i>)
Health and Wellness managers	Individuals employed within the health partners and responsible for the development or management of programs and services (<i>Gestionnaires, santé et mieux-être</i>)
Health Behaviours	Behaviours expressed by individuals to protect, maintain or promote their health status. For example, proper diet and appropriate exercise are activities perceived to influence health status. Lifestyle is closely associated with health behaviour and factors influencing the lifestyle are socioeconomic, educational and cultural (<i>Comportement liés à la santé</i>)
Health Care	Defined as the combined functioning of public health and personal medical services (<i>Soins de santé</i>)
Health Council	New Brunswick Health Council (<i>Conseil de la santé du Nouveau-Brunswick</i>)
Health Outcomes	Are the changes in health status of an individual, group or population from a system perspective (<i>Résultats de santé</i>)
Health professionals	Individuals directly involved in providing health services (<i>Professionnels de la santé</i>)
Health Score	A measure of how people perceive their overall health (<i>Score de santé</i>)
Health Service Centre	Provides nursing and administrative support to fee for service physicians in an office practice setting (<i>Centre de services de santé</i>)
Health Status	Equally weights length and quality of life as its two main sources of outcome related indicators (<i>État de la santé</i>)
Health System or Health Care System	Includes all individuals, institutions, and resources involved in the prevention, treatment and management of injury, illness and disability and the preservation of mental and physical well-being through the services offered in the Province by medical and allied health professions (<i>Système de soins de santé</i>)
Health System Report Card	A tool that provides important information on the quality of the services of the New Brunswick Health system (<i>Fiche de rendement du système de santé</i>)
Minister	Minister of Health of New Brunswick (<i>Ministre</i>)
Mortality vs Morbidity	Mortality refers to the incidence of deaths whereas morbidity refers to the incidence of sickness or accident. Thus, to say that a group shows a high rate of morbidity means that the rate of sickness or the rate of accident resulting from the claim experience of the group is higher than expected (<i>Mortalité vs morbidité</i>)
NBHC	New Brunswick Health Council (<i>CSNB</i>)



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 (<i>Infirmier(ère) praticien(ne)</i>)
Nursing Homes	Nursing home services are intended for individuals who are medically stable and who need nursing care. Services in nursing homes emphasize the resident's physical, social and psychological independence. This includes care and support for the residents, facilities, maintenance and administration (<i>Foyer de soins</i>)
Palliative and End-Of-Life Care	Is for anyone facing a life-threatening illness. It provides physical, emotional and spiritual care and support for individuals and their loved ones. Most palliative programs and services are given either in the hospital (Acute Care) setting, at home through the Extra-Mural Programs or in a long-term care facility (Supportive/Specialty) (<i>Soins palliatifs</i>)
Patient care experience Survey	The survey targeted hospital patients who stayed at least one night in an acute care setting during the months of November and December of 2009 and January 2010 (<i>Sondage sur l'expérience vécue</i>)
Patient Centered	Meet the needs and preferences of individuals and communities, rather than expecting people to adapt to what the system has to offer (<i>Axé sur le patient</i>)
Performance measurement	Performance measurement of the health system for New Brunswick involves being able to measure, monitor and evaluate health services quality based on six dimensions of quality that the New Brunswick Health Council is required to report on. These dimensions of quality are: Accessibility, Appropriateness, Effectiveness, Efficiency, Equity and Safety (<i>Mesurer le rendement</i>)
Personal Family Doctor	The doctor 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 (<i>Médecin de famille habituel</i>)
Population Health	The health of the population of New Brunswick at a given point and time (<i>Santé de la population</i>)
Population Health Snapshot	A tool that leverages available data and is a representation of the health of the population of New Brunswick at a given point and time (<i>Portrait de la santé de la population</i>)
Primary Care	Basic health services for day-to-day care of the patient provided by physicians and other providers and requiring the lowest level of technology and special expertise by comparison with secondary and tertiary care (<i>Soins primaires</i>)



<p>Primary Health Care</p>	<p>Usually the first place people go when they have health concerns, often to a general practitioner or family physician. Primary Health Care typically includes 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 Care is also an important source of chronic disease prevention and management and may include other health professionals such as nurses, nurse practitioners, dietitians, physiotherapists, and social workers. <i>(Soins de santé primaires)</i></p>
<p>Primary health care community</p>	<p>Results of the NBHC 2011 Primary Health Care Survey are reported for 28 New Brunswick communities. These communities are new; they were created by the NBHC specifically to report results of the NBHC primary health care survey. Several considerations were necessary to create these communities:</p> <ul style="list-style-type: none"> • 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 care stakeholders <p><i>(Communauté de soins de santé primaires)</i></p>
<p>Primary health care team</p>	<p>A primary health care 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 care 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 2011 Primary Health Care Survey, access to a primary health care team is defined as:</p> <ul style="list-style-type: none"> • 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 <p><i>(Équipe de soins de santé primaire)</i></p>
<p>Public Health</p>	<p>Its mission is to promote, maintain and protect the health of people of New Brunswick <i>(Santé publique)</i></p>
<p>Public interest groups</p>	<p>Groups with an interest in health and health services, or specific community-related health campaigns <i>(Groupes d'intérêt public)</i></p>



Public policy	Public policy is the broad framework of ideas and values within which decisions are taken and action, or inaction, is pursued by governments in relation to some issue or problem (<i>Politiques publiques</i>)
Quality	For the NBHC, quality is related to our 6 dimensions of quality: accessibility, appropriateness, effectiveness, efficiency, equity and safety as well as citizen-centered care. Improvements in these dimensions will contribute to better quality of care, patient safety and satisfaction, organizational efficiencies and the bottom line (<i>Qualité</i>)
Rural Area	Defined as all areas of the country not falling into either the large urban or small urban categories (<i>Région rurale</i>)
Satisfaction score	The satisfaction score is an overall measure of experiences with primary health care services. (<i>Score de satisfaction</i>)
Special Care Home	Special care homes provide basic features to those who require a bit more help. Some homes accommodate two to six residents while others can have as many as 60. There are a few special care homes which are authorized to provide enhanced services for those who require somewhat more care but not regular nursing care (these are usually persons with dementia). There are 161 enhanced special care home beds approved in New Brunswick (<i>Foyer de soins spéciaux</i>)
Specialist	Specialists are doctors like surgeons, cardiologists, dermatologists, oncologists, and other doctors who specialize in one area of health care (<i>Spécialiste</i>)
Supportive/Specialty Care	Care received in the community or as an out-patient to prevent, control, or relieve complications and/or side effects and to improve the citizen's comfort and/or quality of life. Some of the programs and services included in Supportive/Specialty are: Community Mental Health Programs and Services, Extra-Mural Programs, Rehabilitation Services (Stan Cassidy Centre), Addictions Services, Social Development-Long Term Care (<i>Soins de soutien/spécialité d'appoint</i>)
Sustainability	The human population living in such a way that does not prevent future generations from meeting their needs (<i>Viabilité</i>)
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' (<i>Télé-Soins</i>)
Urban Area	Defined as Census Metropolitan Areas (CMAs). A CMA represents one or more adjacent municipalities centered on an urban core of at least 100,000 persons or defined as any urban area not part of a CMA that has a minimum population of 1,000 persons and a population density of at least 400 persons per square kilometre (<i>Région urbaine</i>)



Zones (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 (Fundy Shore / Saint John), zone 3 (Fredericton / River Valley) and zone 7 (Miramichi) are managed by Horizon Health Network. Health facilities in zone 4 (Madawaska /North West), zone 5 (Restigouche) and zone 6 (Bathurst / Acadian Peninsula) are managed by Vitalité Health Network. Health facilities in zone 1 (Moncton / South-East) are managed by either Horizon Health Network or Vitalité Health Network (<i>Zone (zone de santé)</i>)
Zone 1: Moncton / South-East	Carleton, Acadieville, Saint-Louis, Saint-Louis de Kent, Saint-Charles, Richibucto, Indian Island, Rexton, Elsipogtog, Weldford, Huskisson, Hartcourt, Saint-Paul, Saint Mary, Saint-Antoine, Dundas, Buctouche, Bouctouche, Wellington, Salisbury, Petitcodiac, Moncton, Coverdale, Riverview, Dieppe, Shediac, Memramcook, Dorchester, Beaubassin East/ Beaubassin-est, Sackville, Westmorland, Port Elgin, Botsford, Cap-Pelé, Fort Folly, Hillsborough, Elgin, Hopewell, Riverside-Albert, Harvey, Alma (<i>Zone 1 : Moncton / Sud-est</i>)
Zone 2: Fundy Shore / Saint John	Brunswick, Havelock, Cardwell, Sussex Corner, Sussex, Studholm, Waterford, Hammond, Saint Martins, Upham, Norton, Hampton, Springfield, Johnston, Wickham, Hampstead, Kars, Petersville, Greenwich, Kingston, Quispamsis, Rothesay, Simonds, Grand Bay-Westfield, Westfield, Saint John, Musquash, Lepreau, Pennfield, Clarendon, Blacks Harbour, Grand Manan, Campobello, West Isles, Saint George, Saint Andrews, Saint Patrick, Saint Croix, Dumbarton, Saint James, Dufferin, Saint Stephen (<i>Zone 2 : Fundy / Saint John</i>)
Zone 3: Fredericton / River Valley	Blissfield, Ludlow, Doaktown, Maugerville, Northfield, Minto, Chipman, Waterborough, Sheffield, Canning, Cambridge, Cambridge-Narrows, Gagetown, Lincoln, Oromocto, Burton, Fredericton Junction, Tracy, Gladstone, Blissville, McAdam, Manners Sutton, Harvey, Canterbury, North Lake, Dumfries, Prince William, Kingsclear, New Maryland, Fredericton, Saint Mary's, Queensbury, Nackawic, Southampton, Medictic, Millville, Bright, Devon, Douglas, Stanley, Richmond, Woodstock, Northampton, Wakefield, Hartland, Brighton, Peel, Simonds, Wilmot, Florenceville, Centreville, Wicklow, Bath, Bristol, Aberdeen, Kent, Andover, Aroostook, Tobique, Perth, Plaster Rock, Gordon, Denmark, Lorne (<i>Zone 3 : Fredericton et la vallée</i>)
Zone 5: Madawaska / North West	Saint-François, Saint-François de Madawaska, Clair, Lac Baker, Baker Brook, Saint-Hilaire, Edmundston, Saint- Basile, Saint-Jacques, Saint-Joseph, Rivière-Verte, Madawaska, Sainte-Anne, Saint-Anne-de-Madawaska, Notre-Dame-de-Lourdes, Saint-Léonard, Saint-André, Drummond, Grand Falls/Grand-Sault, Saint-Quentin, Grimmer, Kedgwick, Madawaska (<i>Zone 4 : Madawaska / Nord-ouest</i>)
Zone 5: Restigouche	Eldon, Addington, Atholville, Balmoral, Tide Head, Campbellton, Dalhousie, Indian Ranch, Eel River, Charlo, Eel River Crossing, Colborne, Durham, Belledune, Eel River Bar (<i>Zone 5 : Restigouche</i>)



Zone 6: Bathurst / Acadian Peninsula	Pointe-Verte, Petit Rocher, Nigadoo, Beresford, Bathurst, Pabineau, New Brandon, Bertrand, Paquetville, Saint-Léolin, Grande-Anse, Maisonnette, Allardville, Saumarez, Tracadie-Sheila, Saint-Isidore, Inkerman, Caraquet, Bas-Caraquet, Le Goulet, Shippagan, Sainte-Marie-Saint-Raphaël, Lamèque (<i>Zone 6 : Bathurst / Péninsule acadienne</i>)
Zone 7: Miramichi	Northesk, Big Hole, Red Bank, Southesk, Newcastle, Miramichi, Alnwick, Chatham, Burnt Church, Neguac, Tabusintac, Hardwicke, Glenelg, Eel Ground, Nelson, Derby, Rogersville, Blackville, Metepenagiag (<i>Zone 7 : Miramichi</i>)