

Zone 4: Madawaska / North-West Area

These survey results are based on citizens across New Brunswick who have recently received home care services (Extra-Mural Program or home support services or both). Services from the Extra-Mural Program are provided by health professionals such as a nurse, physiotherapist or social worker. Home support services are provided by home support workers to help with tasks such as housekeeping or meal preparation.

Under the Extra-Mural Program, home care services are funded by the Department of Health and delivered by New Brunswick's two regional health authorities, Horizon Health Network and Vitalité Health Network. This survey also covers home support services funded entirely or partially by the Department of Social Development under the Long Term Care Program and the Disability Support Program.

All survey results are weighted by age and gender to better represent the population receiving home care services.



| | Zone 4 2015 (%) | New Brunswick 2015 (%) |
|--|--------------------|---------------------------|
| UNMET NEEDS | | |
| | <i>n=652</i> | <i>n=6,641</i> |
| Is there anything else that could have been done to help you stay at home? (yes) | 16.4 | 14.5 |
| In this community, 16.4% of citizens receiving home care services (Extra-Mural Program or home support services or both) reported in 2015 that more could have been done to help them stay at home, compared to 12.7% in 2012. For this type of indicator, a "better" result is achieved when the indicator has a "lower" value. | | |
| What else could have been done or provided to help you stay at home? (top 3) | | |
| More home support services such as yard work or food delivery | 28.8 | 16.3 |
| More hours of service such as weeknights and weekends | 12.8 | 28.8 |
| More equipment such as wheelchairs and shower handles | 10.2 | 12.5 |
| FAMILY CAREGIVERS | | |
| | <i>n=652</i> | <i>n=6,641</i> |
| Does a friend, family member or volunteer help you with your home care? (yes) | 55.3 | 61.5 |
| Who helps the most? | | |
| Spouse or partner | 41.1 | 41.3 |
| Son or daughter | 30.2 | 33.9 |
| Other family member | 9.4 | 9.3 |
| Friend or volunteer | 8.1 | 6.7 |
| Mother or father | 7.5 | 6.5 |
| How often do they help? | | |
| Every day | 56.7 | 59.0 |
| A few times a week | 24.1 | 22.0 |
| Once a week or less | 16.9 | 17.9 |

Communities included in this zone:

Edmundston Area, Grand Falls Area, Kedgwick Area

Zone 4: Madawaska / North-West Area

| | Zone 4 2015 (%) | New Brunswick 2015 (%) |
|--|--------------------|---------------------------|
| PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES | <i>n=652</i> | <i>n=6,641</i> |
| Age group | | |
| Under 18 | 1.9 | 5.2 |
| 18-64 | 38.1 | 29.1 |
| 65-74 | 18.8 | 20.0 |
| 75-84 | 23.4 | 24.7 |
| 85 and over | 17.8 | 21.0 |
| Gender | | |
| Male | 41.2 | 41.0 |
| Female | 58.8 | 59.0 |
| Education level | | |
| No high school diploma | 58.3 | 53.2 |
| High school or higher | 41.7 | 46.8 |
| Household income | | |
| Less than \$25,000 | 69.7 | 63.2 |
| \$25,000 or more | 30.3 | 36.8 |
| Language of choice for services | | |
| English | 29.5 | 77.5 |
| French | 70.5 | 22.5 |
| Aboriginal | | |
| Yes | 3.4 | 2.2 |
| Self-rated overall health | | |
| Excellent/Very good | 11.0 | 13.0 |
| Good | 29.6 | 28.4 |
| Fair | 42.9 | 40.1 |
| Poor | 16.5 | 18.5 |
| Self-rated mental or emotional health | | |
| Excellent/Very good | 32.6 | 30.5 |
| Good | 37.6 | 37.2 |
| Fair | 25.6 | 25.7 |
| Poor | 4.3 | 6.5 |
| Chronic health conditions | | |
| Hypertension | 52.9 | 54.0 |
| Arthritis | 43.4 | 45.8 |
| Chronic pain | 33.1 | 30.4 |
| Heart disease | 31.3 | 31.4 |
| Diabetes | 27.0 | 29.9 |
| Gastric reflux (or GERD) | 24.1 | 24.5 |
| Emphysema or COPD | 20.4 | 18.7 |
| Depression | 19.7 | 22.3 |
| Cancer | 18.6 | 24.1 |
| Asthma | 16.7 | 15.4 |
| Stroke | 11.0 | 12.7 |
| Dementia | 4.7 | 6.5 |
| Mood disorder other than depression | 4.6 | 4.2 |
| Alzheimer's | 2.1 | 2.9 |

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| | Zone 4 2015 (%) | New Brunswick 2015 (%) |
|---|--------------------|---------------------------|
| USE OF SERVICES (Extra-Mural Program) | | |
| | n=482 | n=4,757 |
| Service received in the last two months | | |
| Nurse | 79.2 | 73.3 |
| Social worker | 24.1 | 15.8 |
| Physiotherapist | 21.7 | 17.7 |
| Respiratory therapist | 20.9 | 20.7 |
| Dietitian | 17.9 | 18.1 |
| Occupational therapist | 13.6 | 16.1 |
| Rehabilitation assistant | 4.5 | 2.1 |
| Speech language pathologist | 3.1 | 3.3 |
| How long have you been getting services? | | |
| More than 1 year | 54.2 | 49.2 |
| How often do you receive services? | | |
| Every day | 5.8 | 4.6 |
| A few times a week | 23.4 | 19.9 |
| Once a week or less | 70.8 | 75.5 |

| | Zone 4 2015 (%) | New Brunswick 2015 (%) |
|---|--------------------|---------------------------|
| USE OF SERVICES (Home Support Services) | | |
| | n=299 | n=2,796 |
| Service received in the last two months | | |
| Housekeeping (cleaning, laundry) | 94.4 | 93.4 |
| Meal preparation | 68.8 | 75.7 |
| Grooming or dressing | 35.7 | 44.6 |
| Bathing | 34.9 | 45.1 |
| Feeding or nutrition care | 25.9 | 23.0 |
| Transferring (from place to place, inside the home) | 23.1 | 22.4 |
| Relief to family, friends or volunteers | 11.8 | 22.7 |
| How long have you been getting services from this home support worker? | | |
| More than 1 year | 84.1 | 72.6 |
| How often do you receive services? | | |
| Every day | 40.6 | 51.2 |
| A few times a week | 39.1 | 38.1 |
| Once a week or less | 20.3 | 10.7 |

| | Zone 4 2012 (%) | Zone 4 2015 (%) | New Brunswick 2015 (%) |
|--|--------------------|--------------------|---------------------------|
| QUALITY OF SERVICES (Extra-Mural Program) | | | |
| | n=321 | n=482 | n=4,757 |
| Accessibility | | | |
| Did home care services start as soon as you thought you needed it? (yes) | 92.1 | ▲ 96.2 | 94.3 |
| Always got help when contacting the office (yes) | 97.3 | 98.9 | 97.3 |
| How often service was received in language of choice (always) | English | English | English |
| | 87.2 | 94.5 | 96.8 |
| | French | French | French |
| | 89.2 | 91.7 | 92.3 |

Symbols indicate a statistically significant difference calculated at a 95% level of confidence:

▲ ▼ = Favourable change from 2012 to 2015
 ▲ ▼ = Unfavourable change from 2012 to 2015

■ = Favourable result compared to NB
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| | Zone 4 2012 (%) n=321 | | Zone 4 2015 (%) n=482 | New Brunswick 2015 (%) n=4,757 |
|---|-----------------------------|---|-----------------------------|--------------------------------------|
| QUALITY OF SERVICES (Extra-Mural Program) | | | | |
| Appropriateness | | | | |
| How often providers seemed informed about all care/treatment received at home (always) | 82.0 | ▽ | 72.0 | 73.3 |
| How often clients received conflicting information from different providers (never) | 80.7 | | 81.1 □ | 86.4 |
| Staff gave information needed for clients to take care of themselves (strongly agree) | 43.3 | ▲ | 53.5 ■ | 48.3 |
| Family caregivers were given information they wanted when they needed it (strongly agree) | 34.4 | ▲ | 44.9 | 42.3 |
| Effectiveness | | | | |
| Citizens with a chronic health condition ¹ who are confident in controlling and managing their health condition (very confident) | 28.5 | | 26.9 ■ | 22.4 |
| Safety | | | | |
| Staff talked with clients about how to set up their home to move around safely (yes) | 75.5 | ▲ | 87.9 ■ | 80.4 |
| Staff talked with clients about all the medicines they were taking (yes) | 81.0 | ▲ | 87.5 ■ | 83.4 |
| Do you believe you were harmed because of an error or mistake? (yes) | - | | - | 1.3 |
| Efficiency | | | | |
| Admitted to hospital or visited hospital emergency room while receiving services (yes) | 42.0 | | 47.6 | 46.4 |
| Continuity of care across hospital services, home care services and primary health ² | 68.1 | | 70.0 | 67.1 |
| Communication | | | | |
| How often providers explained things in a way that was easy to understand (always) | 86.2 | ▽ | 80.4 □ | 86.0 |
| How often providers treated clients with courtesy and respect (always) | 94.2 | | 91.4 | 93.6 |
| Satisfaction | | | | |
| Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten) | 95.3 | | 95.6 | 95.1 |
| Would recommend Extra-Mural Program to family or friends (definitely yes) | 93.1 | | 90.8 | 88.5 |
| Satisfaction with number of times care was received (very satisfied) | 76.9 | ▽ | 66.5 □ | 75.8 |
| Reported difficulties in receiving care | | | | |
| Limits or reductions in... | | | | |
| Types of service/care available (yes) | 11.9 | | 9.9 | 8.2 |
| Duration of service or hours available (yes) | 12.5 | | 8.1 | 6.6 |

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¹ Self-reported by respondent: Alzheimer's disease, arthritis, asthma, cancer, chronic pain, dementia, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, hypertension, mood disorder other than depression, or stroke

² Staff at the hospital or rehabilitation centre explained what type of home care services would be received, AND home care providers seemed informed about all services received at home, AND primary health provider seemed informed about home care services

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| | Zone 4 2012 (%) n=188 | Zone 4 2015 (%) n=299 | New Brunswick 2015 (%) n=2,796 |
|---|-----------------------------|--|--------------------------------------|
| QUALITY OF SERVICES (Home Support Services) | | | |
| Accessibility | | | |
| Ease or difficulty getting information about home care services before starting (very easy) | 12.7 | 16.0 □ | 29.4 |
| Did home care services start as soon as you thought you needed it? (yes) | 81.7 | 78.8 | 79.4 |
| Ease or difficulty contacting agency office or home support worker for help (very easy) | 21.7 | ▲ 34.7 □ | 63.7 |
| How often service was received in language of choice (always) | English | English | English |
| | 78.3 | 92.8 | 96.1 |
| | French | French | French |
| | 89.9 | ▲ 97.5 ■ | 91.6 |
| Appropriateness | | | |
| How often home support workers seemed informed about all care received at home (always) | 54.2 | 55.0 | 55.9 |
| How often clients received conflicting information from different providers (never) | 60.9 | 73.5 | 74.2 |
| Family caregivers were given information they wanted when they needed it (strongly agree) | 16.6 | 22.7 | 28.7 |
| Safety | | | |
| Do you believe you were harmed because of an error or mistake? (yes) | - | - | 2.5 |
| Communication | | | |
| How often home support workers explained things in a way that was easy to understand (always) | 72.4 | 74.6 | 77.8 |
| How often home support workers treated clients with courtesy and respect (always) | 84.2 | 81.7 □ | 86.4 |
| Satisfaction | | | |
| Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten) | 77.5 | ▲ 85.2 | 88.7 |
| Would recommend agency or home support worker to family or friends (definitely yes) | 64.7 | ▲ 77.8 | 73.6 |
| Satisfaction with number of times care was received (very satisfied) | 56.2 | ▽ 44.5 □ | 65.8 |
| Reported difficulties in receiving care | | | |
| Have you ever found the cost for home care services too high? (yes) | 28.1 | 21.0 | 21.7 |
| Limits or reductions in... | | | |
| Types of service/care available (yes) | 26.6 | 26.9 | 23.0 |
| Duration of service or hours available (yes) | 35.8 | 28.2 | 30.4 |

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