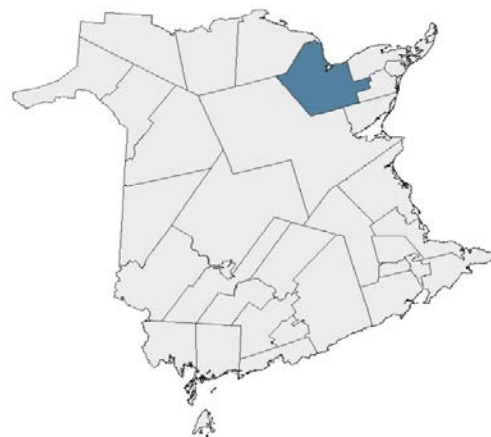


# Bathurst Area

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, delivered by EM/ANB Inc., and managed by Medavie Health Services New Brunswick. 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. The symbol "-" indicates that the survey sample size is too small to report.



	Bathurst 2018 (%)	New Brunswick 2018 (%)
<b>UNMET NEEDS</b>		
	<i>n=308</i>	<i>n=6,937</i>
<b>Is there anything else that could have been done to help you stay at home? (yes)</b>	13.6	13.2
In this community, 13.6% of citizens receiving home care services (Extra-Mural Program or home support services or both) reported in 2018 that more could have been done to help them stay at home, compared to 16.7% in 2015 and 8.2% in 2012. For this type of indicator, a "better" result is achieved when the indicator has a "lower" value.		
<b>What else could have been done or provided to help you stay at home? (top 3)</b>		
More hours of service such as weeknights and weekends	34.4	30.9
More equipment such as wheelchairs and shower handles	12.1	14.1
Staff related – more staff, reliable staff, staff continuity, better trained	10.7	13.8
<b>FAMILY CAREGIVERS</b>		
	<i>n=308</i>	<i>n=6,937</i>
<b>Does a friend, family member or volunteer help you with your home care? (yes)</b>	55.8	63.2
Who helps the most?		
Spouse or partner	39.7	41.6
Son or daughter	36.6	38.7
Mother or father	11.7	16.7
Friend or volunteer	13.3	13.1
Other family member	7.5	5.4
How often do they help?		
Every day	56.7	56.1
A few times a week	25.2	22.0
Once a week or less	14.3	19.7

**Included in this community:**

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

## Bathurst Area

	Bathurst 2018 (%)	New Brunswick 2018 (%)
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>		
	<i>n=308</i>	<i>n=6,937</i>
<b>Age group</b>		
Less than 65	35.3	29.1
65-74	18.7	23.4
75-84	25.5	26.1
85 and over	20.5	21.4
<b>Gender</b>		
Male	41.3	40.6
Female	58.7	59.4
<b>Education level</b>		
No high school diploma	54.9	47.7
High school or higher	45.1	52.3
<b>Household income</b>		
Less than \$25,000	65.3	60.5
\$25,000 or more	34.7	39.5
<b>Language of choice for services</b>		
English	40.8	75.3
French	59.2	24.7
<b>Aboriginal</b>		
Yes	1.5	1.8
<b>Self-rated overall health</b>		
Excellent/Very good	14.9	14.0
Good	29.0	29.9
Fair	38.9	40.3
Poor	17.2	15.8
<b>Self-rated mental or emotional health</b>		
Excellent/Very good	29.5	30.3
Good	40.1	38.2
Fair	26.0	25.4
Poor	4.4	6.1
<b>Chronic health conditions</b>		
Hypertension	51.9	53.8
Arthritis	44.8	44.2
Heart disease	21.6	31.0
Chronic pain	38.5	30.8
Diabetes	26.5	30.5
Gastric reflux (or GERD)	26.0	24.6
Cancer	19.6	24.0
Depression	24.2	23.2
Asthma	19.2	19.5
Emphysema or COPD	12.1	17.9
Stroke	11.9	12.6
Dementia	5.5	6.0
Mood disorder other than depression	4.5	4.7
Alzheimer's	1.9	2.6

## Bathurst Area

	Bathurst 2018 (%)	New Brunswick 2018 (%)
<b>USE OF SERVICES (Extra-Mural Program)</b>		
	<i>n=164</i>	<i>n=5,053</i>
<b>Service received in the last two months</b>		
Nurse	70.7	76.2
Physiotherapist	31.3	20.6
Respiratory therapist	23.6	20.4
Dietitian	13.9	16.3
Occupational therapist	14.4	16.2
Social worker	14.7	14.6
Speech language pathologist	6.1	3.6
Rehabilitation assistant	3.4	2.4
<b>How long have you been getting services?</b>		
More than 1 year	41.0	48.4
<b>How often do you receive services?</b>		
Every day	3.3	5.0
A few times a week	19.6	20.7
Once a week or less	77.1	74.3

	Bathurst 2018 (%)	New Brunswick 2018 (%)
<b>USE OF SERVICES (Home Support Services)</b>		
	<i>n=178</i>	<i>n=2,993</i>
<b>Service received in the last two months</b>		
Housekeeping (cleaning, laundry)	94.6	92.1
Meal preparation	76.8	71.0
Bathing	36.5	42.7
Grooming or dressing	33.6	40.4
Respite/Relief to family, friends or volunteers	11.7	22.9
Transferring (from place to place, inside the home)	26.9	19.0
Feeding or nutrition care	15.6	17.8
<b>How long have you been getting services from this home support worker?</b>		
More than 1 year	73.1	68.4
<b>How often do you receive services?</b>		
Every day	55.1	48.1
A few times a week	32.7	39.7
Once a week or less	12.2	12.2

	Bathurst 2015 (%)	Bathurst 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
	<i>n=152</i>	<i>n=164</i>	<i>n=5,053</i>
<b>Accessibility</b>			
Did home care services start as soon as you thought you needed it? (yes)	93.9	94.5	94.1
Always got help when contacting the office (yes)	97.8	95.9	96.6
How often service was received in language of choice (always)	English	English	English
	94.1	97.6	96.9
	French	French	French
	90.9	90.5	92.0

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

▲ ▼ = Favourable change from 2015 to 2018  
 ▲ ▼ = Unfavourable change from 2015 to 2018

■ = Favourable result compared to NB  
 □ = Unfavourable result compared to NB

## Bathurst Area

	Bathurst 2015 (%)	Bathurst 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
<i>n=152</i>			
<i>n=164</i>			
<i>n=5,053</i>			
<b>Appropriateness</b>			
How often providers seemed informed about all care/treatment received at home (always)	74.7	62.5 <span style="color: red;">▣</span>	73.5
How often clients received conflicting information from different providers (never)	84.2	88.0	87.3
Staff gave information needed for clients to take care of themselves (strongly agree)	51.5	48.8	49.6
Family caregivers were given information they wanted when they needed it (strongly agree)	43.9	39.0	42.1
<b>Effectiveness</b>			
Clients who are confident in controlling and managing their health condition (very confident)	27.3	30.0 <span style="color: green;">■</span>	22.2
<b>Safety</b>			
Staff talked with clients about how to set up their home to move around safely (yes)	79.1	84.4	81.4
Staff talked with clients about all the medicines they were taking (yes)	84.0	84.5	84.1
Do you believe you were harmed because of an error or mistake? (yes)	-	-	1.4
<b>Efficiency</b>			
Admitted to a hospital while receiving services (yes)	n/a	29.6	33.9
Visited a hospital emergency room while receiving services (yes)	n/a	38.6	40.3
Positive continuity of care across hospital services, home care services and primary health <sup>1</sup>	77.0	54.4	67.2
<b>Communication</b>			
How often providers explained things in a way that was easy to understand (always)	86.8	85.7	86.4
How often providers treated clients with courtesy and respect (always)	92.9	97.0	94.5
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.4	96.8	95.35
Would recommend Extra-Mural Program to family or friends (definitely yes)	87.4	90.7	88.82
Satisfaction with number of times care was received (very satisfied)	70.7	66.1 <span style="color: red;">▣</span>	75.9
<b>Availability of services</b>			
Experienced limits or reductions in...			
Types of service/care available (yes)	-	6.1	6.9
Duration of service or hours available (yes)	6.8	4.2	6.6

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<sup>1</sup> 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

## Bathurst Area

	Bathurst 2015 (%)	Bathurst 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Home Support Services)</b>			
	<i>n=170</i>	<i>n=178</i>	<i>n=2,993</i>
<b>Accessibility</b>			
Ease or difficulty getting information about home care services before starting ( <i>very easy</i> )	30.9	36.7	32.9
Did home care services start as soon as you thought you needed it? ( <i>yes</i> )	77.2	79.5	81.5
Ease or difficulty contacting agency office or home support worker for help ( <i>very easy</i> )	56.5	57.9	61.5
How often service was received in language of choice ( <i>always</i> )	English	English	English
	94.5	86.4	95.2
	French	French	French
	94.0	96.9 ■	91.1
<b>Appropriateness</b>			
How often home support workers seemed informed about all care received at home ( <i>always</i> )	60.0	50.0	51.9
How often clients received conflicting information from different providers ( <i>never</i> )	75.8	66.8	71.4
Family caregivers were given information they wanted when they needed it ( <i>strongly agree</i> )	25.6	26.3	26.6
<b>Safety</b>			
Do you believe you were harmed because of an error or mistake? ( <i>yes</i> )	-	-	2.5
<b>Communication</b>			
How often home support workers explained things in a way that was easy to understand ( <i>always</i> )	81.8	80.4	77.2
How often home support workers treated clients with courtesy and respect ( <i>always</i> )	93.7	85.0	85.5
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.3	85.9	87.0
Would recommend agency or home support worker to family or friends ( <i>definitely yes</i> )	81.6	79.5 ■	69.4
Satisfaction with number of times care was received ( <i>very satisfied</i> )	71.1	65.2	64.4
<b>Availability of services</b>			
Have you ever found the cost for home care services too high? ( <i>yes</i> )	12.0	10.4 ■	21.2
Experienced limits or reductions in...			
Types of service/care available ( <i>yes</i> )	13.3	16.1 ■	22.5
Duration of service or hours available ( <i>yes</i> )	19.4	19.3 ■	27.9

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