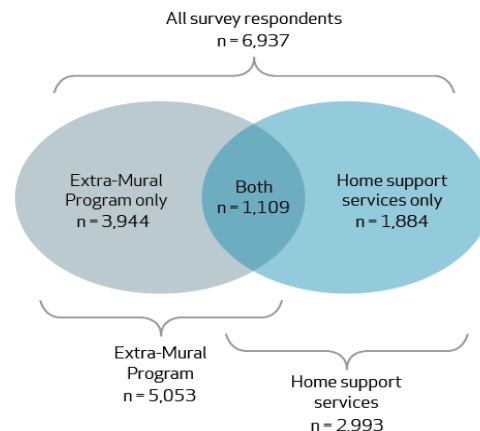


By Age Group

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, gender and geography (community level) to better represent the population receiving home care services.



	Age 18-64 2018 (%)	Age 65+ 2018 (%)
UNMET NEEDS		
	<i>n=1,556</i>	<i>n=5,362</i>
Is there anything else that could have been done to help you stay at home? (yes)	12.9	13.4
In New Brunswick, 13.2% 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, with clients age 18-64 reporting 12.9% and clients age 65+ reporting 13.4%. 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 hours of service such as weeknights and weekends	23.3	33.9
More equipment such as wheelchairs and shower handles	17.3	12.9
Staff related – more staff, reliable staff, staff continuity, better trained	17.4	12.4
FAMILY CAREGIVERS		
	<i>n=1,556</i>	<i>n=5,362</i>
Does a friend, family member or volunteer help you with your home care? (yes)	57.4	65.5
Who helps the most?		
Spouse or partner	48.0	39.3
Son or daughter	16.5	46.8
Mother or father	18.6	16.0
Friend or volunteer	16.3	12.0
Other family member	18.8	0.3
How often do they help?		
Every day	58.3	55.2
A few times a week	22.6	21.8
Once a week or less	16.8	20.9

By Age Group

	Age 18-64 2018 (%)	Age 65+ 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=1,556</i>	<i>n=5,362</i>
Age group		
Less than 65	100.0	0.0
65-74	0.0	33.0
75-84	0.0	36.8
85 and over	0.0	30.2
Gender		
Male	41.8	39.9
Female	58.2	60.1
Education level		
No high school diploma	31.6	54.2
High school or higher	68.4	45.8
Household income		
Less than \$25,000	63.8	59.3
\$25,000 or more	36.2	40.7
Language of choice for services		
English	74.1	75.8
French	25.9	24.2
Aboriginal		
Yes	2.8	1.4
Self-rated overall health		
Excellent/Very good	17.1	12.6
Good	31.2	29.4
Fair	34.6	42.9
Poor	17.2	15.2
Self-rated mental or emotional health		
Excellent/Very good	29.8	30.3
Good	34.0	40.1
Fair	28.1	24.4
Poor	8.2	5.2
Chronic health conditions		
Hypertension	41.1	58.9
Arthritis	35.5	47.7
Heart disease	17.1	36.5
Chronic pain	37.2	28.4
Diabetes	28.5	31.3
Gastric reflux (or GERD)	24.8	24.4
Cancer	19.6	25.8
Depression	37.1	17.8
Asthma	21.4	18.8
Emphysema or COPD	13.7	19.6
Stroke	9.3	14.0
Dementia	1.3	7.9
Mood disorder other than depression	10.1	2.7
Alzheimer's	0.3	3.6

By Age Group

	Age 18-64 2018 (%)	Age 65+ 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n=1,026</i>	<i>n=4,008</i>
Service received in the last two months		
Nurse	74.8	77.0
Physiotherapist	21.5	20.2
Respiratory therapist	16.4	21.7
Dietitian	20.0	14.6
Occupational therapist	21.8	14.1
Social worker	19.1	13.1
Speech language pathologist	3.4	3.6
Rehabilitation assistant	2.4	2.4
How long have you been getting services?		
More than 1 year	43.2	50.1
How often do you receive services?		
Every day	8.2	3.9
A few times a week	25.7	19.0
Once a week or less	66.1	77.1

	<i>n=763</i>	<i>n=2,230</i>
USE OF SERVICES (Home Support Services)		
Service received in the last two months		
Housekeeping (cleaning, laundry)	86.9	94.5
Meal preparation	64.7	73.9
Bathing	36.6	45.4
Grooming or dressing	37.5	41.8
Respite/Relief to family, friends or volunteers	19.3	24.6
Transferring (from place to place, inside the home)	21.7	17.7
Feeding or nutrition care	19.3	17.1
How long have you been getting services from this home support worker?		
More than 1 year	70.9	67.3
How often do you receive services?		
Every day	40.3	51.6
A few times a week	44.0	37.7
Once a week or less	15.6	10.7

	Age 18-64 2018 (%)	Age 65+ 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)		
	<i>n=1,026</i>	<i>n=4,008</i>
Accessibility		
Did home care services start as soon as you thought you needed it? (yes)	91.2	95.2
Always got help when contacting the office (yes)	96.1	96.9
How often service was received in language of choice (always)	English	English
	97.5	96.7
	French	French
	94.1	91.5

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

■ = Result for this subgroup is better than other subgroup

By Age Group

	Age 18-64 2018 (%)		Age 65+ 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)			
n=1,026			
n=4,008			
Appropriateness			
How often providers seemed informed about all care/treatment received at home (always)	74.1		73.2
How often clients received conflicting information from different providers (never)	84.9	■	88.2
Staff gave information needed for clients to take care of themselves (strongly agree)	52.9	■	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	42.9		41.7
Effectiveness			
Clients who are confident in controlling and managing their health condition (very confident)	25.5	■	20.9
Safety			
Staff talked with clients about how to set up their home to move around safely (yes)	83.2		81.0
Staff talked with clients about all the medicines they were taking (yes)	84.9		83.9
Do you believe you were harmed because of an error or mistake? (yes)	1.5		1.3
Efficiency			
Admitted to a hospital while receiving services (yes)	28.8	■	35.7
Visited a hospital emergency room while receiving services (yes)	35.8	■	41.9
Positive continuity of care across hospital services, home care services and primary health ¹	69.2		66.3
Communication			
How often providers explained things in a way that was easy to understand (always)	85.7		86.6
How often providers treated clients with courtesy and respect (always)	93.0	■	95.2
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	93.1	■	96.3
Would recommend Extra-Mural Program to family or friends (definitely yes)	86.9	■	89.5
Satisfaction with number of times care was received (very satisfied)	74.2		76.7
Availability of services			
Experienced limits or reductions in...			
Types of service/care available (yes)	9.8	■	5.8
Duration of service or hours available (yes)	8.8	■	5.7

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

■ = Result for this subgroup is better than other subgroup

¹ 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

By Age Group

	Age 18-64 2018 (%)		Age 65+ 2018 (%)
QUALITY OF SERVICES (Home Support Services)			
n=763			
n=2,230			
Accessibility			
Ease or difficulty getting information about home care services before starting (very easy)	28.3	■	34.9
Did home care services start as soon as you thought you needed it? (yes)	75.5	■	84.1
Ease or difficulty contacting agency office or home support worker for help (very easy)	59.1		62.6
How often service was received in language of choice (always)	English		English
	94.3		95.6
	French		French
	89.7		91.7
Appropriateness			
How often home support workers seemed informed about all care received at home (always)	49.2		53.0
How often clients received conflicting information from different providers (never)	65.5	■	73.9
Family caregivers were given information they wanted when they needed it (strongly agree)	23.1	■	27.9
Safety			
Do you believe you were harmed because of an error or mistake? (yes)	3.6	■	2.0
Communication			
How often home support workers explained things in a way that was easy to understand (always)	74.7		78.3
How often home support workers treated clients with courtesy and respect (always)	81.6	■	87.2
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	84.9	■	87.9
Would recommend agency or home support worker to family or friends (definitely yes)	67.4		70.3
Satisfaction with number of times care was received (very satisfied)	64.0		64.5
Availability of services			
Have you ever found the cost for home care services too high? (yes)	15.9	■	23.1
Experienced limits or reductions in...			
Types of service/care available (yes)	28.4	■	19.8
Duration of service or hours available (yes)	30.7	■	26.6

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