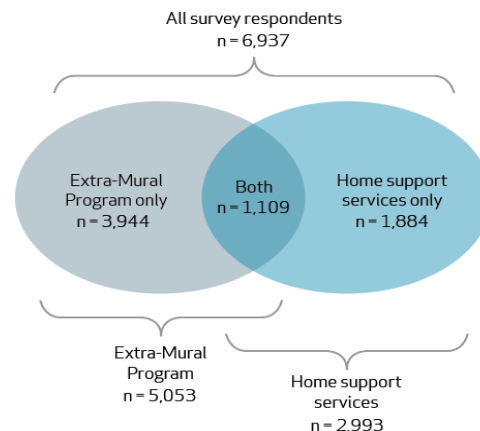


By Education Level

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.



	High school or less 2018 (%)	College/University 2018 (%)
UNMET NEEDS		
	<i>n=4,610</i>	<i>n=1,739</i>
Is there anything else that could have been done to help you stay at home? (yes)	12.8	14.2
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, clients with an education level of "high school or less" reporting 12.8% and clients with a college or university degree reporting 14.2%. 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	36.7	18.5
More equipment such as wheelchairs and shower handles	14.9	13.0
Staff related – more staff, reliable staff, staff continuity, better trained	12.7	15.4
FAMILY CAREGIVERS		
	<i>n=4,610</i>	<i>n=1,739</i>
Does a friend, family member or volunteer help you with your home care? (yes)	62.6	67.0
Who helps the most?		
Spouse or partner	36.4	53.4
Son or daughter	42.9	30.5
Mother or father	17.8	13.6
Friend or volunteer	12.0	14.9
Other family member	5.4	5.6
How often do they help?		
Every day	56.0	56.8
A few times a week	22.2	22.2
Once a week or less	19.5	18.8




By Education Level

	High school or less 2018 (%)	College/University 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=4,610</i>	<i>n=1,739</i>
Age group		
Less than 65	26.1	37.3
65-74	22.6	26.1
75-84	27.5	21.0
85 and over	23.9	15.6
Gender		
Male	40.7	40.4
Female	59.3	59.6
Education level		
No high school diploma	66.5	0.0
High school or higher	33.5	100.0
Household income		
Less than \$25,000	66.3	42.8
\$25,000 or more	33.7	57.2
Language of choice for services		
English	73.1	81.3
French	26.9	18.7
Aboriginal		
Yes	1.8	1.7
Self-rated overall health		
Excellent/Very good	12.5	18.1
Good	29.6	30.6
Fair	42.0	36.1
Poor	15.9	15.2
Self-rated mental or emotional health		
Excellent/Very good	26.6	39.6
Good	39.9	33.9
Fair	27.0	21.4
Poor	6.4	5.1
Chronic health conditions		
Hypertension	54.7	51.9
Arthritis	44.9	42.3
Heart disease	32.5	27.3
Chronic pain	29.6	33.1
Diabetes	31.6	27.4
Gastric reflux (or GERD)	25.2	22.8
Cancer	22.4	27.9
Depression	23.6	22.0
Asthma	20.3	17.1
Emphysema or COPD	19.0	15.1
Stroke	13.3	11.2
Dementia	6.8	4.4
Mood disorder other than depression	4.5	4.9
Alzheimer's	3.1	1.8


By Education Level

	High school or less 2018 (%)	College/University 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n</i> =3,224	<i>n</i> =1,417
Service received in the last two months		
Nurse	76.6	76.5
Physiotherapist	18.8	24.0
Respiratory therapist	21.6	17.6
Dietitian	15.8	17.2
Occupational therapist	15.0	19.6
Social worker	15.0	13.8
Speech language pathologist	3.4	4.4
Rehabilitation assistant	2.2	2.7
How long have you been getting services?		
More than 1 year	51.8	40.8
How often do you receive services?		
Every day	4.8	5.6
A few times a week	19.8	22.6
Once a week or less	75.3	71.8

	High school or less 2018 (%)	College/University 2018 (%)
USE OF SERVICES (Home Support Services)		
	<i>n</i> =2,187	<i>n</i> =534
Service received in the last two months		
Housekeeping (cleaning, laundry)	92.1	94.4
Meal preparation	71.8	70.1
Bathing	42.8	41.8
Grooming or dressing	40.4	42.0
Respite/Relief to family, friends or volunteers	22.9	24.7
Transferring (from place to place, inside the home)	19.2	18.6
Feeding or nutrition care	17.9	17.4
How long have you been getting services from this home support worker?		
More than 1 year	69.4	62.7
How often do you receive services?		
Every day	48.6	44.2
A few times a week	39.6	43.7
Once a week or less	11.8	12.1

	High school or less 2018 (%)	College/University 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)		
	<i>n</i> =3,224	<i>n</i> =1,417
Accessibility		
Did home care services start as soon as you thought you needed it? (yes)	94.5 	92.8
Always got help when contacting the office (yes)	97.5 	95.1
How often service was received in language of choice (always)	English	English
	96.6 	98.0
	French	French
	92.0	94.5

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

 = Result for this subgroup is better than other subgroup

By Education Level







	High school or less 2018 (%) n=3,224	College/University 2018 (%) n=1,417
QUALITY OF SERVICES (Extra-Mural Program)		
Appropriateness		
How often providers seemed informed about all care/treatment received at home (always)	72.9	73.9
How often clients received conflicting information from different providers (never)	86.5	■ 90.2
Staff gave information needed for clients to take care of themselves (strongly agree)	48.0	■ 53.1
Family caregivers were given information they wanted when they needed it (strongly agree)	41.6	44.9
Effectiveness		
Clients who are confident in controlling and managing their health condition (very confident)	20.8	■ 24.7
Safety		
Staff talked with clients about how to set up their home to move around safely (yes)	81.3	83.5
Staff talked with clients about all the medicines they were taking (yes)	85.3	83.1
Do you believe you were harmed because of an error or mistake? (yes)	1.0 ■	2.0
Efficiency		
Admitted to a hospital while receiving services (yes)	34.9	32.2
Visited a hospital emergency room while receiving services (yes)	41.5	39.2
Positive continuity of care across hospital services, home care services and primary health ¹	67.0	66.9
Communication		
How often providers explained things in a way that was easy to understand (always)	86.0	87.7
How often providers treated clients with courtesy and respect (always)	94.6	94.8
Satisfaction		
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.6	95.0
Would recommend Extra-Mural Program to family or friends (definitely yes)	89.0	89.8
Satisfaction with number of times care was received (very satisfied)	75.9	75.9
Availability of services		
Experienced limits or reductions in...		
Types of service/care available (yes)	6.1 ■	9.7
Duration of service or hours available (yes)	6.0 ■	8.4

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 Education Level

	High school or less 2018 (%) n=2,187	College/University 2018 (%) n=534
QUALITY OF SERVICES (Home Support Services)		
Accessibility		
Ease or difficulty getting information about home care services before starting (very easy)	32.5	33.8
Did home care services start as soon as you thought you needed it? (yes)	82.2	78.9
Ease or difficulty contacting agency office or home support worker for help (very easy)	61.8	61.2
How often service was received in language of choice (always)	English 96.2 	English 92.2
	French 92.4 	French 83.4
Appropriateness		
How often home support workers seemed informed about all care received at home (always)	53.1 	43.1
How often clients received conflicting information from different providers (never)	72.1	65.9
Family caregivers were given information they wanted when they needed it (strongly agree)	27.3	24.5
Safety		
Do you believe you were harmed because of an error or mistake? (yes)	2.5	3.0
Communication		
How often home support workers explained things in a way that was easy to understand (always)	78.5 	73.5
How often home support workers treated clients with courtesy and respect (always)	87.0 	79.2
Satisfaction		
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	88.0 	83.3
Would recommend agency or home support worker to family or friends (definitely yes)	71.5 	63.1
Satisfaction with number of times care was received (very satisfied)	65.1 	60.0
Availability of services		
Have you ever found the cost for home care services too high? (yes)	19.5 	27.3
Experienced limits or reductions in...		
Types of service/care available (yes)	20.9 	28.1
Duration of service or hours available (yes)	26.8 	32.1

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

 = Result for this subgroup is better than other subgroup