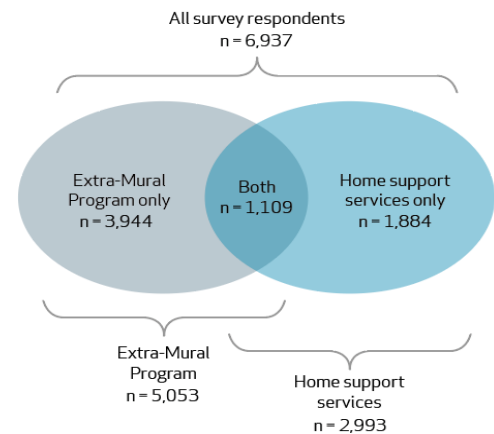


By Household Income

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.



	Less than \$25,000 2018 (%)	\$25,000 or more 2018 (%)
UNMET NEEDS		
	<i>n=3,138</i>	<i>n=2,048</i>
Is there anything else that could have been done to help you stay at home? (yes)	16.5	10.6
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 a total household income of less than \$25,000 reporting 16.5% and clients with more than \$25,000 reporting 10.6%. 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	33.9	28.6
More equipment such as wheelchairs and shower handles	15.7	16.4
Staff related – more staff, reliable staff, staff continuity, better trained	12.0	11.8
FAMILY CAREGIVERS		
	<i>n=3,138</i>	<i>n=2,048</i>
Does a friend, family member or volunteer help you with your home care? (yes)	58.7	69.4
Who helps the most?		
Spouse or partner	18.8	63.2
Son or daughter	47.7	33.3
Mother or father	20.7	12.3
Friend or volunteer	17.0	9.8
Other family member	6.4	3.1
How often do they help?		
Every day	47.6	60.7
A few times a week	24.6	22.0
Once a week or less	24.7	16.2

By Household Income

	Less than \$25,000 2018 (%)	\$25,000 or more 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=3,138</i>	<i>n=2,048</i>
Age group		
Less than 65	31.7	23.0
65-74	20.5	28.1
75-84	24.0	29.9
85 and over	23.8	19.0
Gender		
Male	33.6	51.1
Female	66.4	48.9
Education level		
No high school diploma	58.1	39.4
High school or higher	41.9	60.6
Household income		
Less than \$25,000	100.0	0.0
\$25,000 or more	0.0	100.0
Language of choice for services		
English	70.6	77.9
French	29.4	22.1
Aboriginal		
Yes	2.4	1.4
Self-rated overall health		
Excellent/Very good	10.7	15.4
Good	28.0	32.8
Fair	44.0	36.4
Poor	17.3	15.3
Self-rated mental or emotional health		
Excellent/Very good	25.4	33.5
Good	38.6	38.3
Fair	29.0	22.2
Poor	7.1	6.0
Chronic health conditions		
Hypertension	56.1	54.7
Arthritis	50.1	38.1
Heart disease	31.0	34.0
Chronic pain	35.6	26.9
Diabetes	32.3	30.4
Gastric reflux (or GERD)	26.9	22.5
Cancer	20.1	26.1
Depression	28.7	19.3
Asthma	23.5	15.7
Emphysema or COPD	18.4	18.9
Stroke	13.6	13.4
Dementia	6.5	6.0
Mood disorder other than depression	6.7	2.2
Alzheimer's	2.5	3.1

By Household Income

	Less than \$25,000 2018 (%)	\$25,000 or more 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n=1,842</i>	<i>n=1,811</i>
Service received in the last two months		
Nurse	74.9	78.1
Physiotherapist	17.5	22.3
Respiratory therapist	19.9	22.1
Dietitian	16.3	18.1
Occupational therapist	15.9	17.5
Social worker	19.9	12.5
Speech language pathologist	2.7	4.7
Rehabilitation assistant	2.0	3.0
How long have you been getting services?		
More than 1 year	59.0	43.6
How often do you receive services?		
Every day	3.6	5.3
A few times a week	17.5	24.1
Once a week or less	78.9	70.6

	<i>n=1,960</i>	<i>n=428</i>
USE OF SERVICES (Home Support Services)		
Service received in the last two months		
Housekeeping (cleaning, laundry)	93.6	90.0
Meal preparation	71.2	76.0
Bathing	40.8	47.9
Grooming or dressing	37.7	50.5
Respite/Relief to family, friends or volunteers	19.2	36.2
Transferring (from place to place, inside the home)	17.2	27.3
Feeding or nutrition care	17.4	20.2
How long have you been getting services from this home support worker?		
More than 1 year	71.5	60.5
How often do you receive services?		
Every day	46.5	49.6
A few times a week	40.0	41.8
Once a week or less	13.5	8.5

	Less than \$25,000 2018 (%)	\$25,000 or more 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)		
	<i>n=1,842</i>	<i>n=1,811</i>
Accessibility		
Did home care services start as soon as you thought you needed it? (yes)	92.6	■ 95.1
Always got help when contacting the office (yes)	96.2	97.7
How often service was received in language of choice (always)	English	English
	95.8	■ 98.3
	French	French
	90.8	95.8

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

■ = Result for this subgroup is better than other subgroup

By Household Income


	Less than \$25,000 2018 (%) <i>n</i> =1,842	\$25,000 or more 2018 (%) <i>n</i> =1,811
QUALITY OF SERVICES (Extra-Mural Program)		
Appropriateness		
How often providers seemed informed about all care/treatment received at home (<i>always</i>)	71.0	■ 77.0
How often clients received conflicting information from different providers (<i>never</i>)	84.0	■ 90.8
Staff gave information needed for clients to take care of themselves (<i>strongly agree</i>)	47.4	■ 51.5
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	39.7	■ 43.7
Effectiveness		
Clients who are confident in controlling and managing their health condition (<i>very confident</i>)	20.9	20.9
Safety		
Staff talked with clients about how to set up their home to move around safely (<i>yes</i>)	79.4	■ 85.8
Staff talked with clients about all the medicines they were taking (<i>yes</i>)	83.6	85.8
Do you believe you were harmed because of an error or mistake? (<i>yes</i>)	1.5	1.2
Efficiency		
Admitted to a hospital while receiving services (<i>yes</i>)	35.9	35.5
Visited a hospital emergency room while receiving services (<i>yes</i>)	42.7	■ 41.4
Positive continuity of care across hospital services, home care services and primary health ¹	63.6	71.1
Communication		
How often providers explained things in a way that was easy to understand (<i>always</i>)	84.6	■ 89.5
How often providers treated clients with courtesy and respect (<i>always</i>)	93.8	95.6
Satisfaction		
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.2	96.5
Would recommend Extra-Mural Program to family or friends (<i>definitely yes</i>)	88.4	90.7
Satisfaction with number of times care was received (<i>very satisfied</i>)	73.7	■ 78.3
Availability of services		
Experienced limits or reductions in...		
Types of service/care available (<i>yes</i>)	7.9	6.1
Duration of service or hours available (<i>yes</i>)	8.0	■ 5.6

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 Household Income

	Less than \$25,000 2018 (%) <i>n</i> =1,960	\$25,000 or more 2018 (%) <i>n</i> =428
QUALITY OF SERVICES (Home Support Services)		
Accessibility		
Ease or difficulty getting information about home care services before starting (<i>very easy</i>)	32.3	32.3
Did home care services start as soon as you thought you needed it? (<i>yes</i>)	81.6	79.7
Ease or difficulty contacting agency office or home support worker for help (<i>very easy</i>)	60.6	63.1
How often service was received in language of choice (<i>always</i>)	English	English
	95.0	96.2
	French	French
	90.9	94.1
Appropriateness		
How often home support workers seemed informed about all care received at home (<i>always</i>)	52.5	43.7
How often clients received conflicting information from different providers (<i>never</i>)	71.0	70.2
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	26.4	27.3
Safety		
Do you believe you were harmed because of an error or mistake? (<i>yes</i>)	2.5	2.7
Communication		
How often home support workers explained things in a way that was easy to understand (<i>always</i>)	76.9	75.4
How often home support workers treated clients with courtesy and respect (<i>always</i>)	85.0	86.9
Satisfaction		
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	87.1	86.8
Would recommend agency or home support worker to family or friends (<i>definitely yes</i>)	71.2	67.8
Satisfaction with number of times care was received (<i>very satisfied</i>)	64.4	59.1
Availability of services		
Have you ever found the cost for home care services too high? (<i>yes</i>)	17.2 	35.2
Experienced limits or reductions in...		
Types of service/care available (<i>yes</i>)	23.0	22.5
Duration of service or hours available (<i>yes</i>)	27.5	30.6

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

 = Result for this subgroup is better than other subgroup