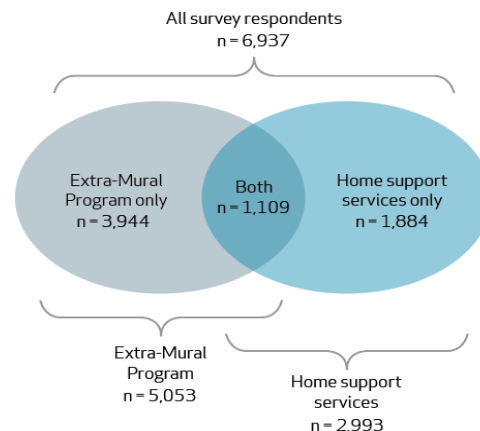


By Preferred Language of Service

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.



	English 2018 (%)	French 2018 (%)
UNMET NEEDS		
	<i>n=4,655</i>	<i>n=1,605</i>
Is there anything else that could have been done to help you stay at home? (yes)	12.4	14.8
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 who prefer English reporting 12.4% and clients who prefer French reporting 14.8%. 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	27.7	35.5
More equipment such as wheelchairs and shower handles	15.5	12.4
Staff related – more staff, reliable staff, staff continuity, better trained	13.6	12.8
FAMILY CAREGIVERS		
	<i>n=4,655</i>	<i>n=1,605</i>
Does a friend, family member or volunteer help you with your home care? (yes)	63.8	62.3
Who helps the most?		
Spouse or partner	41.3	42.9
Son or daughter	38.1	42.4
Mother or father	16.2	17.1
Friend or volunteer	13.5	11.2
Other family member	5.3	5.0
How often do they help?		
Every day	55.7	58.1
A few times a week	21.5	22.5
Once a week or less	20.8	16.8

By Preferred Language of Service

	English 2018 (%)	French 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=4,655</i>	<i>n=1,605</i>
Age group		
Less than 65	28.0	30.0
65-74	24.7	20.5
75-84	26.3	25.3
85 and over	21.0	24.2
Gender		
Male	40.0	40.9
Female	60.0	59.1
Education level		
No high school diploma	41.6	65.6
High school or higher	58.4	34.4
Household income		
Less than \$25,000	57.9	66.8
\$25,000 or more	42.1	33.2
Language of choice for services		
English	100.0	0.0
French	0.0	100.0
Aboriginal		
Yes	1.8	1.7
Self-rated overall health		
Excellent/Very good	13.9	13.4
Good	29.2	31.9
Fair	40.5	41.0
Poor	16.4	13.7
Self-rated mental or emotional health		
Excellent/Very good	29.5	31.1
Good	37.8	40.9
Fair	26.2	23.1
Poor	6.5	4.8
Chronic health conditions		
Hypertension	54.9	52.6
Arthritis	46.2	39.0
Heart disease	31.4	30.0
Chronic pain	31.4	28.6
Diabetes	31.8	27.9
Gastric reflux (or GERD)	24.9	24.3
Cancer	24.7	21.9
Depression	23.8	20.0
Asthma	19.8	18.3
Emphysema or COPD	19.5	13.7
Stroke	13.1	11.9
Dementia	6.3	5.6
Mood disorder other than depression	4.2	5.6
Alzheimer's	2.7	2.7

By Preferred Language of Service

	English 2018 (%)	French 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n=3,410</i>	<i>n=1,151</i>
Service received in the last two months		
Nurse	74.0	82.7
Physiotherapist	20.8	20.5
Respiratory therapist	21.6	17.8
Dietitian	16.9	14.7
Occupational therapist	17.4	14.9
Social worker	12.9	20.4
Speech language pathologist	3.6	3.8
Rehabilitation assistant	2.2	3.4
How long have you been getting services?		
More than 1 year	47.8	50.3
How often do you receive services?		
Every day	5.4	4.6
A few times a week	20.0	22.1
Once a week or less	74.6	73.3









	English 2018 (%)	French 2018 (%)
USE OF SERVICES (Home Support Services)		
	<i>n=1,967</i>	<i>n=729</i>
Service received in the last two months		
Housekeeping (cleaning, laundry)	92.2	90.8
Meal preparation	70.9	72.9
Bathing	43.3	42.2
Grooming or dressing	41.9	38.2
Respite/Relief to family, friends or volunteers	24.6	19.5
Transferring (from place to place, inside the home)	17.5	21.5
Feeding or nutrition care	15.6	22.9
How long have you been getting services from this home support worker?		
More than 1 year	65.8	74.2
How often do you receive services?		
Every day	47.8	50.3
A few times a week	41.8	33.4
Once a week or less	10.3	16.3

	English 2018 (%)	French 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)		
	<i>n=3,410</i>	<i>n=1,151</i>
Accessibility		
Did home care services start as soon as you thought you needed it? (yes)	93.7	94.8
Always got help when contacting the office (yes)	96.1	97.5
How often service was received in language of choice (always)	English	English
	96.9	n/a
	French	French
	n/a	92.0


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

■ = Result for this subgroup is better than other subgroup

By Preferred Language of Service




	English 2018 (%)	French 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)	<i>n=3,410</i>	<i>n=1,151</i>
Appropriateness		
How often providers seemed informed about all care/treatment received at home (always)	74.0	71.9
How often clients received conflicting information from different providers (never)	89.3 	79.9
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)	40.8	45.6 
Effectiveness		
Clients who are confident in controlling and managing their health condition (very confident)	19.7	27.0 
Safety		
Staff talked with clients about how to set up their home to move around safely (yes)	80.5	84.7 
Staff talked with clients about all the medicines they were taking (yes)	84.3	83.8
Do you believe you were harmed because of an error or mistake? (yes)	1.2	2.1
Efficiency		
Admitted to a hospital while receiving services (yes)	33.7	35.9
Visited a hospital emergency room while receiving services (yes)	40.4	40.3
Positive continuity of care across hospital services, home care services and primary health ¹	65.8	71.1
Communication		
How often providers explained things in a way that was easy to understand (always)	87.6 	82.9
How often providers treated clients with courtesy and respect (always)	94.9	93.2
Satisfaction		
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.2	95.8
Would recommend Extra-Mural Program to family or friends (definitely yes)	88.0	91.6 
Satisfaction with number of times care was received (very satisfied)	80.6 	61.9
Availability of services		
Experienced limits or reductions in...		
Types of service/care available (yes)	7.2	5.5
Duration of service or hours available (yes)	6.8	5.0

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 Preferred Language of Service

	English 2018 (%)	French 2018 (%)
QUALITY OF SERVICES (Home Support Services)		
	<i>n=1,967</i>	<i>n=729</i>
Accessibility		
Ease or difficulty getting information about home care services before starting (<i>very easy</i>)	36.5 	23.3
Did home care services start as soon as you thought you needed it? (<i>yes</i>)	82.1	81.4
Ease or difficulty contacting agency office or home support worker for help (<i>very easy</i>)	70.2 	38.2
How often service was received in language of choice (<i>always</i>)	English 95.5	English n/a
	French n/a	French 91.2
Appropriateness		
How often home support workers seemed informed about all care received at home (<i>always</i>)	52.1	53.5
How often clients received conflicting information from different providers (<i>never</i>)	71.2	72.0
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	27.3	26.2
Safety		
Do you believe you were harmed because of an error or mistake? (<i>yes</i>)	2.1	3.5
Communication		
How often home support workers explained things in a way that was easy to understand (<i>always</i>)	77.7	74.7
How often home support workers treated clients with courtesy and respect (<i>always</i>)	85.0	86.4
Satisfaction		
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	86.4	88.7
Would recommend agency or home support worker to family or friends (<i>definitely yes</i>)	66.0 	79.1
Satisfaction with number of times care was received (<i>very satisfied</i>)	69.9 	48.4
Availability of services		
Have you ever found the cost for home care services too high? (<i>yes</i>)	21.1	20.3
Experienced limits or reductions in...		
Types of service/care available (<i>yes</i>)	22.6	20.4
Duration of service or hours available (<i>yes</i>)	28.0	25.2

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

 = Result for this subgroup is better than other subgroup