

# Fredericton

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.



	Fredericton 2018 (%)	New Brunswick 2018 (%)
<b>UNMET NEEDS</b>		
	<i>n=379</i>	<i>n=6,937</i>
<b>Is there anything else that could have been done to help you stay at home? (yes)</b>	12.4	13.2
In this community, 12.4% 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 12.8% in 2015. 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	25.6	30.9
More equipment such as wheelchairs and shower handles	21.8	14.1
Staff related – more staff, reliable staff, staff continuity, better trained	13.7	13.8
<b>FAMILY CAREGIVERS</b>		
	<i>n=379</i>	<i>n=6,937</i>
<b>Does a friend, family member or volunteer help you with your home care? (yes)</b>	70.6	63.2
Who helps the most?		
Spouse or partner	37.4	41.6
Son or daughter	38.1	38.7
Mother or father	15.1	16.7
Friend or volunteer	12.0	13.1
Other family member	7.3	5.4
How often do they help?		
Every day	48.1	56.1
A few times a week	25.1	22.0
Once a week or less	22.8	19.7

Included in this community:

Fredericton

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	Fredericton 2018 (%)	New Brunswick 2018 (%)
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>		
	<i>n=379</i>	<i>n=6,937</i>
<b>Age group</b>		
Less than 65	28.5	29.1
65-74	21.6	23.4
75-84	23.8	26.1
85 and over	26.2	21.4
<b>Gender</b>		
Male	38.7	40.6
Female	61.3	59.4
<b>Education level</b>		
No high school diploma	30.7	47.7
High school or higher	69.3	52.3
<b>Household income</b>		
Less than \$25,000	45.6	60.5
\$25,000 or more	54.4	39.5
<b>Language of choice for services</b>		
English	99.0	75.3
French	1.0	24.7
<b>Aboriginal</b>		
Yes	1.2	1.8
<b>Self-rated overall health</b>		
Excellent/Very good	16.1	14.0
Good	29.1	29.9
Fair	39.0	40.3
Poor	15.9	15.8
<b>Self-rated mental or emotional health</b>		
Excellent/Very good	30.7	30.3
Good	38.2	38.2
Fair	23.5	25.4
Poor	7.6	6.1
<b>Chronic health conditions</b>		
Hypertension	48.2	53.8
Arthritis	41.7	44.2
Heart disease	31.8	31.0
Chronic pain	28.0	30.8
Diabetes	26.1	30.5
Gastric reflux (or GERD)	24.7	24.6
Cancer	25.3	24.0
Depression	26.8	23.2
Asthma	18.3	19.5
Emphysema or COPD	16.4	17.9
Stroke	16.0	12.6
Dementia	5.4	6.0
Mood disorder other than depression	4.6	4.7
Alzheimer's	1.3	2.6

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	Fredericton 2018 (%)	New Brunswick 2018 (%)
<b>USE OF SERVICES (Extra-Mural Program)</b>		
	<i>n=299</i>	<i>n=5,053</i>
<b>Service received in the last two months</b>		
Nurse	74.4	76.2
Physiotherapist	22.6	20.6
Respiratory therapist	16.5	20.4
Dietitian	18.7	16.3
Occupational therapist	26.2	16.2
Social worker	10.3	14.6
Speech language pathologist	3.6	3.6
Rehabilitation assistant	4.0	2.4
<b>How long have you been getting services?</b>		
More than 1 year	44.9	48.4
<b>How often do you receive services?</b>		
Every day	6.8	5.0
A few times a week	16.7	20.7
Once a week or less	76.5	74.3

	Fredericton 2018 (%)	New Brunswick 2018 (%)
<b>USE OF SERVICES (Home Support Services)</b>		
	<i>n=137</i>	<i>n=2,993</i>
<b>Service received in the last two months</b>		
Housekeeping (cleaning, laundry)	90.2	92.1
Meal preparation	65.4	71.0
Bathing	42.8	42.7
Grooming or dressing	41.9	40.4
Respite/Relief to family, friends or volunteers	24.4	22.9
Transferring (from place to place, inside the home)	22.0	19.0
Feeding or nutrition care	17.8	17.8
<b>How long have you been getting services from this home support worker?</b>		
More than 1 year	69.2	68.4
<b>How often do you receive services?</b>		
Every day	51.4	48.1
A few times a week	39.2	39.7
Once a week or less	9.5	12.2

	Fredericton 2015 (%)	Fredericton 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
	<i>n=250</i>	<i>n=299</i>	<i>n=5,053</i>
<b>Accessibility</b>			
Did home care services start as soon as you thought you needed it? (yes)	90.3	90.7 <span style="color: red;">▣</span>	94.1
Always got help when contacting the office (yes)	97.8	94.4	96.6
How often service was received in language of choice (always)	English	English	English
	96.9	96.9	96.9
	French	French	French
	-	-	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  
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	Fredericton 2015 (%) <i>n</i> =250	Fredericton 2018 (%) <i>n</i> =299	New Brunswick 2018 (%) <i>n</i> =5,053
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
<b>Appropriateness</b>			
How often providers seemed informed about all care/treatment received at home ( <i>always</i> )	67.9	70.5	73.5
How often clients received conflicting information from different providers ( <i>never</i> )	85.8	85.1	87.3
Staff gave information needed for clients to take care of themselves ( <i>strongly agree</i> )	42.0	43.7	49.6
Family caregivers were given information they wanted when they needed it ( <i>strongly agree</i> )	36.6	40.3	42.1
<b>Effectiveness</b>			
Clients who are confident in controlling and managing their health condition ( <i>very confident</i> )	20.6	18.6	22.2
<b>Safety</b>			
Staff talked with clients about how to set up their home to move around safely ( <i>yes</i> )	79.8	80.6	81.4
Staff talked with clients about all the medicines they were taking ( <i>yes</i> )	78.6	75.4 <span style="color:red">■</span>	84.1
Do you believe you were harmed because of an error or mistake? ( <i>yes</i> )	-	-	1.4
<b>Efficiency</b>			
Admitted to a hospital while receiving services ( <i>yes</i> )	<i>n/a</i>	30.5	33.9
Visited a hospital emergency room while receiving services ( <i>yes</i> )	<i>n/a</i>	39.6	40.3
Positive continuity of care across hospital services, home care services and primary health <sup>1</sup>	56.9	63.0	67.2
<b>Communication</b>			
How often providers explained things in a way that was easy to understand ( <i>always</i> )	88.1	83.4	86.4
How often providers treated clients with courtesy and respect ( <i>always</i> )	95.0	92.4	94.5
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	93.8	92.9	95.35
Would recommend Extra-Mural Program to family or friends ( <i>definitely yes</i> )	85.9	85.5	88.82
Satisfaction with number of times care was received ( <i>very satisfied</i> )	81.3	73.5	75.9
<b>Availability of services</b>			
Experienced limits or reductions in...			
Types of service/care available ( <i>yes</i> )	12.9	10.8 <span style="color:red">■</span>	6.9
Duration of service or hours available ( <i>yes</i> )	9.9	8.8	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

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	Fredericton 2015 (%) <i>n=111</i>	Fredericton 2018 (%) <i>n=137</i>	New Brunswick 2018 (%) <i>n=2,993</i>
<b>QUALITY OF SERVICES (Home Support Services)</b>			
<b>Accessibility</b>			
Ease or difficulty getting information about home care services before starting ( <i>very easy</i> )	25.3	35.4	32.9
Did home care services start as soon as you thought you needed it? ( <i>yes</i> )	76.5	82.5	81.5
Ease or difficulty contacting agency office or home support worker for help ( <i>very easy</i> )	65.1	64.6	61.5
How often service was received in language of choice ( <i>always</i> )	English	English	English
	93.2	95.7	95.2
	French	French	French
	-	-	91.1
<b>Appropriateness</b>			
How often home support workers seemed informed about all care received at home ( <i>always</i> )	44.5	43.8	51.9
How often clients received conflicting information from different providers ( <i>never</i> )	59.9	62.6	71.4
Family caregivers were given information they wanted when they needed it ( <i>strongly agree</i> )	17.7	23.0	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> )	77.9	71.6	77.2
How often home support workers treated clients with courtesy and respect ( <i>always</i> )	78.5	78.6	85.5
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	84.7	83.3	87.0
Would recommend agency or home support worker to family or friends ( <i>definitely yes</i> )	59.5	54.4 <span style="color: red;">▣</span>	69.4
Satisfaction with number of times care was received ( <i>very satisfied</i> )	76.8	70.3	64.4
<b>Availability of services</b>			
Have you ever found the cost for home care services too high? ( <i>yes</i> )	24.3	31.4 <span style="color: red;">▣</span>	21.2
Experienced limits or reductions in...			
Types of service/care available ( <i>yes</i> )	30.7	26.9	22.5
Duration of service or hours available ( <i>yes</i> )	35.9	35.9	27.9

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