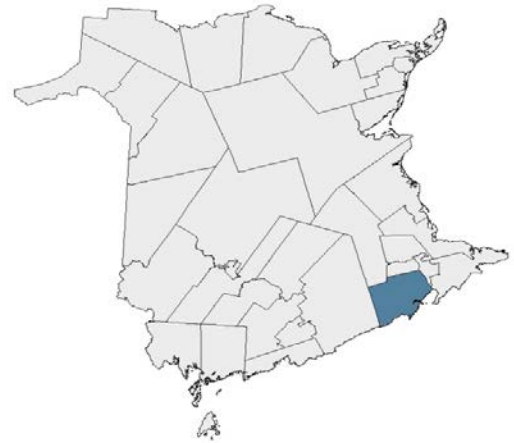


Hillsborough Area

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.



	Hillsborough 2018 (%)	New Brunswick 2018 (%)
UNMET NEEDS		
	<i>n=48</i>	<i>n=6,937</i>
Is there anything else that could have been done to help you stay at home? (yes)	11.0	13.2
In this community, 11.0% 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 and 11.4% in 2012. 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	-	30.9
More equipment such as wheelchairs and shower handles	-	14.1
Staff related – more staff, reliable staff, staff continuity, better trained	-	13.8
FAMILY CAREGIVERS		
	<i>n=48</i>	<i>n=6,937</i>
Does a friend, family member or volunteer help you with your home care? (yes)	62.9	63.2
Who helps the most?		
Spouse or partner	54.6	41.6
Son or daughter	27.1	38.7
Mother or father	15.8	16.7
Friend or volunteer	7.8	13.1
Other family member	4.6	5.4
How often do they help?		
Every day	61.3	56.1
A few times a week	6.9	22.0
Once a week or less	35.2	19.7

Included in this community:

Alma, Elgin, Germantown, Harvey, Hillsborough, Hopewell, Little River (Albert County), Riverside-Albert

Hillsborough Area

	Hillsborough 2018 (%)	New Brunswick 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=48</i>	<i>n=6,937</i>
Age group		
Less than 65	24.4	29.1
65-74	35.6	23.4
75-84	22.7	26.1
85 and over	17.3	21.4
Gender		
Male	47.4	40.6
Female	52.6	59.4
Education level		
No high school diploma	48.6	47.7
High school or higher	51.4	52.3
Household income		
Less than \$25,000	50.1	60.5
\$25,000 or more	49.9	39.5
Language of choice for services		
English	100.0	75.3
French	0.0	24.7
Aboriginal		
Yes	3.8	1.8
Self-rated overall health		
Excellent/Very good	15.1	14.0
Good	37.2	29.9
Fair	35.4	40.3
Poor	12.3	15.8
Self-rated mental or emotional health		
Excellent/Very good	41.9	30.3
Good	36.5	38.2
Fair	17.0	25.4
Poor	4.7	6.1
Chronic health conditions		
Hypertension	56.8	53.8
Arthritis	45.1	44.2
Heart disease	12.7	31.0
Chronic pain	26.8	30.8
Diabetes	46.2	30.5
Gastric reflux (or GERD)	29.9	24.6
Cancer	22.6	24.0
Depression	8.3	23.2
Asthma	16.4	19.5
Emphysema or COPD	16.3	17.9
Stroke	10.6	12.6
Dementia	4.1	6.0
Mood disorder other than depression	0.0	4.7
Alzheimer's	0.0	2.6

Hillsborough Area

	Hillsborough 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n=40</i>	<i>n=5,053</i>
Service received in the last two months		
Nurse	66.4	76.2
Physiotherapist	20.6	20.6
Respiratory therapist	15.5	20.4
Dietitian	17.1	16.3
Occupational therapist	13.5	16.2
Social worker	2.4	14.6
Speech language pathologist	7.5	3.6
Rehabilitation assistant	0.0	2.4
How long have you been getting services?		
More than 1 year	36.4	48.4
How often do you receive services?		
Every day	8.2	5.0
A few times a week	20.4	20.7
Once a week or less	71.3	74.3

	Hillsborough 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Home Support Services)		
	<i>n=10</i>	<i>n=2,993</i>
Service received in the last two months		
Housekeeping (cleaning, laundry)	-	92.1
Meal preparation	-	71.0
Bathing	-	42.7
Grooming or dressing	-	40.4
Respite/Relief to family, friends or volunteers	-	22.9
Transferring (from place to place, inside the home)	-	19.0
Feeding or nutrition care	-	17.8
How long have you been getting services from this home support worker?		
More than 1 year	-	68.4
How often do you receive services?		
Every day	-	48.1
A few times a week	-	39.7
Once a week or less	-	12.2

	Hillsborough 2015 (%)	Hillsborough 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)			
	<i>n=48</i>	<i>n=40</i>	<i>n=5,053</i>
Accessibility			
Did home care services start as soon as you thought you needed it? (yes)	92.0	93.9	94.1
Always got help when contacting the office (yes)	-	-	96.6
How often service was received in language of choice (always)	English	English	English
	95.5	97.4	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
 □ = Unfavourable result compared to NB

Hillsborough Area

	Hillsborough 2015 (%) <i>n=48</i>	Hillsborough 2018 (%) <i>n=40</i>	New Brunswick 2018 (%) <i>n=5,053</i>
QUALITY OF SERVICES (Extra-Mural Program)			
Appropriateness			
How often providers seemed informed about all care/treatment received at home (<i>always</i>)	-	-	73.5
How often clients received conflicting information from different providers (<i>never</i>)	-	-	87.3
Staff gave information needed for clients to take care of themselves (<i>strongly agree</i>)	43.0	45.0	49.6
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	-	-	42.1
Effectiveness			
Clients who are confident in controlling and managing their health condition (<i>very confident</i>)	10.5	15.3	22.2
Safety			
Staff talked with clients about how to set up their home to move around safely (<i>yes</i>)	-	-	81.4
Staff talked with clients about all the medicines they were taking (<i>yes</i>)	-	-	84.1
Do you believe you were harmed because of an error or mistake? (<i>yes</i>)	-	-	1.4
Efficiency			
Admitted to a hospital while receiving services (<i>yes</i>)	n/a	23.4	33.9
Visited a hospital emergency room while receiving services (<i>yes</i>)	n/a	32.9	40.3
Positive continuity of care across hospital services, home care services and primary health ¹	-	-	67.2
Communication			
How often providers explained things in a way that was easy to understand (<i>always</i>)	88.5	82.8	86.4
How often providers treated clients with courtesy and respect (<i>always</i>)	93.2	95.3	94.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	87.3	95.2	95.35
Would recommend Extra-Mural Program to family or friends (<i>definitely yes</i>)	84.3	83.2	88.82
Satisfaction with number of times care was received (<i>very satisfied</i>)	76.2	89.0 ■	75.9
Availability of services			
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	-	8.7	6.9
Duration of service or hours available (<i>yes</i>)	-	6.1	6.6

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

□ = Unfavourable result compared to NB

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

Hillsborough Area

	Hillsborough 2015 (%)	Hillsborough 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Home Support Services)			
	<i>n=20</i>	<i>n=10</i>	<i>n=2,993</i>
Accessibility			
Ease or difficulty getting information about home care services before starting (<i>very easy</i>)	-	-	32.9
Did home care services start as soon as you thought you needed it? (<i>yes</i>)	-	-	81.5
Ease or difficulty contacting agency office or home support worker for help (<i>very easy</i>)	-	-	61.5
	<u>English</u>	<u>English</u>	English
How often service was received in language of choice (<i>always</i>)	-	-	95.2
	<u>French</u>	<u>French</u>	French
	-	-	91.1
Appropriateness			
How often home support workers seemed informed about all care received at home (<i>always</i>)	-	-	51.9
How often clients received conflicting information from different providers (<i>never</i>)	-	-	71.4
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	-	-	26.6
Safety			
Do you believe you were harmed because of an error or mistake? (<i>yes</i>)	-	-	2.5
Communication			
How often home support workers explained things in a way that was easy to understand (<i>always</i>)	-	-	77.2
How often home support workers treated clients with courtesy and respect (<i>always</i>)	-	-	85.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	-	-	87.0
Would recommend agency or home support worker to family or friends (<i>definitely yes</i>)	-	-	69.4
Satisfaction with number of times care was received (<i>very satisfied</i>)	-	-	64.4
Availability of services			
Have you ever found the cost for home care services too high? (<i>yes</i>)	-	-	21.2
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	-	-	22.5
Duration of service or hours available (<i>yes</i>)	-	-	27.9