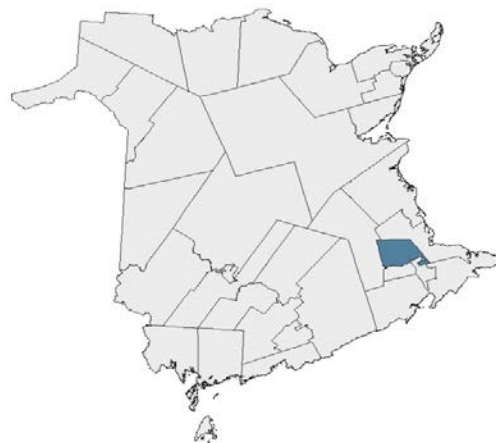


Moncton

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.



	Moncton 2018 (%)	New Brunswick 2018 (%)
UNMET NEEDS		
	<i>n=547</i>	<i>n=6,937</i>
Is there anything else that could have been done to help you stay at home? (yes)	12.5	13.2
In this community, 12.5% 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 16.6% in 2015. 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	27.1	30.9
More equipment such as wheelchairs and shower handles	6.0	14.1
Staff related – more staff, reliable staff, staff continuity, better trained	16.9	13.8
FAMILY CAREGIVERS		
	<i>n=547</i>	<i>n=6,937</i>
Does a friend, family member or volunteer help you with your home care? (yes)	63.8	63.2
Who helps the most?		
Spouse or partner	43.2	41.6
Son or daughter	34.7	38.7
Mother or father	14.3	16.7
Friend or volunteer	13.0	13.1
Other family member	7.4	5.4
How often do they help?		
Every day	55.3	56.1
A few times a week	22.8	22.0
Once a week or less	21.1	19.7

Included in this community:

Allison, Berry Mills, Boundary Creek, Indian Mountain, Irishtown, Lakeville-Westmorland, Lutes Mountain, Moncton, Steeves Mountain

Moncton

	Moncton 2018 (%)	New Brunswick 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=547</i>	<i>n=6,937</i>
Age group		
Less than 65	31.9	29.1
65-74	22.2	23.4
75-84	24.5	26.1
85 and over	21.4	21.4
Gender		
Male	41.0	40.6
Female	59.0	59.4
Education level		
No high school diploma	37.9	47.7
High school or higher	62.1	52.3
Household income		
Less than \$25,000	55.5	60.5
\$25,000 or more	44.5	39.5
Language of choice for services		
English	88.2	75.3
French	11.8	24.7
Aboriginal		
Yes	1.4	1.8
Self-rated overall health		
Excellent/Very good	17.7	14.0
Good	32.1	29.9
Fair	36.4	40.3
Poor	13.7	15.8
Self-rated mental or emotional health		
Excellent/Very good	36.6	30.3
Good	38.0	38.2
Fair	21.5	25.4
Poor	3.9	6.1
Chronic health conditions		
Hypertension	51.7	53.8
Arthritis	42.2	44.2
Heart disease	30.9	31.0
Chronic pain	28.4	30.8
Diabetes	28.6	30.5
Gastric reflux (or GERD)	24.8	24.6
Cancer	24.1	24.0
Depression	22.8	23.2
Asthma	21.9	19.5
Emphysema or COPD	16.9	17.9
Stroke	11.8	12.6
Dementia	4.0	6.0
Mood disorder other than depression	4.5	4.7
Alzheimer's	1.1	2.6

Moncton

	Moncton 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	n=407	n=5,053
Service received in the last two months		
Nurse	73.9	76.2
Physiotherapist	25.1	20.6
Respiratory therapist	18.6	20.4
Dietitian	15.6	16.3
Occupational therapist	17.0	16.2
Social worker	11.6	14.6
Speech language pathologist	5.1	3.6
Rehabilitation assistant	2.8	2.4
How long have you been getting services?		
More than 1 year	44.6	48.4
How often do you receive services?		
Every day	3.7	5.0
A few times a week	18.8	20.7
Once a week or less	77.5	74.3

	Moncton 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Home Support Services)		
	n=216	n=2,993
Service received in the last two months		
Housekeeping (cleaning, laundry)	93.3	92.1
Meal preparation	54.0	71.0
Bathing	38.4	42.7
Grooming or dressing	35.5	40.4
Respite/Relief to family, friends or volunteers	20.6	22.9
Transferring (from place to place, inside the home)	14.9	19.0
Feeding or nutrition care	16.5	17.8
How long have you been getting services from this home support worker?		
More than 1 year	66.3	68.4
How often do you receive services?		
Every day	36.9	48.1
A few times a week	42.2	39.7
Once a week or less	20.9	12.2

	Moncton 2015 (%)	Moncton 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)			
	n=384	n=407	n=5,053
Accessibility			
Did home care services start as soon as you thought you needed it? (yes)	90.7	93.5	94.1
Always got help when contacting the office (yes)	95.8	95.6	96.6
How often service was received in language of choice (always)	English	English	English
	96.1	97.0	96.9
	French	French	French
	92.8	92.4	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

Moncton

	Moncton 2015 (%)	Moncton 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)	<i>n=384</i>	<i>n=407</i>	<i>n=5,053</i>
Appropriateness			
How often providers seemed informed about all care/treatment received at home (<i>always</i>)	67.6	74.9	73.5
How often clients received conflicting information from different providers (<i>never</i>)	87.6	90.6	87.3
Staff gave information needed for clients to take care of themselves (<i>strongly agree</i>)	45.4	46.0	49.6
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	40.6	37.1	42.1
Effectiveness			
Clients who are confident in controlling and managing their health condition (<i>very confident</i>)	21.5	21.4	22.2
Safety			
Staff talked with clients about how to set up their home to move around safely (<i>yes</i>)	75.4	76.1 □	81.4
Staff talked with clients about all the medicines they were taking (<i>yes</i>)	81.6	80.7	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	34.8	33.9
Visited a hospital emergency room while receiving services (<i>yes</i>)	n/a	39.8	40.3
Positive continuity of care across hospital services, home care services and primary health ¹	58.8	69.9	67.2
Communication			
How often providers explained things in a way that was easy to understand (<i>always</i>)	87.6	88.9	86.4
How often providers treated clients with courtesy and respect (<i>always</i>)	95.9	96.6 ■	94.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.3	95.4	95.35
Would recommend Extra-Mural Program to family or friends (<i>definitely yes</i>)	87.8	87.9	88.82
Satisfaction with number of times care was received (<i>very satisfied</i>)	77.6	80.0 ■	75.9
Availability of services			
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	10.4	6.7	6.9
Duration of service or hours available (<i>yes</i>)	7.3	7.6	6.6

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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

Moncton

	Moncton 2015 (%)	Moncton 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Home Support Services)			
	<i>n=200</i>	<i>n=216</i>	<i>n=2,993</i>
Accessibility			
Ease or difficulty getting information about home care services before starting (<i>very easy</i>)	27.6	30.8	32.9
Did home care services start as soon as you thought you needed it? (<i>yes</i>)	71.4	74.0 ▣	81.5
Ease or difficulty contacting agency office or home support worker for help (<i>very easy</i>)	67.2	58.5	61.5
How often service was received in language of choice (<i>always</i>)	English	English	English
	89.7	93.9	95.2
	French	French	French
	-	-	91.1
Appropriateness			
How often home support workers seemed informed about all care received at home (<i>always</i>)	50.4	47.4	51.9
How often clients received conflicting information from different providers (<i>never</i>)	63.4	61.2 ▣	71.4
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	31.8	21.4	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>)	76.3	75.5	77.2
How often home support workers treated clients with courtesy and respect (<i>always</i>)	88.7	82.0	85.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	85.1	82.4	87.0
Would recommend agency or home support worker to family or friends (<i>definitely yes</i>)	73.4	61.9 ▣	69.4
Satisfaction with number of times care was received (<i>very satisfied</i>)	67.9	65.5	64.4
Availability of services			
Have you ever found the cost for home care services too high? (<i>yes</i>)	27.3	25.2	21.2
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	27.8	29.7 ▣	22.5
Duration of service or hours available (<i>yes</i>)	34.9	28.9	27.9

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