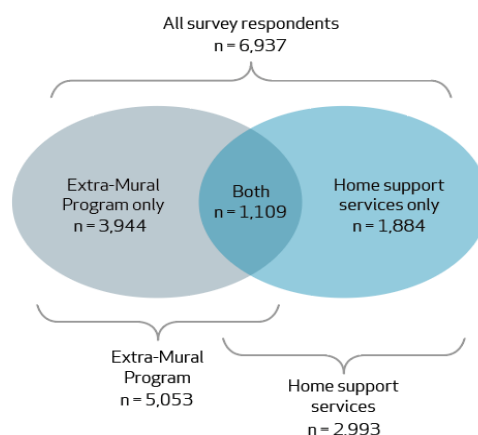


Provincial Results

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.



N.B. 2018 (%)

UNMET NEEDS n=6,937

Is there anything else that could have been done to help you stay at home? (yes) 13.2

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, compared to 14.5% 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 n=6,937

Does a friend, family member or volunteer help you with your home care? (yes) 63.2

Who helps the most?	
Spouse or partner	41.6
Son or daughter	38.7
Other family member	16.7
Friend or volunteer	13.1
Mother or father	5.4
How often do they help?	
Every day	56.1
A few times a week	22.0
Once a week or less	19.7

Provincial Results

N.B. 2018 (%)

PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		<i>n=6,937</i>
Age group		
18-64		29.1
65-74		23.4
75-84		26.1
85 and over		21.4
Gender		
Male		40.6
Female		59.4
Education level		
No high school diploma		47.7
High school or higher		52.3
Household income		
Less than \$25,000		60.5
\$25,000 or more		39.5
Language of choice for services		
English		75.3
French		24.7
Indigenous		
Yes		1.8
Self-rated overall health		
Excellent/Very good		14.0
Good		29.9
Fair		40.3
Poor		15.8
Self-rated mental or emotional health		
Excellent/Very good		30.3
Good		38.2
Fair		25.4
Poor		6.1
Chronic health conditions		
Hypertension		53.8
Arthritis		44.2
Heart disease		31.0
Chronic pain		30.8
Diabetes		30.5
Gastric reflux (or GERD)		24.6
Cancer		24.0
Depression		23.2
Asthma		19.5
Emphysema or COPD		17.9
Stroke		12.6
Dementia		6.0
Mood disorder other than depression		4.7
Alzheimer's		2.6

Provincial Results

USE OF SERVICES (Extra-Mural Program)		N.B. 2018 (%) n=5,053
Service received in the last two months		
Nurse		76.2
Physiotherapist		20.6
Respiratory therapist		20.4
Dietitian		16.3
Occupational therapist		16.2
Social worker		14.6
Speech language pathologist		3.6
Rehabilitation assistant		2.4
How long have you been getting services?		
More than 1 year		48.4
How often do you receive services?		
Every day		5.0
A few times a week		20.7
Once a week or less		74.3

USE OF SERVICES (Home Support Services)		n=2,993
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

QUALITY OF SERVICES (Extra-Mural Program)	N.B. 2012 (%) n=3,153	N.B. 2015 (%) n=4,757	N.B. 2018 (%) n=5,053
Accessibility			
Did home care services start as soon as you thought you needed it? (yes)	93.0	94.3	94.1
Always got help when contacting the office (yes)	96.8	97.3	96.6
How often service was received in language of choice (always)	English	English	English
	97.5	96.8	96.9
	French	French	French
	92.7	92.3	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

Provincial Results

	N.B. 2012 (%) <i>n=3,153</i>	N.B. 2015 (%) <i>n=4,757</i>	N.B. 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>)	77.1	73.3	73.5
How often clients received conflicting information from different providers (<i>never</i>)	81.7	86.4	87.3
Staff gave information needed for clients to take care of themselves (<i>strongly agree</i>)	49.3	48.3	49.6
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	42.8	42.3	42.1
Effectiveness			
Citizens with a chronic health condition who are confident in controlling and managing their health condition (<i>very confident</i>)	24.3	22.4	22.2
Safety			
Staff talked with clients about how to set up their home to move around safely (<i>yes</i>)	72.2	80.4	81.4
Staff talked with clients about all the medicines they were taking (<i>yes</i>)	72.3	83.4	84.1
Do you believe you were harmed because of an error or mistake? (<i>yes</i>)	0.7	1.3	1.4
Efficiency			
Admitted to a hospital while receiving services (<i>yes</i>)	n/a	n/a	33.9
Visited a hospital emergency room while receiving services (<i>yes</i>)	n/a	n/a	40.3
Positive continuity of care across hospital services, home care services and primary health ¹	61.5	67.1	67.2
Communication			
How often providers explained things in a way that was easy to understand (<i>always</i>)	90.4	86.0	86.4
How often providers treated clients with courtesy and respect (<i>always</i>)	96.4	93.6	94.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	96.7	95.1	95.3
Would recommend Extra-Mural Program to family or friends (<i>definitely yes</i>)	94.2	88.5	88.8
Satisfaction with number of times care was received (<i>very satisfied</i>)	76.1	75.8	75.9
Availability of services			
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	7.6	8.2	6.9
Duration of service or hours available (<i>yes</i>)	7.6	6.6	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

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

Provincial Results

	N.B. 2012 (%) <i>n=1,905</i>	N.B. 2015 (%) <i>n=2,796</i>	N.B. 2018 (%) <i>n=2,993</i>
QUALITY OF SERVICES (Home Support Services)			
Accessibility			
Ease or difficulty getting information about home care services before starting (<i>very easy</i>)	19.4	29.4	32.9
Did home care services start as soon as you thought you needed it? (<i>yes</i>)	80.1	79.4	81.5
Ease or difficulty contacting agency office or home support worker for help (<i>very easy</i>)	58.6	63.7	61.5
How often service was received in language of choice (<i>always</i>)	English	English	English
	97.3	96.1	95.2
	French	French	French
	90.7	91.6	91.1
Appropriateness			
How often home support workers seemed informed about all care received at home (<i>always</i>)	67.8	55.9	51.9
How often clients received conflicting information from different providers (<i>never</i>)	75.5	74.2	71.4
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	27.3	28.7	26.6
Safety			
Do you believe you were harmed because of an error or mistake? (<i>yes</i>)	1.8	2.5	2.5
Communication			
How often home support workers explained things in a way that was easy to understand (<i>always</i>)	84.5	77.8	77.2
How often home support workers treated clients with courtesy and respect (<i>always</i>)	90.3	86.4	85.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	87.9	88.7	87.0
Would recommend agency or home support worker to family or friends (<i>definitely yes</i>)	74.3	73.6	▽ 69.4
Satisfaction with number of times care was received (<i>very satisfied</i>)	70.6	65.8	64.4
Reported difficulties in receiving care			
Have you ever found the cost for home care services too high? (<i>yes</i>)	22.1	21.7	21.2
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	19.8	23.0	22.5
Duration of service or hours available (<i>yes</i>)	25.6	30.4	27.9

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