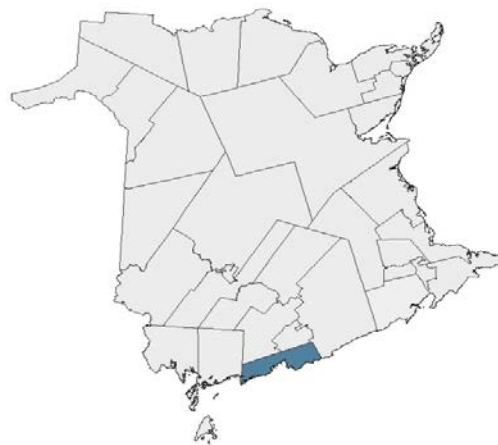


Saint John Area

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.



	Saint John 2018 (%)	New Brunswick 2018 (%)
UNMET NEEDS		
	<i>n=602</i>	<i>n=6,937</i>
Is there anything else that could have been done to help you stay at home? (yes)	13.8	13.2
In this community, 13.8% 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 19.3% 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	27.3	30.9
More equipment such as wheelchairs and shower handles	12.7	14.1
Staff related – more staff, reliable staff, staff continuity, better trained	13.7	13.8
FAMILY CAREGIVERS		
	<i>n=602</i>	<i>n=6,937</i>
Does a friend, family member or volunteer help you with your home care? (yes)	59.9	63.2
Who helps the most?		
Spouse or partner	32.0	41.6
Son or daughter	39.8	38.7
Mother or father	18.3	16.7
Friend or volunteer	15.2	13.1
Other family member	4.8	5.4
How often do they help?		
Every day	51.5	56.1
A few times a week	22.5	22.0
Once a week or less	21.2	19.7

Included in this community:

Chance Harbour, Fairfield, Garnett Settlement, Musquash, Rowley, Saint John, Simonds

Saint John Area

	Saint John 2018 (%)	New Brunswick 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES	<i>n=602</i>	<i>n=6,937</i>
Age group		
Less than 65	27.2	29.1
65-74	24.5	23.4
75-84	25.7	26.1
85 and over	22.6	21.4
Gender		
Male	38.5	40.6
Female	61.5	59.4
Education level		
No high school diploma	43.1	47.7
High school or higher	56.9	52.3
Household income		
Less than \$25,000	64.5	60.5
\$25,000 or more	35.5	39.5
Language of choice for services		
English	99.8	75.3
French	0.2	24.7
Aboriginal		
Yes	1.2	1.8
Self-rated overall health		
Excellent/Very good	11.8	14.0
Good	29.3	29.9
Fair	42.0	40.3
Poor	16.9	15.8
Self-rated mental or emotional health		
Excellent/Very good	26.1	30.3
Good	39.2	38.2
Fair	27.7	25.4
Poor	7.0	6.1
Chronic health conditions		
Hypertension	57.9	53.8
Arthritis	50.9	44.2
Heart disease	35.2	31.0
Chronic pain	35.1	30.8
Diabetes	34.3	30.5
Gastric reflux (or GERD)	30.7	24.6
Cancer	24.1	24.0
Depression	28.0	23.2
Asthma	18.7	19.5
Emphysema or COPD	22.1	17.9
Stroke	13.8	12.6
Dementia	7.6	6.0
Mood disorder other than depression	5.9	4.7
Alzheimer's	4.5	2.6

Saint John Area

	Saint John 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n=397</i>	<i>n=5,053</i>
Service received in the last two months		
Nurse	73.2	76.2
Physiotherapist	21.9	20.6
Respiratory therapist	22.9	20.4
Dietitian	17.1	16.3
Occupational therapist	17.6	16.2
Social worker	16.6	14.6
Speech language pathologist	4.3	3.6
Rehabilitation assistant	2.1	2.4
How long have you been getting services?		
More than 1 year	49.8	48.4
How often do you receive services?		
Every day	6.7	5.0
A few times a week	23.4	20.7
Once a week or less	69.9	74.3

	Saint John 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Home Support Services)		
	<i>n=308</i>	<i>n=2,993</i>
Service received in the last two months		
Housekeeping (cleaning, laundry)	94.2	92.1
Meal preparation	66.5	71.0
Bathing	43.4	42.7
Grooming or dressing	39.7	40.4
Respite/Relief to family, friends or volunteers	22.4	22.9
Transferring (from place to place, inside the home)	14.5	19.0
Feeding or nutrition care	12.9	17.8
How long have you been getting services from this home support worker?		
More than 1 year	53.5	68.4
How often do you receive services?		
Every day	49.3	48.1
A few times a week	40.1	39.7
Once a week or less	10.7	12.2

	Saint John 2015 (%)	Saint John 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)			
	<i>n=401</i>	<i>n=397</i>	<i>n=5,053</i>
Accessibility			
Did home care services start as soon as you thought you needed it? (yes)	92.4	90.9 ▣	94.1
Always got help when contacting the office (yes)	96.8	92.1 ▣	96.6
How often service was received in language of choice (always)	English	English	English
	95.8	95.8	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

Saint John Area

	Saint John 2015 (%)	Saint John 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)	<i>n=401</i>	<i>n=397</i>	<i>n=5,053</i>
Appropriateness			
How often providers seemed informed about all care/treatment received at home (<i>always</i>)	70.5	74.3	73.5
How often clients received conflicting information from different providers (<i>never</i>)	87.1	86.3	87.3
Staff gave information needed for clients to take care of themselves (<i>strongly agree</i>)	44.3	48.2	49.6
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	40.7	39.2	42.1
Effectiveness			
Clients who are confident in controlling and managing their health condition (<i>very confident</i>)	21.7	20.3	22.2
Safety			
Staff talked with clients about how to set up their home to move around safely (<i>yes</i>)	77.1	79.5	81.4
Staff talked with clients about all the medicines they were taking (<i>yes</i>)	76.7	78.9 □	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	38.2	33.9
Visited a hospital emergency room while receiving services (<i>yes</i>)	n/a	41.8	40.3
Positive continuity of care across hospital services, home care services and primary health ¹	61.1	66.4	67.2
Communication			
How often providers explained things in a way that was easy to understand (<i>always</i>)	85.1	81.9 □	86.4
How often providers treated clients with courtesy and respect (<i>always</i>)	91.2	91.9	94.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	94.2	92.8 □	95.35
Would recommend Extra-Mural Program to family or friends (<i>definitely yes</i>)	85.1	84.6 □	88.82
Satisfaction with number of times care was received (<i>very satisfied</i>)	78.0	79.5	75.9
Availability of services			
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	9.8	9.6	6.9
Duration of service or hours available (<i>yes</i>)	5.3	8.5	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

Saint John Area

	Saint John 2015 (%)	Saint John 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Home Support Services)			
<i>n=287</i>			
<i>n=308</i>			
<i>n=2,993</i>			
Accessibility			
Ease or difficulty getting information about home care services before starting (very easy)	32.2	35.2	32.9
Did home care services start as soon as you thought you needed it? (yes)	81.7	81.6	81.5
Ease or difficulty contacting agency office or home support worker for help (very easy)	68.9	68.7 ■	61.5
How often service was received in language of choice (always)	English	English	English
	97.9	95.0	95.2
	French	French	French
	-	-	91.1
Appropriateness			
How often home support workers seemed informed about all care received at home (always)	44.1	44.7	51.9
How often clients received conflicting information from different providers (never)	67.3	73.2	71.4
Family caregivers were given information they wanted when they needed it (strongly agree)	30.3	25.8	26.6
Safety			
Do you believe you were harmed because of an error or mistake? (yes)	-	-	2.5
Communication			
How often home support workers explained things in a way that was easy to understand (always)	74.9	72.5	77.2
How often home support workers treated clients with courtesy and respect (always)	84.5	84.9	85.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	84.7	82.0 □	87.0
Would recommend agency or home support worker to family or friends (definitely yes)	65.2	58.8 □	69.4
Satisfaction with number of times care was received (very satisfied)	66.5	64.6	64.4
Availability of services			
Have you ever found the cost for home care services too high? (yes)	27.6	26.3	21.2
Experienced limits or reductions in...			
Types of service/care available (yes)	26.2	24.5	22.5
Duration of service or hours available (yes)	30.4	33.1	27.9

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