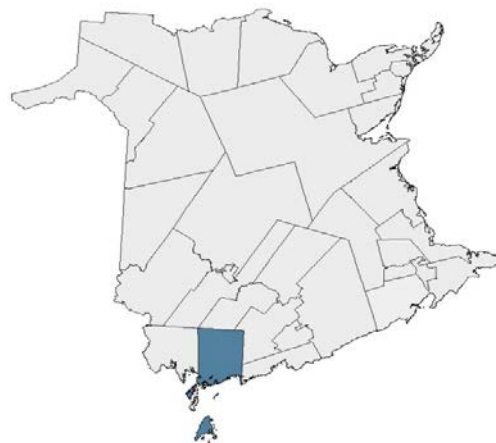


# St. George Area

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.



	St. George 2018 (%)	New Brunswick 2018 (%)
<b>UNMET NEEDS</b>		
	<i>n=157</i>	<i>n=6,937</i>
<b>Is there anything else that could have been done to help you stay at home? (yes)</b>	6.4	13.2
In this community, 6.4% 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 8.1% in 2015 and 10.6% in 2012. 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	-	30.9
More equipment such as wheelchairs and shower handles	-	14.1
Staff related – more staff, reliable staff, staff continuity, better trained	-	13.8
<b>FAMILY CAREGIVERS</b>		
	<i>n=157</i>	<i>n=6,937</i>
<b>Does a friend, family member or volunteer help you with your home care? (yes)</b>	70.2	63.2
Who helps the most?		
Spouse or partner	31.5	41.6
Son or daughter	43.2	38.7
Mother or father	19.8	16.7
Friend or volunteer	23.0	13.1
Other family member	2.4	5.4
How often do they help?		
Every day	51.0	56.1
A few times a week	23.3	22.0
Once a week or less	26.3	19.7

**Included in this community:**

Back Bay, Beaver Harbour, Blacks Harbour, Canal, Clarendon, Fairhaven, Grand Manan, Leonardville, Lepreau, L'Etête, Pennfield, Pocologan, Second Falls, St. George, Utopia, Welshpool, West Isles, Wilsons Beach

## St. George Area

	St. George 2018 (%)	New Brunswick 2018 (%)
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>		
	<i>n=157</i>	<i>n=6,937</i>
<b>Age group</b>		
Less than 65	26.3	29.1
65-74	24.3	23.4
75-84	27.2	26.1
85 and over	22.2	21.4
<b>Gender</b>		
Male	36.6	40.6
Female	63.4	59.4
<b>Education level</b>		
No high school diploma	51.6	47.7
High school or higher	48.4	52.3
<b>Household income</b>		
Less than \$25,000	60.0	60.5
\$25,000 or more	40.0	39.5
<b>Language of choice for services</b>		
English	100.0	75.3
French	0.0	24.7
<b>Aboriginal</b>		
Yes	3.0	1.8
<b>Self-rated overall health</b>		
Excellent/Very good	14.4	14.0
Good	24.9	29.9
Fair	43.0	40.3
Poor	17.7	15.8
<b>Self-rated mental or emotional health</b>		
Excellent/Very good	31.0	30.3
Good	33.3	38.2
Fair	30.4	25.4
Poor	5.3	6.1
<b>Chronic health conditions</b>		
Hypertension	51.5	53.8
Arthritis	50.7	44.2
Heart disease	31.3	31.0
Chronic pain	29.9	30.8
Diabetes	28.3	30.5
Gastric reflux (or GERD)	21.0	24.6
Cancer	28.0	24.0
Depression	17.3	23.2
Asthma	20.4	19.5
Emphysema or COPD	14.7	17.9
Stroke	9.9	12.6
Dementia	8.5	6.0
Mood disorder other than depression	5.5	4.7
Alzheimer's	1.3	2.6

## St. George Area

	St. George 2018 (%)	New Brunswick 2018 (%)
<b>USE OF SERVICES (Extra-Mural Program)</b>		
	<i>n=134</i>	<i>n=5,053</i>
<b>Service received in the last two months</b>		
Nurse	81.4	76.2
Physiotherapist	29.5	20.6
Respiratory therapist	22.4	20.4
Dietitian	27.3	16.3
Occupational therapist	17.0	16.2
Social worker	16.4	14.6
Speech language pathologist	3.2	3.6
Rehabilitation assistant	0.7	2.4
<b>How long have you been getting services?</b>		
More than 1 year	55.3	48.4
<b>How often do you receive services?</b>		
Every day	4.2	5.0
A few times a week	22.0	20.7
Once a week or less	73.7	74.3

	St. George 2018 (%)	New Brunswick 2018 (%)
<b>USE OF SERVICES (Home Support Services)</b>		
	<i>n=64</i>	<i>n=2,993</i>
<b>Service received in the last two months</b>		
Housekeeping (cleaning, laundry)	93.2	92.1
Meal preparation	75.0	71.0
Bathing	38.0	42.7
Grooming or dressing	40.3	40.4
Respite/Relief to family, friends or volunteers	27.8	22.9
Transferring (from place to place, inside the home)	25.5	19.0
Feeding or nutrition care	11.8	17.8
<b>How long have you been getting services from this home support worker?</b>		
More than 1 year	60.0	68.4
<b>How often do you receive services?</b>		
Every day	58.3	48.1
A few times a week	36.4	39.7
Once a week or less	5.4	12.2

	St. George 2015 (%)	St. George 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
	<i>n=140</i>	<i>n=134</i>	<i>n=5,053</i>
<b>Accessibility</b>			
Did home care services start as soon as you thought you needed it? (yes)	96.8	93.9	94.1
Always got help when contacting the office (yes)	96.8	100.0 <span style="color: green;">■</span>	96.6
How often service was received in language of choice (always)	English	English	English
	96.6	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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## St. George Area

	St. George 2015 (%)	St. George 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
n=140                      n=134                      n=5,053			
<b>Appropriateness</b>			
How often providers seemed informed about all care/treatment received at home (always)	74.3	72.6	73.5
How often clients received conflicting information from different providers (never)	94.9	93.7 ■	87.3
Staff gave information needed for clients to take care of themselves (strongly agree)	50.3	47.0	49.6
Family caregivers were given information they wanted when they needed it (strongly agree)	46.2	41.8	42.1
<b>Effectiveness</b>			
Clients who are confident in controlling and managing their health condition (very confident)	16.9	17.4	22.2
<b>Safety</b>			
Staff talked with clients about how to set up their home to move around safely (yes)	77.6	81.2	81.4
Staff talked with clients about all the medicines they were taking (yes)	85.2	85.6	84.1
Do you believe you were harmed because of an error or mistake? (yes)	-	-	1.4
<b>Efficiency</b>			
Admitted to a hospital while receiving services (yes)	n/a	37.6	33.9
Visited a hospital emergency room while receiving services (yes)	n/a	39.4	40.3
Positive continuity of care across hospital services, home care services and primary health <sup>1</sup>	62.9	71.1	67.2
<b>Communication</b>			
How often providers explained things in a way that was easy to understand (always)	86.6	92.2 ■	86.4
How often providers treated clients with courtesy and respect (always)	92.7	97.2	94.5
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	97.2	97.8	95.35
Would recommend Extra-Mural Program to family or friends (definitely yes)	84.7	▲ 95.0 ■	88.82
Satisfaction with number of times care was received (very satisfied)	79.5	80.6	75.9
<b>Availability of services</b>			
Experienced limits or reductions in...			
Types of service/care available (yes)	12.0	4.1	6.9
Duration of service or hours available (yes)	10.7	6.9	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

## St. George Area

	St. George 2015 (%)	St. George 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Home Support Services)</b>			
	<i>n=45</i>	<i>n=64</i>	<i>n=2,993</i>
<b>Accessibility</b>			
Ease or difficulty getting information about home care services before starting ( <i>very easy</i> )	49.2	50.8 	32.9
Did home care services start as soon as you thought you needed it? ( <i>yes</i> )	84.2	81.4	81.5
Ease or difficulty contacting agency office or home support worker for help ( <i>very easy</i> )	71.2	77.2 	61.5
	English	English	English
How often service was received in language of choice ( <i>always</i> )	100.0	100.0 	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> )	62.6	52.4	51.9
How often clients received conflicting information from different providers ( <i>never</i> )	87.1	62.6	71.4
Family caregivers were given information they wanted when they needed it ( <i>strongly agree</i> )	39.3	37.1	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> )	79.0	78.3	77.2
How often home support workers treated clients with courtesy and respect ( <i>always</i> )	90.1	88.0	85.5
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	92.9	85.2	87.0
Would recommend agency or home support worker to family or friends ( <i>definitely yes</i> )	74.3	76.5	69.4
Satisfaction with number of times care was received ( <i>very satisfied</i> )	82.8	80.9 	64.4
<b>Availability of services</b>			
Have you ever found the cost for home care services too high? ( <i>yes</i> )	20.9	11.9	21.2
Experienced limits or reductions in...			
Types of service/care available ( <i>yes</i> )	12.4	12.4 	22.5
Duration of service or hours available ( <i>yes</i> )	17.4	22.0	27.9

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