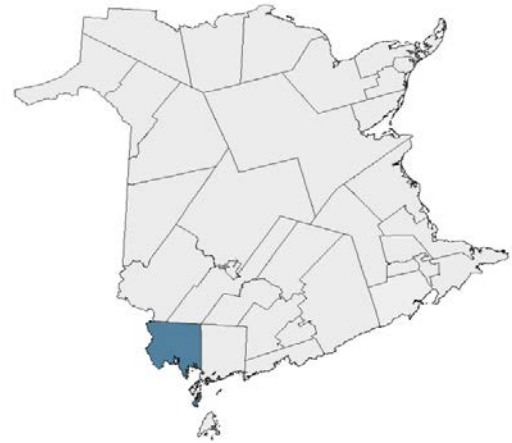


St. Stephen Area

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. Stephen 2018 (%)	New Brunswick 2018 (%)
UNMET NEEDS		
	<i>n=227</i>	<i>n=6,937</i>
Is there anything else that could have been done to help you stay at home? (yes)	8.6	13.2
In this community, 8.6% 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 8.9% in 2015 and 9.3% 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=227</i>	<i>n=6,937</i>
Does a friend, family member or volunteer help you with your home care? (yes)	64.3	63.2
Who helps the most?		
Spouse or partner	34.8	41.6
Son or daughter	48.3	38.7
Mother or father	16.0	16.7
Friend or volunteer	16.8	13.1
Other family member	0.0	5.4
How often do they help?		
Every day	53.6	56.1
A few times a week	20.6	22.0
Once a week or less	23.0	19.7

Included in this community:

Bayside, Bethel, Bocabec, Canoose, Campobello Island, Chamcook, Dufferin (Charlotte County), Dumbarton, Little Ridge, Moores Mill, Oak Bay, Oak Hill, Old Ridge, Rollingdam, Saint Andrews, Saint Croix, Saint David, Saint James, Saint Patrick, St. Stephen, Tower Hill, Waweig

St. Stephen Area

	St. Stephen 2018 (%)	New Brunswick 2018 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		
	<i>n=227</i>	<i>n=6,937</i>
Age group		
Less than 65	22.0	29.1
65-74	23.9	23.4
75-84	29.6	26.1
85 and over	24.5	21.4
Gender		
Male	34.0	40.6
Female	66.0	59.4
Education level		
No high school diploma	43.3	47.7
High school or higher	56.7	52.3
Household income		
Less than \$25,000	60.4	60.5
\$25,000 or more	39.6	39.5
Language of choice for services		
English	100.0	75.3
French	0.0	24.7
Aboriginal		
Yes	1.7	1.8
Self-rated overall health		
Excellent/Very good	9.9	14.0
Good	28.4	29.9
Fair	45.6	40.3
Poor	16.1	15.8
Self-rated mental or emotional health		
Excellent/Very good	27.2	30.3
Good	38.4	38.2
Fair	29.2	25.4
Poor	5.2	6.1
Chronic health conditions		
Hypertension	57.2	53.8
Arthritis	54.2	44.2
Heart disease	37.0	31.0
Chronic pain	34.2	30.8
Diabetes	35.8	30.5
Gastric reflux (or GERD)	26.1	24.6
Cancer	21.7	24.0
Depression	21.7	23.2
Asthma	20.3	19.5
Emphysema or COPD	16.9	17.9
Stroke	16.7	12.6
Dementia	3.5	6.0
Mood disorder other than depression	2.7	4.7
Alzheimer's	1.3	2.6

St. Stephen Area

	St. Stephen 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Extra-Mural Program)		
	<i>n=190</i>	<i>n=5,053</i>
Service received in the last two months		
Nurse	87.7	76.2
Physiotherapist	15.0	20.6
Respiratory therapist	19.5	20.4
Dietitian	15.6	16.3
Occupational therapist	9.5	16.2
Social worker	13.7	14.6
Speech language pathologist	4.3	3.6
Rehabilitation assistant	1.0	2.4
How long have you been getting services?		
More than 1 year	54.1	48.4
How often do you receive services?		
Every day	5.6	5.0
A few times a week	17.1	20.7
Once a week or less	77.3	74.3

	St. Stephen 2018 (%)	New Brunswick 2018 (%)
USE OF SERVICES (Home Support Services)		
	<i>n=77</i>	<i>n=2,993</i>
Service received in the last two months		
Housekeeping (cleaning, laundry)	95.8	92.1
Meal preparation	50.3	71.0
Bathing	29.5	42.7
Grooming or dressing	29.9	40.4
Respite/Relief to family, friends or volunteers	12.6	22.9
Transferring (from place to place, inside the home)	6.8	19.0
Feeding or nutrition care	10.7	17.8
How long have you been getting services from this home support worker?		
More than 1 year	63.6	68.4
How often do you receive services?		
Every day	42.4	48.1
A few times a week	46.1	39.7
Once a week or less	11.4	12.2

	St. Stephen 2015 (%)	St. Stephen 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Extra-Mural Program)			
	<i>n=173</i>	<i>n=190</i>	<i>n=5,053</i>
Accessibility			
Did home care services start as soon as you thought you needed it? (yes)	97.6	96.2	94.1
Always got help when contacting the office (yes)	97.1	98.8	96.6
How often service was received in language of choice (always)	English	English	English
	98.8	98.9 ■	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
 □ = Unfavourable result compared to NB

St. Stephen Area

	St. Stephen 2015 (%) <i>n=173</i>	St. Stephen 2018 (%) <i>n=190</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>)	70.9	76.0	73.5
How often clients received conflicting information from different providers (<i>never</i>)	95.8	93.2 ■	87.3
Staff gave information needed for clients to take care of themselves (<i>strongly agree</i>)	48.6	47.9	49.6
Family caregivers were given information they wanted when they needed it (<i>strongly agree</i>)	46.5	42.5	42.1
Effectiveness			
Clients who are confident in controlling and managing their health condition (<i>very confident</i>)	12.6	23.1	22.2
Safety			
Staff talked with clients about how to set up their home to move around safely (<i>yes</i>)	74.8	73.9 □	81.4
Staff talked with clients about all the medicines they were taking (<i>yes</i>)	91.0	92.9 ■	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	35.9	33.9
Visited a hospital emergency room while receiving services (<i>yes</i>)	n/a	43.5	40.3
Positive continuity of care across hospital services, home care services and primary health ¹	58.2	57.6	67.2
Communication			
How often providers explained things in a way that was easy to understand (<i>always</i>)	85.2	90.8 ■	86.4
How often providers treated clients with courtesy and respect (<i>always</i>)	95.7	97.4 ■	94.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	94.3	97.2	95.35
Would recommend Extra-Mural Program to family or friends (<i>definitely yes</i>)	93.7	90.1	88.82
Satisfaction with number of times care was received (<i>very satisfied</i>)	87.3	86.9 ■	75.9
Availability of services			
Experienced limits or reductions in...			
Types of service/care available (<i>yes</i>)	-	4.2	6.9
Duration of service or hours available (<i>yes</i>)	-	2.4 ■	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

St. Stephen Area

	St. Stephen 2015 (%)	St. Stephen 2018 (%)	New Brunswick 2018 (%)
QUALITY OF SERVICES (Home Support Services)			
<i>n=65</i>			
<i>n=77</i>			
<i>n=2,993</i>			
Accessibility			
Ease or difficulty getting information about home care services before starting (very easy)	49.5	41.8	32.9
Did home care services start as soon as you thought you needed it? (yes)	86.9	85.3	81.5
Ease or difficulty contacting agency office or home support worker for help (very easy)	77.6	72.8 ■	61.5
How often service was received in language of choice (always)	English	English	English
	98.4	97.2	95.2
	French	French	French
	-	-	91.1
Appropriateness			
How often home support workers seemed informed about all care received at home (always)	57.1	47.8	51.9
How often clients received conflicting information from different providers (never)	80.7	77.3	71.4
Family caregivers were given information they wanted when they needed it (strongly agree)	47.7	28.7	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)	90.9	86.5 ■	77.2
How often home support workers treated clients with courtesy and respect (always)	89.6	84.7	85.5
Satisfaction			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	85.5	83.7	87.0
Would recommend agency or home support worker to family or friends (definitely yes)	68.4	63.3	69.4
Satisfaction with number of times care was received (very satisfied)	72.6	65.5	64.4
Availability of services			
Have you ever found the cost for home care services too high? (yes)	28.8	13.5	21.2
Experienced limits or reductions in...			
Types of service/care available (yes)	24.1	19.5	22.5
Duration of service or hours available (yes)	27.2	26.8	27.9

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