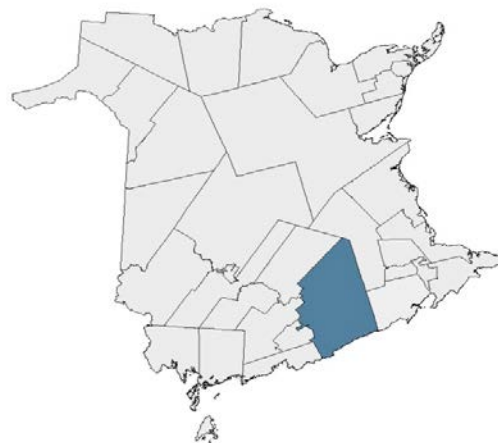


## Sussex Area

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.



	Sussex 2018 (%)	New Brunswick 2018 (%)
<b>UNMET NEEDS</b>		
	<i>n=226</i>	<i>n=6,937</i>
<b>Is there anything else that could have been done to help you stay at home? (yes)</b>	13.0	13.2
In this community, 13.0% 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 11.3% in 2015 and 10.3% 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=226</i>	<i>n=6,937</i>
<b>Does a friend, family member or volunteer help you with your home care? (yes)</b>	64.0	63.2
Who helps the most?		
Spouse or partner	43.0	41.6
Son or daughter	38.3	38.7
Mother or father	18.7	16.7
Friend or volunteer	14.7	13.1
Other family member	2.9	5.4
How often do they help?		
Every day	55.3	56.1
A few times a week	17.7	22.0
Once a week or less	24.9	19.7

**Included in this community:**

Anagance, Apohaqui, Bains Corner, Barnesville, Belleisle Creek, Berwick, Bloomfield (Kings County), Brunswick, Canaan Forks, Cardwell, Codys, Coles Island (Queens County), Cornhill, Hammond, Hatfield Point, Havelock, Head of Millstream, Johnston, Kiersteadville, Lower Millstream, Midland (Kings County), New Line, Norton, Passekeag, Penobsquis, Picadilly, Roachville, Salt Springs, Smiths Creek, Springfield (Kings County), St. Martins, Studholm, Sussex, Sussex Corner, Titusville, Upham, Upperton, Wards Creek

## Sussex Area

	Sussex 2018 (%)	New Brunswick 2018 (%)
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>		
	<i>n=226</i>	<i>n=6,937</i>
<b>Age group</b>		
Less than 65	30.0	29.1
65-74	23.0	23.4
75-84	21.8	26.1
85 and over	25.2	21.4
<b>Gender</b>		
Male	38.3	40.6
Female	61.7	59.4
<b>Education level</b>		
No high school diploma	42.2	47.7
High school or higher	57.8	52.3
<b>Household income</b>		
Less than \$25,000	61.7	60.5
\$25,000 or more	38.3	39.5
<b>Language of choice for services</b>		
English	100.0	75.3
French	0.0	24.7
<b>Aboriginal</b>		
Yes	0.5	1.8
<b>Self-rated overall health</b>		
Excellent/Very good	13.3	14.0
Good	28.9	29.9
Fair	38.0	40.3
Poor	19.7	15.8
<b>Self-rated mental or emotional health</b>		
Excellent/Very good	26.1	30.3
Good	38.0	38.2
Fair	29.1	25.4
Poor	6.8	6.1
<b>Chronic health conditions</b>		
Hypertension	58.6	53.8
Arthritis	45.5	44.2
Heart disease	30.6	31.0
Chronic pain	33.1	30.8
Diabetes	33.1	30.5
Gastric reflux (or GERD)	26.3	24.6
Cancer	25.6	24.0
Depression	19.4	23.2
Asthma	15.3	19.5
Emphysema or COPD	22.3	17.9
Stroke	13.7	12.6
Dementia	6.1	6.0
Mood disorder other than depression	3.0	4.7
Alzheimer's	3.9	2.6

## Sussex Area

	Sussex 2018 (%)	New Brunswick 2018 (%)
<b>USE OF SERVICES (Extra-Mural Program)</b>		
	<i>n=143</i>	<i>n=5,053</i>
<b>Service received in the last two months</b>		
Nurse	65.2	76.2
Physiotherapist	20.3	20.6
Respiratory therapist	19.9	20.4
Dietitian	21.2	16.3
Occupational therapist	19.3	16.2
Social worker	11.9	14.6
Speech language pathologist	2.3	3.6
Rehabilitation assistant	1.6	2.4
<b>How long have you been getting services?</b>		
More than 1 year	51.4	48.4
<b>How often do you receive services?</b>		
Every day	6.0	5.0
A few times a week	27.8	20.7
Once a week or less	66.2	74.3

	Sussex 2018 (%)	New Brunswick 2018 (%)
<b>USE OF SERVICES (Home Support Services)</b>		
	<i>n=127</i>	<i>n=2,993</i>
<b>Service received in the last two months</b>		
Housekeeping (cleaning, laundry)	91.2	92.1
Meal preparation	84.6	71.0
Bathing	53.7	42.7
Grooming or dressing	47.9	40.4
Respite/Relief to family, friends or volunteers	29.0	22.9
Transferring (from place to place, inside the home)	21.0	19.0
Feeding or nutrition care	18.3	17.8
<b>How long have you been getting services from this home support worker?</b>		
More than 1 year	66.5	68.4
<b>How often do you receive services?</b>		
Every day	41.3	48.1
A few times a week	48.3	39.7
Once a week or less	10.4	12.2

	Sussex 2015 (%)	Sussex 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
	<i>n=166</i>	<i>n=143</i>	<i>n=5,053</i>
<b>Accessibility</b>			
Did home care services start as soon as you thought you needed it? (yes)	94.2	96.0	94.1
Always got help when contacting the office (yes)	96.1	98.4	96.6
How often service was received in language of choice (always)	English	English	English
	97.5	98.6	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

## Sussex Area

	Sussex 2015 (%) <i>n=166</i>	Sussex 2018 (%) <i>n=143</i>	New Brunswick 2018 (%) <i>n=5,053</i>
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
<b>Appropriateness</b>			
How often providers seemed informed about all care/treatment received at home ( <i>always</i> )	79.3	82.6	73.5
How often clients received conflicting information from different providers ( <i>never</i> )	93.0	85.3	87.3
Staff gave information needed for clients to take care of themselves ( <i>strongly agree</i> )	52.7	49.9	49.6
Family caregivers were given information they wanted when they needed it ( <i>strongly agree</i> )	51.1	50.0	42.1
<b>Effectiveness</b>			
Clients who are confident in controlling and managing their health condition ( <i>very confident</i> )	15.0	22.2	22.2
<b>Safety</b>			
Staff talked with clients about how to set up their home to move around safely ( <i>yes</i> )	92.0	83.0	81.4
Staff talked with clients about all the medicines they were taking ( <i>yes</i> )	90.8	88.5	84.1
Do you believe you were harmed because of an error or mistake? ( <i>yes</i> )	-	-	1.4
<b>Efficiency</b>			
Admitted to a hospital while receiving services ( <i>yes</i> )	n/a	26.6	33.9
Visited a hospital emergency room while receiving services ( <i>yes</i> )	n/a	41.0	40.3
Positive continuity of care across hospital services, home care services and primary health <sup>1</sup>	67.4	61.9	67.2
<b>Communication</b>			
How often providers explained things in a way that was easy to understand ( <i>always</i> )	89.6	91.7 ■	86.4
How often providers treated clients with courtesy and respect ( <i>always</i> )	94.7	95.8	94.5
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.4	93.2	95.35
Would recommend Extra-Mural Program to family or friends ( <i>definitely yes</i> )	92.3	88.3	88.82
Satisfaction with number of times care was received ( <i>very satisfied</i> )	81.3	84.4 ■	75.9
<b>Availability of services</b>			
Experienced limits or reductions in...			
Types of service/care available ( <i>yes</i> )	-	8.3	6.9
Duration of service or hours available ( <i>yes</i> )	-	7.7	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

## Sussex Area

	Sussex 2015 (%)	Sussex 2018 (%)	New Brunswick 2018 (%)
<b>QUALITY OF SERVICES (Home Support Services)</b>			
<i>n=127</i> <i>n=127</i> <i>n=2,993</i>			
<b>Accessibility</b>			
Ease or difficulty getting information about home care services before starting ( <i>very easy</i> )	31.6	37.2	32.9
Did home care services start as soon as you thought you needed it? ( <i>yes</i> )	85.1	80.8	81.5
Ease or difficulty contacting agency office or home support worker for help ( <i>very easy</i> )	77.7	74.0 <span style="color: green;">■</span>	61.5
How often service was received in language of choice ( <i>always</i> )	English	English	English
	98.3	97.5	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> )	57.3	48.5	51.9
How often clients received conflicting information from different providers ( <i>never</i> )	81.7	71.3	71.4
Family caregivers were given information they wanted when they needed it ( <i>strongly agree</i> )	35.8	23.6	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> )	82.4	74.5	77.2
How often home support workers treated clients with courtesy and respect ( <i>always</i> )	90.2	84.1	85.5
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	93.2	86.9	87.0
Would recommend agency or home support worker to family or friends ( <i>definitely yes</i> )	77.4	66.8	69.4
Satisfaction with number of times care was received ( <i>very satisfied</i> )	83.3	71.6	64.4
<b>Availability of services</b>			
Have you ever found the cost for home care services too high? ( <i>yes</i> )	19.2	19.1	21.2
Experienced limits or reductions in...			
Types of service/care available ( <i>yes</i> )	12.6	19.1	22.5
Duration of service or hours available ( <i>yes</i> )	19.8	26.6	27.9

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