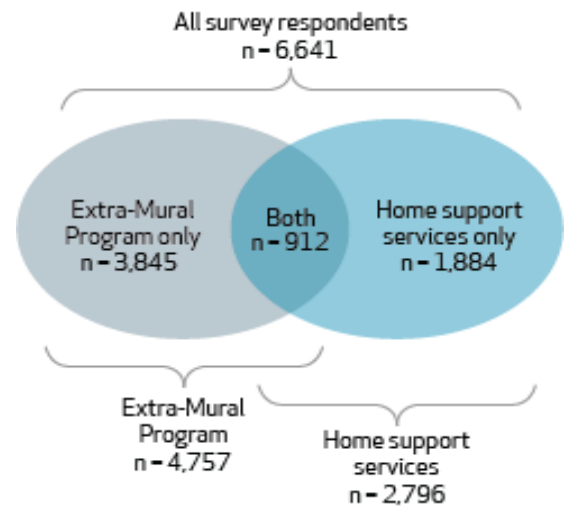


# Provincial Level Results

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 and delivered by New Brunswick's two regional health authorities, Horizon Health Network and Vitalité Health Network. 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.



N.B. 2015 (%)

<b>UNMET NEEDS</b>	<i>n=6,641</i>
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<b>Is there anything else that could have been done to help you stay at home?</b> (yes)	14.5
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In New Brunswick, 14.5% of citizens receiving home care services (Extra-Mural Program or home support services or both) reported in 2015 that more could have been done to help them stay at home, compared to 11.4% 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?</b> (top 3)	
More hours of service such as weeknights and weekends	28.8
More home support services such as yard work or food delivery	16.3
More equipment such as wheelchairs and shower handles	12.5

<b>FAMILY CAREGIVERS</b>	<i>n=6,641</i>
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<b>Does a friend, family member or volunteer help you with your home care?</b> (yes)	61.5
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<b>Who helps the most?</b>	
Spouse or partner	41.3
Son or daughter	33.9
Other family member	9.3
Friend or volunteer	6.7
Mother or father	6.5
<b>How often do they help?</b>	
Every day	59.0
A few times a week	22.0
Once a week or less	17.9

## Provincial Level Results

N.B. 2015 (%)

PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES		<i>n=6,641</i>
<b>Age group</b>		
Under 18		5.2
18-64		29.1
65-74		20.0
75-84		24.7
85 and over		21.0
<b>Gender</b>		
Male		41.0
Female		59.0
<b>Education level</b>		
No high school diploma		53.2
High school or higher		46.8
<b>Household income</b>		
Less than \$25,000		63.2
\$25,000 or more		36.8
<b>Language of choice for services</b>		
English		77.5
French		22.5
<b>Aboriginal</b>		
Yes		2.2
<b>Self-rated overall health</b>		
Excellent/Very good		13.0
Good		28.4
Fair		40.1
Poor		18.5
<b>Self-rated mental or emotional health</b>		
Excellent/Very good		30.5
Good		37.2
Fair		25.7
Poor		6.5
<b>Chronic health conditions</b>		
Hypertension		54.0
Arthritis		45.8
Heart disease		31.4
Chronic pain		30.4
Diabetes		29.9
Gastric reflux (or GERD)		24.5
Cancer		24.1
Depression		22.3
Emphysema or COPD		18.7
Asthma		15.4
Stroke		12.7
Dementia		6.5
Mood disorder other than depression		4.2
Alzheimer's		2.9

## Provincial Level Results

USE OF SERVICES (Extra-Mural Program)		N.B. 2015 (%)
		n=4,757
<b>Service received in the last two months</b>		
Nurse		73.3
Respiratory therapist		20.7
Dietitian		18.1
Physiotherapist		17.7
Occupational therapist		16.1
Social worker		15.8
Speech language pathologist		3.3
Rehabilitation assistant		2.1
<b>How long have you been getting services?</b>		
More than 1 year		49.2
<b>How often do you receive services?</b>		
Every day		4.6
A few times a week		19.9
Once a week or less		75.5

USE OF SERVICES (Home Support Services)		N.B. 2015 (%)
		n=2,796
<b>Service received in the last two months</b>		
Housekeeping (cleaning, laundry)		93.4
Meal preparation		75.7
Bathing		45.1
Grooming or dressing		44.6
Feeding or nutrition care		23.0
Respite/Relief to family, friends or volunteers		22.7
Transferring (from place to place, inside the home)		22.4
<b>How long have you been getting services from this home support worker?</b>		
More than 1 year		72.6
<b>How often do you receive services?</b>		
Every day		51.2
A few times a week		38.1
Once a week or less		10.7

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

Symbols indicate a statistically significant difference calculated at a 95% level of confidence:

▲ ▼ = Favourable change from 2012 to 2015

△ ▽ = Unfavourable change from 2012 to 2015

## Provincial Level Results

	N.B. 2012 (%) <i>n=3,153</i>		N.B. 2015 (%) <i>n=4,757</i>
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
<b>Appropriateness</b>			
How often providers seemed informed about all care/treatment received at home (always)	77.1	▽	73.3
How often clients received conflicting information from different providers (never)	81.7	▲	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	49.3		48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	42.8		42.3
<b>Effectiveness</b>			
Citizens with a chronic health condition <sup>1</sup> who are confident in controlling and managing their health condition (very confident)	26.4	▽	22.4
<b>Safety</b>			
Staff talked with clients about how to set up their home to move around safely (yes)	72.2	▲	80.4
Staff talked with clients about all the medicines they were taking (yes)	72.3	▲	83.4
Do you believe you were harmed because of an error or mistake? (yes)	0.7	△	1.3
<b>Efficiency</b>			
Admitted to hospital or visited hospital emergency room while receiving services (yes)	42.8	△	46.4
Continuity of care across hospital services, home care services and primary health <sup>2</sup>	61.5	▲	67.1
<b>Communication</b>			
How often providers explained things in a way that was easy to understand (always)	90.4	▽	86.0
How often providers treated clients with courtesy and respect (always)	96.4	▽	93.6
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	96.7	▽	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	94.2	▽	88.5
Satisfaction with number of times care was received (very satisfied)	76.1		75.8
<b>Reported difficulties in receiving care</b>			
Limits or reductions in...			
Types of service/care available (yes)	7.6		8.2
Duration of service or hours available (yes)	7.6		6.6

Symbols indicate a statistically significant difference calculated at a 95% level of confidence:

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<sup>1</sup> Self-reported by respondent: Alzheimer's disease, arthritis, asthma, cancer, chronic pain, dementia, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, hypertension, stroke, mood disorder other than depression

<sup>2</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

## Provincial Level Results

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

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▲ ▼ = Unfavourable change from 2012 to 2015