

Results by education level

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.

	8th grade or less 2015 (%)	Some high school 2015 (%)	High school or GED	Post-secondary diploma	N.B. 2015 (%)
UNMET NEEDS	<i>n=2207</i>	<i>n=1095</i>	<i>n=1402</i>	<i>n=1386</i>	<i>n=6641</i>
Is there anything else that could have been done to help you stay at home? (yes)	17.5	12.9	12.5	13.9	14.5

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. Results by education level vary from 12.5% to 17.5%. 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? (NB top 3)

More hours of service such as weeknights and weekends	36.5	30.5	20.0	16.0	28.8
More home support services such as yard work or food delivery	14.4	19.3	17.4	19.8	16.3
More equipment such as wheelchairs and shower handles	9.0	16.1	20.9	10.1	12.5

FAMILY CAREGIVERS	<i>n=2207</i>	<i>n=1095</i>	<i>n=1402</i>	<i>n=1386</i>	<i>n=6641</i>
Does a friend, family member or volunteer help you with your home care? (yes)	62.5	58.9	61.4	64.3	61.5
Who helps the most?					
Son or daughter	46.8	33.6	26.6	23.0	33.9
Spouse or partner	28.3	45.2	47.6	54.8	41.3
Other family member	10.0	8.2	9.2	7.7	9.3
Mother or father	4.8	4.2	8.5	5.7	6.5
Friend or volunteer	6.9	6.8	6.1	7.5	6.7
How often do they help?					
Every day	57.0	57.1	60.9	60.4	59.0
A few times a week	23.5	22.9	20.6	21.2	22.0
Once a week or less	18.3	19.3	17.7	16.8	17.9

	8th grade or less 2015 (%)	Some high school 2015 (%)	High school or GED	Post- secondary diploma	N.B. 2015 (%)
PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES	<i>n=2207</i>	<i>n=1095</i>	<i>n=1402</i>	<i>n=1386</i>	<i>n=6641</i>
Age group					
Under 18	-	-	-	-	5.2
18-64	16.2	27.2	42.6	40.6	29.1
65-74	17.2	25.3	22.1	22.1	20.0
75-84	31.5	29.6	19.7	20.2	24.7
85 and over	31.5	17.0	15.6	15.2	21.0
Gender					
Male	42.9	38.8	36.8	40.2	41.0
Female	57.1	61.2	63.2	59.8	59.0
Education level					
No high school diploma	100.0	100.0	0.0	0.0	53.2
High school or higher	0.0	0.0	100.0	100.0	46.8
Household income					
Less than \$25,000	78.9	65.8	58.3	40.4	63.2
\$25,000 or more	21.1	34.2	41.7	59.6	36.8
Language of choice for services					
English	66.1	84.2	87.0	82.9	77.5
French	33.9	15.8	13.0	17.1	22.5
Aboriginal					
Yes	2.4	1.9	1.9	2.1	2.2
Self-rated overall health					
Excellent/Very good	9.8	10.1	14.9	17.9	13.0
Good	25.9	25.4	29.5	31.0	28.4
Fair	43.6	43.1	38.0	35.6	40.1
Poor	20.7	21.5	17.7	15.6	18.5
Self-rated mental or emotional health					
Excellent/Very good	23.1	27.5	32.6	43.0	30.5
Good	37.7	39.1	38.7	32.8	37.2
Fair	31.8	26.5	22.8	19.4	25.7
Poor	7.4	6.9	5.9	4.8	6.5

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PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES					
	<i>n=2207</i>	<i>n=1095</i>	<i>n=1402</i>	<i>n=1386</i>	<i>n=6641</i>
Chronic health conditions					
Hypertension	57.2	57.7	51.1	51.4	54.0
Arthritis	49.3	47.7	45.6	41.3	45.8
Chronic pain	30.3	32.0	31.6	30.8	30.4
Heart disease	36.5	31.7	29.0	27.3	31.4
Gastric reflux (GERD)	24.6	26.8	23.6	24.0	24.5
Diabetes	30.9	33.7	28.4	27.6	29.9
Cancer	21.5	23.2	25.3	29.7	24.1
Depression	21.6	23.4	23.7	23.0	22.3
Asthma	17.2	16.4	12.4	14.4	15.4
Chronic Obstructive Pulmonary Disease (COPD) or emphysema	19.6	23.6	18.8	14.7	19.7
Stroke	14.0	12.6	12.1	12.0	12.7
Dementia	9.6	4.5	4.7	5.1	6.5
Bipolar disorder, mania, manic depression or dysthymia	3.7	4.3	4.4	4.8	4.2
Alzheimer's disease	3.9	3.2	1.9	2.1	2.9
USE OF SERVICES (Extra-Mural Program)					
	<i>n=1424</i>	<i>n=780</i>	<i>n=1023</i>	<i>n=1141</i>	<i>n=4757</i>
Service received in the last two months					
Nurse	76.6	70.9	74.5	73.8	73.3
Physiotherapist	11.6	17.3	20.7	21.8	17.7
Occupational therapist	15.0	12.5	17.0	16.9	16.1
Speech language pathologist	2.1	2.8	3.7	3.8	3.3
Respiratory therapist	2.9	24.0	21.5	18.1	20.7
Social worker	19.0	14.8	13.5	14.4	15.8
Dietitian	18.0	17.7	17.6	18.9	18.1
Rehabilitation assistant	2.3	1.2	1.9	2.1	2.1
How long have you been getting services?					
More than 1 year	57.1	49.9	45.1	40.4	49.2
How often do you receive services?					
Every day	3.3	5.2	5.9	5.0	4.6
A few times a week	17.1	18.4	21.0	25.1	19.9
Once a week or less	79.6	76.5	73.1	70.0	75.5

	8th grade or less 2015 (%)	Some high school 2015 (%)	High school or GED	Post-secondary diploma	N.B. 2015 (%)
USE OF SERVICES (Home Support Services)					
	<i>n=1175</i>	<i>n=461</i>	<i>n=566</i>	<i>n=430</i>	<i>n=2796</i>
Service received in the last two months					
Housekeeping (cleaning, laundry)	94.4	96.2	91.8	93.8	93.4
Meal preparation	81.3	71.5	69.4	73.0	75.7
Grooming or dressing	46.4	36.9	45.0	44.4	44.6
Bathing	48.3	41.8	43.1	40.5	45.1
Respite care (relief to family caregivers who help with home care)	22.4	19.1	25.4	23.8	22.7
Transferring (from place to place inside the home)	21.4	15.2	24.6	27.1	22.4
Feeding or nutrition care	27.2	15.1	18.7	22.0	23.0
How long have you been getting services?					
More than 1 year	73.7	69.9	70.5	72.0	72.6
How often do you receive services?					
Every day	55.3	44.4	47.1	48.8	51.2
A few times a week	35.7	45.5	38.8	40.1	38.1
Once a week or less	9.0	10.1	14.1	11.1	10.7
QUALITY OF SERVICES (Extra-Mural Program)					
	<i>n=1424</i>	<i>n=780</i>	<i>n=1023</i>	<i>n=1141</i>	<i>n=4757</i>
Accessibility					
Did home care services start as soon as you thought you needed it? (yes)	94.5	95.8	95.4	93.7	94.3
Always got help when contacting the office (yes)	97.5	97.0	97.8	97.2	97.3
How often service was received in language of choice (always)	English	English	English	English	English
	96.5	97.6	96.5	■ 98.0	96.8
	French	French	French	French	French
	93.1	92.8	87.9	94.4	92.3
Appropriateness					
How often providers seemed informed about all care/treatment received at home (always)	72.8	■ 79.2	71.6	74.2	73.3
How often clients received conflicting information from different providers (never)	■ 81.4	87.3	88.3	■ 90.0	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	46.3	47.7	48.2	■ 52.2	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	42.7	40.3	40.5	45.3	42.3

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

■ = Favourable result compared to overall New Brunswick

□ = Unfavourable result compared to overall New Brunswick

	8th grade or less 2015 (%)	Some high school 2015 (%)	High school or GED 2015 (%)	Post-secondary diploma 2015 (%)	N.B. 2015 (%)
QUALITY OF SERVICES (Extra-Mural Program)					
	n=1424	n=780	n=1023	n=1141	n=4757
Effectiveness					
Citizens with a chronic health condition ¹ who are confident in controlling and managing their health condition (very confident)	□ 20.2	20.9	21.7	26.2	22.4
Safety					
Staff talked with clients about how to set up their home to move around safely (yes)	81.5	80.3	79.0	81.2	80.4
Staff talked with clients about all the medicines they were taking (yes)	■ 85.2	■ 87.3	81.2	81.8	83.4
Do you believe you were harmed because of an error or mistake? (yes)	-	-	-	-	1.3
Efficiency					
Admitted to hospital or visited hospital emergency room while receiving services (yes)	□ 49.0	46.9	44.3	45.1	46.4
Continuity of care across hospital services, home care services and primary health ²	70.7	71.0	66.8	63.8	67.1
Communication					
How often providers explained things in a way that was easy to understand (always)	□ 83.0	87.7	85.8	■ 89.5	86.0
How often providers treated clients with courtesy and respect (always)	93.9	94.3	93.5	94.0	93.6
Satisfaction					
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.0	■ 96.8	94.3	95.9	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	87.7	90.3	88.2	■ 90.5	88.5
Satisfaction with number of times care was received (very satisfied)	□ 71.9	77.9	■ 78.5	■ 78.2	75.8
Reported difficulties in receiving care					
Limits or reductions in...					
Types of service/care available (yes)	7.6	■ 5.3	8.6	9.2	8.2
Duration of service or hours available (yes)	6.1	■ 4.6	6.8	7.6	6.6

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

² 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

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QUALITY OF SERVICES (Home Support Services)	n=1175	n=461	n=566	n=430	n=2796
Accessibility					
Ease or difficulty getting information about home care services before starting (very easy)	31.0	■ 36.0	27.0	27.3	29.4
Did home care services start as soon as you thought you needed it? (yes)	■ 81.5	78.8	79.6	75.8	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)	□ 60.6	■ 72.1	66.8	□ 59.0	63.7
How often service was received in language of choice (always)	English	English	English	English	English
	96.5	97.3	95.9	□ 93.8	96.1
	French	French	French	French	French
	92.8	91.2	84.2	95.1	91.6
Appropriateness					
How often home support workers seemed informed about all care received at home (always)	56.5	56.7	56.0	□ 49.2	55.9
How often clients received conflicting information from different providers (never)	74.9	75.1	74.1	71.4	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)	29.1	27.4	29.5	28.4	28.7
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)	78.5	80.4	78.7	□ 71.4	77.8
How often home support workers treated clients with courtesy and respect (always)	87.3	88.7	85.5	□ 81.9	86.4
Satisfaction					
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	■ 90.2	90.0	□ 85.8	86.0	88.7
Would recommend agency or home support worker to family or friends (definitely yes)	■ 77.8	75.1	□ 69.3	□ 67.0	73.6
Satisfaction with number of times care was received (very satisfied)	65.0	69.7	69.1	62.3	65.8
Reported difficulties in receiving care					
Have you ever found the cost for home care services too high? (yes)	■ 19.1	22.5	21.5	□ 29.0	21.7
Limits or reductions in...					
Types of service/care available (yes)	21.8	19.5	24.5	□ 30.6	23.0
Duration of service or hours available (yes)	30.1	29.2	30.2	□ 36.1	30.4

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