

## Results by preferred language of service (as indicated by respondent)

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.

	English 2015 (%)	French 2015 (%)	N.B. 2015 (%)
<b>UNMET NEEDS</b>			
	<i>n=4845</i>	<i>n=1278</i>	<i>n=6641</i>
<b>Is there anything else that could have been done to help you stay at home? (yes)</b>	14.7	13.7	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. Among citizens who prefer to receive home care services in English, 14.7% reported that more could have been done, compared to 13.7% among citizens who prefer to receive services in French. 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? (NB top 3)</b>			
More hours of service such as weeknights and weekends	28.2	31.8	28.8
More home support services such as yard work or food delivery	16.2	14.3	16.3
More equipment such as wheelchairs and shower handles	14.6	8.5	12.5
<b>FAMILY CAREGIVERS</b>			
	<i>n=4845</i>	<i>n=1278</i>	<i>n=6641</i>
<b>Does a friend, family member or volunteer help you with your home care? (yes)</b>	61.2	63.2	61.5
<i>Who helps the most?</i>			
Son or daughter	35.4	30.5	33.9
Spouse or partner	40.3	43.6	41.3
Other family member	8.9	10.4	9.3
Mother or father	6.6	6.0	6.5
Friend or volunteer	6.8	6.0	6.7
<i>How often do they help?</i>			
Every day	59.2	59.0	59.0
A few times a week	21.3	22.1	22.0
Once a week or less	17.2	15.4	17.9

	English 2015 (%)	French 2015 (%)	N.B. 2015 (%)
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>			
	<i>n=4845</i>	<i>n=1278</i>	<i>n=6641</i>
<b>Age group</b>			
Under 18	-	-	5.2
18-64	29.4	30.6	29.1
65-74	21.3	17.5	20.0
75-84	25.5	25.6	24.7
85 and over	21.7	21.8	21.0
<b>Gender</b>			
Male	39.4	43.2	41.0
Female	60.6	56.8	59.0
<b>Education level</b>			
No high school diploma	49.3	67.1	53.2
High school or higher	50.7	32.9	46.8
<b>Household income</b>			
Less than \$25,000	62.8	65.5	63.2
\$25,000 or more	37.2	34.5	36.8
<b>Language of choice for services</b>			
English	100.0	-	77.5
French	-	100.0	22.5
<b>Aboriginal</b>			
Yes	2.0	2.3	2.2
<b>Self-rated overall health</b>			
Excellent/Very good	12.2	15.1	13.0
Good	27.5	30.5	28.4
Fair	41.0	39.6	40.1
Poor	19.4	14.8	18.5
<b>Self-rated mental or emotional health</b>			
Excellent/Very good	29.5	33.2	30.5
Good	37.2	38.2	37.2
Fair	26.1	24.8	25.7
Poor	7.2	3.8	6.5

	English 2015 (%)	French 2015 (%)	N.B. 2015 (%)
<b>PROFILE OF CITIZENS RECEIVING HOME CARE SERVICES</b>			
	<i>n=4845</i>	<i>n=1278</i>	<i>n=6641</i>
<b>Chronic health conditions</b>			
Hypertension	57.6	50.9	54.0
Arthritis	49.7	41.0	45.8
Chronic pain	32.8	27.7	30.4
Heart disease	33.3	31.0	31.4
Gastric reflux (GERD)	25.6	25.3	24.5
Diabetes	31.3	29.7	29.9
Cancer	24.7	24.5	24.1
Depression	24.0	19.3	22.3
Asthma	15.5	17.9	15.4
Chronic Obstructive Pulmonary Disease (COPD) or emphysema	20.2	17.6	19.7
Stroke	14.1	10.8	12.7
Dementia	7.2	5.8	6.5
Bipolar disorder, mania, manic depression or dysthymia	4.6	3.5	4.2
Alzheimer's disease	3.3	2.5	2.9
<b>USE OF SERVICES (Extra-Mural Program)</b>			
	<i>n=3251</i>	<i>n=1129</i>	<i>n=4757</i>
<b>Service received in the last two months</b>			
Nurse	71.0	78.7	73.3
Physiotherapist	17.2	18.7	17.7
Respiratory therapist	22.0	18.3	20.7
Dietitian	18.1	18.5	18.1
Social worker	14.2	19.8	15.8
Occupational therapist	16.7	15.8	16.1
Speech language pathologist	3.5	3.2	3.3
Rehabilitation assistant	1.5	3.2	2.1
<b>How long have you been getting services?</b>			
More than 1 year	48.9	51.9	49.2
<b>How often do you receive services?</b>			
Every day	4.5	5.2	4.6
A few times a week	19.3	19.9	19.9
Once a week or less	76.2	74.9	75.5

	English 2015 (%)	French 2015 (%)	N.B. 2015 (%)
<b>USE OF SERVICES (Home Support Services)</b>			
	<i>n=2276</i>	<i>n=431</i>	<i>n=2796</i>
<b>Service received in the last two months</b>			
Housekeeping (cleaning, laundry)	93.6	92.3	93.4
Meal preparation	74.8	82.8	75.7
Grooming or dressing	43.9	52.1	44.6
Bathing	44.4	50.8	45.1
Respite care (relief to family caregivers who help with home care)	23.4	19.0	22.7
Transferring (from place to place inside the home)	22.0	26.4	22.4
Feeding or nutrition care	20.8	34.5	23.0
<b>How long have you been getting services?</b>			
More than 1 year	71.8	77.3	72.6
<b>How often do you receive services?</b>			
Every day	49.9	60.4	51.2
A few times a week	39.6	28.9	38.1
Once a week or less	10.5	10.7	10.7
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
	<i>n=3251</i>	<i>n=1129</i>	<i>n=4757</i>
<b>Accessibility</b>			
Did home care services start as soon as you thought you needed it? (yes)	94.1	94.9	94.3
Always got help when contacting the office (yes)	96.5	■ 99.3	97.3
How often service was received in language of choice (always)	English	English	English
	96.8	-	96.8
	French	French	French
	-	92.3	92.3
<b>Appropriateness</b>			
How often providers seemed informed about all care/treatment received at home (always)	72.5	73.8	73.3
How often clients received conflicting information from different providers (never)	■ 87.9	82.4	86.4
Staff gave information needed for clients to take care of themselves (strongly agree)	46.3	■ 51.4	48.3
Family caregivers were given information they wanted when they needed it (strongly agree)	40.1	■ 47.2	42.3

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

■ = Favourable result compared to other demographic group

	English 2015 (%)	French 2015 (%)	N.B. 2015 (%)
<b>QUALITY OF SERVICES (Extra-Mural Program)</b>			
	<i>n=3251</i>	<i>n=1129</i>	<i>n=4757</i>
<b>Effectiveness</b>			
Citizens with a chronic health condition <sup>1</sup> who are confident in controlling and managing their health condition (very confident)	19.1	■ 28.0	22.4
<b>Safety</b>			
Staff talked with clients about how to set up their home to move around safely (yes)	78.8	■ 85.1	80.4
Staff talked with clients about all the medicines they were taking (yes)	83.1	84.4	83.4
Do you believe you were harmed because of an error or mistake? (yes)	-	-	1.3
<b>Efficiency</b>			
Admitted to hospital or visited hospital emergency room while receiving services (yes)	46.4	45.4	46.4
Continuity of care across hospital services, home care services and primary health <sup>2</sup>	64.6	■ 72.0	67.1
<b>Communication</b>			
How often providers explained things in a way that was easy to understand (always)	■ 86.8	83.0	86.0
How often providers treated clients with courtesy and respect (always)	■ 94.0	92.5	93.6
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	95.1	95.4	95.1
Would recommend Extra-Mural Program to family or friends (definitely yes)	87.4	■ 91.0	88.5
Satisfaction with number of times care was received (very satisfied)	■ 80.2	64.0	75.8
<b>Reported difficulties in receiving care</b>			
Limits or reductions in...			
Types of service/care available (yes)	8.3	8.2	8.2
Duration of service or hours available (yes)	7.0	5.7	6.6

<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, mood disorder other than depression, or stroke

<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

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	English 2015 (%)	French 2015 (%)	N.B. 2015 (%)
<b>QUALITY OF SERVICES (Home Support Services)</b>			
	<i>n=2276</i>	<i>n=431</i>	<i>n=2796</i>
<b>Accessibility</b>			
Ease or difficulty getting information about home care services before starting (very easy)	■ 30.6	23.7	29.4
Did home care services start as soon as you thought you needed it? (yes)	79.5	80.2	79.4
Ease or difficulty contacting agency office or home support worker for help (very easy)	■ 66.9	45.3	63.7
	English	English	English
How often service was received in language of choice (always)	96.1	-	96.1
	French	French	French
	-	91.6	91.6
<b>Appropriateness</b>			
How often home support workers seemed informed about all care received at home (always)	56.2	53.5	55.9
How often clients received conflicting information from different providers (never)	74.9	67.7	74.2
Family caregivers were given information they wanted when they needed it (strongly agree)	29.1	26.5	28.7
<b>Safety</b>			
Do you believe you were harmed because of an error or mistake? (yes)	-	-	2.5
<b>Communication</b>			
How often home support workers explained things in a way that was easy to understand (always)	77.7	75.8	77.8
How often home support workers treated clients with courtesy and respect (always)	86.3	85.0	86.4
<b>Satisfaction</b>			
Satisfaction with home care services received (8, 9 or 10 on a scale of zero to ten)	88.5	89.5	88.7
Would recommend agency or home support worker to family or friends (definitely yes)	72.1	79.0	73.6
Satisfaction with number of times care was received (very satisfied)	■ 68.5	50.6	65.8
<b>Reported difficulties in receiving care</b>			
Have you ever found the cost for home care services too high? (yes)	22.1	21.9	21.7
Limits or reductions in...			
Types of service/care available (yes)	23.6	21.4	23.0
Duration of service or hours available (yes)	31.3	■ 25.9	30.4

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