



2016 New Brunswick Health System Report Card

Overall performance grade

C

By health sector

Primary health	D
Acute care	B
Supportive/Specialty	D

By quality dimension

Accessibility	C
Appropriateness	C
Effectiveness	C
Efficiency	D
Equity	C
Safety	C

Highlights



An overall grade of C

New Brunswick's overall grade of C identifies our health system's performance as similar in quality to the other provinces of Canada.

The higher performance of our acute care (hospital) services pulls up our lower grades in the primary health (first points of contact) and supportive/specialty (long term care and other service) sectors, which both require additional focus to improve. In many situations, citizens are served using acute care resources to obtain primary health or supportive/specialty care. As a result, some hospital beds are occupied by individuals with health complications from chronic conditions that may not have received care with the optimal level of coordination and support. Others are staying in hospital to receive alternate level of care services, such as rehabilitation or long term care. This has implications for the efficiency and accessibility dimensions.



D for efficiency

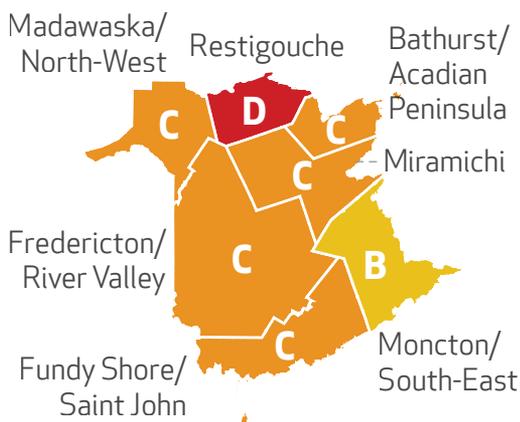
Using acute care resources for services which would be better provided by primary or long term care plays a major role in the D New Brunswick has received. The use of more expensive acute care resources increases the cost of delivering services and results in fewer hospital beds being available for those who actually require hospitalization. Some of the key indicators related to this reduced efficiency include average length of stay in hospital, avoidable hospitalization, and bed use for alternate level of care.

C

Need for increased timeliness when accessing services (accessibility)

While New Brunswick has primary care providers at rates similar to or higher than most Canadian provinces, accessing these services in a timely manner is a challenge. More timely access to primary care providers, mental health services and drug coverage would improve self-management and coordinated care for patients, improving quality of life and reducing hospitalization. Timely access to nursing home spaces and longer term care options would also improve our grades.

Overall grades by health zone



Understanding variability of health services across the province can help the system set priorities for decision-making, performance targets, and support the delivery of accessible, efficient, and equitable health services.

How can we change?

The reality that provincial grades have not shown significant improvement since 2010 suggests the need to be more focused with key areas. This involves understanding pressure points and thorough analyses of costs, quality and outcomes desired, as well as setting benchmarks and targets in the next provincial health plan.

How are grades calculated?

New Brunswick's grades are based on the province's performance on over 100 indicators relative to other provinces. An A+ indicates *better than* rather than *excellent* performance. The zone grades are calculated based on their relative performance to each other. Grades go from A+ to F.

For more information

For the indicators used in the calculations of the grades, download our Report Card 2016 Excel file at www.nbhc.ca.

Who we are

New Brunswickers have a right to be aware of the decisions being made, to be part of the decision-making process, and to be aware of the outcomes delivered by the health system and its cost. The New Brunswick Health Council (NBHC) will foster this transparency, engagement, and accountability by engaging citizens in a meaningful dialogue, measuring, monitoring, and evaluating population health and health service quality, informing citizens on health system performance and recommending improvements to the Minister of Health.

Contact us

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