



Bathurst, Beresford, Petit-Rocher Area

Allardville, Bathurst, Beresford, Big River, Dunlop, Laplante, Madran, Nicholas Denys, Nigadoo, North Tetagouche, Pabineau First Nation, Petit-Rocher, Pointe-Verte, Robertville, Saint-Laurent, Saint-Sauveur, Sainte-Anne (Gloucester County), Sainte-Thérèse Sud, Salmon Beach, South Tetagouche, Tremblay

n = 425

n = 13,614

Demographic Profile ¹		2014 (%)	NB (%)
Age Group	18-34	19.5	24.3
	35-54	36.7	36.7
	55-64	21.4	18.7
	65+	22.3	20.3
Gender	Male	48.4	48.0
	Female	51.6	52.0
Education Level	High school or less	37.0	38.7
	College/Technical diploma	33.7	31.4
	University degree	29.3	29.9
Aboriginal	Yes	3.2	3.0
Preferred Language of Service	English	34.2	74.6
	French	65.8	25.4
Household Income	Less than \$25,000	21.9	19.9
	\$25,000 - \$59,999	37.3	35.5
	\$60,000 or more	40.9	44.6
Employment Status	Employed	49.2	54.6
	Unemployed/Seasonal	7.7	7.3
	Retired	30.2	24.7
	Other	13.0	13.5

Population (18 and over) based on 2011 Census: 28,510

Confidence interval calculated at a 95% level of confidence

Sample size shown represents total number of respondents
Exact number of respondents varies per survey indicator

n = 622

n = 425

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	23.9 (20.5 – 27.2)	18.3 (14.6 – 22.0)	17.4 (16.7 – 18.0)
Transportation problems	6.1 (4.2 – 8.0)	4.1 ^E (2.2 – 5.9)	7.1 (6.6 – 7.5)
Language problems with health care provider	13.3 (10.6 – 15.9)	7.6 ^E (5.1 – 10.1)	4.2 (3.9 – 4.6)
Cost for medication too high	51.6 (47.7 – 55.5)	46.3 (41.5 – 51.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	27.4 (23.7 – 31.0)	26.7 (22.4 – 31.0)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	40.7 (36.1 – 45.2)	33.6 (28.4 – 38.7)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	14.0 (11.3 – 16.7)	8.6 (5.9 – 11.2)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	8.4 (6.2 – 10.5)	7.8 ^E (5.3 – 10.4)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	17.2 (14.2 – 20.2)	10.2 (7.3 – 13.1)	9.4 (8.9 – 9.9)
How often was a medical condition or prescription explained to you in a way that you could understand? (% always or usually)	86.4 (83.7 – 89.1)	89.6 (86.7 – 92.5)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Health of family members	Not Available	44.0 (39.3 – 48.7)	38.1 (37.3 – 38.9)
Time pressures / not enough time	Not Available	42.2 (37.5 – 46.8)	40.9 (40.1 – 41.7)
Financial situation (not enough money, or debt)	Not Available	30.6 (26.2 – 34.9)	33.5 (32.7 – 34.2)

¹Based on survey respondents, weighted by age and gender

^E Use with caution (coefficient of variation between 16.6% and 33.3%)

Bathurst, Beresford, Petit-Rocher Area

↑ = Higher than 2011 results
↓ = Lower than 2011 results

	n = 622	n = 425	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	50.8 (46.9 – 54.7)	47.3 (42.6 – 52.0)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	64.5 (60.0 – 69.0)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	55.3 (51.4 – 59.2)	49.9 (45.2 – 54.6)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	11.7 (8.7 – 14.7)	17.1 (12.7 – 21.4)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	30.3 (26.5 – 34.1)	24.6 (20.5 – 28.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	77.0 (73.6 – 80.3)	76.5 (72.4 – 80.6)	73.0 (72.2 – 73.7)
Are you limited in doing activities because of a physical or mental condition, or a health problem? (% yes)	Not Available	21.1 (17.3 – 25.0)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.9 (8.0 – 13.9)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.9 ^E (2.8 – 6.9)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	54.4 (49.7 – 59.1)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	53.9 (49.2 – 58.6)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	19.2 (15.4 – 22.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	30.5 (26.0 – 34.9)	30.8 (30.0 – 31.6)

	n = 622	n = 425	n = 425	n = 13,614
Chronic Health Conditions ¹	2011 (%)	2014 (%)	2014 ² (#)	NB (%)
One or more chronic health conditions ³	61.5 (57.6 – 65.4)	65.8 (61.3 – 70.2)	18,749	61.6 (60.8 – 62.4)
High blood pressure	26.4 (22.9 – 29.8)	32.8 (28.4 – 37.3)	9,360	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	17.9 (15.0 – 20.9)	20.3 (16.5 – 24.1)	5,786	16.4 (15.8 – 17.0)
Arthritis	16.6 (13.7 – 19.4)	15.0 (11.6 – 18.4)	4,280	17.4 (16.8 – 18.0)
Depression	14.4 (11.7 – 17.2)	13.9 (10.7 – 17.2)	3,973	14.9 (14.3 – 15.5)
Chronic pain	13.3 (10.7 – 15.9)	12.4 (9.3 – 15.5)	3,541	14.0 (13.5 – 14.6)
Asthma	13.0 (10.4 – 15.6)	12.1 (9.1 – 15.2)	3,462	11.8 (11.3 – 12.4)
Cancer	6.6 (4.7 – 8.5)	9.9 (7.1 – 12.7)	2,820	8.3 (7.8 – 8.7)
Heart disease	8.3 (6.1 – 10.4)	9.5 (6.7 – 12.2)	2,700	8.3 (7.9 – 8.8)
Diabetes	6.9 (4.9 – 8.8)	9.4 (6.6 – 12.1)	2,671	10.7 (10.1 – 11.2)
Mood disorder other than depression	3.0 ^E (1.6 – 4.3)	3.9 ^E (2.1 – 5.7)	1,110	3.0 (2.7 – 3.2)
Stroke	2.1 ^E (1.0 – 3.2)	2.6 ^E (1.1 – 4.1)	743	2.5 (2.2 – 2.8)
Emphysema or COPD	1.9 ^E (0.8 – 2.9)	F	458	3.0 (2.7 – 3.3)

Confidence interval calculated at a 95% level of confidence.

Symbols ↑ and ↓ indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

¹ Self-reported based on survey respondents

² Estimated number of citizens who have the selected chronic health condition

³ Among the twelve chronic health conditions listed in table located at the right of this page.

^E Use with caution (coefficient of variation between 16.6% and 33.3%)

^F Too unreliable to be published (coefficient of variation greater than 33.3%)

Bathurst, Beresford, Petit-Rocher Area

B = Better than 2011 results
W = Worse than 2011 results

n=622 n=425 1 to 33 n=13,614

Primary Health Indicator		2011	2014	Rank ²	NB		
Accessibility							
The ability of patients/clients to obtain care/service at the right place and the right time, based on respective needs, in the official language of their choice							
Personal Family Doctor	A-1	Has a personal family doctor (% yes)	96.8 (95.4 - 98.2)	94.9 (92.8 - 97.0)	11	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	74.2 (70.7 - 77.7)	75.9 (71.7 - 80.1)	24	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	14.3 (10.9 - 17.7)	17	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	14.4 (11.6 - 17.2)	12.8 (9.6 - 16.0)	21	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	30.4 (26.7 - 34.1)	31.2 (26.5 - 35.9)	16	30.1 (29.3 - 30.9)
			(% within 5 days)	57.3 (53.3 - 61.3)	57.5 (52.5 - 62.5)	19	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	33.3 (29.6 - 37.0)	32.7 (28.2 - 37.2)	10	27.5 (26.7 - 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	40.2 (38.1 - 45.9)	36.4 (31.9 - 40.9)	5	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	73.9 (68.2 - 79.6)	80.5 (74.8 - 86.2)	9	73.9 (72.7 - 75.1)	
A-9	How often citizens received the health care service they needed in the official language of their choice (% who always received service in language of preference)	English ⁴	79.5 (74.3 - 84.7)	78.7 (71.5 - 85.9)	-	95.2 (94.8 - 95.6)	
		French ⁴	80.7 (76.5 - 84.9)	W 68.8 (63.2 - 74.4)	-	72.6 (71.0 - 74.2)	

² Indicator rank across 33 communities, from best (1) to worst (33)

³ Primary health team: Has access to a family doctor and has access to either a nurse practitioner or a nurse or other health professionals at their family doctor's office

⁴ Preferred language of service as indicated by respondent in the survey

⁵ Use with caution (coefficient of variation between 16.7% and 33.3%)

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Symbols **B** and **W** indicate a statistically significant difference at the 95% level of confidence.

Sample size shown represents total number of respondents. Exact number of respondents varies per survey indicator.

Bathurst, Beresford, Petit-Rocher Area

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n=622 n=425 1 to 33 n=13,614

Primary Health Indicator		2011	2014	Rank ²	NB
Appropriateness					
Care/service provided is relevant to the patients'/clients' needs and based on established standards					
Q-1	Adults 65 and over who received their flu shot in the last year (% yes)	Not available	64.5 (54.5 - 74.5)	23	70.6 (69.2 - 72.0)
Q-2	Adults with one or more of four select chronic health conditions ⁵ who had measurements for blood pressure in the past 12 months (% yes)	93.8 (90.6 - 96.9)	87.5 (82.5 - 92.5)	26	91.3 (90.6 - 92.0)
Q-3	Adults with one or more of four select chronic health conditions ⁵ who had measurements for cholesterol in the past 12 months (% yes)	83.6 (78.7 - 88.4)	75.8 (69.4 - 82.2)	18	76.3 (75.2 - 77.4)
Q-4	Adults with one or more of four select chronic health conditions ⁵ who had measurements for blood sugar in the past 12 months (% yes)	76.6 (71.1 - 82.2)	71.1 (64.3 - 77.9)	23	73.9 (72.8 - 75.0)
Q-5	Adults with one or more of four select chronic health conditions ⁵ who had measurements for body weight in the past 12 months (% yes)	60.9 (54.5 - 67.2)	53.5 (46.0 - 61.0)	27	59.3 (58.0 - 60.6)
Q-6	How often family doctor helps citizens coordinate the care from other health care providers and places (% always)	68.5 (64.0 - 73.0)	70.6 (64.7 - 76.5)	18	70.7 (69.7 - 71.7)
Effectiveness					
Care/service, intervention or action achieves the desired results					
Q-7	Citizens with a chronic health condition ⁷ who are confident in controlling and managing their health condition (% very confident)	44.4 (39.7 - 49.2)	43.3 (37.5 - 49.1)	11	42.2 (41.2 - 43.2)
Safety					
Potential risks of an intervention or the environment are avoided or minimized					
Q-8	Citizens with a chronic health condition ⁷ who know what each of their prescribed medications do (% strongly agree)	40.2 (35.2 - 45.2)	35.7 (29.8 - 41.6)	24	47.7 (46.6 - 48.8)
Q-9	Was harmed due to a medical error or mistake as a result of health care services received in the last 12 months (excluding hospital stay) (% yes)	3.9 ^{E,6} (2.3 - 5.4)	2.5 ^{E,6} (1.0 - 4.0)	-	2.7 ⁶ (2.4 - 3.0)

² Indicator rank across 33 communities, from best (1) to worst (33)

⁵ Self-reported by respondent: Diabetes, heart disease, stroke or high blood pressure

⁶ For this type of indicator, a "better" result is achieved when the indicator has a "lower" value

⁷ Self-reported by respondent: Arthritis, asthma, cancer, chronic pain, depression, diabetes, emphysema or COPD, gastric reflux (GERD), heart disease, high blood pressure or hypertension, mood disorder other than depression, or stroke

^E Use with caution (coefficient of variation between 16.7% and 33.3%)

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Bathurst, Beresford, Petit-Rocher Area

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n=622 n=425 1 to 33 n=13,614

Primary Health Indicator		2011	2014	Rank ²	NB
Efficiency					
Achieving the desired results with the most cost-effective use of resources					
Q-10	Model of care used most often when sick or in need of care from a health professional (% hospital emergency department)	8.9 ⁶ (6.6 - 11.2)	9.7 ⁶ (6.9 - 12.5)	17	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	11.6 (9.1 - 14.1)	W 5.5 ^E (3.4 - 7.6)	23	7.4 (7.0 - 7.8)
Use of services					
Using primary health services in the last 12 months					
U-1	Visited a personal family doctor (% yes)	85.3 (82.5 - 88.1)	84.3 (80.9 - 87.7)	9	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	38.4 (34.6 - 42.2)	43.1 (38.4 - 47.8)	18	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	52.3 (47.6 - 57.0)	26	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	26.3 (22.8 - 29.8)	22.3 (18.3 - 26.3)	14	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	23.5 (19.5 - 27.5)	17	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	5.5 (3.7 - 7.3)	7.3 ^E (4.8 - 9.8)	16	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	5.0 ^E (3.3 - 6.7)	4.1 ^E (2.2 - 6.0)	29	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	8.2 (6.0 - 10.4)	10.7 (7.8 - 13.6)	10	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	22.2 (18.3 - 26.1)	19	23.7 (23.0 - 24.4)

² Indicator rank across 33 communities. Under “efficiency” the rank is from best (1) to worst (33). Under “use of services” the rank is from highest (1) to lowest (33).

⁶ For this type of indicator, a “better” result is achieved when the indicator has a “lower” value.

^E Use with caution (coefficient of variation between 16.7% and 33.3%).

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n=622 n=425 1 to 33 n=13,614

Primary Health Indicator		2011	2014	Rank ²	NB
Communication/Relationship with personal family doctor					
C-1	How often family doctor explains things in a way that is easy to understand (% always)	76.9 (73.2 - 80.6)	79.3 (75.2 - 83.4)	20	80.2 (79.5 - 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	53.6 (49.2 - 57.9)	57.3 (52.2 - 62.4)	27	68.2 (67.3 - 69.1)
C-3	How often family doctor gives citizens enough time to discuss feelings, fears and concerns about their health (% always)	66.8 (62.7 - 70.9)	71.2 (66.1 - 76.3)	19	71.9 (71.0 - 72.8)
Satisfaction (Overall rating of primary health services. When rating is described as “% 8, 9 or 10”, this is based on a scale of zero to 10.)					
S-1	Overall health care services received in New Brunswick (% 8, 9 or 10)	62.5 (58.7 - 66.3)	B 71.6 (67.3 - 75.9)	10	67.9 (67.1 - 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	83.8 (80.7 - 86.9)	86.0 (82.5 - 89.5)	9	83.9 (83.2 - 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	48.1 (41.7 - 54.5)	54.0 (46.9 - 61.1)	15	53.4 (52.1 - 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	78.9 (73.7 - 84.1)	26	82.0 (81.2 - 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	68.5 (61.3 - 75.7)	66.1 (56.6 - 75.6)	27	73.3 (71.6 - 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	82.8 (75.8 - 89.8)	28	87.3 (86.2 - 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	88.7 (78.2 - 99.2)	68.7 (52.6 - 84.8)	26	76.2 (73.6 - 78.8)
S-8	Ambulance services (% 8, 9 or 10)	75.8 (61.4 - 90.2)	94.1 (83.5 - 100.0)	8	87.5 (85.3 - 89.7)
S-9	Services from nurse practitioner (% 8, 9 or 10)	Suppressed ⁸	Suppressed ⁸	-	85.8 (83.7 - 87.9)
S-10	Services at a private clinic (% 8, 9 or 10)	Not available	88.1 (81.7 - 94.5)	7	82.9 (81.6 - 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	91.2 (84.3 - 98.1)	79.7 (61.6 - 97.8)	31	89.3 (87.2 - 91.4)
S-12	Evaluation of care received for mental or emotional health (among citizens who have talked to a health professional) (% very or somewhat helpful)	94.6 (90.3 - 98.9)	96.9 (92.9 - 100.0)	6	90.8 (89.6 - 92.0)
S-13	Wait time from booking appointment to seeing specialist (among citizens who have seen a specialist) (% very or somewhat satisfied)	Not available	86.0 (81.5 - 90.5)	4	80.5 (79.6 - 81.4)

² Indicator rank across 33 communities, from best (1) to worst (33)

⁸ Results suppressed due to limited number of nurse practitioners

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