



Dalhousie, Balmoral, Belledune Area

Balmoral, Belledune, Charlo, Colborne, Dalhousie, Durham, Dundee, Eel River Bar First Nation, Eel River Crossing, Indian Ranch, Lorne, McLeods, Point La Nim

n = 213

n = 13,614

Demographic Profile ¹		2014 (%)	NB (%)
Age Group	18-34	17.6	24.3
	35-54	35.2	36.7
	55-64	22.3	18.7
	65+	24.9	20.3
Gender	Male	47.9	48.0
	Female	52.1	52.0
Education Level	High school or less	48.4	38.7
	College/Technical diploma	31.6	31.4
	University degree	19.9	29.9
Aboriginal	Yes	8.7	3.0
Preferred Language of Service	English	55.4	74.6
	French	44.6	25.4
Household Income	Less than \$25,000	25.3	19.9
	\$25,000 - \$59,999	42.5	35.5
	\$60,000 or more	32.3	44.6
Employment Status	Employed	45.4	54.6
	Unemployed/Seasonal	3.0	7.3
	Retired	30.7	24.7
	Other	20.8	13.5

Population (18 and over) based on 2011 Census: 11,745

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 = 383

n = 213

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	38.0 (33.1 – 42.8)	22.1 (16.6 – 27.6)	17.4 (16.7 – 18.0)
Transportation problems	10.1 (7.2 – 13.1)	11.0 ^E (6.8 -15.2)	7.1 (6.6 – 7.5)
Language problems with health care provider	14.1 (10.6 – 17.5)	11.0 ^E (6.8 -15.2)	4.2 (3.9 – 4.6)
Cost for medication too high	57.8 (52.9 – 62.7)	47.6 (40.8 – 54.3)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	27.8 (23.2 – 32.4)	28.3 (22.1 – 34.6)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	40.2 (34.5 – 45.8)	32.8 (25.8 – 39.9)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	18.9 (15.0 – 22.7)	12.1 ^E (7.8 -16.5)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	12.0 (8.8 -15.2)	8.6 ^E (4.8 -12.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	14.1 (10.5 – 17.7)	14.0 ^E (9.3 – 18.7)	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)	87.4 (84.1 – 90.7)	91.2 (87.3 – 95.0)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Health of family members	Not Available	38.2 (31.7 – 44.6)	38.1 (37.3 - 38.9)
Time pressures / not enough time	Not Available	35.3 (28.9 – 41.6)	40.9 (40.1 – 41.7)
Your financial situation (ex: not enough money, or debt)	Not Available	34.7 (28.4 – 41.1)	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%)

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

	n = 383	n = 213	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	45.8 (40.8 – 50.8)	35.2 (28.9 – 41.6)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	59.2 (52.6 – 65.7)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	49.4 (44.4 – 54.4)	42.5 (36.0 – 49.1)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	15.5 (11.3 – 19.7)	25.7 (18.6 – 32.8)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	32.5 (27.6 – 37.4)	27.7 (21.7 – 33.7)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	78.6 (74.5 – 82.7)	75.8 (69.8 – 81.8)	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	29.8 (23.7 – 35.9)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	12.6 ^E (8.2 – 17.0)	9.9 (9.4 – 20.4)
...that interferes with day to day function	Not Available	5.4 ^E (2.4 – 8.4)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	44.2 (37.6 – 50.9)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	49.8 (43.1 – 56.5)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	25.1 (19.3 – 30.9)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	28.0 (21.9 – 34.1)	30.8 (30.0 – 31.6)

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Chronic Health Conditions ¹	2011 (%)	2014 (%)	2014 ² (#)	NB (%)
One or more chronic health conditions ³	67.6 (62.9 – 72.3)	67.1 (60.8 – 73.4)	7,881	61.6 (60.8 – 62.4)
High blood pressure	31.1 (26.5 – 35.7)	41.1 (34.5 – 47.6)	4,826	27.0 (26.2 – 27.7)
Arthritis	23.3 (19.1 – 27.4)	23.1 (17.5 – 28.8)	2,717	17.4 (16.8 – 18.0)
Gastric Reflux (GERD)	20.5 (16.5 – 24.4)	20.1 (14.8 – 25.5)	2,364	16.4 (15.8 – 17.0)
Chronic pain	14.7 (11.2 – 18.2)	20.0 (14.6 – 25.3)	2,347	14.0 (13.5 – 14.6)
Diabetes	10.8 (7.8 – 13.9)	18.9 (13.7 – 24.1)	2,217	10.7 (10.7 – 11.2)
Depression	15.5 (12.0 – 19.1)	16.6 (11.7 – 21.6)	1,955	14.9 (14.3 – 15.5)
Heart disease	9.3 (6.4 – 12.1)	15.0 (10.2 – 19.8)	1,762	8.3 (7.9 – 8.8)
Asthma	9.9 (6.9 – 12.8)	14.9 (10.1 – 19.6)	1,748	11.8 (11.3 – 12.4)
Cancer	7.7 ^E (5.1 – 10.3)	8.1 ^E (4.5 – 11.8)	957	8.3 (7.8 – 8.7)
Emphysema or COPD	3.3 ^E (1.5 – 5.0)	6.2 ^E (3.0 – 9.4)	723	3.0 (2.7 – 3.3)
Mood disorder other than depression	4.2 ^E (2.2 – 6.2)	F	220	3.0 (2.7 – 3.2)
Stroke	2.4 ^E (0.9 – 4.0)	F	162	2.5 (2.2 – 2.8)

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%)

Dalhousie, Balmoral, Belledune Area

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

n=383 n=213 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)	97.1 (95.4 - 98.8)	W 90.3 (86.3 - 94.3)	26	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	82.1 (78.2 - 86.0)	75.6 (69.6 - 81.6)	25	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	8.7 ^E (4.8 - 12.6)	29	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	6.9 ^E (4.3 - 9.5)	12.4 ^E (7.8 - 17.0)	23	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	24.6 (20.2 - 29.0)	24.4 (18.2 - 30.6)	24	30.1 (29.3 - 30.9)
			(% within 5 days)	46.9 (41.7 - 52.0)	54.4 (47.2 - 61.6)	26	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	15.5 (11.9 - 19.1)	22.2 (16.4 - 28.0)	26	27.5 (26.7 - 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	29.0 (24.5 - 33.5)	23.0 (17.4 - 28.6)	27	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	81.8 (75.9 - 87.7)	W 61.2 (51.5 - 70.9)	33	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	83.0 (78.1 - 87.9)	73.5 (64.8 - 82.2)	-	95.2 (94.8 - 95.6)	
		French ⁴	69.4 (61.3 - 77.5)	63.3 (53.8 - 72.8)	-	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

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n=383 n=213 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	58.8 (45.9 - 71.7)	30	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)	92.9 (89.0 - 96.8)	84.1 (76.7 - 91.5)	29	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 (77.9 - 89.2)	W 63.7 (53.9 - 73.5)	33	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)	79.2 (72.9 - 85.5)	67.6 (58.1 - 77.1)	30	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)	63.2 (55.9 - 70.6)	68.1 (58.6 - 77.6)	6	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)	65.8 (59.9 - 71.7)	71.4 (63.1 - 79.7)	16	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)	34.3 (28.7 - 39.9)	31.8 (24.2 - 39.4)	33	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)	41.2 (35.1 - 47.3)	31.6 (23.5 - 39.7)	27	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)	4.6^{E,6} (2.5 - 6.7)	F	-	2.7⁶ (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

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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)	13.0 ⁶ (9.6 - 16.4)	11.1 ^{E,6} (6.9 - 15.3)	18	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	9.3 (6.4 - 12.2)	4.2 ^E (1.5 - 6.9)	30	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)	89.6 (86.5 - 92.7)	74.6 (68.8 - 80.4)	28	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	47.0 (42.0 - 52.0)	41.9 (35.3 - 48.5)	19	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	53.8 (47.2 - 60.4)	21	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	28.0 (23.5 - 32.5)	22.2 (16.6 - 27.8)	15	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	20.5 (15.1 - 25.9)	23	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	16.7 (13.0 - 20.4)	13.1 ^E (8.6 - 17.6)	8	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	8.1 ^E (5.4 - 10.8)	F	-	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	7.2 ^E (4.6 - 9.8)	13.9 ^E (9.3 - 18.5)	5	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	25.2 (19.4 - 31.0)	11	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

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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)	77.8 (73.3 - 82.3)	72.5 (65.8 - 79.2)	31	80.2 (79.5 - 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	62.6 (57.5 - 67.8)	59.0 (51.4 - 66.6)	24	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)	71.2 (66.3 - 76.2)	69.5 (61.9 - 77.1)	27	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)	58.3 (53.3 - 63.3)	59.4 (52.8 - 66.0)	32	67.9 (67.1 - 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	79.2 (75.0 - 83.4)	83.1 (77.5 - 88.7)	20	83.9 (83.2 - 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	46.3 (38.8 - 53.8)	50.8 (40.9 - 60.7)	24	53.4 (52.1 - 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	70.5 (62.3 - 78.7)	33	82.0 (81.2 - 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	54.2 (44.5 - 63.9)	71.8 (59.0 - 84.6)	20	73.3 (71.6 - 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	79.6 (68.2 - 91.0)	32	87.3 (86.2 - 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	66.2 (54.4 - 78.0)	81.6 (66.7 - 96.5)	14	76.2 (73.6 - 78.8)
S-8	Ambulance services (% 8, 9 or 10)	94.5 (86.3 - 100.0)	72.7 ^E (43.6 - 100.0)	31	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	77.5 (66.7 - 88.3)	29	82.9 (81.6 - 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	91.8 (82.7 - 100.0)	91.7 (75.4 - 100.0)	11	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)	86.1 (76.3 - 95.9)	92.8 (84.0 - 100.0)	14	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	78.3 (70.8 - 85.8)	25	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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