

Edmundston, Rivière-Verte, Lac Baker Area

Baker-Brook, Clair, Edmundston, Lac-Baker, Madawaska, Rivière-Verte, Saint-Basile, Saint-François, Saint-François-de-Madawaska, Saint-Hilaire, Saint-Jacques



n = 705 n = 13,614

| Demographic Profile ¹ | | 2014 (%) | NB (%) |
|----------------------------------|---------------------------|----------|--------|
| Age Group | 18-34 | 20.8 | 24.3 |
| | 35-54 | 35.9 | 36.7 |
| | 55-64 | 21.2 | 18.7 |
| | 65+ | 22.1 | 20.3 |
| Gender | Male | 47.8 | 48.0 |
| | Female | 52.2 | 52.0 |
| Education Level | High school or less | 40.4 | 38.7 |
| | College/Technical diploma | 28.8 | 31.4 |
| | University degree | 30.8 | 29.9 |
| Aboriginal | Yes | 2.0 | 3.0 |
| Preferred Language of Service | English | 9.9 | 74.6 |
| | French | 90.1 | 25.4 |
| Household Income | Less than \$25,000 | 26.0 | 19.9 |
| | \$25,000 - \$59,999 | 37.2 | 35.5 |
| | \$60,000 or more | 36.9 | 44.6 |
| Employment Status | Employed | 55.2 | 54.6 |
| | Unemployed/Seasonal | 4.2 | 7.3 |
| | Retired | 27.2 | 24.7 |
| | Other | 13.5 | 13.5 |

Population (18 and over) based on 2011 Census: 22,540

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 = 571 n = 705 n = 13,614

| Health Services Barriers | 2011 (%) | 2014 (%) | NB (%) |
|---|-----------------------|---------------------------------|-----------------------|
| Health services not available in your area when needed | 23.3 (19.8 – 26.7) | 18.7 (15.8 – 21.5) | 17.4 (16.7 – 18.0) |
| Transportation problems | 6.1 (4.1 – 8.0) | 4.7 ^E (3.2 – 6.2) | 7.1 (6.6 – 7.5) |
| Language problems with health care provider | 7.0 (4.9 – 9.0) | 3.4 ^E (2.1 – 4.8) | 4.2 (3.9 – 4.6) |
| Cost for medication too high | 67.8 (64.0 – 71.7) | 49.1 (45.5 – 52.8) | 35.2 (34.3 – 36.0) |
| Cost for treatments or procedures too high | 34.0 (30.0 – 38.0) | 34.3 (30.8 – 37.9) | 19.9 (19.2 – 20.6) |
| Cost for ambulance services too high | 48.2 (43.2 – 53.1) | 29.7 (25.7 – 33.6) | 21.7 (20.9 – 22.4) |
| Unable to leave the house because of health problems | 16.0 (13.0 – 18.9) | 9.3 (7.2 – 11.4) | 12.5 (11.9 – 13.0) |
| Have trouble finding their way around the health care system | 9.6 (7.2 – 12.0) | 6.3 (4.5 – 8.1) | 9.3 (8.8 – 9.8) |
| Difficulty understanding written information about medical condition or prescription (% always or usually) | 15.3 (12.3 – 18.3) | 11.0 (8.7 – 13.3) | 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) | 86.8 (84.1 – 89.6) | 87.7 (85.3 – 90.1) | 91.0 (90.6 – 91.5) |
| Things that contribute a lot to feelings of stress | | | |
| Time pressures / not enough time | Not Available | 43.9 (40.2 – 47.5) | 40.9 (40.1 – 41.7) |
| Health of family members | Not Available | 41.7 (38.1 – 45.3) | 38.1 (37.3 – 38.9) |
| Your financial situation (ex: not enough money, or debt) | Not Available | 29.0 (25.7 – 32.3) | 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%)

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

Edmundston, Rivière-Verte, Lac Baker Area

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

| | n = 571 | n = 705 | n = 13,614 |
|--|-----------------------|-------------------------|-----------------------|
| Health Profile | 2011 (%) | 2014 (%) | NB (%) |
| Self-rated Health (% very good or excellent) | 45.4 (41.3 – 49.5) | 49.4 (45.8 – 53.1) | 50.5 (49.6 – 51.3) |
| Self-rated mental or emotional health (% very good or excellent) | Not Available | 69.4 (66.1 – 72.8) | 65.4 (64.6 – 66.2) |
| “My health largely depends on how well I take care of myself” (% strongly agree) | 49.7 (45.6 – 53.8) | 50.2 (46.6 – 53.9) | 55.2 (54.4 – 56.0) |
| Number of prescription medications taken on a regular basis ³ (% 6 or more) | 17.5 (13.8 – 21.2) | 18.8 (15.0 – 22.5) | 15.2 (14.5 – 15.9) |
| Discuss regularly with a health professional on improving health or preventing illness (% always or usually) | 36.2 (32.0 – 40.4) | 29.5 (26.2 – 32.9) | 25.4 (24.7 – 26.1) |
| How long have you been seeing the same family doctor? (% 5 years or more) | 76.6 (73.1 – 80.1) | ↑ 85.0 (82.3 – 87.7) | 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 | 23.6 (18.3 – 29.0) | 22.1 (21.4 – 22.8) |
| Memory loss | | | |
| Someone in household has a memory problem | Not Available | 7.5 (5.6 – 9.4) | 9.9 (9.4 – 10.4) |
| ...that interferes with day to day function | Not Available | F | 3.9 (3.6 – 4.2) |
| Health Behaviours | | | |
| Eating fruits and vegetables (% 5 portions or more a day) | Not Available | 51.2 (47.5 – 54.8) | 50.4 (49.5 – 51.2) |
| Moderate or vigorous physical activity (% at least 2 ½ hours a week) | Not Available | 51.4 (47.7 – 55.0) | 49.0 (48.1 – 49.8) |
| Current smoker (% daily or occasional) | Not Available | 17.1 (14.4 – 19.9) | 19.2 (18.5 – 19.8) |
| Unhealthy weight (% obese) | Not Available | 33.2 (29.8 – 36.7) | 30.8 (30.0 – 31.6) |

| | n = 571 | n = 705 | n = 705 | n = 13,614 |
|--|---------------------------------|---------------------------------|-----------------------|-----------------------|
| Chronic Health Conditions ¹ | 2011 (%) | 2014 (%) | 2014 ² (#) | NB (%) |
| One or more chronic health conditions ³ | 55.7 (51.6 – 59.8) | 54.6 (50.9 – 58.2) | 12,295 | 61.6 (60.8 – 62.4) |
| High blood pressure | 24.9 (21.4 – 28.4) | 27.1 (23.8 – 30.3) | 6,098 | 27.0 (26.2 – 27.7) |
| Gastric Reflux (GERD) | 15.2 (12.3 – 18.1) | 14.1 (11.6 – 16.7) | 3,189 | 16.4 (15.8 – 17.0) |
| Arthritis | 16.7 (13.7 – 19.7) | 13.8 (11.3 – 16.4) | 3,120 | 17.4 (16.8 – 18.0) |
| Chronic pain | 18.0 (14.9 – 21.2) | ↓ 11.5 (9.2 – 13.8) | 2,589 | 14.0 (13.5 – 14.6) |
| Heart disease | 12.3 (9.6 – 15.0) | 11.1 (8.8 – 13.4) | 2,500 | 8.3 (7.9 – 8.8) |
| Depression | 11.2 (8.6 – 13.8) | 10.8 (8.5 – 13.0) | 2,431 | 14.9 (14.3 – 15.5) |
| Asthma | 7.3 (5.2 – 9.4) | 9.5 (7.4 – 11.7) | 2,151 | 11.8 (11.3 – 12.4) |
| Diabetes | 9.5 (7.1 – 11.8) | 8.9 (6.9 – 11.0) | 2,013 | 10.7 (10.1 – 11.2) |
| Cancer | 6.0 (4.1 – 8.0) | 7.5 (5.6 – 9.5) | 1,701 | 8.3 (7.8 – 8.7) |
| Emphysema or COPD | 3.0 ^E (1.6 – 4.4) | 3.3 ^E (2.0 – 4.6) | 734 | 3.0 (2.7 – 3.3) |
| Stroke | 2.7 ^E (1.4 – 4.0) | 2.7 ^E (1.5 – 3.9) | 604 | 2.5 (2.2 – 2.8) |
| Mood disorder other than depression | 3.0 ^E (1.6 – 4.3) | 1.8 ^E (0.9 – 2.8) | 412 | 3.0 (2.7 – 3.2) |

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%)

Edmundston, Rivière-Verte, Lac Baker Area

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

n=571 n=705 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) | 95.0 (93.2 - 96.8) | 93.9 (92.2 - 95.6) | 14 | 92.1 (91.7 - 92.5) | |
| | A-2 | Calling family doctor's office during regular practice hours (% very easy or somewhat easy) | 81.3 (78.0 - 84.6) | B 87.9 (85.4 - 90.4) | 5 | 78.3 (77.6 - 79.0) | |
| | A-3 | Family doctor has extended office hours (after 5pm or on weekends) (% yes) | Not available | 15.1 (12.4 - 17.8) | 15 | 16.2 (15.6 - 16.8) | |
| | A-4 | Family doctor has an after-hour arrangement when office is closed (% yes) | 14.3 (11.4 - 17.2) | 17.1 (14.2 - 20.0) | 13 | 18.2 (17.5 - 18.9) | |
| | A-5 | How quickly appointment can be made with family doctor | (% on same day or next day) | 18.9 (15.6 - 22.2) | 18.7 (15.6 - 21.8) | 30 | 30.1 (29.3 - 30.9) |
| | | | (% within 5 days) | 38.7 (34.4 - 42.9) | 40.9 (37.0 - 44.8) | 31 | 60.3 (59.4 - 61.2) |
| | A-6 | Nurse working with family doctor who is regularly involved in health care (% yes) | 28.3 (24.6 - 32.0) | 33.1 (29.5 - 36.7) | 9 | 27.5 (26.7 - 28.3) | |
| | A-7 | Has access to a primary health team ³ (% yes) | 32.2 (28.4 - 36.0) | 31.9 (28.5 - 35.3) | 12 | 28.5 (27.8 - 29.2) | |
| | A-8 | Wait time at the hospital emergency department (% less than 4 hours) | 78.5 (73.6 - 83.4) | W 63.8 (58.7 - 68.9) | 28 | 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 | 71.1 (60.5 - 81.7) | 80.4 (70.5 - 90.3) | - | 95.2 (94.8 - 95.6) | |
| | | French ⁴ | 92.7 (90.3 - 95.1) | W 84.5 (81.6 - 87.4) | - | 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%)

Confidence interval calculated at a 95% level of confidence.

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.

Edmundston, Rivière-Verte, Lac Baker Area

B = Better than 2011 results
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n=571 n=705 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 | 63.6 (55.3 - 71.9) | 25 | 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) | 85.5 (81.0 - 89.9) | 87.4 (83.3 - 91.5) | 27 | 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 (78.9 - 88.2) | 73.5 (68.0 - 79.0) | 25 | 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 (71.3 - 81.9) | 69.8 (64.1 - 75.5) | 25 | 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) | 66.1 (60.1 - 72.0) | 66.6 (60.8 - 72.4) | 7 | 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) | 57.9 (52.9 - 63.0) | 63.7 (58.8 - 68.6) | 30 | 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) | 37.4 (32.6 - 42.2) | 44.5 (39.7 - 49.3) | 9 | 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) | 28.0 (23.3 - 32.7) | 28.3 (23.5 - 33.1) | 29 | 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) | 6.7⁶ (4.6 - 8.8) | 4.6^{E,6} (3.1 - 6.1) | - | 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

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

Confidence interval calculated at a 95% level of confidence.

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.

Edmundston, Rivière-Verte, Lac Baker Area

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

n=571 n=705 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) | 17.7 ⁶ (14.6 - 20.8) | 19.8 ⁶ (16.9 - 22.7) | 25 | 11.5 ⁶ (11.0 - 12.0) |
| Q-11 | Has used Tele-Care or other telephone information lines in the last 12 months (% yes) | 8.6 (6.3 - 10.9) | 8.1 (6.1 - 10.1) | 10 | 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) | 78.6 (75.2 - 82.0) | 74.5 (71.3 - 77.7) | 29 | 80.3 (79.6 - 81.0) |
| U-2 | Visited a hospital emergency department (% yes) | 49.0 (44.9 - 53.1) | 49.6 (45.9 - 53.3) | 10 | 41.3 (40.5 - 42.1) |
| U-3 | Visited a specialist (% yes) | Not available | 53.6 (50.0 - 57.2) | 23 | 56.4 (55.6 - 57.2) |
| U-4 | Visited an after-hours clinic or a walk-in clinic (% yes) | 25.8 (22.2 - 29.4) | 24.0 (20.9 - 27.1) | 10 | 24.3 (23.6 - 25.0) |
| U-5 | Visited an alternative practitioner (% yes) | Not available | 31.2 (27.8 - 34.6) | 6 | 25.2 (24.5 - 25.9) |
| U-6 | Visited a community health centre (% yes) | 2.3 ^E (1.1 - 3.5) | 2.0 ^E (1.0 - 3.0) | 32 | 6.9 (6.5 - 7.3) |
| U-7 | Used ambulance services (% yes) | 5.1 ^E (3.3 - 6.9) | 5.7 (4.0 - 7.4) | 16 | 5.7 (5.3 - 6.1) |
| U-8 | Visited a nurse practitioner (% yes) | 3.3 ^E (1.8 - 4.8) | 6.4 (4.6 - 8.2) | 22 | 7.7 (7.3 - 8.1) |
| U-9 | Visited a health professional at a private clinic (% yes) | Not available | 21.8 (18.8 - 24.8) | 20 | 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%)

Confidence interval calculated at a 95% level of confidence.
 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.

Edmundston, Rivière-Verte, Lac Baker Area

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

n=571 n=705 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) | 76.4 (72.5 - 80.3) | 73.9 (70.2 - 77.6) | 29 | 80.2 (79.5 - 80.9) |
| C-2 | How often family doctor involves citizens in decisions about their health care (% always) | 54.3 (49.7 - 58.9) | 51.4 (47.1 - 55.7) | 29 | 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) | 61.8 (57.3 - 66.2) | 64.0 (59.6 - 68.4) | 32 | 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) | 69.6 (65.8 - 73.4) | 74.9 (71.7 - 78.1) | 5 | 67.9 (67.1 - 68.7) |
| S-2 | Services from personal family doctor (% 8, 9 or 10) | 83.0 (79.7 - 86.3) | 86.0 (83.1 - 88.9) | 10 | 83.9 (83.2 - 84.6) |
| S-3 | Services at the hospital emergency department (% 8, 9 or 10) | 55.7 (49.8 - 61.6) | 51.5 (46.2 - 56.8) | 21 | 53.4 (52.1 - 54.7) |
| S-4 | Services from specialist (% 8, 9 or 10) | Not available | 81.6 (77.8 - 85.4) | 17 | 82.0 (81.2 - 82.8) |
| S-5 | Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10) | 75.2 (68.0 - 82.4) | 78.6 (72.6 - 84.6) | 7 | 73.3 (71.6 - 75.0) |
| S-6 | Services from alternative practitioner (% 8, 9 or 10) | Not available | 86.7 (82.4 - 91.0) | 21 | 87.3 (86.2 - 88.4) |
| S-7 | Services at a community health centre (% 8, 9 or 10) | 73.2 ^E (49.1 - 97.3) | 84.3 (64.6 - 100.0) | 9 | 76.2 (73.6 - 78.8) |
| S-8 | Ambulance services (% 8, 9 or 10) | 78.4 (64.4 - 92.4) | 84.8 (73.5 - 96.1) | 21 | 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 | 82.7 (76.9 - 88.5) | 21 | 82.9 (81.6 - 84.2) |
| S-11 | Evaluation of Tele-Care services (% very or somewhat helpful) | 93.0 (85.7 - 100.0) | 89.2 (80.9 - 97.5) | 19 | 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) | 94.7 (89.8 - 99.5) | 92.8 (87.3 - 98.3) | 13 | 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 | 82.9 (79.1 - 86.7) | 11 | 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

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

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