

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
W = Worse than 2011 results

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)	6.7 ⁶ (4.6 - 8.8)	4.6 ^{E,6} (3.1 - 6.1)	-	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%)

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.

Confidence interval calculated at a 95% level of confidence.

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