

Moncton

Allison, Berry Mills, Boundary Creek, Indian Mountain, Irishtown, Lakeville-Westmorland, Lutes Mountain, Moncton, Steeves Mountain



n = 933

n = 13,614

Demographic Profile ¹		2014 (%)	NB (%)
Age Group	18-34	30.0	24.3
	35-54	35.6	36.7
	55-64	16.1	18.7
	65+	18.3	20.3
Gender	Male	47.9	48.0
	Female	52.1	52.0
Education Level	High school or less	34.5	38.7
	College/Technical diploma	32.3	31.4
	University degree	33.1	29.9
Aboriginal	Yes	1.6	3.0
Preferred Language of Service	English	80.6	74.6
	French	19.4	25.4
Household Income	Less than \$25,000	16.8	19.9
	\$25,000 - \$59,999	33.3	35.5
	\$60,000 or more	49.9	44.6
Employment Status	Employed	58.1	54.6
	Unemployed/Seasonal	7.0	7.3
	Retired	21.7	24.7
	Other	13.2	13.5

Population (18 and over) based on 2011 Census: 64,590

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 = 905

n = 933

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	10.8 (8.8 – 12.8)	8.8 (7.0 – 10.6)	17.4 (16.7 – 18.0)
Transportation problems	7.6 (5.9 – 9.3)	7.0 (5.3 – 8.6)	7.1 (6.6 – 7.5)
Language problems with health care provider	6.7 (5.0 – 8.3)	5.1 (3.7 – 6.5)	4.2 (3.9 – 4.6)
Cost for medication too high	44.4 (41.2 – 47.7)	29.4 (26.5 – 32.3)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	22.1 (19.3 – 24.9)	15.7 (13.3 – 18.1)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	32.5 (28.9 – 36.2)	19.2 (16.2 – 22.1)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	17.4 (14.9 – 19.8)	12.6 (10.4 – 14.7)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	15.3 (13.0 – 17.7)	10.3 (8.4 – 12.3)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	13.0 (10.8 – 15.2)	10.0 (8.0 – 12.0)	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)	87.9 (85.8 – 90.0)	92.5 (90.8 – 94.2)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Time pressures / not enough time	Not Available	42.2 (39.1 – 45.4)	40.9 (40.1 – 41.7)
Health of family members	Not Available	38.0 (34.9 – 41.1)	38.1 (37.3 – 38.9)
Your own work situation (ex: hours of work, or working conditions)	Not Available	37.1 (34.0 – 40.2)	34.2 (33.4 – 35.0)

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%)

Moncton

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

	n = 905	n = 933	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	59.2 (56.0 – 62.4)	53.7 (50.5 – 56.9)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	63.7 (60.6 – 66.8)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	59.3 (56.1 – 62.5)	64.3 (61.2 – 67.3)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	14.0 (11.2 – 16.8)	14.8 (12.1 – 17.5)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	31.9 (28.7 – 35.1)	↓ 25.4 (22.6 – 28.3)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	71.6 (68.5 – 74.7)	68.8 (65.8 – 71.8)	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	20.6 (18.0 – 23.2)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	10.6 (8.6 – 12.6)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	4.6 (3.3 – 5.9)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	50.0 (46.8 – 53.2)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	41.9 (38.7 – 45.0)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	17.9 (15.4 – 20.3)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	25.1 (22.3 – 27.9)	30.8 (30.0 – 31.6)

	n = 905	n = 933	n = 933	n = 13,614
Chronic Health Conditions ¹	2011 (%)	2014 (%)	2014 ² (#)	NB (%)
One or more chronic health conditions ³	60.7 (57.5 – 63.9)	58.8 (55.6 – 61.9)	37,956	61.6 (60.8 – 62.4)
High blood pressure	25.9 (23.1 – 28.7)	23.2 (20.5 – 25.9)	15,010	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	16.1 (13.7 – 18.5)	15.9 (13.6 – 18.3)	10,280	16.4 (15.8 – 17.0)
Depression	15.5 (13.1 – 17.8)	15.8 (13.5 – 18.2)	10,227	14.9 (14.3 – 15.5)
Arthritis	16.3 (13.9 – 18.7)	15.1 (12.8 – 17.4)	9,741	17.4 (16.8 – 18.0)
Chronic pain	14.6 (12.4 – 16.9)	12.7 (10.6 – 14.8)	8,198	14.0 (13.5 – 14.6)
Asthma	8.8 (7.0 – 10.7)	11.5 (9.5 – 13.5)	7,421	11.8 (11.3 – 12.4)
Diabetes	9.3 (7.4 – 11.2)	9.6 (7.7 – 11.5)	6,212	10.7 (10.1 – 11.2)
Cancer	7.5 (5.8 – 9.2)	8.6 (6.8 – 10.3)	5,527	8.3 (7.8 – 8.7)
Heart disease	7.2 (5.5 – 8.8)	7.1 (5.5 – 8.7)	4,584	8.3 (7.9 – 8.8)
Mood disorder other than depression	3.5 ^E (2.3 – 4.7)	4.2 (2.9 – 5.5)	2,700	3.0 (2.7 – 3.2)
Emphysema or COPD	3.0 ^E (1.9 – 4.1)	2.6 ^E (1.6 – 3.6)	1,651	3.0 (2.7 – 3.3)
Stroke	2.0 ^E (1.1 – 2.9)	1.8 ^E (1.0 – 2.7)	1,179	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%)

Moncton

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

n=905 n=933 1 to 33 n=13,614

Primary Health Indicator		2011 ¹	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)	90.4 (88.6 – 92.2)	B 96.5 (95.3 - 97.7)	7	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	70.7 (67.7 – 73.7)	75.2 (72.4 - 78.0)	26	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	14.6 (12.3 - 16.9)	16	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	37.5 (34.4 – 40.7)	W 29.7 (26.7 - 32.7)	3	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	30.9 (27.7 – 34.0)	32.0 (28.9 - 35.1)	14	30.1 (29.3 - 30.9)
			(% within 5 days)	58.6 (55.3 – 61.9)	64.5 (61.3 - 67.7)	13	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	24.5 (21.6 – 27.4)	20.9 (18.3 - 23.5)	28	27.5 (26.7 - 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	29.0 (26.2 – 31.8)	25.0 (22.2 - 27.8)	23	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	63.2 (57.9 – 68.5)	63.2 (57.9 - 68.5)	30	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	93.3 (91.5 – 95.1)	92.0 (90.0 - 94.0)	-	95.2 (94.8 - 95.6)	
		French ⁴	72.8 (65.5 – 80.1)	63.9 (56.1 - 71.7)	-	72.6 (71.0 - 74.2)	

¹ Community results were not reported in 2011

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

Confidence interval calculated at a 95% level of confidence.

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n=905 n=933 1 to 33 n=13,614

Primary Health Indicator		2011 ¹	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	69.2 (64.3 - 74.1)	21	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)	92.8 (90.1 - 95.4)	92.8 (90.2 - 95.4)	14	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)	81.6 (77.6 - 85.6)	78.2 (74.1 - 82.3)	15	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 (72.2 - 80.9)	74.9 (70.5 - 79.3)	19	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)	60.6 (55.6 - 65.6)	59.6 (54.7 - 64.5)	15	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)	69.2 (65.4 - 73.0)	70.0 (66.3 - 73.7)	20	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 have confidence in controlling and managing their health condition (% very confident)	39.3 (35.5 - 43.1)	41.4 (37.6 - 45.2)	18	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)	49.2 (44.9 - 53.4)	56.5 (52.4 - 60.6)	7	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)	3.5 ^{E,6} (2.3 - 4.7)	2.7 ^{E,6} (1.7 - 3.7)	-	2.7 ⁶ (2.4 - 3.0)

¹ Community results were not reported in 2011

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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n=905 n=933 1 to 33 n=13,614

Primary Health Indicator		2011 ¹	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)	6.1 ⁶ (4.6 - 7.6)	4.6 ⁶ (3.3 - 5.9)	6	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	12.6 (10.5 - 14.7)	9.4 (7.5 - 11.3)	4	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)	77.1 (74.5 - 79.7)	82.8 (80.4 - 85.2)	14	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	38.9 (35.9 - 41.9)	37.9 (34.8 - 41.0)	23	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	63.8 (60.7 - 66.9)	3	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	41.6 (38.5 - 44.7)	41.6 (38.5 - 44.7)	3	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	26.7 (23.9 - 29.5)	12	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	3.0 (1.9 - 4.1)	4.3 (3.0 - 5.6)	25	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	7.0 (5.4 - 8.6)	4.8 (3.4 - 6.2)	24	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	4.5 (3.2 - 5.8)	6.6 (5.0 - 8.2)	21	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	26.7 (23.9 - 29.5)	6	23.7 (23.0 - 24.4)

¹ Community results were not reported in 2011

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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n=905 n=933 1 to 33 n=13,614

Primary Health Indicator		2011 ¹	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)	77.6 (74.5 – 80.7)	79.5 (76.7 – 82.3)	19	80.2 (79.5 – 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	63.2 (59.7 – 66.6)	69.6 (66.4 – 72.8)	18	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 (63.4 – 70.1)	70.4 (67.1 – 73.7)	23	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)	59.7 (56.6 – 62.8)	B 68.2 (65.2 – 71.2)	15	67.9 (67.1 – 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	80.4 (77.7 – 83.2)	83.0 (80.4 – 85.6)	21	83.9 (83.2 – 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	43.4 (38.1 – 48.7)	51.0 (45.6 – 56.4)	22	53.4 (52.1 – 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	82.8 (79.9 – 85.7)	13	82.0 (81.2 – 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	66.4 (61.4 – 71.3)	B 79.4 (75.0 – 83.8)	5	73.3 (71.6 – 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	89.3 (85.4 – 93.2)	12	87.3 (86.2 – 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	67.2 (49.1 – 85.2)	84.4 (72.4 – 96.4)	8	76.2 (73.6 – 78.8)
S-8	Ambulance services (% 8, 9 or 10)	84.6 (75.5 – 93.8)	89.5 (81.3 – 97.7)	15	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	81.7 (76.9 – 86.5)	24	82.9 (81.6 – 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	90.1 (84.3 – 96.0)	93.3 (87.8 – 98.8)	9	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)	93.9 (90.3 – 97.5)	92.0 (88.2 – 95.8)	17	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	79.2 (75.9 – 82.5)	21	80.5 (79.6 – 81.4)

¹ Community results were not reported in 2011

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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