



Perth-Andover, Plaster Rock, Tobique Area

Andover, Aroostook, Arthurette, Carlingford, Denmark, Gordon, Kilburn, Lorne, New Denmark, Perth, Perth-Andover, Plaster Rock, Riley Brook, Tilley, Tobique First Nation

n = 275

n = 13,614

Demographic Profile ¹		2014 (%)	NB (%)
Age Group	18-34	20.4	24.3
	35-54	36.8	36.7
	55-64	20.4	18.7
	65+	22.4	20.3
Gender	Male	47.5	48.0
	Female	52.5	52.0
Education Level	High school or less	44.6	38.7
	College/Technical diploma	36.7	31.4
	University degree	18.7	29.9
Aboriginal	Yes	7.6	3.0
Preferred Language of Service	English	98.4	74.6
	French	1.6	25.4
Household Income	Less than \$25,000	34.5	19.9
	\$25,000 - \$59,999	37.2	35.5
	\$60,000 or more	28.3	44.6
Employment Status	Employed	48.0	54.6
	Unemployed/Seasonal	10.0	7.3
	Retired	24.0	24.7
	Other	18.0	13.5

Population (18 and over) based on 2011 Census: 7,825

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 = 249

n = 275

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	34.8 (28.9 – 40.6)	35.6 (30.0 – 41.2)	17.4 (16.7 – 18.0)
Transportation problems	9.9 ^E (6.2 – 13.5)	11.1 ^E (7.4 – 14.7)	7.1 (6.6 – 7.5)
Language problems with health care provider	6.3 ^E (3.3 – 9.3)	4.6 ^F (2.2 – 7.0)	4.2 (3.9 – 4.6)
Cost for medication too high	43.1 (37.1 – 49.2)	39.2 (33.5 – 45.0)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	13.1 ^E (8.8 – 17.4)	15.5 (11.1 – 19.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	32.2 (25.4 – 38.9)	27.5 (21.8 – 33.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	19.5 (14.6 – 24.3)	12.4 (8.5 – 16.2)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	8.2 ^E (4.8 – 11.5)	11.3 ^E (7.5 – 15.0)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	14.3 (9.8 – 18.8)	10.6 ^F (6.9 – 14.3)	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)	88.7 (84.8 – 92.6)	88.7 (85.0 – 92.5)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Your financial situation (ex: not enough money, or debt)	Not Available	43.7 (37.9 – 49.5)	33.5 (32.7 – 34.2)
Your own work situation (ex: hours of work, or working conditions)	Not Available	40.7 (34.9 – 46.4)	34.2 (33.4 – 35.0)
Health of family members	Not Available	39.8 (34.1 – 45.5)	38.1 (37.3 – 38.9)

¹Based on survey respondents, weighted by age and gender

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

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

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

	n = 249	n = 275	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	45.4 (39.2 – 51.6)	39.5 (33.8 – 45.2)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	56.6 (50.8 – 62.3)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	48.2 (42.0 – 54.4)	57.9 (52.2 – 63.7)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	18.4 (12.8 – 24.0)	15.9 (10.9 – 20.8)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	36.2 (30.0 – 42.4)	32.1 (26.5 – 37.6)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	80.0 (75.0 – 85.0)	72.2 (66.7 – 77.7)	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	28.9 (23.6 – 34.2)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	13.5 (9.5 – 17.4)	9.9 (9.4 – 10.4)
...that interferes with day to day function	Not Available	6.4 ^E (3.5 – 9.2)	3.9 (3.6 – 4.2)
Health Behaviours			
Eating fruits and vegetables (% 5 portions or more a day)	Not Available	43.3 (37.5 – 49.0)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	50.9 (45.0 – 56.7)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	29.8 (24.5 – 35.1)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	37.8 (32.0 – 43.6)	30.8 (30.0 – 31.6)

	n = 249	n = 275	n = 275	n = 13,614
Chronic Health Conditions ¹	2011 (%)	2014 (%)	2014 ² (#)	NB (%)
One or more chronic health conditions ³	60.0 (53.8 – 66.2)	67.0 (61.6 – 72.5)	5,246	61.6 (60.8 – 62.4)
High blood pressure	27.3 (21.8 – 32.8)	31.5 (26.1 – 36.9)	2,465	27.0 (26.2 – 27.7)
Arthritis	28.5 (23.0 – 34.0)	24.1 (19.1 – 29.1)	1,886	17.4 (16.8 – 18.0)
Depression	15.1 (10.7 – 19.5)	20.3 (15.7 – 25.0)	1,592	14.9 (14.3 – 15.5)
Chronic pain	19.1 (14.2 – 23.9)	16.2 (11.9 – 20.5)	1,269	14.0 (13.5 – 14.6)
Gastric Reflux (GERD)	13.2 (9.1 – 17.4)	15.2 (11.0 – 19.4)	1,190	16.4 (15.8 – 17.0)
Diabetes	11.1 ^E (7.3 – 14.9)	15.1 (10.9 – 19.2)	1,179	10.7 (10.1 – 11.2)
Heart disease	11.5 ^E (7.6 – 15.4)	10.4 ^E (6.8 – 14.0)	813	8.3 (7.9 – 8.8)
Cancer	9.4 ^E (5.8 – 12.9)	9.4 ^E (6.0 – 12.8)	739	8.3 (7.8 – 8.7)
Asthma	9.3 ^E (5.7 – 12.8)	9.1 ^E (5.8 – 12.5)	715	11.8 (11.3 – 12.4)
Emphysema or COPD	5.9 ^E (3.0 – 8.8)	5.8 ^E (3.1 – 8.5)	454	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	3.3 ^E (1.2 – 5.4)	259	3.0 (2.7 – 3.2)
Stroke	F	F	115	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%)

Perth-Andover, Plaster Rock, Tobique Area

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

n=249 n=275 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)	94.5 (91.7 - 97.3)	91.8 (88.6 - 95.0)	23	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	91.1 (87.5 - 94.7)	92.1 (88.8 - 95.4)	1	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	26.3 (20.9 - 31.7)	4	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	22.4 (17.1 - 27.7)	18.2 (13.5 - 22.9)	11	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	63.3 (57.2 - 69.4)	63.5 (57.5 - 69.5)	1	30.1 (29.3 - 30.9)
			(% within 5 days)	82.9 (78.2 - 87.7)	88.8 (84.9 - 92.7)	1	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	19.0 (14.2 - 23.9)	27.5 (22.1 - 33.0)	17	27.5 (26.7 - 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	40.1 (34.0 - 46.2)	29.0 (23.7 - 34.3)	18	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	94.4 (90.2 - 98.6)	94.4 (90.6 - 98.2)	1	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	96.5 (94.1 - 98.9)	96.1 (93.8 - 98.4)	-	95.2 (94.8 - 95.6)	
		French ⁴	71.8^E (32.4 - 100.0)	66.5^E (25.1 - 100.0)	-	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

^E 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.

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n=249 n=275 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	62.5 (52.9 - 72.1)	27	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)	98.0 (95.3 - 100.0)	98.1 (95.7 - 100.0)	3	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)	87.0 (80.5 - 93.4)	74.7 (67.0 - 82.4)	22	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)	83.4 (76.3 - 90.5)	79.7 (72.6 - 86.8)	8	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)	64.5 (55.3 - 73.7)	64.0 (55.5 - 72.5)	8	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)	80.3 (74.1 - 86.6)	68.6 (61.5 - 75.7)	22	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)	32.0 (25.0 - 38.9)	B 49.1 (42.3 - 55.9)	4	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)	46.5 (38.7 - 54.3)	47.6 (40.3 - 54.9)	16	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)	F	F	-	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

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

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n=249 n=275 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)	6.9 ^{E,6} (3.7 - 10.1)	7.9 ^{E,6} (4.8 - 11.0)	10	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	6.8 ^E (3.7 - 9.9)	3.2 ^E (1.2 - 5.2)	32	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)	85.9 (81.6 - 90.2)	85.5 (81.4 - 89.6)	6	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	45.4 (39.2 - 51.6)	59.4 (53.7 - 65.1)	4	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	51.2 (45.4 - 57.0)	27	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	16.5 (11.9 - 21.1)	20.2 (15.5 - 24.9)	18	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	23.3 (18.4 - 28.2)	18	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	13.7 (9.4 - 18.0)	24.1 (19.1 - 29.1)	2	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	6.5 ^E (3.4 - 9.6)	9.9 ^E (6.4 - 13.4)	5	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	12.4 ^E (8.3 - 16.5)	15.8 (11.5 - 20.1)	2	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	26.6 (21.5 - 31.7)	7	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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n=249 n=275 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)	80.3 (75.0 - 85.6)	80.4 (75.3 - 85.5)	18	80.2 (79.5 - 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	74.0 (68.2 - 79.7)	77.5 (72.1 - 82.9)	3	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)	72.1 (65.9 - 78.2)	75.3 (69.4 - 81.2)	10	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)	67.4 (61.5 - 73.3)	72.4 (67.2 - 77.6)	9	67.9 (67.1 - 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	86.4 (81.9 - 90.9)	92.1 (88.7 - 95.5)	1	83.9 (83.2 - 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	71.5 (63.3 - 79.7)	W 55.1 (47.1 - 63.1)	12	53.4 (52.1 - 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	86.4 (81.0 - 91.8)	4	82.0 (81.2 - 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	83.1 (70.5 - 95.7)	61.1 (46.4 - 75.8)	30	73.3 (71.6 - 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	89.6 (82.5 - 96.7)	10	87.3 (86.2 - 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	84.1 (72.3 - 95.9)	62.6 (50.1 - 75.1)	28	76.2 (73.6 - 78.8)
S-8	Ambulance services (% 8, 9 or 10)	95.5 (85.9 - 100.0)	94.0 (84.1 - 100.0)	9	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	87.3 (79.7 - 94.9)	10	82.9 (81.6 - 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	89.3 (74.6 - 100.0)	82.3 ^E (55.9 - 100.0)	28	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)	93.1 (85.8 - 100.0)	91.4 (84.1 - 98.7)	18	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	85.0 (79.3 - 90.7)	5	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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