

Riverview and Coverdale

Colpitts Settlement, Coverdale, Lower Coverdale, Riverview, Turtle Creek, Upper Coverdale



n = 386

n = 13,614

Demographic Profile ¹		2014 (%)	NB (%)
Age Group	18-34	24.4	24.3
	35-54	38.3	36.7
	55-64	17.8	18.7
	65+	19.6	20.3
Gender	Male	47.2	48.0
	Female	52.8	52.0
Education Level	High school or less	38.7	38.7
	College/Technical diploma	30.9	31.4
	University degree	30.4	29.9
Aboriginal	Yes	2.8	3.0
Preferred Language of Service	English	97.7	74.6
	French	2.3	25.4
Household Income	Less than \$25,000	11.1	19.9
	\$25,000 - \$59,999	30.9	35.5
	\$60,000 or more	58.0	44.6
Employment Status	Employed	65.4	54.6
	Unemployed/Seasonal	2.9	7.3
	Retired	22.3	24.7
	Other	9.3	13.5

Population (18 and over) based on 2011 Census: 18,555

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 = 348

n = 386

n = 13,614

Health Services Barriers	2011 (%)	2014 (%)	NB (%)
Health services not available in your area when needed	13.3 (9.8 – 16.9)	11.1 (7.9 – 14.2)	17.4 (16.7 – 18.0)
Transportation problems	7.0 ^E (4.3 – 9.7)	3.2 ^E (1.5 – 4.9)	7.1 (6.6 – 7.5)
Language problems with health care provider	7.7 ^E (4.9 – 10.5)	4.5 ^E (2.5 – 6.6)	4.2 (3.9 – 4.6)
Cost for medication too high	39.9 (34.8 – 45.1)	28.1 (23.6 – 32.6)	35.2 (34.3 – 36.0)
Cost for treatments or procedures too high	17.9 (13.7 – 22.1)	12.5 (9.1 – 15.9)	19.9 (19.2 – 20.6)
Cost for ambulance services too high	37.5 (31.5 – 43.6)	17.1 (12.9 – 21.3)	21.7 (20.9 – 22.4)
Unable to leave the house because of health problems	15.6 (11.8 – 19.4)	11.2 (8.1 – 14.3)	12.5 (11.9 – 13.0)
Have trouble finding their way around the health care system	17.7 (13.7 – 21.6)	7.2 ^E (4.6 – 9.7)	9.3 (8.8 – 9.8)
Difficulty understanding written information about medical condition or prescription (% always or usually)	10.9 (7.6 – 14.2)	5.4 ^E (3.1 – 7.7)	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)	89.2 (85.9 – 92.5)	94.1 (91.8 – 96.5)	91.0 (90.6 – 91.5)
Things that contribute a lot to feelings of stress			
Time pressures / not enough time	Not Available	43.0 (38.1 – 47.9)	40.9 (40.1 – 41.7)
Your own work situation (ex: hours of work, or working conditions)	Not Available	39.8 (34.9 – 44.6)	34.2 (33.4 – 35.0)
Health of family members	Not Available	38.1 (33.3 – 42.9)	38.1 (37.3 – 38.9)

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%)

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

	n = 348	n = 386	n = 13,614
Health Profile	2011 (%)	2014 (%)	NB (%)
Self-rated Health (% very good or excellent)	54.7 (49.5 – 59.9)	56.8 (51.9 – 61.7)	50.5 (49.6 – 51.3)
Self-rated mental or emotional health (% very good or excellent)	Not Available	69.4 (64.9 – 74.0)	65.4 (64.6 – 66.2)
“My health largely depends on how well I take care of myself” (% strongly agree)	60.1 (55.0 – 65.2)	55.9 (51.0 – 60.8)	55.2 (54.4 – 56.0)
Number of prescription medications taken on a regular basis ³ (% 6 or more)	12.2 ^E (8.0 – 16.4)	12.4 (8.5 – 16.3)	15.2 (14.5 – 15.9)
Discuss regularly with a health professional on improving health or preventing illness (% always or usually)	27.6 (22.7 – 32.5)	23.8 (19.5 – 28.1)	25.4 (24.7 – 26.1)
How long have you been seeing the same family doctor? (% 5 years or more)	71.3 (66.4 – 76.2)	67.3 (62.7 – 72.0)	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	18.7 (14.8 – 22.5)	22.1 (21.4 – 22.8)
Memory Loss			
Someone in household has a memory problem	Not Available	6.5 ^E (4.0 – 8.9)	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	56.5 (51.6 – 61.4)	50.4 (49.5 – 51.2)
Moderate or vigorous physical activity (% at least 2 ½ hours a week)	Not Available	46.6 (41.6 – 51.5)	49.0 (48.1 – 49.8)
Current smoker (% daily or occasional)	Not Available	15.8 (12.2 – 19.4)	19.2 (18.5 – 19.8)
Unhealthy weight (% obese)	Not Available	31.6 (27.0 – 36.3)	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	59.6 (54.5 – 64.7)	61.2 (56.4 – 66.0)	11,355	61.6 (60.8 – 62.4)
High blood pressure	26.2 (21.6 – 30.8)	24.6 (20.3 – 28.9)	4,566	27.0 (26.2 – 27.7)
Gastric Reflux (GERD)	18.8 (14.8 – 22.9)	19.5 (15.6 – 23.4)	3,617	16.4 (15.8 – 17.0)
Arthritis	16.5 (12.6 – 20.3)	16.6 (12.9 – 20.3)	3,078	17.4 (16.8 – 18.0)
Depression	12.1 (8.7 – 15.5)	14.6 (11.1 – 18.1)	2,709	14.9 (14.3 – 15.5)
Chronic pain	12.7 (9.3 – 16.2)	12.4 (9.1 – 15.7)	2,302	14.0 (13.5 – 14.6)
Diabetes	9.2 ^E (6.1 – 12.2)	11.5 (8.4 – 14.7)	2,138	10.7 (10.1 – 11.2)
Asthma	7.9 ^E (5.1 – 10.7)	9.5 (6.6 – 12.5)	1,771	11.8 (11.3 – 12.4)
Heart disease	7.1 ^E (4.4 – 9.7)	9.1 (6.3 – 12.0)	1,695	8.3 (7.9 – 8.8)
Cancer	6.4 ^E (3.9 – 9.0)	8.7 (5.9 – 11.5)	1,610	8.3 (7.8 – 8.7)
Emphysema or COPD	2.7 ^E (1.0 – 4.4)	2.5 ^E (1.0 – 4.1)	471	3.0 (2.7 – 3.3)
Mood disorder other than depression	F	1.4 ^E (0.5 – 2.2)	251	3.0 (2.7 – 3.2)
Stroke	F	F	169	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%)

Riverview and Coverdale

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

n=348 n=386 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)	90.0 (87.0 – 93.0)	B 97.2 (95.6 - 98.8)	4	92.1 (91.7 - 92.5)	
	A-2	Calling family doctor's office during regular practice hours (% very easy or somewhat easy)	67.9 (63.0 – 72.9)	73.1 (68.6 - 77.6)	28	78.3 (77.6 - 79.0)	
	A-3	Family doctor has extended office hours (after 5pm or on weekends) (% yes)	Not available	13.8 (10.4 - 17.2)	19	16.2 (15.6 - 16.8)	
	A-4	Family doctor has an after-hour arrangement when office is closed (% yes)	36.5 (31.4 – 41.6)	W 26.3 (21.9 - 30.7)	5	18.2 (17.5 - 18.9)	
	A-5	How quickly appointment can be made with family doctor	(% on same day or next day)	27.2 (22.3 – 32.1)	28.7 (24.0 - 33.4)	21	30.1 (29.3 - 30.9)
			(% within 5 days)	59.8 (54.3 – 65.2)	61.3 (56.3 - 66.3)	17	60.3 (59.4 - 61.2)
	A-6	Nurse working with family doctor who is regularly involved in health care (% yes)	23.6 (19.0 – 28.2)	23.5 (19.2 - 27.7)	23	27.5 (26.7 – 28.3)	
	A-7	Has access to a primary health team ³ (% yes)	26.4 (21.9 – 30.9)	26.9 (22.5 - 31.3)	22	28.5 (27.8 - 29.2)	
	A-8	Wait time at the hospital emergency department (% less than 4 hours)	70.8 (62.3 – 79.4)	65.9 (57.3 - 74.5)	26	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	97.2 (95.5 – 98.9)	94.7 (92.4 - 97.0)	-	95.2 (94.8 - 95.6)	
		French ⁴	F	F	-	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

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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=348 n=386 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	72.5 (64.9 - 80.1)	14	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)	92.4 (88.0 - 96.8)	94.1 (90.5 - 97.7)	9	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)	78.5 (71.5 - 85.6)	75.3 (68.7 - 81.9)	19	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)	76.9 (69.8 - 84.0)	77.1 (70.6 - 83.6)	15	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)	68.5 (60.8 - 76.3)	W 53.0 (45.4 - 60.6)	28	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)	64.6 (58.0 - 71.1)	66.1 (60.1 - 72.1)	27	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)	44.3 (38.1 - 50.5)	48.8 (42.9 - 54.7)	5	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)	53.4 (46.6 - 60.2)	60.4 (54.2 - 66.6)	4	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)	2.9 ^{E,6} (1.1 - 4.6)	2.7 ^{E,6} (1.1 - 4.3)	-	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

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n=348 n=386 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)	2.8 ^E (1.1 - 4.4)	F	-	11.5 ⁶ (11.0 - 12.0)
Q-11	Has used Tele-Care or other telephone information lines in the last 12 months (% yes)	10.5 (7.4 - 13.6)	8.3 ^E (5.6 - 11.0)	9	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)	76.1 (71.8 - 80.4)	88.5 (85.3 - 91.7)	5	80.3 (79.6 - 81.0)
U-2	Visited a hospital emergency department (% yes)	30.0 (25.4 - 34.6)	32.3 (27.7 - 36.9)	28	41.3 (40.5 - 42.1)
U-3	Visited a specialist (% yes)	Not available	66.3 (61.6 - 71.0)	1	56.4 (55.6 - 57.2)
U-4	Visited an after-hours clinic or a walk-in clinic (% yes)	41.6 (36.6 - 46.6)	46.6 (41.6 - 51.6)	1	24.3 (23.6 - 25.0)
U-5	Visited an alternative practitioner (% yes)	Not available	26.2 (21.9 - 30.5)	13	25.2 (24.5 - 25.9)
U-6	Visited a community health centre (% yes)	6.0 ^E (3.6 - 8.4)	F	-	6.9 (6.5 - 7.3)
U-7	Used ambulance services (% yes)	3.4 ^E (1.6 - 5.2)	5.2 ^E (3.0 - 7.4)	18	5.7 (5.3 - 6.1)
U-8	Visited a nurse practitioner (% yes)	5.3 ^E (3.0 - 7.6)	8.6 ^E (5.8 - 11.4)	13	7.7 (7.3 - 8.1)
U-9	Visited a health professional at a private clinic (% yes)	Not available	24.8 (20.5 - 29.1)	13	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=348 n=386 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)	70.2 (64.7 – 75.7)	B 81.5 (77.5 – 85.5)	14	80.2 (79.5 – 80.9)
C-2	How often family doctor involves citizens in decisions about their health care (% always)	67.5 (62.1 – 73.0)	68.2 (63.3 – 73.1)	21	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)	67.8 (62.3 – 73.2)	71.0 (66.0 – 76.0)	20	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)	56.9 (51.8 – 62.0)	65.6 (60.9 – 70.3)	21	67.9 (67.1 – 68.7)
S-2	Services from personal family doctor (% 8, 9 or 10)	75.2 (70.3 – 80.0)	78.7 (74.4 – 83.0)	33	83.9 (83.2 – 84.6)
S-3	Services at the hospital emergency department (% 8, 9 or 10)	51.5 (42.2 – 60.7)	44.2 (35.2 – 53.2)	30	53.4 (52.1 – 54.7)
S-4	Services from specialist (% 8, 9 or 10)	Not available	79.6 (74.8 – 84.4)	24	82.0 (81.2 – 82.8)
S-5	Services at an after-hours clinic or walk-in clinic (% 8, 9 or 10)	70.2 (62.3 – 78.1)	71.8 (64.8 – 78.8)	21	73.3 (71.6 – 75.0)
S-6	Services from alternative practitioner (% 8, 9 or 10)	Not available	90.7 (85.2 – 96.2)	6	87.3 (86.2 – 88.4)
S-7	Services at a community health centre (% 8, 9 or 10)	91.1 (78.4 – 103.9)	69.7 ^E (35.7 – 100.0)	24	76.2 (73.6 – 78.8)
S-8	Ambulance services (% 8, 9 or 10)	78.0 (57.7 – 98.2)	100.0 (100 – 100)	1	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	85.7 (78.8 – 92.6)	13	82.9 (81.6 – 84.2)
S-11	Evaluation of Tele-Care services (% very or somewhat helpful)	94.3 (86.0 – 100.0)	84.0 (70.4 – 97.6)	26	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)	96.8 (92.6 – 100.0)	89.3 (81.6 – 97.0)	22	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	74.8 (69.5 – 80.1)	32	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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