New Brunswick Health Council

2012 Home Care Survey Results

Profile of Citizens Receiving Home Care[1]

Zone 1

Overall Respondents (n=972)

Included in this Zone:

Dieppe, Memramcook, Moncton, Riverview, Beaubassin-est/East, Cap-Pelé, Saint-Antoine, Shediac, Bouctouche, Rexton, Richibucto, Saint-Louis-de-Kent, Dorchester, Port Elgin, Sackville, Petitcodiac, Salisbury, Alma, Hillsborough, Riverside-Albert

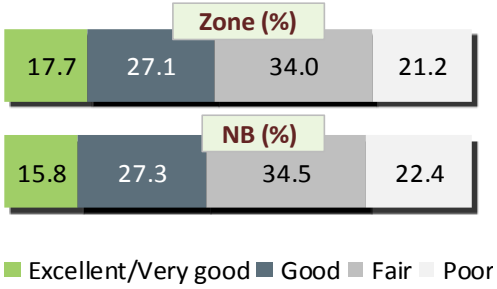
Demographic profile		Zone (%)	NB (%)
Age group	Under 18	3.6	3.0
	18-64	31.8	30.8
	65-74	20.4	19.7
	75-84	26.4	25.6
	85+	17.9	20.9
		Zone (%)	**NB (%)**
Gender	Male	37.0	35.8
	Female	63.0	64.2
Education Level	No high school diploma	49.1	51.8
	High school or higher	50.9	48.2
Household Income	Less than $25,000	59.9	62.1
	$25,000 or more	40.1	37.9
Preferred language of service	English	74.2	72.8
	French	25.8	27.2
Aboriginal	% yes	2.3	3.0

Chronic Health Conditions	Zone (%)	NB (%)
High blood pressure or hypertension	55.5	56.8
Arthritis	44.7	48.3
Chronic pain	37.9	40.7
Heart disease	33.2	35.3
Gastric reflux (GERD)	30.3	31.5
Diabetes	30.9	30.4
Cancer	28.0	26.2
Depression	24.8	24.5
Asthma	17.6	20.3
Emphysema or COPD	14.4	18.3
Stroke	12.9	15.8
Dementia	4.6	6.8
Mood disorder other than depression[t]	4.2	3.7
Alzheimer	1.6	3.5

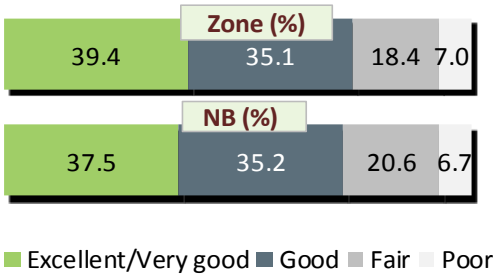
Confidence: Ability to control and manage health condition		
[Among clients with at least one chronic health condition from table above]	Zone (%)	NB (%)
Very confident	28.5	25.5
Confident	54.0	55.9
Not very confident	12.5	12.2
Not at all confident	4.9	6.4

Included in this profile:
All surveyed Zone 1 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



Self-Rated Mental or Emotional Health



[1] Based on survey respondents, weighted by age
[t] Includes bipolar disorder, mania, manic depression or dysthymia

New Brunswick Health Council

2012 Home Care Survey Results

Home Care at a Glance

Zone 1

Extra-Mural Program (Zone 1, n=761)

Service Received (in past 2 months) (%)	Zone	NB
Nurse	82.8	82.0
Physiotherapist	24.9	25.5
Respiratory therapist	16.6	20.1
Dietitian	15.0	19.9
Social worker	14.7	16.7
Occupational therapist	11.6	16.2
Speech language pathologist	3.6	3.5
Rehabilitation support personne	3.5	3.3
Pharmacist	4.1	2.7
Doctor/Physician	2.2	1.7
How long have you been getting services? (%)		
Services for at least 1 year	45.9	48.4
How often do you receive services? (%)		
Every day	6.2	5.9
A few times a week	25.5	22.6
Once/week or less	68.3	71.5

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	78.6	76.1

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	7.3	7.6
Limits or reductions in duration of service or hours available	6.9	7.6

Home Support Services (Zone 1, n=385)

Service Received (in past 2 months) (%)	Zone	NB
Housekeeping	93.3	92.9
Meal preparation	63.4	72.2
Grooming or dressing	47.4	49.6
Bathing	44.6	48.1
Respite relief/care	39.4	41.6
Transferring	27.4	34.8
Feeding or nutrition care	28.3	30.7
How long have you been getting services? (%)		
Services for at least 1 year	66.2	73.0
How often do you receive services? (%)		
Every day	28.1	34.3
A few times a week	53.6	52.0
Once/week or less	18.2	13.7

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	70.1	70.6

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	26.5	19.8
Limits or reductions in duration of service or hours available	27.8	25.6

Caregiver Profile (Zone 1, n=972)

All home care service recipients

	Zone	NB
% who live alone	33.5	33.1
% with caregiver help	60.2	61.6
Who helps the most? (%) (among those who receive help n=565)		
Son or daughter	30.3	36.9
Spouse or partner	40.0	33.4
Other family member	11.5	12.1
Mother or father	7.2	8.6
Friend or volunteer	7.5	6.9
How often do you get help? (%) (among those who receive help n=570)		
Every day	58.6	58.6
A few times a week	19.2	20.5
Once/week or less	20.5	19.8

Unmet Needs (n=972)

All home care service recipients

% who said 'yes'	Zone	NB
Could anything else have been done or provided to help you stay at home?	11.7	11.4
Top 3 mentions: What could have been done?[1] *(%)*		
More hours/Access after-hr.	20.1	28.1
More home support services	31.4	27.0
More funding/high cost	16.3	17.4

[1] *Among those who indicated unmet needs.*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 1

Quality of Service
Extra-Mural Program

		Zone 1 (%)		NB (%)	
	Sample Size	n=761		n=3,153	
Accessibility	Did care start as soon as you thought you needed it? *(% yes)*	92.6 *(91.2 - 93.9)*		93.0 *(92.4 - 93.7)*	
	Always got help when contacting the office *[Among those who contacted the office] (% yes)*	96.1 *(94.5 - 97.6)*		96.8 *(96.1 - 97.5)*	
Communication	How often providers explained things in a way that was easy to understand *(% always)*	91.4 *(90.0 - 92.8)*		90.4 *(89.6 - 91.1)*	
	How often providers treated clients with courtesy and respect *(% always)*	97.5 *(96.7 - 98.3)*		96.4 *(95.9 - 96.8)*	
Coordination	How often providers seemed informed about all care/treatment received at home *[Among clients with services from more than one person] (% always)*	78.3 *(75.6 - 81.0)*		77.1 *(75.8 - 78.5)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	79.8 *(77.2 - 82.4)*		81.7 *(80.5 - 83.0)*	
Patient-centred	Staff gave information needed for clients to take care of themselves *(% strongly agree)*	50.6 *(48.0 - 53.2)*		49.3 *(48.0 - 50.6)*	
	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	44.6 *(41.8 - 47.4)*		42.8 *(41.4 - 44.2)*	
Satisfaction	Satisfaction rating: home health care services received *(% 8,9 or 10 on a scale of 0 to 10)*	96.1 *(95.1 - 97.1)*		96.7 *(96.2 - 97.1)*	
	Would recommend Extra-Mural to family/friends *(% definitely yes)*	95.2 *(94.1 - 96.3)*		94.2 *(93.6 - 94.8)*	
Safety	Staff talked with clients about how to set up home to move around safely *(% yes)*	69.8 *(67.2 - 72.4)*		72.2 *(71.0 - 73.5)*	
	Staff talked with clients about all the medicines they were taking *(% yes)*	70.3 *(67.8 - 72.8)*		72.3 *(71.1 - 73.4)*	
	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		0.7[E] *(0.5 - 0.9)*	
Equity	How often service was received in language of preference *[Among those who specified a preference] (% always)*	*Eng* 97.3 *(96.3 - 98.3)*	*Fr.* 95.9 *(93.8 - 97.9)*	*Eng* 97.5 *(97.0 - 98.0)*	*Fr.* 92.7 *(914 - 94.0)*

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 1

Quality of Service
Home Support Services

		Zone 1 (%)		NB (%)	
	Sample Size	n=385		n=1,905	
Accessibility	Ease or difficulty getting information about home care services before starting *(% very easy)*	17.2 *(14.2 - 20.2)*		19.4 *(18.1 - 20.8)*	
	Did home care start as soon as you thought you needed it? *(% yes)*	75.1 *(72.0 - 78.2)*		80.1 *(78.8 - 81.4)*	
	Ease or difficulty contacting agency office or home support worker for help *(% very easy)*	62.1 *(58.6 - 65.7)*		58.6 *(57.0 - 60.3)*	
Communication	How often home support workers explained things in a way that was easy to understand *(% always)*	89.4 *(87.1 - 91.7)*		84.5 *(83.3 - 85.7)*	
	How often home support workers treated clients with courtesy and respect *(% always)*	90.7 *(88.6 - 92.7)*		90.3 *(89.3 - 91.2)*	
Coordination	How often home support workers seemed informed about all care received at home *[Among clients with services from more than one person]* *(% always)*	68.2 *(62.8 - 73.5)*		67.8 *(65.5 - 70.1)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	72.1 *(67.0 - 77.2)*		75.5 *(73.4 - 77.6)*	
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	25.8 *(22.3 - 29.3)*		27.3 *(25.8 - 28.9)*	
Satisfaction	Satisfaction rating: home care services received *(% 8,9 or 10 on a scale of 0 to 10)*	86.2 *(83.7 - 88.7)*		87.9 *(86.8 - 88.9)*	
	Would recommend agency or home support worker to family/friends *(% definitely yes)*	69.0 *(65.6 - 72.3)*		74.3 *(72.9 - 75.7)*	
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		1.8[E] *(1.4 - 2.3)*	
Equity	How often service was received in language of preference *[Among those who specified a preference]* *(% always)*	*Eng* 98.6 (97.6 - 99.6)	*Fr.* 81.5 (75.6 - 87.5)	*Eng* 97.3 (96.7 - 97.9)	*Fr.* 90.7 (88.8 - 92.5)
Barrier	Have you ever found the cost for home care services too high? *(% yes)*	26.0 *(22.7 - 29.3)*		22.1 *(20.7 - 23.5)*	

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results

Profile of Citizens Receiving Home Care[1]

Zone 2

Overall Respondents (n=973)

Included in this Zone:

Grand Bay-Westfield, Hampton, Quispamsis, Rothesay, Saint John, Norton, St. Martins, Sussex, Sussex Corner, Saint Andrews, St. Stephen, Blacks Harbour, Campobello Island, Grand Manan, St. George

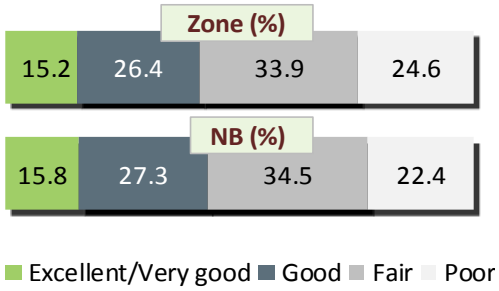
Demographic profile		Zone (%)	NB (%)
Age group	Under 18	2.2	3.0
	18-64	29.0	30.8
	65-74	19.9	19.7
	75-84	27.6	25.6
	85+	21.4	20.9
		Zone (%)	**NB (%)**
Gender	Male	38.6	35.8
	Female	61.4	64.2
Education Level	No high school diploma	43.6	51.8
	High school or higher	56.4	48.2
Household Income	Less than $25,000	57.4	62.1
	$25,000 or more	42.6	37.9
Preferred language of service	English	99.7	72.8
	French	0.3	27.2
Aboriginal	% yes	3.1	3.0

Chronic Health Conditions	Zone (%)	NB (%)
High blood pressure or hypertension	56.8	56.8
Arthritis	52.0	48.3
Chronic pain	43.3	40.7
Heart disease	37.9	35.3
Gastric reflux (GERD)	30.9	31.5
Diabetes	32.7	30.4
Cancer	28.6	26.2
Depression	23.7	24.5
Asthma	19.1	20.3
Emphysema or COPD	21.0	18.3
Stroke	18.7	15.8
Dementia	7.1	6.8
Mood disorder other than depression[t]	2.3	3.7
Alzheimer	3.9	3.5

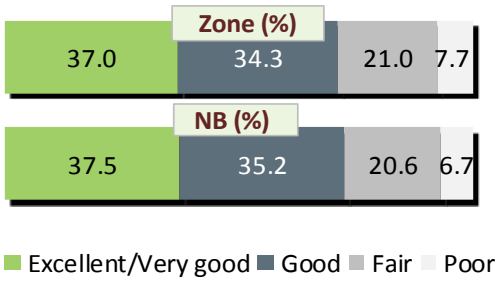
Confidence: Ability to control and manage health condition [Among clients with at least one chronic health condition from table above]	Zone (%)	NB (%)
Very confident	23.8	25.5
Confident	55.8	55.9
Not very confident	12.7	12.2
Not at all confident	7.7	6.4

Included in this profile:
All surveyed Zone 2 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



Self-Rated Mental or Emotional Health



[1] Based on survey respondents, weighted by age
[t] Includes bipolar disorder, mania, manic depression or dysthymia

New Brunswick Health Council

2012 Home Care Survey Results

Home Care at a Glance

Zone 2

Overall Respondents

Extra-Mural Program (Zone 2, n=768)

Service Received (in past 2 months)	Zone	NB
		(%)
Nurse	79.9	82.0
Physiotherapist	22.5	25.5
Respiratory therapist	21.6	20.1
Dietitian	18.4	19.9
Social worker	12.5	16.7
Occupational therapist	16.5	16.2
Speech language pathologist	2.3	3.5
Rehabilitation support personne	2.0	3.3
Pharmacist	1.7	2.7
Doctor/Physician	1.5	1.7
How long have you been getting services? (%)		
Services for at least 1 year	54.1	48.4
How often do you receive services? (%)		
Every day	5.2	5.9
A few times a week	20.0	22.6
Once/week or less	74.8	71.5

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	74.6	76.1

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	5.3	7.6
Limits or reductions in duration of service or hours available	5.3	7.6

Home Support Services (Zone 2, n=405)

Service Received (in past 2 months)	Zone	NB
		(%)
Housekeeping	94.5	92.9
Meal preparation	73.4	72.2
Grooming or dressing	51.3	49.6
Bathing	51.1	48.1
Respite relief/care	38.5	41.6
Transferring	36.1	34.8
Feeding or nutrition care	25.5	30.7
How long have you been getting services? (%)		
Services for at least 1 year	72.7	73.0
How often do you receive services? (%)		
Every day	39.0	34.3
A few times a week	50.6	52.0
Once/week or less	10.4	13.7

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	73.7	70.6

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	16.4	19.8
Limits or reductions in duration of service or hours available	23.6	25.6

Caregiver Profile (Zone 2, n=973)

All home care service recipients

	Zone	NB
% who live alone	32.0	33.1
% with caregiver help	63.8	61.6
Who helps the most? (%) (among those who receive help n=589)		
Son or daughter	39.1	36.9
Spouse or partner	34.1	33.4
Other family member	12.1	12.1
Mother or father	7.5	8.6
Friend or volunteer	5.7	6.9
How often do you get help? (%) (among those who receive help n=592)		
Every day	58.7	58.6
A few times a week	20.8	20.5
Once/week or less	19.8	19.8

Unmet Needs (n=973)

All home care service recipients

% who said 'yes'	Zone	NB
Could anything else have been done or provided to help you stay at home?	10.5	11.4
Top 3 mentions: What could have been done?[1] *(%)*		
More hours/Access after-hr.	30.8	28.1
More home support services	21.6	27.0
More funding/high cost	24.0	17.4

[1] *Among those who indicated unmet needs.*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 2

Quality of Service
Extra-Mural Program

		Zone 2 (%)		NB (%)	
	Sample Size	n=768		n=3,153	
Accessibility	Did care start as soon as you thought you needed it? *(% yes)*	93.7 *(92.5 - 95.0)*		93.0 *(92.4 - 93.7)*	
	Always got help when contacting the office *[Among those who contacted the office] (% yes)*	96.6 *(95.2 - 98.0)*		96.8 *(96.1 - 97.5)*	
Communication	How often providers explained things in a way that was easy to understand *(% always)*	90.3 *(88.8 - 91.8)*		90.4 *(89.6 - 91.1)*	
	How often providers treated clients with courtesy and respect *(% always)*	96.8 *(95.9 - 97.7)*		96.4 *(95.9 - 96.8)*	
Coordination	How often providers seemed informed about all care/treatment received at home *[Among clients with services from more than one person] (% always)*	76.7 *(73.9 - 79.4)*		77.1 *(75.8 - 78.5)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	83.6 *(81.2 - 86.0)*		81.7 *(80.5 - 83.0)*	
Patient-centred	Staff gave information needed for clients to take care of themselves *(% strongly agree)*	52.0 *(49.4 - 54.6)*		49.3 *(48.0 - 50.6)*	
	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	44.6 *(41.8 - 47.4)*		42.8 *(41.4 - 44.2)*	
Satisfaction	Satisfaction rating: home health care services received *(% 8,9 or 10 on a scale of 0 to 10)*	97.7 *(96.9 - 98.5)*		96.7 *(96.2 - 97.1)*	
	Would recommend Extra-Mural to family/friends *(% definitely yes)*	94.8 *(93.6 - 95.9)*		94.2 *(93.6 - 94.8)*	
Safety	Staff talked with clients about how to set up home to move around safely *(% yes)*	70.4 *(67.9 - 72.9)*		72.2 *(71.0 - 73.5)*	
	Staff talked with clients about all the medicines they were taking *(% yes)*	64.9 *(62.4 - 67.5)*		72.3 *(71.1 - 73.4)*	
	Do you believe you were harmed because of an error or mistake? *(% yes)*	F		0.7[E] *(0.5 - 0.9)*	
Equity	How often service was received in language of preference *[Among those who specified a preference] (% always)*	*Eng* 98.4 (97.8 - 99.0)	*Fr.* F	*Eng* 97.5 (97.0 - 98.0)	*Fr.* 92.7 (914 - 94.0)

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 2

Quality of Service
Home Support Services

		Zone 2 (%)		NB (%)	
	Sample Size	n=405		n=1,905	
Accessibility	Ease or difficulty getting information about home care services before starting *(% very easy)*	27.5 *(24.1 - 30.8)*		19.4 *(18.1 - 20.8)*	
	Did home care start as soon as you thought you needed it? *(% yes)*	85.0 *(82.5 - 87.5)*		80.1 *(78.8 - 81.4)*	
	Ease or difficulty contacting agency office or home support worker for help *(% very easy)*	71.8 *(68.6 - 75.1)*		58.6 *(57.0 - 60.3)*	
Communication	How often home support workers explained things in a way that was easy to understand *(% always)*	85.0 *(82.4 - 87.5)*		84.5 *(83.3 - 85.7)*	
	How often home support workers treated clients with courtesy and respect *(% always)*	90.1 *(88.0 - 92.2)*		90.3 *(89.3 - 91.2)*	
Coordination	How often home support workers seemed informed about all care received at home *[Among clients with services from more than one person]* *(% always)*	63.8 *(59.0 - 68.6)*		67.8 *(65.5 - 70.1)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	78.5 *(74.4 - 82.6)*		75.5 *(73.4 - 77.6)*	
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	32.0 *(28.4 - 35.6)*		27.3 *(25.8 - 28.9)*	
Satisfaction	Satisfaction rating: home care services received *(% 8,9 or 10 on a scale of 0 to 10)*	87.1 *(84.8 - 89.5)*		87.9 *(86.8 - 88.9)*	
	Would recommend agency or home support worker to family/friends *(% definitely yes)*	70.9 *(67.7 - 74.1)*		74.3 *(72.9 - 75.7)*	
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	F		1.8[E] *(1.4 - 2.3)*	
Equity	How often service was received in language of preference *[Among those who specified a preference]* *(% always)*	*Eng* 97.8 (96.8 - 98.8)	*Fr.* T	*Eng* 97.3 (96.7 - 97.9)	*Fr.* 90.7 (88.8 - 92.5)
Barrier	Have you ever found the cost for home care services too high? *(% yes)*	23.4 *(20.4 - 26.5)*		22.1 *(20.7 - 23.5)*	

[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%)*

[T] *Sample size too small to report*

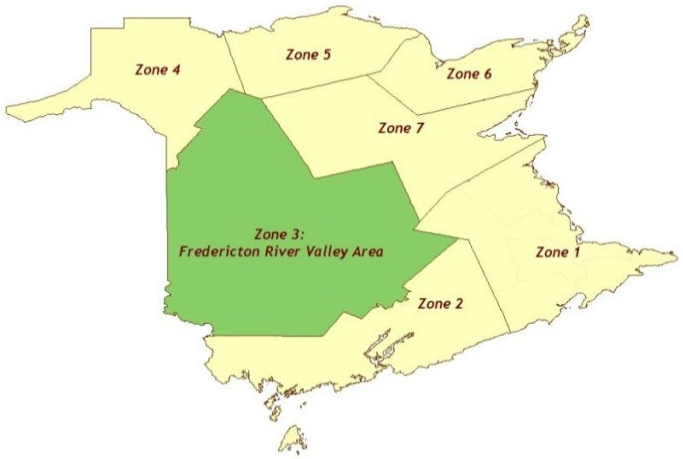
New Brunswick Health Council

2012 Home Care Survey Results

Profile of Citizens Receiving Home Care[1]

Zone 3

Overall Respondents (n=861)



Included in this Zone:

Fredericton, Harvey, New Maryland, Bath, Centreville, Florenceville-Bristol, Hartland, Woodstock, Fredericton Junction, Gagetown, Oromocto, Tracy, Doaktown, Stanley, Upper Miramichi, Canterbury, McAdam, Meductic, Millville, Nackawic, Aroostook, Perth-Andover, Plaster Rock, Cambridge-Narrows, Chipman, Minto

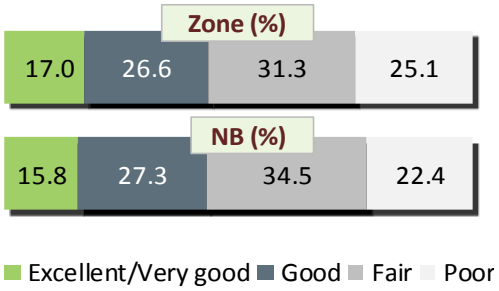
Demographic profile		Zone (%)	NB (%)
Age group	Under 18	3.6	3.0
	18-64	28.2	30.8
	65-74	21.5	19.7
	75-84	25.0	25.6
	85+	21.7	20.9
		Zone (%)	**NB (%)**
Gender	Male	35.0	35.8
	Female	65.0	64.2
Education Level	No high school diploma	46.9	51.8
	High school or higher	53.1	48.2
Household Income	Less than $25,000	59.3	62.1
	$25,000 or more	40.7	37.9
Preferred language of service	English	99.2	72.8
	French	0.8	27.2
Aboriginal	% yes	2.0	3.0

Chronic Health Conditions	Zone (%)	NB (%)
High blood pressure or hypertension	56.6	56.8
Arthritis	51.1	48.3
Chronic pain	40.0	40.7
Heart disease	38.0	35.3
Gastric reflux (GERD)	30.4	31.5
Diabetes	32.1	30.4
Cancer	24.2	26.2
Depression	25.1	24.5
Asthma	19.6	20.3
Emphysema or COPD	21.7	18.3
Stroke	16.9	15.8
Dementia	8.7	6.8
Mood disorder other than depression[t]	3.7	3.7
Alzheimer	5.3	3.5

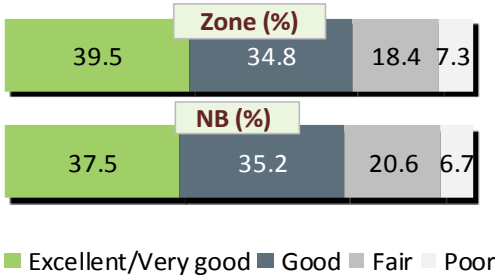
Confidence: Ability to control and manage health condition		
[Among clients with at least one chronic health condition from table above]	Zone (%)	NB (%)
Very confident	26.2	25.5
Confident	53.1	55.9
Not very confident	12.9	12.2
Not at all confident	7.8	6.4

Included in this profile:
All surveyed Zone 3 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



Self-Rated Mental or Emotional Health



[1] Based on survey respondents, weighted by age
[t] Includes bipolar disorder, mania, manic depression or dysthymia

New Brunswick Health Council

2012 Home Care Survey Results

Home Care at a Glance

Zone 3

Overall Respondents

Extra-Mural Program (Zone 3, n=618)

Service Received (in past 2 months)	(%)	
	Zone	NB
Nurse	78.7	82.0
Physiotherapist	26.9	25.5
Respiratory therapist	23.2	20.1
Dietitian	27.5	19.9
Social worker	15.4	16.7
Occupational therapist	19.0	16.2
Speech language pathologist	5.2	3.5
Rehabilitation support personne	3.0	3.3
Pharmacist	3.1	2.7
Doctor/Physician	1.4	1.7
How long have you been getting services? (%)		
Services for at least 1 year	44.5	48.4
How often do you receive services? (%)		
Every day	6.5	5.9
A few times a week	22.2	22.6
Once/week or less	71.3	71.5

Satisfaction with number of times care was received (in past 2 months)		
	Zone	NB
% Very Satisfied	74.6	76.1

Reported Difficulties in Receiving Care		
	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	8.0	7.6
Limits or reductions in duration of service or hours available	8.4	7.6

Home Support Services (Zone 3, n=420)

Service Received (in past 2 months)	(%)	
	Zone	NB
Housekeeping	92.7	92.9
Meal preparation	75.0	72.2
Grooming or dressing	51.9	49.6
Bathing	50.3	48.1
Respite relief/care	45.2	41.6
Transferring	32.3	34.8
Feeding or nutrition care	28.4	30.7
How long have you been getting services? (%)		
Services for at least 1 year	73.9	73.0
How often do you receive services? (%)		
Every day	33.7	34.3
A few times a week	53.6	52.0
Once/week or less	12.7	13.7

Satisfaction with number of times care was received (in past 2 months)		
	Zone	NB
% Very Satisfied	74.3	70.6

Reported Difficulties in Receiving Care		
	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	17.5	19.8
Limits or reductions in duration of service or hours available	22.8	25.6

Caregiver Profile (Zone 3, n=861)

All home care service recipients

	Zone	NB
% who live alone	35.8	33.1
% with caregiver help	63.9	61.6
Who helps the most? (%) (among those who receive help n=525)		
	Zone	NB
Son or daughter	41.1	36.9
Spouse or partner	31.7	33.4
Other family member	12.0	12.1
Mother or father	7.3	8.6
Friend or volunteer	6.8	6.9
How often do you get help? (%) (among those who receive help n=530)		
	Zone	NB
Every day	55.5	58.6
A few times a week	20.6	20.5
Once/week or less	23.1	19.8

Unmet Needs (n=861)

All home care service recipients

% who said 'yes'	Zone	NB
Could anything else have been done or provided to help you stay at home?	10.1	11.4
Top 3 mentions: What could have been done?[1] *(%)*		
More hours/Access after-hr.	21.7	28.1
More home support services	27.8	27.0
More funding/high cost	10.2	17.4

[1] *Among those who indicated unmet needs.*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 3

Quality of Service
Extra-Mural Program

		Zone 3 (%)		NB (%)	
	Sample Size	n=618		n=3,153	
Accessibility	Did care start as soon as you thought you needed it? *(% yes)*	92.6 *(91.1 - 94.1)*		93.0 *(92.4 - 93.7)*	
	Always got help when contacting the office *[Among those who contacted the office] (% yes)*	97.7 *(96.4 - 99.0)*		96.8 *(96.1 - 97.5)*	
Communication	How often providers explained things in a way that was easy to understand *(% always)*	92.6 *(91.1 - 94.1)*		90.4 *(89.6 - 91.1)*	
	How often providers treated clients with courtesy and respect *(% always)*	96.2 *(95.1 - 97.3)*		96.4 *(95.9 - 96.8)*	
Coordination	How often providers seemed informed about all care/treatment received at home *[Among clients with services from more than one person] (% always)*	71.9 *(68.6 - 75.2)*		77.1 *(75.8 - 78.5)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	84.6 *(81.9 - 87.2)*		81.7 *(80.5 - 83.0)*	
Patient-centred	Staff gave information needed for clients to take care of themselves *(% strongly agree)*	52.2 *(49.3 - 55.0)*		49.3 *(48.0 - 50.6)*	
	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	44.9 *(41.9 - 48.0)*		42.8 *(41.4 - 44.2)*	
Satisfaction	Satisfaction rating: home health care services received *(% 8,9 or 10 on a scale of 0 to 10)*	96.5 *(95.4 - 97.5)*		96.7 *(96.2 - 97.1)*	
	Would recommend Extra-Mural to family/friends *(% definitely yes)*	93.8 *(92.4 - 95.2)*		94.2 *(93.6 - 94.8)*	
Safety	Staff talked with clients about how to set up home to move around safely *(% yes)*	74.2 *(71.4 - 76.9)*		72.2 *(71.0 - 73.5)*	
	Staff talked with clients about all the medicines they were taking *(% yes)*	72.8 *(70.2 - 75.5)*		72.3 *(71.1 - 73.4)*	
	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		0.7 [E] *(0.5 - 0.9)*	
Equity	How often service was received in language of preference *[Among those who specified a preference] (% always)*	*Eng* 97.7 (96.9 - 98.6)	*Fr.* 84.3 [E] (63.5 - 100)	*Eng* 97.5 (97.0 - 98.0)	*Fr.* 92.7 (914 - 94.0)

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 3

Quality of Service
Home Support Services

		Zone 3 (%)		NB (%)	
	Sample Size	n=420		n=1,905	
Accessibility	Ease or difficulty getting information about home care services before starting *(% very easy)*	23.8 *(20.7 - 26.9)*		19.4 *(18.1 - 20.8)*	
	Did home care start as soon as you thought you needed it? *(% yes)*	82.2 *(79.6 - 84.9)*		80.1 *(78.8 - 81.4)*	
	Ease or difficulty contacting agency office or home support worker for help *(% very easy)*	76.2 *(73.2 - 79.2)*		58.6 *(57.0 - 60.3)*	
Communication	How often home support workers explained things in a way that was easy to understand *(% always)*	86.0 *(83.5 - 88.4)*		84.5 *(83.3 - 85.7)*	
	How often home support workers treated clients with courtesy and respect *(% always)*	91.5 *(89.5 - 93.4)*		90.3 *(89.3 - 91.2)*	
Coordination	How often home support workers seemed informed about all care received at home *[Among clients with services from more than one person]* *(% always)*	67.2 *(62.9 - 71.6)*		67.8 *(65.5 - 70.1)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	74.2 *(70.2 - 78.2)*		75.5 *(73.4 - 77.6)*	
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	32.8 *(29.3 - 36.2)*		27.3 *(25.8 - 28.9)*	
Satisfaction	Satisfaction rating: home care services received *(% 8,9 or 10 on a scale of 0 to 10)*	89.6 *(87.5 - 91.7)*		87.9 *(86.8 - 88.9)*	
	Would recommend agency or home support worker to family/friends *(% definitely yes)*	78.6 *(75.8 - 81.4)*		74.3 *(72.9 - 75.7)*	
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	F		1.8[E] *(1.4 - 2.3)*	
Equity	How often service was received in language of preference *[Among those who specified a preference]* *(% always)*	*Eng* 97.6 (96.6 - 98.7)	*Fr.* T	*Eng* 97.3 (96.7 - 97.9)	*Fr.* 90.7 (88.8 - 92.5)
Barrier	Have you ever found the cost for home care services too high? *(% yes)*	18.2 *(15.5 - 20.9)*		22.1 *(20.7 - 23.5)*	

[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%)*

[T] *Sample size too small to report*

New Brunswick Health Council

2012 Home Care Survey Results

Profile of Citizens Receiving Home Care[1]

Zone 4

Overall Respondents (n=433)

Included in this Zone:

Baker-Brook, Clair, Edmundston, Lac-Baker, Rivière-Verte, Saint-François-de-Madawaska, Saint-Hilaire, Drummond, Grand-Sault / Grand Falls, Saint-André, Sainte-Anne-de-Madawaska, Saint-Léonard, Kedgwick, Saint-Quentin

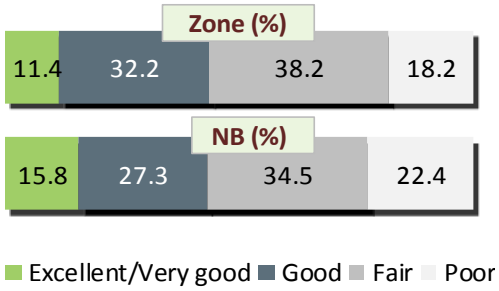
Demographic profile		Zone (%)	NB (%)
Age group	Under 18	3.6	3.0
	18-64	40.1	30.8
	65-74	19.9	19.7
	75-84	21.6	25.6
	85+	14.8	20.9
		Zone (%)	**NB (%)**
Gender	Male	37.0	35.8
	Female	63.0	64.2
Education Level	No high school diploma	58.4	51.8
	High school or higher	41.6	48.2
Household Income	Less than $25,000	65.6	62.1
	$25,000 or more	34.4	37.9
Preferred language of service	English	11.4	72.8
	French	88.6	27.2
Aboriginal	% yes	4.5	3.0

Chronic Health Conditions	Zone (%)	NB (%)
High blood pressure or hypertension	56.3	56.8
Arthritis	45.5	48.3
Chronic pain	42.2	40.7
Heart disease	34.0	35.3
Gastric reflux (GERD)	33.0	31.5
Diabetes	25.8	30.4
Cancer	21.5	26.2
Depression	25.5	24.5
Asthma	24.1	20.3
Emphysema or COPD	18.4	18.3
Stroke	15.0	15.8
Dementia	5.1	6.8
Mood disorder other than depression[t]	5.9	3.7
Alzheimer	3.8	3.5

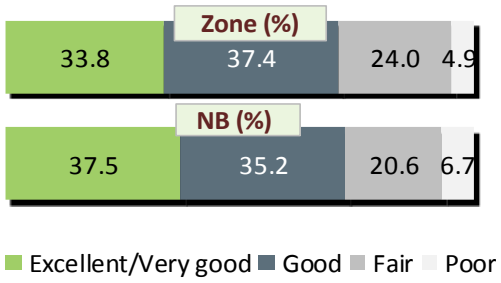
Confidence: Ability to control and manage health condition [Among clients with at least one chronic health condition from table above]	Zone (%)	NB (%)
Very confident	27.1	25.5
Confident	57.7	55.9
Not very confident	11.1	12.2
Not at all confident	4.1	6.4

Included in this profile:
All surveyed Zone 4 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



Self-Rated Mental or Emotional Health



[1] Based on survey respondents, weighted by age
[t] Includes bipolar disorder, mania, manic depression or dysthymia

New Brunswick Health Council

2012 Home Care Survey Results

Home Care at a Glance

Zone 4

Overall Respondents

Extra-Mural Program (Zone 4, n=321)

Service Received (in past 2 months)	(%)	
	Zone	NB
Nurse	82.9	82.0
Physiotherapist	26.1	25.5
Respiratory therapist	22.4	20.1
Dietitian	20.9	19.9
Social worker	23.1	16.7
Occupational therapist	15.8	16.2
Speech language pathologist	4.5	3.5
Rehabilitation support personne	6.0	3.3
Pharmacist	2.2	2.7
Doctor/Physician	1.9	1.7
How long have you been getting services? (%)		
Services for at least 1 year	50.3	48.4
How often do you receive services? (%)		
Every day	7.2	5.9
A few times a week	21.4	22.6
Once/week or less	71.5	71.5

Satisfaction with number of times care was received (in past 2 months)		
	Zone	NB
% Very Satisfied	76.9	76.1

Reported Difficulties in Receiving Care		
	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	11.9	7.6
Limits or reductions in duration of service or hours available	12.5	7.6

Home Support Services (Zone 4, n=188)

Service Received (in past 2 months)	(%)	
	Zone	NB
Housekeeping	94.4	92.9
Meal preparation	60.8	72.2
Grooming or dressing	35.4	49.6
Bathing	34.5	48.1
Respite relief/care	32.4	41.6
Transferring	35.9	34.8
Feeding or nutrition care	28.0	30.7
How long have you been getting services? (%)		
Services for at least 1 year	79.0	73.0
How often do you receive services? (%)		
Every day	24.7	34.3
A few times a week	50.6	52.0
Once/week or less	24.7	13.7

Satisfaction with number of times care was received (in past 2 months)		
	Zone	NB
% Very Satisfied	56.2	70.6

Reported Difficulties in Receiving Care		
	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	26.6	19.8
Limits or reductions in duration of service or hours available	35.8	25.6

Caregiver Profile (Zone 4, n=433)

All home care service recipients

	Zone	NB
% who live alone	35.8	33.1
% with caregiver help	54.7	61.6
Who helps the most? (%) (among those who receive help n=232)		
	Zone	NB
Son or daughter	29.9	36.9
Spouse or partner	35.7	33.4
Other family member	10.8	12.1
Mother or father	11.9	8.6
Friend or volunteer	8.0	6.9
How often do you get help? (%) (among those who receive help n=227)		
	Zone	NB
Every day	53.0	58.6
A few times a week	25.8	20.5
Once/week or less	20.3	19.8

Unmet Needs (n=433)

All home care service recipients

% who said 'yes'	Zone	NB
Could anything else have been done or provided to help you stay at home?	12.7	11.4
Top 3 mentions: What could have been done?[1] *(%)*		
More hours/Access after-hr.	22.4	28.1
More home support services	28.0	27.0
More funding/high cost	15.0	17.4

[1] *Among those who indicated unmet needs.*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 4

Quality of Service
Extra-Mural Program

		Zone 4 (%)		NB (%)	
	Sample Size	n=321		n=3,153	
Accessibility	Did care start as soon as you thought you needed it? *(% yes)*	92.1 *(90.0 - 94.3)*		93.0 *(92.4 - 93.7)*	
	Always got help when contacting the office *[Among those who contacted the office] (% yes)*	97.3 *(95.4 - 99.2)*		96.8 *(96.1 - 97.5)*	
Communication	How often providers explained things in a way that was easy to understand *(% always)*	86.2 *(83.5 - 89.0)*		90.4 *(89.6 - 91.1)*	
	How often providers treated clients with courtesy and respect *(% always)*	94.2 *(92.3 - 96.0)*		96.4 *(95.9 - 96.8)*	
Coordination	How often providers seemed informed about all care/treatment received at home *[Among clients with services from more than one person] (% always)*	82.0 *(77.9 - 86.1)*		77.1 *(75.8 - 78.5)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	80.7 *(76.6 - 84.9)*		81.7 *(80.5 - 83.0)*	
Patient-centred	Staff gave information needed for clients to take care of themselves *(% strongly agree)*	43.3 *(39.3 - 47.2)*		49.3 *(48.0 - 50.6)*	
	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	34.4 *(30.3 - 38.5)*		42.8 *(41.4 - 44.2)*	
Satisfaction	Satisfaction rating: home health care services received *(% 8,9 or 10 on a scale of 0 to 10)*	95.3 *(93.7 - 97.0)*		96.7 *(96.2 - 97.1)*	
	Would recommend Extra-Mural to family/friends *(% definitely yes)*	93.1 *(91.1 - 95.1)*		94.2 *(93.6 - 94.8)*	
Safety	Staff talked with clients about how to set up home to move around safely *(% yes)*	75.5 *(71.9 - 79.1)*		72.2 *(71.0 - 73.5)*	
	Staff talked with clients about all the medicines they were taking *(% yes)*	81.0 *(77.8 - 84.2)*		72.3 *(71.1 - 73.4)*	
	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		0.7 [E] *(0.5 - 0.9)*	
Equity	How often service was received in language of preference *[Among those who specified a preference] (% always)*	*Eng* 87.2 (79.4 - 95.0)	*Fr.* 89.2 (86.6 - 919)	*Eng* 97.5 (97.0 - 98.0)	*Fr.* 92.7 (914 - 94.0)

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 4

Quality of Service
Home Support Services

		Zone 4 (%)		NB (%)	
	Sample Size	n=188		n=1,905	
Accessibility	Ease or difficulty getting information about home care services before starting *(% very easy)*	12.7[E] *(9.2 - 16.3)*		19.4 *(18.1 - 20.8)*	
	Did home care start as soon as you thought you needed it? *(% yes)*	81.7 *(77.7 - 85.6)*		80.1 *(78.8 - 81.4)*	
	Ease or difficulty contacting agency office or home support worker for help *(% very easy)*	21.7 *(17.4 - 26.1)*		58.6 *(57.0 - 60.3)*	
Communication	How often home support workers explained things in a way that was easy to understand *(% always)*	72.4 *(67.6 - 77.1)*		84.5 *(83.3 - 85.7)*	
	How often home support workers treated clients with courtesy and respect *(% always)*	84.2 *(80.4 - 87.9)*		90.3 *(89.3 - 91.2)*	
Coordination	How often home support workers seemed informed about all care received at home *[Among clients with services from more than one person]* *(% always)*	54.2 *(44.9 - 63.4)*		67.8 *(65.5 - 70.1)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	60.9 *(52.1 - 69.7)*		75.5 *(73.4 - 77.6)*	
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	16.6[E] *(12.4 - 20.9)*		27.3 *(25.8 - 28.9)*	
Satisfaction	Satisfaction rating: home care services received *(% 8,9 or 10 on a scale of 0 to 10)*	77.5 *(73.2 - 81.8)*		87.9 *(86.8 - 88.9)*	
	Would recommend agency or home support worker to family/friends *(% definitely yes)*	64.7 *(59.7 - 69.6)*		74.3 *(72.9 - 75.7)*	
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	5.0[E] *(2.7 - 7.2)*		1.8[E] *(1.4 - 2.3)*	
Equity	How often service was received in language of preference *[Among those who specified a preference]* *(% always)*	*Eng* 78.3 (67.2 - 89.4)	*Fr.* 89.9 (86.6 - 93.3)	*Eng* 97.3 (96.7 - 97.9)	*Fr.* 90.7 (88.8 - 92.5)
Barrier	Have you ever found the cost for home care services too high? *(% yes)*	28.1 *(23.3 - 32.9)*		22.1 *(20.7 - 23.5)*	

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results

Profile of Citizens Receiving Home Care[1]

Zone 5

Overall Respondents (n=245)

Included in this Zone:

Balmoral, Belledune, Charlo, Dalhousie, Eel River Crossing, Atholville, Campbellton, Tide Head

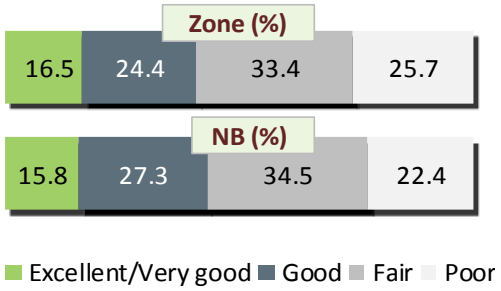
Demographic profile		Zone (%)	NB (%)
Age group	Under 18	4.3	3.0
	18-64	25.7	30.8
	65-74	17.6	19.7
	75-84	25.5	25.6
	85+	26.9	20.9
		Zone (%)	**NB (%)**
Gender	Male	28.0	35.8
	Female	72.0	64.2
Education Level	No high school diploma	61.1	51.8
	High school or higher	38.9	48.2
Household Income	Less than $25,000	68.9	62.1
	$25,000 or more	31.1	37.9
Preferred language of service	English	59.0	72.8
	French	41.0	27.2
Aboriginal	% yes	3.8	3.0

Chronic Health Conditions	Zone (%)	NB (%)
High blood pressure or hypertension	54.3	56.8
Arthritis	56.5	48.3
Chronic pain	46.7	40.7
Heart disease	35.9	35.3
Gastric reflux (GERD)	34.3	31.5
Diabetes	23.5	30.4
Cancer	24.0	26.2
Depression	23.1	24.5
Asthma	26.4	20.3
Emphysema or COPD	19.7	18.3
Stroke	19.2	15.8
Dementia	7.6	6.8
Mood disorder other than depression[t]	3.2	3.7
Alzheimer	3.4	3.5

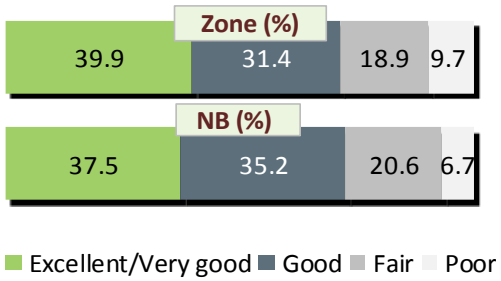
Confidence: Ability to control and manage health condition		
[Among clients with at least one chronic health condition from table above]	Zone (%)	NB (%)
Very confident	24.0	25.5
Confident	58.7	55.9
Not very confident	12.6	12.2
Not at all confident	4.7	6.4

Included in this profile:
All surveyed Zone 5 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



Self-Rated Mental or Emotional Health



[1] Based on survey respondents, weighted by age
[t] Includes bipolar disorder, mania, manic depression or dysthymia

New Brunswick Health Council

2012 Home Care Survey Results

Home Care at a Glance

Zone 5

Overall Respondents

Extra-Mural Program (Zone 5, n=178)

Service Received (in past 2 months) (%)	Zone	NB
Nurse	85.4	82.0
Physiotherapist	31.1	25.5
Respiratory therapist	20.5	20.1
Dietitian	12.2	19.9
Social worker	20.7	16.7
Occupational therapist	27.8	16.2
Speech language pathologist	4.6	3.5
Rehabilitation support personne	3.2	3.3
Pharmacist	4.0	2.7
Doctor/Physician	2.5	1.7
How long have you been getting services? (%)		
Services for at least 1 year	55.7	48.4
How often do you receive services? (%)		
Every day	2.3	5.9
A few times a week	17.3	22.6
Once/week or less	80.4	71.5

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	74.3	76.1

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	10.3	7.6
Limits or reductions in duration of service or hours available	7.7	7.6

Home Support Services (Zone 5, n=121)

Service Received (in past 2 months) (%)	Zone	NB
Housekeeping	96.5	92.9
Meal preparation	76.1	72.2
Grooming or dressing	53.9	49.6
Bathing	48.6	48.1
Respite relief/care	46.5	41.6
Transferring	36.8	34.8
Feeding or nutrition care	40.4	30.7
How long have you been getting services? (%)		
Services for at least 1 year	78.3	73.0
How often do you receive services? (%)		
Every day	42.9	34.3
A few times a week	48.3	52.0
Once/week or less	8.8	13.7

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	70.4	70.6

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	22.1	19.8
Limits or reductions in duration of service or hours available	22.9	25.6

Caregiver Profile (Zone 5, n=245)

All home care service recipients

	Zone	NB
% who live alone	34.2	33.1
% with caregiver help	58.9	61.6
Who helps the most? (%) (among those who receive help n=139)		
Son or daughter	41.1	36.9
Spouse or partner	26.0	33.4
Other family member	10.2	12.1
Mother or father	12.9	8.6
Friend or volunteer	7.1	6.9
How often do you get help? (%) (among those who receive help n=138)		
Every day	59.2	58.6
A few times a week	17.9	20.5
Once/week or less	20.6	19.8

Unmet Needs (n=245)

All home care service recipients

% who said 'yes'	Zone	NB
Could anything else have been done or provided to help you stay at home?	13.3	11.4
Top 3 mentions: What could have been done?[1] *(%)*		
More hours/Access after-hr.	37.9	28.1
More home support services	30.8	27.0
More funding/high cost	13.1	17.4

[1] *Among those who indicated unmet needs.*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 5

Quality of Service
Extra-Mural Program

		Zone 5 (%)		NB (%)	
	Sample Size	n=178		n=3,153	
Accessibility	Did care start as soon as you thought you needed it? *(% yes)*	94.4 *(92.0 - 96.8)*		93.0 *(92.4 - 93.7)*	
	Always got help when contacting the office *[Among those who contacted the office] (% yes)*	95.8 *(92.4 - 99.3)*		96.8 *(96.1 - 97.5)*	
Communication	How often providers explained things in a way that was easy to understand *(% always)*	89.1 *(85.8 - 92.4)*		90.4 *(89.6 - 91.1)*	
	How often providers treated clients with courtesy and respect *(% always)*	94.4 *(91.9 - 96.8)*		96.4 *(95.9 - 96.8)*	
Coordination	How often providers seemed informed about all care/treatment received at home *[Among clients with services from more than one person] (% always)*	77.2 *(71.4 - 82.9)*		77.1 *(75.8 - 78.5)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	79.5 *(74.1 - 85.0)*		81.7 *(80.5 - 83.0)*	
Patient-centred	Staff gave information needed for clients to take care of themselves *(% strongly agree)*	45.9 *(40.5 - 51.3)*		49.3 *(48.0 - 50.6)*	
	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	40.9 *(35.2 - 46.6)*		42.8 *(41.4 - 44.2)*	
Satisfaction	Satisfaction rating: home health care services received *(% 8,9 or 10 on a scale of 0 to 10)*	95.6 *(93.4 - 97.8)*		96.7 *(96.2 - 97.1)*	
	Would recommend Extra-Mural to family/friends *(% definitely yes)*	94.6 *(92.2 - 97.0)*		94.2 *(93.6 - 94.8)*	
Safety	Staff talked with clients about how to set up home to move around safely *(% yes)*	64.5 *(59.0 - 70.0)*		72.2 *(71.0 - 73.5)*	
	Staff talked with clients about all the medicines they were taking *(% yes)*	68.7 *(63.6 - 73.9)*		72.3 *(71.1 - 73.4)*	
	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		0.7[E] *(0.5 - 0.9)*	
Equity	How often service was received in language of preference *[Among those who specified a preference] (% always)*	*Eng* 95.7 (92.9 - 98.5)	*Fr.* 95.6 (92.0 - 99.1)	*Eng* 97.5 (97.0 - 98.0)	*Fr.* 92.7 (914 - 94.0)

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 5

Quality of Service
Home Support Services

		Zone 5 (%)		NB (%)	
	Sample Size	n=121		n=1,905	
Accessibility	Ease or difficulty getting information about home care services before starting *(% very easy)*	14.2[E] *(9.5 - 18.9)*		19.4 *(18.1 - 20.8)*	
	Did home care start as soon as you thought you needed it? *(% yes)*	75.9 *(70.4 - 81.3)*		80.1 *(78.8 - 81.4)*	
	Ease or difficulty contacting agency office or home support worker for help *(% very easy)*	47.3 *(40.6 - 53.9)*		58.6 *(57.0 - 60.3)*	
Communication	How often home support workers explained things in a way that was easy to understand *(% always)*	85.4 *(80.8 - 90.0)*		84.5 *(83.3 - 85.7)*	
	How often home support workers treated clients with courtesy and respect *(% always)*	89.6 *(85.7 - 93.5)*		90.3 *(89.3 - 91.2)*	
Coordination	How often home support workers seemed informed about all care received at home *[Among clients with services from more than one person]* *(% always)*	71.1 *(62.3 - 80.0)*		67.8 *(65.5 - 70.1)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	83.2 *(75.5 - 90.9)*		75.5 *(73.4 - 77.6)*	
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	22.2[E] *(16.5 - 28.0)*		27.3 *(25.8 - 28.9)*	
Satisfaction	Satisfaction rating: home care services received *(% 8,9 or 10 on a scale of 0 to 10)*	89.6 *(85.7 - 93.6)*		87.9 *(86.8 - 88.9)*	
	Would recommend agency or home support worker to family/friends *(% definitely yes)*	76.8 *(71.3 - 82.3)*		74.3 *(72.9 - 75.7)*	
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		1.8[E] *(1.4 - 2.3)*	
Equity	How often service was received in language of preference *[Among those who specified a preference]* *(% always)*	*Eng* 92.8 (88.4 - 97.2)	*Fr.* 87.5 (80.9 - 94.0)	*Eng* 97.3 (96.7 - 97.9)	*Fr.* 90.7 (88.8 - 92.5)
Barrier	Have you ever found the cost for home care services too high? *(% yes)*	22.2[E] *(16.7 - 27.7)*		22.1 *(20.7 - 23.5)*	

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results

Profile of Citizens Receiving Home Care[1]

Zone 6

Overall Respondents (n=445)

Included in this Zone:

Bathurst, Beresford, Nigadoo, Petit-Rocher, Pointe-Verte, Lamèque, Le Goulet, Sainte-Marie-Saint-Raphaël, Shippagan, Bas-Caraquet, Bertrand, Caraquet, Grande-Anse, Maisonnette, Paquetville, Saint-Léolin, Saint-Isidore, Tracadie-Sheila

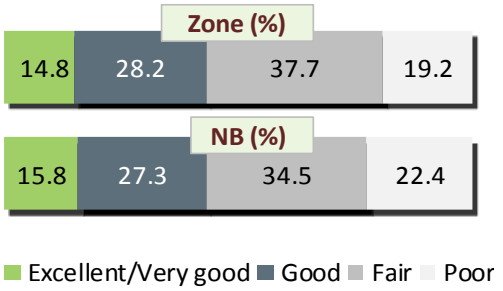
Demographic profile		Zone (%)	NB (%)
Age group	Under 18	2.1	3.0
	18-64	32.8	30.8
	65-74	15.8	19.7
	75-84	23.2	25.6
	85+	26.0	20.9
		Zone (%)	**NB (%)**
Gender	Male	33.2	35.8
	Female	66.8	64.2
Education Level	No high school diploma	68.2	51.8
	High school or higher	31.8	48.2
Household Income	Less than $25,000	69.9	62.1
	$25,000 or more	30.1	37.9
Preferred language of service	English	20.0	72.8
	French	80.0	27.2
Aboriginal	% yes	3.4	3.0

Chronic Health Conditions	Zone (%)	NB (%)
High blood pressure or hypertension	59.2	56.8
Arthritis	44.2	48.3
Chronic pain	39.6	40.7
Heart disease	29.7	35.3
Gastric reflux (GERD)	34.1	31.5
Diabetes	29.8	30.4
Cancer	21.9	26.2
Depression	24.9	24.5
Asthma	25.3	20.3
Emphysema or COPD	14.0	18.3
Stroke	13.8	15.8
Dementia	8.1	6.8
Mood disorder other than depression[t]	4.9	3.7
Alzheimer	3.5	3.5

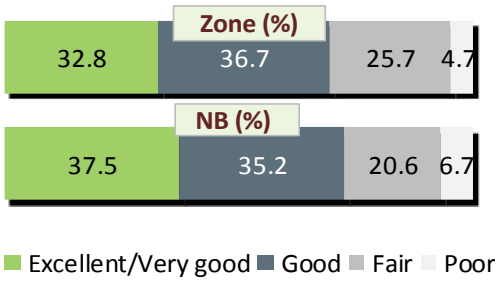
Confidence: Ability to control and manage health condition [Among clients with at least one chronic health condition from table above]	Zone (%)	NB (%)
Very confident	23.5	25.5
Confident	60.8	55.9
Not very confident	9.4	12.2
Not at all confident	6.3	6.4

Included in this profile:
All surveyed Zone 6 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



Self-Rated Mental or Emotional Health



[1] Based on survey respondents, weighted by age

[t] Includes bipolar disorder, mania, manic depression or dysthymia

New Brunswick Health Council

2012 Home Care Survey Results

Home Care at a Glance

Zone 6

Overall Respondents

Extra-Mural Program (Zone 6, n=300)

Service Received (in past 2 months)	Zone	NB
		(%)
Nurse	88.1	82.0
Physiotherapist	28.2	25.5
Respiratory therapist	19.3	20.1
Dietitian	23.2	19.9
Social worker	25.8	16.7
Occupational therapist	16.2	16.2
Speech language pathologist	2.7	3.5
Rehabilitation support personne	5.0	3.3
Pharmacist	1.1	2.7
Doctor/Physician	2.3	1.7
How long have you been getting services? (%)		
Services for at least 1 year	46.2	48.4
How often do you receive services? (%)		
Every day	7.5	5.9
A few times a week	28.9	22.6
Once/week or less	63.6	71.5

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	76.5	76.1

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	6.6	7.6
Limits or reductions in duration of service or hours available	7.2	7.6

Home Support Services (Zone 6, n=224)

Service Received (in past 2 months)	Zone	NB
		(%)
Housekeeping	87.7	92.9
Meal preparation	82.3	72.2
Grooming or dressing	49.2	49.6
Bathing	48.5	48.1
Respite relief/care	40.3	41.6
Transferring	38.9	34.8
Feeding or nutrition care	39.5	30.7
How long have you been getting services? (%)		
Services for at least 1 year	74.5	73.0
How often do you receive services? (%)		
Every day	33.1	34.3
A few times a week	54.4	52.0
Once/week or less	12.5	13.7

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	70.6	70.6

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	14.2	19.8
Limits or reductions in duration of service or hours available	20.4	25.6

Caregiver Profile (Zone 6, n=445)

All home care service recipients

	Zone	NB
% who live alone	27.8	33.1
% with caregiver help	63.1	61.6
Who helps the most? (%) (among those who receive help n=266)		
Son or daughter	39.6	36.9
Spouse or partner	28.3	33.4
Other family member	13.5	12.1
Mother or father	9.9	8.6
Friend or volunteer	7.5	6.9
How often do you get help? (%) (among those who receive help n=271)		
Every day	62.4	58.6
A few times a week	21.1	20.5
Once/week or less	14.7	19.8

Unmet Needs (n=445)

All home care service recipients

% who said 'yes'	Zone	NB
Could anything else have been done or provided to help you stay at home?	12.2	11.4
Top 3 mentions: What could have been done? [1] *(%)*		
More hours/Access after-hr.	27.9	28.1
More home support services	27.5	27.0
More funding/high cost	22.0	17.4

[1] *Among those who indicated unmet needs.*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 6

Quality of Service
Extra-Mural Program

		Zone 6 (%)		NB (%)	
	Sample Size	n=300		n=3,153	
Accessibility	Did care start as soon as you thought you needed it? *(% yes)*	94.3 *(92.5 - 96.2)*		93.0 *(92.4 - 93.7)*	
	Always got help when contacting the office *[Among those who contacted the office] (% yes)*	96.0 *(93.7 - 98.2)*		96.8 *(96.1 - 97.5)*	
Communication	How often providers explained things in a way that was easy to understand *(% always)*	87.8 *(85.2 - 90.5)*		90.4 *(89.6 - 91.1)*	
	How often providers treated clients with courtesy and respect *(% always)*	94.9 *(93.1 - 96.7)*		96.4 *(95.9 - 96.8)*	
Coordination	How often providers seemed informed about all care/treatment received at home *[Among clients with services from more than one person] (% always)*	82.7 *(78.7 - 86.6)*		77.1 *(75.8 - 78.5)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	82.0 *(77.9 - 86.0)*		81.7 *(80.5 - 83.0)*	
Patient-centred	Staff gave information needed for clients to take care of themselves *(% strongly agree)*	40.7 *(36.6 - 44.7)*		49.3 *(48.0 - 50.6)*	
	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	39.5 *(35.2 - 43.8)*		42.8 *(41.4 - 44.2)*	
Satisfaction	Satisfaction rating: home health care services received *(% 8,9 or 10 on a scale of 0 to 10)*	98.1 *(96.9 - 99.2)*		96.7 *(96.2 - 97.1)*	
	Would recommend Extra-Mural to family/friends *(% definitely yes)*	93.4 *(91.4 - 95.4)*		94.2 *(93.6 - 94.8)*	
Safety	Staff talked with clients about how to set up home to move around safely *(% yes)*	79.9 *(76.4 - 83.5)*		72.2 *(71.0 - 73.5)*	
	Staff talked with clients about all the medicines they were taking *(% yes)*	87.2 *(84.4 - 90.0)*		72.3 *(71.1 - 73.4)*	
	Do you believe you were harmed because of an error or mistake? *(% yes)*	F		0.7[E] *(0.5 - 0.9)*	
Equity	How often service was received in language of preference *[Among those who specified a preference] (% always)*	*Eng* 96.7 (93.4 - 100)	*Fr.* 94.4 (92.3 - 96.5)	*Eng* 97.5 (97.0 - 98.0)	*Fr.* 92.7 (914 - 94.0)

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 6

Quality of Service
Home Support Services

		Zone 6 (%)		NB (%)	
	Sample Size	n=224		n=1,905	
Accessibility	Ease or difficulty getting information about home care services before starting *(% very easy)*	14.4 *(11.1 - 17.8)*		19.4 *(18.1 - 20.8)*	
	Did home care start as soon as you thought you needed it? *(% yes)*	77.0 *(73.1 - 81.0)*		80.1 *(78.8 - 81.4)*	
	Ease or difficulty contacting agency office or home support worker for help *(% very easy)*	33.1 *(28.6 - 37.6)*		58.6 *(57.0 - 60.3)*	
Communication	How often home support workers explained things in a way that was easy to understand *(% always)*	82.2 *(78.6 - 85.9)*		84.5 *(83.3 - 85.7)*	
	How often home support workers treated clients with courtesy and respect *(% always)*	92.4 *(89.9 - 94.9)*		90.3 *(89.3 - 91.2)*	
Coordination	How often home support workers seemed informed about all care received at home *[Among clients with services from more than one person]* *(% always)*	78.4 *(72.0 - 84.8)*		67.8 *(65.5 - 70.1)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	80.7 *(74.5 - 86.9)*		75.5 *(73.4 - 77.6)*	
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	23.0 *(18.8 - 27.2)*		27.3 *(25.8 - 28.9)*	
Satisfaction	Satisfaction rating: home care services received *(% 8,9 or 10 on a scale of 0 to 10)*	93.9 *(91.6 - 96.1)*		87.9 *(86.8 - 88.9)*	
	Would recommend agency or home support worker to family/friends *(% definitely yes)*	79.4 *(75.6 - 83.2)*		74.3 *(72.9 - 75.7)*	
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		1.8[E] *(1.4 - 2.3)*	
Equity	How often service was received in language of preference *[Among those who specified a preference]* *(% always)*	*Eng* 94.7 (89.8 - 99.6)	*Fr.* 96.4 (94.4 - 98.4)	*Eng* 97.3 (96.7 - 97.9)	*Fr.* 90.7 (88.8 - 92.5)
Barrier	Have you ever found the cost for home care services too high? *(% yes)*	16.8 *(13.2 - 20.3)*		22.1 *(20.7 - 23.5)*	

[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%)*

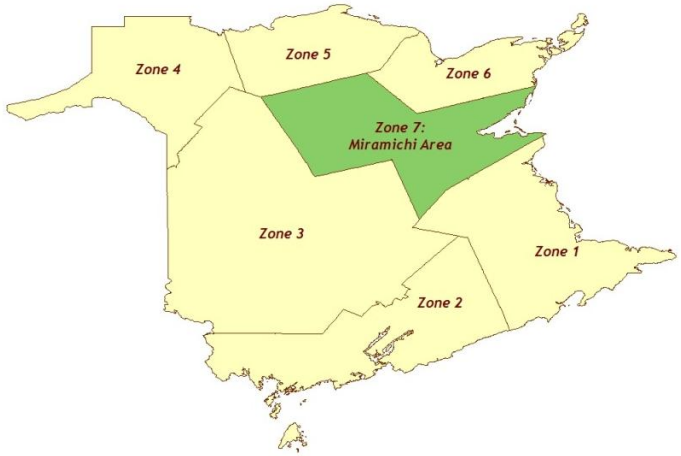
New Brunswick Health Council

2012 Home Care Survey Results

Profile of Citizens Receiving Home Care[1]

Zone 7

Overall Respondents (n=317)



Included in this Zone:

Blackville, Miramichi, Rogersville, Neguac

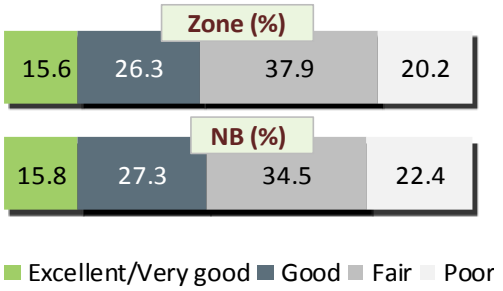
Demographic profile		Zone (%)	NB (%)
Age group	Under 18	1.2	3.0
	18-64	28.6	30.8
	65-74	19.7	19.7
	75-84	27.6	25.6
	85+	22.9	20.9
		Zone (%)	**NB (%)**
Gender	Male	34.7	35.8
	Female	65.3	64.2
Education Level	No high school diploma	59.3	51.8
	High school or higher	40.7	48.2
Household Income	Less than $25,000	67.7	62.1
	$25,000 or more	32.3	37.9
Preferred language of service	English	78.1	72.8
	French	21.9	27.2
Aboriginal	% yes	4.8	3.0

Chronic Health Conditions	Zone (%)	NB (%)
High blood pressure or hypertension	60.8	56.8
Arthritis	43.7	48.3
Chronic pain	38.0	40.7
Heart disease	35.9	35.3
Gastric reflux (GERD)	32.0	31.5
Diabetes	29.2	30.4
Cancer	33.1	26.2
Depression	24.0	24.5
Asthma	16.5	20.3
Emphysema or COPD	17.7	18.3
Stroke	14.1	15.8
Dementia	7.3	6.8
Mood disorder other than depression[t]	2.1	3.7
Alzheimer	3.4	3.5

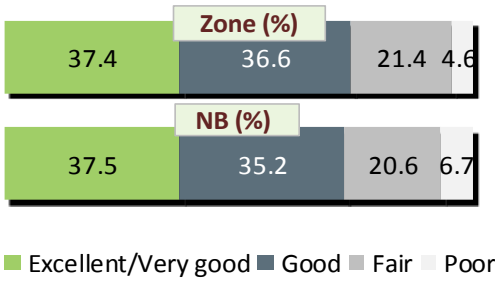
Confidence: Ability to control and manage health condition		
[Among clients with at least one chronic health condition from table above]	Zone (%)	NB (%)
Very confident	21.5	25.5
Confident	58.2	55.9
Not very confident	13.4	12.2
Not at all confident	7.0	6.4

Included in this profile:
All surveyed Zone 7 residents who have received home care services in the few months prior to survey administration. Includes Extra-Mural and home support services.

Self-Rated Overall Health



Self-Rated Mental or Emotional Health



[1] Based on survey respondents, weighted by age
[t] Includes bipolar disorder, mania, manic depression or dysthymia

New Brunswick Health Council

2012 Home Care Survey Results

Home Care at a Glance

Zone 7

Overall Respondents

Extra-Mural Program (Zone 7, n=207)

Service Received (in past 2 months)	Zone	NB
		(%)
Nurse	83.3	82.0
Physiotherapist	24.8	25.5
Respiratory therapist	15.7	20.1
Dietitian	21.2	19.9
Social worker	17.8	16.7
Occupational therapist	14.5	16.2
Speech language pathologist	1.4	3.5
Rehabilitation support personne	1.3	3.3
Pharmacist	1.5	2.7
Doctor/Physician	0.4	1.7
How long have you been getting services? (%)		
Services for at least 1 year	42.4	48.4
How often do you receive services? (%)		
Every day	4.6	5.9
A few times a week	20.6	22.6
Once/week or less	74.8	71.5

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	77.1	76.1

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	8.9	7.6
Limits or reductions in duration of service or hours available	9.3	7.6

Home Support Services (Zone 7, n=162)

Service Received (in past 2 months)	Zone	NB
		(%)
Housekeeping	91.1	92.9
Meal preparation	79.4	72.2
Grooming or dressing	58.1	49.6
Bathing	58.3	48.1
Respite relief/care	54.6	41.6
Transferring	47.5	34.8
Feeding or nutrition care	39.5	30.7
How long have you been getting services? (%)		
Services for at least 1 year	74.6	73.0
How often do you receive services? (%)		
Every day	45.1	34.3
A few times a week	48.8	52.0
Once/week or less	6.1	13.7

Satisfaction with number of times care was received (in past 2 months)	Zone	NB
% Very Satisfied	72.3	70.6

Reported Difficulties in Receiving Care	Zone	NB
% who reported:		
Limits or reductions in types of service/care available	16.3	19.8
Limits or reductions in duration of service or hours available	30.0	25.6

Caregiver Profile (Zone 7, n=317)

All home care service recipients

	Zone	NB
% who live alone	31.1	33.1
% with caregiver help	62.5	61.6
Who helps the most? (%) (among those who receive help n=195)		
Son or daughter	39.1	36.9
Spouse or partner	27.4	33.4
Other family member	14.5	12.1
Mother or father	10.4	8.6
Friend or volunteer	6.6	6.9
How often do you get help? (%) (among those who receive help n=194)		
Every day	67.4	58.6
A few times a week	18.0	20.5
Once/week or less	14.1	19.8

Unmet Needs (n=317)

All home care service recipients

% who said 'yes'	Zone	NB
Could anything else have been done or provided to help you stay at home?	13.2	11.4
Top 3 mentions: What could have been done?[1] *(%)*		
More hours/Access after-hr.	56.2	28.1
More home support services	22.1	27.0
More funding/high cost	19.1	17.4

[1] *Among those who indicated unmet needs.*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 7

Quality of Service
Extra-Mural Program

		Zone 7 (%)		NB (%)	
	Sample Size	n=207		n=3,153	
Accessibility	Did care start as soon as you thought you needed it? *(% yes)*	91.5 *(88.8 - 94.3)*		93.0 *(92.4 - 93.7)*	
	Always got help when contacting the office *[Among those who contacted the office] (% yes)*	99.0 *(97.6 - 100)*		96.8 *(96.1 - 97.5)*	
Communication	How often providers explained things in a way that was easy to understand *(% always)*	91.3 *(88.5 - 94.1)*		90.4 *(89.6 - 91.1)*	
	How often providers treated clients with courtesy and respect *(% always)*	98.6 *(97.4 - 99.7)*		96.4 *(95.9 - 96.8)*	
Coordination	How often providers seemed informed about all care/treatment received at home *[Among clients with services from more than one person] (% always)*	74.8 *(69.1 - 80.5)*		77.1 *(75.8 - 78.5)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	75.4 *(69.8 - 81.1)*		81.7 *(80.5 - 83.0)*	
Patient-centred	Staff gave information needed for clients to take care of themselves *(% strongly agree)*	51.3 *(46.3 - 56.2)*		49.3 *(48.0 - 50.6)*	
	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	43.2 *(38.0 - 48.4)*		42.8 *(41.4 - 44.2)*	
Satisfaction	Satisfaction rating: home health care services received *(% 8,9 or 10 on a scale of 0 to 10)*	97.0 *(95.3 - 98.7)*		96.7 *(96.2 - 97.1)*	
	Would recommend Extra-Mural to family/friends *(% definitely yes)*	91.5 *(88.8 - 94.2)*		94.2 *(93.6 - 94.8)*	
Safety	Staff talked with clients about how to set up home to move around safely *(% yes)*	72.3 *(67.4 - 77.2)*		72.2 *(71.0 - 73.5)*	
	Staff talked with clients about all the medicines they were taking *(% yes)*	71.8 *(67.2 - 76.3)*		72.3 *(71.1 - 73.4)*	
	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		0.7[E] *(0.5 - 0.9)*	
Equity	How often service was received in language of preference *[Among those who specified a preference] (% always)*	*Eng* 96.8 (94.9 - 98.7)	*Fr.* 91.2 (84.3 - 98.1)	*Eng* 97.5 (97.0 - 98.0)	*Fr.* 92.7 (914 - 94.0)

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results
Zone 7

Quality of Service
Home Support Services

		Zone 7 (%)		NB (%)	
	Sample Size	n=162		n=1,905	
Accessibility	Ease or difficulty getting information about home care services before starting *(% very easy)*	12.9[E] *(8.9 - 16.8)*		19.4 *(18.1 - 20.8)*	
	Did home care start as soon as you thought you needed it? *(% yes)*	80.0 *(75.6 - 84.5)*		80.1 *(78.8 - 81.4)*	
	Ease or difficulty contacting agency office or home support worker for help *(% very easy)*	58.9 *(53.3 - 64.4)*		58.6 *(57.0 - 60.3)*	
Communication	How often home support workers explained things in a way that was easy to understand *(% always)*	84.4 *(80.3 - 88.5)*		84.5 *(83.3 - 85.7)*	
	How often home support workers treated clients with courtesy and respect *(% always)*	91.7 *(88.6 - 94.7)*		90.3 *(89.3 - 91.2)*	
Coordination	How often home support workers seemed informed about all care received at home *[Among clients with services from more than one person]* *(% always)*	78.9 *(71.3 - 86.6)*		67.8 *(65.5 - 70.1)*	
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	81.6 *(74.3 - 88.9)*		75.5 *(73.4 - 77.6)*	
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	27.4 *(22.1 - 32.7)*		27.3 *(25.8 - 28.9)*	
Satisfaction	Satisfaction rating: home care services received *(% 8,9 or 10 on a scale of 0 to 10)*	91.9 *(88.9 - 94.9)*		87.9 *(86.8 - 88.9)*	
	Would recommend agency or home support worker to family/friends *(% definitely yes)*	86.4 *(82.6 - 90.2)*		74.3 *(72.9 - 75.7)*	
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	[F]		1.8[E] *(1.4 - 2.3)*	
Equity	How often service was received in language of preference *[Among those who specified a preference]* *(% always)*	*Eng* 99.2 (98.0 - 100)	*Fr.* 92.7 (87.0 - 98.3)	*Eng* 97.3 (96.7 - 97.9)	*Fr.* 90.7 (88.8 - 92.5)
Barrier	Have you ever found the cost for home care services too high? *(% yes)*	21.1 *(16.4 - 25.7)*		22.1 *(20.7 - 23.5)*	

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[F] *Too unreliable to be published (coefficient of variation greater than 33.3%)*

New Brunswick Health Council

2012 Home Care Survey Results
Overall New Brunswick

Quality of Service
Extra-Mural Program

		NB (%)	Zone 1 (%)	Zone 2 (%)	Zone 3 (%)	Zone 4 (%)	Zone 5 (%)	Zone 6 (%)	Zone 7 (%)
	Sample Size	n=3,153	n=761	n=768	n=618	n=321	n=178	n=300	n=207
Accessibility	Did care start as soon as you thought you needed it? *(% yes)*	93.0 *(92.4 - 93.7)*	92.6 *(91.2 - 93.9)*	93.7 *(92.5 - 95.0)*	92.6 *(91.1 - 94.1)*	92.1 *(90.0 - 94.3)*	94.4 *(92.0 - 96.8)*	94.3 *(92.5 - 96.2)*	91.5 *(88.8 - 94.3)*
Accessibility	Always got help when contacting the office *[Among those who contacted the office] (% yes)*	96.8 *(96.1 - 97.5)*	96.1 *(94.5 - 97.6)*	96.6 *(95.2 - 98.0)*	97.7 *(96.4 - 99.0)*	97.3 *(95.4 - 99.2)*	95.8 *(92.4 - 99.3)*	96.0 *(93.7 - 98.2)*	99.0 *(97.6 - 100)*
Communication	How often providers explained things in a way that was easy to understand *(% always)*	90.4 *(89.6 - 91.1)*	91.4 *(90.0 - 92.8)*	90.3 *(88.8 - 91.8)*	92.6 *(91.1 - 94.1)*	86.2 *(83.5 - 89.0)*	89.1 *(85.8 - 92.4)*	87.8 *(85.2 - 90.5)*	91.3 *(88.5 - 94.1)*
Communication	How often providers treated clients with courtesy and respect *(% always)*	96.4 *(95.9 - 96.8)*	97.5 *(96.7 - 98.3)*	96.8 *(95.9 - 97.7)*	96.2 *(95.1 - 97.3)*	94.2 *(92.3 - 96.0)*	94.4 *(91.9 - 96.8)*	94.9 *(93.1 - 96.7)*	98.6 *(97.4 - 99.7)*
Coordination	How often providers seemed informed about all care/treatment received at home *[Among clients with services from more than one person] (% always)*	77.1 *(75.8 - 78.5)*	78.3 *(75.6 - 81.0)*	76.7 *(73.9 - 79.4)*	71.9 *(68.6 - 75.2)*	82.0 *(77.9 - 86.1)*	77.2 *(71.4 - 82.9)*	82.7 *(78.7 - 86.6)*	74.8 *(69.1 - 80.5)*
Coordination	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	81.7 *(80.5 - 83.0)*	79.8 *(77.2 - 82.4)*	83.6 *(81.2 - 86.0)*	84.6 *(81.9 - 87.2)*	80.7 *(76.6 - 84.9)*	79.5 *(74.1 - 85.0)*	82.0 *(77.9 - 86.0)*	75.4 *(69.8 - 81.1)*
Patient-centred	Staff gave information needed for clients to take care of themselves *(% strongly agree)*	49.3 *(48.0 - 50.6)*	50.6 *(48.0 - 53.2)*	52.0 *(49.4 - 54.6)*	52.2 *(49.3 - 55.0)*	43.3 *(39.3 - 47.2)*	45.9 *(40.5 - 51.3)*	40.7 *(36.6 - 44.7)*	51.3 *(46.3 - 56.2)*
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	42.8 *(41.4 - 44.2)*	44.6 *(41.8 - 47.4)*	44.6 *(41.8 - 47.4)*	44.9 *(41.9 - 48.0)*	34.4 *(30.3 - 38.5)*	40.9 *(35.2 - 46.6)*	39.5 *(35.2 - 43.8)*	43.2 *(38.0 - 48.4)*
Satisfaction	Satisfaction rating: home health care services received *(% 8,9 or 10 on a scale of 0 to 10)*	96.7 *(96.2 - 97.1)*	96.1 *(95.1 - 97.1)*	97.7 *(96.9 - 98.5)*	96.5 *(95.4 - 97.5)*	95.3 *(93.7 - 97.0)*	95.6 *(93.4 - 97.8)*	98.1 *(96.9 - 99.2)*	97.0 *(95.3 - 98.7)*
Satisfaction	Would recommend Extra-Mural to family/friends *(% definitely yes)*	94.2 *(93.6 - 94.8)*	95.2 *(94.1 - 96.3)*	94.8 *(93.6 - 95.9)*	93.8 *(92.4 - 95.2)*	93.1 *(91.1 - 95.1)*	94.6 *(92.2 - 97.0)*	93.4 *(91.4 - 95.4)*	91.5 *(88.8 - 94.2)*
Safety	Staff talked with clients about how to set up home to move around safely *(% yes)*	72.2 *(71.0 - 73.5)*	69.8 *(67.2 - 72.4)*	70.4 *(67.9 - 72.9)*	74.2 *(71.4 - 76.9)*	75.5 *(71.9 - 79.1)*	64.5 *(59.0 - 70.0)*	79.9 *(76.4 - 83.5)*	72.3 *(67.4 - 77.2)*
Safety	Staff talked with clients about all the medicines they were taking *(% yes)*	72.3 *(71.1 - 73.4)*	70.3 *(67.8 - 72.8)*	64.9 *(62.4 - 67.5)*	72.8 *(70.2 - 75.5)*	81.0 *(77.8 - 84.2)*	68.7 *(63.6 - 73.9)*	87.2 *(84.4 - 90.0)*	71.8 *(67.2 - 76.3)*
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	0.7 [E] *(0.5 - 0.9)*	[F]	[F]	[F]	[F]	[F]	[F]	[F]
Equity	How often service was received in language of preference *[Among those who specified a preference] (% always)*	*Eng* 97.5 *(97.0 - 98.0)* *Fr.* 92.7 *(914 - 94.0)*	*Eng* 97.3 *(96.3 - 98.3)* *Fr.* 95.9 *(93.8 - 97.9)*	*Eng* 98.4 *(97.8 - 99.0)* *Fr.* [F]	*Eng* 97.7 *(96.9 - 98.6)* *Fr.* 84.3 [E] *(63.5 - 100)*	*Eng* 87.2 *(79.4 - 95.0)* *Fr.* 89.2 *(86.6 - 919)*	*Eng* 95.7 *(92.9 - 98.5)* *Fr.* 95.6 *(92.0 - 99.1)*	*Eng* 96.7 *(93.4 - 100)* *Fr.* 94.4 *(92.3 - 96.5)*	*Eng* 96.8 *(94.9 - 98.7)* *Fr.* 91.2 *(84.3 - 98.1)*

[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%)*

New Brunswick Health Council

2012 Home Care Survey Results
Overall New Brunswick

Quality of Service
Home Support Services

		NB (%)	Zone 1 (%)	Zone 2 (%)	Zone 3 (%)	Zone 4 (%)	Zone 5 (%)	Zone 6 (%)	Zone 7 (%)
	Sample Size	n=1,905	n=385	n=405	n=420	n=188	n=121	n=224	n=162
Accessibility	Ease or difficulty getting information about home care services before starting *(% very easy)*	19.4 *(18.1 - 20.8)*	17.2 *(14.2 - 20.2)*	27.5 *(24.1 - 30.8)*	23.8 *(20.7 - 26.9)*	12.7 [E] *(9.2 - 16.3)*	14.2 [E] *(9.5 - 18.9)*	14.4 *(11.1 - 17.8)*	12.9 [E] *(8.9 - 16.8)*
	Did home care start as soon as you thought you needed it? *(% yes)*	80.1 *(78.8 - 81.4)*	75.1 *(72.0 - 78.2)*	85.0 *(82.5 - 87.5)*	82.2 *(79.6 - 84.9)*	81.7 *(77.7 - 85.6)*	75.9 *(70.4 - 81.3)*	77.0 *(73.1 - 81.0)*	80.0 *(75.6 - 84.5)*
	Ease or difficulty contacting agency office or home support worker for help *(% very easy)*	58.6 *(57.0 - 60.3)*	62.1 *(58.6 - 65.7)*	71.8 *(68.6 - 75.1)*	76.2 *(73.2 - 79.2)*	21.7 *(17.4 - 26.1)*	47.3 *(40.6 - 53.9)*	33.1 *(28.6 - 37.6)*	58.9 *(53.3 - 64.4)*
Communication	How often home support workers explained things in a way that was easy to understand *(% always)*	84.5 *(83.3 - 85.7)*	89.4 *(87.1 - 91.7)*	85.0 *(82.4 - 87.5)*	86.0 *(83.5 - 88.4)*	72.4 *(67.6 - 77.1)*	85.4 *(80.8 - 90.0)*	82.2 *(78.6 - 85.9)*	84.4 *(80.3 - 88.5)*
	How often home support workers treated clients with courtesy and respect *(% always)*	90.3 *(89.3 - 91.2)*	90.7 *(88.6 - 92.7)*	90.1 *(88.0 - 92.2)*	91.5 *(89.5 - 93.4)*	84.2 *(80.4 - 87.9)*	89.6 *(85.7 - 93.5)*	92.4 *(89.9 - 94.9)*	91.7 *(88.6 - 94.7)*
Coordination	How often home support workers seemed informed about all care received at home *[Among clients with services from more than one person]* *(% always)*	67.8 *(65.5 - 70.1)*	68.2 *(62.8 - 73.5)*	63.8 *(59.0 - 68.6)*	67.2 *(62.9 - 71.6)*	54.2 *(44.9 - 63.4)*	71.1 *(62.3 - 80.0)*	78.4 *(72.0 - 84.8)*	78.9 *(71.3 - 86.6)*
	Clients who never received conflicting information from different providers *[Among clients with services from more than one person]*	75.5 *(73.4 - 77.6)*	72.1 *(67.0 - 77.2)*	78.5 *(74.4 - 82.6)*	74.2 *(70.2 - 78.2)*	60.9 *(52.1 - 69.7)*	83.2 *(75.5 - 90.9)*	80.7 *(74.5 - 86.9)*	81.6 *(74.3 - 88.9)*
Patient-centred	Family caregivers were given information they wanted when they needed it *(% strongly agree)*	27.3 *(25.8 - 28.9)*	25.8 *(22.3 - 29.3)*	32.0 *(28.4 - 35.6)*	32.8 *(29.3 - 36.2)*	16.6 [E] *(12.4 - 20.9)*	22.2 [E] *(16.5 - 28.0)*	23.0 *(18.8 - 27.2)*	27.4 *(22.1 - 32.7)*
Satisfaction	Satisfaction rating: home care services received *(% 8,9 or 10 on a scale of 0 to 10)*	87.9 *(86.8 - 88.9)*	86.2 *(83.7 - 88.7)*	87.1 *(84.8 - 89.5)*	89.6 *(87.5 - 91.7)*	77.5 *(73.2 - 81.8)*	89.6 *(85.7 - 93.6)*	93.9 *(91.6 - 96.1)*	91.9 *(88.9 - 94.9)*
	Would recommend agency or home support worker to family/friends *(% definitely yes)*	74.3 *(72.9 - 75.7)*	69.0 *(65.6 - 72.3)*	70.9 *(67.7 - 74.1)*	78.6 *(75.8 - 81.4)*	64.7 *(59.7 - 69.6)*	76.8 *(71.3 - 82.3)*	79.4 *(75.6 - 83.2)*	86.4 *(82.6 - 90.2)*
Safety	Do you believe you were harmed because of an error or mistake? *(% yes)*	1.8 [E] *(1.4 - 2.3)*	[F]	[F]	[F]	5.0 [E] *(2.7 - 7.2)*	[F]	[F]	[F]
Equity	How often service was received in language of preference *[Among those who specified a preference]* *(% always)*	*Eng* 97.3 (96.7 - 97.9) / *Fr.* 90.7 (88.8 - 92.5)	*Eng* 98.6 (97.6 - 99.6) / *Fr.* 81.5 (75.6 - 87.5)	*Eng* 97.8 (96.8 - 98.8) / *Fr.* [T]	*Eng* 97.6 (96.6 - 98.7) / *Fr.* [T]	*Eng* 78.3 (67.2 - 89.4) / *Fr.* 89.9 (86.6 - 93.3)	*Eng* 92.8 (88.4 - 97.2) / *Fr.* 87.5 (80.9 - 94.0)	*Eng* 94.7 (89.8 - 99.6) / *Fr.* 96.4 (94.4 - 98.4)	*Eng* 99.2 (98.0 - 100) / *Fr.* 92.7 (87.0 - 98.3)
Barrier	Have you ever found the cost for home care services too high? *(% yes)*	22.1 *(20.7 - 23.5)*	26.0 *(22.7 - 29.3)*	23.4 *(20.4 - 26.5)*	18.2 *(15.5 - 20.9)*	28.1 *(23.3 - 32.9)*	22.2 [E] *(16.7 - 27.7)*	16.8 *(13.2 - 20.3)*	21.1 *(16.4 - 25.7)*

[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%)*

[T] *Sample size too small to report*