

Experience with hospital acute care services



Province
New Brunswick



RHA
Horizon Health Network



RHA
Vitalité Health Network

Admission process

When admission is not through ER

Completely informed about admission process % 2019	64.4	63.5	67.0
Admission process was completely organized % 2019	79.8	79.3	81.4

When admission is through ER

Completely informed about admission process % 2019	45.8	40.5	55.5
Waited too long to be admitted to a hospital bed % 2019	22.8	24.4	19.8
Transfer to hospital bed was completely organized % 2019	68.1	67.4	69.5
Completely informed about their condition and treatment in ER % 2019	45.9	40.2	56.2

Room environment and services

Room and bathroom always kept clean % 2019	50.4	48.3	55.0
Area around room was always quiet at night % 2019	40.7	36.9	48.8
Quality of food was excellent, very good or good % 2019	53.7	53.8	53.3
Visiting hours always met their needs % 2019	85.6	85.9	85.0

Communication

About new medications

	Province New Brunswick	RHA Horizon Health Network	RHA Vitalité Health Network
Hospital staff communicated well about new medications % 2019	55.2	54.6	56.7
Hospital staff always told them what their new medication was for % 2019	69.2	69.1	69.6
Hospital staff always described possible side effects in a way they could understand % 2019	41.1	40.0	43.6
With doctors			
Communicated well with patients % 2019	79.7	78.5	82.2
Always treated them with courtesy and respect % 2019	86.9	86.5	87.9
Always listened carefully % 2019	78.4	76.8	81.8
Always explained things in a way they could understand % 2019	73.8	72.2	77.1
With nurses			
Communicated well with patients % 2019	73.4	71.8	76.7
Always treated them with courtesy and respect % 2019	81.0	80.4	82.2
Always listened carefully % 2019	69.4	67.6	73.2
Always explained things in a way they could understand % 2019	69.7	67.4	74.6
Responsiveness of staff			
Hospital staff responded quickly to the needs of patients % 2019	58.5	55.1	65.3
Always received help in getting to the bathroom or using bedpan % 2019	57.3	55.9	60.1
Always received the help wanted when pressing the call button % 2019	59.2	54.6	68.6
Always received the information needed about condition and treatment % 2019	65.1	64.0	67.6
Always received support needed to help with anxieties, fears or worries % 2019	63.5	63.2	64.3
Strongly agree that hospital staff took their cultural values into account % 2019	37.9	35.9	41.4

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Coordination of care

Always good communication between doctors, nurses and other hospital staff % 2019	60.5	59.8	62.1
Doctors, nurses and other staff always seemed informed and up-to-date about their care % 2019	59.6	58.7	61.4
Tests and procedures were always done when they were told they would be done % 2019	72.9	73.9	70.8

Involvement in decision making

Patients always involved in decisions about their care % 2019	61.1	62.3	58.7
Family or friends always involved in decisions about care % 2019	72.2	72.8	70.9
Strongly agree that staff took preferences into account about their care after leaving the hospital % 2019	39.6	38.2	42.4

Language of service

Prefers services in English % 2019	75.2	94.3	34.6
... Always received services in English % 2019	94.0	96.2	81.4
Prefers services in French % 2019	24.8	5.7	65.4
... Always received services in French % 2019	80.9	35.9	89.1
Always received services in official language of their choice (English or French) % 2019	90.8	92.8	86.5

Pain control

Staff helped in preventing or reducing pain % 2019	68.7	67.9	70.5
Pain was always well controlled % 2019	61.1	60.1	63.3
Staff always did everything they could to help control the pain % 2019	76.3	75.6	77.7

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Safety			
Harmed due to a medical error or mistake % 2019	5.2	5.0	5.6
Hospital definitely took patient safety seriously % 2019	81.1	81.2	81.1
Needed family or friend to stay with them to feel safe % 2019	9.8	8.6	12.5
Staff talked to them about patient safety % 2019	40.7	42.1	37.5
Staff always washed hands before caring for patient % 2019	72.5	72.2	73.2
Staff always checked identification band % 2019	84.2	84.5	83.6
Leaving the hospital			
Staff informed patients on what day they would leave the hospital % 2019	75.2	75.6	74.4
Patients received key information before leaving the hospital % 2019	70.0	68.3	73.6
Staff talked with them about whether they would have the help they needed % 2019	73.0	72.5	74.0
Received information in writing about symptoms or health problems to look out for % 2019	67.0	64.1	73.2
Had a completely clear understanding about prescribed medications % 2019	80.5	78.8	84.0
Completely informed about what to do if worried about health % 2019	61.3	58.2	67.8
Had a completely better understanding of their condition % 2019	60.7	56.6	69.3
Overall experience of care			
Favourable rating of services received % 2019	78.5	77.6	80.7
Patient recommends hospital to family and friends % 2019	65.5	64.0	68.6
Felt helped by hospital stay % 2019	86.5	86.1	87.5
Patient had a good experience overall % 2019	82.3	81.6	83.9

About this Table

Content and description

Indicators on the experience of citizens reported throughout their journey while interacting with New Brunswick hospitals.

Indicators are organized by different categories and capture citizens' reported experience regarding admissions into the hospital, communication with doctors, nurses and other staff, room environment and services provided, responsiveness of staff, coordination of care, involvement in decision-making, language of service, pain control, safety, discharge and overall experience.

Why is it important?

By better understanding the experience of citizens with New Brunswick hospitals, we can better assess the quality of services. This also encourages decision-makers and planners to create performance targets based on care experience survey indicators.


Availability of the data


The information in this data table is available by hospital as well as by demographic groups. More information is available on our [Hospital Acute Care Survey](#) page.

Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size

 Above-average performance

 Below-average performance