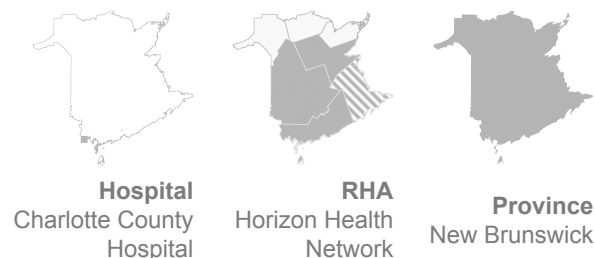


HOSPITAL ACUTE CARE SURVEY

Experience with hospital acute care services



Admission process

When admission is not through ER

Completely informed about admission process % 2019	16.7	63.5	64.4
Admission process was completely organized % 2016	76.9	79.0	79.2

When admission is through ER

Completely informed about admission process % 2019	44.0	40.5	45.8
Waited too long to be admitted to a hospital bed % 2019	S	24.4	22.8
Transfer to hospital bed was completely organized % 2019	76.5	67.4	68.1
Completely informed about their condition and treatment in ER % 2019	42.0	40.2	45.9

Room environment and services

Room and bathroom always kept clean % 2019	63.3	48.3	50.4
Area around room was always quiet at night % 2019	44.3	36.9	40.7
Quality of food was excellent, very good or good % 2019	67.7	53.8	53.7
Visiting hours always met their needs % 2019	71.2	85.9	85.6

Communication

About new medications

	Hospital Charlotte County Hospital	RHA Horizon Health Network	Province New Brunswick
Hospital staff communicated well about new medications % 2019	48.5	54.6	55.2
Hospital staff always told them what their new medication was for % 2019	61.8	69.1	69.2
Hospital staff always described possible side effects in a way they could understand % 2019	35.3	40.0	41.1

With doctors

Communicated well with patients % 2019	76.3	78.5	79.7
Always treated them with courtesy and respect % 2019	83.9	86.5	86.9
Always listened carefully % 2019	75.8	76.8	78.4
Always explained things in a way they could understand % 2019	69.4	72.2	73.8

With nurses

Communicated well with patients % 2019	72.0	71.8	73.4
Always treated them with courtesy and respect % 2019	88.7	80.4	81.0
Always listened carefully % 2019	62.9	67.6	69.4
Always explained things in a way they could understand % 2019	64.5	67.4	69.7

Responsiveness of staff

Hospital staff responded quickly to the needs of patients % 2019	56.5	55.1	58.5
Always received help in getting to the bathroom or using bedpan % 2019	40.0	55.9	57.3
Always received the help wanted when pressing the call button % 2019	63.3	54.6	59.2
Always received the information needed about condition and treatment % 2019	60.0	64.0	65.1
Always received support needed to help with anxieties, fears or worries % 2019	70.8	63.2	63.5
Strongly agree that hospital staff took their cultural values into account % 2019	50.0	35.9	37.9

Hospital	RHA	Province
Charlotte County Hospital	Horizon Health Network	New Brunswick

Coordination of care

Always good communication between doctors, nurses and other hospital staff % 2019	63.3	59.8	60.5
Doctors, nurses and other staff always seemed informed and up-to-date about their care % 2019	60.0	58.7	59.6
Tests and procedures were always done when they were told they would be done % 2019	81.0	73.9	72.9

Involvement in decision making

Patients always involved in decisions about their care % 2019	62.3	62.3	61.1
Family or friends always involved in decisions about care % 2019	58.5	72.8	72.2
Strongly agree that staff took preferences into account about their care after leaving the hospital % 2019	31.8	38.2	39.6

Language of service

Prefers services in English % 2019	100.0	94.3	75.2
... Always received services in English % 2019	100.0	96.2	94.0
Prefers services in French % 2019	0.0	5.7	24.8
... Always received services in French % 2019	n/a	35.9	80.9
Always received services in official language of their choice (English or French) % 2019	100.0	92.8	90.8

Pain control

Staff helped in preventing or reducing pain % 2019	62.0	67.9	68.7
Pain was always well controlled % 2019	48.7	60.1	61.1
Staff always did everything they could to help control the pain % 2019	75.0	75.6	76.3

Hospital	RHA	Province
Charlotte County Hospital	Horizon Health Network	New Brunswick

Safety

Harmed due to a medical error or mistake % 2019	S	5.0	5.2
Hospital definitely took patient safety seriously % 2019	88.5	81.2	81.1
Needed family or friend to stay with them to feel safe % 2019	S	8.6	9.8
Staff talked to them about patient safety % 2019	57.8	42.1	40.7
Staff always washed hands before caring for patient % 2019	80.4	72.2	72.5
Staff always checked identification band % 2019	89.7	84.5	84.2

Leaving the hospital

Staff informed patients on what day they would leave the hospital % 2019	63.6	75.6	75.2
Patients received key information before leaving the hospital % 2019	59.5	68.3	70.0
Staff talked with them about whether they would have the help they needed % 2019	72.1	72.5	73.0
Received information in writing about symptoms or health problems to look out for % 2019	46.7	64.1	67.0
Had a completely clear understanding about prescribed medications % 2019	85.0	78.8	80.5
Completely informed about what to do if worried about health % 2019	58.6	58.2	61.3
Had a completely better understanding of their condition % 2019	55.0	56.6	60.7

Overall experience of care

Favourable rating of services received % 2019	86.2	77.6	78.5
Patient recommends hospital to family and friends % 2019	75.0	64.0	65.5
Felt helped by hospital stay % 2019	88.7	86.1	86.5
Patient had a good experience overall % 2019	88.1	81.6	82.3

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