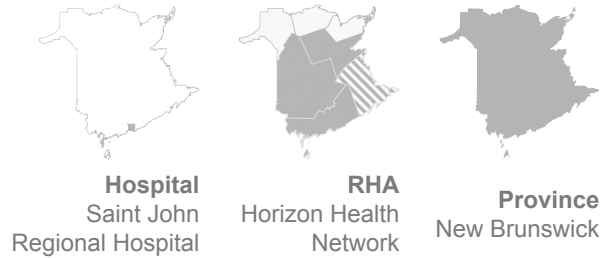


HOSPITAL ACUTE CARE SURVEY

Experience with hospital acute care services



Admission process

When admission is not through ER

Completely informed about admission process % 2019	65.7	63.5	64.4
Admission process was completely organized % 2019	83.2	79.3	79.8

When admission is through ER

Completely informed about admission process % 2019	41.4	40.5	45.8
Waited too long to be admitted to a hospital bed % 2019	23.8	24.4	22.8
Transfer to hospital bed was completely organized % 2019	70.7	67.4	68.1
Completely informed about their condition and treatment in ER % 2019	40.5	40.2	45.9

Room environment and services

Room and bathroom always kept clean % 2019	48.4	48.3	50.4
Area around room was always quiet at night % 2019	36.0	36.9	40.7
Quality of food was excellent, very good or good % 2019	51.2	53.8	53.7
Visiting hours always met their needs % 2019	87.8	85.9	85.6

Communication

About new medications

	Hospital Saint John Regional Hospital	RHA Horizon Health Network	Province New Brunswick
Hospital staff communicated well about new medications % 2019	54.8	54.6	55.2
Hospital staff always told them what their new medication was for % 2019	70.1	69.1	69.2
Hospital staff always described possible side effects in a way they could understand % 2019	39.4	40.0	41.1

With doctors

Communicated well with patients % 2019	78.3	78.5	79.7
Always treated them with courtesy and respect % 2019	86.2	86.5	86.9
Always listened carefully % 2019	77.1	76.8	78.4
Always explained things in a way they could understand % 2019	71.8	72.2	73.8

With nurses

Communicated well with patients % 2019	71.9	71.8	73.4
Always treated them with courtesy and respect % 2019	80.1	80.4	81.0
Always listened carefully % 2019	67.9	67.6	69.4
Always explained things in a way they could understand % 2019	67.7	67.4	69.7

Responsiveness of staff

Hospital staff responded quickly to the needs of patients % 2019	55.5	55.1	58.5
Always received help in getting to the bathroom or using bedpan % 2019	57.3	55.9	57.3
Always received the help wanted when pressing the call button % 2019	54.4	54.6	59.2
Always received the information needed about condition and treatment % 2019	65.4	64.0	65.1
Always received support needed to help with anxieties, fears or worries % 2019	63.6	63.2	63.5
Strongly agree that hospital staff took their cultural values into account % 2019	37.4	35.9	37.9

Hospital	RHA	Province
Saint John Regional Hospital	Horizon Health Network	New Brunswick

Coordination of care

Always good communication between doctors, nurses and other hospital staff % 2019	62.8	59.8	60.5
Doctors, nurses and other staff always seemed informed and up-to-date about their care % 2019	61.1	58.7	59.6
Tests and procedures were always done when they were told they would be done % 2019	74.6	73.9	72.9

Involvement in decision making

Patients always involved in decisions about their care % 2019	63.0	62.3	61.1
Family or friends always involved in decisions about care % 2019	73.7	72.8	72.2
Strongly agree that staff took preferences into account about their care after leaving the hospital % 2019	41.1	38.2	39.6

Language of service

Prefers services in English % 2019	95.8	94.3	75.2
... Always received services in English % 2019	96.9	96.2	94.0
Prefers services in French % 2019	4.2	5.7	24.8
... Always received services in French % 2019	48.4	35.9	80.9
Always received services in official language of their choice (English or French) % 2019	94.8	92.8	90.8

Pain control

Staff helped in preventing or reducing pain % 2019	68.0	67.9	68.7
Pain was always well controlled % 2019	60.6	60.1	61.1
Staff always did everything they could to help control the pain % 2019	75.3	75.6	76.3

Hospital	RHA	Province
Saint John Regional Hospital	Horizon Health Network	New Brunswick

Safety

Harmed due to a medical error or mistake % 2019	4.7	5.0	5.2
Hospital definitely took patient safety seriously % 2019	82.6	81.2	81.1
Needed family or friend to stay with them to feel safe % 2019	8.0	8.6	9.8
Staff talked to them about patient safety % 2019	46.0	42.1	40.7
Staff always washed hands before caring for patient % 2019	70.2	72.2	72.5
Staff always checked identification band % 2019	85.7	84.5	84.2

Leaving the hospital

Staff informed patients on what day they would leave the hospital % 2019	76.9	75.6	75.2
Patients received key information before leaving the hospital % 2019	70.0	68.3	70.0
Staff talked with them about whether they would have the help they needed % 2019	73.3	72.5	73.0
Received information in writing about symptoms or health problems to look out for % 2019	66.7	64.1	67.0
Had a completely clear understanding about prescribed medications % 2019	79.2	78.8	80.5
Completely informed about what to do if worried about health % 2019	60.1	58.2	61.3
Had a completely better understanding of their condition % 2019	58.1	56.6	60.7

Overall experience of care

Favourable rating of services received % 2019	79.3	77.6	78.5
Patient recommends hospital to family and friends % 2019	68.1	64.0	65.5
Felt helped by hospital stay % 2019	87.0	86.1	86.5
Patient had a good experience overall % 2019	83.3	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