

## Experience with hospital acute care services



**Hospital**  
Upper River  
Valley Hospital



**RHA**  
Horizon Health  
Network



**Province**  
New Brunswick

### Admission process

#### When admission is not through ER

Completely informed about admission process %   2019	64.0	63.5	64.4
Admission process was completely organized %   2019	83.3	79.3	79.8

#### When admission is through ER

Completely informed about admission process %   2019	36.9	40.5	45.8
Waited too long to be admitted to a hospital bed %   2019	24.0	24.4	22.8
Transfer to hospital bed was completely organized %   2019	58.2	67.4	68.1
Completely informed about their condition and treatment in ER %   2019	39.0	40.2	45.9

### Room environment and services

Room and bathroom always kept clean %   2019	60.6	48.3	50.4
Area around room was always quiet at night %   2019	38.6	36.9	40.7
Quality of food was excellent, very good or good %   2019	46.8	53.8	53.7
Visiting hours always met their needs %   2019	84.6	85.9	85.6

### Communication

#### About new medications

	Hospital Upper River Valley Hospital	RHA Horizon Health Network	Province New Brunswick
Hospital staff communicated well about new medications %   2019	44.2	54.6	55.2
Hospital staff always told them what their new medication was for %   2019	55.7	69.1	69.2
Hospital staff always described possible side effects in a way they could understand %   2019	32.0	40.0	41.1

### With doctors

Communicated well with patients %   2019	65.1	78.5	79.7
Always treated them with courtesy and respect %   2019	77.4	86.5	86.9
Always listened carefully %   2019	64.4	76.8	78.4
Always explained things in a way they could understand %   2019	53.4	72.2	73.8

### With nurses

Communicated well with patients %   2019	62.0	71.8	73.4
Always treated them with courtesy and respect %   2019	75.8	80.4	81.0
Always listened carefully %   2019	56.7	67.6	69.4
Always explained things in a way they could understand %   2019	53.7	67.4	69.7

## Responsiveness of staff

Hospital staff responded quickly to the needs of patients %   2019	43.4	55.1	58.5
Always received help in getting to the bathroom or using bedpan %   2019	44.3	55.9	57.3
Always received the help wanted when pressing the call button %   2019	42.9	54.6	59.2
Always received the information needed about condition and treatment %   2019	51.9	64.0	65.1
Always received support needed to help with anxieties, fears or worries %   2019	50.5	63.2	63.5
Strongly agree that hospital staff took their cultural values into account %   2019	25.4	35.9	37.9

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## Coordination of care

Always good communication between doctors, nurses and other hospital staff %   2019	<b>49.2</b>	<b>59.8</b>	<b>60.5</b>
Doctors, nurses and other staff always seemed informed and up-to-date about their care %   2019	<b>51.1</b>	<b>58.7</b>	<b>59.6</b>
Tests and procedures were always done when they were told they would be done %   2019	<b>71.5</b>	<b>73.9</b>	<b>72.9</b>

## Involvement in decision making

Patients always involved in decisions about their care %   2019	<b>51.2</b>	<b>62.3</b>	<b>61.1</b>
Family or friends always involved in decisions about care %   2019	<b>67.3</b>	<b>72.8</b>	<b>72.2</b>
Strongly agree that staff took preferences into account about their care after leaving the hospital %   2019	<b>31.0</b>	<b>38.2</b>	<b>39.6</b>

## Language of service

Prefers services in English %   2019	<b>100.0</b>	<b>94.3</b>	<b>75.2</b>
... Always received services in English %   2019	<b>98.4</b>	<b>96.2</b>	<b>94.0</b>
Prefers services in French %   2019	<b>0.0</b>	<b>5.7</b>	<b>24.8</b>
... Always received services in French %   2019	n/a	<b>35.9</b>	<b>80.9</b>
Always received services in official language of their choice (English or French) %   2019	<b>98.4</b>	<b>92.8</b>	<b>90.8</b>

## Pain control

Staff helped in preventing or reducing pain %   2019	<b>62.5</b>	<b>67.9</b>	<b>68.7</b>
Pain was always well controlled %   2019	<b>53.4</b>	<b>60.1</b>	<b>61.1</b>
Staff always did everything they could to help control the pain %   2019	<b>71.6</b>	<b>75.6</b>	<b>76.3</b>

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## Safety

Harmed due to a medical error or mistake %   2019	5.7	5.0	5.2
Hospital definitely took patient safety seriously %   2019	76.6	81.2	81.1
Needed family or friend to stay with them to feel safe %   2019	8.2	8.6	9.8
Staff talked to them about patient safety %   2019	35.2	42.1	40.7
Staff always washed hands before caring for patient %   2019	68.8	72.2	72.5
Staff always checked identification band %   2019	81.9	84.5	84.2

## Leaving the hospital

Staff informed patients on what day they would leave the hospital %   2019	56.5	75.6	75.2
Patients received key information before leaving the hospital %   2019	57.0	68.3	70.0
Staff talked with them about whether they would have the help they needed %   2019	71.2	72.5	73.0
Received information in writing about symptoms or health problems to look out for %   2019	42.9	64.1	67.0
Had a completely clear understanding about prescribed medications %   2019	69.8	78.8	80.5
Completely informed about what to do if worried about health %   2019	56.5	58.2	61.3
Had a completely better understanding of their condition %   2019	49.2	56.6	60.7

## Overall experience of care

Favourable rating of services received %   2019	69.2	77.6	78.5
Patient recommends hospital to family and friends %   2019	59.5	64.0	65.5
Felt helped by hospital stay %   2019	76.4	86.1	86.5
Patient had a good experience overall %   2019	70.0	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.

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### 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