Experience with hospital acute care services

Zone 7
Miramichi Area

Province
New Brunswick
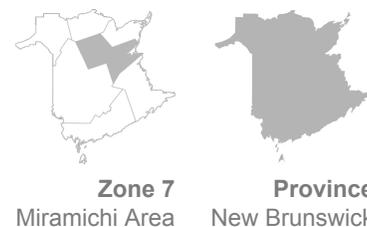
Admission process

When admission is not through ER

	Zone 7	Province
Completely informed about admission process % | 2019	**58.0**	**64.4**
Admission process was completely organized % | 2019	**69.8**	**79.8**

When admission is through ER

	Zone 7	Province
Completely informed about admission process % | 2019	**48.1**	**45.8**
Waited too long to be admitted to a hospital bed % | 2019	**30.7**	**22.8**
Transfer to hospital bed was completely organized % | 2019	**67.1**	**68.1**
Completely informed about their condition and treatment in ER % | 2019	**51.0**	**45.9**

Room environment and services

	Zone 7	Province
Room and bathroom always kept clean % | 2019	**60.1**	**50.4**
Area around room was always quiet at night % | 2019	**40.2**	**40.7**
Quality of food was excellent, very good or good % | 2019	**68.0**	**53.7**
Visiting hours always met their needs % | 2019	**86.1**	**85.6**

Communication

About new medications

	Zone 7	Province
Hospital staff communicated well about new medications % | 2019	n/a	**55.2**

	Zone 7 Miramichi Area	Province New Brunswick
Hospital staff always told them what their new medication was for % | 2019	**76.7**	**69.2**
Hospital staff always described possible side effects in a way they could understand % | 2019	**47.2**	**41.1**

With doctors

Communicated well with patients % | 2019	n/a	**79.7**
Always treated them with courtesy and respect % | 2019	**90.6**	**86.9**
Always listened carefully % | 2019	**76.8**	**78.4**
Always explained things in a way they could understand % | 2019	**75.0**	**73.8**

With nurses

Communicated well with patients % | 2019	n/a	**73.4**
Always treated them with courtesy and respect % | 2019	**86.2**	**81.0**
Always listened carefully % | 2019	**72.0**	**69.4**
Always explained things in a way they could understand % | 2019	**69.6**	**69.7**

Responsiveness of staff

Hospital staff responded quickly to the needs of patients % | 2019	n/a	**58.5**
Always received help in getting to the bathroom or using bedpan % | 2019	**63.9**	**57.3**
Always received the help wanted when pressing the call button % | 2019	**64.6**	**59.2**
Always received the information needed about condition and treatment % | 2019	**68.8**	**65.1**
Always received support needed to help with anxieties, fears or worries % | 2019	**62.8**	**63.5**
Strongly agree that hospital staff took their cultural values into account % | 2019	**31.1**	**37.9**

Coordination of care

Always good communication between doctors, nurses and other hospital staff % | 2019	**61.6**	**60.5**
Doctors, nurses and other staff always seemed informed and up-to-date about their care % | 2019	**57.5**	**59.6**

	Zone 7 Miramichi Area	Province New Brunswick
Tests and procedures were always done when they were told they would be done % | 2019	76.2	72.9

Involvement in decision making

Patients always involved in decisions about their care % | 2019	61.1	61.1
Family or friends always involved in decisions about care % | 2019	73.7	72.2
Strongly agree that staff took preferences into account about their care after leaving the hospital % | 2019	38.8	39.6

Language of service

Prefers services in English % | 2019	84.6	75.2
… Always received services in English % | 2019	94.7	94.0
Prefers services in French % | 2019	15.4	24.8
… Always received services in French % | 2019	23.7	80.9
Always received services in official language of their choice (English or French) % | 2019	83.9	90.8

Pain control

Staff helped in preventing or reducing pain % | 2019	n/a	68.7
Pain was always well controlled % | 2019	59.6	61.1
Staff always did everything they could to help control the pain % | 2019	77.5	76.3

Safety

Harmed due to a medical error or mistake % | 2019	6.0	5.2
Hospital definitely took patient safety seriously % | 2019	78.9	81.1
Needed family or friend to stay with them to feel safe % | 2019	8.8	9.8
Staff talked to them about patient safety % | 2019	44.2	40.7

	Zone 7 Miramichi Area	Province New Brunswick
Staff always washed hands before caring for patient % | 2019	79.6	72.5
Staff always checked identification band % | 2019	83.8	84.2

Leaving the hospital

Staff informed patients on what day they would leave the hospital % | 2019	75.5	75.2
Patients received key information before leaving the hospital % | 2019	n/a	70.0
Staff talked with them about whether they would have the help they needed % | 2019	70.5	73.0
Received information in writing about symptoms or health problems to look out for % | 2019	72.3	67.0
Had a completely clear understanding about prescribed medications % | 2019	82.4	80.5
Completely informed about what to do if worried about health % | 2019	60.5	61.3
Had a completely better understanding of their condition % | 2019	60.2	60.7

Overall experience of care

Favourable rating of services received % | 2019	81.5	78.5
Patient recommends hospital to family and friends % | 2019	63.2	65.5
Felt helped by hospital stay % | 2019	85.8	86.5
Patient had a good experience overall % | 2019	85.1	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