

## Acute care patients who reported that doctors always treated them with courtesy and respect

Unit : %

|  | Year<br>2019 | Year<br>2016 | Year<br>2013 | Year<br>2010 |
|--|--------------|--------------|--------------|--------------|
| <b>Province</b>                                  |              |              |              |              |
| New Brunswick                                    | 86.9         | 86.8         | 87.0         | 85.6         |
| <b>Hospitals</b>                                 |              |              |              |              |
| The Moncton Hospital                             | 88.3         | 87.2         | 87.1         | 86.1         |
| Sackville Memorial Hospital                      | 90.6         | 81.8         | 81.4         | 92.2         |
| Charlotte County Hospital                        | 83.9         | 77.6         | 86.3         | 83.3         |
| Grand Manan Hospital                             | 100.0        | 100.0        | 100.0        | 87.5         |
| Saint John Regional Hospital                     | 86.2         | 85.3         | 86.1         | 85.2         |
| Sussex Health Centre                             | 75.0         | 79.4         | 86.4         | 88.6         |
| Dr. Everett Chalmers Regional Hospital           | 85.9         | 88.4         | 88.1         | 87.1         |
| Hotel-Dieu of St. Joseph                         | 77.1         | 90.5         | 93.8         | 82.5         |
| Oromocto Public Hospital                         | 84.0         | 86.4         | 91.7         | 74.6         |
| Upper River Valley Hospital                      | 77.4         | 83.3         | 82.8         | 80.0         |
| Miramichi Regional Hospital                      | 90.6         | 90.0         | 88.1         | 87.3         |
| Dr. Georges-L.-Dumont University Hospital Centre | 89.8         | 88.6         | 88.2         | 86.9         |
| Stella-Maris-de-Kent Hospital                    | 90.4         | 87.6         | 92.2         | 92.9         |
| Grand Falls General Hospital                     | 79.2         | 93.3         | 83.3         | 78.0         |
| Edmundston Regional Hospital                     | 88.0         | 87.5         | 86.4         | 88.4         |
| Hôtel-Dieu Saint-Joseph de Saint-Quentin         | 100.0        | 80.0         | 95.0         | 93.8         |
| Campbellton Regional Hospital                    | 80.3         | 76.4         | 85.1         | 76.9         |
| Enfant-Jésus RHSJ† Hospital                      | 90.8         | 86.6         | 91.4         | n/a          |
| Tracadie Hospital                                | 78.9         | 86.4         | 77.7         | 86.6         |

|                           | Year<br>2019 | Year<br>2016 | Year<br>2013 | Year<br>2010 |
|---------------------------|--------------|--------------|--------------|--------------|
| Chaleur Regional Hospital | 89.6         | 88.2         | 86.8         | 84.8         |

### Health zones

|   |      |      |      |     |
|---|------|------|------|-----|
| Zone 1 - Moncton and South-East Area            | 89.0 | 87.7 | 87.5 | n/a |
| Zone 1 - Moncton and South-East Area - Horizon  | 88.3 | 87.0 | 86.8 | n/a |
| Zone 1 - Moncton and South-East Area - Vitalité | 89.8 | 88.5 | 88.5 | n/a |
| Zone 2 - Fundy Shore and Saint John Area        | 86.0 | 84.9 | 86.3 | n/a |
| Zone 3 - Fredericton and River Valley Area      | 84.6 | 87.8 | 88.3 | n/a |
| Zone 4 - Madawaska and North-West Area          | 87.7 | 87.5 | 86.6 | n/a |
| Zone 5 - Restigouche Area                       | 80.3 | 76.4 | 85.1 | n/a |
| Zone 6 - Bathurst and Acadian Peninsula Area    | 87.7 | 87.7 | 85.5 | n/a |
| Zone 7 - Miramichi Area                         | 90.6 | 90.0 | 88.1 | n/a |

### Regional Health Authorities

|                         |      |      |      |      |
|-------------------------|------|------|------|------|
| Horizon Health Network  | 86.5 | 86.7 | 87.1 | 85.8 |
| Vitalité Health Network | 87.9 | 87.0 | 86.8 | 85.3 |

### Age

|             |      |      |      |      |
|-------------|------|------|------|------|
| 18-64       | 85.4 | 85.4 | 86.1 | 84.2 |
| 65 and over | 88.0 | 87.8 | 87.8 | 86.8 |

### Sex at birth

|        |      |      |      |      |
|--------|------|------|------|------|
| Female | 86.8 | 86.5 | 87.5 | 85.6 |
| Male   | 87.0 | 87.2 | 86.5 | 85.5 |

### Language

|  |      |      |      |      |
|--|------|------|------|------|
| Preferred language of service: English | 86.2 | 86.1 | 86.9 | 85.4 |
| Preferred language of service: French  | 89.6 | 89.0 | 87.4 | 86.2 |

|                            | Year<br>2019 | Year<br>2016 | Year<br>2013 | Year<br>2010 |
|----------------------------|--------------|--------------|--------------|--------------|
| <b>Race</b>                |              |              |              |              |
| White                      | 87.1         | 86.9         | n/a          | n/a          |
| Other                      | 79.6         | 79.5         | n/a          | n/a          |
| East/Southeast Asian       | S            | S            | n/a          | n/a          |
| Black                      | 80.9         | 92.9         | n/a          | n/a          |
| <b>Indigenous identity</b> |              |              |              |              |
| Indigenous                 | 75.2         | 83.2         | 79.3         | 81.4         |
| <b>Immigrant</b>           |              |              |              |              |
| Immigrants                 | 86.8         | n/a          | n/a          | n/a          |
| Non-immigrants             | 87.0         | n/a          | n/a          | n/a          |
| <b>Education level</b>     |              |              |              |              |
| High school or less        | 87.5         | 88.0         | 87.4         | 86.3         |
| Postsecondary              | 86.1         | 85.2         | 86.1         | 84.0         |

About

This indicator is the percentage of acute care patients who reported that doctors always treated them with courtesy and respect.

Source

Hospital Acute Care Survey

Calculations

This indicator is calculated by dividing the number of respondents who answered "always" by the number of respondents who answered "never, sometimes, usually or always" to the question: During this hospital stay, how often did doctors treat you with courtesy and respect?

| Unit | Interpretation   | NBHC code  |
|------|------------------|------------|
| %    | Higher is better | AC_CWD01_1 |

Caption

n/a = Not applicable / not available  
S = Data suppressed due to confidentiality requirements and/or small sample size