Overall score that represents how well doctors communicated with acute care patients

Unit : %

	Year 2019	Year 2016	Year 2013	Year 2010
Province				
New Brunswick	79.7	80.0	80.2	78.5
Hospitals				
The Moncton Hospital	80.4	79.8	78.9	79.2
Sackville Memorial Hospital	86.5	70.4	74.0	77.0
Charlotte County Hospital	76.3	67.4	73.7	70.0
Grand Manan Hospital	76.7	100.0	87.2	80.4
Saint John Regional Hospital	78.3	77.7	79.1	77.7
Sussex Health Centre	69.0	63.0	72.1	76.0
Dr. Everett Chalmers Regional Hospital	78.3	80.6	82.4	79.4
Hotel-Dieu of St. Joseph	75.7	82.3	83.8	76.2
Oromocto Public Hospital	78.0	77.3	79.9	67.0
Upper River Valley Hospital	65.1	75.0	74.6	71.8
Miramichi Regional Hospital	80.8	80.8	80.6	74.7
Dr. Georges-L.-Dumont University Hospital Centre	83.9	84.2	82.3	81.8
Stella-Maris-de-Kent Hospital	85.0	84.4	84.6	90.5
Grand Falls General Hospital	72.2	86.7	70.2	75.9
Edmundston Regional Hospital	81.9	82.2	80.8	80.6
Hôtel-Dieu Saint-Joseph de Saint-Quentin	91.7	81.3	90.0	93.7
Campbellton Regional Hospital	73.7	74.3	79.7	71.3
Enfant-Jésus RHSJ† Hospital	87.4	83.6	84.7	n/a
Tracadie Hospital	75.5	81.3	76.8	80.3

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	Year 2019	Year 2016	Year 2013	Year 2010
Chaleur Regional Hospital	**84.1**	**83.2**	**80.7**	**81.0**

Regional Health Authorities

	Year 2019	Year 2016	Year 2013	Year 2010
Horizon Health Network	**78.5**	**78.8**	**79.8**	**77.6**
Vitalité Health Network	**82.2**	**82.6**	**81.1**	**80.1**

Age

	Year 2019	Year 2016	Year 2013	Year 2010
18-64	n/a	n/a	n/a	n/a
65 and over	**79.9**	**79.9**	**80.5**	n/a

Sex at birth

	Year 2019	Year 2016	Year 2013	Year 2010
Female	**79.8**	**79.8**	**80.7**	n/a
Male	**79.5**	**80.4**	**79.7**	n/a

Language

	Year 2019	Year 2016	Year 2013	Year 2010
Preferred language of service: English	**78.4**	**78.6**	**79.6**	n/a
Preferred language of service: French	**84.5**	**84.9**	**82.0**	n/a

Race

	Year 2019	Year 2016	Year 2013	Year 2010
White	**79.8**	**80.1**	n/a	n/a
Other	**73.4**	**77.8**	n/a	n/a
East/Southeast Asian	**73.5**	**85.9**	n/a	n/a
Black	**78.7**	**89.0**	n/a	n/a

Indigenous identity

	Year 2019	Year 2016	Year 2013	Year 2010
Indigenous	**70.9**	**77.9**	**73.3**	n/a

Immigrant

	Year 2019	Year 2016	Year 2013	Year 2010
Immigrants	**78.2**	n/a	n/a	n/a
Non-immigrants	**79.8**	n/a	n/a	n/a

	Year 2019	Year 2016	Year 2013	Year 2010
Education level				
High school or less	n/a	n/a	n/a	n/a
Postsecondary	n/a	n/a	n/a	n/a

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About

This indicator is a composite percentage score, based on 3 individual questions in the survey, that represents how well doctors communicated with acute care patients.

Source

Hospital Acute Care Survey

Calculations

This indicator is calculated by dividing the total number of 'always' responses to the questions 'During this hospital stay, how often did doctors treat you with courtesy and respect?', 'During this hospital stay, how often did doctors listen carefully to you?' and 'During this hospital stay, how often did doctors explain things in a way you could understand?', by the total number of responses given as 'always, usually, sometimes or never' for these 3 questions.

Unit	Interpretation	NBHC code
%	Higher is better	AC_CWDCP_1

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