

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

Unit : %

	Year 2019	Year 2016	Year 2013	Year 2010
<b>Province</b>				
New Brunswick	79.7	80.0	80.2	78.5
<b>Hospitals</b>				
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

	Year 2019	Year 2016	Year 2013	Year 2010
Chaleur Regional Hospital	84.1	83.2	80.7	81.0
<b>Regional Health Authorities</b>				
Horizon Health Network	78.5	78.8	79.8	77.6
Vitalité Health Network	82.2	82.6	81.1	80.1
<b>Age</b>				
18-64	n/a	n/a	n/a	n/a
65 and over	79.9	79.9	80.5	n/a
<b>Sex at birth</b>				
Female	79.8	79.8	80.7	n/a
Male	79.5	80.4	79.7	n/a
<b>Language</b>				
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
<b>Race</b>				
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
<b>Indigenous identity</b>				
Indigenous	70.9	77.9	73.3	n/a
<b>Immigrant</b>				
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
<b>Education level</b>				
High school or less	n/a	n/a	n/a	n/a
Postsecondary	n/a	n/a	n/a	n/a

**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.

---

<b>Unit</b>	<b>Interpretation</b>	<b>NBHC code</b>
%	Higher is better	AC_CWDPC_1

**Caption**

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