

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

Unit : %

	Year 2019	Year 2016	Year 2013	Year 2010
<b>Province</b>				
New Brunswick	81.0	79.9	77.7	76.8
<b>Hospitals</b>				
The Moncton Hospital	79.5	77.9	77.9	76.4
Sackville Memorial Hospital	75.0	69.7	81.4	74.1
Charlotte County Hospital	88.7	80.3	73.2	72.7
Grand Manan Hospital	100.0	100.0	92.9	87.5
Saint John Regional Hospital	80.1	77.6	75.7	75.3
Sussex Health Centre	67.9	88.2	91.3	80.0
Dr. Everett Chalmers Regional Hospital	80.9	80.4	75.0	78.7
Hotel-Dieu of St. Joseph	82.9	69.0	78.4	80.3
Oromocto Public Hospital	78.0	79.5	68.0	71.7
Upper River Valley Hospital	75.8	73.9	68.3	72.8
Miramichi Regional Hospital	86.2	86.0	80.8	79.6
Dr. Georges-L.-Dumont University Hospital Centre	82.3	80.7	78.9	76.7
Stella-Maris-de-Kent Hospital	77.0	83.3	82.4	100.0
Grand Falls General Hospital	75.0	93.3	77.8	73.5
Edmundston Regional Hospital	82.6	84.3	79.8	79.6
Hôtel-Dieu Saint-Joseph de Saint-Quentin	100.0	96.0	85.7	90.9
Campbellton Regional Hospital	75.1	76.7	80.6	77.7
Enfant-Jésus RHSJ† Hospital	87.4	85.1	94.5	n/a
Tracadie Hospital	78.1	86.5	82.7	80.0

	Year 2019	Year 2016	Year 2013	Year 2010
Chaleur Regional Hospital	85.5	81.1	78.0	72.8

### Health zones

Zone 1 - Moncton and South-East Area	80.4	79.2	78.6	n/a
Zone 1 - Moncton and South-East Area - Horizon	79.4	77.6	78.1	n/a
Zone 1 - Moncton and South-East Area - Vitalité	81.8	81.0	79.2	n/a
Zone 2 - Fundy Shore and Saint John Area	80.3	78.0	76.1	n/a
Zone 3 - Fredericton and River Valley Area	80.3	79.2	74.3	n/a
Zone 4 - Madawaska and North-West Area	82.5	85.7	79.9	n/a
Zone 5 - Restigouche Area	75.1	76.7	80.6	n/a
Zone 6 - Bathurst and Acadian Peninsula Area	84.3	82.5	81.5	n/a
Zone 7 - Miramichi Area	86.2	86.0	80.8	n/a

### Regional Health Authorities

Horizon Health Network	80.4	78.9	76.5	76.8
Vitalité Health Network	82.2	81.8	80.2	76.8

### Age

18-64	78.0	77.2	76.4	74.6
65 and over	83.0	81.9	78.8	78.6

### Sex at birth

Female	78.5	76.2	77.2	74.4
Male	84.0	84.6	78.3	79.6

### Language

Preferred language of service: English	80.4	78.5	76.9	76.9
Preferred language of service: French	83.5	83.8	79.6	76.6

	Year 2019	Year 2016	Year 2013	Year 2010
<b>Race</b>				
White	81.2	79.9	n/a	n/a
Other	69.4	74.3	n/a	n/a
East/Southeast Asian	S	S	n/a	n/a
Black	78.7	83.7	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	74.2	79.2	72.7	81.2
<b>Immigrant</b>				
Immigrants	77.1	n/a	n/a	n/a
Non-immigrants	81.2	n/a	n/a	n/a
<b>Education level</b>				
High school or less	82.5	81.9	79.6	78.9
Postsecondary	78.7	76.9	74.6	73.0

About

This indicator is the percentage of acute care patients who reported that nurses 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 nurses treat you with courtesy and respect?

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Unit	Interpretation	NBHC code
%	Higher is better	AC_CWN01_1

Caption

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