

## 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	<b>85.5</b>	<b>81.1</b>	<b>78.0</b>	<b>72.8</b>

### Health zones

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

### Regional Health Authorities

Horizon Health Network	<b>80.4</b>	<b>78.9</b>	<b>76.5</b>	<b>76.8</b>
Vitalité Health Network	<b>82.2</b>	<b>81.8</b>	<b>80.2</b>	<b>76.8</b>

### Age

18-64	<b>78.0</b>	<b>77.2</b>	<b>76.4</b>	<b>74.6</b>
65 and over	<b>83.0</b>	<b>81.9</b>	<b>78.8</b>	<b>78.6</b>

### Sex at birth

Female	<b>78.5</b>	<b>76.2</b>	<b>77.2</b>	<b>74.4</b>
Male	<b>84.0</b>	<b>84.6</b>	<b>78.3</b>	<b>79.6</b>

### Language

Preferred language of service: English	<b>80.4</b>	<b>78.5</b>	<b>76.9</b>	<b>76.9</b>
Preferred language of service: French	<b>83.5</b>	<b>83.8</b>	<b>79.6</b>	<b>76.6</b>

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

## 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?

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