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

Unit : %

	Year 2019	Year 2016	Year 2013	Year 2010
Province				
New Brunswick	73.4	72.5	70.4	69.4
Hospitals				
The Moncton Hospital	71.7	70.3	69.5	68.2
Sackville Memorial Hospital	76.0	66.7	73.1	67.3
Charlotte County Hospital	72.0	67.5	64.1	63.9
Grand Manan Hospital	90.0	94.4	73.8	75.0
Saint John Regional Hospital	71.9	68.6	67.7	67.5
Sussex Health Centre	58.3	64.7	69.6	70.2
Dr. Everett Chalmers Regional Hospital	72.3	72.2	68.0	70.8
Hotel-Dieu of St. Joseph	69.9	69.6	70.6	69.4
Oromocto Public Hospital	72.0	67.4	54.6	64.2
Upper River Valley Hospital	62.0	66.0	62.1	62.0
Miramichi Regional Hospital	76.0	78.1	72.8	72.5
Dr. Georges-L.-Dumont University Hospital Centre	75.8	76.1	74.1	70.9
Stella-Maris-de-Kent Hospital	77.8	77.8	78.4	83.3
Grand Falls General Hospital	72.2	83.3	65.7	70.8
Edmundston Regional Hospital	78.7	76.6	72.9	70.7
Hôtel-Dieu Saint-Joseph de Saint-Quentin	95.8	88.0	82.3	79.8
Campbellton Regional Hospital	66.0	70.7	72.3	69.9
Enfant-Jésus RHSJ† Hospital	84.9	84.0	86.2	n/a
Tracadie Hospital	73.4	80.3	76.8	71.3

Overall score that represents how well nurses communicated with acute ...

New Brunswick | Conseil de la santé
Health Council | du Nouveau-Brunswick

	Year 2019	Year 2016	Year 2013	Year 2010
Chaleur Regional Hospital	**79.7**	**77.5**	**74.6**	**69.1**

Regional Health Authorities

Horizon Health Network	**71.8**	**70.5**	**68.4**	**68.7**
Vitalité Health Network	**76.7**	**76.7**	**74.6**	**70.5**

Age

18-64	n/a	n/a	n/a	n/a
65 and over	**74.3**	**73.2**	**70.3**	n/a

Sex at birth

Female	**71.5**	**69.2**	**70.2**	n/a
Male	**75.6**	**76.7**	**70.7**	n/a

Language

Preferred language of service: English	**71.7**	**70.6**	**69.0**	n/a
Preferred language of service: French	**79.3**	**79.0**	**74.4**	n/a

Race

White	**73.6**	**72.5**	n/a	n/a
Other	**65.8**	**74.0**	n/a	n/a
East/Southeast Asian	**62.6**	**73.5**	n/a	n/a
Black	**70.7**	**72.9**	n/a	n/a

Indigenous identity

Indigenous	**65.2**	**70.0**	**67.3**	n/a

Immigrant

Immigrants	**69.2**	n/a	n/a	n/a
Non-immigrants	**73.6**	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

Overall score that represents how well nurses communicated with acute ...

New Brunswick | Conseil de la santé
Health Council | du Nouveau-Brunswick

About

This indicator is a composite percentage score, based on 3 individual questions in the survey, that represents how well nurses 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 nurses treat you with courtesy and respect?', 'During this hospital stay, how often did nurses listen carefully to you?' and 'During this hospital stay, how often did nurses 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_CWNCP_1

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