

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

Unit : %

	Year 2019	Year 2016	Year 2013	Year 2010
<b>Province</b>				
New Brunswick	73.4	72.5	70.4	69.4
<b>Hospitals</b>				
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

	Year 2019	Year 2016	Year 2013	Year 2010
Chaleur Regional Hospital	79.7	77.5	74.6	69.1
<b>Regional Health Authorities</b>				
Horizon Health Network	71.8	70.5	68.4	68.7
Vitalité Health Network	76.7	76.7	74.6	70.5
<b>Age</b>				
18-64	n/a	n/a	n/a	n/a
65 and over	74.3	73.2	70.3	n/a
<b>Sex at birth</b>				
Female	71.5	69.2	70.2	n/a
Male	75.6	76.7	70.7	n/a
<b>Language</b>				
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
<b>Race</b>				
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
<b>Indigenous identity</b>				
Indigenous	65.2	70.0	67.3	n/a
<b>Immigrant</b>				
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
<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 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.

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<b>Unit</b>	<b>Interpretation</b>	<b>NBHC code</b>
%	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