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**

	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

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