

## Acute care patients who reported that when they pressed the call button, they always received help as soon as they wanted it

Unit : %

	Year 2019	Year 2016	Year 2013	Year 2010
<b>Province</b>				
New Brunswick	59.2	61.3	61.4	60.3
<b>Hospitals</b>				
The Moncton Hospital	55.6	57.9	57.5	58.5
Sackville Memorial Hospital	64.0	45.8	63.2	57.1
Charlotte County Hospital	63.3	57.4	60.0	44.4
Grand Manan Hospital	75.0	100.0	66.7	75.0
Saint John Regional Hospital	54.4	54.5	52.6	53.4
Sussex Health Centre	58.3	63.3	52.6	46.4
Dr. Everett Chalmers Regional Hospital	51.6	56.1	56.4	56.3
Hotel-Dieu of St. Joseph	69.2	67.6	63.2	65.2
Oromocto Public Hospital	45.0	50.0	40.5	56.8
Upper River Valley Hospital	42.9	53.9	57.4	50.5
Miramichi Regional Hospital	64.6	72.3	65.8	59.9
Dr. Georges-L.-Dumont University Hospital Centre	64.2	69.4	70.9	64.6
Stella-Maris-de-Kent Hospital	72.9	60.7	68.6	63.6
Grand Falls General Hospital	63.2	76.9	61.5	75.8
Edmundston Regional Hospital	76.7	66.9	71.8	75.9
Hôtel-Dieu Saint-Joseph de Saint-Quentin	75.0	83.3	76.5	88.9
Campbellton Regional Hospital	57.4	62.5	69.1	60.1
Enfant-Jésus RHSJ† Hospital	81.5	81.1	94.4	n/a
Tracadie Hospital	72.5	74.7	70.2	69.9

	Year 2019	Year 2016	Year 2013	Year 2010
Chaleur Regional Hospital	70.1	71.8	70.0	65.2
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	59.7	63.1	63.3	n/a
Zone 1 - Moncton and South-East Area - Horizon	55.8	57.5	57.9	n/a
Zone 1 - Moncton and South-East Area - Vitalité	64.8	68.7	70.8	n/a
Zone 2 - Fundy Shore and Saint John Area	55.0	55.0	53.1	n/a
Zone 3 - Fredericton and River Valley Area	50.9	56.0	55.9	n/a
Zone 4 - Madawaska and North-West Area	75.8	68.6	71.1	n/a
Zone 5 - Restigouche Area	57.4	62.5	69.1	n/a
Zone 6 - Bathurst and Acadian Peninsula Area	72.1	73.3	73.7	n/a
Zone 7 - Miramichi Area	64.6	72.3	65.8	n/a
<b>Regional Health Authorities</b>				
Horizon Health Network	54.6	57.2	56.3	56.1
Vitalité Health Network	68.6	69.4	71.5	67.3
<b>Age</b>				
18-64	58.5	60.7	61.6	59.4
65 and over	59.7	61.7	61.3	61.1
<b>Sex at birth</b>				
Female	56.9	58.7	61.8	56.6
Male	62.3	65.1	60.9	65.2
<b>Language</b>				
Preferred language of service: English	55.4	57.5	57.7	56.7
Preferred language of service: French	71.9	72.3	71.4	69.3

	Year 2019	Year 2016	Year 2013	Year 2010
<b>Race</b>				
White	59.3	61.1	n/a	n/a
Other	50.0	77.6	n/a	n/a
East/Southeast Asian	S	S	n/a	n/a
Black	53.8	71.4	n/a	n/a
<b>Indigenous identity</b>				
Indigenous	59.1	62.2	70.8	65.1
<b>Immigrant</b>				
Immigrants	51.6	n/a	n/a	n/a
Non-immigrants	59.6	n/a	n/a	n/a
<b>Education level</b>				
High school or less	60.5	63.1	63.3	62.5
Postsecondary	57.3	58.0	58.3	55.9

## About

This indicator is the percentage of acute care patients who reported that when they pressed the call button, they always received help as soon as they wanted it.

## 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, after you pressed the call button, how often did you get help as soon as you wanted it?

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Unit	Interpretation	NBHC code
%	Higher is better	AC_ROS01_1

## Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size