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
Province				
New Brunswick	**59.2**	**61.3**	**61.4**	**60.3**
Hospitals				
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**
Health zones				
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
Regional Health Authorities				
Horizon Health Network	**54.6**	**57.2**	**56.3**	**56.1**
Vitalité Health Network	**68.6**	**69.4**	**71.5**	**67.3**
Age				
18-64	**58.5**	**60.7**	**61.6**	**59.4**
65 and over	**59.7**	**61.7**	**61.3**	**61.1**
Sex at birth				
Female	**56.9**	**58.7**	**61.8**	**56.6**
Male	**62.3**	**65.1**	**60.9**	**65.2**
Language				
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
Race				
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
Indigenous identity				
Indigenous	**59.1**	**62.2**	**70.8**	**65.1**
Immigrant				
Immigrants	**51.6**	n/a	n/a	n/a
Non-immigrants	**59.6**	n/a	n/a	n/a
Education level				
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?

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