

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

	Year 2019	Year 2016	Year 2013	Year 2010
Chaleur Regional Hospital	<b>70.1</b>	<b>71.8</b>	<b>70.0</b>	<b>65.2</b>

### Health zones

Zone 1 - Moncton and South-East Area	<b>59.7</b>	<b>63.1</b>	<b>63.3</b>	n/a
Zone 1 - Moncton and South-East Area - Horizon	<b>55.8</b>	<b>57.5</b>	<b>57.9</b>	n/a
Zone 1 - Moncton and South-East Area - Vitalité	<b>64.8</b>	<b>68.7</b>	<b>70.8</b>	n/a
Zone 2 - Fundy Shore and Saint John Area	<b>55.0</b>	<b>55.0</b>	<b>53.1</b>	n/a
Zone 3 - Fredericton and River Valley Area	<b>50.9</b>	<b>56.0</b>	<b>55.9</b>	n/a
Zone 4 - Madawaska and North-West Area	<b>75.8</b>	<b>68.6</b>	<b>71.1</b>	n/a
Zone 5 - Restigouche Area	<b>57.4</b>	<b>62.5</b>	<b>69.1</b>	n/a
Zone 6 - Bathurst and Acadian Peninsula Area	<b>72.1</b>	<b>73.3</b>	<b>73.7</b>	n/a
Zone 7 - Miramichi Area	<b>64.6</b>	<b>72.3</b>	<b>65.8</b>	n/a

### Regional Health Authorities

Horizon Health Network	<b>54.6</b>	<b>57.2</b>	<b>56.3</b>	<b>56.1</b>
Vitalité Health Network	<b>68.6</b>	<b>69.4</b>	<b>71.5</b>	<b>67.3</b>

### Age

18-64	<b>58.5</b>	<b>60.7</b>	<b>61.6</b>	<b>59.4</b>
65 and over	<b>59.7</b>	<b>61.7</b>	<b>61.3</b>	<b>61.1</b>

### Sex at birth

Female	<b>56.9</b>	<b>58.7</b>	<b>61.8</b>	<b>56.6</b>
Male	<b>62.3</b>	<b>65.1</b>	<b>60.9</b>	<b>65.2</b>

### Language

Preferred language of service: English	<b>55.4</b>	<b>57.5</b>	<b>57.7</b>	<b>56.7</b>
Preferred language of service: French	<b>71.9</b>	<b>72.3</b>	<b>71.4</b>	<b>69.3</b>

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

## 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