# 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