

## Overall score that represents to what extent hospital staff responded quickly to the needs of acute care patients

Unit : %

|  | Year 2019 | Year 2016 | Year 2013 | Year 2010 |
|--|-----------|-----------|-----------|-----------|
| <b>Province</b>                                  |           |           |           |           |
| New Brunswick                                    | 58.5      | 59.8      | 59.6      | 57.5      |
| <b>Hospitals</b>                                 |           |           |           |           |
| The Moncton Hospital                             | 55.8      | 60.1      | 58.3      | 57.0      |
| Sackville Memorial Hospital                      | 66.7      | 53.5      | 63.0      | 52.9      |
| Charlotte County Hospital                        | 56.5      | 54.8      | 56.4      | 43.8      |
| Grand Manan Hospital                             | 64.3      | 88.9      | 70.0      | 66.7      |
| Saint John Regional Hospital                     | 55.5      | 54.3      | 52.2      | 52.0      |
| Sussex Health Centre                             | 50.0      | 65.4      | 56.7      | 52.2      |
| Dr. Everett Chalmers Regional Hospital           | 52.4      | 54.7      | 55.1      | 55.2      |
| Hotel-Dieu of St. Joseph                         | 64.4      | 59.3      | 66.0      | 64.3      |
| Oromocto Public Hospital                         | 47.0      | 48.1      | 44.4      | 61.0      |
| Upper River Valley Hospital                      | 43.4      | 54.8      | 58.0      | 50.3      |
| Miramichi Regional Hospital                      | 64.3      | 66.7      | 67.1      | 56.5      |
| Dr. Georges-L.-Dumont University Hospital Centre | 62.2      | 65.8      | 67.0      | 60.8      |
| Stella-Maris-de-Kent Hospital                    | 61.9      | 59.2      | 56.9      | 68.4      |
| Grand Falls General Hospital                     | 62.2      | 67.4      | 59.2      | 75.0      |
| Edmundston Regional Hospital                     | 71.8      | 61.2      | 65.4      | 67.7      |
| Hôtel-Dieu Saint-Joseph de Saint-Quentin         | 77.8      | 69.2      | 76.9      | 69.8      |
| Campbellton Regional Hospital                    | 56.7      | 65.0      | 64.1      | 57.4      |
| Enfant-Jésus RHSJ† Hospital                      | 78.8      | 73.8      | 84.3      | n/a       |
| Tracadie Hospital                                | 66.5      | 68.5      | 63.7      | 65.2      |

|  | Year<br>2019 | Year<br>2016 | Year<br>2013 | Year<br>2010 |
|--|--------------|--------------|--------------|--------------|
| Chaleur Regional Hospital              | 66.1         | 69.7         | 64.8         | 59.7         |
| <b>Regional Health Authorities</b>     |              |              |              |              |
| Horizon Health Network                 | 55.1         | 56.8         | 56.2         | 54.7         |
| Vitalité Health Network                | 65.3         | 65.9         | 66.1         | 62.3         |
| <b>Age</b>                             |              |              |              |              |
| 18-64                                  | n/a          | n/a          | n/a          | n/a          |
| 65 and over                            | 58.6         | 59.6         | 59.2         | n/a          |
| <b>Sex at birth</b>                    |              |              |              |              |
| Female                                 | 57.2         | 58.1         | 60.5         | n/a          |
| Male                                   | 60.4         | 62.6         | 58.5         | n/a          |
| <b>Language</b>                        |              |              |              |              |
| Preferred language of service: English | 56.1         | 57.3         | 57.5         | n/a          |
| Preferred language of service: French  | 67.1         | 67.0         | 65.1         | n/a          |
| <b>Race</b>                            |              |              |              |              |
| White                                  | 58.5         | 59.8         | n/a          | n/a          |
| Other                                  | 49.0         | 72.8         | n/a          | n/a          |
| East/Southeast Asian                   | 51.9         | 68.9         | n/a          | n/a          |
| Black                                  | 58.7         | 60.7         | n/a          | n/a          |
| <b>Indigenous identity</b>             |              |              |              |              |
| Indigenous                             | 59.9         | 59.5         | 65.7         | n/a          |
| <b>Immigrant</b>                       |              |              |              |              |
| Immigrants                             | 52.4         | n/a          | n/a          | n/a          |
| Non-immigrants                         | 58.8         | n/a          | n/a          | n/a          |

|                        | Year<br>2019 | Year<br>2016 | Year<br>2013 | Year<br>2010 |
|------------------------|--------------|--------------|--------------|--------------|
| <b>Education level</b> |              |              |              |              |
| 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 2 individual questions in the survey, that represents to what extent hospital staff responded quickly to the needs of 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, after you pressed the call button, how often did you get help as soon as you wanted it?' and 'How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?', by the total number of responses given as 'always, usually, sometimes or never' for these 2 questions.

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| <b>Unit</b> | <b>Interpretation</b> | <b>NBHC code</b> |
|-------------|-----------------------|------------------|
| %           | Higher is better      | AC_ROSCP_1       |

## Caption

n/a = Not applicable / not available

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