

## 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 2019	Year 2016	Year 2013	Year 2010
Chaleur Regional Hospital	66.1	69.7	64.8	59.7

### Regional Health Authorities

Horizon Health Network	55.1	56.8	56.2	54.7
Vitalité Health Network	65.3	65.9	66.1	62.3

### Age

18-64	n/a	n/a	n/a	n/a
65 and over	58.6	59.6	59.2	n/a

### Sex at birth

Female	57.2	58.1	60.5	n/a
Male	60.4	62.6	58.5	n/a

### Language

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

### Race

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

### Indigenous identity

Indigenous	59.9	59.5	65.7	n/a
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### Immigrant

Immigrants	52.4	n/a	n/a	n/a
Non-immigrants	58.8	n/a	n/a	n/a

	Year 2019	Year 2016	Year 2013	Year 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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Unit	Interpretation	NBHC code
%	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