

## Acute care patients who reported that they would definitely recommend this hospital to their family and friends

Unit : %

|  | Year<br>2019 | Year<br>2016 | Year<br>2013 | Year<br>2010 |
|--|--------------|--------------|--------------|--------------|
| <b>Province</b>                                  |              |              |              |              |
| New Brunswick                                    | <b>65.5</b>  | <b>64.8</b>  | <b>65.0</b>  | <b>66.1</b>  |
| <b>Hospitals</b>                                 |              |              |              |              |
| The Moncton Hospital                             | <b>61.4</b>  | <b>65.6</b>  | <b>64.7</b>  | <b>66.6</b>  |
| Sackville Memorial Hospital                      | <b>84.4</b>  | <b>68.8</b>  | <b>63.4</b>  | <b>66.7</b>  |
| Charlotte County Hospital                        | <b>75.0</b>  | <b>66.7</b>  | <b>43.4</b>  | <b>47.3</b>  |
| Grand Manan Hospital                             | <b>100.0</b> | <b>83.3</b>  | <b>84.6</b>  | <b>68.8</b>  |
| Saint John Regional Hospital                     | <b>68.1</b>  | <b>63.0</b>  | <b>63.8</b>  | <b>64.5</b>  |
| Sussex Health Centre                             | <b>61.5</b>  | <b>62.5</b>  | <b>68.2</b>  | <b>65.7</b>  |
| Dr. Everett Chalmers Regional Hospital           | <b>59.6</b>  | <b>58.6</b>  | <b>56.8</b>  | <b>61.7</b>  |
| Hotel-Dieu of St. Joseph                         | <b>69.7</b>  | <b>74.4</b>  | <b>72.3</b>  | <b>71.2</b>  |
| Oromocto Public Hospital                         | <b>59.2</b>  | <b>60.5</b>  | <b>48.9</b>  | <b>69.0</b>  |
| Upper River Valley Hospital                      | <b>59.5</b>  | <b>54.0</b>  | <b>50.0</b>  | <b>56.0</b>  |
| Miramichi Regional Hospital                      | <b>63.2</b>  | <b>65.8</b>  | <b>64.5</b>  | <b>63.4</b>  |
| Dr. Georges-L.-Dumont University Hospital Centre | <b>72.7</b>  | <b>73.1</b>  | <b>70.9</b>  | <b>74.9</b>  |
| Stella-Maris-de-Kent Hospital                    | <b>70.4</b>  | <b>69.8</b>  | <b>65.3</b>  | <b>71.4</b>  |
| Grand Falls General Hospital                     | <b>58.3</b>  | <b>75.9</b>  | <b>73.5</b>  | <b>69.4</b>  |
| Edmundston Regional Hospital                     | <b>71.9</b>  | <b>70.9</b>  | <b>76.9</b>  | <b>78.5</b>  |
| Hôtel-Dieu Saint-Joseph de Saint-Quentin         | <b>71.4</b>  | <b>75.0</b>  | <b>85.0</b>  | <b>87.1</b>  |
| Campbellton Regional Hospital                    | <b>46.7</b>  | <b>53.8</b>  | <b>61.1</b>  | <b>60.8</b>  |
| Enfant-Jésus RHSJ† Hospital                      | <b>79.5</b>  | <b>75.4</b>  | <b>89.2</b>  | n/a          |
| Tracadie Hospital                                | <b>62.3</b>  | <b>64.4</b>  | <b>69.9</b>  | <b>64.9</b>  |

|                           | Year<br>2019 | Year<br>2016 | Year<br>2013 | Year<br>2010 |
|---------------------------|--------------|--------------|--------------|--------------|
| Chaleur Regional Hospital | <b>68.0</b>  | <b>67.7</b>  | <b>71.1</b>  | <b>63.7</b>  |

### Health zones

|   |             |             |             |     |
|---|-------------|-------------|-------------|-----|
| Zone 1 - Moncton and South-East Area            | <b>66.5</b> | <b>69.1</b> | <b>67.0</b> | n/a |
| Zone 1 - Moncton and South-East Area - Horizon  | <b>62.1</b> | <b>65.7</b> | <b>64.6</b> | n/a |
| Zone 1 - Moncton and South-East Area - Vitalité | <b>72.5</b> | <b>72.8</b> | <b>70.4</b> | n/a |
| Zone 2 - Fundy Shore and Saint John Area        | <b>68.5</b> | <b>63.2</b> | <b>63.2</b> | n/a |
| Zone 3 - Fredericton and River Valley Area      | <b>59.8</b> | <b>58.5</b> | <b>56.7</b> | n/a |
| Zone 4 - Madawaska and North-West Area          | <b>70.9</b> | <b>71.6</b> | <b>77.1</b> | n/a |
| Zone 5 - Restigouche Area                       | <b>46.7</b> | <b>53.8</b> | <b>61.1</b> | n/a |
| Zone 6 - Bathurst and Acadian Peninsula Area    | <b>68.4</b> | <b>68.0</b> | <b>73.3</b> | n/a |
| Zone 7 - Miramichi Area                         | <b>63.2</b> | <b>65.8</b> | <b>64.5</b> | n/a |

### Regional Health Authorities

|                         |             |             |             |             |
|-------------------------|-------------|-------------|-------------|-------------|
| Horizon Health Network  | <b>64.0</b> | <b>62.5</b> | <b>61.8</b> | <b>63.8</b> |
| Vitalité Health Network | <b>68.6</b> | <b>69.5</b> | <b>71.6</b> | <b>70.3</b> |

### Age

|             |             |             |             |             |
|-------------|-------------|-------------|-------------|-------------|
| 18-64       | <b>61.3</b> | <b>61.0</b> | <b>64.6</b> | <b>61.3</b> |
| 65 and over | <b>68.4</b> | <b>67.8</b> | <b>65.4</b> | <b>70.2</b> |

### Sex at birth

|        |             |             |             |             |
|--------|-------------|-------------|-------------|-------------|
| Female | <b>63.2</b> | <b>61.0</b> | <b>65.2</b> | <b>63.3</b> |
| Male   | <b>68.3</b> | <b>69.6</b> | <b>64.9</b> | <b>69.5</b> |

### Language

|  |             |             |             |             |
|--|-------------|-------------|-------------|-------------|
| Preferred language of service: English | <b>63.5</b> | <b>62.3</b> | <b>62.1</b> | <b>63.4</b> |
| Preferred language of service: French  | <b>71.8</b> | <b>72.7</b> | <b>74.0</b> | <b>73.4</b> |

|                            | Year<br>2019 | Year<br>2016 | Year<br>2013 | Year<br>2010 |
|----------------------------|--------------|--------------|--------------|--------------|
| <b>Race</b>                |              |              |              |              |
| White                      | <b>65.6</b>  | <b>64.8</b>  | n/a          | n/a          |
| Other                      | <b>62.3</b>  | <b>64.4</b>  | n/a          | n/a          |
| East/Southeast Asian       | S            | S            | n/a          | n/a          |
| Black                      | <b>62.8</b>  | <b>80.0</b>  | n/a          | n/a          |
| <b>Indigenous identity</b> |              |              |              |              |
| Indigenous                 | <b>55.1</b>  | <b>69.2</b>  | <b>51.7</b>  | <b>66.3</b>  |
| <b>Immigrant</b>           |              |              |              |              |
| Immigrants                 | <b>69.1</b>  | n/a          | n/a          | n/a          |
| Non-immigrants             | <b>65.3</b>  | n/a          | n/a          | n/a          |
| <b>Education level</b>     |              |              |              |              |
| High school or less        | <b>67.1</b>  | <b>67.6</b>  | <b>66.8</b>  | <b>68.4</b>  |
| Postsecondary              | <b>63.4</b>  | <b>61.0</b>  | <b>62.5</b>  | <b>62.0</b>  |

## About

This indicator is the percentage of acute care patients who reported that they would definitely recommend this hospital to their family and friends.

## Source

Hospital Acute Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "definitely yes" by the number of respondents who answered "definitely no, probably no, probably yes or definitely yes" to the question: Would you recommend this hospital to your friends and family?

| Unit | Interpretation   | NBHC code  |
|------|------------------|------------|
| %    | Higher is better | AC_SAT02_1 |

## Caption

n/a = Not applicable / not available

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