

## Acute care patients who answered 8, 9 or 10 on a scale of 0 to 10 where 0 is very poor experience and 10 is very good experience

Unit : %

|  | Year<br>2019 | Year<br>2016 |
|--|--------------|--------------|
| <b>Province</b>                                  |              |              |
| New Brunswick                                    | 82.3         | 81.5         |
| <b>Hospitals</b>                                 |              |              |
| The Moncton Hospital                             | 80.3         | 79.6         |
| Sackville Memorial Hospital                      | 93.3         | 80.6         |
| Charlotte County Hospital                        | 88.1         | 80.3         |
| Grand Manan Hospital                             | 100.0        | 100.0        |
| Saint John Regional Hospital                     | 83.3         | 78.8         |
| Sussex Health Centre                             | 80.0         | 83.3         |
| Dr. Everett Chalmers Regional Hospital           | 80.0         | 81.5         |
| Hotel-Dieu of St. Joseph                         | 84.4         | 85.0         |
| Oromocto Public Hospital                         | 82.2         | 78.9         |
| Upper River Valley Hospital                      | 70.0         | 79.1         |
| Miramichi Regional Hospital                      | 85.1         | 85.4         |
| Dr. Georges-L.-Dumont University Hospital Centre | 85.5         | 84.6         |
| Stella-Maris-de-Kent Hospital                    | 75.8         | 84.3         |
| Grand Falls General Hospital                     | 87.0         | 85.7         |
| Edmundston Regional Hospital                     | 88.1         | 83.5         |
| Hôtel-Dieu Saint-Joseph de Saint-Quentin         | 100.0        | 90.9         |
| Campbellton Regional Hospital                    | 70.2         | 79.1         |
| Enfant-Jésus RHSJ† Hospital                      | 84.3         | 85.2         |
| Tracadie Hospital                                | 77.9         | 83.2         |

|   | Year<br>2019 | Year<br>2016 |
|---|--------------|--------------|
| Chaleur Regional Hospital                       | 85.9         | 85.1         |
| <b>Health zones</b>                             |              |              |
| Zone 1 - Moncton and South-East Area            | 82.4         | 82.0         |
| Zone 1 - Moncton and South-East Area - Horizon  | 80.7         | 79.6         |
| Zone 1 - Moncton and South-East Area - Vitalité | 84.6         | 84.5         |
| Zone 2 - Fundy Shore and Saint John Area        | 83.5         | 79.0         |
| Zone 3 - Fredericton and River Valley Area      | 79.2         | 81.2         |
| Zone 4 - Madawaska and North-West Area          | 88.2         | 84.1         |
| Zone 5 - Restigouche Area                       | 70.2         | 79.1         |
| Zone 6 - Bathurst and Acadian Peninsula Area    | 84.1         | 84.8         |
| Zone 7 - Miramichi Area                         | 85.1         | 85.4         |
| <b>Regional Health Authorities</b>              |              |              |
| Horizon Health Network                          | 81.6         | 80.3         |
| Vitalité Health Network                         | 83.9         | 84.0         |
| <b>Age</b>                                      |              |              |
| 18-64   | 78.7         | 78.9         |
| 65 and over                                     | 84.9         | 83.7         |
| <b>Sex at birth</b>                             |              |              |
| Female  | 80.6         | 78.5         |
| Male  | 84.5         | 85.5         |
| <b>Language</b>                                 |              |              |
| Preferred language of service: English          | 81.5         | 80.4         |
| Preferred language of service: French           | 84.8         | 85.1         |

|                            | Year<br>2019 | Year<br>2016 |
|----------------------------|--------------|--------------|
| <b>Race</b>                |              |              |
| White                      | 82.4         | 81.6         |
| Other                      | 74.5         | 76.5         |
| East/Southeast Asian       | S            | S            |
| Black                      | 85.1         | 82.1         |
| <b>Indigenous identity</b> |              |              |
| Indigenous                 | 70.1         | 81.2         |
| <b>Immigrant</b>           |              |              |
| Immigrants                 | 82.5         | n/a          |
| Non-immigrants             | 82.2         | n/a          |
| <b>Education level</b>     |              |              |
| High school or less        | 83.5         | 83.7         |
| Postsecondary              | 80.4         | 78.6         |

## About

This indicator is the percentage of acute care patients who answered 8, 9 or 10 on a scale of 0 to 10 where 0 is very poor experience and 10 is very good experience.

## Source

Hospital Acute Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "8, 9 or 10" by the number of respondents who answered "0. I had a very poor experience, 1, 2, 3, 4, 5, 6, 7, 8, 9, or 10. I had a very good experience" to the question: Overall...

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| Unit | Interpretation   | NBHC code  |
|------|------------------|------------|
| %    | Higher is better | AC_SAT04_1 |

## Caption

n/a = Not applicable / not available

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