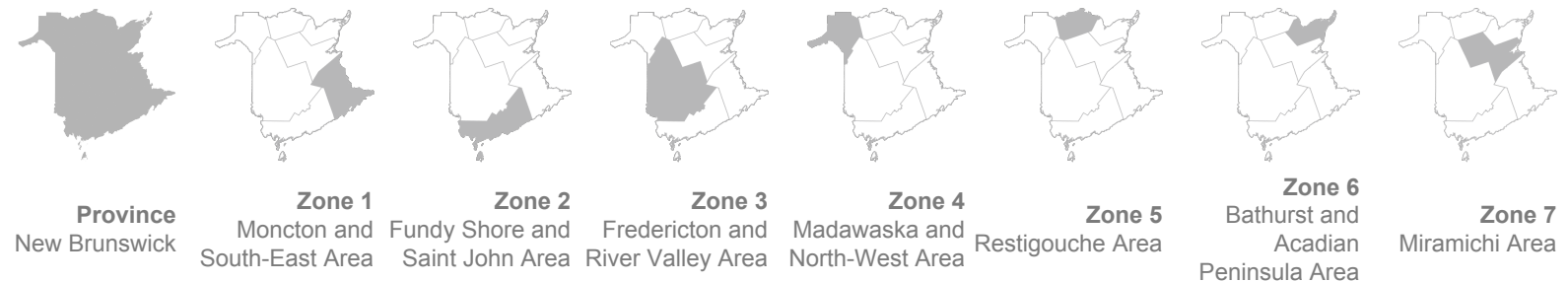


HOSPITAL ACUTE CARE SURVEY

# Key Indicators



## Overall experience of care

Overall experience, good or very good %   2023	<b>79.9</b>	<b>80.4</b>	<b>80.2</b>	<b>78.0</b>	<b>86.4</b>	<b>77.4</b>	<b>82.2</b>	<b>74.0</b>
--	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------

## Key Drivers for overall experience of care

This hospital took their safety seriously, definitely %   2023	<b>76.4</b>	<b>75.6</b>	<b>78.3</b>	<b>74.0</b>	<b>86.2</b>	<b>67.1</b>	<b>74.2</b>	<b>73.6</b>
Helped with pain control, always %   2023	<b>74.5</b>	<b>77.4</b>	<b>73.2</b>	<b>74.0</b>	<b>77.9</b>	<b>70.9</b>	<b>71.5</b>	<b>70.9</b>
Had a good communication with nurses, always %   2023	<b>72.6</b>	<b>72.5</b>	<b>71.7</b>	<b>72.8</b>	<b>77.6</b>	<b>65.7</b>	<b>75.5</b>	<b>71.2</b>

	<b>Province</b> New Brunswick	<b>Zone 1</b> Moncton and South-East Area	<b>Zone 2</b> Fundy Shore and Saint John Area	<b>Zone 3</b> Fredericton and River Valley Area	<b>Zone 4</b> Madawaska and North-West Area	<b>Zone 5</b> Restigouche Area	<b>Zone 6</b> Bathurst and Acadian Peninsula Area	<b>Zone 7</b> Miramichi Area
Received information about condition and treatment, always %   2023	<b>63.8</b>	<b>65.4</b>	<b>64.6</b>	<b>59.8</b>	<b>69.1</b>	<b>52.1</b>	<b>67.9</b>	<b>61.7</b>
Emotional support received, always %   2023	<b>60.8</b>	<b>61.3</b>	<b>59.7</b>	<b>62.4</b>	<b>65.4</b>	<b>47.7</b>	<b>62.2</b>	<b>54.6</b>
Benefited from an internal coordination of care, always %   2023	<b>57.6</b>	<b>57.2</b>	<b>58.0</b>	<b>55.2</b>	<b>66.9</b>	<b>46.9</b>	<b>59.4</b>	<b>58.2</b>

## About this Table

### Content and description

Data about the experience patients reported during their hospital stay in a New Brunswick hospital. This table also provides a list of 6 factors that drive overall care experience.

### Why is it important?

By better understanding the experience of citizens with New Brunswick hospitals, we can better assess the quality of services. This also encourages health system stakeholders to create performance targets based on care experience survey indicators.

### Availability of the data


The information in this data table is available for New Brunswick in general, by the seven New Brunswick health zones, the two Regional Health Authorities, by hospital (medium and large hospitals), by type of care received, as well as by demographic groups. More information is available on our [Hospital Acute Care Survey page](#).


.....

**Caption**

n/a = Not applicable / not available

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

 Above-average performance

 Below-average performance