HOSPITAL ACUTE CARE SURVEY

Experience with Admission and Discharge



Hospital
Upper River Valley Hospital



RHA
Horizon Health Network



Province
New Brunswick

Admission process

When admission is not through the emergency department

Was informed about admission process, completely % | 2023	**54.2**	**59.9**	**60.5**
Admission process was organized, completely % | 2023	**71.6**	**75.1**	**75.6**

When admission is through the emergency department

Was informed about their condition and admission to hospital, completely % | 2023	**40.0**	**38.6**	**42.2**
Was informed about admission process, completely % | 2023	**39.2**	**39.2**	**43.2**
Was informed about their condition and treatment, completely % | 2023	**40.7**	**38.0**	**41.2**
Waited too long to be admitted to a hospital bed % | 2023	**7.8**	**23.8**	**22.3**

	Hospital Upper River Valley Hospital	RHA Horizon Health Network	Province New Brunswick
Transfer to hospital bed was organized, completely % | 2023	**79.8**	**71.2**	**73.7**

Leaving the hospital

Staff told them what day they would be able to leave the hospital % | 2023	**72.3**	**74.8**	**73.6**
Received key information about discharge planning % | 2023	**64.3**	**72.4**	**74.0**
Hospital staff talked with them about whether they would have the necessary help % | 2023	**73.6**	**75.6**	**76.6**
Received information in writing about symptoms or health problems to look out for % | 2023	**55.1**	**69.2**	**71.4**
Received information and understood their medications, conditions and treatment, completely % | 2023	**59.8**	**63.6**	**65.6**
Had a clear understanding of their prescribed medications, completely % | 2023	**70.5**	**76.4**	**77.4**
Informed about what to do if worried about health, completely % | 2023	**51.9**	**57.6**	**59.8**
Had a better understanding of their condition, completely % | 2023	**57.1**	**56.7**	**59.6**

About this Table

Content and description

Data about the experience patients reported during their admission and discharge from a New Brunswick hospital. The indicators measure patients' reported experience throughout the admission process whether the admission is through the emergency department or not and their experience when leaving the hospital.

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