

HOSPITAL ACUTE CARE SURVEY

Experience during the hospital stay



Hospital
Saint John
Regional Hospital



RHA
Horizon Health
Network



Province
New Brunswick

Room environment and services

Visiting hours met their needs, always % 2023	66.6	69.9	69.1
Quality of food was excellent, very good or good % 2023	56.3	55.9	55.6
Room and bathroom were kept clean, always % 2023	53.8	54.1	52.3
Area around their room was quiet at night, always % 2023	38.3	39.3	40.9

Responsiveness of hospital staff

Hospital staff was responsive, always % 2023	51.2	54.6	56.7
Received the help wanted when pressing the call button, always % 2023	50.4	53.9	56.9
Received help in getting to the bathroom or using bedpan, always % 2023	52.0	55.3	56.5

	Hospital Saint John Regional Hospital	RHA Horizon Health Network	Province New Brunswick
Received information about condition and treatment, always % 2023	63.8	63.0	63.8
Emotional support received, always % 2023	58.7	60.6	60.8
Hospital staff took their cultural values into account, strongly agree % 2023	35.5	34.3	37.2
Felt unfairly treated during their hospital stay % 2023	6.9	7.1	7.5

Pain control

Received adequate pain management, always % 2023	65.8	67.9	67.6
Pain was well controlled, always % 2023	59.2	61.3	60.7
Helped with pain control, always % 2023	72.4	74.4	74.5

Safety

This hospital took their safety seriously, definitely % 2023	77.7	75.9	76.4
Needed family or friend to stay with them to feel safe % 2023	13.1	13.5	14.5
Family member or friend felt they needed to stay with them to feel safe % 2023	14.7	14.9	15.8
Hospital staff talked to them about their safety % 2023	37.3	36.8	36.9
Hospital staff washed their hands before caring for patient, always % 2023	76.2	74.6	74.4

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Hospital staff checked their identification band, always % 2023	86.5	82.9	81.5
Overall experience of care			
Overall hospital rating, good or very good % 2023	76.0	74.9	75.5
Recommends hospital to family and friends, definitely % 2023	64.9	60.0	61.3
Felt helped during their hospital stay, completely % 2023	85.8	85.0	85.5
Overall experience, good or very good % 2023	79.4	78.8	79.9

About this Table

Content and description

Data about the experience patients reported during their hospital stay in a New Brunswick hospital. The indicators measure acute care patients' reported experience regarding the room environment and services, the responsiveness of hospital staff, pain control, safety and their 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](#).

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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