

HOSPITAL ACUTE CARE SURVEY

Experience during the hospital stay


Hospital
St. Joseph's
Hospital

RHA
Horizon Health
Network

Province
New Brunswick

Room environment and services

Visiting hours met their needs, always % 2023	82.1	69.9	69.1
Quality of food was excellent, very good or good % 2023	71.5	55.9	55.6
Room and bathroom were kept clean, always % 2023	69.7	54.1	52.3
Area around their room was quiet at night, always % 2023	65.2	39.3	40.9

Responsiveness of hospital staff

Hospital staff was responsive, always % 2023	78.1	54.6	56.7
Received the help wanted when pressing the call button, always % 2023	76.4	53.9	56.9
Received help in getting to the bathroom or using bedpan, always % 2023	79.9	55.3	56.5

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Received information about condition and treatment, always % 2023	86.4	63.0	63.8
Emotional support received, always % 2023	85.6	60.6	60.8
Hospital staff took their cultural values into account, strongly agree % 2023	S	34.3	37.2
Felt unfairly treated during their hospital stay % 2023	S	7.1	7.5

Pain control

Received adequate pain management, always % 2023	84.1	67.9	67.6
Pain was well controlled, always % 2023	79.3	61.3	60.7
Helped with pain control, always % 2023	88.9	74.4	74.5

Safety

This hospital took their safety seriously, definitely % 2023	95.4	75.9	76.4
Needed family or friend to stay with them to feel safe % 2023	S	13.5	14.5
Family member or friend felt they needed to stay with them to feel safe % 2023	S	14.9	15.8
Hospital staff talked to them about their safety % 2023	64.2	36.8	36.9
Hospital staff washed their hands before caring for patient, always % 2023	86.3	74.6	74.4

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Hospital staff checked their identification band, always % 2023	93.6	82.9	81.5
Overall experience of care			
Overall hospital rating, good or very good % 2023	94.0	74.9	75.5
Recommends hospital to family and friends, definitely % 2023	88.6	60.0	61.3
Felt helped during their hospital stay, completely % 2023	97.7	85.0	85.5
Overall experience, good or very good % 2023	97.6	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](#).

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