HOSPITAL ACUTE CARE SURVEY

Experience during the hospital stay



Hospital Upper River Valley Hospital	**RHA** Horizon Health Network	**Province** New Brunswick

Room environment and services

Visiting hours met their needs, always % | 2023	**77.9**	**69.9**	**69.1**
Quality of food was excellent, very good or good % | 2023	**57.1**	**55.9**	**55.6**
Room and bathroom were kept clean, always % | 2023	**69.4**	**54.1**	**52.3**
Area around their room was quiet at night, always % | 2023	**47.0**	**39.3**	**40.9**

Responsiveness of hospital staff

Hospital staff was responsive, always % | 2023	**55.0**	**54.6**	**56.7**
Received the help wanted when pressing the call button, always % | 2023	**55.6**	**53.9**	**56.9**
Received help in getting to the bathroom or using bedpan, always % | 2023	**54.3**	**55.3**	**56.5**

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Received information about condition and treatment, always % | 2023	**51.9**	**63.0**	**63.8**
Emotional support received, always % | 2023	**65.4**	**60.6**	**60.8**
Hospital staff took their cultural values into account, strongly agree % | 2023	**35.9**	**34.3**	**37.2**
Felt unfairly treated during their hospital stay % | 2023	**10.4**	**7.1**	**7.5**
Pain control			
Received adequate pain management, always % | 2023	**69.0**	**67.9**	**67.6**
Pain was well controlled, always % | 2023	**62.3**	**61.3**	**60.7**
Helped with pain control, always % | 2023	**75.8**	**74.4**	**74.5**
Safety			
This hospital took their safety seriously, definitely % | 2023	**80.0**	**75.9**	**76.4**
Needed family or friend to stay with them to feel safe % | 2023	**8.3**	**13.5**	**14.5**
Family member or friend felt they needed to stay with them to feel safe % | 2023	**10.3**	**14.9**	**15.8**
Hospital staff talked to them about their safety % | 2023	**40.4**	**36.8**	**36.9**
Hospital staff washed their hands before caring for patient, always % | 2023	**65.8**	**74.6**	**74.4**

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Hospital staff checked their identification band, always % | 2023	**73.4**	**82.9**	**81.5**

Overall experience of care

Overall hospital rating, good or very good % | 2023	**76.6**	**74.9**	**75.5**
Recommends hospital to family and friends, defintiely % | 2023	**67.5**	**60.0**	**61.3**
Felt helped during their hospital stay, completely % | 2023	**83.9**	**85.0**	**85.5**
Overall experience, good or very good % | 2023	**79.7**	**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