

#### HOSPITAL ACUTE CARE SURVEY

### **Experience during the hospital stay**





**Zone 5** Restigouche Area

**Province** New Brunswick

Visiting hours met their needs, always %   2023	69.6	69.1
Quality of food was excellent, very good or good %   2023	55.6	55.6
Room and bathroom were kept clean, always %   2023	43.4	52.3
Area around their room was quiet at night, always %   2023	34.2	40.9

Responsiveness of nospital staff		
Hospital staff was responsive, always %   2023	55.0	56.7
Received the help wanted when pressing the call button, always $\%$   2023	59.6	56.9
Received help in getting to the bathroom or using bedpan, always %   2023	50.4	56.5



	Zone 5 Restigouche Area	Province New Brunswick
Received information about condition and treatment, always $\%\mid 2023$	52.1	63.8
Emotional support received, always %   2023	47.7	60.8
Hospital staff took their cultural values into account, strongly agree %   2023	37.5	37.2
Felt unfairly treated during their hospital stay $\%$   2023	S	7.5
Pain control		
Received adequate pain management, always %   2023	60.8	67.6
Pain was well controlled, always %   2023	50.7	60.7
Helped with pain control, always %   2023	70.9	74.5
Safety		
This hospital took their safety seriously, definitely %   2023	67.1	76.4
Needed family or friend to stay with them to feel safe %   2023	9.9	14.5
Family member or friend felt they needed to stay with them to feel safe $\% \mid 2023$	14.2	15.8
Hospital staff talked to them about their safety $\%$   2023	37.6	36.9
Hospital staff washed their hands before caring for patient, always $\%$   2023	61.5	74.4
Hospital staff checked their identification band, always %   2023	68.8	81.5



Zone 5 Province
Restigouche Area New Brunswick

# Overall experience of care Overall hospital rating, good or very good % | 2023 74.1 75.5 Recommends hospital to family and friends, defintiely % | 2023 50.4 61.3 Felt helped during their hospital stay, completely % | 2023 82.6 85.5 Overall experience, good or very good % | 2023 77.4 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