

### HOSPITAL ACUTE CARE SURVEY

# **Experience during the hospital stay**





Zone 7 Miramichi Area

Province New Brunswick

Visiting hours met their needs, always %   2023	74.8	69
Quality of food was excellent, very good or good %   2023	63.5	5
oom and bathroom were kept clean, always %   2023	61.9	5
rea around their room was quiet at night, always %   2023	43.8	4(
sponsiveness of hospital staff		
lospital staff was responsive, always %   2023	58.4	5
Received the help wanted when pressing the call button, always $\% \mid 2023$	52.5	5



	<b>Zone 7</b> Miramichi Area	Province New Brunswick
Received information about condition and treatment, always %   2023	61.7	63.8
Emotional support received, always %   2023	54.6	60.8
Hospital staff took their cultural values into account, strongly agree %   2023	39.2	37.2
Felt unfairly treated during their hospital stay %   2023	8.3	7.5
Pain control		
Received adequate pain management, always %   2023	67.8	67.6
Pain was well controlled, always %   2023	64.6	60.7
Helped with pain control, always %   2023	70.9	74.5
Safety		
This hospital took their safety seriously, definitely $\% \mid 2023$	73.6	76.4
Needed family or friend to stay with them to feel safe %   2023	12.1	14.5
Family member or friend felt they needed to stay with them to feel safe $\% \mid 2023$	16.2	15.8
Hospital staff talked to them about their safety $\%$   2023	40.2	36.9
Hospital staff washed their hands before caring for patient, always $\%$   2023	79.5	74.4
Hospital staff checked their identification band, always $\% \mid 2023$	75.3	81.5



**Zone 7 Province** Miramichi Area New Brunswick

Overall experience of care		
Overall hospital rating, good or very good $\%$   2023	73.0	75.5
Recommends hospital to family and friends, defintiely %   2023	53.2	61.3
Felt helped during their hospital stay, completely %   2023	83.2	85.5
Overall experience, good or very good %   2023	74.0	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