HOSPITAL ACUTE CARE SURVEY

Communication during the hospital stay

	Province New Brunswick	**RHA** Horizon Health Network	**RHA** Vitalité Health Network

Communication

With doctors

	Province	RHA Horizon	RHA Vitalité
Had a good communication with doctors, always % | 2023	**79.5**	**78.3**	**82.9**
Doctors treated them with courtesy and respect, always % | 2023	**86.4**	**85.9**	**87.9**
Doctors listened to them carefully, always % | 2023	**77.6**	**76.4**	**81.2**
Doctors explained things in a way they could understand, always % | 2023	**74.4**	**72.7**	**79.5**

With nurses

	Province	RHA Horizon	RHA Vitalité
Had a good communication with nurses, always % | 2023	**72.6**	**71.9**	**74.8**
Nurses treated them with courtesy and respect, always % | 2023	**80.3**	**79.7**	**82.0**

	Province New Brunswick	RHA Horizon Health Network	RHA Vitalité Health Network
Nurses listened carefully, always % | 2023	68.4	67.8	70.2
Nurses explained things in a way they could understand, always % | 2023	69.2	68.2	72.1

About new medications

	Province New Brunswick	RHA Horizon Health Network	RHA Vitalité Health Network
Received explanations about new medications, always % | 2023	54.8	55.0	54.2
Hospital staff told them what their new medication was for, always % | 2023	68.8	68.8	68.6
Hospital staff described possible side effects in a way they could understand, always % | 2023	40.8	41.1	39.9

Involvement in decision making

	Province New Brunswick	RHA Horizon Health Network	RHA Vitalité Health Network
Was involved in decision making and treatment options, always % | 2023	66.1	66.7	64.5
Was involved in decisions about their care and treatment, always % | 2023	61.8	62.4	60.0
Family or friends were involved in decisions about their care and treatment, always % | 2023	70.4	70.9	68.9
Hospital staff took their preferences into account when deciding their health care needs would be after discharge, strongly agree % | 2023	38.6	36.7	44.0

Coordination of care

	Province New Brunswick	RHA Horizon Health Network	RHA Vitalité Health Network
Benefited from an internal coordination of care, always % | 2023	57.6	56.9	59.6
Felt there was a good communication between hospital staff, always % | 2023	58.5	57.6	61.1

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	Province New Brunswick	RHA Horizon Health Network	RHA Vitalité Health Network
Hospital staff seemed informed and up-to-date about their care, always % | 2023	56.7	56.2	58.1
Tests and procedures were done when they were told they would be done, always % | 2023	70.7	72.1	66.6

Language of service

	Province New Brunswick	RHA Horizon Health Network	RHA Vitalité Health Network
Prefers to receive hospital services in English % | 2023	75.1	89.2	33.5
… Received services in English, always % | 2023	95.2	97.5	77.4
Prefers to received hospital services in French % | 2023	16.4	4.4	51.6
… Received services in French, always % | 2023	70.5	24.6	82.0
Received services in their preferred language (English or French), always % | 2023	89.6	92.7	80.3
Preferred language properly identified when they arrived at the hospital % | 2023	96.7	96.5	97.2

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About this Table

Content and description
Data about the experience patients reported when communicating with doctors, nurses and other staff during their hospital stay in a New Brunswick hospital. The indicators measure acute care patients' reported experience regarding their communication with doctors, nurses and about new medications, their involvement in decision making and coordination of care and regarding the language of service.

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