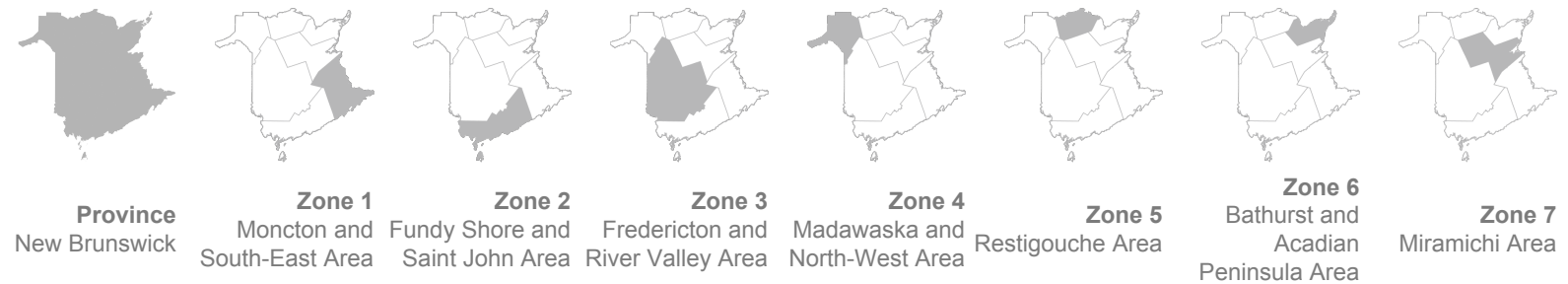


HOSPITAL ACUTE CARE SURVEY

# Communication during the hospital stay



## Communication

### With doctors

Had a good communication with doctors, always %   2023	<b>79.5</b>	<b>82.1</b>	<b>78.6</b>	<b>77.1</b>	<b>80.9</b>	<b>75.7</b>	<b>82.3</b>	<b>77.2</b>
Doctors treated them with courtesy and respect, always %   2023	<b>86.4</b>	<b>88.2</b>	<b>86.3</b>	<b>84.8</b>	<b>86.4</b>	<b>80.5</b>	<b>87.2</b>	<b>85.8</b>
Doctors listened to them carefully, always %   2023	<b>77.6</b>	<b>80.7</b>	<b>76.8</b>	<b>75.1</b>	<b>79.9</b>	<b>74.7</b>	<b>78.6</b>	<b>74.7</b>
Doctors explained things in a way they could understand, always %   2023	<b>74.4</b>	<b>77.5</b>	<b>72.7</b>	<b>71.5</b>	<b>76.4</b>	<b>71.9</b>	<b>81.0</b>	<b>71.0</b>

	<b>Province</b> New Brunswick	<b>Zone 1</b> Moncton and South-East Area	<b>Zone 2</b> Fundy Shore and Saint John Area	<b>Zone 3</b> Fredericton and River Valley Area	<b>Zone 4</b> Madawaska and North-West Area	<b>Zone 5</b> Restigouche Area	<b>Zone 6</b> Bathurst and Acadian Peninsula Area	<b>Zone 7</b> Miramichi Area
<b>With nurses</b>								
Had a good communication with nurses, always %   2023	<b>72.6</b>	<b>72.5</b>	<b>71.7</b>	<b>72.8</b>	<b>77.6</b>	<b>65.7</b>	<b>75.5</b>	<b>71.2</b>
Nurses treated them with courtesy and respect, always %   2023	<b>80.3</b>	<b>81.1</b>	<b>79.1</b>	<b>80.6</b>	<b>86.4</b>	<b>72.2</b>	<b>81.0</b>	<b>77.6</b>
Nurses listened carefully, always %   2023	<b>68.4</b>	<b>68.6</b>	<b>68.3</b>	<b>67.7</b>	<b>72.5</b>	<b>64.1</b>	<b>70.3</b>	<b>66.2</b>
Nurses explained things in a way they could understand, always %   2023	<b>69.2</b>	<b>67.9</b>	<b>67.9</b>	<b>70.2</b>	<b>73.7</b>	<b>60.9</b>	<b>75.3</b>	<b>69.9</b>
<b>About new medications</b>								
Received explanations about new medications, always %   2023	<b>54.8</b>	<b>54.0</b>	<b>55.3</b>	<b>56.3</b>	<b>59.3</b>	<b>39.9</b>	<b>53.5</b>	<b>52.8</b>
Hospital staff told them what their new medication was for, always %   2023	<b>68.8</b>	<b>68.3</b>	<b>69.3</b>	<b>69.6</b>	<b>73.0</b>	<b>58.6</b>	<b>69.8</b>	<b>63.0</b>
Hospital staff described possible side effects in a way they could understand, always %   2023	<b>40.8</b>	<b>39.7</b>	<b>41.3</b>	<b>43.0</b>	<b>45.6</b>	<b>21.1</b>	<b>37.3</b>	<b>42.6</b>

Province New Brunswick	Zone 1 Moncton and South-East Area	Zone 2 Fundy Shore and Saint John Area	Zone 3 Fredericton and River Valley Area	Zone 4 Madawaska and North-West Area	Zone 5 Restigouche Area	Zone 6 Bathurst and Acadian Peninsula Area	Zone 7 Miramichi Area
---------------------------	--	--	--	--	----------------------------	---	--------------------------

## Involvement in decision making

Was involved in decision making and treatment options, always %   2023	<b>66.1</b>	<b>66.8</b>	<b>67.8</b>	<b>65.3</b>	<b>67.4</b>	<b>56.8</b>	<b>61.6</b>	<b>64.5</b>
Was involved in decisions about their care and treatment, always %   2023	<b>61.8</b>	<b>61.5</b>	<b>63.7</b>	<b>61.5</b>	<b>63.5</b>	<b>56.6</b>	<b>56.0</b>	<b>61.6</b>
Family or friends were involved in decisions about their care and treatment, always %   2023	<b>70.4</b>	<b>72.1</b>	<b>71.9</b>	<b>69.0</b>	<b>71.3</b>	<b>57.1</b>	<b>67.3</b>	<b>67.4</b>
Hospital staff took their preferences into account when deciding their health care needs would be after discharge, strongly agree %   2023	<b>38.6</b>	<b>37.0</b>	<b>37.7</b>	<b>34.3</b>	<b>50.1</b>	<b>33.3</b>	<b>47.9</b>	<b>46.9</b>

## Coordination of care

Benefited from an internal coordination of care, always %   2023	<b>57.6</b>	<b>57.2</b>	<b>58.0</b>	<b>55.2</b>	<b>66.9</b>	<b>46.9</b>	<b>59.4</b>	<b>58.2</b>
Felt there was a good communication between hospital staff, always %   2023	<b>58.5</b>	<b>58.2</b>	<b>59.2</b>	<b>55.1</b>	<b>69.5</b>	<b>45.5</b>	<b>61.1</b>	<b>57.7</b>

	Province New Brunswick	Zone 1 Moncton and South-East Area	Zone 2 Fundy Shore and Saint John Area	Zone 3 Fredericton and River Valley Area	Zone 4 Madawaska and North-West Area	Zone 5 Restigouche Area	Zone 6 Bathurst and Acadian Peninsula Area	Zone 7 Miramichi Area
Hospital staff seemed informed and up-to-date about their care, always %   2023	56.7	56.2	56.7	55.3	64.2	48.4	57.7	58.7
Tests and procedures were done when they were told they would be done, always %   2023	70.7	72.4	71.7	70.9	67.6	60.9	67.4	68.0
<b>Language of service</b>								
Prefers to receive hospital services in English %   2023	75.1	68.3	91.8	94.8	17.6	36.6	31.9	72.5
... Received services in English, always %   2023	95.2	91.1	99.0	97.1	80.2	83.4	71.3	96.3
Prefers to received hospital services in French %   2023	16.4	17.2	3.9	1.8	71.4	42.2	56.6	13.8
... Received services in French, always %   2023	70.5	74.1	37.9	S	92.9	28.0	75.2	S
Received services in their preferred language (English or French), always %   2023	89.6	86.2	95.7	95.0	90.7	50.3	75.3	82.0
Preferred language properly identified when they arrived at the hospital %   2023	96.7	96.4	97.0	96.9	97.3	95.6	97.7	92.8

## 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