

HOSPITAL ACUTE CARE SURVEY

Communication during the hospital stay



Hospital
Dr. Everett
Chalmers
Regional Hospital



RHA Horizon Health Network



Province New Brunswick

Communication

With doctors			
Had a good communication with doctors, always $\% \mid 2023$	77.8	78.3	79.5
Doctors treated them with courtesy and respect, always % 2023	85.4	85.9	86.4
Doctors listened to them carefully, always % 2023	75.8	76.4	77.6
Doctors explained things in a way they could understand, always $\%$ 2023	72.3	72.7	74.4
With nurses			
Had a good communication with nurses, always $\%\mid$ 2023	74.1	71.9	72.6
Nurses treated them with courtesy and respect, always % 2023	81.8	79.7	80.3



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Nurses listened carefully, always % 2023	68.4	67.8	68.4
Nurses explained things in a way they could understand, always $\%$ 2023	72.0	68.2	69.2
About new medications			
Received explanations about new medications, always $\%$ 2023	57.1	55.0	54.8
Hospital staff told them what their new medication was for, always $\% \mid 2023$	70.8	68.8	68.8
Hospital staff described possible side effects in a way they could understand, always $\%$ 2023	43.3	41.1	40.8
Involvement in decision making			
Was involved in decision making and treatment options, always $\% \mid 2023$	64.6	66.7	66.1
Was involved in decisions about their care and treatment, always $\% \mid 2023$	61.1	62.4	61.8
Family or friends were involved in decisions about their care and treatment, always % 2023	68.0	70.9	70.4
Hospital staff took their preferences into account when deciding their health care needs would be after discharge, strongly agree $\% \mid 2023$	34.7	36.7	38.6
Coordination of care			
Benefited from an internal coordination of care, always % 2023	55.4	56.9	57.6



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Felt there was a good communication between hospital staff, always $\% \mid 2023$	54.9	57.6	58.5
Hospital staff seemed informed and up-to-date about their care, always % 2023	55.9	56.2	56.7
Tests and procedures were done when they were told they would be done, always $\%$ 2023	69.5	72.1	70.7
Language of service			
Prefers to receive hospital services in English % 2023	94.0	89.2	75.1
Received services in English, always % 2023	97.8	97.5	95.2
Prefers to received hospital services in French % 2023	2.3	4.4	16.4
Received services in French, always % 2023	S	24.6	70.5
Received services in their preferred language (English or French), always % 2023	95.5	92.7	89.6
Preferred language properly identified when they arrived at the hospital % 2023	96.4	96.5	96.7



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



P Below-average performance