HOSPITAL ACUTE CARE SURVEY

Communication during the hospital stay



Hospital
Upper River Valley Hospital



RHA
Horizon Health Network



Province
New Brunswick

Communication

With doctors

Had a good communication with doctors, always % | 2023	**74.7**	**78.3**	**79.5**
Doctors treated them with courtesy and respect, always % | 2023	**82.4**	**85.9**	**86.4**
Doctors listened to them carefully, always % | 2023	**72.8**	**76.4**	**77.6**
Doctors explained things in a way they could understand, always % | 2023	**69.1**	**72.7**	**74.4**

With nurses

Had a good communication with nurses, always % | 2023	**68.3**	**71.9**	**72.6**
Nurses treated them with courtesy and respect, always % | 2023	**76.4**	**79.7**	**80.3**

	Hospital Upper River Valley Hospital	**RHA** Horizon Health Network	**Province** New Brunswick
Nurses listened carefully, always % | 2023	**65.0**	**67.8**	**68.4**
Nurses explained things in a way they could understand, always % | 2023	**63.4**	**68.2**	**69.2**
About new medications			
Received explanations about new medications, always % | 2023	**54.1**	**55.0**	**54.8**
Hospital staff told them what their new medication was for, always % | 2023	**65.3**	**68.8**	**68.8**
Hospital staff described possible side effects in a way they could understand, always % | 2023	**43.0**	**41.1**	**40.8**
Involvement in decision making			
Was involved in decision making and treatment options, always % | 2023	**68.8**	**66.7**	**66.1**
Was involved in decisions about their care and treatment, always % | 2023	**64.9**	**62.4**	**61.8**
Family or friends were involved in decisions about their care and treatment, always % | 2023	**72.8**	**70.9**	**70.4**
Hospital staff took their preferences into account when deciding their health care needs would be after discharge, strongly agree % | 2023	**32.7**	**36.7**	**38.6**
Coordination of care			
Benefited from an internal coordination of care, always % | 2023	**54.9**	**56.9**	**57.6**
Felt there was a good communication between hospital staff, always % | 2023	**57.0**	**57.6**	**58.5**

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Hospital staff seemed informed and up-to-date about their care, always % | 2023	**52.8**	**56.2**	**56.7**
Tests and procedures were done when they were told they would be done, always % | 2023	**77.6**	**72.1**	**70.7**

Language of service

Prefers to receive hospital services in English % | 2023	**98.1**	**89.2**	**75.1**
... Received services in English, always % | 2023	**94.2**	**97.5**	**95.2**
Prefers to received hospital services in French % | 2023	S	**4.4**	**16.4**
... Received services in French, always %	n/a	n/a	n/a
Received services in their preferred language (English or French), always % | 2023	**93.4**	**92.7**	**89.6**
Preferred language properly identified when they arrived at the hospital % | 2023	**98.9**	**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

Above-average performance

Below-average performance