

Hospital experience in New Brunswick

Based on the 2019 edition of the New Brunswick Health Council's Hospital Patient Care Experience Survey

ADMISSION

Only 1 in 2 patients said they were **completely informed** about the admission process.

LANGUAGE

Patients who **always** received services in preferred language:

When English is preferred **94%**
When French is preferred **81%**

Hello!

Thanks!

STAY


Score of **73%**

FOR COMMUNICATION WITH NURSES based on how nurses treated, listened to and explained things to patients. **This is very closely related to the overall hospital rating.**

Only 1 in 2 said that their hospital room and bathroom were **always kept clean.**

6 in 10 said they **always got help as soon as needed** after pressing the call button.

DISCHARGE

6 in 10  were **completely informed** about what to do if they had concerns after being discharged. Keeping patients informed is key in helping them recover and in reducing readmissions.

OVERALL EXPERIENCE

79% rated their hospital **favourably** overall.

87% felt **helped** by their hospital stay.

5% said they were **harm**ed due to an error.