2016 SURVEY

Hospital Patient Care Experience in New Brunswick

New Brunswick
Nouveau Brunswick

New Brunswick Health Council | Conseil de la santé du Nouveau-Brunswick

Who we are

New Brunswickers have a right to be aware of the decisions being made, to be part of the decision-making process, and to be aware of the outcomes delivered by the health system and its cost. The New Brunswick Health Council will foster this transparency, engagement, and accountability by engaging citizens in a meaningful dialogue, measuring, monitoring, and evaluating population health and health service quality, informing citizens on health system performance and recommending improvements to the Minister of Health.

For more information

How to cite this document

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L'expérience vécue par le patient dans les hôpitaux du Nouveau-Brunswick - Sondage 2016

HOSPITAL EXPERIENCE
in NEW BRUNSWICK in 2016

2016 edition of the New Brunswick Health Council's
Hospital Patient Care Experience Survey

LANGUAGE OF SERVICE

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

When **English** is preferred	94%
When **French** is preferred	84%

ADMISSION

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

STAY

Communication

Communication with nurses is very closely related to patients' rating of their hospital stay.

Communication with nurses (treating patients with courtesy and respect, listening to them and explaining things) scored **72.5%** (higher than previous surveys).

Room and bathroom cleanliness

52% Only **52%** of New Brunswick patients said that their hospital room and bathroom were **always kept clean**.

Responsiveness

61% of patients said they **always got help as soon as needed** after pressing the call button.

DISCHARGE

62% The percentage of patients who 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%** of patients **favourably rated** their hospital stay (higher than previous surveys).

- **86%** of patients **felt helped** by their hospital stay.

- **5%** of patients said they were **harmed** due to an error.

New Brunswick Health Council | Conseil de la santé du Nouveau-Brunswick

For more, consult our report "Hospital Patient Care Experience in New Brunswick" at www.nbhc.ca

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Excel file available for more survey results

Parallel to the release of this report, which only presents a portion of survey results, the New Brunswick Health Council released an Excel file containing all indicators produced by this survey. The Excel file can be downloaded at www.nbhc.ca.

Results available in this report
- Results for 16 key indicators
  - for New Brunswick
  - for both regional health authorities
  - for 20 hospitals

Results available in Excel file online
- Results for all 56 indicators produced by survey
  - for New Brunswick
  - for both regional health authorities
  - for 20 hospitals
  - and for 6 demographic groups: gender, education level, age group, preferred language of service, immigrants, Aboriginal identity

About the New Brunswick Hospital Patient Care Experience Survey

Overview

The New Brunswick Health Council (NBHC) conducts the New Brunswick Hospital Patient Care Experience Survey to evaluate the quality of hospital care provided to patients. The purpose of this initiative is to inform citizens on the quality of hospital care in the province and to help decision-makers and planners improve how they manage hospital services. The 2016 edition of the survey was the third time the survey was conducted.

Scope of survey

The survey was sent to New Brunswickers who met the following selection criteria:

Patients, **18 years or more**, who were discharged **between December 2015 and March 2016**, and who stayed **at least one night** as a **medical, surgical or maternity patient** in a New Brunswick acute care hospital. A hospital providing acute care is one which is primarily involved in providing short-term inpatient medical care to people with illness or in need of surgery.

The following types of patients were excluded from the scope of the survey:

- Pediatrics
- Psychiatric care
- Palliative care
- Long-term care
- Rehabilitation

In New Brunswick, two regional health authorities manage and deliver hospital services: the Horizon Health Network and the Vitalité Health Network.

In total, 20 acute care hospitals in the province (11 within Horizon and 9 within Vitalité) had patients who met the selection criteria and were captured in the survey. Because some hospitals do not have surgical, medical or maternity patients, they did not have any eligible patients for this survey.

Response rate

A bilingual paper survey was sent to 14,504 eligible patients after their discharge from the hospital. A total of 6,733 patients (46%) responded. This is a very good response rate for this type of survey.

What does this survey measure?

The New Brunswick Hospital Patient Care Experience Survey has been designed to capture more than just overall satisfaction with hospital services. Citizens have shared their experiences about specific areas of care, such as the admission process, communication with nurses and doctors, responsiveness of staff, pain control, cleanliness of their room and bathroom, and their transition from hospital to home.

How are results reported?

Survey results are available in this report for New Brunswick overall, by regional health authority, and by hospital.

Provincial results are also available on our website by demographic groups, providing an equity perspective of health services based on gender, education level, age group, preferred language of service, immigrants and Aboriginal identity.

Number of survey respondents by hospital

Horizon Health Network
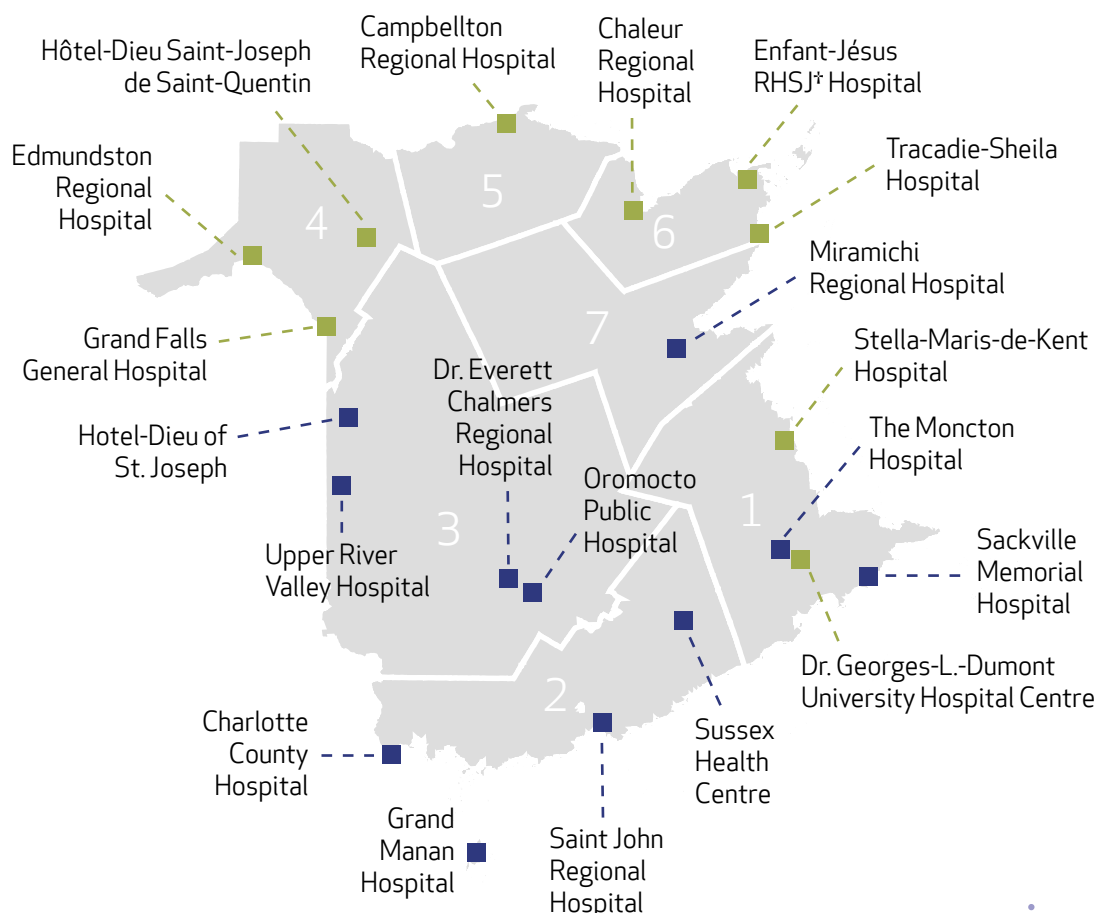
Horizon Health Network	Respondents (*n*)
Charlotte County Hospital	76
Dr. Everett Chalmers Regional Hospital	1,145
Grand Manan Hospital	6
Hotel-Dieu of St. Joseph	42
Miramichi Regional Hospital	352
Oromocto Public Hospital	44
Sackville Memorial Hospital	33
Saint John Regional Hospital	1,610
Sussex Health Centre	34
The Moncton Hospital	1,020
Upper River Valley Hospital	180
	4,542

Vitalité Health Network

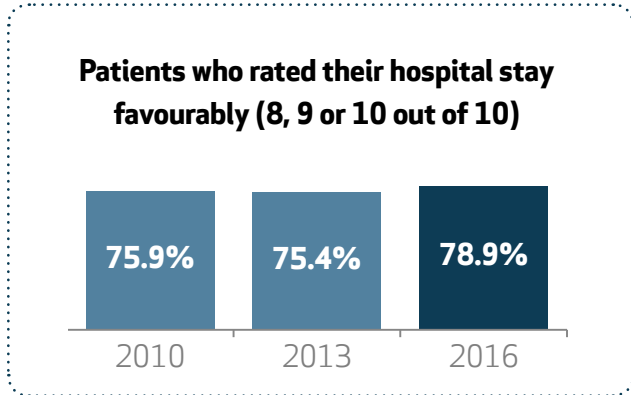| Vitalité Health Network	Respondents (*n*)
Campbellton Regional Hospital	203
Chaleur Regional Hospital	434
Dr. Georges-L.-Dumont University Hospital Centre	893
Edmundston Regional Hospital	345
Enfant-Jésus RHSJ† Hospital	67
Grand Falls General Hospital	30
Hôtel-Dieu Saint-Joseph de Saint-Quentin	25
Stella-Maris-de-Kent Hospital	90
Tracadie-Sheila Hospital	104
	2,191

Total respondents: 6,733

Key findings

Overall satisfaction has improved

Patients who rated their hospital stay favourably (8, 9 or 10 out of 10)

2010	2013	2016
75.9%	75.4%	78.9%

In 2016, 78.9% of New Brunswickers rated their hospital stay favourably, which is higher than previous survey results in 2010 (75.9%) and 2013 (75.4%).

The overall hospital rating, from the patient's point of view, is an important measure of patient satisfaction because it reflects all experiences of care provided during a hospital stay, from admission to discharge.

Improvements have also occurred in some of the areas of care that have the greatest influence on overall satisfaction: communication with nurses, pain control and safety.

Communication with nurses	2010	2013	2016
	69.4%	70.4%	72.5%

This survey result is based on a combination of responses to three questions: how often nurses treated patients with courtesy and respect, listened carefully to them and explained things in a way that was easy to understand.

Pain control	2010	2013	2016
	63.8%	64.4%	67.5%

This survey result is based on a combination of responses to two questions: how often patients' pain was well controlled and how often staff did everything they could to help them with their pain.

Patients who said hospital *definitely* took their safety seriously	2010	2013	2016
	76.3%	77.3%	81.8%

This survey result represents the percentage of patients who felt that the hospital *definitely* took their safety seriously.

Cleanliness remains an area for improvement

Patients who said their hospital room and bathroom were *always* clean

2010	2013	2016
59.6%	53.2%	51.7%
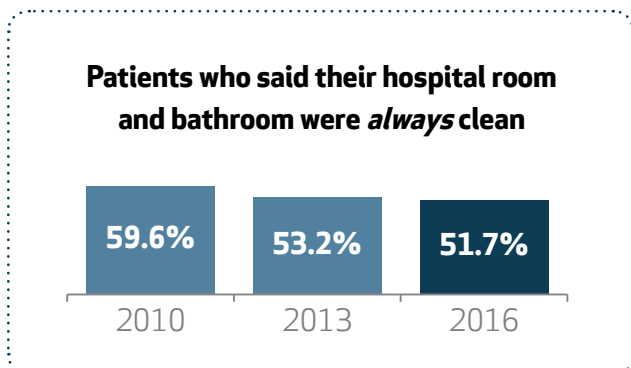
In 2016, only 51.7% of New Brunswickers reported that their hospital room and bathroom were *always* kept clean. This is lower than previous survey results in 2010 (59.6%) and 2013 (53.2%). Aspects of the hospital environment, such as the quality of bathroom and toilet areas, can be highly influential in determining patients' feelings about their hospital experience.[1][2]

Are patients receiving services in their preferred language?

Patients who *always* received services in preferred language

...when English is preferred

2010	2013	2016
91.0%	91.2%	93.5%

...when French is preferred

2010	2013	2016
74.6%	75.1%	83.8%
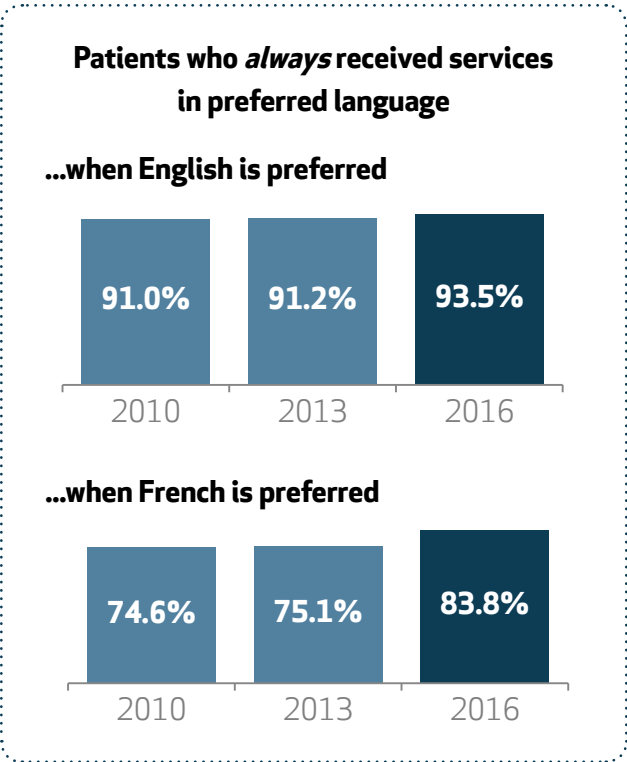
In this survey, patients were asked whether they preferred to receive hospital services in English or in French. In 2016, 93.5% of patients who preferred English reported that they *always* received services in English, while 83.8% of patients who preferred French said that they *always* received services in French. When comparing these results to the 2010 and 2013 editions of the survey, a higher percentage of patients are receiving services in their preferred language.

In New Brunswick, under the *Official Languages Act*, all patients have the right to receive services either in French or in English. According to a review of Canadian literature, not respecting this right causes language barriers that have a negative effect on the quality of health services, the level of satisfaction of patients and staff as well as on treatment results in patients.[3]

About the survey indicators

Areas of care covered by survey indicators

(Areas **bolded** are available in this report; all others are available on website)

- **Admission process**
- **Cleanliness**
- **Communication**
- Coordination of care
- Cultural values
- **Discharge/Transition**
- Emotional support

- Food quality
- Information about condition and treatment
- Involvement in decision-making
- **Language of service**
- **Overall satisfaction**

- **Pain control**
- Quietness at night
- **Responsiveness**
- **Safety**
- Visiting hours

16 key indicators in this report

The New Brunswick Hospital Patient Care Experience Survey produces several indicators that measure the quality of hospital services from the patient's point of view. The 2016 edition of this survey delivers a total of 56 indicators, of which 16 have been chosen for this report.

☞ For a list of all 56 indicators produced by this survey, see Appendix A.

With respect to these 16 measures, eleven (11) are repeat indicators and can be compared to previous survey results, while five (5) are new and therefore cannot be compared to previous editions of the survey.

11 repeat indicators (previous results are available)	5 new indicators (no previous results available)
• Communication about medicines • Communication with doctors • Communication with nurses • Pain control • Patients who *always* received services in preferred language (when English is preferred) • Patients who *always* received services in preferred language (when French is preferred) • Patients who rated hospital favourably • Patients who said hospital *definitely* took their safety seriously • Patients who said room and bathroom were *always* clean • Patients who said they were harmed due to an error • Staff responded quickly to call button and in helping patients get to the bathroom	• Patients *completely* informed about admission process (when admitted through ER) • Patients *completely* informed about admission process (when admission is planned or through other means) • Patients who said there was *always* good communication among staff about their care • Patients who were *completely* informed about what to do if they were worried after their discharge • Patients who felt helped by their hospital stay

Provincial summary: from 2013 to 2016

Of the 11 indicators in this report that can be compared to the 2013 edition, five (5) have improved at the provincial level, while six (6) are unchanged from 2013 to 2016.

Key indicators that saw a **favourable** change* between 2013 and 2016	No change*	Key indicators that saw an **unfavourable** change* between 2013 and 2016
▲ Patients who rated hospital favourably ▲ Pain control ▲ Patients who said hospital *definitely* took their safety seriously ▲ Patients who *always* received services in preferred language (when English is preferred) ▲ Patients who *always* received services in preferred language (when French is preferred)	— Communication with nurses — Communication with doctors — Communication about medicines — Staff responded quickly to call button and in helping patients get to the bathroom — Patients who said room and bathroom were *always* clean — Patients who said they were harmed due to an error	None

Provincial summary: from 2010 to 2016

- For each of the five (5) measures that have improved from 2013 to 2016, survey results in 2016 are also higher than 2010 results.
- Among the indicators that have not changed between 2013 and 2016, one (1) indicator saw an unfavourable change* between 2010 and 2016:
  - ▽ Patients who said room and bathroom were *always* clean

*based on statistically significant differences at a 95% level of confidence.

Summary for Horizon: from 2013 to 2016

Of the 11 indicators in this report that can be compared to the 2013 edition, five (5) have improved at Horizon, while six (6) are unchanged from 2013 to 2016.

Key indicators that saw a **favourable** change* between 2013 and 2016	No change*	Key indicators that saw an **unfavourable** change* between 2013 and 2016
▲ Patients who rated hospital favourably ▲ Pain control ▲ Patients who said hospital *definitely* took their safety seriously ▲ Patients who *always* received services in preferred language (when English is preferred) ▲ Patients who *always* received services in preferred language (when French is preferred)	— Communication with nurses — Communication with doctors — Communication about medicines — Staff responded quickly to call button and in helping patients get to the bathroom — Patients who said room and bathroom were *always* clean — Patients who said they were harmed due to an error	None

Summary for Horizon: from 2010 to 2016

- For each of the five (5) measures that have improved from 2013 to 2016, survey results in 2016 are also higher than 2010 results.
- Among the indicators that have not changed between 2013 and 2016, one (1) indicator saw an unfavourable change* between 2010 and 2016:
  - ▽ Patients who said room and bathroom were *always* clean

*based on statistically significant differences at a 95% level of confidence.

Summary for Vitalité: from 2013 to 2016

Of the 11 indicators in this report that can be compared to the 2013 edition, two (2) have improved at Vitalité, while nine (9) are unchanged from 2013 to 2016.

Key indicators that saw a **favourable** change* between 2013 and 2016	No change*	Key indicators that saw an **unfavourable** change* between 2013 and 2016
▲ Patients who rated hospital favourably ▲ Patients who *always* received services in preferred language (when French is preferred)	— Communication with nurses — Communication with doctors — Communication about medicines — Staff responded quickly to call button and in helping patients get to the bathroom — Patients who said room and bathroom were *always* clean — Patients who said they were harmed due to an error — Pain control — Patients who said hospital *definitely* took their safety seriously — Patients who *always* received services in preferred language (when English is preferred)	None

Summary for Vitalité: from 2010 to 2016

- For each of the two (2) measures that have improved from 2013 to 2016, survey results in 2016 are also higher than 2010 results.
- Among the indicators that have not changed between 2013 and 2016, two (2) saw a favourable change* between 2010 and 2016:
  - ▲ Patients who said hospital *definitely* took their safety seriously
  - ▲ Patients who *always* received services in preferred language (when English is preferred)

*based on statistically significant differences at a 95% level of confidence.

Indicator highlight:
Patients who rated hospital favourably

The overall hospital rating, from the patient's point of view, is an important measure of patient satisfaction because it reflects all experiences of care provided during a hospital stay, from admission to discharge.

The indicator score is the percentage of patients who gave an overall rating of 8, 9 or 10 to the following question:

- Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
[Answer scale: 0 1 2 3 4 5 6 7 8 9 10]

Provincial results in 2016

78.9%

17.9%

3.2%

Overall hospital rating
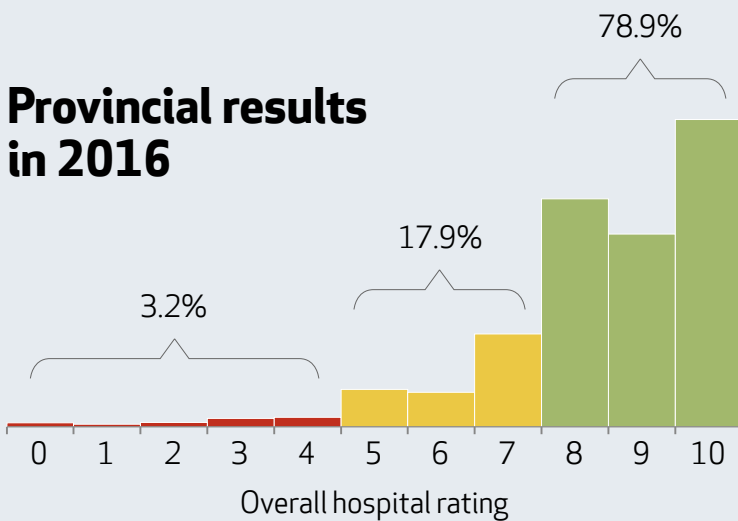
Last three surveys

	2010	**2013**	**2016**
Respondents	*5,148*	*4,555*	*6,472*
8, 9 or 10 (%)	75.9	75.4	78.9
5, 6 or 7 (%)	20.0	20.0	17.9
0, 1, 2, 3 or 4 (%)	4.0	4.6	3.2

Factors that influence satisfaction

Areas of care such as communication, responsiveness and pain control can highly influence how patients rate hospital services.

How to read
Among patients who answered "always", 87.5% rated hospital favourably

	Communication How often nurses treated patients with courtesy and respect		Responsiveness How often staff responded quickly to call button		Pain control How often staff did everything they could to help patients with their pain	
	Always	Usually Sometimes Never	Always	Usually Sometimes Never	Always	Usually Sometimes Never
Percentage who rated hospital favourably:	87.5%	44.4%	88.4%	60.2%	86.6%	50.1%

Performance targets established by regional health authorities for overall satisfaction

Since NBHC's first survey in 2010, both regional health authorities (RHAs) have taken advantage of the data available for measuring and monitoring the quality of hospital care. Survey results have been used by both RHAs to meet accreditation requirements and foster ongoing quality improvement in services provided to patients.

Because this survey follows a three-year cycle, RHAs have implemented their own internal surveys to measure and monitor local quality improvement initiatives between NBHC's surveys.

Although different survey methodologies have been used by the NBHC and the RHAs, the same objective remains: to engage patients and use them as a credible source of valid information when assessing and managing hospital services.

As a provincial measure of overall satisfaction, 78.9% of respondents from NBHC's 2016 survey rated their hospital stay favourably (8, 9 or 10 out of 10). While this represents an improvement compared to 2010 (75.9%) and 2013 (75.4%) editions of the survey, does this represent a high quality of care?

While there are no provincial performance targets for measures of patient experience, each RHA has provided a target under their jurisdiction for overall satisfaction based on their internal surveys.

Publically available performance targets for overall patient satisfaction

	Target	Most recent result reported publically
Horizon internal survey Source: Horizon Balanced Scorecard Quarterly Report (October 2016) [4]	83.0%	77.2% (May 2015)
Vitalité internal survey Source: Vitalité 2014-2015 Annual Report [5]	90.0%	77.9% (March 2015)

Note: Due to different survey methodologies, caution should be used when trying to compare results between NBHC's surveys and the internal surveys conducted by RHAs.

While performance targets and survey results may exist internally at Vitalité for 2015-2016, this information was not included in their 2015-2016 Annual Report.

Efforts from both RHAs in establishing performance targets for care experience indicators such as overall patient satisfaction should be recognized as an important step in putting patient experiences at the forefront of public accountability and transparency.

RHAs are strongly urged to continue these efforts, not only for overall patient satisfaction, but also for other key areas of hospital care experience.

Through its surveys, the NBHC will continue to play a vital role in (1) informing citizens on the quality of hospital care in New Brunswick and (2) providing information that can be leveraged by RHAs in their efforts to improve hospital services.

Absence of provincial performance targets for measures of patient experience

In dialogue sessions that the NBHC has conducted over the years, citizens have shared their belief that the health system has some form of accountability structure to ensure that priorities are responded to and progress is made. However, the health system has not established a *provincial* performance target for overall patient satisfaction or for other areas of hospital care experience.

New Brunswick's *Regional Health Authorities Act* states that "the Minister may establish performance targets for a regional health authority" with respect to financial management, access to health services, satisfactory health outcomes, and *patient satisfaction*.

Much can be gained from an accountability perspective if the health system creates performance targets for key patient care experience indicators. In doing so, the health system has an opportunity to show New Brunswickers that:

- Decisions in improving health services are being made based on their experiences
- Completing a survey on health services is well worth their time and engagement
- Accountability and transparency is at the forefront of health services delivery

Indicator highlight:
Patients who said room and bathroom were *always* clean

Aspects of the hospital environment, such as the quality of bathroom and toilet areas, can be highly influential in determining patients' feelings about their hospital experience.[1][2] Hospital-acquired infections can be prevented by regular and thorough hospital cleaning.[6]

This indicator is the percentage of patients who responded *always* to the following question:

- During this hospital stay, how often were your room and bathroom kept clean?
  [Answer scale:
   Always Usually Sometimes Never]

Provincial results in 2016

51.7% always
30.4% usually
13.6% sometimes
4.3% never

Influence on satisfaction

Cleanliness of a patient's room and bathroom can influence how patients rate their overall hospital experience.
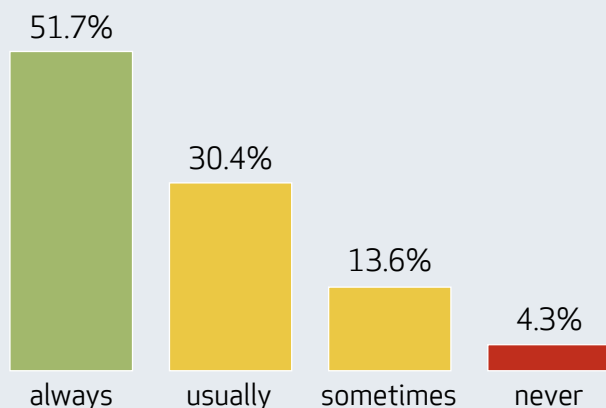
Last three surveys

	2010	2013	2016
Respondents	*5,124*	*4,528*	*6,542*
Always (%)	59.6	53.2	51.7
Usually (%)	26.6	28.7	30.4
Sometimes (%)	10.9	14.1	13.6
Never (%)	2.9	4.0	4.3

How to read
Among patients who answered "always", 89.7% rated hospital favourably

Percentage who rated hospital favourably:

Cleanliness
How often room and bathroom were kept clean

Always	Usually Sometimes Never
89.7%	67.3%
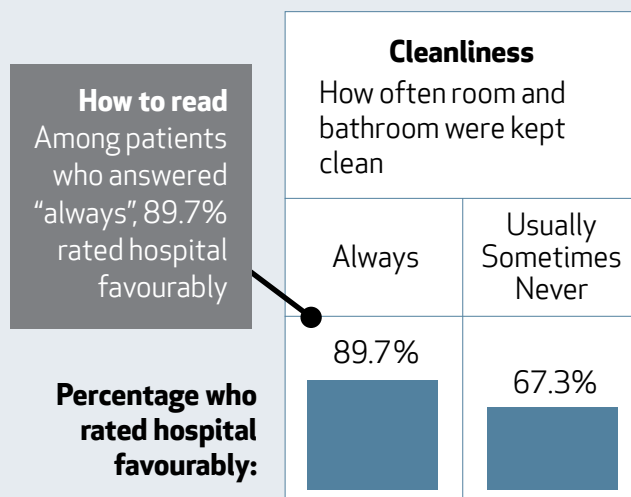
Indicator highlight:
Patients who *always* received services in preferred language

In New Brunswick, under the *Official Languages Act*, all patients have the right to receive services either in French or in English. According to a review of Canadian literature, not respecting this right causes language barriers that have a negative effect on the quality of health services, the level of satisfaction of patients and staff as well as on treatment results in patients.[3]

Survey respondents were first asked whether they preferred to be served in English or in French, then they were asked how often they received services in that language. The indicator score is the percentage

of patients who indicated that they *always* received the services they needed in the language of their choice.

- Under the *Official Languages Act*, you have the right to be served in either English or French. Of these two languages, which is your preference?
  [Answer scale: English French]
- How often did you receive the service you needed in the official language (English or French) of your choice?
  [Answer scale:
   Always Usually Sometimes Never]

Provincial results
How often patients received services in their preferred language

...when **English** is preferred	New Brunswick			Horizon			vitalité		
	2010	2013	**2016**	2010	2013	**2016**	2010	2013	**2016**
Respondents	*3819*	*3491*	*4891*	*3174*	*2976*	*4163*	*645*	*515*	*728*
Always (%)	91.0	91.2	93.5	94.8	93.6	95.9	72.2	77.1	80.1
Usually (%)	6.3	6.1	4.7	3.7	4.1	3.0	19.5	17.3	14.7
Sometimes (%)	1.9	1.3	1.0	0.7	0.8	0.4	7.6	3.9	4.3
Never (%)	0.8	1.4	0.7	0.8	1.4	0.7	0.6	1.7	1.0

...when **French** is preferred	2010	2013	**2016**	2010	2013	**2016**	2010	2013	**2016**
Respondents	*1372*	*1154*	*1594*	*176*	*178*	*219*	*1196*	*976*	*1375*
Always (%)	74.6	75.1	83.8	28.4	28.1	42.0	81.4	83.7	90.5
Usually (%)	15.7	14.9	8.8	30.1	29.8	21.0	13.5	12.2	6.8
Sometimes (%)	7.1	7.4	5.6	33.0	33.7	30.6	3.3	2.6	1.6
Never (%)	2.6	2.6	1.8	8.5	8.4	6.4	1.8	1.5	1.1

Provincial results
Preferred language

	New Brunswick	Horizon	vitalité
	2016	**2016**	**2016**
Respondents	*6510*	*4396*	*2114*
English (%)	75.3	94.9	34.6
French (%)	24.7	5.1	65.4

Results by regional health authority

Horizon Health Network   vitalité Health Network   **New Brunswick**

Patients *completely* informed about admission process

	Horizon 2010	Horizon 2013	Horizon **2016**	Vitalité 2010	Vitalité 2013	Vitalité **2016**	NB 2010	NB 2013	NB **2016**
When admitted through ER	n/a	n/a	40.0	n/a	n/a	60.5	n/a	n/a	47.3
When admission is planned or through other means	n/a	n/a	62.9	n/a	n/a	64.5	n/a	n/a	63.3

Patients who *always* received services in preferred language

	Horizon 2010	Horizon 2013	Horizon **2016**	Vitalité 2010	Vitalité 2013	Vitalité **2016**	NB 2010	NB 2013	NB **2016**
When English is preferred	94.8	93.6	95.9 ▲	72.2	77.1	80.1	91.0	91.2	93.5 ▲
When French is preferred	28.4	28.1	42.0 ▲	81.4	83.7	90.5 ▲	74.6	75.1	83.8 ▲

Communication

	Horizon 2010	Horizon 2013	Horizon **2016**	Vitalité 2010	Vitalité 2013	Vitalité **2016**	NB 2010	NB 2013	NB **2016**
Communication with nurses	68.7	68.4	70.5	70.5	74.6	76.7	69.4	70.4	72.5
Communication with doctors	77.6	79.8	78.8	80.1	81.1	82.6	78.5	80.2	80.0
Communication about medicines	53.0	54.1	52.6	51.2	56.0	55.2	52.4	54.7	53.4
Patients who said there was *always* good communication among staff about their care	n/a	n/a	57.6	n/a	n/a	65.0	n/a	n/a	60.0

Responsiveness

	Horizon 2010	Horizon 2013	Horizon **2016**	Vitalité 2010	Vitalité 2013	Vitalité **2016**	NB 2010	NB 2013	NB **2016**
Staff responded quickly to call button and in helping patients get to the bathroom	54.7	56.2	56.8	62.3	66.1	65.9	57.5	59.6	59.8
Pain control	62.2	62.3	66.4 ▲	66.7	68.8	69.8	63.8	64.4	67.5 ▲
Patients who said room and bathroom were *always* clean	59.5	51.7	49.7	59.9	56.4	55.8	59.6	53.2	51.7

Symbols indicate statistically significant differences at a 95% level of confidence:

△▽ = Unfavourable change from 2013 to 2016
▲▼ = Favourable change from 2013 to 2016

n/a   data not available

	Horizon			Vitalité			New Brunswick		

Discharge/transition

	2010	2013	**2016**	2010	2013	**2016**	2010	2013	**2016**
Patients who were *completely* informed about what to do if they were worried after their discharge	n/a	n/a	58.7	n/a	n/a	70.3	n/a	n/a	62.4

Overall experience

	2010	2013	**2016**	2010	2013	**2016**	2010	2013	**2016**
Patients who said they were harmed due to an error	4.4	4.9	4.7	6.4	5.5	5.8	5.1	5.1	5.0
Patients who said hospital *definitely* took their safety seriously	75.3	75.5	80.6 ▲	78.1	81.1	84.3	76.3	77.3	81.8 ▲
Patients who rated hospital favourably (8, 9 or 10 out of 10)	75.7	74.2	77.2 ▲	76.4	77.8	82.5 ▲	75.9	75.4	78.9 ▲
Patients who felt helped by their hospital stay (8, 9 or 10 out of 10)	n/a	n/a	85.3	n/a	n/a	87.3	n/a	n/a	86.0

☞ For results to all 56 indicators produced by this survey, see our website at www.nbhc.ca.

Symbols indicate statistically significant differences at a 95% level of confidence:

△▽ = Unfavourable change from 2013 to 2016
▲▼ = Favourable change from 2013 to 2016

n/a data not available

Results by hospital

Patients who *always* received services in preferred language

	when **English** is preferred			when **French** is preferred			Language preference in 2016	
	2010	2013	**2016**	2010	2013	**2016**	English	French
	%	%	%	%	%	%	n	n
Horizon	94.8	93.6	95.9 ▲	28.4	28.1	42.0 ▲	4163	219
Charlotte County	95.9	91.1	94.4	-	-	-	71	0
Dr. Everett Chalmers	96.4	94.5	97.2	0.0	0.0	25.9 ▲	1076	27
Grand Manan	100	100	100	-	-	-	6	0
Hotel-Dieu of St. Joseph	93.2	81.8	94.4	-	-	-	36	4
Miramichi	93.8	93.7	94.0	21.3	30.0	31.0	298	42
Moncton	93.4	90.8	94.2	29.5	34.6	42.0	907	81
Oromocto	98.3	91.7	100	-	-	-	41	0
Sackville	93.6	90.7	96.8	-	-	-	31	0
Saint John Regional	94.8	95.8	96.2	40.4	28.9	56.9 ▲	1491	65
Sussex	87.9	100	96.9	-	-	-	32	0
Upper River Valley	96.7	91.5	96.6	-	-	-	174	0
Vitalité	72.2	77.1	80.1	81.4	83.7	90.5 ▲	728	1375
Campbellton	65.0	72.8	73.1	58.3	62.0	80.0	104	95
Chaleur	69.7	78.6	78.8	73.5	76.9	83.8	137	278
Dr. Georges-L. Dumont	76.0	80.6	81.5	87.1	88.4	92.8	389	469
Edmundston	76.5	52.2	81.0	90.2	87.9	94.0	42	284
Enfant-Jésus	n/a	71.4	-	n/a	90.2	92.2	3	64
Grand Falls	66.7	87.5	88.9	86.2	77.8	94.1	9	17
Saint-Quentin	-	-	-	90.6	89.5	100	0	22
Stella-Maris-de-Kent	100	85.0	89.2	-	92.3	92.2	37	51
Tracadie-Sheila	71.4	50.0	85.7	83.8	84.6	93.7	7	95
N.B. average	91.0	91.2	93.5 ▲	74.6	75.1	83.8 ▲	4891	1594

Symbols indicate statistically significant differences at a 95% level of confidence:

◻ = Unfavourable result compared to N.B. average
◻ = Favourable result compared to N.B. average
△▽ = Unfavourable change from 2013 to 2016
▲▼ = Favourable change from 2013 to 2016

n/a   data not available
-     sample size too small to report

Patients *completely* informed about admission process

	when admitted through **ER**			when admission is **planned or through other means**			Type of admission in 2016	
	2010	2013	**2016**	2010	2013	**2016**	ER	Other
	%	%	%	%	%	%	*n*	*n*
Horizon	n/a	n/a	40.0	n/a	n/a	62.9	2341	1924
Charlotte County	n/a	n/a	41.7	n/a	n/a	46.2	60	13
Dr. Everett Chalmers	n/a	n/a	38.3	n/a	n/a	60.7	600	471
Grand Manan	n/a	n/a	50.0	n/a	n/a	-	6	0
Hotel-Dieu of St. Joseph	n/a	n/a	40.5	n/a	n/a	-	37	3
Miramichi	n/a	n/a	50.0	n/a	n/a	72.5	214	120
Moncton	n/a	n/a	40.5	n/a	n/a	65.4	513	456
Oromocto	n/a	n/a	43.8	n/a	n/a	33.3	32	9
Sackville	n/a	n/a	40.0	n/a	n/a	-	30	1
Saint John Regional	n/a	n/a	36.5	n/a	n/a	62.9	695	809
Sussex	n/a	n/a	44.0	n/a	n/a	50.0	25	6
Upper River Valley	n/a	n/a	45.0	n/a	n/a	47.2	129	36
Vitalité	n/a	n/a	60.5	n/a	n/a	64.5	1298	709
Campbellton	n/a	n/a	52.6	n/a	n/a	68.6	137	51
Chaleur	n/a	n/a	58.9	n/a	n/a	62.5	224	168
Dr. Georges-L. Dumont	n/a	n/a	61.6	n/a	n/a	64.5	456	363
Edmundston	n/a	n/a	61.3	n/a	n/a	67.0	212	103
Enfant-Jésus	n/a	n/a	66.7	n/a	n/a	-	57	5
Grand Falls	n/a	n/a	76.0	n/a	n/a	-	25	4
Saint-Quentin	n/a	n/a	66.7	n/a	n/a	-	21	2
Stella-Maris-de-Kent	n/a	n/a	56.8	n/a	n/a	55.6	74	9
Tracadie-Sheila	n/a	n/a	62.0	n/a	n/a	-	92	4
N.B. average	n/a	n/a	47.3	n/a	n/a	63.3	3639	2633

Symbols indicate statistically significant differences at a 95% level of confidence:

    ■ = Unfavourable result compared to N.B. average
    ■ = Favourable result compared to N.B. average
    △▽ = Unfavourable change from 2013 to 2016   n/a data not available
    ▲▼ = Favourable change from 2013 to 2016   -   sample size too small to report

	Communication with nurses (Combination of three questions)			Communication with doctors (Combination of three questions)			Communication about medicines (Combination of two questions)		
	2010 %	2013 %	**2016** %	2010 %	2013 %	**2016** %	2010 %	2013 %	**2016** %
Horizon	68.7	68.4	70.5	77.6	79.8	78.8	53.0	54.1	52.6
Charlotte County	63.9	64.1	67.5	70.0	73.7	67.4	49.2	54.5	50.7
Dr. Everett Chalmers	70.8	68.0	72.2	79.4	82.4	80.6	57.2	55.0	52.3
Grand Manan	75.0	73.8	94.4	80.4	87.2	100	62.5	75.0	83.3
Hotel-Dieu of St. Joseph	69.4	70.6	69.6	76.2	83.8	82.3	56.5	51.9	47.9
Miramichi	72.5	72.8	78.1	74.7	80.6	80.8	55.8	61.2	54.3
Moncton	68.2	69.5	70.3	79.2	78.9	79.8	52.3	52.2	52.6
Oromocto	64.2	54.6	67.4	67.0	79.9	77.3	53.4	41.4	48.9
Sackville	67.3	73.1	66.7	77.0	74.0	70.4	51.0	44.4	46.7
Saint John Regional	67.5	67.7	68.6	77.7	79.1	77.7	49.3	54.5	52.9
Sussex	70.2	69.6	64.7	76.0	72.1	63.0	47.1	50.0	55.3
Upper River Valley	62.0	62.1	66.0	71.8	74.6	75.0	50.4	47.5	50.7
Vitalité	70.5	74.6	76.7	80.1	81.1	82.6	51.2	56.0	55.2
Campbellton	69.9	72.3	70.7	71.3	79.7	74.3	48.5	46.1	51.9
Chaleur	69.1	74.6	77.5	81.0	80.7	83.2	50.9	57.7	56.0
Dr. Georges-L. Dumont	70.9	74.1	76.1	81.8	82.3	84.2	51.4	57.4	54.1
Edmundston	70.7	72.9	76.6	80.6	80.8	82.2	47.6	54.5	54.1
Enfant-Jésus	n/a	86.2	84.0	n/a	84.7	83.6	n/a	65.1	66.7
Grand Falls	70.8	65.7	83.3	75.9	70.2	86.7	59.6	50.0	47.2
Saint-Quentin	79.8	82.3	88.0	93.7	90.0	81.3	66.7	50.0	50.0
Stella-Maris-de-Kent	83.3	78.4	77.8	90.5	84.6	84.4	83.3	48.9	67.1
Tracadie-Sheila	71.3	76.8	80.3	80.3	76.8	81.3	56.0	66.7	62.0
N.B. average	69.4	70.4	72.5	78.5	80.2	80.0	52.4	54.7	53.4

Symbols indicate statistically significant differences at a 95% level of confidence:

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▲▼ = Favourable change from 2013 to 2016

n/a   data not available
-     sample size too small to report

	Patients who said there was *always* good communication among staff about their care			Staff responded quickly to call button and in helping patients get to the bathroom (Combination of two questions)			Pain control (Combination of two questions)		
	2010 %	2013 %	**2016** %	2010 %	2013 %	**2016** %	2010 %	2013 %	**2016** %
Horizon	n/a	n/a	57.6	54.7	56.2	56.8	62.2	62.3	66.4 ▲
Charlotte County	n/a	n/a	53.3	43.8	56.4	54.8	51.2	56.0	55.6
Dr. Everett Chalmers	n/a	n/a	55.6	55.2	55.1	54.7	64.9	64.8	69.6
Grand Manan	n/a	n/a	100	66.7	70.0	88.9	50.0	77.8	90.0
Hotel-Dieu of St. Joseph	n/a	n/a	63.4	64.3	66.0	59.3	58.2	71.7	54.3
Miramichi	n/a	n/a	64.9	56.5	67.1	66.7	60.5	64.5	71.0
Moncton	n/a	n/a	59.3	57.0	58.3	60.1	65.3	60.5	67.2
Oromocto	n/a	n/a	58.5	61.0	44.4	48.1	56.9	63.6	53.3
Sackville	n/a	n/a	54.5	52.9	63.0	53.5	56.3	54.1	60.5
Saint John Regional	n/a	n/a	56.8	52.0	52.2	54.3	59.8	61.9	64.4
Sussex	n/a	n/a	62.5	52.2	56.7	65.4	57.9	54.2	51.2
Upper River Valley	n/a	n/a	52.0	50.3	58.0	54.8	57.2	53.2	58.4
Vitalité	n/a	n/a	65.0	62.3	66.1	65.9	66.7	68.8	69.8
Campbellton	n/a	n/a	54.6	57.4	64.1	65.0	62.8	68.6	63.5
Chaleur	n/a	n/a	68.1	59.7	64.8	69.7	66.0	71.9	70.4
Dr. Georges-L. Dumont	n/a	n/a	63.7	60.8	67.0	65.8	68.7	70.5	68.8
Edmundston	n/a	n/a	61.2	67.7	65.4	61.2	65.8	62.8	72.4
Enfant-Jésus	n/a	n/a	72.7	n/a	84.3	73.8	n/a	79.5	80.2
Grand Falls	n/a	n/a	86.7	75.0	59.2	67.4	65.6	60.0	77.8
Saint-Quentin	n/a	n/a	75.0	69.8	76.9	69.2	61.1	75.0	57.7
Stella-Maris-de-Kent	n/a	n/a	78.9	68.4	56.9	59.2	87.5	68.0	75.0
Tracadie-Sheila	n/a	n/a	70.9	65.2	63.7	68.5	68.1	60.6	69.1
N.B. average	n/a	n/a	60.0	57.5	59.6	59.8	63.8	64.4	67.5 ▲

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△▽ = Unfavourable change from 2013 to 2016
▲▼ = Favourable change from 2013 to 2016

n/a   data not available
-       sample size too small to report

	Patients who said room and bathroom were *always* clean			Patients *completely* informed about what to do if worried after discharge			Patients who said they were harmed due to an error		
	2010	2013	**2016**	2010	2013	**2016**	2010	2013	**2016**
	%	%	%	%	%	%	%	%	%
Horizon	59.5	51.7	49.7	n/a	n/a	58.7	4.4	4.9	4.7
Charlotte County	68.9	67.3	60.8	n/a	n/a	53.6	0.0	0.0	--
Dr. Everett Chalmers	56.6	45.3	52.5 ▲	n/a	n/a	58.0	4.9	4.6	4.7
Grand Manan	75.0	69.2	83.3	n/a	n/a	66.7	--	0.0	0.0
Hotel-Dieu of St. Joseph	84.2	80.4	64.3	n/a	n/a	55.0	--	0.0	--
Miramichi	68.2	65.0	61.6	n/a	n/a	60.9	4.8	4.4	4.1
Moncton	48.3	46.4	39.7 ▽	n/a	n/a	60.1	4.2	5.3	4.7
Oromocto	74.1	46.8	69.8	n/a	n/a	50.0	--	--	--
Sackville	70.0	72.1	50.0	n/a	n/a	40.6	--	--	--
Saint John Regional	62.9	51.2	47.4	n/a	n/a	59.5	4.4	5.5	5.0
Sussex	78.8	82.6	81.8	n/a	n/a	53.1	--	--	--
Upper River Valley	74.6	84.1	66.3 ▽	n/a	n/a	52.0	7.0	--	3.8
Vitalité	59.9	56.4	55.8	n/a	n/a	70.3	6.4	5.5	5.8
Campbellton	66.4	62.3	52.5	n/a	n/a	67.0	4.6	4.6	9.8
Chaleur	59.7	59.0	63.0	n/a	n/a	71.1	7.9	3.5	4.5
Dr. Georges-L. Dumont	51.3	48.5	50.0	n/a	n/a	70.9	5.4	7.0	5.5
Edmundston	66.1	63.6	56.6	n/a	n/a	69.7	7.9	5.0	8.8
Enfant-Jésus	n/a	63.2	66.7 ▲	n/a	n/a	70.1	n/a	--	--
Grand Falls	63.8	61.8	73.3	n/a	n/a	67.9	--	--	0.0
Saint-Quentin	77.4	68.4	72.0	n/a	n/a	73.9	--	0.0	0.0
Stella-Maris-de-Kent	84.6	59.1	62.7	n/a	n/a	71.6	0.0	--	--
Tracadie-Sheila	66.7	55.4	57.4	n/a	n/a	69.0	6.6	7.4	--
N.B. average	59.6	53.2	51.7	n/a	n/a	62.4	5.1	5.1	5.0

Symbols indicate statistically significant differences at a 95% level of confidence:

= Unfavourable result compared to N.B. average
= Favourable result compared to N.B. average
△▽ = Unfavourable change from 2013 to 2016   n/a   data not available
▲▼ = Favourable change from 2013 to 2016   -   sample size too small to report

	Patients who said hospital *definitely* took their safety seriously			Patients who rated hospital favourably (8, 9 or 10 out of 10)			Patients who felt helped by hospital stay (8, 9 or 10 out of 10)		
	2010 %	2013 %	**2016** %	2010 %	2013 %	**2016** %	2010 %	2013 %	**2016** %
Horizon	75.3	75.5	80.6 ▲	75.7	74.2	77.2 ▲	n/a	n/a	85.3
Charlotte County	67.6	65.4	71.8	68.1	73.6	86.3	n/a	n/a	85.9
Dr. Everett Chalmers	74.0	75.1	82.3 ▲	75.5	71.4	76.7	n/a	n/a	86.6
Grand Manan	73.3	92.3	100	75.0	100	100	n/a	n/a	100
Hotel-Dieu of St. Joseph	79.7	84.8	78.0	81.0	80.4	78.6	n/a	n/a	85.4
Miramichi	75.5	79.4	80.6	76.5	77.6	85.6	n/a	n/a	88.2
Moncton	74.7	77.1	80.7	75.6	75.2	78.2	n/a	n/a	85.0
Oromocto	75.9	72.9	82.9	70.7	53.2	82.9 ▲	n/a	n/a	82.5
Sackville	82.7	69.0	78.1	82.0	75.6	87.5	n/a	n/a	83.9
Saint John Regional	76.7	74.0	79.7 ▲	76.6	74.6	74.2	n/a	n/a	84.5
Sussex	82.4	82.6	84.4	80.0	73.9	80.0	n/a	n/a	87.5
Upper River Valley	75.4	73.0	80.3	69.0	81.0	75.6	n/a	n/a	80.9
Vitalité	78.1	81.1	84.3	76.4	77.8	82.5 ▲	n/a	n/a	87.3
Campbellton	73.7	75.9	74.7	74.8	75.3	75.0	n/a	n/a	78.2
Chaleur	72.2	78.1	83.6	70.6	78.7	82.0	n/a	n/a	88.6
Dr. Georges-L. Dumont	81.4	82.4	85.5	78.8	74.7	82.8 ▲	n/a	n/a	89.6
Edmundston	81.3	85.0	83.1	83.2	84.4	84.2	n/a	n/a	87.7
Enfant-Jésus	n/a	84.4	95.5	n/a	86.4	86.2	n/a	n/a	78.5
Grand Falls	79.6	84.8	85.2	68.8	66.7	86.7	n/a	n/a	88.9
Saint-Quentin	93.8	95.0	90.9	90.3	100	91.3	n/a	n/a	95.7
Stella-Maris-de-Kent	85.7	72.9	95.5 ▲	92.9	77.1	87.4	n/a	n/a	89.4
Tracadie-Sheila	78.6	80.0	81.6	68.2	74.0	82.0	n/a	n/a	80.8
N.B. average	76.3	77.3	81.8 ▲	75.9	75.4	78.9 ▲	n/a	n/a	86.0

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 = Unfavourable result compared to N.B. average
 = Favourable result compared to N.B. average

△▽ = Unfavourable change from 2013 to 2016   n/a data not available
▲▼ = Favourable change from 2013 to 2016   -   sample size too small to report

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Appendix A - **List of survey indicators available**

The 2016 edition of the New Brunswick Hospital Patient Care Experience Survey delivers a total of 56 indicators. Those **in bold** are the 16 key indicators presented in this report. Results for all others are available at www.nbhc.ca.

Admission to hospital - Planned admission or other means

Q24. Before coming to the hospital, did you have enough information about what was going to happen during the admission process? (% completely) - *When admission is planned or through other means*

Q25. Was your admission into the hospital organized? (% completely) - *When admission is planned or through other means*

Admission to hospital - Through emergency department

Q26. When you were in the emergency department, did you get enough information about your condition and treatment? (% completely) - *When admitted through ER*

Q27. Were you given enough information about what was going to happen during your admission to the hospital? (% completely) - *When admitted through ER*

Q28. After you knew that you needed to be admitted to a hospital bed, did you have to wait too long before getting there? (% yes) - *When admitted through ER*

Q29. Was your transfer from the emergency department into a hospital bed organized? (% completely) - *When admitted through ER*

Cleanliness

Q8. During this hospital stay, how often were your room and bathroom kept clean? (% always)

Communication about medicines

Q16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? (% always)

Q17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? (% always)

Communication about medicines (combination of Q16 and Q17)

Communication with doctors

Q5. During this hospital stay, how often did doctors treat you with courtesy and respect? (% always)

Q6. During this hospital stay, how often did doctors listen carefully to you? (% always)

Q7. During this hospital stay, how often did doctors explain things in a way you could understand? (% always)

Communication with doctors (combination of Q5, Q6 and Q7)

Communication with nurses

Q1. During this hospital stay, how often did nurses treat you with courtesy and respect? (% always)

Q2. During this hospital stay, how often did nurses listen carefully to you? (% always)

Q3. During this hospital stay, how often did nurses explain things in a way you could understand? (% always)

Communication with nurses (combination of Q1, Q2 and Q3)

Coordination of care

Q30. Do you feel that there was good communication about your care between doctors, nurses and other hospital staff? (% always)

Q31. How often did doctors, nurses and other hospital staff seem informed and up-to-date about your hospital care? (% always)

Q32. How often were tests and procedures done when you were told they would be done? (% always)

Cultural values

Q50. "The hospital staff took my cultural values and those of my family or caregiver into account." (% strongly agree)

Discharge and transition

Q19. During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? (% always)

Q20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? (% always)

Discharge and transition (combination of Q19 and Q20)

Q37. Before you left the hospital, did you have a clear understanding about all of your prescribed medications, including those you were taking before your hospital stay? (% completely)

Q38. Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital? (% completely)

Q39. When you left the hospital, did you have a better understanding of your condition than when you entered? (% completely)

Q52. Were you told what day you would likely be able to leave the hospital? (% yes)

Emotional support

Q34. Did you get the support you needed to help you with any anxieties, fears or worries you had during this hospital stay? (% always)

Food quality

Q48. How would you rate the quality of the food (how it tasted, serving temperature, variety)? (% excellent or very good)

Information about condition and treatment

Q33. During this hospital stay, did you get all the information you needed about your condition and treatment? (% always)

Involvement in decision making

Q35. Were you involved as much as you wanted to be in decisions about your care and treatment? (% always)

Q36. Were your family or friends involved as much as you wanted in decisions about your care and treatment? (% always)

Q51. "The hospital staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left the hospital." (% strongly agree)

Language of service

Q54. How often did you receive the service you needed in the official language (English or French) of your choice? (% always) - *Among patients who said English was preferred language*

Q54. How often did you receive the service you needed in the official language (English or French) of your choice? (% always) - *Among patients who said French was preferred language*

Q54. How often did you receive the service you needed in the official language (English or French) of your choice? (% always) - Regardless of preferred language

Overall hospital experience

Q21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay? (% 8, 9 or 10)

Q22. Would you recommend this hospital to your friends and family? (% definitely yes)

Q40. Overall, do you feel you were helped by your hospital stay? Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely". (% 8, 9 or 10)

Q41. Overall hospital experience, where 0 is "very poor experience" and 10 is "very good experience" (% 8, 9 or 10)

Pain control

Q13. During this hospital stay, how often was your pain well controlled? (% always)
Q14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? (% always)

Pain control (combination of Q13 and Q14)

Quietness

Q9. During this hospital stay, how often was the area around your room quiet at night? (% always)

Responsiveness of staff

Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? (% always)

Q11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? (% always)

Staff responded quickly to call button and in helping patients get to the bathroom (combination of Q4 and Q11)

Safety

Q42. Do you or your family members believe that you were harmed because of a medical error or mistake during this hospital stay? (% yes)

Q43. Do you believe that this hospital takes your safety seriously? (% yes, definitely)

Q44. Did you feel that you needed to have a family member or a friend stay with you during your hospital stay for you to feel safe? (% yes)

Q45. Did a staff member talk to you about patient safety? (% yes)

Q46. Did you notice staff wash or disinfect their hands before caring for you? (% yes, always)

Q47. Did staff check your identification band before giving you medicines, treatments, or tests? (% yes, always)

Visiting hours

Q49. During this hospital stay, did the visiting hours for your family/friends meet your needs? (% always)