

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.

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).

STAY



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.

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.

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.