

2019

HOSPITAL EXPERIENCE in NEW BRUNSWICK

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

LANGUAGE

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

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



ADMISSION

Only 1 in 2

patients said they were **completely informed** about the admission process.

STAY

6 in 10

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

Only 1 in 2

said that their hospital room and bathroom were **always kept clean**.

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.**

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 **harmed** due to an error.

