



**New Brunswick  
Health Council**

Engage. Evaluate. Inform. Recommend.

# **Hospital Patient Care Experience in New Brunswick**

## **2013 Acute Care Survey Results**





# About us

## **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 health system partners.

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# Executive Summary



# Executive Summary

The New Brunswick Health Council (NBHC) has conducted its second survey that captures care experiences from patients who have used hospital acute care services in New Brunswick. The NBHC has followed a three-year survey cycle aiming to measure New Brunswickers' hospital care experiences in 2010<sup>1</sup> and 2013. The 2013 Hospital Patient Care Experience Survey provides a unique opportunity for New Brunswick citizens to share their views and help drive improvements in hospital services.

This paper based survey was sent to patients who were discharged between March 1 and May 31, 2013, and who had stayed at least one night in an acute care hospital. A total of 10,490 bilingual questionnaires were mailed throughout New Brunswick to eligible patients. Of the questionnaires that were delivered, 45.5% (4,768) were returned.

Based on a standardized approach across the province for all acute care hospitals, information captured in this survey will continue to be of value to hospitals in meeting their accreditation requirements. The objective of this report is to provide survey results for each hospital in order to measure, monitor and evaluate improvements over time. This report will serve to enhance public accountability in health care by increasing the transparency of the quality of hospital care provided in return for the public investment.



# Executive Summary

All key care experience questions in the 2010 survey have been repeated in 2013, allowing for comparisons to be made between 2010 and 2013 survey results. Data tables in this report have been designed with a focus on presenting information that is concise and helpful to all target audiences, from the general public to clinicians and hospital administrators. Under the scope of quality improvement, these results can help decision-makers and planners improve how they manage health services and provide them with the needed benchmarks to flag gaps and highlight accomplishments.

In terms of **overall hospital rating**, 75.4% of acute care patients in New Brunswick gave their hospital a rating of eight, nine or ten on a scale of zero to ten, where zero is the worst hospital possible and 10 is the best. This is virtually unchanged from previous results obtained in 2010 (75.9%).

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. Although overall patient satisfaction is a key measure, survey results are also reported for several patient care dimensions that are important in assessing the quality of hospital care and may have an influence on how patients rate their overall hospital stay.



# Executive Summary

Although the overall hospital rating has remained relatively unchanged over the last 3 years, survey results in 2013 highlight a number of positive areas worth mentioning. Several key care experience indicators have improved, such as communication with doctors (80.2% in 2013 versus 78.5% in 2010), responsiveness of hospital staff to patient needs (59.6% in 2013 versus 57.5% in 2010), communication about medicines (54.7% in 2013 versus 52.4% in 2010) and preparing patients for a successful transition from hospital to home (38.8% in 2013 versus 36.1% in 2010).

Across all dimensions of care reported, one indicator stands out as having a significantly lower score in 2013 when comparing to 2010 survey results. In 2013, only 53.2% of patients reported that their room and bathroom were always kept clean, which is significantly lower than what patients reported in 2010 (59.6%). Cleanliness of the hospital room and bathroom has been identified by patients as being relevant to hospital quality, whereby the risk of getting an infection is an important component of patient safety<sup>2</sup>.

When asked about their **safety** as a patient, 5.1% believed they were harmed because of a medical error or mistake, which is unchanged from previous results obtained in 2010. Patient safety is at the heart of providing citizen-centered care in a hospital setting, and looking at legitimate patient concerns is an important element of health care quality.





# Executive Summary

In terms of **equity based on preferred language of service**, 87.1% of patients “*always*” received the service they needed in the language of their choice (English or French). While 91.2% of patients who preferred English as their language of service “*always*” received their service in English, 75.1% of patients who preferred French as their language of service “*always*” received their service in French. These results are virtually unchanged from previous results obtained in 2010.

In New Brunswick, under the Official Languages Act, patients have the right to be served in either English or French. As a key element of hospital care that is citizen-centered, this indicator measures how often language barriers can prevent patients from communicating with health care providers.

Hospitals in New Brunswick are grouped under two regional health authorities: the Horizon Health Network and the Vitalité Health Network. The Horizon Health Network manages and delivers hospital services in 11 acute care facilities, across a geographic region covering the Upper River Valley area, Miramichi area, Moncton area, Fredericton area and Saint John area. The Vitalité Health Network manages and delivers hospital services in 9 acute care facilities, across a geographic region covering the Beauséjour zone, Northwest zone, Restigouche zone and Acadie-Bathurst zone.



# Executive Summary

In terms of overall hospital rating, the **Horizon Health Network** has a lower score in 2013 (74.2%) when compared to 2010 (75.7%). Based on the 2013 survey results, a total of 14 patient care experience indicators can be compared to 2010 results. Overall improvements can be observed under the Horizon Health Network for 5 of the 14 measures included in this report.

The most significant improvements overall for hospitals under the Horizon Health Network were observed when asking patients if they had received key information before leaving the hospital (66.4% in 2013, 63.4% in 2010) and if they were prepared for a successful transition from hospital to home (36.2% in 2013, 33.0% in 2010). Care transition measures provide meaningful insight into the quality of hospital care, because of the association between patient discharges and undesirable utilization outcomes, such as subsequent emergency department visits or rehospitalization<sup>3</sup>.

In terms of overall hospital rating, the **Vitalité Health Network** has a higher score in 2013 (77.8%) when compared to 2010 results (76.4%). Overall improvements can be observed under the Vitalité Health Network for 10 of the 14 measures included in this report.



# Executive Summary

The most significant improvements overall for hospitals under the Vitalité Health Network were observed for communication with nurses (74.6% in 2013, 70.5% in 2010), the quick response of staff to patient needs (66.1% in 2013, 62.3% in 2010), and communication about medicines (56.0% in 2013, 51.2% in 2010). These three dimensions of care can have a strong influence on how patients rate their overall hospital stay<sup>4</sup>.

These survey results will provide the NBHC, the regional health authorities, and the Department of Health with valuable information toward improving the health system for all New Brunswickers. The NBHC intends to repeat this hospital survey again in three years.

In this report, care experience indicators are presented at the provincial level, by regional health authority, and by hospital. Understandably, New Brunswickers want to know how hospitals in the province are faring with respect to the services they are providing. The NBHC encourages New Brunswickers to visit the NBHC website, where an interactive map will help citizens locate the results of each hospital. The map can be located at [www.nbhc.ca](http://www.nbhc.ca).

# 2013 Summary Snapshot - Horizon Health Network

- Improvements observed in 2013: communication with doctors, discharge information and care transitions measure<sup>2</sup>
- Indicator score lower than 2010 results: cleanliness of patient's room and bathroom<sup>2</sup>

Hospital (% overall rating <sup>1</sup> )	Sample size	Improvements observed in 2013 or better than NB average <sup>2</sup>	Indicator score is worse in 2013 compared to 2010 or indicator score is worse than NB average <sup>2</sup>
Grand Manan Hospital (100%)	14	<ul style="list-style-type: none"> <li>• Overall hospital rating</li> <li>• Patient safety</li> </ul>	
Upper River Valley Hospital (81.0%)	64	Cleanliness	
Hotel-Dieu of St. Joseph (80.4%)	51	<ul style="list-style-type: none"> <li>• Patient safety</li> <li>• Cleanliness</li> <li>• Quiet at night</li> </ul>	Discharge information
Miramichi Regional Hospital (77.6%)	270	Cleanliness	Equity/Language with respect to service in French
Sackville Memorial Hospital (75.6%)	44	Cleanliness	
The Moncton Hospital (75.2%)	812		<ul style="list-style-type: none"> <li>• Cleanliness</li> <li>• Equity/Language with respect to service in French</li> </ul>
Saint John Regional Hospital (74.6%)	1,080	Equity/Language with respect to service in English	<ul style="list-style-type: none"> <li>• Responsiveness</li> <li>• Equity/Language with respect to service in French</li> <li>• Cleanliness</li> </ul>
Sussex Health Centre (73.9%)	23	Cleanliness	Discharge information
Charlotte County Hospital (73.6%)	56	<ul style="list-style-type: none"> <li>• Patient safety</li> <li>• Cleanliness</li> </ul>	<ul style="list-style-type: none"> <li>• Discharge information</li> <li>• Intention to recommend</li> </ul>
Dr. Everett Chalmers Regional Hospital (71.4%)	758		<ul style="list-style-type: none"> <li>• Intention to recommend</li> <li>• Cleanliness</li> <li>• Equity/Language with respect to service in French</li> </ul>
Oromocto Public Hospital (53.2%)	51		<ul style="list-style-type: none"> <li>• Overall hospital rating</li> <li>• Communication with nurses</li> <li>• Discharge information</li> <li>• Care transitions measure</li> <li>• Cleanliness</li> <li>• Intention to recommend</li> </ul>

1. % of patients who rate their hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best

2. Based on statistically significant differences

# 2013 Summary Snapshot – Vitalité Health Network

- Improvements observed in 2013: communication with nurses and communication about medicines<sup>2</sup>

Hospital (% overall rating <sup>1</sup> )	Sample size	Improvements observed in 2013 or better than NB average <sup>2</sup>	Indicator score is worse in 2013 compared to 2010 or indicator score is worse than NB average <sup>2</sup>				
Hôtel-Dieu Saint-Joseph de Saint-Quentin (100%)	21	<ul style="list-style-type: none"> <li>• Overall hospital rating</li> <li>• Patient safety</li> <li>• Quiet at night</li> </ul>					
Enfant-Jésus RHSJ† Hospital (86.4%)	73	<ul style="list-style-type: none"> <li>• Communication with nurses</li> <li>• Responsiveness of staff</li> <li>• Intention to recommend</li> <li>• Equity/Language with respect to service in French</li> </ul>					
Edmundston Regional Hospital (84.4%)	247	<ul style="list-style-type: none"> <li>• Overall hospital rating</li> <li>• Hospital safety</li> <li>• Cleanliness</li> <li>• Care transitions measure</li> <li>• Intention to recommend</li> <li>• Equity/Language with respect to service in French</li> </ul>	Equity/Language with respect to service in English				
Chaleur Regional Hospital (78.7%)	309	<table border="0"> <tr> <td> <ul style="list-style-type: none"> <li>• Overall hospital rating</li> <li>• Patient safety</li> <li>• Discharge information</li> <li>• Intention to recommend</li> </ul> </td> <td style="border-left: 1px dotted black;"> <ul style="list-style-type: none"> <li>• Pain control</li> <li>• Cleanliness</li> <li>• Quiet at night</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Overall hospital rating</li> <li>• Patient safety</li> <li>• Discharge information</li> <li>• Intention to recommend</li> </ul>	<ul style="list-style-type: none"> <li>• Pain control</li> <li>• Cleanliness</li> <li>• Quiet at night</li> </ul>	Equity/Language with respect to service in English		
<ul style="list-style-type: none"> <li>• Overall hospital rating</li> <li>• Patient safety</li> <li>• Discharge information</li> <li>• Intention to recommend</li> </ul>	<ul style="list-style-type: none"> <li>• Pain control</li> <li>• Cleanliness</li> <li>• Quiet at night</li> </ul>						
Stella-Maris-de-Kent Hospital (77.1%) <sup>3</sup>	51		Quiet at night				
Campbellton Regional Hospital (75.3%)	166	Cleanliness	<ul style="list-style-type: none"> <li>• Equity/Language with respect to service in English</li> <li>• Equity/Language with respect to service in French</li> </ul>				
Dr. Georges-L.-Dumont University Hospital Centre (74.7%)	538	<table border="0"> <tr> <td> <ul style="list-style-type: none"> <li>• Responsiveness of staff</li> <li>• Discharge information</li> <li>• Care transitions measure</li> <li>• Intention to recommend</li> </ul> </td> <td style="border-left: 1px dotted black;"> <ul style="list-style-type: none"> <li>• Hospital safety</li> <li>• Pain control</li> <li>• Quiet at night</li> </ul> </td> </tr> <tr> <td colspan="2"> <ul style="list-style-type: none"> <li>• Equity/Language with respect to service in French</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>• Responsiveness of staff</li> <li>• Discharge information</li> <li>• Care transitions measure</li> <li>• Intention to recommend</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital safety</li> <li>• Pain control</li> <li>• Quiet at night</li> </ul>	<ul style="list-style-type: none"> <li>• Equity/Language with respect to service in French</li> </ul>		<ul style="list-style-type: none"> <li>• Cleanliness</li> <li>• Equity/Language with respect to service in English</li> </ul>
<ul style="list-style-type: none"> <li>• Responsiveness of staff</li> <li>• Discharge information</li> <li>• Care transitions measure</li> <li>• Intention to recommend</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital safety</li> <li>• Pain control</li> <li>• Quiet at night</li> </ul>						
<ul style="list-style-type: none"> <li>• Equity/Language with respect to service in French</li> </ul>							
Tracadie-Sheila Hospital (74.0%)	104	Equity/Language with respect to service in French	Equity/Language with respect to service in English				
Grand Falls General Hospital (66.7%)	36						

1. % of patients who rate their hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best

2. Based on statistically significant differences

3. The 2013 sample includes patients who had received care in an observation unit following a visit to the emergency room.





# Survey Methodology



# Survey Methodology

This hospital patient care experience survey was conducted only among recently discharged patients of hospitals/facilities providing acute care in New Brunswick as illustrated in the map on the next page.

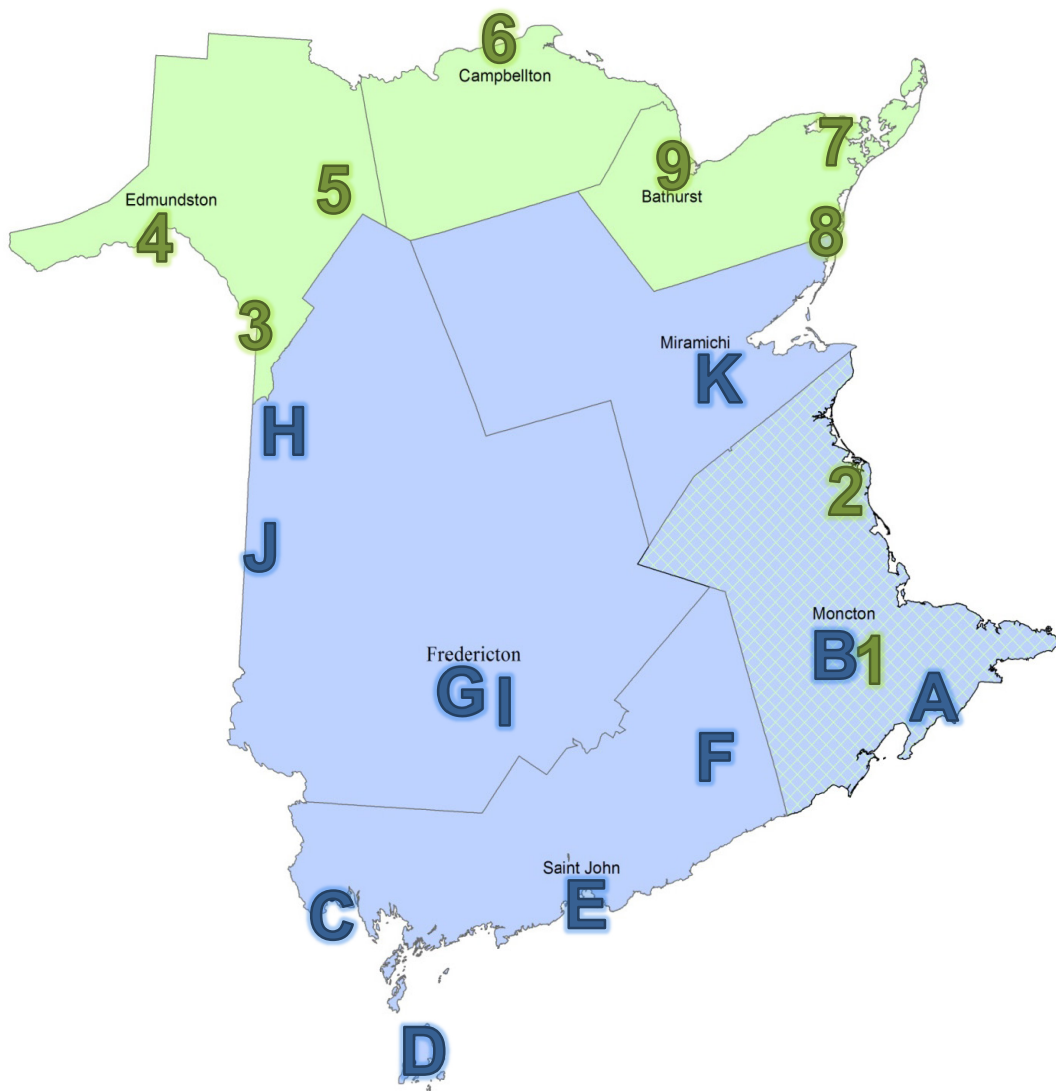
*A hospital providing “acute care” is one which is primarily involved in providing short-term inpatient medical care to people with illness or in need of surgery.*

The survey was completed by **medical** and **surgical** patients, 18 years of age or older with **at least one overnight stay**, discharged from a hospital or facility providing **acute care** between March 1, 2013 and May 31, 2013.

Patients were excluded if they specifically requested not to be included in the upcoming survey process; “opting out” was an option communicated to all discharged patients through the use of in-facility posters as well as the personal distribution of handbills (postcard format) to patients during the survey period from March 1, 2013 to May 31, 2013.



# Hospitals/facilities included in the survey



Horizon Health Network	
<b>A</b>	Sackville Memorial Hospital Sackville
<b>B</b>	The Moncton Hospital Moncton
<b>C</b>	Charlotte County Hospital St. Stephen
<b>D</b>	Grand Manan Hospital Grand Manan
<b>E</b>	Saint John Regional Hospital Saint John
<b>F</b>	Sussex Health Centre Sussex
<b>G</b>	Dr. Everett Chalmers Regional Hospital Fredericton
<b>H</b>	Hotel-Dieu of St. Joseph Perth-Andover
<b>I</b>	Oromocto Public Hospital Oromocto
<b>J</b>	Upper River Valley Hospital Waterville
<b>K</b>	Miramichi Regional Hospital Miramichi

Vitalité Health Network	
<b>1</b>	Dr. Georges-L.-Dumont University Hospital Centre Moncton
<b>2</b>	Stella-Maris-de-Kent Hospital Sainte-Anne-de-Kent
<b>3</b>	Grand Falls General Hospital Grand Falls
<b>4</b>	Edmundston Regional Hospital Edmundston
<b>5</b>	Hôtel-Dieu Saint-Joseph de Saint-Quentin Saint-Quentin
<b>6</b>	Campbellton Regional Hospital Campbellton
<b>7</b>	Enfant-Jésus RHSJ+ Hospital Caraquet
<b>8</b>	Tracadie-Sheila Hospital Tracadie-Sheila
<b>9</b>	Chaleur Regional Hospital Bathurst



## Hospitals/facilities not included in the survey

Some hospitals/facilities were not included in the patient care experience survey, because patients did not meet the selection criteria for this project. Surveys were only completed by **medical** and **surgical** patients discharged between March 1, 2013 and May 31, 2013 from a hospital or facility providing **acute care**, with **at least one overnight stay**.

The following hospitals/facilities were not eligible for the survey:

Centracare	Saint John
St. Joseph's Hospital	Saint John
Stan Cassidy Centre for Rehabilitation	Fredericton
Restigouche Hospital Centre	Campbellton
Lamèque Hospital and Community Health Centre	Lamèque

The 2013 sample includes respondents from the Enfant-Jésus RHSJ† Hospital (n=73). This hospital was not eligible in 2010 because patients did not meet the selection criteria.



# Survey Methodology

The questionnaire used in this New Brunswick patient care experience survey was an adaptation of other similar surveys conducted by healthcare providers in other jurisdictions and was based on HCAHPS® (Hospital Consumer Assessment of Healthcare Providers & Systems), CTM (Care Transitions Measure), and HQC (Saskatchewan Health Quality Council) questionnaires. The questionnaire was provided to all eligible patients in both English and French.

The New Brunswick Health Council (NBHC) is an independent organization that evaluates New Brunswick's health service quality by measuring population satisfaction. Patient discharge information was submitted to NBHC by the various hospitals providing acute care in New Brunswick. The patient care experience survey was conducted by Ipsos Reid, an independent research company, on behalf of the NBHC in partnering with the regional health authorities in New Brunswick.

A census mailing list for contacting all eligible patients discharged between March 1, 2013 and May 31, 2013 was provided to Ipsos Reid. Patients eligible for inclusion in this survey were 18 years of age or older, had an overnight stay in a hospital providing acute care, and received medical or surgical care during their stay.



# Survey Methodology

The NBHC removed individuals from the discharged patient list who indicated that they preferred to “opt out” of the survey process (i.e. they did not wish to be contacted to participate in the survey). The option to “opt out”, as well as the NBHC toll-free number, were communicated to all patients by way of “in-hospital” bilingual posters and the personal distribution of bilingual handbills (postcard format) to all patients by the hospitals at the time of admission. Patients choosing to “opt out” were asked to call the NBHC toll-free number and provide their name, their address, the hospital in which they were a patient and the approximate discharge date.

In order to protect the confidentiality of the information being provided by the various hospitals as well as that being provided by the patients themselves at the time of contact, all parties involved in the conduct of this survey followed strict data security procedures in place to deal with sensitive information. The privacy laws of New Brunswick and Canada were respected in the conduct of this patient care experience survey.



# Survey Methodology

The mail-out process consisted of two steps:

1. The initial mailing was sent to all eligible discharged patients and consisted of a survey questionnaire as well as a cover letter explaining the purpose of the survey and a postage-paid return envelope. Each patient receiving a survey kit was assigned a unique survey identifier which also indicated the regional health authority and the hospital in which they were a patient. Completed questionnaires were processed upon receipt and based on the unique identifier, and those who responded to the initial survey mail-out were removed from future mailing lists.
2. Patients who did not respond to the initial mailing and had not called and asked to be removed from future mail-outs were sent a second survey kit which also consisted of a survey questionnaire, a reminder letter asking for their participation in the survey process and a postage-paid return envelope.

The results presented in this report are based on the completed survey responses received as of September 23, 2013.





# Survey Response Rate

# Response Rate - Horizon Health Network

The following table provides an overview of the hospital discharge population for Horizon Health Network (from March 1, 2013 to May 31, 2013) which includes all eligible patients from each hospital facility receiving the survey kit (A), the number of completed survey returns as of September 23, 2013 (B) and the survey response rate (C) which is calculated based on the survey returns (B) divided by the qualified mail-out population (A).

	Qualified Mail-Out Population*	Completed Surveys	Survey Response Rate
	(A)	(B)	(C)
<b>New Brunswick</b>	<b>10,490</b>	<b>4,768</b>	<b>45.5%</b>
<b>Horizon Health Network</b>	<b>6,771</b>	<b>3,223</b>	<b>47.6%</b>
Sackville Memorial Hospital	85	44	51.8%
The Moncton Hospital	1,657	812	49.0%
<b>Moncton Zone (Horizon)</b>	<b>1,742</b>	<b>856</b>	<b>49.1%</b>
Charlotte County Hospital	147	56	38.1%
Grand Manan Hospital	20	14	70.0%
Saint John Regional Hospital	2,324	1,080	46.5%
Sussex Health Centre	54	23	42.6%
<b>Saint John Zone (Horizon)</b>	<b>2,545</b>	<b>1,173</b>	<b>46.1%</b>
Dr. Everett Chalmers Regional Hospital	1,496	758	50.7%
Hotel-Dieu of St. Joseph	121	51	42.1%
Oromocto Public Hospital	96	51	53.1%
Upper River Valley Hospital	153	64	41.8%
<b>Fredericton Zone (Horizon)</b>	<b>1,855</b>	<b>924</b>	<b>49.8%</b>
Miramichi Regional Hospital	618	270	43.7%
<b>Miramichi Zone (Horizon)</b>	<b>618</b>	<b>270</b>	<b>43.7%</b>

\* Qualified mail-out population excluded 17 eligible patients who chose to "opt-out" of the survey process prior to the initial mail-out, which represents 0.2% of the total, as well as 241 patient surveys deemed undeliverable by Canada Post and which were returned to the sender.



# Response Rate – Vitalité Health Network

The following table provides an overview of the hospital discharge population for Vitalité Health Network (from March 1, 2013 to May 31, 2013) which includes all eligible patients from each hospital facility receiving the survey kit (A), the number of completed survey returns as of September 23, 2013 (B) and the survey response rate (C) which is calculated based on the survey returns (B) divided by the qualified mail-out population (A).

	Qualified Mail-Out Population*	Completed Surveys	Survey Response Rate
	(A)	(B)	(C)
<b>New Brunswick</b>	<b>10,490</b>	<b>4,768</b>	<b>45.5%</b>
<b>Vitalité Health Network</b>	<b>3,719</b>	<b>1,545</b>	<b>41.5%</b>
Dr. Georges-L.-Dumont University Hospital Centre	1,249	538	43.1%
Stella-Maris-de-Kent Hospital	157	51	32.5%
<b>Beauséjour Zone (Vitalité)</b>	<b>1,406</b>	<b>589</b>	<b>41.9%</b>
Grand Falls General Hospital	80	36	45.0%
Edmundston Regional Hospital	571	247	43.3%
Hôtel-Dieu Saint-Joseph de Saint-Quentin	55	21	38.2%
<b>Northwest Zone (Vitalité)</b>	<b>706</b>	<b>304</b>	<b>43.1%</b>
Campbellton Regional Hospital	402	166	41.3%
<b>Restigouche Zone (Vitalité)</b>	<b>402</b>	<b>166</b>	<b>41.3%</b>
Enfant-Jésus RHSJ† Hospital	167	73	43.7%
Tracadie-Sheila Hospital	302	104	34.4%
Chaleur Regional Hospital	736	309	42.0%
<b>Acadie-Bathurst Zone (Vitalité)</b>	<b>1,205</b>	<b>486</b>	<b>40.3%</b>

\* Qualified mail-out population excluded 17 eligible patients who chose to “opt-out” of the survey process prior to the initial mail-out, which represents 0.2% of the total, as well as 241 patient surveys deemed undeliverable by Canada Post and which were returned to the sender.





# Patient Care Experience Indicators

## Definitions



# Patient Care Experience Indicators Definitions

The indicators in this report are based on questions asked of recently discharged patients participating in the patient care experience survey and are about their recent stay in a New Brunswick hospital.

The following pages provide the actual question (or questions) that were asked in the survey, and how they are used to create the corresponding patient care experience indicator.



# Patient Care Experience Indicators

## Definition – “Overall Hospital Rating”

### Overall Hospital Rating

*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?*

0											10
Worst hospital possible	1	2	3	4	5	6	7	8	9		Best hospital possible
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### How is this indicator score calculated?

The indicator score is the percentage of patients who gave their hospital a rating of “8”, “9” or “10” on a scale from 0 to 10, where “0” is the worst hospital possible and “10” is the best.



# Patient Care Experience Indicators

## Definition – “Patient Safety”

### Patient Safety

*Do you or your family members believe that you were harmed because of a medical error or mistake during this hospital stay?*

- Yes       No       Do not know / Do not remember / Not applicable

### **How is this indicator score calculated?**

The indicator score is the percentage of patients who indicated that “Yes” they believed they were harmed because of a medical error or mistake.



# Patient Care Experience Indicators

## Definition – “Hospital Safety”

### Hospital Safety

*Do you believe that this hospital takes your safety seriously?*

- Yes, definitely       Yes, somewhat       No

#### **How is this indicator score calculated?**

The indicator score is the percentage of patients who indicated that “Yes, *definitely*” they believed that this hospital takes their safety seriously.



# Patient Care Experience Indicators

## Definition – “Equity Based on Preferred Language of Service”

### Equity Based on Preferred Language of Service

*How often did you receive the service you needed in the official language (English or French) of your choice?*

- Never       Sometimes       Usually       Always

### **How is this indicator score calculated?**

The indicator score is the percentage of patients who indicated that they “*Always*” received the service they needed in the language of their choice.





# Patient Care Experience Indicators

## Definition – “Communication with Nurses”

### **Communication With Nurses**

The *Communication with Nurses* indicator measures how well nurses communicate with patients.

This indicator is based on three questions in the survey:

***During this hospital stay, how often did nurses treat you with courtesy and respect?***

- Never       Sometimes       Usually       Always

***During this hospital stay, how often did nurses listen carefully to you?***

- Never       Sometimes       Usually       Always

***During this hospital stay, how often did nurses explain things in a way you could understand?***

- Never       Sometimes       Usually       Always

### **How is this indicator score calculated?**

The indicator score is the percentage of “*Always*” responses among all answers to the three questions. This type of indicator score is known as a *composite measure*, because it is based on combining responses to these three questions into one overall score.



# Patient Care Experience Indicators

## Definition – “Communication with Doctors”

### Communication with Doctors

The *Communication with Doctors* indicator measures how well doctors communicate with patients.

This indicator is based on three questions in the survey:

***During this hospital stay, how often did doctors treat you with courtesy and respect?***

- Never       Sometimes       Usually       Always

***During this hospital stay, how often did doctors listen carefully to you?***

- Never       Sometimes       Usually       Always

***During this hospital stay, how often did doctors explain things in a way you could understand?***

- Never       Sometimes       Usually       Always

### **How is this indicator score calculated?**

The indicator score is the percentage of “*Always*” responses among all answers to the three questions. This type of indicator score is known as a *composite measure*, because it is based on combining responses to these three questions into one overall score.



# Patient Care Experience Indicators

## Definition – “Responsiveness of Staff”

### Responsiveness of Staff

The *Responsiveness of Staff* indicator measures how often the hospital staff was available to give support and assistance to patients as soon as they wanted help.

This indicator is based on two questions in the survey:

***During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?***

- Never       Sometimes       Usually       Always

***How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?***

- Never       Sometimes       Usually       Always

### **How is this indicator score calculated?**

The indicator score is the percentage of “*Always*” responses among all answers to the two questions. This type of indicator score is known as a *composite measure*, because it is based on combining responses to these two questions into one overall score.



# Patient Care Experience Indicators

## Definition – “Communication About Medicines”

### Communication About Medicines

The *Communication About Medicines* indicator measures how well hospital staff communicate with patients about medicines.

This indicator is based on two questions in the survey:

***Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?***

- Never       Sometimes       Usually       Always

***Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?***

- Never       Sometimes       Usually       Always

### **How is this indicator score calculated?**

The indicator score is the percentage of “*Always*” responses among all answers to the two questions. This type of indicator score is known as a *composite measure*, because it is based on combining responses to these two questions into one overall score.



# Patient Care Experience Indicators

## Definition – “Pain Control”

### Pain Control

The *Pain Control* indicator measures how well hospital staff help patients manage pain.

This indicator is based on two questions in the survey:

***During this hospital stay, how often was your pain well controlled?***

- Never       Sometimes       Usually       Always

***During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?***

- Never       Sometimes       Usually       Always

### **How is this indicator score calculated?**

The indicator score is the percentage of “*Always*” responses among all answers to the two questions. This type of indicator score is known as a *composite measure*, because it is based on combining responses to these two questions into one overall score.



# Patient Care Experience Indicators

## Definition - “Cleanliness”

### Cleanliness

The *Cleanliness* indicator is a measure of the hospital’s physical environment.

*During this hospital stay, how often were your room and bathroom kept clean?*

- Never       Sometimes       Usually       Always

### **How is this indicator score calculated?**

The indicator score is the percentage of patients who indicated that their room and bathroom were “*Always*” kept clean.



# Patient Care Experience Indicators

## Definition – “Quiet at Night”

### Quiet at Night

The *Quiet at Night* indicator is a measure of the hospital's physical environment.

*During this hospital stay, how often was the area around your room quiet at night?*

- Never       Sometimes       Usually       Always

### **How is this indicator score calculated?**

The indicator score is the percentage of patients who indicated that the area around their room was “*Always*” quiet at night.



# Patient Care Experience Indicators

## Definition – “Discharge Information”

### Discharge Information

The *Discharge Information* indicator measures whether key information was provided to the patient at discharge, and whether patients were asked about their care after leaving the hospital.

This indicator is based on two questions in the survey:

*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?*

- Yes                       No

*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?*

- Yes                       No

### **How is this indicator score calculated?**

The indicator score is the percentage of “Yes” responses among all answers to the two questions. This type of indicator score is known as a *composite measure*, because it is based on combining responses to these two questions into one overall score.





# Patient Care Experience Indicators

## Definition – “Care Transitions Measure”

### Care Transitions Measure

The *Care Transitions Measure* indicator evaluates the extent to which patients are asked about their health care needs and being better prepared when going from hospital to home.

This indicator is based on three questions in the survey:

***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 disagree
- Disagree
- Agree
- Strongly agree
- Don't know / Don't remember / Not applicable

***When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.***

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Don't know / Don't remember / Not applicable

***When I left the hospital, I clearly understood the purpose for taking each of my medications.***

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Don't know / Don't remember / Not applicable

### How is this indicator score calculated?

The indicator score is the percentage of “*Strongly agree*” responses among all answers to the three questions. This type of indicator score is known as a *composite measure*, because it is based on combining responses to these three questions into one overall score.



# Patient Care Experience Indicators

## Definition – “**Intention to Recommend**”

### Intention to Recommend

*Would you recommend this hospital to your friends and family?*

- Definitely no     Probably no     Probably yes     Definitely yes

### **How is this indicator score calculated?**

The indicator score is the percentage of patients who indicated that they “*Definitely yes*” would recommend the hospital to friends and family.



# Overall New Brunswick Survey Results

# 2013 Patient Care Experience Indicators

## Overall New Brunswick

Results in bold and italics indicate a statistically significant difference based on the study period. The accompanying arrow signifies whether the 2013 result is higher or lower than the 2010 result.

<b>Acute Care Indicators<sup>1</sup></b> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>	<b>New Brunswick Overall</b>		
	<b>2010</b>	<b>2013</b>	
<b>Study Period</b>			
<i>Base Size</i>	5,371	4,768	
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)	75.9%	75.4%	
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	5.1%	5.1%	
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)	n/a	77.3%	
<b>Communication with Nurses</b> (how well nurses communicate with patients)	69.4%	70.4%	
<b>Communication with Doctors</b> (how well doctors communicate with patients)	78.5%	<b>↑80.2%</b>	
<b>Responsiveness</b> (quick response of staff to patient needs)	57.5%	59.6%	
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)	52.4%	54.7%	
<b>Pain Control</b> (how well staff help patients manage pain)	63.8%	64.4%	
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)	59.6%	<b>↓53.2%</b>	
<b>Quiet At Night</b> (area around patient's room is always quiet at night)	44.5%	43.3%	
<b>Discharge Information</b> (patient receives key information before leaving the hospital)	66.6%	68.4%	
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)	36.1%	<b>↑38.8%</b>	
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)	66.1%	65.0%	
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=3,849 (74%)	n=3,520 (75%)
	% "always"	91.0%	91.2%
	<b>French<sup>2</sup></b>	n=1,386 (26%)	n=1,172 (25%)
	% "always"	74.6%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey



# Survey Results By Demographics

By patient gender  
By patient age category  
By patient language preference  
By patient education level  
Aboriginal results

# 2013 Patient Care Experience Indicators By Patient Gender

Results in bold and italics indicate a statistically significant difference based on gender.

<b>Acute Care Indicators<sup>1</sup></b> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>	<b>New Brunswick Overall</b>	<b>Patient Gender</b>		
		<b>Male</b>	<b>Female</b>	
<i>Base Size</i>	4,768	2,279	2,489	
<b>Overall Hospital Rating</b> (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.4%	76.0%	74.8%	
<b>Patient Safety</b> (% who believe they were harmed because of a medical error or mistake during their hospital stay)	5.1%	4.9%	5.3%	
<b>Hospital Safety</b> (% who responded “yes, definitely” when asked if this hospital takes your safety seriously)	77.3%	77.4%	77.2%	
<b>Communication with Nurses</b> (% who responded “always” to three questions regarding Nurse communications)	70.4%	70.7%	70.2%	
<b>Communication with Doctors</b> (% who responded “always” to three questions regarding Doctor communications)	80.2%	79.7%	80.7%	
<b>Responsiveness</b> (% who responded “always” to two questions regarding the quick response of staff to patient needs)	59.6%	58.5%	60.5%	
<b>Communication About Medicines</b> (% who responded “always” to two questions regarding medicines taken)	54.7%	56.1%	53.4%	
<b>Pain Control</b> (% who responded “always” to two questions asked about pain medication, if needed)	64.4%	63.2%	65.5%	
<b>Cleanliness</b> (% who responded “always” when asked how often their room and bathroom was kept clean)	53.2%	52.8%	53.6%	
<b>Quiet At Night</b> (% who responded “always” when asked how often the area around their room was quiet at night)	43.3%	42.8%	43.8%	
<b>Discharge Information</b> (% who responded “yes” when asked about their care after leaving the hospital)	68.4%	69.2%	67.6%	
<b>Care Transitions Measure</b> (% who “strongly agreed” to three questions about health care needs after leaving hospital)	38.8%	39.3%	38.4%	
<b>Intention to Recommend</b> (% who would “definitely recommend” this hospital to friends or family)	65.0%	64.9%	65.2%	
<b>Equity based on preferred language of service</b> (% who believe they always received service in the language of their preference)	<b>English<sup>2</sup></b>	n=3,520 (75%)	n=1,683 (75%)	n=1,837 (75%)
	% “always”	91.2%	91.2%	91.2%
	<b>French<sup>2</sup></b>	n=1,172 (25%)	n=558 (25%)	n=614 (25%)
	% “always”	75.1%	74.5%	75.7%

1. The overall hospital rating is known to be influenced by a patient’s age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators By Patient Age Category

Results in bold and italics indicate a statistically significant difference from at least one other sub-group based on age category.

Acute Care Indicators <sup>1</sup> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>	New Brunswick Overall	Patient Age			
		Under 45	45 to 64	65 & Over	
<i>Base Size</i>	4,768	589	1,554	2,625	
<b>Overall Hospital Rating</b> (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.4%	<b>71.9%</b>	75.1%	<b>76.3%</b>	
<b>Patient Safety</b> (% who believe they were harmed because of a medical error or mistake during their hospital stay)	5.1%	<b>6.3%</b>	<b>6.2%</b>	4.1%	
<b>Hospital Safety</b> (% who responded “yes, definitely” when asked if this hospital takes your safety seriously)	77.3%	76.9%	77.0%	77.6%	
<b>Communication with Nurses</b> (% who responded “always” to three questions regarding Nurse communications)	70.4%	70.0%	70.9%	70.3%	
<b>Communication with Doctors</b> (% who responded “always” to three questions regarding Doctor communications)	80.2%	79.8%	79.9%	80.5%	
<b>Responsiveness</b> (% who responded “always” to two questions regarding the quick response of staff to patient needs)	59.6%	58.3%	60.7%	59.2%	
<b>Communication About Medicines</b> (% who responded “always” to two questions regarding medicines taken)	54.7%	54.4%	55.7%	54.1%	
<b>Pain Control</b> (% who responded “always” to two questions asked about pain medication, if needed)	64.4%	64.2%	65.3%	63.9%	
<b>Cleanliness</b> (% who responded “always” when asked how often their room and bathroom was kept clean)	53.2%	50.4%	53.2%	53.9%	
<b>Quiet At Night</b> (% who responded “always” when asked how often the area around their room was quiet at night)	43.3%	42.6%	43.6%	43.3%	
<b>Discharge Information</b> (% who responded “yes” when asked about their care after leaving the hospital)	68.4%	<b>67.0%</b>	<b>69.2%</b>	68.2%	
<b>Care Transitions Measure</b> (% who “strongly agreed” to three questions about health care needs after leaving hospital)	38.8%	<b>43.3%</b>	39.1%	<b>37.7%</b>	
<b>Intention to Recommend</b> (% who would “definitely recommend” this hospital to friends or family)	65.0%	61.9%	65.6%	65.4%	
<b>Equity based on preferred language of service</b> (% who believe they always received service in the language of their preference)	English <sup>2</sup>	n=3,520 (75%)	n=401 (70%)	n=1,126 (73%)	n=1,993 (77%)
	% “always”	91.2%	89.7%	92.1%	91.0%
	French <sup>2</sup>	n=1,172 (25%)	n=175 (30%)	n=412 (27%)	n=585 (23%)
	% “always”	75.1%	75.4%	74.4%	75.5%

1. The overall hospital rating is known to be influenced by a patient’s age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators By Patient Language Preference

Results in bold and italics indicate a statistically significant difference based on language preference.

<b>Acute Care Indicators<sup>1</sup></b> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>	<b>New Brunswick Overall</b>	<b>Language of Service Preference<sup>2</sup></b>		
		<b>English</b>	<b>French</b>	
<i>Base Size</i>	4,768	3,520	1,172	
<b>Overall Hospital Rating</b> (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.4%	74.6%	<b>78.4%</b>	
<b>Patient Safety</b> (% who believe they were harmed because of a medical error or mistake during their hospital stay)	5.1%	4.8%	5.9%	
<b>Hospital Safety</b> (% who responded “yes, definitely” when asked if this hospital takes your safety seriously)	77.3%	75.4%	<b>82.8%</b>	
<b>Communication with Nurses</b> (% who responded “always” to three questions regarding Nurse communications)	70.4%	69.0%	<b>74.4%</b>	
<b>Communication with Doctors</b> (% who responded “always” to three questions regarding Doctor communications)	80.2%	79.6%	82.0%	
<b>Responsiveness</b> (% who responded “always” to two questions regarding the quick response of staff to patient needs)	59.6%	57.5%	<b>65.1%</b>	
<b>Communication About Medicines</b> (% who responded “always” to two questions regarding medicines taken)	54.7%	54.0%	56.8%	
<b>Pain Control</b> (% who responded “always” to two questions asked about pain medication, if needed)	64.4%	62.9%	<b>68.9%</b>	
<b>Cleanliness</b> (% who responded “always” when asked how often their room and bathroom was kept clean)	53.2%	53.0%	53.9%	
<b>Quiet At Night</b> (% who responded “always” when asked how often the area around their room was quiet at night)	43.3%	41.2%	<b>49.6%</b>	
<b>Discharge Information</b> (% who responded “yes” when asked about their care after leaving the hospital)	68.4%	66.3%	<b>75.2%</b>	
<b>Care Transitions Measure</b> (% who “strongly agreed” to three questions about health care needs after leaving hospital)	38.8%	35.8%	<b>48.1%</b>	
<b>Intention to Recommend</b> (% who would “definitely recommend” this hospital to friends or family)	65.0%	62.1%	<b>74.0%</b>	
<b>Equity based on preferred language of service</b> (% who believe they always received service in the language of their preference)	<b>English<sup>2</sup></b>	n=3,520 (75%)	n=3,520 (100%)	n/a
	% “always”	91.2%	<b>91.2%</b>	n/a
	<b>French<sup>2</sup></b>	n=1,172 (25%)	n/a	n=1,172 (100%)
	% “always”	75.1%	n/a	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey



Results in bold and italics indicate a statistically significant difference from at least one other sub-group based on education level.

# 2013 Patient Care Experience Indicators By Patient Education Level

<b>Acute Care Indicators<sup>1</sup></b> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>	<b>New Brunswick Overall</b>	<b>Highest Grade or Level of School Completed</b>						
		8 <sup>th</sup> Grade or Less	Some High School But Did Not Graduate	High School or GED	College, Trade or Technical School Diploma or Certificate	Undergraduate Degree	Post-University/Graduate Level Education	
<i>Base Size</i>	4,768	858	795	1,019	1,219	358	318	
<b>Overall Hospital Rating</b> (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.4%	<b>81.8%</b>	<b>78.9%</b>	<b>74.8%</b>	<b>72.1%</b>	72.8%	66.0%	
<b>Patient Safety</b> (% who believe they were harmed because of a medical error or mistake during their hospital stay)	5.1%	4.3%	4.5%	4.4%	6.0%	6.1%	7.0%	
<b>Hospital Safety</b> (% who responded “yes, definitely” when asked if this hospital takes your safety seriously)	77.3%	<b>80.3%</b>	78.0%	77.2%	<b>74.2%</b>	77.7%	77.6%	
<b>Communication with Nurses</b> (% who responded “always” to three questions regarding Nurse communications)	70.4%	<b>75.3%</b>	<b>72.9%</b>	68.2%	68.2%	<b>68.9%</b>	<b>64.5%</b>	
<b>Communication with Doctors</b> (% who responded “always” to three questions regarding Doctor communications)	80.2%	81.4%	79.7%	80.2%	80.3%	76.3%	79.9%	
<b>Responsiveness</b> (% who responded “always” to two questions regarding the quick response of staff to patient needs)	59.6%	<b>62.5%</b>	<b>62.5%</b>	59.2%	56.5%	<b>62.3%</b>	<b>50.1%</b>	
<b>Communication About Medicines</b> (% who responded “always” to two questions regarding medicines taken)	54.7%	56.1%	<b>59.2%</b>	53.3%	54.1%	52.4%	<b>49.6%</b>	
<b>Pain Control</b> (% who responded “always” to two questions asked about pain medication, if needed)	64.4%	68.4%	66.1%	63.6%	62.8%	61.2%	62.6%	
<b>Cleanliness</b> (% who responded “always” when asked how often their room and bathroom was kept clean)	53.2%	<b>62.4%</b>	<b>55.0%</b>	<b>52.4%</b>	48.1%	49.1%	48.5%	
<b>Quiet At Night</b> (% who responded “always” when asked how often the area around their room was quiet at night)	43.3%	<b>54.7%</b>	<b>46.8%</b>	<b>39.3%</b>	<b>38.6%</b>	<b>37.7%</b>	<b>35.6%</b>	
<b>Discharge Information</b> (% who responded “yes” when asked about their care after leaving the hospital)	68.4%	<b>71.8%</b>	68.3%	<b>66.2%</b>	68.0%	67.7%	69.0%	
<b>Care Transitions Measure</b> (% who “strongly agreed” to three questions about health care needs after leaving hospital)	38.8%	<b>38.6%</b>	<b>36.1%</b>	<b>34.8%</b>	<b>40.6%</b>	<b>49.0%</b>	<b>42.5%</b>	
<b>Intention to Recommend</b> (% who would “definitely recommend” this hospital to friends or family)	65.0%	<b>70.8%</b>	<b>66.1%</b>	<b>63.9%</b>	<b>61.9%</b>	65.8%	<b>61.2%</b>	
<b>Equity based on preferred language of service</b> (% who believe they always received service in the language of their preference)	English <sup>2</sup>	n=3,520 (75%)	n=497 (59%)	n=623 (79%)	n=858 (85%)	n=945 (78%)	n=237 (66%)	n=247 (78%)
	% “always”	91.2%	90.3%	<b>89.4%</b>	90.8%	<b>92.8%</b>	92.0%	<b>94.3%</b>
	French <sup>2</sup>	n=1,172 (25%)	n=347 (41%)	n=164 (21%)	n=157 (15%)	n=266 (22%)	n=121 (34%)	n=69 (22%)
	% “always”	75.1%	76.7%	73.8%	<b>74.5%</b>	<b>74.1%</b>	76.0%	<b>70.6%</b>

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators

## Aboriginal Results

Results in bold and italics indicate a statistically significant difference based on whether or not patients have indicated that they are an aboriginal person.

Acute Care Indicators <sup>1</sup> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>	Are you an Aboriginal person?		
	Yes	No	
<i>Base Size</i>	88	4,431	
<b>Overall Hospital Rating</b> (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	71.4%	75.3%	
<b>Patient Safety</b> (% who believe they were harmed because of a medical error or mistake during their hospital stay)	Base too small to report	5.1%	
<b>Hospital Safety</b> (% who responded “yes, definitely” when asked if this hospital takes your safety seriously)	75.6%	77.3%	
<b>Communication with Nurses</b> (% who responded “always” to three questions regarding Nurse communications)	67.3%	70.3%	
<b>Communication with Doctors</b> (% who responded “always” to three questions regarding Doctor communications)	73.3%	80.3%	
<b>Responsiveness</b> (% who responded “always” to two questions regarding the quick response of staff to patient needs)	65.7%	59.1%	
<b>Communication About Medicines</b> (% who responded “always” to two questions regarding medicines taken)	53.9%	54.7%	
<b>Pain Control</b> (% who responded “always” to two questions asked about pain medication, if needed)	60.3%	64.2%	
<b>Cleanliness</b> (% who responded “always” when asked how often their room and bathroom was kept clean)	<b>64.6%</b>	52.8%	
<b>Quiet At Night</b> (% who responded “always” when asked how often the area around their room was quiet at night)	<b>53.6%</b>	42.7%	
<b>Discharge Information</b> (% who responded “yes” when asked about their care after leaving the hospital)	72.1%	68.3%	
<b>Care Transitions Measure</b> (% who “strongly agreed” to three questions about health care needs after leaving hospital)	44.8%	38.7%	
<b>Intention to Recommend</b> (% who would “definitely recommend” this hospital to friends or family)	51.7%	<b>65.0%</b>	
<b>Equity based on preferred language of service</b> (% who believe they always received service in the language of their preference)	English <sup>2</sup>	n=69 (78%)	n=3,311 (75%)
	% “always”	85.3%	91.7%
	French <sup>2</sup>	n=19 (22%)	n=1,088 (25%)
	% “always”	77.8%	75.4%

1. The overall hospital rating is known to be influenced by a patient’s age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey



# Survey Results By Regional Health Authority And Zone

# 2013 Patient Care Experience Indicators

## Horizon Health Network

**Results in bold and italics indicate statistically significant differences....**

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than Horizon average

● Worse than Horizon average

<b>Acute Care Indicators<sup>1</sup></b> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>	<b>Horizon Health Network</b>		<b>Moncton Zone</b>		<b>Saint John Zone</b>		<b>Fredericton Zone</b>		<b>Miramichi Zone</b>		
	<b>2010</b>	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>	<b>2013</b>	<b>2010</b>	<b>2013</b>	
<b>Study Period</b>											
<i>Base Size</i>	3,468	3,223	974	856	1,074	1,173	1,099	924	321	270	
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)	75.7%	74.2%	76.0%	75.2%	76.1%	74.8%	74.9%	71.6%	76.5%	77.6%	
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	4.4%	4.9%	4.0%	5.1%	4.2%	5.2%	4.9%	4.3%	4.8%	4.4%	
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)	n/a	75.5%	n/a	76.7%	n/a	74.0%	n/a	75.3%	n/a	79.4%	
<b>Communication with Nurses</b> (how well nurses communicate with patients)	68.7%	68.4%	68.1%	69.7%	67.5%	67.7%	69.4%	67.0%	72.5%	72.8%	
<b>Communication with Doctors</b> (how well doctors communicate with patients)	77.6%	↑ <b>79.8%</b>	79.1%	78.7%	77.2%	78.8%	77.7%	81.8%	74.7%	80.6%	
<b>Responsiveness</b> (quick response of staff to patient needs)	54.7%	56.2%	56.8%	58.5%	51.6%	52.8%	55.4%	55.3%	56.5%	■ <b>67.1%</b>	
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)	53.0%	54.1%	52.2%	51.8%	49.4%	54.7%	56.2%	53.5%	55.8%	61.2%	
<b>Pain Control</b> (how well staff help patients manage pain)	62.2%	62.3%	64.9%	60.3%	59.1%	61.7%	63.3%	64.3%	60.5%	64.5%	
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)	59.5%	↓ <b>51.7%</b>	49.5%	47.8%	64.0%	↓ <b>52.8%</b>	61.1%	↓ <b>50.1%</b>	68.2%	■ <b>65.0%</b>	
<b>Quiet At Night</b> (area around patient's room is always quiet at night)	42.2%	41.0%	38.6%	38.1%	43.5%	41.5%	44.0%	41.4%	42.6%	46.5%	
<b>Discharge Information</b> (patient receives key information before leaving the hospital)	63.4%	↑ <b>66.4%</b>	63.8%	67.6%	67.0%	69.3%	59.0%	62.6%	65.6%	63.2%	
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)	33.0%	↑ <b>36.2%</b>	32.2%	35.9%	34.6%	37.9%	31.3%	34.3%	35.5%	36.3%	
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)	63.8%	61.8%	66.6%	64.6%	63.3%	63.2%	62.0%	56.7%	63.4%	64.5%	
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=3197 (95%)	n=3001 (94%)	n=885 (93%)	n=765 (91%)	n=986 (95%)	n=1126 (97%)	n=1064 (99%)	n=887 (97%)	n=262 (84%)	n=223 (85%)
	% "always"	94.8%	93.6%	93.4%	90.8%	94.7%	95.7%	96.4%	93.5%	93.8%	93.7%
	<b>French<sup>2</sup></b>	n=179 (5%)	n=181 (6%)	n=63 (7%)	n=79 (9%)	n=52 (5%)	n=39 (3%)	n=15 (1%)	n=23 (3%)	n=49 (16%)	n=40 (15%)
% "always"	28.4%	28.1%	30.2%	34.6%	40.4%	28.9%	0.0%	● <b>0.0%</b>	21.3%	30.0%	

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators

## Vitalité Health Network

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results    ↓ Lower than 2010 results  
■ Better than Vitalité average    ● Worse than Vitalité average

<b>Acute Care Indicators<sup>1</sup></b> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>		<b>Vitalité Health Network</b>		<b>Beauséjour Zone</b>		<b>Northwest Zone</b>		<b>Restigouche Zone</b>		<b>Acadie-Bathurst Zone</b>		
		2010	2013 <sup>3</sup>	2010	2013	2010	2013	2010	2013	2010	2013 <sup>3</sup>	
<b>Study Period</b>												
<i>Base Size</i>		1,903	1,545	636	589	417	304	238	166	612	486	
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		76.4%	77.8%	79.2%	74.9%	82.0%	83.3%	74.8%	75.3%	70.1%	<span style="color: green;">↑</span> <b>78.8%</b>	
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		6.4%	5.5%	5.2%	6.8%	7.6%	5.6%	4.6%	4.6%	7.6%	<span style="color: red;">↓</span> <b>4.1%</b>	
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	81.1%	n/a	81.6%	n/a	85.7%	n/a	75.9%	n/a	79.4%	
<b>Communication with Nurses</b> (how well nurses communicate with patients)		70.5%	<span style="color: green;">↑</span> <b>74.6%</b>	71.2%	74.5%	71.4%	72.7%	69.9%	72.3%	69.5%	<span style="color: green;">↑</span> <b>76.8%</b>	
<b>Communication with Doctors</b> (how well doctors communicate with patients)		80.1%	81.1%	82.0%	82.5%	81.1%	80.2%	71.3%	79.7%	80.9%	80.5%	
<b>Responsiveness</b> (quick response of staff to patient needs)		62.3%	66.1%	61.0%	66.2%	68.7%	65.4%	57.4%	64.1%	60.8%	67.4%	
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		51.2%	<span style="color: green;">↑</span> <b>56.0%</b>	51.9%	56.8%	50.6%	53.7%	48.5%	46.1%	51.9%	60.0%	
<b>Pain Control</b> (how well staff help patients manage pain)		66.7%	68.8%	69.1%	70.4%	65.5%	63.2%	62.8%	68.6%	66.4%	70.4%	
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		59.9%	56.4%	52.0%	<span style="color: red;">●</span> <b>49.3%</b>	66.8%	<span style="color: green;">■</span> <b>63.7%</b>	66.4%	62.3%	60.9%	58.8%	
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		48.6%	48.3%	44.7%	47.9%	46.8%	46.5%	58.8%	50.3%	49.9%	49.3%	
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		72.4%	72.6%	74.5%	74.8%	68.8%	72.5%	69.3%	70.0%	73.9%	70.8%	
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		41.6%	44.4%	44.0%	45.0%	43.1%	48.8%	28.5%	<span style="color: red;">●</span> <b>32.0%</b>	43.0%	45.0%	
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		70.3%	71.6%	74.8%	70.4%	78.1%	<span style="color: green;">■</span> <b>77.1%</b>	60.8%	<span style="color: red;">●</span> <b>61.1%</b>	63.9%	<span style="color: green;">↑</span> <b>73.3%</b>	
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)		English <sup>2</sup>	n=652 (35%)	n=519 (34%)	n=303 (49%)	n=270 (47%)	n=54 (13%)	n=41 (14%)	n=121 (52%)	n=92 (56%)	n=174 (29%)	n=116 (24%)
		% "always"	72.2%	77.1%	76.7%	80.9%	71.7%	65.9%	65.0%	72.8%	69.8%	75.7%
		French <sup>2</sup>	n=1,207 (65%)	n=991 (66%)	n=316 (51%)	n=307 (53%)	n=352 (87%)	n=254 (86%)	n=110 (48%)	n=72 (44%)	n=429 (71%)	n=358 (76%)
		% "always"	81.4%	83.7%	87.3%	88.8%	89.9%	87.3%	58.3%	<span style="color: red;">●</span> <b>62.0%</b>	76.1%	81.2%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

3. The 2013 sample includes respondents from the Enfant-Jésus RHSJ† Hospital (n=73). This hospital was not eligible in 2010.





# Survey Results By Hospital

# 2013 Patient Care Experience Indicators

## Sackville Memorial Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

Acute Care Indicators <sup>1</sup> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>	Sackville Memorial Hospital:		Horizon Health Network	New Brunswick Overall
	2010	2013	2013	2013
<i>Study Period</i>				
<i>Base Size</i>	54	44	3,223	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)	82.0%	75.6%	74.2%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	Base too small to report	Base too small to report	4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)	n/a	69.0%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)	67.3%	73.1%	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)	77.0%	74.0%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)	52.9%	63.0%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)	51.0%	44.4%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)	56.3%	54.1%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)	70.0%	■ <b>72.1%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)	41.7%	57.1%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)	51.2%	62.7%	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)	32.8%	40.7%	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)	66.7%	63.4%	61.8%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	English <sup>2</sup>		n=3,001 (94%)	n=3,520 (75%)
	% "always"	93.6%	90.7%	91.2%
	French <sup>2</sup>		n=181 (6%)	n=1,172 (25%)
% "always"	Base too small to report	Base too small to report	28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey



# 2013 Patient Care Experience Indicators

## The Moncton Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>The Moncton Hospital</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Base Size</b>		920	812	3,223	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		75.6%	75.2%	74.2%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		4.2%	5.3%	4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	77.1%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		68.2%	69.5%	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		79.2%	78.9%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		57.0%	58.3%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		52.3%	52.2%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		65.3%	60.5%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		48.3%	● <b>46.4%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		38.5%	37.1%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		64.4%	67.8%	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		32.2%	35.7%	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		66.6%	64.7%	61.8%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=837 (93%)	n=722 (90%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	93.4%	90.8%	93.6%	91.2%
	<b>French<sup>2</sup></b>	n=61 (7%)	n=79 (10%)	n=181 (6%)	n=1,172 (25%)
	% "always"	29.5%	● <b>34.6%</b>	28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Charlotte County Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Charlotte County Hospital</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>	
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>						
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>	
<i>Base Size</i>		77	56	3,223	4,768	
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		68.1%	73.6%	74.2%	75.4%	
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		0.0%	■ <b>0.0%</b>	4.9%	5.1%	
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	65.4%	75.5%	77.3%	
<b>Communication with Nurses</b> (how well nurses communicate with patients)		63.9%	64.1%	68.4%	70.4%	
<b>Communication with Doctors</b> (how well doctors communicate with patients)		70.0%	73.7%	79.8%	80.2%	
<b>Responsiveness</b> (quick response of staff to patient needs)		43.8%	56.4%	56.2%	59.6%	
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		49.2%	54.5%	54.1%	54.7%	
<b>Pain Control</b> (how well staff help patients manage pain)		51.2%	56.0%	62.3%	64.4%	
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		68.9%	■ <b>67.3%</b>	51.7%	53.2%	
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		50.7%	50.0%	41.0%	43.3%	
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		62.5%	● <b>46.9%</b>	66.4%	68.4%	
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		24.5%	26.1%	36.2%	38.8%	
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		47.3%	● <b>43.4%</b>	61.8%	65.0%	
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)		<b>English<sup>2</sup></b>	n=75 (100%)	n=56 (100%)	n=3001 (94%)	n=3,520 (75%)
		% "always"	95.9%	91.1%	93.6%	91.2%
		<b>French<sup>2</sup></b>	base too small to report	base too small to report	n=181 (6%)	n=1,172 (25%)
		% "always"		28.1%	75.1%	

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Grand Manan Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Grand Manan Hospital</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Base Size</b>		17	14	3,223	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		75.0%	■ <b>100.0%</b>	74.2%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		Base too small to report	■ <b>0.0%</b>	4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	92.3%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		75.0%	73.8%	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		80.4%	87.2%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		66.7%	70.0%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		62.5%	75.0%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		50.0%	77.8%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		75.0%	69.2%	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		66.7%	53.8%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		42.9%	64.0%	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		51.4%	45.7%	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		68.8%	84.6%	61.8%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=15 (100%)	n=13 (100%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	100%	100.0%	93.6%	91.2%
	<b>French<sup>2</sup></b>	base too small to report	base too small to report	n=181 (6%)	n=1,172 (25%)
	% "always"			28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Saint John Regional Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Saint John Regional Hospital</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<i>Base Size</i>		945	1,080	3,223	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		76.6%	74.6%	74.2%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		4.4%	5.5%	4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	74.0%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		67.5%	67.7%	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		77.7%	79.1%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		52.0%	● <b>52.2%</b>	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		49.3%	54.5%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		59.8%	61.9%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		62.9%	↓ <b>51.2%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		41.9%	41.1%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		67.9%	70.8%	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		34.9%	38.3%	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		64.5%	63.8%	61.8%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=863 (94%)	n=1034 (96%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	94.8%	■ <b>95.8%</b>	93.6%	91.2%
	<b>French<sup>2</sup></b>	n=52 (6%)	n=39 (4%)	n=181 (6%)	n=1,172 (25%)
	% "always"	40.4%	● <b>28.9%</b>	28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Sussex Health Centre

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Sussex Health Centre</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>	
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>	
<b>Study Period</b>						
<i>Base Size</i>		35	23	3,223	4,768	
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		80.0%	73.9%	74.2%	75.4%	
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		Base too small to report	Base too small to report	4.9%	5.1%	
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	82.6%	75.5%	77.3%	
<b>Communication with Nurses</b> (how well nurses communicate with patients)		70.2%	69.6%	68.4%	70.4%	
<b>Communication with Doctors</b> (how well doctors communicate with patients)		76.0%	72.1%	79.8%	80.2%	
<b>Responsiveness</b> (quick response of staff to patient needs)		52.2%	56.7%	56.2%	59.6%	
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		47.1%	50.0%	54.1%	54.7%	
<b>Pain Control</b> (how well staff help patients manage pain)		57.9%	54.2%	62.3%	64.4%	
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		78.8%	■ <b>82.6%</b>	51.7%	53.2%	
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		58.8%	34.8%	41.0%	43.3%	
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		62.5%	● <b>45.0%</b>	66.4%	68.4%	
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		43.4%	40.7%	36.2%	38.8%	
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		65.7%	68.2%	61.8%	65.0%	
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)		<b>English<sup>2</sup></b>		n=3001 (94%)	n=3,520 (75%)	
		% "always"	87.9%	100.0%	93.6%	91.2%
		<b>French<sup>2</sup></b>		n=181 (6%)	n=1,172 (25%)	
		base too small to report	base too small to report	28.1%	75.1%	

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Dr. Everett Chalmers Regional Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Dr. Everett Chalmers Regional Hospital</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Study Period</b>					
<i>Base Size</i>		850	758	3,223	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		75.5%	71.4%	74.2%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		4.9%	4.6%	4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	75.1%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		70.8%	68.0%	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		79.4%	82.4%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		55.2%	55.1%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		57.2%	55.0%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		64.9%	64.8%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		56.6%	↓● <b>45.3%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		43.5%	40.2%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		61.0%	64.6%	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		32.5%	35.2%	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		61.7%	● <b>56.8%</b>	61.8%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=819 (98%)	n=733 (98%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	96.4%	94.5%	93.6%	91.2%
	<b>French<sup>2</sup></b>	n=14 (2%)	n=14 (2%)	n=181 (6%)	n=1,172 (25%)
	% "always"	0.0%	● <b>0.0%</b>	28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators

## Hotel-Dieu of St. Joseph

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Hotel-Dieu of St. Joseph</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Study Period</b>					
<b>Base Size</b>		62	51	3,223	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		81.0%	80.4%	74.2%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	base too small to report		■ <b>0.0%</b>	4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	84.8%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		69.4%	70.6%	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		76.2%	83.8%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		64.3%	66.0%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		56.5%	51.9%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		58.2%	71.7%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		84.2%	■ <b>80.4%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		49.1%	■ <b>62.5%</b>	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		64.9%	● <b>51.8%</b>	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		39.1%	32.4%	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		71.2%	72.3%	61.8%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=61 (98%)	n=45 (90%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	93.2%	81.8%	93.6%	91.2%
	<b>French<sup>2</sup></b>	Base too small to report	Base too small to report	n=181 (6%)	n=1,172 (25%)
	% "always"			28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Oromocto Public Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Oromocto Public Hospital</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Base Size</b>		60	51	3,223	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		70.7%	● <b>53.2%</b>	74.2%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	Base too small to report	Base too small to report		4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	72.9%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		64.2%	● <b>54.6%</b>	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		67.0%	79.9%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		61.0%	44.4%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		53.4%	41.4%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		56.9%	63.6%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		74.1%	↓ <b>46.8%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		42.4%	30.4%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		42.9%	● <b>45.8%</b>	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		24.6%	● <b>22.4%</b>	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		69.0%	↓ ● <b>48.9%</b>	61.8%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=60 (100%)	n=48 (96%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	98.3%	91.7%	93.6%	91.2%
	<b>French<sup>2</sup></b>	base too small to report	base too small to report	n=181 (6%)	n=1,172 (25%)
	% "always"			28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey



# 2013 Patient Care Experience Indicators Upper River Valley Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Upper River Valley Hospital</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>	
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>						
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>	
<i>Base Size</i>		127	64	3,223	4,768	
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		69.0%	81.0%	74.2%	75.4%	
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		7.0%	Base too small to report	4.9%	5.1%	
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	73.0%	75.5%	77.3%	
<b>Communication with Nurses</b> (how well nurses communicate with patients)		62.0%	62.1%	68.4%	70.4%	
<b>Communication with Doctors</b> (how well doctors communicate with patients)		71.8%	74.6%	79.8%	80.2%	
<b>Responsiveness</b> (quick response of staff to patient needs)		50.3%	58.0%	56.2%	59.6%	
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		50.4%	47.5%	54.1%	54.7%	
<b>Pain Control</b> (how well staff help patients manage pain)		57.2%	53.2%	62.3%	64.4%	
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		74.6%	■ <b>84.1%</b>	51.7%	53.2%	
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		46.2%	46.9%	41.0%	43.3%	
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		49.3%	59.6%	66.4%	68.4%	
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		22.6%	35.8%	36.2%	38.8%	
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		56.0%	50.0%	61.8%	65.0%	
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)		<b>English<sup>2</sup></b>	n=124 (100%)	n=61 (97%)	n=3001 (94%)	n=3,520 (75%)
		% "always"	96.7%	91.5%	93.6%	91.2%
		<b>French<sup>2</sup></b>	Base too small to report	Base too small to report	n=181 (6%)	n=1,172 (25%)
		% "always"			28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Miramichi Regional Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b> <i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>		<b>Miramichi Regional Hospital</b>		<b>Horizon Health Network</b>	<b>New Brunswick Overall</b>
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<i>Base Size</i>		321	270	3,223	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		76.5%	77.6%	74.2%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		4.8%	4.4%	4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	79.4%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		72.5%	72.8%	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		74.7%	80.6%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		56.5%	67.1%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		55.8%	61.2%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		60.5%	64.5%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		68.2%	■ <b>65.0%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		42.6%	46.5%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		65.6%	63.2%	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		35.5%	36.3%	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		63.4%	64.5%	61.8%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=262 (84%)	n=223 (85%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	93.8%	93.7%	93.6%	91.2%
	<b>French<sup>2</sup></b>	n=49 (16%)	n=40 (15%)	n=181 (6%)	n=1,172 (25%)
	% "always"	21.3%	● <b>30.0%</b>	28.1%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators

## Dr. Georges-L.-Dumont University Hospital Centre

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Dr. Georges-L.-Dumont University Hospital Centre</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Base Size</b>		622	538	1,545	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		78.8%	74.7%	77.8%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		5.4%	7.0%	5.5%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	■ <b>82.4%</b>	81.1%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		70.9%	74.1%	74.6%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		81.8%	82.3%	81.1%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		60.8%	■ <b>67.0%</b>	66.1%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		51.4%	57.4%	56.0%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		68.7%	■ <b>70.5%</b>	68.8%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		51.3%	● <b>48.5%</b>	56.4%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		43.9%	■ <b>48.6%</b>	48.3%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		74.8%	■ <b>75.8%</b>	72.6%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		43.6%	■ <b>45.7%</b>	44.4%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		74.9%	■ <b>70.9%</b>	71.6%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	English <sup>2</sup>	n=295 (49%)	n=250 (47%)	n=519 (34%)	n=3,520 (75%)
	% "always"	76.0%	● <b>80.6%</b>	77.1%	91.2%
	French <sup>2</sup>	n=310 (51%)	n=279 (53%)	n=991 (66%)	n=1,172 (25%)
	% "always"	87.1%	■ <b>88.4%</b>	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators

## Stella-Maris-de-Kent Hospital

**Results in bold and italics indicate statistically significant differences....**

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Stella-Maris-de-Kent Hospital</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013<sup>3</sup></b>	<b>2013</b>	<b>2013</b>
<i>Base Size</i>		14	51	1,545	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		92.9%	77.1%	77.8%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		base too small to report	base too small to report	5.5%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	72.9%	81.1%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		83.3%	78.4%	74.6%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		90.5%	84.6%	81.1%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		68.4%	56.9%	66.1%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		83.3%	48.9%	56.0%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		87.5%	68.0%	68.8%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		84.6%	59.1%	56.4%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		84.6%	↓ <b>40.4%</b>	48.3%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		62.5%	60.6%	72.6%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		64.5%	36.8%	44.4%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		71.4%	65.3%	71.6%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=8 (57%)	n=20 (42%)	n=519 (34%)	n=3,520 (75%)
	% "always"	100%	85.0%	77.1%	91.2%
	<b>French<sup>2</sup></b>	n=6 (43%)	n=28 (58%)	n=991 (66%)	n=1,172 (25%)
	% "always"	100%	92.3%	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

3. The 2013 sample includes patients who had received care in an observation unit following a visit to the emergency room.

# 2013 Patient Care Experience Indicators

## Grand Falls General Hospital

**Results in bold and italics indicate statistically significant differences....**

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Grand Falls General Hospital</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Study Period</b>					
<i>Base Size</i>		50	36	1,545	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		68.8%	66.7%	77.8%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		base too small to report	base too small to report	5.5%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	84.8%	81.1%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		70.8%	65.7%	74.6%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		75.9%	70.2%	81.1%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		75.0%	59.2%	66.1%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		59.6%	50.0%	56.0%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		65.6%	60.0%	68.8%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		63.8%	61.8%	56.4%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		47.9%	35.3%	48.3%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		66.7%	58.3%	72.6%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		47.0%	37.6%	44.4%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		69.4%	73.5%	71.6%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=18 (38%)	n=16 (46%)	n=519 (34%)	n=3,520 (75%)
	% "always"	66.7%	87.5%	77.1%	91.2%
	<b>French<sup>2</sup></b>	n=29 (62%)	n=19 (54%)	n=991 (66%)	n=1,172 (25%)
	% "always"	86.2%	77.8%	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Edmundston Regional Hospital

**Results in bold and italics indicate statistically significant differences....**

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Edmundston Regional Hospital</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Base Size</b>		334	247	1,545	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		83.2%	■ <b>84.4%</b>	77.8%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		7.9%	5.0%	5.5%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	■ <b>85.0%</b>	81.1%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		70.7%	72.9%	74.6%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		80.6%	80.8%	81.1%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		67.7%	65.4%	66.1%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		47.6%	54.5%	56.0%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		65.8%	62.8%	68.8%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		66.1%	■ <b>63.6%</b>	56.4%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		44.4%	46.2%	48.3%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		67.5%	73.8%	72.6%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		42.3%	■ <b>50.1%</b>	44.4%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		78.5%	■ <b>76.9%</b>	71.6%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=35 (11%)	n=23 (10%)	n=519 (34%)	n=3,520 (75%)
	% "always"	76.5%	● <b>52.2%</b>	77.1%	91.2%
	<b>French<sup>2</sup></b>	n=291 (89%)	n=216 (90%)	n=991 (66%)	n=1,172 (25%)
	% "always"	90.2%	■ <b>87.9%</b>	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Hôtel-Dieu Saint-Joseph de Saint-Quentin

**Results in bold and italics indicate statistically significant differences....**

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Hôtel-Dieu Saint-Joseph de Saint-Quentin</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<b>Base Size</b>		33	21	1,545	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		90.3%	■ <b>100.0%</b>	77.8%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		base too small to report	■ <b>0.0%</b>	5.5%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	95.0%	81.1%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		79.8%	82.3%	74.6%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		93.7%	90.0%	81.1%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		69.8%	76.9%	66.1%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		66.7%	50.0%	56.0%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		61.1%	75.0%	68.8%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		77.4%	68.4%	56.4%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		70.0%	■ <b>70.0%</b>	48.3%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		85.7%	81.3%	72.6%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		45.6%	53.4%	44.4%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		87.1%	85.0%	71.6%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	base too small to report	base too small to report	n=519 (34%)	n=3,520 (75%)
	% "always"			77.1%	91.2%
	<b>French<sup>2</sup></b>	n=32 (97%)	n=19 (90%)	n=991 (66%)	n=1,172 (25%)
	% "always"	90.6%	89.5%	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Campbellton Regional Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Campbellton Regional Hospital</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<i>Base Size</i>		238	166	1,545	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		74.8%	75.3%	77.8%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		4.6%	4.6%	5.5%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	75.9%	81.1%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		69.9%	72.3%	74.6%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		71.3%	79.7%	81.1%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		57.4%	64.1%	66.1%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		48.5%	46.1%	56.0%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		62.8%	68.6%	68.8%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		66.4%	■ <b>62.3%</b>	56.4%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		58.8%	50.3%	48.3%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		69.3%	70.0%	72.6%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		28.5%	32.0%	44.4%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		60.8%	61.1%	71.6%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=121 (52%)	n=92 (56%)	n=519 (34%)	n=3,520 (75%)
	% "always"	65.0%	● <b>72.8%</b>	77.1%	91.2%
	<b>French<sup>2</sup></b>	n=110 (48%)	n=72 (44%)	n=991 (66%)	n=1,172 (25%)
	% "always"	58.3%	● <b>62.0%</b>	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey



# 2013 Patient Care Experience Indicators

## Tracadie-Sheila Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Tracadie-Sheila Hospital</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<i>Base Size</i>		116	104	1,545	4,768
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		68.2%	74.0%	77.8%	75.4%
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		6.6%	7.4%	5.5%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	80.0%	81.1%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		71.3%	76.8%	74.6%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		80.3%	76.8%	81.1%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		65.2%	63.7%	66.1%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		56.0%	66.7%	56.0%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		68.1%	60.6%	68.8%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		66.7%	55.4%	56.4%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		51.9%	48.4%	48.3%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		73.9%	67.4%	72.6%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		40.6%	46.1%	44.4%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		64.9%	69.9%	71.6%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=7 (6%)	n=10 (10%)	n=519 (34%)	n=3,520 (75%)
	% "always"	71.4%	● <b>50.0%</b>	77.1%	91.2%
	<b>French<sup>2</sup></b>	n=107 (94%)	n=92 (90%)	n=991 (66%)	n=1,172 (25%)
	% "always"	83.8%	■ <b>84.6%</b>	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators Chaleur Regional Hospital

**Results in bold and italics indicate statistically significant differences....**

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Chaleur Regional Hospital</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>					
<b>Study Period</b>		<b>2010</b>	<b>2013</b>	<b>2013</b>	<b>2013</b>
<i>Base Size</i>		496	309	1,545	4,768
<b>Overall Rating</b>	(patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)	70.6%	↑ <b>78.7%</b>	77.8%	75.4%
<b>Patient Safety</b>	(patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	7.9%	↓ <b>3.5%</b>	5.5%	5.1%
<b>Hospital Safety</b>	(patient definitely thinks this hospital takes his/her safety seriously)	n/a	78.1%	81.1%	77.3%
<b>Communication with Nurses</b>	(how well nurses communicate with patients)	69.1%	74.6%	74.6%	70.4%
<b>Communication with Doctors</b>	(how well doctors communicate with patients)	81.0%	80.7%	81.1%	80.2%
<b>Responsiveness</b>	(quick response of staff to patient needs)	59.7%	64.8%	66.1%	59.6%
<b>Communication About Medicines</b>	(how well staff communicate with patients about medicines)	50.9%	57.7%	56.0%	54.7%
<b>Pain Control</b>	(how well staff help patients manage pain)	66.0%	■ <b>71.9%</b>	68.8%	64.4%
<b>Cleanliness</b>	(patient's room and bathroom are always kept clean)	59.7%	■ <b>59.0%</b>	56.4%	53.2%
<b>Quiet At Night</b>	(area around patient's room is always quiet at night)	49.5%	■ <b>49.0%</b>	48.3%	43.3%
<b>Discharge Information</b>	(patient receives key information before leaving the hospital)	73.9%	■ <b>73.9%</b>	72.6%	68.4%
<b>Care Transitions Measure</b>	(preparing patients for a successful transition from hospital to home)	43.6%	44.1%	44.4%	38.8%
<b>Intention to Recommend</b>	(patient definitely recommends this hospital to friends or family)	63.7%	■ <b>71.1%</b>	71.6%	65.0%
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)	<b>English<sup>2</sup></b>	n=167 (34%)	n=99 (33%)	n=519 (34%)	n=3,520 (75%)
	% "always"	69.7%	● <b>78.6%</b>	77.1%	91.2%
	<b>French<sup>2</sup></b>	n=322 (66%)	n=203 (67%)	n=981 (66%)	n=1,172 (25%)
	% "always"	73.5%	76.9%	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

# 2013 Patient Care Experience Indicators

## Enfant-Jésus RHSJ† Hospital

Results in bold and italics indicate statistically significant differences....

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

<b>Acute Care Indicators<sup>1</sup></b>		<b>Enfant-Jésus RHSJ† Hospital</b>		<b>Vitalité Health Network</b>	<b>New Brunswick Overall</b>	
<i>(Results are based on an acute care survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between March 1 and May 31, 2013)</i>						
<b>Study Period</b>		<b>2010<sup>3</sup></b>	<b>2013</b>	<b>2013</b>	<b>2013</b>	
<b>Base Size</b>		n/a	73	1,545	4,768	
<b>Overall Rating</b> (patient rates his/her hospital stay as an 8, 9 or 10 on a 0 to 10 scale, where 0 is worst and 10 is best)		n/a	86.4%	77.8%	75.4%	
<b>Patient Safety</b> (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		n/a	base too small to report	5.5%	5.1%	
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	84.4%	81.1%	77.3%	
<b>Communication with Nurses</b> (how well nurses communicate with patients)		n/a	■ <b>86.2%</b>	74.6%	70.4%	
<b>Communication with Doctors</b> (how well doctors communicate with patients)		n/a	84.7%	81.1%	80.2%	
<b>Responsiveness</b> (quick response of staff to patient needs)		n/a	■ <b>84.3%</b>	66.1%	59.6%	
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		n/a	65.1%	56.0%	54.7%	
<b>Pain Control</b> (how well staff help patients manage pain)		n/a	79.5%	68.8%	64.4%	
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		n/a	63.2%	56.4%	53.2%	
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		n/a	52.5%	48.3%	43.3%	
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		n/a	59.6%	72.6%	68.4%	
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		n/a	47.4%	44.4%	38.8%	
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		n/a	■ <b>89.2%</b>	71.6%	65.0%	
<b>Equity based on preferred language of service</b> (patient always receives service in the official language of his/her preference)		<b>English<sup>2</sup></b>	n/a	n=7 (10%)	n=519 (34%)	n=3,520 (75%)
		% "always"	n/a	71.4%	77.1%	91.2%
		<b>French<sup>2</sup></b>	n/a	n=63 (90%)	n=991 (66%)	n=1,172 (25%)
		% "always"	n/a	■ <b>90.2%</b>	83.7%	75.1%

1. The overall hospital rating is known to be influenced by a patient's age, gender, language of preference and education.

2. Preferred language of service as indicated by patient in the survey

3. This hospital was not included in 2010, because patients did not meet the selection criteria (medical or surgical care with at least one overnight stay).





# References



# References

1. The New Brunswick Health Council, *Hospital Patient Care Experience in New Brunswick, 2010 Acute Care Survey Results*, [online], from <[http://www.nbhc.ca/docs/ces/ces\\_complete\\_report\\_en.pdf](http://www.nbhc.ca/docs/ces/ces_complete_report_en.pdf)>.
2. Sofaer S, Crofton C, Goldstein E, Hoy E, Crabb J. What do consumers want to know about the quality of care in hospitals? *HSR: Health Services Research*. 2005; 40 (6, Part II): 2018-2036.
3. Coleman, EA, Mahoney E, Parry C. Assessing the Quality of Preparation for Post-Hospital Care from the Patient's Perspective: The Care Transitions Measure. *Medical Care*. 2005; 43(3):246-255.
4. The New Brunswick Health Council, *Hospital Patient Care Experience in New Brunswick, 2010 Acute Care Survey Results Technical Appendix*, [online], from <<http://www.nbhc.ca/docs/ces/Technical-Appendix.pdf>>.



## **Appendix A**

# **Survey Questionnaire**



# New Brunswick Health Council

Engage. Evaluate. Inform. Recommend.

## YOUR HOSPITAL / FACILITY STAY

### MARKING INSTRUCTIONS:

Please **fill in ●** or **place a check ✓** in the circle that best describes your experience during your hospital stay. If you wish, a caregiver, friend, or family member can complete this survey on your behalf. Thank you!

### WHEN YOU ARRIVED AT THE HOSPITAL

**1. Were you:**

- <sub>1</sub> Admitted through the Emergency Department (12)
- <sub>2</sub> Admitted through a planned admission by your doctor
- <sub>3</sub> Admitted unexpectedly after a day procedure or test
- <sub>4</sub> Other

**2. How organized was the admission process?**

- <sub>1</sub> Not at all organized
- <sub>2</sub> Somewhat organized
- <sub>3</sub> Very organized (13)

**3. Do you feel you had to wait an unnecessarily long time to go to your room?**

- <sub>1</sub> Yes, definitely
- <sub>2</sub> Yes, somewhat
- <sub>3</sub> No (14)

**4. Did the hospital staff ask you what medicines and supplements you were taking at home?**

- <sub>1</sub> Yes
- <sub>2</sub> No
- <sub>3</sub> Do not know / Do not remember / Not applicable (15)

### YOUR CARE FROM NURSES

**5. During this hospital stay, how often did nurses treat you with courtesy and respect?**

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always (16)

**6. During this hospital stay, how often did nurses listen carefully to you?**

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always (17)

**7. During this hospital stay, how often did nurses explain things in a way you could understand?**

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always (18)

**8. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?**

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I never pressed the call button (19)



## YOUR CARE FROM DOCTORS

9. During this hospital stay, how often did doctors treat you with courtesy and respect?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (20)
10. During this hospital stay, how often did doctors listen carefully to you?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (21)
11. During this hospital stay, how often did doctors explain things in a way you could understand?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (22)

## THE HOSPITAL ENVIRONMENT

12. During this hospital stay, how often were your room and bathroom kept clean?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (23)
13. During this hospital stay, how often was the area around your room quiet at night?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (24)

## YOUR EXPERIENCES IN THIS HOSPITAL

14. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?  
O<sub>1</sub> Yes                      O<sub>2</sub> No → Go to Q16                      (25)
15. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (26)
16. During this hospital stay, did you need medicine for pain?  
O<sub>1</sub> Yes                      O<sub>2</sub> No → Go to Q19                      (27)
17. During this hospital stay, how often was your pain well controlled?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (28)
18. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (29)
19. During this hospital stay, were you given any medicine that you had not taken before?  
O<sub>1</sub> Yes                      O<sub>2</sub> No → Go to Q22                      (30)
20. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (31)
21. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?  
O<sub>1</sub> Never                      O<sub>2</sub> Sometimes                      O<sub>3</sub> Usually                      O<sub>4</sub> Always                      (32)

**WHEN YOU LEFT THE HOSPITAL**

22. After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?  
O<sub>1</sub> Own home      O<sub>2</sub> Someone else's home      O<sub>3</sub> Another health facility → Go to Q25 (33)
23. 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?  
O<sub>1</sub> Yes      O<sub>2</sub> No (34)
24. 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?  
O<sub>1</sub> Yes      O<sub>2</sub> No (35)

Card 02 (1-2) Dup (3-11)

**OVERALL RATING OF HOSPITAL**

Please answer the following questions about your stay at the hospital named on the cover. Do not include any other hospital stays in your answers.

25. 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?
- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 0                     |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       | 10                    |
| Worst                 | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     |                       | Best                  |
| hospital              |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       | hospital              |
| possible              |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       | possible              |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- (12-13)
26. Would you recommend this hospital to your friends and family?  
O<sub>1</sub> Definitely no      O<sub>2</sub> Probably no      O<sub>3</sub> Probably yes      O<sub>4</sub> Definitely yes (14)

**MORE QUESTIONS ABOUT YOUR STAY AT THE HOSPITAL**

27. Do you or your family members believe that you were harmed because of a medical error or mistake during this hospital stay?  
O<sub>1</sub> Yes      O<sub>2</sub> No      O<sub>3</sub> Do not know / Do not remember / Not applicable (15)

If the answer for question 27 is Yes, please provide additional details:

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28. Do you believe that this hospital takes your safety seriously?  
O<sub>1</sub> Yes, definitely → Go to Q30      O<sub>2</sub> Yes, somewhat      O<sub>3</sub> No (16)
29. 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?  
O<sub>1</sub> Yes      O<sub>2</sub> No      O<sub>3</sub> Not Applicable (17)
30. Were you given a brochure or any other written material about patient safety?  
O<sub>1</sub> Yes      O<sub>2</sub> No      O<sub>3</sub> Do not know / Do not remember/ Not applicable (18)

- 31. Did a staff member talk to you about patient safety?**  
<sub>1</sub> Yes                      <sub>2</sub> No                      <sub>3</sub> Do not know/ Do not remember/ Not applicable (19)
- 32. Did you notice staff wash or disinfect their hands before caring for you?**  
<sub>1</sub> Yes, always                      <sub>3</sub> Never                      <sub>5</sub> I could not see any facilities for (20)  
<sub>2</sub> Yes, sometimes                      <sub>4</sub> I did not notice                      washing / disinfecting hands
- 33. Did staff check your identification band before giving you medicines, treatments, or tests?**  
<sub>1</sub> Yes, always                      <sub>2</sub> Yes, sometimes                      <sub>3</sub> No                      <sub>4</sub> I do not remember (21)
- 34. How would you rate the quality of the food (how it tasted, serving temperature, variety)?**  
<sub>1</sub> Poor                      <sub>2</sub> Fair                      <sub>3</sub> Good                      <sub>4</sub> Very good                      <sub>5</sub> Excellent (22)
- 35. Did you know who to contact or how to make a complaint about your hospital care?**  
<sub>1</sub> Yes                      <sub>2</sub> No                      <sub>3</sub> Do not know/ Do not remember/ Not applicable (23)

### **CLIENT AND FAMILY CENTRED CARE**

*In answering the following questions, please think about the whole time you were in the hospital.*

- 36. Do you feel that facts about your health and treatment plan were explained fully, clearly and in a useful way?**  
<sub>1</sub> Yes                      <sub>3</sub> No                      (24)  
<sub>2</sub> Sometimes                      <sub>4</sub> Do not know/ Do not remember/ Not applicable
- 37. Was your family/support person encouraged to participate in your care and treatment plan?**  
<sub>1</sub> Yes                      <sub>3</sub> No                      (25)  
<sub>2</sub> Sometimes                      <sub>4</sub> Do not know / Do not remember/ Not applicable
- 38. The hospital staff consulted me or my family or caregiver in making decisions about my care.**  
<sub>1</sub> Strongly disagree                      (26)  
<sub>2</sub> Disagree  
<sub>3</sub> Agree  
<sub>4</sub> Strongly agree  
<sub>5</sub> Do not know / Do not remember/ Not applicable
- 39. The hospital staff took my cultural values and those of my family or caregiver into account.**  
<sub>1</sub> Strongly disagree                      (27)  
<sub>2</sub> Disagree  
<sub>3</sub> Agree  
<sub>4</sub> Strongly agree  
<sub>5</sub> Do not know / Do not remember/ Not applicable
- 40. The hospital staff provided me and my family or caregiver with emotional support and counseling.**  
<sub>1</sub> Strongly disagree                      (28)  
<sub>2</sub> Disagree  
<sub>3</sub> Agree  
<sub>4</sub> Strongly agree  
<sub>5</sub> Do not know / Do not remember/ Not applicable
- 41. Some patients would like to discuss religious or spiritual concerns with someone while in the hospital. Was that true for you?**

Yes

No → **Go to Q44**

(29)

**42. While you were in the hospital, did anyone talk with you about religious or spiritual concerns?**

Yes

No → **Go to Q44**

Do not remember → **Go to Q44**

(30)

**43. Was it ... [Select all that apply]**

One of the hospital physicians

A hospital chaplain

A member or your own religious community

Someone else

Do not know / Do not remember/ Not applicable

(31-35)

## GOING HOME

**44. 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 disagree

Disagree

Agree

Strongly agree

Do not know / Do not remember/ Not applicable

(36)

**45. When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.**

Strongly disagree

Disagree

Agree

Strongly agree

Do not know / Do not remember/ Not applicable

(37)

**46. When I left the hospital, I clearly understood the purpose for taking each of my medications.**

Strongly disagree

Disagree

Agree

Strongly agree

Do not know / Do not remember/ Not applicable

(38)

**47. How organized was the discharge process?**

Not at all organized

Somewhat organized

Very organized

Completely organized

(39)

**48. Were you told what day you would likely be able to leave the hospital?**

Yes, within the first two days, I was told what day I would likely be able to leave the hospital

Yes, after the first two days, I was told what day I would likely be able to leave the hospital

No, I was not told what day I would likely be able to leave the hospital

Do not know / Do not remember/ Not applicable

(40)

**ABOUT YOU**

**49. In general, how would you rate your health?**

- <sub>1</sub> Excellent      <sub>2</sub> Very good      <sub>3</sub> Good      <sub>4</sub> Fair      <sub>5</sub> Poor      (41)

**50. In general, how would you rate your overall mental or emotional health?**

- <sub>1</sub> Excellent      <sub>2</sub> Very good      <sub>3</sub> Good      <sub>4</sub> Fair      <sub>5</sub> Poor      (42)

**51. What is the highest grade or level of school that you have completed?**

- <sub>1</sub> 8<sup>th</sup> grade or less      <sub>4</sub> College, trade, or technical school diploma/certificate      (43)  
<sub>2</sub> Some high school, but did not graduate      <sub>5</sub> Undergraduate degree  
<sub>3</sub> High school or GED      <sub>6</sub> Post university/graduate level education

**52. What language do you mainly speak at home?**

- <sub>1</sub> English      <sub>3</sub> First Nation, Indian, Métis, or Inuit      (44)  
<sub>2</sub> French      <sub>4</sub> Other \_\_\_\_\_

**53. Are you an Aboriginal person, that is, North American Indian, Métis or Inuit?**

- <sub>1</sub> Yes      <sub>2</sub> No      (45)

**54. 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?**

- <sub>1</sub> English      <sub>2</sub> French      (46)

**55. How often did you receive the service you needed in the official language (English or French) of your choice?**

- <sub>1</sub> Never      <sub>2</sub> Sometimes      <sub>3</sub> Usually      <sub>4</sub> Always      (47)

**56. If you do not speak English or French as your primary language, was there an interpreter at the hospital that could explain everything you needed to know about the care you received?**

- <sub>1</sub> Yes      <sub>3</sub> I do not know      (48)  
<sub>2</sub> No      <sub>4</sub> I did not need an interpreter

**57. Who completed this survey?**

- <sub>1</sub> Patient      <sub>2</sub> Someone else      (49)

**58. Is there anything else you would like to tell us about your hospital stay or do you have any suggestions for changes that may have improved your experience?**

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**Thank you for taking the time to complete this questionnaire! Your answers are greatly appreciated. Please use the enclosed pre-paid envelope and return this questionnaire to:**

IPSOS REID  
133 PRINCE WILLIAM STREET, SUITE 101  
SAINT JOHN, NB E2L 2B5

*This survey is adapted from HCAHPS® (Hospital Consumer Assessment of Healthcare Providers & Systems), CTM (Care Transitions Measure), and HQC (Saskatchewan Health Quality Council) questionnaires.*