



**New Brunswick
Health Council**

Engage. Evaluate. Inform. Recommend.

Hospital Patient Care Experience in New Brunswick

2010 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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OVERVIEW



Overview

The New Brunswick Health Council (NBHC) has released the results of its first province-wide survey in this report, entitled *Hospital Patient Care Experience in New Brunswick*. The survey targeted hospital patients who stayed at least one night in an acute care setting during the months of November and December of 2009 and January, 2010. A total of 10,784 bilingual questionnaires were mailed throughout New Brunswick to eligible patients. Of the questionnaires that were delivered, nearly 50% (5,371) were returned.

Hospitals in New Brunswick are grouped under one of two regional health authorities; the Horizon Health Network (formerly known as Regional Health Authority B) and the Vitalité Health Network (formerly known as Regional Health Authority A) were created in 2008 following major changes to the governance and organizational structure of the healthcare system in New Brunswick.

The objective of this report is to provide baseline data and information for each hospital in order to measure and monitor improvements over time. Understandably, New Brunswickers want to know how hospitals in the province are faring. The NBHC encourages New Brunswickers to visit the NBHC website, where an interactive map will help citizens locate the results at the provincial level, by regional health authority, and by hospital. The map can be located at www.nbhc.ca.



Overview

In terms of **overall hospital rating**, 75.9% of patients in New Brunswick gave their hospital a rating of “8”, “9” or “10” on a scale of 0 to 10. This is comparable to other hospitals in North America using this type of survey^{1,2}. 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.

When asked about their **safety** while in hospital, 5.1% of patients believed they were harmed because of a medical error or mistake. This type of indicator ranges across Canada from 3.6% to 7.5% using comparable data^{3,4,5,6}. 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.

Previous research has shown that Canadians with complex chronic health conditions are among the most intensive users of health care services, and patients with more complex chronic illness were more likely to experience errors in their care^{7,8,9}. Medical errors or mistakes, such as infections or drug errors (wrong medication or dose), can lead to extra hospital days and beds used for recovery.

Patient safety interventions and practices can reduce adverse events, which are ‘preventable complications or accidental injuries resulting in death, disability, or prolonged hospital stay that arise from healthcare management’³. Patient safety measures are necessary to evaluate the progress an organization is making in achieving their patient safety goals¹⁰ and making changes to reduce errors.



Overview

In terms of **equity based on preferred language of service**, 86.6% of patients “*Always*” received the service they needed in the language of their choice (English or French). While 91.0% of patients who preferred English as their language of service “*always*” received their service in English, 74.6% of patients who preferred French as their language of service “*always*” received their service in French. In New Brunswick, under the Official Languages Act¹¹, patients have the right to be served in either English or French.

Equity can be defined as providing quality care and services to all, regardless of race, color, creed, national origin, ancestry, place of origin, language, age, physical disability, mental disability, marital status, family status, sexual orientation, sex, social status or belief or political activity.

Good communication between hospital staff and patients is an important dimension of the patient’s hospital experience. 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. The effective exchange and expression of thoughts, feelings, and information between the patient and hospital staff has been found effective in improving health outcomes¹².



Overview

The survey highlighted a number of positive areas worth mentioning:

- The percentage of patients who reported that doctors “*Always*” communicated well was 78.5%, which is comparable to other survey scores ranging between 72% and 78%.
- Communication with nurses was rated at 69.4%, which is comparable to other survey scores ranging between 65% and 71%.
- The percentage of patients who reported they would “*definitely*” recommend their hospital was 66.1%, and similar survey scores range between 57% and 67%.



Overview

The survey also highlighted some opportunities for improvement:

- Only half the respondents reported that hospital staff “*Always*” explained about medicines before giving it to them.
- Information about what to do during recovery at home varied among the hospitals and needs attention because of its relationship to quality care.
- Only 57.5% of those surveyed said “*Always*” in answering two questions about receiving help as soon as they wanted.
- Compared to similar survey scores that range between 60% and 70%, 59.6% of patients reported that their room and bathroom were “*Always*” kept clean.
- Language of service is an area where many facilities still have work to do, in both of the province’s official languages.



Overview

Other interesting findings about patient care experiences in New Brunswick hospitals are worth mentioning:

- Male patients reported a higher overall hospital rating than female patients did. Those under 45 years of age reported lower overall ratings than those in the two higher age brackets. The more education a patient had, the lower the overall rating they offered.
- There was no significant difference in overall hospital rating between those who preferred English as their language of service and those who preferred French.
- Aboriginals surveyed rated their care experience comparable to non-aboriginal, with the only exception being they reported better than average discharge information.

The data will provide the NBHC, the regional health authorities, and the Department of Health with valuable information toward improving the health system for some time to come. The NBHC intends to repeat this benchmarking survey in three years.



SCOPE AND SURVEY METHODOLOGY



Survey Scope

This 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.

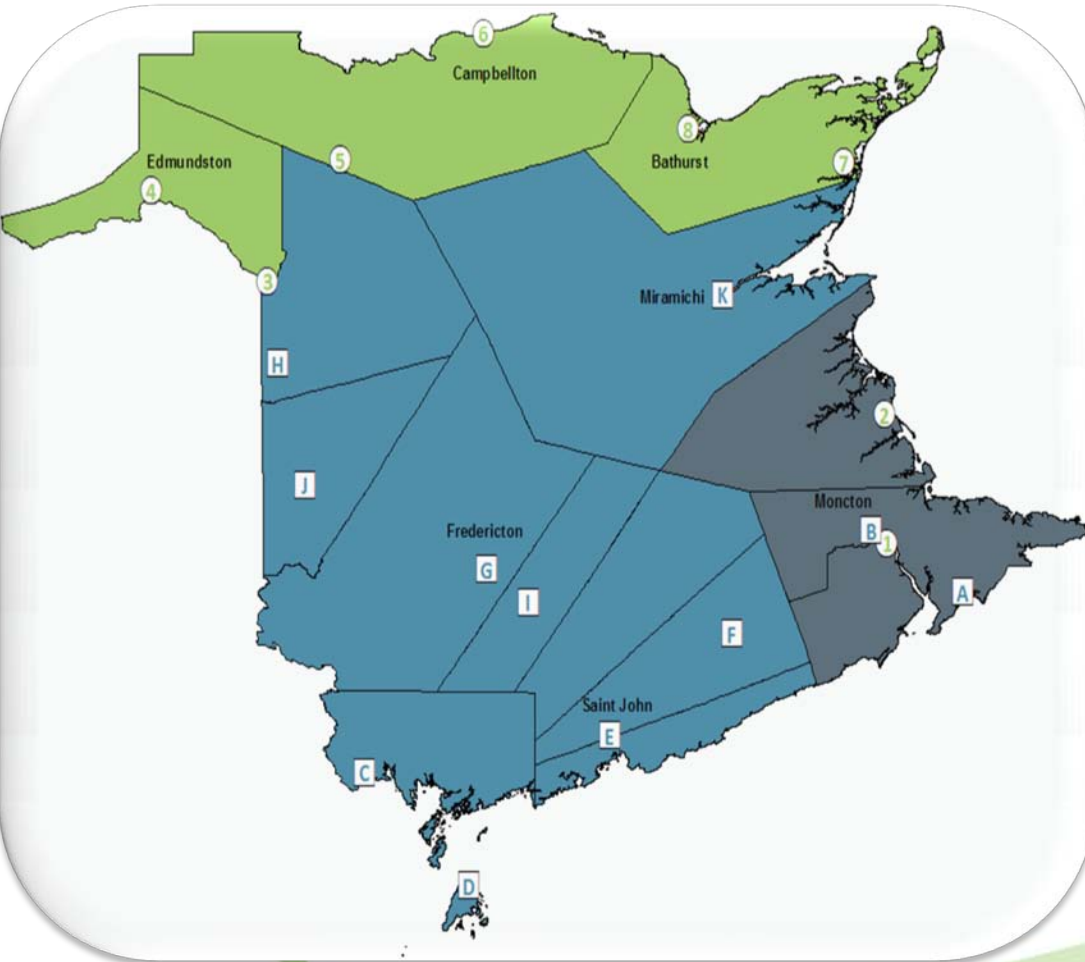
A hospital providing “acute care” is one which is primarily involved in providing short-term inpatient medical care to people with illness or in need of surgery.

The survey was completed by **medical** and **surgical** patients, 18 years of age or older, discharged from a hospital or facility providing **acute care** between November 1, 2009 and January 31, 2010 with **at least one overnight stay**.

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 extensive in-facility posters as well as the personal distribution of handbills (postcard format) to patients during the survey period from November 1, 2009 to January 31, 2010.



Hospitals/facilities included in the survey



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

Vitalité Health Network	
1	Dr. Georges-L.-Dumont Regional Hospital Moncton
2	Stella-Maris-de-Kent Hospital Sainte-Anne-de-Kent
3	Grand Falls General Hospital Grand Falls
4	Edmundston Regional Hospital Edmundston
5	Hôtel-Dieu Saint-Joseph de Saint-Quentin Saint-Quentin
6	Campbellton Regional Hospital Campbellton
7	Tracadie-Sheila Hospital Tracadie-Sheila
8	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 November 1, 2009 and January 31, 2010 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
St. Joseph Community Health Centre	Dalhousie
Restigouche Hospital Centre	Campbellton
Enfant-Jésus RHSJ† Hospital	Caraquet
Lamèque Hospital and Community Health Centre	Lamèque



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.

Patient discharge information was submitted by the various hospitals providing acute care in New Brunswick (through the New Brunswick Department of Health) to the New Brunswick Health Council, the sponsor of this patient care experience survey. The New Brunswick Health Council (NBHC) is an independent organization that evaluates New Brunswick's health service quality by measuring population satisfaction. The patient care experience survey is being conducted by Ipsos Reid, an independent research company, on behalf of the New Brunswick Health Council in partnering with the regional health authorities in New Brunswick. A census mailing list for contacting all eligible patients discharged from November 1, 2009 to January 31, 2010 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 New Brunswick Health Council was responsible for removing people from the discharged patient list who indicated prior to the initial survey mail-out that they preferred to “opt out” of the survey process (i.e. they did not wish to be contacted to participate in the survey process). The option to “opt-out” was communicated to all patients by way of “in-hospital” bilingual posters as well as the personal distribution of bilingual handbills (postcard format) to all patients by the hospitals at the time of admission informing them of the survey and their option to “opt-out”. Patients choosing to opt-out were asked to call a toll-free 1-800 number and provide their name, address as well as the hospital in which they were a patient and the approximate discharge date for removal from the survey mailing list. After the initial mailing, Ipsos Reid removed any patients who called to “opt-out” of the survey process from future mail lists. The New Brunswick Health Council toll free number was also provided as a source of additional information related to the patient care experience survey.

In order to protect the confidentiality of the information being provided by the New Brunswick Health Council as well as that being provided by the patients themselves at the time of contact, Ipsos Reid and all parties involved in the conduct of this survey followed strict data security procedures and transmitted information only through a secure file transfer site and following strict data transfer and data security protocols 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 three steps:

1. The initial mailing was sent to all 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. Those who did not respond (or at least not by the date of the reminder 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.
3. Finally, those who did not respond to the reminder mail-out (and who had not called and asked to be removed from future mail-outs) were sent a final reminder letter and asked to respond to the survey at their earliest convenience.

The results presented in this report are based on the completed survey responses received as of May 31, 2010.



SURVEY RESPONSE RATE



Response Rate - Horizon Health Network

The following table provides an overview of the hospital discharge population for Horizon Health Network (from November 1, 2009 to January 31, 2010) which includes all eligible patients from each hospital facility receiving the survey kit (A), the number of completed survey returns as of May 31, 2010 (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)
New Brunswick	10,784	5,371	49.8%
Horizon Health Network	6,819	3,468	50.9%
Sackville Memorial Hospital	98	54	55.1%
The Moncton Hospital	1,777	920	51.8%
Moncton Zone (Horizon)	1,875	974	51.9%
Charlotte County Hospital	182	77	42.3%
Grand Manan Hospital	28	17	60.7%
Saint John Regional Hospital	1,813	945	52.1%
Sussex Health Centre	67	35	52.2%
Saint John Zone (Horizon)	2,090	1,074	51.4%
Dr. Everett Chalmers Regional Hospital	1,610	850	52.8%
Hotel-Dieu of St. Joseph	152	62	40.8%
Oromocto Public Hospital	141	60	42.6%
Upper River Valley Hospital	271	127	46.9%
Fredericton Zone (Horizon)	2,174	1,099	50.6%
Miramichi Regional Hospital	680	321	47.2%
Miramichi Zone (Horizon)	680	321	47.2%

* Qualified mail-out population excluded 14 eligible patients who chose to "opt-out" of the survey process prior to the initial mail-out, which represents 0.1% of the total.



Response Rate – Vitalité Health Network

The following table provides an overview of the hospital discharge population for Vitalité Health Network (from November 1, 2009 to January 31, 2010) which includes all eligible patients from each hospital facility receiving the survey kit (A), the number of completed survey returns as of May 31, 2010 (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)
New Brunswick	10,784	5,371	49.8%
Vitalité Health Network	3,965	1,903	48.0%
Dr. Georges-L.-Dumont Regional Hospital	1,227	622	50.7%
Stella-Maris-de-Kent Hospital	47	14	29.8%
Beauséjour Zone (Vitalité)	1,274	636	49.9%
Grand Falls General Hospital	160	50	31.3%
Edmundston Regional Hospital	696	334	48.0%
Hôtel-Dieu Saint-Joseph de Saint-Quentin	65	33	50.8%
Northwest Zone (Vitalité)	921	417	45.3%
Campbellton Regional Hospital	505	238	47.1%
Restigouche Zone (Vitalité)	505	238	47.1%
Tracadie-Sheila Hospital	314	116	36.9%
Chaleur Regional Hospital	951	496	52.2%
Acadie-Bathurst Zone (Vitalité)	1,265	612	48.4%

* Qualified mail-out population excluded 14 eligible patients who chose to “opt-out” of the survey process prior to the initial mail-out, which represents 0.1% of the total.



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 provides the actual question (or questions) that were asked in the survey, providing a specific reference for each 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.



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 – “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?

An indicator score can be given for each response category (*Never, Sometimes, Usually, and Always*). For example, the score for “*Always*” 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.

The Care Transitions Measure is a performance measure used to promote quality improvement in the area of transitional care (<http://www.caretransitions.org/>).



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 their hospital to friends and family.



Patient Care Experience Indicators:

OVERALL **NEW BRUNSWICK RESULTS**



Patient Care Experience Indicators

Overall New Brunswick and by Patient Gender

Results that are in bold and italics are noted as being significantly different from one another based on gender.

Patient Care Experience Indicators ¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	New Brunswick		Patient Gender			
			Male		Female	
<i>Base Size</i>	5,371		2,468		2,903	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.9%		78.3%		74.0%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	5.1%		4.8%		5.4%	
Equity Based on Preferred Language of Service (percent response based on how often they received service in the language of their preference)	ENGLISH² (n=3849)	FRENCH² (n=1386)	ENGLISH² (n=1784)	FRENCH² (n=616)	ENGLISH² (n=2065)	FRENCH² (n=770)
Always	91.0%	74.6%	90.6%	73.9%	91.4%	75.2%
Usually	6.3%	15.7%	6.7%	16.2%	6.1%	15.3%
Sometimes	1.9%	7.1%	1.8%	7.3%	2.0%	6.9%
Never	0.8%	2.6%	1.0%	2.6%	0.6%	2.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	69.4%		72.0%		67.1%	
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	78.5%		78.5%		78.5%	
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	57.5%		61.2%		55.0%	
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	52.4%		56.1%		49.3%	
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	63.8%		65.0%		62.9%	
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	59.6%		64.2%		55.8%	
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	44.5%		44.9%		44.1%	
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	66.6%		69.6%		64.0%	
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	36.1%		37.3%		35.0%	
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	66.1%		69.5%		63.3%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given only for the “Always” category, and comparisons are based on “English to English” and “French to French”.



Patient Care Experience Indicators

Overall New Brunswick and by Patient Age Category

Results that are in bold and italics are noted as being significantly different from at least one other sub-group based on age category.

Patient Care Experience Indicators ¹ (Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)	New Brunswick								Patient Age			
	New Brunswick		Under 45		45 to 64		65 & Over					
<i>Base Size</i>	5,371		526		1,911		2,934					
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.9%		58.8%		75.8%		79.2%					
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	5.1%		8.1%		5.0%		4.7%					
Equity Based on Preferred Language of Service (percent response based on how often they received service in the language of their preference)	ENGLISH² (n=3849)	FRENCH² (n=1386)	ENGLISH² (n=350)	FRENCH² (n=168)	ENGLISH² (n=1338)	FRENCH² (n=538)	ENGLISH² (n=2161)	FRENCH² (n=680)				
Always	91.0%	74.6%	85.9%	70.2%	92.1%	71.3%	91.2%	78.4%				
Usually	6.3%	15.7%	8.4%	19.0%	6.1%	17.8%	6.2%	13.1%				
Sometimes	1.9%	7.1%	4.3%	8.3%	1.1%	8.3%	2.0%	5.8%				
Never	0.8%	2.6%	1.4%	2.4%	0.7%	2.6%	0.7%	2.7%				
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	69.4%		58.3%		71.0%		70.3%					
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	78.5%		70.6%		80.6%		78.6%					
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	57.5%		50.7%		58.7%		58.1%					
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	52.4%		42.3%		55.4%		52.4%					
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	63.8%		50.6%		67.0%		64.6%					
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	59.6%		49.0%		57.4%		63.1%					
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	44.5%		39.4%		43.0%		46.4%					
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	66.6%		64.4%		68.6%		65.6%					
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	36.1%		37.5%		38.2%		34.4%					
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	66.1%		45.0%		65.8%		70.2%					

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
 2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given only for the “Always” category, and comparisons are based on “English to English” and “French to French”.



Patient Care Experience Indicators

Overall New Brunswick and by Patient Language Preference

Results that are in bold and italics are noted as being significantly different from one another based on their language of service preference.

Patient Care Experience Indicators ¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	New Brunswick	Language of Service Preference ²	
		English	French
<i>Base Size</i>	5,371	3,849	1,386
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.9%	75.7%	76.6%
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	5.1%	4.5%	6.7%
Equity Based on Preferred Language of Service (percent response based on how often they received service in the language of their preference)	ENGLISH² or FRENCH² (n=5244)	ENGLISH² (n=3849)	FRENCH² (n=1386)
Always	86.6%	91.0%	74.6%
Usually	8.9%	6.3%	15.7%
Sometimes	3.3%	1.9%	7.1%
Never	1.2%	0.8%	2.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	69.4%	68.9%	70.7%
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	78.5%	77.7%	81.1%
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	57.5%	55.1%	63.7%
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	52.4%	53.0%	50.8%
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	63.8%	62.2%	67.8%
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	59.6%	60.5%	57.3%
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	44.5%	42.8%	48.9%
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	66.6%	64.1%	73.3%
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	36.1%	32.9%	44.8%
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	66.1%	63.4%	73.4%

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
 2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given only for the “Always” category.



Patient Care Experience Indicators

Overall New Brunswick and by Patient Education Level

Results that are in bold and italics are noted as being significantly different from at least one other sub-group based on level of education.

Patient Care Experience Indicators ¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Highest Grade or Level of School Completed													
	New Brunswick	8 th 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>	5,371	1,182		896		1,129		1,311		303		280		
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.9%	80.0%		80.8%		74.8%		72.6%		70.3%		69.5%		
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	5.1%	5.3%		3.3%		4.5%		6.2%		5.2%		7.8%		
Equity Based on Preferred Language of Service (%response based on how often they received service in the language of their preference)	ENGLISH² (n=3849)	FRENCH² (n=1386)	ENGLISH² (n=667)	FRENCH² (n=503)	ENGLISH² (n=697)	FRENCH² (n=190)	ENGLISH² (n=923)	FRENCH² (n=191)	ENGLISH² (n=1020)	FRENCH² (n=277)	ENGLISH² (n=193)	FRENCH² (n=105)	ENGLISH² (n=213)	FRENCH² (n=67)
Always	91.0%	74.6%	90.7%	74.8%	89.3%	71.7%	91.3%	78.0%	90.1%	71.7%	96.9%	77.1%	96.2%	76.1%
Usually	6.3%	15.7%	6.2%	16.7%	7.5%	12.8%	6.2%	13.1%	7.0%	19.2%	3.1%	14.3%	2.9%	14.9%
Sometimes	1.9%	7.1%	1.7%	6.3%	2.6%	10.7%	1.7%	6.8%	2.2%	7.2%	0.0%	5.7%	1.0%	3.0%
Never	0.8%	2.6%	1.4%	2.2%	0.6%	4.8%	0.8%	2.1%	0.7%	1.8%	0.0%	2.9%	0.0%	6.0%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	69.4%	72.0%		74.6%		68.3%		66.5%		63.0%		64.5%		
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	78.5%	80.5%		80.7%		77.7%		77.2%		77.2%		74.8%		
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	57.5%	59.1%		64.9%		56.6%		53.3%		55.0%		51.4%		
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	52.4%	53.5%		60.3%		53.2%		50.3%		43.1%		47.4%		
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	63.8%	68.9%		68.7%		63.1%		60.1%		61.8%		52.5%		
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	59.6%	68.1%		64.1%		59.2%		53.7%		47.9%		50.7%		
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	44.5%	52.4%		48.8%		43.3%		39.5%		28.8%		35.2%		
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	66.6%	70.7%		67.9%		66.3%		64.4%		65.6%		64.3%		
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	36.1%	35.2%		35.2%		37.5%		35.3%		42.3%		39.9%		
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	66.1%	72.6%		71.5%		61.7%		61.9%		62.2%		62.0%		

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given only for the “Always” category, and comparisons are based on “English to English” and “French to French”.



Patient Care Experience Indicators:

ABORIGINAL RESULTS



Patient Care Experience Indicators Aboriginal Results

Results that are in bold and italics are noted as being significantly different from non-Aboriginal persons.

Patient Care Experience Indicators ¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Are you an Aboriginal person?			
	Yes		No	
<i>Base Size</i>	86		4,760	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75%		73%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	9%		5%	
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=67)	FRENCH² (n=15)	ENGLISH² (n=3599)	FRENCH² (n=1289)
	94%	67%	91%	74%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	73%		69%	
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	77%		78%	
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	61%		57%	
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	58%		52%	
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	25%		22%	
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	68%		59%	
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	45%		44%	
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	77%		66%	
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	36%		36%	
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	66%		66%	

1. Patient care experience indicators can be influenced by a patient’s age, gender, preferred language of service, and education.

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



Patient Care Experience Indicators:

RESULTS BY REGIONAL HEALTH AUTHORITY AND ZONE



Patient Care Experience Indicators

Horizon Health Network and Zones

Results in bold and italics are noted as being significantly different from the overall Horizon Health Network survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators ¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Horizon Health Network		Moncton Zone		Saint John Zone		Fredericton Zone		Miramichi Zone	
<i>Base Size</i>	3,468		974		1,074		1,099		321	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.7%		76.0%		76.1%		74.9%		76.5%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	4.4%		4.0%		4.2%		4.9%		4.8%	
Equity Based on Preferred Language of Service (% response based on how often they received service in the language of their preference)	ENGLISH² (n=3197)	FRENCH² (n=179)	ENGLISH² (n=885)	FRENCH² (n=63)	ENGLISH² (n=986)	FRENCH² (n=52)	ENGLISH² (n=1064)	FRENCH² (n=15)	ENGLISH² (n=262)	FRENCH² (n=49)
Always	94.8%	28.4%	93.4%	30.2%	94.7%	40.4%	■ 96.4%	● 0.0%	93.8%	21.3%
Usually	3.7%	30.1%	5.0%	34.9%	4.0%	34.6%	2.4%	21.4%	3.1%	21.3%
Sometimes	0.7%	33.0%	1.1%	28.6%	0.3%	21.2%	0.4%	57.1%	2.3%	44.7%
Never	0.8%	8.5%	0.5%	6.3%	1.0%	3.8%	0.9%	21.4%	0.8%	12.8%
Communication with Nurses (% who responded "always" to three questions that measure how well nurses communicate with patients)	68.7%		68.1%		67.5%		69.4%		72.5%	
Communication with Doctors (% who responded "always" to three questions that measure how well doctors communicate with patients)	77.6%		79.1%		77.2%		77.7%		74.7%	
Responsiveness of staff (% who responded "always" to two questions about the quick response of staff to patient needs)	54.7%		56.8%		51.6%		55.4%		56.5%	
Communication About Medicines (% who responded "always" that measure how well staff communicate with patients about medicines)	53.0%		52.2%		49.4%		56.2%		55.8%	
Pain Control (% who responded "always" to two questions that measure how well staff help patients manage pain)	62.2%		64.9%		59.1%		63.3%		60.5%	
Cleanliness (% who responded "always" when asked how often their room and bathroom was kept clean)	59.5%		● 49.5%		■ 64.0%		61.1%		■ 68.2%	
Quiet At Night (% who responded "always" when asked how often the area around their room was quiet at night)	42.2%		● 38.6%		43.5%		44.0%		42.6%	
Discharge Information (% who responded "yes" to two questions about receiving key information before leaving the hospital)	63.4%		63.8%		■ 67.0%		● 59.0%		65.6%	
Care Transitions Measure (% who "strongly agreed" to three questions about health care needs after leaving the hospital)	33.0%		32.2%		34.6%		31.3%		35.5%	
Intention to Recommend (% who would "definitely recommend" this hospital to friends or family)	63.8%		66.6%		63.3%		62.0%		63.4%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences in bold and italics are given only for the "Always" category, and comparisons are based on "English to English" and "French to French".



Patient Care Experience Indicators

Vitalité Health Network and Zones

Results in bold and italics are noted as being significantly different from the overall Vitalité Health Network survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators ¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Vitalité Health Network		Beauséjour Zone		Northwest Zone		Restigouche Zone		Acadie-Bathurst Zone	
<i>Base Size</i>	1,903		636		417		238		612	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	76.4%		79.2%		■ 82.0%		74.8%		● 70.1%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	6.4%		5.2%		7.6%		4.6%		7.6%	
Equity Based on Preferred Language of Service (% response based on how often they received service in the language of their preference)	ENGLISH² (n=652)	FRENCH² (n=1207)	ENGLISH² (n=303)	FRENCH² (n=316)	ENGLISH² (n=54)	FRENCH² (n=352)	ENGLISH² (n=121)	FRENCH² (n=110)	ENGLISH² (n=174)	FRENCH² (n=429)
Always	72.2%	81.4%	76.7%	■ 87.3%	71.7%	■ 89.9%	65.0%	● 58.3%	69.8%	● 76.1%
Usually	19.5%	13.5%	17.7%	8.3%	17.0%	5.8%	20.8%	31.5%	22.7%	19.2%
Sometimes	7.6%	3.3%	5.7%	2.9%	9.4%	1.2%	12.5%	9.3%	7.0%	3.8%
Never	0.6%	1.3%	0.0%	1.6%	1.9%	3.2%	1.7%	0.9%	0.6%	0.9%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	70.5%		71.2%		71.4%		69.9%		69.5%	
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	80.1%		82.0%		81.1%		● 71.3%		80.9%	
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	62.3%		61.0%		68.7%		57.4%		60.8%	
Communication About Medicines (% who responded “always” that measure how well staff communicate with patients about medicines)	51.2%		51.9%		50.6%		48.5%		51.9%	
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	66.7%		69.1%		65.5%		62.8%		66.4%	
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	59.9%		● 52.0%		■ 66.8%		■ 66.4%		60.9%	
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	48.6%		44.7%		46.8%		■ 58.8%		49.9%	
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	72.4%		74.5%		68.8%		69.3%		73.9%	
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	41.6%		44.0%		43.1%		● 28.5%		43.0%	
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	70.3%		■ 74.8%		■ 78.1%		● 60.8%		● 63.9%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences in bold and italics are given only for the “Always” category, and comparisons are based on “English to English” and “French to French”.



Patient Care Experience Indicators:

RESULTS BY HOSPITAL OR FACILITY



Patient Care Experience Indicators

Sackville Memorial Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average
 ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Sackville Memorial Hospital	Horizon Health Network	New Brunswick			
<i>Base Size</i>	54	3,468	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	82.0%	75.7%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	base too small to report	4.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded "always" when asked how often they received service in the language of their preference)	ENGLISH² (n=48)	FRENCH² (n=2)	ENGLISH² (n=3197)	FRENCH² (n=179)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	93.6%	base too small to report	94.8%	28.4%	91.0%	74.6%
Communication with Nurses (% who responded "always" to three questions that measure how well nurses communicate with patients)	67.3%	68.7%	69.4%			
Communication with Doctors (% who responded "always" to three questions that measure how well doctors communicate with patients)	77.0%	77.6%	78.5%			
Responsiveness of staff (% who responded "always" to two questions about the quick response of staff to patient needs)	52.9%	54.7%	57.5%			
Communication About Medicines (% who responded "always" to two questions that measure how well staff communicate with patients about medicines)	51.0%	53.0%	52.4%			
Pain Control (% who responded "always" to two questions that measure how well staff help patients manage pain)	56.3%	62.2%	63.8%			
Cleanliness (% who responded "always" when asked how often their room and bathroom was kept clean)	70.0%	59.5%	59.6%			
Quiet At Night (% who responded "always" when asked how often the area around their room was quiet at night)	41.7%	42.2%	44.5%			
Discharge Information (% who responded "yes" to two questions about receiving key information before leaving the hospital)	● 51.2%	63.4%	66.6%			
Care Transitions Measure (% who "strongly agreed" to three questions about health care needs after leaving the hospital)	32.8%	33.0%	36.1%			
Intention to Recommend (% who would "definitely recommend" this hospital to friends or family)	66.7%	63.8%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on "English to English" and "French to French".



Patient Care Experience Indicators

The Moncton Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹

(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)

	The Moncton Hospital	Horizon Health Network	New Brunswick			
<i>Base Size</i>	920	3,468	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.6%	75.7%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	4.2%	4.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded "always" when asked how often they received service in the language of their preference)	ENGLISH² (n=837) ■ 93.4%	FRENCH² (n=61) ● 29.5%	ENGLISH² (n=3197) 94.8%	FRENCH² (n=179) 28.4%	ENGLISH² (n=3849) 91.0%	FRENCH² (n=1386) 74.6%
Communication with Nurses (% who responded "always" to three questions that measure how well nurses communicate with patients)	68.2%	68.7%	69.4%			
Communication with Doctors (% who responded "always" to three questions that measure how well doctors communicate with patients)	79.2%	77.6%	78.5%			
Responsiveness of staff (% who responded "always" to two questions about the quick response of staff to patient needs)	57.0%	54.7%	57.5%			
Communication About Medicines (% who responded "always" to two questions that measure how well staff communicate with patients about medicines)	52.3%	53.0%	52.4%			
Pain Control (% who responded "always" to two questions that measure how well staff help patients manage pain)	65.3%	62.2%	63.8%			
Cleanliness (% who responded "always" when asked how often their room and bathroom was kept clean)	● 48.3%	59.5%	59.6%			
Quiet At Night (% who responded "always" when asked how often the area around their room was quiet at night)	● 38.5%	42.2%	44.5%			
Discharge Information (% who responded "yes" to two questions about receiving key information before leaving the hospital)	64.4%	63.4%	66.6%			
Care Transitions Measure (% who "strongly agreed" to three questions about health care needs after leaving the hospital)	● 32.2%	33.0%	36.1%			
Intention to Recommend (% who would "definitely recommend" this hospital to friends or family)	66.6%	63.8%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on "English to English" and "French to French".



Patient Care Experience Indicators Charlotte County Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Charlotte County Hospital		Horizon Health Network		New Brunswick	
<i>Base Size</i>	77		3,468		5,371	
Overall Hospital Rating <i>(% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)</i>	68.1%		75.7%		75.9%	
Patient Safety <i>(% who believe they were harmed because of a medical error or mistake during their hospital stay)</i>	0.0%		4.4%		5.1%	
Equity Based on Preferred Language of Service <i>(% who responded "always" when asked how often they received service in the language of their preference)</i>	ENGLISH² <i>(n=75)</i>	FRENCH² <i>(n=0)</i>	ENGLISH² <i>(n=3197)</i>	FRENCH² <i>(n=179)</i>	ENGLISH² <i>(n=3849)</i>	FRENCH² <i>(n=1386)</i>
	95.9%	base too small to report	94.8%	28.4%	91.0%	74.6%
Communication with Nurses <i>(% who responded "always" to three questions that measure how well nurses communicate with patients)</i>	63.9%		68.7%		69.4%	
Communication with Doctors <i>(% who responded "always" to three questions that measure how well doctors communicate with patients)</i>	70.0%		77.6%		78.5%	
Responsiveness of staff <i>(% who responded "always" to two questions about the quick response of staff to patient needs)</i>	43.8%		54.7%		57.5%	
Communication About Medicines <i>(% who responded "always" to two questions that measure how well staff communicate with patients about medicines)</i>	49.2%		53.0%		52.4%	
Pain Control <i>(% who responded "always" to two questions that measure how well staff help patients manage pain)</i>	51.2%		62.2%		63.8%	
Cleanliness <i>(% who responded "always" when asked how often their room and bathroom was kept clean)</i>	68.9%		59.5%		59.6%	
Quiet At Night <i>(% who responded "always" when asked how often the area around their room was quiet at night)</i>	50.7%		42.2%		44.5%	
Discharge Information <i>(% who responded "yes" to two questions about receiving key information before leaving the hospital)</i>	62.5%		63.4%		66.6%	
Care Transitions Measure <i>(% who "strongly agreed" to three questions about health care needs after leaving the hospital)</i>	24.5%		33.0%		36.1%	
Intention to Recommend <i>(% who would "definitely recommend" this hospital to friends or family)</i>	● 47.3%		63.8%		66.1%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on "English to English" and "French to French".



Patient Care Experience Indicators

Grand Manan Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹

(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)

	Grand Manan Hospital	Horizon Health Network	New Brunswick			
<i>Base Size</i>	17	3,468	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.0%	75.7%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	base too small to report	4.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded "always" when asked how often they received service in the language of their preference)	ENGLISH² (n=15)	FRENCH² (n=0)	ENGLISH² (n=3197)	FRENCH² (n=179)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	100%	base too small to report	94.8%	28.4%	91.0%	74.6%
Communication with Nurses (% who responded "always" to three questions that measure how well nurses communicate with patients)	75.0%	68.7%	69.4%			
Communication with Doctors (% who responded "always" to three questions that measure how well doctors communicate with patients)	80.4%	77.6%	78.5%			
Responsiveness of staff (% who responded "always" to two questions about the quick response of staff to patient needs)	66.7%	54.7%	57.5%			
Communication About Medicines (% who responded "always" to two questions that measure how well staff communicate with patients about medicines)	62.5%	53.0%	52.4%			
Pain Control (% who responded "always" to two questions that measure how well staff help patients manage pain)	50.0%	62.2%	63.8%			
Cleanliness (% who responded "always" when asked how often their room and bathroom was kept clean)	75.0%	59.5%	59.6%			
Quiet At Night (% who responded "always" when asked how often the area around their room was quiet at night)	66.7%	42.2%	44.5%			
Discharge Information (% who responded "yes" to two questions about receiving key information before leaving the hospital)	42.9%	63.4%	66.6%			
Care Transitions Measure (% who "strongly agreed" to three questions about health care needs after leaving the hospital)	51.4%	33.0%	36.1%			
Intention to Recommend (% who would "definitely recommend" this hospital to friends or family)	68.8%	63.8%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on "English to English" and "French to French".



Patient Care Experience Indicators

Saint John Regional Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Saint John Regional Hospital	Horizon Health Network	New Brunswick			
<i>Base Size</i>	945	3,468	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	76.6%	75.7%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	4.4%	4.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=863)	FRENCH² (n=52)	ENGLISH² (n=3197)	FRENCH² (n=179)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	■ 94.8%	● 40.4%	94.8%	28.4%	91.0%	74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	67.5%	68.7%	69.4%			
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	77.7%	77.6%	78.5%			
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	● 52.0%	54.7%	57.5%			
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	49.3%	53.0%	52.4%			
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	● 59.8%	62.2%	63.8%			
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	■ 62.9%	59.5%	59.6%			
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	41.9%	42.2%	44.5%			
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	67.9%	63.4%	66.6%			
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	34.9%	33.0%	36.1%			
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	64.5%	63.8%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators

Sussex Health Centre

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Sussex Health Centre	Horizon Health Network	New Brunswick			
<i>Base Size</i>	35	3,468	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	80.0%	75.7%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	base too small to report	4.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=33)	FRENCH² (n=0)	ENGLISH² (n=3197)	FRENCH² (n=179)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	87.9%	base too small to report	94.8%	28.4%	91.0%	74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	70.2%	68.7%	69.4%			
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	76.0%	77.6%	78.5%			
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	52.2%	54.7%	57.5%			
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	47.1%	53.0%	52.4%			
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	57.9%	62.2%	63.8%			
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	■ 78.8%	59.5%	59.6%			
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	58.8%	42.2%	44.5%			
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	62.5%	63.4%	66.6%			
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	43.4%	33.0%	36.1%			
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	65.7%	63.8%	66.1%			

1. Patient care experience indicators can be influenced by a patient’s age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators Dr. Everett Chalmers Regional Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Dr. Everett Chalmers Regional Hospital		Horizon Health Network		New Brunswick	
<i>Base Size</i>	850		3,468		5,371	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	75.5%		75.7%		75.9%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	4.9%		4.4%		5.1%	
Equity Based on Preferred Language of Service (% who responded "always" when asked how often they received service in the language of their preference)	ENGLISH² (n=819)	FRENCH² (n=14)	ENGLISH² (n=3197)	FRENCH² (n=179)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	■ 96.4%	base too small to report	94.8%	28.4%	91.0%	74.6%
Communication with Nurses (% who responded "always" to three questions that measure how well nurses communicate with patients)	70.8%		68.7%		69.4%	
Communication with Doctors (% who responded "always" to three questions that measure how well doctors communicate with patients)	79.4%		77.6%		78.5%	
Responsiveness of staff (% who responded "always" to two questions about the quick response of staff to patient needs)	55.2%		54.7%		57.5%	
Communication About Medicines (% who responded "always" to two questions that measure how well staff communicate with patients about medicines)	■ 57.2%		53.0%		52.4%	
Pain Control (% who responded "always" to two questions that measure how well staff help patients manage pain)	64.9%		62.2%		63.8%	
Cleanliness (% who responded "always" when asked how often their room and bathroom was kept clean)	56.6%		59.5%		59.6%	
Quiet At Night (% who responded "always" when asked how often the area around their room was quiet at night)	43.5%		42.2%		44.5%	
Discharge Information (% who responded "yes" to two questions about receiving key information before leaving the hospital)	● 61.0%		63.4%		66.6%	
Care Transitions Measure (% who "strongly agreed" to three questions about health care needs after leaving the hospital)	32.5%		33.0%		36.1%	
Intention to Recommend (% who would "definitely recommend" this hospital to friends or family)	● 61.7%		63.8%		66.1%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on "English to English" and "French to French".



Patient Care Experience Indicators

Hotel-Dieu of St. Joseph

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Hotel-Dieu of St. Joseph	Horizon Health Network	New Brunswick			
<i>Base Size</i>	62	3,468	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	81.0%	75.7%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	base too small to report	4.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=61)	FRENCH² (n=1)	ENGLISH² (n=3197)	FRENCH² (n=179)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	93.2%	base too small to report	94.8%	28.4%	91.0%	74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	69.4%	68.7%	69.4%			
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	76.2%	77.6%	78.5%			
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	64.3%	54.7%	57.5%			
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	56.5%	53.0%	52.4%			
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	58.2%	62.2%	63.8%			
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	■ 84.2%	59.5%	59.6%			
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	49.1%	42.2%	44.5%			
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	64.9%	63.4%	66.6%			
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	39.1%	33.0%	36.1%			
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	71.2%	63.8%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators Oromocto Public Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Oromocto Public Hospital	Horizon Health Network	New Brunswick			
<i>Base Size</i>	60	3,468	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	70.7%	75.7%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	base too small to report	4.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=60) ■ 98.3%	FRENCH² (n=0) base too small to report	ENGLISH² (n=3197) 94.8%	FRENCH² (n=179) 28.4%	ENGLISH² (n=3849) 91.0%	FRENCH² (n=1386) 74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	64.2%	68.7%	69.4%			
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	● 67.0%	77.6%	78.5%			
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	61.0%	54.7%	57.5%			
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	53.4%	53.0%	52.4%			
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	56.9%	62.2%	63.8%			
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	■ 74.1%	59.5%	59.6%			
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	42.4%	42.2%	44.5%			
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	● 42.9%	63.4%	66.6%			
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	24.6%	33.0%	36.1%			
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	69.0%	63.8%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators Upper River Valley Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Upper River Valley Hospital	Horizon Health Network	New Brunswick														
<i>Base Size</i>	127	3,468	5,371														
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	69.0%	75.7%	75.9%														
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	7.0%	4.4%	5.1%														
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">ENGLISH² (n=124)</th> <th style="text-align: center;">FRENCH² (n=0)</th> <th style="text-align: center;">ENGLISH² (n=3197)</th> <th style="text-align: center;">FRENCH² (n=179)</th> <th style="text-align: center;">ENGLISH² (n=3849)</th> <th style="text-align: center;">FRENCH² (n=1386)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">■ 96.7%</td> <td style="text-align: center;">base too small to report</td> <td style="text-align: center;">94.8%</td> <td style="text-align: center;">28.4%</td> <td style="text-align: center;">91.0%</td> <td style="text-align: center;">74.6%</td> </tr> </tbody> </table>	ENGLISH ² (n=124)	FRENCH ² (n=0)	ENGLISH ² (n=3197)	FRENCH ² (n=179)	ENGLISH ² (n=3849)	FRENCH ² (n=1386)	■ 96.7%	base too small to report	94.8%	28.4%	91.0%	74.6%	94.8%	28.4%	91.0%	74.6%
ENGLISH ² (n=124)	FRENCH ² (n=0)	ENGLISH ² (n=3197)	FRENCH ² (n=179)	ENGLISH ² (n=3849)	FRENCH ² (n=1386)												
■ 96.7%	base too small to report	94.8%	28.4%	91.0%	74.6%												
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	62.0%	68.7%	69.4%														
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	71.8%	77.6%	78.5%														
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	50.3%	54.7%	57.5%														
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	50.4%	53.0%	52.4%														
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	57.2%	62.2%	63.8%														
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	■ 74.6%	59.5%	59.6%														
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	46.2%	42.2%	44.5%														
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	● 49.3%	63.4%	66.6%														
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	● 22.6%	33.0%	36.1%														
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	● 56.0%	63.8%	66.1%														

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.

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

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators Miramichi Regional Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Miramichi Regional Hospital	Horizon Health Network	New Brunswick			
<i>Base Size</i>	321	3,468	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	76.5%	75.7%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	4.8%	4.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=262)	FRENCH² (n=49)	ENGLISH² (n=3197)	FRENCH² (n=179)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	93.8%	● 21.3%	94.8%	28.4%	91.0%	74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	72.5%	68.7%	69.4%			
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	74.7%	77.6%	78.5%			
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	56.5%	54.7%	57.5%			
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	55.8%	53.0%	52.4%			
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	60.5%	62.2%	63.8%			
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	■ 68.2%	59.5%	59.6%			
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	42.6%	42.2%	44.5%			
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	65.6%	63.4%	66.6%			
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	35.5%	33.0%	36.1%			
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	63.4%	63.8%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators

Dr. Georges-L.-Dumont Regional Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average
 ● Worse than average

Patient Care Experience Indicators ¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Dr. Georges-L.-Dumont Regional Hospital		Vitalité Health Network		New Brunswick	
<i>Base Size</i>	622		1,903		5,371	
Overall Hospital Rating <i>(% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)</i>	78.8%		76.4%		75.9%	
Patient Safety <i>(% who believe they were harmed because of a medical error or mistake during their hospital stay)</i>	5.4%		6.4%		5.1%	
Equity Based on Preferred Language of Service	ENGLISH² <small>(n=295)</small>	FRENCH² <small>(n=310)</small>	ENGLISH² <small>(n=652)</small>	FRENCH² <small>(n=1207)</small>	ENGLISH² <small>(n=3849)</small>	FRENCH² <small>(n=1386)</small>
<i>(% who responded “always” when asked how often they received service in the language of their preference)</i>	● 76.0%	■ 87.1%	72.2%	81.4%	91.0%	74.6%
Communication with Nurses <i>(% who responded “always” to three questions that measure how well nurses communicate with patients)</i>	70.9%		70.5%		69.4%	
Communication with Doctors <i>(% who responded “always” to three questions that measure how well doctors communicate with patients)</i>	■ 81.8%		80.1%		78.5%	
Responsiveness of staff <i>(% who responded “always” to two questions about the quick response of staff to patient needs)</i>	60.8%		62.3%		57.5%	
Communication About Medicines <i>(% who responded “always” to two questions that measure how well staff communicate with patients about medicines)</i>	51.4%		51.2%		52.4%	
Pain Control <i>(% who responded “always” to two questions that measure how well staff help patients manage pain)</i>	■ 68.7%		66.7%		63.8%	
Cleanliness <i>(% who responded “always” when asked how often their room and bathroom was kept clean)</i>	● 51.3%		59.9%		59.6%	
Quiet At Night <i>(% who responded “always” when asked how often the area around their room was quiet at night)</i>	43.9%		48.6%		44.5%	
Discharge Information <i>(% who responded “yes” to two questions about receiving key information before leaving the hospital)</i>	■ 74.8%		72.4%		66.6%	
Care Transitions Measure <i>(% who “strongly agreed” to three questions about health care needs after leaving the hospital)</i>	■ 43.6%		41.6%		36.1%	
Intention to Recommend <i>(% who would “definitely recommend” this hospital to friends or family)</i>	■ 74.9%		70.3%		66.1%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey


For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.




Patient Care Experience Indicators

Stella-Maris-de-Kent Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

 Better than average  Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Stella-Maris-de-Kent Hospital	Vitalité Health Network		New Brunswick	
<i>Base Size</i>	14	1,903		5,371	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	92.9%	76.4%		75.9%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	base too small to report	6.4%		5.1%	
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=8)	FRENCH² (n=6)	ENGLISH² (n=652)	FRENCH² (n=1207)	ENGLISH² (n=3849)
	100%	100%	72.2%	81.4%	91.0%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	83.3%	70.5%		69.4%	
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	90.5%	80.1%		78.5%	
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	68.4%	62.3%		57.5%	
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	83.3%	51.2%		52.4%	
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	87.5%	66.7%		63.8%	
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	84.6%	59.9%		59.6%	
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	 84.6%	48.6%		44.5%	
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	62.5%	72.4%		66.6%	
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	64.5%	41.6%		36.1%	
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	71.4%	70.3%		66.1%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
 2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators

Grand Falls General Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Grand Falls General Hospital	Vitalité Health Network		New Brunswick		
<i>Base Size</i>	<i>50</i>	<i>1,903</i>		<i>5,371</i>		
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	68.8%	76.4%		75.9%		
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	base too small to report	6.4%		5.1%		
Equity Based on Preferred Language of Service (% who responded "always" when asked how often they received service in the language of their preference)	ENGLISH² (n=18) ● 66.7%	FRENCH² (n=29) 86.2%	ENGLISH² (n=652) 72.2%	FRENCH² (n=1207) 81.4%	ENGLISH² (n=3849) 91.0%	FRENCH² (n=1386) 74.6%
Communication with Nurses (% who responded "always" to three questions that measure how well nurses communicate with patients)	70.8%	70.5%		69.4%		
Communication with Doctors (% who responded "always" to three questions that measure how well doctors communicate with patients)	75.9%	80.1%		78.5%		
Responsiveness of staff (% who responded "always" to two questions about the quick response of staff to patient needs)	75.0%	62.3%		57.5%		
Communication About Medicines (% who responded "always" to two questions that measure how well staff communicate with patients about medicines)	59.6%	51.2%		52.4%		
Pain Control (% who responded "always" to two questions that measure how well staff help patients manage pain)	65.6%	66.7%		63.8%		
Cleanliness (% who responded "always" when asked how often their room and bathroom was kept clean)	63.8%	59.9%		59.6%		
Quiet At Night (% who responded "always" when asked how often the area around their room was quiet at night)	47.9%	48.6%		44.5%		
Discharge Information (% who responded "yes" to two questions about receiving key information before leaving the hospital)	66.7%	72.4%		66.6%		
Care Transitions Measure (% who "strongly agreed" to three questions about health care needs after leaving the hospital)	47.0%	41.6%		36.1%		
Intention to Recommend (% who would "definitely recommend" this hospital to friends or family)	69.4%	70.3%		66.1%		

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on "English to English" and "French to French".



Patient Care Experience Indicators Edmundston Regional Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Edmundston Regional Hospital	Vitalité Health Network	New Brunswick			
<i>Base Size</i>	334	1,903	5,371			
Overall Hospital Rating¹ (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	■ 83.2%	76.4%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	● 7.9%	6.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² <small>(n=35)</small>	FRENCH² <small>(n=291)</small>	ENGLISH² <small>(n=652)</small>	FRENCH² <small>(n=1207)</small>	ENGLISH² <small>(n=3849)</small>	FRENCH² <small>(n=1386)</small>
	● 76.5%	■ 90.2%	72.2%	81.4%	91.0%	74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	70.7%	70.5%	69.4%			
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	80.6%	80.1%	78.5%			
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	■ 67.7%	62.3%	57.5%			
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	47.6%	51.2%	52.4%			
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	65.8%	66.7%	63.8%			
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	■ 66.1%	59.9%	59.6%			
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	44.4%	48.6%	44.5%			
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	67.5%	72.4%	66.6%			
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	■ 42.3%	41.6%	36.1%			
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	■ 78.5%	70.3%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators

Hôtel-Dieu Saint-Joseph de Saint-Quentin

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Hôtel-Dieu Saint-Joseph de Saint-Quentin	Vitalité Health Network	New Brunswick			
<i>Base Size</i>	33	1,903	5,371			
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	90.3%	76.4%	75.9%			
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	base too small to report	6.4%	5.1%			
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=1) base too small to report	FRENCH² (n=32) ■ 90.6%	ENGLISH² (n=652) 72.2%	FRENCH² (n=1207) 81.4%	ENGLISH² (n=3849) 91.0%	FRENCH² (n=1386) 74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	79.8%	70.5%	69.4%			
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	■ 93.7%	80.1%	78.5%			
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	69.8%	62.3%	57.5%			
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	66.7%	51.2%	52.4%			
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	61.1%	66.7%	63.8%			
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	■ 77.4%	59.9%	59.6%			
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	■ 70.0%	48.6%	44.5%			
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	■ 85.7%	72.4%	66.6%			
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	45.6%	41.6%	36.1%			
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	■ 87.1%	70.3%	66.1%			

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey






For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators Campbellton Regional Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

 Better than average  Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Campbellton Regional Hospital		Vitalité Health Network		New Brunswick	
<i>Base Size</i>	238		1,903		5,371	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	74.8%		76.4%		75.9%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	4.6%		6.4%		5.1%	
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=121)	FRENCH² (n=110)	ENGLISH² (n=652)	FRENCH² (n=1207)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	 65.0%	 58.3%	72.2%	81.4%	91.0%	74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	69.9%		70.5%		69.4%	
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	 71.3%		80.1%		78.5%	
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	57.4%		62.3%		57.5%	
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	48.5%		51.2%		52.4%	
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	62.8%		66.7%		63.8%	
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	 66.4%		59.9%		59.6%	
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	 58.8%		48.6%		44.5%	
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	69.3%		72.4%		66.6%	
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	28.5%		41.6%		36.1%	
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	60.8%		70.3%		66.1%	

1. Patient care experience indicators can be influenced by a patient’s age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators Tracadie-Sheila Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average ● Worse than average

Patient Care Experience Indicators¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Tracadie-Sheila Hospital		Vitalité Health Network		New Brunswick	
<i>Base Size</i>	116		1,903		5,371	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	68.2%		76.4%		75.9%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	6.6%		6.4%		5.1%	
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² (n=7)	FRENCH² (n=107)	ENGLISH² (n=652)	FRENCH² (n=1207)	ENGLISH² (n=3849)	FRENCH² (n=1386)
	base too small to report	■ 83.8%	72.2%	81.4%	91.0%	74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	71.3%		70.5%		69.4%	
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	80.3%		80.1%		78.5%	
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	65.2%		62.3%		57.5%	
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	56.0%		51.2%		52.4%	
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	68.1%		66.7%		63.8%	
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	66.7%		59.9%		59.6%	
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	51.9%		48.6%		44.5%	
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	73.9%		72.4%		66.6%	
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	40.6%		41.6%		36.1%	
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	64.9%		70.3%		66.1%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



Patient Care Experience Indicators

Chaleur Regional Hospital

Hospital results in bold and italics are noted as being significantly different from the overall New Brunswick survey results.

■ Better than average
 ● Worse than average

Patient Care Experience Indicators ¹ <i>(Results are based on a patient care experience survey conducted with patients, 18 years of age and older who stayed overnight in a New Brunswick hospital and were discharged between November 1, 2009 and January 31, 2010)</i>	Chaleur Regional Hospital		Vitalité Health Network		New Brunswick	
<i>Base Size</i>	496		1,903		5,371	
Overall Hospital Rating (% who rate their hospital stay an 8,9, or 10 on a scale from zero to ten)	● 70.6%		76.4%		75.9%	
Patient Safety (% who believe they were harmed because of a medical error or mistake during their hospital stay)	● 7.9%		6.4%		5.1%	
Equity Based on Preferred Language of Service (% who responded “always” when asked how often they received service in the language of their preference)	ENGLISH² <small>(n=167)</small>	FRENCH² <small>(n=322)</small>	ENGLISH² <small>(n=652)</small>	FRENCH² <small>(n=1207)</small>	ENGLISH² <small>(n=3849)</small>	FRENCH² <small>(n=1386)</small>
	● 69.7%	73.5%	72.2%	81.4%	91.0%	74.6%
Communication with Nurses (% who responded “always” to three questions that measure how well nurses communicate with patients)	69.1%		70.5%		69.4%	
Communication with Doctors (% who responded “always” to three questions that measure how well doctors communicate with patients)	81.0%		80.1%		78.5%	
Responsiveness of staff (% who responded “always” to two questions about the quick response of staff to patient needs)	59.7%		62.3%		57.5%	
Communication About Medicines (% who responded “always” to two questions that measure how well staff communicate with patients about medicines)	50.9%		51.2%		52.4%	
Pain Control (% who responded “always” to two questions that measure how well staff help patients manage pain)	66.0%		66.7%		63.8%	
Cleanliness (% who responded “always” when asked how often their room and bathroom was kept clean)	59.7%		59.9%		59.6%	
Quiet At Night (% who responded “always” when asked how often the area around their room was quiet at night)	■ 49.5%		48.6%		44.5%	
Discharge Information (% who responded “yes” to two questions about receiving key information before leaving the hospital)	■ 73.9%		72.4%		66.6%	
Care Transitions Measure (% who “strongly agreed” to three questions about health care needs after leaving the hospital)	■ 43.6%		41.6%		36.1%	
Intention to Recommend (% who would “definitely recommend” this hospital to friends or family)	63.7%		70.3%		66.1%	

1. Patient care experience indicators can be influenced by a patient's age, gender, preferred language of service, and education.
2. Preferred language of service as indicated by patient in the survey

For the equity indicator, significant differences are given with comparisons based on “English to English” and “French to French”.



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Appendix A

SURVEY QUESTIONNAIRE



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:

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

2. How organized was the admission process?

- ₁ Not at all organized ₂ Somewhat organized ₃ Very organized (13)

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

- ₁ Yes, definitely ₂ Yes, somewhat ₃ No (14)

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

- ₁ Yes ₂ No ₃ 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?

- ₁ Never ₂ Sometimes ₃ Usually ₄ Always (16)

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

- ₁ Never ₂ Sometimes ₃ Usually ₄ Always (17)

7. During this hospital stay, how often did nurses explain things in a way you could understand?
O₁ Never O₂ Sometimes O₃ Usually O₄ 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?
O₁ Never O₂ Sometimes O₃ Usually O₄ Always O₅ 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?
O₁ Never O₂ Sometimes O₃ Usually O₄ Always (20)
10. During this hospital stay, how often did doctors listen carefully to you?
O₁ Never O₂ Sometimes O₃ Usually O₄ Always (21)
11. During this hospital stay, how often did doctors explain things in a way you could understand?
O₁ Never O₂ Sometimes O₃ Usually O₄ Always (22)

THE HOSPITAL ENVIRONMENT

12. During this hospital stay, how often were your room and bathroom kept clean?
O₁ Never O₂ Sometimes O₃ Usually O₄ Always (23)
13. During this hospital stay, how often was the area around your room quiet at night?
O₁ Never O₂ Sometimes O₃ Usually O₄ 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?
O₁ Yes O₂ 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?
O₁ Never O₂ Sometimes O₃ Usually O₄ Always (26)
16. During this hospital stay, did you need medicine for pain?
O₁ Yes O₂ No → Go to Q19 (27)

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

- ₁ Never ₂ Sometimes ₃ Usually ₄ Always (28)

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

- ₁ Never ₂ Sometimes ₃ Usually ₄ Always (29)

19. During this hospital stay, were you given any medicine that you had not taken before?

- ₁ Yes ₂ No → Go to Q22 (30)

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

- ₁ Never ₂ Sometimes ₃ Usually ₄ Always (31)

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

- ₁ Never ₂ Sometimes ₃ Usually ₄ 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?

- ₁ Own home ₂ Someone else's home ₃ 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?

- ₁ Yes ₂ 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?

- ₁ Yes ₂ No (35)

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
Worst
hospital
possible | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10
Best
hospital
possible | (12-13) |
| <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"/> | |

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

- ₁ Definitely no ₂ Probably no ₃ Probably yes ₄ 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?**

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

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

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

- ₁ Yes, definitely ₂ Yes, somewhat ₃ No (16)

29. **Were you given a brochure or any other written material about patient safety?**

- ₁ Yes ₂ No ₃ Do not know / Do not remember / Not applicable (17)

30. **Did a staff member talk to you about patient safety?**

- ₁ Yes ₂ No ₃ Do not know / Do not remember / Not applicable (18)

31. **Did you notice staff wash or disinfect their hands before caring for you?**

- ₁ Yes, always ₂ Yes, sometimes ₃ Never ₄ I did not notice ₅ I could not see any facilities for washing / disinfecting hands (19)

32. **Did staff check your identification band before giving you medicines, treatments, or tests?**

- ₁ Yes, always ₂ Yes, sometimes ₃ No ₄ I do not remember (20)

33. **How would you rate the quality of the food (how it tasted, serving temperature, variety)?**

- ₁ Poor ₂ Fair ₃ Good ₄ Very good ₅ Excellent (21)

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

34. Do you feel that facts about your health and treatment plan were explained fully, clearly and in a useful way?

- ₁ Yes ₃ No (22)
₂ Sometimes ₄ Do not know / Do not remember/ Not applicable

35. Was your family/support person encouraged to participate in your care and treatment plan?

- ₁ Yes ₃ No (23)
₂ Sometimes ₄ Do not know / Do not remember/ Not applicable

36. The hospital staff consulted me or my family or caregiver in making decisions about my care.

- ₁ Strongly disagree (24)
₂ Disagree
₃ Agree
₄ Strongly agree
₅ Don't know / Don't remember / Not applicable

37. The hospital staff took my cultural values and those of my family or caregiver into account.

- ₁ Strongly disagree (25)
₂ Disagree
₃ Agree
₄ Strongly agree
₅ Don't know / Don't remember / Not applicable

38. The hospital staff provided me and my family or caregiver with emotional support and counseling.

- ₁ Strongly disagree (26)
₂ Disagree
₃ Agree
₄ Strongly agree
₅ Don't know / Don't remember / Not applicable

GOING HOME

39. 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.

- ₁ Strongly disagree (27)
- ₂ Disagree
- ₃ Agree
- ₄ Strongly agree
- ₅ Don't know / Don't remember / Not applicable

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

- ₁ Strongly disagree (28)
- ₂ Disagree
- ₃ Agree
- ₄ Strongly agree
- ₅ Don't know / Don't remember / Not applicable

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

- ₁ Strongly disagree (29)
- ₂ Disagree
- ₃ Agree
- ₄ Strongly agree
- ₅ Don't know / Don't remember / Not applicable

42. How important was it to you that you were included in the planning for your discharge?

- ₁ Not important at all (30)
- ₂ Not that important
- ₃ Unsure
- ₄ Somewhat important
- ₅ Very important

43. How organized was the discharge process?

- ₁ Not at all organized (31)
- ₂ Somewhat organized
- ₃ Very organized
- ₄ Completely organized

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

- ₁ Yes, within the first two days, I was told what day I would likely be able to leave the hospital (32)
₂ Yes, after the first two days, I was told what day I would likely be able to leave the hospital
₃ No, I was not told what day I would likely be able to leave the hospital
₄ Do not know / Do not remember / Not applicable

ABOUT YOU

45. In general, how would you rate your health?

- ₁ Excellent ₂ Very good ₃ Good ₄ Fair ₅ Poor (33)

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

- ₁ Excellent ₂ Very good ₃ Good ₄ Fair ₅ Poor (34)

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

- ₁ 8th grade or less ₄ College, trade, or technical school diploma/certificate (35)
₂ Some high school, but did not graduate ₅ Undergraduate degree
₃ High school or GED ₆ Post university/graduate level education

48. What language do you mainly speak at home?

- ₁ English ₃ First Nation, Indian, Métis, or Inuit (36)
₂ French ₄ Other _____

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

- ₁ Yes ₂ No (37)

50. 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?

- ₁ English ₂ French (38)

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

- ₁ Never ₂ Sometimes ₃ Usually ₄ Always (39)

52. 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?

- ₁ Yes ₃ I do not know (40)
₂ No ₄ I did not need an interpreter

53. Who completed this survey?

₁ Patient

₂ Someone else

(41)

54. 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?

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 CANADA
PO BOX 986 STN MAIN
SAINT JOHN, NB E2L 9Z9

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