

2013 Patient Care Experience Indicators

Chaleur Regional Hospital

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

↑ Higher than 2010 results
■ Better than New Brunswick

↓ Lower than 2010 results
● Worse than New Brunswick

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

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

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