

2013 Patient Care Experience Indicators

Dr. Everett Chalmers Regional Hospital

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

↑ Higher than 2010 results
■ Better than New Brunswick

↓ Lower than 2010 results
● Worse than New Brunswick

Acute Care Indicators¹ <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>	Dr. Everett Chalmers Regional Hospital		Horizon Health Network	New Brunswick Overall	
	2010	2013	2013	2013	
Study Period	2010	2013	2013	2013	
<i>Base Size</i>	850	758	3,223	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)	75.5%	71.4%	74.2%	75.4%	
Patient Safety (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	4.9%	4.6%	4.9%	5.1%	
Hospital Safety (patient definitely thinks this hospital takes his/her safety seriously)	n/a	75.1%	75.5%	77.3%	
Communication with Nurses (how well nurses communicate with patients)	70.8%	68.0%	68.4%	70.4%	
Communication with Doctors (how well doctors communicate with patients)	79.4%	82.4%	79.8%	80.2%	
Responsiveness (quick response of staff to patient needs)	55.2%	55.1%	56.2%	59.6%	
Communication About Medicines (how well staff communicate with patients about medicines)	57.2%	55.0%	54.1%	54.7%	
Pain Control (how well staff help patients manage pain)	64.9%	64.8%	62.3%	64.4%	
Cleanliness (patient's room and bathroom are always kept clean)	56.6%	↓● 45.3%	51.7%	53.2%	
Quiet At Night (area around patient's room is always quiet at night)	43.5%	40.2%	41.0%	43.3%	
Discharge Information (patient receives key information before leaving the hospital)	61.0%	64.6%	66.4%	68.4%	
Care Transitions Measure (preparing patients for a successful transition from hospital to home)	32.5%	35.2%	36.2%	38.8%	
Intention to Recommend (patient definitely recommends this hospital to friends or family)	61.7%	● 56.8%	61.8%	65.0%	
Equity based on preferred language of service (patient always receives service in the official language of his/her preference)	English²	n=819 (98%)	n=733 (98%)	n=3,001 (94%)	n=3,520 (75%)
	% "always"	96.4%	94.5%	93.6%	91.2%
	French²	n=14 (2%)	n=14 (2%)	n=181 (6%)	n=1,172 (25%)
% "always"	0.0%	● 0.0%	28.1%	75.1%	

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

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