

# 2013 Patient Care Experience Indicators

## Dr. Georges-L.-Dumont

## University Hospital Centre

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

↑ Higher than 2010 results

↓ Lower than 2010 results

■ Better than New Brunswick

● Worse than New Brunswick

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

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

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