

# 2013 Patient Care Experience Indicators

## Grand Manan Hospital

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

↑ Higher than 2010 results  
■ Better than New Brunswick

↓ Lower than 2010 results  
● Worse than New Brunswick

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

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

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