

2013 Patient Care Experience Indicators

Hôtel-Dieu Saint-Joseph de Saint-Quentin

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		Hôtel-Dieu Saint-Joseph de Saint-Quentin		Vitalité Health Network	New Brunswick Overall
<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>					
Study Period		2010	2013	2013	2013
<i>Base Size</i>		33	21	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)		90.3%	■ 100.0%	77.8%	75.4%
Patient Safety (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		base too small to report	■ 0.0%	5.5%	5.1%
Hospital Safety (patient definitely thinks this hospital takes his/her safety seriously)		n/a	95.0%	81.1%	77.3%
Communication with Nurses (how well nurses communicate with patients)		79.8%	82.3%	74.6%	70.4%
Communication with Doctors (how well doctors communicate with patients)		93.7%	90.0%	81.1%	80.2%
Responsiveness (quick response of staff to patient needs)		69.8%	76.9%	66.1%	59.6%
Communication About Medicines (how well staff communicate with patients about medicines)		66.7%	50.0%	56.0%	54.7%
Pain Control (how well staff help patients manage pain)		61.1%	75.0%	68.8%	64.4%
Cleanliness (patient's room and bathroom are always kept clean)		77.4%	68.4%	56.4%	53.2%
Quiet At Night (area around patient's room is always quiet at night)		70.0%	■ 70.0%	48.3%	43.3%
Discharge Information (patient receives key information before leaving the hospital)		85.7%	81.3%	72.6%	68.4%
Care Transitions Measure (preparing patients for a successful transition from hospital to home)		45.6%	53.4%	44.4%	38.8%
Intention to Recommend (patient definitely recommends this hospital to friends or family)		87.1%	85.0%	71.6%	65.0%
Equity based on preferred language of service (patient always receives service in the official language of his/her preference)	English²	base too small to report	base too small to report	n=519 (34%)	n=3,520 (75%)
	% "always"			77.1%	91.2%
	French²	n=32 (97%)	n=19 (90%)	n=991 (66%)	n=1,172 (25%)
	% "always"	90.6%	89.5%	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