

2013 Patient Care Experience Indicators

Miramichi Regional Hospital

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

Acute Care Indicators¹		Miramichi Regional Hospital		Horizon 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>		321	270	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)		76.5%	77.6%	74.2%	75.4%		
Patient Safety (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		4.8%	4.4%	4.9%	5.1%		
Hospital Safety (patient definitely thinks this hospital takes his/her safety seriously)		n/a	79.4%	75.5%	77.3%		
Communication with Nurses (how well nurses communicate with patients)		72.5%	72.8%	68.4%	70.4%		
Communication with Doctors (how well doctors communicate with patients)		74.7%	80.6%	79.8%	80.2%		
Responsiveness (quick response of staff to patient needs)		56.5%	67.1%	56.2%	59.6%		
Communication About Medicines (how well staff communicate with patients about medicines)		55.8%	61.2%	54.1%	54.7%		
Pain Control (how well staff help patients manage pain)		60.5%	64.5%	62.3%	64.4%		
Cleanliness (patient's room and bathroom are always kept clean)		68.2%	■ 65.0%	51.7%	53.2%		
Quiet At Night (area around patient's room is always quiet at night)		42.6%	46.5%	41.0%	43.3%		
Discharge Information (patient receives key information before leaving the hospital)		65.6%	63.2%	66.4%	68.4%		
Care Transitions Measure (preparing patients for a successful transition from hospital to home)		35.5%	36.3%	36.2%	38.8%		
Intention to Recommend (patient definitely recommends this hospital to friends or family)		63.4%	64.5%	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=3001 (94%)	n=3,520 (75%)		
		% "always"	n=262 (84%)	n=223 (85%)	93.6%	91.2%	
		French²		n=181 (6%)	n=1,172 (25%)		
		% "always"	n=49 (16%)	n=40 (15%)	28.1%	75.1%	
			● 30.0%				

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