

# 2013 Patient Care Experience Indicators

## Oromocto Public 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>		<b>Oromocto Public Hospital</b>		<b>Horizon 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>
<i>Base Size</i>		60	51	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)		70.7%	● <b>53.2%</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	Base too small to report		4.9%	5.1%
<b>Hospital Safety</b> (patient definitely thinks this hospital takes his/her safety seriously)		n/a	72.9%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)		64.2%	● <b>54.6%</b>	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)		67.0%	79.9%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)		61.0%	44.4%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)		53.4%	41.4%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)		56.9%	63.6%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)		74.1%	↓ <b>46.8%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)		42.4%	30.4%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)		42.9%	● <b>45.8%</b>	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)		24.6%	● <b>22.4%</b>	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)		69.0%	↓ ● <b>48.9%</b>	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=60 (100%)	n=48 (96%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	98.3%	91.7%	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