

# 2013 Patient Care Experience Indicators

## Sackville Memorial 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

<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>Sackville Memorial 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>				
<b>Base Size</b>	54	44	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)	82.0%	75.6%	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	69.0%	75.5%	77.3%
<b>Communication with Nurses</b> (how well nurses communicate with patients)	67.3%	73.1%	68.4%	70.4%
<b>Communication with Doctors</b> (how well doctors communicate with patients)	77.0%	74.0%	79.8%	80.2%
<b>Responsiveness</b> (quick response of staff to patient needs)	52.9%	63.0%	56.2%	59.6%
<b>Communication About Medicines</b> (how well staff communicate with patients about medicines)	51.0%	44.4%	54.1%	54.7%
<b>Pain Control</b> (how well staff help patients manage pain)	56.3%	54.1%	62.3%	64.4%
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)	70.0%	■ <b>72.1%</b>	51.7%	53.2%
<b>Quiet At Night</b> (area around patient's room is always quiet at night)	41.7%	57.1%	41.0%	43.3%
<b>Discharge Information</b> (patient receives key information before leaving the hospital)	51.2%	62.7%	66.4%	68.4%
<b>Care Transitions Measure</b> (preparing patients for a successful transition from hospital to home)	32.8%	40.7%	36.2%	38.8%
<b>Intention to Recommend</b> (patient definitely recommends this hospital to friends or family)	66.7%	63.4%	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>		<b>n=3,001 (94%)</b>	<b>n=3,520 (75%)</b>
	% "always"	93.6%	90.7%	91.2%
	<b>French<sup>2</sup></b>		<b>n=181 (6%)</b>	<b>n=1,172 (25%)</b>
	% "always"	Base too small to report	Base too small to report	28.1%

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