

2013 Patient Care Experience Indicators

Stella-Maris-de-Kent 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		Stella-Maris-de-Kent Hospital		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	2013³	2013	2013
<i>Base Size</i>		14	51	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)		92.9%	77.1%	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	base too small to report	5.5%	5.1%
Hospital Safety (patient definitely thinks this hospital takes his/her safety seriously)		n/a	72.9%	81.1%	77.3%
Communication with Nurses (how well nurses communicate with patients)		83.3%	78.4%	74.6%	70.4%
Communication with Doctors (how well doctors communicate with patients)		90.5%	84.6%	81.1%	80.2%
Responsiveness (quick response of staff to patient needs)		68.4%	56.9%	66.1%	59.6%
Communication About Medicines (how well staff communicate with patients about medicines)		83.3%	48.9%	56.0%	54.7%
Pain Control (how well staff help patients manage pain)		87.5%	68.0%	68.8%	64.4%
Cleanliness (patient's room and bathroom are always kept clean)		84.6%	59.1%	56.4%	53.2%
Quiet At Night (area around patient's room is always quiet at night)		84.6%	↓ 40.4%	48.3%	43.3%
Discharge Information (patient receives key information before leaving the hospital)		62.5%	60.6%	72.6%	68.4%
Care Transitions Measure (preparing patients for a successful transition from hospital to home)		64.5%	36.8%	44.4%	38.8%
Intention to Recommend (patient definitely recommends this hospital to friends or family)		71.4%	65.3%	71.6%	65.0%
Equity based on preferred language of service (patient always receives service in the official language of his/her preference)	English²	n=8 (57%)	n=20 (42%)	n=519 (34%)	n=3,520 (75%)
	% "always"	100%	85.0%	77.1%	91.2%
	French²	n=6 (43%)	n=28 (58%)	n=991 (66%)	n=1,172 (25%)
	% "always"	100%	92.3%	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

3. The 2013 sample includes patients who had received care in an observation unit following a visit to the emergency room.