

2013 Patient Care Experience Indicators

Sussex Health Centre

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		Sussex Health Centre		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>		35	23	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)		80.0%	73.9%	74.2%	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	4.9%	5.1%	
Hospital Safety (patient definitely thinks this hospital takes his/her safety seriously)		n/a	82.6%	75.5%	77.3%	
Communication with Nurses (how well nurses communicate with patients)		70.2%	69.6%	68.4%	70.4%	
Communication with Doctors (how well doctors communicate with patients)		76.0%	72.1%	79.8%	80.2%	
Responsiveness (quick response of staff to patient needs)		52.2%	56.7%	56.2%	59.6%	
Communication About Medicines (how well staff communicate with patients about medicines)		47.1%	50.0%	54.1%	54.7%	
Pain Control (how well staff help patients manage pain)		57.9%	54.2%	62.3%	64.4%	
Cleanliness (patient's room and bathroom are always kept clean)		78.8%	■ 82.6%	51.7%	53.2%	
Quiet At Night (area around patient's room is always quiet at night)		58.8%	34.8%	41.0%	43.3%	
Discharge Information (patient receives key information before leaving the hospital)		62.5%	● 45.0%	66.4%	68.4%	
Care Transitions Measure (preparing patients for a successful transition from hospital to home)		43.4%	40.7%	36.2%	38.8%	
Intention to Recommend (patient definitely recommends this hospital to friends or family)		65.7%	68.2%	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"	87.9%	100.0%	93.6%	91.2%
		French²		n=181 (6%)	n=1,172 (25%)	
		base too small to report	base too small to report	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