

2013 Patient Care Experience Indicators

The Moncton 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 <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>	The Moncton Hospital		Horizon Health Network	New Brunswick Overall
	2010	2013	2013	2013
Study Period				
<i>Base Size</i>	920	812	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)	75.6%	75.2%	74.2%	75.4%
Patient Safety (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	4.2%	5.3%	4.9%	5.1%
Hospital Safety (patient definitely thinks this hospital takes his/her safety seriously)	n/a	77.1%	75.5%	77.3%
Communication with Nurses (how well nurses communicate with patients)	68.2%	69.5%	68.4%	70.4%
Communication with Doctors (how well doctors communicate with patients)	79.2%	78.9%	79.8%	80.2%
Responsiveness (quick response of staff to patient needs)	57.0%	58.3%	56.2%	59.6%
Communication About Medicines (how well staff communicate with patients about medicines)	52.3%	52.2%	54.1%	54.7%
Pain Control (how well staff help patients manage pain)	65.3%	60.5%	62.3%	64.4%
Cleanliness (patient's room and bathroom are always kept clean)	48.3%	● 46.4%	51.7%	53.2%
Quiet At Night (area around patient's room is always quiet at night)	38.5%	37.1%	41.0%	43.3%
Discharge Information (patient receives key information before leaving the hospital)	64.4%	67.8%	66.4%	68.4%
Care Transitions Measure (preparing patients for a successful transition from hospital to home)	32.2%	35.7%	36.2%	38.8%
Intention to Recommend (patient definitely recommends this hospital to friends or family)	66.6%	64.7%	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=837 (93%)	n=722 (90%)	n=3001 (94%)
	% "always"	93.4%	90.8%	93.6%
	French²	n=61 (7%)	n=79 (10%)	n=181 (6%)
	% "always"	29.5%	● 34.6%	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