

2013 Patient Care Experience Indicators

Tracadie-Sheila 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

Acute Care Indicators¹		Tracadie-Sheila 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	2013	2013	2013	
<i>Base Size</i>		116	104	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)		68.2%	74.0%	77.8%	75.4%	
Patient Safety (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)		6.6%	7.4%	5.5%	5.1%	
Hospital Safety (patient definitely thinks this hospital takes his/her safety seriously)		n/a	80.0%	81.1%	77.3%	
Communication with Nurses (how well nurses communicate with patients)		71.3%	76.8%	74.6%	70.4%	
Communication with Doctors (how well doctors communicate with patients)		80.3%	76.8%	81.1%	80.2%	
Responsiveness (quick response of staff to patient needs)		65.2%	63.7%	66.1%	59.6%	
Communication About Medicines (how well staff communicate with patients about medicines)		56.0%	66.7%	56.0%	54.7%	
Pain Control (how well staff help patients manage pain)		68.1%	60.6%	68.8%	64.4%	
Cleanliness (patient's room and bathroom are always kept clean)		66.7%	55.4%	56.4%	53.2%	
Quiet At Night (area around patient's room is always quiet at night)		51.9%	48.4%	48.3%	43.3%	
Discharge Information (patient receives key information before leaving the hospital)		73.9%	67.4%	72.6%	68.4%	
Care Transitions Measure (preparing patients for a successful transition from hospital to home)		40.6%	46.1%	44.4%	38.8%	
Intention to Recommend (patient definitely recommends this hospital to friends or family)		64.9%	69.9%	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=7 (6%)	n=10 (10%)	n=519 (34%)	n=3,520 (75%)
		% "always"	71.4%	● 50.0%	77.1%	91.2%
		French²	n=107 (94%)	n=92 (90%)	n=991 (66%)	n=1,172 (25%)
		% "always"	83.8%	■ 84.6%	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