

2013 Patient Care Experience Indicators

Upper River Valley 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>	Upper River Valley Hospital		Horizon Health Network	New Brunswick Overall	
	2010	2013	2013	2013	
Study Period					
<i>Base Size</i>	127	64	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)	69.0%	81.0%	74.2%	75.4%	
Patient Safety (patient believes he/she was harmed because of a medical error or mistake during his/her hospital stay)	7.0%	Base too small to report	4.9%	5.1%	
Hospital Safety (patient definitely thinks this hospital takes his/her safety seriously)	n/a	73.0%	75.5%	77.3%	
Communication with Nurses (how well nurses communicate with patients)	62.0%	62.1%	68.4%	70.4%	
Communication with Doctors (how well doctors communicate with patients)	71.8%	74.6%	79.8%	80.2%	
Responsiveness (quick response of staff to patient needs)	50.3%	58.0%	56.2%	59.6%	
Communication About Medicines (how well staff communicate with patients about medicines)	50.4%	47.5%	54.1%	54.7%	
Pain Control (how well staff help patients manage pain)	57.2%	53.2%	62.3%	64.4%	
Cleanliness (patient's room and bathroom are always kept clean)	74.6%	■ 84.1%	51.7%	53.2%	
Quiet At Night (area around patient's room is always quiet at night)	46.2%	46.9%	41.0%	43.3%	
Discharge Information (patient receives key information before leaving the hospital)	49.3%	59.6%	66.4%	68.4%	
Care Transitions Measure (preparing patients for a successful transition from hospital to home)	22.6%	35.8%	36.2%	38.8%	
Intention to Recommend (patient definitely recommends this hospital to friends or family)	56.0%	50.0%	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=124 (100%)	n=61 (97%)	n=3001 (94%)	n=3,520 (75%)
	% "always"	96.7%	91.5%	93.6%	91.2%
	French²	Base too small to report	Base too small to report	n=181 (6%)	n=1,172 (25%)
	% "always"			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