

# Horizon Acute Care Hospital Experiences Survey Results

## Medical Surgical



Acute Care Indicators		Overall Results					
Results are based on the Horizon Hospital Experience Survey conducted with patients, 18 years and older who stayed overnight in a Horizon Acute Care Facility and were discharged during the months of May 2014, Nov 2014 and May 2015 (population medical/surgical patients)		Medical Surgical					
Survey & Time Period		NBHC 2013	Horizon Survey May 2014 <sup>2</sup>	Horizon Survey Nov 2014	Horizon Survey May 2015	Cumulative May 14 - May 15	
Base Size		3, 223	966	871	873	2,710	
<b>Overall Rating</b> (patients who rated his/her hospital stay as a 8, 9, 10 on a scale of 0 to 10, where 0 is worst and 10 is best)	↑	74.2%	76.9%	80.8%	77.2%	78.2%	
<b>Hospital Safety</b> (patients who think this hospital definitely takes his/her safety seriously)	↑	75.5%	83.6%	87.2%	87.5%	86.0%	
<b>**Communication with Staff</b> ( staff always communicates to patients with courtesy and respect )	↑	Nurses	76.5%	87.8%	88.8%	88.4%	88.3%
		Doctors	87.1%				
<b>**Explanation of Information</b> (information always explained to patients in a way they could understand)	↑	Nurses	66.2%	78.6%	79.2%	77.7%	78.5%
		Doctors	75.3%				
<b>**Responsiveness to Care</b> (staff always respond quickly to patients' needs when answering call bells)	↑	56.3%	68.6%	66.6%	68.7%	68.0%	
<b>**Communication about Medications</b> (staff always communicate to patients about what their medications are for)	↑	68.9%	78.8%	77.7%	78.5%	78.3%	
<b>**Pain Control</b> (patients who felt their pain was always well controlled)	↑	54.2%	70.0%	68.7%	72.1%	70.3%	
<b>**Discharge Information</b> (patients who received key information about symptoms and health issues to watch for after discharge)	↑	60.1%	86.7%	87.9%	84.3%	86.3%	
<b>Involvement in Care Decisions</b> (patients who feel they are involved in decisions about their treatment and care)	NA	NA	65.9%	68.7%	68.6%	67.6%	
<b>Cleanliness</b> (patient's room and bathroom are always kept clean)	↑	51.7%	57.2%	61.1%	58.7%	58.9%	
<b>Quality of Food</b> (hospital food rates excellent/very good for taste, temperature and variety)	↑	16.4%	26.4%	27.6%	25.4%	26.5%	
<b>Length of Time Waiting for Inpatient Room</b> (once admitted patients did not feel that they waited too long before getting to their bed)	↓	80.0%	74.5%	75.3%	76.3%	75.3%	
<b>Equity Based on Preferred Language of Service</b> (patient always receives service in the official language of his/her preference)	English <sup>1</sup>	↑	n=2976(94%) 93.6%	n=878(94%) 97.1%	n=796(94.4%) 97.7%	n=814(95.5%) 96.8%	n=2488(91.8%) 97.2%
	French <sup>1</sup>	↑	n=178(6%) 28.1%	n=56(6%) 41.1%	n=47(5.6%) 46.8%	n=38(4.5%) 52.6%	n=141(5.25) 46.1%
		↑					

\*\* These indicators when reported by NBHC are reported as a composite of two or more questions. The Horizon Hospital Experience Survey asks only one question within the composite and reports the results in direct comparison to the individual question asked by the NBHC.

\* \*Trend arrows represent data trend between NBHC 2013 Acute Care Survey and Horizon Cumulative Data for May 2014 to May 2015

The Horizon survey base includes respondents from St. Joseph's Hospital. This hospital was not included in the NBHC survey of 2013.

Base to small to report - in order to display result data, at least 5 respondents must answer the question

1. Preferred language of service as indicated by patients in the survey