

Acute Care Indicators		Overall Results Medical Surgical					Moncton Area					Saint John Area					Fredericton & Upper River Valley Area					Miramichi Area									
Survey & Time Period		**Trend	NBHC 2013	Horizon Survey May 2014*	Horizon Survey Nov 2014	Horizon Survey May 2015	Cumulative May14-May15	**Trend	NBHC 2013	Horizon Survey May 2014	Horizon Survey Nov 2014	Horizon Survey May 2015	Cumulative May14-May15	**Trend	NBHC 2013	Horizon Survey May 2014	Horizon Survey Nov 2014	Horizon Survey May 2015	Cumulative May14-May15	**Trend	NBHC 2013	Horizon Survey May 2014	Horizon Survey Nov 2014	Horizon Survey May 2015	Cumulative May14-May15						
Base Size			5,323	366	891	873	2,760		886	271	386	334	699		1,178	306	407	381	1,181		904	237	217	218	672						
Overall Rating (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%	↑	75.2%	76.9%	74.7%	76.4%	76.1%	↑	74.8%	78.0%	82.9%	78.2%	79.8%	↑	71.6%	72.8%	82.1%	74.8%	76.4%	↑	77.6%	83.6%	80.8%	83.7%	82.8%
Hospital Safety (patients who think this hospital definitely takes his/her safety seriously)		↑	75.5%	83.6%	87.2%	87.5%	86.0%	↑	76.7%	86.0%	86.4%	87.7%	86.7%	↑	74.0%	84.1%	88.3%	88.3%	86.9%	↑	75.3%	81.7%	87.9%	86.1%	85.2%	↑	79.4%	78.1%	78.0%	85.7%	80.2%
**Explanation of Information (information always explained to patients in a way they could understand)		↑	Nurses 76.5% Doctors 87.1%	87.8%	88.8%	88.4%	88.3%	↑	Nurses 78.1% Doctors 86.8%	87.7%	87.4%	87.8%	87.7%	↑	Nurses 76.1% Doctors 86.3%	88.8%	88.9%	89.2%	89.0%	↑	Nurses 74.3% Doctors 88.3%	87.8%	88.9%	87.1%	87.9%	↑	Nurses 80.8% Doctors 88.1%	83.3%	92.5%	90.0%	88.0%
**Responsiveness to Care (staff always respond quickly to patients' needs when answering call bells)		↑	Nurses 66.2% Doctors 75.3%	78.6%	79.2%	77.7%	78.5%	↑	Nurses 67.3% Doctors 73.8%	76.9%	77.5%	81.2%	78.4%	↑	Nurses 65.2% Doctors 75.4%	78.5%	81.7%	79.1%	79.8%	↑	Nurses 65.2% Doctors 76.4%	81.9%	76.9%	73.0%	77.4%	↑	Nurses 70.8% Doctors 75.8%	75.3%	75.5%	72.0%	74.4%
**Communication about Medications (staff always communicate to patients about what their medications are for)		↑	56.3%	68.6%	66.6%	68.7%	68.0%	↑	57.9%	70.0%	59.1%	70.0%	66.8%	↑	53.1%	67.7%	67.7%	68.9%	68.1%	↑	55.9%	69.0%	70.2%	64.9%	68.0%	↑	65.8%	67.2%	72.7%	77.5%	71.5%
**Pain Control (patients who felt their pain was always well controlled)		↑	68.9%	78.8%	77.7%	78.5%	78.3%	↑	67.7%	76.4%	73.2%	76.1%	75.4%	↑	68.6%	79.9%	80.1%	80.7%	80.2%	↑	69.2%	80.6%	78.0%	75.6%	78.2%	↑	73.9%	75.4%	72.9%	82.6%	76.7%
**Discharge Information (patients who received key information about symptoms and health issues to watch for after discharge)		↑	54.2%	70.0%	68.7%	72.1%	70.3%	↑	52.7%	68.2%	67.3%	72.6%	69.4%	↑	53.2%	68.6%	69.9%	70.9%	69.9%	↑	55.5%	72.7%	69.7%	71.6%	71.4%	↑	58.4%	74.6%	58.5%	83.3%	72.1%
Involvement in Care Decisions (patients who felt they are involved in decisions about their treatment and care)		↑	60.1%	86.7%	87.9%	84.3%	86.3%	↑	64.7%	86.9%	88.1%	83.3%	86.1%	↑	63.4%	87.0%	91.0%	87.6%	88.6%	↑	50.4%	87.3%	82.2%	78.0%	82.6%	↑	63.4%	82.4%	86.3%	89.6%	85.6%
Cleanliness (patient's room and bathroom are always kept clean)		NA	NA	65.9%	68.7%	68.6%	67.6%	NA	NA	59.0%	67.0%	69.4%	64.6%	NA	NA	69.8%	71.4%	68.5%	69.9%	NA	NA	67.7%	65.0%	68.5%	67.1%	NA	NA	64.8%	69.2%	66.0%	66.5%
Quality of Food (hospital food rates excellent/very good for taste, temperature and variety)		↑	51.7%	57.2%	61.1%	58.7%	58.9%	↑	47.8%	47.9%	43.5%	56.9%	49.5%	↑	52.8%	58.4%	64.9%	56.3%	60.0%	↑	50.1%	62.7%	68.9%	61.1%	64.3%	↑	65.0%	67.6%	66.0%	72.3%	68.5%
Length of Time Waiting for Inpatient Room (once admitted patients did not feel that they waited too long before getting to their bed)		↓	16.4%	26.4%	27.6%	25.4%	26.5%	↑	15.2%	21.8%	28.7%	21.4%	23.6%	↑	14.0%	27.2%	24.7%	22.1%	24.7%	↑	16.8%	29.5%	30.0%	31.7%	30.4%	↑	29.3%	29.2%	35.8%	41.7%	34.7%
Equity Based on Preferred Language of Service (patient always receives service in the official language of his/her preference)		↑	80.0%	74.5%	75.3%	76.3%	75.3%	↑	73.7%	75.3%	70.6%	83.6%	76.6%	↓	84.2%	74.3%	78.4%	75.3%	76.0%	↓	80.4%	74.7%	75.5%	73.2%	74.5%	↓	80.8%	71.8%	67.9%	66.0%	69.0%
		English ¹	93.6%	97.1%	97.7%	96.8%	97.2%	↑	90.8%	95.7%	97.6%	95.3%	96.1%	↑	95.7%	97.7%	97.6%	97.6%	97.6%	↑	93.5%	99.1%	97.6%	96.2%	97.7%	↑	93.7%	91.9%	100.0%	100.0%	96.4%
		French ¹	28.1%	41.1%	46.8%	52.6%	46.1%	NA	34.6%	Base too small to report	Base too small to report	Base too small to report	Base too small to report	Base too small to report	NA	28.9%	Base too small to report	Base too small to report	Base too small to report	Base too small to report	NA	0.0%	Base too small to report	Base too small to report	Base too small to report	Base too small to report	NA	30.0%	Base too small to report	Base too small to report	Base too small to report

** 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 questions 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 too 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