Healthcare Partner Survey: Land Emergency Medical Services (EMS)

# Use of Service

In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us c**ontinually improve and respond** to identified needs.

* When surveyed about their overall opinion of service deliver in the last six months, 81% of respondents noted Ornge was able to provide a timely dispatch response at least 50% of the time.
* 74% of all Land Emergency Medical Services (EMS) participants have a favourable opinion of Ornge

# Overall Satisfaction

Approximately 79% of respondents were overall satisfied with Ornge’s service:

* 98% satisfaction with level of care given by Ornge medical crew
* 90% satisfaction with professionalism of Ornge medical crew
* 79% satisfaction with communication between Ornge medical crew and staff

# Audience Demographic

## Participant roles

Out of the 148 Land EMS survey participants across the province, their roles are segmented into the following:

* 78% Paramedics
* 8% Managers
* 9% Supervisors
* 5% Other

## Participant location

Out of all of the Land EMS participants, 28% were located in Northern Ontario, and 72% were located in Southern Ontario:

* 25% North West Ontario
* 3% North East Ontario
* 72% Southern Ontario

# Areas of Improvement

Areas of focus established as a place for improvement included:

* Response times
* Resource Constraints
* Communication

# Service Strength

When asked about the strengths of Ornge, participants noted the following:

* High quality patient care
* Level of Care
* Professional

This is the sixth annual Stakeholder Survey completed by Ornge. All survey data is collected in a confidential manner. No identifiable information about the survey respondents will be gathered and/or shared at any time.