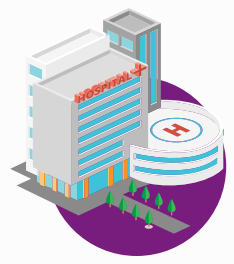


Stakeholder Survey Results

Hospital



Hospital
Survey Results

Overall Satisfaction

Approximately **74%** of respondents had favourable opinions of Ornge's service delivery:

90% | satisfaction with level of care given by Ornge medical crew

99% | of respondents knew the reason why Ornge had declined the call

84% | satisfaction with the communication between Ornge medical crew and staff

Use of Service

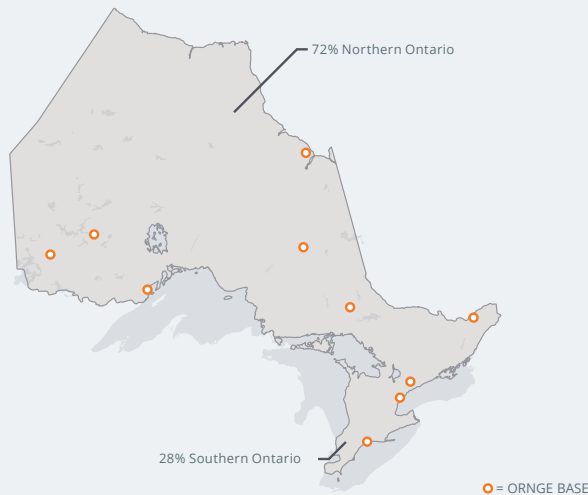
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their satisfaction with dispatch, specifically on Professionalism of Operations Control Centre (OCC) staff, respondents rated this at **96%**.
- + When surveyed about their satisfaction with dispatch, specifically on Professionalism of the Ornge medical crew, respondents rated this at **86%**.
- + Approximately **80%** of all Hospital participants are overall satisfied with Ornge.

Audience Demographic

Participant Location

Out of all of the Hospital participants, **28%** were located in Northern Ontario, and **72%** were located in Southern Ontario.



Participant Roles

Out of the **122** Hospital survey participants across the province, their roles are segmented into the following:



28% Staff Members



13% Unit Managers



17% Middle/Senior Managers



13% Chief of Staff/Dept.



24% Physicians



5% Other

Areas of Improvement

Feedback identified areas where Ornge can improve their service, including:



Timely response



Time to book transfer requests



Time to prepare patient for transport

Service Strength

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



Excellent communication



Knowledgeable, skilled staff



Critical care resources and expertise

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.

UPDATED MARCH 2018