

Stakeholder Survey Results

2018 | Ontario Hospitals



Hospital
Survey Results

Overall Satisfaction

Approximately **88%** of respondents were satisfied with Ornge:

97% | satisfaction with level of care given by Ornge medical crew

94% | of respondents knew the reason why Ornge had declined the call some of the time, most of the time or always.

78% | satisfaction with the communication between Ornge medical crew and staff

Use of Service

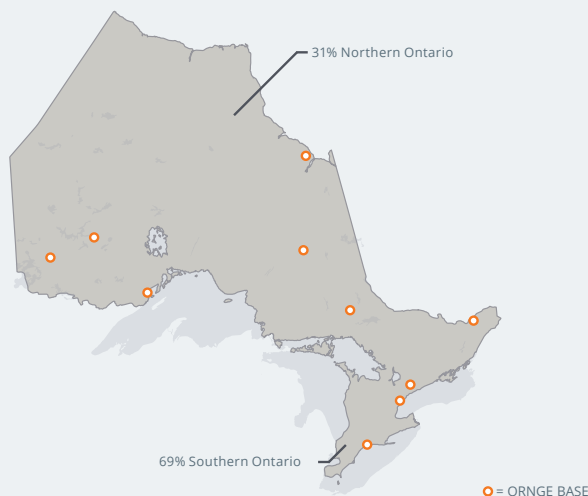
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their satisfaction with dispatch, specifically on professionalism of Operations Control Centre (OCC) staff, respondents rated this at **97%**.
- + When surveyed about their satisfaction with professionalism of the Ornge medical crew, respondents rated this at **93%**.
- + Approximately **91%** of all Hospital respondents have a favourable opinion of Ornge.

Audience Demographic

Participant Location

Out of all of the Hospital participants, **31%** were located in Northern Ontario, and **69%** were located in Southern Ontario.



Participant Roles

Out of the **75** Hospital survey respondents across the province, their roles are as follows:



38% Staff Members



11% Unit Managers



18% Middle/Senior Managers



10% Chief of Staff/Dept.



14% Physicians



9% 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 seventh 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 2019