

Stakeholder Survey Results

Land Emergency Medical Services



Land Emergency Medical Services
Survey Results

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

Use of Service

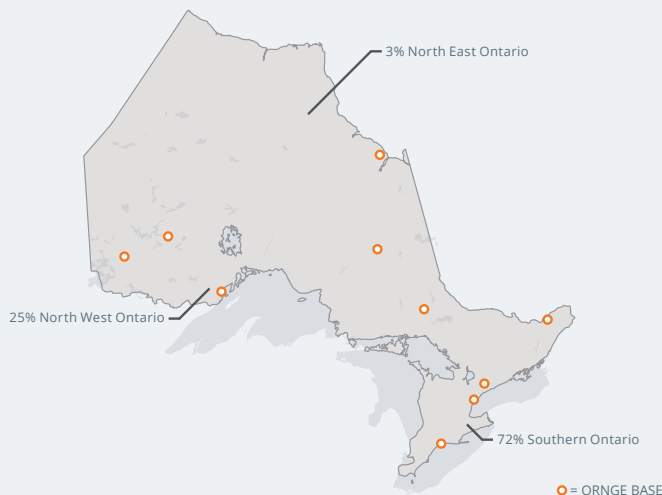
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their 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.
- + Approximately **74%** of all Land Emergency Medical Services (EMS) have a favourable opinion of Ornge.

Audience Demographic

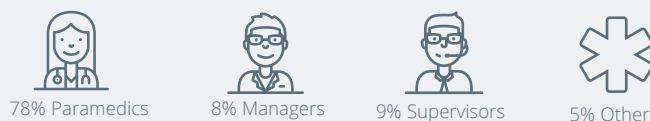
Participant Location

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



Participant Roles

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



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
- Professional
- Level of Care

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.