

Stakeholder Survey Results

2018 | Ontario Land Emergency Medical Services



Land Emergency Medical Services
Survey Results

Overall Satisfaction

Approximately **83%** of respondents were overall satisfied with Ornge's service:

98% | satisfaction with level of care given by Ornge medical crew

89% | satisfaction with professionalism of Ornge medical crew

79% | satisfaction with communication between Ornge medical crew and staff

Use of Service

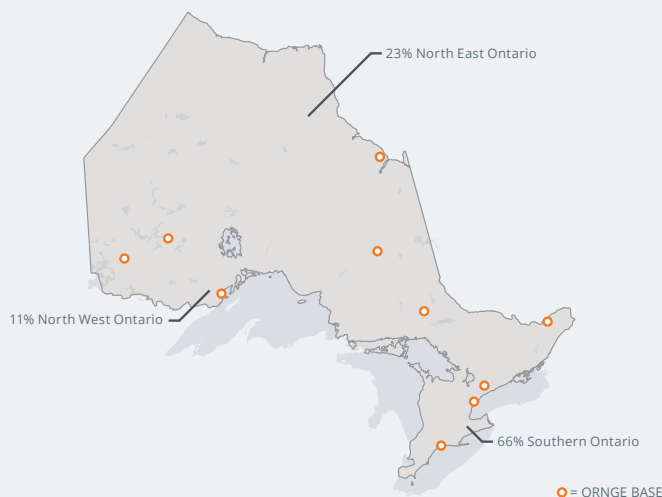
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their overall opinion of service delivery in the last six months, **85%** of respondents noted Ornge was able to provide a timely dispatch response some of the time, most of the time or always.
- + Approximately **84%** of all Land Emergency Medical Services (EMS) have a favourable opinion of Ornge.

Audience Demographic

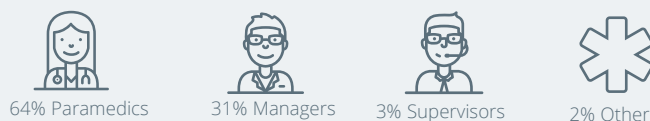
Participant Location

Out of all of the Land EMS participants, **34%** were located in Northern Ontario, and **66%** were located in Southern Ontario:



Participant Roles

Out of the **64** Land EMS survey respondents across the province, their roles are as follows:



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 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.

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