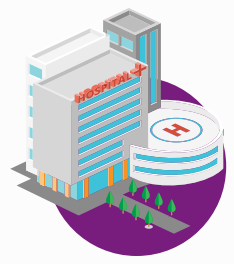


Stakeholder Survey Results

Hospital



Hospital
Survey Results

Overall Satisfaction

Approximately **78%** of respondents were satisfied and had favourable opinions of Ornge's service delivery:

94% | satisfaction with level of care given by Ornge medical crew

97% | of respondents knew the reason why Ornge had declined the call

85% | satisfaction with the communication between Ornge medical crew and staff

Use of Service

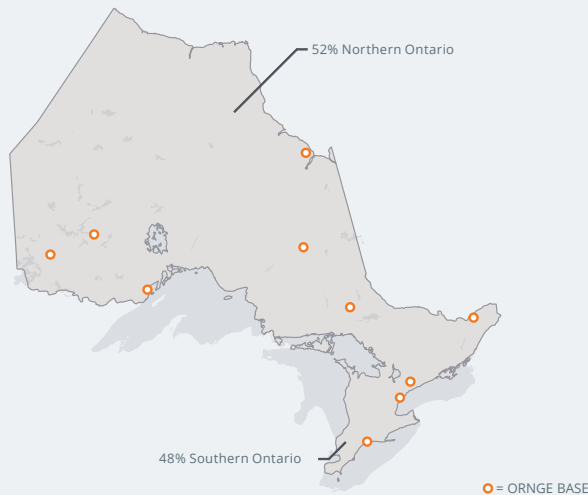
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their satisfaction with dispatch, specifically on Professionalism of Operations Control Centre (OCC) staff, respondents rated this at **95%**.
- + When surveyed about their satisfaction with dispatch, specifically on Professionalism of the Ornge medical crew, respondents rated this at **94%**.
- + Approximately **96%** of all Hospital participants trust Ornge.

Audience Demographic

Participant Location

Out of all of the Hospital participants, **52%** were located in Northern Ontario, and **48%** were located in Southern Ontario.



Participant Roles

Out of the **142** Hospital survey participants across the province, their roles are segmented into the following:



28% Staff Members



13% Unit Managers



22% Middle/Senior Managers



10% Chief of Staff/Dept.



21% Physicians



6% 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



High quality patient care



Level of Care/Expertise

This is the fifth 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. Results exclude survey answers stating: "Not sure," "Not enough personal experience" and "Don't know."