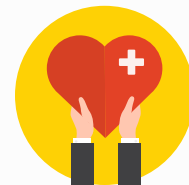


Patient Satisfaction Survey



NRC Picker Patient Satisfaction
Survey Results
January 1 – December 31, 2019

Overall Satisfaction

Approximately **99.5%** of respondents were satisfied and had favourable opinions of Ornge's service delivery:

98% | satisfaction with being addressed by name

97% | satisfaction with the professional manner of transport team

93% | satisfaction with the clean aircraft/ambulance

Use of Service

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

- + When surveyed about their overall opinion of service delivery, **98%** of respondents had confidence / trust in the transport team.
- + Approximately **90%** noted they were given an opportunity to talk to family before / after transport.

Areas of Improvement

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

“ | Communication / Delays (out of Ornge control)

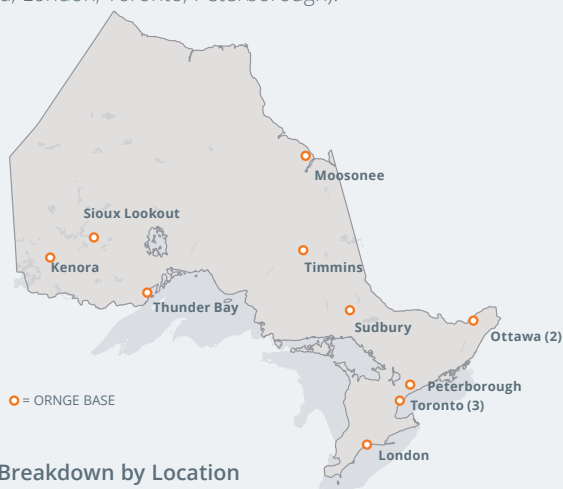
| Improve patient comfort during transport (stretcher)

| Increase transports of family members (paediatric patients)

Audience Demographic

Participant Location

Of the patient participants surveyed in this period, **46** per cent were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **54** per cent were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Peterborough):



Crew Breakdown by Location

Out of the **2006** patient satisfaction surveys distributed, **672** were completed and returned from locations below:

8.4 % Ottawa	17.8 % Toronto
6.3 % Ottawa-CCLT	1.9 % GTA-CCLT
9.8 % London	2.9 % GTA-Paediatrics
0 % Moosonee	2.7 % Sioux Lookout
1.2 % Kenora	14.0 % Timmins
13.0 % Thunder Bay	6.5 % Peterborough-CCLT
15.4 % Sudbury	

Service Strength

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

| Transport team did all they could for comfort

| Transport team treated you with respect / dignity / compassion / empathy

| Transport process explained to family

| Transport team were professional / knowledgeable

Ornge has been actively surveying patients since April 2010. Approximately 4,000 patients are surveyed annually with an average response rate of 34.1 per cent in 2018 and 2019. These surveys are done by a third party, NRC Health, who also provide Ontario hospitals with their patient satisfaction report cards.

