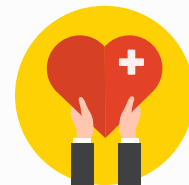


Patient Satisfaction Survey



Patient Satisfaction
Survey Results
January 1 - December 31, 2021

Overall Satisfaction

Approximately **97%** of respondents were satisfied and had favourable opinions of Ornge's service delivery:

97% | satisfaction with being addressed by name

98% | satisfaction with the professional manner of transport team

97% | 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

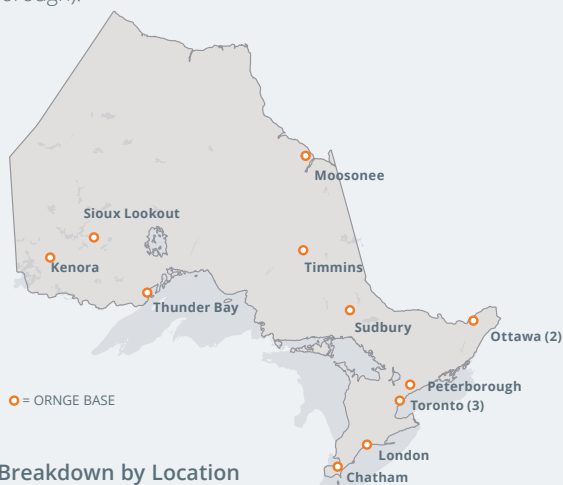
Feedback identified areas where Ornge can improve their service, including:

-  Increase communication with, and transports of family members
-  Improve patient comfort during transport
-  Improve organization of transport
-  Improve ability to communicate despite vehicle noise

Audience Demographic

Participant Location

Of the patient participants surveyed, **43%** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **57%** were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Peterborough):






Crew Breakdown by Location

Out of the **2531** patient satisfaction surveys distributed, **787** were completed and returned from locations below:

7.1 %	Ottawa	20.9 %	Toronto
5.3 %	Ottawa-CCLT	3.7 %	GTA-CCLT
11.0 %	London	2.6 %	GTA-Paediatrics
0 %	Moosonee	2.6 %	Chatham-CCLT
0.9 %	Kenora	1.5 %	Sioux Lookout
14.4 %	Thunder Bay	13.0 %	Timmins
13.6 %	Sudbury	5.9 %	Peterborough-CCLT

Service Strength

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

-  Transport team treated you with respect / dignity / compassion / empathy
-  Transport team were professional / knowledgeable
-  Transport team did all they could for comfort

Ornge has been actively surveying patients since April 2010. Approximately 4,000 patients are surveyed annually with an average response rate of 36.8 per cent in 2020 and 2021.

These surveys are done by a third party.



UPDATED JUNE 2022