Patient Satisfaction Survey

NRC Health Patient Satisfaction Survey - January 1, 2019- December 31, 2020

# 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, 97% of respondents had confidence / trust in the transport team
* Approximately 87% noted they were given an opportunity to talk to family before / after transport

# Overall Satisfaction

Approximately **99%** of respondents were satisfied and had favourable opinions of Ornge’s service delivery:

* 98% satisfaction with being addressed by name
* 98% satisfaction with the professional manner of transport team
* 92% satisfaction with the clean aircraft/ambulance

# Audience Demographic

## Participant location

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

## Crew Breakdown by Location

Out of the **2402** patient satisfaction surveys distributed, **855** were completed and returned from locations below:

* 10.2% Ottawa
* 3.6% Ottawa-CCLT
* 10.8% London
* 0% Moosonee
* 1.5% Kenora
* 12.3% Thunder Bay
* 14.4% Sudbury
* 18.9% Toronto
* 3.7% GTA-CCLT
* 0.6% GTA-Paediatrics
* 2.2% CHATHAM-CCLT
* 1.8% Sioux Lookout
* 13.2% Timmins
* 6.8% Peterborough-CCLT

# Areas of Improvement

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

* Improve patient comfort during transport
* Increase transports of family members
* Communication / Delays (out of Ornge control)

# 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 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 36.6per cent in 2019 and 2020. These surveys are done by a third party, NRC Health, who also provide Ontario hospitals with their patient satisfaction report cards.