

Patient Satisfaction Survey



Patient Satisfaction
Survey Results
January 1 - December 31, 2022

Overall Satisfaction

Approximately **99.6%** 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

99% | 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 **99%** 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
- Discuss any anxieties/fears with patients
- Improve organization and timelines of transport
- Improve ability to communicate despite vehicle noise

Service Strength

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

- Treated you with respect/dignity/compassion/empathy
- Courteous, professional and worked well together
- Patients expressed that they had confidence/trust in transport team

Audience Demographic

Participant Location

Of the patient participants surveyed, **42%** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **58%** were transported by a crew from one of our southern bases (Ottawa, London, Chatham-Kent, Toronto, Peterborough):



Crew Breakdown by Location

Out of the **2617** patient satisfaction surveys distributed, **717** were completed and returned from locations below:

10 %	Ottawa	17.9 %	Toronto
6.9 %	Ottawa-CCLT	5.2 %	GTA-CCLT
9.8 %	London	2.1 %	Chatham-CCLT
0 %	Moosonee	4.4 %	Sioux Lookout
1.9 %	Kenora	11.9 %	Timmins
13.6 %	Thunder Bay	1.2 %	Timmins-PCLA
9.8 %	Sudbury	5.7 %	Peterborough-CCLT

Ornge has been actively surveying patients since April 2010. Approximately 4,000 patients are surveyed annually with an average response rate of 32.3 per cent in 2021 and 2022.

These surveys are done by a third party.



UPDATED JUNE 2023