Healthcare Partner Survey: Hospitals

# 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 c**ontinually 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 97%.
* When surveyed about their satisfaction with professionalism of the Ornge medical crew, respondents rated this at 93%.
* 91% of all Hospital respondents have a favourable opinion of Ornge.

# Overall Satisfaction

Approximately 88% of respondents were satisfied overall with Ornge:

* 97% satisfaction with level of care given by Ornge medical crew.
* 94% of respondents knew the reason why Ornge had declined the call some of the time, most of the time or always
* 78% satisfaction with the communication between Ornge medical crew and staff.

# Audience Demographic

## Participant roles

Out of the 75 Hospital survey participants across the province, their roles are as follows:

* 38% Staff Members
* 11% Unit Managers
* 18% Senior/Middle Managers
* 14% Physicians
* 9% Other
* 10% Chief of Staff/Departments

## Participant location

Out of all of the Hospital survey respondents, 31% were located in Northern Ontario, and 69% were located in Southern Ontario.

# Improvement

Feedback identified areas where Ornge can improve their service, related to timing:

* 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
* Knowledgeable, skilled staff
* Critical care resources and expertise

This is the seventh 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.