2018 Healthcare Partner Survey:  
Land Emergency Medical Services (EMS)

# 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 overall opinion of service delivery in the last six months, 85% of respondents noted Ornge was able to provide a timely dispatch response some of the time, most of the time or always.
* Approximately 84% of all Land Emergency Medical Services (EMS) participants have a favourable opinion of Ornge

# Overall Satisfaction

Approximately 83% of respondents were overall satisfied with Ornge’s service:

* 98% satisfaction with level of care given by Ornge medical crew
* 89% satisfaction with professionalism of Ornge medical crew
* 79% satisfaction with communication between Ornge medical crew and staff

# Audience Demographic

## Participant roles

Out of the 64 Land EMS survey respondents across the province, their roles are as follows:

* 64% Paramedics
* 31% Managers
* 3% Supervisors
* 2% Other

## Participant location

Out of all of the Land EMS participants, 34% were located in Northern Ontario, and 66% were located in Southern Ontario:

* 11% North West Ontario
* 23% North East Ontario
* 66% Southern Ontario

# Areas of Improvement

Areas of focus established as a place for improvement included:

* Response times
* Resource Constraints
* Communication

# Service Strength

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

* High quality patient care
* Level of Care
* Professional

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.