Healthcare Partner Survey:
Land Paramedic Services

# 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 continually improve and respond to identified needs.

* When surveyed about the types of calls where respondents interacted with Ornge, approximately 35% indicated for transfer between a hospital and airport/helipad, 18% indicated for on-scene or modified scene response, and 47% indicated for both.
* Respondents indicated that the Ornge aircraft would arrive to the scene or modified scene location prior to their departure about half of the time.

# Overall Satisfaction

When surveyed about their overall satisfaction:

* 95% were favourable or neutral about professionalism of the Ornge crews.
* 92% of land paramedics were favourable or neutral about communication among Ornge and land paramedic crews.
* Approximately 93% of all land paramedic respondents have a favourable or neutral opinion of Ornge’s service delivery.

# Audience Demographic

## Participant roles

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

* 72% Paramedics
* 20% Managers
* 8% Supervisors

## Participant location

Out of all of the Land EMS participants, 45% were located in Northern Ontario, and 55% were located in Southern Ontario.

# Areas of Improvement

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

* Reliance on land paramedic services for transport between hospital and airport
* Resource constraints
* Communication among paramedics, communications centre and hospital staff

# Service Strength

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

* High quality patient care
* Professionalism
* Improved engagement with land paramedic providers

This is the eighth 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.