Patient Satisfaction Survey

NRC Picker Patient Satisfaction Survey - January 1, 2018- December 31, 2018

# 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 c**ontinually 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 90% 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:

* 99% satisfaction with being addressed by name
* 97% 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 six month period, **50.5 per cent** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **49.5 per cent** were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Peterborough):

## Crew Breakdown by Location

Out of the **3957** patient satisfaction surveys distributed, **1230** were completed and returned from locations below:

* 9% Ottawa
* 5.3% Ottawa-CCLT
* 8.8% London
* 0.3% Moosonee
* 2.7% Kenora
* 16.6% Thunder Bay
* 13.7% Sudbury
* 15.5% Toronto
* 3.4% GTA-CCLT
* 3.0% GTA-Paediatrics
* 2.4% Sioux Lookout
* 14.8% Timmins
* 4.6% Peterborough-CCLT

# Areas of Improvement

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

* Establish a Patient and Family Council for additional stakeholder feedback
* Improve patient comfort during transport (stretcher)
* Increase transports of family members (paediatric patients)

# 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
* Transport process explained to family

Ornge has been actively surveying patients since April 2010.  Approximately **4,000** patients are surveyed annually with an average response rate of 34.7per cent in 2017 and 2018.  These surveys are done by a third party, NRC Picker, who also provide Ontario hospitals with their patient satisfaction report cards.