Healthcare Partner Survey: Ambulance Communications Centres and Central Ambulance Communications Centres (CACCS)

# 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, 92% of respondents noted Ornge was able to respond to calls in a timely fashion 60% of the time.
* Approximately 83% of all Ambulance Communications Centres and Central Ambulance Communications Centres’ participants have a favourable opinion of Ornge.

# Overall Satisfaction

Approximately 90% of respondents were satisfied overall with Ornge:

* 88% satisfaction with the professionalism of the Operations Control Centre staff.
* 83% satisfaction with the length of time to process a transfer request.
* 78% satisfaction with number of calls and length of time it takes to process a life or limb request

# Audience Demographic

## Participant roles

Out of the 42 Ambulance Communications Centres and CACCs survey participants across the province, their roles are segmented into the following:

* 50% Communications Officers
* 21% Supervisors
* 24% Managers
* 5% Other

## Participant location

Out of all of the Ambulance Communications Centres and CACCs participants, 26% were located in Northern Ontario, and 74% were located in Southern Ontario.

# Improvement

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

* Integration with other CADs/ Deployment Plan
* Communication

# Service Strength

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

* Reasons shared as to why Ornge declines a call
* Processing of calls
* Professionalism

This is the sixth 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.