2018 Healthcare Partner Survey:
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, 91% of CACC respondents noted Ornge was able to provide a timely dispatch some of the time, most of the time or always.
* Approximately 77% of all CACC respondents have a favourable opinion of Ornge.

# Overall Satisfaction

Approximately 88% of CAAC respondents were satisfied overall with Ornge:

* 90% satisfaction with the professionalism of the Operations Control Centre staff.
* 92% satisfaction with the length of time to process a routine transfer request.
* 82% satisfaction with the length of time it takes to process a life or limb request

# Audience Demographic

## Participant roles

Out of the 46 CACC respondents across the province, their roles are as follows:

* 46% Communications Officers
* 13% Supervisors
* 39% Managers
* 2% Other

## Participant location

Out of all of the CACC respondents, 43% were located in Northern Ontario, and 57% 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 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.