Healthcare Partner Survey: Hospitals

# 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 their opinion of Ornge’s service delivery, 84% of all Hospital respondents indicated a favourable or neutral opinion.
* 98% were favourable or neutral regarding the professionalism of the Ornge medical crew.
* 93% were favourable or neutral regarding the professionalism of Ornge’s Operations Control Centre staff.

# Overall Satisfaction

When surveyed about their overall satisfaction, 86% of respondents were favourable or neutral.

* Hospital partners are consistently satisfied with patient care; 98% were favourable or neutral regarding patient care provided by the Ornge medical crew.
* 91% were favourable or neutral about communication between the Ornge paramedics and hospital staff.
* 94% were favourable or neutral about the effectiveness of customer service provided by the Operations Control Centre staff.

# Audience Demographic

## Participant roles

Out of the 81 Hospital survey participants across the province, their roles are as follows:

* 30% Nurses
* 12% Physicians
* 31% Directors/Managers
* 12% Chiefs of Staff/Department
* 3% Executives
* 12% Other

## Participant location

Out of all of the Hospital survey respondents, 27% were located in Northern Ontario, and 73% were located in Southern Ontario.

# Improvement

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

* Timeliness of response
* Communication of anticipated arrival time/delays
* Acknowledging the efforts of other health care partners

# Service Strength

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

* Excellent patient care provided by the medical crew
* Knowledgeable, skilled staff
* Excellent support from Transport Medicine Physicians

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.