Stakeholder Survey Results

2019 | Ontario Hospitals

Hospital
Survey Results

Overall Satisfaction

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

98% | of hospital partners were favourable or neutral regarding patient care provided by the Ornge medical crew

91% | of respondents 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
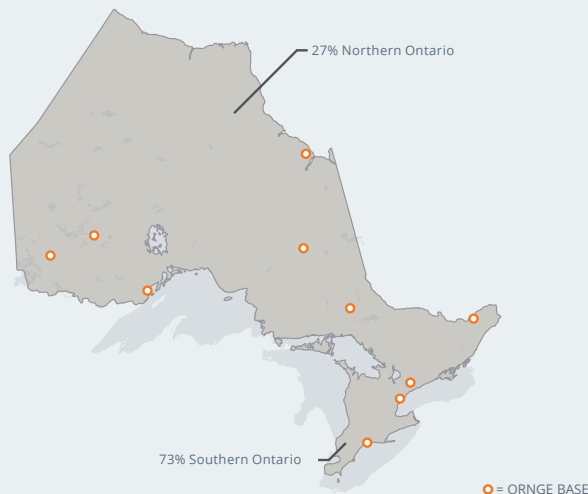
Use of Service

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.

+ Approximately **98%** were favourable or neutral regarding the professionalism of the Ornge medical crew.

+ Approximately **93%** were favourable or neutral regarding the professionalism of Ornge's Operations Control Centre staff.

Audience Demographic

Participant Location

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

27% Northern Ontario

73% Southern Ontario

○ = ORNGE BASE

Participant Roles

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

31% Directors/Managers 30% Nurses 3% Executives 12% Chief of Staff/Dept. 12% Physicians 12% Other

Areas of 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.

UPDATED JUNE 2020