

# Stakeholder Survey Results

2019 | Ontario Land Emergency Medical Services



Land Emergency Medical Services  
Survey Results

## Overall Satisfaction

When surveyed about their overall satisfaction:

**95%** | were favourable or neutral about professionalism of the Ornge crews

**92%** | of land paramedics were favourable or neutral about communication among Ornge and land paramedic crews

**93%** | of all land paramedic respondents have a favourable or neutral opinion of Ornge's service delivery

## Use of Service

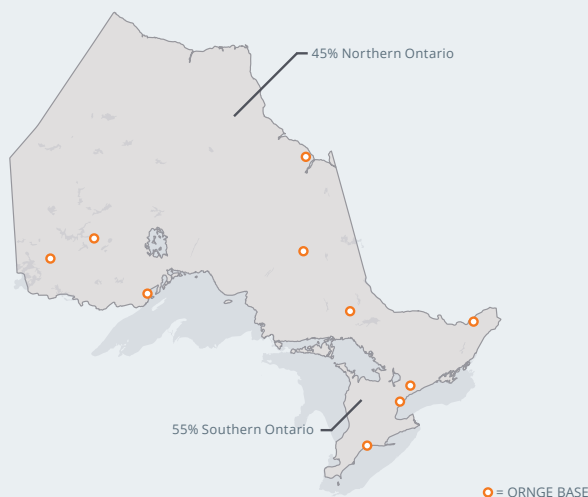
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about the types of calls where respondents interacted with Ornge, approximately **35%** indicated for transfer between a hospital and airport/helipad, **18%** indicated for on-scene or modified scene response, and **47%** indicated for both.
- + Respondents indicated that the Ornge aircraft would arrive to the scene or modified scene location prior to their departure about half of the time.

## Audience Demographic

### Participant Location

Out of all of the Land EMS participants, **45%** were located in Northern Ontario, and **55%** were located in Southern Ontario:



### Participant Roles

Out of the **64** Land EMS survey respondents across the province, their roles are as follows:



72% Paramedics



20% Managers



8% Supervisors

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



Reliance on land paramedic services for transport between hospital/airport



Resource Constraints



Communication among paramedics, communications centre and hospital staff

## Service Strength

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



High quality patient care



Professionalism



Improved engagement with land paramedic providers



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.

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