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 continually improve and respond to identified needs.

* 88% of respondents indicated that Ornge’s Operations Control Centre has been prompt in responding to incoming requests for transport always or most of the time.
* When surveyed about the professionalism of the Operations Control Centre staff, 92% of respondents indicated they are very or somewhat satisfied.
* 60% of respondents are very satisfied with the effectiveness of customer service provided by the Operations Control Centre.

# Overall Satisfaction

When surveyed about their overall satisfaction:

* 80% of CACC respondents indicated a very or somewhat favourable overall opinion of Ornge’s service delivery.
* 92% of CACC respondents were very or somewhat satisfied with the professionalism of the Operations Control Centre staff.
* 84% of CACC respondents were very or somewhat satisfied with the length of time to process a transfer request.

# Audience Demographic

## Participant roles

Out of the 27 CACC respondents across the province, their roles are as follows:

* 26% Management
* 26% Supervisor
* 41% Communications Officer
* 7% Other

## Participant location

Out of all of the CACC respondents, 56% were located in Eastern Ontario, and 19% were located in North East Ontario.

# Improvement

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

* Timely Response
* Resource Constraints

# Service Strength

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

* Professionalism
* Reasons shared as to why Ornge Declines a Call
* Processing of Calls

Ornge conducts annual stakeholder surveys as a component of its performance agreement with the Ministry of Health. 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.