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.

* 90% of respondents are very or somewhat satisfied with the professionalism of Ornge paramedics, and 95% are very or somewhat satisfied with the professionalism of the Operations Control Centre staff.
* When asked about communication between the Ornge paramedics and local staff, 90% of respondents indicated they are very or somewhat satisfied.
* When asked about the length of time it takes to respond to Emergent and Life or Limb patient transfer requests, 74% of respondents are very or somewhat satisfied.

# Overall Satisfaction

When surveyed about their overall satisfaction:

* 76% of hospital partners indicate a very or somewhat favourable opinion of Ornge’s overall service delivery.
* 96% of respondents were very or somewhat satisfied with level of care given by the Ornge medical crew.
* 91% of respondents were very or somewhat satisfied with communication between the Ornge medical crew and staff.

# Audience Demographic

## Participant roles

Out of the 108 Hospital survey participants across the province, their roles are as follows:

* 2% Executive
* 6% Chief of Staff/Dept.
* 20% Physicians
* 30% Nurse
* 29% Director/Manager
* 13% Other

## Participant location

Out of all of the Hospital survey respondents, 45% were located in Northern Ontario, and 29% were located in Central Ontario.

# Improvement

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

* Timely Response
* Time to Prepare Patient for Transport

# Service Strength

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

* Professionalism
* Critical Care Resources and Expertise
* Patient Care

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.