

Stakeholder Survey Results

2023 | Ontario Hospitals



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.

Use of Service

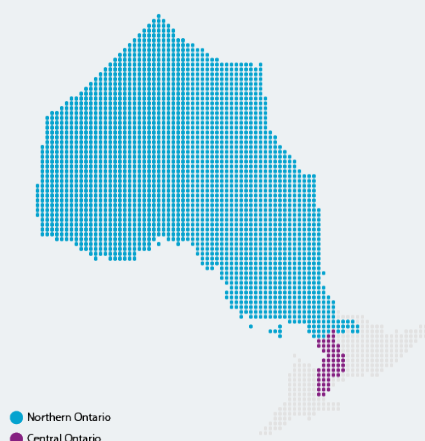
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + **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.

Audience Demographic

Participant Location

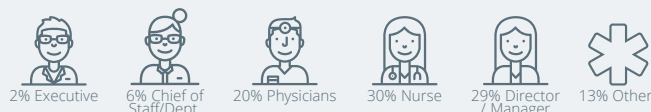
Out of all of the Hospital survey respondents, **45%** were located in Northern Ontario, and **29%** were located in Central Ontario.



Map of Ontario Health Regions courtesy of Ontario Health.

Participant Roles

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



Areas of 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.

UPDATED MAY 2025