Healthcare Partner Survey:
Land Paramedic Services

# Use of Service

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 interactions that Ornge paramedics have with paramedics in their Service, 81% of respondents indicated they are very or somewhat satisfied with communication.
* Over 83% of respondents indicated they are very or somewhat satisfied with the professionalism of Ornge crews.

# Overall Satisfaction

When surveyed about their overall satisfaction:

* 72% of respondents indicate that they have a very or somewhat favourable opinion of Ornge’s service delivery.
* 83% of respondents were very or somewhat satisfied with the professionalism of the Ornge medical crew.
* 82% of respondents were very or somewhat satisfied with the communication between Ornge medical crew and staff.

# Audience Demographic

## Participant roles

Out of the 56 Land EMS survey respondents across the province, their roles are as follows:

* 71% Managers
* 16% Supervisors
* 39% Paramedics
* 4% Other

## Participant location

Out of all of the Land EMS participants, 56% were located in Western Ontario, and 27% were located in Central Ontario.

# Areas of 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
* Communication
* 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.