

# Stakeholder Survey Results

2023 | Ontario Land Emergency Medical Services



Land Emergency Medical Services  
Survey Results

## 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.

## Use of Service

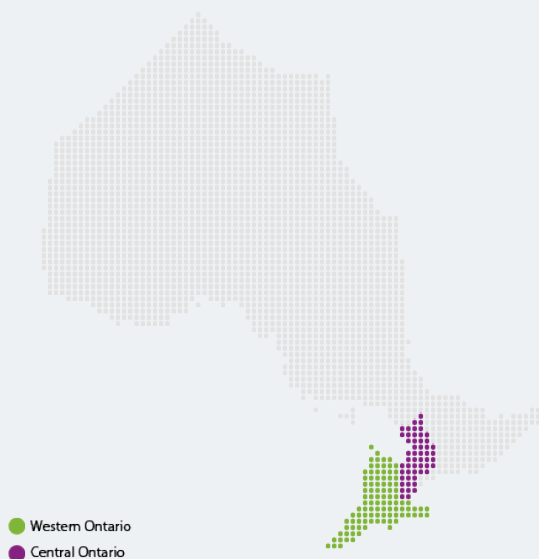
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- When surveyed about the 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.

## Audience Demographic

### Participant Location

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



Map of Ontario Health Regions courtesy of Ontario Health.

### Participant Roles

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



## 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.

UPDATED MAY 2025