Healthcare Partner Survey:
Nursing Station

# 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 asked about communication between Ornge paramedics and local staff, 87% of respondents are very or somewhat satisfied.
* 65% of respondents are very satisfied with the patient care provided by Ornge paramedics.
* When asked about professionalism in the clinical environment, 91% of respondents are very or somewhat satisfied with the level of respect that Ornge staff give to patients, and 78% are very or somewhat satisfied with the level of respect that Ornge staff gives to other healthcare professionals.

# Overall Satisfaction

When surveyed about their overall satisfaction:

* 57% of respondents were very or somewhat satisfied overall with contacting Ornge.
* 87% of respondents were very or somewhat satisfied with patient care provided by the Ornge medical crew.
* 87% of respondents were very or somewhat satisfied with the communication between Ornge medical crew and staff.

# Audience Demographic

## Participant roles

Out of the 26 respondents across the province, their roles are as follows:

* 81& RN
* 7% RPN
* 15% Other

## Participant location

Out of all the Nursing Station participants, 81% were located in North West Ontario, and 19% were located in North East Ontario.

# Improvement

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

* Time to Prepare Patient for Transport
* Timely Response

# Service Strength

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

* Professionalism
* 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.