

Stakeholder Survey Results

2023 | Nursing Station



Nursing Station
Survey Results

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.

Use of Service

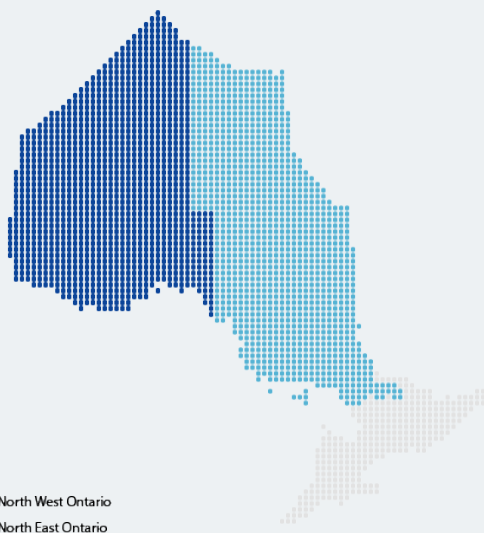
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + 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.

Audience Demographic

Participant Location

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



● North West Ontario
● North East Ontario

Map of Ontario Health Regions courtesy of Ontario Health.

Participant Roles

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



81% RN



4% RPN



15% Other

Areas of 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.

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