Healthcare Partner Survey: Ambulance Communications Centres and Central Ambulance Communications Centres (CACCS)

# 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 c**ontinually improve and respond** to identified needs.

* When surveyed about their overall opinion of service deliver in the last six months, 71% of respondents noted Ornge was able to respond to scenecalls in a timely fashion 60% of the time.
* Approximately 84% of all Ambulance Communications Centres and Central Ambulance Communications Centres’ participants trust Ornge.

# Overall Satisfaction

Approximately 82% of respondents were satisfied and had favourable opinions of Ornge’s service delivery:

* 86% satisfaction with the professionalism of the Operations Control Centre staff.
* 80% satisfaction with the length of time to process a transfer request.
* 76% satisfaction with number of calls and length of time it takes to process a life or limb request

# Audience Demographic

## Participant roles

Out of the 44 Ambulance Communications Centres and CACCs survey participants across the province, their roles are segmented into the following:

* 39% Communications Officers
* 32% Supervisors
* 25% Managers
* 4% Other

## Participant location

Out of all of the Ambulance Communications Centres and CACCs participants, 38% were located in Northern Ontario, and 62% were located in Southern Ontario:

* 11% North West Ontario
* 27% North East Ontario
* 16% Central Ontario
* 34% South West Ontario
* 5% South Central Ontario
* 7% South East Ontario

# Improvement

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

* Integration with other CADs/ Deployment Plan
* Communication

# Service Strength

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

* Estimated Time of Arrival, Updates
* Patient Care
* Professional, courteous, helpful

This is the fifth annual Stakeholder Survey completed by Ornge. 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. Results exclude survey answers stating: “Not sure,” “Not enough personal experience” and “Don’t know.”