

Stakeholder Survey Results

Land Emergency Medical Services



Land Emergency Medical Services
Survey Results

Overall Satisfaction

Approximately **87%** of respondents were satisfied and had favourable opinions of Ornge's service delivery:

96% | satisfaction with level of care given by Ornge medical crew

86% | satisfaction with professionalism of Ornge medical crew

80% | satisfaction with communication between Ornge medical crew and staff

Use of Service

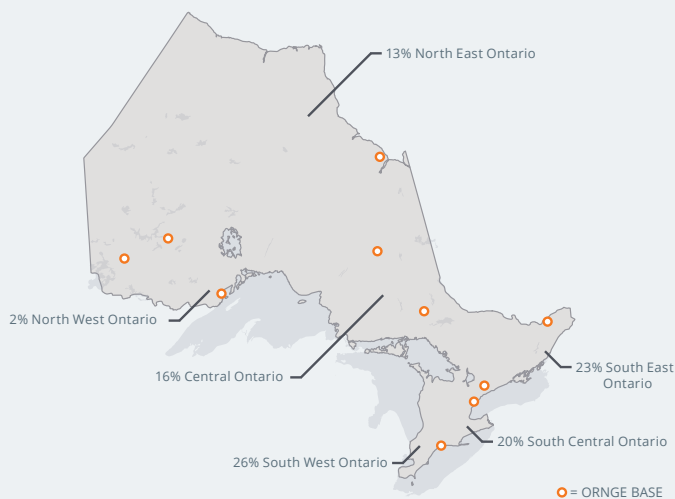
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their overall opinion of service deliver in the last six months, over half of respondents noted Ornge was able to provide a timely dispatch response at least **66%** of the time.
- + Approximately **97%** of all Land Emergency Medical Services (EMS) participants trust Ornge

Audience Demographic

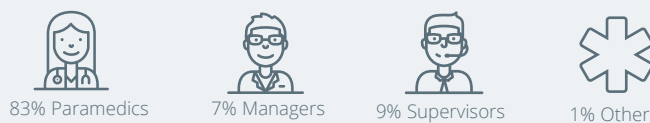
Participant Location

Out of all of the Land EMS participants, **15%** were located in Northern Ontario, and **85%** were located in Southern Ontario:



Participant Roles

Out of the **173** Land EMS survey participants across the province, their roles are segmented into the following:



Areas of Improvement

Areas of focus established as a place for improvement included:



Response times



Availability of resources/
Deployment Plan



Timely response to concerns

Service Strength

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



High quality
patient care



Professional



Level of Care

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."