Patient Satisfaction Survey

NRC Health Patient Satisfaction Survey - January 1, 2019- December 31, 2019

# Use of Service

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

* When surveyed about their overall opinion of service delivery, 98% of respondents had confidence / trust in the transport team
* Approximately 90% noted they were given an opportunity to talk to family before / after transport

# Overall Satisfaction

Approximately **99.5%** of respondents were satisfied and had favourable opinions of Ornge’s service delivery:

* 98% satisfaction with being addressed by name
* 97% satisfaction with the professional manner of transport team
* 93% satisfaction with the clean aircraft/ambulance

# Audience Demographic

## Participant location

Of the patient participants surveyed in this period, **46 per cent** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **54 per cent** were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Peterborough):

## Crew Breakdown by Location

Out of the **2006** patient satisfaction surveys distributed, **672** were completed and returned from locations below:

* 8.4% Ottawa
* 6.3% Ottawa-CCLT
* 9.8% London
* 0% Moosonee
* 1.2% Kenora
* 13.0% Thunder Bay
* 15.4% Sudbury
* 17.8% Toronto
* 1.9% GTA-CCLT
* 2.9% GTA-Paediatrics
* 2.7% Sioux Lookout
* 14.0% Timmins
* 6.5% Peterborough-CCLT

# Areas of Improvement

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

* Improve patient comfort during transport (stretcher)
* Increase transports of family members (paediatric patients)
* Communication / Delays (out of Ornge control)

# Service Strength

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

* Transport team did all they could for comfort
* Transport team treated you with respect / dignity / compassion / empathy
* Transport process explained to family
* Transport team were professional / knowledgeable

Ornge has been actively surveying patients since April 2010. Approximately **4,000** patients are surveyed annually with an average response rate of 34.1per cent in 2018 and 2019. These surveys are done by a third party, NRC Health, who also provide Ontario hospitals with their patient satisfaction report cards.