Patient Satisfaction Survey

NRC (Jan-Mar), R. A. Malatest (Apr-Dec) - Patient Satisfaction Survey - January 1, 2021- December 31, 2021

# 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 **97%** of respondents were satisfied and had favourable opinions of Ornge’s service delivery:

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

# Audience Demographic

## Participant location

Of the patient participants surveyed in this period, **43 per cent** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **57**

 **per cent** were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Peterborough):

## Crew Breakdown by Location

Out of the **2531** patient satisfaction surveys distributed, **787** were completed and returned from locations below:

* 7.1% Ottawa
* 5.3% Ottawa-CCLT
* 11.0% London
* 0% Moosonee
* 0.9% Kenora
* 14.4% Thunder Bay
* 13.6% Sudbury
* 20.9% Toronto
* 3.7% GTA-CCLT
* 2.6% CHATHAM-CCLT
* 1.5% Sioux Lookout
* 13.0% Timmins
* 5.9% Peterborough-CCLT

# Areas of Improvement

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

* Increase communication with, and transports of family members
* Improve patient comfort during transport
* Improve organization of transport
* Improve ability to communicate despite vehicle noise

# Service Strength

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

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

Ornge has been actively surveying patients since April 2010. Approximately **4,000** patients are surveyed annually with an average response rate of 36.8per cent in 2020 and 2021. These surveys are done by a third party.