Patient Satisfaction Survey

NRC Picker Patient Satisfaction Survey - January 1, 2018- June 30, 2018

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

* When surveyed about their overall opinion of service delivery in the last six months, 96% 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 **98%** of respondents were satisfied and had favourable opinions of Ornge’s service delivery:

* 98% satisfaction with being addressed by name
* 95% satisfaction with the professional manner of transport team
* 92% satisfaction with the clean aircraft/ambulance

# Audience Demographic

## Participant location

Out of all of the patient participants in this six month period, **54.3 per cent** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **45.7 per cent** were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Peterborough):

## Crew Breakdown by Location

Out of the **1957** patient satisfaction surveys distributed, **588** were completed and returned from locations below:

* 10% Ottawa
* 5.2% Ottawa-CCLT
* 7.9% London
* 0% Moosonee
* 3.3% Kenora
* 18% Thunder Bay
* 15.1% Sudbury
* 14.1% Toronto
* 2.7% GTA-CCLT
* 1.7% GTA-Paediatrics
* 2.6% Sioux Lookout
* 15.4% Timmins
* 4.1% Peterborough-CCLT

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# Improvement

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

* Establish a Patient and Family Council for additional stakeholder feedback
* Improve patient comfort during transport (stretcher)
* Increase transports of family members (paediatric patients)

# 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
* Transport process explained to family

Ornge has been actively surveying patients since April 2010.  Approximately **4,000** patients are surveyed annually with an average response rate of **32.6** per cent.  These surveys are done by a third party, NRC Picker, who also provide Ontario hospitals with their patient satisfaction report cards.