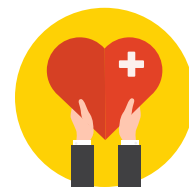


# Patient Satisfaction Survey



Patient Satisfaction  
Survey Results  
January 1 - December 31, 2024

## Overall Satisfaction

Approximately **97.8%** of respondents were satisfied and had favourable opinions of Ornge's service delivery:

**98.2%** | satisfaction with being addressed by name

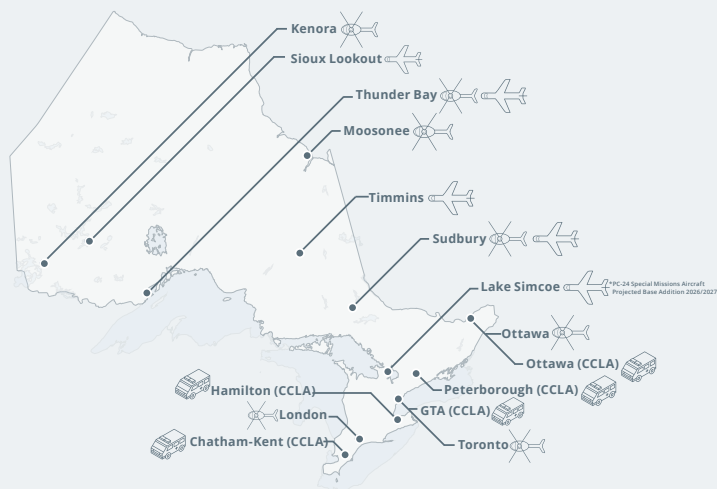
**97.6%** | satisfaction with the professional manner of transport team

**97.2%** | satisfaction with the clean aircraft/ambulance

## Audience Demographic

### Participant Location

Of the patient participants surveyed in this period, **40.1 per cent** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **59.9 per cent** were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Chatham, Peterborough, Hamilton):



### Crew Breakdown by Location

Out of the **2748** patient satisfaction surveys distributed, **726** were completed and pertained to the crews stationed at these bases:

9.4 %	Ottawa Air	18.8 %	Toronto
7.5 %	Ottawa Land	3.5 %	GTA Land
9.6 %	London	1.1 %	Chatham Land
0 %	Moosonee	1.9 %	Hamilton Land
2.1 %	Kenora	2.6 %	Sioux Lookout
13.6 %	Thunder Bay	12.2 %	Timmins
13.8 %	Sudbury	4.4 %	Peterborough

## 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, **97%** of respondents had confidence / trust in the healthcare team
- + Approximately **92%** noted they were given an opportunity to talk to family before / after transport

## Service Strengths

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



Healthcare team treated patients with respect / dignity / compassion / empathy and without bias



Healthcare team were courteous, professional and worked well together



Healthcare team did all they could to control pain



Healthcare team explaining the transport process to family

## Areas of Improvement

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



Improve ability to communicate despite vehicle noise



Increase communication with patient and family members regarding their ability to accompany them



Discuss any anxieties/fears with patients



Improve organization and timeliness of transport

Ornge has been actively surveying patients since April 2010. Approximately **4,000** patients are surveyed annually with an average response rate of 28.4 per cent in 2023 and 2024. These surveys are done by a third party.

