Patient Satisfaction Survey

Patient Satisfaction Survey - January 1, 2022-December 31, 2022

# 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, 99% 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 99.6**%** of respondents were satisfied and had favourable opinions of Ornge’s service delivery:

* 98% satisfaction with being addressed by name
* 98% satisfaction with the professional manner of transport team
* 99% satisfaction with the clean aircraft/ambulance

# Audience Demographic

## Participant location

Of the patient participants surveyed in this period, **42 per cent** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **58 per cent** were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Chatham, Peterborough):

## Crew Breakdown by Location

Out of the **2617** patient satisfaction surveys distributed, **717** were completed and returned from locations below:

* 10.0% Ottawa
* 6.9% Ottawa-CCLT
* 9.8% London
* 0% Moosonee
* 1.9% Kenora
* 13.6% Thunder Bay
* 9.8% Sudbury
* 17.9% Toronto
* 5.2% GTA-CCLT
* 2.1% CHATHAM-CCLT
* 4.4% Sioux Lookout
* 11.9% Timmins
* 1.2% Timmins - PCLA
* 5.7% Peterborough-CCLT

# Areas of Improvement

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

* Improve ability to communicate despite vehicle noise
* Increase communication with, and transports of family members
* Discuss any anxieties/fears with patients
* Improve organization and timeliness of transport

# 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 courteous, professional and worked well together
* Patients expressed that they had confidence/trust in the transport team

Ornge has been actively surveying patients since April 2010. Approximately **4,000** patients are surveyed annually with an average response rate of 32.3per cent in 2021 and 2022. These surveys are done by a third party.