Patient Satisfaction Survey

Patient Satisfaction Survey - January 1, 2024-December 31, 2024

# 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

# 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 healthcare 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::

|  |  |  |
| --- | --- | --- |
|  | Ottawa Air | 9.4% |
|  | Ottawa Land | 7.5% |
|  | London | 9.6% |
|  | Moosonee | 0.0% |
|  | Kenora | 2.1% |
|  | Thunder Bay | 13.6% |
|  | Sudbury | 13.8% |
|  | Toronto | 18.8% |
|  | GTA Land | 3.5% |
|  | Chatham Land | 1.1% |
|  | Hamilton Land | 1.9% |
|  | Sioux Lookout | 2.6% |
|  | Timmins | 12.2% |
|  | Peterborough | 4.4% |

# Service Strength

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 28.4per cent in 2023 and 2024. These surveys are done by a third party.