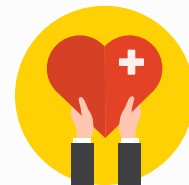


# Patient Satisfaction Survey



NRC Health Patient Satisfaction  
Survey Results  
January 1 - December 31, 2020

## Overall Satisfaction

Approximately **99%** 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

**92%** | satisfaction with the clean aircraft/ambulance


## 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 transport team
- + Approximately **87%** noted they were given an opportunity to talk to family before / after transport

## Areas of Improvement

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

 Improve patient comfort during transport

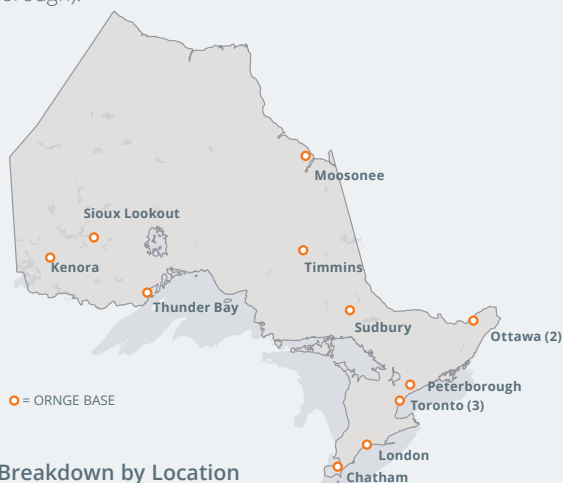
 Increase transports of family members

 Communication / Delays (out of Ornge control)

## Audience Demographic

### Participant Location

Of the patient participants surveyed, **43%** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **57%** were transported by a crew from one of our southern bases (Ottawa, London, Toronto, Peterborough):




### Crew Breakdown by Location


Out of the **2402** patient satisfaction surveys distributed, **855** were completed and returned from locations below:


10.2 %	Ottawa	18.9 %	Toronto
3.6 %	Ottawa-CCLT	3.7 %	GTA-CCLT
10.8 %	London	0.6 %	GTA-Paediatrics
0 %	Moosonee	2.2 %	Chatham-CCLT
1.5 %	Kenora	1.8 %	Sioux Lookout
12.3 %	Thunder Bay	13.2 %	Timmins
14.4 %	Sudbury	6.8 %	Peterborough-CCLT

## 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 / compassion / empathy

 Transport team were professional / knowledgeable

Ornge has been actively surveying patients since April 2010. Approximately 4,000 patients are surveyed annually with an average response rate of 36.6 per cent in 2019 and 2020.

These surveys are done by a third party, NRC Health, who also provide Ontario hospitals with their patient satisfaction report cards.

