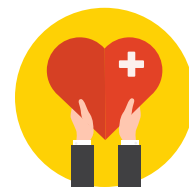


Patient Satisfaction Survey



Patient Satisfaction
Survey Results
January 1 - December 31, 2023

Overall Satisfaction

Approximately **99.7%** of respondents were satisfied and had favourable opinions of Ornge's service delivery:

98.3% | satisfaction with being addressed by name

99.5% | satisfaction with the professional manner of healthcare team

99.4% | 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 **99%** of respondents had confidence / trust in the healthcare team
- + Approximately **96%** noted they were given an opportunity to talk to family before / after transport

Audience Demographic

Participant Location

Of the patient participants surveyed, **42.6%** were transported by a crew from our northern bases (Moosonee, Kenora, Thunder Bay, Sudbury, Sioux Lookout, Timmins), and **57.4%** were transported by a crew from one of our southern bases (Ottawa, London, Chatham-Kent, Toronto, Peterborough, Hamilton):



Crew Breakdown by Location

Out of the **2714** patient satisfaction surveys distributed, **684** were completed and returned from locations below:

9.7 %	Ottawa	13.1 %	Thunder Bay	0.3 %	Hamilton-CCLT
5.2 %	Ottawa-CCLT	12.2 %	Sudbury	2.8 %	Sioux Lookout
11.1 %	London	17 %	Toronto	11.8 %	Timmins
0.2 %	Moosonee	4.7 %	GTA-CCLT	1 %	Timmins-PCLA
1.6 %	Kenora	3.5 %	Chatham-CCLT	5.8 %	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
- Provide an easy-to-understand explanation of medical procedures
- Include patient in conversations about care
- Improve organization and timeliness of transport

Service Strength

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

- Treated patients with respect, dignity, compassion and empathy
- Did all they could to control pain
- Explained the transport process to family
- Were courteous, professional and worked well together

Ornge has been actively surveying patients since April 2010. Approximately 4,000 patients are surveyed annually with an average response rate of 28.9 per cent in 2022 and 2023.

These surveys are done by a third party.



UPDATED SEPTEMBER 2024