Healthcare Partner Survey: Hospitals

# Use of Service

In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us c**ontinually improve and respond** to identified needs.

* When surveyed about their satisfaction with dispatch, specifically on Professionalism of Operations Control Centre (OCC) staff, respondents rated this at 95%.
* When surveyed about their satisfaction with dispatch, specifically on Professionalism of the Ornge medical crew, respondents rated this at 94%.
* 96% of all Hospital participants trust Ornge.

# Overall Satisfaction

Approximately 78% of respondents were satisfied and had favourable opinions of Ornge’s service delivery:

* 94% satisfaction with level of care given by Ornge medical crew.
* 97% of respondents knew the reason why Ornge had declined the call.
* 85% satisfaction with the communication between Ornge medical crew and staff.

# Audience Demographic

## Participant roles

Out of the 142 Hospital survey participants across the province, their roles are segmented into the following:

* 28% Staff Members
* 13% Unit Managers
* 22% Middle and Senior Managers
  + 11% Middle Managers
  + 11% Senior Managers
* 21% Physicians
* 6% Other
* 10% Chief of Staff/Departments

## Participant location

Out of all of the Hospital participants, 34% were located in Northern Ontario, and 66% were located in Southern Ontario.

# Improvement

Feedback identified areas where Ornge can improve their service, related to timing:

* Timely response
* Time to book transfer requests
* Time to prepare patient for transport

# Service Strength

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

* Excellent communication
* Level of Care/Expertise
* High quality patient care

This is the fifth annual Stakeholder Survey completed by Ornge. All survey data is collected in a confidential manner. No identifiable information about the survey respondents will be gathered and/or shared at any time. Results exclude survey answers stating: “Not sure,” “Not enough personal experience” and “Don’t know.”