Healthcare Partner Survey: Land Emergency Medical Services (EMS)

# 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 overall opinion of service deliver in the last six months, over half of respondents noted Ornge was able to provide a timely dispatch response at least 66% of the time.
* 97% of all Land Emergency Medical Services (EMS) participants trust Ornge

# Overall Satisfaction

Approximately 87% of respondents were satisfied and had favourable opinions of Ornge’s service delivery:

* 96% satisfaction with level of care given by Ornge medical crew
* 86% satisfaction with professionalism of Ornge medical crew
* 80% satisfaction with communication between Ornge medical crew and staff

# Audience Demographic

## Participant roles

Out of the 173 Land EMS survey participants across the province, their roles are segmented into the following:

* 83% Paramedics
* 7% Managers
* 9% Supervisors
* 1% Other

## Participant location

Out of all of the Land EMS participants, 15% were located in Northern Ontario, and 85% were located in Southern Ontario:

* 2% North West Ontario
* 13% North East Ontario
* 16% Central Ontario
* 26% South West Ontario
* 20% South Central Ontario
* 23% South East Ontario

# Areas of Improvement

Areas of focus established as a place for improvement included:

* Response times
* Availability of resources/Deployment Plan
* Timely response to concerns

# Service Strength

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

* High quality patient care
* Level of Care
* Professional

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.”