



Staff Report

Meeting Date: September 8, 2022

To: Peterborough Regional Liaison Committee

Report Number: PAR 2022-03

Title: PCCP Patient Satisfaction Survey Report

Author: Randy Mellow

Approval: Sheridan Graham, CAO

Recommendation: That, report PAR 2022-03 – PCCP Patient Satisfaction Survey Report be received for information.

Overview

The purpose of this report is to provide an overview of the data collected and results of the 2022 PCCP Patient Satisfaction Survey.

Background

Peterborough County/City Paramedics (PCCP) provide pre-hospital emergency medical and community paramedicine services for the residents of the County of Peterborough, its 8 municipalities and the City of Peterborough.

The County of Peterborough as the Designated Delivery Agent (DDA) is responsible for ensuring that patient care and ambulance transportation are carried out effectively.

To effectively meet the service delivery mandate, the DDA must remain informed in order to respond to changing community needs with patient-centered practices.

This survey was used to monitor patient experience in order to identify the quality of paramedic services, as reported by recent service users. This information helps the PCCP and its members to better understand the recent experiences of treatment and care provided by its Paramedics and identify aspects of service delivery that could be improved. Patients, or their caregivers, are asked to rank their satisfaction with ambulance services and treatment, including 911 call taking, timeliness of response,



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treatment received, competency of staff, journey comfort and overall satisfaction.

Qualitative data gathered through the Patient Experience Survey, when combined with quantitative operational and clinical key performance data will serve to provide a holistic dataset on which the DDA can make decisions guiding provision of Paramedic Services to meet the communities needs and expectations.

Analysis

Peterborough County/City Paramedics developed a core set of questions for the patient experience survey.

During the period of Monday, June 13th to Friday, July 15th, patients and/or their care givers were invited to participate and provide feedback regarding their experience with PCCP in the previous 12 months.

The community members and visitors were invited to participate through the following means: Media including television and radio advertisements, social media, roadside signage and invitations included with hospital bills.

Access to the online survey was provided through website address and QR codes to allow smart phone access.

Responses were collected using a data collection and analysis tool. The data collection was designed and implemented to ensure anonymity. No personal identifiers or personal health information was collected. The data analysis tool enabled aggregation of data in various formats including municipal boundaries, patient demographics and self described urban, rural and remote settings.

A full summary of the findings is included as Attachment 1 to this report.

Financial Impact

Costs associated with the production and administration of the survey were captured in the 2022 budget. No additional costs are anticipated related to the project. Data within this report will be utilized to continue strategies for operational efficiencies and service delivery improvements.



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Anticipated Impacts on Local and/or First Nations Communities

Application of the survey data will continue to provide evidence supported service delivery planning to continue to provide paramedic service meeting the needs in all communities.

Alignment to County of Peterborough Strategic Plan Priorities

To provide high quality services to residents, businesses and Townships:

Communications – To elevate the County of Peterborough’s profile, enhance community engagement, and communicate proactively.

Financial Responsibility – To ensure evidence-informed planning and approaches to achieve financial sustainability and accountability, while keeping ratepayers top of mind.

Organizational Development – To invest in our people and systems to foster a resilient, thriving organizational culture.

In consultation with:

N/A

Communication Completed/required: None at this time.

Attachments

1. 2022 PCCP Patient Satisfaction Survey – Final Report

Respectfully Submitted,
Original Signed by:
Randy Mellow
Chief of Paramedics

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