

# **Hamilton Paramedic Service (HPS) Resident Survey 2023**

## **~ Summary Report**

## CONTENTS

Survey Summary .....	2
Purpose and Background .....	2
Methods and Administration .....	2
Survey Response .....	3
Report Notes .....	3
Key Summary of Phone Survey Results .....	4
Detailed Survey Results .....	5
The Respondents.....	5
Age.....	5
Gender .....	6
Special Interest Groups .....	6
Income .....	7
Overall Service Rating .....	8
Response Expectations .....	9
HPS Mobile Integrated Health Program .....	13
Community Paramedic @ Clinic Seniors Program.....	13
Remote Patient Monitoring .....	14
Social Navigator Program.....	15
Community Paramedic @ Home Visiting Program .....	16
HPS Services.....	17
Service Quality.....	18
Willingness to Pay.....	19
Automatic External Defibrillators (AEDs).....	22
Cultural Diversity.....	23
Appendix A: Survey Tool.....	25

## **SURVEY SUMMARY**

### **Purpose and Background**

In 2018, the Hamilton Paramedic Service (HPS) conducted its first resident survey to collect residents' expectations and satisfaction with services provided by HPS. The findings from the 2018 survey were used to inform the development of the Hamilton Paramedic Service Master Plan 2022-2031.

As part of HPS's continuous improvement work, a second iteration of the HPS Resident Survey was conducted in 2023. The 2023 survey incorporates some of the same questions from 2018 and also includes new questions to help inform current HPS initiatives. The 2023 survey collected information from residents about:

- rating of HPS overall
- response and service expectations
- priorities and ratings of HPS programs and services
- the HPS Public Access Defibrillator program
- cultural diversity at HPS

The HPS Resident Survey 2023 questions can be found in Appendix A.

### **Methods and Administration**

A third-party vendor, Forum Research Inc. was contracted using a competitive procurement process to conduct the survey using Computer Assisted Telephone Interviews (CATI). Hamilton based residential and cellular phone lines were randomly called and people were invited to participate in the phone survey. To qualify for participation in the survey, the respondent had to be age 16 years or over residing in Hamilton. The phone surveys were conducted between March 1, 2023 and March 31, 2023.

To supplement the phone surveys and allow more residents to participate in the survey, an online version of the survey was made available on the Engage Hamilton website. The online survey was active between March 1, 2023 and March 31, 2023.

Both the phone and online versions of the survey were available in English and French.

The phone and online survey was promoted on the Frontline which aired on March 16, 2023 on Cable 14. Social media (i.e. Instagram, Twitter) was used to raise awareness about the online survey and encourage participation from residents.

## **Survey Response**

The phone survey conducted by Forum Research Inc. called 24,472 randomly selected Hamilton based phone numbers and collected 550 completed responses. The phone surveys were conducted to ensure all Wards in Hamilton were fairly represented by the survey sample. This was achieved by aligning the respondent sample proportions by Ward with the 2016 city of Hamilton population proportions by Ward.

The results of the 550 phone survey are accurate to +/-4.2%, 19 out of 20 times (95% confidence interval) for the 2021 population of city of Hamilton residents. Data for subgroups of the total respondent universe or by Ward would have larger margins of error. The larger margins of error means it would be difficult to draw accurate conclusions of the data at the Ward level or for some subgroups.

The online survey collected 200 surveys where a response was provided for at least one (1) survey question.

## **Report Notes**

- This report primarily focuses on the findings from the statistically representative sample of the city of Hamilton population collected through the phone survey.
- The results of the online survey are provided as a supplementary source of information. While the online survey expanded the opportunity for residents to participate in the survey, this survey methodology may be subject to self-selection bias. Multiple survey responses may also be submitted online by the same respondent. Hence, the online surveys cannot be determined to be a statistically representative sample of the population. The results from the phone survey and the online survey should not be compared due to the differences in survey methodologies.

- For both the phone and online survey, respondents did not always provide a response to every question or may have responded “don’t know”. The universe of respondents (n) is provided.
- Data shown may not add up to 100% due to rounding. For some questions, respondents were allowed to select multiple responses in which case the totals would exceed 100%.

### **Key Summary of Phone Survey Results**

- Over one in three respondents rated the Hamilton Paramedic Service (HPS) as excellent in 2023, which is a significant increase from the one in four respondents who rated HPS as excellent in 2018.
- For life-threatening emergencies, the majority of respondents feel that paramedics should arrive in less than five (5) minutes (33%) or between five to seven minutes (33%).
- For non-life threatening emergencies, the proportion of respondents who feel paramedics should arrive within five (5) minutes has significantly decreased from 8% in 2018 to 2% in 2023.
- An overwhelming 87% majority of respondents indicated it would be acceptable for paramedics to settle them in the emergency room and then leave to prepare to respond to another 911 emergency call.
- Over half (55%) of respondents have not heard of any of the services provided by the HPS Mobile Integrated Health Program. Only 3% of phone survey respondents have used at least one (1) service provided by the HPS Mobile Integrated Health Program.
- The majority of respondents feel it is very important to allocate tax dollars to increase the number of ambulances and paramedics for a more timely response (73%) and to update technology and medical equipment to optimize service delivery (81%).
- Just over half (51%) of respondents indicated the City should maintain municipal taxes to maintain current paramedic service levels while 46% feel the City should increase municipal taxes to improve or deliver more paramedic services.
- The majority of respondents (73%) indicated being aware of or having seen public Automatic External Defibrillators (AEDs).

- Over one in three respondents would not feel comfortable using a public AED to assist someone in cardiac arrest and the most common reason given was not having training or knowing how to use the device.
- The majority of respondents (78%) indicated that it is very or moderately important that the cultural beliefs and values of patients/clients are considered when delivering patient care and 73% indicated it is very or moderately important that the HPS workforce reflects the diversity of residents they serve.

## Detailed Survey Results

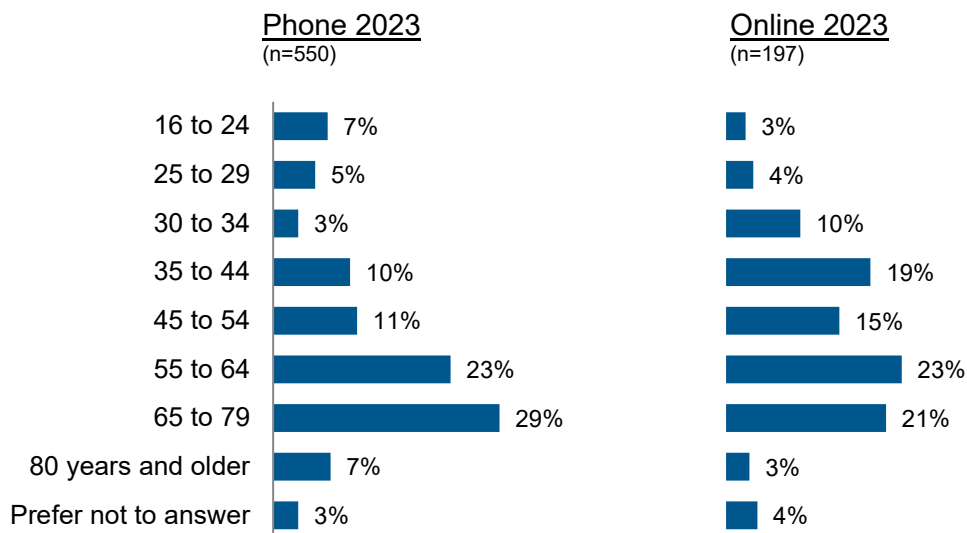
This section provides the detailed results of each survey question. The universe of respondents (n) is provided in brackets for each question.

### The Respondents

The majority (59%) of phone survey respondents were age 55 or older.

#### Age

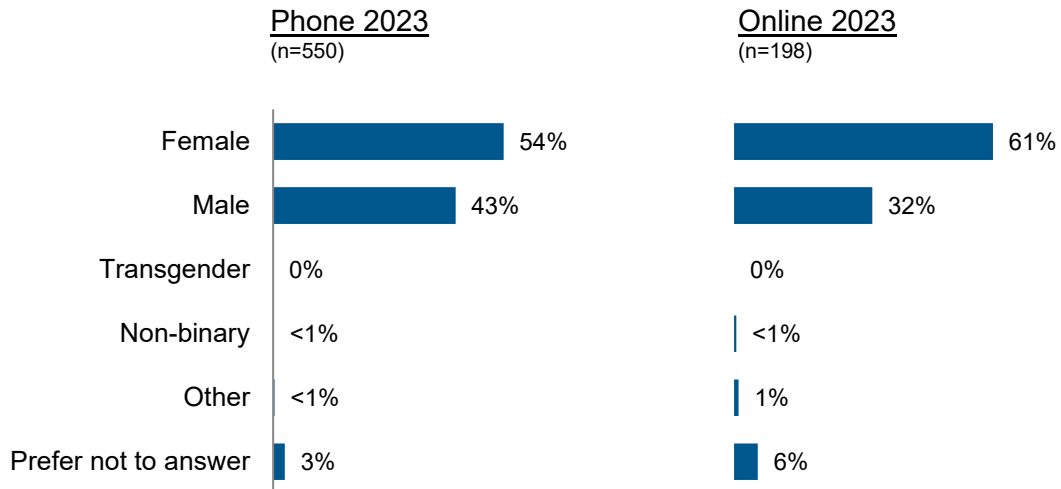
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There were more female than male phone survey respondents.

**Gender**

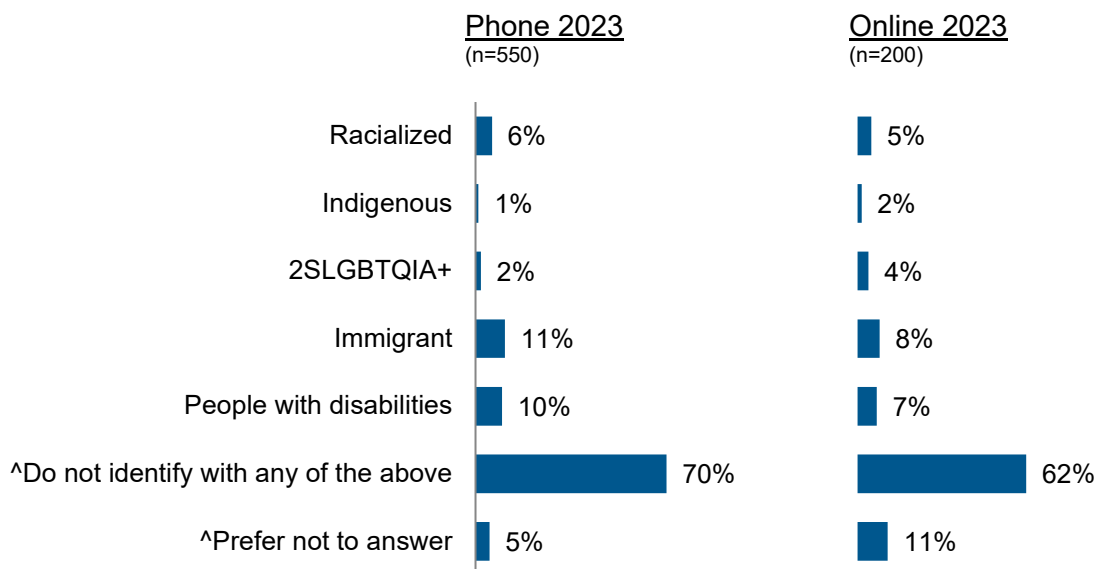
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The survey respondent sample included a range of different individuals that identify as either as racialized, Indigenous, 2SLGBTQIA+, immigrants or a person with disabilities.

**Groups**

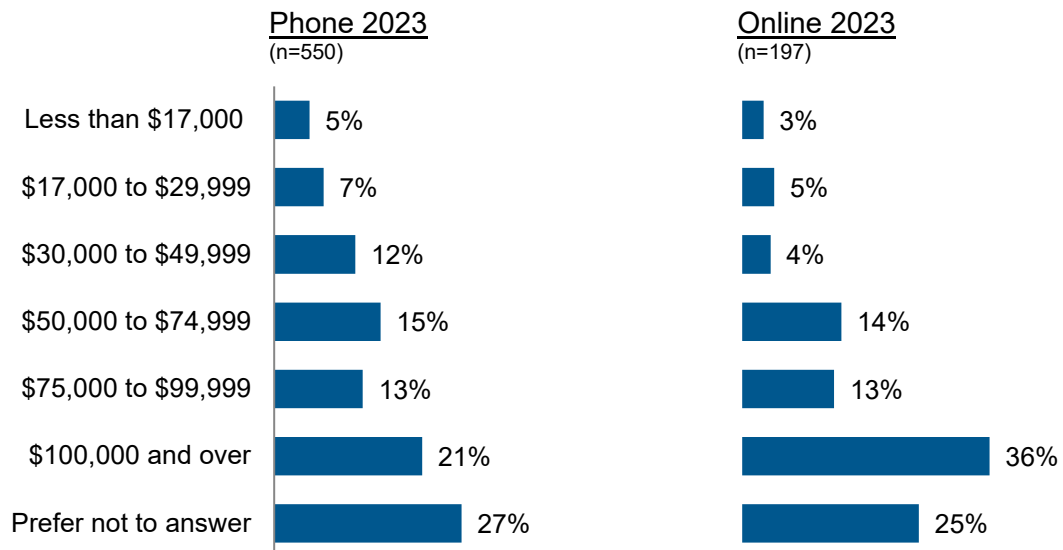
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There were fewer survey respondents in the lower income groups than in the higher groups.

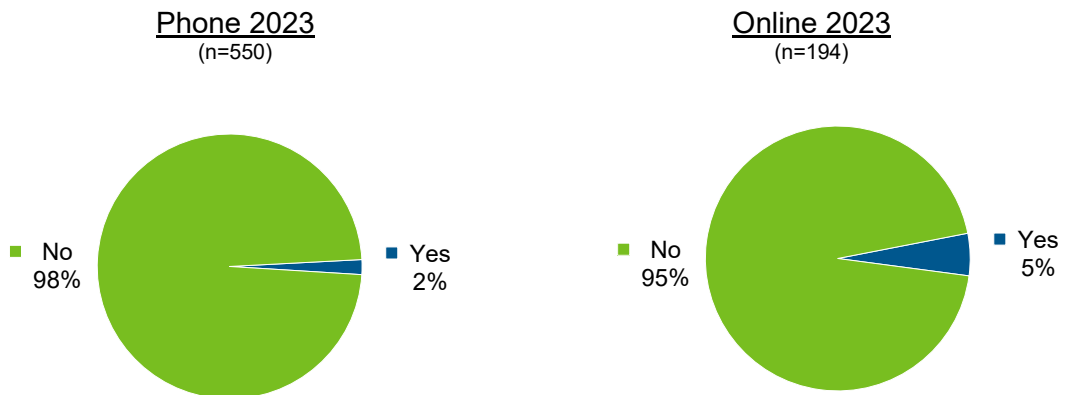
**Household Income**

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**Do you, or any member of your household, currently work for paramedic services?**

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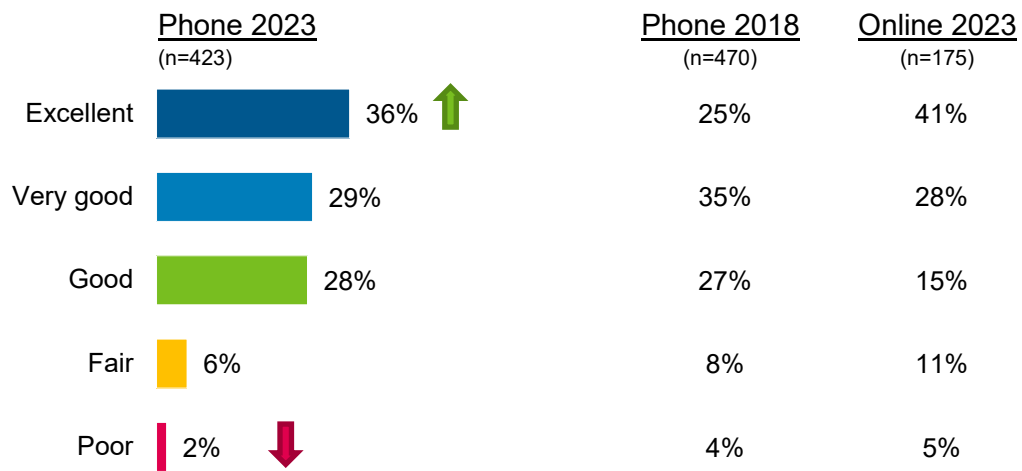






## Overall Service Rating

Almost two-thirds (65%) of phone survey respondents rate the Hamilton Paramedic Service as excellent or very good. The proportion of respondents who rate services provided by HPS as excellent has significantly increased from 25% in 2018 to 36% in 2023.

**Based on your experience or knowledge, overall, how would you rate the services provided by the Hamilton Paramedic Service?**



 indicates significant increase from 2018  
 indicates significant decrease from 2018

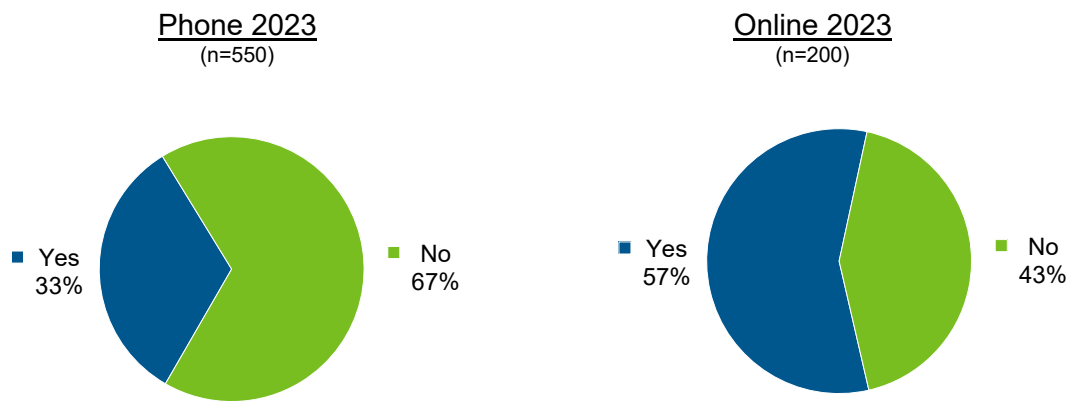
Respondents who rated the Hamilton Paramedic Service as poor were asked to explain their rating. The most common reasons for a poor rating given by respondents from both the phone and online survey were related to incidences or experiences respondents had with HPS and references to slow response times.

## Response Expectations

Approximately one in three phone survey respondents indicated having called 911 for an ambulance in the past 2 years either for themselves or someone they know.

### Have you called 911 for an ambulance in the past 2 years, either for yourself or someone you know?

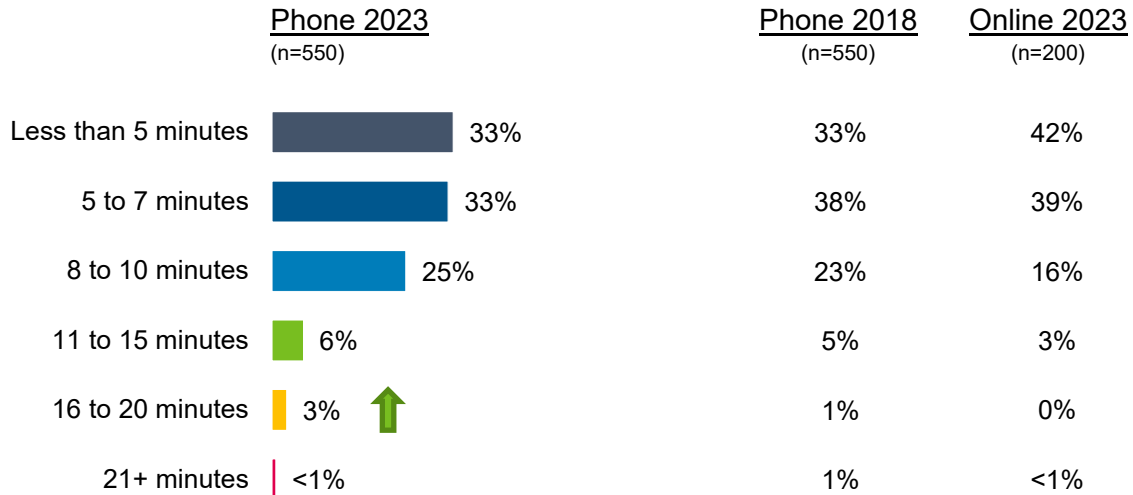
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For life-threatening emergencies, the majority of phone survey respondents feel that paramedics should arrive in less than 5 minutes (33%) or between 5 to 7 minutes (33%).

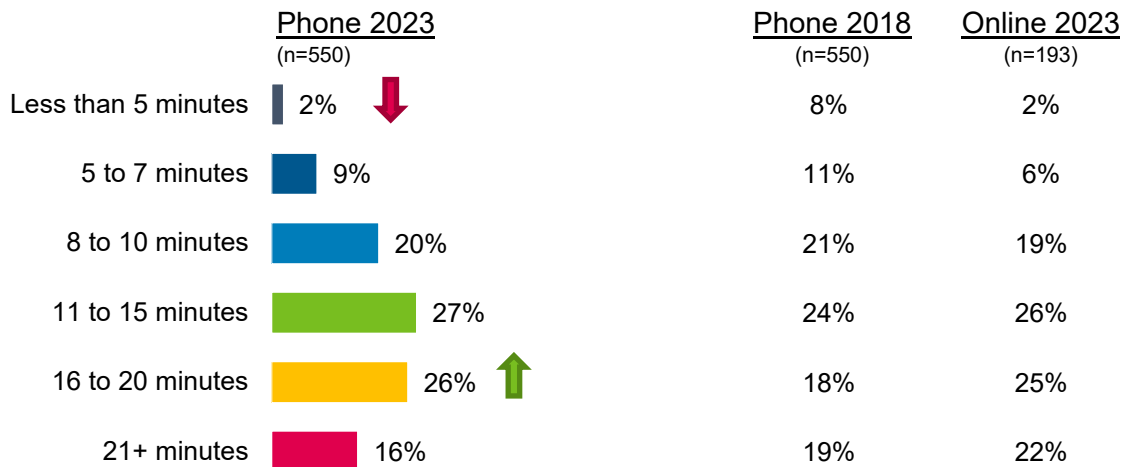
For non-life-threatening emergencies the majority of phone survey respondents feel that paramedics should arrive between 11 to 15 minutes (27%) or between 16 to 20 minutes (26%). The proportion of respondents who feel paramedics should arrive within 5 minutes has significantly decreased from 8% in 2018 to 2% in 2023.

**Considering driving time and traffic, how many minutes do you think is acceptable for paramedics to arrive for a life-threatening emergency?**



↑ indicates significant increase from 2018

**Considering driving time and traffic, how many minutes do you think is acceptable for paramedics to arrive for a non-life-threatening emergency?**



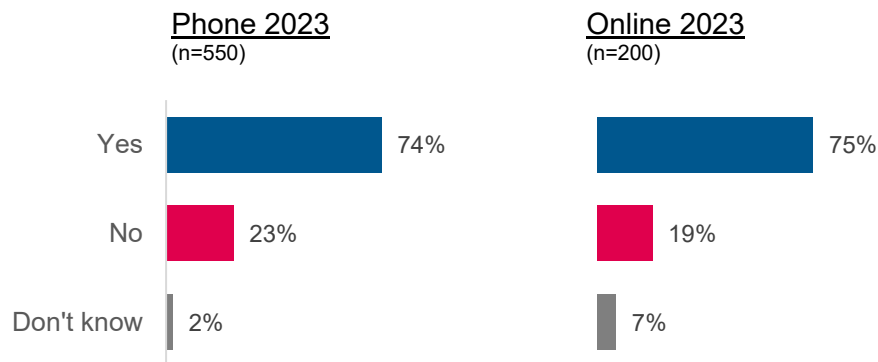
↑ indicates significant increase from 2018  
↓ indicates significant decrease from 2018

In a scenario where they have called an ambulance for a minor injury or illness, the majority of respondents feel it is acceptable:

- to receive care instructions over the phone from the paramedic dispatcher, including referrals to a medical professional to assist them, rather than sending an ambulance.
- for the paramedics who arrive on scene to provide treatment, then refer them to another medical professional, rather than taking them to the hospital.
- for the paramedics to settle them in the emergency waiting room and then leave so they can prepare to respond to another 911 emergency call.

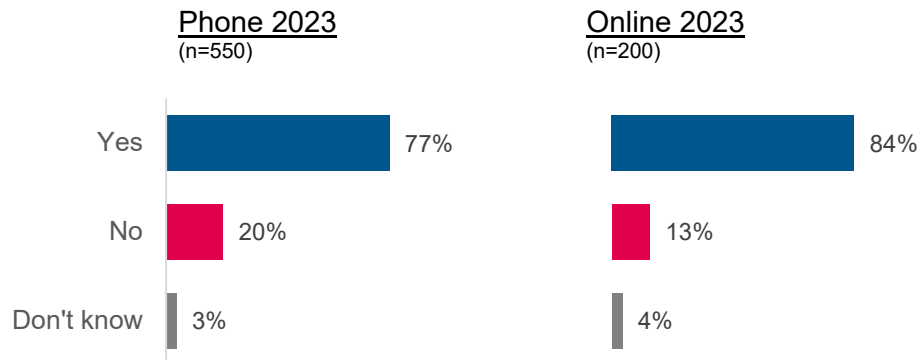
**Do you feel it is acceptable to receive care instructions over the phone from the paramedic dispatcher, including referrals to a medical professional to assist you, rather than sending an ambulance?**

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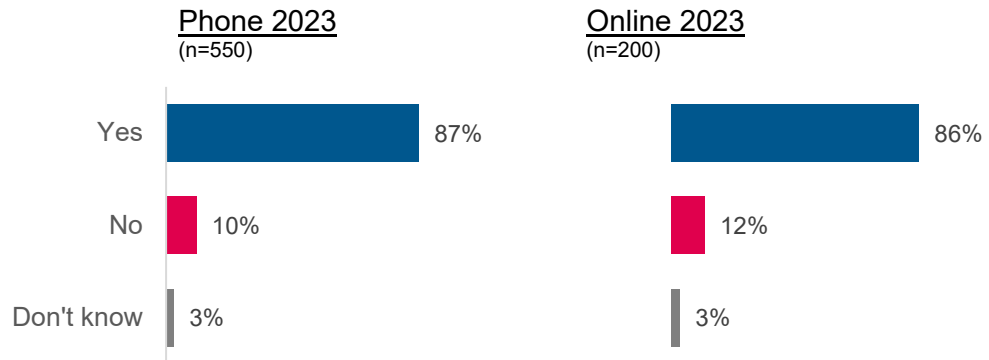
**Do you feel it is acceptable for the paramedics who arrive on scene to provide treatment, then refer you to another medical professional, rather than taking you to the hospital?**

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**If you are taken to the hospital, do you feel it is acceptable for the paramedics to settle you in the emergency waiting room and then leave so they can prepare to respond to another 911 emergency call?**

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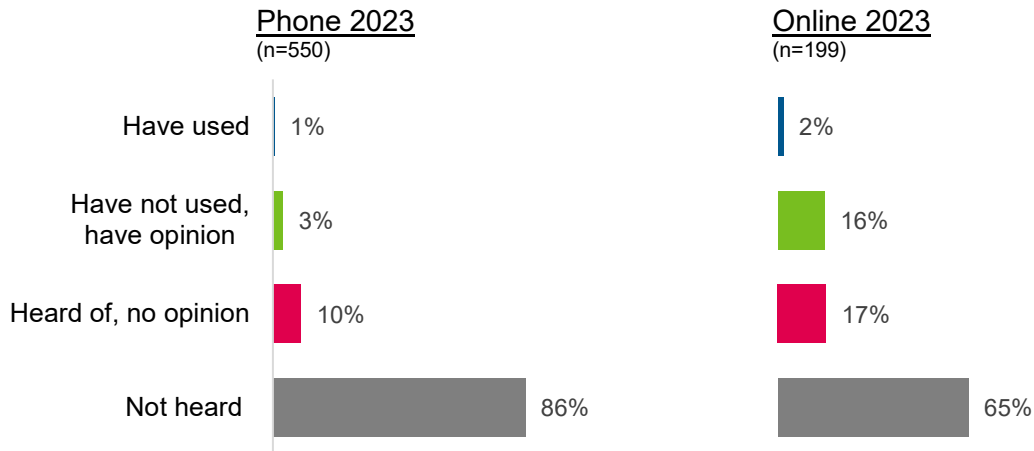


### HPS Mobile Integrated Health Program

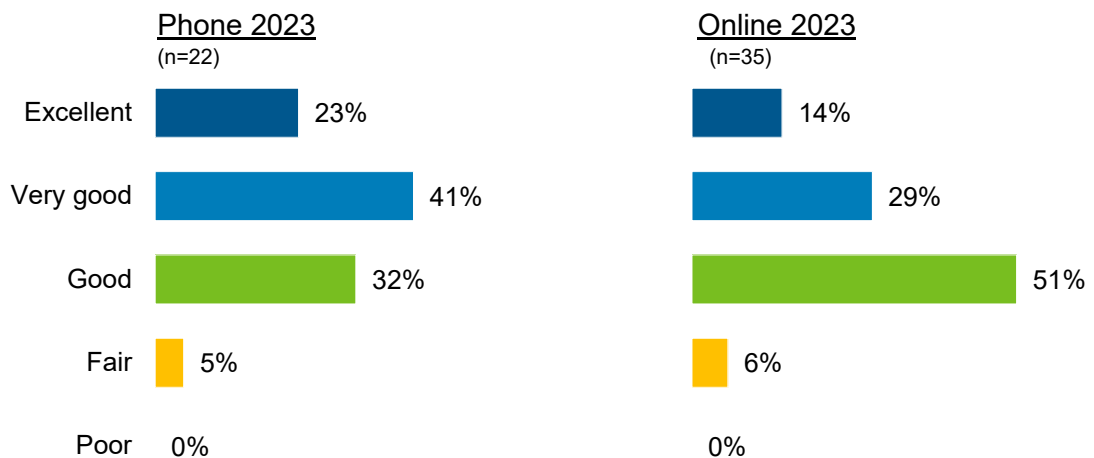
Overall, very few phone survey respondents have used or have an opinion about the services provided by the HPS Mobile Integrated Health Program.

Less than 1% of respondents have used the Community Paramedic @ Clinic Seniors Program. For respondents who have used or have an opinion about the Community Paramedic @ Clinic Seniors Program, the majority (64%) felt the program was excellent or very good.

#### Community Paramedic @ Clinic Seniors Program – familiarity with service



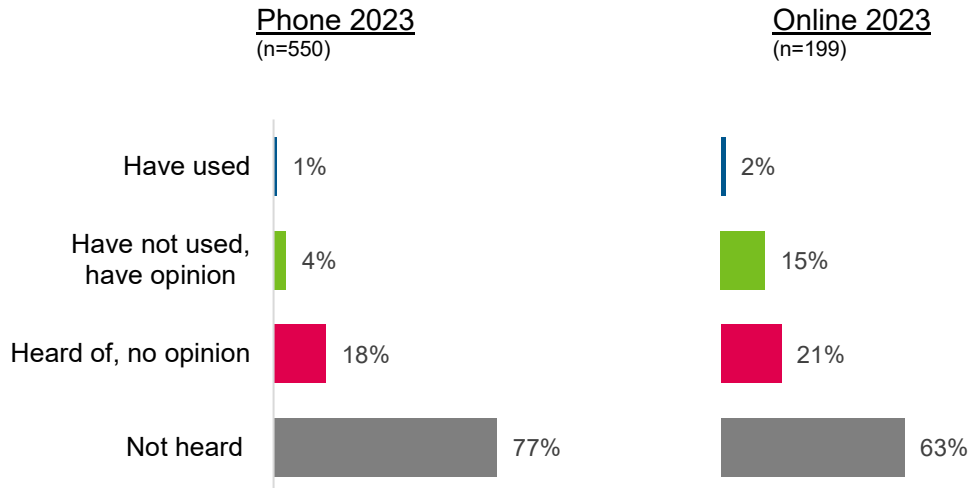
#### Community Paramedic @ Clinic Seniors Program - rating of service



Less than 1% of respondents have used the Remote Patient Monitoring service. For respondents who have used or have an opinion about the Remote Patient Monitoring service, the majority (60%) felt the program was excellent or very good.

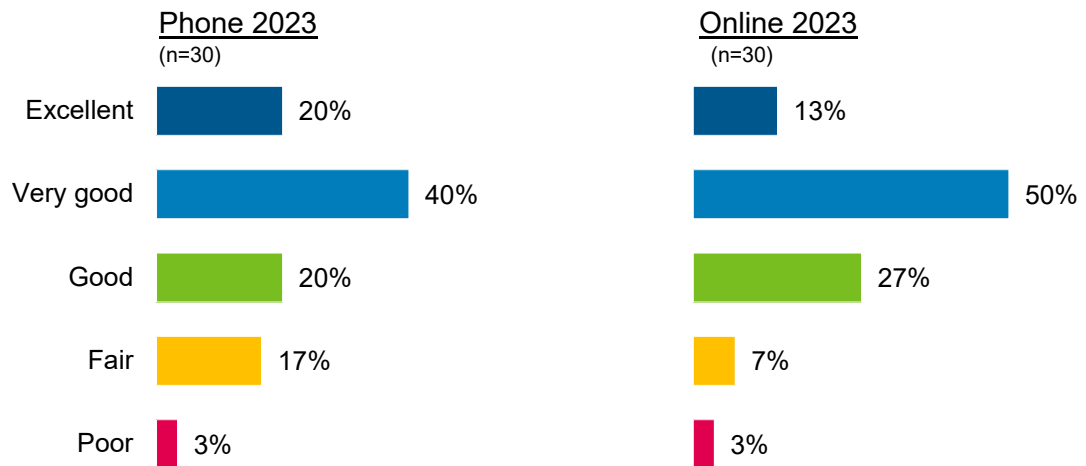
**Remote Patient Monitoring - familiarity with service**

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**Remote Patient Monitoring - rating of service**

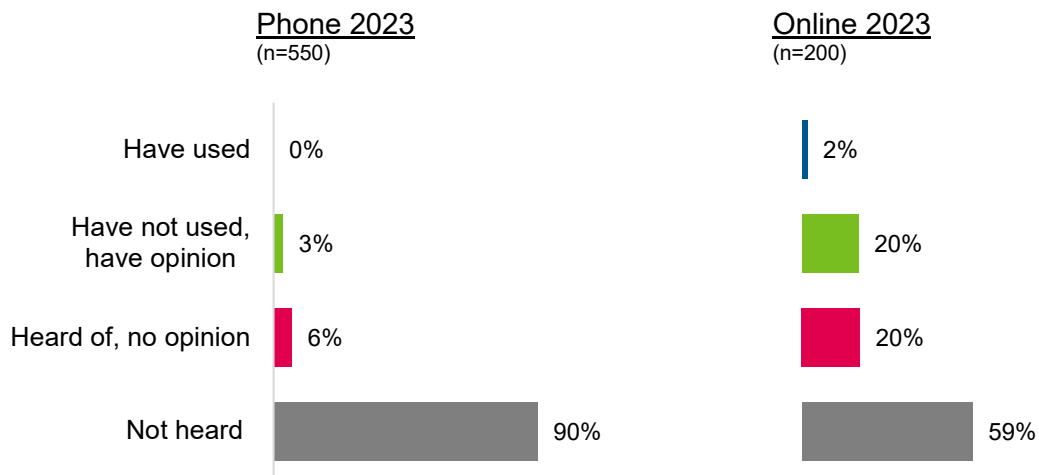
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No phone survey respondents indicated having used the Social Navigator Program. For respondents who have not used but have an opinion about the Social Navigator Program, the majority (61%) felt the program was good.

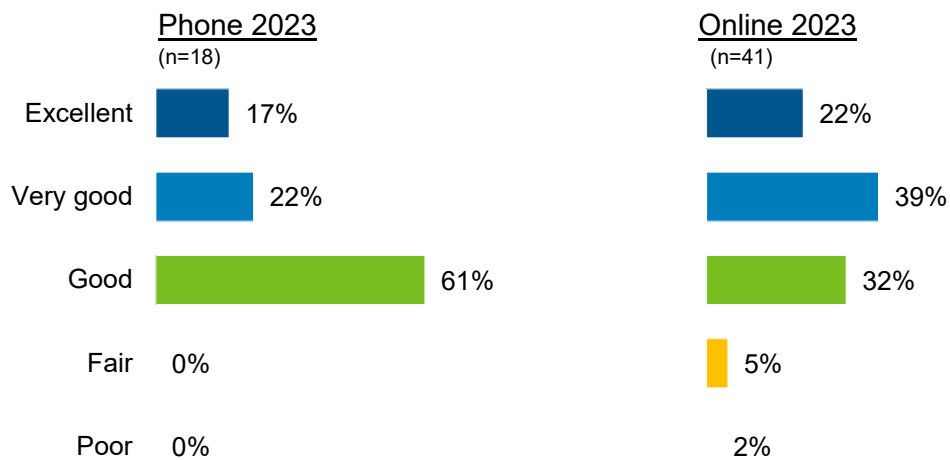
**Social Navigator Program - familiarity with service**

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**Social Navigator Program - rating of service**

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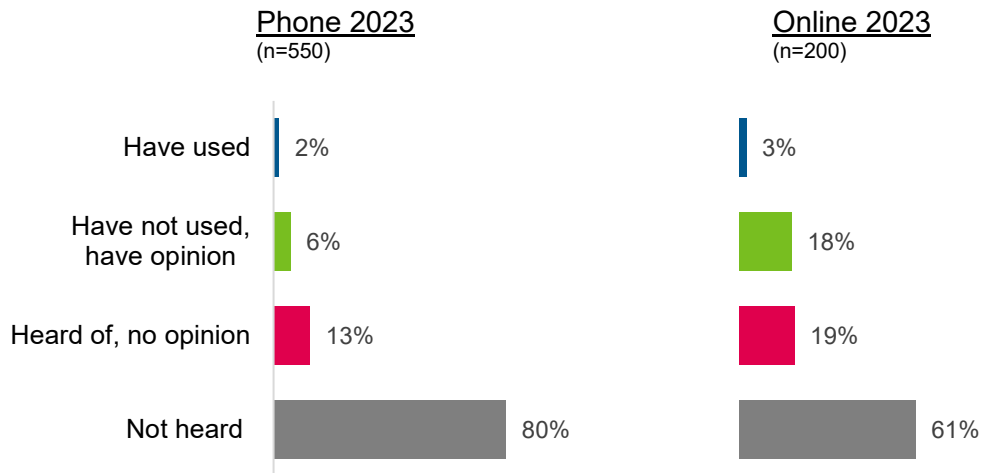




Approximately 2% of phone survey respondents have used the Community Paramedic @ Home Visiting Program. For respondents who have used or have an opinion about the Community Paramedic @ Home Visiting Program, the majority (63%) felt the program was excellent or very good.

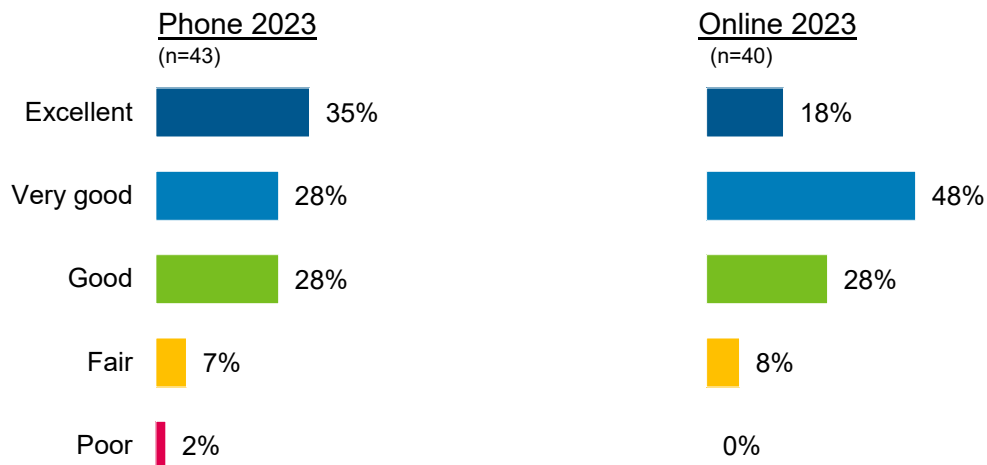
**Community Paramedic @ Home Visiting Program – familiarity with service**

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**Community Paramedic @ Home Visiting Program - rating of service**

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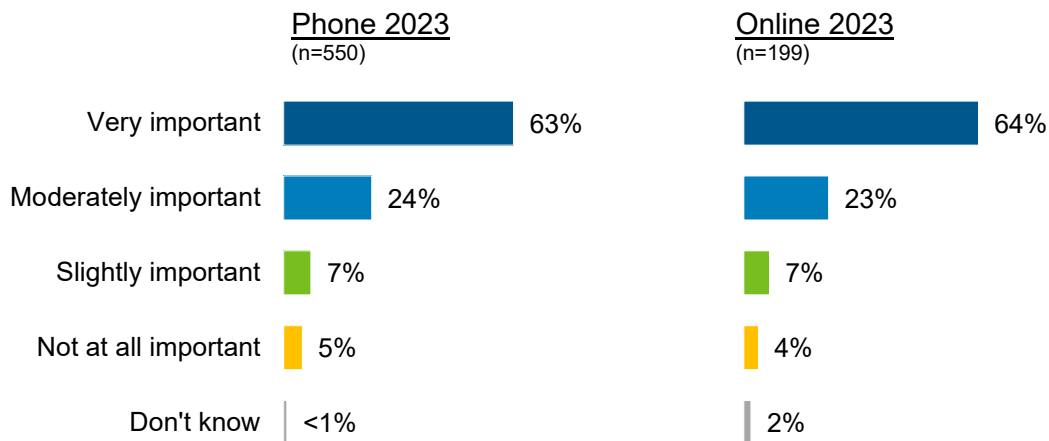


## HPS Services

A significantly higher proportion of phone survey respondents feel that it is very or moderately important for HPS to provide information and education to promote health and safety of residents (87%) and provide outreach care to vulnerable residents (88%) compared to supporting the community by organizing/participating in charitable events, fundraisers, food and toy drives (63%).

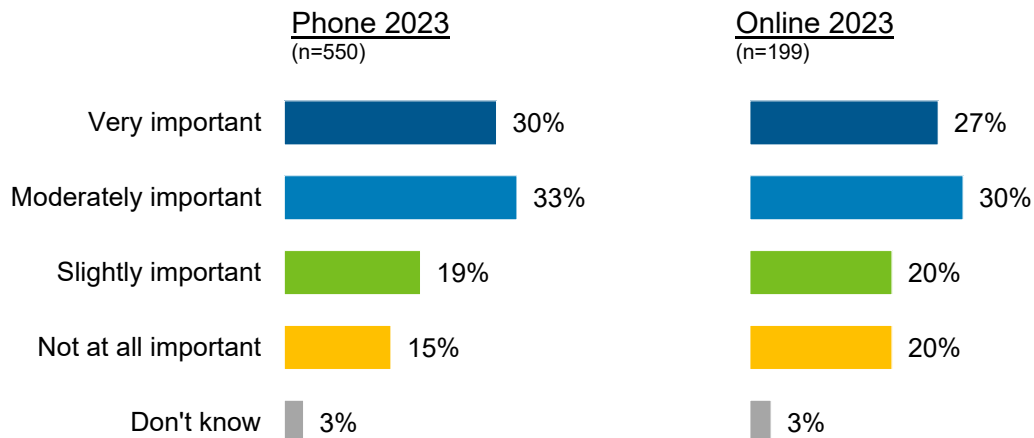
### How important is it for the Hamilton Paramedic Service to provide information and education to promote health and safety of residents e.g., stroke awareness campaign (Face Arm Speech Time), opioid overdose prevention education, tips and advice on social media?

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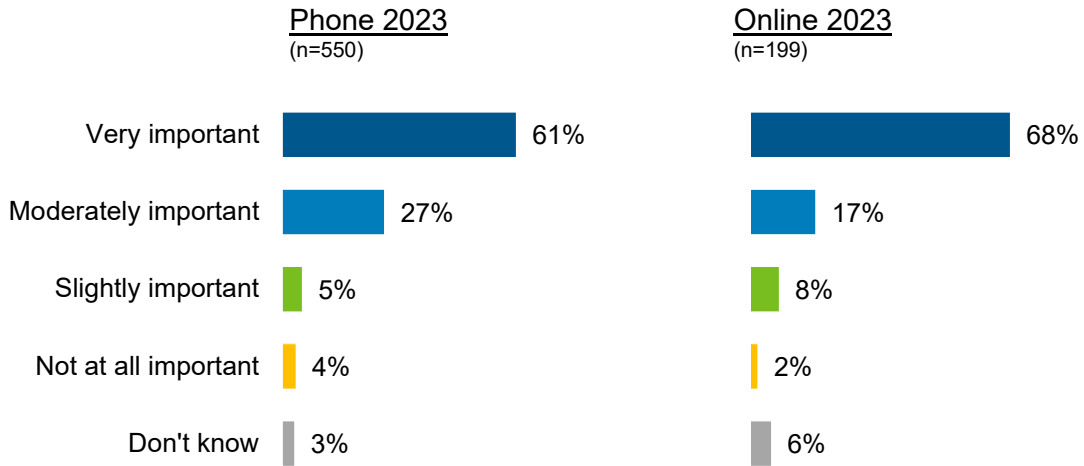
### How important is it for the Hamilton Paramedic Service to support the community by organizing/participating in charitable events, fundraisers, food and toy drives

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**How important is it for the Hamilton Paramedic Service to provide outreach care to vulnerable residents?**

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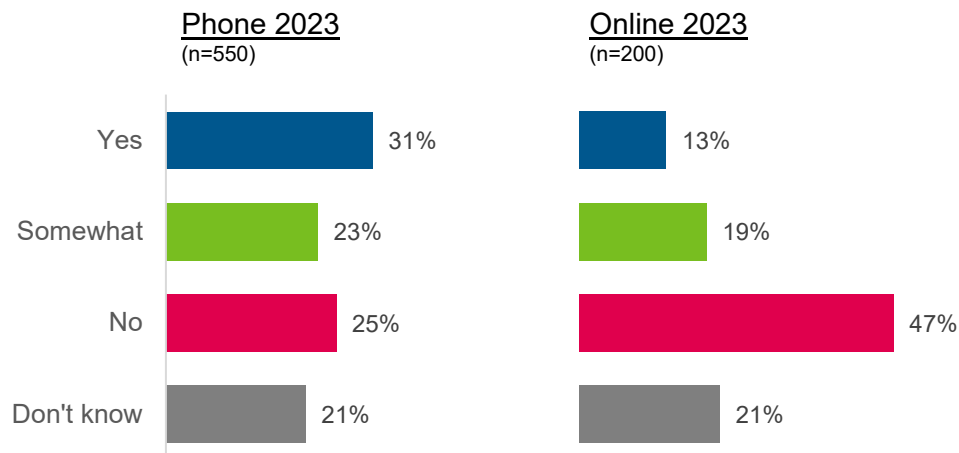


**Service Quality**

One in four phone survey respondents (25%) do not feel that HPS has adequate resources to provide reliable, timely, quality care to residents.

**Do you think the Hamilton Paramedic Service has adequate resources (vehicles, equipment, trained staff, etc.) to provide reliable, timely, quality care to residents?**

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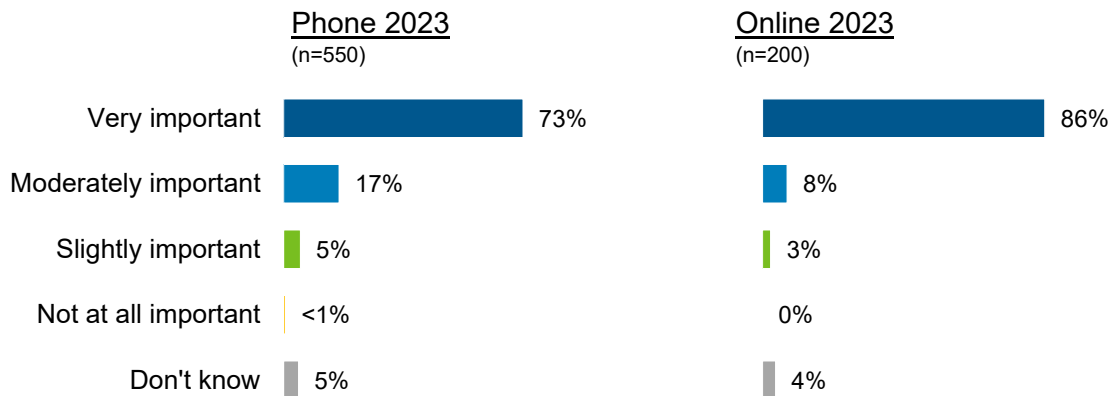
Respondents who felt HPS somewhat has or does not have adequate resources to provide reliable, timely, quality care to residents were asked to explain their response. The most common responses provided included references to offload delays, issues with response times, lack of funding and incidences of code zero.

### Willingness to Pay

Significantly more phone survey respondents feel it is very important for the City to allocate tax dollars to update technology and medical equipment to optimize service delivery (81%) or to increase the number of ambulances (73%) than to improve comfort of the ride in ambulances for patients (32%) or reduce HPS's environmental footprint (28%)

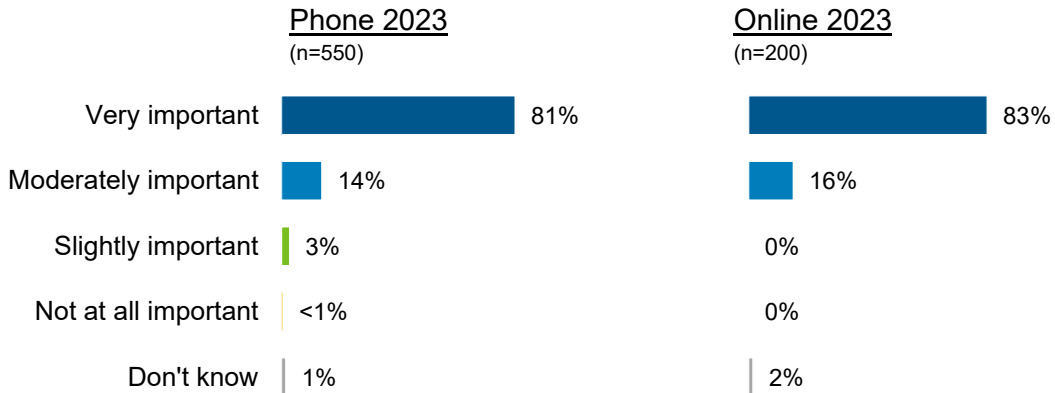
#### **How important do you feel it is for the City to allocate tax dollars to increase the number of ambulances and paramedics for a more timely response?**

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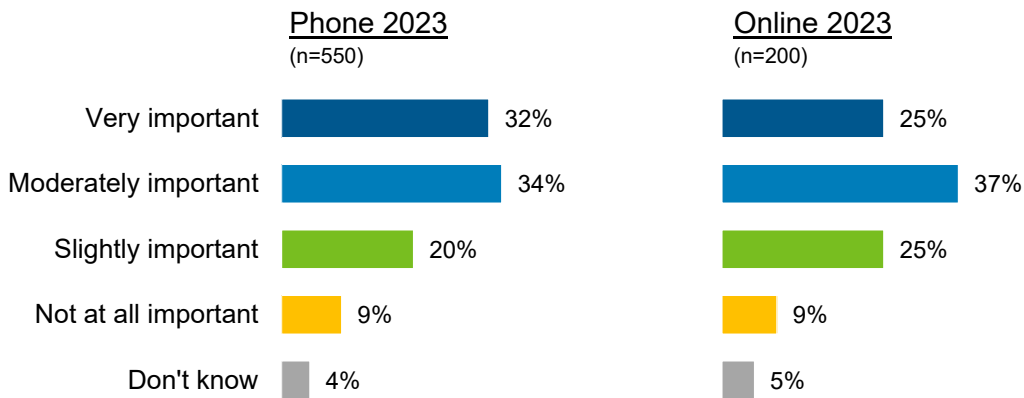
**How important do you feel it is for the City to allocate tax dollars to update technology and medical equipment to optimize service delivery?**

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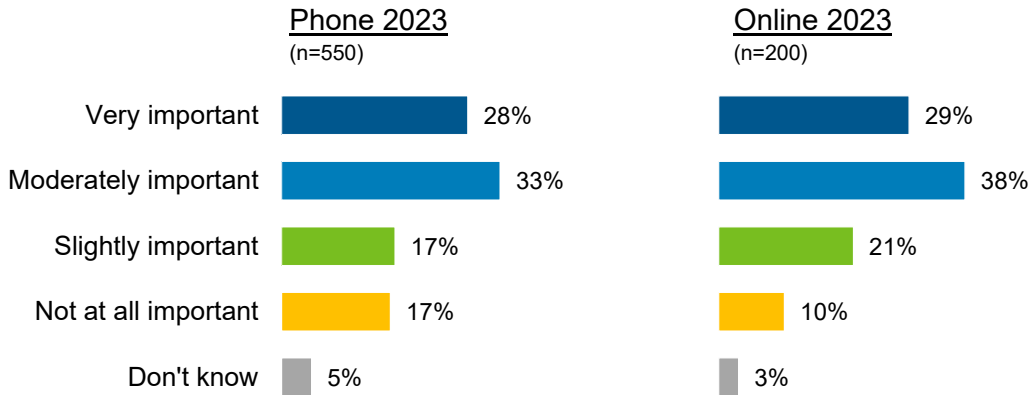
**How important do you feel it is for the City to allocate tax dollars to improve the comfort of the ride in an ambulance for patients?**

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**How important do you feel it is for the City to allocate tax dollars reduce Hamilton Paramedic Service's environmental footprint?**

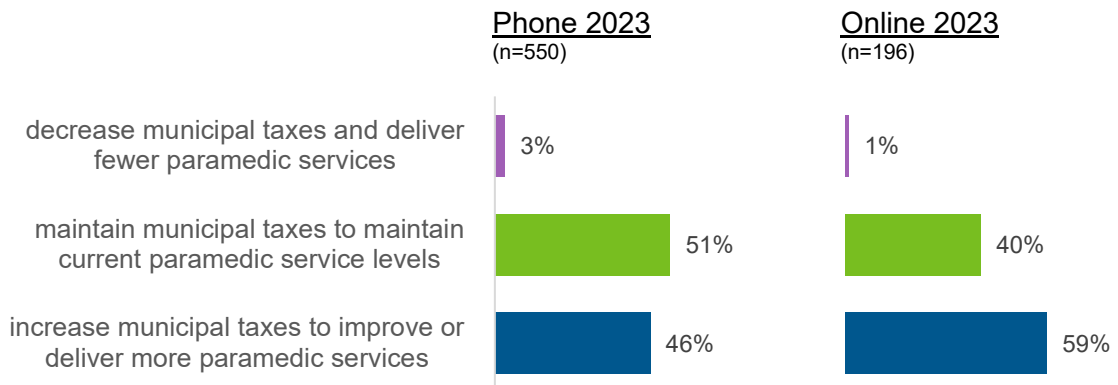
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Just over half (51%) of phone survey respondents indicated the City should maintain municipal taxes to maintain current paramedic service levels while 46% feel the City should increase municipal taxes to improve or deliver more paramedic services.

**Which of the following 3 options comes closest to your opinion. The City should...**

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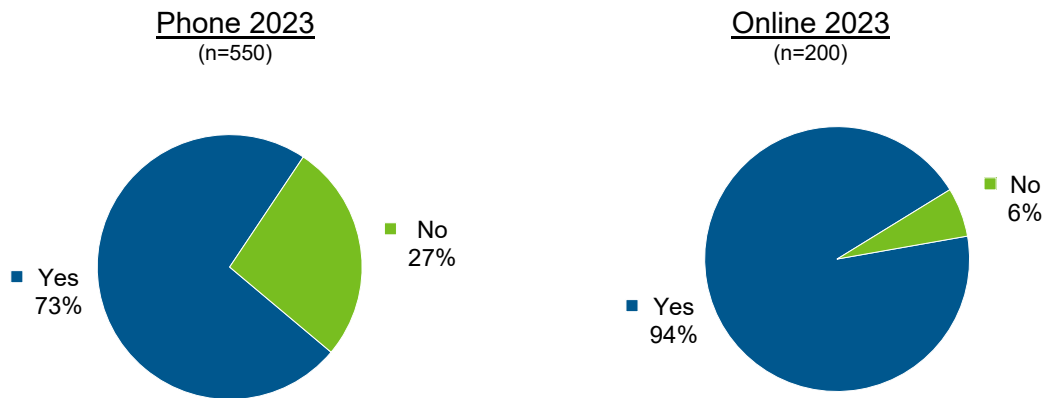


### Automatic External Defibrillators (AEDs)

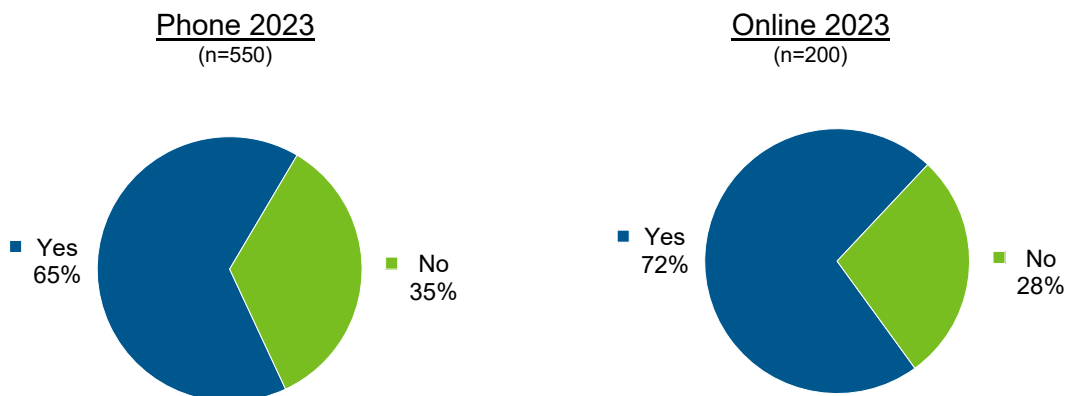
Approximately 73% of phone survey respondents indicated being aware of or having seen public AEDs and 65% would feel comfortable using a public AED to assist someone in cardiac arrest.

**Automatic External Defibrillators (AEDs) are medical devices that help people experiencing sudden cardiac arrest. The Hamilton Paramedic Service Public Access Defibrillator program provides AEDs for public use in places such as shopping malls, recreation centres, senior centres, schools and libraries.**

#### Before this moment, were you aware of or have you seen public AEDs?



#### Would you feel comfortable using a public AED to assist someone in cardiac arrest?



The most common reasons respondents provided for not feeling comfortable using a public AED to assist someone in cardiac arrest include:

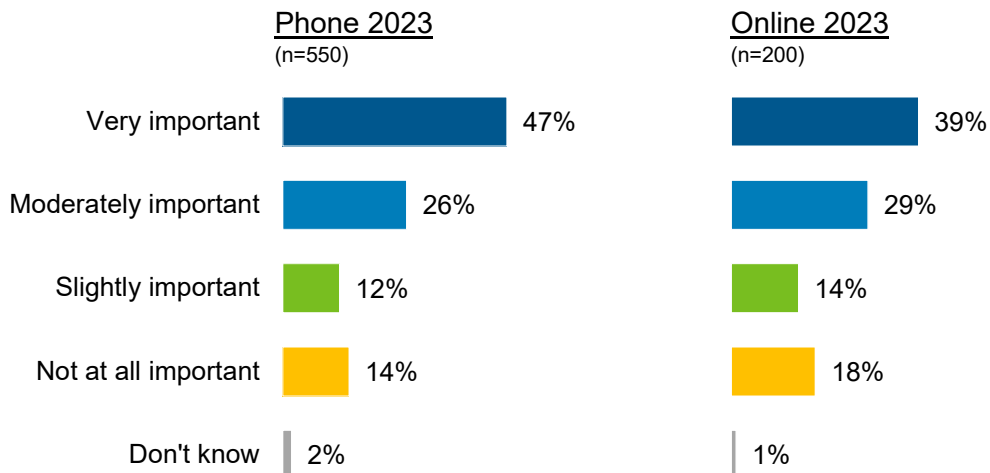
- not being trained or not knowing how to use, never used
- concerns of making a mistake, causing harm

### Cultural Diversity

The majority of phone survey respondents indicated it is very or moderately important that the HPS workforce reflects the diversity of the residents they serve (73%) and the cultural beliefs and values of patients/clients should be considered when delivering paramedic care (78%).

#### **How important is it that the Hamilton Paramedic Service workforce reflects the diversity of the residents they serve?**

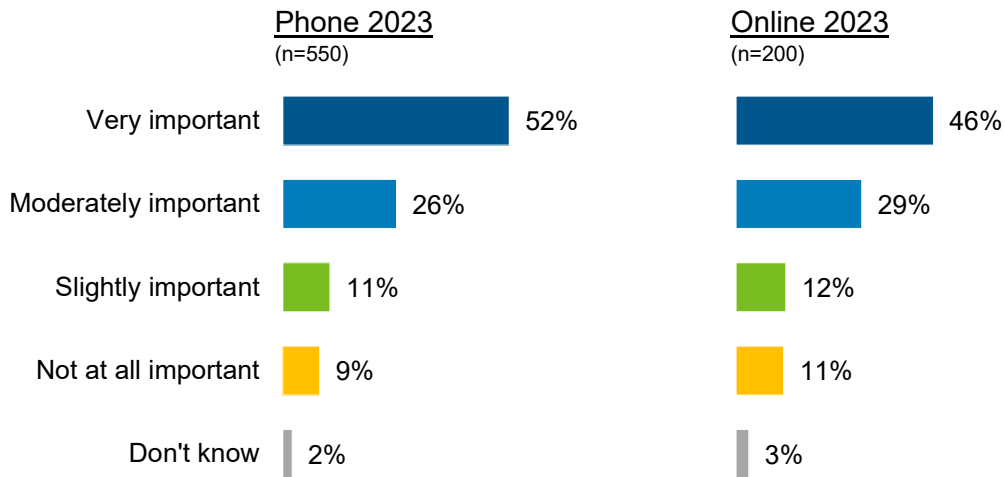
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**How important is it that the cultural beliefs and values of patients/clients are considered when delivering paramedic care?**

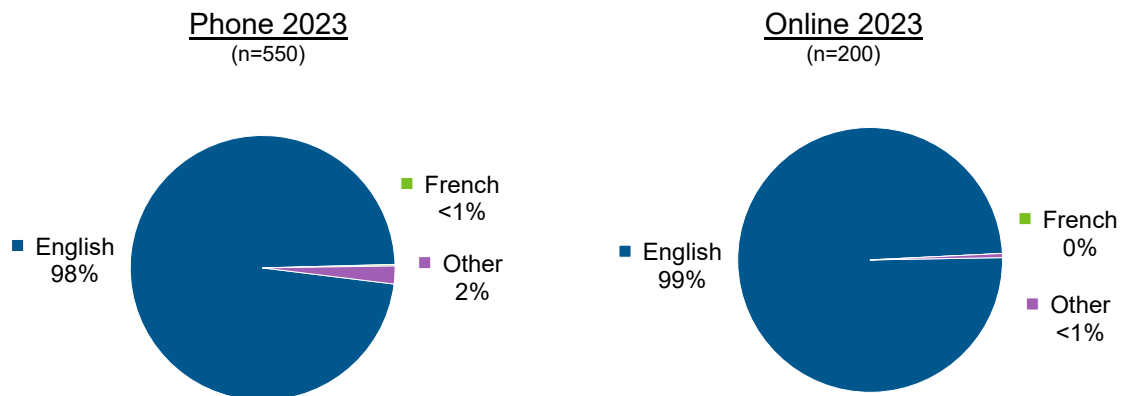
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Almost all respondents indicated preferring or feeling most comfortable using English to communicate needs and concerns to paramedics.

**What language would you prefer or feel most comfortable using to communicate your needs and concerns to paramedics?**

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## APPENDIX A: SURVEY TOOL

### Hamilton Paramedic Service Resident Survey 2023

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#### OVERALL SERVICE RATING

Q01 Based on your experience or knowledge, overall, how would you rate the services provided by the Hamilton Paramedic Service?

- Poor
- Fair
- Good
- Very good
- Excellent
- Don't Know

➤ If response = poor proceed to Q2, otherwise, skip to Q3

Q02 Please explain why you rated the services as "poor".

#### RESPONSE EXPECTATIONS

Q03 Have you called 911 for an ambulance in the past 2 years, either for yourself or someone you know?

- Yes
- No

## Hamilton Paramedic Service Resident Survey 2023

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Considering driving time and traffic, how many minutes do you think is acceptable for paramedics to arrive for ...

Q04 a **life-threatening** emergency such as cardiac arrest or seizures?

- Less than 5 minutes
- 5 to 7 minutes
- 8 to 10 minutes
- 11 to 15 minutes
- 16 to 20 minutes
- 21+ minutes

Q05 a **non-life-threatening** emergency such as a broken bone?

- Less than 5 minutes
- 5 to 7 minutes
- 8 to 10 minutes
- 11 to 15 minutes
- 16 to 20 minutes
- 21+ minutes

Consider the scenario where you have called for an ambulance for a minor injury or illness.

Q06 Do you feel it is acceptable to receive care instructions over the phone from the paramedic dispatcher including referrals to a medical professional to assist you, rather than sending an ambulance?

- Yes
- No
- Don't Know

Q07 Do you feel it is acceptable for the paramedics who arrive on scene to provide treatment then refer you to another medical professional rather than taking you to the hospital?

- Yes
- No
- Don't Know

## Hamilton Paramedic Service Resident Survey 2023

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Q08 If you are taken to the hospital, do you feel it is acceptable for the paramedics to settle you in the emergency waiting room and then leave so they can prepare to respond to another 911 emergency call?

- Yes
- No
- Don't Know

### HPS PROGRAMS AND SERVICES

Please indicate your familiarity with each of the following services provided by the Hamilton Paramedic Service's Mobile Integrated Health program.

Q09a Community Paramedic@ Clinic Seniors Program

- Have used the program
  - Have not used but know enough about it to have an opinion
  - Have heard of program but do not know enough about it to have an opinion
  - Have not heard of program
- If response = "have used the program" OR "have not used but know enough about it to have an opinion", include Q10a

Q09b Remote Patient Monitoring

- Have used the program
  - Have not used but know enough about it to have an opinion
  - Have heard of program but do not know enough about it to have an opinion
  - Have not heard of program
- If response = "have used the program" OR "have not used but know enough about it to have an opinion", include Q10b

## Hamilton Paramedic Service Resident Survey 2023

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Q09c Social Navigator Program

- Have used the program
- Have not used but know enough about it to have an opinion
- Have heard of program but do not know enough about it to have an opinion
- Have not heard of program

➤ If response = "have used the program" OR "have not used but know enough about it to have an opinion", include Q10c

Q09d Community Paramedic @ Home Visiting Program

- Have used the program
- Have not used but know enough about it to have an opinion
- Have heard of program but do not know enough about it to have an opinion
- Have not heard of program

➤ If response = "have used the program" OR "have not used but know enough about it to have an opinion", include Q10d

Q10a How would you rate Community Paramedic @ Clinic Seniors Program?

- Poor
- Fair
- Good
- Very good
- Excellent

## Hamilton Paramedic Service Resident Survey 2023

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Q10b How would you rate Remote Patient Monitoring ?

- Poor
- Fair
- Good
- Very good
- Excellent

Q10c How would you rate the Social Navigator Program?

- Poor
- Fair
- Good
- Very good
- Excellent

Q10d How would you rate the Community Paramedic @ Home Visiting Program

- Poor
- Fair
- Good
- Very good
- Excellent

How important is it for the Hamilton Paramedic Service to ...

Q11 provide information and education to promote health and safety of residents e.g., stroke awareness campaign (Face Arm Speech Time ), opioid overdose prevention education, tips and advice on social media

- Very important
- Moderately important
- Slightly important
- Not at all important

## Hamilton Paramedic Service Resident Survey 2023

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Q12 support the community by organizing/participating in charitable events, fundraisers, food and toy drives

- Very important
- Moderately important
- Slightly important
- Not at all important

Q13 provide outreach care to vulnerable residents

- Very important
- Moderately important
- Slightly important
- Not at all important

### SERVICE QUALITY

Q14 Do you think the Hamilton Paramedic Service has adequate resources (vehicles, equipment, trained staff, etc.) to provide reliable, timely, quality care to residents?

- Yes
- Somewhat
- No

➤ If response = "Somewhat" or "No" proceed to Q15, otherwise, skip to Q16

Q15 Please explain why you believe the Hamilton Paramedic Service does not have adequate resources to provide reliable, timely, quality care to residents.

## Hamilton Paramedic Service Resident Survey 2023

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### WILLINGNESS TO PAY

In delivering paramedic services to you and the community, the City typically pays for resources through both provincial and municipal taxes.

How important do you feel it is for the City to allocate tax dollars to...

Q16 increase the number of ambulances and paramedics for a more timely response

- Very important
- Moderately important
- Slightly important
- Not at all important

Q17 update technology and medical equipment to optimize service delivery

- Very important
- Moderately important
- Slightly important
- Not at all important

Q18 improve the comfort of the ride in an ambulance for patients

- Very important
- Moderately important
- Slightly important
- Not at all important

Q19 implement green technologies to reduce Hamilton Paramedic Service's environmental footprint

- Very important
- Moderately important
- Slightly important
- Not at all important



## Hamilton Paramedic Service Resident Survey 2023

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Q20 Do you think the City should:

- decrease municipal taxes and deliver fewer paramedic services
- maintain municipal taxes to maintain current paramedic service levels
- increase municipal taxes to improve or deliver more paramedic services

### Automatic External Defibrillators (AEDs)

Automatic External Defibrillators (AEDs) are medical devices that help people experiencing sudden cardiac arrest. The Hamilton Paramedic Service Public Access Defibrillator program provides Automatic External Defibrillators (AEDs) for public use in places such as shopping malls, recreation centres, senior centres, schools and libraries.

Q21 Are you aware of or have you seen public AEDs?

- Yes
- No

Q22 Would you feel comfortable using a public AED to assist someone in cardiac arrest?

- Yes
- No

- ▶ If response = "No" go to question Q23
- = "Yes" skip to Q24

Q23 Please explain why you would not feel comfortable using a public AED to assist someone in cardiac arrest

## Hamilton Paramedic Service Resident Survey 2023

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### CULTURAL DIVERSITY

Hamilton is a very diverse city with residents from many ethnic and cultural groups.

Q24 How important is it that the Hamilton Paramedic Service workforce reflects the diversity of the residents they serve?

- Very important
- Moderately important
- Neutral
- Slightly important
- Not at all important

Q25 How important is it that the cultural beliefs and values of patients/clients are considered when delivering paramedic care?

- Very important
- Moderately important
- Neutral
- Slightly important
- Not at all important

Q26 What language would you prefer or feel most comfortable using to communicate your needs and concerns to paramedics?

### RESPONDENT DESCRIPTORS

If you're comfortable, please tell us a little about you and your household.

Q27 What is your postal code? \_\_\_\_\_

## Hamilton Paramedic Service Resident Survey 2023

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Q28 How would you describe yourself?

- Male
- Female
- Transgender
- Nonbinary
- Other
- Prefer not to answer

Q29 Do you identify as a member of the following groups

Select all that apply

- Racialized (i.e., Black, people of colour)
- Indigenous
- 2SLGBTQIA+
- Immigrant
  - year arrived in Canada \_\_\_\_\_
- People with disabilities
- I do not identify with any of the above groups
- Prefer not to answer

Q30 What is your age?

- 18 to 24
- 25 to 29
- 30 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 79
- 80 years and older
- Prefer not to answer

## Hamilton Paramedic Service Resident Survey 2023

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Q31 What is your household's total income before taxes?

- Less than \$17,000
- \$17,000 to \$29,999
- \$30,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 and over
- Prefer not to answer