

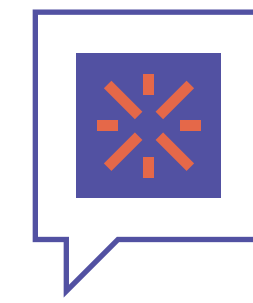
Member Satisfaction Survey Report

2023

 **89%**
CEO Response Rate

The Ontario Hospital Association's (OHA) annual Member Satisfaction Survey is a vital tool that helps us understand our members' priorities. Member input provides insight into their needs and the communities they serve, offering an opportunity to align our work and emerging priorities with the care needs of Ontarians.

OUR PERFORMANCE



90%
Overall Satisfaction

Our 9th consecutive year of over 90% overall satisfaction with performance

"[The OHA is] creating awareness of the critical role of hospitals in Ontario."

86%
Value membership

96%
Effectiveness in member communication

90%
Engagement opportunities with OHA Team

86%
Effectiveness as an advocate to the Provincial Government

90%
Focus on the right issues

81%
Opportunities to have your voice heard

TOP ISSUES FACING OUR MEMBERS

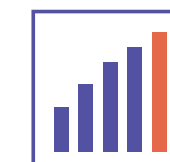
Ontario's hospitals serve as an anchor for their communities, transforming health services for Ontarians. Our members have shared the top issues their hospitals are experiencing today:



96%
Health Human Resources (HHR)

- Recruitment, Workload and Pipeline
- Staff Wellness and Burnout
- Compensation

HHR and financial challenges continue to be a priority issue for hospitals.



83%
Funding

- Operational Funding and Cost of "New Normal"
- Capital Projects and Redevelopment
- Sustainable Funding Model

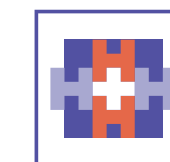
Member feedback indicates that most HHR Issues relate to retention, recruitment, compensation, and burnout.



34%
Health System Transformation

- Better Connected Health System
- Health System Capacity and Planning

Hospital CEOs report the need to build a better-connected system for Ontarians.



17%
Capacity

- Hospital Clinical Capacity
- ALC Capacity and Delivery Challenges

There is a critical need to address health system capacity and plan for future care needs of patients.

"[There is] Health Human Resources instability across the entire system and [we need] a population health-based strategy to address it."

We are proud to serve our members and remain committed to supporting them in pursuit of a reliable, high-performing health care system for Ontarians.