

# 2022 Member Satisfaction Survey Report

**79%**

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 offers 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



**96%**

Overall Satisfaction

Our 8<sup>th</sup> consecutive year of over 90% overall satisfaction with our performance

“OHA focused on the appropriate priorities, a great advocate on our behalf, and highly engaging of its members.”

**97%**

Value membership

**94%**

Engagement opportunities with OHA Team

**90%**

Focus on the right issues

**97%**

Effectiveness in member communication

**93%**

Effectiveness as an advocate to the Provincial Government

**91%**

Opportunities to have your voice heard

## Top Issues Facing Our Members

“[We need to create] the best health care workforce for the future of health care. This includes creating an inclusive and diverse work environment where staff have access to the best training, education and mentorship.”

“[We need to create] access to high quality health care that leaves no one behind.”

Since the onset of the pandemic, Ontario's hospitals have served as an anchor, swiftly acting to transform services for Ontarians during this extraordinary period. As we continue with recovery efforts, our members have shared the top issues their hospitals are facing today:



**96%**

**Health Human Resources (HHR)**

- Recruitment, Workload and Pipeline
- Staff Wellness and Burnout
- Compensation
- Physician Capacity and Performance Management

**HHR and financial challenges are top priorities** for hospitals

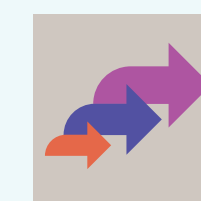


**68%**

**Funding**

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

**Financial challenges have consistently remained a top issue** for over 5 years

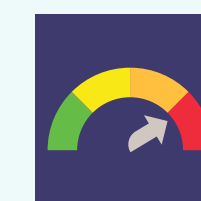


**32%**

**Health System Transformation**

- Building the Health System of the Future
- COVID Recovery Activities

**Shared learnings and collaborative opportunities** to create a better health system with enough health service capacity have emerged



**21%**

**Capacity**

- Hospital Clinical Capacity
- Population Health and Community Needs
- ALC Capacity and Delivery Challenges

**Limited health services capacity remains a core issue** for Ontario's health system

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.