



CARE. COMMUNITY. INNOVATION.

Since 1986, REMSA Health has provided nationally recognized ground ambulance service within Washoe County, Nevada. As the largest employer of EMS personnel in Northern Nevada, REMSA Health provides residents and visitors with 9-1-1 response and transport, interfacility transport, disaster preparedness, special events coverage, search and rescue, tactical medical support, and public education. REMSA Health provides ground ambulance services under a performance-based franchise agreement with the Washoe County Health District and is the sole provider of emergency and inter-facility ground ambulance transport services within Washoe County (excluding Incline Village and Gerlach). REMSA Health is a private nonprofit community-based service which is solely funded by user fees with no local community tax subsidy.

REMSA Health maintains its operational and clinical standards as one of the most recognized high- performance EMS systems in the country. REMSA Health responds to approximately 80,000 requests for service per year.

Table of Contents

- Finance Reports.....Page 3 - 5
- Operations Reports.....Page 6 - 9
- Medical Directors Report.....Page 10
- Education Reports.....Page 11- 12
- Customer Survey.....Page 13 - 14
- Public & Relations Report.....Page 15
- Customer Comments.....Appendix

Average Bill

Month	#Patients	Total Billed	Average Bill
January	4,885	\$10,089,864.00	\$2,065.48
February	4,678	\$9,674,155.80	\$2,068.01
March	4,933	\$10,223,449.00	\$2,072.46
April	4,931	\$10,206,761.70	\$2,069.92
May	5,036	\$10,409,508.20	\$2,067.02
June	5,016	\$10,383,740.30	\$2,070.12
July	5,142	\$10,588,903.50	\$2,059.30
August	4,951	\$10,194,234.10	\$2,059.03
September	3,420	\$7,040,897.00	\$2,058.74
October	4,045	\$8,319,930.00	\$2,056.84
November			
December			
January - December Total	47,037	\$97,131,443.60	\$2,065.00

*** Note - October 2024 has remaining invoices to be billed**

Penalty Fund

REMSA 2024-2025 Penalty Fund Reconciliation

2024-23025 Penalty Fund Dollars Accrued by Month

Month	Amount
FYE 06/30/2024 Carryover Balance	\$46,172.54
July 2024	\$15,505.35
August 2024	\$11,414.43
September 2024	\$13,117.97
October 2024	\$10,345.50
November 2024	
December 2024	
January 2025	
February 2025	
March 2025	
April 2025	
May 2025	
June 2025	
Total Penalty Fund Dollars Accrued	\$96,555.79

Penalty Fund

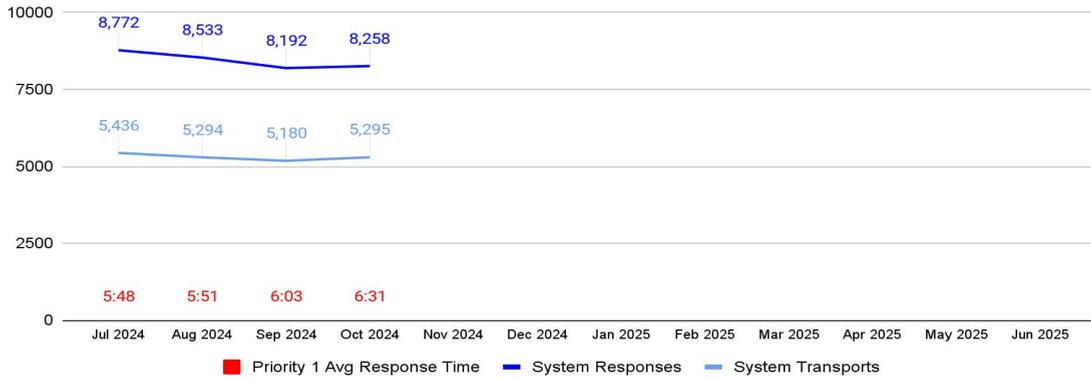
2024-2025 Penalty Fund Dollars Encumbered by Month

Program	Amount	Description	Submitted
Pulsepoint Application	13,000.00	Pulsepoint Application	Jul 2024
Water Watcher for the Win	56.28	Water Watcher cards	Sep 2024
Total Encumbered as of 10/31/2024	\$13,056.28		

Penalty Fund Balance at 10/31/2024 **\$83,499.51**

REMSA Operations Report

System Response/Transport/Avg P1 Response Summary



Priority 1 Avg. Response Times

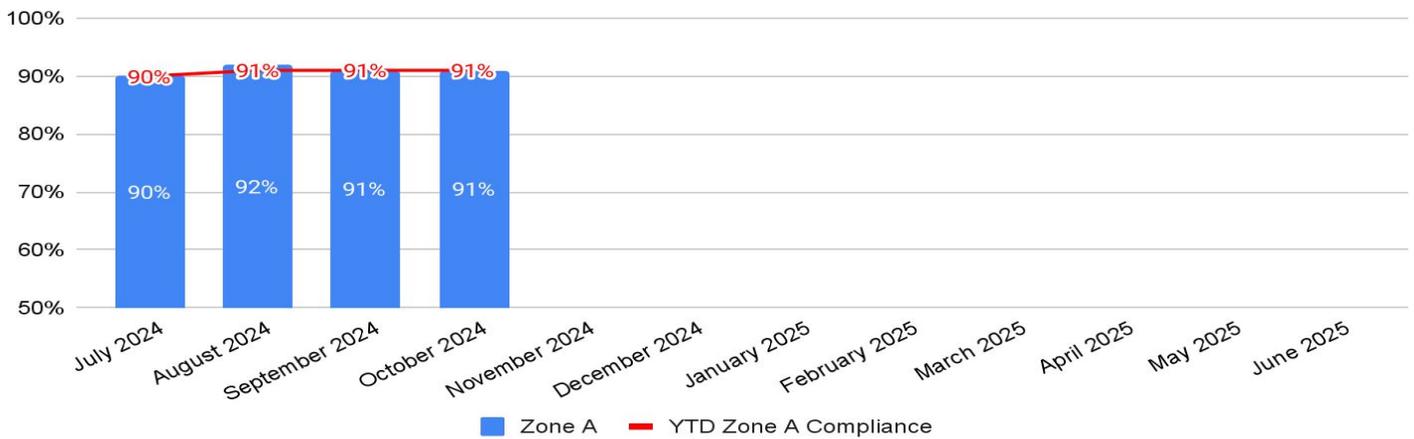
Priority 2 Avg. Response Times

	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2024	5:18	5:55	8:38	6:31	7:09	9:45
Aug 2024	5:22	5:55	8:30	5:38	9:26	9:26
Sep 2024	5:29	6:08	9:06	7:06	7:52	9:44
Oct 2024	5:33	6:09	8:35	7:14	7:47	9:26
Nov 2024						
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
Year to Date	5:25	6:02	8:42	6:38	7:34	9:37

REMSA Operations Report

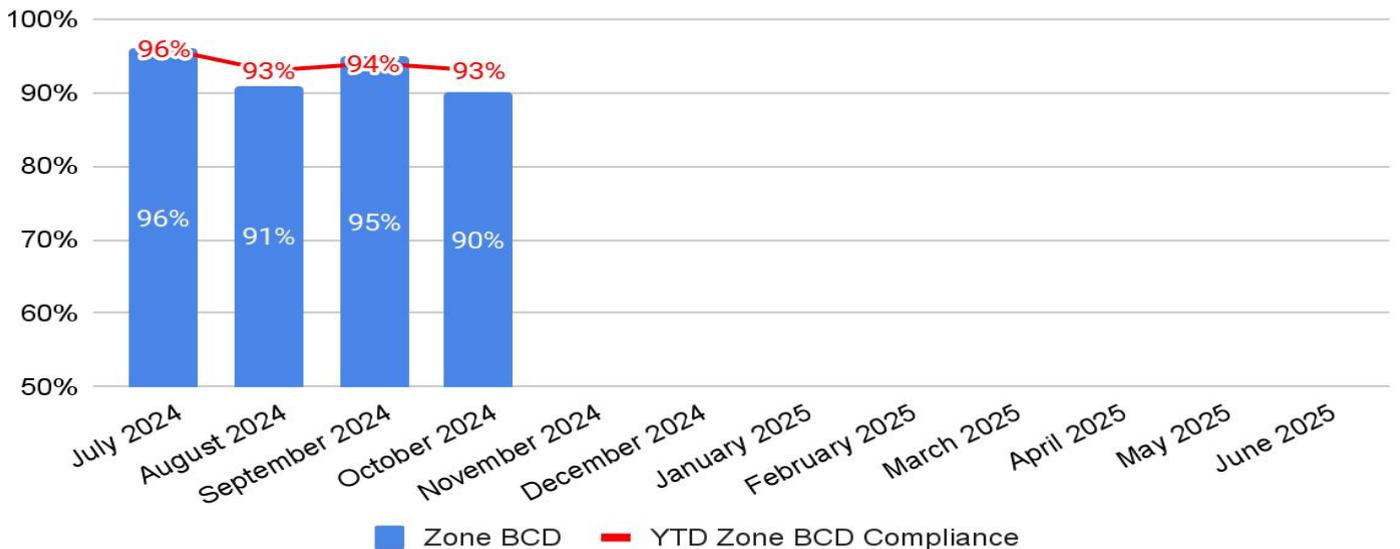
REMSA Priority 1 Response Compliance

Zone A



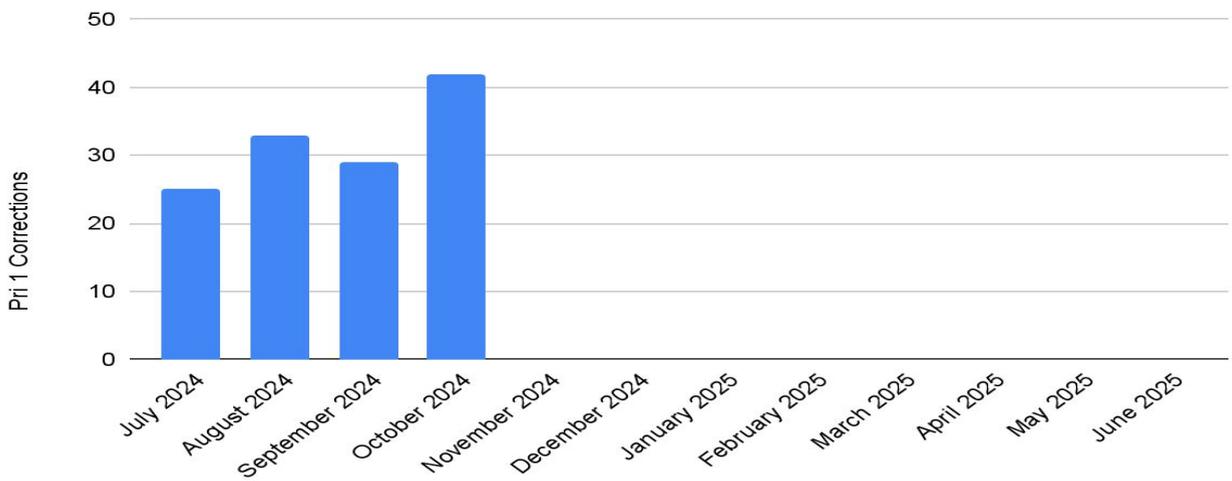
REMSA Priority 1 Response Compliances

Zone BCD

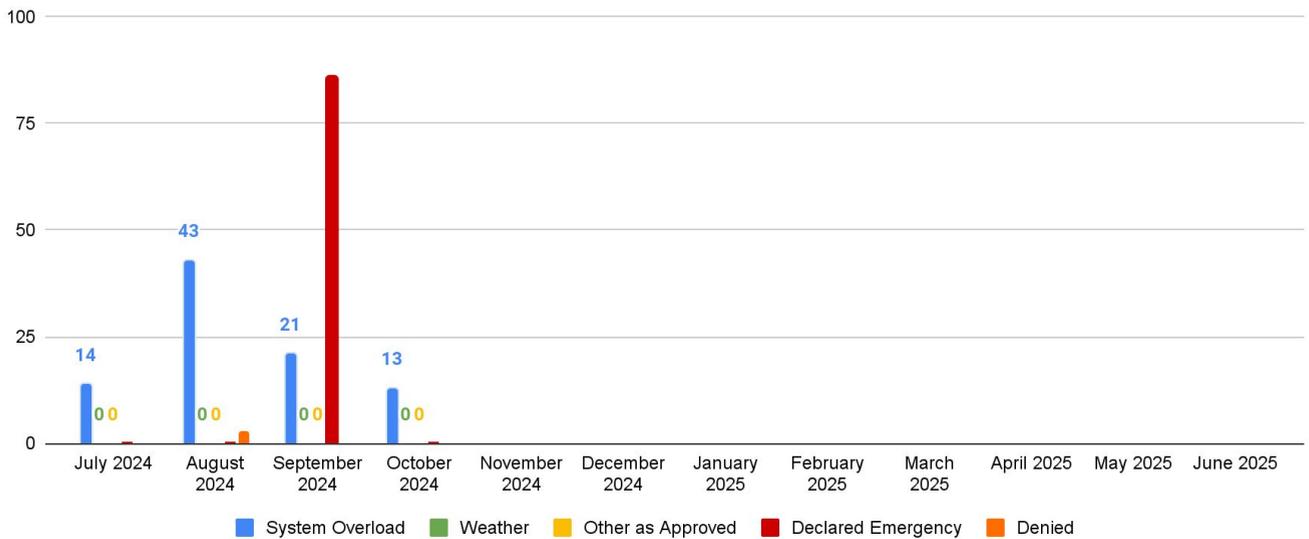


REMSA Operations Report

Priority 1 Incidents Corrected



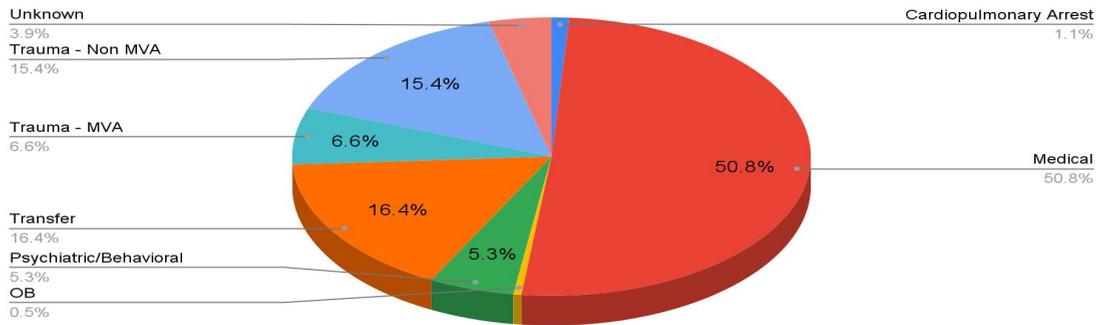
Priority 1 Exemptions



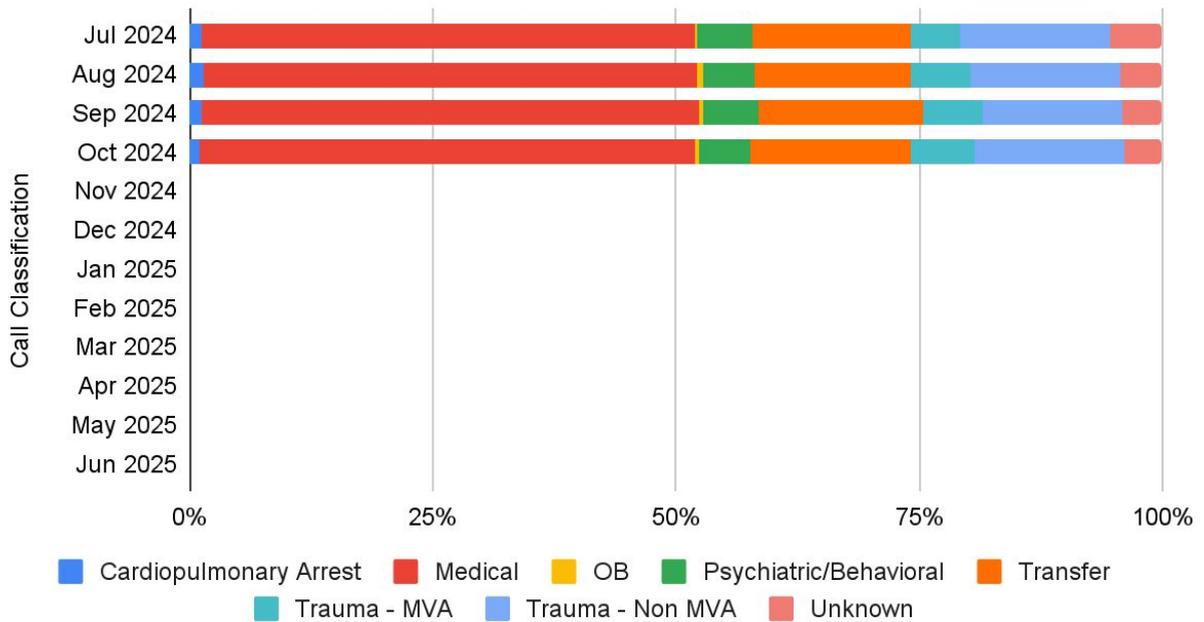
REMSA Operations Report

Call Classification

Reporting Month



Call Classification



Medical Directors Report

The Clinical Director or designee reviewed:

- 100% of cardiopulmonary arrests
- 100% of pediatric patients (transport and non-transport)
- 100% of advanced airways (excluding cardiopulmonary arrests)
- 100% of STEMI alerts
- 100% of deliveries and neonatal resuscitation
- 100% Advanced airway success rates

	Total Number of ALS Calls	Total Number ALS QA Reviewed	Percentage Reviewed
July 2024	2,309	252	11%
August 2024	2,304	246	11%
September 2024	2,148	230	11%
October 2024	2,295	230	10%
November 2024			
December 2024			
January 2025			
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			

Education Report

	ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Jul 2024	22	77	95	308	93	569	2	6	20	122
Aug 2024	29	88	117	474	126	782	2	5	24	61
Sep 2024	18	65	119	420	124	743	3	9	11	29
Oct 2024	30	113	121	404	105	500	1	4	19	57
Nov 2024										
Dec 2024										
Jan 2025										
Feb 2025										
Mar 2025										
Apr 2025										
May 2025										
Jun 2025										
YTD	99	343	452	1606	448	2594	8	24	74	269

Education Report

	COMMUNITY OUTREACH				
	Cars Inspected	Adults Educated	Car Seats Installed	Car Seats Distributed	Community Events
July 2024	68	103	90	57	3
August 2024	67	102	78	34	3
September 2024	56	82	65	39	4
October 2024	68	99	86	52	4
November 2024					
December 2024					
January 2025					
February 2025					
March 2025					
April 2025					
May 2025					
June 2025					
YTD	259	386	319	182	14

Customer Survey Report

REMSA Ground

Reno, NV
Client 7299



1515 Center Street
Lansing, MI 48096
(517) 318-3800
support@EMSSurveyTeam.com
www.EMSSurveyTeam.com

Patient Experience Report

October 01, 2024 to October 31, 2024

Division:

Your Score

92.53

Your Patients in this Report

131

Total Patients in this Report

4789

Total EMS Organizations

241

Customer Survey Report

REMSA Ground
October 01, 2024 to October 31, 2024



Executive Summary

Your overall score for the period selected is **92.53**, a difference of **+2.90**, compared to your score from the previous year, **89.63**.

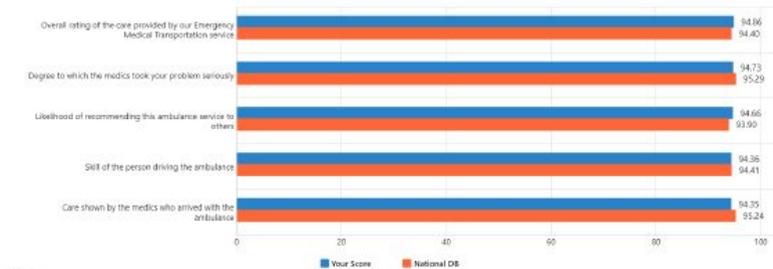
Your overall **Top Box** score, which represents the percentage of the highest possible rating Very Good, is **79%**.

In addition, your rolling **12-month** score of **90.73** is a difference of **-2.73** from the national database score of **93.46**.

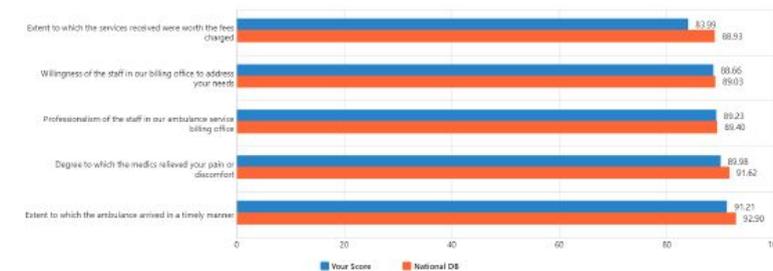
When compared to all organizations in the national database, your score of **90.73** is ranked **75th**.

Highest and Lowest Scores

5 Highest Scores



5 Lowest Scores



Public & Relations Report



PUBLIC RELATIONS OCTOBER 2024



Dispatch Director Shannon Popovich gave Halloween safety tips during a live interview with KOLO 8 News.



COO Adam Heinz gave an interview to KTVN Channel 2 News about National First Responder Day and how REMSA Health works with employees to help them stay Fit for Life and Fit for Duty.



During Washoe County School District fall break, we welcomed students from the Boys and Girls Club of the Truckee Meadows for a tour of the Edison Way campus.



FTO Paul Kramer encouraged Nevada fans to enjoy the hometown games safely and responsibly.



REMSA Health delivered gratitude and goodies to the region's emergency departments during National Emergency Nurses Week.

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
08/07/2024	<p>The medics were patient and kind when listening to me as I explained the events leading up to the event that caused me to call for assistance for my husAHnd. They were thorough in their assessment of him. As a former EMT myself I was extremely impressed with them all.</p>		
08/04/2024	<p>The two young women who picked me up in the ambulance were lovely! They were so kind, so unassuming and obviously compassionate. I felt safe, comfortable and at ease during the ride. The three of us chatted and they couldn't have been nicer.</p>	I can't imagine	
08/06/2024	<p>I have been a registered nurse for 60 years and this was my first time in an ambulance. It was a routine transport, no emergency, some of the questions regarding billing, etc. did not refer to me. But the people who transported me were friendly, courteous, and did a good job.</p>		
08/02/2024	<p>Arrived so fast. Care was good. All in all good experience considering circumstances .</p>	Can't imagine	
08/17/2024	<p>I'm. So sorry, but I don't remember anything.. CMT arriving to my place and took me to the emergency department . My HusAHnd didn't want to participate in survey. But I arrived in one piece. Thank you</p>		
08/19/2024	<p>I was very satisfied with everything, they made me feel comfortable and took great care of me</p>	Nothing	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
08/18/2024	The driver was very nice.	Not diagnose me. I knew how I felt and that Was my providers job. Because he went to the hospital with in his Ming oh she's fine well I definitely wasn't and didn't leave the hospital until almost 3:00 AM.	Will attempt to follow-up with EMT next week when we are both on duty next. LL
08/18/2024	Getting my O2 sat up to normal range, so I quite turning blue and I could breath. The girl emt was on it, I'm grateful for her, she new what to do andwasted no time getting what I needed. I needed you to Thank her for me!!! THANK YOU!!!!		
08/22/2024	Driver. was competent but the other man had a huge problem about personal freshness which was highly offensive and ruined the journey.	Make sure you engage people who are not lacking in personal hygiene.	I will speak with this crew member when they are in on Friday. JP
08/24/2024	I just loved your employees	Not one thing	
08/28/2024	You need questions on the survey that target why they came to my home All I needed was to have the staff pick me up off the floor, a few feet from my bed I stood up out bed, I have polio 2, and my legs just gave out when I tried to stand up I hit the floor with out any injury to me so half the questions don't apply to a pick up & put AHck in bed great care givers to help me .., thanks greg neuweiler	Nothing they r excellent in every way thaa as bl u very much greg	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
08/22/2024	<p>Explained things an actions very well.very polite...even though it was not a very exciting call for them...they made the best of it :)</p>	<p>Well...I know the facility where I stay, an was picked up from, has a crappy record with people calling then not going with you, or low grade reasons to go to hospital. But I was picked up cause I thought I broke my toe(cant feel my toes) I have medical conditions that..made me very scared. I could have lost my toe...my team, I knew were bummed an bored, well it was just a swollen toe... but you chit-chatted with me, didn't drop me off gurney, an dang driver was super bummed, it was only a toe,(smdh)I think I got a smile out of him before he left...not sure. Anyway ...it's been since August, wasn't a break it was Cellulitis. It's Oct 2, lots of antibiotics, they cut tendons to open up more circulation an almost healed. It may have been a boring call...I agree. But you calmed me, treated me respectfully...an got me care early when I needed it....And I think very heartily helped save my toe(so far so good). I thank you from the bottom of my heart, an my Boreing lcky Toe thanks you to.... (Oh an the ladies here love an respect your teams, an your fellow firemen when you come threw...wave or smile once in awhile it makes their days) Thanks again...</p>	
08/28/2024	<p>Caring and kind professionals. I was so scared but felt safe and was assisted down some steep stairs. Also very gentle inserting the I.V I needed</p>	<p>Just have all the medics be as great</p>	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
08/22/2024	Everything was very professional and thoughtful.		
09/24/2024	The EMTs were very kind and patient, putting me at ease from the moment they arrived.	N/a	
09/25/2024	Everything was great no complaints		
09/19/2024	Very thoroughful care, concerned with my well-being	Not sure	
09/29/2024	Speed of getting me from my home to Renown S. Meadows Hospital.	Relieve the pain.	
09/21/2024	Comunication!!!!	Nothing, it was great.	
09/25/2024	I was out of it, I can only rely on neighbors..		
09/22/2024	I was put in the ambulance at Renown South Meadows and taken to the main Hospital on 2nd st. The attendant was 1st class communicating to me while traveling. The driver was great. My wife asked if she should follow him and told her not to for her safety and shared where to meet us at the main hospital.	I'm not sure what more could have been done.	
09/25/2024	With the exception of one time (which we previously reported on), REMSA has always been very professional, timely, caring, friendly. I feel confident using their services and knowing that I or my family members will be very well taken care of and treated respectfully. Keep up the great work!		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
09/29/2024	All personnel were thorough in their evaluation, listened to our concerns, and acted professional and efficiently. They have had to respond to my husband multiple times and we always were well cared for.	Can't think of anything that could have been done better.	
9/27/2024	They treated me very well. Took my concerns seriously. Very cautious and considerate.		
9/23/2024	Everything		
9/23/2024	They were a good team	Nothing	
9/25/2024	They save my life, heroes thank you kindly for your supportive help great service professional kind caring helpful awesome team friendly staff..always trust, blessings to you and all your beautiful family	You are great!! Thank you so much again for save my life!!	
9/26/2024	They were outstanding on my treatment		
9/14/2024	Understanding the needs and care for my son who has sever Autism. Professionalism of the team.	Nothing	
9/13/2024	I'm still in tears, I don't believe I deserve your care, thank you for saving my life for my son	Nothing, you are amazing	
9/10/2024	Professional and caring attitude and treatment.		
9/9/2024	I am a retired firefighter, and drove ambulance, myself. I was very impressed by the professionalism. Of these young men who responded for my need.	Can't think of a thing	
9/13/2024	I was cared for and my needs were meant.	Nothing I can think of.	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
9/18/2024	I can't explain anything since I remember nothing.		
9/18/2024	Good transport and respect of patient		
9/10/2024	They arrived quickly, were very kind, professional and knowledgeable. They interacted with hospital Emergency staff, and others to get me seen as quickly as possible.	I can't think of a thing.	
9/19/2024	Prompt helpful knowledgeable		
9/16/2024	Everything	Nothing	
09/16/2024	They saved my life. They kept me calm They secured my cat	Na	
9/16/2024	Arrival time what's a quick	There wasn't very much the paramedics could do in my situation. They were very thoughtful & comforting.	
9/17/2024	Nothing	Relaying information to spouses properly and not ignoring them or being unprofessional and rude to them	I called the callback number provided by Comm. I spoke with a family member that reported the Pt was not awake yet. I gave the family member the sup line and asked her to contact us when she woke up. MO

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
9/15/2024	<p>I wasn't able to walk so I called the non emergency line. They came quickly and were able to transfer me to the ambulance. We have very dangerous way to get to our home and car. There's no handicap parking where I'm at and there's other people that have to deal with it. Just a spot where the cement tappers down would make it easier and safer. When I asked about a little spot so people can get groceries and wheelchairs. Doesn't have to be big. But when I asked the HOA they sent someone from the board gave me an estimate and said I would have to pay for it There's not a safe way to get me from my home and do my physical therapy. It's mostly rocks and hard to get a walker over it or anything else. They did a great job and knew what they were doing They were professional and made me feel at ease. Sorry for getting off the track but they did a fantastic job working with what they had to deal with.</p>	<p>It wasn't their fault, but We all had to wait in the hallway because there wasn't enough nurses on duty (I think) I couldn't get a room. I felt that they should have been able to leave and help others. Don't understand why this happened.</p>	
9/8/2024	Kept me calm and reassured		
9/18/2024	Breathing treatment.	Nothing.	
9/18/2024	They were very attentive to me. Explained everything out loud and why they did each thing. Kept me warm and calm	I was very pleased with everythingâ€¦.no problems	
9/18/2024	Both medics were polite and very concerned about my situation and well being.	Nothing. The service was excellent.	
9/9/2024	Everything	The crews should make more money	
9/11/2024	Overall. Met my physical needs and anxiety. Very professional and explained what they were doing and info on transporting me.	I have no suggestions.	
9/11/2024	He took care of very good	No, I didn't have no problems	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
9/9/2024	Everything	Nothing	
9/10/2024	Very attentive and empathetic while providing care.		
9/14/2024	They were very efficient and professional. I have never witnessed a Seizure, so it would have helped me to have a little more information about what was happening.	Maybe be a little quicker to respond (if possible). They were very quick but I was so upset, it probly seemed longer.	
9/9/2024		Dont give advice on what the treatment of the emergency facility might be.	
9/15/2024	Everything.	Unknown.	
9/18/2024	Everything was extremely good. I was treated with nothing but the best care from all.		
9/11/2024	Fast, efficient, compassionate. Showed great care and concern.	You were great and we hope to never have to use you again! Thank you for your care!	
9/9/2024	Forfor this 86 year old at music event they help a lot Pacemaker went off But all good now. Gear jub thanks	Not a thing	
9/14/2024	Thank you for saving my life. TThank you for saving my life.	Nothing, you did a great job.	
9/14/2024	I think the time the paramedics got here to the time they left me at the hospital, they all were very courteous professional and made me feel safe. I don't remember why but it happened to be Clark County filling in that night.	nothing	
9/15/2024	N/a	N/a	
9/14/2024	The team that came worked together well I'm glad that they came so quickly thanks so much they know what they're doing and are very good at what they are doing		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
9/12/2024	They arrived within 10 minutes! Very cordial and caring!	I was impressed with the Service!	
9/9/2024	Staff was really nice and helpful	They did great job	
9/16/2024	I remember the EMT giving me a pill to help me not vomit. It helped and it was a pill that was prescribed by my doctor before. Very informed young women.caring. great listeners. While in the ambulance my ears plugged so I asked the emts if their ears were plugged. They answered no, but we're so patient with me They did everything right. They represent professional, caring, hard working, patient people. Drove carefully through traffic. Assisted me into a wheelchair at the hospital. Successful took an EKG of my heart and gave me the results. Gave the hospital accurate information when I arrived. We're physically fit. Thank you to the EMT who assisted me that day.	I don't have an answer for next time because everything was done I believe according to procedure. I can't complain.	
9/12/2024	I was in and out of conciseness. So can not be precise on this questions.?	?	
9/12/2024	All aspects	No it was excellent	
9/16/2024	Very caring attendants. Explained everything and they could not have been more attentive.	I have only been in an ambulance three times. This was the most professional and caring attendants by far. I left the questions about rates out as I have no idea what the fees were.	
9/11/2024	everything and they were very good to me	nothing	
9/15/2024	Professional	Nothing	
9/13/2024	ImmoAHilized my right arm provided pain management lifted me gently to gurney	Nothing	

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
9/11/2024	<p>A large group of men came into my apartment and made me feel immediately safe and not as scared. I truly thought I was having a stroke. The whole team worked together like a well oiled machine. I was so impressed with how kind, loving, caring, thoughtful, treated me like a human being that was scared and needed them. I did not for one minute feel like I was putting anybody out or that I was a bother to them. They did nothing but kind and thoughtful and caring and loving things the entire night.</p> <p>Unfortunately, my last experience with Remza You was a terrible one. It was a two-man team rather than a large group of men, and they were bumbling idiots. Their equipment did not work. They were incompetent and at that moment I did not have a good feeling about Remza . But, my last experience well made up for the bumbling idiots before them. You should be very proud of your team that helped</p>	NOTHING. Just train the dumb and dumber team I got the time before. ðŸ˜ƒ Jodii	I attempted to call 11/2/24 @ 11:10 AM at . Phone rang for a minute or two and never went to voicemail. I will attempt follow up again later. DS
9/10/2024	I had a problem breathing	I went to the hospital 2 times in 30 days or less and they were great both times .i am very happy with your crew. Thank you for all of your help.	
9/3/2024	A lot I would recommend having an option on a few of the questions to be NA		
9/8/2024	I was unconscious and have no recollection of the Ambulance or REMSA personnel.	I was unconscious and have no recollection of the Ambulance or REMSA personnel.	
9/2/2024	Everything!	Nothing!	
9/1/2024	They enlisted the help of a strong family member to lift me		

Appendix Customer Comments

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
9/6/2024	Timely arrival to transport from Northern Nevada Medical Center to Renown. Friendly and professional care given		
9/1/2024	They arrived in a very timely manner and professional, And efficient in every way. I was treated with care and concern and was so grateful for all they did.		
9/6/2024	These people were so good they saved my life	That part I don't know you will have to ask someone else	
9/6/2024	Degree of professionalism!!!	Nothing!!!	
9/5/2024	I had no problem with the service I received. I have not received a bill yet so could not respond to the questions regarding billing		