

A photograph showing two emergency medical technicians (EMTs) or paramedics in dark uniforms and caps attending to a patient lying on a stretcher. The patient is wearing a white shirt and has an oxygen mask on. The scene is outdoors, possibly near an ambulance. The text "CARE. COMMUNITY. INNOVATION." is overlaid in large, white, sans-serif font on the left side of the image.

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	4,929	\$10,201,312.00	\$2,069.65
April	4,928	\$10,198,163.70	\$2,069.43
May	5,036	\$10,409,508.20	\$2,067.02
June	5,016	\$10,383,740.30	\$2,070.12
July	5,141	\$10,583,443.50	\$2,058.64
August	4,796	\$9,873,773.10	\$2,058.75
September			
October			
November			
December			
January - December Total	39,409	\$81,413,960.60	\$2,065.87

* Note - July 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	
October 2024	
November 2024	
December 2024	
January 2025	
February 2025	
March 2025	
April 2025	
May 2025	
June 2025	
Total Penalty Fund Dollars Accrued	\$73,092.32

Penalty Fund

2024-2025 Penalty Fund Dollars Encumbered by Month

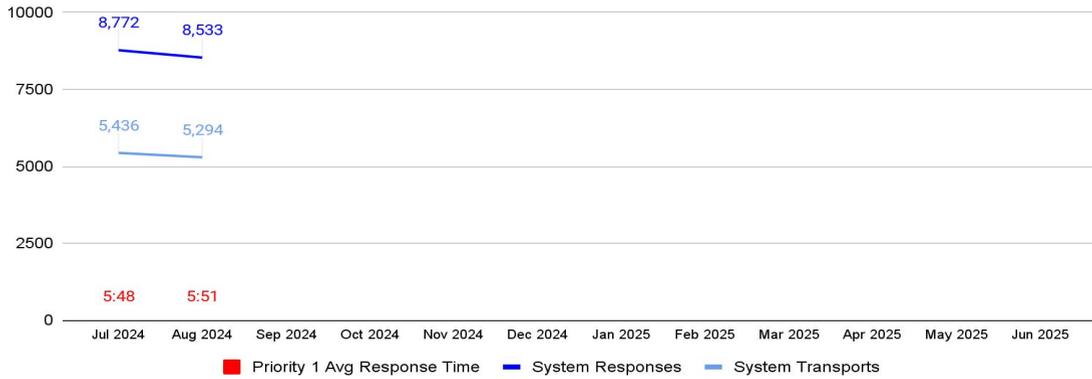
Program	Amount	Description	Submitted
Pulsepoint Application	13,000.00	Pulsepoint Application	Jul 2024

Total Encumbered as of 08/31/2024 **\$13,000.00**

Penalty Fund Balance at 08/31/2024 **\$60,092.32**

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						
Oct 2024						
Nov 2024						
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
Year to Date	5:18	5:54	8:33	6:07	7:15	9:31

REMSA Operations Report

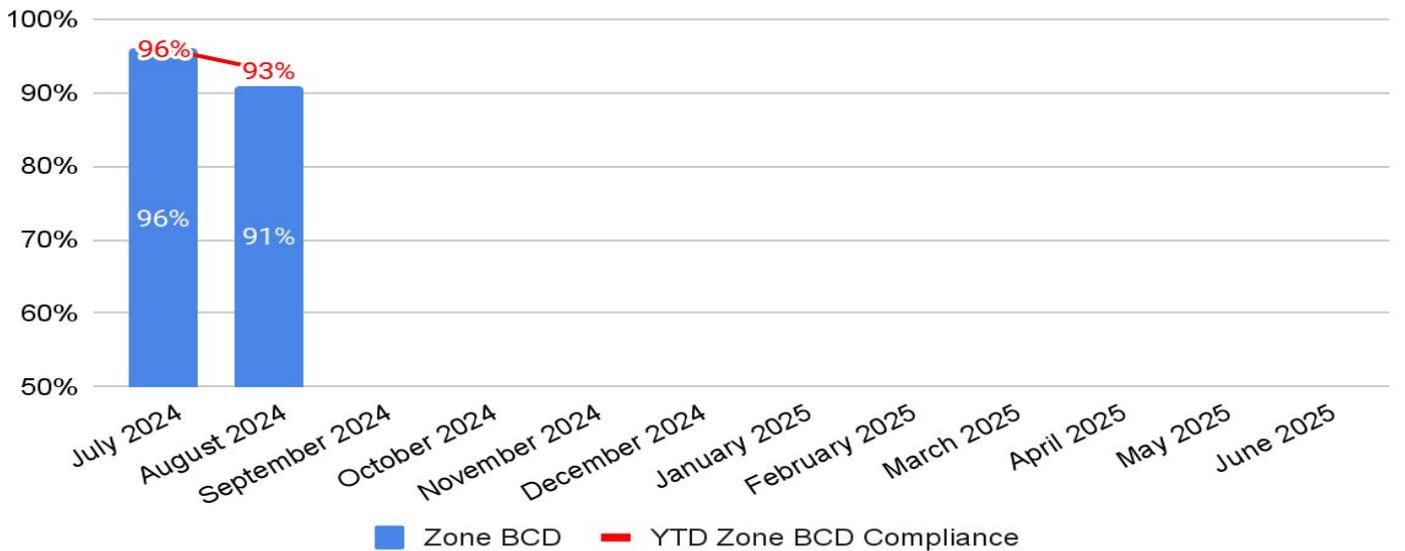
REMSA Priority 1 Response Compliance

Zone A



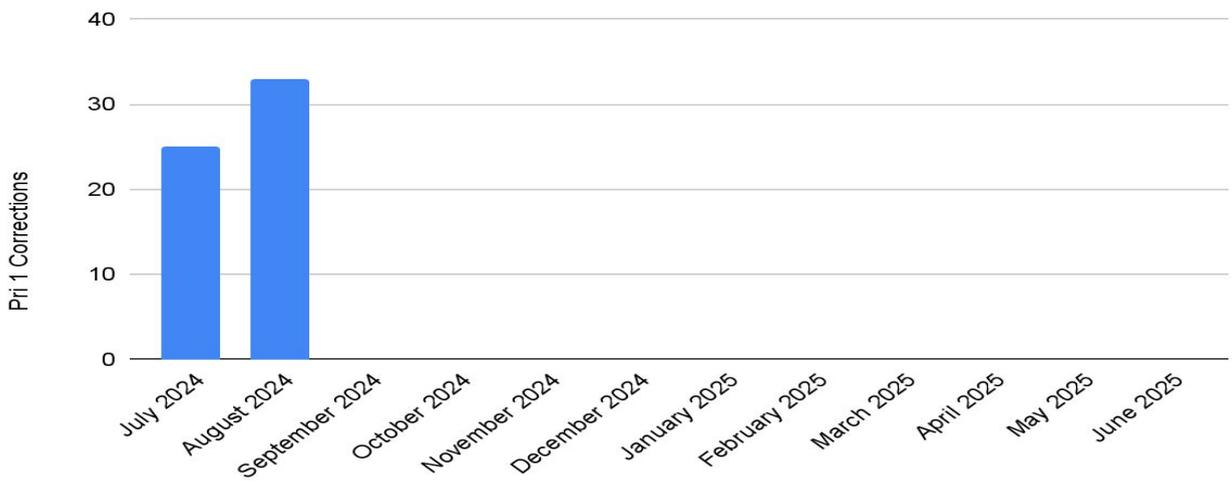
REMSA Priority 1 Response Compliances

Zone BCD

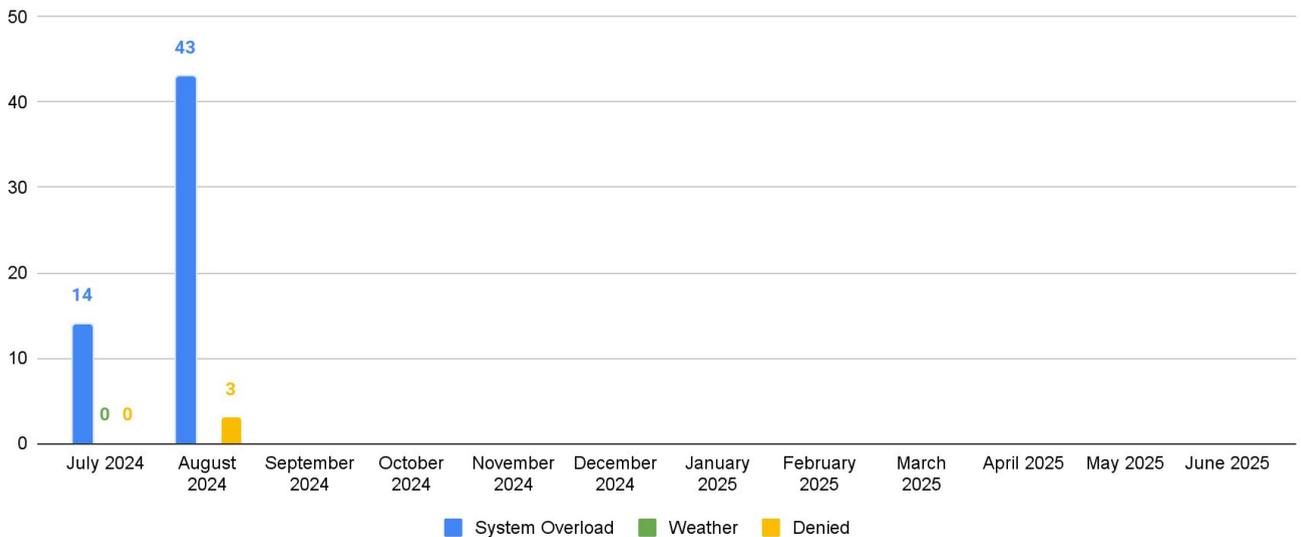


REMSA Operations Report

Priority 1 Incidents Corrected



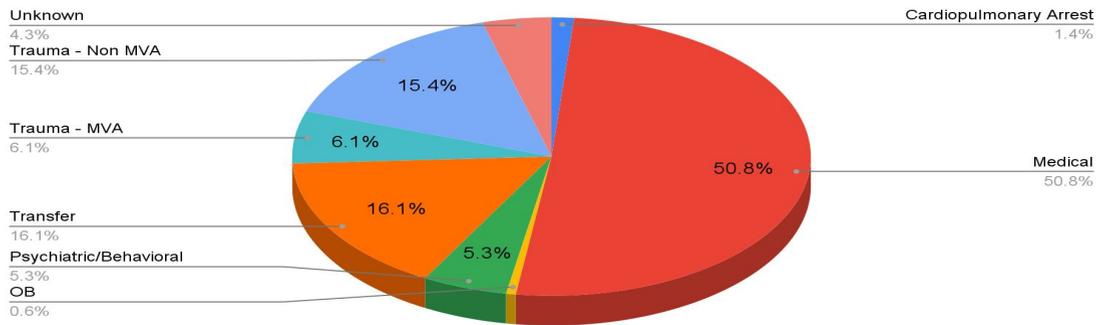
Priority 1 Exemptions



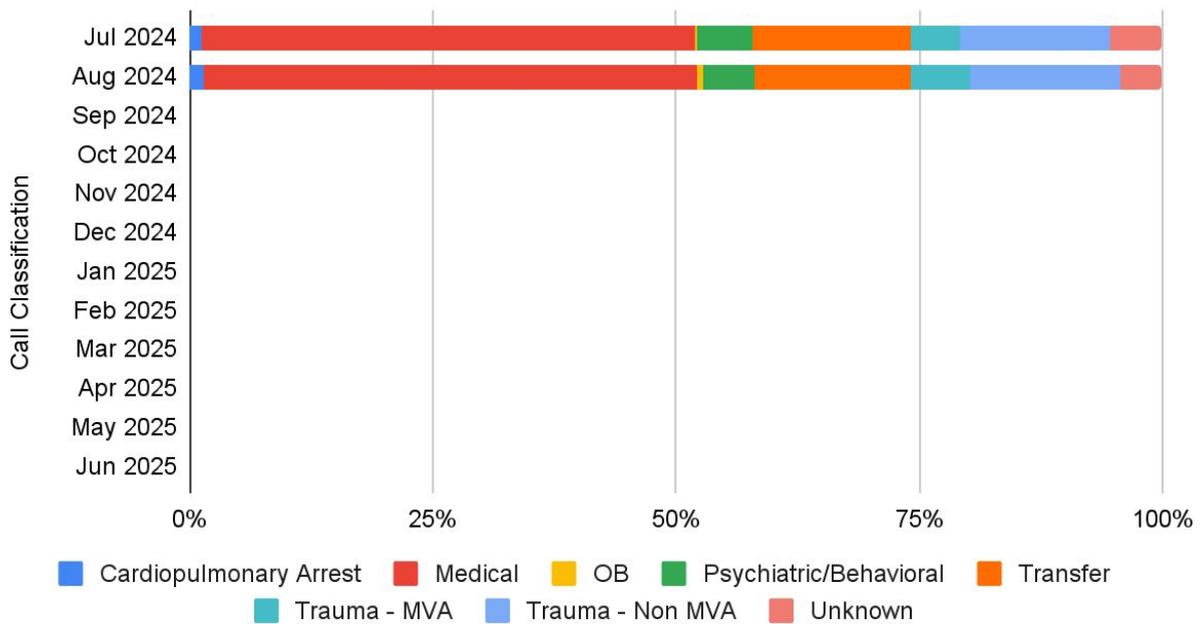
REMSA Operations Report

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			
October 2024			
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										
Oct 2024										
Nov 2024										
Dec 2024										
Jan 2025										
Feb 2025										
Mar 2025										
Apr 2025										
May 2025										
Jun 2025										
YTD	51	165	212	782	219	1351	4	11	44	183

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					
October 2024					
November 2024					
December 2024					
January 2025					
February 2025					
March 2025					
April 2025					
May 2025					
June 2025					
YTD	135	205	168	91	6

REMSA Ground

Reno, NV
Client 7299



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

Patient Experience Report

August 01, 2024 to August 31, 2024

Division:

Your Score
90.92

Your Patients in this Report
59

Total Patients in this Report
5271

Total EMS Organizations
237

Customer Survey Report

REMSA Ground
August 01, 2024 to August 31, 2024



Executive Summary

Your overall score for the period selected is **90.92**, a difference of **+0.39**, compared to your score from the previous year, **90.53**.

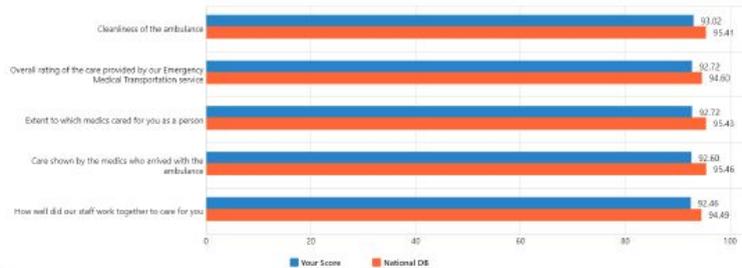
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **81%**.

In addition, your rolling 12-month score of **90.60** is a difference of **-3.02** from the national database score of **93.62**.

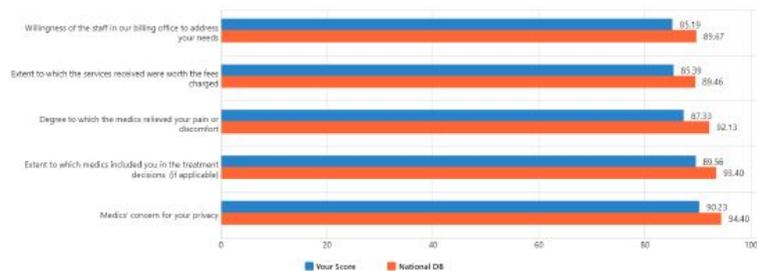
When compared to all organizations in the national database, your score of **90.60** is ranked **75th**.

Highest and Lowest Scores

5 Highest Scores



5 Lowest Scores



Public & Relations Report



REMSA HEALTH.

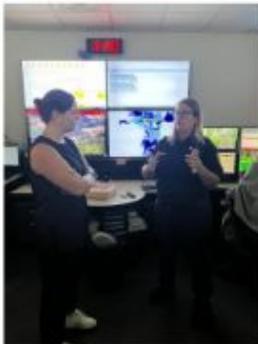
**PUBLIC RELATIONS
AUGUST 2024**



Education Director Jenny Walters and COO Adam Heinz provided an interview to KRNV about paramedic and EMT recruitment, retention and education.



Education Director Jenny Walters provided a media interview to KRNV about back-to-school safety.



We were happy to welcome policy and legislative staff members from Senator Catherine Cortez Masto's office to REMSA Health. The visitors' highlights included a ride-along with a paramedic crew, a sit-along with a medical/fire dispatcher, and topical discussions with leaders.



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
07/22/2024	As to the care received, it was excellent! However they were able to treat on premises, so there was no trip to a hospital. I gave all highest answers but there needs to be an answer choice of not applicable N/A.		
07/18/2024	Care and concern for me when I was in pain was excellent.	Don't change a thing, everything was on point.	
06/25/2024	Very professional in every way. I felt comfortable around them.	I wouldn't change a thing! Very professional!	
07/20/2024	The team was very attentive to me and made me less nervous.	They were unable to get an IV line started so I had to wait until the ER	
06/29/2024	These people are amazing!!!!		
07/24/2024	They went over and above to listen to us and our situation. They were so caring and I would love to recommend those two gentlemen for their professionalism and doing everything in their power to help us.		
07/14/2024	They where very good and did everything they could to help me they listen to me and looked for an alternate medicine for my pain		
07/18/2024	Josh and Rachel transported me from the to Thru we professional, calming and simply amazing	Everything was perfect	
07/13/2024	EMTs kept me informed, called VA to see if they could deliver us to their E.R..if not, they would take us to the E.R. available.they were helpful during a tough time.Thank you.	can't think of anything needing improvement.	

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
07/04/2024	They gave me something for pain. The pain was bad. You cant get anything for pain even an emergency now, but you can in the ambulance. I was very thankful for some pain relief. The medics are also knives. So Carrie so general I just love the ambulance. I like it much better than the hospital.	Gosh, cant think of anything because youre always so right there on time and ready for me and understanding and caring. I cant think of anything you could do that would be better. Ive never been mistreated on an ambulance. Ive been so well cared for the person stay with you as long as you need them emergency.	
07/02/2024	I was transferred to the Rehab center		
07/13/2024	Made me feel comfortable	Exce)lent	
07/22/2024	Everything!		
07/21/2024	Everything ! FYI. Regarding billing I have the REMSA insurance policy. Ive had it for years.	Nothing!	
07/12/2024	Everything	I wish there was a way not to have cracked my sternum and still do the necessary CPR	
07/27/2024	No problems. Everything went well as usual.		
07/26/2024	I was unconscious! So most of these? I answered not knowing anything, but have total respect and confidence in Remsa thank you	Nothing	
07/19/2024	Took me to the hospital as I had heart problems and extreme dizziness	I canâ€™t think of a thing.	
07/21/2024	Everything for when they picked me up showed care.And concern and treated me like a precious stone..	I can't think of anything	
07/23/2024	The 2 woman that helped me were really caring and treated me with kindness	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
07/18/2024	When I was told that I will be given Fentanyl and I refused, the paramedic explained to me that it will be administered in a small dose. The medication will help ease the pain up until the time when I get seen by the doctor. It was well explained so I finally gave in. True enough, before I was seen by the doctor, itâ€™s starting to wear off.	When youâ€™re in an accident, it feels like time has stopped, and it will feel like it takes forever for the ambulance to get to where I am. I was in the parking lot, under a 100 degree heat and when they arrived, I was hoping that they would transfer me to a stretcher and take me to the hospital right away. They asked me lots of standard questions before they even started to look at my injury. I wished they would refrain from doing that.	8/30 0928, I attempted to contact the pt, after 12 rings I hung up. someone hung up without even talking. I can reopen this ticket if pt calls back. No further, Stacie
07/19/2024	Very good care for my husband who has Alzheimers disease.		
07/21/2024	Lovely service, great smiles, wonderful transportation in an anxious filled time.	N/A	
7/21/2024	Everything was great!!!	Nothing!!	
7/19/2024	Very timely arrival. Quickly assessed the proper way to transfer me, get me out of my apartment to the ambulance. Kept me informed about how much longer to hospital. They keep getting better and better over the years I have had a medical emergency.	Nothing	
7/30/2024	Fufudyjfsodkxjz	Dufufigu	
7/7/2024	I have not received a bill since my daughter has medicaid so I can't attest to the billing department, but the paramedics were fantastic.	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
7/25/2024	Gave me an option to go to the hospital but honestly told me I didn't look well. They were right! They did everything to help me with my nausea and fear!	Allow my friend to travel with me.	
7/10/2024	Everything was very good. Very caring.		
6/26/2024	The EMTs were great. The experience was very nice.as much as an ambulance experience can be.	Nothing really. The bill was a bit surprising but I get it.	
7/12/2024	Nothing.	Treat me	
7/11/2024	The medics were fantastic. They were kind and listened to me when I explained that I only have one vein that they could get an iv into. I had been very scared at losing consciousness with no warning and they immediately calmed my fears. My late husband worked for Remsa about 30 years, but this was my very first ambulance ride. I always said I wouldn't ride in one because "people die in those". He was quick to say "people never die in those". I understand now what he meant. Thanks to you and the crew.	Nothing	
7/31/2024	Everything	Nothing	
7/4/2024	Everything	Everything was good	
7/5/2024	That they took me to the right place, the hospital.	Do the right thing and give me the right care.	8/30 0833, I left a message for pt, and . 8/31, 1120, no call back from pt will close out ticket. Stacie
7/30/2024	Took better care of me than the ER doctor and staff at Renown	Nothing comes to mind	

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
7/17/2024		Fix the air conditioning or fans in ambo It was so hot. And smothering Otherwise everything else excellent	
6/28/2024	They were very caring and kind	Everything was perfect the first time	
07/17/2024	Everything was done well		