

A photograph showing two emergency medical technicians (EMTs) or paramedics in uniform attending to a patient lying on a stretcher inside an ambulance. The patient is wearing an oxygen mask and has medical equipment attached. The scene is set at night, with the ambulance's interior lights and some exterior lights visible.

# 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.

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## Average Bill

Month	#Patients	Total Billed	Average Bill	YTD Average	Est. Average Collected
January	4,878	\$10,075,214.00	\$2,065.44	\$2,065.44	\$528.75
February	4,678	\$9,674,125.80	\$2,068.00	\$2,066.70	\$529.07
March	3,166	\$6,523,216.20	\$2,060.40	\$2,065.13	\$528.67
April					
May					
June					
July					
August					
September					
October					
November					
December					
<b>January - December Total</b>	<b>12,722</b>	<b>\$26,272,556.00</b>	<b>\$2,065.13</b>	<b>\$2,065.13</b>	<b>\$528.67</b>

January 2024 - December 2024 Maximum Allowed Average Bill = \$2,073.86

**\* Note - March 2024 has remaining invoices to be billed**



# Penalty Fund

## REMSA 2023-2024 Penalty Fund Reconciliation

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### 2022-23 Penalty Fund Dollars Accrued by Month

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<b>Month</b>	<b>Amount</b>
<b>FYE 06/30/2023 Carryover Balance</b>	<b>\$902.52</b>
July 2023	\$10,566.16
August 2023	\$11,627.20
September 2023	\$12,143.60
October 2023	\$10,236.64
November 2023	\$10,085.44
December 2023	\$12,197.68
January 2024	\$13,406.10
February 2024	\$12,272.51
March 2024	\$12,242.21
April 2024	
May 2024	
June 2024	
<b>Total Penalty Fund Dollars Accrued</b>	<b>\$105,680.06</b>

# Penalty Fund

**2023-2024 Penalty Fund Dollars Encumbered by Month**

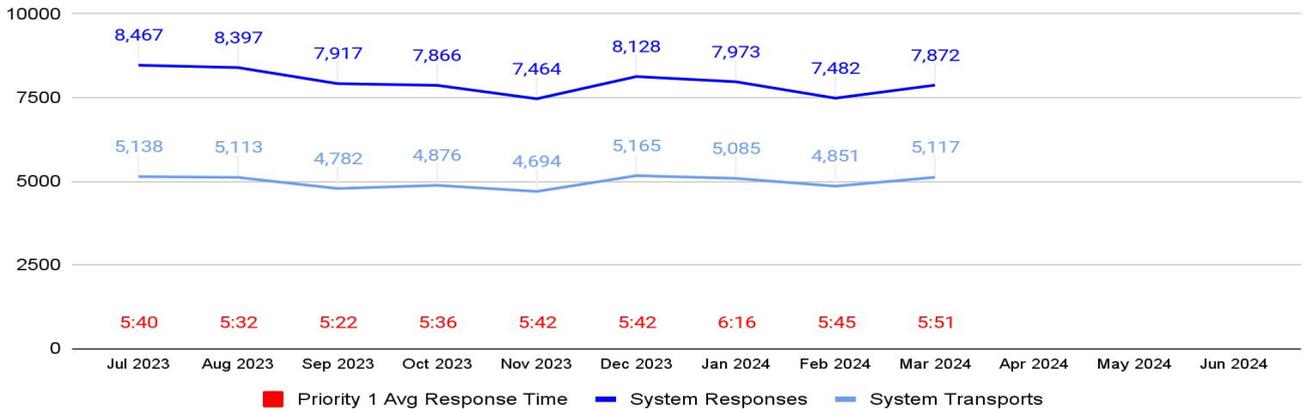
<b>Program</b>	<b>Amount</b>	<b>Description</b>	<b>Submitted</b>
Pulsepoint Application	13,000.00	Pulsepoint Application	Aug 2023
TEMS Search and Rescue Equipment	3,039.71	Pro Titanium Two Piece Litter	Nov 2023
Community AEDS	8,056.83	10 Zoll AEDs for Community Donations	Dec 2023
Community AEDS	4,033.14	5 Zoll AEDs for Community Donations	Feb 2024
Child and Pedestrian Safety	8,710.50	250 First Aid Kits for Youth Sports Leagues	Mar 2024

Total Encumbered as of 03/31/2024 \$36,840.18

Penalty Fund Balance at 03/31/2024 \$68,839.88

# 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 2023	5:07	5:43	8:28	5:42	6:28	9:05
Aug 2023	4:59	5:47	8:14	5:38	6:43	9:04
Sep 2023	5:04	6:20	8:08	5:53	6:41	8:56
Oct 2023	5:06	5:42	8:14	5:38	6:26	8:58
Nov 2023	5:08	5:51	8:12	5:44	6:14	8:03
Dec 2023	5:12	5:49	7:47	5:43	6:33	8:39
Jan 2024	5:29	6:24	9:52	6:33	7:15	9:32
Feb 2024	5:19	5:52	8:17	6:12	6:24	9:25
Mar 2024	5:17	5:56	8:52	5:51	6:38	9:39
Apr 2024						
May 2024						
Jun 2024						
Year to Date	5:11	5:57	8:27	5:52	6:37	9:01

# REMSA Operations Report

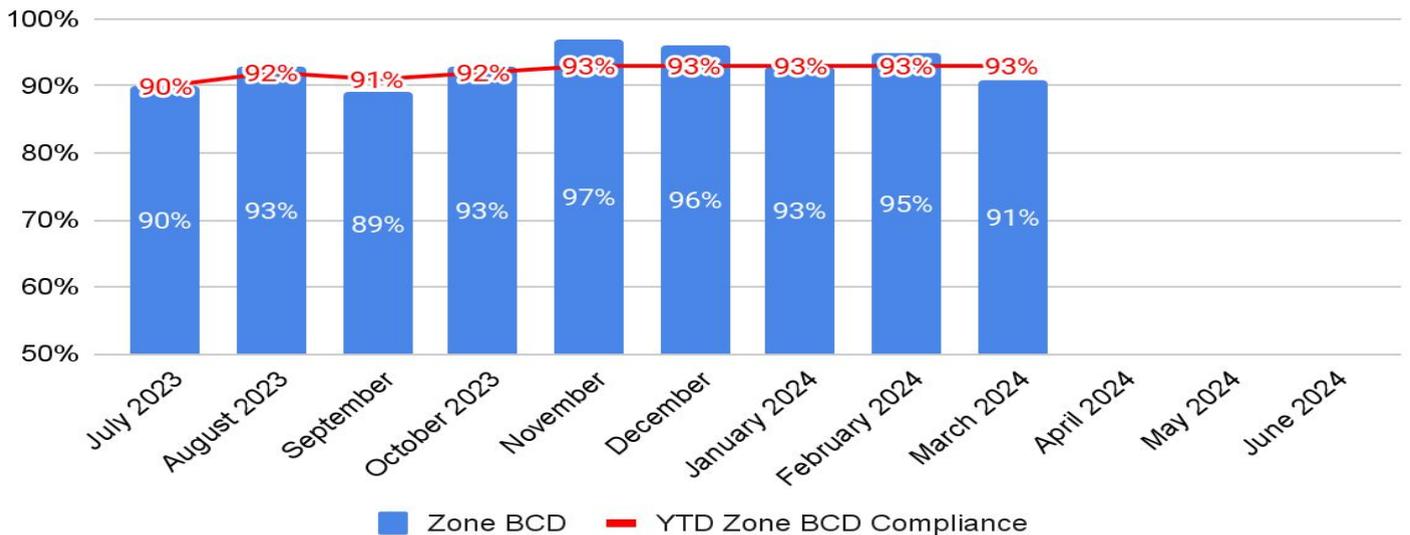
## REMSA Priority 1 Response Compliance

Zone A



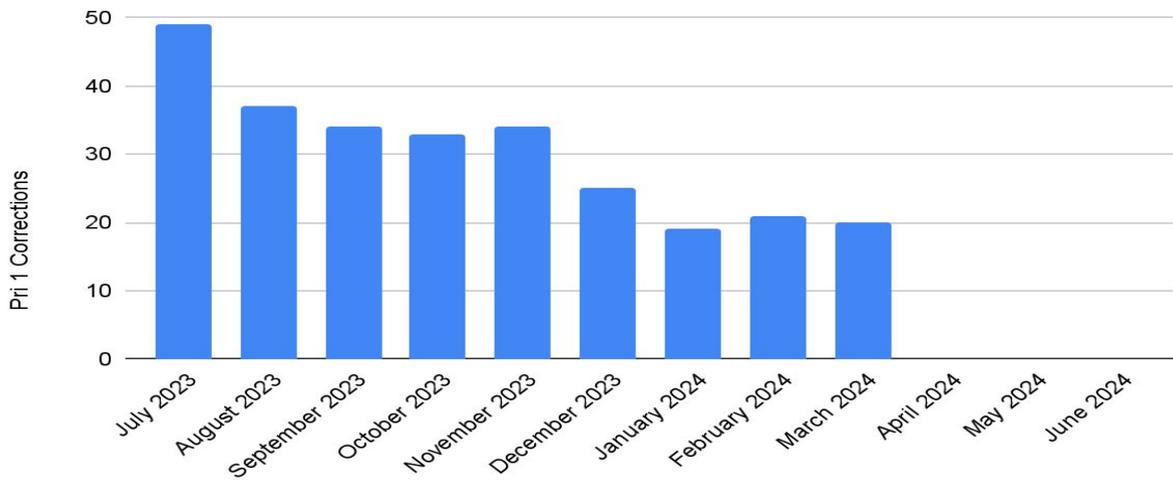
## REMSA Priority 1 Response Compliances

Zone BCD

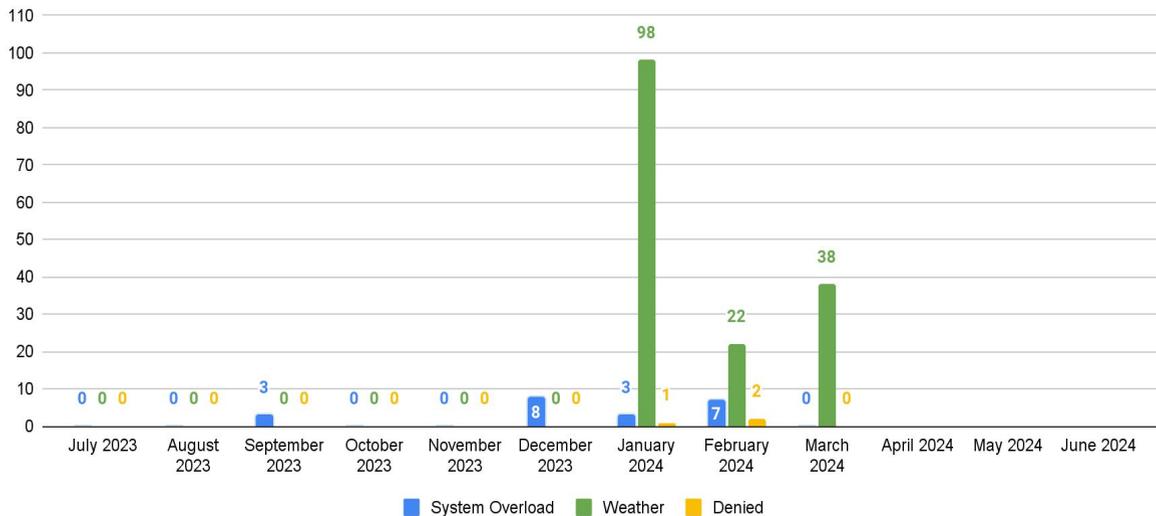


# REMSA Operations Report

## Priority 1 Incidents Corrected



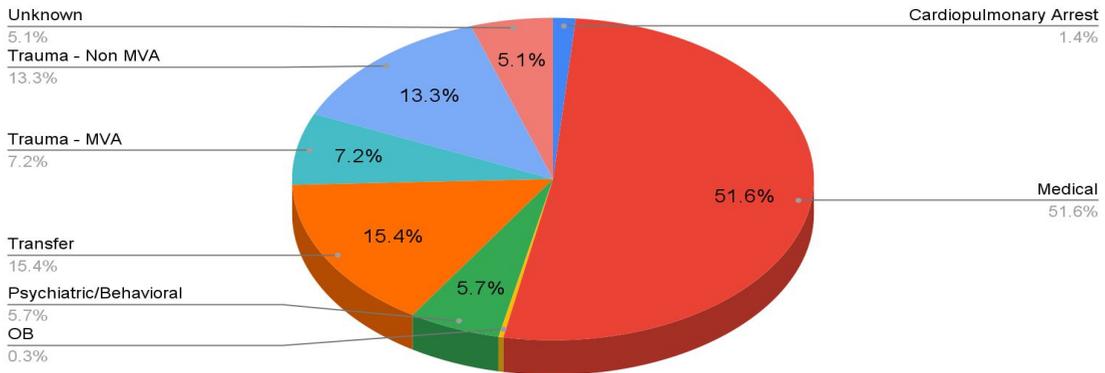
## Priority 1 Exemptions



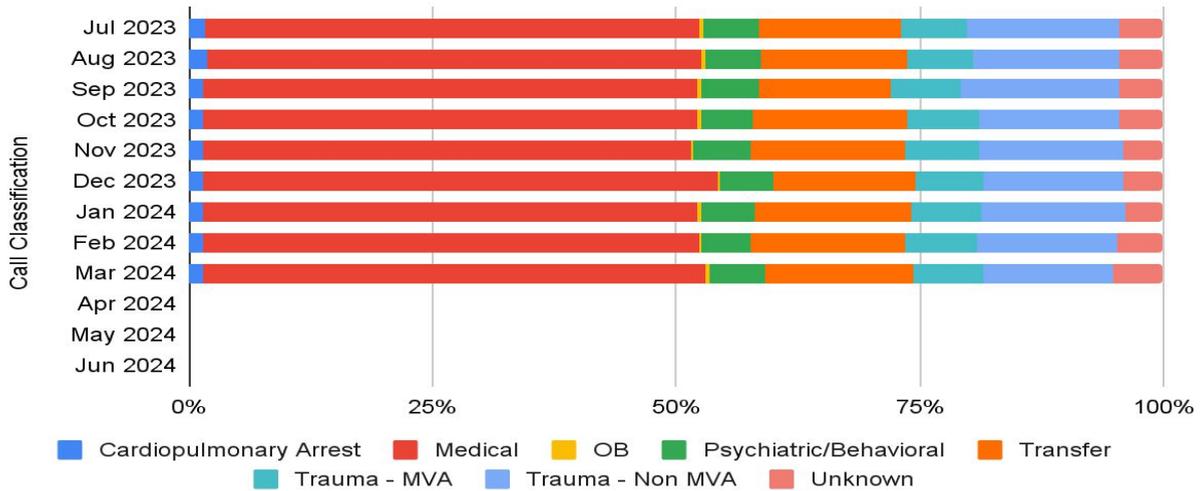
# REMSA Operations Report

## 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

	<b>Total Number of ALS Calls</b>	<b>Total Number ALS QA Reviewed</b>	<b>Percentage Reviewed</b>
July 2023	2,230	303	14%
August 2023	2,054	277	14%
September 2023	1,782	364	20%
October 2023	2,078	487	23%
November 2023	2,186	456	21%
December 2023	2,308	351	15%
January 2024	2,199	442	20%
February 2024	2,185	431	20%
March 2024	2,370	393	17%
April 2024			
May 2024			
June 2024			



# Education Report

	ACLS		BLS (CPR)		Heartsaver (CPR)		ITLS/PHTLS		PALS	
	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Jul 2023	34	82	116	442	94	551	2	15	16	43
Aug 2023	21	59	137	473	155	952	2	5	19	52
Sep 2023	21	47	117	428	94	619	2	11	11	26
Oct 2023	35	101	151	516	100	591	2	5	19	59
Nov 2023	26	64	158	688	117	706	1	7	19	52
Dec 2023	23	65	46	144	81	467	2	4	16	34
Jan 2024	41	176	149	610	106	637	2	10	25	83
Feb 2024	30	98	135	576	92	563	1	4	30	125
Mar 2024	30	78	138	469	97	580	2	6	20	60
Apr 2024										
May 2024										
Jun 2024										
YTD	261	770	1147	4346	936	5666	16	67	175	534

# Education Report

## COMMUNITY OUTREACH

	Cars Inspected	Adults Educated	Car Seats Installed	Car Seats Distributed	Community Events
July 2023	72	84	83	32	2
August 2023	50	68	70	32	1
September 2023	61	74	76	45	4
October 2023	60	76	76	46	1
November 2023	58	90	69	41	1
December 2023	39	60	47	33	1
January 2024	62	84	71	32	2
February 2024	50	64	67	27	2
March 2024	78	110	99	51	1
April 2024					
May 2024					
June 2024					
<b>YTD</b>	<b>530</b>	<b>710</b>	<b>658</b>	<b>339</b>	<b>15</b>

# Customer Survey Report

REMSA

Reno, NV  
Client 7299



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

## Patient Experience Report

March 1, 2024 to March 31, 2024

Your Score

**92.84**

Your Patients in this Report

**176**

Total Patients in this Report

**6,852**

Total EMS Organizations

**229**



# Customer Survey Report

REMSA  
March 1, 2024 to March 31, 2024



## Executive Summary

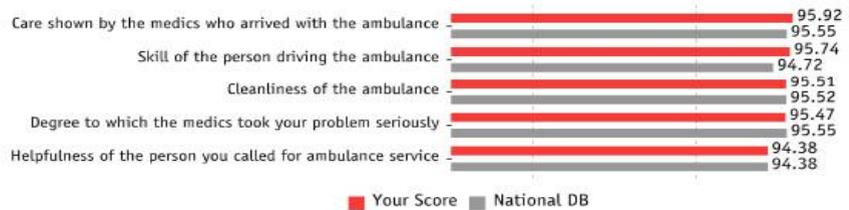
Your overall score for the time period selected is **92.84**. This is a difference of **0.23** from your previous period's score of **92.61**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80.75%**.

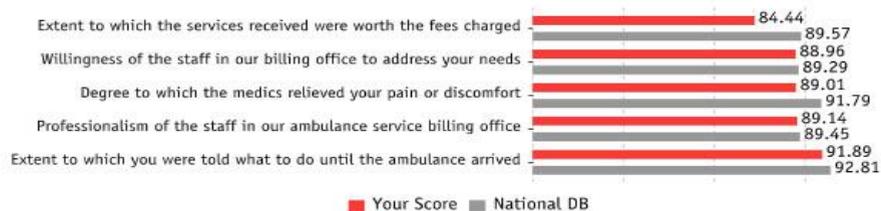
In addition, your rolling 12- month score of **90.58** is a difference of **-2.90** from the national database score of **93.48**.

When compared to all organizations in the national database, your score of **90.58** is ranked **79th** and **15th** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores



# Customer Survey Report

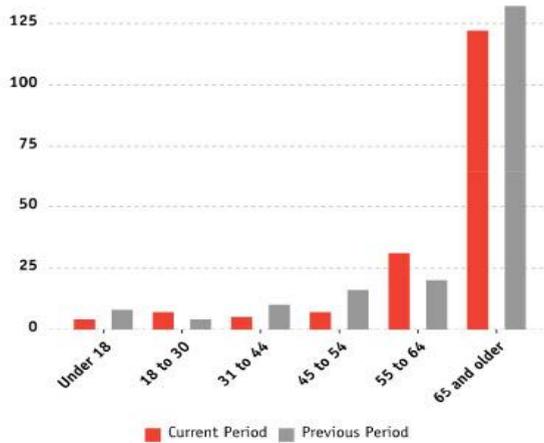
REMSA  
March 1, 2024 to March 31, 2024



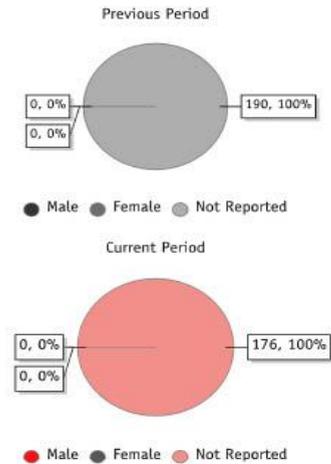
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	8	0	0	8	4	0	0	4
18 to 30	4	0	0	4	7	0	0	7
31 to 44	10	0	0	10	5	0	0	5
45 to 54	16	0	0	16	7	0	0	7
55 to 64	20	0	0	20	31	0	0	31
65 and older	132	0	0	132	122	0	0	122
<b>Total</b>	<b>190</b>	<b>0</b>	<b>0</b>	<b>190</b>	<b>176</b>	<b>0</b>	<b>0</b>	<b>176</b>

**Age Ranges**



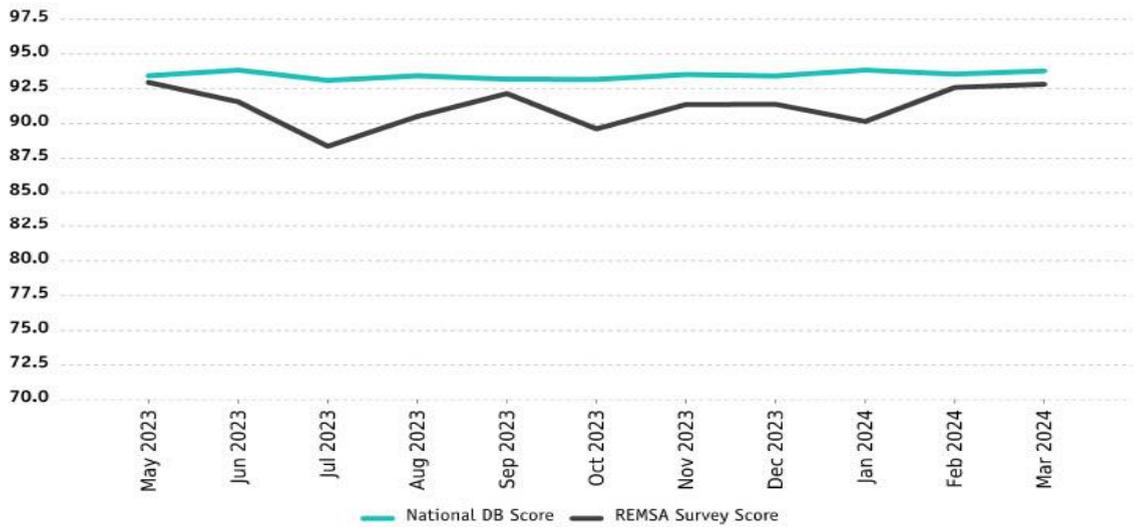
**Gender**



# Customer Survey Report

REMSA  
March 1, 2024 to March 31, 2024 

Monthly Overall Survey Score



# Customer Survey Report

REMSA  
March 1, 2024 to March 31, 2024 

**Top Box Comparisons (Continued)**

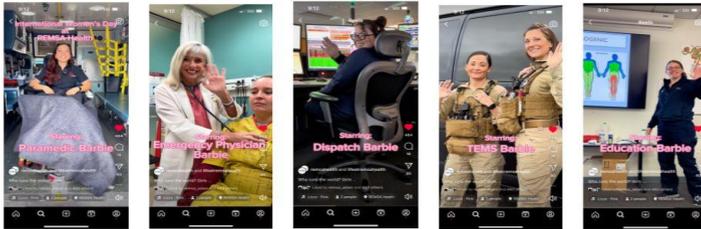
	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>49</b>	<b>27</b>	<b>86</b>	<b>421</b>	<b>2446</b>	<b>80.75%</b>	<b>80.42%</b>
Extent to which medics cared for you as a person	3	2	2	18	149	85.63%	86.31%
<b>Billing Office Staff</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>49</b>	<b>147</b>	<b>69.34%</b>	<b>66.81%</b>
Professionalism of the staff in our ambulance service billing office	2	2	4	25	75	69.44%	66.96%
Willingness of the staff in our billing office to address your needs	2	2	4	24	72	69.23%	66.67%
<b>Overall Experience</b>	<b>15</b>	<b>13</b>	<b>18</b>	<b>85</b>	<b>507</b>	<b>79.47%</b>	<b>80.68%</b>
How well did our staff work together to care for you	4	2	2	20	139	83.23%	83.10%
Extent to which the services received were worth the fees charged	5	4	10	26	80	64.00%	72.16%
Overall rating of the care provided by our Emergency Medical Transportation service	3	3	3	23	142	81.61%	84.03%
Likelihood of recommending this ambulance service to others	3	4	3	16	146	84.88%	83.43%

# Public & Relations Report

## REMSA HEALTH. PUBLIC RELATIONS March 2024

March public relations efforts focused primarily on digital communications and engagement.

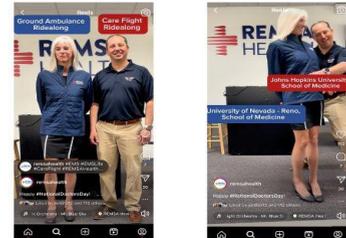
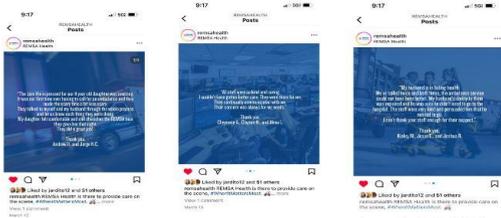
### We celebrated International Women's Day.



### Happy Doctor's Day!



### We highlighted the way REMSA Health paramedics and EMTs cared for patients.



### We launched a monthly email communication.

