

A photograph showing two emergency medical technicians (EMTs) or paramedics in uniform 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	4,933	\$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			
November			
December			
January - December Total	42,992	\$88,811,513.60	\$2,065.77

*** Note - September 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	
November 2024	
December 2024	
January 2025	
February 2025	
March 2025	
April 2025	
May 2025	
June 2025	
Total Penalty Fund Dollars Accrued	\$86,210.29

Penalty Fund

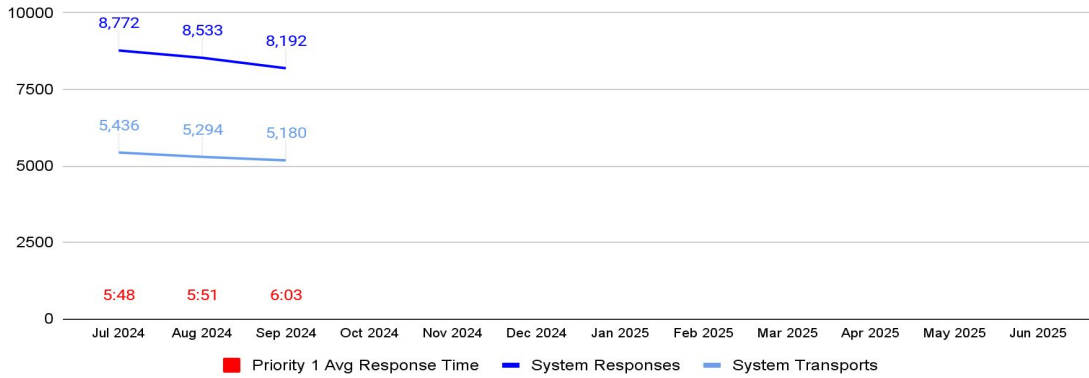
2024-2025 Penalty Fund Dollars Encumbered by Month

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 09/30/2024	\$13,056.28		

Penalty Fund Balance at 09/30/2024 **\$73,154.01**

REMSA Operations Report

System Response/Transport/Avg P1 Response Summary



Priority 1 Avg. Response Times

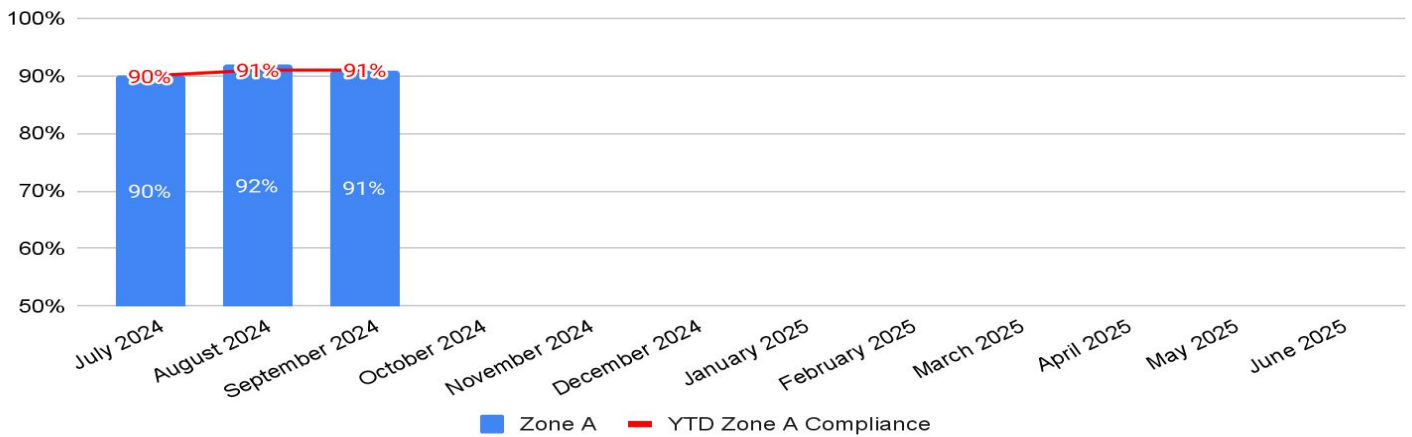
Priority 2 Avg. Response Times

	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						
Nov 2024						
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
Year to Date	5:24	6:01	8:46	6:26	7:32	9:35

REMSA Operations Report

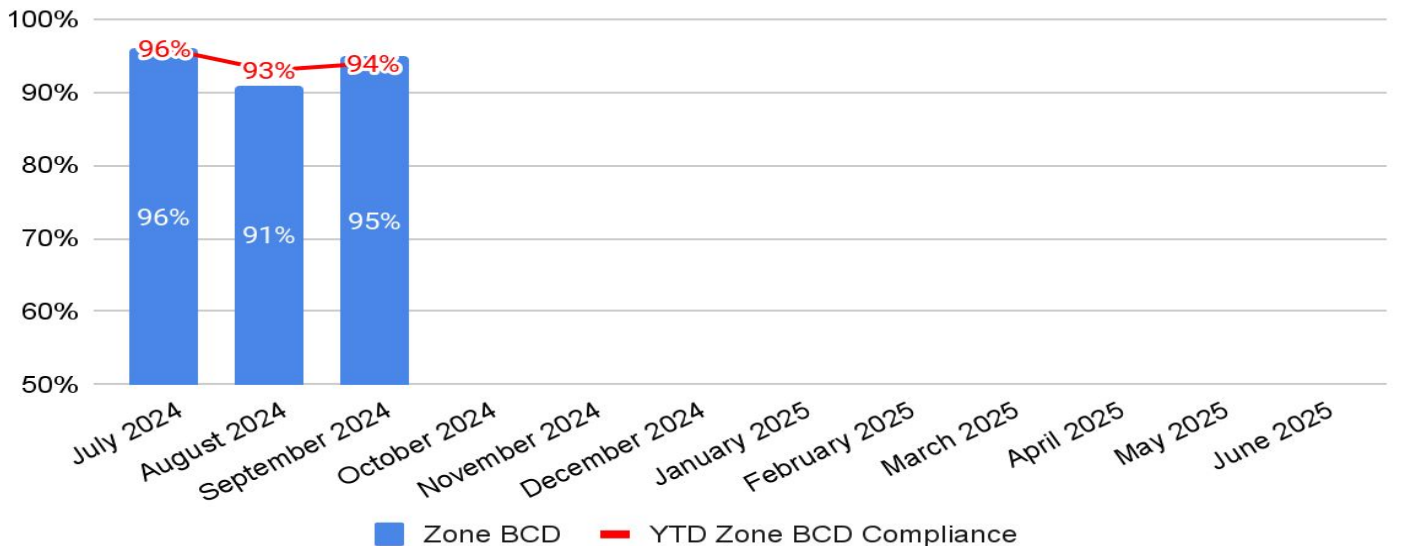
REMSA Priority 1 Response Compliance

Zone A



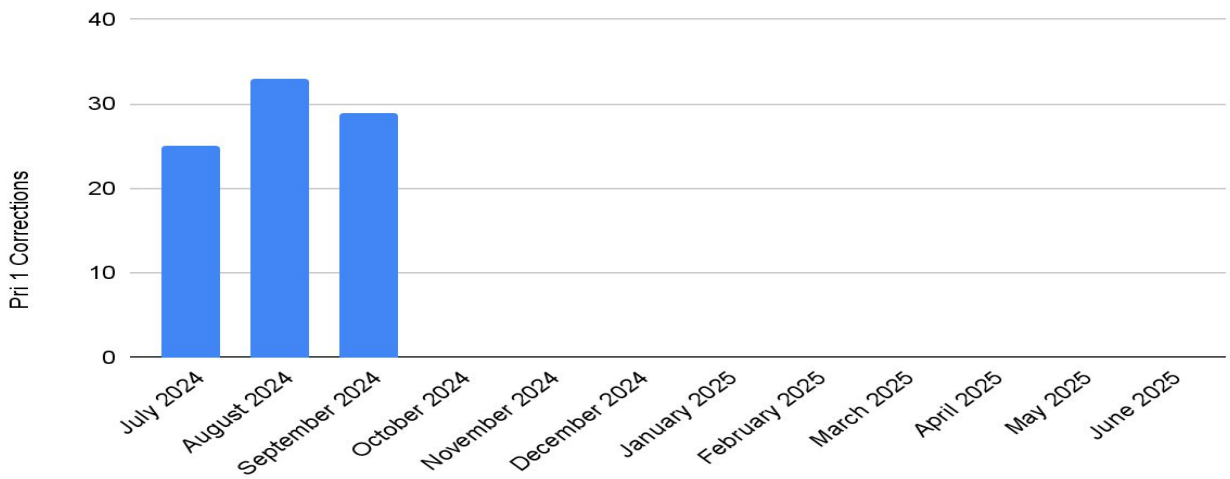
REMSA Priority 1 Response Compliances

Zone BCD

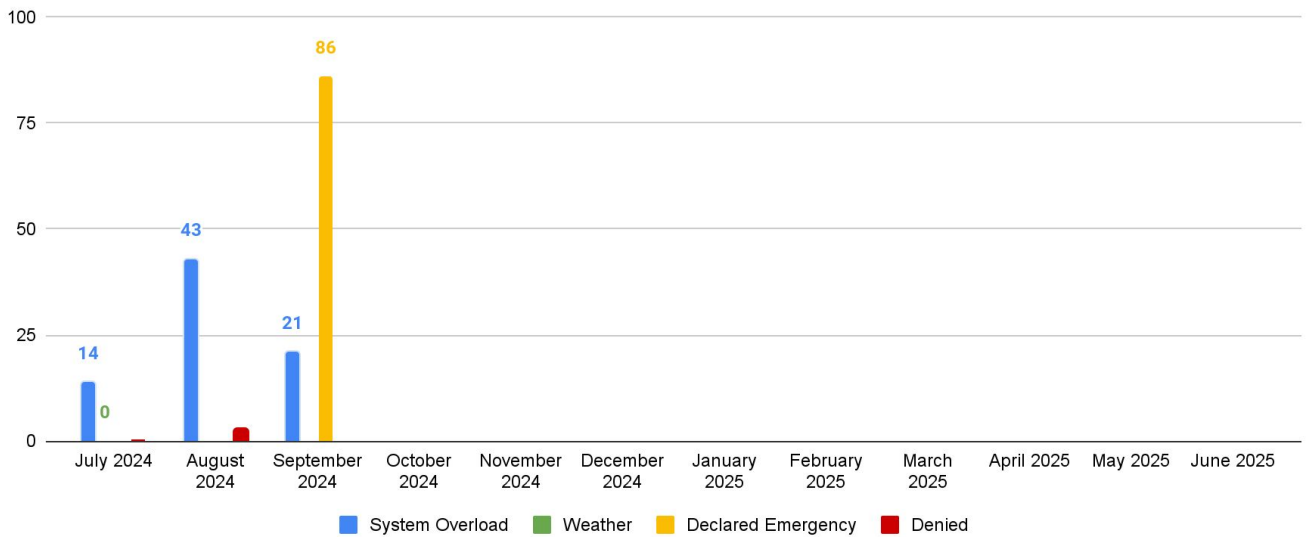


REMSA Operations Report

Priority 1 Incidents Corrected



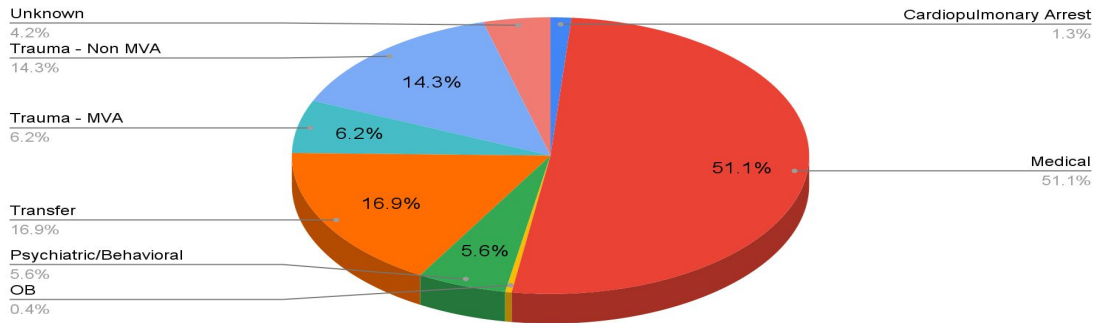
Priority 1 Exemptions



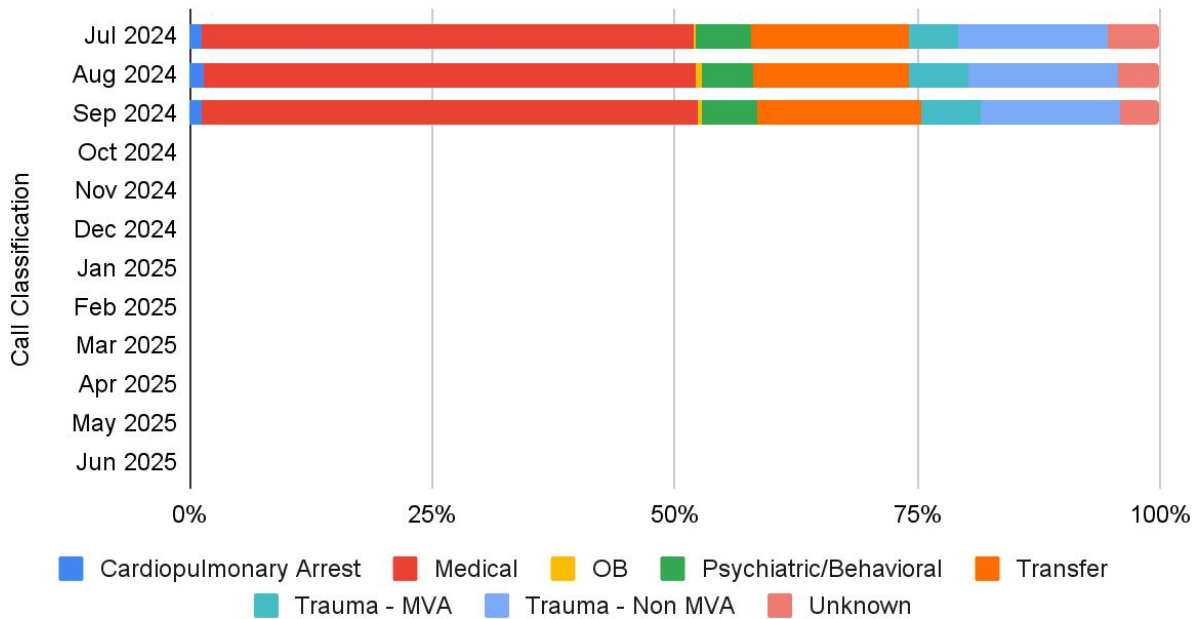
REMSA Operations Report

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			
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										
Nov 2024										
Dec 2024										
Jan 2025										
Feb 2025										
Mar 2025										
Apr 2025										
May 2025										
Jun 2025										
YTD	69	230	331	1202	343	2094	7	20	55	212

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					
November 2024					
December 2024					
January 2025					
February 2025					
March 2025					
April 2025					
May 2025					
June 2025					
YTD	191	287	233	130	10

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

September 01, 2024 to September 30, 2024

Division:

Your Score

90.89

Your Patients in this Report

140

Total Patients in this Report

5790

Total EMS Organizations

239

Customer Survey Report

REMSA Ground
September 01, 2024 to September 30, 2024



Executive Summary

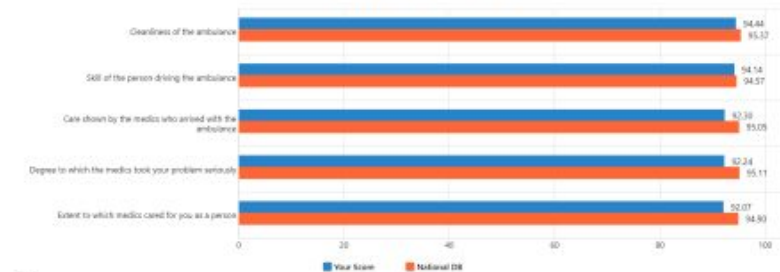
Your overall score for the period selected is **90.89**, a difference of **-1.28**, compared to your score from the previous year, **92.17**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80%**. In addition, your rolling 12-month score of **90.65** is a difference of **-2.83** from the national database score of **93.48**.

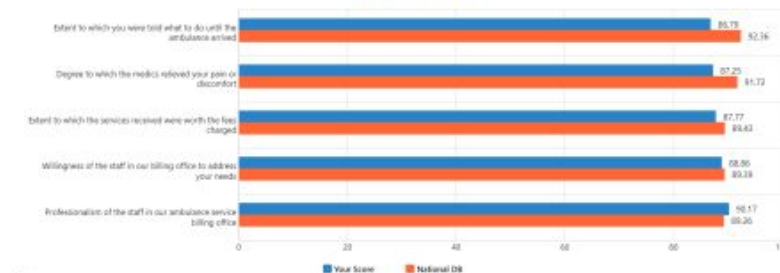
When compared to all organizations in the national database, your score of **90.65** is ranked **76th**.

Highest and Lowest Scores

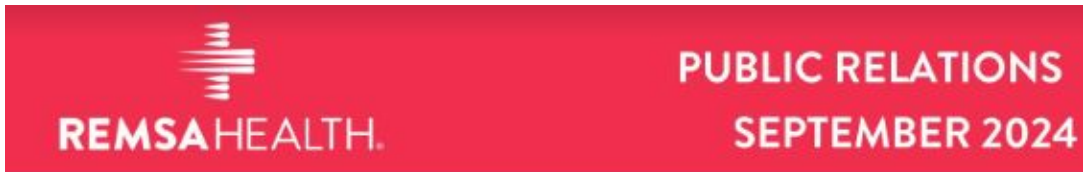
5 Highest Scores



5 Lowest Scores



Public & Relations Report




COO Adam Heinz provided interviews to KRNV and KTVN about preserving 9-1-1 for emergencies during the Davis Fire.



REMSA Health has a small, dedicated team of people who participates in the National EMS Memorial Bike Ride. This annual, long distance cycling event stretches across the country and memorializes the lives of those who have died in the line of duty.



Wishing long-time REMSA Health employee, Stacie Selmi the very best as she embarks on a well-deserved retirement. Her impact on our organization, the community and the EMS profession can't be overstated. Congratulations, Stacie!



REMSA Health is proud to have been part of the regional response to the Davis Fire. We continue to hold in our hearts, community members and colleagues who were impacted by this event.

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
05/16/2024	<p>You gave me a ride from renown to the state hospital if anything, it took me at the most 5 to 10 minutes to get there to give me a ride, but when I got the first bill that you didn't build the insurance the amount was too much for that little ride so you build me pretty quick and before any insurance was even paid on it so our recommendations from you guys was a piece of paper I had to do and get back with you. We did that and sent it to you.</p>		<p>I reached out to the insurance as this denied as a noncovered service. I was only able to LMTCB, I called the pateint and explained the the insurance denied and I was awaiting a call back - I emailed the patient my information and sent the Financial hardship form:</p> <p>Dear - My contact is herewith. I am also sending the Financial Hardship Paperwork should you need to have that in the future. I have called and left message with your insurance to find out about the denial. If they do not call me today, I will reach out to them tomorrow. You may call me by Friday if I do not get back to you tomorrow.</p>
06/27/2024	<p>Very good very professional. I have the greatest confidence in your entire organization.</p>	<p>None very happy</p>	
08/07/2024	<p>Very nice medics. And very professional</p>		
08/08/2024	<p>Explaining the extent of my injuries</p>		
08/07/2024	<p>The transportation service was done very well. Medics on the ambulance. Did a great job of keeping me comfortable.</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
08/02/2024	The REMSA crew did everything extremely well. They were professional and very concerned about my pain from a ruptured appendix. They gave me medication for the pain. One of the EMTs gently talked to me and held my hand on the way to the hospital. They were amazing!		
08/07/2024	The paramedics were very helpful with my situation and took very good care of me while I was in the ambulance.		
08/01/2024	The emergency team was very professional and they provided the care needed in a timely matter saving life.		
08/03/2024	The medics were very attentive and listened to my pain level. The medic who treated me didn't hesitate to provide pain relief. The medic who drove treated my best friend with so much respect as she had to ride with us to the hospital. She was very distraught due to the situation and they eased her anxiety.	None	
08/01/2024	Medics were excellent. Very caring.		
08/08/2024	The entire Process EMTs talked Me & Family through the Treatments & Transportation to ER. Friendly Explaining in Detail. Outstanding Care Thank You		
08/07/2024	They were quick clean and very professional		
08/09/2024			

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
08/03/2024	I was in so much pain, but the guys helped me as quickly as possible and helped distract my mind away from the situation until I got to the hospital		
08/09/2024	Every thing!		
08/01/2024	If this is for service on august 1 then let it be known you will be sued		<p>I spoke with _____ and she said that "is this regarding August 1st?". I told her it was. She said that she asked the person who attended to her that she wanted to go to Northern Nevada and she said the EMS RN has told "her too bad" and took her to NNSMC instead. She said subsequently she "was assaulted there and then taken to jail. You'll be hearing from my lawyer. Good bye". I spoke with _____. She said patient's brother called us for a potential _____. We talked with her and she was willing and wanting to go. She had no hospital preference and "we discussed NNSMC being the closest". At that point there was no further discussion regarding destination. She got mad because PD showed to check on her kids. "At that point she refused to talk to me". After we arrived at NNSMC she said she didn't want to go there. Care was transferred to staff. Shortly after "we were cleaning and 5 PD cars flew into the parking lot and ran in. We heard she _____ and had spit in staff's face".</p>
08/07/2024	Friendly and compassionate		

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
08/10/2024	Ambulance was very old & no suspension causing a painful transport. The medics were too insistent on taking me to Sierra Medical instead of my stated desire to go to NNMC on Prater! (Heard it's cuz they like the cafeteria there!!!) They should listen and NOT offer opinions about which hospital to transport to. You need to replace the rickety vehicle. I will never use Remsa again!		Left a message. TK
08/05/2024	I was in so much pain that I really was unable to hear everything so they took the time to explain and reassure my family.		
08/10/2024	Concern for my well-being during the whole experience.		
08/06/2024	Everything		
08/09/2024	EVERYTHING WAS WELL DONE PROFESSIONAL		
08/09/2024	Everything		
8/3/2024	I'm don't remember much. I am sure the ambulance was clean. Can't tell you what the attendant s really said. All and all I feel everything was for my good. Thank you guys!		

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
8/1/2024	<p>Nothing. All of my items were lost. My driver's license, my laptop, my bag full of private medical records. I've spoken to the police that called the ambulance, I've spoken to REMSA, I've spoken to the emergency room. The only confirmation I've received was that it was given to the ambulance.</p>		<p>Called and left a message 10/2/24 at 1310 on phone number . Called and the person who answered advised I had the wrong number. Spoke with about the missing items. He stated he had a vague memory of the patient, remembers a backpack/bag that was left on a side table and handoff being given to the nurse.</p>
8/2/2024	<p>My 82 year old mom with cognitive issues fell outside and ended up fracturing her hip. The teams were so gentle and thoughtful in her care. They reviewed the medical information I provided so they understood her medications and conditions to proceed with proper treatment. Please thank them for our family. They kept the mood calm and professional with family and young great grandchildren looking on.</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
8/1/2024	<p>“I felt like there could have been more info about how to not take the ambulance. I didn't need it and I definitely got the sense that the hospital treated me poorly because I arrived in an ambulance with minimal injuries. My prior partner is a medic and often complained about people taking an ambulance when they didn't need it so I know the attitude is there among medical personnel. I was on a road trip and no could take me to the hospital. I was covered in glass and dripping blood so I couldn't see an Uber as a possibility. I felt (kindly) pressured to take the ambulance as a taxi service because I didn't have an answer to Do you have anyone to come get you? I still haven't received a bill so I don't know how expensive this taxi ride was or what my insurance covers. Most of my poor experience was not the fault of REMSA. The medics/drivers were gentle, professional and kind. Feel free to reach me about billing as I haven't gotten that yet.. Courteous and kind</p>		<p>I called pt and let her know that the bill went to Kaiser on 09.17.2024 and that she would probably expect an EOB from KAISER in about 2 weeks. There is usually a copay amount and she volunteered that hers was \$150. I gave her my contact information if she does not see anything by October 31, to please call me./dsd</p>
8/3/2024	Everything. Well trained empathetic team.		
8/1/2024	Everything		
8/20/2024	Good		
8/17/2024	They reassured me that I would be fine and the CBD oil I took would just cycle out and my blood pressure would return to normal		
8/15/2024	Everything,you guys r amazing		

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
8/14/2024	Calming me		
8/16/2024	I was in trauma and do not remember any of the ambulance services		
8/14/2024	Great handling of me. Thanks		
8/17/2024	Everything		
8/17/2024	Everything		
8/12/2024	Everything was excellent		
08/18/2024	Everything .		
8/19/2024	The staff was very impressive.		
8/11/2024	Responded quickly and professionally		

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
8/16/2024	<p>Here's a thought, when a relatively new full-service acute care facility opens in the community, even or maybe even because it chooses a name as confusing as its sister facility in Sparks, the facility and the Emergency Medical Transportation provider should take the time to become somewhat familiar with one another's operations and capabilities. While that seems like the medical facility's primary responsibility, frankly I would've expected a company with your reputation to have picked up their slack in that area given what ultimately happens when you get the call.. The hospital I requested, was literally across the street from the medical office I was being transferred from. The fact that neither of the EMT knew that was not very comforting or confidence building. To make matters worse, I was suffering from breathing issues and needed oxygen, which made it difficult to direct them to the ED entrance on the south side of the building,</p>	<p>I gave you universally poor scores across the board, But only to make my point. However,m,</p>	<p>Left a message. TK</p>
8/13/2024	<p>I am sorry I couldnt answer the questions. I do not remember anything of the accident. I remember waking up in hospital room where I stayed from August 13 to August 19,2024. Then transferred to Advance Health Care.</p>		
8/19/2024	<p>Care in ambulance</p>		
8/15/2024	<p>Personable, helpful men. Some questions unanswered (billing, etc) did not apply.</p>		
8/15/2024	<p>Listen to the person who is sick, and have some compassion instead of trying to be bossy. Not much</p>		<p>Left a message. TK</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
8/11/2024	We have used REMSA several times. In all instances, your staff was superb in their professionalism, insight, kindness and focus. In the most recent instance, I was in great pain and in a life-threatening condition. The fast and skillful response by REMSA paramedics was a Godsend. Thank you.		
8/11/2024	Thank you for your great service, very happy with everything, you are a genuine company that cares an extreme amount for the health and welfare of your patients!!! Two Thumbs Up!		
8/17/2024	Poor bedside manner didnt care		Called left message 10/2/24 at 1240. Patient was transported 3 times in a 12 day period, incident numbers are . Adding extra run numbers in the event she was concerned about her care with any of the other transports.
8/11/2024	They were so nice. They did everything perfect. They took time to explain everything to me on the way to the hospital. Their attitudes were so nice and they all worked together and fast. I really appreciated all of them!!		
8/16/2024	All was done fantastic by all members of staff.		
8/17/2024	Every interaction was performed with skill and caring. Im grateful for their help.		
8/18/2024	I was incoherent can not answer that		
8/13/2024	Fast, concerned, attentive, more than competent in otherwords everything possible	No complains from me	
8/18/2024	Everything they did for me, was very helpful.		

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
8/15/2024	Took everything seriously and were reassuring		
8/17/2024	Fast, listened, concerned for my care and pain and getting me to the hospital, trying to make me comfortable. Appreciated them not insisting I take any pain medicine when I told them I didnt want it. This was my first time in an ambulance - hopefully a second ride will be at least a decade away and Im most grateful for the REMSA insurance! (Ive been telling my family and others they should sign up for it!)		
8/22/2024	The crew told me when we were approaching a bump or a rough place in the road. That gave me confidence in their caring attitude. They also talked to me in a caring manner helped my concerns about my condition.		

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
8/29/2024	<p>I had just had knee surgery and was in a lot of pain. The ambulance driver was fine but the people taking care of me were not. They lifted up what seemed to be a thing for your leg when you brake it had Just had surgery this was not a good call i was screaming in the ambulance for them to put it down because it was the wrong call to do that and they had no knowledge on how to take it down they made the pain worst and only offered me a tylenol they saw me and heard me in the worst pain of my life and instead of getting me a room they stuck me in the waiting room where I couldn't sit I had to get a ride home which was also very difficult to go home and chose a different hospital. Overall teach your perimedics how to use the machinery</p>		<p>I spoke with . She said that she had just had surgery and was in 10/10 pain so she called the ambulance. She said that the crew had elevated the foot of the bed to 90 degrees and couldn't get it down. She said she was screaming and they made multiple attempts but couldn't get it down. She said finally when they arrived at the back of the ambulance, someone was able to put it down. She said that they didn't give her anything for pain but fine with that. She said that when she got to the hospital she was placed in the lobby. I apologized for that experience and told her that I would review the chart and follow up with the crew. She said "just give them the proper training". I asked how the crew was and she said they were really nice. They were great. She said "I'm sorry to be such a Karen". We laughed at that. She was grateful for the call back and I told her not to hesitate if she ever needed us. I spoke with Paramedic . He remembered the call. He said that they had moved her over to the gurney and she really didn't like it straight. They put a slight bend in the knee and she tolerated it. When they got to the back of the ambulance she said this is not going to work. They repositioned and placed a pillow under the leg which provided her more comfort. TK</p>
8/30/2024	Nothing, because I didnt get an ambulance ride.		

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
8/25/2024	Actually I never interfaced with ambulance crew. called the service and had my wife delivered to Renown south. First time I saw my wife was next day in the hospital.		
8/23/2024	Everything		
8/21/2024	They where there when needed		
8/24/2024	Had a very pleasant experience compared to the extent of my injuries. Great job by paramedics!		
8/26/2024	Everything was done on time and professional and the medic was even training the other medic while assisting me !		
8/24/2024	Everything		
8/25/2024	Everything in a critical care situation/a ten minute seizure after brain surgery		
8/23/2024	The medics took care of me during an unfortunate accident when on a business trip. I was knocked out, but I can remember in spurts the care that was provided by the team. I appreciate their care and treatment so very much.		
8/31/2024	Medics took great care of me. When they arrived, they let me know they were there to take care of me. I am so grateful for them. Them and RFD medics saved my life. They got me to renown very quickly. Wish I knew their names to thank them for the care that I received.		
8/29/2024	Concerned, answered all questions		
8/22/2024	Every thing		
8/26/2024	Service exceeded my expectations		

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
8/31/2024	Very good concern and good care.		
8/20/2024	Very caring, knowledgeable, safety		
8/26/2024	Everything		
8/28/2024	Medic kept m informed by phone regarding transport of my 91 year old Mom. He was very caring and concerned.		
8/20/2024	Staff was very kind and assured me they would take good care of me and they did..		
8/21/2024	Everything		
8/21/2024	Overall they were very professional and took excellent care of me They listened to everything i said Very happy with them		
8/25/2024	The professionalism and the care by the staff was beyond the best. They also made certain my husband was cared for while traveling with me.		
8/28/2024	Everything from the call to them showing up was super professional and the medics were knowledgeable and saved a life that day.	N/A	
8/24/2024	Got me to the helicopter safely		
8/27/2024	They showed up to my doctors office in record time. Explained to my wife and myself what was going on. Asked me what hospital I prefer. After speaking with my doctor advised it was necessary I go to hospital. Job well done making me and my wife comfortable with the decision of going to the hospital.		
8/23/2024	The driver and staff member that helped me were grear		
8/23/2024	The medics kept me calm and informed about everybdetail that was going on		

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
8/21/2024	Everything		
8/27/2024	Taking care to stabilize my broken leg and ease my pain and get me to the hospital without delay		