

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 their face. 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 - 15
- Public & Relations Report.....Page 16
- Customer Comments.....Appendix

## Average Bill

| Month                           | #Patients     | Total Billed           | Average Bill      | YTD Average       | Est. Average Collected |
|---------------------------------|---------------|------------------------|-------------------|-------------------|------------------------|
| January                         | 4,880         | \$10,079,364.00        | \$2,065.44        | \$2,065.44        | \$528.75               |
| February                        | 4,678         | \$9,674,125.80         | \$2,068.00        | \$2,066.70        | \$529.07               |
| March                           | 4,928         | \$10,199,412.00        | \$2,069.69        | \$2,067.71        | \$529.33               |
| April                           | 4,928         | \$10,198,163.70        | \$2,069.43        | \$2,068.15        | \$529.45               |
| May                             | 5,036         | \$10,409,842.20        | \$2,067.09        | \$2,067.93        | \$529.39               |
| June                            | 4,356         | \$9,009,324.40         | \$2,068.26        | \$2,067.98        | \$529.40               |
| July                            |               |                        |                   |                   |                        |
| August                          |               |                        |                   |                   |                        |
| September                       |               |                        |                   |                   |                        |
| October                         |               |                        |                   |                   |                        |
| November                        |               |                        |                   |                   |                        |
| December                        |               |                        |                   |                   |                        |
| <b>January - December Total</b> | <b>28,806</b> | <b>\$59,570,232.10</b> | <b>\$2,067.98</b> | <b>\$2,067.98</b> | <b>\$529.40</b>        |

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

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

# Penalty Fund

REMSA 2023-2024 Penalty Fund Reconciliation

---

2022-23 Penalty Fund Dollars Accrued by Month

---

| Month                                     | Amount              |
|---|---------------------|
| <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                                | \$13,369.74         |
| May 2024                                  | \$16,501.06         |
| June 2024                                 | \$12,434.13         |
| <b>Total Penalty Fund Dollars Accrued</b> | <b>\$147,984.99</b> |



# Penalty Fund

## 2023-2024 Penalty Fund Dollars Encumbered by Month

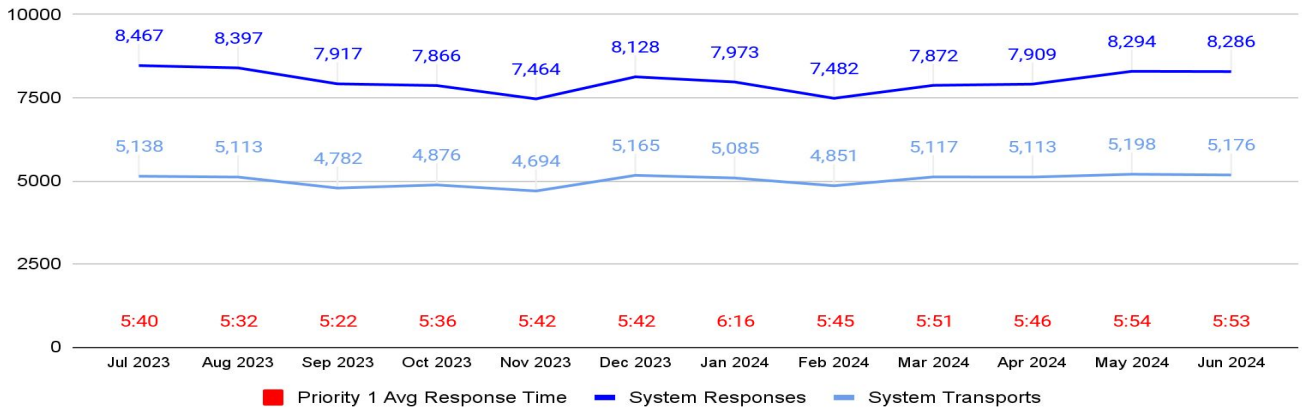
| Program                          | Amount     | Description   | Submitted |
|----------------------------------|------------|---|-----------|
| Pulsepoint Application           | 13,000.00  | Pulsepoint Application  | Aug 2023  |
| TEMS Search and Rescue Equipment | 3,039.71   | Pro Titanium Two Piece 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  |
| Trauma Intervention Program      | 25,000.00  | Donation to Northern Nevada Trauma Intervention Program (TIP) | Apr 2024  |
| Child and Pedestrian Safety      | \$472.00   | Point of Impact Child Car Seats and Installation              | Apr 2024  |
| Child and Pedestrian Safety      | \$1,469.22 | Point of Impact Arm Bands                                     | May 2024  |

Total Encumbered as of 06/30/2024 **\$63,781.40**

Penalty Fund Balance at 06/30/2024 **\$84,203.59**

# REMSA Operations Report

## System Response/Transport/Avg P1 Response Summary



### Priority 1 Avg. Response Times

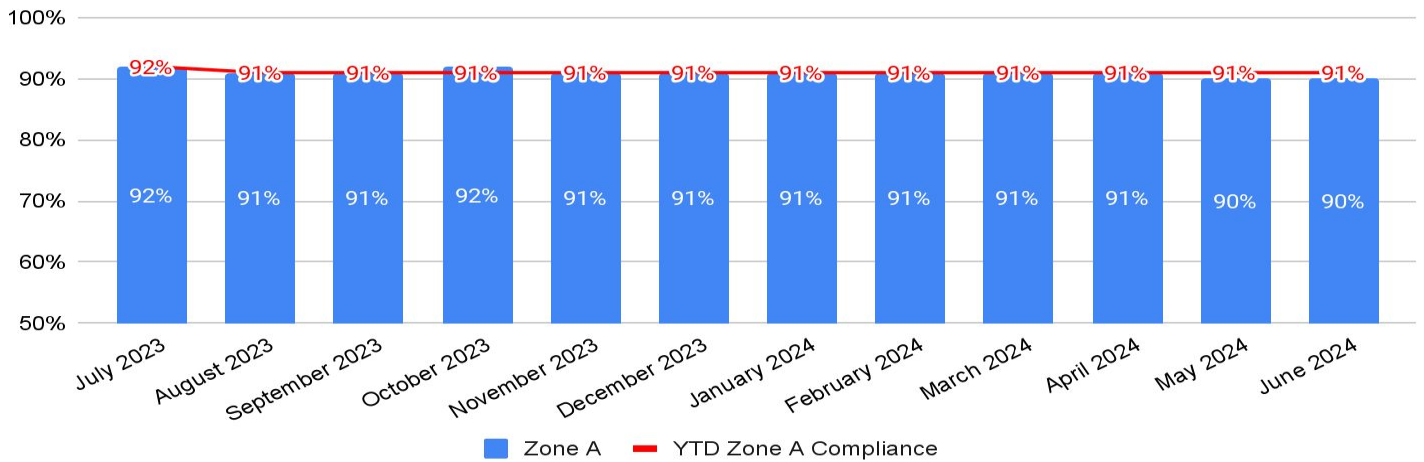
### Priority 2 Avg. Response Times

|              | 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     | 5:07                           | 6:16   | 8:48          | 6:12                           | 7:16   | 8:38          |
| May 2024     | 5:25                           | 6:11   | 8:29          | 6:23                           | 7:31   | 8:47          |
| Jun 2024     | 5:19                           | 6:02   | 8:59          | 6:31                           | 7:35   | 9:27          |
| Year to Date | 5:13                           | 5:59   | 8:31          | 6:00                           | 6:49   | 9:02          |

# REMSA Operations Report

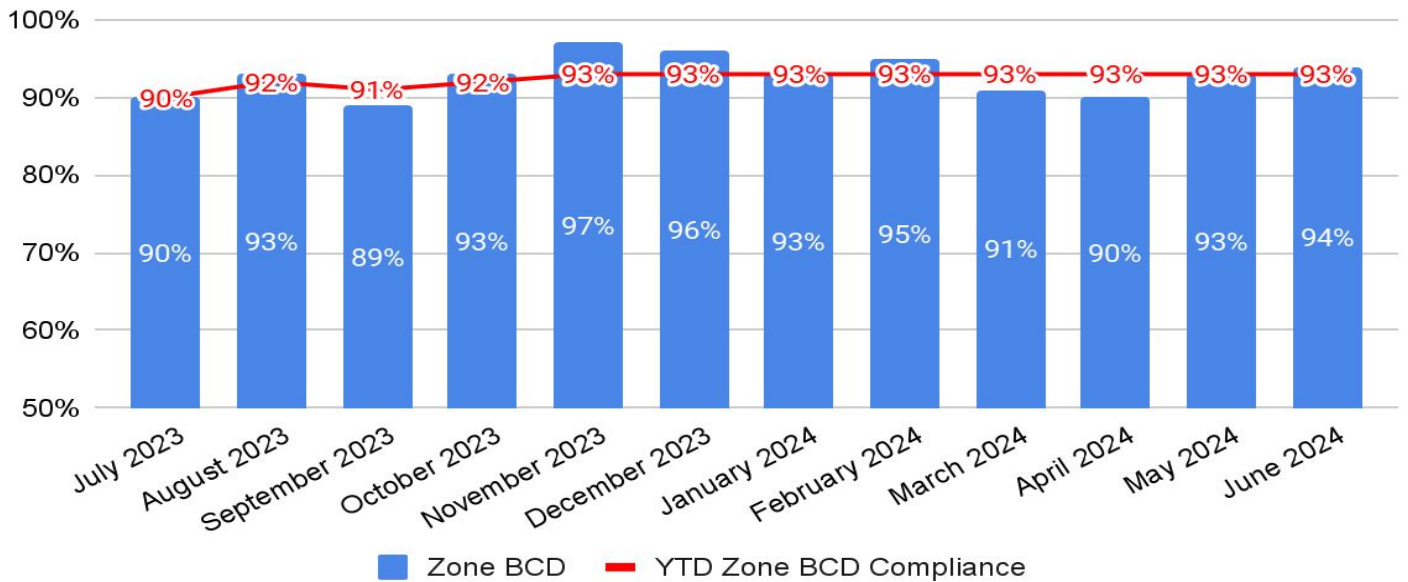
## REMSA Priority 1 Response Compliance

Zone A



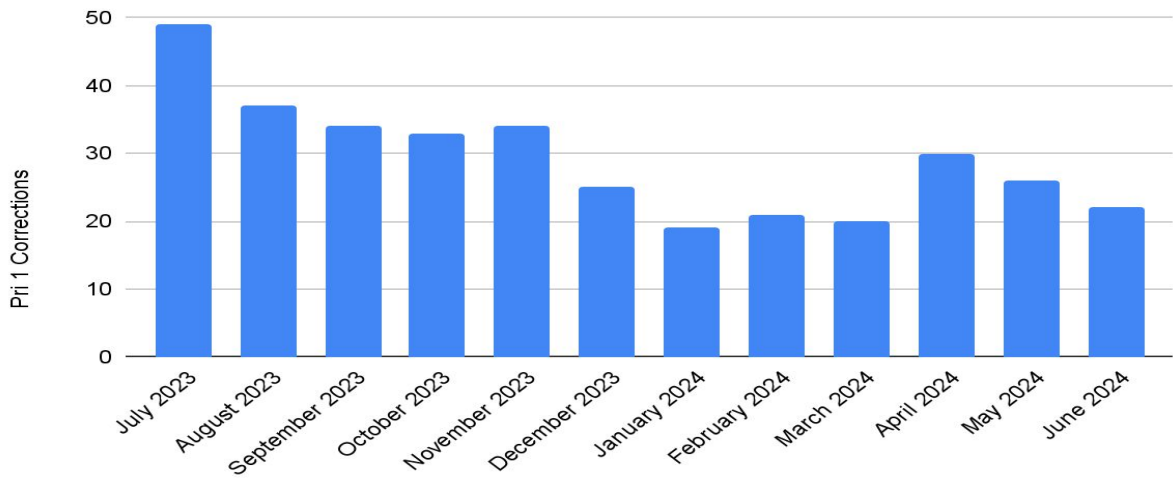
## REMSA Priority 1 Response Compliances

Zone BCD

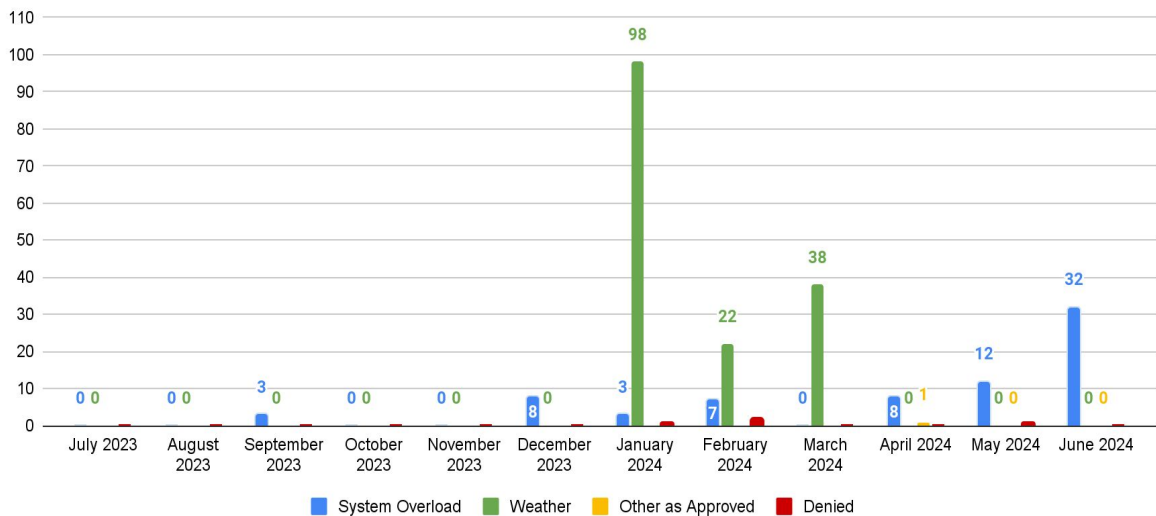


# REMSA Operations Report

## Priority 1 Incidents Corrected



## Priority 1 Exemptions

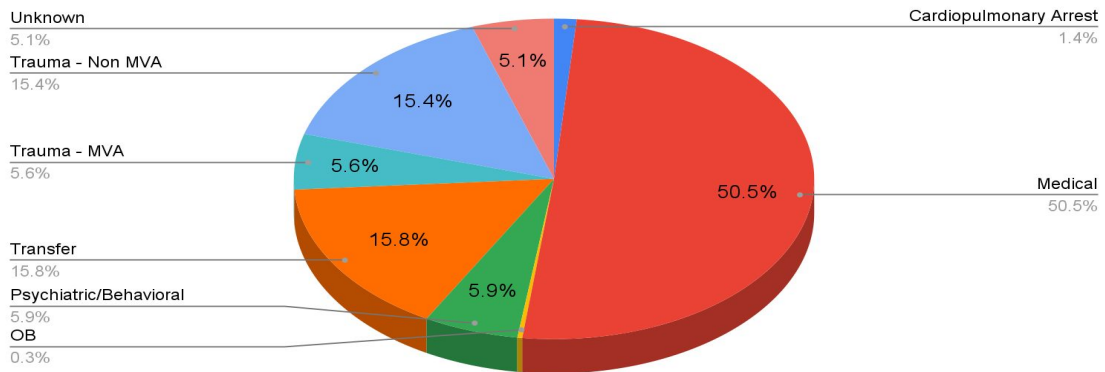




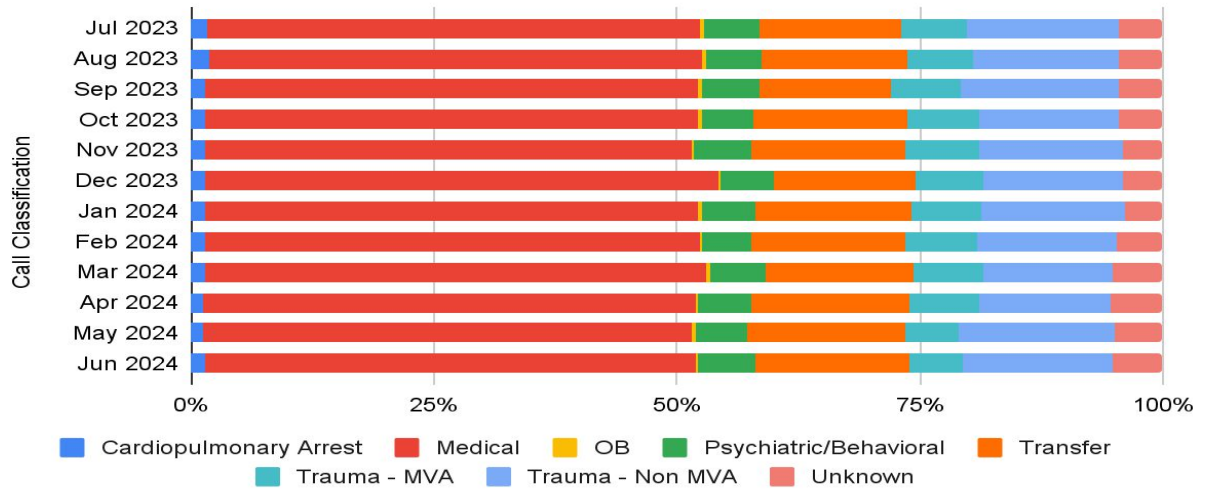
# REMSA Operations Report

## 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     | 2,387                            | 384                                 | 16%                        |
| May 2024       | 2,013                            | 276                                 | 14%                        |
| June 2024      | 2,347                            | 334                                 | 14%                        |



# 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 | 30      | 73       | 106       | 363      | 103              | 709      | 0          | 0        | 16      | 44       |
| May 2024 | 21      | 76       | 120       | 465      | 110              | 686      | 1          | 4        | 14      | 41       |
| Jun 2024 | 27      | 93       | 124       | 560      | 92               | 509      | 3          | 12       | 10      | 26       |
| YTD      | 339     | 1012     | 1497      | 5734     | 1241             | 7570     | 20         | 83       | 215     | 645      |

# Education Report

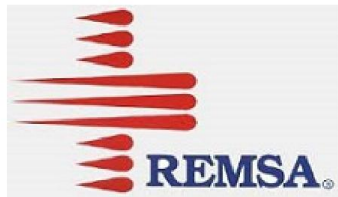
## COMMUNITY OUTREACH

|                | 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     | 53             | 79              | 70                  | 33                    | 3                |
| May 2024       | 69             | 108             | 79                  | 31                    | 0                |
| June 2024      | 59             | 95              | 70                  | 3                     | 2                |
| <b>YTD</b>     | <b>711</b>     | <b>992</b>      | <b>877</b>          | <b>406</b>            | <b>20</b>        |

# 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

June 01, 2024 to June 30, 2024

Division:

Your Score

**93.23**

Your Patients in this Report

**160**

Total Patients in this Report

**607**

Total EMS Organizations

**232**

# Customer Survey Report

REMSA Ground  
June 01, 2024 to June 30, 2024



## Executive Summary

Your overall score for the time period selected is **93.23**. This is a difference of **+1.65** from your previous periods score of **91.58**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80.60%**.

In addition, your rolling 12- month score of **90.43** is a difference of **-2.30** from the national database score of **92.73**.

When compared to all organizations in the national database, your score of **90.43** is ranked **72nd**

# Customer Survey Report

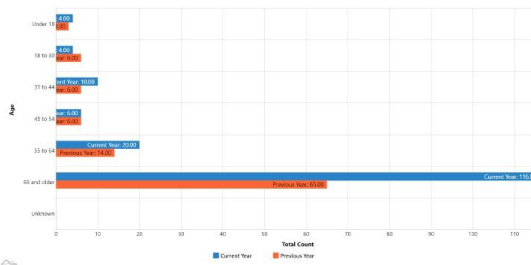
REMSA Ground  
June 01, 2024 to June 30, 2024



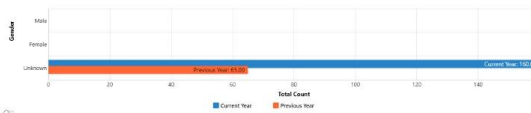
## Demographics

– This report provides basic information about the patients age and gender.

### Age Score



### Gender Scores



### Race Score



# Public & Relations Report



June public relations efforts focused on sharing heat-related health topics, provider training, and special teams training.

Social media posts included a continuation of recognizing our EMS Week award winners, training collaboration with the Washoe County HASTY team, and health and safety information.



REMSA Health hosted a press conference for all local media to share information on heat-related illness, the dangers of leaving children unattended in hot cars and how to practice safety in and around the water. The event received coverage on all three local television networks, as well as on Univision.





## 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 |
|-----------------|---|--|-----------|
| 08/16/2023      | N/A   | They took excellent care of me and took me to the ER as needed. They saved my life.                        |           |
| 03/08/2024      |   |  |           |
| 04/19/2024      |   | I was out of it so I can't help you much. They were nice.  |           |
| 04/17/2024      |   | Very skilled & compassionate!!!  |           |
| 05/12/2024      |   |  |           |
| 05/27/2024      | Nothing                                     | Quick, courteous, compassionate care   |           |
| 05/11/2024      |   | The care and concern equaled the professionalism. Exemplary help and kindness.                             |           |
| 05/13/2024      |   |  |           |
| 05/19/2024      |   | Assessment of the injury, treatment and transport to hospital  |           |
| 05/19/2024      |   |  |           |
| 05/03/2024      |   | Very competent, knowledgeable and concerned for my well being. I am very pleased with the care I received. |           |

## 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 |
|-----------------|--|--|-----------|
| 05/22/2024      | Nothing, we are very happy with how well a scary situation was handled by REMSA staff. | <p>We were very impressed with how quickly help arrived and how the EMT and Medic were thorough and also worked quickly. The medic is actually the one who noticed a cardiac abnormality even though we called for an unrelated neurological issue for my child. She ended up admitted to the hospital to work up the cardiac arrhythmia he noticed that otherwise would have likely been missed as the pediatric ER does not routinely place the young kids on telemetry.</p> <p>We are very grateful for the skill and professionalism of the staff that cared for my daughter and for letting me ride with her to the hospital. The dispatcher who helped me until help arrived was also wonderful, keeping me calm and reassuring me help wasn't far away.</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 |
|-----------------|--|---|-----------|
| 05/22/2024      | <p>I cannot think of anything . Don't think I can think of is not something you can do better service it is this survey has questions that aren't relevant to your service or what I am going to suspect most people get the questions about your office staff is irrelevant and you don't have an options at work because I've never talked to anyone in your office I will never talk to anyone in your office because my insurance will pay everything but you still are asking me what the billing situation is and how crazy is that staff was and you didn't give me an option that says I didn't deal with them or no opinion that's really horrible way to ask a question and excuse your numbers you're lucky I only put Fair I was thinking about putting very poor but I wanted to be at least courteous and give you a chance to have a good score on these surveys if you did a knot not applicable answer it'd be much better much more weighted survey for you.</p> | <p>For the first time I had caring EMTs they did not treat me like they have other people I've seen them treat that's called your service.. these guys were curious explained what they were doing and get me informed of what they were thinking in the past I've experienced medics refusing to do anything for people on site because they've been to the same place several times for the same perso. The medicine past experiences were rude unprofessional and refuse to help someone who needed it. They made him wheel himself to the hospital and refused to take him...</p> |           |
| 05/06/2024      |  | Everything I have no complaints   |           |
| 05/03/2024      | Nothing everything was exceptional   | Speed of arrival and transport to hospital  |           |
| 05/08/2024      | We never got a bill.   | The care of patient was done well.  |           |
| 05/07/2024      |  | Overall great care  |           |
| 05/23/2024      |  | All were professional and all seemed to be doing what they were meant to do. Friendly , caring and focused. Excellence!   |           |
| 05/27/2024      | Good   | Good  |           |

## 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 |
|-----------------|---|---|-----------|
| 05/21/2024      | they were excellent                         |   |           |
| 05/08/2024      | Nothing I can think of                      | Overall they made me feel I was in good.hands.  |           |
| 05/02/2024      |   |   |           |
| 05/29/2024      |   | The gentlemen who took care of me in late May were fantastic, they were efficient and gave me great treatment in transporting me to the VA. They calmed me and made me comfortable. A+ all the way. |           |

## 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 |
|-----------------|---|---|-----------|
| 05/04/2024      |   | <p>Remsa transported me from Renown hospital to my home in after a massive emergency surgery, five days in ICU, and two days in surgery recovery. I was told it was covered by my insurance. The medics were compassionate and attentive to my needs. At one point I wanted to bring some flowers home. They said it could be done. As the doors to the ambulance closed to start the transport I asd about the flowers and they realized we did not have them so one of the medics went back into the room and got them, and I was able to hold them during the trip home. I was very grateful for that! When we arrived at my home, they offloaded me to my bed that had been delivered by Hospice. I am most grateful for the wonderful service they provided. And I really appreciate it the smooth ride compared to the ambulance provided by another company that originally transported me to her now. What a huge difference!</p> |           |
| 05/07/2024      | Faster to hospital.                         |   |           |
| 05/13/2024      | Not a thing                                 | <p>REMSA and Reno fire folks were very professional and kind. They took the time to ensure my pain was treated enough to allow transportation and delivered me to ER safely.</p>  |           |
| 05/15/2024      | Nothing.                                    | Everything!   |           |
| 5/8/2024        | Good Æ ll Æ round...                        | Good all around....   |           |

## 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 |
|-----------------|--|---|-----------|
| 5/28/2024       |  | <p>I have absolutely no complaints. As usual, everyone executed their responsibilities professionally and knowledgeably. There was not anything that could be done by REMSA Staff to treat my medical condition at that time. "Not that I know of". That was a condition that needed to be treated in the hospital. I thank you for your excellent service.</p> |           |
| 5/15/2024       | They all were great  | Listened and assuring and gentle and respectful   |           |
| 5/5/2024        |  |   |           |
| 5/3/2024        | Nothing. They did a great job but hopefully won't have to call again | They did very well. I just was surprised at the cost  |           |
| 5/25/2024       |  | Your staff was very friendly and professional throughout their visit. They seemed very knowledgeable and will to explain things.  |           |
| 5/20/2024       | NA   | The team had a very professional and caring entrance into the area of concern. It is very obvious that they are well-trained, well-disciplined, and acutely aware of their surroundings. It is very obvious that they have had much experience. Without a doubt, your team is concerned about the safety and patient care. Thank you.                           |           |
| 5/3/2024        |  | They made sure I got to the hospital.   |           |
| 5/16/2024       | Nothing.   | You guys are the best; I'm lucky to have you available.   |           |

## 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 |
|-----------------|---|--|-----------|
| 5/30/2024       | Just a little bit quicker I guess once they get there and don't wait for phone calls and wait for authorization just hurry up and take you there where you got to get to go | It could be real good as soon as I got to where I was at and I was suffering real bad for dehydration so they were able to give me some water even though I wasn't supposed to get water I needed water that's probably would save my life |           |
| 5/17/2024       | The teams were great!   | They got me to emergency after I had a near syncope episode which was brought on by an occasional therapist giving me Rieki massage that didn't know what pain level 10 was like!  |           |
| 5/10/2024       | N/A   | They provided professional care and assisted in getting me to the a ER   |           |
| 5/7/2024        | Was already A+  | Very professional, reacted quickly and kindly to needs   |           |
| 5/3/2024        | Bring chocolate!  | They were gentle, careing and very professional Absolutely no complaints from me. They remained calm and reassured me and kept me calm. Great job!   |           |
| 5/10/2024       | Nothing   | Great professionals. I enjoyed their company on the drive in.  |           |
| 05/21/2024      | Everything was good   | Everything was good thank you for coming to my aid   |           |
| 5/22/2024       | I hope there isn't a next time, aside from that I don't see a need for improvement.   | Taking me the patient from St Mary's hospital to Renown Hospital.i   |           |
| 5/3/2024        | Nothing I can think of.   | Allowed me privacy since I was not covered when they arrived.  |           |
| 5/18/2024       |   | Emits worked as a team and were very kind.   |           |
| 5/3/2024        |   | Just in time   |           |

## 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                      |
|-----------------|--|---|--------------------------------|
| 5/17/2024       | Nothing  | Very kind and attentive staf.   |                                |
| 5/1/2024        | I was at the stoplight and rear ended very badly. The lady broke the frame of my car and two places and the ambulance EMTs did not take it seriously they kept saying it was a minor fender bender and that I was OK I was extremely hurt and then when we arrived at the hospital, they had also told the nurses it was a minor fender bender which in pain for hours and got into the lobby with everyone while in severe pain | Showed up quick and in a timely manner  |                                |
| 5/13/2024       |  | I had seizures, so Iâ€™m not 100% sure, what I do remember service was great  |                                |
| 05/18/2024      | Pay attention to the IV bags that are available for the riders. Donâ€™t leave IV tubes in people unless you are giving an IV for real.   | I was unable to get an IV for the ride over to the hospital and they left the IV tube in my arm for hours for nothing because I never received fluids. The attendants forgot to take the oxygen tubes out my nose and it yanked out from my face when the attendants wheeled me into the hospital. Very uncomfortable and unpleasant feeling. |                                |
| 05/16/2024      | Nothing  | Their Job   |                                |
| 05/21/2024      |  | I was in great pain and I really did not pay a great deal of attention to details. I just know the two people were most considerate and I appreciated them.   |                                |
| 5/1/2024        | Waited 7 hours for a transfer. They didn't listen to the nurses so nobody knew what was even wrong.  |   | Left a message 15:46, 6/28. TK |



## 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   |
|-----------------|--|--|---|
| 05/04/2024      | No complaints  | From start to finish, the team was so helpful with my husband. He has memory issues and could not answer questions. The techs treated him like a friend. |   |
| 5/6/2024        |  | I went to your office to get a car seat for my 4 year old grandson, nothing else.  |   |
| 5/13/2024       | The ambulance took forever to come and get me at the hospital. The billing department never answers the phone or calls back. Very unprofessional business office. The business office knows the insurance will pay and keeps sending you invoices over and over. Your prices are extremely high. | The people in the ambulance were great.  | Rec'd a Team Support item and it stated that "The ambulance took forever to come and get me at the hospital. The billing department never answers the phone or calls back. Very unprofessional business office. The business office knows the insurance will pay and keeps sending you invoices over and over. Your prices are extremely high". In looking at this invoice for the incident number there has been no bill sent to her and NNMC should be picking this up. This has not been billed to her. LMTCB at Her two other transports were in and would not be this incident number. I will update this ticket when she calls me back//dsd |
| 5/18/2024       | Nothing everything was great!!!  | Everything!!!  |   |
| 5/13/2024       | Give out ice cream treats it will make people feel a lot better ðŸ˜ƒ thank you you all were FANTASTIC  | Professional concerned for my well-being information clean neat ðŸ˜ƒ   |   |
| 5/20/2024       | Every thing was top notch.   | Quick response,treated with dignity and respect, the fact that I felt safe and genuinely cared for.  |   |

## 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 |
|-----------------|---|--|-----------|
| 5/14/2024       |   | The people who took me in the ambulance were very professional.  |           |
| 5/2/2024        |   | Very caring, very professional   |           |
| 5/11/2024       | They did great                              | The paramedics were kind, helpful, respectful. I felt safe and they truly cared for my well being and safety. I am an alcohol user and they treated me with kindness and respect |           |
| 5/12/2024       |   | Listened to my concerns  |           |
| 5/30/2024       | Hopefully there won't be a next time        | Remsa did everything well inform me on what they were doing and inform me on where they wanted to take me very polite very professional thank you                                |           |
| 5/20/2024       | I didn't see how it could be improved.      | They drove the ambulance as if they had experience being a strapped-down passenger. They were nice and friendly to me. They took the most direct route.                          |           |
| 5/29/2024       | Keep on keeping on                          | Very professional and compassionate altogether.  |           |
| 5/11/2024       |   | Very professional  |           |
| 5/14/2024       |   | The medics were wonderful with our toddler - thanks to them for getting us through a scary time!   |           |

## 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   |
|-----------------|--|---|---|
| 5/2/2024        | Have better communication with the hospital and doctors on staff as far as pain management issues with the patient !!! | The paramedics were absolutely spectacular. They took everything very seriously they did a phenomenal job and managing my pain and they got me to the hospital like is in literally just a couple of minutes. Absolutely fantastic people. I appreciate them very much and thank you very much. !!!   |   |
| 5/20/2024       | Get shocks on the ambulances - lol   | Everything. They were wonderful   |   |
| 5/7/2024        | Nothing  | Took care of me right away  |   |
| 5/19/2024       | Long wait  | Long fesit  |   |
| 5/7/2024        | Keep up the great work   | Everything  |   |
| 5/5/2024        |  | EMT were just plain awesome during my experience. I couldn't breathe or stand up, they were so polite and extremely nice even though I may have been a bit of an asshole.<br>Thank you so much  |   |
| 5/14/2024       |  | I didn't call for ambulance the South Meadows emergency room called to move me to Renoun downtown   |   |
| 5/19/2024       | Listen and address my concerns..   | I especially liked how the nedic would tell me step by step what he was going to do. Made me feel very relaxed and confident in their skill sets. My purse was was lost between the ambulance and ER. REmsa-s customer service was horrible. They dud not care wallet n phone were missing and never attempted to locate it. Just blamed the ER. Very frustrating!! | Attempted to contact patient. Number was not in service. Billing did not have any other numbers. TK |
| 5/25/2024       | Nothing  | Great staff!  |   |

## 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 |
|-----------------|---|---|-----------|
| 5/13/2024       | Nothing I can think of. !   | Timely, professional and caring service.  |           |
| 5/24/2024       | Nothing   |   |           |
| 5/23/2024       |   | Friendly, professional  |           |
| 5/8/2024        | Everything was great  | Everything was great,REMSA Medics are the best  |           |
| 5/20/2024       |   | Everyone was kind, caring and knowledgeable. They made me feel safe and comfortable.  |           |
| 5/11/2024       | Just keep up the good work  | Very helpful with all aspects of journey to the hispital  |           |
| 5/25/2024       |   | Left decision to me. Gave me good informatlon   |           |
| 5/13/2024       |   | All....,  |           |
| 5/21/2024       |   | The whole service   |           |
| 5/10/2024       | Nothing   | Paramedics were very attentive and helpful.   |           |
| 5/22/2024       |   |   |           |
| 5/5/2024        |   | Good response time,caring attitude  |           |
| 5/10/2024       |   | My mom was transported to the hospital 3 times during March-May. Each time the staff took very good care of her. They explained to her what was happening and what they were going to do. They put her at ease. |           |
| 5/17/2024       |   | My memory is a little foggy concerning the events that day but I believe that everything was done well.7  |           |
| 5/21/2024       | Everything was professional and I was put at ease. I hope I donâ€™t require your services on a regular basis. | I did not need medicine in route. I also have not received a bill so I can not address those questions.   |           |

## 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                      |
|-----------------|--|---|--------------------------------|
| 5/16/2024       | Nothing  | I had an allergic reaction to medicine, which caused major dehydration! I was taken care of with great respect and compassion. I thank the team that helped me! |                                |
| 5/5/2024        | <p>They had me climb into the back of the ambulance although I only had one arm and I'm 54 years old with no assistance or direction It wasn't until I asked them a question that did I get any help I got into the ambulance there was stuff everywhere there was nowhere for me to sit or lay he cleaned off his spot I sat on the side chair and was given no direction as to anything when we got to the hospital I had to climb out of the back of the thing and they made me walk all the way to my room which was on the third floor although it was in severe pain and basically crying they were about 50 ft in front of me as I walked really slow. Felt like they dumped me in my room and left. I've been transported by rims on a few occasions and never have I felt the way that I felt with this last one.</p> | Nothing really.   | Let a message. 15:44, 6/28. TK |

## 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  |
|-----------------|--|--|--|
| 5/3/2024        | Nothing they were amazing  | They saw I really needed to go to the hospital I was in a lot of pain and my blood pressure was spiking they took such good care and were so understanding and made sure they knew exactly what was going on my history with my disease and my medications. I hope they know I ended up needing to be admitted with a severe kidney infection and sepsis and if it wasn't for them getting me there that day it could have gotten way worse. |  |
| 5/30/2024       |  | Everything was handled professionally and with compassion  |  |
| 5/10/2024       | Nothing I hope there's no next time I hope my health keeps me out of the VA or St Mary's   | They provide a seat for my wife to ride with me from VA to St Mary's   |  |
| 5/25/2024       | The staff needs to be trained better on how to properly use the child harness on the gurney. If I didn't speak up my child would not have been strapped in correctly. I understand they don't use it often, but in the cases they do, it needs to be done correctly. | Both medics were very professional, kind, caring and attentive.  | I spoke with mom who provided the comments. She said everything was great but the crew didn't have the child harness applied appropriately. She had to tell them how to do it correctly. I spoke with and he said he and were brand new and had not received training on the harness. He said it was pretty self explanatory. It just took them a couple of minutes to get it right. I'll spoke with and he assigned all ground providers a 5 minute video on the use of Child Safety Restraints due August. |
| 5/18/2024       | I can't think of anything else.  | They treated me like a person, not a "nutjob"  |  |

## 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                           |
|-----------------|--|--|-------------------------------------|
| 5/23/2024       | More careful   | I had stones in stead of taking freeway roads are bad here.  |                                     |
| 5/11/2024       |  | Everything   |                                     |
| 5/19/2024       | Timely arrival   | Caring and courteous   |                                     |
| 5/10/2024       |  | It was all good  |                                     |
| 5/15/2024       |  | I was a pediatrician with a walker hit by a car who ran the stop sign..i was in shock but awake and aware. They were great... exemplary.. thank you                            |                                     |
| 5/22/2024       | I've yet to have any real suggestions or any personal issues   | REMSA are professional. The cleanliness of their vehicles is tip top. And the workers are prompt and patient.  |                                     |
| 5/16/2024       | Not talk about how they wished they had a better patient or more "exciting" patient while I tried to commit suicide and get help | Arriving and staying with me while I was going through a crisis  | Left a message for , 15:40 6/28. TK |
| 5/11/2024       |  | The Medics were amazing. They worked well together and made it I was well taken care of  |                                     |
| 5/5/2024        |  | Everything.  |                                     |
| 6/2/2024        |  | Pain relief . Proper transport   |                                     |
| 5/22/2024       |  | First of all, the staff here where I live called REMSA for me to be transported to ER. I have always received the best care from REMSA during the several times I needed them. |                                     |