

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 capital letters 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.

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Average Bill

Month	#Patients	Total Billed	Average Bill
January	4,880	\$10,079,364.00	\$2,065.44
February	4,678	\$9,674,125.80	\$2,068.00
March	4,928	\$10,199,412.00	\$2,069.69
April	4,928	\$10,198,163.70	\$2,069.43
May	5,036	\$10,409,842.20	\$2,067.09
June	5,013	\$10,376,972.30	\$2,070.01
July	4,941	\$10,171,026.70	\$2,058.50
August			
September			
October			
November			
December			
January - December Total	34,404	\$71,108,906.70	\$2,066.88

* 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	
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	\$61,677.89

Penalty Fund

2024-2025 Penalty Fund Dollars Encumbered by Month

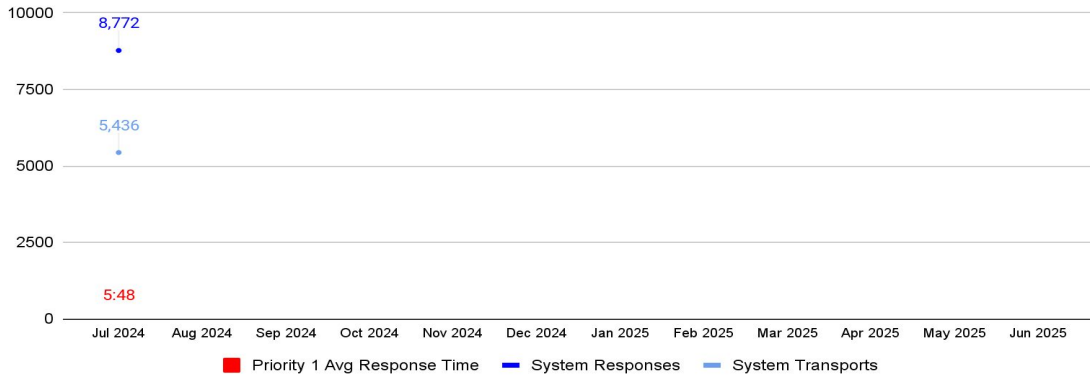
Program	Amount	Description	Submitted
Pulsepoint Application	13,000.00	Pulsepoint Application	Jul 2024

Total Encumbered as of 07/31/2024 **\$63,781.40**

Penalty Fund Balance at 07/31/2024 **\$48,677.89**

REMSA Operations Report

System Response/Transport/Avg P1 Response Summary



Priority 1 Avg. Response Times

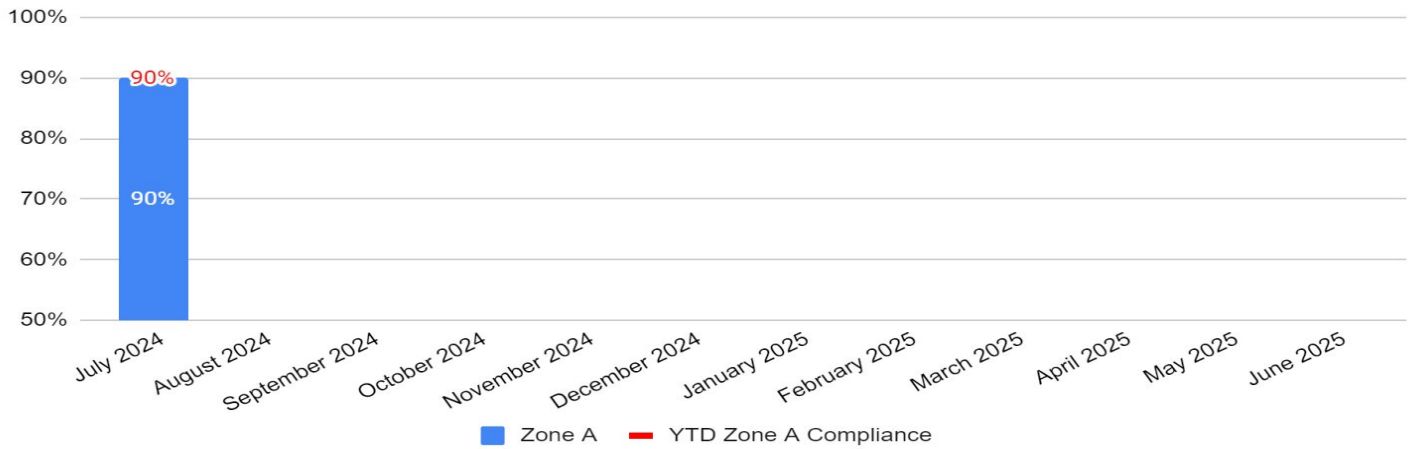
Priority 2 Avg. Response Times

	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						
Sep 2024						
Oct 2024						
Nov 2024						
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
Year to Date	5:16	5:56	8:39	6:31	7:07	9:47

REMSA Operations Report

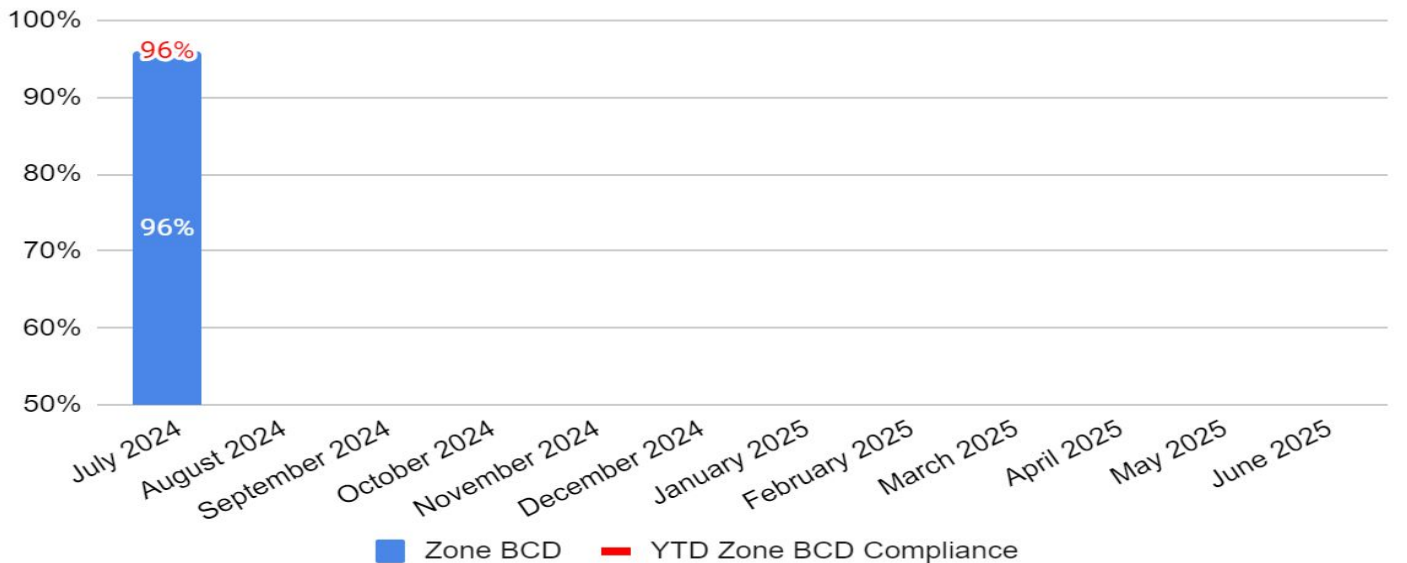
REMSA Priority 1 Response Compliance

Zone A



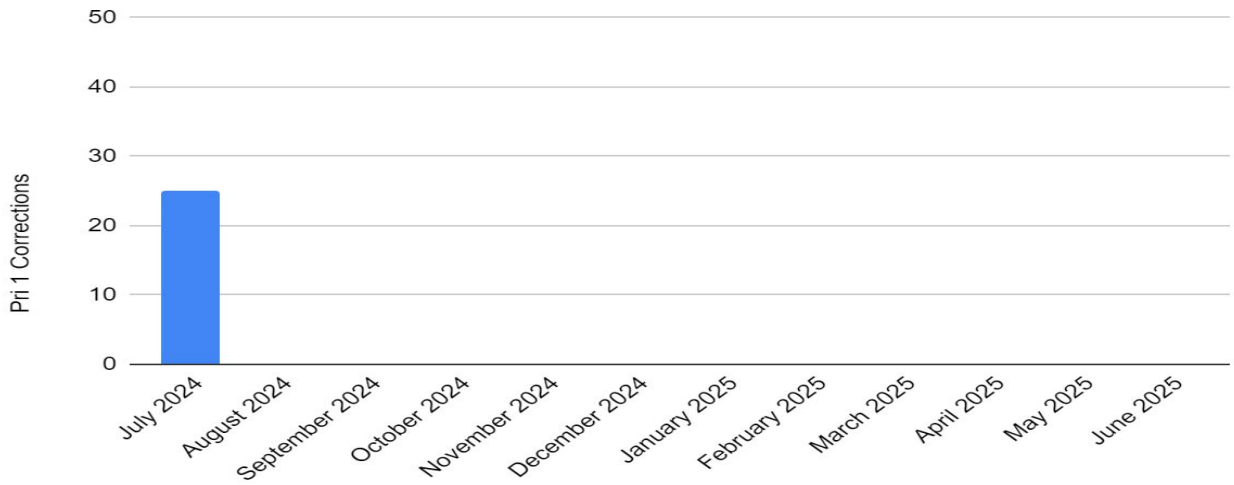
REMSA Priority 1 Response Compliances

Zone BCD

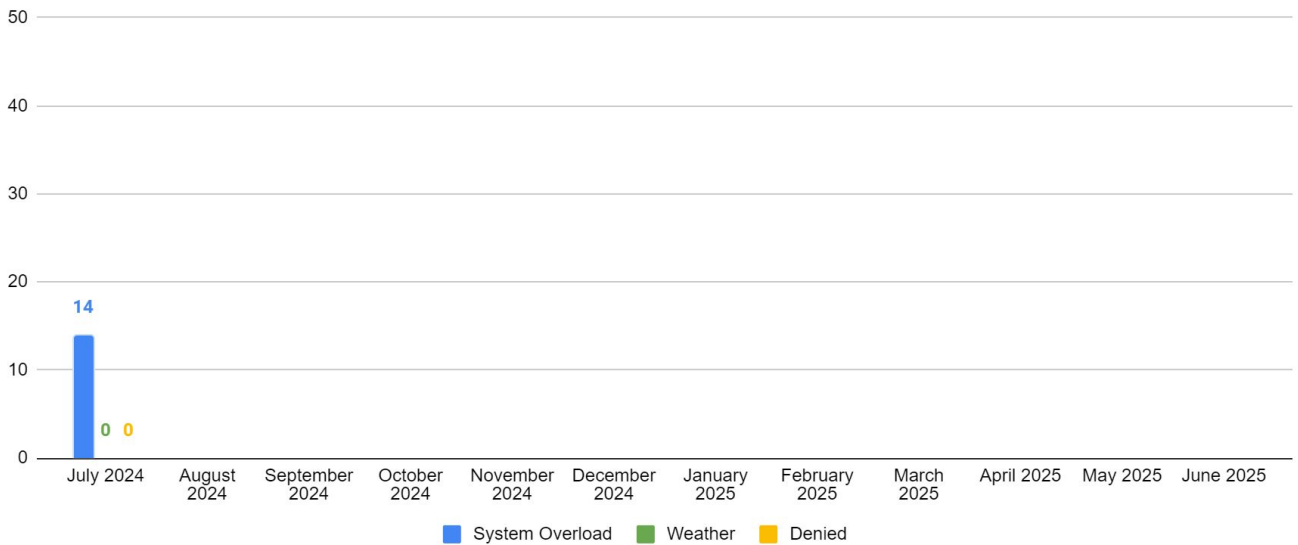


REMSA Operations Report

Priority 1 Incidents Corrected



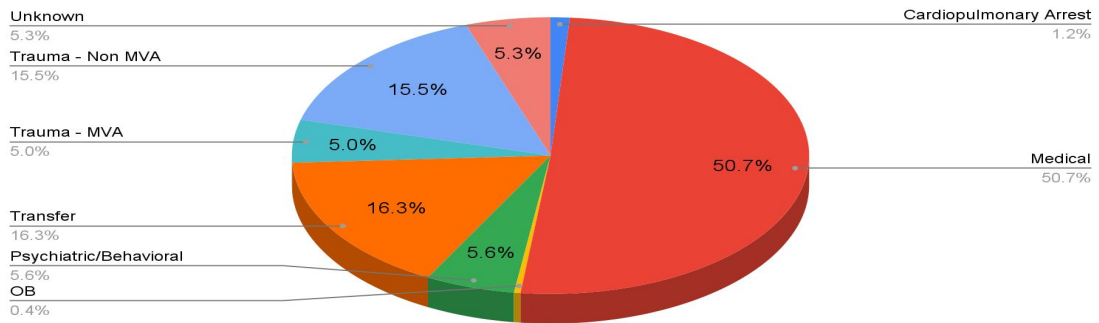
Priority 1 Exemptions



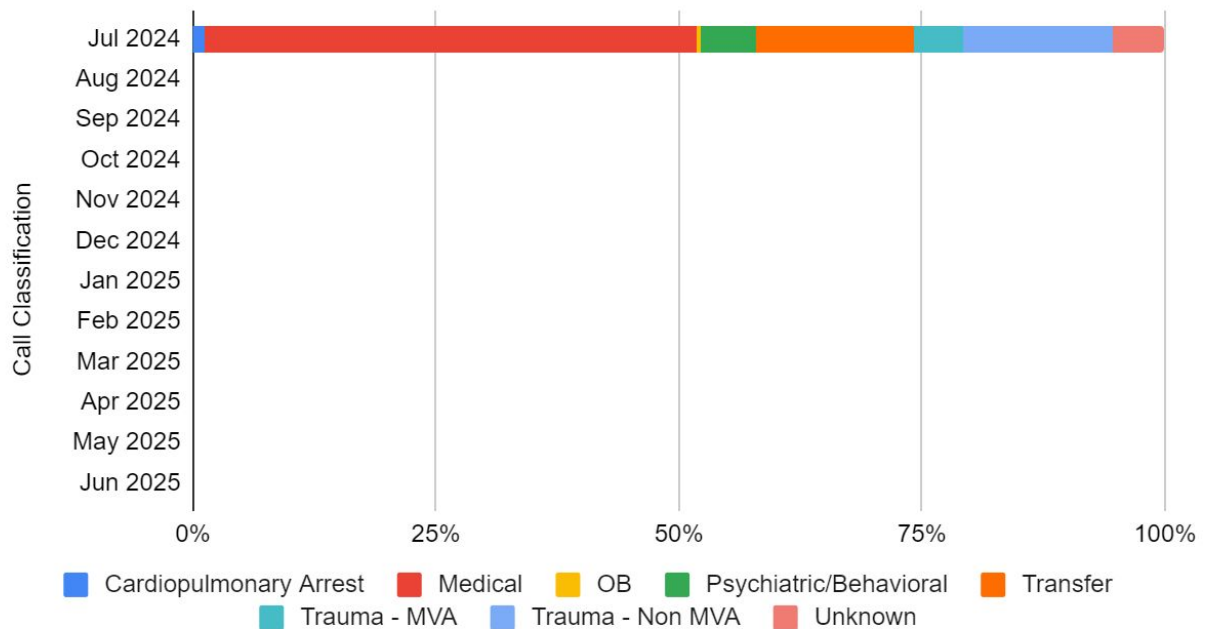
REMSA Operations Report

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			
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										
Sep 2024										
Oct 2024										
Nov 2024										
Dec 2024										
Jan 2025										
Feb 2025										
Mar 2025										
Apr 2025										
May 2025										
Jun 2025										
YTD	22	77	95	308	93	569	2	6	20	122

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					
September 2024					
October 2024					
November 2024					
December 2024					
January 2025					
February 2025					
March 2025					
April 2025					
May 2025					
June 2025					
YTD	68	103	90	57	3

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

July 01, 2024 to July 31, 2024

Division:

Your Score

92.17

Your Patients in this Report

89

Total Patients in this Report

2182

Total EMS Organizations

233

Customer Survey Report

REMSA Ground
July 01, 2024 to July 31, 2024



Executive Summary

Your overall score for the period selected is **92.17**, a difference of **+3.81**, compared to your score from the previous year, **88.36**.

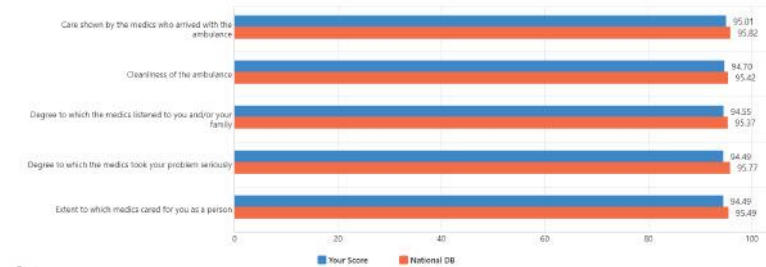
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **78.14%**.

In addition, your rolling 12-month score of **90.52** is a difference of **-3.32** from the national database score of **93.84**.

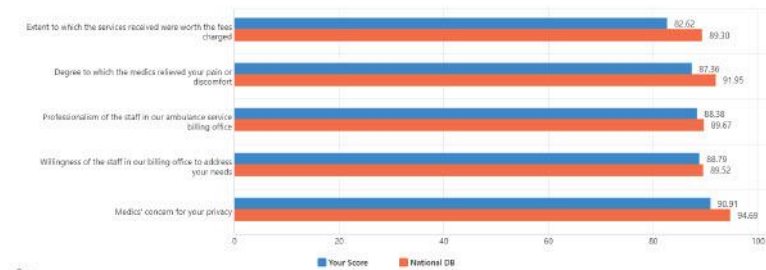
When compared to all organizations in the national database, your score of **90.52** is ranked **75th**.

Highest and Lowest Scores

5 Highest Scores



5 Lowest Scores



Public & Relations Report

PUBLIC RELATIONS

JULY 2024

July public relations efforts focused on sharing heat, smoke and general health and safety topics, as well as organization announcements, community partnerships and special collaborations.

Social media posts featured a collaboration with Dr. BCW to promote REMSA Health's First On the Scene class. Also, REMSA Health donated water safety gear to community partners through the Community Trust in partnership with Northern Nevada Public Health. Riley made a cameo to announce our newly renamed Safety Seats car seat installation program. A team of healthcare providers assisted with a delivery of a healthy baby in the field.



Liked by remsa_adam and 162 others
 remsahealth The stork has made a special delivery! 🐉
 Congratulations to Paramedic Justin W. and AEMT Daniela B. on assisting with the successful delivery of a healthy baby in the field. It's not every day we get to make a pit stop for a baby delivery!
 View all 2 comments
 July 5

Liked by remsa_adam and 37 others
 remsahealth We've recently changed the name of our "Point of Impact" program to "REMSA Health Safety Seats" 🐼
 ... more



EMS Operations Sr. Manager Kerfoot provided a media interview to KOLO about first aid kits. Education Director Walters provided an interview to KTVN about managing wildfire smoke symptoms.

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. 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.	