

A photograph showing two emergency medical technicians (EMTs) or paramedics in uniform attending to a patient lying on a stretcher inside an ambulance. The patient is wearing a nasal cannula and appears to be resting. The scene is set at night, with the ambulance's interior lights and some outdoor lighting visible.

CARE. COMMUNITY. INNOVATION.

Since 1986, REMSA Health has provided nationally recognized ground ambulance service within Washoe County, Nevada. As the largest employer of EMS personnel in Northern Nevada, REMSA Health provides residents and visitors with 9-1-1 response and transport, interfacility transport, disaster preparedness, special events coverage, search and rescue, tactical medical support, and public education. REMSA Health provides ground ambulance services under a performance-based franchise agreement with the Washoe County Health District and is the sole provider of emergency and inter-facility ground ambulance transport services within Washoe County (excluding Incline Village and Gerlach). REMSA Health is a private nonprofit community-based service which is solely funded by user fees with no local community tax subsidy.

REMSA Health maintains its operational and clinical standards as one of the most recognized high- performance EMS systems in the country. REMSA Health responds to approximately 80,000 requests for service per year.

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Average Bill

Month	#Patients	Total Billed	Average Bill
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	5,038	\$10,409,508.20	\$2,067.02
June	5,017	\$10,383,740.30	\$2,070.12
July	5,143	\$10,588,903.50	\$2,059.30
August	4,951	\$10,194,234.10	\$2,059.03
September	4,853	\$9,998,922.00	\$2,060.36
October	4,918	\$10,159,603.00	\$2,065.80
November	3,206	\$6,631,232.00	\$2,068.38
December			
January - December Total	52,553	\$108,560,373.60	\$2,065.73

*** Note - November 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	\$50,066.30
July 2024	\$15,505.35
August 2024	\$11,414.43
September 2024	\$13,117.97
October 2024	\$13,345.50
November 2024	\$13,621.51
December 2024	
January 2025	
February 2025	
March 2025	
April 2025	
May 2025	
June 2025	
Total Penalty Fund Dollars Accrued	\$117,071.06

Penalty Fund

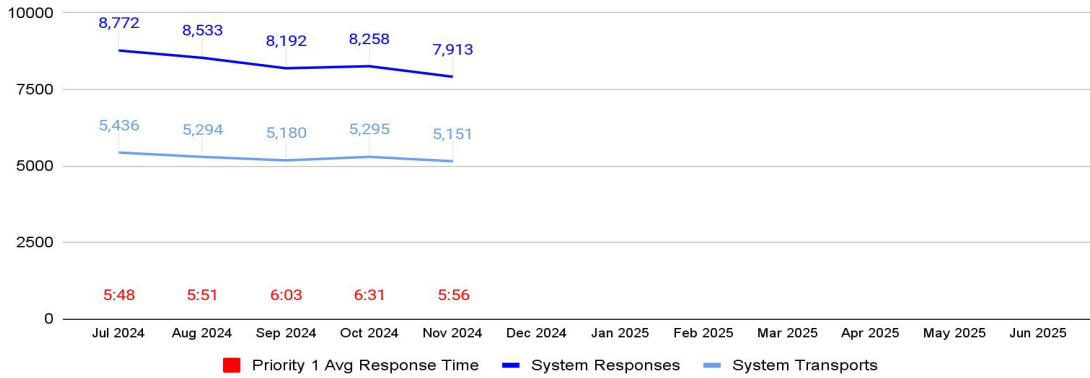
2024-2025 Penalty Fund Dollars Encumbered by Month

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 10/31/2024	\$13,056.28		

Penalty Fund Balance at 10/31/2024 **\$104,014.78**

REMSA Operations Report

System Response/Transport/Avg P1 Response Summary



Priority 1 Avg. Response Times

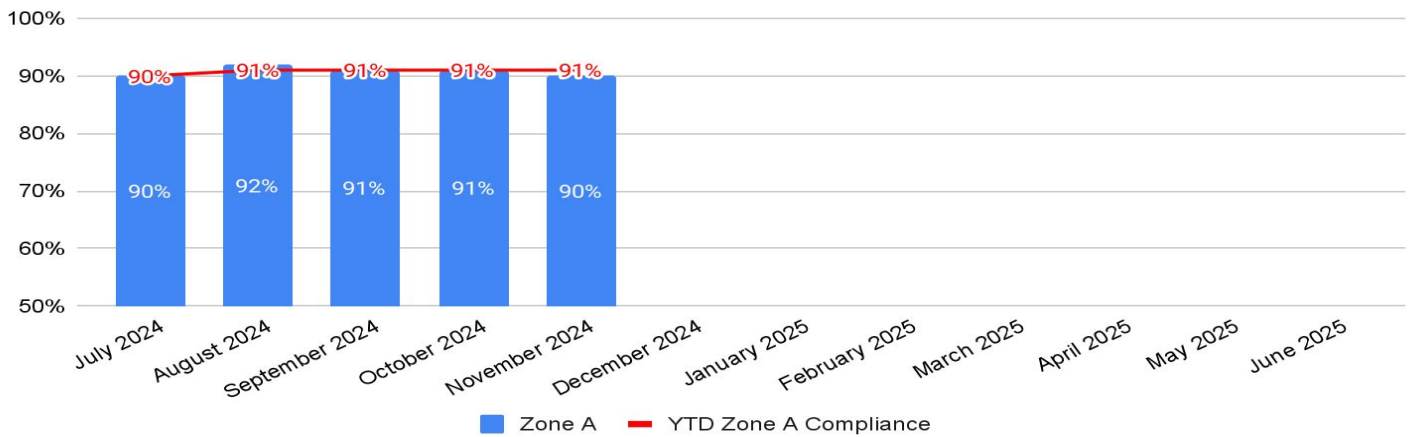
Priority 2 Avg. Response Times

	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	5:33	6:09	8:35	7:14	7:47	9:26
Nov 2024	5:23	5:58	8:19	7:00	7:48	9:10
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						
May 2025						
Jun 2025						
Year to Date	5:25	6:02	8:36	6:42	7:35	9:32

REMSA Operations Report

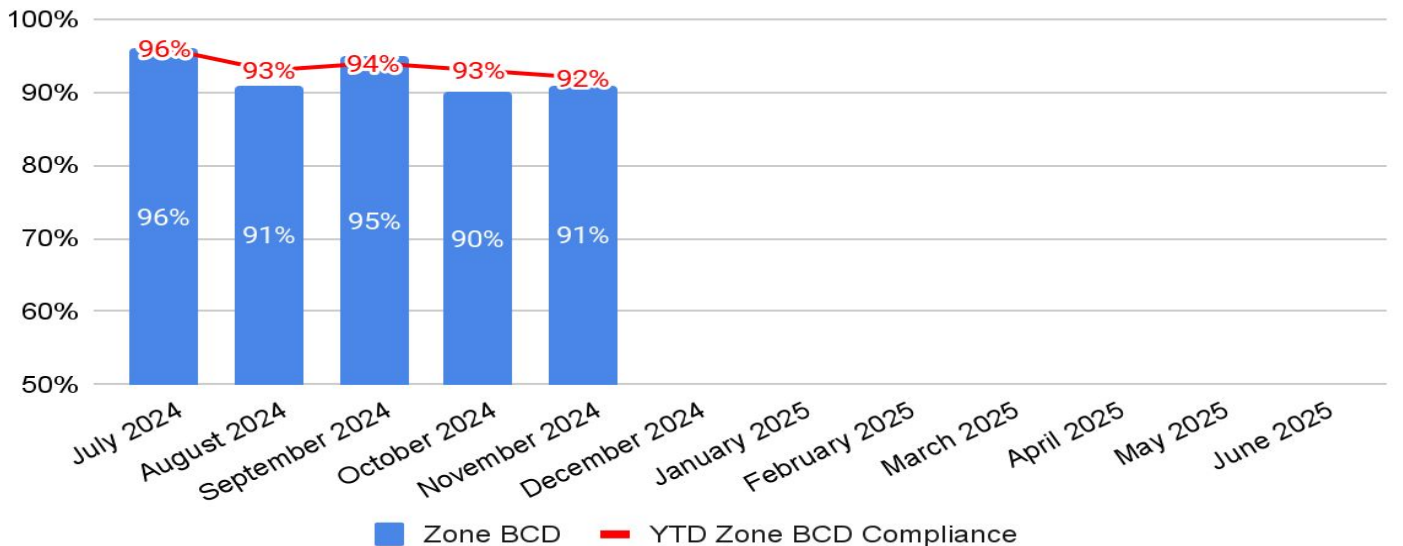
REMSA Priority 1 Response Compliance

Zone A



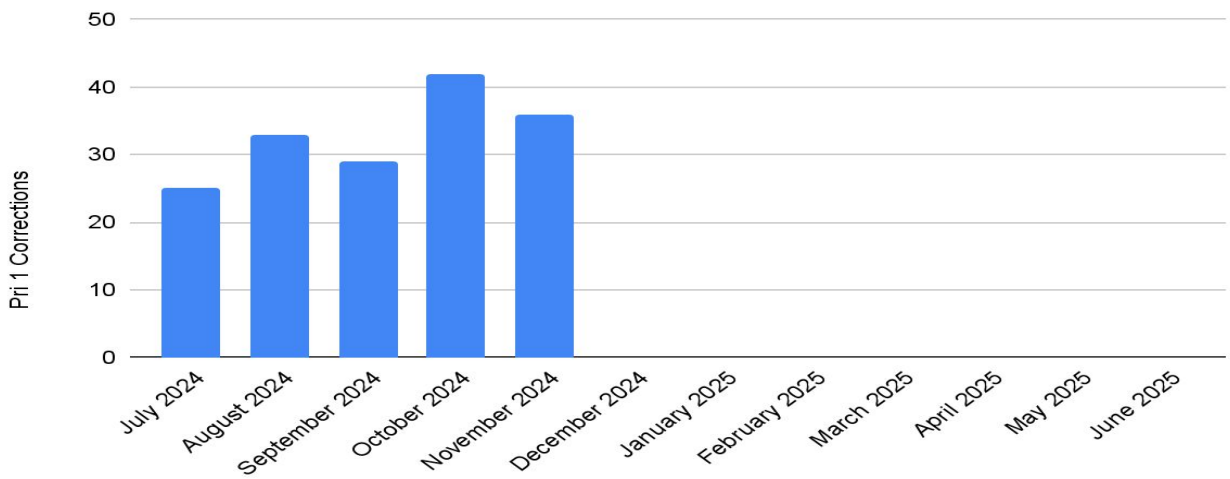
REMSA Priority 1 Response Compliances

Zone BCD

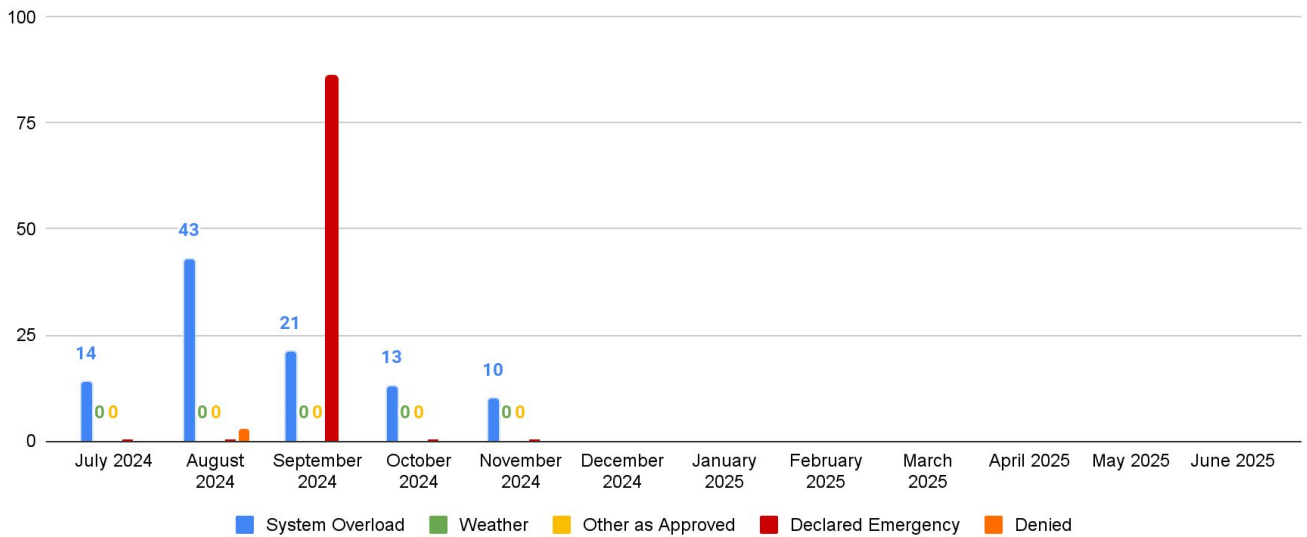


REMSA Operations Report

Priority 1 Incidents Corrected



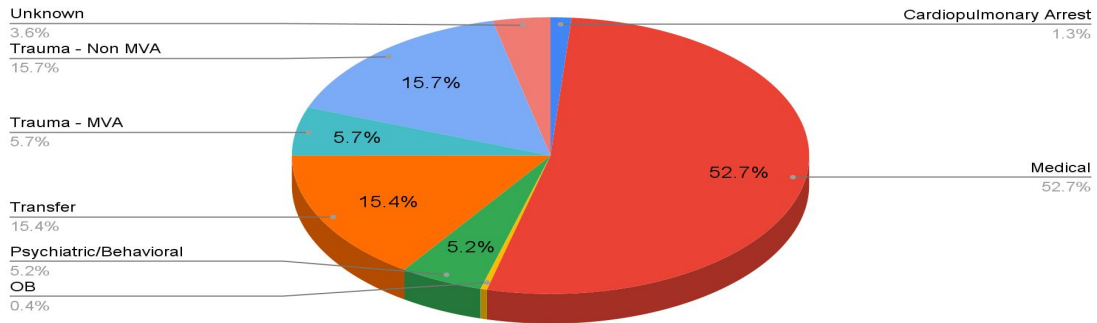
Priority 1 Exemptions



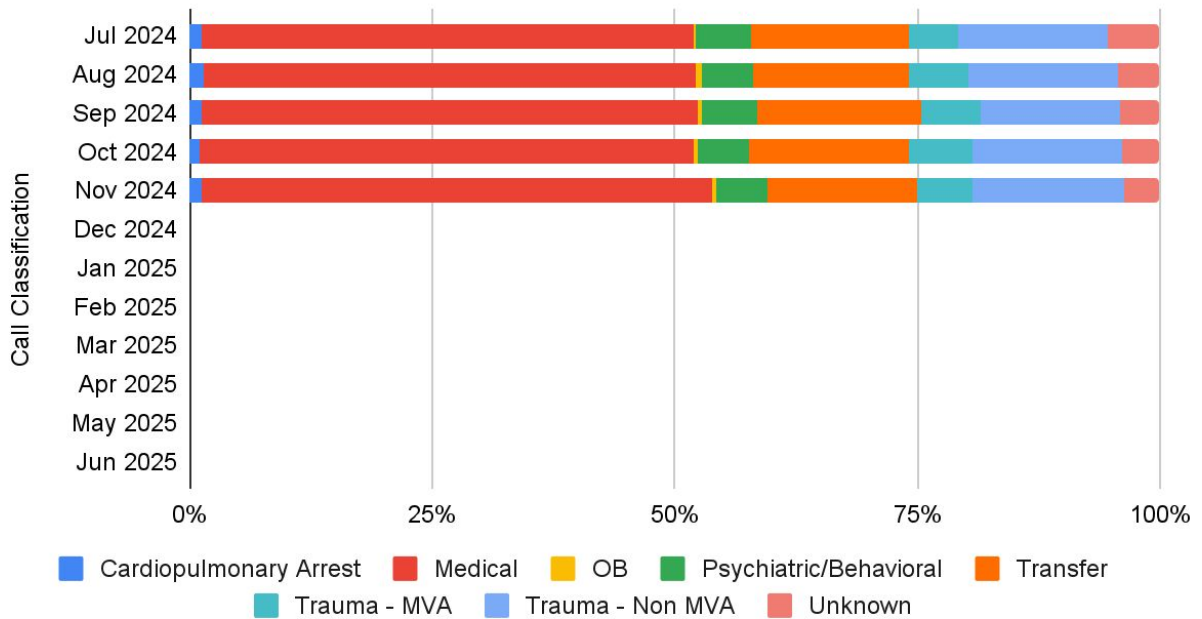
REMSA Operations Report

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	2,295	230	10%
November 2024	2,231	281	13%
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	30	113	121	404	105	500	1	4	19	57
Nov 2024	21	51	117	554	105	537	1	3	13	46
Dec 2024										
Jan 2025										
Feb 2025										
Mar 2025										
Apr 2025										
May 2025										
Jun 2025										
YTD	120	394	569	2160	553	3131	9	27	87	315

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	68	99	86	52	4
November 2024	50	68	55	29	3
December 2024					
January 2025					
February 2025					
March 2025					
April 2025					
May 2025					
June 2025					
YTD	309	454	374	211	17

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

November 01, 2024 to November 30, 2024

Division: Ground

Your Score

92.88

Your Patients in this Report

77

Total Patients in this Report

4461

Total EMS Organizations

242

Customer Survey Report

REMSA Ground
November 01, 2024 to November 30, 2024



Executive Summary

Your overall score for the period selected is **92.88**, a difference of **+1.50**, compared to your score from the previous year, **91.38**.

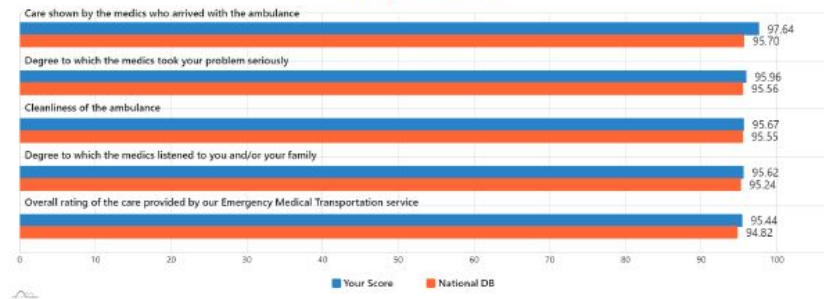
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80%**.

In addition, your rolling 12- month score of **92.57** is a difference of **-0.51** from the national database score of **93.08**.

When compared to all organizations in the national database, your score of **92.57** is ranked **66th**.

Highest and Lowest Scores

5 Highest Scores

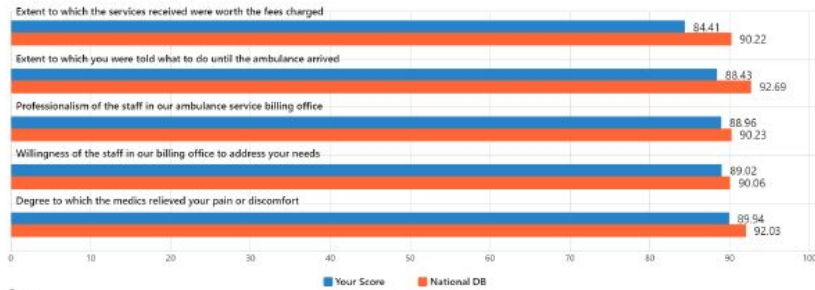


Customer Survey Report

REMSA Ground
November 01, 2024 to November 30, 2024



5 Lowest Scores



Public & Relations Report

REMSA HEALTH. PUBLIC RELATIONS NOVEMBER 2024

Community Relations

We welcomed 8 South African delegates whose visit was arranged through the State Department. Their request was to learn more about the training and program operations of our medical 9-1-1 system.



Employee Relations



The REMSA Health BOD hosted all employees to a lunch of their choice at the Reno Public Market to express appreciation for all of their hard work in the communities we serve.

Employee Celebration

William Hehn, Jr., air communications specialist for REMSA Health, was honored in Washington, D.C., as an American Ambulance Association 2024 Star of Life. The event pays tribute to the dedication of EMS professionals and highlights the critical role they play in our country's healthcare infrastructure. The Stars received medallions and plaques and met with members of Congress and congressional aides to discuss important EMS policy issues.



Social Media

Riley reminded the people to get their flu shot and other relevant vaccines.



REMSA Health Education manikins gave us a humorous behind the scenes look at what they do.



Healthcare providers were celebrated for their life-saving, clinical excellence.

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
06/27/2024	They have do the good job	Keep up the good job	
08/05/2024		One of your drivers hit the driveway at the hospital too FAST!!! Shook	This was Papillon and J Evans, with Evans driving. Evans is on PTO until 12/13. I'll follow-up next week. MO
09/29/2024	Took me to the er and cared for me during my emergency	Arrive faster, it took about 15 minutes.	
09/03/2024	They didn't say how awesome they were trained, but I can definitely tell.	Tell me.	
09/30/2024	Courtesy and drove the ambulance very well.	Nothing	
10/22/2024	The entire service from the 911 operators to the ambulance team were amazing!!!	Keep up the great work!!!	
11/02/2024		Grab me a pair of pants instead of walking me out in front of all my neighbors in my boxers	Called the number listed on the patient's chart, voicemail is not set up. In regards to the complaint, this call was a flight transfer from Stellar to Renown South Meadows. I believe this complaint may be accidentally directed at us instead of the EMS agency from Yerington. CR
10/07/2024	They explained what they were doing and were very efficient	?	
09/25/2024	It cost way to much and when I went before the judge they would not reduce the fee.		
10/31/2024	I was asked if I wanted a Tylenol for the pain. I accepted. The Tylenol took the pain away.		
10/09/2024	Everting they did was extremely excellent very proud of their work.	Nothing at all everything they did was great.	
09/21/2024	Everything		

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
10/08/2024	The female was so great she commuted with the ER and made me very comfortable		
09/27/2024	They cared		
10/17/2024	Everyone was very kind and professional. Thank you all.		
10/09/2024	Every thing!		
10/13/2024	Everything, very concerned and professional.	Nothing	
10/16/2024	I had been asleep when they came and got me from the ER to take me to the hospital and don't remember much but they were nice and I felt safe and comfortable	The ambulance did sound like it was going to fall apart at any moment. Not the best sounds to hear when you are being transported from the ER to the cardiologist department at the hospital.	
10/06/2024	C	X	
10/13/2024	Driving	Taking blood Intervenes	
10/01/2024	Transported to ER, pain rx for fx	Couldn't have been better.	
10/05/2024	Ambulance personnel were top professionals. As a result I was taken to two hospitals on time for surgical removal of Saddle embolisms. Rapid care diagnosis with transport to a first as second hospital for rapid care saved my life during a high mortality procedure. Thanks to the entire team.		
10/02/2024	I have no complaints. They were 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
10/30/2024	Compassionate and attentive care	Took 3 tries to get the IV in. Maybe a little more training in that. Also, when dealing with a substance abuse patient, no need to discuss the substance in building hallway. Better discussed in privacy of ambulance.	Called and left at voicemail. Will follow up with crew tomorrow. MO
10/24/2024	Everything done well	Extra blanket	
9/27/2024	Bret was super. Eased my anxiety. Both gentlemen were great. Thank you kindly.		
9/20/2024	The are awesome thank you for employing them		
10/13/2024	The EMTs were very kind, UNDERSTOOD my main, I was unable to sit or stand due to a broken back. They made sure the ER met me with a gurney and not a wheelchair. Through out my injury I ended up with 2 Remsa rides. I was in so much pain and I felt very safe, and secure and cared about. Thank you Remsa EMTs. Respectfully,	Nothing	
9/27/2024	Saw a Dr to have a valve fixed		
10/14/2024	I just want to personally thank everyone in the ambulance for helping me feel more calm in an urgent situation and they were friendly and I even shared a laugh with them a few times even though I was in pain. They were very thorough with their work, personable and engaged. Thank you all for what you do!	I haven't received the bill yet to submit to my insurance claim	

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
10/16/2024	I have been taken by ambulance at least 5 times, I think. Each and every time your service is outstanding. I cannot think of a single thing I would change. Every medic has been outstanding. I am 93 years old and truly appreciate the gentle and kind professional care you ALL PROVIDE.	GET A NEW, SHORTER, ADDRESS TO GET TO THIS POINT. I ALMOST LOST IT SEVERAL TIMES !	
9/27/2024	They treated me polite and was very professional	I don't think there is anything better to serve me if next time	
10/24/2024	Kept the ambulance warm.	Offer a liquid	
10/7/2024	Customer service excellent.		
10/15/2024	Professionally		
10/23/2024	Medic was excellent		
9/30/2024	My ambulance service was a ride from the ER facility on North McCarran to Northern Nevada Medical Center hospital in Sparks. It was arranged by the ER facility. Therefore, most of the survey questions do not apply to my situation. Ambulance crew that transported me were very helpful, considerate, professional and kind. A+ for them!		
10/19/2024	My comfort during the transport	I had no problems with the service	
10/30/2024	Respectfully	N/A	
10/18/2024	They took the time to let me pull myself together, I was on the toilet, before I got up to get on the gurney.	Bring a bottle of champagne with them.	
10/29/2024	Both attending staff members were kind, caring, compassionate, professional, and helps me feel calm in a time of unease		

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
10/1/2024	They got here quickly and got me to the hospital 2ith light and siren	N/A	
10/15/2024	They were at my house quickly and took the time to assess my mom's condition before transporting her to the ER.	Nothing	
9/21/2024	Everything	Nothing everything was great start to finish they were amazing in every way	
10/18/2024	Excellent care -- compassionate and professional! Helped make an uncomfortable time much easier.		
10/6/2024	Rude	Don't be so rude and Judgmental	Phone number obtained through billing. Called with no answer and left voicemail at 1216. CR
10/3/2024	Very professional....		
10/22/2024	All very good!	Nothing comes to mind.	
10/5/2024	Both paramedic's were awesome..can't recall the name's...very knowledgeable and compassionate...I've worked in the medical field for over 30 years and they both should be proud because they are both a credit to the medical community!		
10/1/2024	Everything. Couldn't have asked for better treatment		
10/11/2024	The care and concern for my husband and giving us information that was needed	N/A	
9/22/2024	Acted quickly with treatment of my 4 year old son with difficulty breathing	Nothing. They did a great job	
10/6/2024	Both medics were gentle kind and knowledgeable in their field.	Continue these medics as examples.	
9/30/2024	Quick response Informative paramedics Concerned about me Informative	Not have a next time!	