REMSA HEALTH

Franchise Report
May 2024

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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  - No report for May 2024 due to technical issues

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	4,019	$8,296,370.60	$2,064.29	$2,067.49	$529.28
June					
July					
August					
September					
October					
November					
December					
January - December Total	23,433	$48,447,436.10	$2,067.49	$2,067.49	$529.28

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

*** Note - May 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
FYE 06/30/2023 Carryover Balance	**$902.52**
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	
Total Penalty Fund Dollars Accrued	**$135,550.86**

Penalty Fund

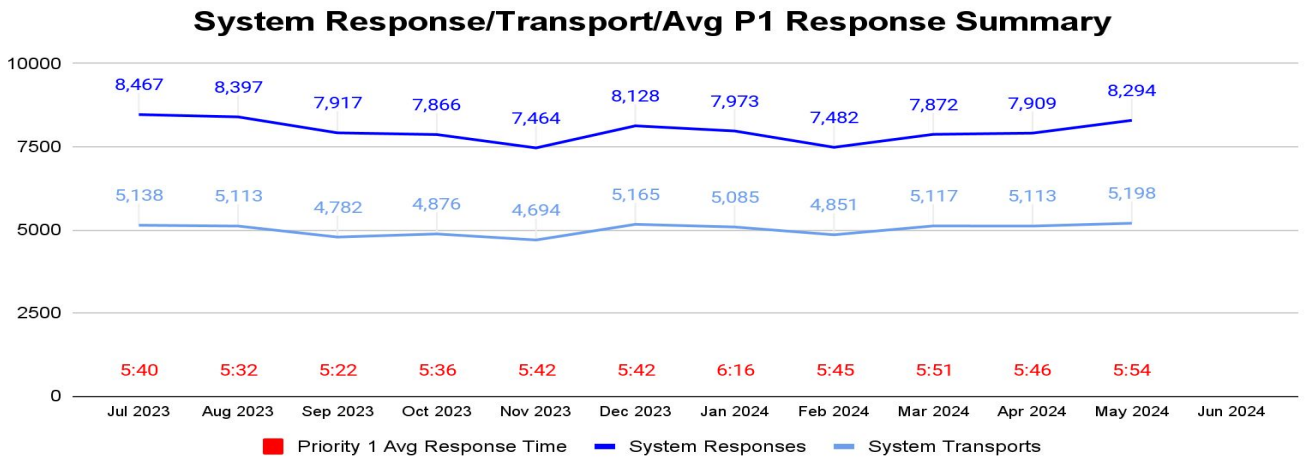
2023-2024 Penalty Fund Dollars Encumbered by Month

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 Leauges	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 05/31/2024 **$63,781.40**

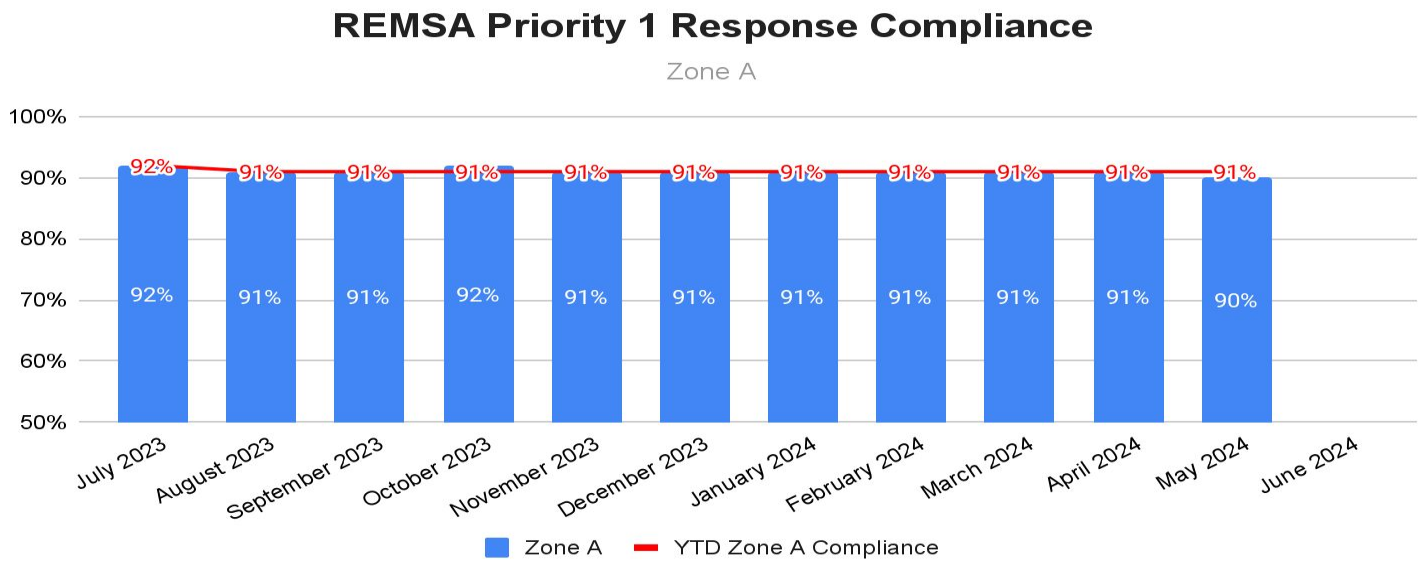
Penalty Fund Balance at 05/31/2024 **$71,769.46**

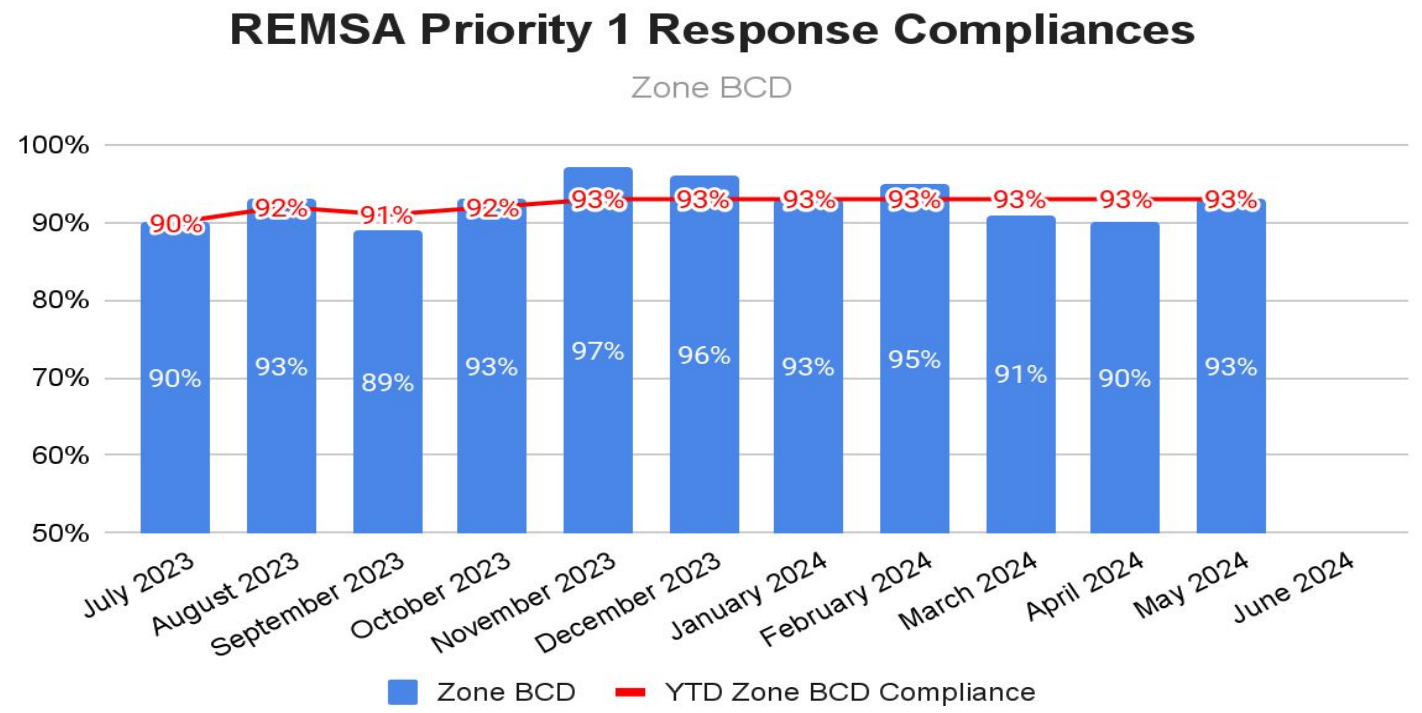
REMSA Operations Report



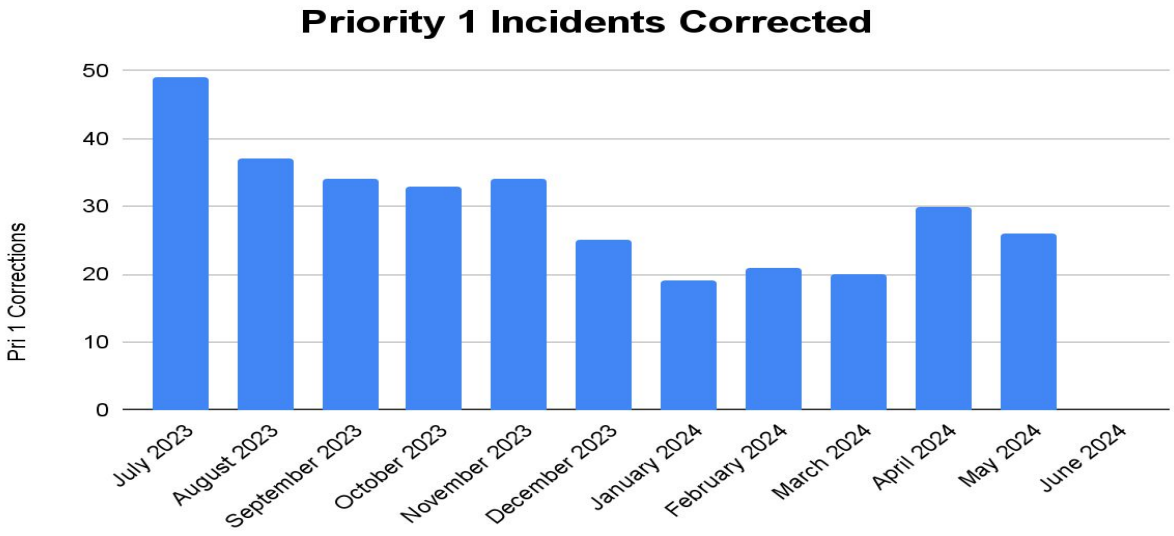
	Priority 1 Avg. Response Times			Priority 2 Avg. Response Times		
	Reno	Sparks	Washoe County	Reno	Sparks	Washoe County
Jul 2023	5:07	5:43	8:28	5:42	6:28	9:05
Aug 2023	4:59	5:47	8:14	5:38	6:43	9:04
Sep 2023	5:04	6:20	8:08	5:53	6:41	8:56
Oct 2023	5:06	5:42	8:14	5:38	6:26	8:58
Nov 2023	5:08	5:51	8:12	5:44	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						
Year to Date	5:12	6:00	8:30	5:58	6:46	8:59

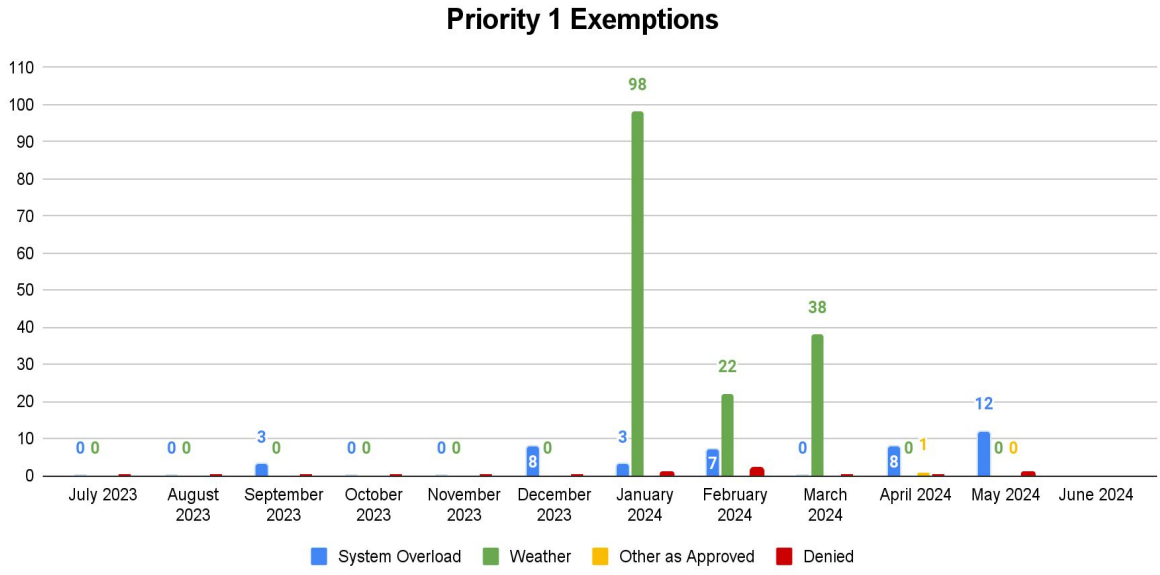
REMSA Operations Report



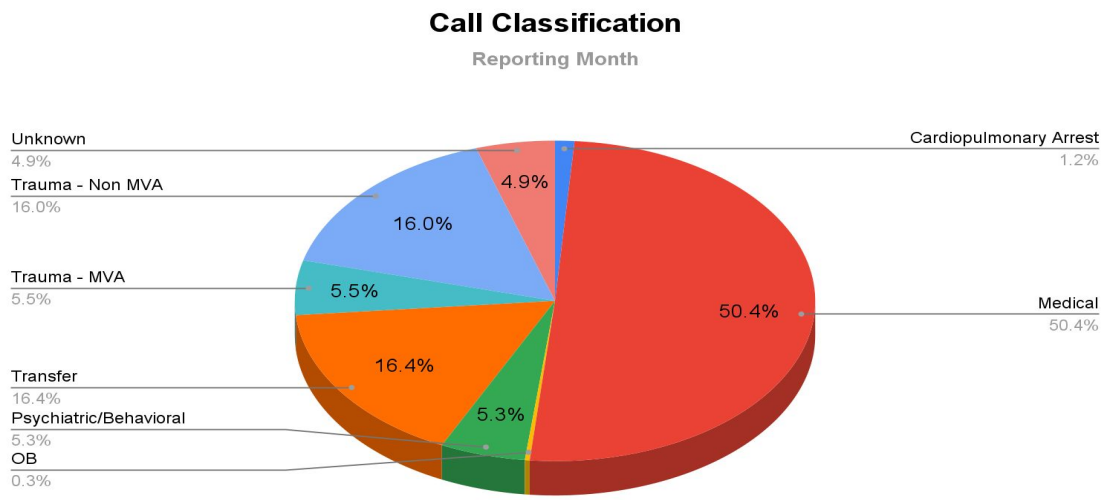


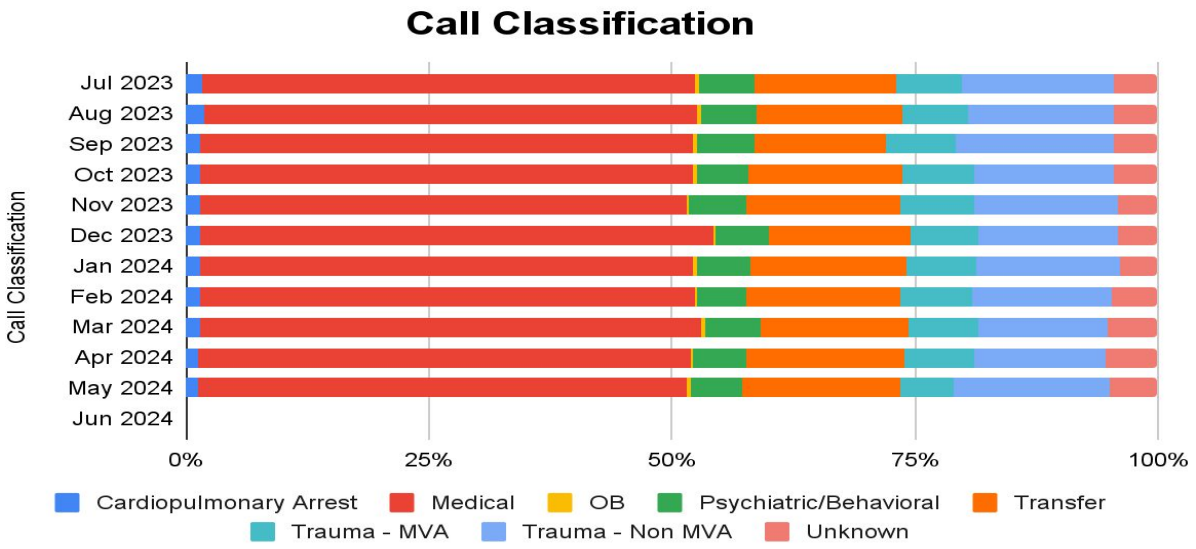
REMSA Operations Report





REMSA Operations Report





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 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			

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										
YTD	312	919	1373	5174	1149	7061	17	71	205	619

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					
YTD	**652**	**897**	**807**	**403**	**18**

Customer Survey Report

REMSA

Reno, NV

Client 7299

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

Patient Experience Report

April 30, 2024 to May 30, 2024

Division:

Your Score

93.21

Your Patients in this Report

192

Total Patients in this Report

4758

Total EMS Organizations

232

Customer Survey Report

REMSA
April 30, 2024 to May 30, 2024

Executive Summary

Your overall score for the time period selected is **93.21**. This is a difference of **+0.24** from your previous periods score of **92.97**.

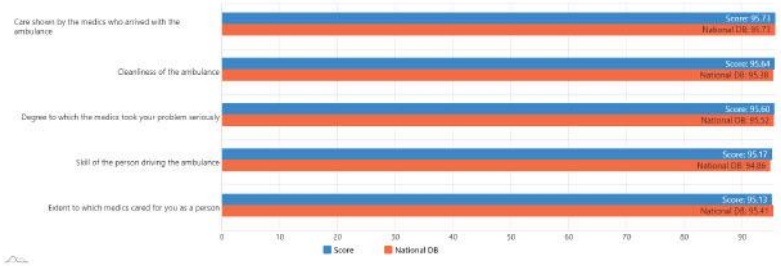
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80.81%**.

In addition, your rolling **12**- month score of **90.37** is a difference of **-3.57** from the national database score of **93.94**.

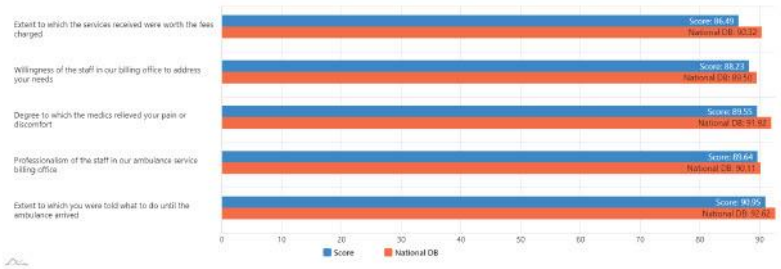
When compared to all organizations in the national database, your score of **90.37** is ranked **79th**

Highest and Lowest Scores

5 Highest Scores



5 Lowest Scores



Public & Relations Report

REMSA HEALTH

PUBLIC RELATIONS
MAY 2024

May public relations efforts focused on celebrating EMS Week, announcements about achieving Emergency Fire Dispatch ACE, and promotion of education courses.

We celebrated the 50th anniversary of National EMS Week. More than 25 individuals were honored with awards (selected from more than 150 nominations!). We hosted barbecues and a food truck, as well as a clinical competition, chair massages, giveaways and family-fun events.

In 2021, in addition to continuing to dispatch its emergency medical resources throughout Washoe County as a Medical ACE, REMSA Health began dispatching fire and medical resources for Truckee Meadows Fire Protection District (TMFPD). This public-private partnership provided REMSA Health with the opportunity to become an EFD ACE as well. Upon successfully completing this rigorous self-assessment, the ACE designation certifies that the center is performing at or above industry standards. REMSA Health now provides a level of emergency fire dispatch service never before offered in Washoe County, enhancing safety for our community.

Director Jenny Walters provided an in-depth interview on Face the State.