

A photograph showing two paramedics in dark uniforms attending to a young patient lying on a stretcher inside an ambulance. The patient is wearing an oxygen mask and has medical sensors attached. The paramedics are focused on their work. The background shows the interior of the ambulance and a glimpse of the outside world through the windows.

# 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	5,314	\$11,396,788.92	\$2,144.67
February	4,665	\$10,032,592.23	\$2,150.61
March	5,048	\$10,884,750.90	\$2,156.25
April	2,431	\$5,240,241.37	\$2,155.59
May			
June			
July			
August			
September			
October			
November			
December			
January - December Total	17,458	\$37,554,373.42	\$2,151.13

**\* Note - April 2025 has  
remaining invoices to be billed**

## Penalty Fund

### REMSA 2024-2025 Penalty Fund Reconciliation

#### 2024-23025 Penalty Fund Dollars Accrued by Month

Month	Amount
<b>FYE 06/30/2024 Carryover Balance</b>	<b>\$50,066.30</b>
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	\$12,398.02
January 2025	\$11,746.02
February 2025	\$21,943.86
March 2025	\$14,945.58
April 2025	\$13,645.74
May 2025	
June 2025	
<b>Total Penalty Fund Dollars Accrued</b>	<b>\$191,750.28</b>

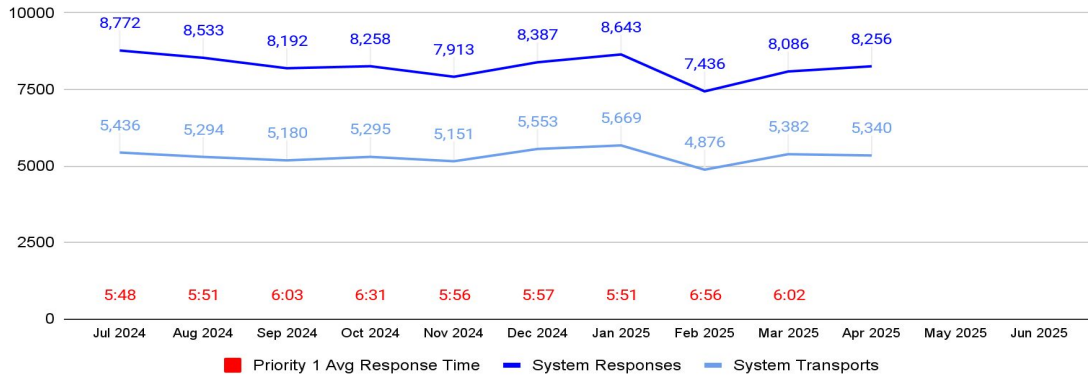
## Penalty Fund

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
Search and Rescue EMS Equipment	5,112.86	Rescue Sled/Toboggan	Jan 2025
Community AEDS	8,036.36	10 Zoll AED Plus Units for Community Donations	Jan 2025
Search and Rescue EMS Equipment	12,663.01	TerrAdaptor Tripod System for rope/rescue	Mar 2025
First Aid Kits for Youth League Sports & Community Organizations	8,457.50	250 First Aid Kits	Mar 2025
Trauma Intervention Program	\$25,000.00	Donation to Northern Nevada Trauma Intervention Program	Apr 2025
Tactical EMS and Search and Rescue Equipment	\$2,973.94	Blood & IV Fluid Infusion Warmer	April 2025
Stop the Bleed Program	<b>\$9,043.75</b>	Reno Aces Sponsorship - Stop the Bleed Program	Apr 2025
Total Encumbered as of 4/30/2025	<b>\$84,343.70</b>		

# REMSA Operations Report

**System Response/Transport/Avg P1 Response Summary**



**Priority 1 Avg. Response Times**

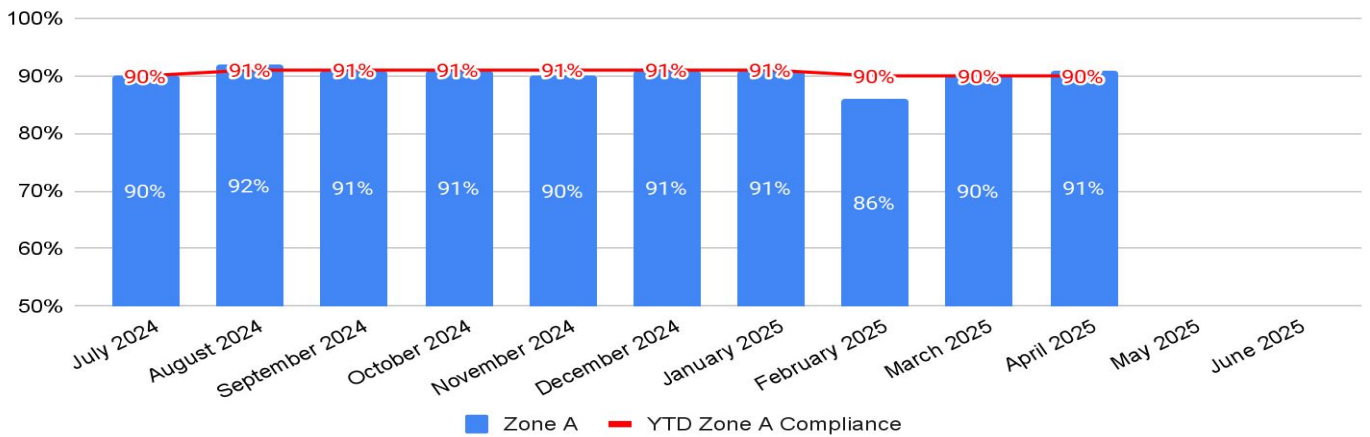
**Priority 2 Avg. Response Times**

	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	5:18	6:21	8:05	6:50	7:19	10:12
Jan 2025	5:22	5:55	8:20	6:57	8:03	9:06
Feb 2025	6:03	7:02	9:19	7:32	7:58	9:43
Mar 2025	5:33	6:03	8:43	6:56	7:29	9:24
Apr 2025	5:25	6:11	8:29	7:22	7:56	9:46
May 2025						
Jun 2025						
Year to Date	5:28	6:05	8:34	6:53	7:40	9:34

# REMSA Operations Report

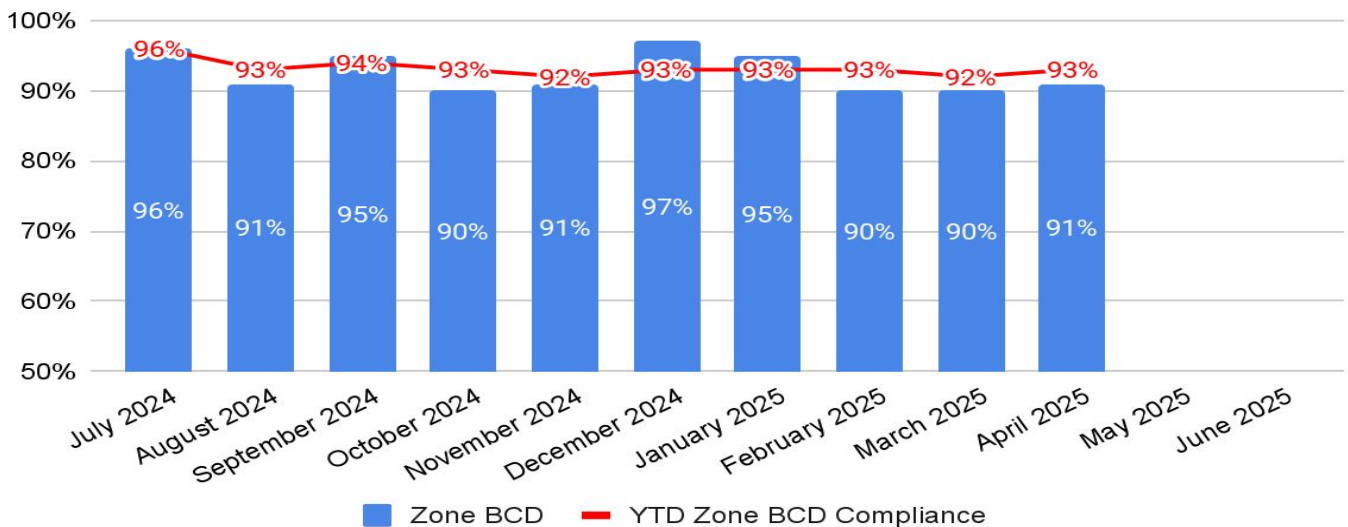
## REMSA Priority 1 Response Compliance

Zone A



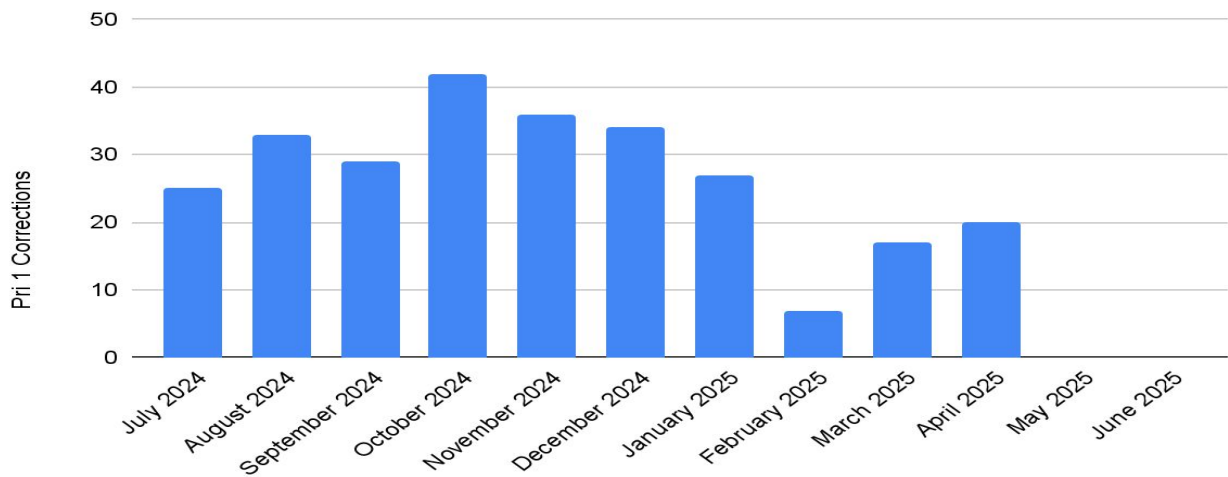
## REMSA Priority 1 Response Compliances

Zone BCD

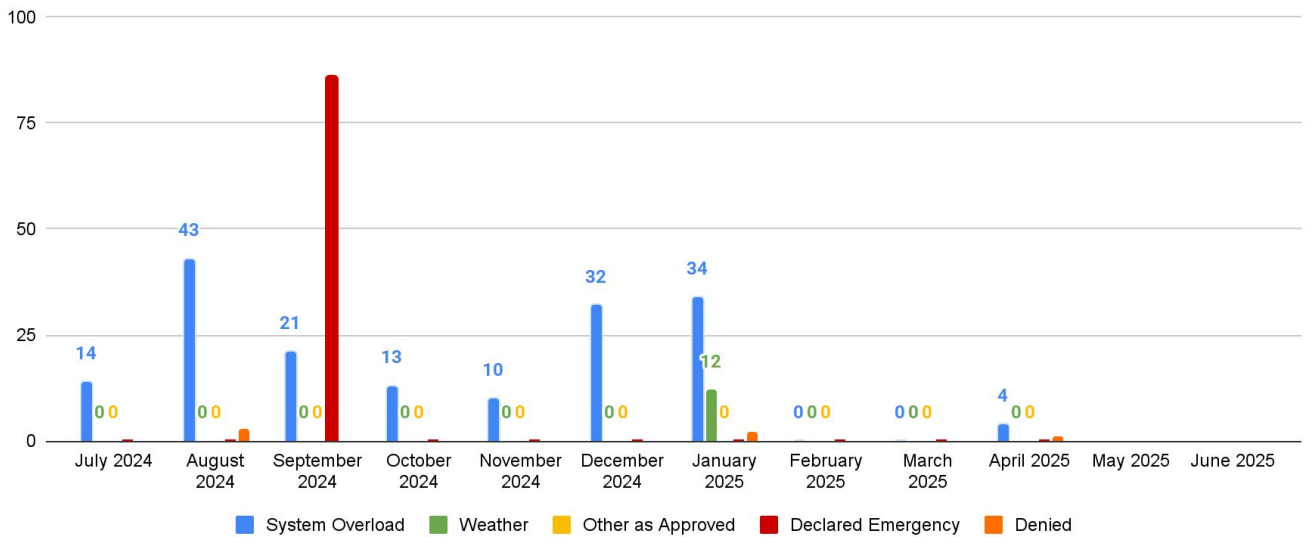


# REMSA Operations Report

## Priority 1 Incidents Corrected

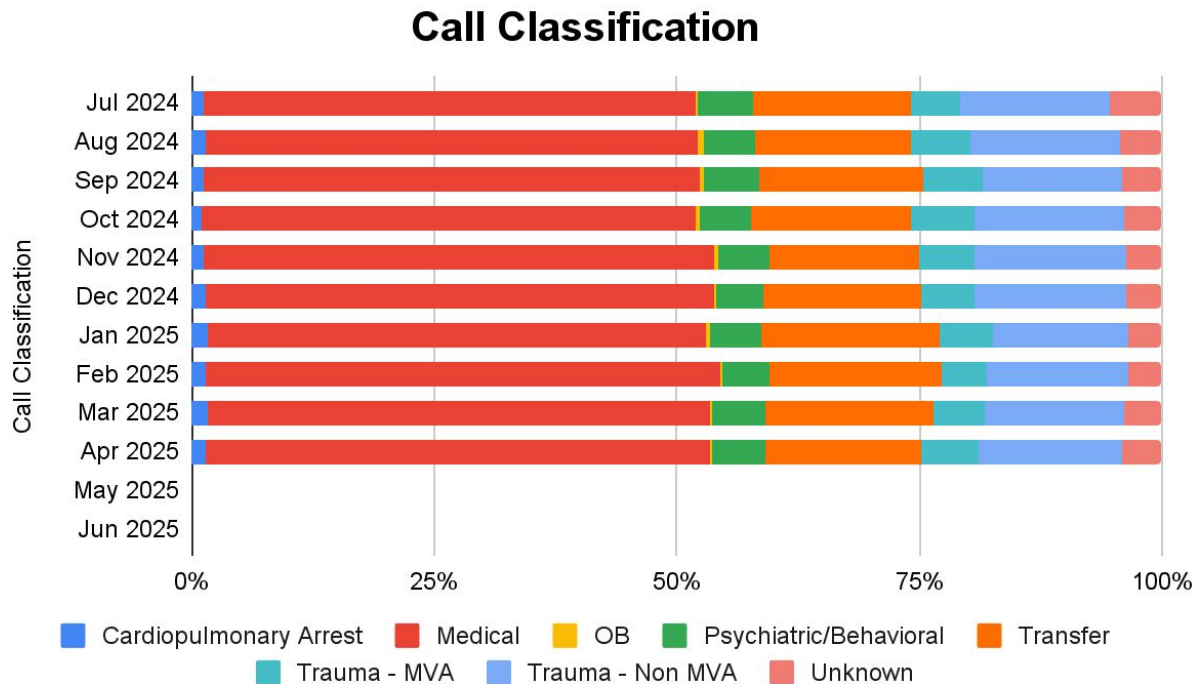
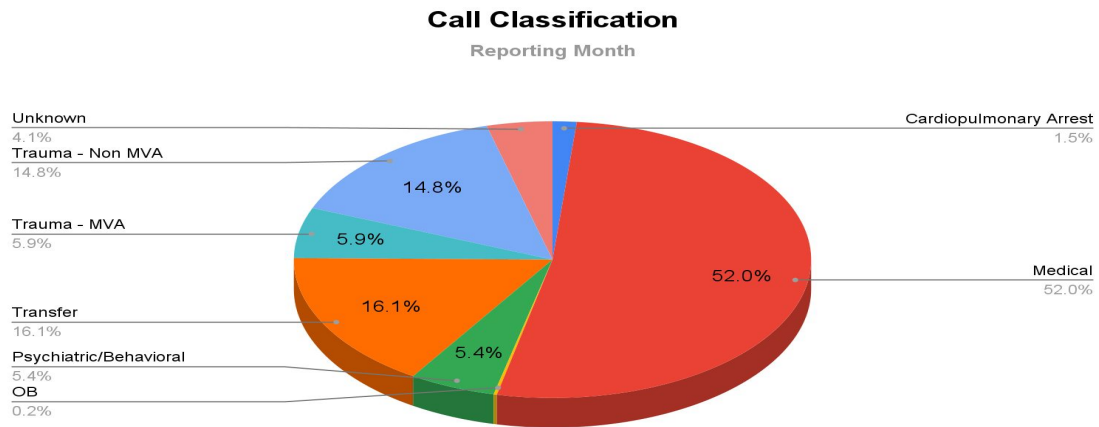


## Priority 1 Exemptions





# REMSA Operations Report



## 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

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	<b>Total Number of ALS Calls</b>	<b>Total Number ALS QA Reviewed</b>	<b>Percentage Reviewed</b>
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	2,424	320	13%
January 2025	2,442	282	11%
February 2025	1,791	233	8%
March 2025	2,458	279	11%
April 2025	2,456	295	12%
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	25	52	126	455	81	500	1	1	20	46
Jan 2025	42	150	132	458	117	655	2	19	29	91
Feb 2025	29	96	156	704	117	636	1	4	34	4
Mar 2025	33	114	131	522	122	697	1	6	23	61
Apr 2025	22	75	128	452	113	656	1	2	19	52
May 2025										
Jun 2025										
YTD	271	881	1242	4751	1103	6275	15	59	212	569

## 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	35	50	44	21	0
January 2025	52	74	66	31	3
February 2025	53	103	90	46	2
March 2025	50	72	65	31	2
April 2025	53	73	65	24	3
May 2025					
June 2025					
<b>YTD</b>	<b>552</b>	<b>826</b>	<b>704</b>	<b>364</b>	<b>27</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

April 01, 2025 to April 30, 2025  
Division: Ground

Your Score

**92.86**

Your Patients in this Report

**127**

Total Patients in this Report

**5811**

Total EMS Organizations

**248**

# Customer Survey Report

REMSA Ground  
April 01, 2025 to April 30, 2025



## Executive Summary

Your overall score for the period selected is **92.80**, a difference of **+0.03**, compared to your score from the previous year, **92.77**.

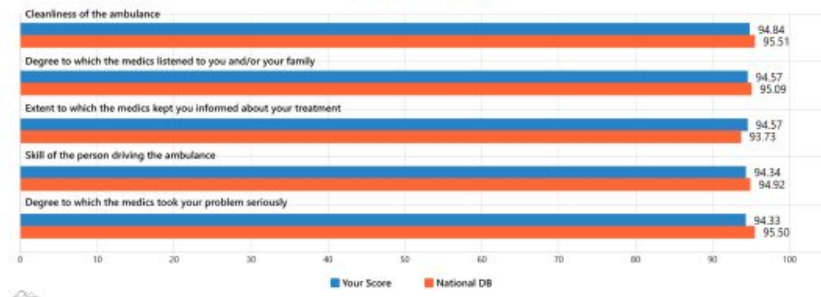
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **82%**.

In addition, your rolling 12- month score of **92.26** is a difference of **-0.81** from the national database score of **93.07**.

When compared to all organizations in the national database, your score of **92.26** is ranked **64th**.

## Highest and Lowest Scores

### 5 Highest Scores



## Public & Relations Report



**PUBLIC RELATIONS**  
**APRIL 2025**

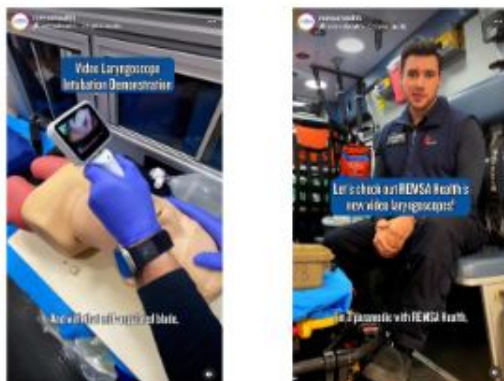
### Telecommunicators Week

We celebrated the first, first responders – our dispatchers – during National Public Safety Telecommunicators Week. A national reminder that dispatchers are the heart behind the headset and that at REMSA Health, care begins with the call.



### Clinical Excellence

What's on the truck? Video laryngoscopes! Paramedic Brandon B. demonstrates how this technology is used for patient care, as well as education and clinical review.



### Employee Highlights



We honored three healthcare providers at the state capital as part of the Nevada Ambulance Association's (NAA) Stars of Life event. Heather Bushey, flight nurse, Dale Miller, communications supervisor and Ryan Yarbrough, paramedic were selected by the organization as exceptional healthcare providers and contributors to the emergency medical services (EMS) profession. Bushey, Miller, and Yarbrough were honored at the Statehouse, with EMS colleagues from across Nevada.

### Public Safety

REMSA Health manikins reminded citizens about the dangers of distracted driving.



## 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
10/23/2024	Did everything right as far as I know they were really nice	The whole process was quick and easy	
1/14/2025	You were the best?	Treated my husband for a swallowing problem.	
2/10/2025		They moved my poodle from my car to a 93 year old friend's car. Provided a blanket and also moved dog brd	
2/4/2025	Take us to a better hospital	Caring and concern. The hospital er did not even want to hear from their excellent conclusions and results and observations.	"Called twice, both calls drop after a single ring.  The crew was and (no longer employed). Crew transported to Renown at the patient's request. The comment appears to be happy with crew and dissatisfied with Renown. I will provide additional information once I am able to get a hold of Mr Erwine."
2/3/2025	N/A	The entire staff kept me informed and calm during a frightening time! I'm so Grateful!	
2/4/2025	I am always major appreciative of you service and employees.	Took my little brother too emergency room at St Mary's Hospital.	
2/4/2025		They picked me up from emergency care up on pyramid and we're all very professional and I thought they did it. They took very good care of me. The questions I didn't answer didn't give a non-applicable and they didn't apply to my case so that's why I couldn't answer them.	
2/6/2025	Put better shocks on the vehicle.	They got me to the hospital and started lv	



## 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
2/7/2025	One of the EMTs talking about food after I had thrown up was not helpful. Not something I wanted to hear or discuss. That is why I rated it a three. The rest of the team was good.		I have spoken to the parties and they understand that situational awareness is key when it comes to the conversations being had in front of patients.
2/7/2025	Very satisfied!	I had great care by the ENT's from the time I left the Urgent Care to the hospital!	
2/8/2025	Continue to do as you are.	Everything that Remsa did was top notch	
1/27/2025	The second time I called for a ambulance, they kept sitting in front of my house instead of driving me to the hospital for approximately 20 min.	Everything was done well except for my last comment.	Called and left a message for . I reviewed the chart and the scene time was 20 minutes. The crew appeared to complete a full assessment, 12-Lead, oxygen, IV access for medications and fluids. Given the assessment, patient condition, and procedures, a 20 minute scene time appears appropriate. I will provide more follow up when I talk with .
1/18/2025		Taking my husband from Reno to UC Davis and the care he received during the drive.	
1/13/2025	Send actual paramedics to medical/traumatic injuries. We will take it up with the district board of health.	Nothing. An ILS unit was sent to a fall outside with an injury in cold weather. The crew tried to straighten out my externally rotated and shortened femur, failed to call for medics, be it from REMSA or Reno. They put me unmedicated on a mega mover and lifted me screaming without splinting onto the gurney. They then offered me IV Tylenol for my fractured femur.	Talked to the patients wife. We are going to schedule a meeting on wednesday 5/7 with Dr. Wilson. - Scott Norman
2/1/2025	The unit probably needs shocks. Very rough ride.	Worked well with Fire to get me into ambulance. Kept me informed	

## 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
1/24/2025	I really could not answer your questions bout the billing. etc because I haven't received a bill. In rehab facility but my neighbor picks up my bills		
1/27/2025	I really wish I could tell you that	I do not remember the ambulance ride or the initial visit to the hospital all I know I woke up with tube down my throat being tied to the bed	
2/27/2025			
2/28/2025		Your staff was excellent!!!	
2/26/2025	I know that you have to ask the supervisors to make decisions, but it would be very useful if they themselves gave you the freedom to make any decision.	The paramedics answered questions and were helpful and friendly.	"I spoke with                      today. She was unaware that an ILS crew had responded and had a limited scope to address her pain. I explained that the crew requested a supervisor with higher medical capabilities so she could receive other medications to better control her pain. She was happy with the clarification and better understood what had happened.                      said the crews were all very nice and took good care of her. She also had a billing question, she was provided with a phone number to have that question addressed."
2/22/2025		Very professional and competent	

## 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
2/27/2025		All staff was congenial, Concerned and ready to take care of the situation receiving care immediately and made sure I was aware of what they were doing and why. I received excellent care. all staff worked together to assure everything was taken care of.	
2/25/2025	Can't think of anything because they did an amazing job.	As always, they were great. Very professional and caring. Some of the questions didn't apply to my situation.	
2/20/2025	Honestly , nothing.	I was in septic shock and minutes from a very bad situation with a BP of 60/40, SAT of 80%, and HR of 125. I was very SOB, couldn't walk. They did everything well. Got O2 first and then a stair chair to get me downstairs . It felt like I was going to fall, but they promised I wouldn't. . In ambulance medic got IV into my only vein , more O2. Driver was anxious to get to hospital so guy in back was hustling in the fly. I do want them commended for saving my life and for not being upset about having to get me down the stairs. Tell them I spent 4'days in the ICU on 2 pressors, and several antibiotics and enough fluid to drown me. 75 pounds of water weight when admitted so acute kidney injury also. But they were amazing and took everything VERY seriously. I cannot thank the two of them enough. And I apologize for the neighbors trying to ask them a bunch of questions when they were so busy.	

## 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
2/25/2025			
2/24/2025		Every thing was the best thank you for service	
2/25/2025		Warm blankets and warm ambulance	
2/24/2025	N/a	They always provide excellent service.	
2/27/2025			
2/26/2025	The service I received was very good. I believe it could not have been any better.	Care and concern for my condition was taken seriously,	
2/24/2025	I cannot compliment the people enough. They knew exactly what to do in my situation. Again, thank you so very much.	The two people who helped me were very nice & a comfort to me as I was totally unable to walk & they knew exactly what to do. Thank you for great aid to me.	
2/22/2025			
2/20/2025	Explain what the condition may have been and what they are planning on doing. They were great working together and the driver was excellent in helping with a smooth ride to the hospital. The two paramedics were excellent and knowledgeable. Highly rated service that I hope I never need again. Thank you.	Timeliness, concern and expediency to get me to hospital, relief of pain	

## 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
2/20/2025	<p>In the past I was incorrectly billed.I had to follow up to let your office I have the REMSA membership. I mentioned to the ambulance driver I had my REMSA membership card so I wouldn't be incorrectly billed againHe said they don't do that. This was last year.I took REMSA twice this year .Once in Feb. and once in march.Billing is still pending for this year.I also mentioned my membership this year too. It would be helpful if there was way to get membership I.D. in the beginning of transport to avoid billing mixup.</p>	<p>Very caring and respectful.They treated me like I was their mom.</p>	<p>"I responded: Dear , Good Morning!</p> <p>We received your comment through the EMS survey when asked 'What could we be better next time?'. You referenced having to call to get Membership added to your account, so you were not billed. You mentioned having told the EMS Crew this information as well. Yes, they are correct in that the EMS crews do not handle membership. We don't do medical care, and they don't do billing!</p> <p>I apologize for the inconvenience you had, having to call to get this resolved. I see you spoke with Angie last week and your membership has been added to your patient account. Being as this is somewhat of a manual process, as our computer system between Membership and billing do not automatically communicate, we do have this occur from time to time. Again, I apologize for this shortcoming, but in the end, you still saved over \$325 per transport!</p> <p>I hope that you rest of your day goes well. You have my contact information now, should you need anything from the Business Office." - Dyana</p>
2/20/2025	Explain why the ride was rough and noisy.	Efficient	

## 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
2/22/2025	Medics worked well together. Explained what and why they were doing things. Great group and worked well together.	Paramedics worked together very well, explained too ok me	
2/27/2025		Timely, professional, knowledgeable	
2/21/2025	nothing	The lady that picked up my husband saved his life. When I asked her to take him to the VA Hospital in Reno, NV, she said, "I am very sorry but, I am required by law to take him to the closest hospital which is Renown Regional Medical Center." That was the right choice as they are the only Trauma center in Reno. She was extraordinary in making that choice.	
3/1/2025		They arrived quick aty residence to treat medical emergency	
2/25/2025		Everything : respect, comfort, delivery, transort	
2/25/2025	Nothing.	Responsiveness was timely and the care was exceptional! Thank you.	
2/22/2025	Keep up the good work!!	Everything. From the time they picked me up until I was at the ER.	
2/25/2025	They where cind toe	They did every thing right	
2/22/2025			
2/20/2025	Unsure	Timely Caring Professional	
2/26/2025	Nothing I can think of	The card team was highly professional, informative and kind	

## 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
3/1/2025	Medic unit was rough riding and didn't take well with the bumps m the road. The guys said it was the oldest unit in the fleet and was about worn out.	Professionalism of the medics. Great care and top quality from the guys.	
3/7/2025		Always prompt and help me with my needs	
3/6/2025	At this point in time, I was very satisfied with the service gotta do better. I don't know what could've been done.	As a former EMT, we extent of services rent rented by Reza was very well done. I had no problems with the medics that attended to me both times.	
3/14/2025	Nothing it was amazing	Great job	
3/2/2025	Na	Professional, kind	
3/5/2025		The crew was very helpful i was stressing out alot they help me clam down and showed love comfort and support one of best crews they care for everything i had to say	
3/9/2025	Not blow up my phone every four minutes telling me to do a survey that I don't wanna do	Everything was done great. I only put very poor because you kept messaging me four times about doing the survey and I don't wanna do it.	
3/5/2025	Not a thing!	Wonderful, informative, kept stress level down, friendly and respectful.	
3/7/2025		Everything. Interfaced well with law enforcement. Professional	
3/7/2025			
3/11/2025	nothing all was great	verry caring	
3/9/2025	The service was excellent.	They came very fast and brought me to the emergency	

## 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
3/4/2025		Immediately response how to get through bedroom & Porsche doors Kept asking questions etc	
3/6/2025	100	Me ate dieron muy bien	
3/11/2025	With what I could remember given my medical emergency, there were at least 5-6 staff who made minimal effort to address my condition, they were planning to leave had my roommate not pressed the issue. I was unable to walk down stairs, was completely disoriented and profusely sweating. Once into the ambulance, a female emt took my blood sugar and realized it was 52. Suddenly they took action and I do recall the female questioning the other staff as to what the proper protocol would be in this situation, as they ensured my vitals were fine so I was fine, prior to my roommate demanding they take me.	I thank god for the EMT who happened to take my blood sugar instead of just assuming I was intoxicated.	Attempted both numbers. Voicemail has not been set up. Will attempt callback tomorrow. 5/5 at 13:27. TK
3/6/2025	Nothing, everything was great!	My son was being transported and the team was very responsive to how he was feeling and the fact he was a little scared. The gentleman riding in the back asked him if he wanted a teddy bear and they turned the heater on for us.	
3/6/2025		They were awesome!!!	
3/7/2025		Absolutely everything was great	
3/11/2025		All was good	
3/6/2025		Interesting experience...they took great care of me.	



## 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
3/4/2025	Nothing	Very good care	
3/11/2025		They make my son feel very comfortable.	
3/3/2025	Better seating	As explained	
3/4/2025	Female remarked that she thought I was dead when she first saw me Not professional and a concern to me as the patient	Quick response Empathetic. Showed concern for my condition.Constantly monitoring me and adapting to my medical needs.	Left a message on the line to call me back. 5/5 at 13:24.
2/11/2025	Every case is different. They quickly evaluated and took me to the facility of choice.	Prompt arrival and evaluation. Describe arrival.	
2/18/2025		Care and concern	
2/17/2025	I don't know	How they cared for me	
2/14/2025	Very rough ride to the hospital		
2/17/2025	Not sure it was a ride from the hospital to the airport and flown to renown	Drive me to the airport	
2/13/2025	Awesome	Awesome crew everyone dispatchers to all thank you for having them as employees awesome	
2/18/2025	NA	Exelent service	

## 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
2/14/2025	Better communication between your ground crew, your flight crew, and the patient other than that it really wasn't OK experience	<p>The medics that came with the original ambulance were awesome! They were courteous and helpful and knowledgeable and friendly and made my mom and I feel confident we were in good hands. That particular ambulance overheated and so we had to turn around and come back to our house. The second ambulance took what seemed to be a very time to get there and there seem to be a lot of confusion on why we weren't getting a helicopter. Fortunately, my mom's condition wasn't critical, but had an event. This could've turned into a huge mess for you guys. I understand that Vehicles breakdown, but the backup plan didn't seem to be very solid.</p>	<p>"Survey response was provided by the patient's daughter . I spoke with about the call and she said that her interactions with crews were both great, praised them both. She was understanding that mechanical issues arise and didn't fault us for that. She was confused about why a helicopter was being discussed amongst the crews. Reading the charts, the crews were concerned about a potential stroke. The patient was in the back of Red Rock and they were debating about whether requesting Care Flight would be in the best interest of the patient and the most expedient mode of transport. They elected to transport via ambulance as the request for careflight, launch time, and transfer of care would have been similar or slower than driving. I explained the thought process of the crews to , she said that provided a lot of clarity and now understood why the discussion happened. was very pleasant on the phone and appreciated the call back. "</p> <p>1st crew on scene- Sam , Jordan , Lillie</p> <p>Transporting crew- Ian (no longer employed), Ismael . "I spoke with Sam and the confusion about the helicopter appears to have been a radio issue. Sam had requested careflight initially, but were declined due to weather. They were attempting to communicate with Ormsby and dispatch about the situation, but their</p>

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2/13/2025			
2/13/2025		Over and beyond, there was snow outside, and she even shoveled the walkway, everything that was done was explained and with care, thank you all for your service.	