

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Counts) - FY 2017 (10/1/2016 to 9/30/2017)

Category	Survey Question	Very Slow	Slow	Acceptable	Fast	Very Fast	Can't Answer	Blank
RESPONSE TIME	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?	27	40	347	814	1,349	91	0
Category	Survey Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Can't Answer	Blank
PROFESSIONALISM	Did Fire and EMS personnel look and act professional?	41	21	135	542	1,950	37	0
COMPETENCE	Did Fire and EMS personnel seem competent and knowledgeable performing their duties?	41	22	119	545	1,963	0	0
ATTITUDE	Did Fire and EMS personnel act courteous and respectful?	46	12	122	421	2,063	0	0
INTERACTION WITH PATIENT	Did Fire and EMS personnel keep you informed about what they were doing?	40	36	172	523	1,874	0	0
EMPATHY FOR PATIENT	Did Fire and EMS personnel show concern about your comfort during transport to the hospital?	48	33	174	473	1,892	0	0
EMPATHY FOR FAMILY	Did fire and EMS personnel show concern for your family members?	40	32	181	367	1,576	0	0
Category	Survey Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Can't Answer	Blank
OVERALL SATISFACTION	Overall, how satisfied were you with the services you received?	74	40	75	418	2,103	0	0
Category	Survey Question	Very Long	Long	Acceptable	Short	Very Short	Can't Answer	Blank
HOSPITAL TRANSFER TIME	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?	35	77	499	516	1,479	0	0

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Percentages) - FY 2017 (10/1/2016 to 9/30/2017)

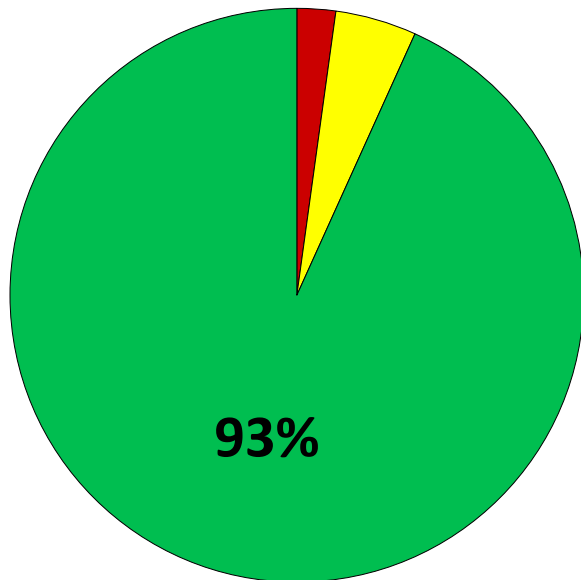
Category	Survey Question	Very Slow	Slow	Acceptable	Fast	Very Fast	Answered	Not Answered
RESPONSE TIME	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?	1%	2%	13%	32%	52%	2,577	91
Category	Survey Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Answered	Not Answered
PROFESSIONALISM	Did Fire and EMS personnel look and act professional?	2%	1%	5%	20%	73%	2,689	37
COMPETENCE	Did Fire and EMS personnel seem competent and knowledgeable performing their duties?	2%	1%	4%	20%	73%	2,690	0
ATTITUDE	Did Fire and EMS personnel act courteous and respectful?	2%	0%	5%	16%	77%	2,664	0
INTERACTION WITH PATIENT	Did Fire and EMS personnel keep you informed about what they were doing?	2%	1%	7%	20%	71%	2,645	0
EMPATHY FOR PATIENT	Did Fire and EMS personnel show concern about your comfort during transport to the hospital?	2%	1%	7%	18%	72%	2,620	0
EMPATHY FOR FAMILY	Did fire and EMS personnel show concern for your family members?	2%	1%	8%	17%	72%	2,196	0
Category	Survey Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Answered	Not Answered
OVERALL SATISFACTION	Overall, how satisfied were you with the services you received?	3%	1%	3%	15%	78%	2,710	0
Category	Survey Question	Very Long	Long	Acceptable	Short	Very Short	Answered	Not Answered
HOSPITAL TRANSFER TIME	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?	1%	3%	19%	20%	57%	2,606	0

District of Columbia Fire and Emergency Medical Services Department Patient Survey Results (Charts) - FY 2017 (10/1/2016 to 9/30/2017)

Attitude of Crew

Did Fire and EMS personnel act courteous and respectful?

■ Disagree ■ Neutral ■ Agree



Overall Satisfaction

Overall, how satisfied were you with the services you received?

■ Dissatisfied ■ Neutral ■ Satisfied

