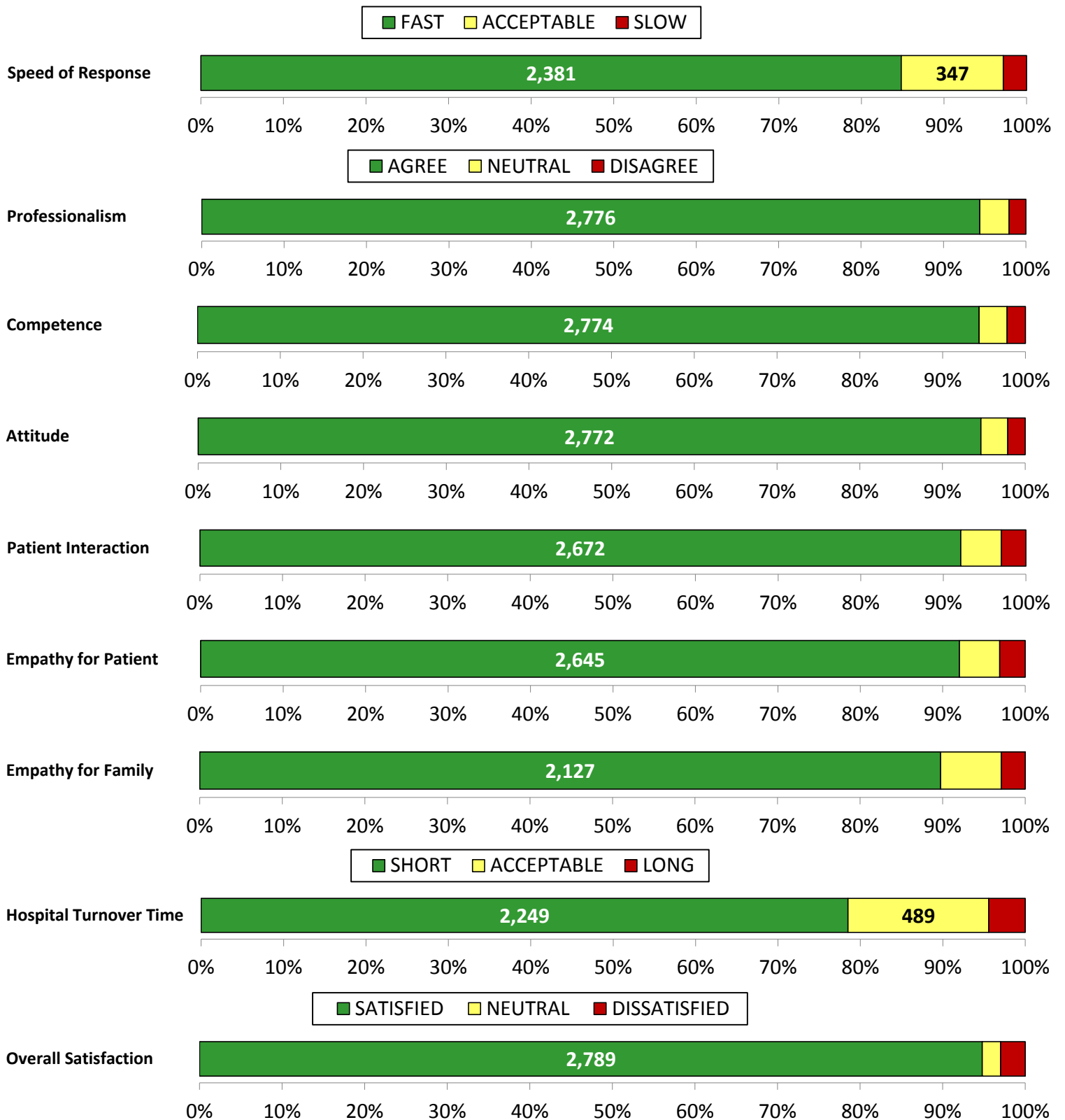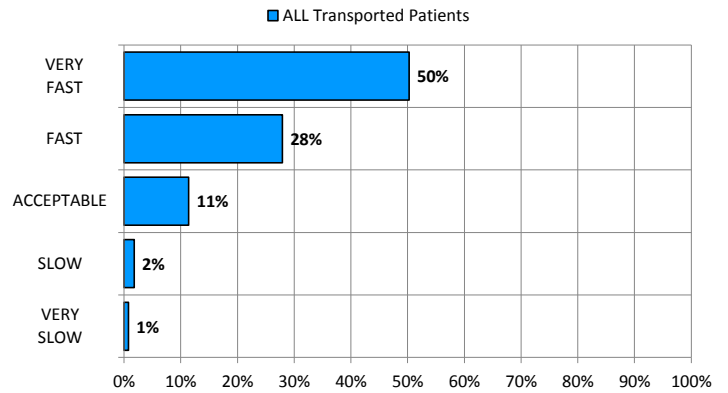# DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT
Patient Satisfaction Survey **(FY 2018 Overview Results)**
Number of Respondents = 3,047 (99% Confidence, 2.3% Error)

■ FAST ■ ACCEPTABLE ■ SLOW

Speed of Response

| 2,381 | 347 |

0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

■ AGREE ■ NEUTRAL ■ DISAGREE

Professionalism

| 2,776 |

0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

Competence

| 2,774 |

0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

Attitude

| 2,772 |

0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

Patient Interaction

| 2,672 |

0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

Empathy for Patient

| 2,645 |

0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

Empathy for Family

| 2,127 |

0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

■ SHORT ■ ACCEPTABLE ■ LONG

Hospital Turnover Time

| 2,249 | 489 |

0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

■ SATISFIED ■ NEUTRAL ■ DISSATISFIED

Overall Satisfaction

| 2,789 |

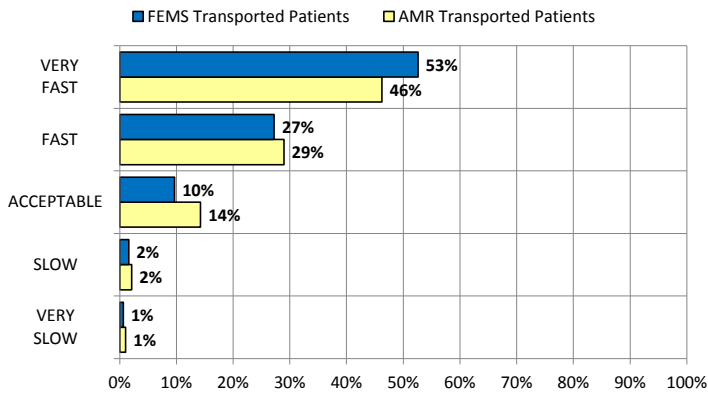0%　10%　20%　30%　40%　50%　60%　70%　80%　90%　100%

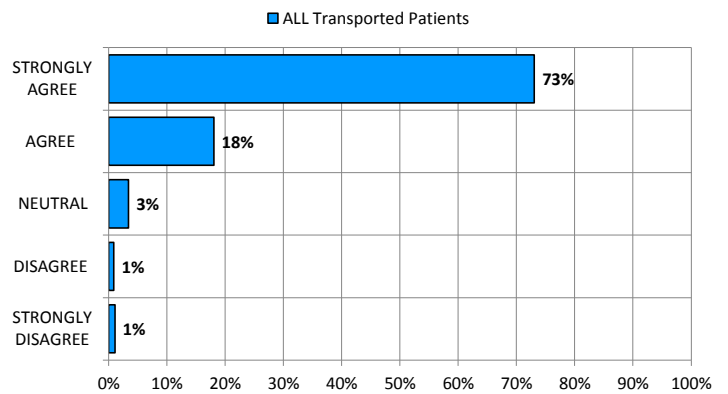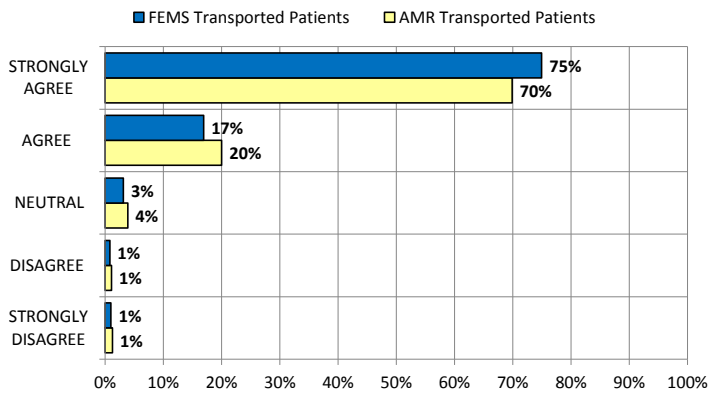# DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT
Patient Satisfaction Survey (FY 2018 Detailed Results)
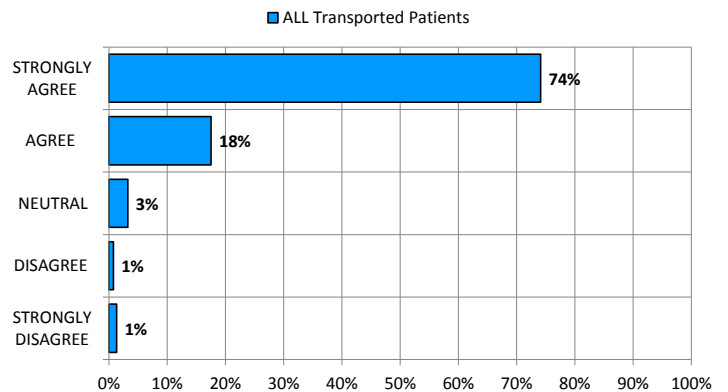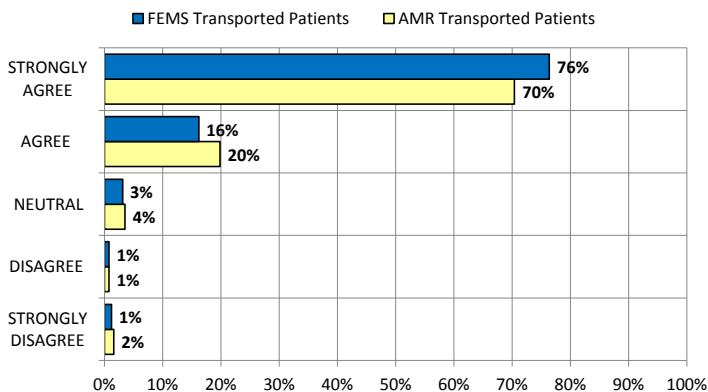### Number of Respondents = 3,047 (99% Confidence, 2.3% Error)

1. **(Speed of Response)** After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?

2. **(Professionalism)** Did Fire and EMS personnel look and act professional?

3. **(Competence)** Did Fire and EMS personnel seem competent and knowledgeable performing their duties?
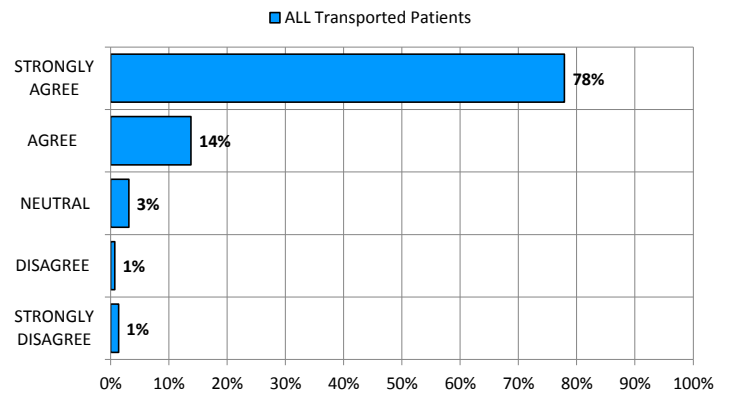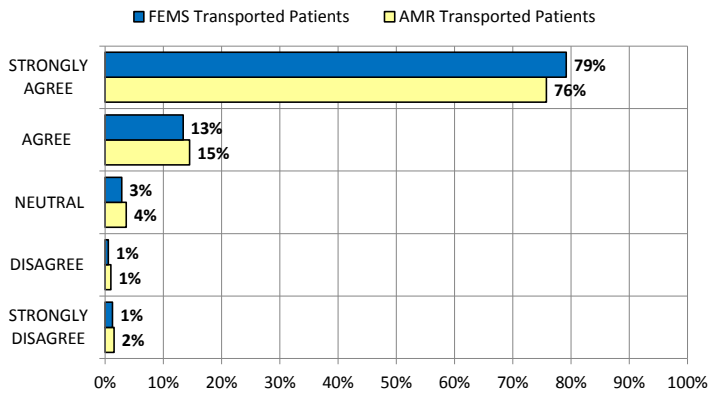
DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT
Patient Satisfaction Survey (FY 2018 Detailed Results)
Number of Respondents = 3,047 (99% Confidence, 2.3% Error)

4. **(Attitude)** Did Fire and EMS personnel act courteous and respectful?

FEMS Transported Patients / AMR Transported Patients

	FEMS	AMR
STRONGLY AGREE	79%	76%
AGREE	13%	15%
NEUTRAL	3%	4%
DISAGREE	1%	1%
STRONGLY DISAGREE	1%	2%

ALL Transported Patients

	ALL
STRONGLY AGREE	78%
AGREE	14%
NEUTRAL	3%
DISAGREE	1%
STRONGLY DISAGREE	1%

5. **(Patient Interaction)** Did Fire and EMS personnel keep you informed about what they were doing?

FEMS Transported Patients / AMR Transported Patients

	FEMS	AMR
STRONGLY AGREE	71%	67%
AGREE	18%	20%
NEUTRAL	5%	5%
DISAGREE	1%	2%
STRONGLY DISAGREE	1%	2%

ALL Transported Patients

	ALL
STRONGLY AGREE	70%
AGREE	19%
NEUTRAL	5%
DISAGREE	1%
STRONGLY DISAGREE	2%

6. **(Empathy for Patient)** Did Fire and EMS personnel show concern about your comfort during transport to the hospital?

FEMS Transported Patients / AMR Transported Patients

	FEMS	AMR
STRONGLY AGREE	73%	70%
AGREE	16%	17%
NEUTRAL	4%	5%
DISAGREE	1%	1%
STRONGLY DISAGREE	1%	2%

ALL Transported Patients

	ALL
STRONGLY AGREE	72%
AGREE	16%
NEUTRAL	5%
DISAGREE	1%
STRONGLY DISAGREE	2%
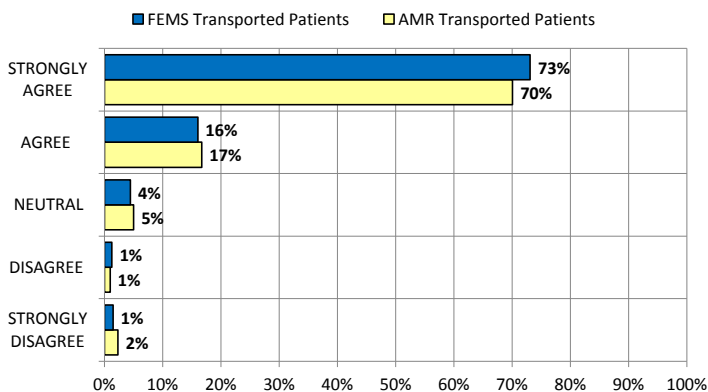
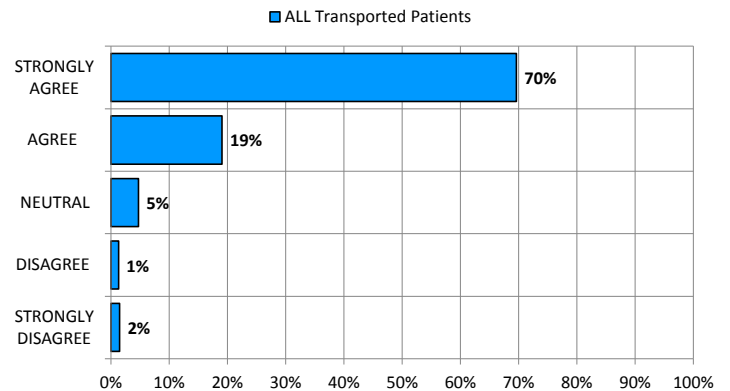# DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT
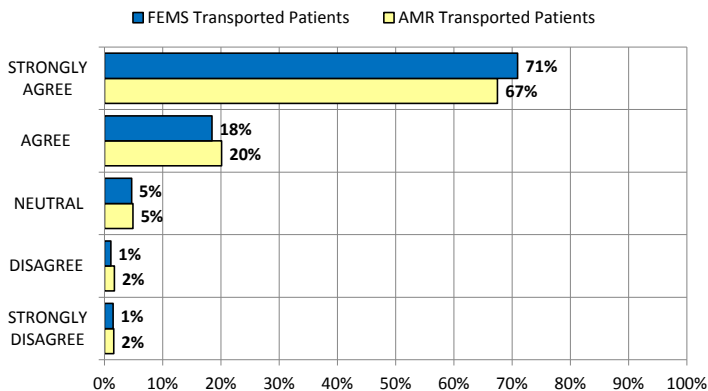## Patient Satisfaction Survey (FY 2018 Detailed Results)
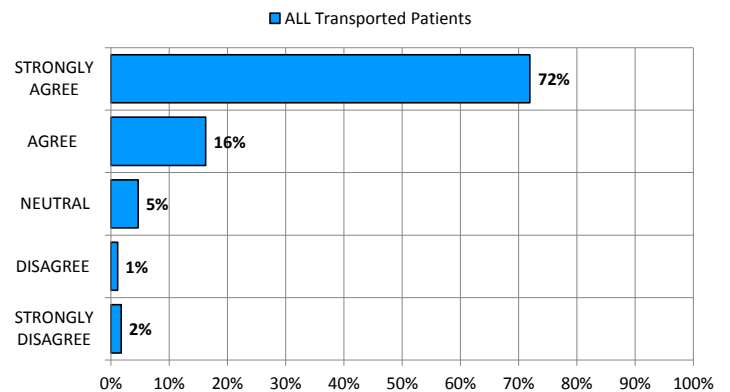### Number of Respondents = 3,047 (99% Confidence, 2.3% Error)

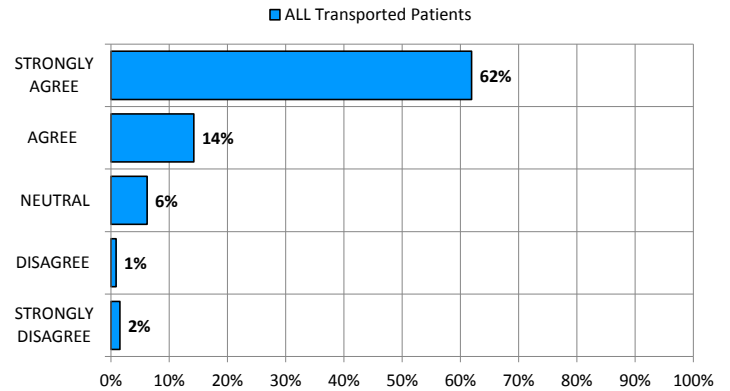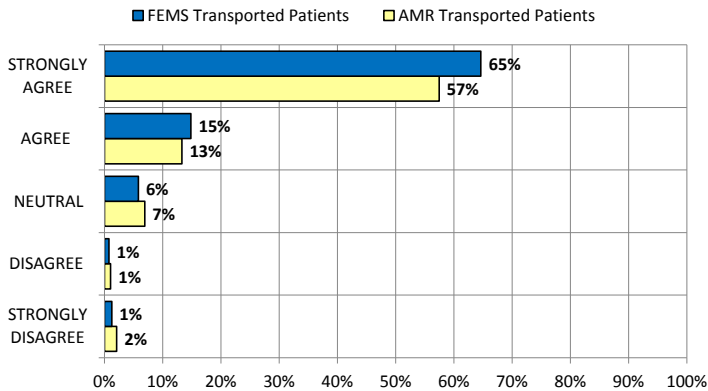7. **(Empathy for Family)** Did Fire and EMS personnel show concern for your family members?

FEMS Transported Patients / AMR Transported Patients

STRONGLY AGREE	65% / 57%
AGREE	15% / 13%
NEUTRAL	6% / 7%
DISAGREE	1% / 1%
STRONGLY DISAGREE	1% / 2%

ALL Transported Patients

STRONGLY AGREE	62%
AGREE	14%
NEUTRAL	6%
DISAGREE	1%
STRONGLY DISAGREE	2%

8. **(Hospital Turnover 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?

FEMS Transported Patients / AMR Transported Patients

VERY SHORT	58% / 51%
SHORT	19% / 20%
ACCEPTABLE	15% / 19%
LONG	2% / 3%
VERY LONG	1% / 2%

ALL Transported Patients

VERY SHORT	56%
SHORT	19%
ACCEPTABLE	16%
LONG	3%
VERY LONG	2%
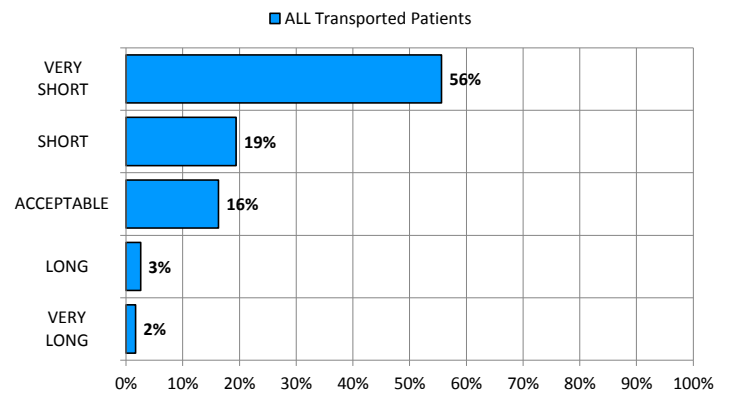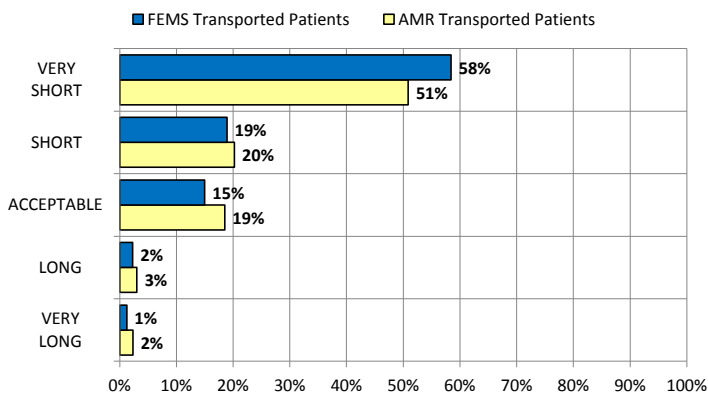
9. **(Overall Satisfaction)** Overall, how satisfied were you with the services you received?

FEMS Transported Patients / AMR Transported Patients

VERY SATISFIED	81% / 75%
SATISFIED	12% / 15%
NEUTRAL	2% / 2%
DISSATISFIED	1% / 2%
VERY DISSATISFIED	1% / 2%

ALL Transported Patients

VERY SATISFIED	79%
SATISFIED	13%
NEUTRAL	2%
DISSATISFIED	1%
VERY DISSATISFIED	2%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) *Speed of Response?*	1	VERY SLOW	24	1%
Category Scorecard		2	SLOW	55	2%
		3	ACCEPTABLE	347	11%
		4	FAST	850	28%
		5	VERY FAST	1,531	50%
		6	CAN'T ANSWER	118	4%
		7	BLANK	122	4%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) *Professional Crew?*	1	STRONGLY DISAGREE	33	1%
Category Scorecard		2	DISAGREE	27	1%
		3	NEUTRAL	104	3%
		4	AGREE	550	18%
		5	STRONGLY AGREE	2,226	73%
		6	CAN'T ANSWER	38	1%
		7	BLANK	69	2%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) *Competent Crew?*	1	STRONGLY DISAGREE	41	1%
Category Scorecard		2	DISAGREE	24	1%
		3	NEUTRAL	99	3%
		4	AGREE	531	18%
		5	STRONGLY AGREE	2,243	74%
		6	CAN'T ANSWER	19	1%
		7	BLANK	68	2%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) *Good Crew Attitude?*	1	STRONGLY DISAGREE	41	1%
Category Scorecard		2	DISAGREE	21	1%
		3	NEUTRAL	95	3%
		4	AGREE	417	14%
		5	STRONGLY AGREE	2,355	78%
		6	CAN'T ANSWER	23	1%
		7	BLANK	71	2%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) *Good Crew/Patient Interaction?*	1	STRONGLY DISAGREE	46	2%
Category Scorecard		2	DISAGREE	40	1%
		3	NEUTRAL	143	5%
		4	AGREE	575	19%
		5	STRONGLY AGREE	2,097	70%
		6	CAN'T ANSWER	32	1%
		7	BLANK	78	3%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) *Good Crew Empathy for Patient?*	1	STRONGLY DISAGREE	54	2%
Category Scorecard		2	DISAGREE	35	1%
		3	NEUTRAL	140	5%
		4	AGREE	488	16%
		5	STRONGLY AGREE	2,157	72%
		6	CAN'T ANSWER	47	2%
		7	BLANK	76	3%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) *Good Crew Empathy for Family?*	1	STRONGLY DISAGREE	44	2%
Category Scorecard		2	DISAGREE	25	1%
		3	NEUTRAL	174	6%
		4	AGREE	398	14%
		5	STRONGLY AGREE	1,729	62%
		6	CAN'T ANSWER	268	10%
		7	BLANK	152	5%
9	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? (PATIENT TURNOVER TIME) *Speed of Patient Turnover at Hospital?*	1	VERY LONG	50	2%
		2	LONG	77	3%
		3	ACCEPTABLE	489	16%
		4	SHORT	582	19%
Category Scorecard		5	VERY SHORT	1,667	56%
		6	CAN'T ANSWER	55	2%
		7	BLANK	78	3%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) *Overall Satisfaction with Service?*	1	VERY DISSATISFIED	49	2%
Category Scorecard		2	DISSATISFIED	39	1%
		3	NEUTRAL	65	2%
		4	SATISFIED	406	13%
		5	VERY SATISFIED	2,383	79%
		6	CAN'T ANSWER	8	0%
		7	BLANK	80	3%
11	Comments included?	1	YES	1,411	46%
		2	NO	1,636	54%
12	Name included?	1	YES	2,859	94%
		2	NO	188	6%
13	Telephone number included?	1	YES	2,413	79%
		2	NO	634	21%
14	E-mail included?	1	YES	1,148	38%
		2	NO	1,899	62%

DC Fire and EMS Department
Office of the Fire and EMS Chief

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Produced On: 2/26/2020

Patient Survey
FY 2018 Results

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1	VERY SLOW	12	1%
	of Fire and EMS emergency vehicles?	2	SLOW	31	2%
Category	**(OVERALL RESPONSE TIME)**	3	ACCEPTABLE	185	10%
Scorecard	*Speed of Response?*	4	FAST	521	27%
		5	VERY FAST	1,006	53%
		6	CAN'T ANSWER	88	5%
		7	BLANK	69	4%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	19	1%
Category	**(CREW PROFESSIONALISM)**	2	DISAGREE	15	1%
Scorecard	*Professional Crew?*	3	NEUTRAL	60	3%
		4	AGREE	323	17%
		5	STRONGLY AGREE	1,433	75%
		6	CAN'T ANSWER	27	1%
		7	BLANK	35	2%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	23	1%
	performing their duties?	2	DISAGREE	15	1%
Category	**(CREW COMPETENCE)**	3	NEUTRAL	59	3%
Scorecard	*Competent Crew?*	4	AGREE	307	16%
		5	STRONGLY AGREE	1,448	76%
		6	CAN'T ANSWER	10	1%
		7	BLANK	34	2%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	24	1%
Category	**(CREW ATTITUDE)**	2	DISAGREE	10	1%
Scorecard	*Good Crew Attitude?*	3	NEUTRAL	54	3%
		4	AGREE	253	13%
		5	STRONGLY AGREE	1,499	79%
		6	CAN'T ANSWER	17	1%
		7	BLANK	36	2%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	28	1%
	they were doing?	2	DISAGREE	21	1%
Category	**(CREW INTERACTION WITH PATIENT)**	3	NEUTRAL	88	5%
Scorecard	*Good Crew/Patient Interaction?*	4	AGREE	349	18%
		5	STRONGLY AGREE	1,339	71%
		6	CAN'T ANSWER	22	1%
		7	BLANK	41	2%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	28	1%
	during transport to the hospital?	2	DISAGREE	24	1%
Category	**(CREW EMPATHY FOR PATIENT)**	3	NEUTRAL	84	4%
Scorecard	*Good Crew Empathy for Patient?*	4	AGREE	301	16%
		5	STRONGLY AGREE	1,373	73%
		6	CAN'T ANSWER	28	1%
		7	BLANK	40	2%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	22	1%
	family members?	2	DISAGREE	14	1%
Category	**(CREW EMPATHY FOR FAMILY)**	3	NEUTRAL	102	6%
Scorecard	*Good Crew Empathy for Family?*	4	AGREE	260	15%
		5	STRONGLY AGREE	1,132	65%
		6	CAN'T ANSWER	135	8%
		7	BLANK	86	5%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	24	1%
	the length of time you spent waiting to be moved from the ambulance	2	LONG	43	2%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	282	15%
	department?	4	SHORT	356	19%
	(PATIENT TURNOVER TIME)	5	VERY SHORT	1,099	58%
Category	*Speed of Patient Turnover at Hospital?*	6	CAN'T ANSWER	33	2%
Scorecard		7	BLANK	44	2%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	26	1%
Category	**(OVERALL SATISFACTION)**	2	DISSATISFIED	22	1%
Scorecard	*Overall Satisfaction with Service?*	3	NEUTRAL	38	2%
		4	SATISFIED	237	12%
		5	VERY SATISFIED	1,535	81%
		6	CAN'T ANSWER	4	0%
		7	BLANK	38	2%
11	Comments included?	1	YES	900	47%
		2	NO	1,012	53%
12	Name included?	1	YES	1,769	93%
		2	NO	143	7%
13	Telephone number included?	1	YES	1,467	77%
		2	NO	445	23%
14	E-mail included?	1	YES	716	37%
		2	NO	1,196	63%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? **(OVERALL RESPONSE TIME)** *Speed of Response?*	1	VERY SLOW	12	1%
		2	SLOW	24	2%
		3	ACCEPTABLE	162	14%
		4	FAST	329	29%
		5	VERY FAST	525	46%
		6	CAN'T ANSWER	30	3%
		7	BLANK	53	5%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? **(CREW PROFESSIONALISM)** *Professional Crew?*	1	STRONGLY DISAGREE	14	1%
		2	DISAGREE	12	1%
		3	NEUTRAL	44	4%
		4	AGREE	227	20%
		5	STRONGLY AGREE	793	70%
		6	CAN'T ANSWER	11	1%
		7	BLANK	34	3%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? **(CREW COMPETENCE)** *Competent Crew?*	1	STRONGLY DISAGREE	18	2%
		2	DISAGREE	9	1%
		3	NEUTRAL	40	4%
		4	AGREE	224	20%
		5	STRONGLY AGREE	795	70%
		6	CAN'T ANSWER	9	1%
		7	BLANK	34	3%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? **(CREW ATTITUDE)** *Good Crew Attitude?*	1	STRONGLY DISAGREE	17	2%
		2	DISAGREE	11	1%
		3	NEUTRAL	41	4%
		4	AGREE	164	15%
		5	STRONGLY AGREE	856	76%
		6	CAN'T ANSWER	6	1%
		7	BLANK	35	3%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? **(CREW INTERACTION WITH PATIENT)** *Good Crew/Patient Interaction?*	1	STRONGLY DISAGREE	18	2%
		2	DISAGREE	19	2%
		3	NEUTRAL	55	5%
		4	AGREE	226	20%
		5	STRONGLY AGREE	758	67%
		6	CAN'T ANSWER	10	1%
		7	BLANK	37	3%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? **(CREW EMPATHY FOR PATIENT)** *Good Crew Empathy for Patient?*	1	STRONGLY DISAGREE	26	2%
		2	DISAGREE	11	1%
		3	NEUTRAL	56	5%
		4	AGREE	187	17%
		5	STRONGLY AGREE	784	70%
		6	CAN'T ANSWER	19	2%
		7	BLANK	36	3%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? **(CREW EMPATHY FOR FAMILY)** *Good Crew Empathy for Family?*	1	STRONGLY DISAGREE	22	2%
		2	DISAGREE	11	1%
		3	NEUTRAL	72	7%
		4	AGREE	138	13%
		5	STRONGLY AGREE	597	57%
		6	CAN'T ANSWER	133	13%
		7	BLANK	66	6%
9 Category Scorecard	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? **(PATIENT TURNOVER TIME)** *Speed of Patient Turnover at Hospital?*	1	VERY LONG	26	2%
		2	LONG	34	3%
		3	ACCEPTABLE	207	19%
		4	SHORT	226	20%
		5	VERY SHORT	568	51%
		6	CAN'T ANSWER	22	2%
		7	BLANK	34	3%
10 Category Scorecard	Overall, how satisfied were you with the services you received? **(OVERALL SATISFACTION)** *Overall Satisfaction with Service?*	1	VERY DISSATISFIED	23	2%
		2	DISSATISFIED	17	2%
		3	NEUTRAL	27	2%
		4	SATISFIED	169	15%
		5	VERY SATISFIED	848	75%
		6	CAN'T ANSWER	4	0%
		7	BLANK	42	4%
11	Comments included?	1	YES	511	45%
		2	NO	624	55%
12	Name included?	1	YES	1,090	96%
		2	NO	45	4%
13	Telephone number included?	1	YES	946	83%
		2	NO	189	17%
14	E-mail included?	1	YES	432	38%
		2	NO	703	62%

DC Fire and EMS Department
Office of the Fire and EMS Chief

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Produced On: 2/26/2020

Patient Survey
FY 2018 Results

DC Fire and EMS Department
Patient Survey Results for **ALL TRANSPORTED PATIENTS** (Simplified Data Measures and Entries with Exclusions)

FY 2018 (FINAL)
(10/01/2017 to 09/30/2018)

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?	1,2	SLOW	79	3%
		3	ACCEPTABLE	347	12%
Category	(OVERALL RESPONSE TIME)	4,5	FAST	2,381	85%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	240	8%
Scorecard	*Speed of Response?*				
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	60	2%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	104	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	2,776	94%
Scorecard	*Professional Crew?*	6,7	EXCLUDED	107	4%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties?	1,2	DISAGREE	65	2%
		3	NEUTRAL	99	3%
Category	(CREW COMPETENCE)	4,5	AGREE	2,774	94%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	87	3%
Scorecard	*Competent Crew?*				
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	62	2%
Category	(CREW ATTITUDE)	3	NEUTRAL	95	3%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	2,772	95%
Scorecard	*Good Crew Attitude?*	6,7	EXCLUDED	94	3%
6	Did Fire and EMS personnel keep you informed about what they were doing?	1,2	DISAGREE	86	3%
		3	NEUTRAL	143	5%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	2,672	92%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	110	4%
Scorecard	*Good Crew/Patient Interaction?*				
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital?	1,2	DISAGREE	89	3%
		3	NEUTRAL	140	5%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	2,645	92%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	123	4%
Scorecard	*Good Crew Empathy for Patient?*				
8	Did fire and EMS personnel show concern for your family members?	1,2	DISAGREE	69	3%
		3	NEUTRAL	174	7%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	2,127	90%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	420	15%
Scorecard	*Good Crew Empathy for Family?*				
9	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?	1,2	LONG	127	4%
		3	ACCEPTABLE	489	17%
		4,5	SHORT	2,249	78%
		6,7	EXCLUDED	133	4%
Category	(PATIENT TURNOVER TIME)				
	3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	*Speed of Patient Turnover at Hospital?*				
10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	88	3%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	65	2%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	SATISFIED	2,789	95%
Scorecard	*Overall Satisfaction with Service?*	6,7	EXCLUDED	88	3%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	153	5%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	2,789	95%
	2 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	88	3%
Scorecard	*Overall Satisfaction with Service?*				

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Patient Survey
FY 2018 Results

DC Fire and EMS Department
Patient Survey Results **for FEMS TRANSPORTED PATIENTS** (Simplified Data Measures and Entries with Exclusions)

FY 2018 (FINAL)
(10/01/2017 to 09/30/2018)

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1,2	SLOW	43	2%
	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	185	11%
Category	**(OVERALL RESPONSE TIME)**	4,5	FAST	1,527	87%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	157	8%
Scorecard	*Speed of Response?*				
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	34	2%
Category	**(CREW PROFESSIONALISM)**	3	NEUTRAL	60	3%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	1,756	95%
Scorecard	*Professional Crew?*	6,7	EXCLUDED	62	3%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	38	2%
	performing their duties?	3	NEUTRAL	59	3%
Category	**(CREW COMPETENCE)**	4,5	AGREE	1,755	95%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	44	2%
Scorecard	*Competent Crew?*				
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	34	2%
Category	**(CREW ATTITUDE)**	3	NEUTRAL	54	3%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	1,752	95%
Scorecard	*Good Crew Attitude?*	6,7	EXCLUDED	53	3%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	49	3%
	they were doing?	3	NEUTRAL	88	5%
Category	**(CREW INTERACTION WITH PATIENT)**	4,5	AGREE	1,688	92%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	63	3%
Scorecard	*Good Crew/Patient Interaction?*				
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	52	3%
	during transport to the hospital?	3	NEUTRAL	84	5%
Category	**(CREW EMPATHY FOR PATIENT)**	4,5	AGREE	1,674	92%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	68	4%
Scorecard	*Good Crew Empathy for Patient?*				
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	36	2%
	family members?	3	NEUTRAL	102	7%
Category	**(CREW EMPATHY FOR FAMILY)**	4,5	AGREE	1,392	91%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	221	13%
Scorecard	*Good Crew Empathy for Family?*				
9	After being brought inside the hospital, how would you describe	1,2	LONG	67	4%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	282	16%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	1,455	81%
	department?	6,7	EXCLUDED	77	4%
Category	**(PATIENT TURNOVER TIME)**				
	3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	*Speed of Patient Turnover at Hospital?*				
10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	48	3%
Category	**(OVERALL SATISFACTION)**	3	NEUTRAL	38	2%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	SATISFIED	1,772	95%
Scorecard	*Overall Satisfaction with Service?*	6,7	EXCLUDED	42	2%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	86	5%
Category	**(OVERALL SATISFACTION)**	4,5	SATISFIED	1,772	95%
	2 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	42	2%
Scorecard	*Overall Satisfaction with Service?*				

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Patient Survey
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DC Fire and EMS Department
Patient Survey Results **for AMR TRANSPORTED PATIENTS** (Simplified Data Measures and Entries with Exclusions)

FY 2018 (FINAL)
(10/01/2017 to 09/30/2018)

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1,2	SLOW	36	3%
	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	162	15%
Category	(OVERALL RESPONSE TIME)	4,5	FAST	854	81%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	83	7%
Scorecard	*Speed of Response?*				
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	26	2%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	44	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	1,020	94%
Scorecard	*Professional Crew?*	6,7	EXCLUDED	45	4%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	27	2%
	performing their duties?	3	NEUTRAL	40	4%
Category	(CREW COMPETENCE)	4,5	AGREE	1,019	94%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	43	4%
Scorecard	*Competent Crew?*				
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	28	3%
Category	(CREW ATTITUDE)	3	NEUTRAL	41	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	1,020	94%
Scorecard	*Good Crew Attitude?*	6,7	EXCLUDED	41	4%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	37	3%
	they were doing?	3	NEUTRAL	55	5%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	984	91%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	47	4%
Scorecard	*Good Crew/Patient Interaction?*				
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	37	3%
	during transport to the hospital?	3	NEUTRAL	56	5%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	971	91%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	55	5%
Scorecard	*Good Crew Empathy for Patient?*				
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	33	4%
	family members?	3	NEUTRAL	72	9%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	735	88%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	199	19%
Scorecard	*Good Crew Empathy for Family?*				
9	After being brought inside the hospital, how would you describe	1,2	LONG	60	6%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	207	20%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	794	75%
	department?	6,7	EXCLUDED	56	5%
Category	(PATIENT TURNOVER TIME)				
	3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	*Speed of Patient Turnover at Hospital?*				
10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	40	4%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	27	2%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	SATISFIED	1,017	94%
Scorecard	*Overall Satisfaction with Service?*	6,7	EXCLUDED	46	4%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	67	6%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	1,017	94%
	2 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	46	4%
Scorecard	*Overall Satisfaction with Service?*				

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