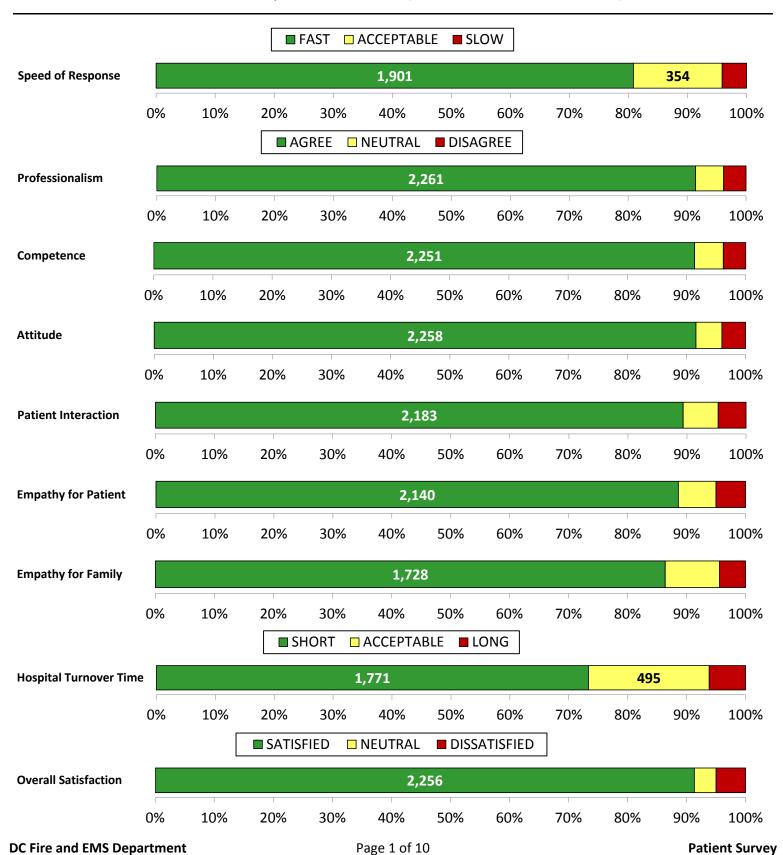
Patient Satisfaction Survey (FY 2019 Overview Results)

Number of Respondents = 2,589 (99% Confidence, 2.5% Error)



Produced On: 2/26/2020

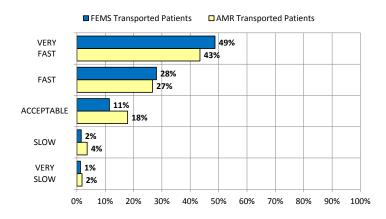
FY 2019 Results

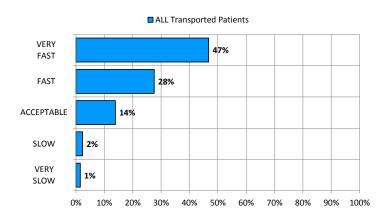
Office of the Fire and EMS Chief

Patient Satisfaction Survey (FY 2019 Detailed Results)

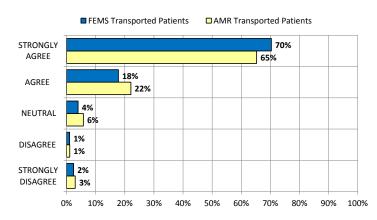
Number of Respondents = 2,589 (99% Confidence, 2.5% Error)

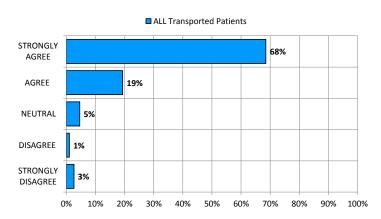
1. **(Speed of Response)** After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



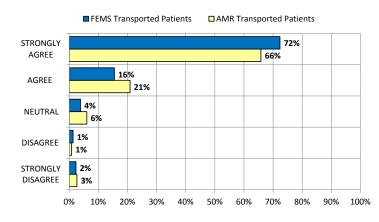


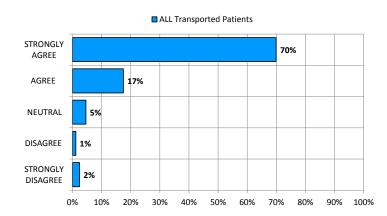
2. (Professionalism) Did Fire and EMS personnel look and act professional?





3. (Competence) Did Fire and EMS personnel seem competent and knowledgeable performing their duties?

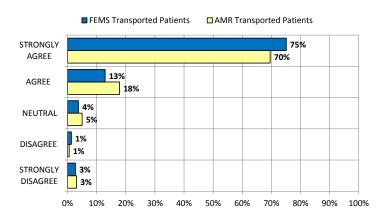


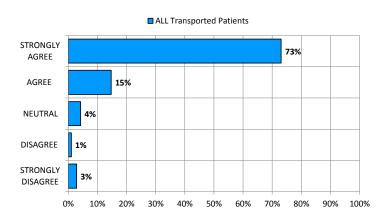


Patient Satisfaction Survey (FY 2019 Detailed Results)

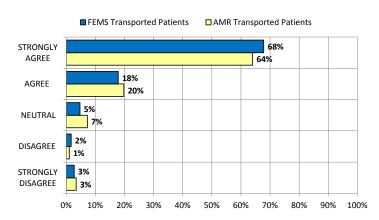
Number of Respondents = 2,589 (99% Confidence, 2.5% Error)

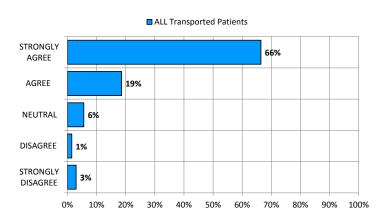
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



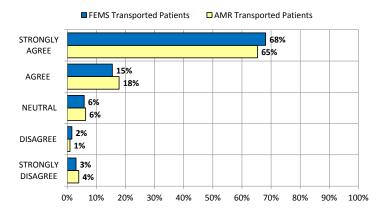


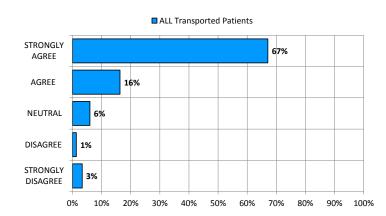
5. **(Patient Interaction)** Did Fire and EMS personnel keep you informed about what they were doing?





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

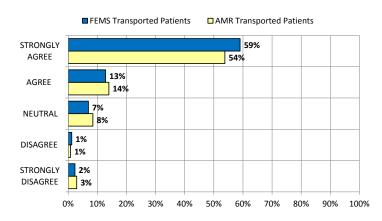


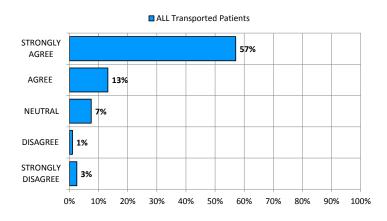


Patient Satisfaction Survey (FY 2019 Detailed Results)

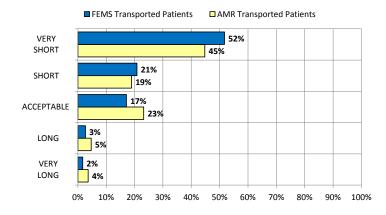
Number of Respondents = 2,589 (99% Confidence, 2.5% Error)

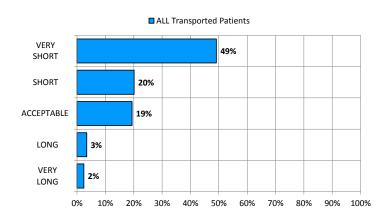
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



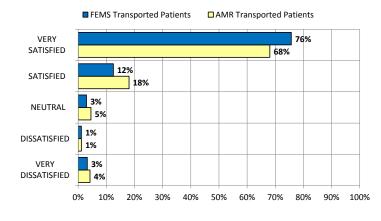


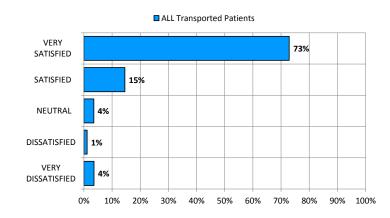
8. **(Hospital Turnover Time)** After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?





9. (Overall Satisfaction) Overall, how satisfied were you with the services you received?





2 After the 911 call was placed, how would you rate the response time 1 ViPSY SLOW 59 50 50 50 50 50 50 50	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
Category Sorrecard Speed of Response? 3 ACCEPTABLE 33-4 35-4 35-4 35-5 35						1%
Sortecard Speed of Response? 4		- •				2% 14%
S						28%
3	300100010	pecu of nesponse.				47%
3 Did Fire and EMS personnel look and act professional? 1 STRONGE SIGNAGEE 67			6	CAN'T ANSWER	80	3%
Category CREW PROFESSIONALISM 2 DISAGRE 27						5%
Scorecard Professional Crew? 3 NEUTRAL 118 15 15 15 15 15 16 16 16		·				3%
4 AGREE 498		•				1% 5%
S	Scorecard	rojessional crew:				19%
A			5	STRONGLY AGREE		68%
A						1%
Category						2%
CREW COMPETENCE 3 NEUTINAL 120						2% 1%
Scorecard Competent Crew? 4		•				5%
S						17%
Socretary Did Fire and EMS personnel act courteous and respectful? 1 STRONGLY DISAGREE 73		•	5	STRONGLY AGREE		70%
Socretard Category CREW INTERACTION WITH PATIENT 2 DISAGREE 26 26 27 26 27 27 27 27						2%
Category Core Cor						3%
Scorecard Good Crew Attitude? 3 NEUTRAL 108 4 AGREE 378 5 STRONGLY MAGREE 1,880 6 CANT ANSWER 42 6 CANT ANSWER 42 1 STRONGLY DISAGREE 77 SLANK 66 CANT ANSWER 42 CANT ANSWER 43 CANT ANSWER 45 CANT ANSWER 44 CANT ANSWER 45 CANT ANSWER 46 CANT ANSWER 47 CANT ANSWER						3% 1%
A						4%
STRONGLY AGREE 1,880 6 CAN'T ANSWER 42 2 1 STRONGLY BOARDER 42 2 1 STRONGLY BOARDER 42 2 1 STRONGLY BOARDER 42 2 DISAGREE 77 STANDER 42 2 DISAGREE 77 STANDER 42 2 DISAGREE 38 38 STRONGLY BOARDER 44 AGREE 477 STRONGLY BOARDER 4 AGREE 477 STRONGLY BOARDER 4 AGREE 477 STRONGLY BOARDER 5 STRONGLY BOARDER 5 STRONGLY BOARDER 6 CAN'T ANSWER 60 CAN'T ANSWER 70 CAN'T AN	Scorccard	ood or Atmade.				15%
The property of the property			5			73%
Did Fire and EMS personnel keep you informed about what they were doing? 2						2%
they were doing? Category CREW INTERACTION WITH PATIENT 3 NEUTRAL 145						3%
Category CREW INTERACTION WITH PATIENT 3 NEUTRAL 145						3% 1%
Scorecard Good Crew/Patient Interaction? 4		, ,				6%
STRONGLY AGREE 1,706		•				19%
7		•	5		1,706	66%
Total Process of Category Scorecard Did Fire and EMS personnel show concern about your comfort 1 STRONGLY DISAGREE 35 35 35 35 35 36 36 37 36 37 37 38 38 37 38 38 38						2%
Category Scorecard German						3%
Category Scorecard Good Crew Empathy for Patient? 3 NEUTRAL 154		·				3% 1%
Scorecard Good Crew Empathy for Patient? 4						6%
Bunk Fig. Bunk		•				16%
B			5	STRONGLY AGREE	1,721	67%
B						3%
Family members? 2 DISAGREE 26		2110				3%
Category Scorecard CREW EMPATHY FOR FAMILY 3 NEUTRAL 184						3% 1%
Scorecard Good Crew Empathy for Family?		•				7%
After being brought inside the hospital, how would you describe 1 VERY LONG 62	٠, ٠	•				13%
7			5	STRONGLY AGREE	1,403	57%
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?						13%
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? Category Scorecard (PATIENT TURNOVER TIME) Speed of Patient Turnover at Hospital? 10 Category Scorecard Overall, how satisfied were you with the services you received? Category Scorecard Overall Satisfaction with Service? 11 Comments included? 12 LONG 87 495 495 495 495 495 495 495 66 CAN'T ANSWER 70 7 BLANK 70 7 BLANK 70 22 DISSATISFIED 30 30 SATISFIED 30 SATISFIED 375 5 VERY SATISFIED 375 7 VERY SA	0	After the transfer of the the transfer the control to the control				6%
Stretcher to the treatment area or waiting room of the emergency department? 3		· · · · · · · · · · · · · · · · · ·				2% 3%
Category Scorecard Speed of Patient Turnover at Hospital? 5 VERY SHORT 1,256		- , ,				19%
Scorecard Speed of Patient Turnover at Hospital? 6						20%
10 Overall, how satisfied were you with the services you received? 1 VERY DISSATISFIED 93						49%
1	Scorecard S	Speed of Patient Turnover at Hospital?				3%
Category Scorecard OVERALL SATISFACTION 2 DISSATISFIED 30	10	Overall how entirfied were you with the semiless and the 12				3%
Scorecard Overall Satisfaction with Service? 3 NEUTRAL 91						4% 1%
4 SATISFIED 375	٠, ٠	•				4%
S VERY SATISFIED 1,881						15%
7 BLANK 87 11 Comments included? 1 YES 1,161 2 NO 1,428						73%
11 Comments included? 1 YES 1,161 2 NO 1,428						1%
2 NO 1,428	11	Conservato in distributa				3%
	11	Comments included?				45% 55%
	12 N	Name included?			·	97%
2 NO 72						3%
13 Telephone number included? 1 YES 1,951	13 T	Telephone number included?	1	YES	1,951	75%
2 NO 638						25%
14 E-mail included? 1 YES 816 2 NO 1,773	14 E	E-mail included?				32% 68%

Data	Description of Patient Survey Questions and Observations	Data Sub Category	Data Sub Category	Count of Patient	% Count of Patient
Measure #		Measure #	Measure Description	Survey Record Entries	Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1	VERY SLOW	21	1%
Catagony	of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME)	2 3	SLOW ACCEPTABLE	25 186	2% 11%
Category Scorecard	Speed of Response?	4	FAST	455	28%
Scorecura	specu of nesponse.	5	VERY FAST	789	49%
		6	CAN'T ANSWER	59	4%
		7	BLANK	85	5%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	39	2%
Category	(CREW PROFESSIONALISM)	2	DISAGREE	17	1%
Scorecard	Professional Crew?	3	NEUTRAL	64	4%
		<u>4</u> 5	AGREE STRONGLY AGREE	290 1,148	18% 70%
		6	CAN'T ANSWER	27	2%
		7	BLANK	47	3%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	38	2%
	performing their duties?	2	DISAGREE	22	1%
Category	(CREW COMPETENCE)	3	NEUTRAL	63	4%
Scorecard	Competent Crew?	4	AGREE	253	16%
		5	STRONGLY AGREE	1,180	72%
		<u>6</u> 7	CAN'T ANSWER BLANK	28 47	2% 3%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	44	3%
Category	(CREW ATTITUDE)	2	DISAGREE	21	1%
Scorecard	Good Crew Attitude?	3	NEUTRAL	61	4%
ĺ		4	AGREE	210	13%
		5	STRONGLY AGREE	1,224	75%
		6	CAN'T ANSWER	27	2%
		7	BLANK	43	3%
6	Did Fire and EMS personnel keep you informed about what	1 2	STRONGLY DISAGREE DISAGREE	45 28	3% 2%
Category	they were doing? (CREW INTERACTION WITH PATIENT)	3	NEUTRAL	77	5%
Scorecard	Good Crew/Patient Interaction?	4	AGREE	291	18%
	,	5	STRONGLY AGREE	1,105	68%
		6	CAN'T ANSWER	40	2%
		7	BLANK	43	3%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	49	3%
Catalana	during transport to the hospital?	2	DISAGREE	26	2%
Category Scorecard	(CREW EMPATHY FOR PATIENT) Good Crew Empathy for Patient?	3 4	NEUTRAL AGREE	95 252	6% 15%
Scorecard	Cood Crew Empathy for Futient:	5	STRONGLY AGREE	1,109	68%
		6	CAN'T ANSWER	49	3%
		7	BLANK	48	3%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	36	2%
	family members?	2	DISAGREE	19	1%
Category	(CREW EMPATHY FOR FAMILY)	3	NEUTRAL	108	7%
Scorecard	Good Crew Empathy for Family?	<u>4</u> 5	AGREE STRONGLY AGREE	200 921	13% 59%
		6	CAN'T ANSWER	185	12%
		7	BLANK	92	6%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	28	2%
	the length of time you spent waiting to be moved from the ambulance	2	LONG	43	3%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	278	17%
6-4	department?	4	SHORT	338	21%
Category Scorecard	(PATIENT TURNOVER TIME) Speed of Patient Turnover at Hospital?	5 6	VERY SHORT CAN'T ANSWER	838 53	52% 3%
Scorecaru	Speed of Fatient Fulliovel at mospitals	7	BLANK	43	3%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	53	3%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	19	1%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	48	3%
		4	SATISFIED	204	12%
		5	VERY SATISFIED	1,237	76%
		<u>6</u> 7	CAN'T ANSWER BLANK	15 58	1% 4%
11	Comments included?	1	YES	745	45%
11	comments included:	2	NO NO	895	55%
12	Name included?	1	YES	1,572	96%
		2	NO	68	4%
13	Telephone number included?	1	YES	1,200	73%
		2	NO	440	27%
14	E-mail included?	1	YES	531	32%
<u> </u>		2	NO	1,109	68%

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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	17	2%
	of Fire and EMS emergency vehicles?	2	SLOW	34	4%
Category	(OVERALL RESPONSE TIME)	3	ACCEPTABLE	168	18%
Scorecard	Speed of Response?	4	FAST	250	27%
		5	VERY FAST	407	43%
		<u>6</u> 7	CAN'T ANSWER	21	2%
3	Did Fire and FMC negrouped look and act professional?		BLANK	40 28	4% 3%
Category	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM)	2	STRONGLY DISAGREE DISAGREE	10	1%
Scorecard	Professional Crew?	3	NEUTRAL	54	6%
Scorccard	i rojessionar erew.	4	AGREE	208	22%
		5	STRONGLY AGREE	615	65%
		6	CAN'T ANSWER	10	1%
		7	BLANK	17	2%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	25	3%
	performing their duties?	2	DISAGREE	8	1%
Category	(CREW COMPETENCE)	3	NEUTRAL	57	6%
Scorecard	Competent Crew?	4	AGREE	197	21%
		5	STRONGLY AGREE	621	66%
		<u>6</u> 7	CAN'T ANSWER	11 24	1%
			BLANK		3%
5 Category	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE)	1 2	STRONGLY DISAGREE DISAGREE	29 5	3% 1%
Scorecard	Good Crew Attitude?	3	NEUTRAL	47	5%
Scorecard	dood crew Attitude:	4	AGREE	168	18%
		5	STRONGLY AGREE	656	70%
		6	CAN'T ANSWER	15	2%
		7	BLANK	23	2%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	32	3%
	they were doing?	2	DISAGREE	10	1%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	68	7%
Scorecard	Good Crew/Patient Interaction?	4	AGREE	186	20%
		5	STRONGLY AGREE	601	64%
		6	CAN'T ANSWER	20	2%
		7	BLANK	22	2%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	37	4%
Catagoni	during transport to the hospital?	2	DISAGREE	9 59	1% 6%
Category Scorecard	(CREW EMPATHY FOR PATIENT) Good Crew Empathy for Patient?	4	NEUTRAL AGREE	167	18%
Scorecard		5	STRONGLY AGREE	612	65%
		6	CAN'T ANSWER	28	3%
		7	BLANK	25	3%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	26	3%
	family members?	2	DISAGREE	7	1%
Category	(CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?	3	NEUTRAL	76	8%
Scorecard		4	AGREE	125	14%
		5	STRONGLY AGREE	482	54%
		6	CAN'T ANSWER	127	14%
		7	BLANK	53	6%
9	After being brought inside the hospital, how would you describe	2	VERY LONG LONG	34 44	4% 5%
	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?	3	ACCEPTABLE	217	23%
		4	SHORT	177	19%
Category	(PATIENT TURNOVER TIME)	5	VERY SHORT	418	45%
Scorecard	Speed of Patient Turnover at Hospital?	6	CAN'T ANSWER	17	2%
		7	BLANK	27	3%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	40	4%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	11	1%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	43	5%
		4	SATISFIED	171	18%
		5	VERY SATISFIED	644	68%
		6	CAN'T ANSWER	8	1%
	Commonts included?	7	BLANK	29	3%
11	Comments included?	1	YES	416	44%
40	Name included?	2	NO VEC	533	56%
12	Name included?	1 2	YES	945	100% 0%
13	Tolophono number included?		NO VES	4 751	79%
13	Telephone number included?	1 2	YES NO	751 198	21%
14	E-mail included?	1	YES	285	30%
				403	JU/0

Patient Survey Results for ALL TRANSPORTED PATIENTS (Simplified Data Measures and Entries with Exclusions)

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	97	4%
Cotononi	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	354	15% 81%
Category	(OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	4,5 6,7	FAST EXCLUDED	1,901 205	8%
Scorecard	Speed of Response?	6,7	EXCLUDED	203	076
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	94	4%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	118	5%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	2,261	91%
Scorecard	Professional Crew?	6,7	EXCLUDED	101	4%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	93	4%
	performing their duties?	3	NEUTRAL	120	5%
Category	(CREW COMPETENCE)	4,5	AGREE	2,251	91%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Competent Crew?	6,7	EXCLUDED	110	4%
Scorecard	competent crew:				
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	99	4%
Category	(CREW ATTITUDE)	3	NEUTRAL	108	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	2,258	92%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	108	4%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	115	5%
· ·	they were doing?	3	NEUTRAL	145	6%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	2,183	89%
,	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	125	5%
Scorecard	Good Crew/Patient Interaction?				
				-	
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	121	5%
Category	during transport to the hospital? (CREW EMPATHY FOR PATIENT)	3 4,5	NEUTRAL AGREE	154 2,140	6% 89%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	150	6%
Scorecard	Good Crew Empathy for Patient?				
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	88	4%
	family members?	3	NEUTRAL	184	9%
Category	(CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted.	4,5 <mark>6,7</mark>	AGREE EXCLUDED	1,728 457	86% 19%
Scorecard	Good Crew Empathy for Family?	0,7	EXCLUSES	407	15/0
9	After being brought inside the hospital, how would you describe	1,2	LONG	149	6%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	495	20%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	1,771	73% E%
Category	department? (PATIENT TURNOVER TIME)	6,7	EXCLUDED	140	5%
Category	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	123	5%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	91	4%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	4,5 <mark>6,7</mark>	SATISFIED EXCLUDED	2,256 110	91% 4%
Scorecard	S. S	0,1	EXCLUDED	110	-7/0
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	214	9%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	2,256	91%
Scorecard	2 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	6,7	EXCLUDED	110	4%
	-				

Patient Survey Results for FEMS TRANSPORTED PATIENTS (Simplified Data Measures and Entries with Exclusions)

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	46	3%
	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	186	13%
Category	(OVERALL RESPONSE TIME)	4,5	FAST	1,244	84%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Speed of Response?	6,7	EXCLUDED	144	9%
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	56	4%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	64	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	1,438	92%
Scorecard	Professional Crew?	6,7	EXCLUDED	74	5%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	60	4%
	performing their duties?	3	NEUTRAL	63	4%
Category	(CREW COMPETENCE)	4,5	AGREE	1,433	92%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Competent Crew?	6,7	EXCLUDED	75	5%
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	65	4%
Category	(CREW ATTITUDE)	3	NEUTRAL	61	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	1,434	92%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	70	4%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	73	5%
	they were doing?	3	NEUTRAL	77	5%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	1,396	90%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	83	5%
Scorecard	Good Crew/Patient Interaction?				
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	75	5%
,	during transport to the hospital?	3	NEUTRAL	95	6%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	1,361	89%
,	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	97	6%
Scorecard	Good Crew Empathy for Patient?				
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	55	4%
-	family members?	3	NEUTRAL	108	8%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	1,121	87%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	277	18%
Scorecard	Good Crew Empathy for Family?				
9	After being brought inside the hospital, how would you describe	1,2	LONG	71	5%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	278	18%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	1,176	77%
	department?	6,7	EXCLUDED	96	6%
Category	(PATIENT TURNOVER TIME)				
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Speed of Patient Turnover at Hospital?				
10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	72	5%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	48	3%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	4,5 6,7	SATISFIED EXCLUDED	1,441 73	92% 4%
Scorecard	Overall Satisfaction with Service?	6,7	EXCLUDED	73	4%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	120	8%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	1,441	92%
Scorecard	2 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	6,7	EXCLUDED	73	4%
	_				
	1	1	1		

Measure # Measure Description Survey Record Intrines Survey Record Interior Survey Rec	% Count of Patient
Category Government Category Categor	6%
Scorecard Speed of Response? 3 Old Fire and EMS personnel look and act professional? Category GREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. 4,5 AGREE 823 Scorecard A Old Fire and EMS personnel seem competent and knowledgeable performing their duties? A Old Fire and EMS personnel seem competent and knowledgeable performing their duties? 3 NIUTRAL 57 Category Category GREW COMPTENDE 3 NIUTRAL 57 Category Collapsed), "EXCLUDED" not counted. 5,7 EXCLUDED 35 Control Category Collapsed), "EXCLUDED" not counted. 5,7 EXCLUDED 35 Category Collapsed), "EXCLUDED" not counted. 5,7 EXCLUDED 35 Category Collapsed), "EXCLUDED" not counted. 5,7 EXCLUDED 36 Category Collapsed), "EXCLUDED" not counted. 5,7 EXCLUDED 36 Category Collapsed), "EXCLUDED" not counted. 5,7 EXCLUDED 37 Category Collapsed), "EXCLUDED" not counted. 5,7 EXCLUDED 38 Category Collapsed), "EXCLUDED" not counted. 5,7 EXCLUDED 42 Category Category Category Category Category Category Category Category Collapsed, "EXCLUDED" not counted. 6,7 EXCLUDED 35 Category Collapsed, "EXCLUDED" not counted. 6,7 EXCLUDED 35 Category Collapsed, "EXCLUDED" not counted. 6,7 EXCLUDED 36 Category Collapsed, "EXCLUDED" not counted. 6,7 EXCLUDED 37 Category Collapsed, "EXCLUDED" not counted. 6,7 EXCLUDED 38 Category Collapsed, "EXCLUDED" not counted. 6,7 EXCLUDED 42 Category Collapsed, "EXCLUDED" not counted	19%
Scorecard Speed of Response? 1	75%
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Category	
Category	4%
Scorecard Professional Crew? A Did Fire and EMS personnel seem competent and knowledgeable proforming their duties? Category (CREW COMPETENCE) 5 Corecard Competent Crew? 5 Did Fire and EMS personnel act courteous and respectful? Category (CREW ATTITUDE) Category (CREW INTITUDE) Category (Collapsed), "EXCLUDED" not counted. Category (Collapsed), "E	6%
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Scorecard Competent Crew? S	90%
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7 Did Fire and EMS personnel show concern about your comfort during transport to the hospital? Category (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. Scorecard Good Crew Empathy for Patient? 8 Did fire and EMS personnel show concern for your family members? Category (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. Scorecard Good Crew Empathy for Patient? 1,2 DISAGREE 33 NEUTRAL 76 Category (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. 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? Category (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	4%
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Scorecard Good Crew Empathy for Family? 9	85%
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? Category After being brought inside the hospital, how would you describe 1,2 LONG 78 3 ACCEPTABLE 217 595 department? 6,7 EXCLUDED 44 Category (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	20%
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department? 6,7 EXCLUDED 44 Category (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	24%
Category (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	67%
3 Category (Collapsed), "EXCLUDED" not counted.	5%
10 Overall, how satisfied were you with the services you received? 1,2 DISSATISFIED 51	6%
Category (OVERALL SATISFACTION) 3 NEUTRAL 43	5%
3 Category (Collapsed), "EXCLUDED" not counted. 4,5 SATISFIED 815	90%
Scorecard Overall Satisfaction with Service? 6,7 EXCLUDED 37	4%
10 Overall, how satisfied were you with the services you received? 1,2,3 OTHER THAN SATISFIED 94	10%
Category (OVERALL SATISFACTION) 4,5 SATISFIED 815	90%
2 Category (Collapsed), "EXCLUDED" not counted. 6,7 EXCLUDED 37	4%
Scorecard Overall Satisfaction with Service?	