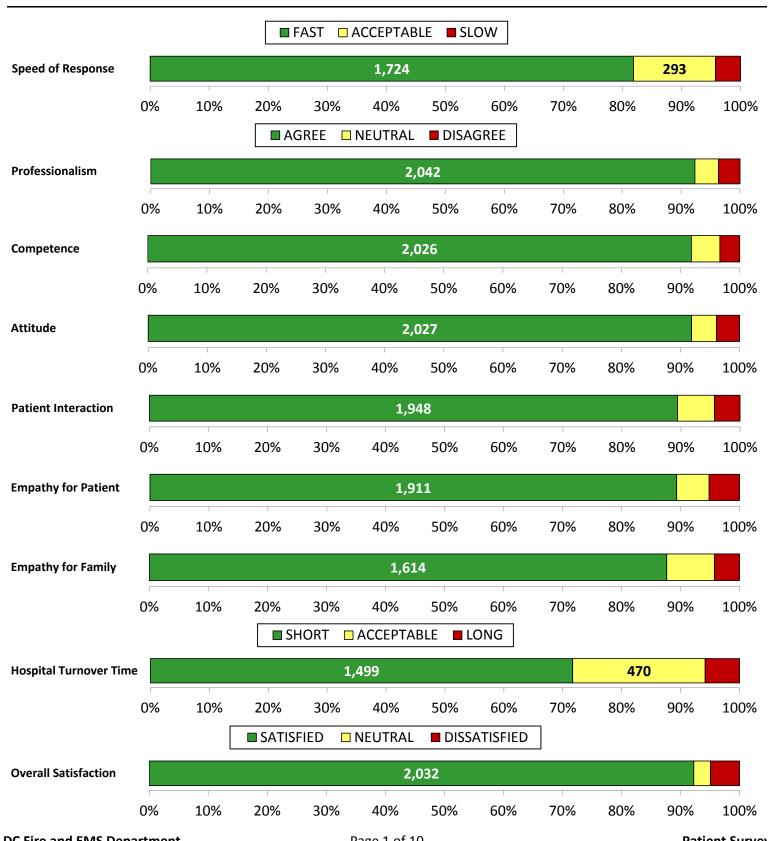
Patient Satisfaction Survey (FY 2020 Overview Results)

Number of Respondents = 2,386 (99% Confidence, 2.6% Error)



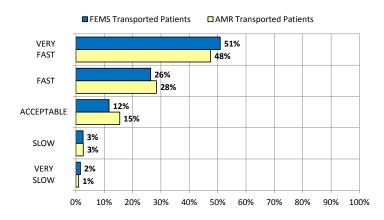
**DC Fire and EMS Department**Office of the Fire and EMS Chief

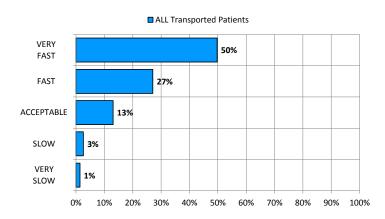
Page 1 of 10 Produced On: 12/22/2020 Patient Survey FY 2020 Results

Patient Satisfaction Survey (FY 2020 Detailed Results)

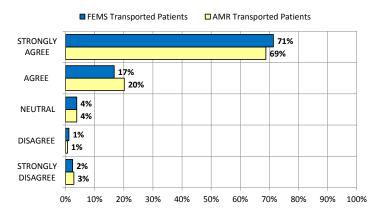
Number of Respondents = 2,386 (99% Confidence, 2.6% Error)

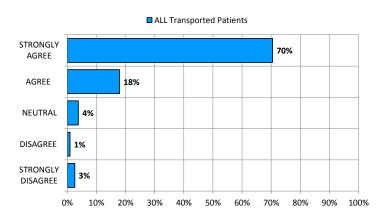
1. **(Speed of Response)** After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



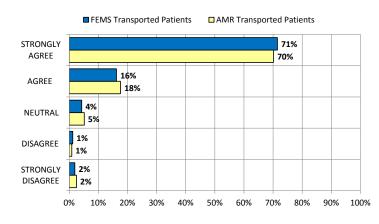


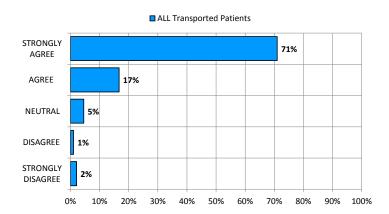
2. (Professionalism) Did Fire and EMS personnel look and act professional?





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

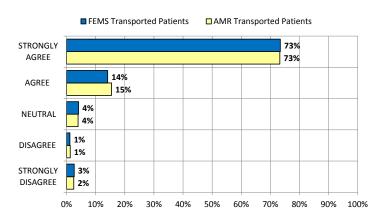


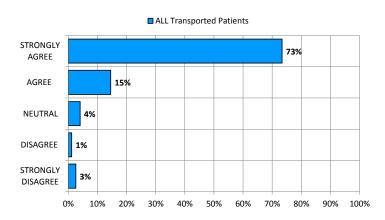


Patient Satisfaction Survey (FY 2020 Detailed Results)

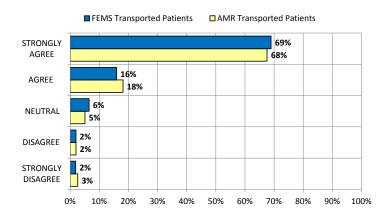
Number of Respondents = 2,386 (99% Confidence, 2.6% Error)

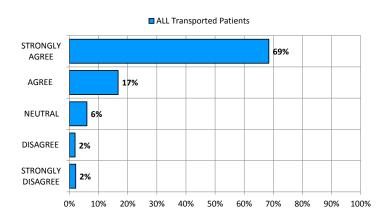
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



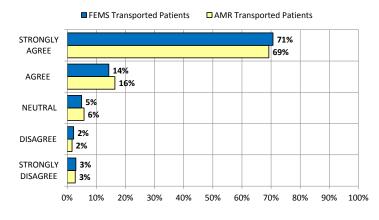


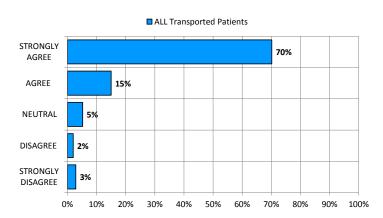
5. **(Patient Interaction)** Did Fire and EMS personnel keep you informed about what they were doing?





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

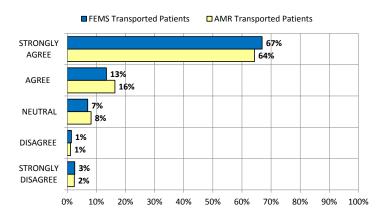


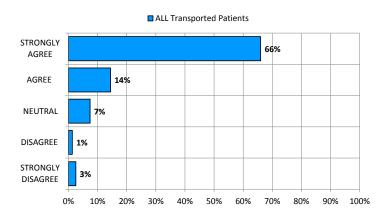


Patient Satisfaction Survey (FY 2020 Detailed Results)

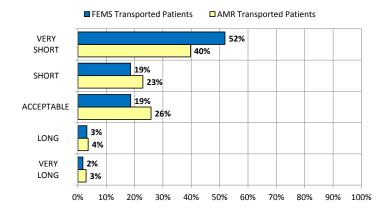
Number of Respondents = 2,386 (99% Confidence, 2.6% Error)

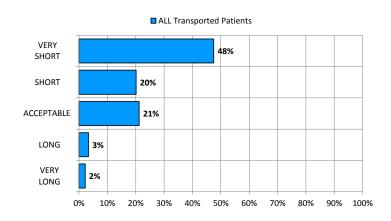
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



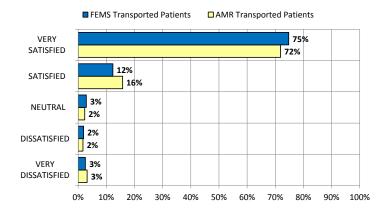


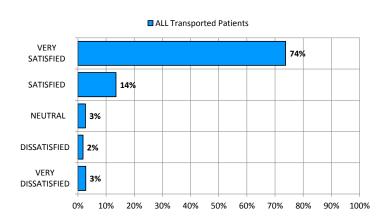
8. **(Hospital Turnover Time)** After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?





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





| 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                      | 31                    | 1%                    |
| Category              | of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME)                             | 2                 | SLOW<br>ACCEPTABLE             | 58<br>293             | 3%<br>13%             |
| Scorecard             | Speed of Response?  | 4                 | FAST                           | 608                   | 27%                   |
|                       |   | 5                 | VERY FAST                      | 1,116                 | 50%                   |
|                       |   | 6                 | CAN'T ANSWER                   | 0                     | 0%                    |
|                       |   | 7                 | BLANK                          | 138                   | 6%                    |
| 3                     | Did Fire and EMS personnel look and act professional?                                   | 1                 | STRONGLY DISAGREE              | 59                    | 3%                    |
| Category              | (CREW PROFESSIONALISM)  | 2                 | DISAGREE                       | 22                    | 1%<br>4%              |
| Scorecard             | Professional Crew?  | 3 4               | NEUTRAL<br>AGREE               | 88<br>414             | 18%                   |
|                       |   | 5                 | STRONGLY AGREE                 | 1,628                 | 70%                   |
|                       |   | 6                 | CAN'T ANSWER                   | 0                     | 0%                    |
|                       |   | 7                 | BLANK                          | 99                    | 4%                    |
| 4                     | Did Fire and EMS personnel seem competent and knowledgeable                             | 1                 | STRONGLY DISAGREE              | 49                    | 2%                    |
|                       | performing their duties?  | 2                 | DISAGREE                       | 25                    | 1%                    |
| Category<br>Scorecard | (CREW COMPETENCE)   | 3 4               | NEUTRAL<br>AGREE               | 106<br>386            | 5%<br>17%             |
| Scorecaru             | Competent Crew?   | 5                 | STRONGLY AGREE                 | 1,640                 | 71%                   |
|                       |   | 6                 | CAN'T ANSWER                   | 0                     | 0%                    |
|                       |   | 7                 | BLANK                          | 104                   | 5%                    |
| 5                     | Did Fire and EMS personnel act courteous and respectful?                                | 1                 | STRONGLY DISAGREE              | 59                    | 3%                    |
| Category              | (CREW ATTITUDE)   | 2                 | DISAGREE                       | 27                    | 1%                    |
| Scorecard             | Good Crew Attitude?   | 3                 | NEUTRAL                        | 93                    | 4%                    |
|                       |   | 5                 | AGREE                          | 336                   | 15%                   |
|                       |   | 6                 | STRONGLY AGREE<br>CAN'T ANSWER | 1,691<br>0            | 73%<br>0%             |
|                       |   | 7                 | BLANK                          | 99                    | 4%                    |
| 6                     | Did Fire and EMS personnel keep you informed about what                                 | 1                 | STRONGLY DISAGREE              | 49                    | 2%                    |
|                       | they were doing?  | 2                 | DISAGREE                       | 45                    | 2%                    |
| Category              | (CREW INTERACTION WITH PATIENT)   | 3                 | NEUTRAL                        | 137                   | 6%                    |
| Scorecard             | Good Crew/Patient Interaction?  | 4                 | AGREE                          | 382                   | 17%                   |
|                       |   | 5                 | STRONGLY AGREE                 | 1,566                 | 69%                   |
|                       |   | 6<br>7            | CAN'T ANSWER<br>BLANK          | 0<br>107              | 0%<br>5%              |
| 7                     | Did Fire and EMS personnel show concern about your comfort                              | 1                 | STRONGLY DISAGREE              | 65                    | 3%                    |
|                       | during transport to the hospital?   | 2                 | DISAGREE                       | 45                    | 2%                    |
| Category              | (CREW EMPATHY FOR PATIENT)  | 3                 | NEUTRAL                        | 118                   | 5%                    |
| Scorecard             | Good Crew Empathy for Patient?  | 4                 | AGREE                          | 337                   | 15%                   |
|                       |   | 5                 | STRONGLY AGREE                 | 1,574                 | 70%                   |
|                       |   | 6<br>7            | CAN'T ANSWER<br>BLANK          | 0<br>104              | 0%<br>5%              |
| 8                     | Did fire and EMS personnel show concern for your  | 1                 | STRONGLY DISAGREE              | 51                    | 3%                    |
| Ü                     | family members?   | 2                 | DISAGREE                       | 27                    | 1%                    |
| Category              | (CREW EMPATHY FOR FAMILY)   | 3                 | NEUTRAL                        | 149                   | 7%                    |
| Scorecard             | Good Crew Empathy for Family?   | 4                 | AGREE                          | 290                   | 14%                   |
|                       |   | 5                 | STRONGLY AGREE                 | 1,324                 | 66%                   |
|                       |   | 6                 | CAN'T ANSWER                   | 0                     | 0%                    |
| 9                     | After being brought inside the hospital, how would you describe                         | 7                 | BLANK<br>VERY LONG             | 165<br>48             | 8%<br>2%              |
| ,                     | the length of time you spent waiting to be moved from the ambulance                     | 2                 | LONG                           | 74                    | 3%                    |
|                       | stretcher to the treatment area or waiting room of the emergency                        | 3                 | ACCEPTABLE                     | 470                   | 21%                   |
|                       | department?   | 4                 | SHORT                          | 446                   | 20%                   |
| Category              | (PATIENT TURNOVER TIME)   | 5                 | VERY SHORT                     | 1,053                 | 48%                   |
| Scorecard             | Speed of Patient Turnover at Hospital?  | 6                 | CAN'T ANSWER                   | 0                     | 0%                    |
| 10                    | Overall, how extinsion were you with the semiless was received?                         | 7                 | BLANK                          | 125                   | 6%                    |
| 10<br>Category        | Overall, how satisfied were you with the services you received?  (OVERALL SATISFACTION) | 1 2               | VERY DISSATISFIED DISSATISFIED | 65<br>43              | 3%<br>2%              |
| Scorecard             | Overall Satisfaction with Service?  | 3                 | NEUTRAL                        | 63                    | 3%                    |
|                       | <b>*</b>  | 4                 | SATISFIED                      | 315                   | 14%                   |
|                       |   | 5                 | VERY SATISFIED                 | 1,717                 | 74%                   |
| ĺ                     |   | 6                 | CAN'T ANSWER                   | 0                     | 0%                    |
|                       | Comments in during 12   | 7                 | BLANK                          | 125                   | 5%                    |
| 11                    | Comments included?  | 2                 | YES<br>NO                      | 1,111<br>1,275        | 47%<br>53%            |
| 12                    | Name included?  | 1                 | YES                            | 2,352                 | 99%                   |
| 12                    | Toma moraded.   | 2                 | NO NO                          | 34                    | 1%                    |
| 13                    | Telephone number included?  | 1                 | YES                            | 2,080                 | 87%                   |
|                       |   | 2                 | NO                             | 306                   | 13%                   |
| 14                    | E-mail included?  | 1                 | YES                            | 1,142                 | 48%                   |
|                       |   | 2                 | NO                             | 1,244                 | 52%                   |

| Data<br>Measure#      | Description of Patient Survey Questions and Observations            | Data Sub Category<br>Measure # | Data Sub Category Measure Description | Count of Patient<br>Survey Record Entries | % Count of Patient<br>Survey Record Entries |
|-----------------------|---|--------------------------------|---------------------------------------|---|---|
| 2                     | After the 911 call was placed, how would you rate the response time | 1                              | VERY SLOW                             | 23  | 2%  |
| Catagoni              | of Fire and EMS emergency vehicles?                                 | 3                              | SLOW<br>ACCEPTABLE                    | 37<br>170                                 | 3%<br>12%                                   |
| Category<br>Scorecard | (OVERALL RESPONSE TIME) Speed of Response?                          | 4                              | FAST                                  | 382                                       | 26%   |
| Scor cour a           | Special of Nespenser  | 5                              | VERY FAST                             | 738                                       | 51%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 99  | 7%  |
| 3                     | Did Fire and EMS personnel look and act professional?               | 1                              | STRONGLY DISAGREE                     | 36  | 2%  |
| Category              | (CREW PROFESSIONALISM)  | 2                              | DISAGREE                              | 17  | 1%  |
| Scorecard             | Professional Crew?  | 3 4                            | NEUTRAL<br>AGREE                      | 57<br>250                                 | 4%<br>17%                                   |
|                       |   | 5                              | STRONGLY AGREE                        | 1,068                                     | 71%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 68  | 5%  |
| 4                     | Did Fire and EMS personnel seem competent and knowledgeable         | 1                              | STRONGLY DISAGREE                     | 29  | 2%  |
|                       | performing their duties?  | 2                              | DISAGREE                              | 18  | 1%  |
| Category              | (CREW COMPETENCE)   | 3                              | NEUTRAL                               | 64  | 4%  |
| Scorecard             | Competent Crew?   | <u>4</u><br>5                  | AGREE<br>STRONGLY AGREE               | 243<br>1,070                              | 16%<br>71%                                  |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 73  | 5%  |
| 5                     | Did Fire and EMS personnel act courteous and respectful?            | 1                              | STRONGLY DISAGREE                     | 39  | 3%  |
| Category              | (CREW ATTITUDE)   | 2                              | DISAGREE                              | 17  | 1%  |
| Scorecard             | Good Crew Attitude?   | 3                              | NEUTRAL                               | 61  | 4%  |
|                       |   | 4                              | AGREE                                 | 211                                       | 14%   |
|                       |   | 5                              | STRONGLY AGREE                        | 1,097                                     | 73%   |
|                       |   | <u>6</u><br>7                  | CAN'T ANSWER<br>BLANK                 | 0<br>69                                   | 0%<br>5%                                    |
| 6                     | Did Fire and EMS personnel keep you informed about what             | 1                              | STRONGLY DISAGREE                     | 28  | 2%  |
| Ü                     | they were doing?  | 2                              | DISAGREE                              | 29  | 2%  |
| Category              | (CREW INTERACTION WITH PATIENT)                                     | 3                              | NEUTRAL                               | 96  | 6%  |
| Scorecard             | Good Crew/Patient Interaction?                                      | 4                              | AGREE                                 | 236                                       | 16%   |
|                       |   | 5                              | STRONGLY AGREE                        | 1,021                                     | 69%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       | Dille: Lesses   | 7                              | BLANK                                 | 70  | 5%  |
| 7                     | Did Fire and EMS personnel show concern about your comfort          | 1 2                            | STRONGLY DISAGREE DISAGREE            | 43<br>32                                  | 3%<br>2%                                    |
| Category              | during transport to the hospital? (CREW EMPATHY FOR PATIENT)        | 3                              | NEUTRAL                               | 72  | 5%  |
| Scorecard             | Good Crew Empathy for Patient?                                      | 4                              | AGREE                                 | 207                                       | 14%   |
|                       | . ,,  | 5                              | STRONGLY AGREE                        | 1,025                                     | 71%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 71  | 5%  |
| 8                     | Did fire and EMS personnel show concern for your                    | 1                              | STRONGLY DISAGREE                     | 34  | 3%  |
| C-4                   | family members?   | 2                              | DISAGREE                              | 19  | 1%  |
| Category<br>Scorecard | (CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?             | 3 4                            | NEUTRAL<br>AGREE                      | 92<br>176                                 | 7%<br>13%                                   |
| Scorecard             |   | 5                              | STRONGLY AGREE                        | 876                                       | 67%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 112                                       | 9%  |
| 9                     | After being brought inside the hospital, how would you describe     | 1                              | VERY LONG                             | 25  | 2%  |
|                       | the length of time you spent waiting to be moved from the ambulance | 2                              | LONG                                  | 45  | 3%  |
|                       | stretcher to the treatment area or waiting room of the emergency    | 3                              | ACCEPTABLE                            | 265                                       | 19%   |
| Catogory              | department? (PATIENT TURNOVER TIME)                                 | 5                              | SHORT<br>VERY SHORT                   | 264<br>738                                | 19%<br>52%                                  |
| Category<br>Scorecard | Speed of Patient Turnover at Hospital?                              | 6                              | CAN'T ANSWER                          | 738                                       | 0%  |
| 222.000.0             | ,   | 7                              | BLANK                                 | 85  | 6%  |
| 10                    | Overall, how satisfied were you with the services you received?     | 1                              | VERY DISSATISFIED                     | 39  | 3%  |
| Category              | (OVERALL SATISFACTION)  | 2                              | DISSATISFIED                          | 29  | 2%  |
| Scorecard             | Overall Satisfaction with Service?                                  | 3                              | NEUTRAL                               | 44  | 3%  |
|                       |   | 4                              | SATISFIED                             | 186                                       | 12%   |
|                       |   | 5                              | VERY SATISFIED                        | 1,129                                     | 75%   |
|                       |   | <u>6</u><br>7                  | CAN'T ANSWER<br>BLANK                 | 0<br>83                                   | 0%<br>5%                                    |
| 11                    | Comments included?  | 1                              | YES                                   | 743                                       | 48%   |
|                       |   | 2                              | NO                                    | 814                                       | 52%   |
| 12                    | Name included?  | 1                              | YES                                   | 1,534                                     | 99%   |
|                       |   | 2                              | NO                                    | 23  | 1%  |
| 13                    | Telephone number included?  | 1                              | YES                                   | 1,343                                     | 86%   |
|                       |   | 2                              | NO                                    | 214                                       | 14%   |
| 14                    | E-mail included?  | 1                              | YES                                   | 748                                       | 48%   |
|                       |   | 2                              | NO                                    | 809                                       | 52%   |

| Data<br>Measure #     | Description of Patient Survey Questions and Observations            | Data Sub Category<br>Measure # | Data Sub Category Measure Description | Count of Patient<br>Survey Record Entries | % Count of Patient<br>Survey Record Entries |
|-----------------------|---|--------------------------------|---------------------------------------|---|---|
| 2                     | After the 911 call was placed, how would you rate the response time | 1                              | VERY SLOW                             | 8   | 1%  |
|                       | of Fire and EMS emergency vehicles?                                 | 2                              | SLOW                                  | 21  | 3%  |
| Category              | (OVERALL RESPONSE TIME)   | 3                              | ACCEPTABLE                            | 123                                       | 15%   |
| Scorecard             | Speed of Response?  | 4                              | FAST                                  | 226                                       | 28%   |
|                       |   | 5                              | VERY FAST                             | 378                                       | 48%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 39  | 5%  |
| 3                     | Did Fire and EMS personnel look and act professional?               | 1                              | STRONGLY DISAGREE                     | 23  | 3%  |
| Category              | (CREW PROFESSIONALISM)  | 2                              | DISAGREE                              | 5   | 1%  |
| Scorecard             | Professional Crew?  | 3                              | NEUTRAL                               | 31  | 4%  |
|                       |   | <u>4</u><br>5                  | AGREE                                 | 164<br>560                                | 20%   |
|                       |   | 6                              | STRONGLY AGREE<br>CAN'T ANSWER        | 0   | 69%<br>0%                                   |
|                       |   | 7                              | BLANK                                 | 31  | 4%  |
| 4                     | Did Fire and EMS personnel seem competent and knowledgeable         | 1                              | STRONGLY DISAGREE                     | 20  | 2%  |
| 7                     | performing their duties?  | 2                              | DISAGREE                              | 7   | 1%  |
| Category              | (CREW COMPETENCE)   | 3                              | NEUTRAL                               | 42  | 5%  |
| Scorecard             | Competent Crew?   | 4                              | AGREE                                 | 143                                       | 18%   |
| 500.000.0             | ompetent dear   | 5                              | STRONGLY AGREE                        | 570                                       | 70%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 31  | 4%  |
| 5                     | Did Fire and EMS personnel act courteous and respectful?            | 1                              | STRONGLY DISAGREE                     | 20  | 2%  |
| Category              | (CREW ATTITUDE)   | 2                              | DISAGREE                              | 10  | 1%  |
| Scorecard             | Good Crew Attitude?   | 3                              | NEUTRAL                               | 32  | 4%  |
|                       |   | 4                              | AGREE                                 | 125                                       | 15%   |
|                       |   | 5                              | STRONGLY AGREE                        | 594                                       | 73%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 30  | 4%  |
| 6                     | Did Fire and EMS personnel keep you informed about what             | 1                              | STRONGLY DISAGREE                     | 21  | 3%  |
|                       | they were doing?  | 2                              | DISAGREE                              | 16  | 2%  |
| Category              | (CREW INTERACTION WITH PATIENT)                                     | 3                              | NEUTRAL                               | 41  | 5%  |
| Scorecard             | Good Crew/Patient Interaction?                                      | 4                              | AGREE                                 | 146                                       | 18%   |
|                       |   | 5                              | STRONGLY AGREE                        | 545                                       | 68%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 37  | 5%  |
| 7                     | Did Fire and EMS personnel show concern about your comfort          | 1                              | STRONGLY DISAGREE                     | 22  | 3%  |
|                       | during transport to the hospital?                                   | 2                              | DISAGREE                              | 13  | 2%  |
| Category              | (CREW EMPATHY FOR PATIENT)  | 3                              | NEUTRAL                               | 46  | 6%  |
| Scorecard             | Good Crew Empathy for Patient?                                      | 4                              | AGREE                                 | 130                                       | 16%   |
|                       |   | 5                              | STRONGLY AGREE                        | 549                                       | 69%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       | Did Grand FMC   | 7                              | BLANK                                 | 33  | 4%  |
| 8                     | Did fire and EMS personnel show concern for your                    | 1 2                            | STRONGLY DISAGREE                     | 17<br>8                                   | 2%  |
| Cotosomi              | family members?   |                                | DISAGREE                              |   | 1%  |
| Category<br>Scorecard | (CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?             | 3 4                            | NEUTRAL<br>AGREE                      | 57<br>114                                 | 8%<br>16%                                   |
| Scorecaru             |   | 5                              | STRONGLY AGREE                        | 448                                       | 64%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 53  | 8%  |
| 9                     | After being brought inside the hospital, how would you describe     | 1                              | VERY LONG                             | 23  | 3%  |
| 9                     | the length of time you spent waiting to be moved from the ambulance | 2                              | LONG                                  | 29  | 4%  |
|                       | stretcher to the treatment area or waiting room of the emergency    | 3                              | ACCEPTABLE                            | 205                                       | 26%   |
|                       | department?   | 4                              | SHORT                                 | 182                                       | 23%   |
| Category              | (PATIENT TURNOVER TIME)   | 5                              | VERY SHORT                            | 315                                       | 40%   |
| Scorecard             | Speed of Patient Turnover at Hospital?                              | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       | ,   | 7                              | BLANK                                 | 40  | 5%  |
| 10                    | Overall, how satisfied were you with the services you received?     | 1                              | VERY DISSATISFIED                     | 26  | 3%  |
| Category              | (OVERALL SATISFACTION)  | 2                              | DISSATISFIED                          | 14  | 2%  |
| Scorecard             | Overall Satisfaction with Service?                                  | 3                              | NEUTRAL                               | 19  | 2%  |
|                       |   | 4                              | SATISFIED                             | 129                                       | 16%   |
|                       |   | 5                              | VERY SATISFIED                        | 588                                       | 72%   |
|                       |   | 6                              | CAN'T ANSWER                          | 0   | 0%  |
|                       |   | 7                              | BLANK                                 | 42  | 5%  |
| 11                    | Comments included?  | 1                              | YES                                   | 368                                       | 44%   |
|                       |   | 2                              | NO                                    | 461                                       | 56%   |
| 12                    | Name included?  | 1                              | YES                                   | 818                                       | 99%   |
|                       |   | 2                              | NO                                    | 11  | 1%  |
| 13                    | Telephone number included?  | 1                              | YES                                   | 737                                       | 89%   |
|                       |   | 2                              | NO                                    | 92  | 11%   |
| 14                    | E-mail included?  | 1                              | YES                                   | 394                                       | 48%   |
|                       |   | 2                              | NO                                    | 435                                       | 52%   |

| Data<br>Measure # | Description of Patient Survey Questions and Observations   | Data Sub Category<br>Measure # | Data Sub Category<br>Measure Description | Count of Patient<br>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                                     | 89  | 4%                                       |
|                   | of Fire and EMS emergency vehicles?  | 3                              | ACCEPTABLE                               | 293                                       | 14%                                      |
| Category          | (OVERALL RESPONSE TIME)  | 4,5                            | FAST                                     | 1,724                                     | 82%                                      |
| Scorecard         | 3 Category (Collapsed), "EXCLUDED" not counted.  Speed of Response?  | 6,7                            | EXCLUDED                                 | 138                                       | 6%                                       |
|                   |  |                                |  |   |  |
| 3                 | Did Fire and EMS personnel look and act professional?  | 1,2                            | DISAGREE                                 | 81  | 4%                                       |
| Category          | (CREW PROFESSIONALISM)   | 3                              | NEUTRAL                                  | 88  | 4%                                       |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.  | 4,5                            | AGREE                                    | 2,042                                     | 92%                                      |
| Scorecard         | Professional Crew?   | 6,7                            | EXCLUDED                                 | 99  | 4%                                       |
|                   |  |                                |  |   |  |
| 4                 | Did Fire and EMS personnel seem competent and knowledgeable  | 1,2                            | DISAGREE                                 | 74  | 3%                                       |
|                   | performing their duties?   | 3                              | NEUTRAL                                  | 106                                       | 5%                                       |
| Category          | (CREW COMPETENCE)  | 4,5                            | AGREE                                    | 2,026                                     | 92%                                      |
| Scorecard         | 3 Category (Collapsed), "EXCLUDED" not counted.  Competent Crew?   | 6,7                            | EXCLUDED                                 | 104                                       | 5%                                       |
|                   |  |                                |  |   |  |
| 5                 | Did Fire and EMS personnel act courteous and respectful?   | 1,2                            | DISAGREE                                 | 86  | 4%                                       |
| Category          | (CREW ATTITUDE)  | 3                              | NEUTRAL                                  | 93  | 4%                                       |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.  | 4,5                            | AGREE                                    | 2,027                                     | 92%                                      |
| Scorecard         | Good Crew Attitude?  | 6,7                            | EXCLUDED                                 | 99  | 4%                                       |
|                   |  |                                |  |   |  |
| 6                 | Did Fire and EMS personnel keep you informed about what  | 1,2                            | DISAGREE                                 | 94  | 4%                                       |
|                   | they were doing?   | 3                              | NEUTRAL                                  | 137                                       | 6%                                       |
| Category          | (CREW INTERACTION WITH PATIENT)  | 4,5                            | AGREE                                    | 1,948                                     | 89%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.  | 6,7                            | EXCLUDED                                 | 107                                       | 5%                                       |
| Scorecard         | Good Crew/Patient Interaction?   |                                |  |   |  |
| 7                 | Did Fire and EMS personnel show concern about your comfort   | 1,2                            | DISAGREE                                 | 110                                       | 5%                                       |
| ,                 | during transport to the hospital?  | 3                              | NEUTRAL                                  | 118                                       | 6%                                       |
| Category          | (CREW EMPATHY FOR PATIENT)   | 4,5                            | AGREE                                    | 1,911                                     | 89%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.  | 6,7                            | EXCLUDED                                 | 104                                       | 5%                                       |
| Scorecard         | Good Crew Empathy for Patient?   |                                |  |   |  |
| 8                 | Did fire and EMC negocial show account for your  | 1.2                            | DISAGREE                                 | 70  | 49/                                      |
| 0                 | Did fire and EMS personnel show concern for your family members?   | 1,2<br>3                       | NEUTRAL                                  | 78<br>149                                 | 4%<br>8%                                 |
| Category          | (CREW EMPATHY FOR FAMILY)  | 4,5                            | AGREE                                    | 1,614                                     | 88%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.  | 6,7                            | EXCLUDED                                 | 165                                       | 8%                                       |
| Scorecard         | Good Crew Empathy for Family?  |                                |  |   |  |
|                   | After being brought incide the beginst because it is   | 4.2                            | LONG                                     | 122                                       | 60/                                      |
| 9                 | After being brought inside the hospital, how would you describe  | 1,2                            | LONG                                     | 122                                       | 6%                                       |
|                   | the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency | 3<br>4,5                       | ACCEPTABLE<br>SHORT                      | 470<br>1,499                              | 22%<br>72%                               |
|                   | department?  | 6,7                            | EXCLUDED                                 | 1,499                                     | 6%                                       |
| Category          | (PATIENT TURNOVER TIME)  | ٠,٠                            |  |   |  |
| 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                             | 108                                       | 5%                                       |
| Category          | (OVERALL SATISFACTION)   | 3                              | NEUTRAL                                  | 63  | 3%                                       |
| -0-1              | 3 Category (Collapsed), "EXCLUDED" not counted.  | 4,5                            | SATISFIED                                | 2,032                                     | 92%                                      |
| Scorecard         | Overall Satisfaction with Service?   | 6,7                            | EXCLUDED                                 | 125                                       | 5%                                       |
|                   |  |                                |  |   |  |
| 10                | Overall, how satisfied were you with the services you received?  | 1,2,3                          | OTHER THAN SATISFIED                     | 171                                       | 8%                                       |
| Category          | (OVERALL SATISFACTION)   | 4,5                            | SATISFIED                                | 2,032                                     | 92%                                      |
|                   | 2 Category (Collapsed), "EXCLUDED" not counted.  | 6,7                            | EXCLUDED                                 | 125                                       | 5%                                       |
| Scorecard         | Overall Satisfaction with Service?   |                                |  |   |  |
|                   |  |                                |  |   |  |
|                   |  |                                |  |   |  |

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

| Data<br>Measure # | Description of Patient Survey Questions and Observations                            | Data Sub Category<br>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                                  | 60                                     | 4%                                       |
| Cotonomi          | of Fire and EMS emergency vehicles?   | 3<br>4,5                       | ACCEPTABLE<br>FAST                    | 170<br>1,120                           | 13%<br>83%                               |
| Category          | (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted.             | 6,7                            | EXCLUDED                              | 99                                     | 7%                                       |
| Scorecard         | Speed of Response?  | 0,7                            | EXCLUDED                              | 55                                     | 776                                      |
|                   |   |                                |                                       |  |  |
| 3                 | Did Fire and EMS personnel look and act professional?                               | 1,2                            | DISAGREE                              | 53                                     | 4%                                       |
| Category          | (CREW PROFESSIONALISM)  | 3                              | NEUTRAL                               | 57                                     | 4%                                       |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 4,5                            | AGREE                                 | 1,318                                  | 92%                                      |
| Scorecard         | Professional Crew?  | 6,7                            | EXCLUDED                              | 68                                     | 5%                                       |
|                   |   |                                |                                       |  |  |
| 4                 | Did Fire and EMS personnel seem competent and knowledgeable                         | 1,2                            | DISAGREE                              | 47                                     | 3%                                       |
| 7                 | performing their duties?  | 3                              | NEUTRAL                               | 64                                     | 4%                                       |
| Category          | (CREW COMPETENCE)   | 4,5                            | AGREE                                 | 1,313                                  | 92%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 6,7                            | EXCLUDED                              | 73                                     | 5%                                       |
| Scorecard         | Competent Crew?   |                                |                                       |  |  |
|                   |   |                                |                                       | -                                      |  |
| 5                 | Did Fire and EMS personnel act courteous and respectful?                            | 1,2                            | DISAGREE                              | 56                                     | 4%                                       |
| Category          | (CREW ATTITUDE)   | 3                              | NEUTRAL                               | 61                                     | 4%                                       |
| Scorecard         | 3 Category (Collapsed), "EXCLUDED" not counted.  Good Crew Attitude?                | 4,5<br><mark>6,7</mark>        | AGREE<br>EXCLUDED                     | 1,308<br><b>69</b>                     | 92%<br>5%                                |
| Scorecura         | GOOD CICH ALLIAGE.  | 0,1                            | EXCLUSES                              |  | 3/0                                      |
|                   |   |                                |                                       |  |  |
| 6                 | Did Fire and EMS personnel keep you informed about what                             | 1,2                            | DISAGREE                              | 57                                     | 4%                                       |
|                   | they were doing?  | 3                              | NEUTRAL                               | 96                                     | 7%                                       |
| Category          | (CREW INTERACTION WITH PATIENT)   | 4,5                            | AGREE                                 | 1,257                                  | 89%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 6,7                            | EXCLUDED                              | 70                                     | 5%                                       |
| Scorecard         | Good Crew/Patient Interaction?  |                                |                                       |  |  |
| _                 | State Leave L.                                  | 1.0                            | DICAGOSS                              |  |  |
| 7                 | Did Fire and EMS personnel show concern about your comfort                          | 1,2<br>3                       | DISAGREE<br>NEUTRAL                   | 75<br>72                               | 5%<br>5%                                 |
| Category          | during transport to the hospital? (CREW EMPATHY FOR PATIENT)                        | 4,5                            | AGREE                                 | 1,232                                  | 89%                                      |
| cutegory          | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 6,7                            | EXCLUDED                              | 71                                     | 5%                                       |
| Scorecard         | Good Crew Empathy for Patient?  |                                |                                       |  |  |
|                   |   |                                |                                       |  |  |
| 8                 | Did fire and EMS personnel show concern for your                                    | 1,2                            | DISAGREE                              | 53                                     | 4%                                       |
| G: :              | family members?   | 3                              | NEUTRAL                               | 92                                     | 8%                                       |
| Category          | (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted.           | 4,5<br><b>6,7</b>              | AGREE<br>EXCLUDED                     | 1,052<br>112                           | 88%<br>9%                                |
| Scorecard         | Good Crew Empathy for Family?   | 0,7                            | EXCLUDED                              | 112                                    | 370                                      |
|                   |   |                                |                                       |  |  |
| 9                 | After being brought inside the hospital, how would you describe                     | 1,2                            | LONG                                  | 70                                     | 5%                                       |
|                   | the length of time you spent waiting to be moved from the ambulance                 | 3                              | ACCEPTABLE                            | 265                                    | 20%                                      |
|                   | stretcher to the treatment area or waiting room of the emergency department?        | 4,5                            | SHORT<br>EXCLUDED                     | 1,002                                  | 75%<br>6%                                |
| Category          | (PATIENT TURNOVER TIME)   | 6,7                            | EVCTORED                              | 85                                     | 6%                                       |
|                   | 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                          | 68                                     | 5%                                       |
| Category          | (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted.              | 3<br>4,5                       | NEUTRAL<br>SATISFIED                  | 44<br>1,315                            | 3%<br>92%                                |
| Scorecard         | Overall Satisfaction with Service?  | 6,7                            | EXCLUDED                              | 83                                     | 5%                                       |
| 223.00014         |   | ٠,٠                            |                                       |  |  |
|                   |   |                                |                                       |  |  |
| 10                | Overall, how satisfied were you with the services you received?                     | 1,2,3                          | OTHER THAN SATISFIED                  | 112                                    | 8%                                       |
| Category          | (OVERALL SATISFACTION)  | 4,5                            | SATISFIED                             | 1,315                                  | 92%                                      |
| Scorecard         | 2 Category (Collapsed), "EXCLUDED" not counted.  Overall Satisfaction with Service? | 6,7                            | EXCLUDED                              | 83                                     | 5%                                       |
|                   | _   |                                |                                       |  |  |
|                   |   |                                | -                                     |  |  |
|                   |   |                                | ı                                     |  | 1  |

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**Produced On: 12/22/2020** 

| Data<br>Measure # | Description of Patient Survey Questions and Observations                            | Data Sub Category<br>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                                  | 29                                     | 4%                                       |
| Catagoni          | of Fire and EMS emergency vehicles?   | 3<br>4,5                       | ACCEPTABLE<br>FAST                    | 123<br>604                             | 16%<br>80%                               |
| Category          | (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted.             | 6,7                            | EXCLUDED                              | 39                                     | 5%                                       |
| Scorecard         | Speed of Response?  | 0,7                            | EXCLUDED                              | 33                                     | 370                                      |
|                   |   |                                |                                       |  |  |
| 3                 | Did Fire and EMS personnel look and act professional?                               | 1,2                            | DISAGREE                              | 28                                     | 4%                                       |
| Category          | (CREW PROFESSIONALISM)  | 3                              | NEUTRAL                               | 31                                     | 4%                                       |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 4,5                            | AGREE                                 | 724                                    | 92%                                      |
| Scorecard         | Professional Crew?  | 6,7                            | EXCLUDED                              | 31                                     | 4%                                       |
|                   |   |                                |                                       |  |  |
| 4                 | Did Fire and EMS personnel seem competent and knowledgeable                         | 1,2                            | DISAGREE                              | 27                                     | 3%                                       |
| 7                 | performing their duties?  | 3                              | NEUTRAL                               | 42                                     | 5%                                       |
| Category          | (CREW COMPETENCE)   | 4,5                            | AGREE                                 | 713                                    | 91%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 6,7                            | EXCLUDED                              | 31                                     | 4%                                       |
| Scorecard         | Competent Crew?   |                                |                                       |  |  |
|                   |   |                                |                                       |  |  |
| 5                 | Did Fire and EMS personnel act courteous and respectful?                            | 1,2                            | DISAGREE                              | 30                                     | 4%                                       |
| Category          | (CREW ATTITUDE)   | 3                              | NEUTRAL                               | 32                                     | 4%                                       |
| Scorecard         | 3 Category (Collapsed), "EXCLUDED" not counted.  Good Crew Attitude?                | 4,5<br><mark>6,7</mark>        | AGREE<br>EXCLUDED                     | 719<br><b>30</b>                       | 92%<br>4%                                |
| Scorecura         | GOOD CICH ALLIGAC.  | 0,7                            | EXCLUSES                              | 30                                     | 476                                      |
|                   |   |                                |                                       |  |  |
| 6                 | Did Fire and EMS personnel keep you informed about what                             | 1,2                            | DISAGREE                              | 37                                     | 5%                                       |
| Ü                 | they were doing?  | 3                              | NEUTRAL                               | 41                                     | 5%                                       |
| Category          | (CREW INTERACTION WITH PATIENT)   | 4,5                            | AGREE                                 | 691                                    | 90%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 6,7                            | EXCLUDED                              | 37                                     | 5%                                       |
| Scorecard         | Good Crew/Patient Interaction?  |                                |                                       |  |  |
|                   |   |                                |                                       |  |  |
| 7                 | Did Fire and EMS personnel show concern about your comfort                          | 1,2                            | DISAGREE                              | 35                                     | 5%                                       |
|                   | during transport to the hospital?   | 3                              | NEUTRAL                               | 46                                     | 6%                                       |
| Category          | (CREW EMPATHY FOR PATIENT)  | 4,5                            | AGREE                                 | 679                                    | 89%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 6,7                            | EXCLUDED                              | 33                                     | 4%                                       |
| Scorecard         | Good Crew Empathy for Patient?  |                                |                                       |  |  |
| 8                 | Did fire and EMC personnel show spacers for your                                    | 1.2                            | DICACREE                              | 25                                     | 49/                                      |
| ŏ                 | Did fire and EMS personnel show concern for your family members?                    | 1,2<br>3                       | DISAGREE<br>NEUTRAL                   | 25<br>57                               | 4%<br>9%                                 |
| Category          | (CREW EMPATHY FOR FAMILY)   | 4,5                            | AGREE                                 | 562                                    | 87%                                      |
|                   | 3 Category (Collapsed), "EXCLUDED" not counted.                                     | 6,7                            | EXCLUDED                              | 53                                     | 8%                                       |
| Scorecard         | Good Crew Empathy for Family?   |                                |                                       |  |  |
|                   |   |                                |                                       |  |  |
| 9                 | After being brought inside the hospital, how would you describe                     | 1,2                            | LONG                                  | 52                                     | 7%                                       |
|                   | the length of time you spent waiting to be moved from the ambulance                 | 3                              | ACCEPTABLE                            | 205                                    | 27%                                      |
|                   | stretcher to the treatment area or waiting room of the emergency department?        | 4,5<br><b>6,7</b>              | SHORT<br>EXCLUDED                     | 497<br><b>40</b>                       | 66%<br>5%                                |
| Category          | (PATIENT TURNOVER TIME)   | 0,7                            | EXCLUDED                              | ₹0                                     | 3/0                                      |
|                   | 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                                     | 5%                                       |
| Category          | (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted.              | 3<br>4,5                       | NEUTRAL<br>SATISFIED                  | 19<br>717                              | 2%<br>92%                                |
| Scorecard         | Overall Satisfaction with Service?  | 6,7                            | EXCLUDED                              | 42                                     | 5%                                       |
| 222.200.0         |   | ٥,٠                            |                                       |  | 3,0                                      |
|                   |   |                                |                                       |  |  |
| 10                | Overall, how satisfied were you with the services you received?                     | 1,2,3                          | OTHER THAN SATISFIED                  | 59                                     | 8%                                       |
| Category          | (OVERALL SATISFACTION)  | 4,5                            | SATISFIED                             | 717                                    | 92%                                      |
| Scorecard         | 2 Category (Collapsed), "EXCLUDED" not counted.  Overall Satisfaction with Service? | 6,7                            | EXCLUDED                              | 42                                     | 5%                                       |
| 500.00010         |   |                                |                                       |  |  |
|                   |   |                                |                                       |  |  |
|                   |   |                                |                                       |  |  |