## Patient Satisfaction Survey (FY 2022 Overview Results)

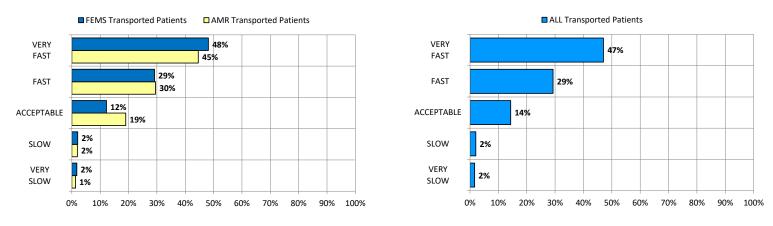
Number of Respondents = 1,023 (99% Confidence, 4.0% Error)



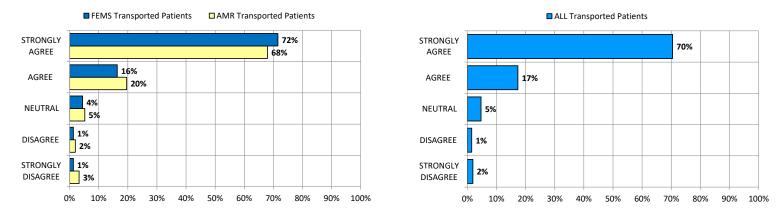
Patient Satisfaction Survey (FY 2022 Detailed Results)

Number of Respondents = 1,023 (99% Confidence, 4.0% Error)

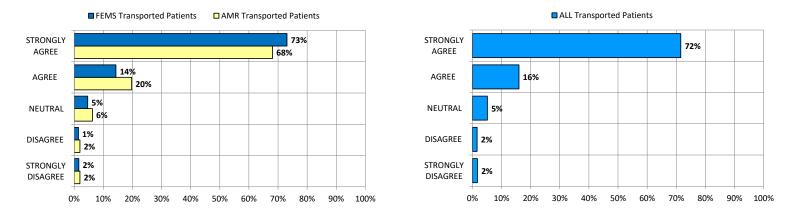
1. **(Speed of Response)** After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



## 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?



## DC Fire and EMS Department

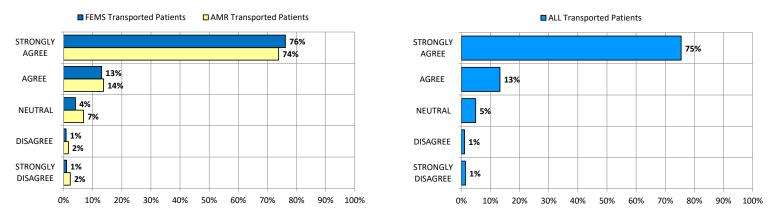
Office of the Fire and EMS Chief

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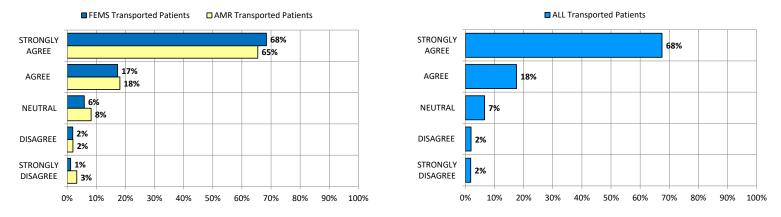
Patient Satisfaction Survey (FY 2022 Detailed Results)

Number of Respondents = 1,023 (99% Confidence, 4.0% Error)

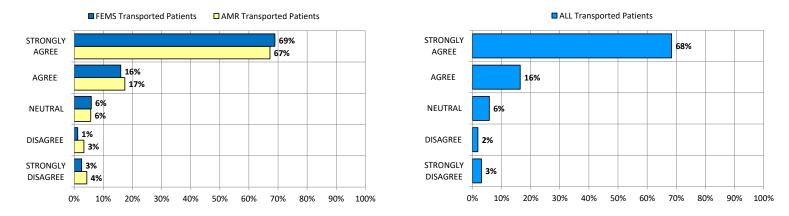
## 4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



# 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?

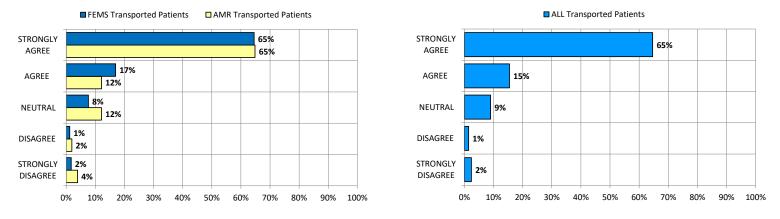


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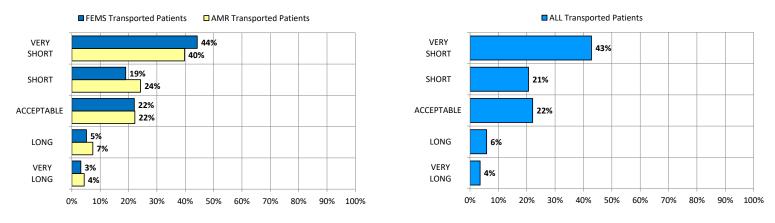
Patient Satisfaction Survey (FY 2022 Detailed Results)

Number of Respondents = 1,023 (99% Confidence, 4.0% Error)

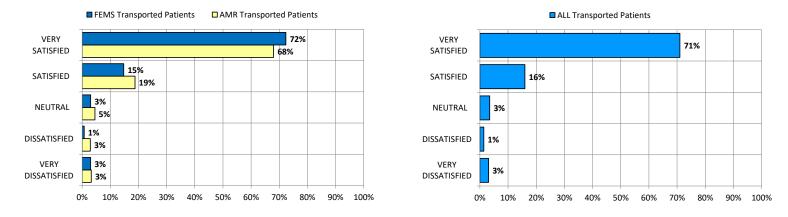
## 7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



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?



## DC Fire and EMS Department

Office of the Fire and EMS Chief

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Patient Survey Results for ALL TRANSPORTED PATIENTS (All Data Measures and Entries)

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	16	2%
Catagoni	of Fire and EMS emergency vehicles?	2	SLOW ACCEPTABLE	20	2%
Category Scorecard	(OVERALL RESPONSE TIME) Speed of Response?	3	FAST	141 288	14% 29%
Scorecard	Speed of Response:	5	VERY FAST	463	47%
		6	CAN'T ANSWER	0	0%
		7	BLANK	56	6%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	19	2%
Category	(CREW PROFESSIONALISM)	2	DISAGREE	15	1%
Scorecard	Professional Crew?	3	NEUTRAL AGREE	47 174	5% 17%
		5	STRONGLY AGREE	706	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	41	4%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	17	2%
	performing their duties?	2	DISAGREE	16	2%
Category	(CREW COMPETENCE)	3	NEUTRAL	51	5%
Scorecard	Competent Crew?	<u>4</u> 5		159 712	16% 72%
		6	STRONGLY AGREE CAN'T ANSWER	0	0%
		7	BLANK	40	4%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	14	1%
Category	(CREW ATTITUDE)	2	DISAGREE	11	1%
Scorecard	Good Crew Attitude?	3	NEUTRAL	49	5%
		4	AGREE	132	13%
		5	STRONGLY AGREE	751	75%
		6	CAN'T ANSWER	0	0% 4%
6	Did Fire and EMS personnel keep you informed about what	1	BLANK STRONGLY DISAGREE	38 18	4% 2%
0	they were doing?	2	DISAGREE	18	2%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	65	7%
Scorecard	Good Crew/Patient Interaction?	4	AGREE	173	18%
		5	STRONGLY AGREE	665	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	45	5%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	30	3%
Category	during transport to the hospital? (CREW EMPATHY FOR PATIENT)	2	DISAGREE NEUTRAL	<u>18</u> 56	2% 6%
Scorecard	Good Crew Empathy for Patient?	4	AGREE	158	16%
		5	STRONGLY AGREE	658	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	42	4%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	20	2%
	family members?	2	DISAGREE	12	1%
Category	(CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?	3	NEUTRAL	75	9%
Scorecard	Good Crew Emplithy for Family?	5	AGREE STRONGLY AGREE	129 539	15% 65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	59	7%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	34	4%
	the length of time you spent waiting to be moved from the ambulance	2	LONG	56	6%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	211	22%
	department? (PATIENT TURNOVER TIME)	4	SHORT	197	21%
Catagers		5	VERY SHORT	409	43% 0%
Category Scorecard			CAN'T ANSWER	0	
Category Scorecard	Speed of Patient Turnover at Hospital?	6 7	CAN'T ANSWER BLANK	0 48	
		6		0 48 31	5% 3%
Scorecard	Speed of Patient Turnover at Hospital?	6 7	BLANK	48	5%
Scorecard	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received?	6 7 1 2 3	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL	48 31 14 35	5% 3% 1% 3%
Scorecard 10 Category	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION)	6 7 1 2 3 4	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED	48 31 14 35 161	5% 3% 1% 3% 16%
Scorecard 10 Category	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION)	6 7 1 2 3 4 5	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED VERY SATISFIED	48 31 14 35 161 715	5% 3% 1% 3% 16% 71%
Scorecard 10 Category	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION)	6 7 1 2 3 4 5 6	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED VERY SATISFIED CAN'T ANSWER	48 31 14 35 161 715 0	5% 3% 1% 3% 16% 71% 0%
Scorecard 10 Category Scorecard	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) Overall Satisfaction with Service?	6 7 1 2 3 4 5 6 7	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED VERY SATISFIED CAN'T ANSWER BLANK	48 31 14 35 161 715 0 51	5% 3% 1% 3% 16% 71% 0% 5%
Scorecard 10 Category	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION)	6 7 1 2 3 4 5 6	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED VERY SATISFIED CAN'T ANSWER BLANK YES	48 31 14 35 161 715 0 51 405	5% 3% 1% 3% 16% 71% 0% 5% 40%
Scorecard 10 Category Scorecard	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) Overall Satisfaction with Service?	6 7 1 2 3 4 5 6 7 1	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED VERY SATISFIED CAN'T ANSWER BLANK	48 31 14 35 161 715 0 51	5% 3% 1% 3% 16% 71% 0% 5%
Scorecard 10 Category Scorecard 11	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) Overall Satisfaction with Service? Comments included?	6 7 1 2 3 4 5 6 7 1 2	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED VERY SATISFIED CAN'T ANSWER BLANK YES NO	48 31 14 35 161 715 0 51 405 618	5% 3% 1% 3% 16% 71% 0% 5% 40% 60%
Scorecard 10 Category Scorecard 11	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) Overall Satisfaction with Service? Comments included?	6 7 1 2 3 4 5 6 7 1 2 1 2 1	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED VERY SATISFIED CAN'T ANSWER BLANK YES NO YES	48 31 14 35 161 715 0 51 405 618 996	5% 3% 1% 3% 6% 71% 0% 5% 40% 60% 97%
Scorecard 10 Category Scorecard 11 12	Speed of Patient Turnover at Hospital? Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) Overall Satisfaction with Service? Comments included? Name included?	6 7 1 2 3 4 5 6 7 1 2 1 2 1 2	BLANK VERY DISSATISFIED DISSATISFIED NEUTRAL SATISFIED VERY SATISFIED CAN'T ANSWER BLANK YES NO YES NO	48 31 14 35 161 715 0 51 405 618 996 27	5% 3% 1% 3% 6% 71% 0% 5% 40% 60% 97% 3%

Patient Survey Results for FEMS TRANSPORTED PATIENTS (All Data Measures and Entries)

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1	VERY SLOW	12	2%
Catagony	of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME)	2 3	SLOW ACCEPTABLE	14 83	2% 12%
Category Scorecard	Speed of Response?	4	FAST	198	29%
Scorecura		5	VERY FAST	327	48%
		6	CAN'T ANSWER	0	0%
		7	BLANK	45	7%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	9	1%
Category	(CREW PROFESSIONALISM)	2	DISAGREE	9	1%
Scorecard	Professional Crew?	3 4	NEUTRAL AGREE	31 114	4% 16%
		5	STRONGLY AGREE	498	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	35	5%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	11	2%
	performing their duties?	2	DISAGREE	10	1%
Category	(CREW COMPETENCE)	3	NEUTRAL	32	5%
Scorecard	Competent Crew?	4 5	AGREE STRONGLY AGREE	99 505	14% 73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	34	5%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	7	1%
Category	(CREW ATTITUDE)	2	DISAGREE	6	1%
Scorecard	Good Crew Attitude?	3	NEUTRAL	28	4%
		4	AGREE	90	13%
		5	STRONGLY AGREE	525	76%
		6	CAN'T ANSWER BLANK	0 33	0% 5%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	8	1%
0	they were doing?	2	DISAGREE	13	2%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	40	6%
Scorecard	Good Crew/Patient Interaction?	4	AGREE	118	17%
		5	STRONGLY AGREE	466	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	36	5%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	17	3% 1%
Category	during transport to the hospital? (CREW EMPATHY FOR PATIENT)	2	DISAGREE	8 39	1% 6%
Scorecard	Good Crew Empathy for Patient?	4	AGREE	106	16%
	·····	5	STRONGLY AGREE	457	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	36	5%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	10	2%
<b>C</b> -1	family members?	2	DISAGREE	7	1%
Category Scorecard	(CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?	3 4	NEUTRAL AGREE	44 98	8% 17%
Scorecard		5	STRONGLY AGREE	373	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	46	8%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	21	3%
	the length of time you spent waiting to be moved from the ambulance	2	LONG	34	5%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	145	22%
Category	department? (PATIENT TURNOVER TIME)	4 5	SHORT VERY SHORT	125 291	19% 44%
Category Scorecard	(PATIENT TORNOVER TIME) Speed of Patient Turnover at Hospital?	6	CAN'T ANSWER	0	0%
Storecard		7	BLANK	42	6%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	21	3%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	5	1%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	21	3%
		4	SATISFIED	103	15%
		5	VERY SATISFIED	505	72%
		6 7	CAN'T ANSWER BLANK	0 43	0% 6%
11	Comments included?	1	YES	276	39%
		2	NO	434	61%
12	Name included?	1	YES	685	96%
		2	NO	25	4%
13	Telephone number included?	1	YES	530	75%
		2	NO	180	25%
14	E-mail included?	1	YES	347	49%
		2	NO	363	51%

Patient Survey Results for AMR TRANSPORTED PATIENTS (All Data Measures and Entries)

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	4	1%
Catagony	of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME)	2	SLOW ACCEPTABLE	6 58	2% 19%
Category Scorecard	Speed of Response?	4	FAST	90	30%
Scorecura		5	VERY FAST	136	45%
		6	CAN'T ANSWER	0	0%
		7	BLANK	11	4%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	10	3%
Category	(CREW PROFESSIONALISM)	2	DISAGREE	6	2%
Scorecard	Professional Crew?	4	NEUTRAL AGREE	16 60	5% 20%
		5	STRONGLY AGREE	208	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	6	2%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	6	2%
	performing their duties?	2	DISAGREE	6	2%
Category Scorecard	(CREW COMPETENCE)	3	NEUTRAL AGREE	19 60	6% 20%
Scorecard	Competent Crew?	5	STRONGLY AGREE	207	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	6	2%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	7	2%
Category	(CREW ATTITUDE)	2	DISAGREE	5	2%
Scorecard	Good Crew Attitude?	3	NEUTRAL	21	7%
		4	AGREE	42	14%
		5	STRONGLY AGREE CAN'T ANSWER	226 0	74% 0%
		7	BLANK	5	2%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	10	3%
-	they were doing?	2	DISAGREE	6	2%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	25	8%
Scorecard	Good Crew/Patient Interaction?	4	AGREE	55	18%
		5	STRONGLY AGREE	199	65%
		6 7	CAN'T ANSWER BLANK	0	0% 3%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	13	4%
,	during transport to the hospital?	2	DISAGREE	10	3%
Category	(CREW EMPATHY FOR PATIENT)	3	NEUTRAL	17	6%
Scorecard	Good Crew Empathy for Patient?	4	AGREE	52	17%
		5	STRONGLY AGREE	201	67%
		6	CAN'T ANSWER	0	0%
8	Did fire and EMS personnel show concern for your	7	BLANK STRONGLY DISAGREE	6 10	2% 4%
0	family members?	2	DISAGREE	5	2%
Category	(CREW EMPATHY FOR FAMILY)	3	NEUTRAL	31	12%
Scorecard	Good Crew Empathy for Family?	4	AGREE	31	12%
		5	STRONGLY AGREE	166	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	13	5%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance	1	VERY LONG LONG	13 22	4% 7%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	66	22%
	department?	4	SHORT	72	24%
Category	(PATIENT TURNOVER TIME)	5	VERY SHORT	118	40%
Scorecard	Speed of Patient Turnover at Hospital?	6	CAN'T ANSWER	0	0%
		7	BLANK	6	2%
<b>10</b>	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	10	3%
Category Scorecard	(OVERALL SATISFACTION) Overall Satisfaction with Service?	2	DISSATISFIED NEUTRAL	9 14	3% 5%
Scorecaru		4	SATISFIED	58	5% 19%
		5	VERY SATISFIED	210	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	8	3%
11	Comments included?	1	YES	129	41%
		2	NO	184	59%
42	Name - to dead		YES	311	99%
12	Name included?				
		2	NO	2	1%
12 13	Name included? Telephone number included?				
		2	NO YES	2 261	1% 83%

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

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 of Fire and EMS emergency vehicles?	<u>1,2</u> 3	SLOW ACCEPTABLE	36 141	4% 15%
Category	(OVERALL RESPONSE TIME)	4,5	FAST	751	81%
eurego, y	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	56	6%
Scorecard	Speed of Response?				•//
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	34	4%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	47	5%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	880	92%
Scorecard	Professional Crew?	6,7	EXCLUDED	41	4%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	33	3%
4	performing their duties?	3	NEUTRAL	51	5%
Category	(CREW COMPETENCE)	4,5	AGREE	871	91%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	40	4%
Scorecard	Competent Crew?				
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	25	3%
Category	(CREW ATTITUDE)	3	NEUTRAL	49	5%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	883	92%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	38	4%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	37	4%
	they were doing?	3	NEUTRAL	65	7%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	838	89%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	45	5%
Scorecard	Good Crew/Patient Interaction?				
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	48	5%
Catagory	during transport to the hospital?	3	NEUTRAL	56	<u>6%</u>
Category	(CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted.	4,5 6,7	AGREE EXCLUDED	816 42	89% 4%
Scorecard	Good Crew Empathy for Patient?	0,7	EXCLODED	72	470
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	32	4%
	family members?	3	NEUTRAL	75	10%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	668	86%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Family?	6,7	EXCLUDED	59	7%
Scorecard					
9	After being brought inside the hospital, how would you describe	1,2	LONG	90	10%
-	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	211	23%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	606	67%
	department?	6,7	EXCLUDED	48	5%
Category	(PATIENT TURNOVER TIME)				
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Speed of Patient Turnover at Hospital?				
Scorecard 10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	45	5%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	35	5% 4%
00105017	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	SATISFIED	876	92%
Scorecard	Overall Satisfaction with Service?	6,7	EXCLUDED	51	5%
10		100		00	<b>2</b> 21
10 Category	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION)	1,2,3 4,5	OTHER THAN SATISFIED SATISFIED	80 876	8% 92%
Category	2 Category (Collapsed), "EXCLUDED" not counted.	4,5 6,7	EXCLUDED	51	5%
Scorecard	Overall Satisfaction with Service?			<u> </u>	370

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	26	4%
	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	83	13%
Category	(OVERALL RESPONSE TIME)	4,5	FAST	525	83%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Speed of Response?	6,7	EXCLUDED	45	7%
Scorecura					
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	18	3%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	31	5%
,	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	612	93%
Scorecard	Professional Crew?	6,7	EXCLUDED	35	5%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	21	3%
	performing their duties?	3	NEUTRAL	32	5%
Category	(CREW COMPETENCE)	4,5	AGREE	604	92%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	34	5%
Scorecard	Competent Crew?				
-	Did Fire and EMS percential act courtoous and respectful?	10	DISACREE	10	20/
5 Catagony	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	13	2%
Category	(CREW ATTITUDE)		NEUTRAL	28	4%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Attitude?	4,5 6,7	AGREE EXCLUDED	615 33	94% 5%
Scorecard		6,7	EXCLODED	33	5%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	21	3%
	they were doing?	3	NEUTRAL	40	6%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	584	91%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	36	5%
Scorecard	Good Crew/Patient Interaction?				
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	25	4%
	during transport to the hospital?	3	NEUTRAL	39	6%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	563	90%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Patient?	6,7	EXCLUDED	36	5%
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	17	3%
	family members?	3	NEUTRAL	44	8%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	471	89%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	46	8%
Scorecard	Good Crew Empathy for Family?				
9	After being brought inside the hospital, how would you describe	1,2	LONG	55	9%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	145	24%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	416	68%
	department?	6,7	EXCLUDED	42	6%
Category	(PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	Speed of Patient Turnover at Hospital?				
10 Category	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION)	<u>1,2</u> 3	DISSATISFIED NEUTRAL	26 21	4% 3%
category	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	SATISFIED	608	93%
Scorecard	Overall Satisfaction with Service?	6,7	EXCLUDED	43	6%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	47	7%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	608	93%
	2 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	43	6%
Scorecard	Overall Satisfaction with Service?				<u> </u>

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

2     After the 31: call was placed, how would you rate the response time of Firs and EMS emergency which?     1.2     SLOW     1.0     3%       Category Category Correcard     3     ACCEPTABLE     5.8     20%       3     ACCEPTABLE     5.8     20%       4.5     FAST     22.6     77%       5     Scorecard     Speed of Response?     1.2     DISAGREE     1.6     5%       3     Did Fire and EMS personnel look and act professional?     1.2     DISAGREE     1.6     5%       5     Category (Collapsed), "EXCLUBED" not counted.     4,5     ACREE     268     89%       5     DId Fire and EMS personnel seem competent and knowledgeable parforming thair duttle?     1.2     DISAGREE     12     MSK       6     Text and EMS personnel seem competent and knowledgeable parforming thair duttle?     3     NEUTRAL     19     6%       6     Category (Clalpsed), "EXCLUBED" not counted.     3     NEUTRAL     19     6%       5     Did Fire and EMS personnel act courteous and respectful?     1.2     DISAGREE     2267     90%       6     Category (Clalpsed), "EXCLUBED" not counted.     6,7     EXCLUBED     6     2%       6     Category (Clalpsed), "EXCLUBED" not counted.     6,7     EXCLUBED     5     2%	3         ACCEPTABLE         58         20%           4,5         FAST         226         77%           6,7         EXCLUDED         11         4%           6,7         EXCLUDED         11         4%           essional?         1,2         DISAGREE         16         5%           3         NEUTRAL         16         5%           4,5         AGREE         268         89%           6,7         EXCLUDED         6         2%           4,5         AGREE         268         89%           6,7         EXCLUDED         6         2%           and knowledgeable         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%           4,5         AGREE         267         90%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           1         2         1/2         4%           3         NEUTRAL         19         6%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%     <
Category     (OVERALL RESPONSE TIME)     4.5     FAST     226     77%       Scorecard     Scorecard     Scorecard     6.7     EXCLUDED     11     4%       3     Did Fire and EMS personnel look and act professional?     1,2     DISAGREE     16     5%       Category (Collapsed), "EXCLUDED" not counted.     3     NEUTRAL     16     5%       5 Corecard     Professional Crew?     3     NEUTRAL     16     5%       4     Did Fire and EMS personnel seem competent and knowledgeable performing their duties?     1,2     DISAGREE     12     4%       4     Did Fire and EMS personnel seem competent and knowledgeable performing their duties?     3     NEUTRAL     19     6%       Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     6     2%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     6     2%       6     Did Fire and EMS personnel act courteous and respectful?     1,2     DISAGREE     12     4%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     6     26       5     Did Fire and EMS personnel act courteous and respectful?     1,2     DISAGREE     12     4%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7	4,5         FAST         226         77%           6,7         EXCLUDED         11         4%
Scorecard       5 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       11       4%         3       Did Fire and EMS personnel look and act professional?       1,2       DISAGREE       16       5%         Category (Collapsed), "EXCLUDED" not counted.       3       NEUTRAL       16       5%         Scorecard       2 category (Collapsed), "EXCLUDED" not counted.       4,5       A GREE       258       89%         Scorecard       Did Fire and EMS personnel seem competent and knowledgeable       1,2       DISAGREE       12       4%         4       Did Fire and EMS personnel seem competent and knowledgeable       1,2       DISAGREE       12       4%         6,7       EXCLUDED       6       2%       3       NEUTRAL       19       6%         Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%         Scorecard       Did Fire and EMS personnel act courteous and respectful?       1,2       DISAGREE       12       4%         Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%         Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       5       2%         Category (Collapsed), "EXCLUDED" not counted.       6,7	6,7         EXCLUDED         11         4%
Scorecard     Speed of Response?     Image: Constraint of the spense?     Image: Constraint of the spense?       3     Did Fire and EMS personnel look and act professional?     1,2     DISAGREE     16     5%       Category     C(REW PROFESSIONALISM)     3     INUTRAL     16     5%       Scorecard     Professional Crew?     4,5     AGREE     268     89%       Scorecard     Professional Crew?     6,7     EXCLUDED     6     2%       4     Did Fire and EMS personnel seem competent and knowledgeable performing their duties?     1,2     DISAGREE     12     4%       6     Category (CREW COMPETENCE)     4,5     AGREE     267     90%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     6     2%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     6     2%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     6     2%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     5     2%       6     Did Fire and EMS personnel act courteous and respectful?     1,2     DISAGREE     268     80%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     5     2%	Image: sessional?         1,2         DISAGREE         16         5%           3         NEUTRAL         16         5%           4,5         AGREE         268         89%           6,7         EXCLUDED         6         2%           and knowledgeable         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           4,5         AGREE         267         90%           4,5         AGREE         268         89%
Category       (CREW PROFESSIONLISM)       3       NEUTRAL       16       5%         3 Category (Collapsed), "EXCLUDED" not counted.       4,5       AGREE       268       89%         6,7       EXCLUDED       6       22%         7       Did Fire and EMS personnel seem competent and knowledgeable performing their duties?       1,2       DISAGREE       12       4%         6       Scorecard       Scorecard       6,7       EXCLUDED       6       22%         7       Did Fire and EMS personnel seem competent and knowledgeable performing their duties?       1,2       DISAGREE       12       4%         6       Scorecard       3       NEUTRAL       19       6%         7       Did Fire and EMS personnel act courteous and respectful?       1,2       DISAGREE       268       89%         6       Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%         6       Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       5       2%         6       Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       5       2%         6       Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       9       3%	3         NEUTRAL         16         5%           4,5         AGREE         268         89%           6,7         EXCLUDED         6         2%           6,7         EXCLUDED         6         2%           and knowledgeable         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%           4,5         AGREE         267         90%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           1         1         1         1           4,5         AGREE         12         4%           3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%
Category       3       NEUTRAL       16       5%         Scorecard       Professional Crew?       4,5       AGREE       268       89%         4       Did Fire and EMS personnel seem competent and knowledgeable performing their duties?       1,2       DISAGREE       12       4%         5       Category       C(REW COMPETENCE)       3       NEUTRAL       19       6%         5       Conspectent Crew?       6,7       EXCLUDED       6       2%         5       Did Fire and EMS personnel act ourteous and respectful?       1,2       DISAGREE       12       4%         6       Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%         5       Did Fire and EMS personnel act ourteous and respectful?       1,2       DISAGREE       12       4%         6,7       EXCLUDED       6       2%	3         NEUTRAL         16         5%           4,5         AGREE         268         89%           6,7         EXCLUDED         6         2%           6,7         EXCLUDED         6         2%           and knowledgeable         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%           4,5         AGREE         267         90%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           1         1         1         1           4,5         AGREE         12         4%           3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%
Category Scorecard       CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted.       3       NEUTRAL       16       5%         A       Did Fire and EMS personnel seem competent and knowledgeable performing their duties?       1,2       DISAGREE       12       4%         Category (CREW COMPETENCE)       CATEGORY       3       NEUTRAL       19       6%         Category (CREW COMPETENCE) Scorecard       Category (COllapsed), "EXCLUDED" not counted.       3       NEUTRAL       19       6%         Scorecard       Did Fire and EMS personnel act courteous and respectful? Category       1,2       DISAGREE       12       4%         Scorecard       Did Fire and EMS personnel act courteous and respectful? Category       1,2       DISAGREE       12       4%         Scorecard       Did Fire and EMS personnel act courteous and respectful?       1,2       DISAGREE       12       4%         Scorecard       Good Crew Attitude?       1,2       DISAGREE       268       89%         Scorecard       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         Good Crew Attitude?       3       NEUTRAL       25       8%         Scorecard       Did Fire and EMS personnel keep you informed about what<	3         NEUTRAL         16         5%           4,5         AGREE         268         89%           6,7         EXCLUDED         6         2%           6,7         EXCLUDED         6         2%           and knowledgeable         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%           4,5         AGREE         267         90%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           1         1         1         1           4,5         AGREE         12         4%           3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%
Scorecard     3 Category (Collapsed), "EXCLUDED" not counted. Professional Crew?     4,5     AGREE     268     89%       6,7     EXCLUDED     6     2%       6,7     EXCLUDED     6     2%       7     Did Fire and EMS personnel seem competent and knowledgeable performing their duties?     1,2     DISAGREE     12     4%       8     Category     CREW COMPETENCE()     3     NEUTRAL     19     6%       9     Gategory (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     6     2%       5     Competent Crew?     4,5     AGREE     12     4%       6     DId Fire and EMS personnel act courteous and respectful?     1,2     DISAGREE     12     4%       6     Category     Id Fire and EMS personnel act courteous and respectful?     1,2     DISAGREE     12     4%       6     Category     Id Fire and EMS personnel act courteous and respectful?     1,2     DISAGREE     268     89%       6     Category     Id Fire and EMS personnel act courteous and respectful?     1,2     DISAGREE     268     89%       6,7     EXCLUDED     5     25%     3     NEUTRAL     21     7%       6     DId Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE <td>6,7         EXCLUDED         6         2%           and knowledgeable         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           6,7         EXCLUDED         6         2%           d respectful?         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%         3%           drespectful?         1,2         DISAGREE         12         4%           3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%</td>	6,7         EXCLUDED         6         2%           and knowledgeable         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           6,7         EXCLUDED         6         2%           d respectful?         1,2         DISAGREE         12         4%           3         NEUTRAL         19         6%         3%           drespectful?         1,2         DISAGREE         12         4%           3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%
4     Did Fire and EMS personnel seem competent and knowledgeable performing their duties?     1.2     DISAGREE     1.2     4%       Category     (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. Competent Crew?     3.     NEUTRAL     19     6%       5     Did Fire and EMS personnel act courteous and respectful? Category     1.2     DISAGREE     12     4%       5     Did Fire and EMS personnel act courteous and respectful? Category     1.2     DISAGREE     12     4%       6     Did Fire and EMS personnel act courteous and respectful? Category     1.2     DISAGREE     12     4%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1.2     DISAGREE     268     89%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1.2     DISAGREE     16     5%       6,7     EXCLUDED     9     3%     3     NEUTRAL     25     8%       Category     CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     9     3%       6,7     EXCLUDED     9     3%     6,7     EXCLUDED     9     3%       Category     Crew Intiteraction?     6,7     EXCLUDED     9     3%       Category     Did Fire and EMS personnel show concern abo	Image: system of the
performing their duties? (CREW COMPETENCE)     3     NEUTRAL     19     6%       3     NEUTRAL     19     6%       4,5     AGREE     267     90%       3     Category (Collapsed), "EXCLUDED" not counted. Competent Crew?     6,7     EXCLUDED     6     2%       5     Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE)     1,2     DISAGREE     12     4%       5     Category (Collapsed), "EXCLUDED" not counted. Good Crew Attitude?     4,5     AGREE     268     88%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE     16     5%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE     16     5%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE     16     5%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE     254     86%       5     Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     9     3%       7     Did Fire and EMS personnel show concern about your comfort during transport to the hospital?     1,2     DISAGREE     23     8%       6     CREW INTERACTION WITH PATIENT) 3 Category (Collaps	3         NEUTRAL         19         6%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           6         2%         6         2%           6         1         1         1           6         2%         1         1         1           6         1         1         1         1           6         1         1         1         1           6         1         1         1         1           6         1         1         1         1         1           6         1         1         1         1         1         1           6         1         <
Category     performing their duties? (CREW COMPETENCE)     3     NEUTRAL     19     6%       3     AGREE     267     90%       3     Category (Collapsed), "EXCLUDED" not counted. Competent Crew?     6,7     EXCLUDED     6     2%       5     Did Fire and EMS personnel act courteous and respectful? Category     1,2     DISAGREE     12     4%       5     Category (Collapsed), "EXCLUDED" not counted. Good Crew Attitude?     3     NEUTRAL     21     7%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE     16     5%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE     16     5%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE     16     5%       6     Did Fire and EMS personnel keep you informed about what they were doing?     1,2     DISAGREE     254     86%       6,7     EXCLUDED     9     3%     3%     4,5     AGREE     254     86%       7     Did Fire and EMS personnel show concern about your comfort during transport to the hospital?     1,2     DISAGREE     23     8%       6     CREW LINTERAL TOP     3     NEUTRAL     17     6%	3         NEUTRAL         19         6%           4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           6         2%         6         2%           6         1         1         1           6         2%         1         1         1           6         1         1         1         1           6         1         1         1         1           6         1         1         1         1           6         1         1         1         1         1           6         1         1         1         1         1         1           6         1         <
Category       (CREW COMPETENCE)       4,5       AGREE       267       90%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%         5       Did Fire and EMS personnel act courteous and respectful?       1,2       DISAGREE       12       4%         Category (Collapsed), "EXCLUDED" not counted.       3       NEUTRAL       21       7%         3 Category (Collapsed), "EXCLUDED" not counted.       4,5       AGREE       268       88%         Scorecard       Good Crew Attitude?       6,7       EXCLUDED       5       2%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         6,7       EXCLUDED       9       3%       Scorecard       3       NEUTRAL       25       8%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%	4,5         AGREE         267         90%           6,7         EXCLUDED         6         2%           6,7         EXCLUDED         6         2%           6,7         DISAGREE         12         4%           3         NEUTRAL         21         7%           1,5         AGREE         268         89%
3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%         Competent Crew?	6,7         EXCLUDED         6         2%           drespectful?         1,2         DISAGREE         12         4%           3         NEUTRAL         21         7%           unted.         4,5         AGREE         268         89%
Scorecard       Competent Crew?       Image: Competent Crew?       Image: Competent Crew?       Image: Competent Crew?         S       Did Fire and EMS personnel act courteous and respectful?       1,2       DISAGREE       12       4%         Category       (CREW ATTITUDE)       3       NEUTRAL       21       7%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       5       2%         Good Crew Attitude?       6,7       EXCLUDED       5       2%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         Category       (CREW INTERACTION WITH PATIENT)       3       NEUTRAL       25       8%         3 Category       (CREW INTERACTION WITH PATIENT)       4,5       AGREE       254       86%         Scorecard       Good Crew/Patient Interaction?       6,7       EXCLUDED       9       3%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         6,7       EXCLUDED       9       3%       3%       1/2       1/2       1/2         7       Did Fire and EMS personnel show concern about your comfort during transport to	d respectful? 1,2 DISAGREE 12 4% 3 NEUTRAL 21 7% 4,5 AGREE 268 89%
S       Did Fire and EMS personnel act courteous and respectful?       1,2       DISAGREE       12       4%         Category       (CREW ATTITUDE)       3       NEUTRAL       21       7%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       5       2%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         6       Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       9       3%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         6,7       EXCLUDED       9       3       NEUTRAL       17       6%         6       Category       (CREW INTERACTION WITH PATIENT)       3       NEUTRAL       17 <td>3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%</td>	3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%
Category Scorecard(CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Attitude?3NEUTRAL217%6Did Fire and EMS personnel keep you informed about what they were doing? Category1,2DISAGREE165%7Did Fire and EMS personnel keep you informed about what they were doing?1,2DISAGREE165%6ScorecardCategoryCategory (Collapsed), "EXCLUDED" not counted. Good Crew/Patient Interaction?6,7EXCLUDED93%7Did Fire and EMS personnel show concern about your comfort during transport to the hospital? Category1,2DISAGREE238%7Did Fire and EMS personnel show concern about your comfort during transport to the hospital? Category1,2DISAGREE238%6,7EXCLUDED62%3NEUTRAL176%6,7EXCLUDED6,7EXCLUDED62%	3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%
Category       (CREW ATTITUDE)       3       NEUTRAL       21       7%         Scorecard       3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       5       2%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       6,7       EXCLUDED       9       3%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         6,7       EXCLUDED       9       3%       3%       5%       5%       5%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         6,7       EXCLUDED       9       3%       5%       5%       5%       5%         7       Did Fire and EMS personnel show concern about your comfort       1,2       DISAGREE       23       8%         6,7       EXCLUDED       6       253	3         NEUTRAL         21         7%           inted.         4,5         AGREE         268         89%
3 Category (Collapsed), "EXCLUDED" not counted.       4,5       AGREE       268       89%         Scorecard       Good Crew Attitude?       6,7       EXCLUDED       5       2%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         Category       (CREW INTERACTION WITH PATIENT)       3,3       NEUTRAL       25       8%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       9       3%         Scorecard       Good Crew/Patient Interaction?       4,5       AGREE       254       86%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         Category       Category (Cellapsed), "EXCLUDED" not counted.       3       NEUTRAL       17       6%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       3       NEUTRAL       17       6%         6,7       EXCLUDED       4,5       AGREE       253       8%         6,7       EXCLUDED       6       2%	inted. 4,5 AGREE 268 89%
Scorecard       Good Crew Attitude?       6,7       EXCLUDED       5       2%         6       Did Fire and EMS personnel keep you informed about what they were doing?       1,2       DISAGREE       16       5%         Category       (CREW INTERACTION WITH PATIENT)       4,5       AGREE       254       86%         3       Category       Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       9       3%         5corecard       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         Category       Category (Collapsed), "EXCLUDED" not counted.       3       NEUTRAL       17       6%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       3       NEUTRAL       17       6%         6,7       EXCLUDED       6,7       EXCLUDED       6       2%	
Category       3       NEUTRAL       25       8%         Category       (CREW INTERACTION WITH PATIENT)       4,5       AGREE       254       86%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       9       3%         Scorecard       Good Crew/Patient Interaction?       6,7       EXCLUDED       9       3%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         Category       (CREW EMPATHY FOR PATIENT)       3       NEUTRAL       17       6%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%	
Category       3       NEUTRAL       25       8%         Category       (CREW INTERACTION WITH PATIENT)       4,5       AGREE       254       86%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       9       3%         Scorecard       Good Crew/Patient Interaction?       6,7       EXCLUDED       9       3%         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         Category       (CREW EMPATHY FOR PATIENT)       3       NEUTRAL       17       6%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%	
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Category       (CREW INTERACTION WITH PATIENT)       4,5       AGREE       254       86%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       9       3%         Scorecard       Good Crew/Patient Interaction?       -       -       -       -         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         Category       (CREW EMPATHY FOR PATIENT)       3       NEUTRAL       17       6%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%	
3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       9       3%         Good Crew/Patient Interaction?       -       -       -       -       -         7       Did Fire and EMS personnel show concern about your comfort during transport to the hospital?       1,2       DISAGREE       23       8%         Category       (CREW EMPATHY FOR PATIENT)       3,3       NEUTRAL       17       6%         3 Category (Collapsed), "EXCLUDED" not counted.       6,7       EXCLUDED       6       2%	
Scorecard       Good Crew/Patient Interaction?       Image: Constraint of the constraint	
7     Did Fire and EMS personnel show concern about your comfort during transport to the hospital?     1,2     DISAGREE     23     8%       Category     (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted.     4,5     AGREE     253     86%	ntea. <u>6,7 EACLODED 9 376</u>
Category         3         NEUTRAL         17         6%           Category         (CREW EMPATHY FOR PATIENT)         4,5         AGREE         253         86%           3 Category (Collapsed), "EXCLUDED" not counted.         6,7         EXCLUDED         6         2%	
Category         (CREW EMPATHY FOR PATIENT)         4,5         AGREE         253         86%           3 Category (Collapsed), "EXCLUDED" not counted.         6,7         EXCLUDED         6         2%	out your comfort 1,2 DISAGREE 23 8%
3 Category (Collapsed), "EXCLUDED" not counted. 6,7 EXCLUDED 6 2%	
	4,5 AGREE 253 86%
Scorecard Good Crew Empathy for Patient?	inted. 6,7 EXCLUDED 6 2%
8         Did fire and EMS personnel show concern for your         1,2         DISAGREE         15         6%           family members?         3         NEUTRAL         31         13%	
Category         (CREW EMPATHY FOR FAMILY)         4,5         AGREE         197         81%	
3 Category (Collapsed), "EXCLUDED" not counted. 6,7 EXCLUDED 13 5%	
Scorecard Good Crew Empathy for Family?	
9         After being brought inside the hospital, how would you describe         1,2         LONG         35         12%	
the length of time you spent waiting to be moved from the ambulance 3 ACCEPTABLE 66 23%	
stretcher to the treatment area or waiting room of the emergency 4,5 SHORT 190 65%	
department? 6,7 EXCLUDED 6 2%	6,7 EXCLUDED 6 2%
Category (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.	inted.
Scorecard Speed of Patient Turnover at Hospital?	
10         Overall, how satisfied were you with the services you received?         1,2         DISSATISFIED         19         6%           Concernent         (OVERALL CATISFIED CONCERNENT)         2         NEUTRAL         14         E%	
Category (OVERALL SATISFACTION) 3 NEUTRAL 14 5%	
3 Category (Collapsed), "EXCLUDED" not counted.         4,5         SATISFIED         268         89%           Scorecard         Overall Satisfaction with Service?         6,7         EXCLUDED         8         3%	
10     Overall, how satisfied were you with the services you received?     1,2,3     OTHER THAN SATISFIED     33     11%       Concernent     (OVERALL CATISFIED CA	
2 Category (Collapsed), "EXCLUDED" not counted.     6,7     EXCLUDED     8     3%       Scorecard     Overall Satisfaction with Service?	4,5 SATISFIED 268 <b>89%</b>
	4,5 SATISFIED 268 <b>89%</b>
	4,5 SATISFIED 268 <b>89%</b>