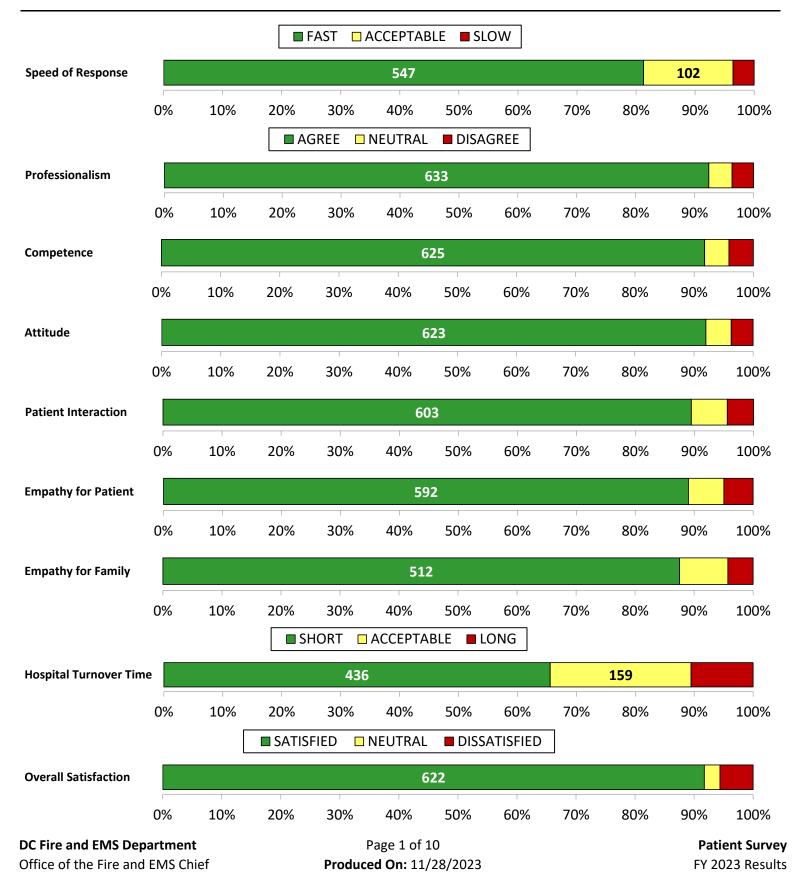
Patient Satisfaction Survey (FY-23 Overview Results)

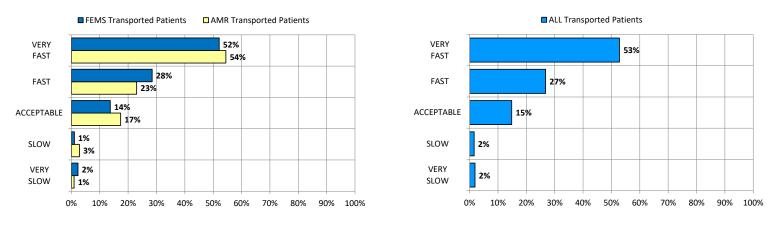
Number of Respondents = 709 (99% Confidence, 4.8% Error)



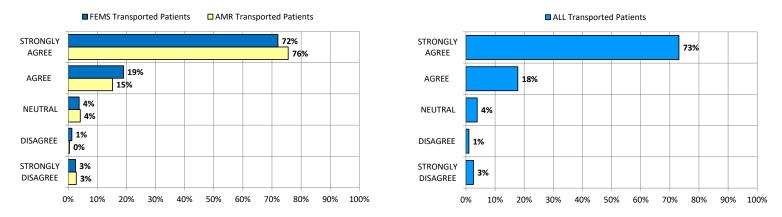
Patient Satisfaction Survey (FY-23 Detailed Results)

Number of Respondents = 709 (99% Confidence, 4.8% Error)

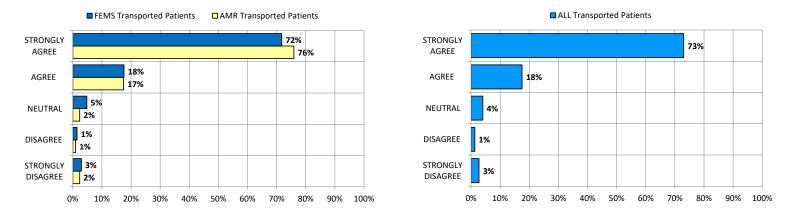
1. **(Speed of Response)** After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



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



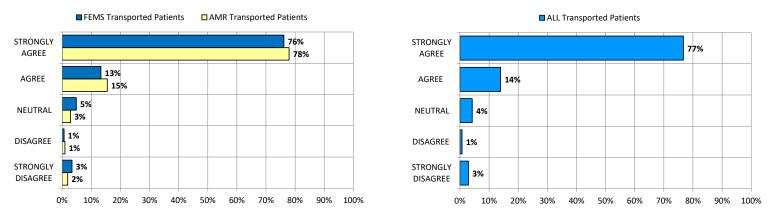
3. **(Competence)** Did Fire and EMS personnel seem competent and knowledgeable performing their duties?



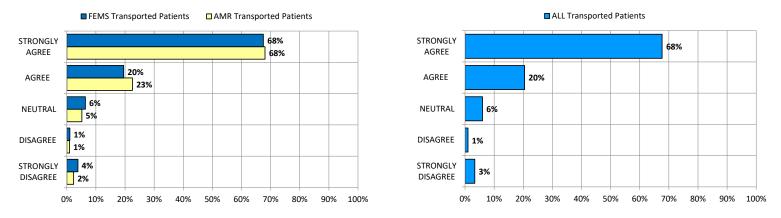
DC Fire and EMS Department Office of the Fire and EMS Chief Page 2 of 10 Produced On: 11/28/2023 Patient Survey FY 2023 Results

Patient Satisfaction Survey (FY-23 Detailed Results) Number of Respondents = 709 (99% Confidence, 4.8% Error)

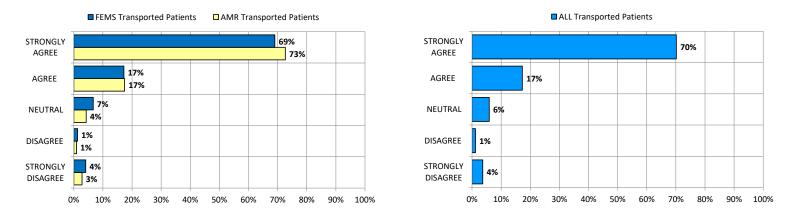
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



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?

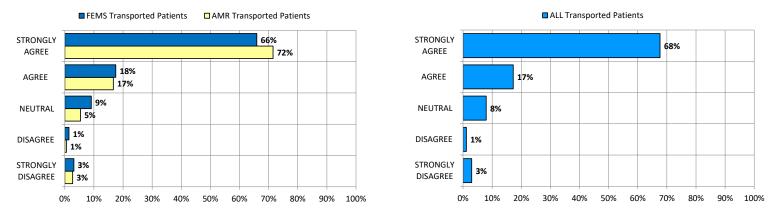


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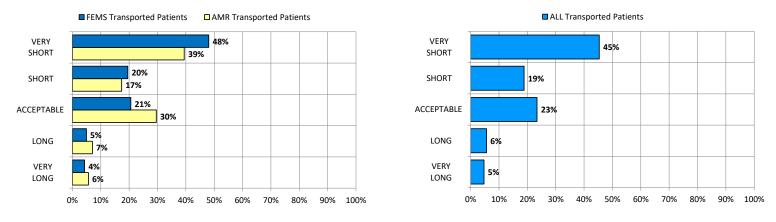
Patient Satisfaction Survey (FY-23 Detailed Results)

Number of Respondents = 709 (99% Confidence, 4.8% Error)

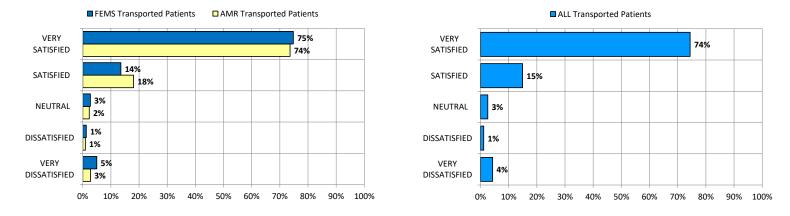
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



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)

FY-23 ALL (10/01/22 to 09/30/23)

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	13	2%
	of Fire and EMS emergency vehicles?	2	SLOW	11	2%
Category	(OVERALL RESPONSE TIME)	3	ACCEPTABLE	102	15%
Scorecard	Speed of Response?	4	FAST	184	27%
		5	VERY FAST	363	53%
		6 7	CAN'T ANSWER BLANK	0 14	0% 2%
2	Did Fire and ENAC nervournal look and act professional?	1			
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM)	2	STRONGLY DISAGREE	18	3%
Category Scorecard	(CREW PROFESSIONALISM) Professional Crew?	3	DISAGREE	27	1% 4%
Scorecaru	riojessional crew:	4	AGREE	124	18%
		5	STRONGLY AGREE	509	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	11	2%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	19	3%
	performing their duties?	2	DISAGREE	9	1%
Category	(CREW COMPETENCE)	3	NEUTRAL	28	4%
Scorecard	Competent Crew?	4	AGREE	121	18%
		5	STRONGLY AGREE	504	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	9	1%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	20	3%
Category	(CREW ATTITUDE)	2	DISAGREE	5	1%
Scorecard	Good Crew Attitude?	3	NEUTRAL	29	4%
		4	AGREE	96	14%
		5	STRONGLY AGREE	527	77%
		6	CAN'T ANSWER	0	0%
		7	BLANK	10	1%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	23	3%
	they were doing?	2	DISAGREE	7	1%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	41	6%
Scorecard	Good Crew/Patient Interaction?	4	AGREE	140	20%
		-	STRONGLY AGREE	463	68%
		6	CAN'T ANSWER BLANK	0 10	0% 1%
7	Did Fire and FNAC necessary about shout your service t			25	
/	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE DISAGREE	8	4% 1%
Category	during transport to the hospital? (CREW EMPATHY FOR PATIENT)	3	NEUTRAL	40	6%
Scorecard	Good Crew Empathy for Patient?	4	AGREE	117	17%
Scorecard	dood crew Emplity for Fullent:	5	STRONGLY AGREE	475	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	12	2%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	18	3%
	family members?	2	DISAGREE	7	1%
Category	(CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?	3	NEUTRAL	48	8%
Scorecard		4	AGREE	104	17%
		5	STRONGLY AGREE	408	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	18	3%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	32	5%
	the length of time you spent waiting to be moved from the ambulance	2	LONG	38	6%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	159	23%
	department?	4	SHORT	128	19%
Category	(PATIENT TURNOVER TIME)	5	VERY SHORT	308	45%
Scorecard	Speed of Patient Turnover at Hospital?	6	CAN'T ANSWER	0	0%
		7	BLANK	14	2%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	30	4%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	8	1%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	18	3%
		4 5	SATISFIED VERY SATISFIED	104 518	15% 74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	18	3%
11	Comments included?	1	YES	269	38%
11		2	NO	440	<u> </u>
12	Name included?	1	YES	702	99%
12	nume meludeu:	2	NO	7	1%
	Telephone number included?	1	YES	585	83%
12		· ·	I LJ	505	00/0
13					17%
13	E-mail included?	2	NO YES	124 381	17% 54%

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

FY-23 ALL (10/01/22 to 09/30/23)

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?	1	VERY SLOW	11	2%
Category	(OVERALL RESPONSE TIME)	3	SLOW ACCEPTABLE	5 65	1% 14%
Scorecard	Speed of Response?	4	FAST	135	28%
Storetard		5	VERY FAST	247	52%
		6	CAN'T ANSWER	0	0%
		7	BLANK	11	2%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	12	3%
Category	(CREW PROFESSIONALISM)	2	DISAGREE	6	1%
Scorecard	Professional Crew?	3	NEUTRAL	18	4%
		4	AGREE	91	19%
		5	STRONGLY AGREE CAN'T ANSWER	345 0	72% 0%
		7	BLANK	7	1%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	14	3%
•	performing their duties?	2	DISAGREE	7	1%
Category	(CREW COMPETENCE)	3	NEUTRAL	23	5%
Scorecard	Competent Crew?	4	AGREE	84	18%
		5	STRONGLY AGREE	343	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	7	1%
5	Did Fire and EMS personnel act courteous and respectful?	1	STRONGLY DISAGREE	16	3%
Category	(CREW ATTITUDE)	2	DISAGREE	3	1%
Scorecard	Good Crew Attitude?	3	NEUTRAL AGREE	23 63	5% 13%
		5	STRONGLY AGREE	361	76%
		6	CAN'T ANSWER	0	0%
		7	BLANK	8	2%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	18	4%
	they were doing?	2	DISAGREE	5	1%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	30	6%
Scorecard	Good Crew/Patient Interaction?	4	AGREE	92	20%
		5	STRONGLY AGREE	318	68%
		6	CAN'T ANSWER	0	0%
_		7	BLANK	8	2%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	19 6	4% 1%
Category	during transport to the hospital?	3	DISAGREE NEUTRAL	31	7%
Scorecard	(CREW EMPATHY FOR PATIENT) Good Crew Empathy for Patient?	4	AGREE	80	17%
Storetard		5	STRONGLY AGREE	321	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	8	2%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	13	3%
	family members? (CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?	2	DISAGREE	6	1%
Category		3	NEUTRAL	38	9%
Scorecard		4	AGREE	73	18%
		5	STRONGLY AGREE	275 0	66%
		7	CAN'T ANSWER BLANK	12	0% 3%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	20	4%
5	the length of time you spent waiting to be moved from the ambulance	2	LONG	20	5%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	96	21%
	department?	4	SHORT	91	20%
Category	(PATIENT TURNOVER TIME)	5	VERY SHORT	224	48%
Scorecard	Speed of Patient Turnover at Hospital?	6	CAN'T ANSWER	0	0%
		7	BLANK	12	3%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	24	5%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	6	1%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	13	3%
		4 5	SATISFIED VERY SATISFIED	65 359	14% 75%
		6	CAN'T ANSWER	0	0%
		7	BLANK	13	3%
11	Comments included?	1	YES	192	39%
		2	NO	295	61%
12	Name included?	1	YES	481	99%
		2	NO	6	1%
13	Telephone number included?	1	YES	404	83%
		2	NO	83	17%
14	E-mail included?	1	YES	270	55%
		2	NO	217	45%

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	2	1%
Catagory	of Fire and EMS emergency vehicles?	2	SLOW	6	3% 17%
Category Scorecard	(OVERALL RESPONSE TIME) Speed of Response?	4	ACCEPTABLE FAST	37 49	23%
Scorecard	Speed of Response:	5	VERY FAST	116	54%
		6	CAN'T ANSWER	0	0%
		7	BLANK	3	1%
3	Did Fire and EMS personnel look and act professional?	1	STRONGLY DISAGREE	6	3%
Category	(CREW PROFESSIONALISM)	2	DISAGREE	1	0%
Scorecard	Professional Crew?	3	NEUTRAL	9	4%
		4 5	AGREE STRONGLY AGREE	33 164	15% 76%
		6	CAN'T ANSWER	0	0%
		7	BLANK	4	2%
4	Did Fire and EMS personnel seem competent and knowledgeable	1	STRONGLY DISAGREE	5	2%
	performing their duties?	2	DISAGREE	2	1%
Category	(CREW COMPETENCE)	3	NEUTRAL	5	2%
Scorecard	Competent Crew?	4	AGREE	37	17%
		5	STRONGLY AGREE	161	76%
		6 7	CAN'T ANSWER	0	0%
5	Did Fire and EMS perception act courteous and respectful?	1	BLANK STRONGLY DISAGREE	2 4	1% 2%
5 Category	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE)	2	DISAGREE	2	2%
Scorecard	Good Crew Attitude?	3	NEUTRAL	6	3%
		4	AGREE	33	15%
		5	STRONGLY AGREE	166	78%
		6	CAN'T ANSWER	0	0%
		7	BLANK	2	1%
6	Did Fire and EMS personnel keep you informed about what	1	STRONGLY DISAGREE	5	2%
	they were doing?	2	DISAGREE	2	1%
Category	(CREW INTERACTION WITH PATIENT)	3	NEUTRAL	11	5%
Scorecard	Good Crew/Patient Interaction?	4 5		48 145	23% 68%
		6	STRONGLY AGREE CAN'T ANSWER	0	0%
		7	BLANK	2	1%
7	Did Fire and EMS personnel show concern about your comfort	1	STRONGLY DISAGREE	6	3%
-	during transport to the hospital?	2	DISAGREE	2	1%
Category	(CREW EMPATHY FOR PATIENT) Good Crew Empathy for Patient?	3	NEUTRAL	9	4%
Scorecard		4	AGREE	37	17%
		5	STRONGLY AGREE	154	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	4	2%
8	Did fire and EMS personnel show concern for your	1	STRONGLY DISAGREE	5	3%
Category	family members? (CREW EMPATHY FOR FAMILY) Good Crew Empathy for Family?	3	DISAGREE NEUTRAL	1 10	1% 5%
Scorecard		4	AGREE	31	17%
Storetard		5	STRONGLY AGREE	133	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	6	3%
9	After being brought inside the hospital, how would you describe	1	VERY LONG	12	6%
	the length of time you spent waiting to be moved from the ambulance	2	LONG	15	7%
	stretcher to the treatment area or waiting room of the emergency	3	ACCEPTABLE	63	30%
Cata	department?	4	SHORT	37	17%
Category Scorecard	(PATIENT TURNOVER TIME) Speed of Patient Turnover at Hospital?	5	VERY SHORT CAN'T ANSWER	84 0	39% 0%
JUIELdIU	opeca of ration ratiover at nospital:	7	BLANK	2	1%
10	Overall, how satisfied were you with the services you received?	1	VERY DISSATISFIED	6	3%
Category	(OVERALL SATISFACTION)	2	DISSATISFIED	2	1%
Scorecard	Overall Satisfaction with Service?	3	NEUTRAL	5	2%
		4	SATISFIED	39	18%
		5	VERY SATISFIED	159	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	5	2%
11	Comments included?	1	YES	77	35%
10	Name included?	2	NO	145	65%
12	Name included?	1	YES NO	221	100% 0%
13	Telephone number included?	1	YES	1 181	82%
13		2	NO	41	18%
	E-mail included?	1	YES	111	50%
14					

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

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time	1,2	SLOW	24	4%
	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	102	15%
Category	(OVERALL RESPONSE TIME)	4,5	FAST	547	81%
c 1	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	14	2%
Scorecard	Speed of Response?				
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	25	4%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	27	4%
cutegory	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	633	92%
Scorecard	Professional Crew?	6,7	EXCLUDED	11	2%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	28	4%
	performing their duties?	3	NEUTRAL	28	4%
Category	(CREW COMPETENCE)	4,5	AGREE	625	92%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	9	1%
Scorecard	Competent Crew?				
		12	DICACDEE	25	1 2/
5 Catagony	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE)	<u>1,2</u> 3	DISAGREE	25 29	4% 4%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	623	92%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	10	1%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	30	4%
	they were doing?	3	NEUTRAL	41	6%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	603	89%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew/Patient Interaction?	6,7	EXCLUDED	10	1%
Scorecaru					
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	33	5%
	during transport to the hospital?	3	NEUTRAL	40	6%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	592	89%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	12	2%
Scorecard	Good Crew Empathy for Patient?				
		1.2	5161.0255	25	
8	Did fire and EMS personnel show concern for your	<u>1,2</u> 3	DISAGREE NEUTRAL	25 48	<u>4%</u> 8%
Catagon	family members?	4,5	AGREE	512	88%
Category	(CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted.	4,5 6,7	EXCLUDED	18	3%
Scorecard	Good Crew Empathy for Family?			10	5,0
9	After being brought inside the hospital, how would you describe	1,2	LONG	70	11%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	159	24%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	436	66%
Catazzzz	department?	6,7	EXCLUDED	14	2%
Category	(PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	Speed of Patient Turnover at Hospital?				
10 Catagony	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	38	6% 2%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	18 622	3% 92%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	4,5 6,7	SATISFIED EXCLUDED	18	3%
Scorecard				10	570
10 Catagony	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	56	8%
Category	(OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted.	4,5 6,7	SATISFIED EXCLUDED	622 18	92% 3%
Scorecard	Overall Satisfaction with Service?	0,/	LACLODED	10	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	16	3%
	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	65	14%
Category	(OVERALL RESPONSE TIME)	4,5	FAST	382	83%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Speed of Response?	6,7	EXCLUDED	11	2%
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	18	4%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	18	4%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	436	92%
Scorecard	Professional Crew?	6,7	EXCLUDED	7	1%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	21	4%
	performing their duties?	3	NEUTRAL	23	5%
Category	(CREW COMPETENCE)	4,5	AGREE	427	91%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Competent Crew?	6,7	EXCLUDED	7	1%
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	19	4%
Category	(CREW ATTITUDE)	3	NEUTRAL	23	5%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	424	91%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	8	2%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	23	5%
	they were doing?	3	NEUTRAL	30	6%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	410	<mark>89%</mark>
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	8	2%
Scorecard	Good Crew/Patient Interaction?				
7	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE	25	5%
	during transport to the hospital?	3	NEUTRAL	31	7%
Category	(CREW EMPATHY FOR PATIENT)	4,5	AGREE	401	88%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	8	2%
Scorecard	Good Crew Empathy for Patient?				
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	19	5%
0	family members?	3	NEUTRAL	38	9%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	348	86%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	12	3%
Scorecard	Good Crew Empathy for Family?				
9	After being brought inside the hospital, how would you describe	1,2	LONG	43	9%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	96	21%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	315	69%
	department?	6,7	EXCLUDED	12	3%
Category	(PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted.				
Scorecard	Speed of Patient Turnover at Hospital?				
10	Overall, how satisfied were you with the services you received?	1,2	DISSATISFIED	30	6%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	13	3%
Coores -	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	SATISFIED	424	91%
Scorecard	Overall Satisfaction with Service?	6,7	EXCLUDED	13	3%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	43	9%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	424	91%
Scorecard	2 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	6,7	EXCLUDED	13	3%

Patient Survey Results for AMR 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 Entrie
2	After the 911 call was placed, how would you rate the response time	1,2	SLOW	8	4%
	of Fire and EMS emergency vehicles?	3	ACCEPTABLE	37	18%
Category	(OVERALL RESPONSE TIME)	4,5	FAST	165	79%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Speed of Response?	6,7	EXCLUDED	3	1%
3	Did Fire and EMS personnel look and act professional?	1,2	DISAGREE	7	3%
Category	(CREW PROFESSIONALISM)	3	NEUTRAL	9	4%
,	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	197	92%
Scorecard	Professional Crew?	6,7	EXCLUDED	4	2%
4	Did Fire and EMS personnel seem competent and knowledgeable	1,2	DISAGREE	7	3%
	performing their duties?	3	NEUTRAL	5	2%
Category	(CREW COMPETENCE)	4,5	AGREE	198	94%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Competent Crew?	6,7	EXCLUDED	2	1%
5	Did Fire and EMS personnel act courteous and respectful?	1,2	DISAGREE	6	3%
Category	(CREW ATTITUDE)	3	NEUTRAL	6	3%
	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	AGREE	199	94%
Scorecard	Good Crew Attitude?	6,7	EXCLUDED	2	1%
6	Did Fire and EMS personnel keep you informed about what	1,2	DISAGREE	7	3%
	they were doing?	3	NEUTRAL	11	5%
Category	(CREW INTERACTION WITH PATIENT)	4,5	AGREE	193	91%
	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	2	1%
Scorecard	Good Crew/Patient Interaction?				
7	D'd T'mend FMC	12	DICACDEE		
/	Did Fire and EMS personnel show concern about your comfort	1,2	DISAGREE NEUTRAL	8 9	4% 4%
Category	during transport to the hospital? (CREW EMPATHY FOR PATIENT)	4,5	AGREE	191	92%
Category	3 Category (Collapsed), "EXCLUDED" not counted.	6,7	EXCLUDED	4	2%
Scorecard	Good Crew Empathy for Patient?				
				-	
8	Did fire and EMS personnel show concern for your	1,2	DISAGREE	6	3%
C-1	family members?	3	NEUTRAL	10	6%
Category	(CREW EMPATHY FOR FAMILY)	4,5	AGREE	164	91%
Scorecard	3 Category (Collapsed), "EXCLUDED" not counted. Good Crew Empathy for Family?	6,7	EXCLUDED	6	3%
9	After being brought inside the hospital, how would you describe	1,2	LONG	27	13%
	the length of time you spent waiting to be moved from the ambulance	3	ACCEPTABLE	63	30%
	stretcher to the treatment area or waiting room of the emergency	4,5	SHORT	121	57%
	department?	6,7	EXCLUDED	2	1%
Category	(PATIENT TURNOVER TIME)		<u> </u>		
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	8	4%
Category	(OVERALL SATISFACTION)	3	NEUTRAL	5	2%
Carebony	3 Category (Collapsed), "EXCLUDED" not counted.	4,5	SATISFIED	198	94%
Scorecard	Overall Satisfaction with Service?	6,7	EXCLUDED	5	2%
10	Overall, how satisfied were you with the services you received?	1,2,3	OTHER THAN SATISFIED	13	6%
Category	(OVERALL SATISFACTION)	4,5	SATISFIED	198	94%
Scorecard	2 Category (Collapsed), "EXCLUDED" not counted. Overall Satisfaction with Service?	6,7	EXCLUDED	5	2%
Scorecaru	overan sunspuentan with service:				
		1	1		1