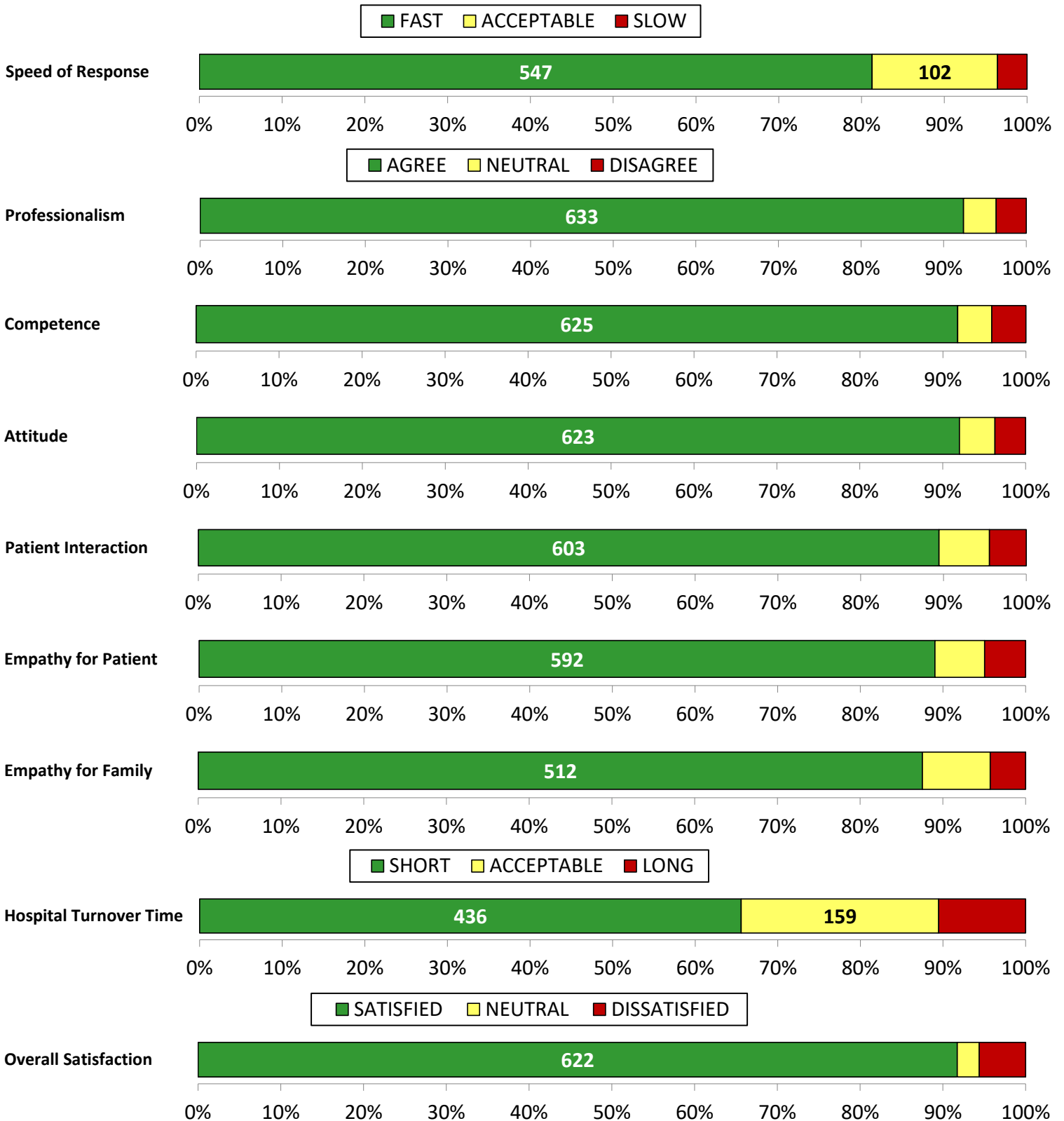


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

Patient Satisfaction Survey (FY-23 Overview Results)

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

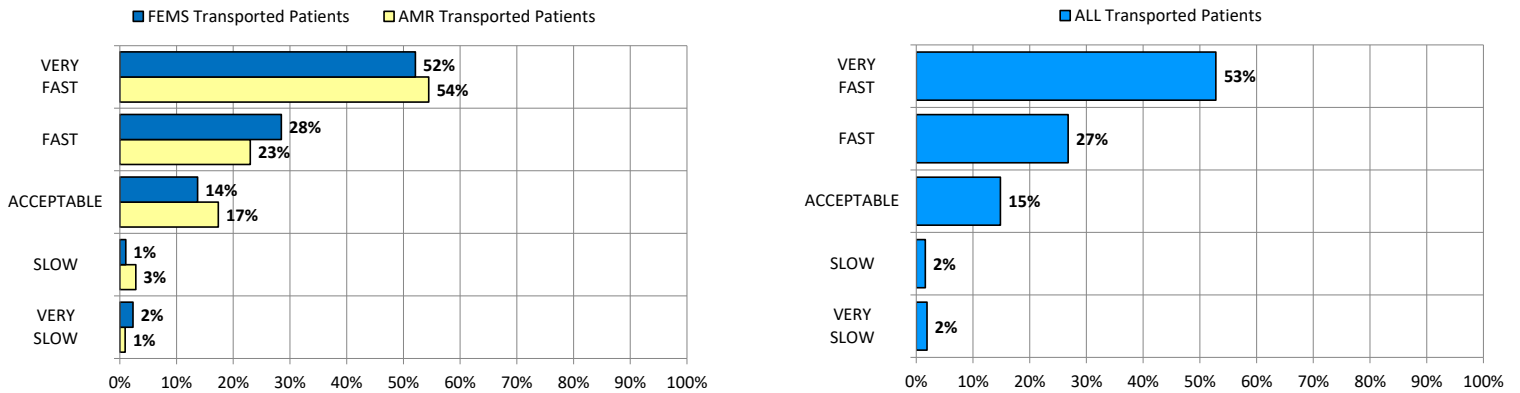


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

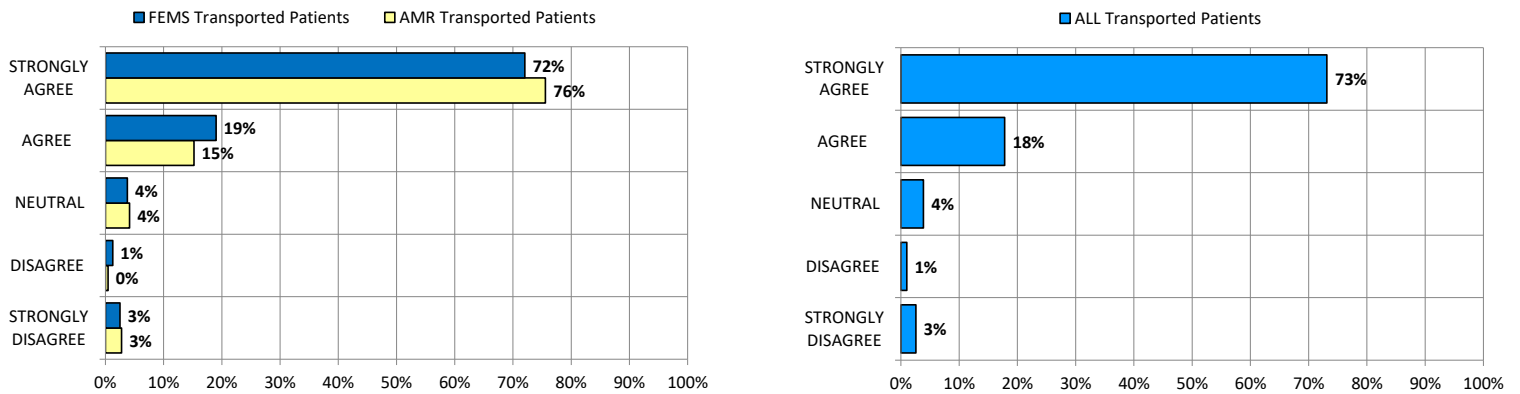
Patient Satisfaction Survey (FY-23 Detailed Results)

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

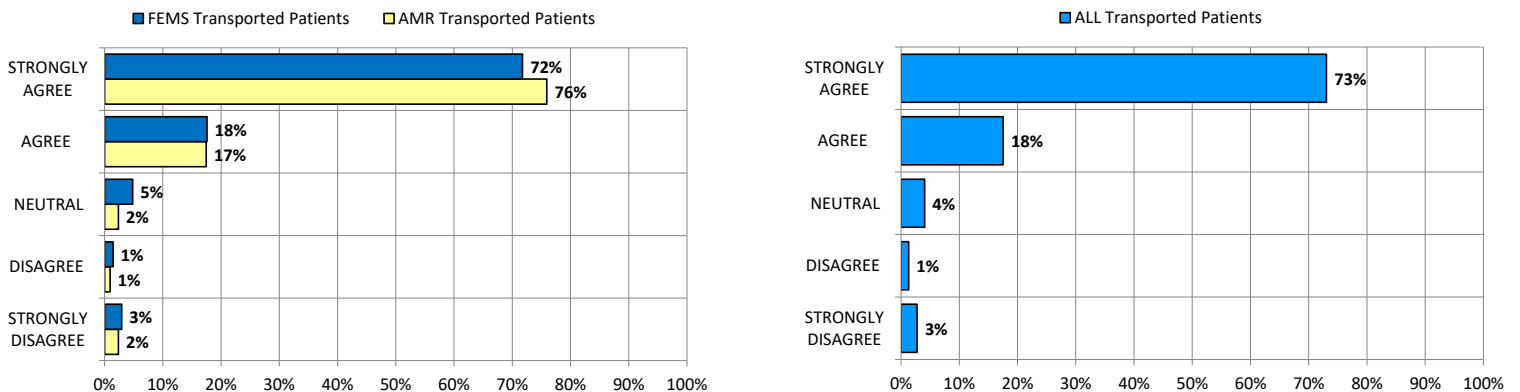
1. **(Speed of Response)** After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



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?

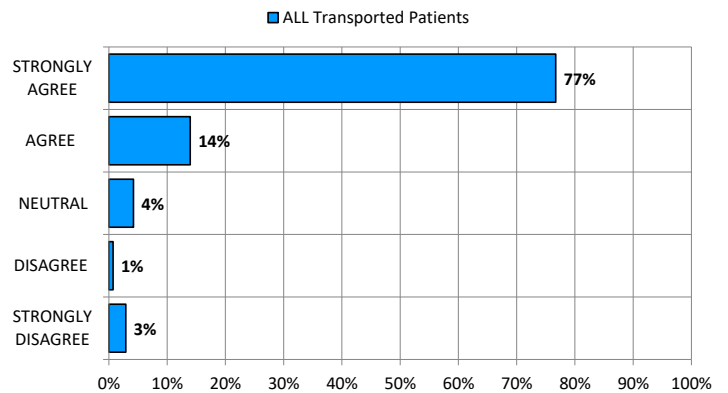
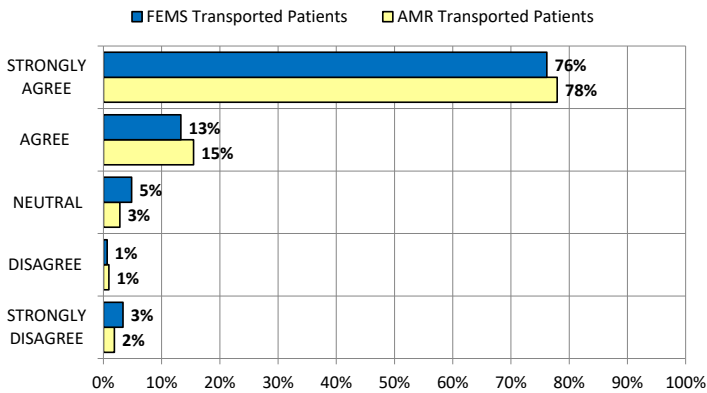


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

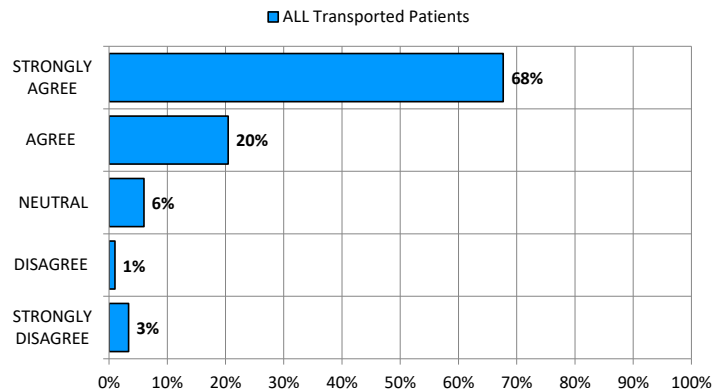
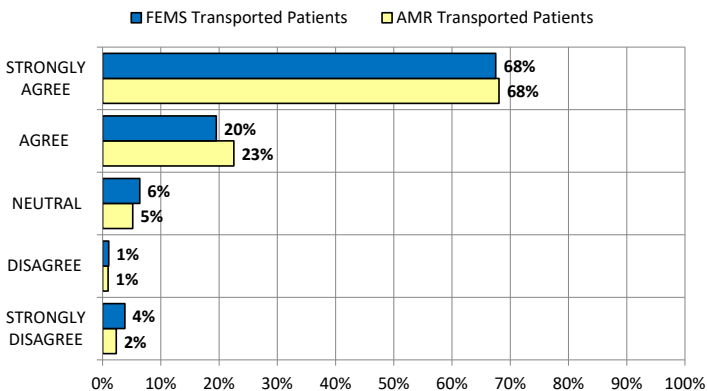
Patient Satisfaction Survey (FY-23 Detailed Results)

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

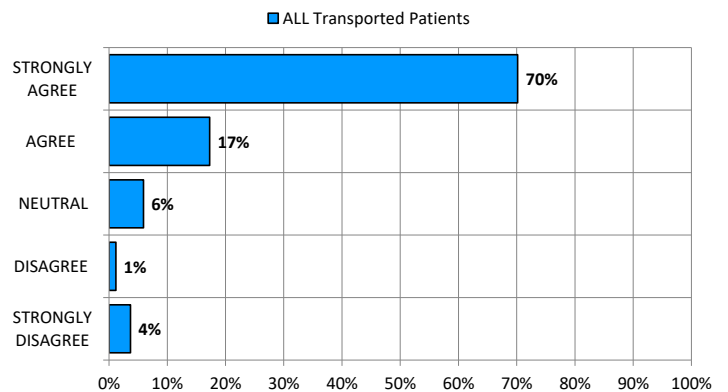
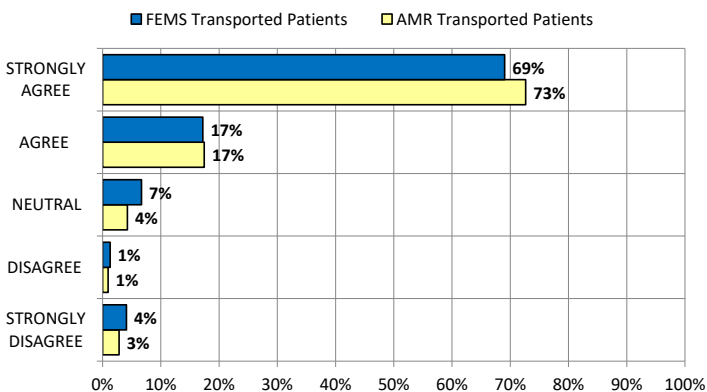
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



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?

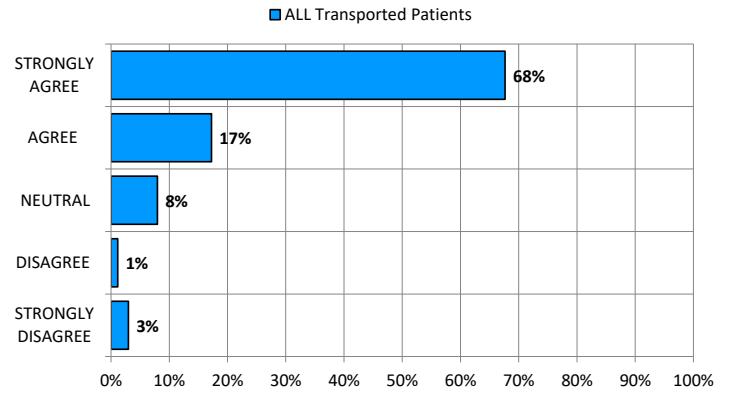
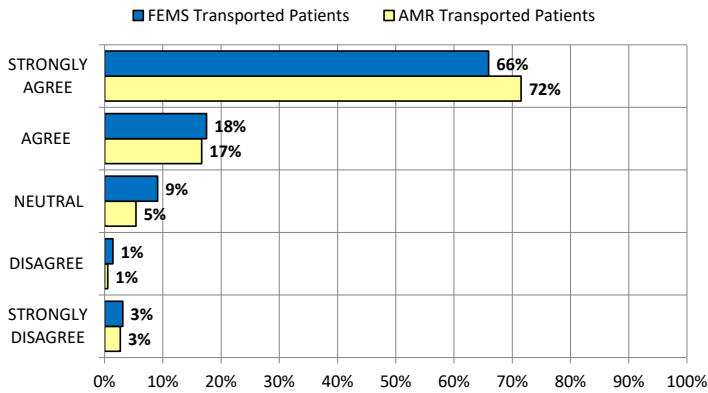


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

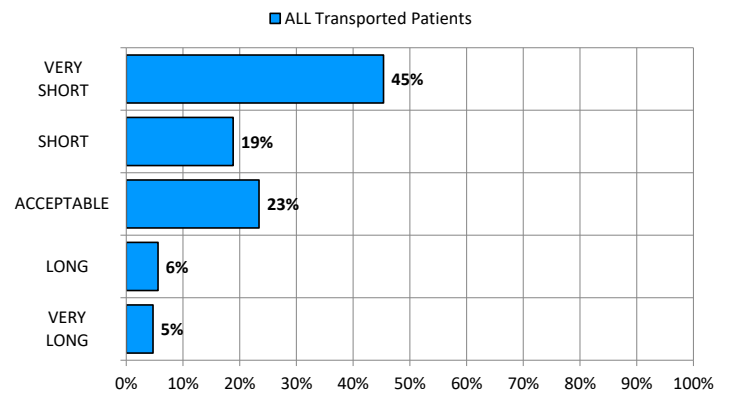
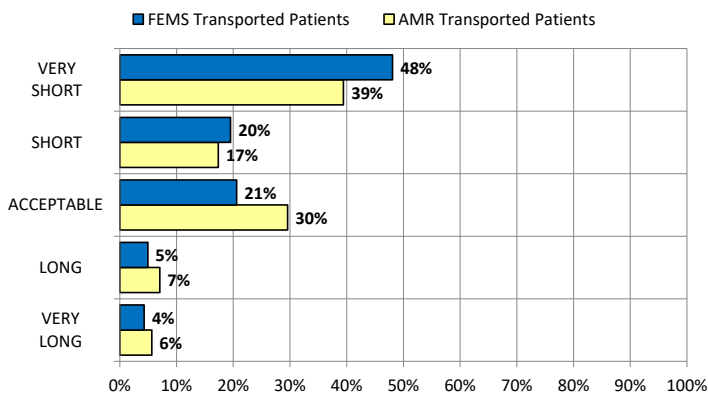
Patient Satisfaction Survey (FY-23 Detailed Results)

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

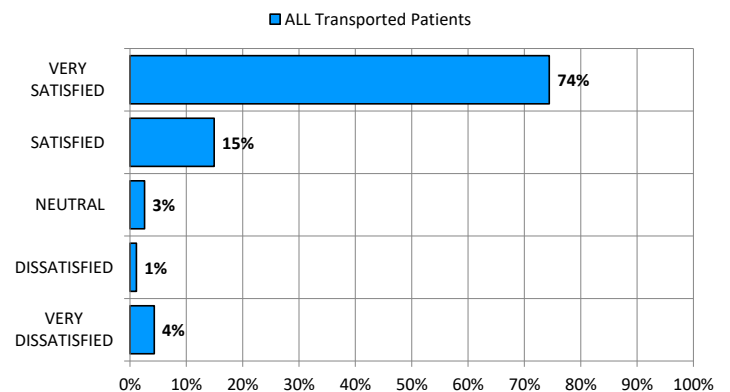
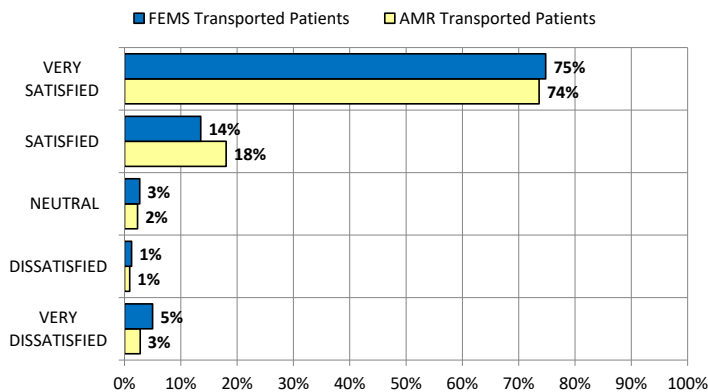
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



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?



Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	13	2%
		2	SLOW	11	2%
		3	ACCEPTABLE	102	15%
		4	FAST	184	27%
		5	VERY FAST	363	53%
		6	CAN'T ANSWER	0	0%
		7	BLANK	14	2%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	18	3%
		2	DISAGREE	7	1%
		3	NEUTRAL	27	4%
		4	AGREE	124	18%
		5	STRONGLY AGREE	509	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	11	2%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	19	3%
		2	DISAGREE	9	1%
		3	NEUTRAL	28	4%
		4	AGREE	121	18%
		5	STRONGLY AGREE	504	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	9	1%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	20	3%
		2	DISAGREE	5	1%
		3	NEUTRAL	29	4%
		4	AGREE	96	14%
		5	STRONGLY AGREE	527	77%
		6	CAN'T ANSWER	0	0%
		7	BLANK	10	1%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	23	3%
		2	DISAGREE	7	1%
		3	NEUTRAL	41	6%
		4	AGREE	140	20%
		5	STRONGLY AGREE	463	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	10	1%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	25	4%
		2	DISAGREE	8	1%
		3	NEUTRAL	40	6%
		4	AGREE	117	17%
		5	STRONGLY AGREE	475	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	12	2%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	18	3%
		2	DISAGREE	7	1%
		3	NEUTRAL	48	8%
		4	AGREE	104	17%
		5	STRONGLY AGREE	408	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	18	3%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	32	5%
		2	LONG	38	6%
		3	ACCEPTABLE	159	23%
		4	SHORT	128	19%
		5	VERY SHORT	308	45%
		6	CAN'T ANSWER	0	0%
		7	BLANK	14	2%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	30	4%
		2	DISSATISFIED	8	1%
		3	NEUTRAL	18	3%
		4	SATISFIED	104	15%
		5	VERY SATISFIED	518	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	18	3%
11	Comments included?	1	YES	269	38%
		2	NO	440	62%
12	Name included?	1	YES	702	99%
		2	NO	7	1%
13	Telephone number included?	1	YES	585	83%
		2	NO	124	17%
14	E-mail included?	1	YES	381	54%
		2	NO	328	46%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	11	2%
		2	SLOW	5	1%
		3	ACCEPTABLE	65	14%
		4	FAST	135	28%
		5	VERY FAST	247	52%
		6	CAN'T ANSWER	0	0%
		7	BLANK	11	2%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	12	3%
		2	DISAGREE	6	1%
		3	NEUTRAL	18	4%
		4	AGREE	91	19%
		5	STRONGLY AGREE	345	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	7	1%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	14	3%
		2	DISAGREE	7	1%
		3	NEUTRAL	23	5%
		4	AGREE	84	18%
		5	STRONGLY AGREE	343	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	7	1%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	16	3%
		2	DISAGREE	3	1%
		3	NEUTRAL	23	5%
		4	AGREE	63	13%
		5	STRONGLY AGREE	361	76%
		6	CAN'T ANSWER	0	0%
		7	BLANK	8	2%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	18	4%
		2	DISAGREE	5	1%
		3	NEUTRAL	30	6%
		4	AGREE	92	20%
		5	STRONGLY AGREE	318	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	8	2%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	19	4%
		2	DISAGREE	6	1%
		3	NEUTRAL	31	7%
		4	AGREE	80	17%
		5	STRONGLY AGREE	321	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	8	2%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	13	3%
		2	DISAGREE	6	1%
		3	NEUTRAL	38	9%
		4	AGREE	73	18%
		5	STRONGLY AGREE	275	66%
		6	CAN'T ANSWER	0	0%
		7	BLANK	12	3%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	20	4%
		2	LONG	23	5%
		3	ACCEPTABLE	96	21%
		4	SHORT	91	20%
		5	VERY SHORT	224	48%
		6	CAN'T ANSWER	0	0%
		7	BLANK	12	3%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	24	5%
		2	DISSATISFIED	6	1%
		3	NEUTRAL	13	3%
		4	SATISFIED	65	14%
		5	VERY SATISFIED	359	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%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	2	1%
		2	SLOW	6	3%
		3	ACCEPTABLE	37	17%
		4	FAST	49	23%
		5	VERY FAST	116	54%
		6	CAN'T ANSWER	0	0%
		7	BLANK	3	1%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	6	3%
		2	DISAGREE	1	0%
		3	NEUTRAL	9	4%
		4	AGREE	33	15%
		5	STRONGLY AGREE	164	76%
		6	CAN'T ANSWER	0	0%
		7	BLANK	4	2%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	5	2%
		2	DISAGREE	2	1%
		3	NEUTRAL	5	2%
		4	AGREE	37	17%
		5	STRONGLY AGREE	161	76%
		6	CAN'T ANSWER	0	0%
		7	BLANK	2	1%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	4	2%
		2	DISAGREE	2	1%
		3	NEUTRAL	6	3%
		4	AGREE	33	15%
		5	STRONGLY AGREE	166	78%
		6	CAN'T ANSWER	0	0%
		7	BLANK	2	1%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	5	2%
		2	DISAGREE	2	1%
		3	NEUTRAL	11	5%
		4	AGREE	48	23%
		5	STRONGLY AGREE	145	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	2	1%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	6	3%
		2	DISAGREE	2	1%
		3	NEUTRAL	9	4%
		4	AGREE	37	17%
		5	STRONGLY AGREE	154	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	4	2%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	5	3%
		2	DISAGREE	1	1%
		3	NEUTRAL	10	5%
		4	AGREE	31	17%
		5	STRONGLY AGREE	133	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	6	3%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	12	6%
		2	LONG	15	7%
		3	ACCEPTABLE	63	30%
		4	SHORT	37	17%
		5	VERY SHORT	84	39%
		6	CAN'T ANSWER	0	0%
		7	BLANK	2	1%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	6	3%
		2	DISSATISFIED	2	1%
		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%
		2	NO	145	65%
12	Name included?	1	YES	221	100%
		2	NO	1	0%
13	Telephone number included?	1	YES	181	82%
		2	NO	41	18%
14	E-mail included?	1	YES	111	50%
		2	NO	111	50%

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

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

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