

REMSA HEALTH

**FRANCHISE COMPLIANCE
REPORT**

October 2022

REMSA Accounts Receivable Summary
2022

Month	#Patients	Total Billed	Average Bill	YTD Average	Est. Average Collected
January	4,486	\$6,756,774.80	\$1,506.19	\$1,506.19	\$ 436.80
February	3,893	\$5,876,740.40	\$1,509.57	\$1,507.76	\$ 437.25
March	4,320	\$6,510,276.00	\$1,507.01	\$1,507.50	\$ 437.18
April	4,289	\$6,545,840.60	\$1,526.19	\$1,512.22	\$ 438.54
May	4,419	\$6,764,400.80	\$1,530.75	\$1,516.05	\$ 439.65
Jan - May Totals	21,407	\$32,454,033	\$1,516.05	\$1,516.05	\$439.65

June	2,666	\$5,189,385.80	\$1,946.51	\$1,946.51	\$ 499.67
July	3,860	\$7,533,976.20	\$1,951.81	\$1,949.64	\$ 501.03
August	1,376	\$2,666,894.60	\$1,938.15	\$1,947.64	\$ 497.52
September	927	\$1,798,312.00	\$1,939.93	\$1,946.83	\$ 497.98
October	431	\$835,626.40	\$1,938.81	\$1,946.46	\$ 497.69
November			\$0.00	\$1,946.46	\$ -
December			\$0.00	\$1,946.46	\$ -
Jun - Dec Total	9,260	\$18,024,195	\$1,946.46	\$1,946.46	\$499.66

Calendar Year 2022 allowable average bill Jan - May :\$1,526.17

Calendar Year 2022 allowable average bill Jun - Dec :\$1,950.00

Compliance			
Month	Pri 1 System - Wide Avg. Response Time	Pri 1 Zone A	Pri 1 Zones B,C,D
Jul-22	6 Minutes 14 Seconds	91%	90%
Aug-22	5 Minutes 49 Seconds	91%	91%
Sep-22	6 Minutes 16 Seconds	88%	91%
Oct-22	6 Minutes 01 Seconds	90%	89%
Fiscal YTD Compliance	5 Minutes 54 Seconds	90%	90%

Average Response Times by Entity				
Month/Year	Priority	Reno	Sparks	Washoe County
Jul-22	P-1	05:25	06:21	09:42
	P-2	6:04	6:30	10:29
Aug-22	P-1	5:06	5:59	8:59
	P-2	5:55	6:26	8:50
Sep-22	P-1	5:24	6:17	9:37
	P-2	6:18	7:09	9:29
Oct-22	P-1	5:29	5:51	9:16
	P-2	6:02	6:53	9:40
Nov-22	P-1			
	P-2			
Dec-22	P-1			
	P-2			
Jan-23	P-1			
	P-2			
Feb-23	P-1			
	P-2			
Mar-23	P-1			
	P-2			
Apr-23	P-1			
	P-2			
May-23	P-1			
	P-2			
Jun-23	P-1			
	P-2			
Fiscal YTD	P-1	05:17	05:56	09:04
	P2	5:58	6:41	9:33



REMSA OCU INCIDENT DETAIL REPORT

Correction Requested					
Zone	Clock Start	Clock Stop	Unit	Response Time Orig	Response Time Correct
Zone A	10/2/22 12:41	10/2/22 12:41	A622	23:59:49	0:00:17
Zone A	10/2/22 18:41	10/2/22 18:48	A622	0:12:34	0:06:56
Zone A	10/2/22 20:34	10/2/22 20:36	A644	23:59:29	0:01:29
Zone A	10/3/22 6:58	10/3/22 6:58	A623	23:59:15	0:00:45
Zone A	10/3/22 8:36	10/3/22 8:43	A635	0:22:29	0:07:23
Zone A	10/3/22 9:00	10/3/22 9:07	A602	0:11:20	0:06:45
Zone A	10/4/22 15:54	10/4/22 16:03	A606	0:08:49	0:08:49
Zone A	10/4/22 18:19	10/4/22 18:25	A604	0:36:41	0:06:09
Zone A	10/5/22 6:06	10/5/22 6:10	A605	0:17:50	0:03:37
Zone A	10/5/22 14:03	10/5/22 14:10	A640	0:09:03	0:07:12
Zone B	10/6/22 20:32	10/6/22 20:41	A610	0:16:03	0:09:14
Zone A	10/6/22 22:29	10/6/22 22:29	A626	23:59:39	0:00:25
Zone A	10/7/22 19:36	10/7/22 19:37	A641	-0:00:22	0:01:03
Zone A	10/7/22 22:01	10/7/22 22:02	A644	-0:00:31	0:00:29
Zone A	10/8/22 7:27	10/8/22 7:29	A604	0:11:50	0:02:28
Zone A	10/8/22 10:24	10/8/22 10:29	A638	0:14:58	0:05:10
Zone A	10/8/22 19:15	10/8/22 19:17	A603	-0:00:02	0:01:58
Zone A	10/9/22 2:34	10/9/22 2:35	A635	23:59:58	0:00:15
Zone A	10/11/22 2:49	10/11/22 2:49	A621	23:59:26	0:00:40
Zone A	10/12/22 17:09	10/12/22 17:15	A603	0:24:29	0:05:55
Zone A	10/13/22 0:35	10/13/22 0:39	A632	0:16:27	0:04:08
Zone A	10/13/22 12:29	10/13/22 12:30	A624	0:00:00	0:00:39
Zone A	10/13/22 12:34	10/13/22 12:41	TM46	0:24:06	0:07:15
Zone A	10/14/22 13:35	10/14/22 13:36	A630	23:59:01	0:01:01
Zone A	10/14/22 16:42	10/14/22 16:45	A622	0:11:07	0:03:39
Zone A	10/14/22 20:03	10/14/22 20:03	A632	-0:00:04	0:00:10
Zone A	10/14/22 21:15	10/14/22 21:18	A642	0:24:21	0:03:33
Zone A	10/16/22 0:21	10/16/22 0:21	A632	-0:00:11	0:00:18
Zone A	10/16/22 1:23	10/16/22 1:23	A632	-0:00:48	0:00:20
Zone A	10/16/22 11:27	10/16/22 11:32	A639	0:14:08	0:04:28
Zone A	10/17/22 16:41	10/17/22 16:46	A614	0:05:05	0:05:05
Zone A	10/18/22 3:27	10/18/22 3:32	A626	0:04:18	0:04:18

Correction Requested					
Zone	Clock Start	Clock Stop	Unit	Response Time Orig	Response Time Correct
Zone A	10/18/22 9:53	10/18/22 9:57	A639	0:20:07	0:04:03
Zone A	10/19/22 6:23	10/19/22 6:31	TM45	0:09:24	0:07:50
Zone A	10/19/22 13:39	10/19/22 13:45	TM45	0:10:00	0:05:44
Zone A	10/19/22 15:31	10/19/22 15:37	A621	0:11:14	0:06:23
Zone A	10/20/22 11:03	10/20/22 11:06	A632	0:11:09	0:03:26
Zone A	10/20/22 12:04	10/20/22 12:11	A602	0:24:10	0:06:58
Zone A	10/20/22 13:24	10/20/22 13:27	A621	0:02:09	0:02:09
Zone A	10/21/22 18:19	10/21/22 18:25	A624	0:22:38	0:06:17
Zone A	10/21/22 19:05	10/21/22 19:10	A642	0:19:24	0:05:40
Zone A	10/22/22 9:25	10/22/22 9:29	A634	0:29:19	0:03:12
Zone A	10/22/22 12:59	10/22/22 13:05	TM45	0:33:37	0:05:36
Zone A	10/22/22 15:07	10/22/22 15:14	A623	0:18:24	0:07:04
Zone A	10/23/22 0:13	10/23/22 0:18	A608	0:15:42	0:04:33
Zone A	10/24/22 11:09	10/24/22 11:17	TM45	0:10:27	0:07:56
Zone A	10/26/22 11:08	10/26/22 11:09	A606	-0:00:25	0:00:26
Zone A	10/26/22 16:07	10/26/22 16:31	TM46	0:23:56	0:23:56
Zone A	10/26/22 16:22	10/26/22 16:26	A606	0:10:17	0:04:32
Zone A	10/26/22 20:10	10/26/22 20:14	A611	0:09:35	0:04:15
Zone A	10/26/22 20:41	10/26/22 20:48	A643	0:13:57	0:06:24
Zone A	10/27/22 14:09	10/27/22 14:18	A639	0:35:28	0:08:59
Zone A	10/27/22 16:18	10/27/22 16:26	TM45	0:15:23	0:07:57
Zone A	10/28/22 20:53	10/28/22 20:58	TM45	0:10:12	0:04:43
Zone A	10/30/22 3:12	10/30/22 3:18	A637	0:20:37	0:05:22
Zone A	10/30/22 10:50	10/30/22 10:51	A627	0:12:16	0:01:37
Zone A	10/31/22 7:14	10/31/22 7:20	A641	0:12:51	0:05:56
Zone A	10/31/22 12:39	10/31/22 12:42	A643	0:03:10	0:03:10

Exemptions Requested				
Incident Date	Approval	Exemption Reason	Zone	Response Time
10/08/2022	Exemption Approved	Overload	Zone A	:10:07
10/08/2022	Exemption Approved	Overload	Zone A	:09:57
10/08/2022	Exemption Approved	Overload	Zone A	:12:38

UPGRADE REQUESTED				
Zone	Priority Original	Priority Upgrade	Response Time Original	Response Time Correct
NONE				



REMSA Health 2021-22 Penalty Fund Reconciliation

REMSA 2022-2023 Penalty Fund Reconciliation as of October 31, 2022

2022-23 Penalty Fund Dollars Accrued by Month

Month	Amount
July 2022	12,584.75
August 2022	13,687.70
September 2022	14,730.85
October 2022	13,484.75
November 2022	
December 2022	
January 2023	
February 2023	
March 2023	
April 2023	
May 2023	
June 2023	
Total Penalty Fund Dollars Accrued	\$54,488.05

2022-2023 Penalty Fund Dollars Encumbered by Month

Program	Amount	Description	Submitted

Total Encumbered as of 10/31/2022 \$0.00

Penalty Fund Balance at 10/31/2022 \$54,488.05

GROUND AMBULANCE OPERATIONS REPORT

1. Overall Statics

- a) Total number of system responses: 7904
- b) Total number of responses in which no transports resulted: 3,011
- c) Total number of system transports: 4,893

2. Call Classification

- a) Cardiopulmonary Arrests: 1.5%
- b) Medical: 52.2%
- c) Obstetrics (OB): 0.2%
- d) Psychiatric/Behavioral: 5.5%
- e) Transfers: 13.0%
- f) Trauma – MVA: 7.1%
- g) Trauma – Non MVA: 15.4%
- h) Unknown: 5.0%

3. Medical Director's Report

- a) The Clinical Director or designee reviewed:
 - 100% of cardiopulmonary arrests
 - 100% of pediatric patients (transport and non-transport)
 - 100% of advanced airways (excluding cardio pulmonary arrests)
 - 100% of STEMI alerts or STEMI rhythms
 - 100% of deliveries and neonatal resuscitation
 - 100% Advanced Airway Success rates for nasal/oral intubation and King Airway placement for adult and pediatric patients.

Total number of ALS Calls: 2,375

Total number of above calls receiving QA Reviews: 289

Percentage of charts reviewed from the above transports: 12%

MONTHLY EDUCATION REPORT

Discipline	Classes	Students
ACLS	41	124
BLS (CPR)	137	581
Heartsaver (CPR)	105	586
ITLS/PHTLS	2	5
PALS	33	90

OCTOBER 2022 MONTHLY COMMUNITY OUTREACH			
Point of Impact Car Seat Program	Educational Car Seat Installation & Inspection	POI at The Women & Children's Center of the Sierra	Total
Number of cars inspected	42	25	67
Number of adults educated	51	35	86
Number of car seats installed	45	33	78
Number of car seats distributed	15	17	32
Car seat caregiver class	0	0	0
Community event participation	0	1	1

REMSA

Reno, NV
Client 7299



1515 Center Street
Lansing, MI 48096
(517) 318-3800
support@EMSSurveyTeam.com
www.EMSSurveyTeam.com

Patient Experience Report

October 1, 2022 to October 31, 2022

Your Score

83.85

Your Patients in this Report

36

Total Patients in this Report

5,334

Total EMS Organizations

220





Executive Summary

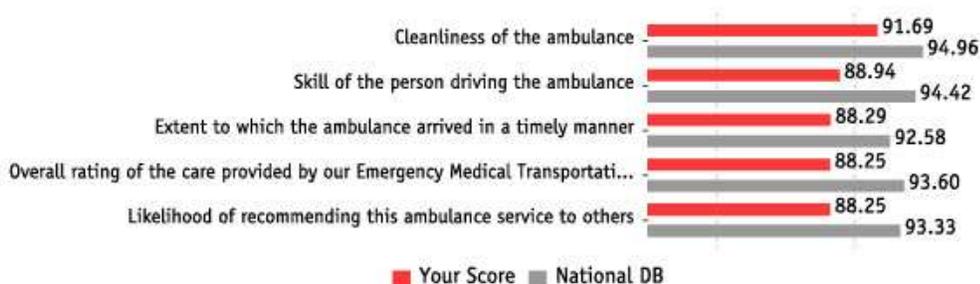
Your overall score for the time period selected is **83.85**. This is a difference of **-7.34** from your previous period's score of **91.19**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **64.24%**.

In addition, your rolling 12- month score of **89.73** is a difference of **-2.12** from the national database score of **91.85**.

When compared to all organizations in the national database, your score of **89.73** is ranked **72nd** and **17th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

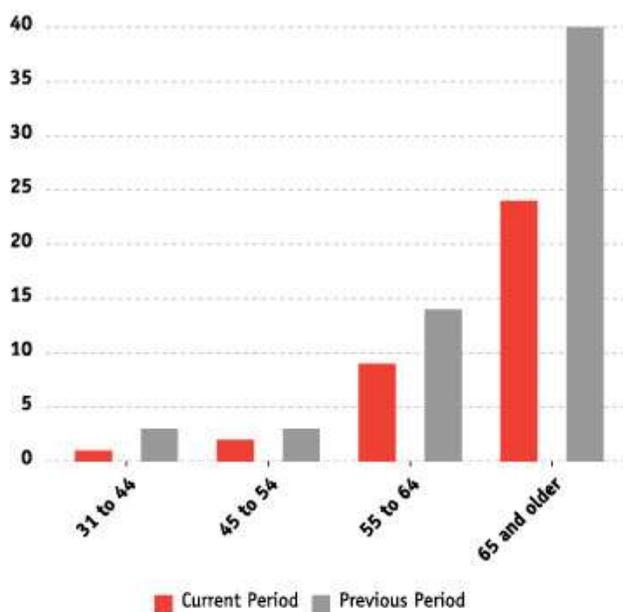




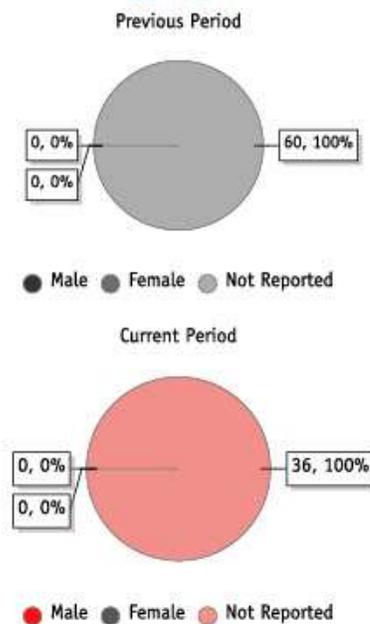
Demographics — This report provides basic information about the patient's age and gender.

	Previous Period				Current Period			
	Total	Male	Female	Not Reported	Total	Male	Female	Not Reported
31 to 44	3	0	0	3	1	0	0	1
45 to 54	3	0	0	3	2	0	0	2
55 to 64	14	0	0	14	9	0	0	9
65 and older	40	0	0	40	24	0	0	24
Total	60	0	0	60	36	0	0	36

Age Ranges



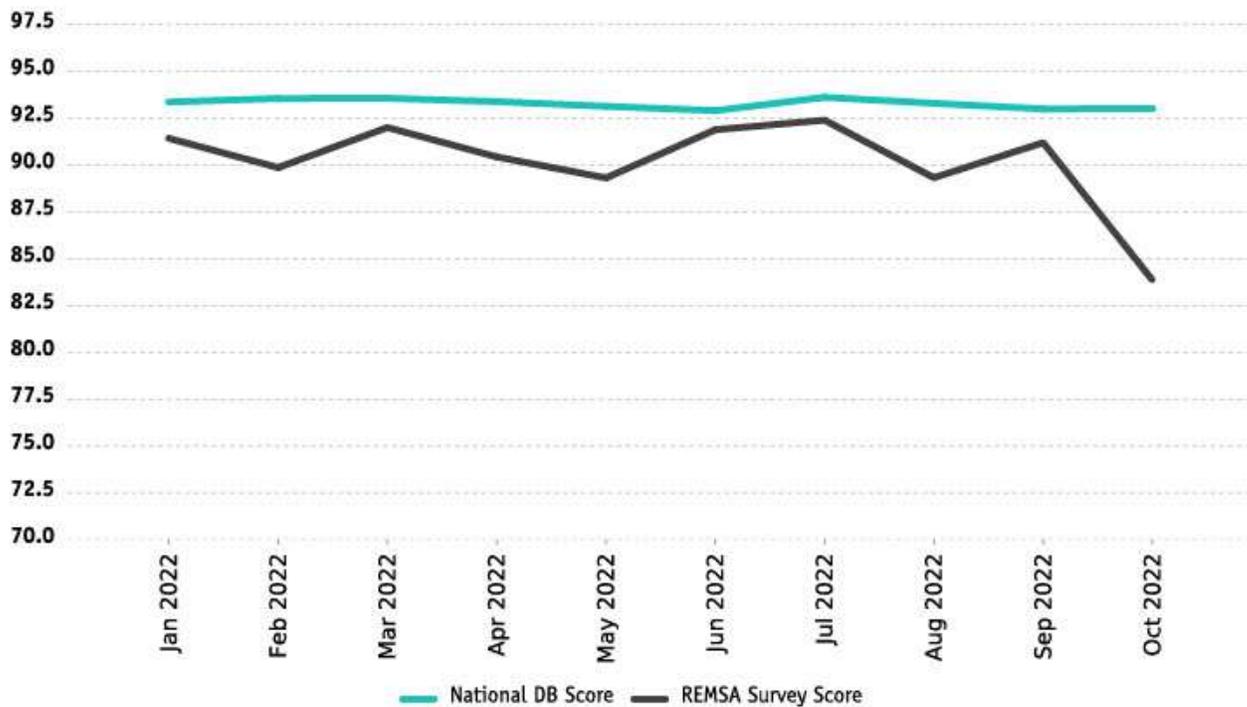
Gender



REMSA
October 1, 2022 to October 31, 2022



Monthly Overall Survey Score





Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	40	11	46	134	415	64.24%	78.43%
Extent to which medics cared for you as a person	2	0	3	5	26	72.22%	84.34%
Billing Office Staff	4	2	7	13	30	53.57%	65.95%
Professionalism of the staff in our ambulance service billing office	2	1	3	6	16	57.14%	65.70%
Willingness of the staff in our billing office to address your needs	2	1	4	7	14	50.00%	66.20%
Overall Experience	11	1	10	30	85	62.04%	77.85%
How well did our staff work together to care for you	2	1	1	12	18	52.94%	80.21%
Extent to which the services received were worth the fees charged	5	0	6	6	14	45.16%	68.69%
Overall rating of the care provided by our Emergency Medical Transportation service	2	0	2	5	27	75.00%	81.28%
Likelihood of recommending this ambulance service to others	2	0	1	7	26	72.22%	81.24%

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up	
3	08/18/2022	My wife, who took the ride, was pretty 'out of it'. I, her spouse, doing based upon my observations. Unanswered questions are n/a. You got an iv going.... super hard on her, especially in diabetic ketoacidosis. My 2 wives, and I have used REMSA too many times over the last 25+ yrs. NO complaints no problems... ghe way it should be. Thx	Get here even faster, I guess. I wish that I had as much faith in our hostpitals.	
5	08/29/2022	Nothing they sucked	Stop eating my	I called and a male gentleman answered the phone. When I asked if (patient) was there, he replied " " and hung up. I spoke with Billing and got another number . I called and left a voicemail to ask her about her transport. It appears we had a bad number and the comments and score are not reflective of her transport. TK
9	08/22/2022	Cursory		
11	08/01/2022	There iss no aspect of the expertise in this time of need that weren't done well, and that doesn't emphasize enough the extent to which I was assisted and with understanding and compassion treated by your excellent Medical professionals and I will be grateful always for the understanding and feedback as well as the triage services and rapid response that with efficient problem solving assisted my inability to ambulate and from floor to gurney to ambulance to ER there was a calm but urgent performance of duty that should be commended. Thank you and I have been to several post discharge appointments walking with only the use of a cane, with a treatment plan and a renewed focus on life that started with the first responders involved.	Ice cream? Seriously there is no criticism I could provide, if there were I would gladly make suggestions but no I have none.	
12	08/22/2022	Very friendly and professional.	N/a	
15	08/15/2022	Awesome!!! Everyone was great	No need to improve	
16	08/12/2022	They were so nice and treated me with kindness and respect, very	Not applicable	
18	08/02/2022		Warm blankets	
19	08/04/2022	They listened, addressed the situation well. over all it was a good experience considering the situation.	Nothing	
21	08/30/2022	Onboard staff is always very helpful and very concerned about	Unknow	
22	08/01/2022	Everything	Nothing	
23	08/24/2022	Very pleased	Inform more	
24	08/07/2022	Job done well by all!		
26	08/11/2022	Quick to scene Clean ambulance	Make me feel comfortable Ease worried mind	
28	08/23/2022	Competent and caring paramedics.		
29	08/03/2022	They got me to medical care, a PA. IN ER who did stop the bleeding.	REMSA Crew could have been more Educated about nasal hemorrhaging . They thought it was just a nose bleed and did not listen to me. I am 77 years old, retired Medical Professional, have a low clotting factor, have to have K injections occasionally since I was 16 years old. I have been on several ambulance trips with this condition, all have realized that it is more serious than your crew did. They were very Casual about everything. Chatting with each other about their personal lives. The patient was not their main focus. They need to be more Educated. I would not call an Ambulance for a Casual nose bleed. To be fair I have to say that this time I was not hemorrhaging as heavily as past episodes, but I called Immediately as I know how quickly these turn into a surgical procedure. And, sometimes the ER is crowded and not enough staff. So a longer wait means major blood loss and longer surgery. Your crew does not take ER conditions into consideration, it seemed. They were all young men without years of experience. Still I would advise that they Ask The Patient about their History thus helping them to Be Prepared for a Sudden Change. In my case, a severe hemorrhage requiring Hands On physical treatment until I get to surgery.	Left a message at 775- , 11/8 at 1040. TK
30	08/04/2022	The care and talking to Me at all times..	Just keep doing as You all do Thanks all your people were very awesome kind all was great	
33	08/27/2022	Timely and explained each procedure as needed...	Nothing comes to mind...	
35	08/02/2022	Excellent care		

October 2022

REMSA HEALTH

PUBLIC RELATIONS REPORT



Since 1986, REMSA Health has provided nationally recognized ground ambulance service within Washoe County, Nevada. As the largest employer of EMS personnel in Northern Nevada, REMSA Health provides residents and visitors with 9-1-1 response and transport, interfacility transport, disaster preparedness, special events coverage, search and rescue, tactical medical support, and public education. REMSA Health provides ground ambulance services under a performance-based franchise agreement with the Washoe County Health District and is the sole provider of emergency and inter-facility ground ambulance transport services within Washoe County (excluding Incline Village and Gerlach). REMSA Health is a private nonprofit community-based service which is solely funded by user fees with no local community tax subsidy.

REMSA Health maintains its operational and clinical standards as one of the most recognized high-performance EMS systems in the country. REMSA Health responds to approximately 70,000 requests for service per year.

PUBLIC & COMMUNITY RELATIONS

Trick-or-Treat Safety on KOLO 8 News Now

Jenny Walters, Education Manager and Riley the REMSA Health Raccoon had an appearance on KOLO's morning show to share Halloween safety tips. They covered important topics such as pedestrian safety, making sure trick-or-treaters are visible and inspecting candy.



PUBLIC & COMMUNITY RELATIONS

COMMUNITY RELATIONS

Pedestrian Safety at the University of Nevada, Reno

REMSA Health partnered with the University of Nevada, Reno to produce a social media reel featuring Wolfie, Alfie, Luna and our education manager, Jenny Walters to remind citizens and students about pedestrian safety - particularly around the university campus. This reel is our top performer with more than 23,000 plays, 1200 interactions and more than 19,000 accounts reached. Go Pack!



PUBLIC & COMMUNITY RELATIONS

Riley the REMSA Health Raccoon Shares Public Health Messaging Across Washoe County

In late October, we welcomed Riley the REMSA Health Raccoon to our team. A furry, friendly mascot, Riley is made possible through community trust funding from the Washoe County Health District. You'll find Riley sharing all sorts of public health messages on the news, on social media and even at special events around the community. Riley is a public outreach program - just like CPR education, pedestrian safety and Water Watchers. Riley encourages young Washoe County citizens - to understand things like the importance of learning CPR, signing up for PulsePoint, getting vaccinated, staying safe in hot and cold weather, helmet safety and pedestrian safety. We are proud that the Washoe County Health District considers REMSA Health to be a trusted public health champion and partner and invested in this program to work toward improved public health outcomes for the communities we serve.



PUBLIC & COMMUNITY RELATIONS

INDUSTRY HIGHLIGHTS

REMSA Health Clinical Coordinator's Proposal for Change Results in International Fire Dispatch Protocol Update

Recently, Mickey Melillo, Clinical Standards and Practices CQI Coordinator at REMSA Health, submitted a Proposal For Change (PFC) to the International Academy of Emergency Dispatch (IAED) for a protocol change regarding when a transformer fire ignites vegetation and is spreading. For just a transformer on fire, Protocol 55 is selected; this requires few fire response resources. However, once the fire spreads to vegetation, it becomes a larger incident and Protocol 82 is selected which requires more resources and is considered a 1st Alarm response.

Mickey recognized the issue of not being able to shunt from Protocol 55 to Protocol 82 - vegetation/brush/grass/wildland fire - to address the spreading fire. After reviewing the PFC, the IAED agreed this was an issue and agreed to make the change to allow for the shunt from Protocol 55-Electrical Hazard to Protocol 82-vegetation/wildland/grass/brush.

The change will go into effect internationally with the next IAED protocol update.

“On its website, the IAED says the Priority Dispatch System is rooted in one Unified Protocol Model - one core protocol, used by all, improved by all, for the benefit of all,” said Christine Barton, director of REMSA Health’s Regional Emergency Communications Center. “Many protocol changes are generated by dispatchers’ experiences and ideas.

Mickey’s PFC is an outstanding example of how frontline dispatchers work with The Academy to make important changes and improvements in protocols around the world. We are proud to have Mickey’s enthusiasm and commitment to excellence as part of our REMSA Health dispatch center.”





**REMSA HEALTH
INQUIRIES**

No inquiries

REMSA HEALTH

**FRANCHISE COMPLIANCE
REPORT**

November 2022



REMSA Accounts Receivable Summary
2022

Month	#Patients	Total Billed	Average Bill	YTD Average	Est. Average Collected
January	4,487	\$6,757,871.40	\$1,506.10	\$1,506.10	\$ 436.77
February	3,894	\$5,878,276.40	\$1,509.57	\$1,507.71	\$ 437.24
March	4,321	\$6,512,203.00	\$1,507.11	\$1,507.51	\$ 437.18
April	4,290	\$6,547,434.00	\$1,526.21	\$1,512.23	\$ 438.55
May	4,440	\$6,796,050.80	\$1,530.64	\$1,516.04	\$ 439.65
Jan - May Totals	21,432	\$32,491,836	\$1,516.04	\$1,516.04	\$439.65

June	2,946	\$5,737,894.00	\$1,947.69	\$1,947.69	\$ 499.97
July	4,763	\$9,299,532.20	\$1,952.45	\$1,950.63	\$ 501.19
August	3,360	\$6,542,556.40	\$1,947.19	\$1,949.59	\$ 499.84
September	1,416	\$2,750,371.40	\$1,942.35	\$1,948.77	\$ 498.60
October	849	\$1,651,964.60	\$1,945.78	\$1,948.58	\$ 499.48
November	288	\$557,202.20	\$1,934.73	\$1,948.28	\$ 496.65
December			\$0.00	\$1,948.28	\$ -
Jun - Dec Total	13,622	\$26,539,521	\$1,948.28	\$1,948.28	\$500.12

Calendar Year 2022 allowable average bill Jan - May :\$1,526.17

Calendar Year 2022 allowable average bill Jun - Dec :\$1,950.00

Compliance			
Month	Pri 1 System - Wide Avg. Response Time	Pri 1 Zone A	Pri 1 Zones B,C,D
Jul-22	6 Minutes 14 Seconds	91%	90%
Aug-22	5 Minutes 49 Seconds	91%	91%
Sep-22	6 Minutes 16 Seconds	88%	91%
Oct-22	6 Minutes 01 Seconds	90%	89%
Nov-22	5 Minutes 55 Seconds	90%	90%
Fiscal YTD Compliance	5 Minutes 54 Seconds	90%	90%

Average Response Times by Entity				
Month/Year	Priority	Reno	Sparks	Washoe County
Jul-22	P-1	05:25	06:21	09:42
	P-2	6:04	6:30	10:29
Aug-22	P-1	5:06	5:59	8:59
	P-2	5:55	6:26	8:50
Sep-22	P-1	5:24	6:17	9:37
	P-2	6:18	7:09	9:29
Oct-22	P-1	5:29	5:51	9:16
	P-2	6:02	6:53	9:40
Nov-22	P-1	5:15	6:01	9:12
	P-2	6:02	7:11	9:23
Dec-22	P-1			
	P-2			
Jan-23	P-1			
	P-2			
Feb-23	P-1			
	P-2			
Mar-23	P-1			
	P-2			
Apr-23	P-1			
	P-2			
May-23	P-1			
	P-2			
Jun-23	P-1			
	P-2			
Fiscal YTD	P-1	5:17	05:58	09:05
	P2	6:00	6:46	9:34



REMSA OCU INCIDENT DETAIL REPORT

Correction Requested					
Zone	Clock Start	Clock Stop	Unit	Response Time Orig	Response Time Correct
Zone A	11/1/22 17:49	11/1/22 17:58	A619	0:09:19	0:09:19
Zone A	11/1/22 19:31	11/1/22 19:31	A611	23:59:58	0:00:22
Zone A	11/2/22 7:47	11/2/22 7:50	A632	0:09:54	0:03:04
Zone A	11/3/22 9:56	11/3/22 10:04	A629	0:30:17	0:08:17
Zone A	11/3/22 19:49	11/3/22 19:52	A621	0:10:05	0:03:01
Zone A	11/4/22 14:08	11/4/22 14:17	A626	0:09:04	0:08:32
Zone A	11/5/22 9:05	11/5/22 9:08	A614	0:17:55	0:02:40
Zone A	11/5/22 15:47	11/5/22 15:52	A611	0:19:08	0:04:49
Zone A	11/6/22 1:17	11/6/22 1:24	TM46	0:16:04	0:06:57
Zone A	11/6/22 19:03	11/6/22 19:09	A623	0:18:07	0:06:25
Zone A	11/7/22 0:06	11/7/22 0:10	A619	0:04:19	0:04:19
Zone A	11/7/22 18:42	11/7/22 18:42	A614	23:59:43	0:00:20
Zone A	11/9/22 18:36	11/9/22 18:41	A621	0:22:58	0:05:06
Zone A	11/9/22 21:58	11/9/22 22:00	A630	-0:00:06	0:01:50
Zone A	11/11/22 14:49	11/11/22 14:53	A624	0:25:59	0:03:41
Zone A	11/12/22 9:37	11/12/22 9:43	A641	0:10:32	0:05:17
Zone A	11/13/22 17:33	11/13/22 17:34	A640	-0:00:06	0:00:22
Zone A	11/14/22 12:51	11/14/22 12:55	A614	0:18:53	0:03:55
Zone A	11/14/22 17:12	11/14/22 17:24	A623	0:12:02	0:12:02
Zone A	11/15/22 12:08	11/15/22 12:10	A622	0:01:51	0:01:51
Zone A	11/15/22 12:49	11/15/22 13:09	A606	0:19:59	0:19:59
Zone A	11/15/22 19:20	11/15/22 19:20	A638	-0:00:40	0:00:21
Zone A	11/16/22 14:13	11/16/22 14:16	A622	0:03:34	0:03:34
Zone A	11/17/22 2:58	11/17/22 2:59	A621	23:59:19	0:00:34
Zone A	11/19/22 21:04	11/19/22 21:05	A636	-0:00:25	0:00:39
Zone A	11/22/22 9:23	11/22/22 9:32	A634	0:30:51	0:08:51
Zone A	11/23/22 12:26	11/23/22 12:32	TM46	0:18:28	0:05:38
Zone A	11/25/22 5:23	11/25/22 5:24	A614	-0:00:06	0:00:29
Zone A	11/26/22 6:10	11/26/22 6:11	A623	-0:00:44	0:01:11
Zone A	11/26/22 13:26	11/26/22 13:29	A611	0:17:46	0:03:12
Zone A	11/26/22 13:27	11/26/22 13:28	A606	-0:00:07	0:00:47
Zone A	11/26/22 18:24	11/26/22 18:27	A617	0:16:38	0:03:17
Zone A	11/27/22 12:19	11/27/22 12:24	A610	0:30:30	0:05:30
Zone A	11/27/22 15:40	11/27/22 15:41	A640	-0:00:53	0:01:07
Zone A	11/28/22 16:30	11/28/22 16:30	A603	23:59:27	0:00:32
Zone A	11/28/22 21:10	11/28/22 21:14	A632	0:04:02	0:04:02
Zone A	11/30/22 15:27	11/30/22 15:27	A603	23:59:26	0:00:16

Exemptions Requested				
Incident Date	Approval	Exemption Reason	Zone	Response Time
11/13/2022	Exemption Approved	Overload	Zone C	:32:28
11/13/2022	Exemption Approved	Overload	Zone A	:16:00
11/13/2022	Exemption Approved	Overload	Zone A	:14:23
11/13/2022	Exemption Approved	Overload	Zone A	:11:56
11/13/2022	Exemption Approved	Overload	Zone A	:11:22
11/13/2022	Exemption Approved	Overload	Zone A	:12:21
11/14/2022	Exemption Approved	Overload	Zone A	:15:01
11/14/2022	Exemption Approved	Overload	Zone A	:11:50
11/14/2022	Exemption Approved	Overload	Zone A	:11:34
11/14/2022	Exemption Approved	Overload	Zone A	:11:01
11/14/2022	Exemption Approved	Overload	Zone A	:10:25
11/14/2022	Exemption Approved	Overload	Zone A	:12:04
11/14/2022	Exemption Approved	Overload	Zone A	:40:02
11/14/2022	Exemption Approved	Overload	Zone A	:12:19

UPGRADE REQUESTED				
Zone	Priority Original	Priority Upgrade	Response Time Original	Response Time Correct
NONE				



REMSA Health 2021-22 Penalty Fund Reconciliation

REMSA 2022-2023 Penalty Fund Reconciliation as of November 30, 2022

2022-23 Penalty Fund Dollars Accrued by Month

Month	Amount
July 2022	12,584.75
August 2022	13,687.70
September 2022	14,730.85
October 2022	13,484.75
November 2022	14,544.60
December 2022	
January 2023	
February 2023	
March 2023	
April 2023	
May 2023	
June 2023	
Total Penalty Fund Dollars Accrued	\$69,032.65

2022-2023 Penalty Fund Dollars Encumbered by Month

Program	Amount	Description	Submitted
Community Stop the Bleed Training	986.45	25 units of personal stop the bleed kits	Jul 2022
Community AEDs	7,012.88	10 AEDs for	

Total Encumbered as of 11/30/2022 \$7,999.33

Penalty Fund Balance at 11/30/2022 \$61,033.32

GROUND AMBULANCE OPERATIONS REPORT

1. Overall Statics

- a) Total number of system responses: 7767
- b) Total number of responses in which no transports resulted: 2835
- c) Total number of system transports: 4932

2. Call Classification

- a) Cardiopulmonary Arrests: 1.7%
- b) Medical: 53.3%
- c) Obstetrics (OB): 0.5%
- d) Psychiatric/Behavioral: 5.1%
- e) Transfers: 13.7%
- f) Trauma – MVA: 7.3%
- g) Trauma – Non MVA: 14.2%
- h) Unknown: 4.3%

3. Medical Director's Report

- a) The Clinical Director or designee reviewed:
 - 100% of cardiopulmonary arrests
 - 100% of pediatric patients (transport and non-transport)
 - 100% of advanced airways (excluding cardio pulmonary arrests)
 - 100% of STEMI alerts or STEMI rhythms
 - 100% of deliveries and neonatal resuscitation
 - 100% Advanced Airway Success rates for nasal/oral intubation and King Airway placement for adult and pediatric patients.

Total number of ALS Calls: 1989

Total number of above calls receiving QA Reviews: 384

Percentage of charts reviewed from the above transports: 19%



MONTHLY EDUCATION REPORT

Discipline	Classes	Students
ACLS	28	79
BLS (CPR)	127	516
Heartsaver (CPR)	99	478
ITLS/PHTLS	2	10
PALS	21	47

NOVEMBER 2022 COMMUNITY OUTREACH		
Point of Impact Car Seat Checkpoint	Educational Car Seat Installation & Inspection	POI car seat event at UNR Early Head Start
Community event participation		1
Number of cars inspected	59	
Number of adults educated	78	
Number of car seats installed	76	
Number of car seats distributed	32	
Car seat caregiver class	1	

REMSA

Reno, NV
Client 7299



1515 Center Street
Lansing, MI 48096
(517) 318-3800
support@EMSSurveyTeam.com
www.EMSSurveyTeam.com

Patient Experience Report

November 1, 2022 to November 30, 2022

Your Score

91.71

Your Patients in this Report

159

Total Patients in this Report

4,306

Total EMS Organizations

221





Executive Summary

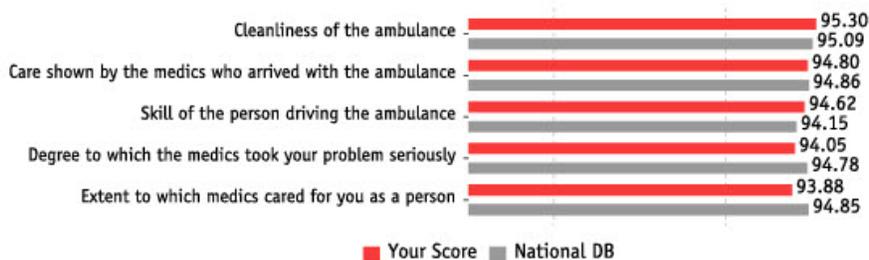
Your overall score for the time period selected is **91.71**. This is a difference of **7.86** from your previous period's score of **83.85**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **78.65%**.

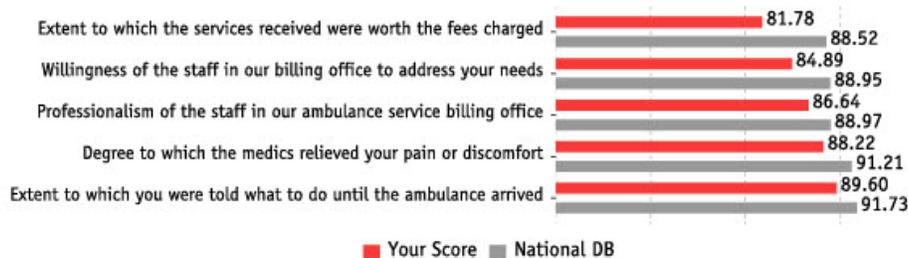
In addition, your rolling 12- month score of **89.88** is a difference of **-3.07** from the national database score of **92.95**.

When compared to all organizations in the national database, your score of **89.88** is ranked **68th** and **14th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

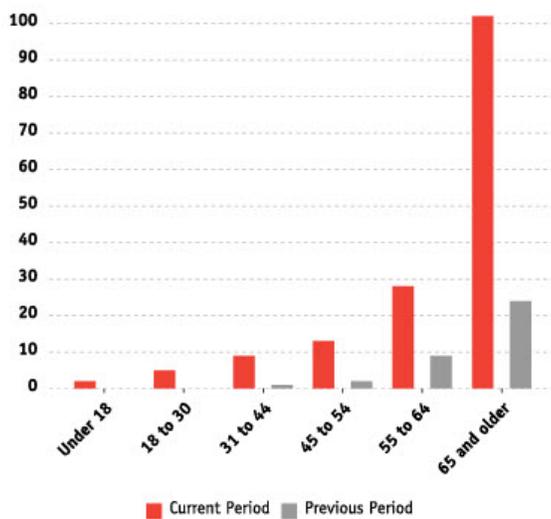




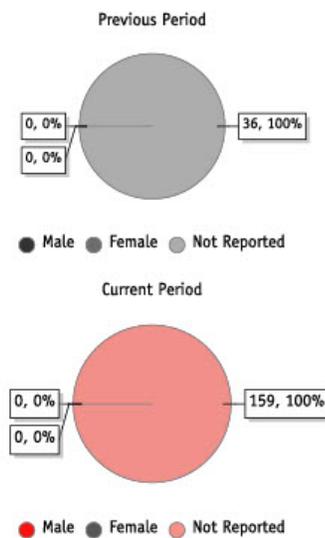
Demographics — This report provides basic information about the patient's age and gender.

	Previous Period			Not Reported	Current Period			Not Reported
	Total	Male	Female		Total	Male	Female	
Under 18		0	0	0	2	0	0	2
18 to 30		0	0	0	5	0	0	5
31 to 44	1	0	0	1	9	0	0	9
45 to 54	2	0	0	2	13	0	0	13
55 to 64	9	0	0	9	28	0	0	28
65 and older	24	0	0	24	102	0	0	102
Total	36	0	0	36	159	0	0	159

Age Ranges

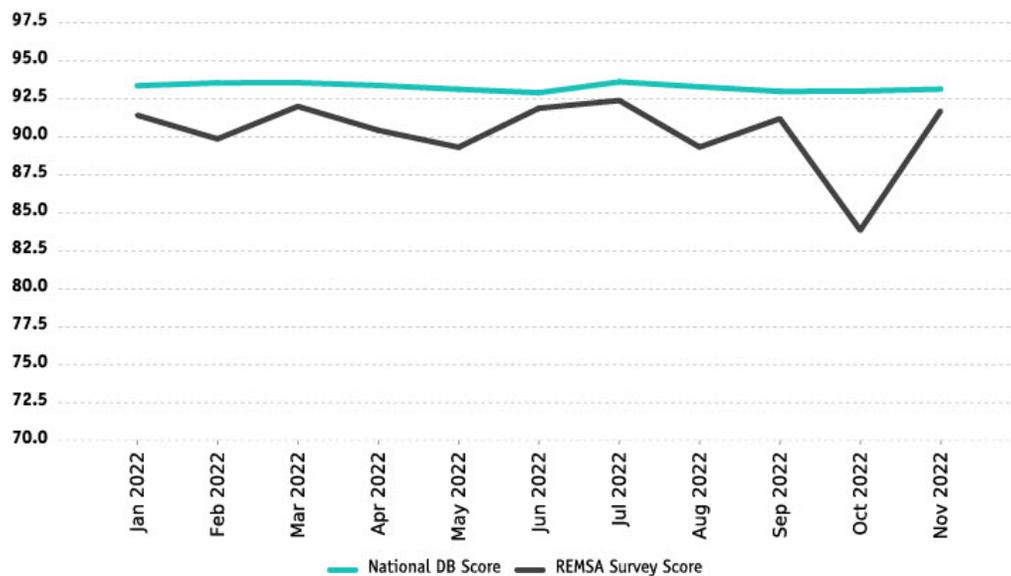


Gender





Monthly Overall Survey Score





Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	63	27	88	416	2188	78.65%	78.11%
Extent to which medics cared for you as a person	2	3	3	15	132	85.16%	84.31%
Billing Office Staff	5	4	18	59	137	61.43%	65.10%
Professionalism of the staff in our ambulance service billing office	2	2	9	29	72	63.16%	65.04%
Willingness of the staff in our billing office to address your needs	3	2	9	30	65	59.63%	65.16%
Overall Experience	22	3	26	79	457	77.85%	78.13%
How well did our staff work together to care for you	4	2	4	16	126	82.89%	80.63%
Extent to which the services received were worth the fees charged	7	0	18	31	74	56.92%	68.93%
Overall rating of the care provided by our Emergency Medical Transportation service	5	1	2	15	131	85.06%	82.10%
Likelihood of recommending this ambulance service to others	6	0	2	17	126	83.44%	80.88%

Date of Service	Please tell us what was done well by REMSA?	What could we do better to serve you the next time?	Follow Up
10/09/2022	The patient is a resident of Brookdale. Brookdale was in charge of calling ambulance after they contacted me to suggest that an ambulance be required. REMSA called me to tell me they had been called. They called me again to tell me that they thought he should go to emergency. Everything went smoothly. Thank you.		
05/25/2022	They listened to me & did not take me to the hospital. I knew what they needed to do and they did it. Then they left & I was fine!	More of the same!	
10/10/2022	The lady on the phone was extremely helpful. ALL of my experience with Remsa has been excellent. The ambulance team are always very helpful, caring, and respectful.		
07/06/2022	They explained what was going on more than the emergency room staff. They really cared that I knew what was happening.	I was happy with their service	
05/01/2022	Met my needs	None	
06/29/2022	Med-tech female took charged, and her drive said we should check her blood sugar, the female med-tech said, it wasn't important, they could do it later. (MY 87YR OLD MOTHER IS DIABETIC). THEY were called because she fell out of bed and was dizzy. I requested 3 times to take her to the Reno Nothern nevada hospital, they took her too sparks. Dummies didn't even listen. We live 2 minutes from Reno Northern Nevada hospital. They also lost her very expensive bathroom she received as a gift. We were not happy at all by the service of this team.	Pay attention to what information the caregiver provides, (my mother was very confused that day) Listen to where the patient requests they want to be admitted. Be responsible and respectful of patients property. They need to leave their attitudes at home, and learn when you have conflict with a patients caregiver, to step aside and let someone else communicate with that person. Leave their ego's at home.	
05/16/2022	Everything honestly they were great		
10/27/2022	Friendly and caring. Given good advice and guidance of what I have to do.		
06/28/2022	Prompt, knowledgeable, concerned, thorough, arrived at correct. destination rapidly, interested in my well-being	another blanket excellent organization, deserves their certification	
05/01/2022	Thank you to all, who took care of me.	Please train and/or retrain staff of your billing office on respect, curtesy and approachability. I know that kindness and care cannot be taught. It has to come from within... The female from the billing office appeared beyond rude...as I was suffering from torturous pain.	Rec'd a Team Support ticket pt complained about the Business Office staff being disrespectful and discourteous. I do not see that anyone has accessed this from the Collections side... I called the patient. Had to leave a message. I am wondering what reason she would have to call as she is medicaid, but I want to know more about the call. LMTCB//dsd
09/12/2022	I was unconscious, I don't remember anything.	Hopefully there won't be a next time, but I'm not sure because I don't remember anything.	

09/04/2022	They got me to the hospital quickly every time. Being a retired Medic myself, we always have something in common, to talk about and to let them do their jobs. Top notch service by ALL.		
10/23/2022	Everybody was very kind, very professional	Nothing.	
09/21/2022	Treatment and care	Nothing the team did excellent	
07/03/2022	Treated my husband with the upmost care.	Let us know up front that the fees are separate from insurance	
07/10/2022	All medics involved were professionals and at the same time caring.	No improvements needed based on my experience with the service which was excellent.	
10/27/2022	Everything	Nothing	
06/29/2022	I do appreciate there hard work to take care of me well.	Keep doing the best they can just be in a timely manner .	
09/02/2022	Sorry I didn't remember anything on till I woke up in the hospital		
07/05/2022	They arrived fast, asked what hospital I would like to go to, took Into consideration my young kids were with me and treated them with respect and reassurance everything was going to be alright.	Not sure, but hope there isn't a next time.	
05/29/2022	The total care level was great		
10/03/2022		Don't bully me. Listen accurately take time to understand past medical histoty	Received phone number from billing. Called her back at 16:45, 12/6/22. She said "You woke me up" and hung up on me. TK
05/19/2022	Caring, supportive. Professional though friendly.	Have not applicable on some questions.	
05/05/2022	Just professionalism.		
05/01/2022	They examined my painful places. They gave me an IV. Because I was faint.they watched me all the way to the hospital. I felt safe due their care.	Just do the same as the first time..	
05/22/2022	<p>The attempt to secure a paycheck for themselves was dedicated. Remsa took me in, strapped to a gurney when I clearly refused service. Attempted to ask various random questions quickly with the intention to create hysteria when I was awakened from sleeping. They detained me in ambulance until arrival to hospital where I was immediately released. Not the first time this has happened.</p> <p>Remsa also attempted to detain myself and girlfriend in parking lot by blocking us in with ambulance when we once again refused service causing sever damage to my vehicle, Then the police determined that I was not under the influence and released me. Police stated Remsa can not detain me as they attempted to as they are not police officers. Remsa. Your lucky I dont take you to court for this. I still may do just that. Damage to my vehicle has not been repaired.</p>	Employees need to be more aware of possible situations that may look like one thing but actually could be symptoms of another.	<p>12/3/22 0947, I contacted the pt about his transport on 5/22/22. was a very nice, fast talker as we were talking about his complaint. told me at first he had been drugged with GHB at the laundromat, he did not know what was going on so he went to his car and went to sleep in the driver's seat with his seat belt on. The FD, PD and REMSA arrived and was asking so many questions very fast, said he could not answer them as he just woke up and needed a little more time. He stated these were "hard core" questions like his name, date and where he was. He also told me the REMSA crew made him walk into to back of the ambulance when he was refusing the whole time. stated they set me up with the fast questions then kidnapped him, put him in 5 point restraints and took him to the hospital. He was not going to pay the bill and may sue REMSA. I</p>

			listened and apologized to , he told me his actions toward the crew was probably because he worked a lot and did not get much sleep and he did not think he was drugged with GHB. was glad I called him for the follow up and told me I could call him back if I had anymore questions. Chart has pt altered with hypertension, chart is attached. No further
07/16/2022	Polite and attentive staff	I can't thing of anything	
07/10/2022	The paramedics were very respectful of me. They were professional, ask direct questions that I could understand, and communicated to me what was happening.	I cannot think of an area that needs to be addressed for improvement	
05/19/2022	Everything	Not anything I can remember	
05/20/2022	This ambulance call was last May. I was very satisfied with the kindness and professionalism of the crew. I did not phone for the ambulance. It was done by someone I did not know. I was not seriously injured but was grateful for their calmness and advice.		
05/07/2022	They were professional and helpful. I'm grateful.		
05/11/2022		Know where are your going My family were at the hospital waiting over a half hour for the ambulance to arrive they left after the ambulance left your ambulance got lost	12/3/22 1233, I contacted the pt, about his transport on 5/11/22. was very nice but told me it was a ruff ride and the driver got lost, they need more training. His son had been waiting for him at the hospital. I apologized to he told me he will not call REMSA again. I told him I hope he never needs us again which made him laugh. Chart attached, no further.
05/20/2022	Efficient, Professional... Providing a safe and secure Transport	nothing	
05/11/2022	Every thing!!	Nothing??	
06/04/2022	They arrived very quickly and immediately began a dialogue, even through a locker outer door and 20' of hallway. They listened carefully and adapted quickly to my physical situation, my reporting and my intelligence.	Some of these questions I answered as a third party because my son called REMSA and carried out decisions, etc.	
10/24/2022	We have not had a billing yet. Would be good to be given option of NA THE PARAMEDICS WERE GREAT!!		
06/02/2022		Same team came twice in six hours. I had Covid, am elderly and live all alonel should have been transported on the first call . Had been in So Meadows all day then discharged.. temp was 104 and O2 sat was 74 when team came back second time to get me. Very scary situation for me.	
10/02/2022	They were very nice	I hope there is not a next time . The crew was nice	

05/16/2022	My mother-in-law was very happy with all the good looking firemen and medical people that came in to help her they were patient and understanding and a site for her to look at	Everything was perfect	
05/28/2022	The EMTs listened carefully, responded appropriately and were exceptionally kind and respectful. I was in a difficult position. I was recovering from my 3rd c-diff infection and my husband tested positive for COVID that day. Given my surge in diarrhea that morning , I was concerned I couldn't take care of myself. So, the kindness shown by the EMTs was gratefully accepted. As		
06/01/2022		The driver was good at hitting every bump ,he was a rough driver . They were ruff taking me in hospital too . COMPASSION goes a long way	12/3/22 1213, I contacted the pt about her complaint from her transport on 6/1/22. was very nice, she told me she a a severe headache and the ride was very difficult. Dr thought it may have been an epidural leak within the 48hrs but they were not sure. I apologized to she was very impressed that I called to follow up. I told her if she ever had a problem to contact REMSA immediately, she said she would. Chart attached no further,
05/01/2022	Excellent experience for my first ambulance ride. Carrying and comfortablng.	Nothing!!	
05/07/2022	The ambulance crew was very caring and attentive to my issue.		
05/08/2022	Everything was done at top rate and friendly		
05/22/2022	They were all so compassionate. Very delicate, listened and was concerned about me having any other injuries. It was a very nice experience.		
07/03/2022	I was unconscious but my husband tells me you guys were great besides telling him accurately which hospital me and the baby were being sent to.	Hopefully there isn't a next time!!	
05/06/2022	Every single EMT was absolutely professional, caring and reassuring. So helpful and kind to me. I am so grateful to them.		
09/14/2022	I was treated well and professionally. Thank	All was done very well.	
05/18/2022	They were knowledgeable, caring, and trustworthy. I thought they were we'll prepared to serve	I do not know, they were fine in my circumstance	
10/31/2022	Morningstar called 911 for us so I could not rate that portion of the survey. Also, REMSA did not transport to the hospital; patient was taken by private vehicle. Therefore, I could not rate that portion of the survey. Overall, the responding team was excellent with my MIL. We appreciated their examination and observation which is what we wanted.		
05/21/2022	Extraordinary response. Very professional . Courteous, respectful, considerate and exudes		

	confidence.		
05/07/2022	Nothing	Not take me in an ambulance 30 seconds down the road just to say you're good to go two minutes after getting to the hospital. Just for my ride to take me home that you wouldn't just let take me in the first place. And then charged a shit ton of money for nothing	I was able to get a phone number from . Called the number with no answer, left a vm. Awaiting call back. Attempted call back and left a message at 16:52 on 12/6. TK
05/05/2022	Wveryrhing		
05/18/2022	Everything		
09/30/2022	Normal stuff, very polite Asked questions some over and over again		
09/26/2022		Pay staff a living wage.	
11/01/2022	Quick and very efficient		
07/06/2022	Care was excellent	Don't know anything	
09/28/2022	I had 3 seizures and was unaware of my surroundings so I cant say.	I was told by family they wanted the medics to take me to the hospital but they were told by the medics that if I signed the release to stay at home they couldn't take me. I am combative and completely unaware after my seizures when Im postical but as soon as the medics left I had a 4th seizure and my primary care said he thought the medics should have forced me to go to the ER.	I was able to read the chart. Patient was post ictal with the crew. Per the chart " The PT vehemently refused transport, and initially refused to re-answer AO questions. The PT eventually agreed to re-answer AO questions, and was AOx4 with a GCS of 15." This crew advised the patient transport was in his best interest but due to legal standing and the patient's mentation the crew made the correct decision to not force the patient (i.e. kidnap) against his will. I contacted the patient who wanted to express his gratitude to the crew and apologize. He expressed sentiments that he is often aggressive after seizures and mainly wanted to apologize. We discussed this instance and he had no further concerns!
06/02/2022	They were very courteous		
07/29/2022	I woke up in the hospital after an auto accident.		
05/17/2022	Mo commdnt	A t as if I'm present	12/3/22 1055, I contacted the pt about her complaint on 5/17/22. was so nice, she told me she had a bad day when she called and the crew was talking about her having COVID which she did not have and just making jokes. She felt this was not the time for jokes, as I talked to her she laughed and said shit happens and it was ok now. also told me she was transported to home around Thanksgiving and she loved that crew! I thanked for taking the time to talk with me and she was happy I called. Chart attached, no further.

07/01/2022	Listened to the patient. From the time they arrived, they moved thru the assessment quickly and got me to the hospital in short order. They worked well with the Fire Department who arrived first.	Time response was a little slow in arriving at the house.	
05/19/2022	They were caring and they took really good care me and they answered all the questions that i asked them	They don't need to do anything better than what they already did for me	
05/05/2022	They eased the craziness	N/A	
05/23/2022	They took my possible stroke like condition very seriously and made sure that the hospital was aware of said condition upon arrival		
05/31/2022	They took care of my every need.	Nothing really. Maybe some cookies	
10/18/2022	Emts where absolutely amazing kind compassionate		
10/24/2022	The EMT transport employees were very attentive and kind to my father on both non-emergency transport trips.		
10/24/2022	Everything to help my husband feel comfortable	Nothing	
07/19/2022	Professional, personal, courteous.	No thoughts come to mind.	
09/08/2022	Very good people caring for me and very friendly and nice		
05/04/2022	Explain and help us if necessary		
07/29/2022	Very efficient and caring.		
05/02/2022	The staff really cared for me and keep me comfortable.	Nothing all good.	
07/07/2022	I was blackout but they treated me with reasonable care and great confrontation communication towards me when i woke up	Nothing, i am speechless with the professionally of the crew	
08/17/2022	Your emts were very professional, knowledgeable and very caring of me in my condition... I was in a rollover motor vehicle accident, I was conscious and coherent through the entire transportation process.... The two EMTS made my trip to the ER comfortable and they were definitely professional and very knowledgeable and had personality... thank you ladies!	I was in between herlong and Reno... it felt like for ever... knowing where an ambulance would be coming from.... I could not complain about the response time... thank you	
10/18/2022	Friendly and respectful		
06/01/2022	They are really good, I can complain about it	You guys doing good	
10/12/2022	They are kind and courteous. They listened to me and explained what and why they were doing it They even took my garbage out.	Excellent service.	
10/01/2022	Everything.wonderful compassionate, caring, respectful, the absolute best there is. Thanks for being there for me when I needed help.		
06/01/2022	I was not myself & felt dazed, but I just remembered someone saying that I was in good hands, we're going to renown hospital & I won't be alone. To me, that was very comforting.	I think I was served perfect.	
09/01/2022	You are always kind and understanding.	Stay stay kind	



06/02/2022	They were very friendly and cared about my comfort		
05/08/2022	The caring and professionals of the drivers	Not taking me to the hospital it was very scary	
06/30/2022	Employees were very professional very quick and knowledgeable	They were excellent	
05/07/2022	You EMTs are wonderful , caring ,strong and awesome.	Not a thing.	
09/18/2022	Polite and informative	All fine. Thx	
06/03/2022	Caring, efficient, and professional	Not dure	
09/17/2022		Don't send the survey out until we get the bill for the service or take those questions off of the survey.	
05/16/2022	Very professional with a caring attitude. I wish I could send them a thank you card.		
09/09/2022	They all were so nice and quick getting to my house. Once there everyone worked quickly and were gentle getting me on gurney.	Nothing as I can't think of anything they did wrong. They are all wonderful!	
09/24/2022	The care and reassurance they projected to my wife	Hard to improve on profection	
06/30/2022	The emts contacted their supervisor and he came out. He was a paramedic. He started an IV. He also stayed with me in the ambulance and one of emts drove his truck behind the ambulance. He also contacted the VA and they didn't have any beds in the ER. So they took me to Renown Regional Medical center. They were all very professional and helpful.	Nothing	
07/12/2022	Kindness. I was unaware of the situation because I was so sick. They did their thing.	Bumps were horrible.	
07/10/2022	Every thing was well done.	I like your service as is. Don't change anything.	
05/03/2022	The staff was knowledgeable and courteous. Clean and professional	They took the longest route to the hospital	

November 2022

REMSA HEALTH

PUBLIC RELATIONS REPORT



Since 1986, REMSA Health has provided nationally recognized ground ambulance service within Washoe County, Nevada. As the largest employer of EMS personnel in Northern Nevada, REMSA Health provides residents and visitors with 9-1-1 response and transport, interfacility transport, disaster preparedness, special events coverage, search and rescue, tactical medical support, and public education. REMSA Health provides ground ambulance services under a performance-based franchise agreement with the Washoe County Health District and is the sole provider of emergency and inter-facility ground ambulance transport services within Washoe County (excluding Incline Village and Gerlach). REMSA Health is a private nonprofit community-based service which is solely funded by user fees with no local community tax subsidy.

REMSA Health maintains its operational and clinical standards as one of the most recognized high-performance EMS systems in the country. REMSA Health responds to approximately 70,000 requests for service per year.

PUBLIC & COMMUNITY RELATIONS

MEDIA RELATIONS

Jenny Walters, Manager, Center for Integrated Health and Community Education, provided an interview to KTVN 2 News about ways to avoid spreading respiratory illnesses through the holidays, as well as how to identify symptoms



PUBLIC & COMMUNITY RELATIONS

Cold Weather Car Seat Safety

Nellie Martinez, Point of Impact Instructor provided media interviews about ensuring that cold-weather attire doesn't compromise the integrity of car seat restraints.

Reno instructor explains dangers of puffy jackets inside car seats



PUBLIC & COMMUNITY RELATIONS

COMMUNITY RELATIONS

REMSA Health teamed up with the University of Nevada Reno to raise awareness about some important safety messages - specifically for students, visitors, faculty and staff on campus. Bird scooter and pedestrian safety social media short-form videos featured appearances by Wolfie, Alfie and Luna - as well as a REMSA Health education pro!



PUBLIC & COMMUNITY RELATIONS

REMSA Health partnered with the Nevada Hospital Association on creating social media content for a campaign directed at recruiting teens and new graduates into healthcare career paths.





**REMSA HEALTH
INQUIRIES**

No inquiries