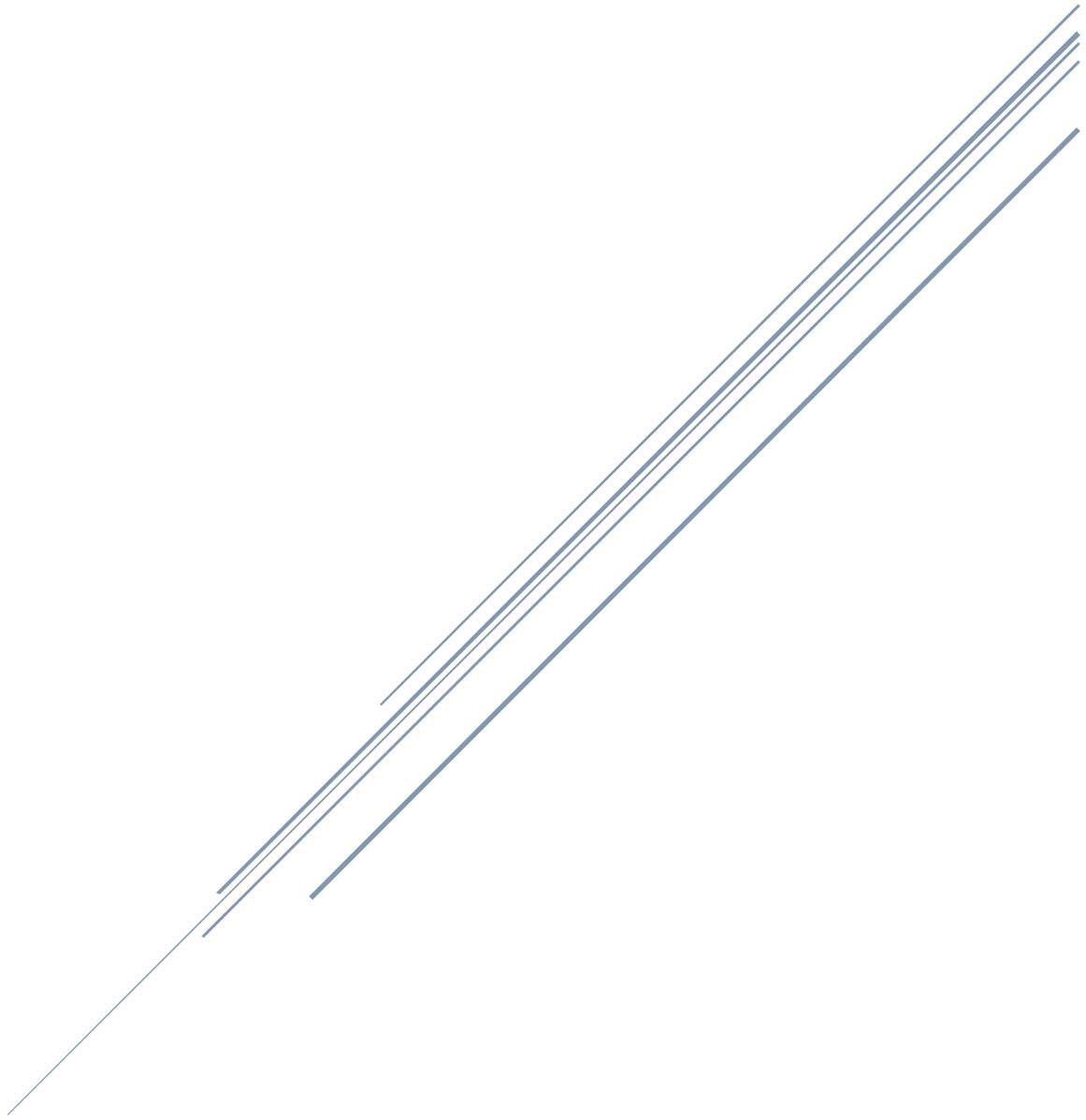


WILLIAMSON COUNTY EMS

Patient Satisfaction Survey Results



Reporting Period: April 2016 – March 2019

To respect, care & serve.

Measuring patient satisfaction within the Healthcare Industry including EMS is an important key indicator. Patient Satisfaction evaluates the patient’s impression of the quality of service they receive from EMS. It helps the department improve the patient-medical interaction and, ultimately, how the community values the EMS system.

The report contains data from patients or others who completed the on-line questionnaire. The data is presented with the mean score for each survey question. It also contains, when applicable, the “Top Box” score for each question. The top box score shows the percentage of “Very Good” responses, the highest rating, for each question.

Demographics – This section provides demographic information about the patients who responded to the survey.

- **What is the patient’s age?**

- Under 18
 - 6.46%
- 18 – 30
 - 4.07%
- 31 – 44
 - 6.22%
- 45 – 54
 - 9.09%
- 55 – 64
 - 18.90%
- 65 or older
 - 55.26%

- **Is patient?**

- Male
 - 44.02%
- Female
 - 55.98%

- **This survey is completed by:**

- Patient
 - 66.03%
- Spouse
 - 17.46%
- Other Family
 - 15.79%
- Other Caregiver
 - 0.72%

Each survey question is rated using the following scale

Very Poor	= 1 point
Poor	= 25 points
Fair	= 50 points
Good	= 75 points
Very Good	= 100 points

Dispatch Analysis - This data details the section results that concern dispatcher operations.

- **The person you called for service (dispatcher)**
 - Helpfulness of the person you called for ambulance service
 - **Mean:** 95.18%
 - **Top Box:** 85.51%
 - Concern shown by the person you called for ambulance service
 - **Mean:** 94.84%
 - **Top Box:** 84.14%
 - Extent to which you were told what to do until the ambulance arrived
 - **Mean:** 94.34%
 - **Top Box:** 82.27%

First Response Analysis – This data details the section results that concern first responder operations.

- **First Responders – If medical first responders arrived before the ambulance to assist you, please answer the following. If no First Responders, please go to the next section.**
 - Extent to which the first responders arrived in a timely manner
 - **Mean:** 96.99%
 - **Top Box:** 89.78%
 - Care shown by the first responders
 - **Mean:** 96.10%
 - **Top Box:** 90.18%
 - Professionalism of first responders
 - **Mean:** 96.68%
 - **Top Box:** 92.09%

Ambulance Analysis - This data details the section results that concern ambulance operations.

- **The ambulance**
 - Extent to which the ambulance arrived in a timely manner
 - **Mean:** 95.67%
 - **Top Box:** 86.61%
 - Cleanliness of the ambulance
 - **Mean:** 97.71%
 - **Top Box:** 92.04%
 - Comfort of the ride
 - **Mean:** 91.75%
 - **Top Box:** 77.37%

Paramedic Analysis – This data details the section results that concern paramedic operations.

- **Paramedics**
 - Care shown by the paramedics who arrived with the ambulance
 - **Mean:** 95.07%
 - **Top Box:** 90.35%
 - Degree to which the paramedics listened to you and/or your family
 - **Mean:** 94.22%
 - **Top Box:** 89.63%
 - Skill of the paramedics
 - **Mean:** 94.80%
 - **Top Box:** 89.43%
 - Extent to which the paramedic kept you informed about your treatment
 - **Mean:** 94.41%
 - **Top Box:** 89.53%
 - Extent to which paramedics included you in the treatment decisions (if applicable)
 - **Mean:** 93.39%
 - **Top Box:** 87.40%
 - Degree to which the paramedics relieved your pain or discomfort
 - **Mean:** 91.21%
 - **Top Box:** 83.29%
 - Paramedics' concern for your privacy
 - **Mean:** 94.05%
 - **Top Box:** 87.53%
 - Extent to which paramedics cared for you as a person
 - **Mean:** 94.18%
 - **Top Box:** 89.67%
 - Professionalism of the paramedics
 - **Mean:** 93.96%
 - **Top Box:** 89.83%

Office Staff – This data details the section results that concern office and billing staff operations.

- Professionalism of the staff in our billing office
 - **Mean:** 87.44%
 - **Top Box:** 67.59%
- Willingness of the staff in our billing office to address your needs
 - **Mean:** 86.15%
 - **Top Box:** 65.97%

Overall Assessment – This data details the section results that concern the overall assessment operations.

- How well did our staff work together to care for you
 - **Mean:** 92.91%
 - **Top Box:** 85.64%
- Extent to which the services received were worth the fees charged
 - **Mean:** 86.84%
 - **Top Box:** 75.32%
- Overall rating of the care provided by Williamson County EMS
 - **Mean:** 93.13%
 - **Top Box:** 86.34%

Net Promoter Score

- How likely is it that you recommend Williamson County EMS to a friend or colleague?
 - **Net Promoter Score** - 82

Comments – Each section has a place for comments. Below are some of the comments received.

- Very Patient with my husband during my emergency and stayed on the phone with him the entire way!
- Very comforting. Told me what I needed to do in a clear, patient manner.
- 911 operator was very professional
- EMS and Fire/Rescue personnel were very professional and caring. I appreciate the attitude that these professional men and women showed. Great Service!
- Knowing that service was very close at hand brought on a very higher level of comfort.
- My daughter was the one that actually called but told me they were excellent.
- Very patient
- The dispatcher was extremely helpful and empathetic. I really appreciated her help in keeping me calm while my son's head was bleeding.
- The assistance arrived correctly to the right apartment and quickly with my instructions; it appeared the EMS Crew knew in advance how to get here in the apartment complex and the layout of the community.
- I actually called EMS three times; 12/20/18, 01/10/19, and 01/13/19. Every time the dispatcher was clear, patient and thorough about information.

- They all were very compassionate and helped get me from the floor to the ambulance.
- Florence FD and EMS command unit was amazing, i could not have asked for better, i drove into Williamson county before calling 911 with my daughter so she could get the best care
- Very kind and considerate. Very professional.
- The fire department staff was off the charts great, no words properly describe them. Proud to live in a place that has such an awesome fire department
- Fire/Rescue were the first responders. They were professional and caring. Thank you for being there for me in my time of need.
- First responders acted professionally, showed a high level of care for the patient, and gave us a sense of comforting relief.
- The team handled the situation very professionally and assisted me in getting the urgent care i needed. They saved my life!
- I feel all of the people were exceptional
- They were fabulous. Checked to see if my hips or femurs were broken. Assured me nothing was broken. Help me to slow my breathing which helped me to relax- I remember seeing a Florence fire department badge. He was a nice young man.
- I am not sure to whom first responders refer to. I do know that 5 firemen were also in the kitchen besides the paramedics. They all were great. When I learned that I would be getting an IV I asked for my hand holder (meaning my husband) but one of the young men got right down on the floor beside me and held my hand. How good is that! They helped with the transfer to the ambo. All in all, I felt they were terrific, and I wish I could tell you the young man's name.
- Very professional. Calmed me. Wife...assessment of husband conducted immediately. Members appeared to know their job and assignments during crisis
- I had three different teams. They all had the same level of response time, care and professionalism. Very comforting presence.
- They were very patient and considerate of my comfort. Did their job in an unhurried, positive, professional manner.
- Fire truck and ambulance arrived together, and both was amazing at the level of care and professionalism they showed my mom. really top shelf service!
- Excellent service and well equipped.
- No words can describe the way the arriving ambulance staff seemed to remove all our feelings of despair and helplessness.
- I don't remember a lot, but i felt safe.
- I actually was moved from one ambulance to another because of the other persons involved in the accident and the destination of the other patient. Went well by Andre and brad(??) from liberty hill and Heather and her crew.
- Was very impressed with all they did.
- I was in a lot of pain, got pain med, so ride was more "comfortable" but every little bump caused pain. Paramedic was very considerate and demonstrated concern for my comfort.
- I was so scared from being unconscious and the paramedics were amazing! I couldn't breath and they were keeping me calm and informed.
- The two paramedics are an extreme asset to your department. They deserve a raise.
- Medic 23 crew was amazing in taking care of my 2-year-old daughter; they completely had her comfortable and care was #1 concern; best experience ever; i cannot thank the crew enough

- They did an excellent job taking good care of me!
- Very professional, efficient, knowledgeable
- paramedics very knowledgeable of my issues
- Really good guys. They were concerned with how I was feeling and responded in a way that reassured me that they knew what they were doing.
- I am not sure what the difference is between the first responders, ambulance and paramedics is as there was a big fire truck and an ambulance, but all the staff was so great to my family. None of us had ever called 911 before that night for our mom and had no idea what to expect. They showed up so fast and was so professional as some went to mom and went to work on her and others came to the family and talked to us. They were calm and calming and true professionals in every sense of the word. my whole family was blown away by the level of care and speed in which they took care of our mom. They all should be commended for their training and level of service the provided with seamless efficiency. They were amazing to watch work!
- Thanks to all who helped!
- paramedics responded quickly and attended to my wife very professionally and took control of the situation at hand. Thankyou.
- We give an A+ to all who came at our time of need. They all were simply awesome.
- I was in anaphylactic shock when EMS arrived. Unfortunately, i had taken all my clothes off prior because of the painful rash enveloping my body. Needless to say, being naked in front of strangers was my worst nightmare! My daughter helped to cover me with a robe moments before - she said i was rather concerned about my state of undress. I share this because my family shared how professional and accommodating the EMS staff was in making us all comfortable while bringing me back! I am forever in their debt!
- they were great
- I was awake and could understand so they were very considerate about telling me what was going on and asking questions.
- Both paramedics were wonderful. I will never forget Drew for his kindness and calming presence. He seemed like an angel to me in one of my worst moments.
- Everyone was so quick and sweet!! Mike gave my son a teddy bear, whom he's named "Track" as in "race track" and he sleeps with it every night. Everyone was wonderful in keeping me calm and even being playful with my son.
- All paramedic personnel were kind, caring & sensitive towards me.
- The nurses in the ER and the floor nurse bragged about what a great "Field IV" I had. Andre did a fabulous job.
- They couldn't really treat me on site due to the nature of the injury, but I appreciate their efforts to do whatever they could to help.
- A very professional crew arrived on this call.
- The two female paramedics were great. The lead one was reassuring and put me at ease with her skilled comments. She actually got my IV in on the first try which for me in not the norm. She told me each thing before doing it and made me feel confident that things were going to be ok.
- I have zero complaints - they did a great job and I thank them!!!
- They all took great care in everything they did...giving information, waiting for me to make decision and driving.

- This group was amazing in their treatment, comfort, explanation and care of me after I had taken a terrible fall. This group has been to my farm in the past to assist my husband and myself and I cannot praise them highly enough!!!!
- They were all so nice and helpful.
- Excellent care provided
- While not individually present, the office staff nevertheless fit in very well in the picture as a whole.
- I called someone after and asked the office staff to reach out and let them all know. I member of the first responders called me personally. I appreciated knowing
- I truly feel the paramedics cared about me and my condition. What I thought was an asthma attack was Multiple Blood clots in my lungs. The paramedics knew exactly that it wasn't my asthma and took quick action to get me to the hospital for emergency surgery. They saved my life and I am so grateful for an amazing team!!
- My mother passed away at home on this call. The paramedics made an extremely sad life event bearable.
- Excellent service
- Thanks again to all who helped with my recovery. God Bless you all!
- doing an excellent job.
- All EMS staff deserve our admiration and thanks for the great job they do.
- I got the chance to speak with the paramedics several days after my transport, good work overall.
- Everything was excellent. However, I have not been billed for the services.
- Absolutely nothing, amazing job guys!
- Nothing! The two young men on this call were professional, knowledgeable, caring, empathetic, and absolute Angels sent to care for us that Day! Thank you so very much!
- Did a great job!
- You guys are great, keep up the good work
- Nothing. All who worked with me were very professional, courteous, and considerate for my well-being.
- Nothing; service was excellent.
- just keep up the great job that you are doing
- Everyone involved was wonderful. Professional and caring
- Can't think of anything, honestly. The most happy feeling was knowing that the presence of the responders, with their warmth and caring manner, gave us much relief. THANKS!!!!
- Keep doing what you are doing already.
- Nothing. The ambulance was called for my two year old which was stressful and very scary. The EMS workers did a great job of helping me stay calm. I felt very comfortable.
- Everyone was amazing the first time!
- Nothing. I felt very safe in their capable hands. Thank you.
- Nothing, thank you!
- I can't think of anything.
- Nothing. Thank you. First time used 911
- I have no suggestions for improvement - I am satisfied with the care I received.
- Everything was just fine
- I really can't think of anything.

- I cannot suggest another thing you could have done better. I was extremely pleased with the concern and care I received. The friendliness of this group helped put me at ease because I was very frightened
- nothing, your team was very considerate, kind, and professional.