

January 2, 2018
Regular Meeting
Item # 4

EMS

Patient Satisfaction Survey



MONO COUNTY EMERGENCY MEDICAL SERVICES



We are sorry to have met you under such difficult circumstances, but we would be grateful to hear your thoughts on the service delivered by our team.

Mono County Emergency Medical Services is committed to providing our patients with outstanding pre-hospital emergency medical care. In order to help meet this goal, we depend on patients to tell us what we are doing right and where improvements can be made. We appreciate your time and thank you for completing our survey.

<u>Please circle your response</u>	Very Satisfied	Satisfied	Adequate	Unsatisfied	Very Unsatisfied
Were our personnel polite and courteous?	5	4	3	2	1
Did our personnel take care of you in a professional manner?	5	4	3	2	1
Did we explain the services you needed in an understandable manner?	5	4	3	2	1
Did we answer all of your questions in an understandable way?	5	4	3	2	1
Overall, how satisfied were you with the Service you received from us?	5	4	3	2	1

Did you have any other concerns, related to your emergency, that you felt was not addressed by our personnel?

No

Please tell us the single most important action we took that made you feel better.

When they arrived they were - Calming -
Friendly - Encouraging - Patient - knew what they
were doing - Worked as a team -

What could we have done differently that might have made your experience more positive?

Nothing -



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Did you have any other concerns, related to your emergency, that you felt was not addressed by our personnel?

No

Please tell us the single most important action we took that made you feel better.

Compassate & Kind

What could we have done differently that might have made your experience more positive?

Nothing, your personnel is well training



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Did you have any other concerns, related to your emergency, that you felt was not addressed by our personnel?

NO!

Please tell us the single most important action we took that made you feel better.

ALL ACTIONS WERE POSITIVE!

What could we have done differently that might have made your experience more positive?

NOTHING, IT WAS EXTREMELY POSITIVE!
I WOULD STRONGLY RECOMMEND!



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NONE

Please tell us the single most important action we took that made you feel better.

YOU SHOWED UP. THE CREW WAS COMFORTING. THANKS

What could we have done differently that might have made your experience more positive?

I CAN'T THINK OF THING



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No.

Please tell us the single most important action we took that made you feel better.

Hard to say. Doing everything possible to help me recover quickly.

What could we have done differently that might have made your experience more positive?

No



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Please tell us the single most important action we took that made you feel better.

The care and concern

What could we have done differently that might have made your experience more positive?

The experience was positive professionally done.



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VICTOR & JIM WERE VERY PROFESSIONAL AND COURTEOUS DURING THEIR EVALUATION AND TRANSPORTATION. VICTOR CALLED THE NEXT DAY TO SEE HOW I WAS DOING.

What could we have done differently that might have made your experience more positive?



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Attitude

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Please tell us the single most important action we took that made you feel better.

VERY CARING AND CONCERNED. OUTSTANDING CUSTOMER SERVICE

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I CAN'T THINK OF A THING.



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They made me stay in the ambulance for too long
No they didnt, it was very necessary - his wife

Please tell us the single most important action we took that made you feel better.

helped me walk out of the Restaurant

What could we have done differently that might have made your experience more positive?



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Took me to hospital

What could we have done differently that might have made your experience more positive?

NOT A THING

they were great

THANK YOU