



Ambulance Service Patient Satisfaction Survey

Appleton Area Health Service

Second Quarter 2011 Ambulance

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- ⇒ **Background.** Appleton Area Health Service
is interested in measuring and tracking patient satisfaction
and perceptions of quality of care for its Ambulance patients

- ⇒ **Objectives.** This type of research is designed to achieve the following objectives:
 - ▶ Measure level of satisfaction with their ambulance service
 - ▶ Identify and classify areas of high and low patient satisfaction
 - ▶ Provide direction for quality improvement

Methodology

- ⇒ MRHC uses a customized scannable survey instrument with added questions and comments.
- ⇒ MRHC mails the survey instrument with questions and return business reply envelopes to the facility to distribute to eligible respondents
- ⇒ Qualified eligible respondents are:
 - ▶ 18 years or older at time of admission.
 - ▶ Not eliminated from participation based on state regulations.
- ⇒ Data Collection
 - ▶ Facility hands out the questionnaire to sampled patient(s)
 - ▶ The completed data collection is done within six weeks (42 days) after the last questionnaire mailing and report sent within 30 days.
- ⇒ Survey Response

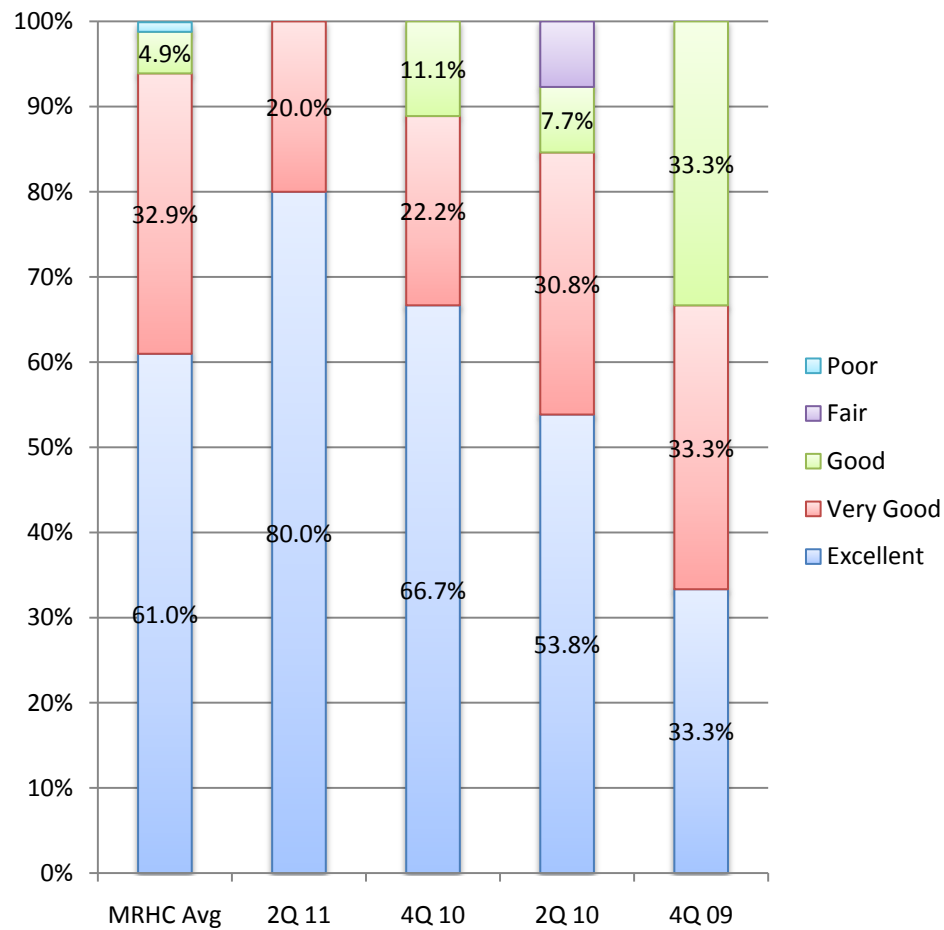
▶ MRHC surveys sent:	33
▶ MRHC surveys received:	11
▶ Response Rate:	33.3%

Executive Summary

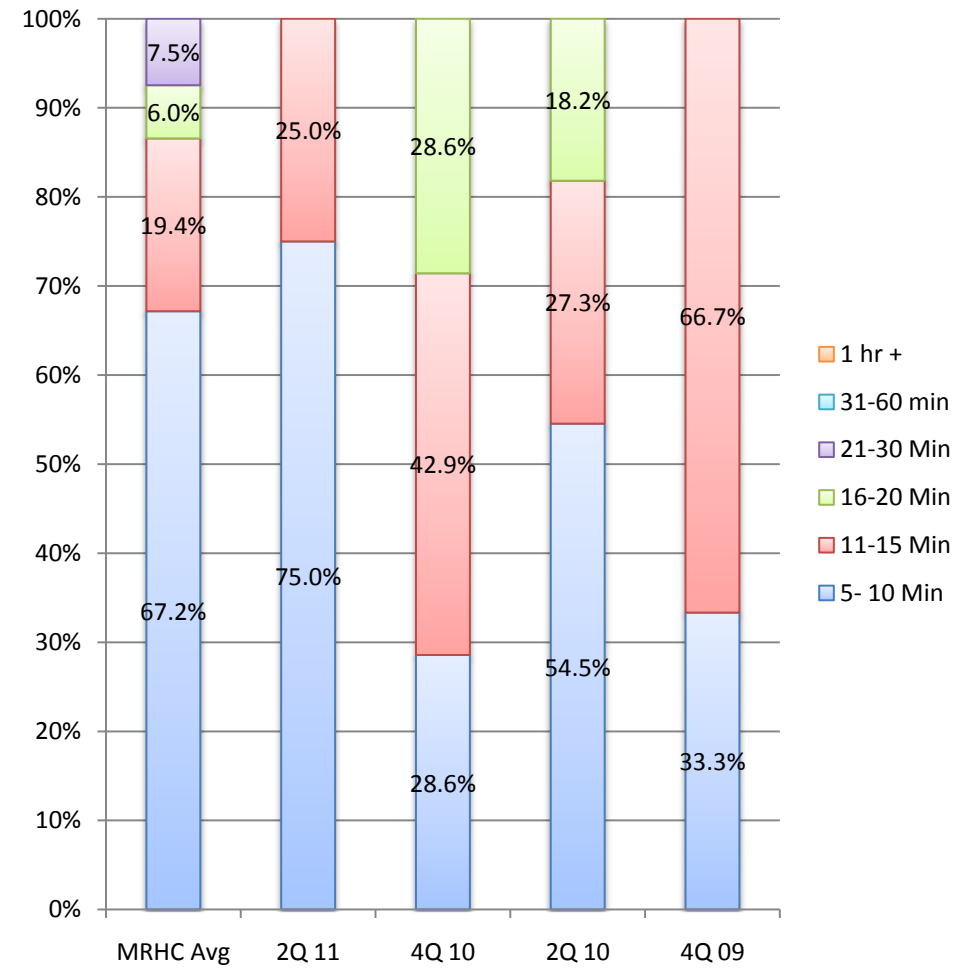
							Responses
	Excellent	Very Good	Good	Fair	Poor		
1	Satisfaction with length of time the ambulance service took to arrive						10
	80.0%	20.0%	0.0%	0.0%	0.0%		
	5-10 Min	11-15 Min	16-20 Min	21-30 Min	31-60 Min	1 Hr +	
2	Length of time I had to wait						8
	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%	
	Excellent	Very Good	Good	Fair	Poor		
3	The ambulance crew introduced themselves by name						10
4	The ambulance crew addressed me by name						11
5	The ambulance crew allowed me to ask questions about my problem						10
6	The ambulance crew listened carefully						11
7	The ambulance crew explained my care and treatment in a way I could understand						11
8	The treatment I received was professional						11
9	The ambulance crew did everything they could to ease my pain						11
10	I had trust and confidence in the ambulance crew’s professional skills						11
11	Friends and relatives were given enough information about my care and treatment						4
12	The ambulance crew communicated with each other and displayed a sense of teamwork						11
	Yes	No					
13	I was taken to a hospital in the ambulance						11
	90.9%	9.1%					
	Excellent	Very Good	Good	Fair	Poor		
14	The ambulance was comfortable						9
15	I felt safe and secure throughout the loading and transport						10
16	The ambulance driver took care to make the journey as comfortable as possible						9
17	The ambulance crew introduced me to the hospital/receiving facility staff						9
18	The ambulance service gave hospital staff all the necessary information about me						9
	Yes	No	Don't know				
19	If I was not taken to the hospital, the ambulance crew advised me to go to the hospital						2
	0.0%	0.0%	100.0%				
	Excellent	Very Good	Good	Fair	Poor		
20	Overall, the ambulance crew treated me with respect and dignity						11
21	I feel the ambulance service met my expectations						11
22	Overall, how would I rate the care I received from this ambulance service						11
	72.7%	18.2%	9.1%	0.0%	0.0%		

Arrival Time

Q1. Satisfaction with length of time the ambulance service took to arrive.

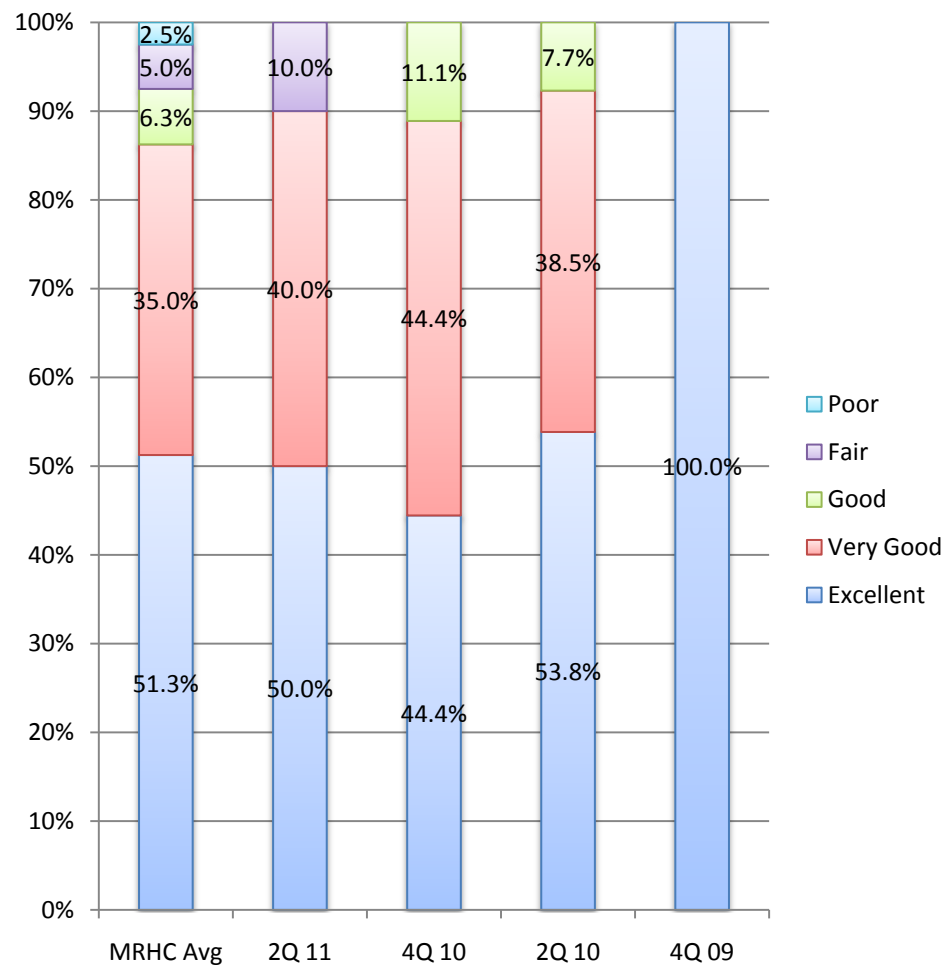


Q2. Length of time I had to wait.

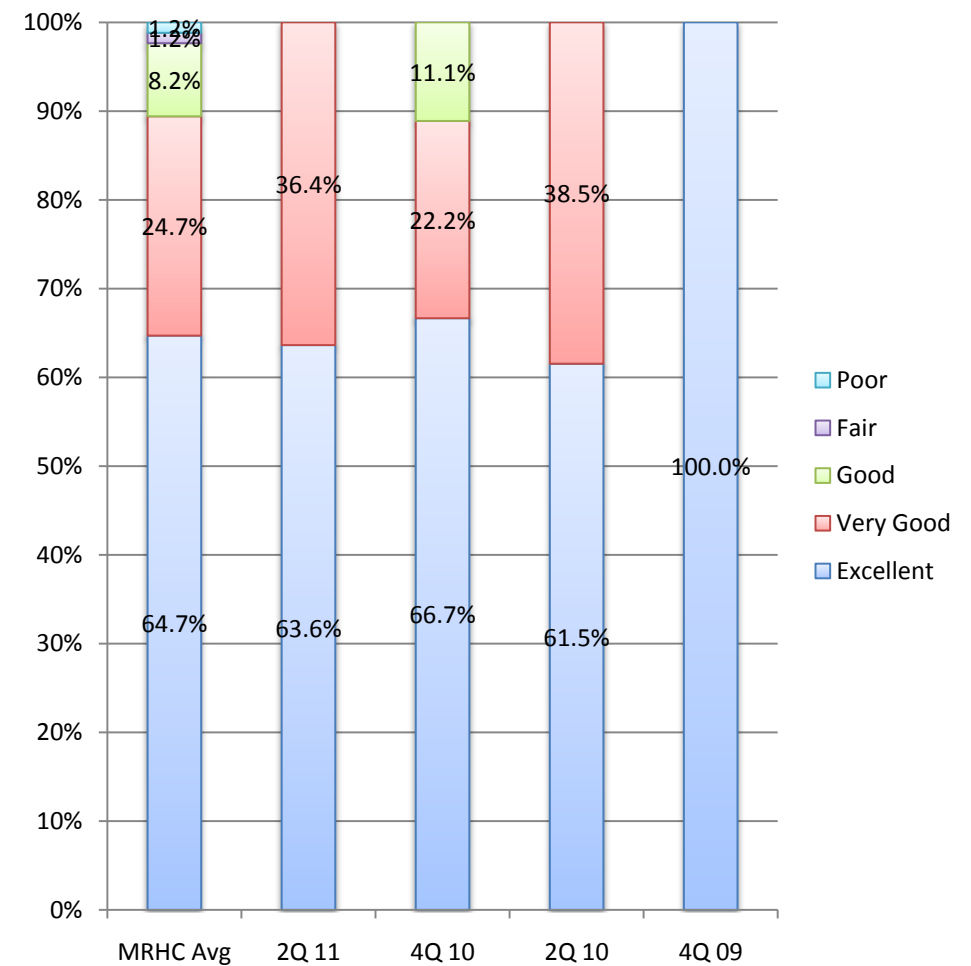


The Ambulance Crew

Q3. The ambulance crew introduced themselves by name.

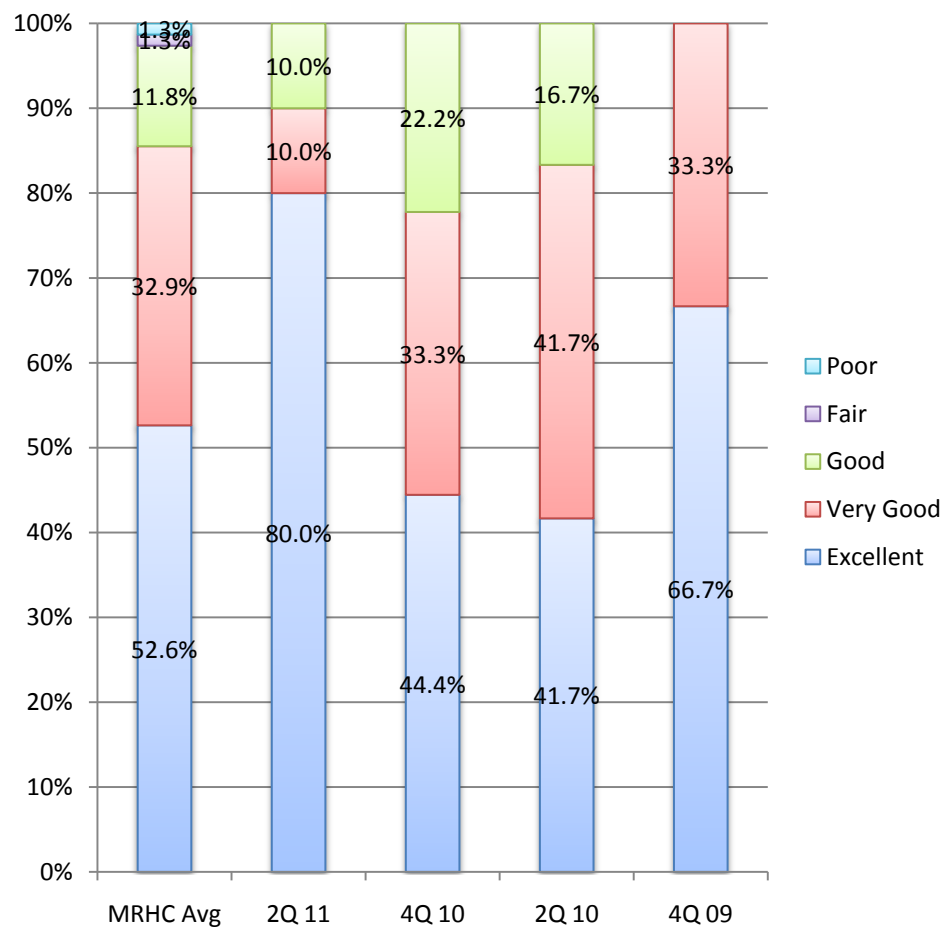


Q4. The ambulance crew addressed me by name.

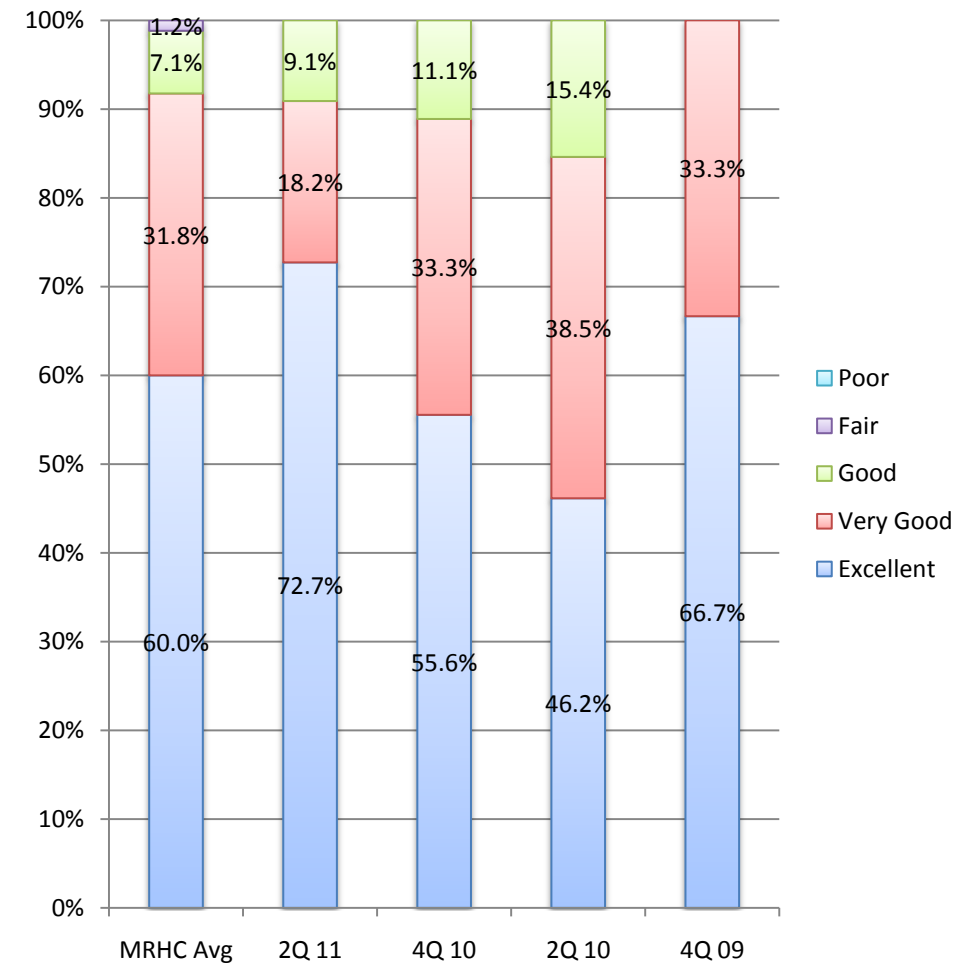


The Ambulance Crew

Q5. The ambulance crew allowed me to ask questions about my problem.

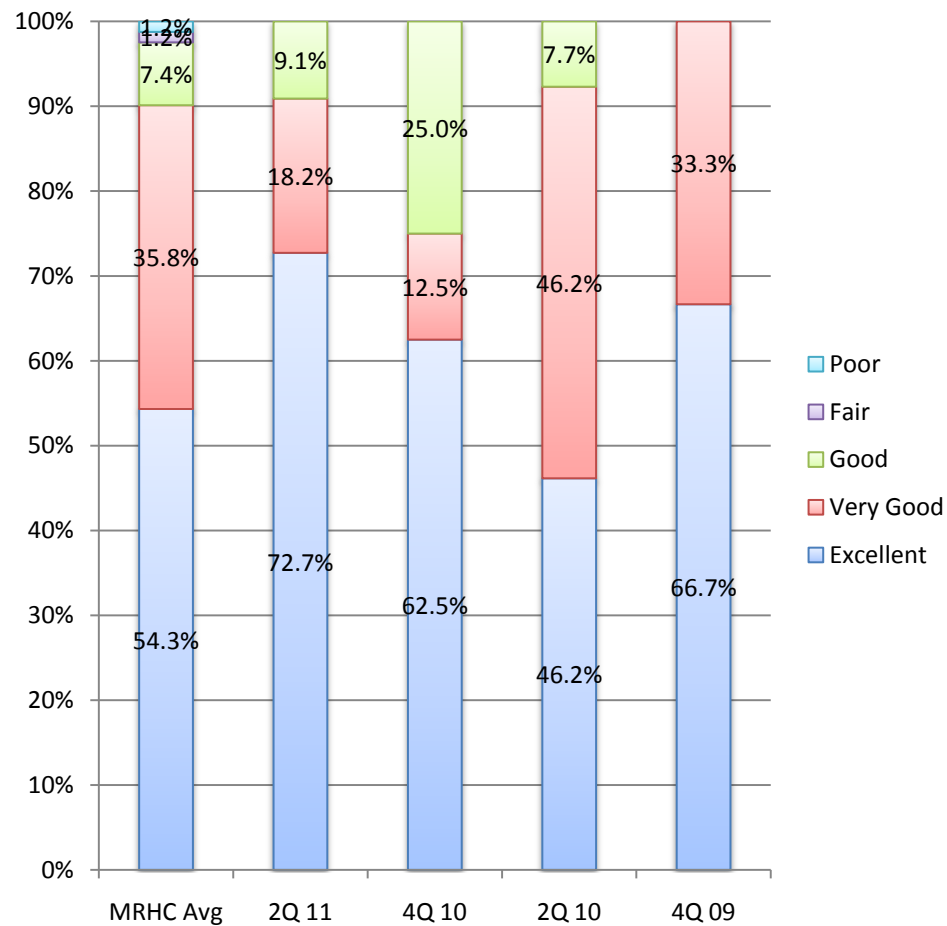


Q6. The ambulance crew listened carefully.

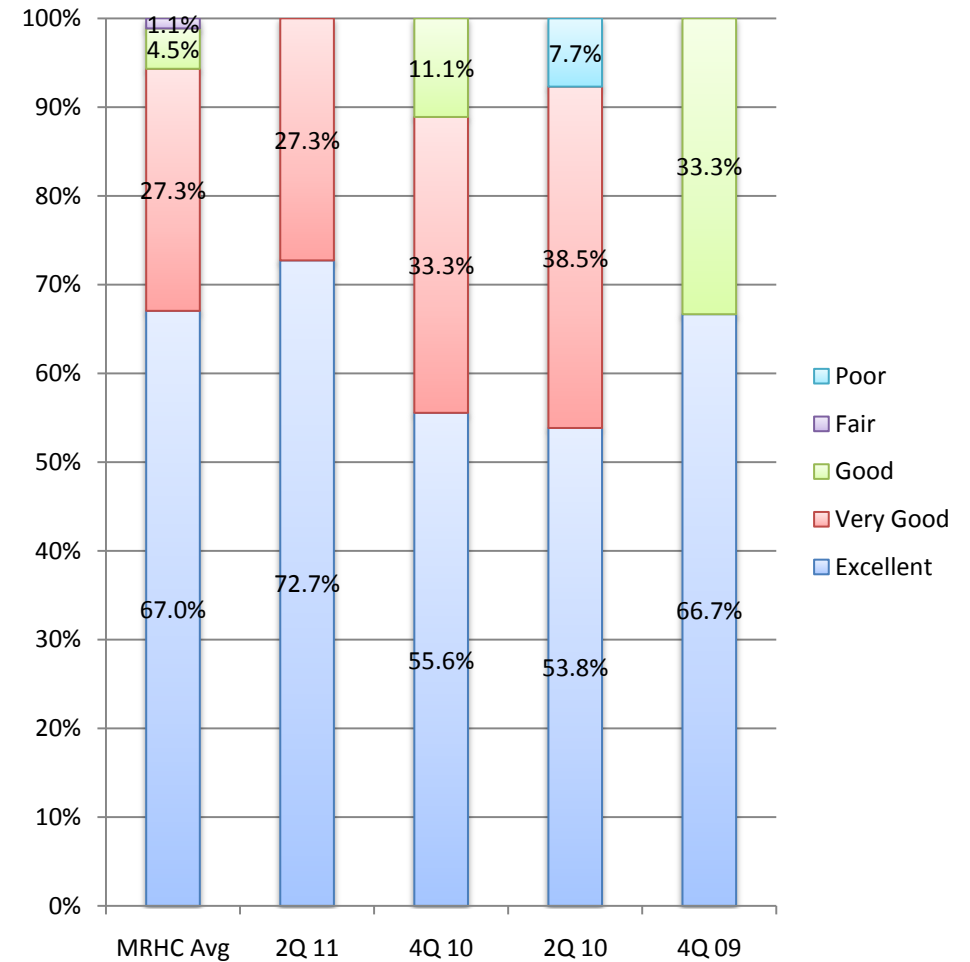


The Ambulance Crew

Q7. The ambulance crew explained my care and treatment in a way I could understand.

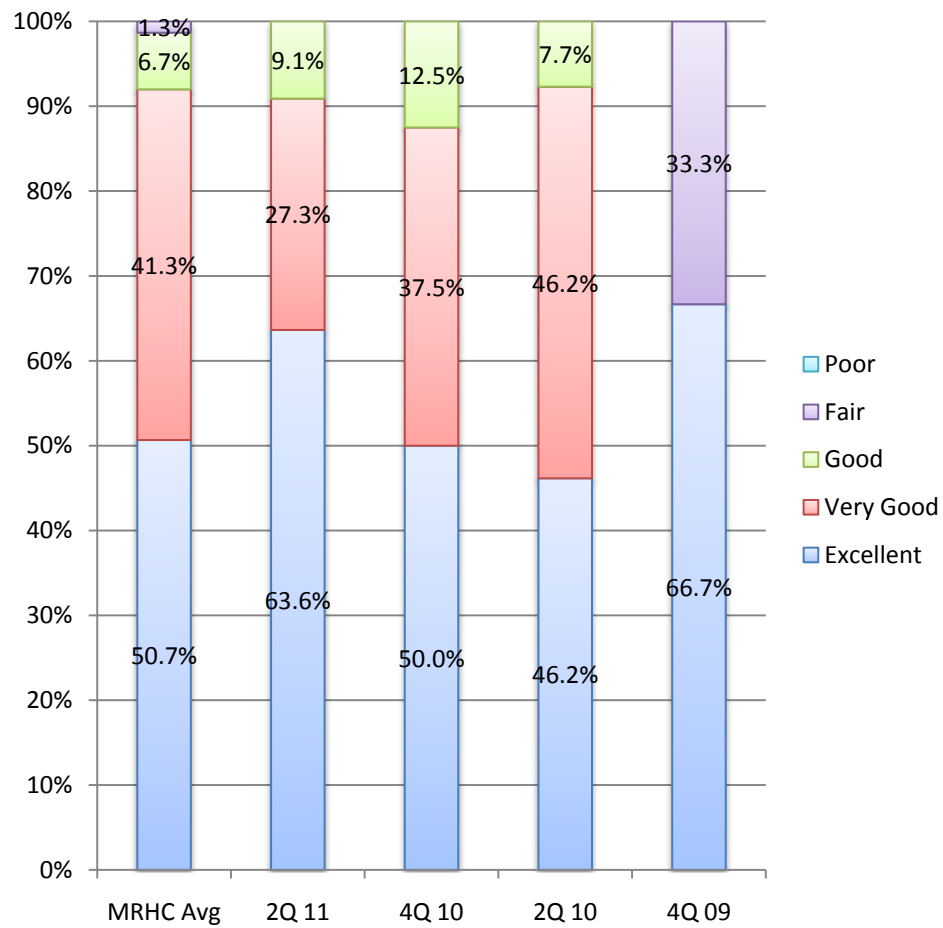


Q8. The treatment I received was professional.

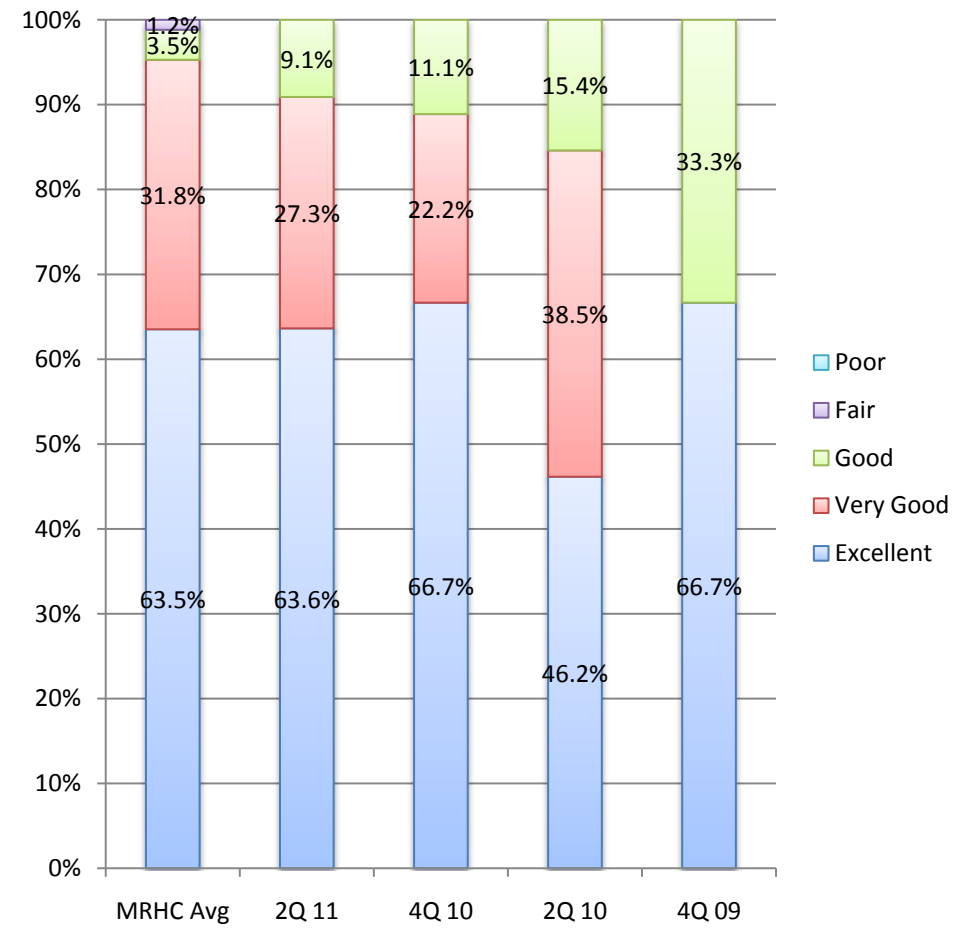


The Ambulance Crew

Q9. The ambulance crew did everything they could to ease my pain.

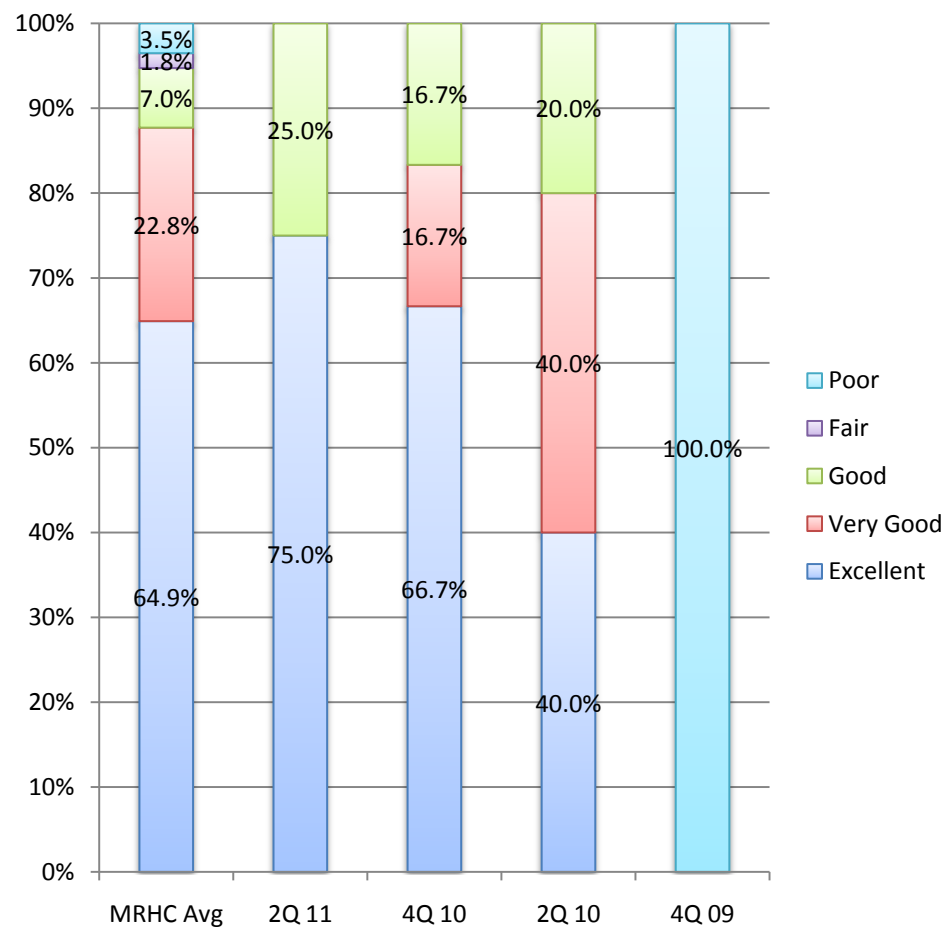


Q10. I had trust and confidence in the ambulance crew's professional skills.

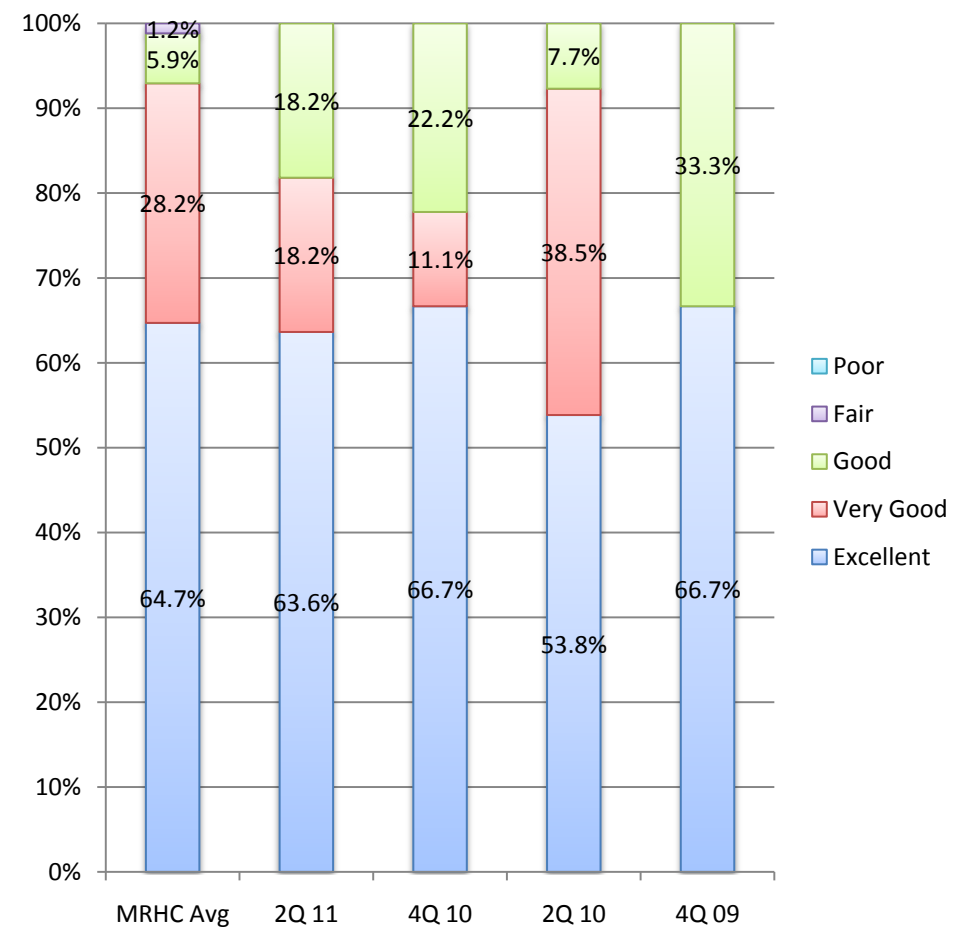


The Ambulance Crew

Q11. If friends and relatives were with me, they were given enough information about my care and treatment.

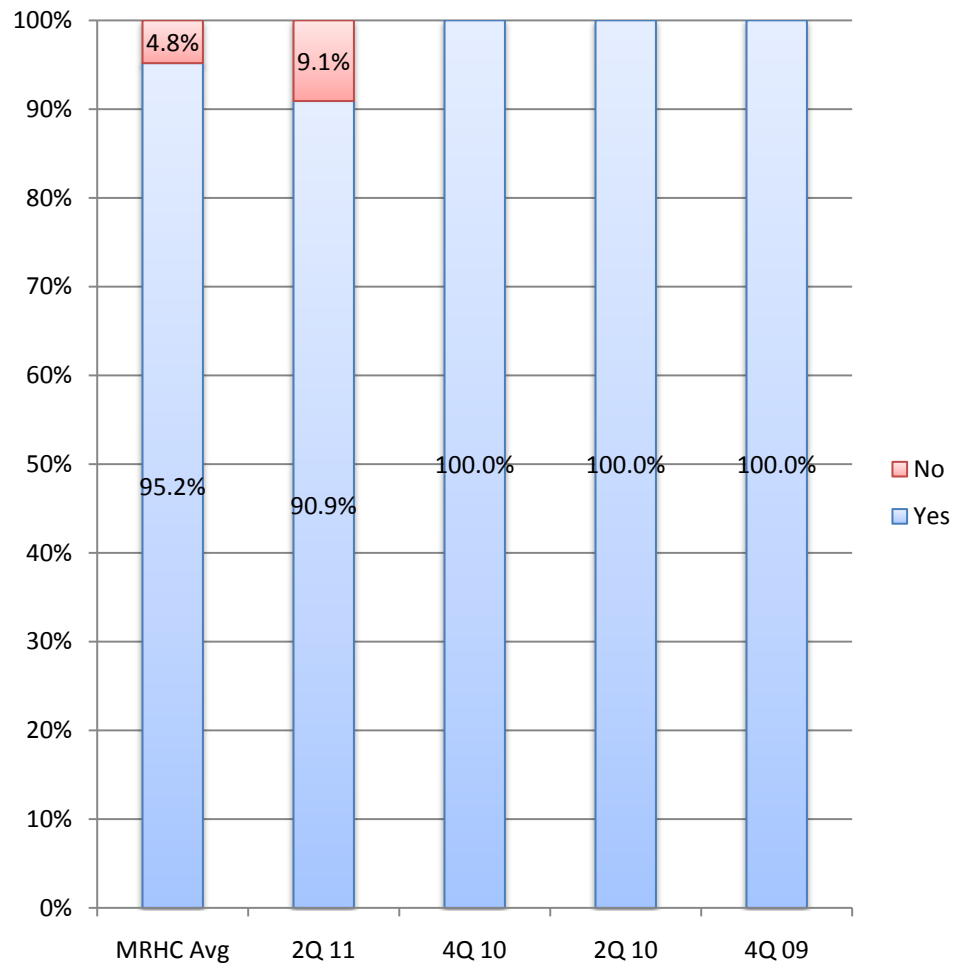


Q12. The ambulance crew communicated with each other and displayed a sense of teamwork.

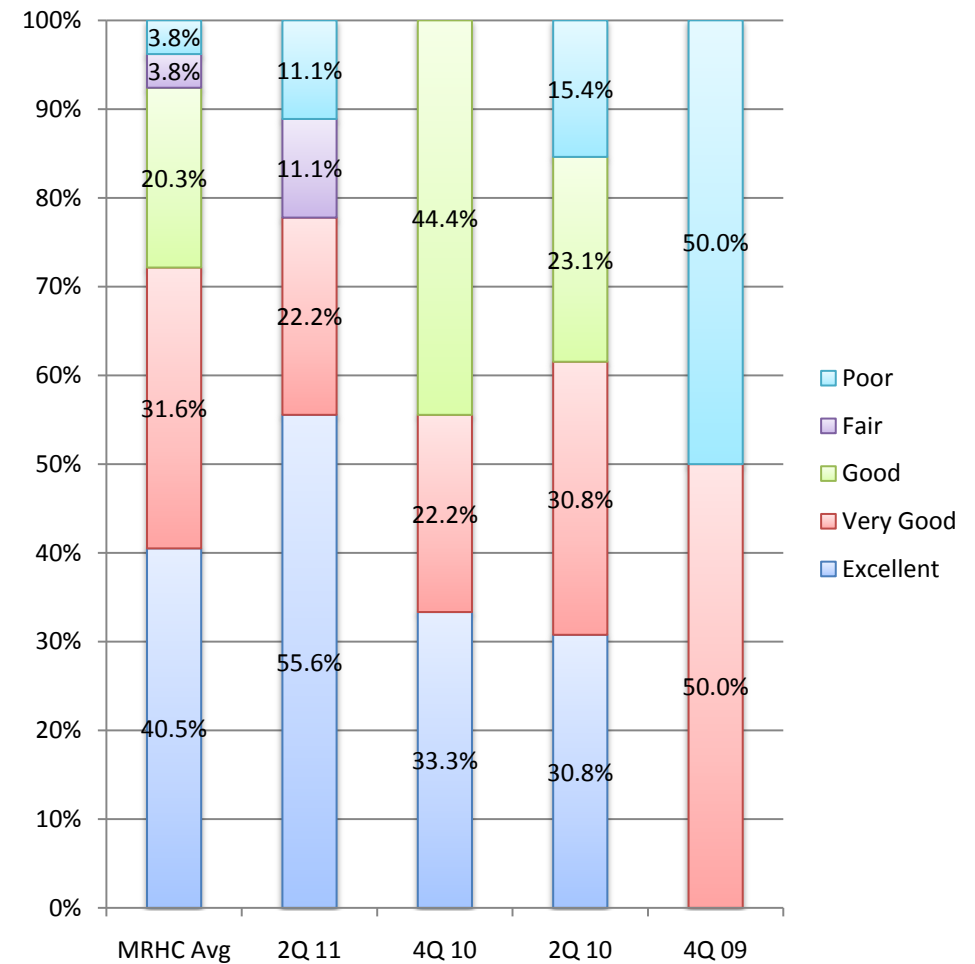


Transfer to Hospital

Q13. I was taken to a hospital in the ambulance.

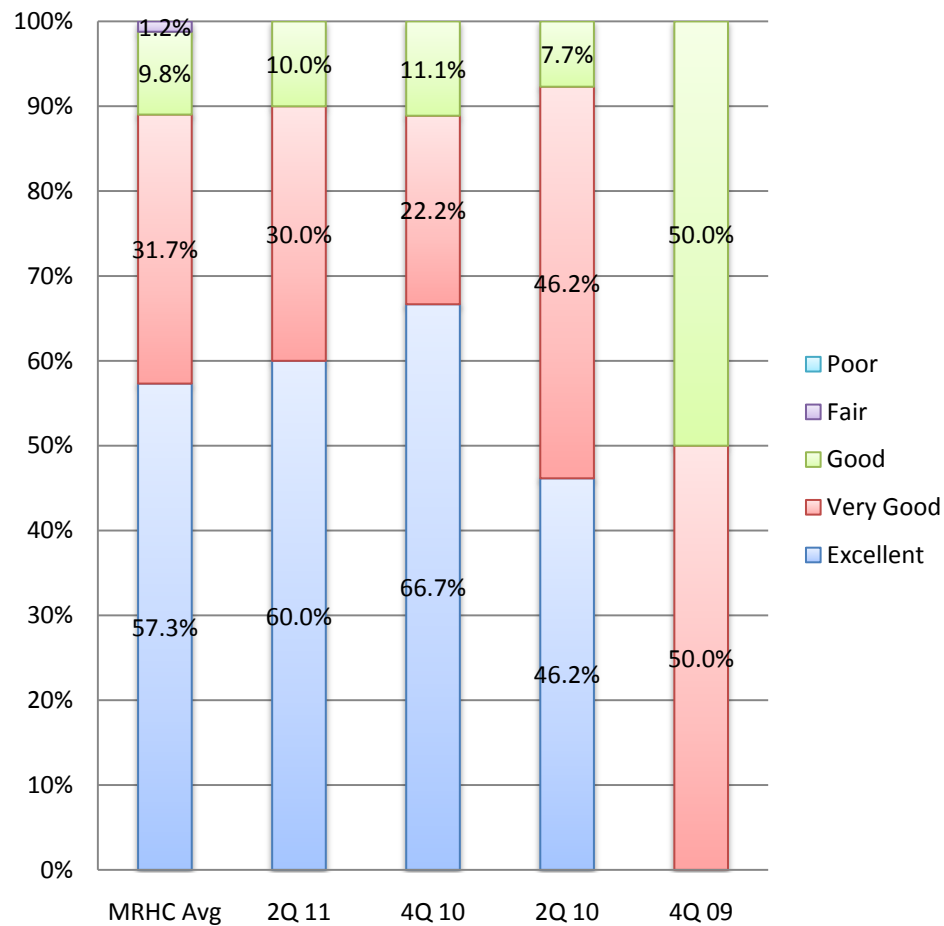


Q14. The ambulance was comfortable.

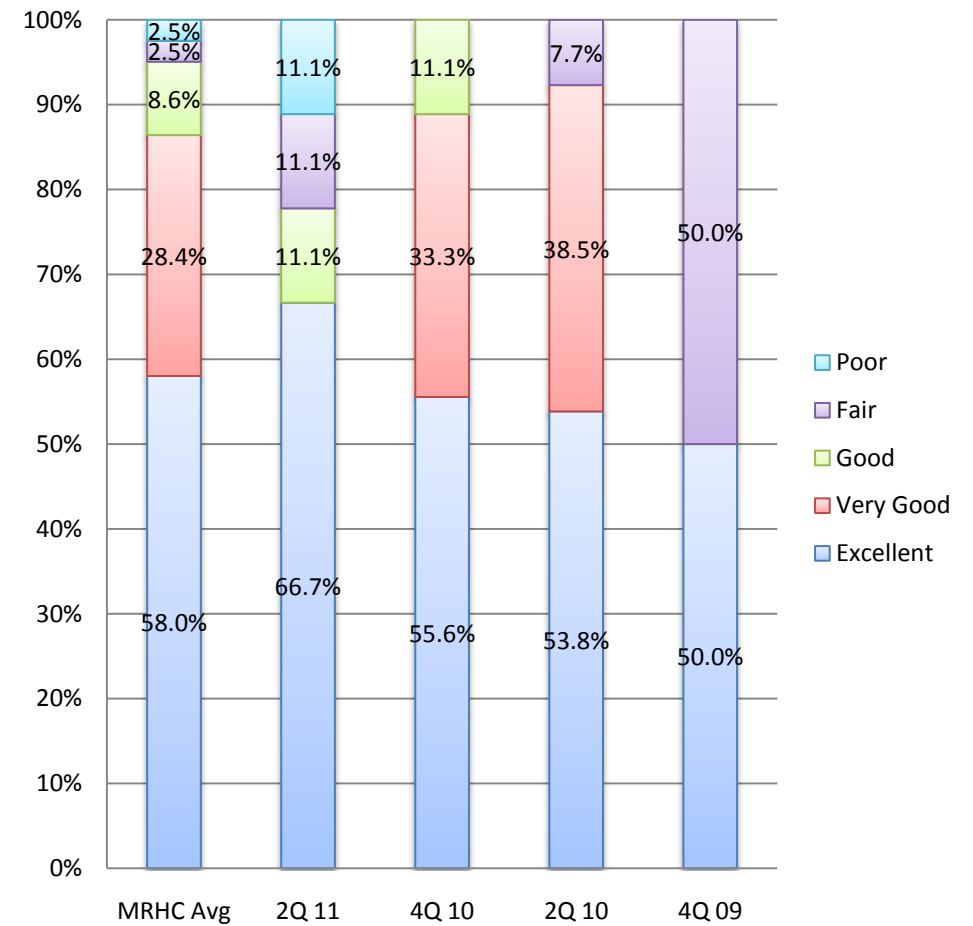


Transfer to Hospital

Q15. I felt safe and secure throughout the loading and transport.

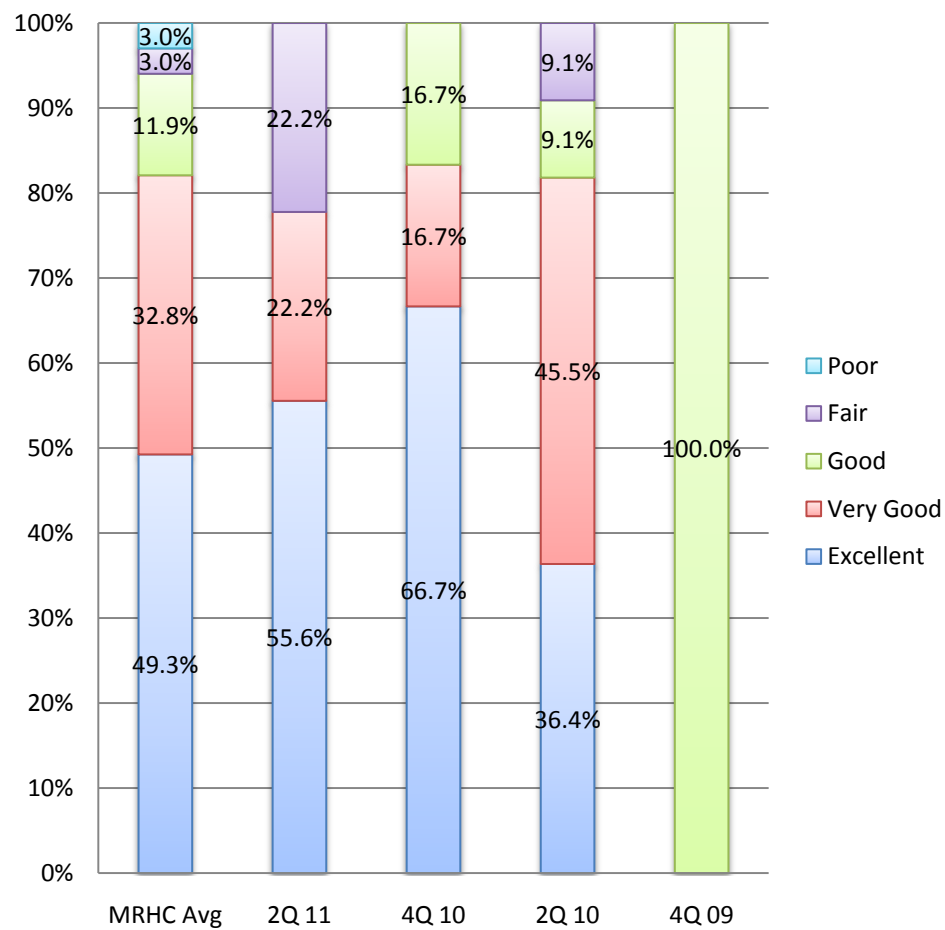


Q16. The ambulance driver took care to make the journey as comfortable as possible.

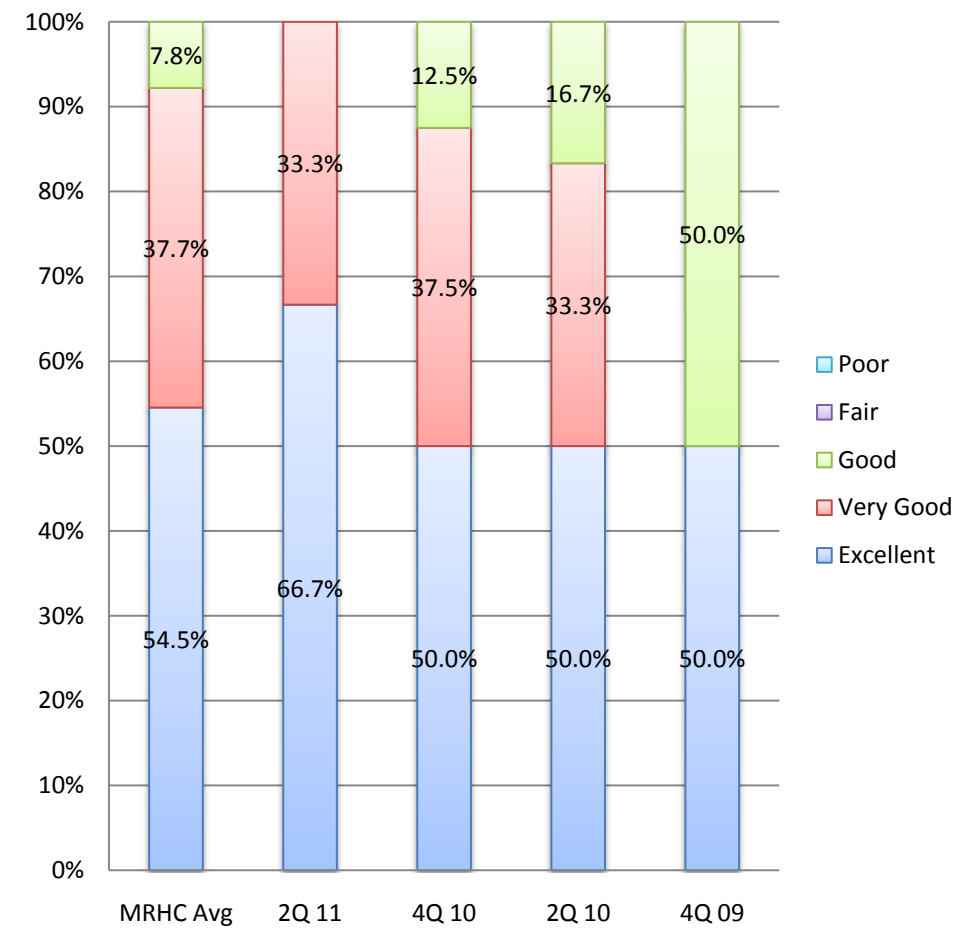


Transfer to Hospital

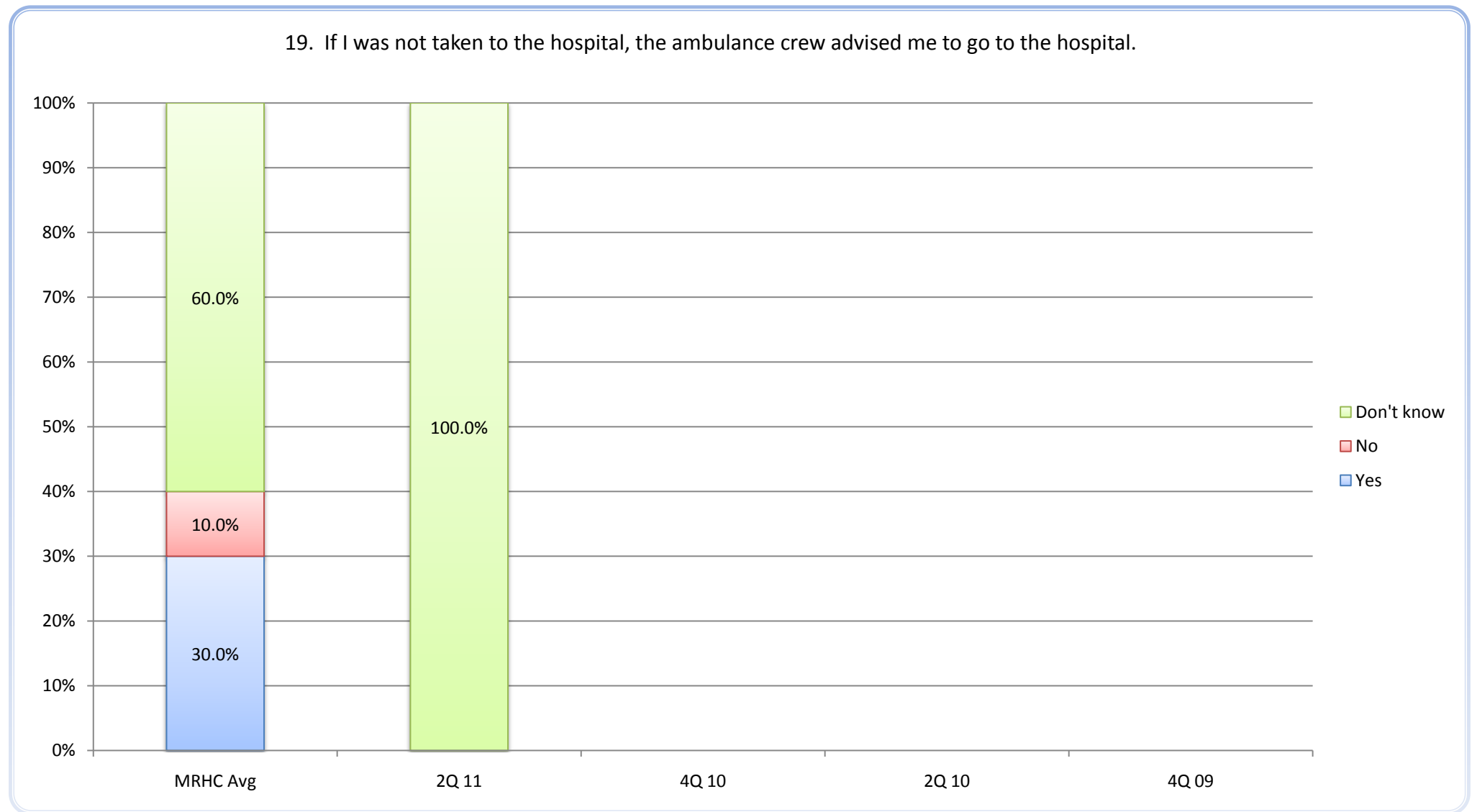
Q17. The ambulance crew introduced me to the hospital/receiving facility staff.



Q18. As far as I know, the ambulance service gave hospital staff all the necessary information about me.

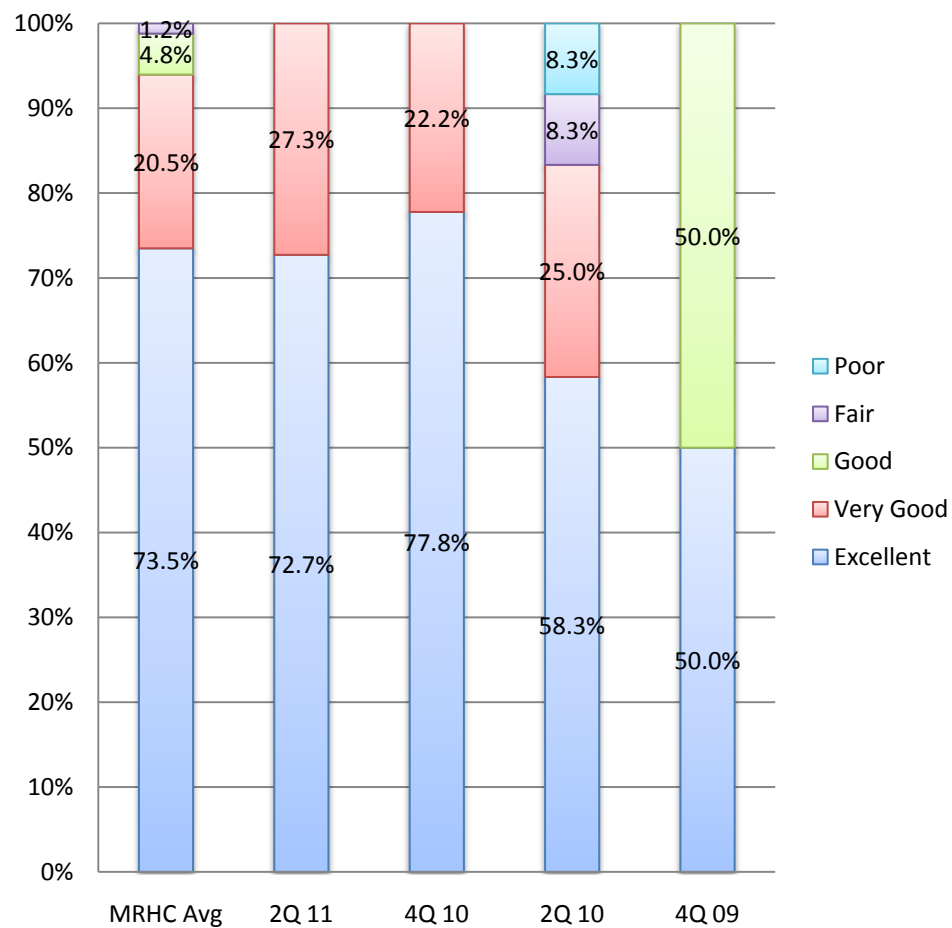


If You Were Not Taken to the Hospital

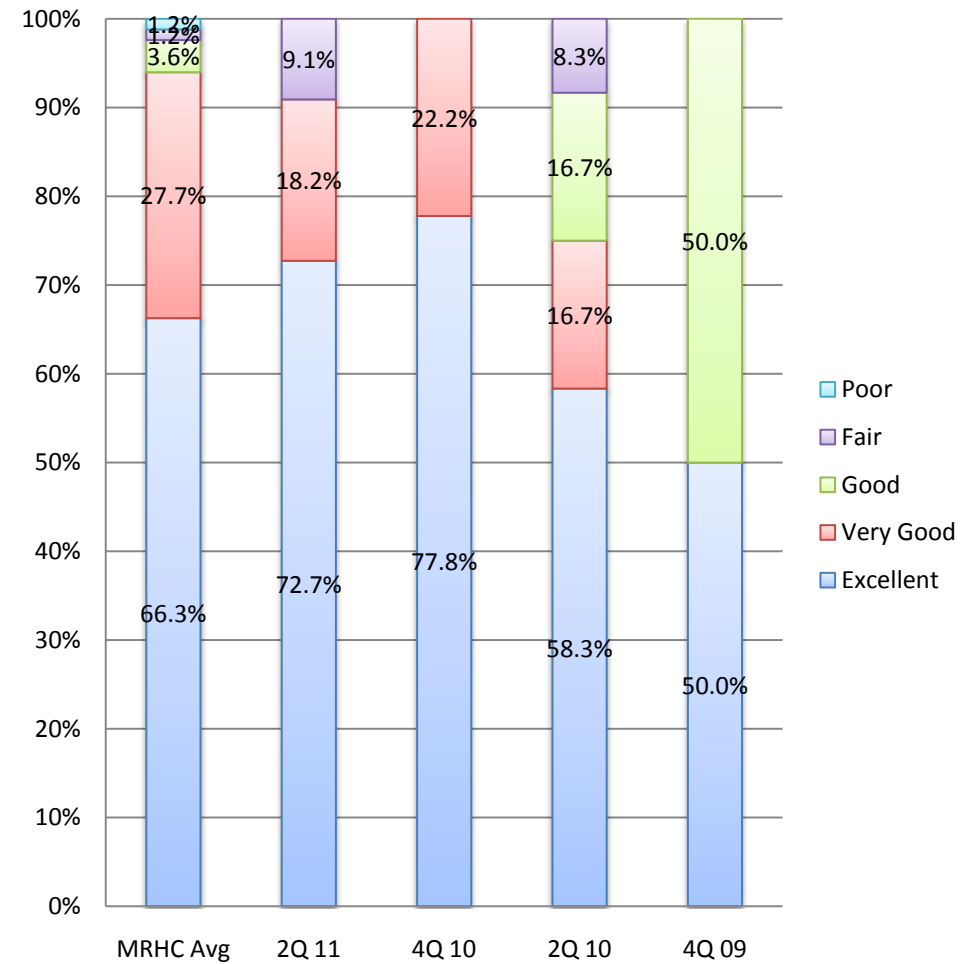


Overall Rating of the Ambulance

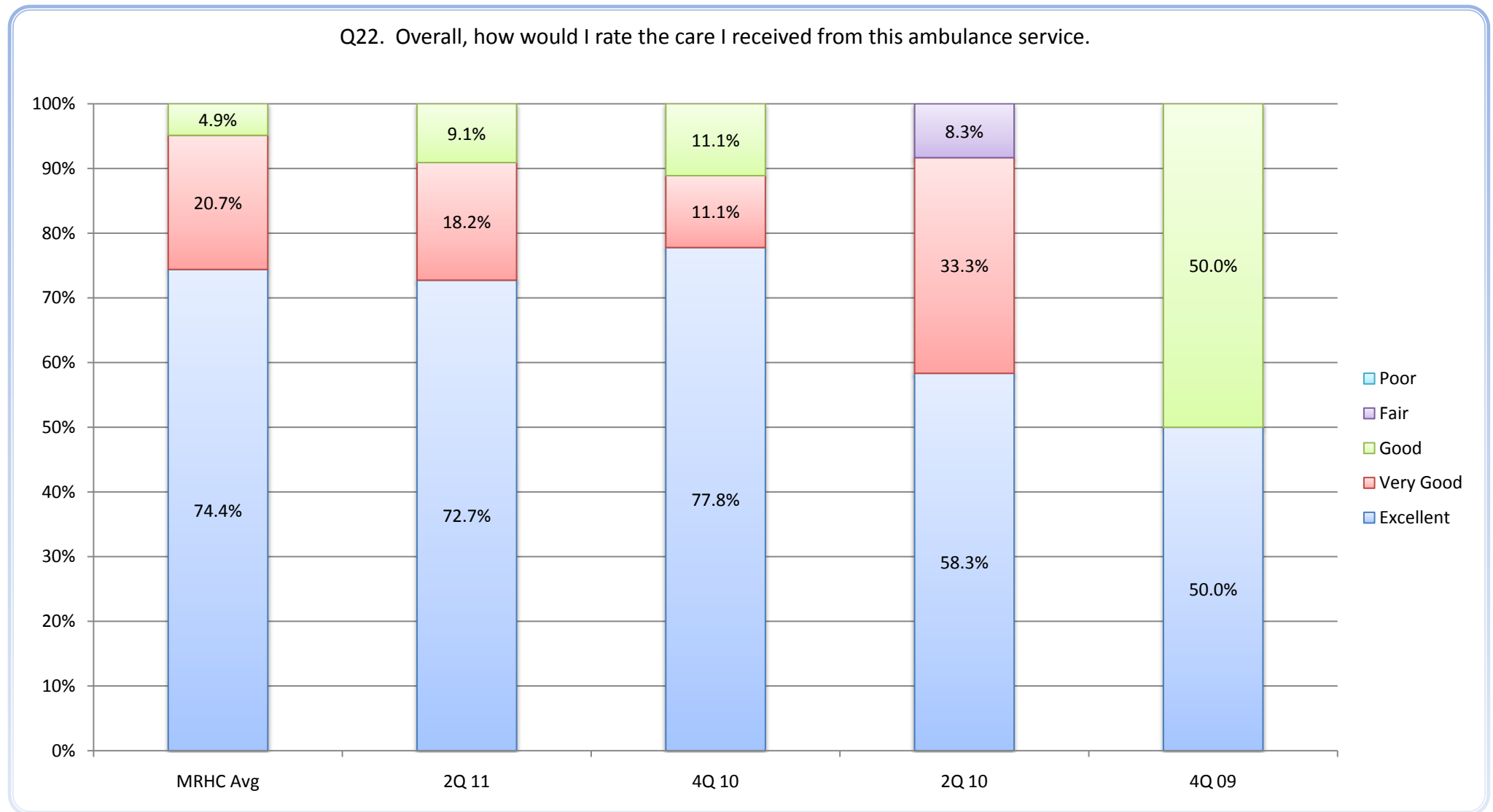
Q20. Overall, the ambulance crew treated me with respect and dignity.



Q21. I feel the ambulance service met my expectations.



Overall Rating of the Ambulance



Notables and History

Appleton Area Health Service		MRHC	2Q 11	4Q 10	2Q 10	4Q 09
		Average	Rating	Rating	Rating	Rating
Total Number of Surveys:		92	11	9	13	3
Q1	Satisfaction with length of time the ambulance service took to arrive	61.0%	80.0%	66.7%	53.8%	33.3%
Q3	The ambulance crew introduced themselves by name	51.3%	50.0%	44.4%	53.8%	100.0%
Q4	The ambulance crew addressed me by name.	64.7%	63.6%	66.7%	61.5%	100.0%
Q5	The ambulance crew allowed me to ask questions about my problem	52.6%	80.0%	44.4%	41.7%	66.7%
Q6	The ambulance crew listened carefully	60.0%	72.7%	55.6%	46.2%	66.7%
Q7	The ambulance crew explained my care and treatment in a way I could understand	54.3%	72.7%	62.5%	46.2%	66.7%
Q8	The treatment I received was professional	67.0%	72.7%	55.6%	53.8%	66.7%
Q9	The ambulance crew did everything they could to ease my pain	50.7%	63.6%	50.0%	46.2%	66.7%
Q10	I had trust and confidence in the ambulance crew's professional skills	63.5%	63.6%	66.7%	46.2%	66.7%
Q11	Friends and relatives were given enough information about my care and treatment	64.9%	75.0%	66.7%	40.0%	0.0%
Q12	The ambulance crew communicated with each other and displayed a sense of teamwork	64.7%	63.6%	66.7%	53.8%	66.7%
Q13	I was taken to a hospital in the ambulance	95.2%	90.9%	100.0%	100.0%	100.0%
Q14	The ambulance was comfortable	40.5%	55.6%	33.3%	30.8%	0.0%
Q15	I felt safe and secure throughout the loading and transport	57.3%	60.0%	66.7%	46.2%	0.0%
Q16	The ambulance driver took care to make the journey as comfortable as possible	58.0%	66.7%	55.6%	53.8%	50.0%
Q17	The ambulance crew introduced me to the hospital/receiving facility staff	49.3%	55.6%	66.7%	36.4%	0.0%
Q18	The ambulance service gave hospital staff all the necessary information about me	54.5%	66.7%	50.0%	50.0%	50.0%
Q19	If I was not taken to the hospital, the ambulance crew advised me to go to the hospital	30.0%	0.0%	0.0%	0.0%	0.0%
Q20	Overall, the ambulance crew treated me with respect and dignity	73.5%	72.7%	77.8%	58.3%	50.0%
Q21	I feel the ambulance service met my expectations	66.3%	72.7%	77.8%	58.3%	50.0%
Q22	Overall, how would I rate the care I received from this ambulance service	74.4%	72.7%	77.8%	58.3%	50.0%