



Ambulance Service Patient Satisfaction Survey

Appleton Area Health Service

4th Quarter 2011 Ambulance

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Background

- ⇒ **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

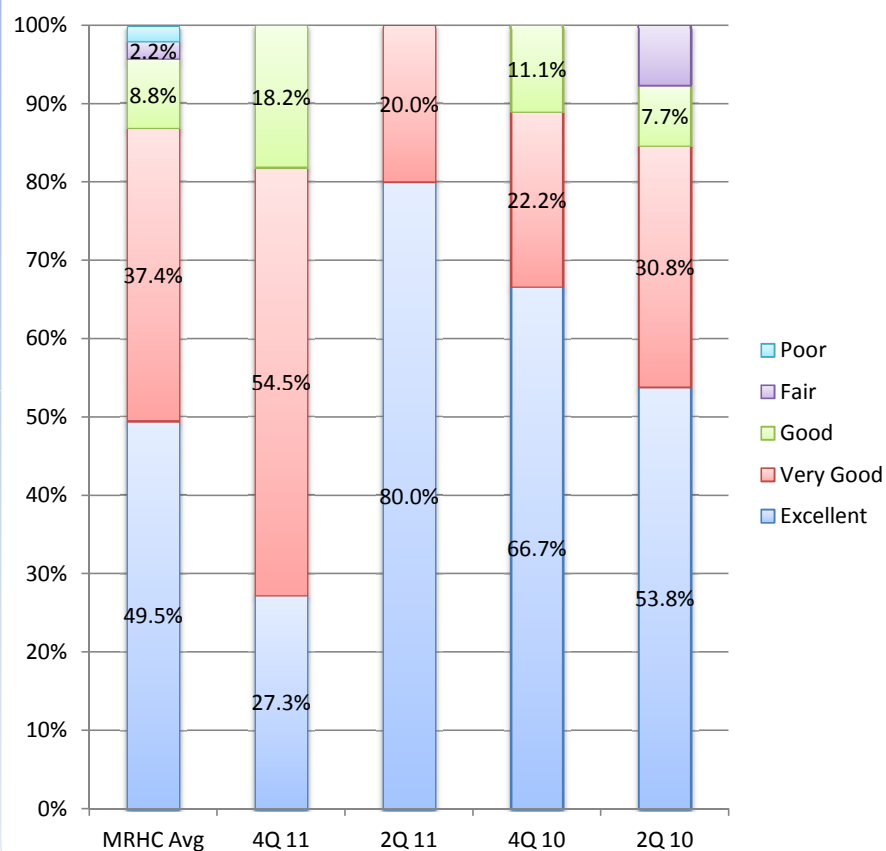
▶ MRHC surveys sent:	33
▶ MRHC surveys received:	13
▶ Response Rate:	39.4%

Executive Summary

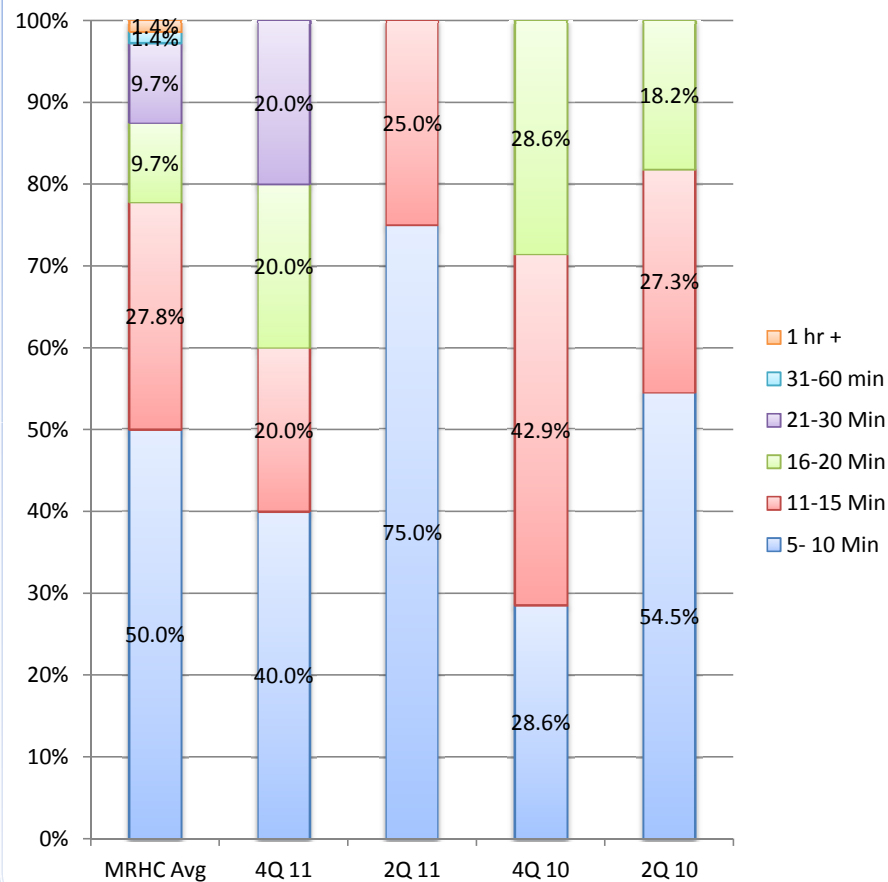
		Excellent	Very Good	Good	Fair	Poor	Responses	
1	Satisfaction with length of time the ambulance service took to arrive	27.3%	54.5%	18.2%	0.0%	0.0%	11	
		5-10 Min	11-15 Min	16-20 Min	21-30 Min	31-60 Min	1 Hr +	
2	Length of time I had to wait	40.0%	20.0%	20.0%	20.0%	0.0%	0.0%	10
		Excellent	Very Good	Good	Fair	Poor		
3	The ambulance crew introduced themselves by name	58.3%	8.3%	16.7%	16.7%	0.0%	12	
4	The ambulance crew addressed me by name	66.7%	25.0%	8.3%	0.0%	0.0%	12	
5	The ambulance crew allowed me to ask questions about my problem	75.0%	25.0%	0.0%	0.0%	0.0%	8	
6	The ambulance crew listened carefully	63.6%	18.2%	18.2%	0.0%	0.0%	11	
7	The ambulance crew explained my care and treatment in a way I could understand	41.7%	58.3%	0.0%	0.0%	0.0%	12	
8	The treatment I received was professional	61.5%	38.5%	0.0%	0.0%	0.0%	13	
9	The ambulance crew did everything they could to ease my pain	61.5%	23.1%	15.4%	0.0%	0.0%	13	
10	I had trust and confidence in the ambulance crew’s professional skills	66.7%	25.0%	8.3%	0.0%	0.0%	12	
11	Friends and relatives were given enough information about my care and treatment	40.0%	50.0%	10.0%	0.0%	0.0%	10	
12	The ambulance crew communicated with each other and displayed a sense of teamwork	53.8%	46.2%	0.0%	0.0%	0.0%	13	
		Yes	No					
13	I was taken to a hospital in the ambulance	100.0%	0.0%	13				
		Excellent	Very Good	Good	Fair	Poor		
14	The ambulance was comfortable	33.3%	41.7%	25.0%	0.0%	0.0%	12	
15	I felt safe and secure throughout the loading and transport	66.7%	25.0%	8.3%	0.0%	0.0%	12	
16	The ambulance driver took care to make the journey as comfortable as possible	50.0%	41.7%	8.3%	0.0%	0.0%	12	
17	The ambulance crew introduced me to the hospital/receiving facility staff	30.0%	40.0%	30.0%	0.0%	0.0%	10	
18	The ambulance service gave hospital staff all the necessary information about me	38.5%	30.8%	30.8%	0.0%	0.0%	13	
		Yes	No	Don't know				
19	If I was not taken to the hospital, the ambulance crew advised me to go to the hospital	0.0%	0.0%	0.0%	0			
		Excellent	Very Good	Good	Fair	Poor		
20	Overall, the ambulance crew treated me with respect and dignity	69.2%	30.8%	0.0%	0.0%	0.0%	13	
21	I feel the ambulance service met my expectations	53.8%	46.2%	0.0%	0.0%	0.0%	13	
22	Overall, how would I rate the care I received from this ambulance service	53.8%	46.2%	0.0%	0.0%	0.0%	13	

Arrival Time

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

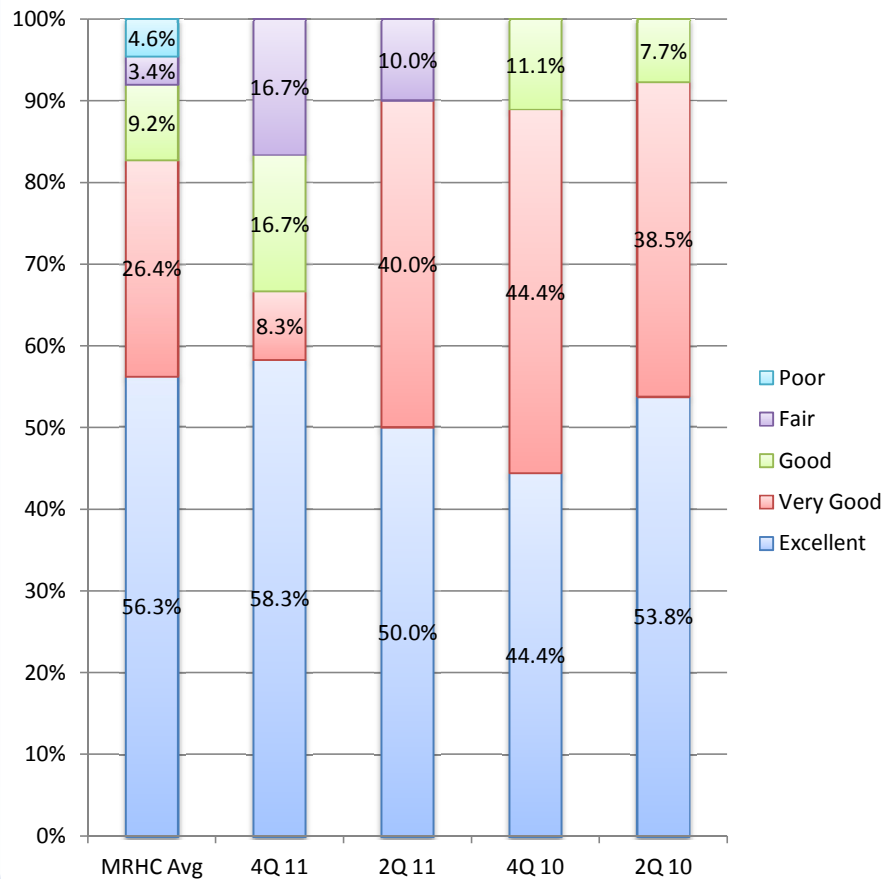


Q2. Length of time I had to wait.

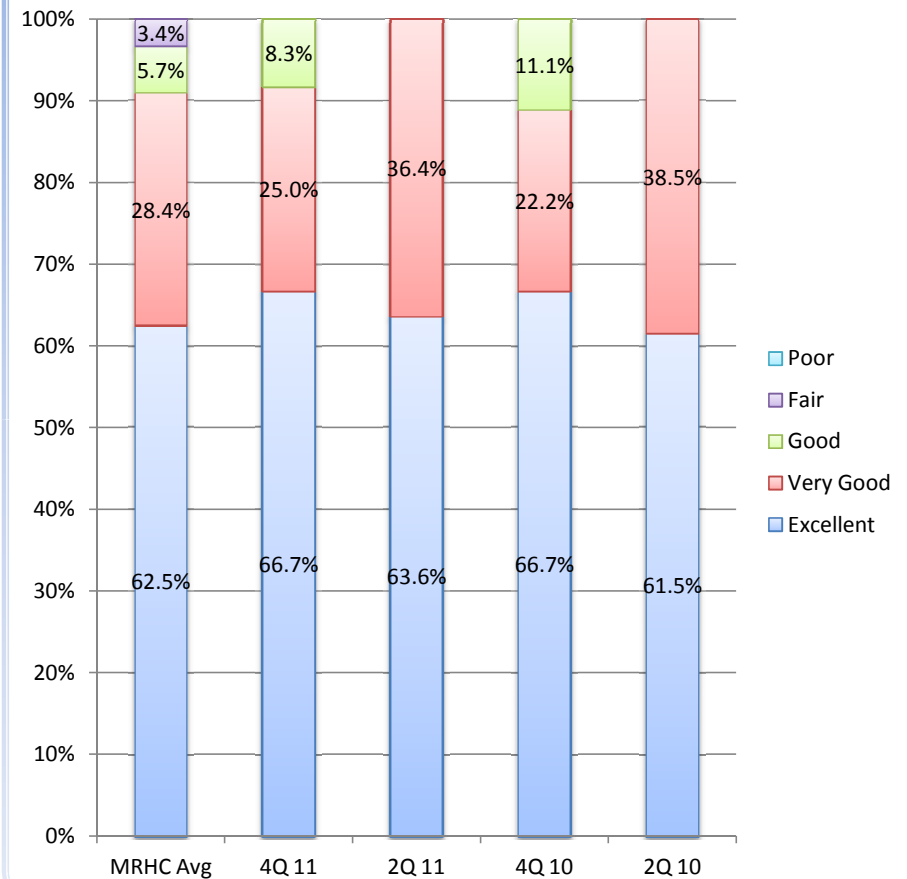


The Ambulance Crew

Q3. The ambulance crew introduced themselves by name.

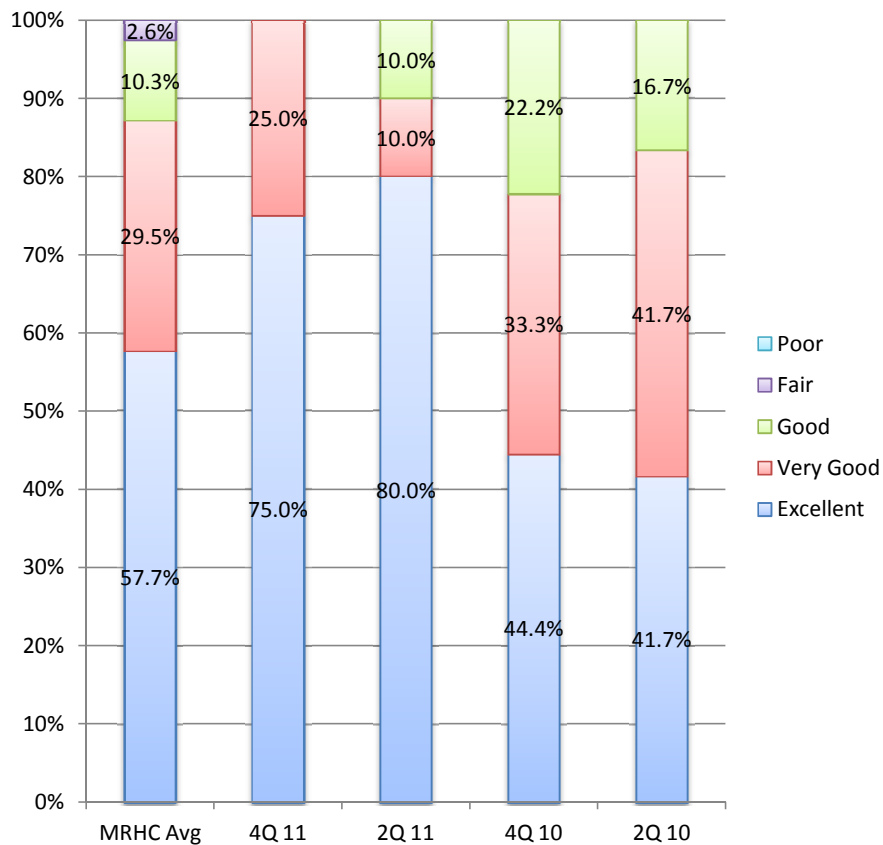


Q4. The ambulance crew addressed me by name.

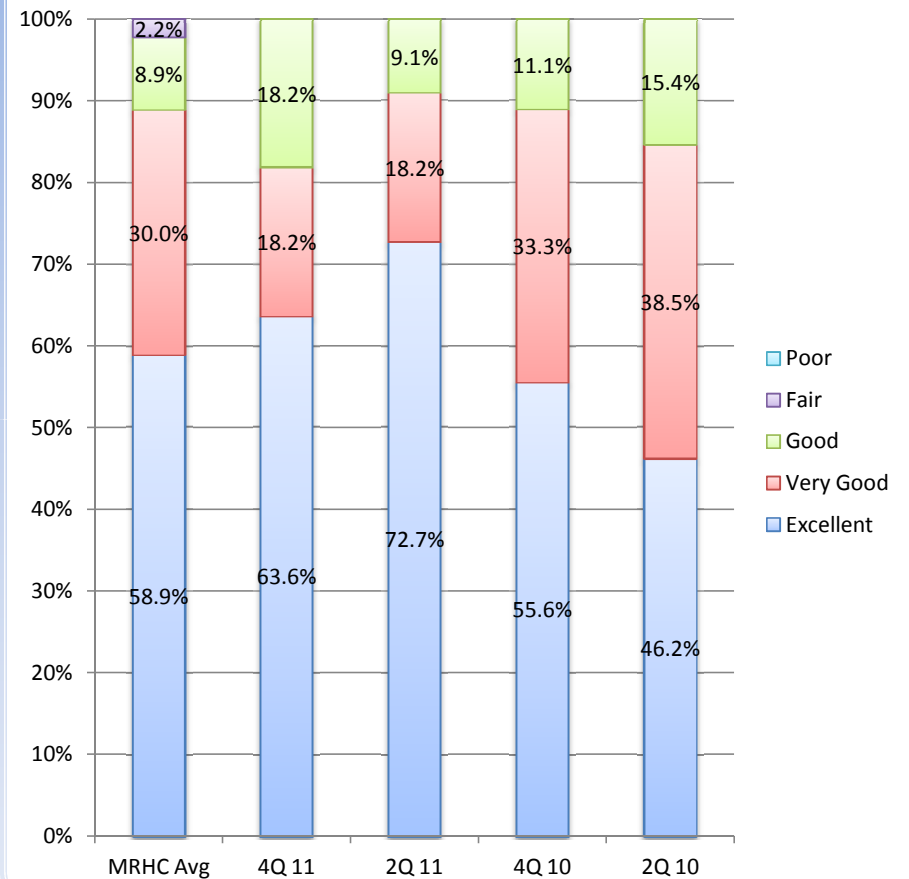


The Ambulance Crew

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

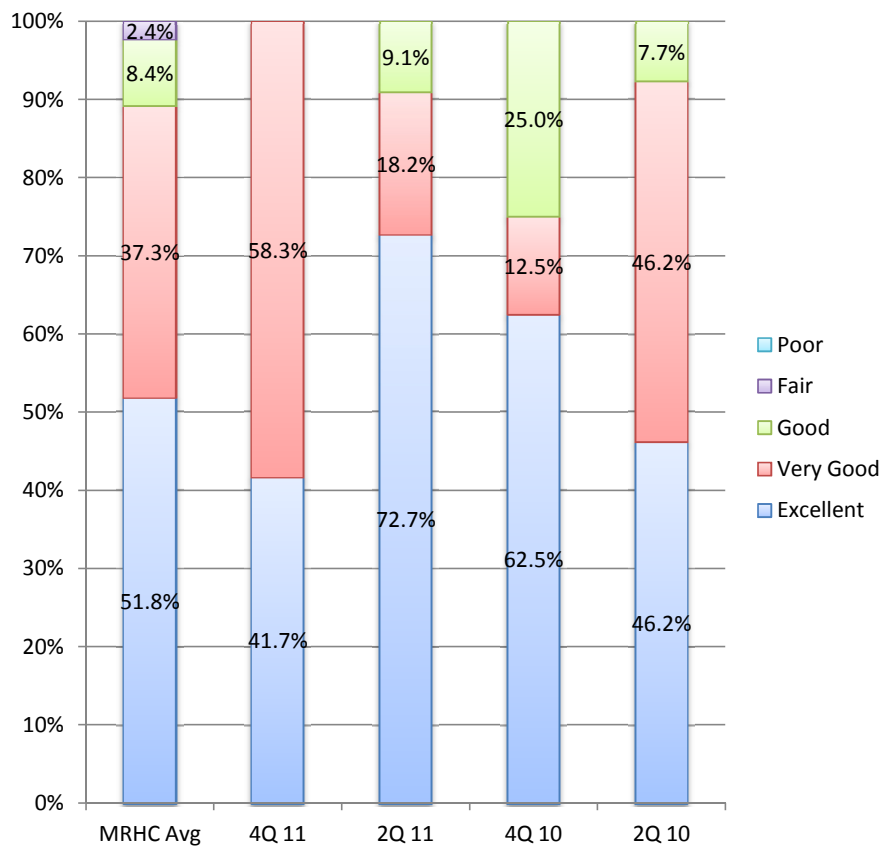


Q6. The ambulance crew listened carefully.

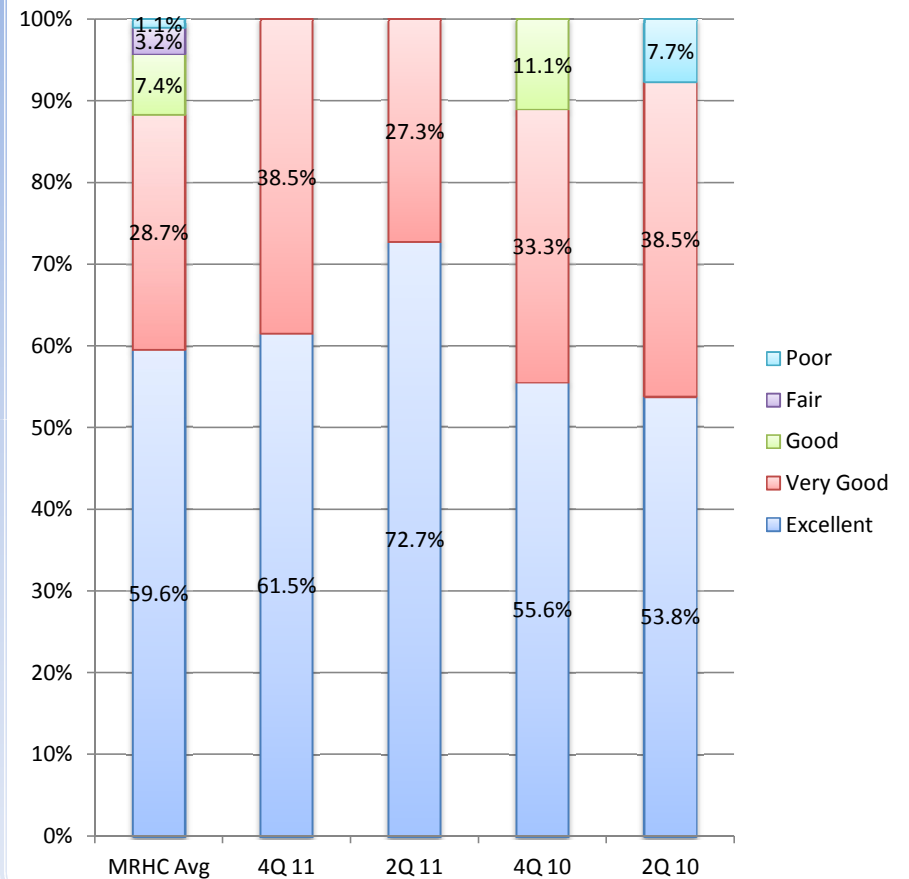


The Ambulance Crew

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

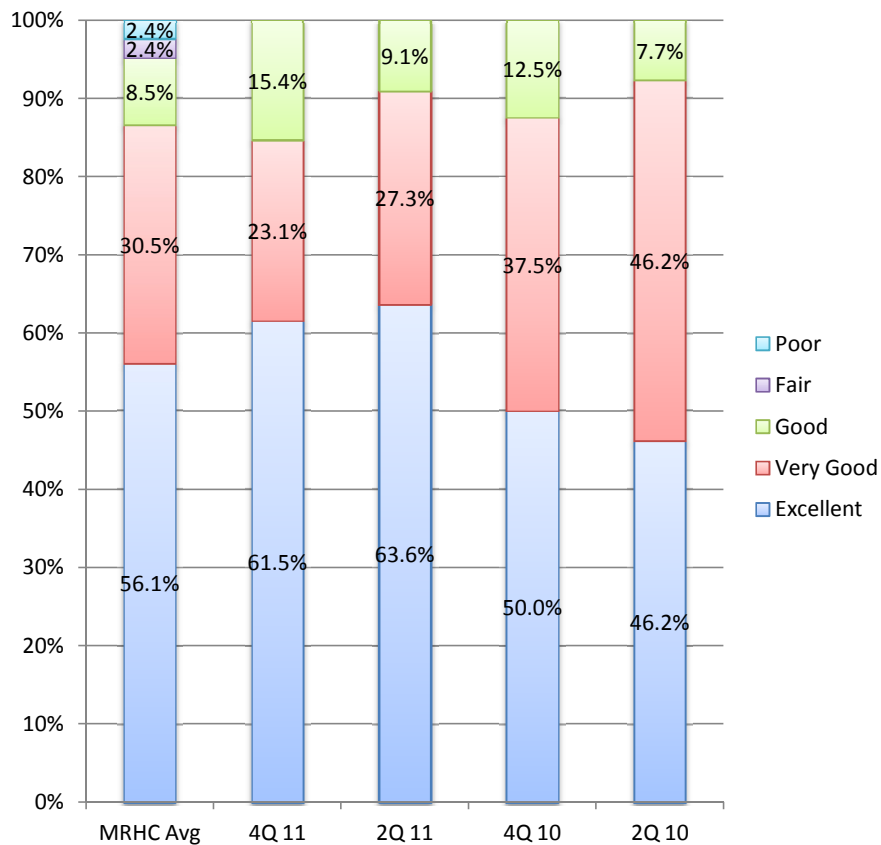


Q8. The treatment I received was professional.

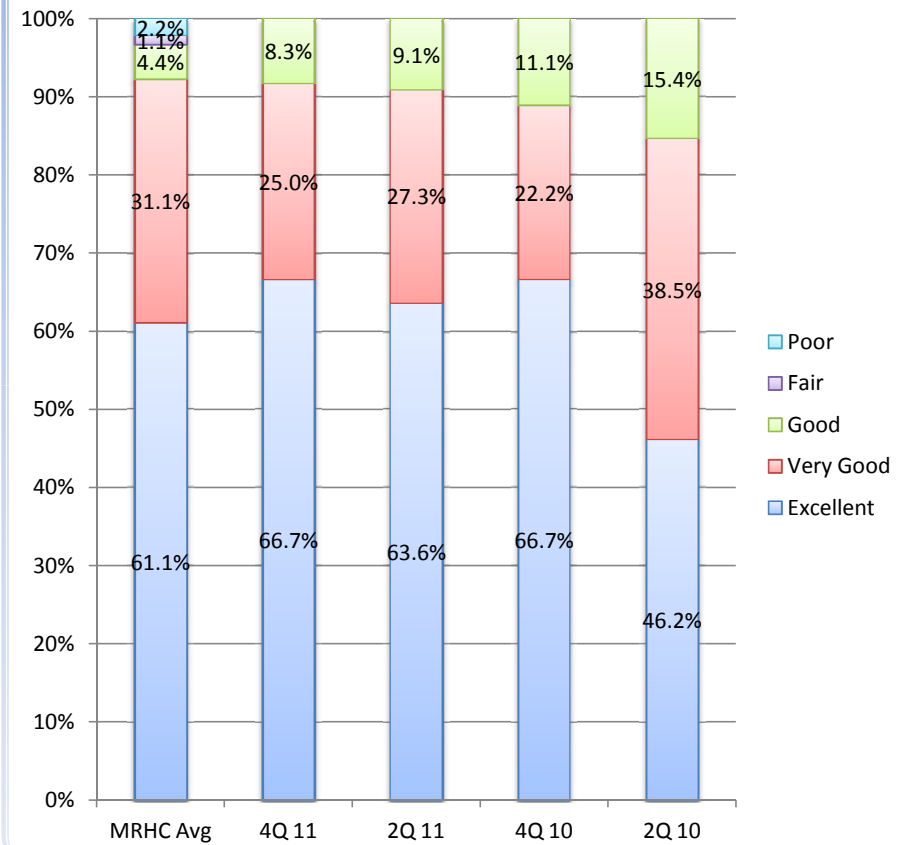


The Ambulance Crew

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

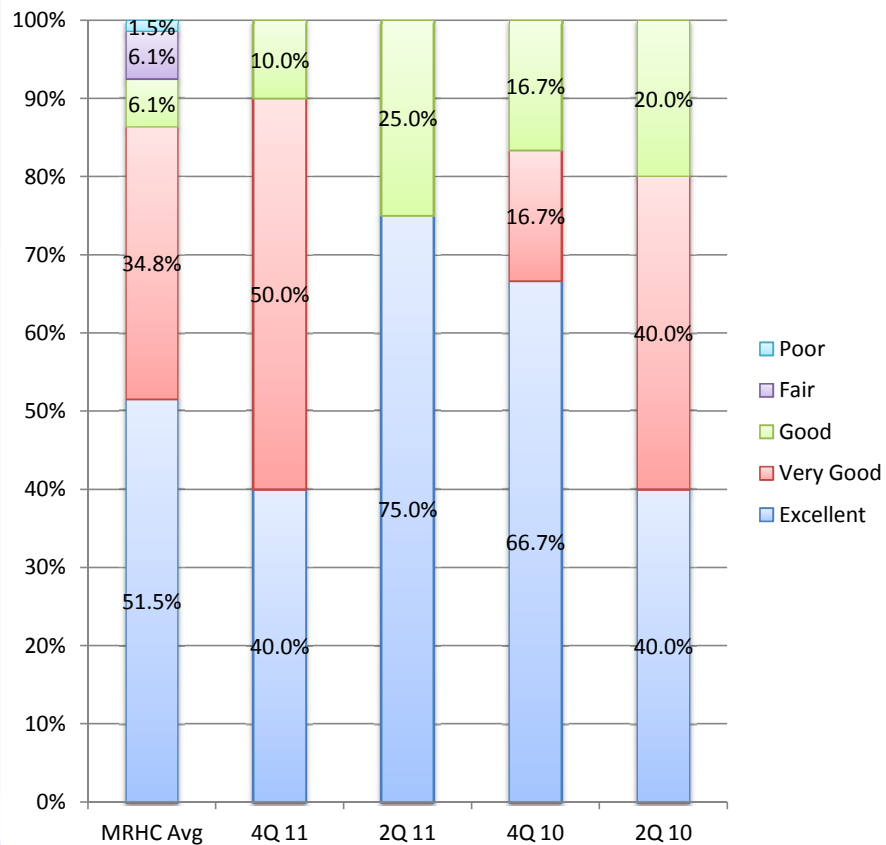


Q10. I had trust and confidence in the ambulance crew's professional skills.

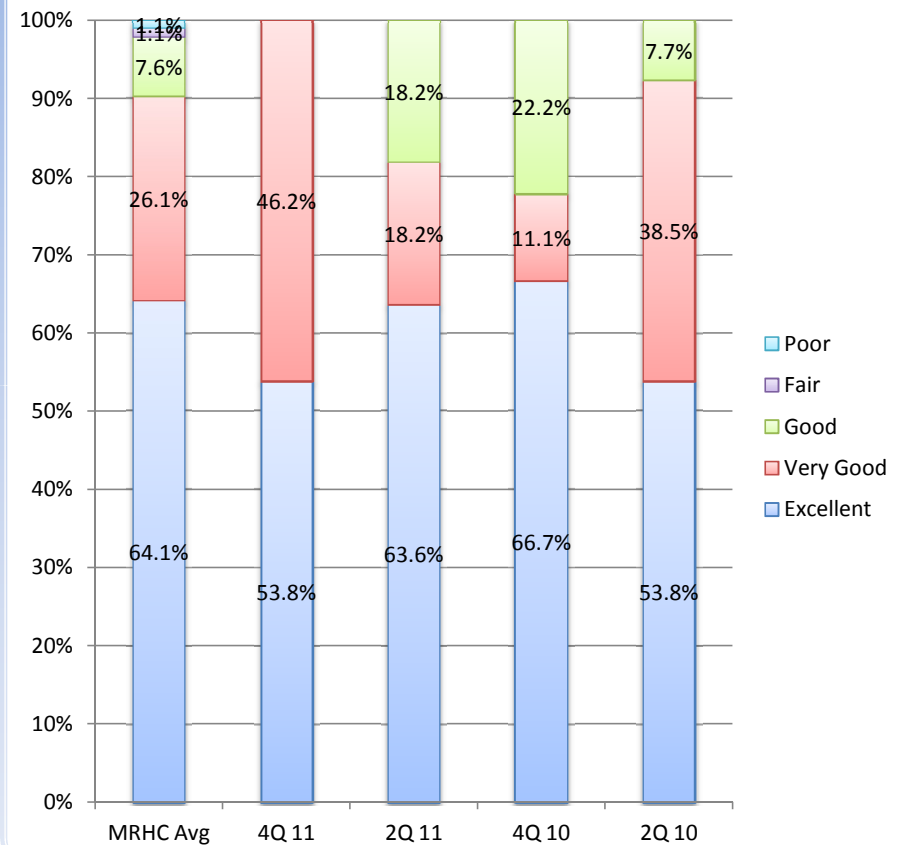


The Ambulance Crew

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

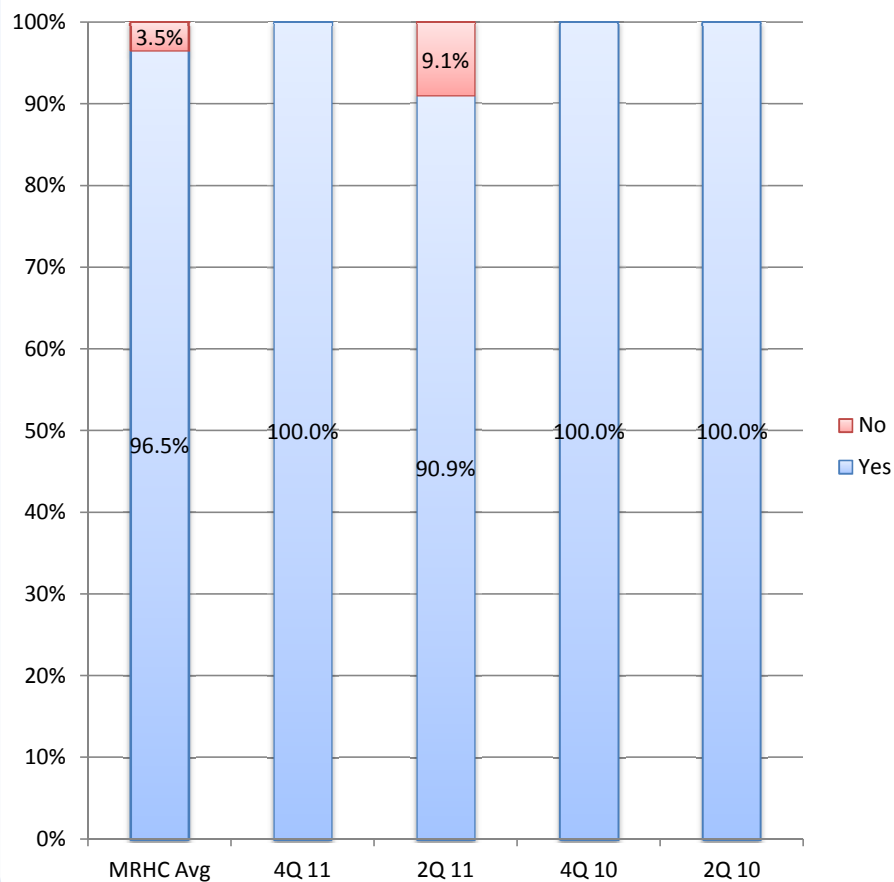


Q12. The ambulance crew communicated with each other and displayed a sense of teamwork.

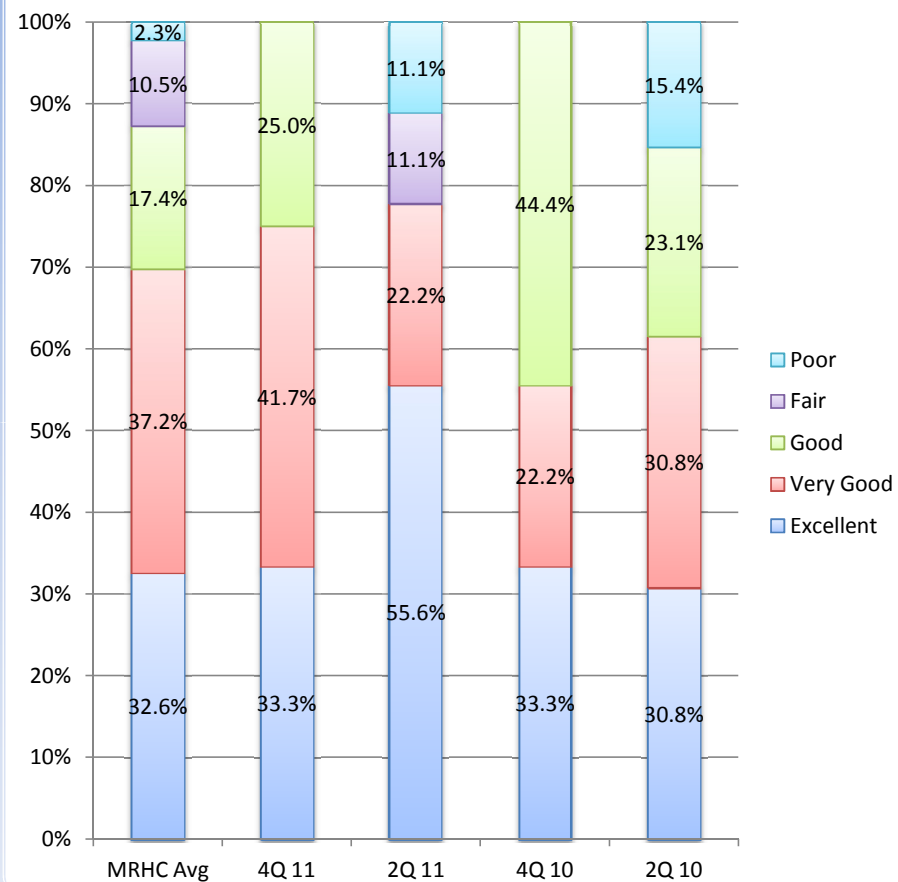


Transfer to Hospital

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

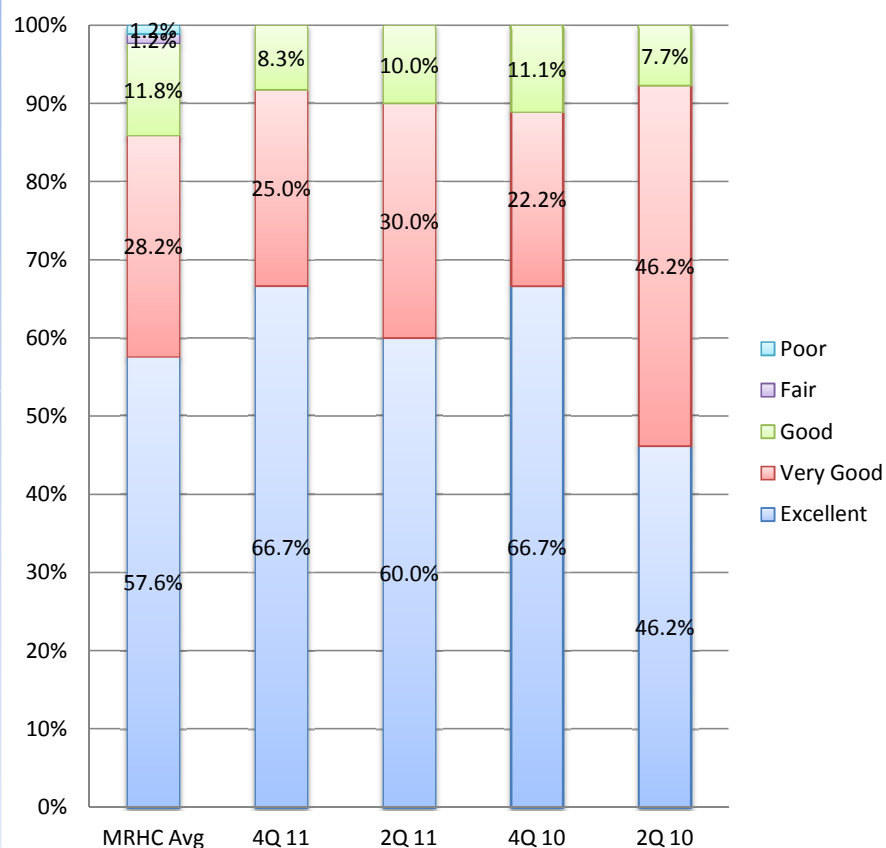


Q14. The ambulance was comfortable.

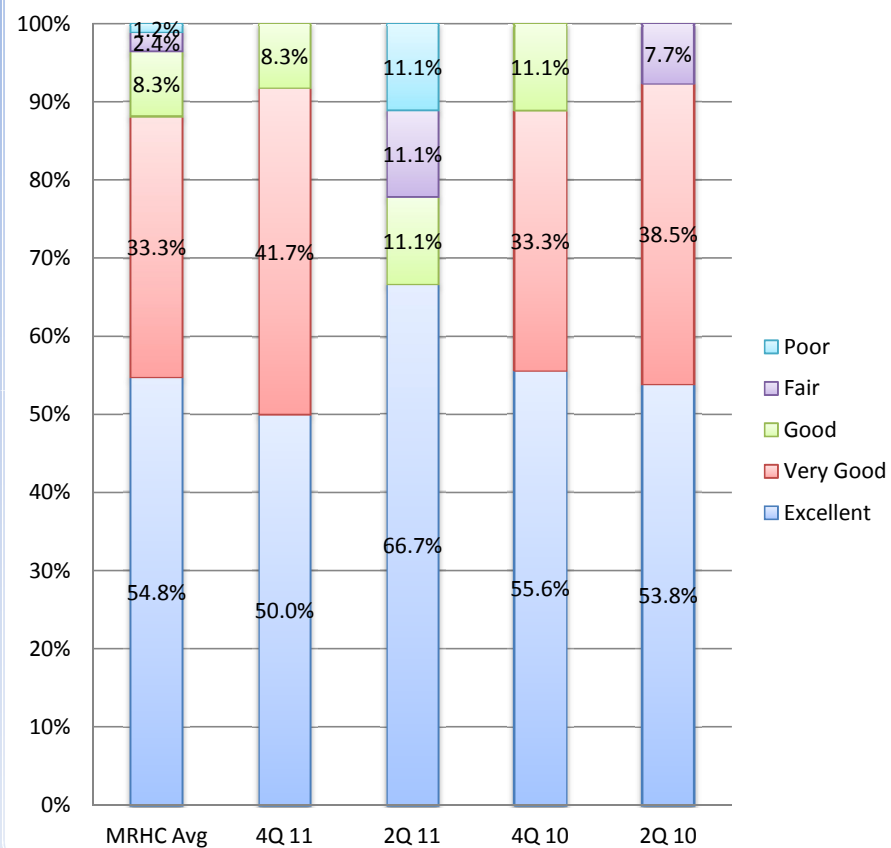


Transfer to Hospital

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

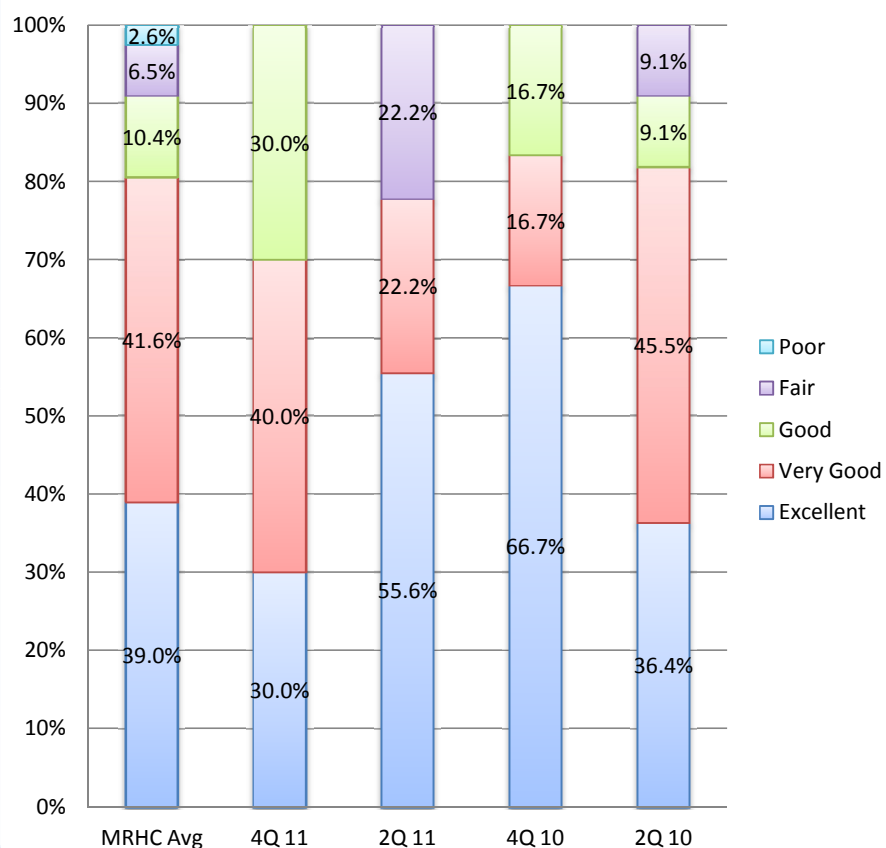


Q16. The ambulance driver took care to make the journey as comfortable as possible.

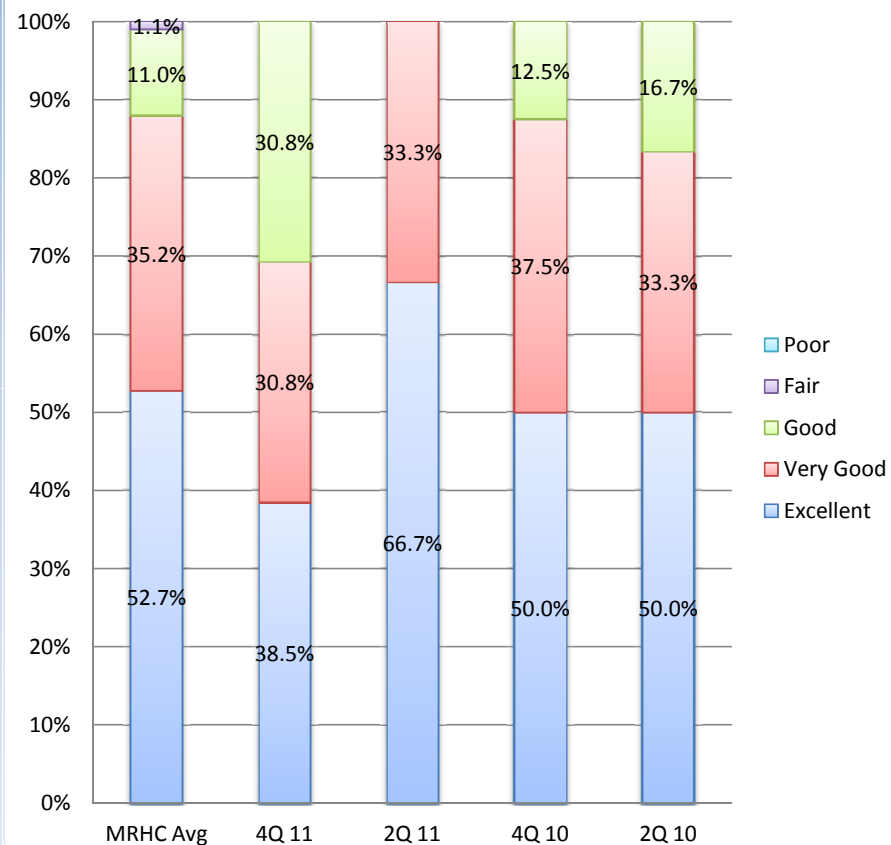


Transfer to Hospital

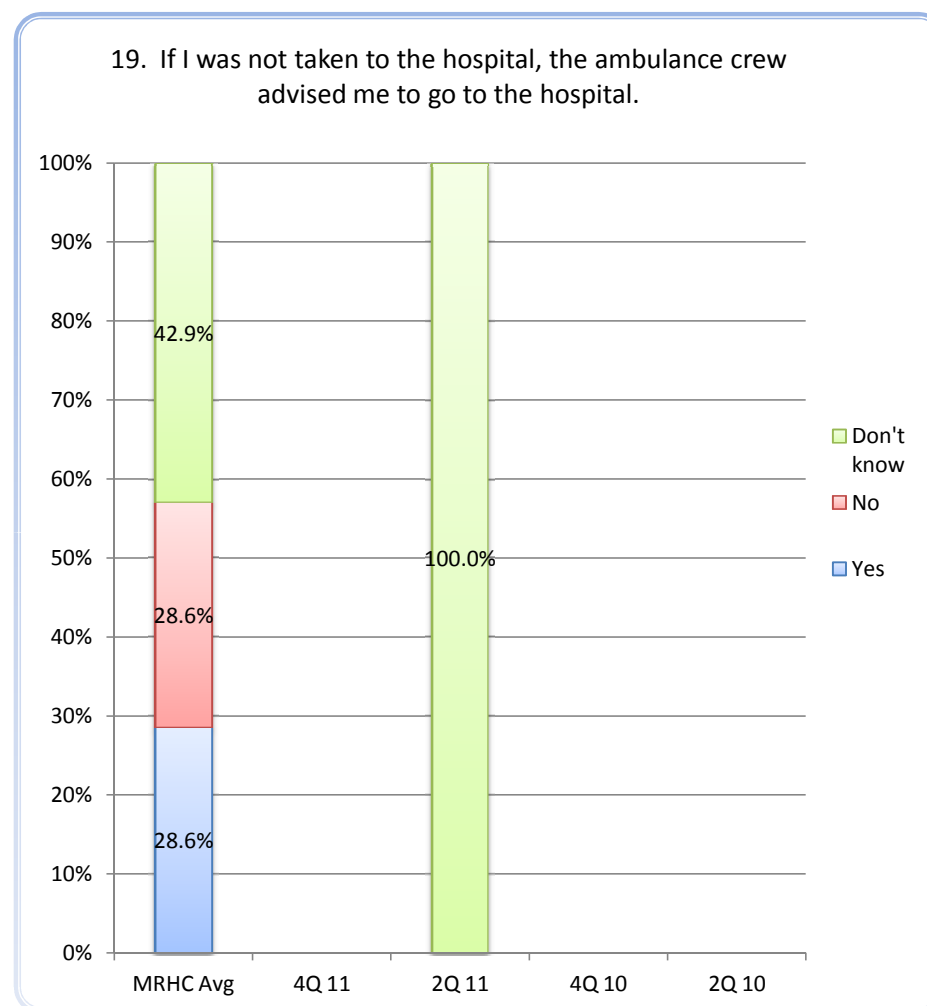
Q17. The ambulance crew introduced me to the hospital/receiving facility staff.



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

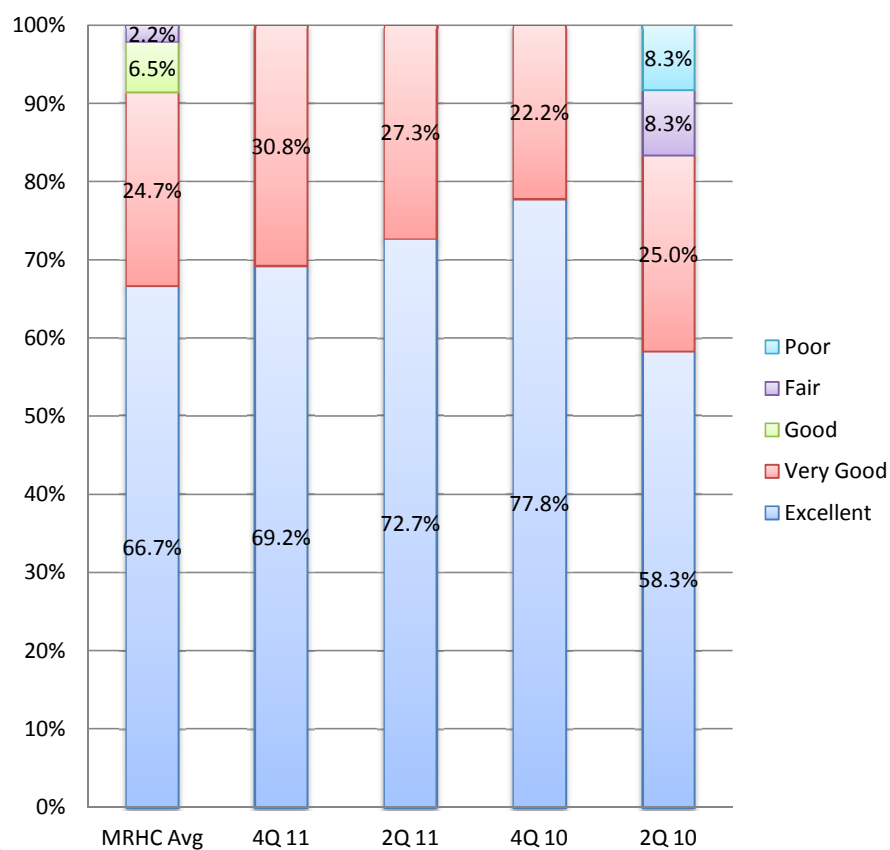


If You Were Not Taken to the Hospital

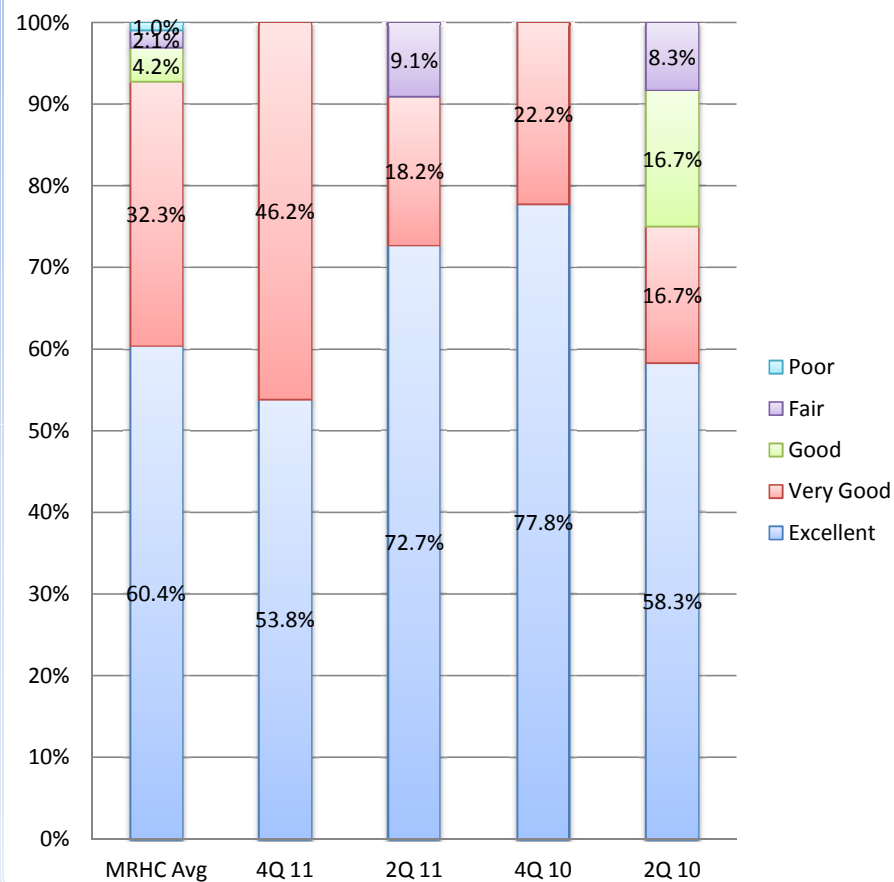


Overall Rating of the Ambulance

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

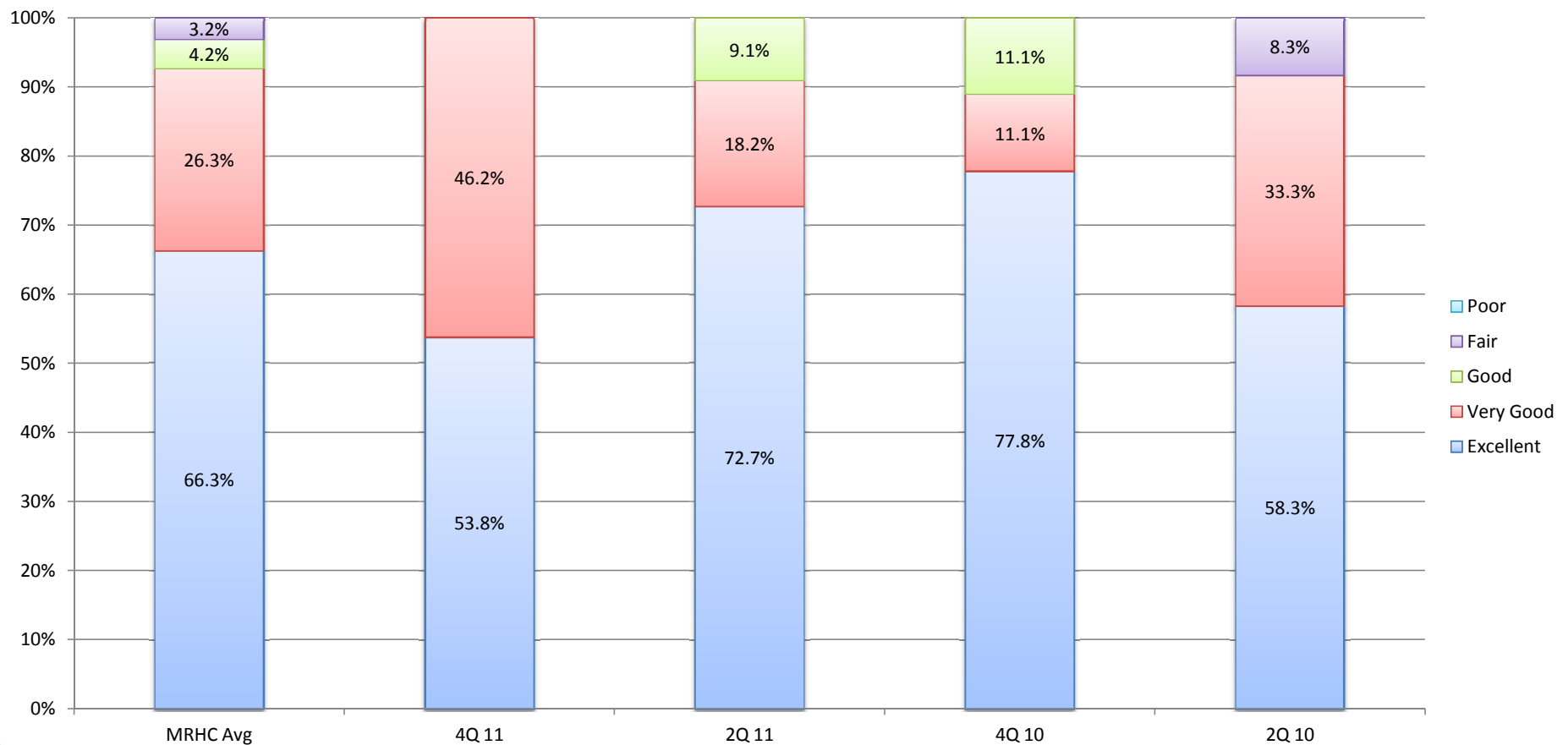


Q21. I feel the ambulance service met my expectations.



Overall Rating of the Ambulance

Q22. Overall, how would I rate the care I received from this ambulance service.



Notables and History

Appleton Area Health Service		MRHC	4Q 11	2Q 11	4Q 10	2Q 10
		Average	Rating	Rating	Rating	Rating
Total Number of Surveys:		104	13	11	9	13
Q1	Satisfaction with length of time the ambulance service took to arrive. (Excellent)	49.5%	27.3%	80.0%	66.7%	53.8%
Q3	The ambulance crew introduced themselves by name. (Excellent)	56.3%	58.3%	50.0%	44.4%	53.8%
Q4	The ambulance crew addressed me by name. (Excellent)	62.5%	66.7%	63.6%	66.7%	61.5%
Q5	The ambulance crew allowed me to ask questions about my problem. (Excellent)	57.7%	75.0%	80.0%	44.4%	41.7%
Q6	The ambulance crew listened carefully. (Excellent)	58.9%	63.6%	72.7%	55.6%	46.2%
Q7	The ambulance crew explained my care and treatment in a way I could understand. (Excellent)	51.8%	41.7%	72.7%	62.5%	46.2%
Q8	The treatment I received was professional. (Excellent)	59.6%	61.5%	72.7%	55.6%	53.8%
Q9	The ambulance crew did everything they could to ease my pain. (Excellent)	56.1%	61.5%	63.6%	50.0%	46.2%
Q10	I had trust and confidence in the ambulance crew's professional skills. (Excellent)	61.1%	66.7%	63.6%	66.7%	46.2%
Q11	Friends and relatives were given enough information about my care and treatment. (Excellent)	51.5%	40.0%	75.0%	66.7%	40.0%
Q12	The ambulance crew communicated with each other and displayed a sense of teamwork. (Excellent)	64.1%	53.8%	63.6%	66.7%	53.8%
Q13	I was taken to a hospital in the ambulance. (Yes)	96.5%	100.0%	90.9%	100.0%	100.0%
Q14	The ambulance was comfortable. (Excellent)	32.6%	33.3%	55.6%	33.3%	30.8%
Q15	I felt safe and secure throughout the loading and transport. (Excellent)	57.6%	66.7%	60.0%	66.7%	46.2%
Q16	The ambulance driver took care to make the journey as comfortable as possible. (Excellent)	54.8%	50.0%	66.7%	55.6%	53.8%
Q17	The ambulance crew introduced me to the hospital/receiving facility staff. (Excellent)	39.0%	30.0%	55.6%	66.7%	36.4%
Q18	The ambulance service gave hospital staff all the necessary information about me. (Excellent)	52.7%	38.5%	66.7%	50.0%	50.0%
Q19	If I was not taken to the hospital, the ambulance crew advised me to go to the hospital. (Yes)	28.6%	0.0%	0.0%	0.0%	0.0%
Q20	Overall, the ambulance crew treated me with respect and dignity. (Excellent)	66.7%	69.2%	72.7%	77.8%	58.3%
Q21	I feel the ambulance service met my expectations. (Excellent)	60.4%	53.8%	72.7%	77.8%	58.3%
Q22	Overall, how would I rate the care I received from this ambulance service. (Excellent)	66.3%	53.8%	72.7%	77.8%	58.3%