

# 2021 Patient Satisfaction Survey Results



**Methodology:**

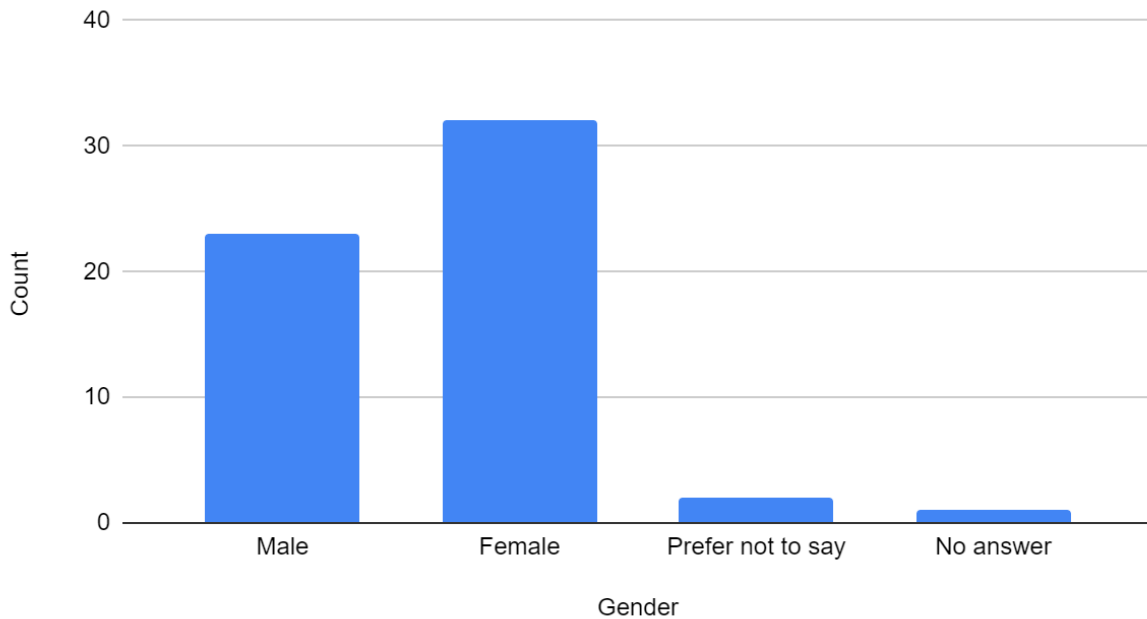
The survey period was October 1, 2021 to December 31, 2021. The survey area includes all calls that originated in Bolton, Hinesburg, Huntington, Southern Jericho, Richmond, St. George, and northern Starksboro. Surveys were not mailed to anyone who refused evaluation. Surveys were mailed to each patient with a stamped return envelope. A QR code was provided on the survey allowing patients to complete the survey online if preferred.

Fifty eight surveys were returned out of 176 mailed for a response rate of 32.9%.

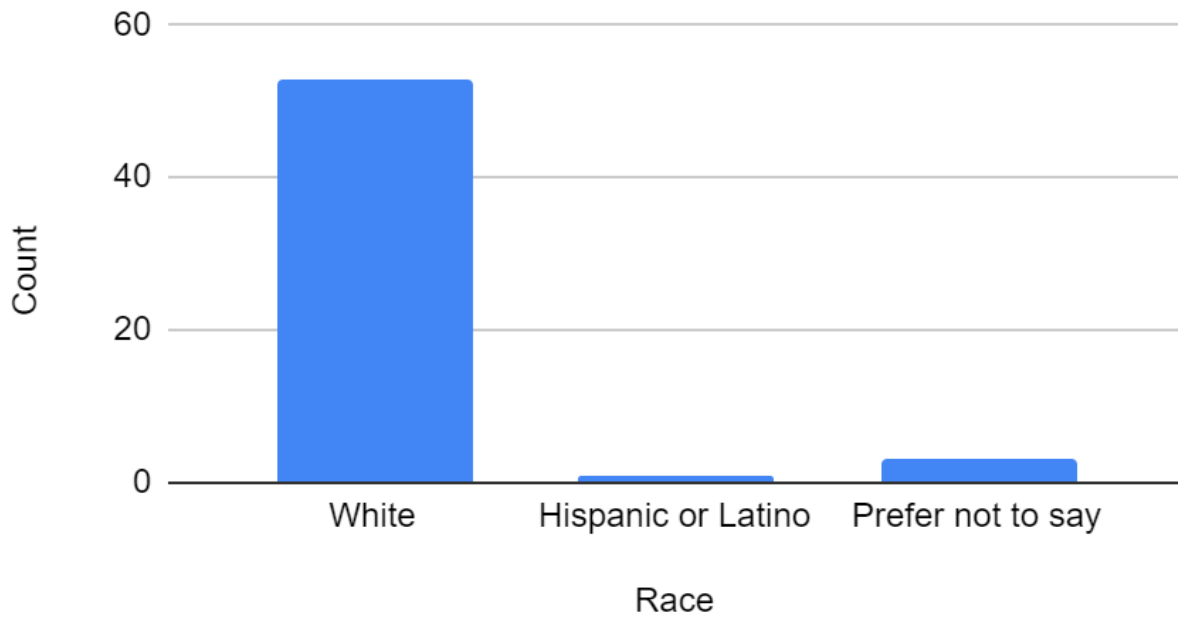
The survey consisted of demographic information and eleven questions to gauge each patient's satisfaction. There was a free text area for comments as well.

**Demographics:**

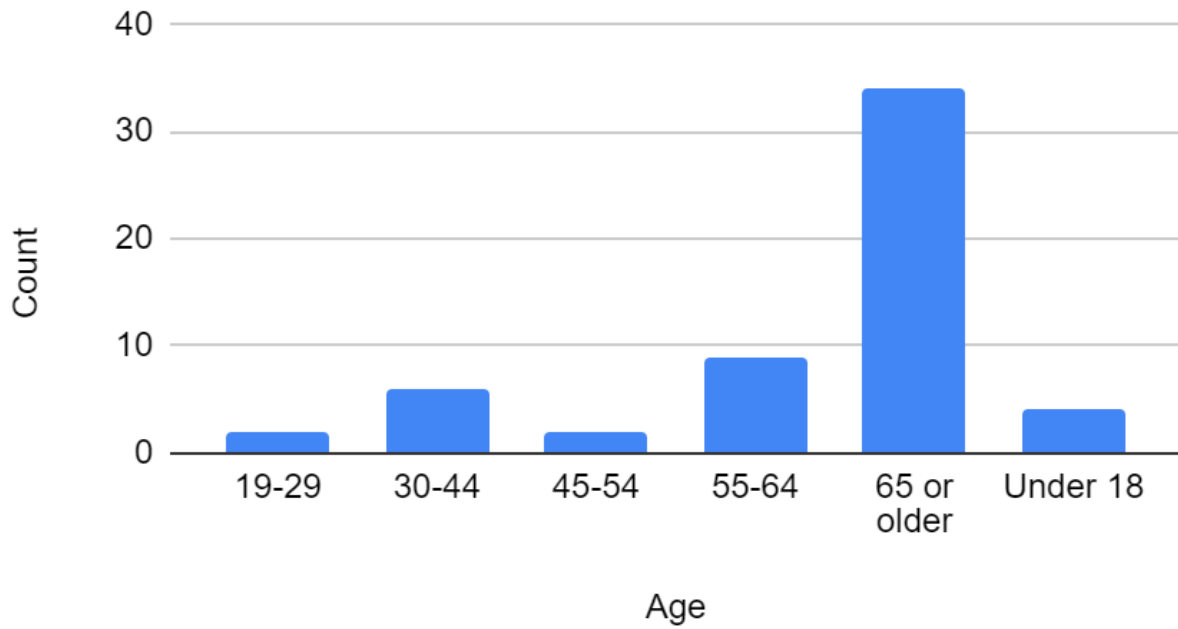
Gender of Respondents



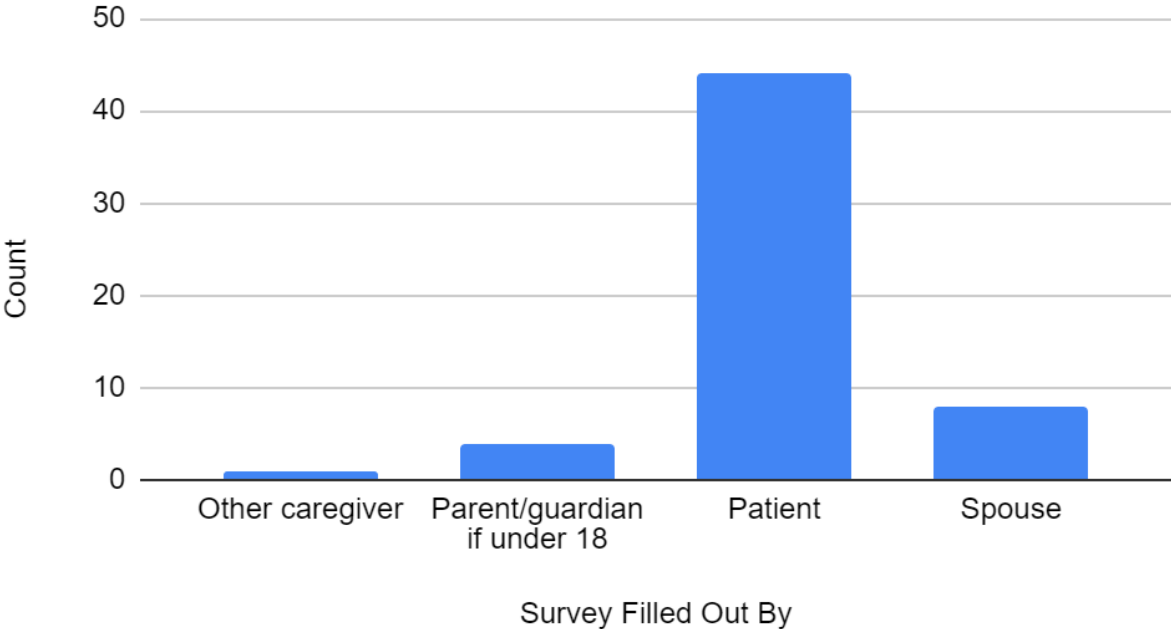
## Race of Respondents



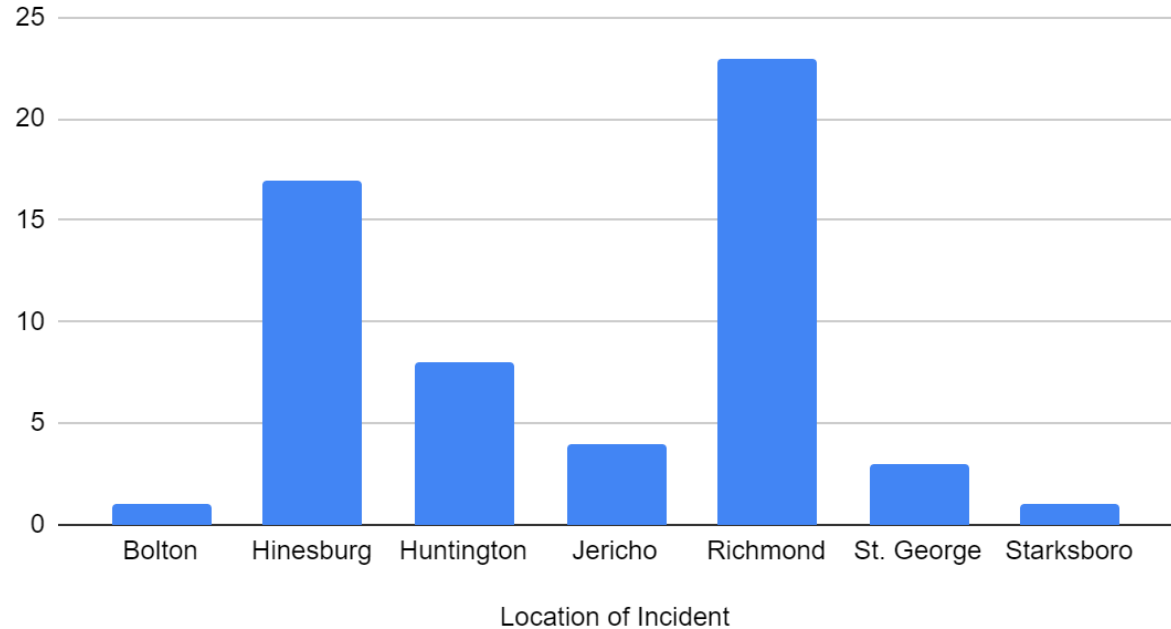
## Age of Respondents



### Survey Filled Out By



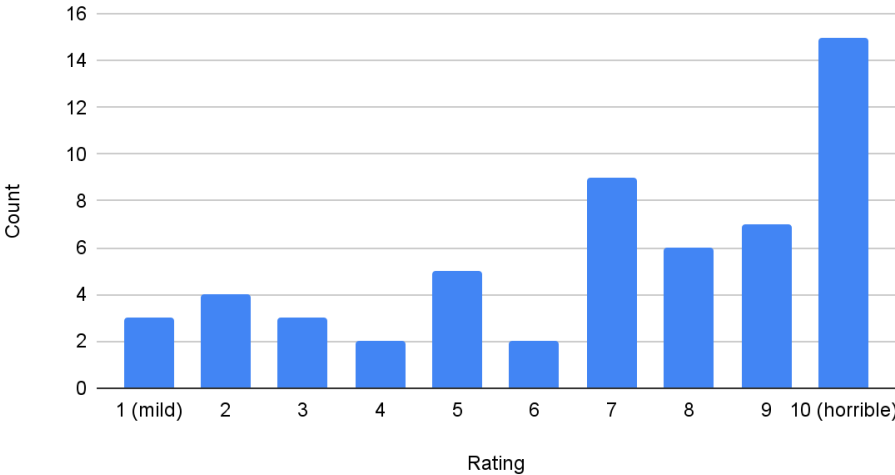
### Location of Incident



# Questions:

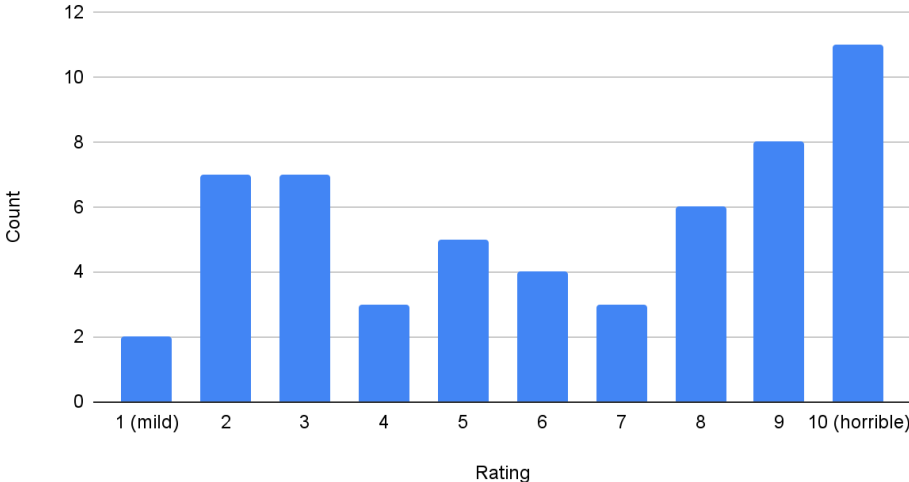
#1. Patients were asked to rate the severity of their problem when the ambulance first arrived. The average score was 7.0.

Severity of Complaint when Ambulance First Arrived



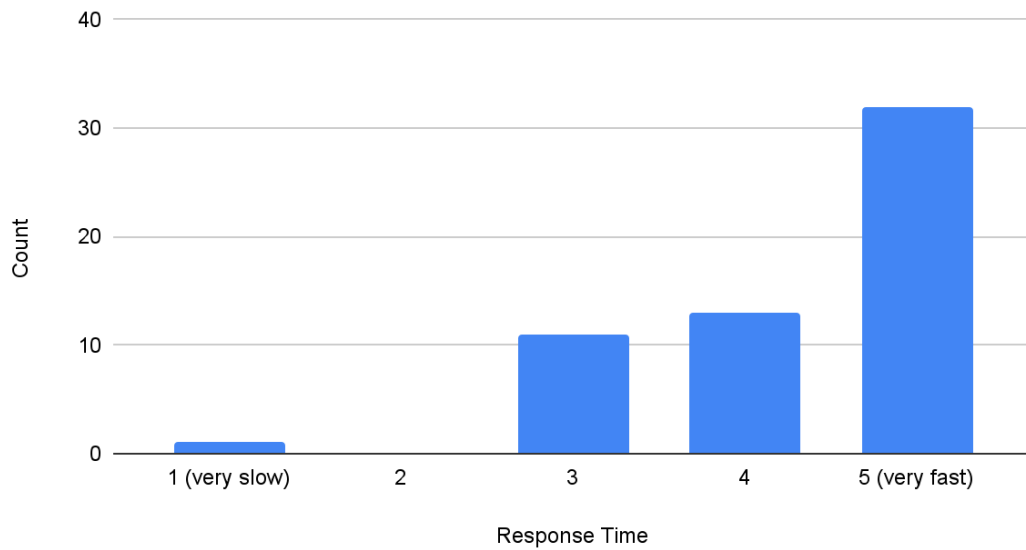
#2. Patients were asked to rate the severity of their problem when they arrived at the hospital. The average score was 6.3.

Severity of Complaint at Hospital Arrival



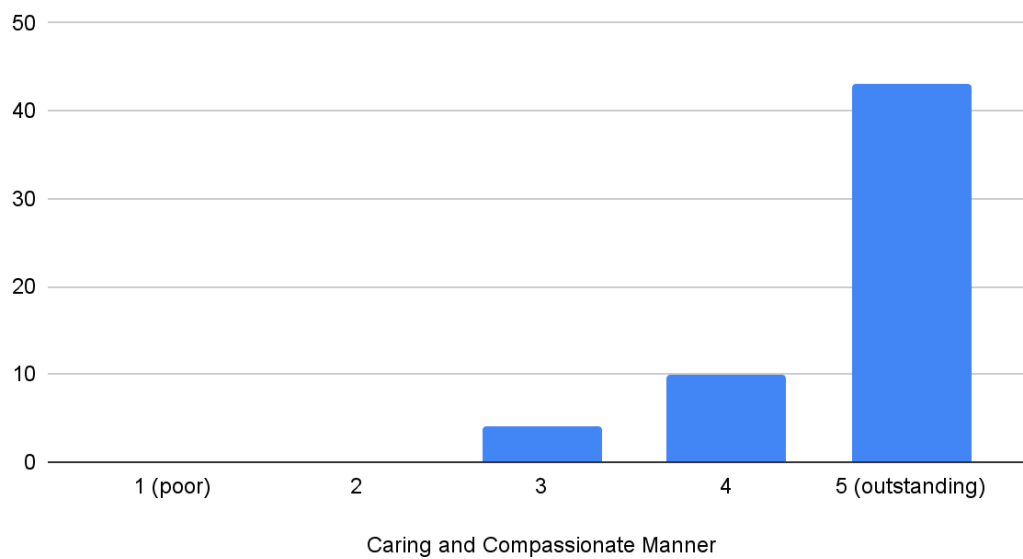
#3. Patients were asked to rate the response time of the ambulance on a scale of 1 to 5 with 1 being very slow and 5 being very fast.

Response Time of Ambulance



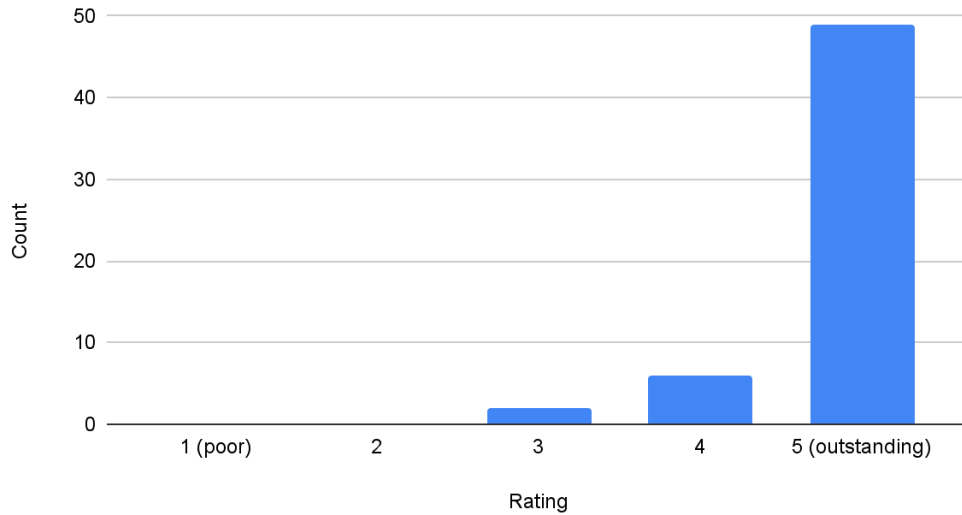
#4. Patients were asked if the ambulance crew acted in a caring and compassionate manner.

Caring and Compassionate Manner



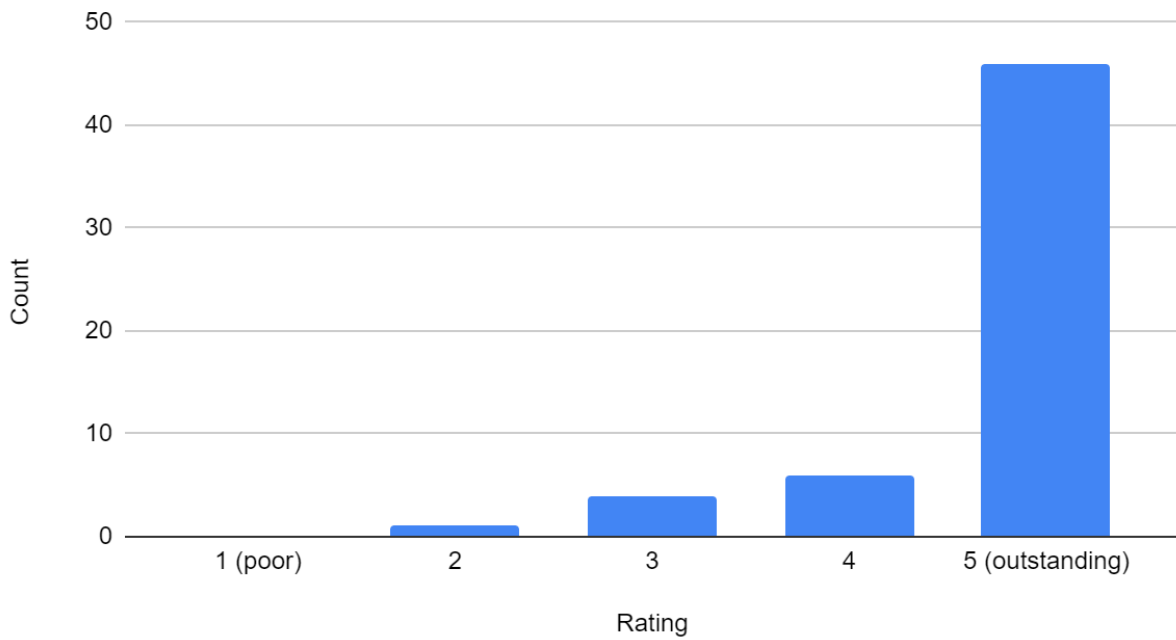
#5. Patients were asked if the crew presented themselves professionally

Professionalism of the Crew



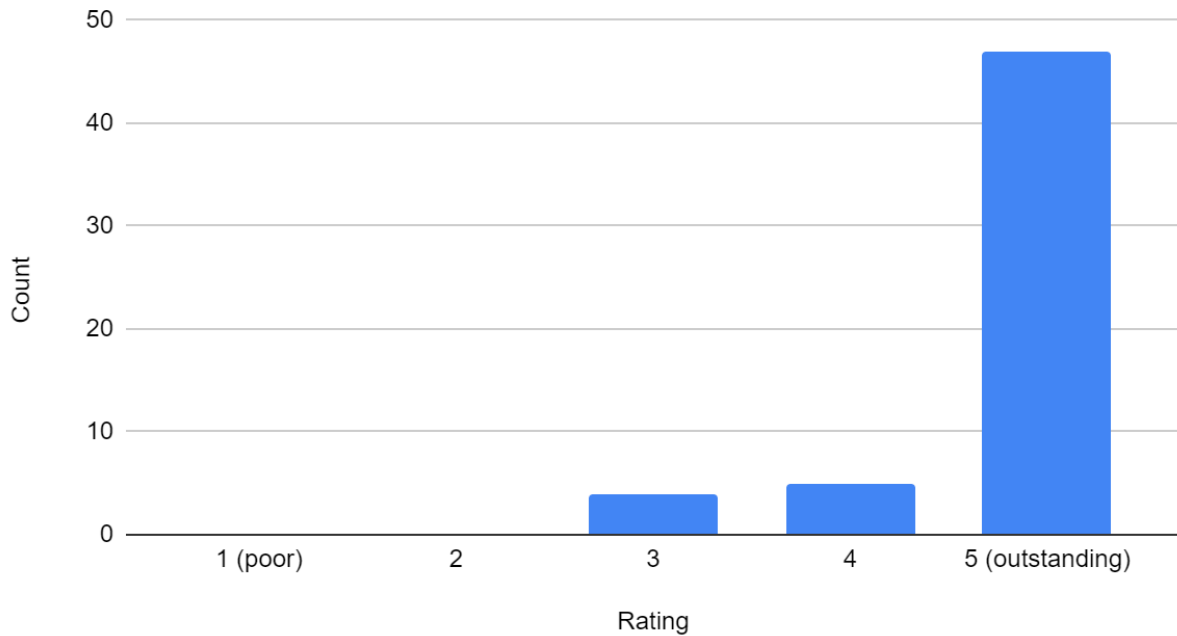
#6. Patients were asked if the ambulance crew clearly explained the care and procedures they were providing and responded to questions.

The Crew Explained Procedures



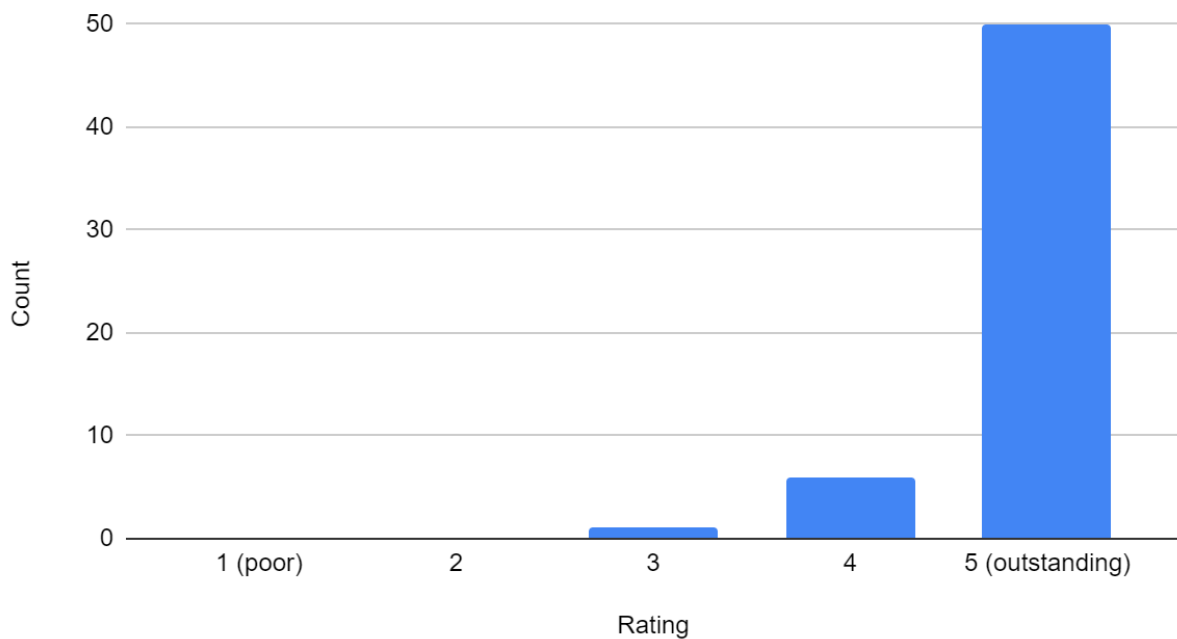
#7. Patients were asked if the ambulance crew was thorough in their examination of their problem

### The Crew was Thorough in their Examination



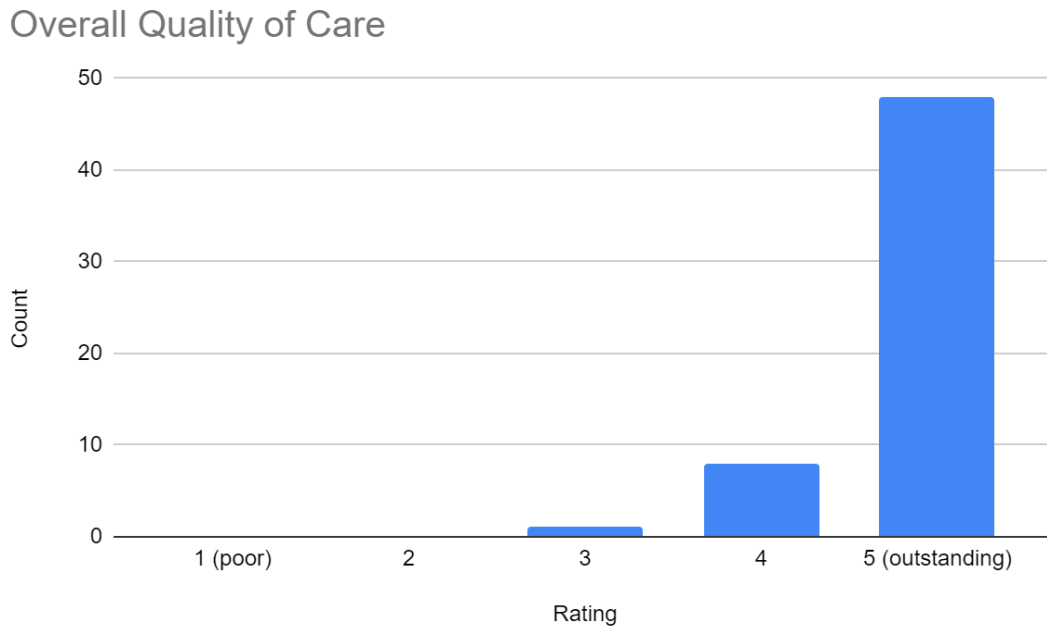
#8. Patients were asked how well the ambulance crew worked together

### How Well the Ambulance Crew Worked Together

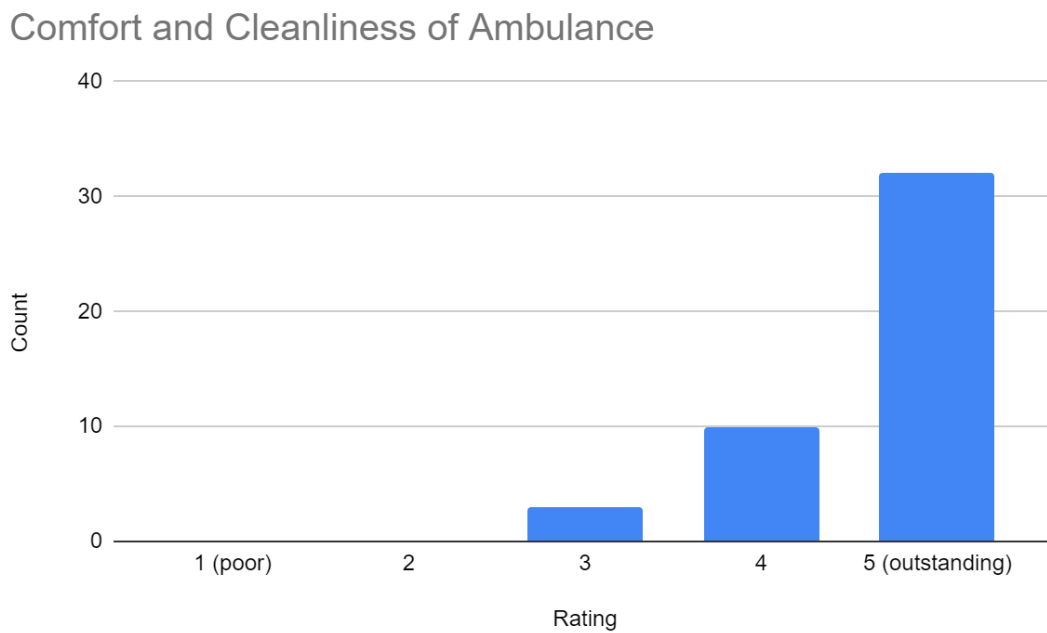




#9. Patients were asked to rate the quality of their care

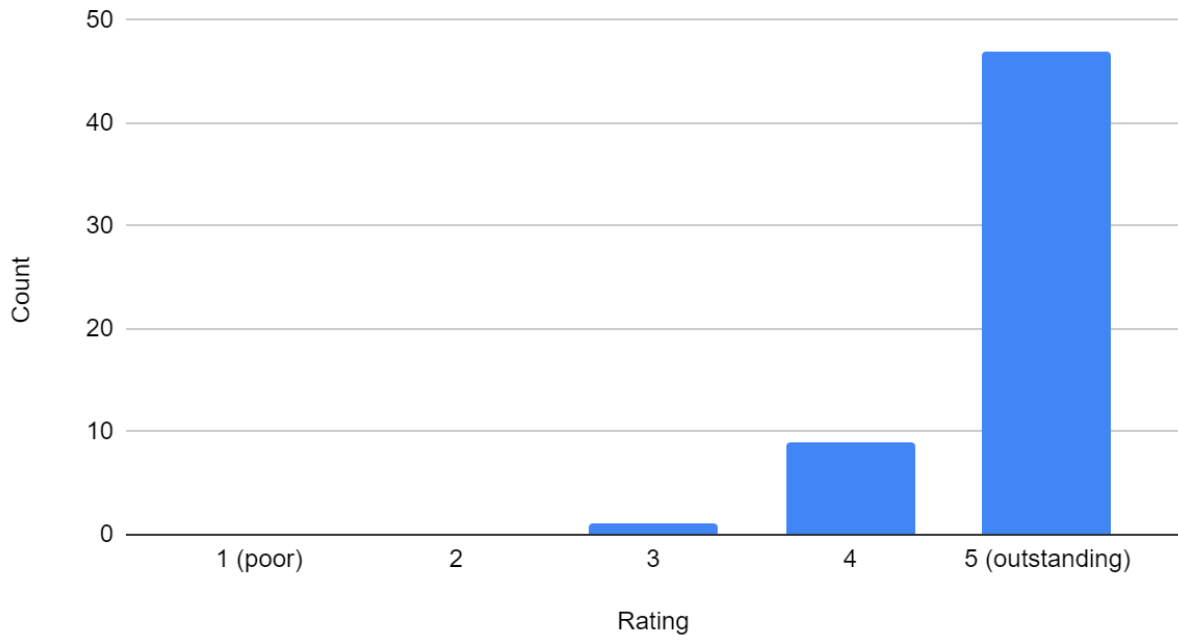


#10. Patients were asked to rate the comfort and cleanliness of the ambulance. Some respondents were not transported and could not answer this question.



#11. Patients were asked to rate their overall satisfaction with Richmond Rescue

### Overall Experience with Richmond Rescue



The tables below show a breakdown of scores by town:

<i>Location of Incident</i>	# Responses	Severity at Start	Severity at End	Response Time	Compassionate
Richmond	23.0	6.7	6.0	4.2	4.9
Hinesburg	18.0	7.7	7.1	4.1	4.6
Huntington	8.0	7.9	7.4	4.4	4.3
Jericho	4.0	5.3	4.5	4.8	4.5
St. George	3.0	5.7	5.7	5.0	5.0
Starksboro	1.0	7.0	2.0	5.0	5.0
Bolton	1.0	3.0	3.0	5.0	4.0
<b>Total/Avg.</b>	<b>58.0</b>	<b>7.0</b>	<b>6.3</b>	<b>4.3</b>	<b>4.7</b>

<i>Location of Incident</i>	Professionalism	Teamwork	Quality of Care	Ambulance Clean	Overall Rating
Richmond	4.9	4.9	4.9	4.8	4.9
Hinesburg	4.6	4.8	4.8	4.4	4.7
Huntington	4.9	4.8	4.6	4.6	4.6
Jericho	5.0	5.0	5.0	5.0	5.0
St. George	5.0	5.0	5.0	5.0	5.0
Starksboro	5.0	5.0	5.0	5.0	5.0
Bolton	5.0	5.0	4.0	5.0	4.0
<b>Average</b>	<b>4.8</b>	<b>4.9</b>	<b>4.8</b>	<b>4.7</b>	<b>4.8</b>

Patients were asked to comment on their overall experience with Richmond Rescue. Some comments were redacted because they contain protected health information.

Thank you! I really needed the ride.
Thank you!!
Rescue group worked well together, explained what they were doing. Felt well taken care of and appreciate their efforts.
Fantastic!
Everyone was really caring
My first experience with a rescue squad and I could not have been treated better. Quiet but very caring. A huge thank you for all you did.
Thank you.
Prompt, knowledgeable, friendly. Very satisfied
Was comfortable and felt safe.
I am so thankful for their fast response and professionalism. Thank you!
We are so grateful to have Richmond Rescue in our town.
So compassionate and well trained. I am so grateful to them. They saved my life. So thank you Richmond Rescue personnel for everything. I'm so glad Hinesburg Has you now. Response is so much quicker than St Michaels.
They make me feel really old as they are young and so knowledgeable in their field. I never felt scared, upset or anything! And good sense of humor which to me is very important. Thank you all!
All well done, great service.
Your Team was exceptional. They were highly professional, calm and descriptive in their care.
Awesome crew, thank you!
They performed their job very well.
I couldn't have asked for better care and compassion than I received that day.
As you can see I was extremely grateful to your ambulance crew. I was in a lot of pain but once inside the ambulance I felt calmer, I knew I was in good hands. I was able to relax somewhat knowing I was going to the hospital shortly where I would meet the doctor. Thank you for everything that day!
They were very kind and made the over experience better than it could have been. Thank you.
My overall experience with Richmond Rescue is awesome.
Ride was fine until the UVM Med Center Roads which was fully potholes. Shame on UVM! High Praise, and thank you all.
They were very good and very caring
Professional, capable, well done.

He just does not like riding backwards.

Very good. Great crew! Thank you

The crew were very compassionate and excelled at putting in my IV. I hate needles and they did an amazing job to where I didn't even feel it at all! They definitely deserve more pay than what they get! Thank you for putting your lives on the line daily!

Thank you very much to the crew.

The Best !! :)