



## **Brandon Fire & Emergency Services** **2017 Report on Ambulance Service - Patient Satisfaction Survey**

### **Survey Intent**

Brandon Fire and Emergency Services (BFES) conducted a survey wherein we solicited patient responses from a questionnaire. The survey was done randomly from our call sheets and kept confidential. A list of patient's names was kept only to prevent duplication within the survey period. This particular report consisted of 400 surveys (100/quarter) sent out to people who had used our service between January 1 and December 31, 2016.

The questionnaire was comprised of 10 questions designed to receive responses regarding:

1. Paramedic's inter-action, knowledge and treatment
2. Confidence in our service and ambulances
3. General comments/concerns

The survey respondents were asked to indicate their opinion based on the following scale: Excellent, Good, Adequate, Poor, Unacceptable, Don't Know or Didn't answer/apply.

The survey also includes a demographics section. It asks the respondent to identify when they used the ambulance service, from where they took the ambulance, and to which age demographic they belong. This information is published in chart format to our website for public viewing - <http://www.brandonfire.ca/services/ambulance/ems-patient-survey-results>.

On the questionnaire there was room for the respondent to write their comments or concerns. There was also a space on the paper questionnaire where they could put their name and phone number if they wanted a response regarding their comments or concerns. The respondent was then asked to return the survey in a pre-addressed stamped envelope back to the BFES.

This year we continued to provide respondents the option to respond using an online survey via the department website. The online option supports smart phone technology. To protect patient confidentiality, this option was only available to those who did not want a response to their comments or concerns. Thus, no personal information was collected online. We received 5.9% of our responses via the online response option. By making enhancements and as society becomes increasingly technology driven, we anticipate this number to continue to increase.

Comparable data has been provided between 2015 and 2016. Where applicable, operational decisions will be made to continue or improve upon patient service.

## **Goal**

This is the seventeenth survey completed by the BFES. The goal of these surveys is to continually monitor public opinion of the service provided by our department. We will continue to report and evaluate the public opinion of our service annually.

The intention of this survey is to solicit patients' opinions on the service they received. Opinions do not measure the level of medical care provided by the paramedics, but merely represents the patient's perspective on the care received.

## **Results Overview**

|                                 | <b>2015</b> |   |     | <b>2016</b> |   |     |
|---------------------------------|-------------|---|-----|-------------|---|-----|
| Surveys sent out                | 400         |   |     | 400         |   |     |
| Responses/Response Rate         | 84          | / | 21% | 119         | / | 30% |
| Returned to Sender surveys/Rate | 31          | / | 8%  | 28          | / | 8%  |
| Online Responses                | 4           | / | 5%  | 7           | / | 6%  |

## **Demographics Overview**

|                            | <b>2015</b> | <b>2016</b> |
|----------------------------|-------------|-------------|
| Jan-Mar                    | 32%         | 28%         |
| Apr-Jun                    | 24%         | 23%         |
| Jul-Sep                    | 16%         | 23%         |
| Oct-Dec                    | 28%         | 26%         |
| Did not choose             | 0%          | 0%          |
| Within the City of Brandon | 53%         | 61%         |
| Brandon to Winnipeg        | 24%         | 23%         |
| To Brandon                 | 15%         | 10%         |
| Other                      | 8%          | 6%          |
| Did not choose             | 0%          | 0%          |
| Under 20 years of age      | 2%          | 0%          |
| 20-40 years of age         | 12%         | 3%          |
| 41-60 years of age         | 15%         | 28%         |
| Over 60 years of age       | 71%         | 69%         |
| Did not choose             | 0%          | 0%          |

## Ambulance Survey 2016 Results

| Questions:   | Rating Criteria (%): |       |          |      |              |            | Percentage of:   |                     |
|--|----------------------|-------|----------|------|--------------|------------|------------------|---------------------|
|  | Excellent            | Good  | Adequate | Poor | Unacceptable | Don't Know | Excellent & Good | Poor & Unacceptable |
| <b>Paramedic's Inter-action, Knowledge &amp; Treatment:</b>                                    |                      |       |          |      |              |            |                  |                     |
| 1. How well did the paramedics explain the care and treatment that they were providing to you? | 59.7%                | 29.4% | 4.2%     | 0.0% | 0.0%         | 6.7%       | 89.1%            | 0.0%                |
| 2. How would you rate the paramedic's professionalism and compassion?                          | 74.8%                | 17.6% | 2.5%     | 0.0% | 0.0%         | 5.0%       | 92.4%            | 0.0%                |
| 3. To what level did you feel that the paramedic's treated you with dignity and respect?       | 78.2%                | 12.6% | 4.2%     | 0.0% | 0.0%         | 5.0%       | 90.8%            | 0.0%                |
| 4. How would you rate the paramedic's response to your needs?                                  | 67.2%                | 26.9% | 0.8%     | 0.0% | 0.0%         | 5.0%       | 94.1%            | 0.0%                |
| 5. How would you rate the paramedic's inter-action with your family and/or friends?            | 48.7%                | 25.2% | 0.8%     | 0.8% | 0.0%         | 24.4%      | 73.9%            | 0.8%                |
| 6. How would you rate the paramedic's knowledge and competency?                                | 67.2%                | 23.5% | 1.7%     | 0.0% | 0.0%         | 7.6%       | 90.8%            | 0.0%                |
| <b>Confidence in our Service and Ambulances:</b>   |                      |       |          |      |              |            |                  |                     |
| 7. How confident are you in requesting our service in the future?                              | 69.7%                | 23.5% | 0.8%     | 0.0% | 0.0%         | 5.9%       | 93.3%            | 0.0%                |
| 8. How would you rate the cleanliness of the ambulance?  | 57.1%                | 22.7% | 2.5%     | 0.0% | 0.0%         | 17.6%      | 79.8%            | 0.0%                |
| 9. How comfortable was the ride in the ambulance?  | 25.2%                | 35.3% | 21.8%    | 4.2% | 0.0%         | 13.4%      | 60.5%            | 4.2%                |
| <b>Total Number of Surveys of 400 returned:</b>  | <b>119</b>           |       |          |      |              |            |                  |                     |

### What Did the Respondents Say?

**2015**

**2016**

**A. Paramedic's inter-action, knowledge and treatment:**

|              |     |     |
|--------------|-----|-----|
| Excellent    | 67% | 66% |
| Good         | 26% | 23% |
| Adequate     | 3%  | 3%  |
| Poor         | 0%  | 0%  |
| Unacceptable | 0%  | 0%  |
| Don't Know   | 4%  | 8%  |

**B. Confidence in our service and ambulances:**

|              |     |     |
|--------------|-----|-----|
| Excellent    | 50% | 51% |
| Good         | 33% | 27% |
| Adequate     | 6%  | 9%  |
| Poor         | 2%  | 1%  |
| Unacceptable | 1%  | 1%  |
| Don't Know   | 8%  | 11% |

### C. General comments/concerns:

Refer to the comprehensive Appendix which contains the comments as written by respondents. All comments from the surveys received have been recorded except the ones we were unable to determine what was written. All names were excluded to protect their confidentiality. Majority of respondents were appreciative and thankful for the care provided to them during the call. The most common complaints reflected the cost of the service and the comfort of the ride (i.e. rough roads and lack of shock absorption).

### **Conclusion and Recommendations**

Overall, the responses indicate that the patients we had contact with are pleased with the care and service provided. There was relatively no change from the 2016 survey. We will monitor these results and compare them to future surveys to ensure we are addressing and meeting the concerns of our customers. Any issues which arise centered on the treatment and care we provide will continue to be addressed by the Joint Operations Committee.

This survey will continue to be an integral part of the Continuous Quality Improvement initiative now in place with Brandon Fire & Emergency Services and Prairie Mountain Health (formerly the Brandon Regional Health Authority). We continue to investigate ways to increase our response rate to this survey in order to ensure patient inclusion.

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## **Appendix – 2016 Ambulance Survey Comments**

- We were happy with the service.
- The ride in the ambulance was rough.
- The guys were great. Thanks.
- Thanks for the services.
- We were extremely pleased with the service we received. The paramedics were most helpful and courteous.
- Hubby said it was quite bumpy.
- I don't remember anything that night or the next day. I was in hospital for seven weeks. I had no complaints. The paramedics were excellent.
- No ride is not comfortable. "Shocks" would help.
- Since 1989, my husband has received EMS care 3 times and once from a street accident. All were handled with complete professionalism. He was 90 having late stages of cancer. He died March 27/16.
- Everything was taken care of very well.
- They were speedy and they knew what they were doing.
- Everyone was great to me not only ambulance but staff at hospital as well.
- I was very impressed with the compassion and professionalism shown to me by the two paramedics. They really took an unfortunate medical situation and turned it into a pleasant experience. Their knowledge and professionalism and personal interaction is something to be proud of. I have expressed my satisfaction to many people with the level of service I received.
- Thank you.

- Most of the problems are the roads but the unit is still fairly rough. Coming home from Winnipeg had to stop so paramedics could do some checking on me. Otherwise excellent service from your department.
- Excellent service!
- Very thankful for ambulance they are good at the job but most of all they love what they do. Thank you.
- Hopefully I won't ever have to use them again!!
- The paramedics involved did a great job. All ambulances are known to be rough and this was no exception but the drivers were aware of this and were extra cautious when crossing any rough areas like train tracks.
- Great Job.
- Had a collapsed lung. Was asked too many questions and didn't have enough breath to keep answering. Other than that service was excellent. Can you keep a record that I have had a collapsed lung twice and used the ambulance. Don't ask so many questions when I call 911 as I don't have enough breath.
- Good job guys/ gals!
- No concerns but it was very expensive.
- Thank you very much for your care and concern for me. Much appreciated!
- Should of gone straight to #10 not #270. Went over railway tracks, no IV in yet so no pain meds yet. Had a massive spiral fracture to femur.
- Transported from hospital to plane. Had to wait by myself in ambulance while plane was being unloaded.
- I was really satisfied with the way they treated me.
- The ambulance fee was very high for a five minute ride to the hospital.
- I only weigh 137 lbs soaking wet. Why four paramedics?

- I was unconscious when I was picked up and delirious in the ambulance and ER. I was and am grateful for the care I received.
- Again I wish to express our gratitude for the prompt and efficient care my husband received. He went into cardiac arrest and although we started CPR, we know he would not be alive if it wasn't for the paramedics, doctors, nurses of Brandon and Winnipeg. Thank god for all of you. You are very much appreciated. P.S. he is recovering very well.
- I have no recall of the first transportation- was too ill. What I recall of second transport/ treatment was great. Thank you.
- Too too expensive for a senior citizen with no private insurance.
- My husband had a sugar low and was unconscious when the paramedics came. Once they had administered to him, they said that we had a choice of going to hospital or going home. He knew where he was but he sure didn't know who the paramedics were. It took him an hour to get back his norm. I am stressed to know that he would have been allowed to go home in that condition if he had been on his own. Also I don't know why there needs to be such a waste to have ambulance drivers accompanied by another 4-5 guys. No wonder the ambulance bills are so high. We are lucky that our insurance paid. Even at the emergency room, He came in about 5 pm and I had to ask the doctor if they were going to feed my husband at 8:30 pm. They knew he was a diabetic; I don't think I should have had to be responsible in getting food for him. What if a patient didn't have an advocate? Certainly need more doctors and nurses in emergency so that the care to patients is the best.
- Hope the answers were satisfactory.
- You have a truly fine ambulance service here in Brandon. I was treated with kindness and compassion in my time of distress. Thank you so much.
- I travelled to St Boniface with my daughter. The two strong men could not have been more attentive and informative.
- The streets are rough affecting the ride.

- Very good service! Keep up the excellent work. Thanks!
- Professional, competent, friendly. I feel good in requesting service in the future - except for the expense.
- I appreciate the first responders and am glad that we have the service available.
- The ride of the vehicle over the bumpy road is my only complaint. Nothing the driver could do. Maybe improve ambulance air suspension would help the ride.
- The paramedics were really good when they came to my home to help me.
- The boys took me to St Boniface and back to Brandon.
- Ambulance needs air ride kit.
- We are very fortunate here to have such good care very fast.
- The paramedics did a wonderful job in keeping the patient alive on the trip to Brandon.
- These guys went above and beyond. They were wonderful while waiting for admission at HSC keeping us company and tending to our needs while in the holding area at the emergency department at HSC.
- I have appreciated and found the service very well in the times I have used it. I live alone in a seniors complex and if I find myself in an anxious and concerning condition it is comforting to know we can depend on great help. If need be with everyone so professionally caring.
- Observing as a family member, care was excellent. I had to give instruction as to the layout of the house and the dynamic of the family unit, and it was handled with the utmost respect.
- Thank you so much.
- The paramedics and fire department arrived promptly after 911 was called. All personnel who dealt with me were professional and compassionate.
- The service was top-notch and the providers highly competent.



- A very short ride from Lions Manor, I was barely conscious and was in emergency quickly. Ambulance service truly appreciated. The \$150 surcharge was a shock!!! I have now repaid those who loaned me money to pay your fees plus surcharge. I am reluctant to ever visit friends again in Brandon!!! Who can predict a stomach hemorrhage coming out of the blue and its immediate effect! I certainly would have tried to avoid troubling your very efficient service if I could have known. And to charge me \$150 surcharge for visiting from out of town really insults me. (I could have walked from Lions Manor but was too weak of course by then). Used to be a visitor to Brandon.
- Sorry but I did not notice at the time was a lot of these questions as I was not myself. Fees are too high.
- My 84 year old father was transported by EMS personnel after I found him collapsed in his home. They arrived in a timely fashion and I found all personnel to be caring and compassionate, explaining their procedures to my Dad as they went along. I have no complaints with the care that he was given.
- Roads were very rough. Costs are too much.
- My husband was given morphine for trauma and doesn't recall the ambulance ride in any detail.
- The street potholes are not your fault.
- Tell Premier Pallister to lower the fees like he said he would.
- The young men were very professional and handled the situation with my family that calmed their worries.
- I have nothing but praise for the excellent service of BFES responders who came to my home to assist me to the hospital by ambulance.
- The service ambulance was very good. The paramedics and service of trip was excellent. The motel desk was a long wait to call the ambulance. But I got to the hospital. But this happened when I got sick at a motel.
- It's a great service!
- This service should be included in the medical system. It is a very good and prompt service.

- Found ride very rough
- Good service in all. Thank you!
- Many thanks for the friendly and competent service.
- As far as we were concerned all was good even the dispatcher. All kind and helpful. Thank you!
- The service provided by EMS was excellent however it is greatly inflated in price thus giving the illusion of little or no value. If I had to go to the hospital, I would call a friend or a taxi.
- The help received went a long way to easing my fears. Thank you!
- I am so very pleased with all the help, care and compassion I received from all concerned. They were all so very prompt. (No complaints period).
- The ambulance staff handled the transfer very well. All I know is that after the ride in the helicopter in Winnipeg the ride was very rough.
- We were told Carberry was closed so went to Glenboro and then that was closed so we had to go back to Carberry.
- Great service.
- Excellent service. Excellent people. Thank you for the service.
- When you arrived I was starting to go into shock. That and with the morphine I asked the person who was with me to help answer the questions. Thank you for your caring and gentleness.
- I have only praise to say about your service. Your men were kind, gentle, and friendly and was just at the time of a big blizzard. I came from BC for Christmas and it was great service. Thank you.