

WHATCOM MEDIC ONE

HOW DID WE DO?

Patient Survey Results Summary – 2009

This form is given to all users of Whatcom Medic One; the red numbers indicate the percentage of those patients and/or families responding by answer option. This summary represents 181 surveys.

Your opinion is important to us. We would appreciate it if you would take a few minutes to fill out this questionnaire. Please return to: WHATCOM MEDIC ONE, P.O. BOX 366, BELLINGHAM, WA 98227.

PART ONE: Please rate the following statements on a scale of 0 to 3:

<u>3</u>-SUPERIOR	<u>2</u>-ACCEPTABLE	<u>1</u>-UNACCEPTABLE	<u>0</u>-NOT APPLICABLE/UNKNOWN
			90% 8% 1% 1%
<u>PARAMEDIC PROFESSIONALISM:</u> Courteous, caring, competent.....			
3	2	1	0
			89% 8% 2% 1%
<u>PATIENT'S NEEDS:</u> Reassured, kept warm, related well to patient and family.....			
3	2	1	0
			77% 13% 1% 9%
<u>RESPONSE TIME:</u> Response time from the time 9-1-1 was called until the arrival of first responders and paramedics.....			
3	2	1	0
			61% 7% 2% 29%
<u>9-1-1 DISPATCH CENTER:</u> Dispatcher who took your phone call was professional, helpful, reassuring.....			
3	2	1	0
			82% 12% 1% 5%
<u>OVERALL CARE:</u> Overall care provided during your pre-hospital experience.....			
3	2	1	0
			17% 4% 1% 78%
<u>BILLING DEPARTMENT:</u> If you have had contact with the billing department, the representatives were courteous and helpful.....			
3	2	1	0

PART TWO: Please answer the following questions by circling YES or NO.

Did you know that emergency PARAMEDIC services are provided solely by the Bellingham Fire Department, which administers the countywide Whatcom Medic One program?.....	54%	46%	1%
	YES	NO	N/A
Did you know that when you call 9-1-1 for emergency medical assistance, the medical response team nearest your location will be dispatched, which means that Whatcom Medic One paramedics will only be sent when your medical condition indicates a need for paramedic level of care?.....	66%	30%	4%
	YES	NO	N/A
Were you comfortable with the type of response provided for your emergency (specifically, the number of responders and any use of emergency lights and sirens)?.....	91%	2%	7%
	YES	NO	N/A
Did you know there is a fee for services?.....	71%	25%	4%
	YES	NO	N/A
If you had a choice, would you use Whatcom Medic One again for your emergency medical needs?.....	92%	2%	6%
	YES	NO	N/A

The back page of the form is designed as space for comments.
Twenty-five percent of those responding chose to make comments and all comments were positive.