

# Riverside Fire Department 2018 Customer Satisfaction Survey

Facility	Respondents	Query 1	Query 2	Query 3	Query 4	Query 5	Query 6	Query 7	Query 8
Altavista Rehab	1	5	5	5	5	4	5	5	5
Cypress Care Center	1	4	4	5	4	5	5	4	5
Kaiser	1	4	3	4	3	4	3	4	4
Mission Care Center	1	5	5	5	5	5	5	5	5
Palm Terrace	1	5	5	5	5	5	5	5	5
Riverside Community Hospital	1	4	4	4	4	4	4	4	4
Villa Health Care Center	1	5	4	5	5	5	5	5	4
The Grove	1	5	3	5	5	5	5	5	5
Valencia Gardens Health Care	1	5	4	4	5	4	4	5	5
Villa Health Care Center	1	5	5	5	5	5	5	5	5
Parkview Community	1	4	4	4	4	5	5	4	4

Totals	11	51	46	51	50	51	51	51	51
Maximum Possible		55	55	55	55	55	55	55	55
Favorable Rating		93%	83%	93%	91%	93%	93%	93%	93%

Queries:

Survey Scoring- 5= Strongly Agree, 1= Strongly Disagree

- Queries
1. Our Facility is very pleased with the overall level of customer service provided by American Medical Response (AMR).
  2. Actions taken by AMR personnel are clearly explained to hospital staff
  3. I would refer AMR Ambulance to my family or friends.
  4. The overall quality of care provided by AMR is excellent
  5. AMR field crews have a clean well-groomed and professional appearance.
  6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.
  7. Overall, AMR staff members are very responsive to our needs.
  8. We would use AMR ambulance service(s) again.



## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name Parkview Community Hospital

Employee Name Wilfredo Tumaluan Title Charge Nurse

Date of Visit 6-12-18 1000

Type of Facility (Circle One)

SNF

Acute Care

Hospice

Hospital

Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

9. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name Alta Vista Rehab

Employee Name Gloria Lopez Title Admissions Director

Date of Visit 5-31-18 1340 Phone \_\_\_\_\_

Type of Facility (Circle One)

☒ SNF

Acute Care

Hospice

Hospital

Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

(5)

4

3

2

1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

(5)

4

3

2

1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

(5)

4

3

2

1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

9. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name Cypress Gardens Care Center  
Employee Name Beverly Riedel Title RN sup  
Date of Visit 5-31-18 1400 Phone

Type of Facility (Circle One)

☒ SNF

☐ Acute Care

☐ Hospice

☐ Hospital

☐ Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

☒ 4

3

2

1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

☒ 4

3

2

1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☒ 5

4

3

2

1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

9. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name: Kaiser Permanente  
Riverside \_\_\_\_\_

Employee Name \_Barbara Coriell\_\_\_\_\_ Title \_Director\_\_\_\_\_

Date of Visit \_\_\_\_\_

### Type of Facility (Circle One)

SNF                  Acute Care                  Hospice                  **Hospital**                  Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	<b>4</b>	3	2	1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	<b>3</b>	2	1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	<b>4</b>	3	2	1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

9. Additional Comments: \_This was discussed with the leadership team. We all agree that over all we are satisfied with AMR services. We do have on occasions issues or attitudes with some individuals which is to be expected. There are some really great people. I do observe AMR staff on their cell phones, blocking hallways and having attitudes when they are asked to please remove themselves from blocking the area they get upset. They are also observed removing linen which I am not sure why but does not happen as frequent as in the past.

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## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name Mission Care Center  
Employee Name Bong Esteban Title Director of Nurse  
Date of Visit 5-31-18 1435 Phone \_\_\_\_\_

Type of Facility (Circle One)

SNF

Acute Care

Hospice

Hospital

Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

9. Additional Comments: Occasionally Medical supply wrappers are left on facility floors by AMR crews



## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name Palm Terrace  
Employee Name Stephanie Borbaa Title Social Serv. Director  
Date of Visit 5-31-18 1415 Phone

Type of Facility (Circle One)

☒ SNF

☐ Acute Care

☐ Hospice

☐ Hospital

☐ Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☒ 5

4

3

2

1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☒ 5

4

3

2

1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☒ 5

4

3

2

1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1

9. Additional Comments: \_\_\_\_\_

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## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name Riverside Community Hospital  
Employee Name Sabrina Yamashiro Title PreHospital Liason Nu  
Date of Visit 5-31-18 1450 Phone

Type of Facility (Circle One)

SNF

Acute Care

Hospice

Hospital

Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

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2

1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

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3. I would refer AMR ambulance to my family or friends.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	(4)	3	2	1

9. Additional Comments: Great working relationship  
with AMR management on issues  
with ambulance crews



## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name The Grove  
Employee Name Monica Fierro Title LVN  
Date of Visit 5-31-18 1500 Phone \_\_\_\_\_

Type of Facility (Circle One)

SNF

Acute Care

Hospice

Hospital

Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

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2

1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

5

4

3

2

1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

9. Additional Comments: \_\_\_\_\_

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## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name Valencia Gardens Health Care Center  
Employee Name Gilda Torcuator Title RN Supervisor  
Date of Visit 5-31-18 1540 Phone

Type of Facility (Circle One)

☒ SNF

☐ Acute Care

☐ Hospice

☐ Hospital

☐ Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☒ 5

☐ 4

☐ 3

☐ 2

☐ 1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☐ 5

☒ 4

☐ 3

☐ 2

☐ 1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☐ 5

☒ 4

☐ 3

☐ 2

☐ 1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

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Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

9. Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## AMR CUSTOMER SATISFACTION SURVEY 2018

Customer Name Villa Health Care Center  
Employee Name Susana Vieira Title Charge Nurse  
Date of Visit 5-31-18 1350 Phone \_\_\_\_\_

Type of Facility (Circle One)

☒ SNF      Acute Care      Hospice      Hospital      Other

1. Our facility is very pleased with the overall level of customer service provided by American Medical Response

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	4	3	2	1

2. Actions taken by AMR personnel are clearly explained to hospital staff.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	4	3	2	1

3. I would refer AMR ambulance to my family or friends.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input checked="" type="radio"/> 5	4	3	2	1

4. The overall quality of care provided by AMR is excellent.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

5. AMR field crews have a clean well-groomed and professional appearance.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

6. AMR field crews communicate openly and work well with facility employees to achieve a common goal.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

7. Overall, AMR staff members are very responsive to our needs

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

8. We would use AMR ambulance service(s) again

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1

9. Additional Comments: \_\_\_\_\_

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