2018 Customer Satisfaction Survey **Riverside Fire Department**

	Queries:	Favorable Rating	Maximum Possible	Totals			Parkview Community	Villa Health Care Center	Valencia Gardens Health Care	The Grove	Villa Health Care Center	Riverside Community Hospital	Palm Terrance	Mission Care Center	Kaiser	Cypress Care Center	Altavista Rehab	Facility
																		Respondents Query 1 Query 2 Query 3 Query 4 Query 5 Query 6 Query
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y Scor		93%	55	51			4	u	4	υī	vı	4	U	G	4	S	Ŋ	уз (
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19		93%	55	51			4	ហ	IJ	\$	4	4	v	S	4	ۍ.	s	sery 8

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
- I would refer AMR Ambulance to my family or friends.
- The overall quality of care provided by AMR is excellent
 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.



Employee Name		Tumaliu	an Title	Spital Charge Nurse
Date of Visit	0-12-18	100	10	
Type of Facili	ty (Circle One)			
SNF	Acute Care	Hospice	Hospital	Other
•	s very pleased wit edical Response Agree	h the overall l	evel of custon Disagree	ner service provided by Strongly Disagree
	Agree		· ·	
5	4)	3	2	1
2. Actions take	en by AMR persor	nnel are clearl	y explained to	hospital staff.
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	$\hat{\omega}$	3	2	1
3. I would refer Strongly Agree 5	AMR ambulance	to my family of Neutral		Strongly Disagree

4. The overall qua	lity of care pro	ovided by AMR	is excellent	•				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	(3	2	1				
5. AMR field crews	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 achieve a comm		e openly and w	ork well with	n facility employees to				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
(5)	4	3	2	1				
7. Overall, AMR st	aff members	are very respoi	nsive to our	needs				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	4	3	2	1				
8. We would use A	AMR ambulan	ce service(s) a	gain					
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	4	3	2	1				
9. Additional Com	nments:			N796	_			



Customer Name	Alta V	ista Re	hob		88
Employee Name <u>(</u>	Bloria	Lapez	Title	Admissions	ם.
Date of Visit	-31-18	1340	Phone		
Type of Facility	(Circle One)				
ENF	Acute Care	Hospice	Hospital	Other	
Our facility is ve American Medi			evel of custon	ner service provided by	,
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	
2. Actions taken l	oy AMR perso	onnel are clearly	explained to	hospital staff.	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. I would refer Al	MR ambulanc	e to my family o	or friends.		
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	

4. The overall qua	lity of care pr	ovided by AMR	is excellent	•				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
(5)	4	3	2	1				
5. AMR field crews	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 achieve a comm		te openly and w	ork well with	n facility employees to				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
(5)	4	3	2	1				
7. Overall, AMR st	aff members	are very respon	nsive to our	needs				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
(5)	4	3	2	1				
8. We would use A	AMR ambular	nce service(s) a	gain					
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
(5)	4	3	2	1				
9. Additional Com	nments:							
-								



	Customer Name	Cypress	Gorden	s Cove	Center	
	Employee Name	Boverly	Ricdol	Title	RN SUD	
		5-31-19	1400		one	
					•	
	Type of Facil	ity (Circle One)				
(SNF	Acute Care	Hospice	Hospital	Other	
1		s very pleased wit edical Response	h the overall le	evel of custom	er service provide	d by
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	5		3	2	1	
2	. Actions take	en by AMR persor	nnel 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 o	r friends.		
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	(5)	4	3	2	1	

4. The overall qua	ality of care pro	ovided by AMR	is excellent	•
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1
5. AMR field crew	s have a clea	n well-groomed	and profess	sional appearance.
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1
6. AMR field crew achieve a comr		e openly and v	vork well with	n facility employees to
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1
7. Overall, AMR s	taff members	are very respon	nsive to our	needs
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	4	3	2	1
8. We would use A	AMR ambulan	ce service(s) a	gain	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
(5)	4	3	2	1
9. Additional Con	nments:			
		_	_/-	
			/	



		aiser Permanente				
Empl	oyee Name _E	Barbara Coriell	Title _Directo	or		
Date	of Visit					
Туре	e of Facility	(Circle One)				
SNF	7	Acute Care	Hospice	Hospital	Other	
	_	ery pleased with cal Response	the overall le	evel of custom	er service provided	by
St	rongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	5	4	3	2	1	
2. Ac	tions taken	by AMR personr	nel are clearly	explained to	hospital staff.	
St	rongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	5	4	3	2	1	
3. I wo	ould refer Al	MR ambulance t	o my family o	or friends.		
St	rongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
	5	4	3	2	1	

Agree	Neutral	Disagree	Strongly Disagree	
4	3	2	1	
s have a clean	well-groomed	and professi	onal appearance.	
Agree	Neutral	Disagree	Strongly Disagree	
4	3	2	1	
	openly and w	ork well with	facility employees t	o
Agree	Neutral	Disagree	Strongly Disagree	
4	3	2	1	
taff members a	re very respor	sive to our n	eeds	
Agree	Neutral	Disagree	Strongly Disagree	
4	3	2	1	
AMR ambuland	e service(s) aç	gain		
Agree	Neutral	Disagree	Strongly Disagree	
4	3	2	1	
er all we are sat ues or attitudes ne really great p ing hallways an nelves from bloo poving linen whic	isfied with AMI with some ind beople. I do obod having attitucking the area	R services. V ividuals whic serve AMR s des when the they get upse	Ve do have on h is to be expected. staff on their cell ey are asked to plea et. They are also	
	Agree Agree 4 Agree 4 Agree 4 Agree 4 Agree 4 Agree 4 Ambulance Agree 4 Ambulance Agree 4 Agree 4	Agree Neutral Agree Neutral	Agree Neutral Disagree Agree Neutral Disagree	4 3 2 1 Is have a clean well-groomed and professional appearance. Agree Neutral Disagree Strongly Disagree 4 3 2 1 Is communicate openly and work well with facility employees to mon goal. Agree Neutral Disagree Strongly Disagree 4 3 2 1 Istaff members are very responsive to our needs Agree Neutral Disagree Strongly Disagree 4 3 2 1 AMR ambulance service(s) again Agree Neutral Disagree Strongly Disagree 4 3 2 1 AMR ambulance service(s) again Agree Neutral Disagree Strongly Disagree 4 3 2 1 AMR ambulance service(s) again Agree Neutral Disagree Strongly Disagree 4 3 2 1 AMR ambulance service(s) again Agree Neutral Disagree Strongly Disagree 4 1 3 2 1 Inments: _This was discussed with the leadership team. We are all we are satisfied with AMR services. We do have on uses or attitudes with some individuals which is to be expected the really great people. I do observe AMR staff on their cell ing hallways and having attitudes when they are asked to pleatelyes from blocking the area they get upset. They are also oving linen which I am not sure why but does not happen as

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



Customer Name _	Mission	Coire	Conter		
Employee Name _	Bong Es	teban	Title	Director of	- <u>N</u> a
Date of Visit 5	-31-18	1435		ore	
Type of Facility					
SNF	Acute Care	Hospice	Hospital	Other	
	very pleased with lical Response	n the overall I	evel of custon	ner service provide	ed by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. Actions taken	by AMR person	nel are clearl	y explained to	hospital staff.	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. I would refer A	MR ambulance	to my family	or friends.		
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
(5)	4	3	2	1	

4. The overall qua	lity of care pr	ovided by AMR	is excellent	•			
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
(5)	4	3	2	1			
5. AMR field crews	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 achieve a comm		te openly and w	ork well with	n facility employees to			
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
5	4	3	2	1			
7. Overall, AMR st	taff members	are very respor	nsive to our	needs			
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
5	4	3	2	1			
8. We would use A	AMR ambular	nce service(s) a	gain				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
5	4	3	2	1			
9. Additional Com	ments:	asionallu	1 Medi	cal supply			
9. Additional Com Wrapper AMR Cr	s are la	aft on fo	cility	flours by			
<u> </u>	405						



Customer Name	Palm Te	errace			
Employee Name	Stephan	nic Bort	<u>XX</u> Title	Social Serv. Dire	2d0
Date of Visit	81-18-6	1415	Pho	ne	
Type of Facility	y (Circle One)				
SNF	Acute Care	Hospice	Hospital	Other	
	very pleased wi dical Response	th the overall i	evel of custon	ner service provided by	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. Actions taker	n by AMR perso	nnel are clearl	y explained to	hospital staff.	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
3. I would refer	AMR ambulance	e to my family o	or friends.		
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	

4.	4. The overall quality of care provided by AMR is excellent.							
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
	5	4	3	2	1			
5.	5. AMR field crews have a clean well-groomed and professional appearance.							
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
	5	4	3	2	1 ⊗			
	AMR field crews achieve a comn		e openly and w	ork well with	n facility employees to			
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
	5	4	3	2	1			
7.	Overall, AMR st	taff members	are very respor	nsive to our	needs			
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
	5	4	3	2	1			
8.	We would use A	AMR ambulan	ce service(s) a	gain				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
	(5)	4	3	2	1			
9	. Additional Com	nments:						



Employee Name	Riverside Sabrina 5-31-18	a contract of the contract of	Title	Hospital Pretospita Phone	al Liason N	u	
Type of Facilit	y (Circle One)						
SNF	Acute Care	Hospice	Hospital	Other			
	very pleased wit	h the overall I	evel of custo	mer service provid	ed by		
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
5	4	3	2	1			
2. Actions takes	n by AMR persor	nnel are clearl	y explained t	o 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	$\binom{1}{4}$	3	2	1				
7. Overall, AMR sta	aff members	are very respor	sive to our	needs				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	4	3	2	1				
8. We would use A	MR ambular	nce service(s) aç	gain					
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	(4)	3	2	1				
9. Additional Comments: Great working relationship								
with Am	R ma	nacquer	t on	issues				
with AMR management on issues								
	<u>.</u>							
		<u></u>						



Customer Name _	The Gro	sve			
Employee Name	Monica F	ierro	Title	LYN	
Date of Visit _5	-31-18	157	DO PI	none	
Type of Facility	(Circle One)				
SNF	Acute Care	Hospice	Hospital	Other	
=	very pleased with dical Response	the overall	level of custon	ner service provided	d by
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	
2. Actions taken	by AMR person	nel are clear	ly explained to	hospital staff.	
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	(3)	2	1	
3. I would refer A	AMR ambulance	to my family	or friends.		
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
5	4	3	2	1	

4.	4. The overall quality of care provided by Alvik is excellent.						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
	5	4	3	2	1		
5.	AMR field crew	s have a clea	n well-groomed	and profess	sional appearance.		
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
	5	4	3	2	1		
6.	AMR field crew achieve a comr		te openly and w	ork well with	n facility employees to		
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
	5	4	3	2	1		
7.	Overall, AMR s	taff members	are very respo	nsive to our	needs		
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
	(5)	4	3	2	1		
8.	We would use	AMR ambular	ce service(s) a	gain			
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree		
	5	4	3	2	1		
9.	. Additional Con	nments:		_			
	1.						
	-	-					

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Employee Name	Valencia Gilda- 5-31-13		Title		Inder Sol		
	ity (Circle One)						
SNF	Acute Care	Hospice	Hospital	Other			
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 take	en by AMR persor	nnel are clearl	y 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 achieve a comm		e openly and v	vork well with	n facility employees to				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	4	3	2	1				
7. Overall, AMR s	taff members	are very respo	nsive to our	needs				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	4	3	2	1				
8. We would use A	AMR ambulan	ce service(s) a	gain					
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	4	3	2	1				
9. Additional Comments:								
	2-T) V2							
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Customer Name Villa Health Care Corter Employee Name Susana Vicira Title Charge Nuvse							
Employee Name	<u>Susano</u>	Vicira	Title	Charge Nuvse			
Date of Visit	-31-18	1350	Phor	•			
Type of Facility ((Circle One)						
(SNF)	Acute Care	Hospice	Hospital	Other			
Our facility is ve American Medic	• •		vel of custon	ner service provided by			
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
5	4	3	2	1			
2. Actions taken t	y AMR perso	onnel 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 achieve a comm		te openly and w	ork well with	n facility employees to				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
(5)	4	3	2	1				
7. Overall, AMR s	taff members	are very respoi	nsive to our	needs				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	4	3	2	1				
8. We would use A	AMR ambular	ice service(s) a	gain					
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree				
5	4	3	2	1				
9. Additional Con	9. Additional Comments:							
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