



"Quality is meeting our customers' needs at all times and striving to exceed them whenever possible."

Year End 2024 EMS Survey Responses

Total Transports for the Period 01/01/24 – 12/31/24: **587**

Total Survey Responses Returned: **46**

Survey Participation for the Period: **8%**

Average Patient Age for the Period: **75+**

(NOTE: NA - Not answered or not applicable)

911 Emergency Call / Transport			
3	Cardiac	2	Hypertension
3	Respiratory	2	Stroke
5	Orthopedic Injury (Falls, etc.)	2	Seizure
1	Allergic Reaction	23	Other (flu, abdominal, etc.)
1	Diabetic	4	No answer

Call to 911	Outstanding	Excellent	Average	Fair	Poor
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1. The 911 call was handled in a prompt, courteous and competent manner:	33 – 87%	5 – 13%			8 – N/A
2. The 911 instructions given prior to arrival of the paramedics:	27 – 73%	9 – 24%	1 – 3%		9 – N/A

The Paramedic Crew	Outstanding	Excellent	Average	Fair	Poor
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1. The paramedic crew arrived in a timely manner:	39 – 91%	4 – 9%			3 – N/A
2. The paramedic crew acted in a concerned and caring manner:	44 – 96%	2 – 4%			
3. The paramedic crew's competency and skill level was:	37 – 81%	8 – 17%	1- 2%		
4. The paramedic crew clearly explained the the procedures they performed:	37 – 82%	8 – 18%			1 – N/A
5. The paramedic crew showed concern for my privacy:	39 – 87%	6 – 13%			1 – N/A
6. The paramedic crew and equipment presented in a professional manner:	40 – 87%	6- 13%			

Treatment of Injuries	Outstanding	Excellent	Average	Fair	Poor
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1. The methods used by the paramedics to splint or stabilize your injury was:	28 - 90%	3 - 10%			15– N/A
2. The methods used by the paramedics to move you were:	35 – 85%	5- 12%	1- 3%		5- N/A
3. The ride to the hospital was:	33- 89%	3- 8%	1- 3%		9-NA

Pain and/or Shortness of Breath

Our goal is to reduce or eliminate your pain/discomfort or shortness of breath. In an effort to assess how well we did, please select one of the following:

- 15 - My pain and/or shortness of breath was reduced.
- 14 - My pain and/or shortness of breath remained the same.
- 1 - My pain and/or shortness of breath increased
- 16 - No answer/Not Applicable

Overall Quality	Outstanding	Excellent	Average	Fair	Poor
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How would you rate the

OVERALL QUALITY OF CARE: 42 – 91% 4 – 9%

Patient Comments:

“The paramedics were very professional and caring. I believe they help save my life! Thank you.”

“I am fortunate to have such competent EMTs in the area at the time I needed them. Outstanding!”

“They saved my husband’s life.”

“I want you to know what gems we have here on Longboat Key when you need to call for help. I have only positive things to say about the competence and professionalism of men and women who came to our home. They were efficient, kind, patient, and caring. The moment they came through our door, I felt comfort and relief.”

“Thank you for saving my life by sending me to the hospital quickly. I had a triple bypass.”

“I am so thankful for your team of paramedics. The care my husband received was wonderful. Thank you so much to your team of knowledgeable men! They were great.”

“Thanks for the quick response of the First Aid

Squad.” “Paramedics were outstanding.”

“In both cases, the Longboat Key crew were outstanding, courteous, efficient, and informative.”

“They saved my husband’s life.”

“I was suffering from a close to diabetic coma situation, so I did not make a 911 call. I was found by people who made a call. However, what I do remember, as fuzzy as it is, is I got excellent service and treatment to the hospital.”

“They did a great job!”

“The paramedics on scene did a fantastic job! Wonderful, professional, and very compassionate!”

“We appreciate the great work that you do!”

“I am fortunate to have such competent EMT’s in the area at the time I needed them. Outstanding!”

“The paramedics were very calm and reassuring. Calmed me down. Extremely professional.”

“The paramedics are always so helpful & efficient & we are so grateful for them all!”

“Professional, thorough.”

“The entire process was very positive. Thank you!”

“Will is absolutely one of my newest heroes! The entire team was incredible!”

“My situation improved on the way to the hospital due to the paramedics reassuring me.”