

9-1-1 Nurse Triage Patient Satisfaction

Through November 2017

Please rate (2) the following: (N=297)	Score
The 9-1-1 call taking process	4.55
How the nurse handled call	4.70
Do you feel the nurse understood your medical Issue	4.49
The alternate transportation provided	3.93

Did Speaking with the Nurse Help? (N=273)

Yes	91.2%
No	8.8%

Did Disposition Save Time and Money? (N=246)

Yes	90.9%
No	9.1%

Notes:

1. Rating scale 1 - 5 with 5 most satisfied.

Selected Comments:

"Nurse helped calm the anxiety down, and made everything more calming."

"Great people at medstar."

"Very great service."

Pt was very happy that CCP came to home and states she was able to go to PCP the next day.

She states that CCP went above and beyond and she was very happy with services.

"They took care of me real well."

Caller reports being very satisfied with her sisters services.

"I appreciate the service, and thought everything was handled really well."

States "everything was perfect and lady was very nice."

"the whole process was very helpful to me and I appreciated it very much."

