

Del Puerto Health Care District

Ambulance Report – April 2023

Paul Willette, Director of Ambulance Operations

Changed P1 for P94 (BLS) since that unit started in March – at least for a few days before the system ended it. BLS got us 5 more transports in March.

Saturday, April 22, WS was short a unit for 24. We had P93 for the day but couldn't find an EMT for the night. PDA transported 3 patients from the WS district.

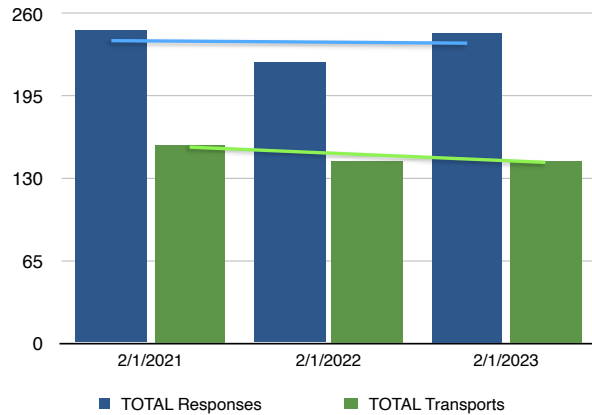
Other noteworthy items:

- PDA participated in the first-ever joint training for Active Shooter response at PHS on 4/13.
- Participating in the “Every 15 minutes” event at Patterson High School on April 25
- We will be visible at Love Patterson events this Saturday, 4/29.
- Ambulance participating in Safety Fair at the aquatic center on Saturday, May 6, 2:30 to 4:30.
- Ambulance participating in Safety themed booth at PHS on May 12, 11:00 to 13:30
- Also, I will be representing PDA and participating in the Fentanyl town hall on May 17 and 18 – possibly only one day, originally split to an English day and a Spanish day.
- Apricot Fiesta is fast approaching, June 3-5. We coordinate a safety plan with Patterson Fire and Patterson Police/Stanslaus Sheriff

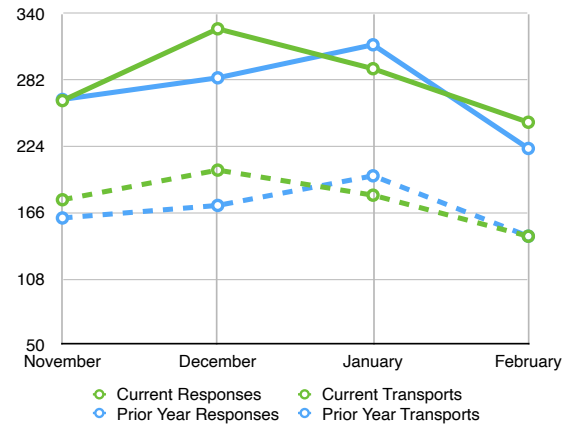
Patterson District Ambulance Response Report February 1, 2023 - February 28, 2023 Monthly Response Summary

	P91	P92	P93	P1	WS	AMR	PDA TOTALS	Other TOTALS	GRAND TOTALS
Responses	113	103	24	5	18	3	245	21	266
Transports	71	57	17	0	10	0	145	10	155
Transport %	62.83%	55.34%	70.83%		55.56%	0.00%	59.18%	47.62%	58.27%
Cancelled Response	0	0	0						
Adjusted Transport %	62.83%	55.34%	70.83%						

3 Year Data for Month



Response and Transport Data



Mutual Aid Responses

	Westside		AMR	
	Responses	Transports	Responses	Transports
INTO District	18	10	3	0
OUT of District	13	7	24	5

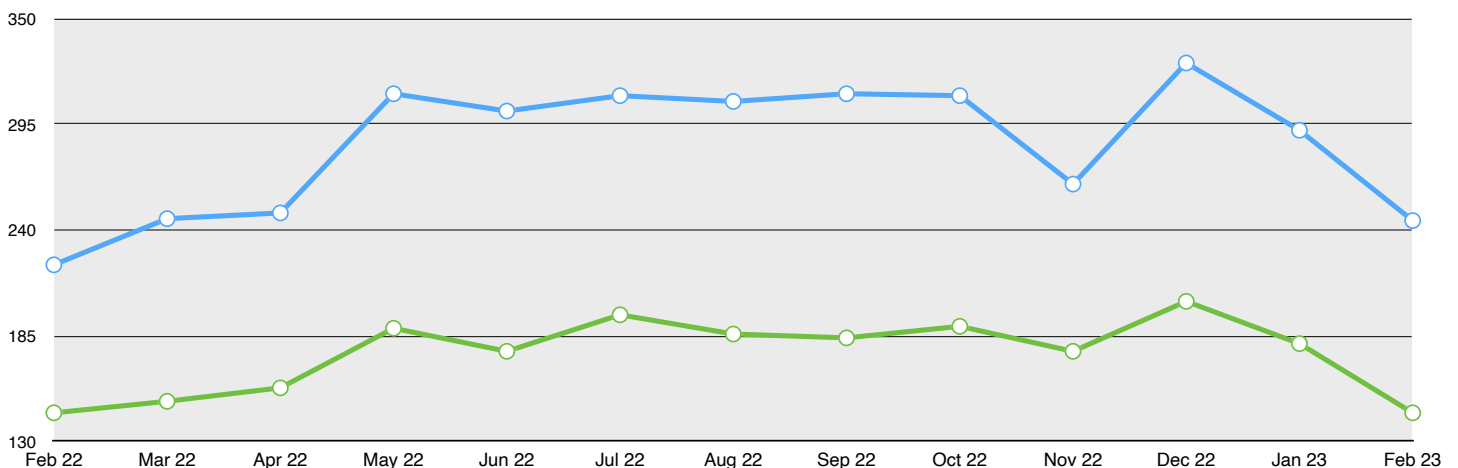
PDA In District Response %

Last Month %	This Month %	NET Change %
93.52%	91.85%	-1.67%

Rolling Compliance Periods - Snapshot on <Pending>

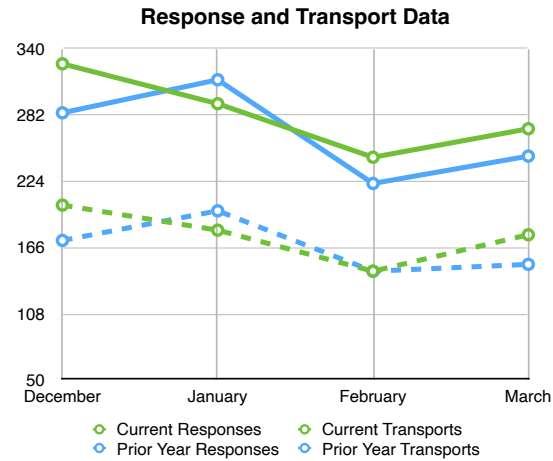
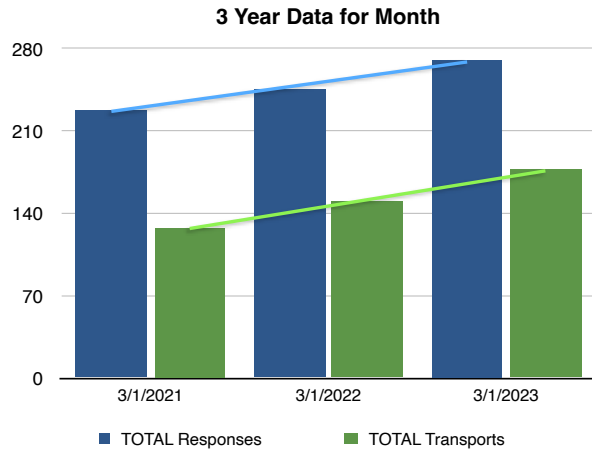
Urban		Suburban		Rural	
Code 3	Code 2	Code 3	Code 2	Code 3	Code 2
0%	0%	0%	0%	0%	0%

Rolling 12 Months - Responses / Transports



Patterson District Ambulance Response Report March 1, 2023 - March 31, 2023 Monthly Response Summary

	P91	P92	P93	P94	WS	AMR	PDA TOTALS	Other TOTALS	GRAND TOTALS
Responses	130	117	11	12	18	3	245	21	266
Transports	92	70	10	5	10	0	145	10	155
Transport %	70.77%	59.83%	90.91%	41.67%	55.56%	0.00%	59.18%	47.62%	58.27%
Cancelled Response	19	28	1	4					
Adjusted Transport %	82.88%	78.65%	100.00%	62.50%					



Mutual Aid Responses

	Westside		AMR	
	Responses	Transports	Responses	Transports
INTO District	18	10	3	0
OUT of District	13	7	24	5

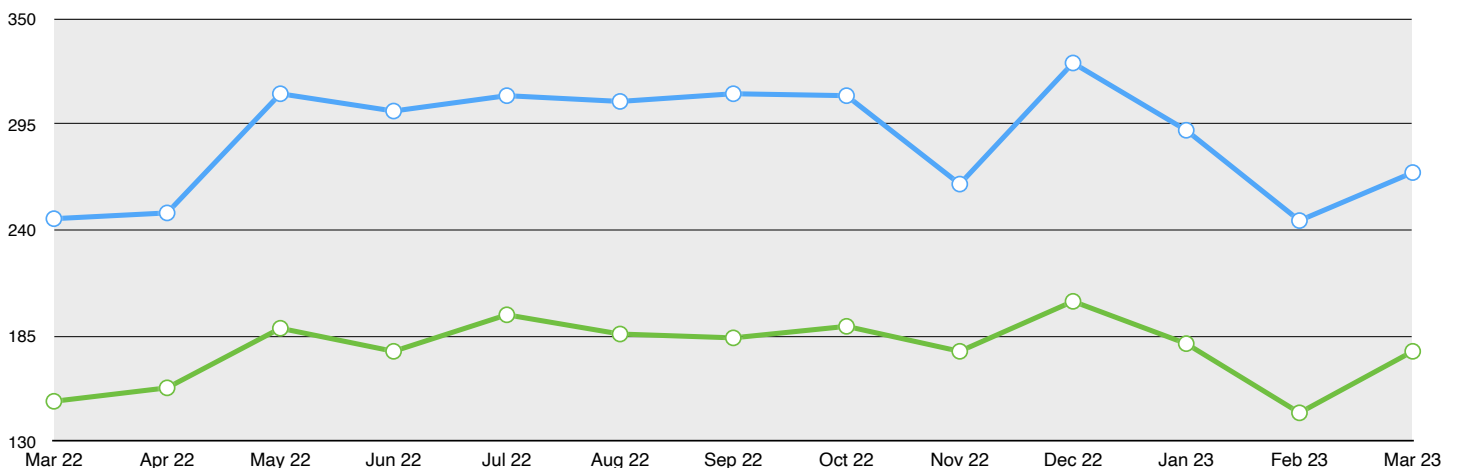
PDA In District Response %

Last Month %	This Month %	NET Change %
93.52%	93.75%	0.23%

Rolling Compliance Periods - Snapshot on <Pending>

Urban		Suburban		Rural	
Code 3	Code 2	Code 3	Code 2	Code 3	Code 2
0%	0%	0%	0%	0%	0%

Rolling 12 Months - Responses / Transports



Patterson District Ambulance

Patterson, CA
Client 9775



1515 Center Street
Lansing, MI 48096
(517) 318-3800
support@EMSSurveyTeam.com
www.EMSSurveyTeam.com

Patient Experience Report

January 1, 2023 to March 31, 2023

Your Score

96.53

Your Patients in this Report

24

Total Patients in this Report

17,440

Total EMS Organizations

221





Executive Summary

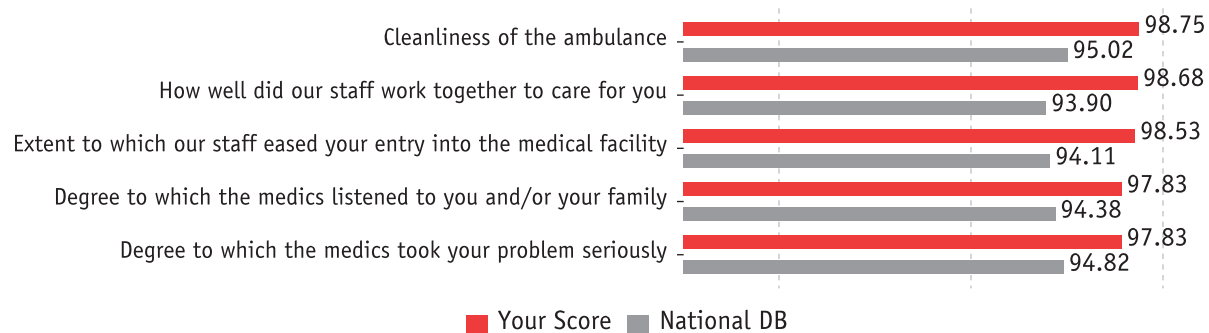
Your overall score for the time period selected is **96.53**. This is a difference of **2.63** from your previous period's score of **93.90**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **86.94%**.

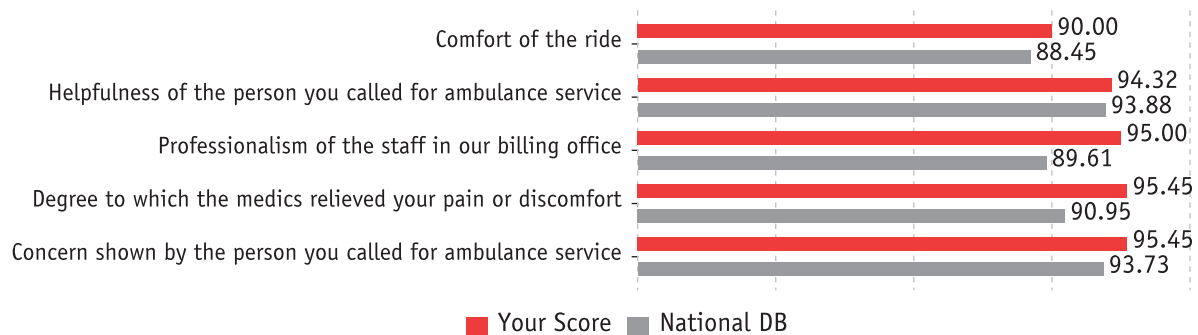
In addition, your rolling 12- month score of **93.88** is a difference of **0.90** from the national database score of **92.98**.

When compared to all organizations in the national database, your score of **93.88** is ranked **29th** and **20th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores



Patterson District Ambulance
January 1, 2023 to March 31, 2023



Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	94.32	0	96.12	94.83	95.14	95.24	90.04
Concern shown by the person you called for ambulance service	95.45	0	94.59	96.12	92.96	92.68	87.54
Extent to which you were told what to do until the ambulance	95.45	0	95.24	95.28	92.28	92.07	87.55
Extent to which the ambulance arrived in a timely manner	96.88	0	95.74	94.17	95.57	87.52	94.70
Cleanliness of the ambulance	98.75	0	97.50	94.55	95.59	94.91	95.31
Comfort of the ride	90.00	0	93.36	83.95	89.86	86.41	80.91
Skill of the person driving the ambulance	96.43	0	96.56	93.75	94.78	91.30	93.75
Care shown by the medics who arrived with the ambulance	96.74	0	97.21	93.89	95.78	94.32	94.70
Degree to which the medics took your problem seriously	97.83	0	97.81	92.94	96.01	94.32	96.21
Degree to which the medics listened to you and/or your family	97.83	0	96.89	93.89	94.18	93.18	95.16
Skill of the medics	97.73	0	97.11	92.88	95.89	94.19	93.94
Extent to which the medics kept you informed about your	97.73	0	96.14	92.69	94.29	92.86	93.33
Extent to which medics included you in the treatment decisions (if	96.25	0	96.21	93.77	92.86	91.89	92.59
Degree to which the medics relieved your pain or discomfort	95.45	0	93.02	91.67	90.34	89.66	91.67
Medics' concern for your privacy	96.43	0	96.47	92.52	93.94	92.44	93.18
Extent to which medics cared for you as a person	97.62	0	96.65	93.29	95.37	94.19	94.53
Professionalism of the staff in our billing office	95.00	0	94.76	94.17	93.55	84.21	83.82
Willingness of the staff in our billing office to address your needs	96.67	0	94.17	92.24	92.50	84.72	83.82
How well did our staff work together to care for you	98.68	0	98.06	95.67	95.63	92.39	91.94
Extent to which our staff eased your entry into the medical facility	98.53	0	97.40	95.19	95.90	91.48	92.74
Appropriateness of Emergency Medical Transportation treatment	96.05	0	97.45	94.61	96.09	91.28	92.97
Extent to which the services received were worth the fees charged	97.22	0	95.04	93.18	91.85	86.76	92.39
Overall rating of the care provided by our Emergency Medical	96.25	0	97.11	96.23	96.74	90.91	92.97
Likelihood of recommending this ambulance service to others	97.37	0	97.75	94.25	94.76	93.02	94.35
Overall score	96.53		96.30	93.59	94.36	91.70	92.08

Del Puerto Health Care District

Health Center Monthly Staff Meeting – April 11, 2023

HEDIS Measures	5 minutes	Dental Varnish new – June 2, 9-12 AM & New Gift cards from Health Net
EHR Update	10 minutes	Jackie: Staff Urgent Referral Process
Human Resources	3 minutes	Cheryle – Staff Suggestion box (discussion topics, observed patient care, more training needed) Arranging for computer skills training at Patterson Community Center, date to be determined will be evening with childcare and dinner provider, plus paid time.
Health Center Numbers	2 minutes (see email)	Prior Month's # visits: # referrals completed: # appointments made # no shows
Patient Care	2 minutes (see email)	<ul style="list-style-type: none"> Update on COVID vaccines Give reminder to all patients at end of visit "Please call 24 hours in advance to cancel your appointment if you can't make it)
eSchedule	5 minutes	Submit PTO requests to have time off (vacation, personal, or sick)
Safety	2 minutes	Vaccine administration safety: Keep up the good work! (Suzie asks four questions for staff prizes)
New Equipment	15 minutes	<ul style="list-style-type: none"> Jennifer – Lead Analyzer introduction: is very sensitive, must pass test for certification to use Tina - Spirometer Tina - Tympanogram
Recognition	5 minutes	<ul style="list-style-type: none"> March attendance – Five \$25 gift cards due to Tina, Yaneth, and ?? New award System – receive one or more raffle tickets for extraordinary contributions. Prize drawings from all tickets awarded to be done quarterly. There will be a survey Monkey for types of prizes.
Skills	2 minutes	Lab Duties Reminders – clean, weekly lab duty by wing (Yesenia recognition)
Community Events	7 minutes	Every 15 minutes – April 25 – HC may or may not be the "morgue" Apricot Fiesta June 3-4-5 – Staffing opportunity. Will be paid double time. See Tina to Schedule choices will be given in seniority order.
New Monthly Meeting Style	2 minutes	Second Tuesday of each month 7:30 – 8:00 MAs only 8:00 – 8:30 MAs and Providers combined 8:30 – 9:00 Providers only

Reporting > Practice NPS


January 1, 2022 - December 31, 2022

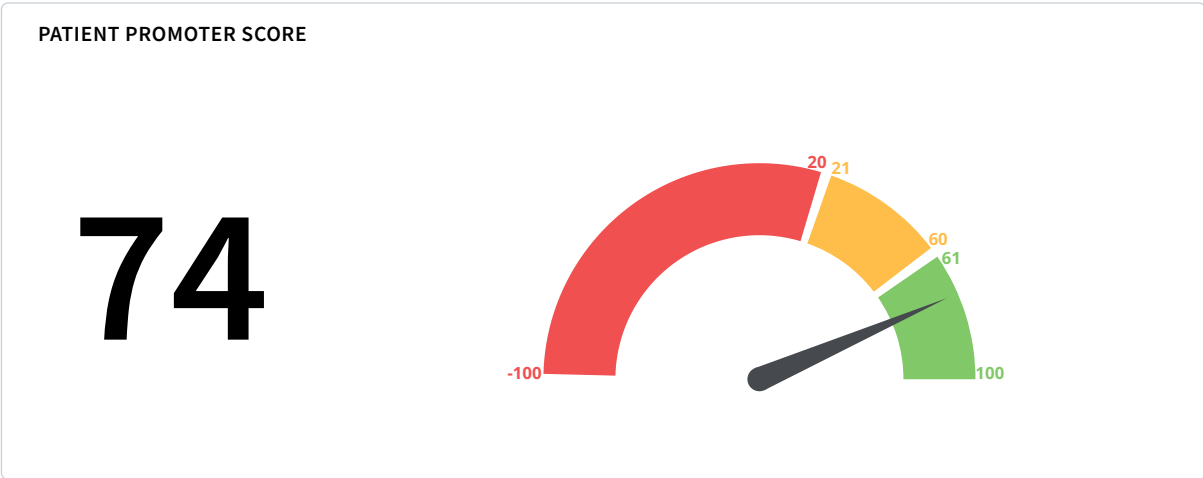
Check

- Home
- Messages
- Calendar
- Reports
- Settings

 **184 | 81.4%**
Promoters

 **25 | 11.1%**
Passives

 **17 | 7.5%**
Detractors



Surveys Delivered
1567

Responses 14%
226

Patient Feedback 6%
91


Email 42% Text 58%
94 **132**


Reporting > Practice NPS


March 1, 2023 - March 31, 2023

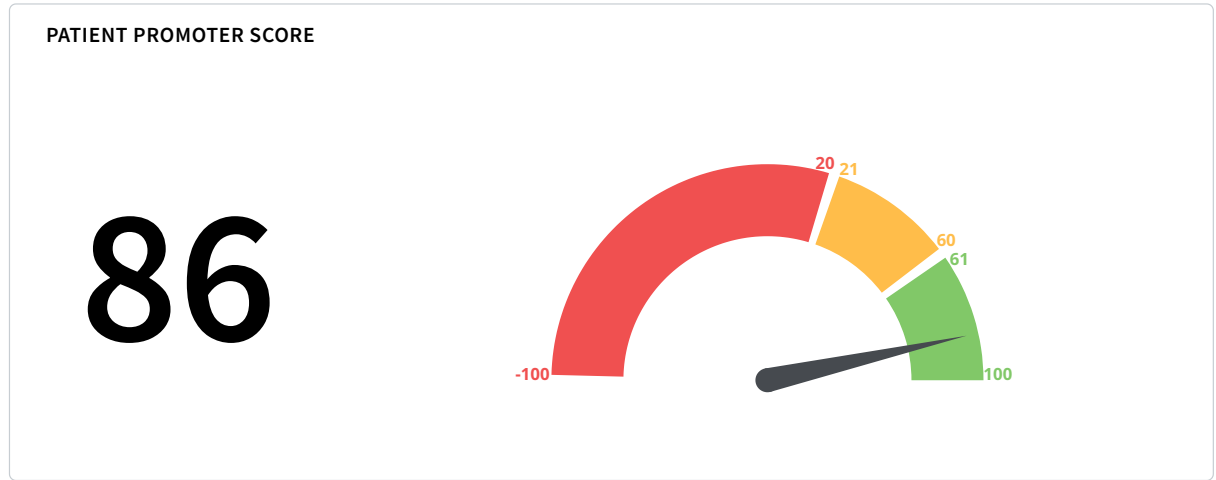
Check

- Home
- Messages
- Calendar
- Reports
- Settings

 **45 | 90%**
Promoters

 **3 | 6%**
Passives

 **2 | 4%**
Detractors



Surveys Delivered
379

Responses 13%
50

Patient Feedback 7%
28

Email 44% Text 56%
22 **28**

Del Puerto Health Center – April 2023 Net Promoter Comments

Appt Date	Respon ded	Rating	Feedback
04-03-2023	04-06-2023	0	All medical appointments have a cost. It's cost must be explained to the customer. Knowing the cost is how the customer makes his or her mind up. In my case you didn't do it. Know you send bills for \$ 229.00 dollars. You can't you that.
04-03-2023	04-04-2023	10	The staff at Del Puerto Health center was very friendly and treated my father with respect. Thank you
04-04-2023	04-09-2023	10	Good service overall great team that show you, that your health it is important for them I highly recommend it and appreciated their services thank you so much for been there when we. need you .
04-04-2023	04-05-2023	10	Son un excelente equipo estoy muy contenta de estar en esta clínica [They are an excellent team. I am very happy to be in this clinic.]
04-04-2023	04-05-2023	10	Every single person is very helpful. Love Dr Rodriguez
04-05-2023	04-09-2023	10	I have had the best experience at DPHC. I highly recommend them. Excellent staff, awesome Dr. I give them a 5 star rating!
04-05-2023	04-06-2023	10	Nice welcoming staff and doctor easy to talk to
04-06-2023	04-07-2023	10	I am so thankful this office works with me on scheduling. The girls in the front office are always so helpful and kind. For many years I've dealt with rude people who seemed as all

Del Puerto Health Center – April 2023 Net Promoter Comments

Appt Date	Respon ded	Rating	Feedback
			I was there for is the \$\$\$\$. The fact that they follow up with after visit notes, surveys, etc. And sending you your next appointment online that allows you to add it to your calendar is so awesome. I feel so important.
04-10-2023	04-11-2023	10	Staff, nurses and doctor Rodriquez are excellent. Very short waiting time.Doctor listens attentively to all your concerns and if he doesn't know the answer he will send you to a specialist to find our. Highly recommend!
04-10-2023	04-11-2023	10	Thank you
04-10-2023	04-11-2023	10	Write a web it's has name of the doctors,that specialist of them and seal it on the front door or waiting room.. Ad on the web.
04-10-2023	04-11-2023	10	Very good people
04-12-2023	04-13-2023	10	El Doctor Rodríguez fue muy amable, empático y siempre mantuvo interés en mi problema. Gracias [Doctor Rodríguez was very kind, empathetic and always interested in my problem. Thank you]
04-18-2023	04-19-2023	10	Dr. Rodriquez and his staff are very professional, honest, trustworthy, helpful, knowledgeable, efficient, and puts one at their ease as they provide excellent medical advice and care. I highly recommend them.



Demographic Report for March 2023

Our demographic report segments your results by gender and age based on the responses collected from patients during the past three months.

- **The Normal Score** column is the score of the provider/location if they are in the acceptable range of minimal deviation from the average score for the metric (providers are scored between the top 15% and bottom 15%).
- **The Critical and Warning** columns are scores that are in the **lowest 15%** and **lowest 8%** of all providers/locations in our Patient Experience Platform.
- **The Top Performers** column contains scores that are in the **top 15%** of all providers/locations in our system.
- **System Average** - This is the average rating for all providers/practices on the Patient Experience Platform. All responses for the metric are added and divided by the number of responses received to calculate the average rating.
- **Total Respondents** - The total number of responses collected from patients during the last three months for the specific provider or practice. If Total Respondents is less than five, the number will be in **red**.

Current patient experience research reveals that providers who receive the lowest scores on these key metrics are the most likely to be sued by patients. For every twenty point drop on a one hundred point patient satisfaction rating scale, the likelihood of being named in a malpractice suit increases by 22% (Fullam et al., Medical Care, 2009.)

Main Office						
Customer Service Index	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	94.25%	63	--	--	88.56%	--
Female Patients	94.07%	37	--	--	88.33%	--
Male Patients	94.59%	26	--	--	88.88%	--
Older Patients (>=60)	94.37%	33	--	--	87.15%	--
Younger Patients (<60)	94.04%	30	--	--	90%	--
Practice Operations Index	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	91.87%	63	--	--	85.87%	--
Female Patients	91.73%	37	--	--	84.55%	--
Male Patients	92.2%	26	--	--	87.74%	--
Older Patients (>=60)	92.07%	33	--	--	85.06%	--
Younger Patients (<60)	91.54%	30	--	--	86.71%	--
Would Recommend Practice	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	95.4%	63	--	--	89.21%	--
Female Patients	95.33%	37	--	--	85.95%	--
Male Patients	95.54%	26	--	--	93.85%	--
Older Patients (>=60)	96.1%	33	--	--	88.79%	--
Younger Patients (<60)	94.26%	30	--	--	89.67%	--
JOSE M RODRIGUEZ, MD						
Provider Communication Index	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	95.11%	43	--	--	85.1%	--
Female Patients	94.8%	24	--	80.99%	--	--
Male Patients	95.59%	19	--	--	90.15%	--
Older Patients (>=60)	95.47%	29	--	--	84.77%	--
Younger Patients (<60)	94.53%	14	--	--	85.77%	--
Provider Satisfaction Rating	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	96.2%	43	--	--	85.58%	--

Female Patients	96.06%	24	77.08%	--	Handout D - Dept Reports	--
Male Patients	96.42%	19	--	--	96.32%	--
Older Patients (>=60)	96.8%	29	--	86.21%	--	--
Younger Patients (<60)	95.24%	14	--	--	84.29%	--
Would Recommend Provider	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	96.23%	43	--	--	84.19%	--
Female Patients	96.06%	24	75%	--	--	--
Male Patients	96.49%	19	--	--	95.79%	--
Older Patients (>=60)	96.91%	29	--	84.48%	--	--
Younger Patients (<60)	95.13%	14	--	--	83.57%	--

Rajdeep Singh, FNP

Provider Communication Index	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	95.11%	18	--	--	92.62%	--
Female Patients	94.8%	12	--	--	96%	--
Male Patients	95.59%	6	--	--	86.19%	--
Older Patients (>=60)	95.47%	4	--	--	99.26%	--
Younger Patients (<60)	94.53%	14	--	--	90.74%	--
Provider Satisfaction Rating	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	96.2%	18	--	--	96.11%	--
Female Patients	96.06%	12	--	--	97.5%	--
Male Patients	96.42%	6	--	--	93.33%	--
Older Patients (>=60)	96.8%	4	--	--	--	100%
Younger Patients (<60)	95.24%	14	--	--	95%	--
Would Recommend Provider	System Average	Total Respondents	Critical	Warning	Normal Score	Top Performers
Overall	96.23%	18	--	--	95%	--
Female Patients	96.06%	12	--	--	95.83%	--
Male Patients	96.49%	6	--	--	93.33%	--
Older Patients (>=60)	96.91%	4	--	--	--	100%
Younger Patients (<60)	95.13%	14	--	--	93.57%	--

[VISIT YOUR DASHBOARD](#)

100 N. Queen St., Ste. 300, Lancaster, PA 17603

You have received this message because you are set up to receive your patient experience results via email.

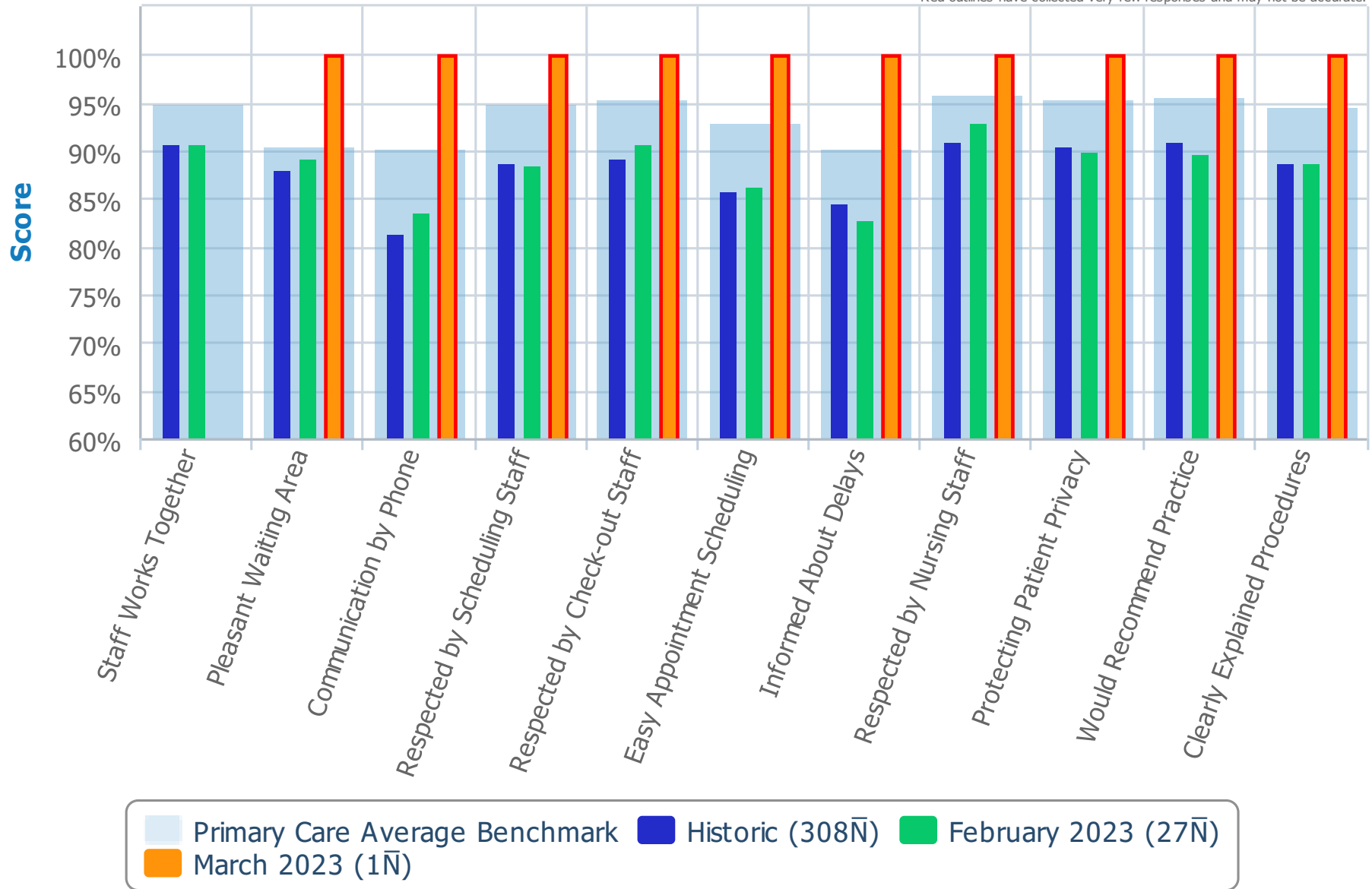
[Privacy Policy](#) | [Terms of Use](#)



medstatix

CA - Del Puerto Health Care District

Red outlines have collected very few responses and may not be accurate.

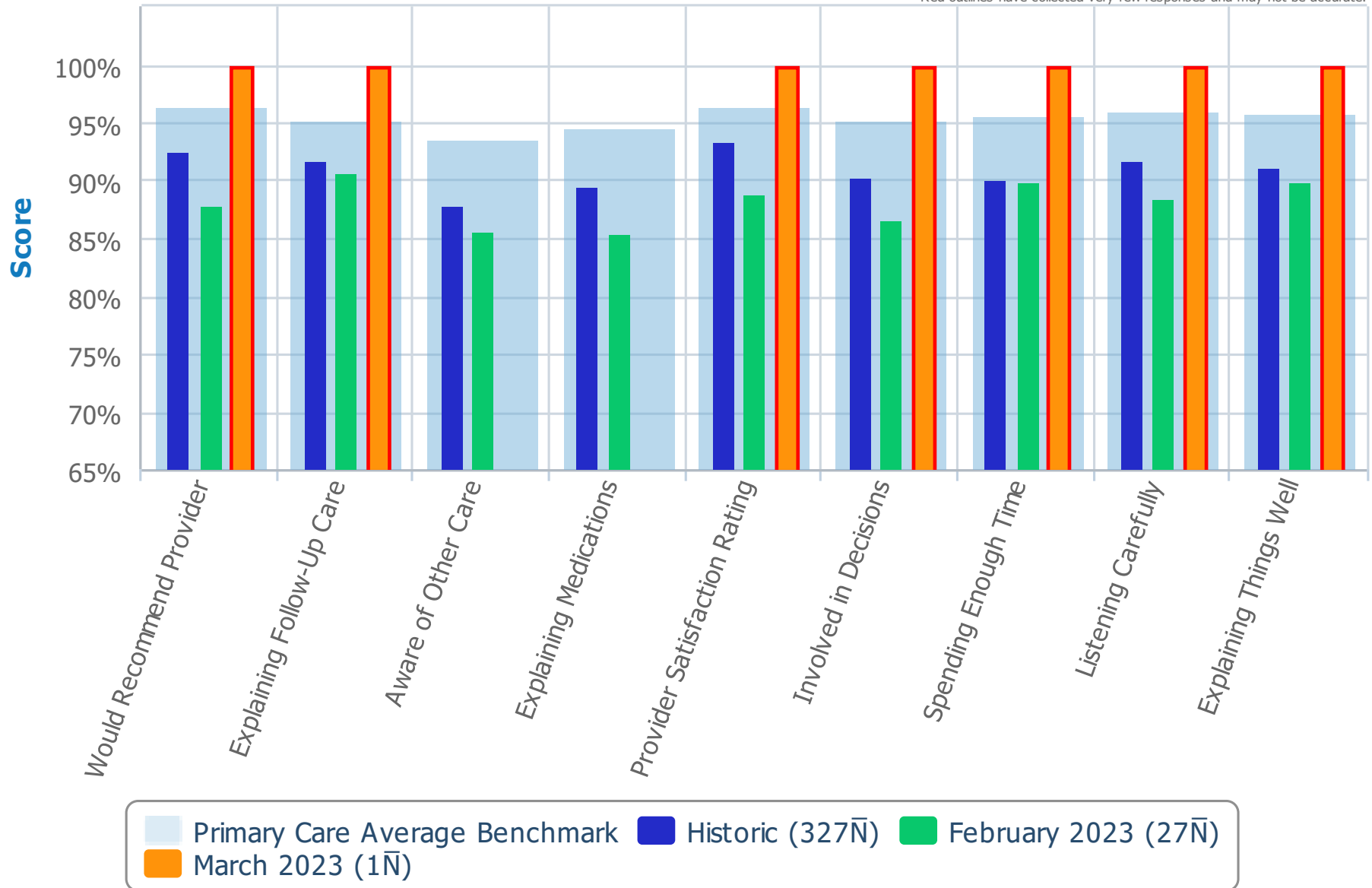




medstatix

CA - Del Puerto Health Care District

Red outlines have collected very few responses and may not be accurate.



Del Puerto Health Care District

Chief Executive Report – April 24, 2023

Karin Freese

Financial Summary Report in Board Packet

- Current cash assets are \$3.6 million, accounts receivable are \$752,000, and current liabilities (i.e., payroll, paid time off, accounts payable) total \$409,000.
- Net Income for the fiscal year as of March 31, 2023, is \$1.06 million
- Year-to-date revenue is 22% higher than in the same period last year.

Health Center

- We have revamped our monthly staff and provider meetings to a single day (the second Tuesday of each) Suzie has recognized an overlap in the information presented to the staff and providers, resulting in duplicated efforts. To avoid this, it's suggested that the staff and provider meetings occur on the same day, with separate sessions for each group and a joint presentation. The proposed schedule for the day: 7:30 to 8:00 AM: The hourly staff will have their meeting; 8:00 to 8:30 AM: The providers will join the medical assistants for a combined session; 8:30 to 9:00 AM: The providers will have a meeting while the medical assistants prepare the first set of patients.

Ambulance

- Paul is on vacation for the last half of March. Chantale is doing a phenomenal job as the acting chief.
- Stars of Life was very successful. Mayor Mike Clauzel attended on Wednesday morning and arranged for our team to visit the capital with Senator Alvarado-Gill and Assemblymember Alanis.

Legislation/Advocacy

- ACHD Legislative Days are April 26 & 27, 2023 in Sacramento
- CSDA Legislative Days are May 16 & 17, 2023 in Sacramento

Community:

- (Please see the ambulance report for a list of the April – June activities that the district will engage.)

Strategic Planning

- Successful strategic planning session held April 22, in which the following priorities were established. Each Board meeting will be focused on Strategic Planning, Tactics, and Results

Clinic	Provide patient care beyond Medi-Cal
Clinic	Increase Mental Health (outpatient) services
Community	Use the Foundation
Community	Engage Patterson students in health care careers
Community	Increase Community interest in Board 7 District Awareness
District	Become an employer of choice
District	Engage government more
District	Thru leadership & partnerships make things happen in health care