

**FLOYD COUNTY EMS ADVISORY COMMITTEE OF FLOYD COUNTY,  
INDIANA TO ESTABLISH A POLICY FOR PROMPT RESOLUTION OF  
PATIENT SATISFACTION SURVEY DATA.**

**WHEREAS**, a survey is taken by a patient(s) or care taker of a patient(s) regarding EMS service provided by the primary care provider within Floyd County.

**WHEREAS**, this survey is made public on the Floyd County Government website to the general public for their feedback on services provided and rendered by the EMS provider

**WHEREAS**, the purpose is to establish a process for prompt resolution of patient survey concerns or pathway of positive comments to the EMS staff and their supervisors.

**NOW, THEREFORE BE IT RESOLVED BY THE FLOYD COUNTY EMS ADVISORY COMMITTEE  
FLOYD COUNTY, INDIANA AS FOLLOWS:**

1. Positive comments are forwarded to the primary EMS care provider within 30 days of receiving the survey.
2. Complaints regarding the quality of patient care will be screened by a member of the Floyd County EMS Advisory Committee. Once initial contact has been made, the survey will be forwarded to the Medical Director where they will have 30 days to review/audit the survey. In the absence of a county medical director, the Contractor's Medical Director is tasked with assuring compliance of the care delivered with the EMS provider's system established clinical care guidelines. The Contractor's Medical Director shall share the results of the review/audit with the FCEMSAC, in writing, within 30 days of receipt of the patient care complaint. If more time is needed to resolve the matter, the Medical Director shall provide a written notice to the FCEMSAC. The FCEMSAC and Contractor must maintain the confidentiality of the medical audit process.
3. If a patient's attorney makes a complaint, all communications must go through the county attorney. Unless a lawsuit has been filed, the FCEMSAC, with input from the county attorney, will handle the investigation and communications of complaints.
4. If the FCEMSAC is unable to resolve an issue from the patient's survey, the issue will be forwarded to the Floyd County Commissioners.

Adopted by the Floyd County EMS Advisory Committee on \_\_\_\_\_, 2022.

EMS ADVISORY BOARD MEMBERS,  
COUNTY OF FLOYD

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Nathan Berger, MD

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John Schellenberger, Commissioner

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Gary Kleeman, Paramedic

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Brian Durham, Paramedic

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Scot White, EMS/Nurse

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Jeremy Klein, Fire Chief

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,911 Dispatch Center

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, Medical Director

ATTEST: \_\_\_\_\_