



Snohomish County FIRE DISTRICT 7

Earning Trust Through Action

FOR IMMEDIATE RELEASE

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Fire District 7 paramedic recognized during Patient Experience Week



Firefighter/paramedic Corey Wenzel recognized during Patient Experience Week.

[Monroe, WA] - In an effort to seek feedback and improve patient experiences, Snohomish County Fire District 7 started using a third party service called EMS Survey Team in 2015. Recently, they did a deep dive into their data to compare numerous elements of patient care. The results from their data ranked Fire District 7 in the top 25 over all agencies for patient experience, with a customer satisfaction score of 95.87 percent.

Furthermore, The EMS Survey Team compared EMS providers across the top 25 agencies and identified the top providers in each agency. All of the top providers from Fire District 7 had above a 98% patient experience score.

Each year organizations recognize the global efforts of EMS providers who are dedicated to improving the patient experience through celebrating them during Patient Experience Week, April 23 – April 27, 2018. Fire District 7's top EMS provider, firefighter/paramedic Corey Wenzel, was chosen to be featured during Patient Experience Week.

Corey Wenzel has been serving the citizens of Fire District 7 since 2007 and is currently serving at Station 76 in Mill Creek. He says that in stressful situations, it is important to have a positive attitude to help him provide the best patient care.

"I get to help people in their most stressful situations," says Wenzel. "I feel that by asking questions and learning about their lives, I am able to relieve their stress by taking their mind off of the emergency."

One of Fire District 7's values is to provide compassion and service through caring for people in their most challenging circumstances. Fire District 7 is grateful to have personnel like Corey who put these values into action. We are not here for ourselves, but for the communities we serve.

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Snohomish County Fire District 7 provides fire and life safety services to over 116,000 people over 98.5 square miles in central and east Snohomish County, including the communities of Clearview, Maltby, Mill Creek and Monroe. In 2017 our emergency personnel responded to over 11,500 emergency calls. Through taxpayer support, Fire District 7 has built the most advanced emergency response system in Snohomish County with highly-trained personnel, facilities, apparatus, and rescue programs. We appreciate your support and are grateful for the opportunity to serve your community.

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