

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



*Assess Your Vitals*

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## EMS System Report

January 1, 2016 to January 31, 2016

Your Score

**89.80**

Number of Your Patients in this Report

**125**

Number of Patients in this Report

**5,725**

Number of Transport Services in All EMS DB

**108**





## Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2016** and **01/31/2016**.

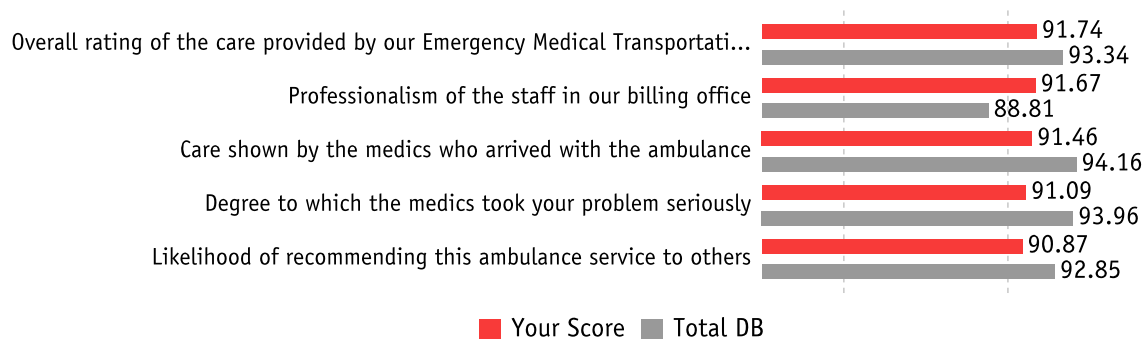
The overall mean score for the standard questions was **89.80**; this is a difference of **-2.52** points from the overall EMS database score of **92.32**.

The current score of **89.80** is a change of **-0.06** points from last period's score of **89.86**. This was the **63rd** highest overall score for all companies in the database.

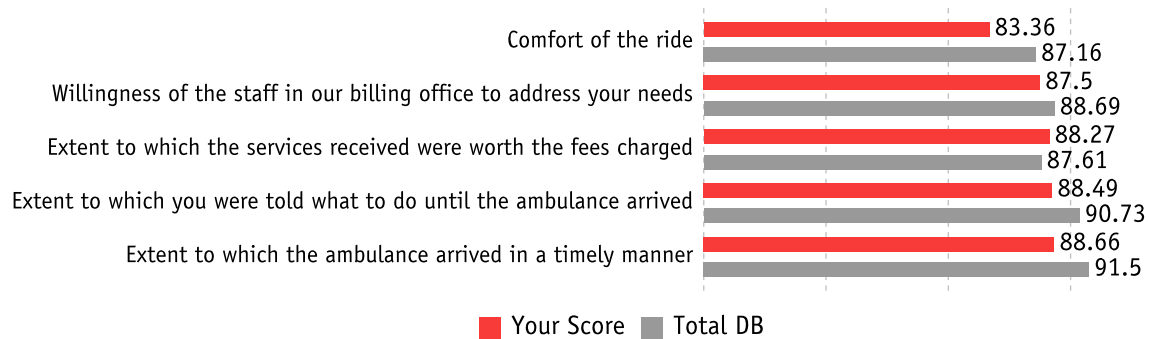
You are ranked **17th** for comparably sized companies in the system.

**61.86%** of responses to standard questions had a rating of Very Good, the highest rating. **99.61%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

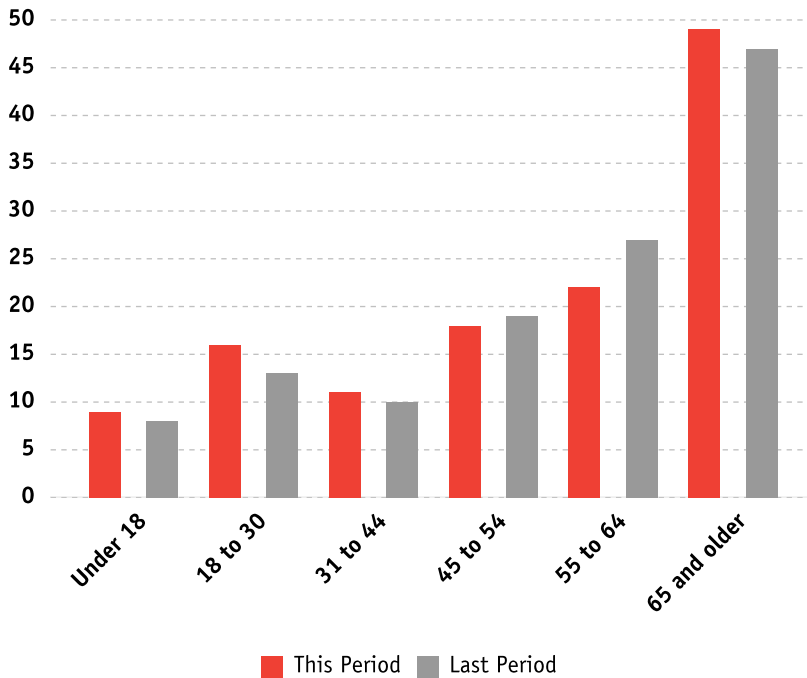




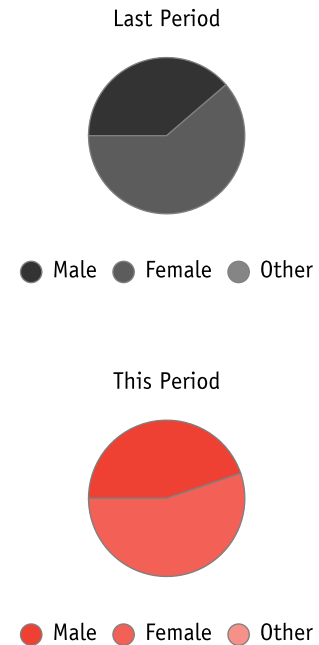
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	8	6	2	0	9	3	6	0
18 to 30	13	3	10	0	16	9	7	0
31 to 44	10	4	6	0	11	4	7	0
45 to 54	19	9	10	0	18	9	9	0
55 to 64	27	11	16	0	22	12	10	0
65 and older	47	15	32	0	49	19	30	0
<b>Total</b>	<b>124</b>	<b>48</b>	<b>76</b>	<b>0</b>	<b>125</b>	<b>56</b>	<b>69</b>	<b>0</b>

### Age Ranges



### Gender





### Dispatch Analysis

This analysis details the section results that concern dispatcher operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



### Overall Section Score





### Ambulance Analysis

This analysis details the section results that concern ambulance operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



**Overall Section Score**





### Medic Analysis

This analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





### Medic Analysis

This analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



### Overall Section Score





### Billing Staff Assessment Analysis

This analysis details the section results that concern office operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Professionalism of the staff in our billing office



Willingness of the staff in our billing office to address your needs



**Overall Section Score**







### Overall Assessment Analysis

This analysis details the section results that concern assessment of operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



### Overall Section Score





### Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

#### Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	93.75	-5.08	88.67	92.41
Concern shown by the person you called for ambulance service	92.50	-3.61	88.89	92.44
Extent to which you were told what to do until the ambulance arrived	93.10	-4.61	88.49	90.73

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	89.10	-0.44	88.66	91.50
Cleanliness of the ambulance	90.49	-0.35	90.14	93.63
Comfort of the ride	82.74	0.62	83.36	87.16
Skill of the person driving the ambulance	89.39	-0.10	89.29	93.11

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	92.73	-1.27	91.46	94.16
Degree to which the medics took your problem seriously	89.14	1.95	91.09	93.96
Degree to which the medics listened to you and/or your family	89.36	1.29	90.65	93.57
Skill of the medics	91.84	-1.03	90.81	94.00
Extent to which the medics kept you informed about your treatment	88.92	0.95	89.87	92.35
Extent to which medics included you in the treatment decisions (if applicable)	89.33	1.44	90.77	92.43
Degree to which the medics relieved your pain or discomfort	85.74	3.98	89.72	90.80
Medics' concern for your privacy	92.05	-2.41	89.64	92.86
Extent to which medics cared for you as a person	93.21	-2.83	90.38	94.02

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	77.17	14.50	91.67	88.81
Willingness of the staff in our billing office to address your needs	77.36	10.14	87.50	88.69



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	92.86	-2.34	90.52	93.29
Extent to which our staff eased your entry into the medical facility	89.63	0.28	89.91	93.41
Appropriateness of Emergency Medical Transportation treatment	88.13	1.96	90.09	93.37
Extent to which the services received were worth the fees charged	83.95	4.32	88.27	87.61
Overall rating of the care provided by our Emergency Medical Transportation	92.80	-1.06	91.74	93.34
Likelihood of recommending this ambulance service to others	90.97	-0.10	90.87	92.85



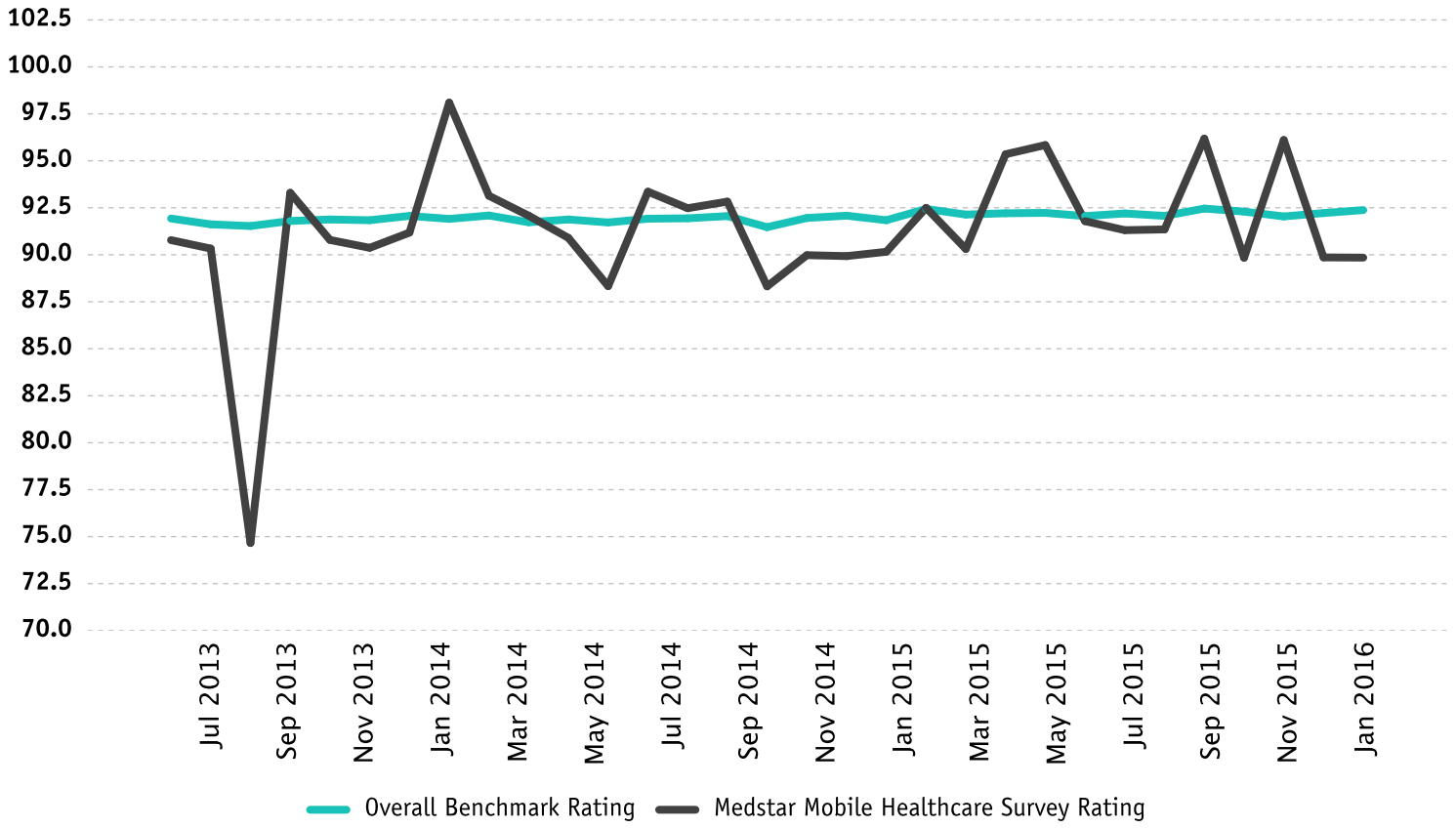
### Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016
Helpfulness of the person you called for ambulance service	89.69	93.75	93.33	94.64	94.14	93.40	88.25	93.24	96.62	89.80	95.83	93.75	88.67
Concern shown by the person you called for ambulance service	90.17	94.18	94.92	95.09	93.38	94.12	90.93	92.36	96.88	90.00	95.42	92.50	88.89
Extent to which you were told what to do until the ambulance	88.61	91.93	92.41	89.70	91.29	93.14	89.70	93.38	96.58	88.95	96.48	93.10	88.49
Extent to which the ambulance arrived in a timely manner	92.37	91.87	91.18	96.14	97.11	90.32	89.86	90.45	95.45	88.65	95.55	89.10	88.66
Cleanliness of the ambulance	94.07	94.85	94.64	97.92	97.63	93.97	92.94	93.13	96.23	91.28	95.30	90.49	90.14
Comfort of the ride	85.50	85.40	85.99	93.99	94.91	83.83	88.22	86.94	92.74	84.91	92.95	82.74	83.36
Skill of the person driving the ambulance	91.31	91.89	92.14	95.40	96.85	88.62	92.56	89.44	94.87	87.83	96.12	89.39	89.29
Care shown by the medics who arrived with the ambulance	91.50	94.67	90.26	95.45	95.96	93.52	91.59	92.76	96.46	91.60	96.34	92.73	91.46
Degree to which the medics took your problem seriously	92.58	94.02	92.87	96.24	95.54	92.89	92.87	91.29	97.20	91.20	97.07	89.14	91.09
Degree to which the medics listened to you and/or your family	91.32	94.50	92.03	95.65	95.65	91.67	92.86	91.99	96.52	89.96	97.05	89.36	90.65
Skill of the medics	92.14	95.55	93.08	96.21	96.33	92.96	91.77	90.40	96.40	91.06	95.09	91.84	90.81
Extent to which the medics kept you informed about your	88.32	92.85	88.38	96.01	95.39	91.40	92.86	90.01	97.37	90.19	96.85	88.92	89.87
Extent to which medics included you in the treatment decisions	88.66	91.87	88.21	95.81	95.32	92.13	91.22	93.49	97.64	89.32	97.45	89.33	90.77
Degree to which the medics relieved your pain or discomfort	86.23	87.27	81.78	91.14	94.21	89.94	88.65	88.11	95.91	87.65	96.36	85.74	89.72
Medics' concern for your privacy	91.40	94.23	91.08	96.83	96.66	94.19	92.00	92.16	96.03	91.02	96.50	92.05	89.64
Extent to which medics cared for you as a person	91.64	94.63	90.58	96.44	96.48	92.66	93.17	92.24	96.46	91.68	96.30	93.21	90.38
Professionalism of the staff in our billing office	84.00	88.24	76.80	93.75	92.86	84.21	92.86	90.63	100.00	87.50	100.00	77.17	91.67
Willingness of the staff in our billing office to address your	83.64	86.67	71.57	90.63	85.71	85.71	86.54	90.63	100.00	92.31	100.00	77.36	87.50
How well did our staff work together to care for you	92.87	93.63	91.19	95.41	96.34	93.57	90.98	93.21	96.58	91.67	95.83	92.86	90.52
Extent to which our staff eased your entry into the medical	91.30	92.18	89.74	95.36	96.74	91.39	90.82	92.65	96.46	90.14	96.12	89.63	89.91
Appropriateness of Emergency Medical Transportation treatment	91.34	92.43	91.60	97.18	98.35	93.10	91.58	92.69	96.62	91.00	96.65	88.13	90.09
Extent to which the services received were worth the fees	85.34	87.76	87.09	88.97	93.93	85.59	87.73	89.66	94.71	82.72	97.02	83.95	88.27
Overall rating of the care provided by our Emergency Medical	91.73	92.99	90.05	96.20	96.49	93.76	91.59	92.35	97.75	92.50	96.28	92.80	91.74
Likelihood of recommending this ambulance service to others	90.62	92.85	91.54	95.90	96.47	94.60	93.41	90.06	94.54	90.01	96.09	90.97	90.87
Your Master Score	90.16	92.50	90.31	95.35	95.84	91.79	91.31	91.35	96.18	89.84	96.11	89.86	89.80
Your Total Responses	205	147	125	126	124	124	124	126	125	126	123	124	125



Monthly tracking of Overall Survey Score





**Key Drivers** — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Willingness of the staff in our billing office to address your needs	87.50	.992077096
Skill of the medics	90.81	.961241436
Degree to which the medics listened to you and/or your family	90.65	.961221735
Degree to which the medics relieved your pain or discomfort	89.72	.958628859
Degree to which the medics took your problem seriously	91.09	.954417367
Extent to which the medics kept you informed about your treatment	89.87	.948340847
Care shown by the medics who arrived with the ambulance	91.46	.942450037
Extent to which medics cared for you as a person	90.38	.938250553
Medics' concern for your privacy	89.64	.93708567
Appropriateness of Emergency Medical Transportation treatment	90.09	.925442684
Overall rating of the care provided by our Emergency Medical Transportation service	91.74	.924881281
Extent to which medics included you in the treatment decisions (if applicable)	90.77	.924217189
Cleanliness of the ambulance	90.14	.908403995
Likelihood of recommending this ambulance service to others	90.87	.907504824
Skill of the person driving the ambulance	89.29	.89759981
How well did our staff work together to care for you	90.52	.892766155
Extent to which our staff eased your entry into the medical facility	89.91	.890527661
Extent to which the services received were worth the fees charged	88.27	.858426992
Extent to which you were told what to do until the ambulance arrived	88.49	.857303157
Helpfulness of the person you called for ambulance service	88.67	.856674409
Concern shown by the person you called for ambulance service	88.89	.844978693
Extent to which the ambulance arrived in a timely manner	88.66	.784338542
Professionalism of the staff in our billing office	91.67	.769842042
Comfort of the ride	83.36	.690271863



**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	<b>88.67</b>	91.05	92.79	91.68	96.43	94.71	93.44
Concern shown by the person you called for ambulance service	<b>88.89</b>	91.83	92.81	91.84	89.29	94.19	93.48
Extent to which you were told what to do until the ambulance	<b>88.49</b>	90.59	92.36	87.92	92.86	93.42	93.12
Extent to which the ambulance arrived in a timely manner	<b>88.66</b>	87.61	88.76	90.47	88.89	91.74	94.34
Cleanliness of the ambulance	<b>90.14</b>	93.87	92.85	92.00	91.67	94.20	95.16
Comfort of the ride	<b>83.36</b>	88.25	85.39	88.01	88.89	89.41	88.73
Skill of the person driving the ambulance	<b>89.29</b>	92.72	92.34	93.15	91.67	95.54	95.11
Care shown by the medics who arrived with the ambulance	<b>91.46</b>	94.47	93.70	93.42	96.43	94.73	95.71
Degree to which the medics took your problem seriously	<b>91.09</b>	96.59	93.24	92.81	90.63	93.37	95.86
Degree to which the medics listened to you and/or your family	<b>90.65</b>	94.95	92.74	91.83	90.63	94.05	95.51
Skill of the medics	<b>90.81</b>	94.32	93.21	93.36	90.63	94.04	95.57
Extent to which the medics kept you informed about your	<b>89.87</b>	92.57	91.17	90.43	90.63	92.22	93.73
Extent to which medics included you in the treatment decisions (if	<b>90.77</b>	92.39	90.95	90.52	85.00	94.57	94.08
Degree to which the medics relieved your pain or discomfort	<b>89.72</b>	91.49	88.53	89.67	87.50	93.43	92.64
Medics' concern for your privacy	<b>89.64</b>	92.23	91.60	91.44	89.29	93.33	95.55
Extent to which medics cared for you as a person	<b>90.38</b>	94.16	93.45	93.06	90.63	93.47	95.71
Professionalism of the staff in our billing office	<b>91.67</b>	90.09	85.65	91.13	75.00	92.74	91.08
Willingness of the staff in our billing office to address your needs	<b>87.50</b>	90.35	87.40	90.68	75.00	94.17	90.39
How well did our staff work together to care for you	<b>90.52</b>	93.43	91.41	92.93	85.71	93.93	94.03
Extent to which our staff eased your entry into the medical facility	<b>89.91</b>	92.63	91.68	92.42	87.50	94.71	94.51
Appropriateness of Emergency Medical Transportation treatment	<b>90.09</b>	93.50	92.12	92.00	87.50	93.27	94.83
Extent to which the services received were worth the fees charged	<b>88.27</b>	89.17	87.33	88.36	83.33	90.59	90.28
Overall rating of the care provided by our Emergency Medical	<b>91.74</b>	94.91	92.29	91.91	90.63	93.81	94.30
Likelihood of recommending this ambulance service to others	<b>90.87</b>	92.71	92.33	92.64	90.63	95.59	94.14
<b>Overall score</b>	89.80	92.44	91.31	91.48	89.45	93.55	94.01
<b>National Rank</b>	63	42	53	52	67	28	22
<b>Comparable Size (Large) Company Rank</b>	17	9	13	12	19	5	2



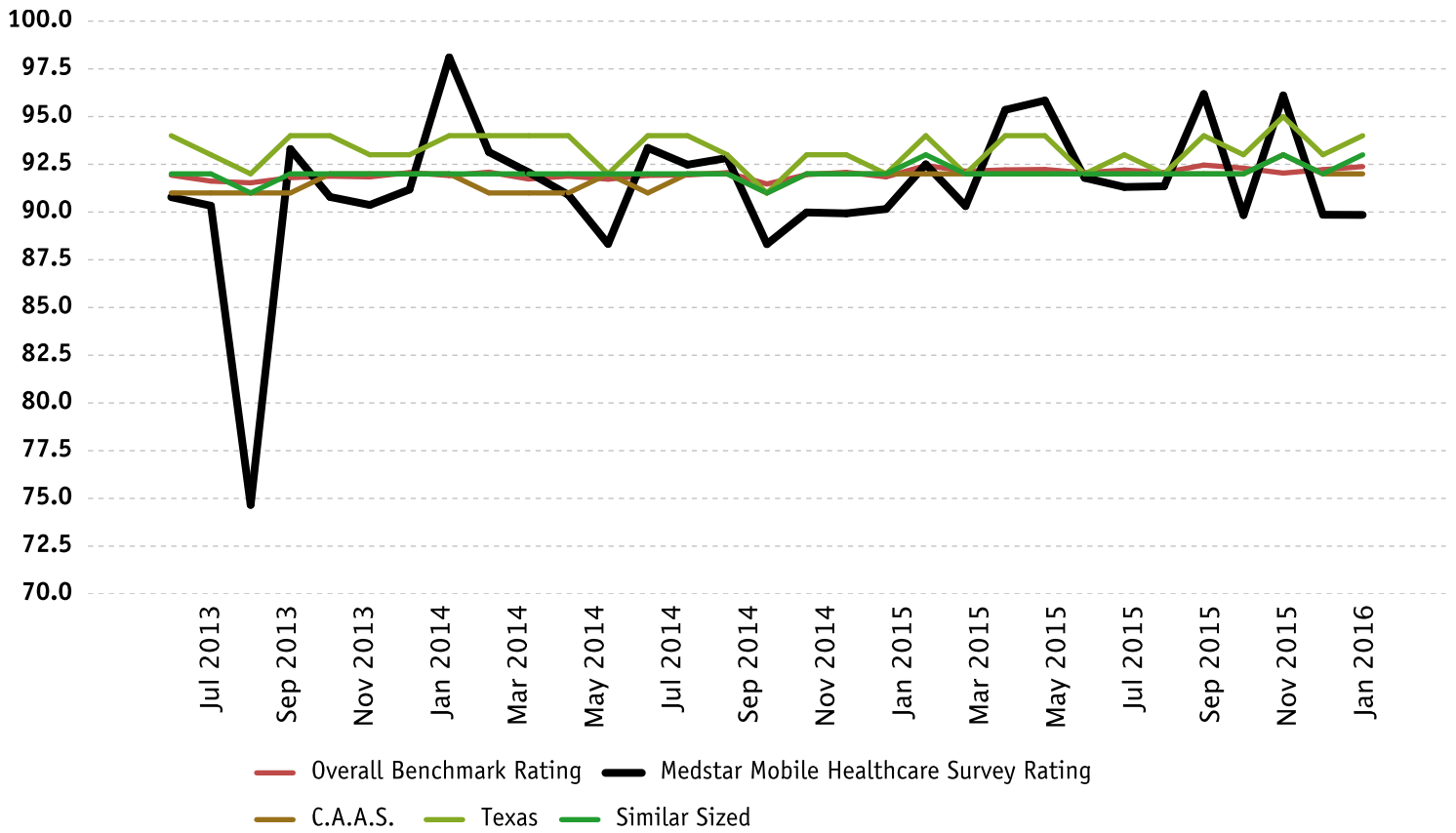
**Benchmark Comparison**

	<b>Your Company</b>	Total DB	Similar Sized	Texas	C.A.A.S.
<b>Total Score</b>	<b>89.80</b>	92.10	92.24	93.28	91.87
Helpfulness of the person you called for ambulance service	88.67	92.41	92.61	94.22	91.99
Concern shown by the person you called for ambulance service	88.89	92.44	92.71	94.37	92.20
Extent to which you were told what to do until the ambulance	88.49	90.73	91.01	93.42	90.60
Extent to which the ambulance arrived in a timely manner	88.66	91.50	91.86	93.84	90.60
Cleanliness of the ambulance	90.14	93.63	93.82	94.72	93.04
Comfort of the ride	83.36	87.16	87.35	89.12	86.38
Skill of the person driving the ambulance	89.29	93.11	93.22	94.18	92.79
Care shown by the medics who arrived with the ambulance	91.46	94.16	94.31	94.88	94.02
Degree to which the medics took your problem seriously	91.09	93.96	94.19	94.55	93.84
Degree to which the medics listened to you and/or your family	90.65	93.57	93.68	94.35	93.42
Skill of the medics	90.81	94.00	94.02	94.55	93.77
Extent to which the medics kept you informed about your	89.87	92.35	92.33	92.94	92.11
Extent to which medics included you in the treatment decisions	90.77	92.43	92.49	93.32	92.30
Degree to which the medics relieved your pain or discomfort	89.72	90.80	90.68	92.20	90.60
Medics' concern for your privacy	89.64	92.86	92.84	93.34	92.71
Extent to which medics cared for you as a person	90.38	94.02	93.97	93.98	93.87
Professionalism of the staff in our billing office	91.67	88.81	88.93	91.46	88.66
Willingness of the staff in our billing office to address your	87.50	88.69	88.86	91.36	88.60
How well did our staff work together to care for you	90.52	93.29	93.38	94.01	93.02
Extent to which our staff eased your entry into the medical	89.91	93.41	93.42	94.16	93.25
Appropriateness of Emergency Medical Transportation treatment	90.09	93.37	93.50	93.68	93.24
Extent to which the services received were worth the fees	88.27	87.61	87.96	88.07	87.94
Overall rating of the care provided by our Emergency Medical	91.74	93.34	93.55	94.07	93.19
Likelihood of recommending this ambulance service to others	90.87	92.85	93.12	94.05	92.63
<b>Number of Surveys for the period</b>	<b>125</b>				



Medstar Mobile Healthcare  
 January 1, 2016 to January 31, 2016

**Benchmark Trending Graphic** - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





### Top Box Comparisons

The Top Box Analysis displays the number of responses for the entire survey by question and rating. The Top Box itself shows the percentage of "Very Good" responses, the highest rating, for each question. Next to the company rating is the entire EMS DB rating for those same questions.

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>3</b>	<b>6</b>	<b>41</b>	<b>838</b>	<b>1440</b>	<b>61.86%</b>	<b>74.73%</b>
<b>Dispatch</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>66</b>	<b>114</b>	<b>60.00%</b>	<b>73.44%</b>
Helpfulness of the person you called for ambulance service	0	0	3	23	38	59.38%	75.10%
Concern shown by the person you called for ambulance service	0	0	3	22	38	60.32%	74.48%
Extent to which you were told what to do until the ambulance arrived	0	0	4	21	38	60.32%	70.75%
<b>Ambulance</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>166</b>	<b>259</b>	<b>58.33%</b>	<b>72.28%</b>
Extent to which the ambulance arrived in a timely manner	0	1	3	45	70	58.82%	72.23%
Cleanliness of the ambulance	0	0	1	41	67	61.47%	76.86%
Comfort of the ride	3	5	4	39	60	54.05%	63.37%
Skill of the person driving the ambulance	0	0	2	41	62	59.05%	76.68%
<b>Medic</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>367</b>	<b>650</b>	<b>63.17%</b>	<b>78.08%</b>
Care shown by the medics who arrived with the ambulance	0	0	1	39	80	66.67%	80.52%
Degree to which the medics took your problem seriously	0	0	1	39	75	65.22%	80.77%
Degree to which the medics listened to you and/or your family	0	0	1	41	73	63.48%	79.82%
Skill of the medics	0	0	1	41	75	64.10%	80.04%
Extent to which the medics kept you informed about your treatment	0	0	2	43	71	61.21%	75.57%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>3</b>	<b>6</b>	<b>41</b>	<b>838</b>	<b>1440</b>	<b>61.86%</b>	<b>74.73%</b>
Extent to which medics included you in the treatment decisions (if applicable)	0	0	2	37	72	64.86%	76.47%
Degree to which the medics relieved your pain or discomfort	0	0	1	42	64	59.81%	72.24%
Medics' concern for your privacy	0	0	1	44	66	59.46%	76.22%
Extent to which medics cared for you as a person	0	0	2	41	74	63.25%	81.06%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>7</b>	<b>58.33%</b>	<b>63.05%</b>
Professionalism of the staff in our billing office	0	0	0	2	4	66.67%	62.84%
Willingness of the staff in our billing office to address your needs	0	0	0	3	3	50.00%	63.25%
<b>Overall Assessment</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>234</b>	<b>410</b>	<b>62.79%</b>	<b>75.89%</b>
How well did our staff work together to care for you	0	0	1	42	73	62.93%	77.49%
Extent to which our staff eased your entry into the medical facility	0	0	2	40	67	61.47%	78.01%
Appropriateness of Emergency Medical Transportation treatment	0	0	1	42	68	61.26%	77.59%
Extent to which the services received were worth the fees charged	0	0	3	32	46	56.79%	65.40%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	1	38	82	67.77%	78.44%
Likelihood of recommending this ambulance service to others	0	0	1	40	74	64.35%	78.39%



### Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	88.67	92.41	14.611	15.288	0.68
Concern shown by the person you called for ambulance service	88.89	92.44	14.623	14.492	-0.13
Extent to which you were told what to do until the ambulance arrived	88.49	90.73	15.318	16.819	1.50
Extent to which the ambulance arrived in a timely manner	88.66	91.50	14.763	15.828	1.07
Cleanliness of the ambulance	90.14	93.63	12.679	12.563	-0.12
Comfort of the ride	83.36	87.16	23.475	20.372	-3.10
Skill of the person driving the ambulance	89.29	93.11	13.299	14.287	0.99
Care shown by the medics who arrived with the ambulance	91.46	94.16	12.288	13.578	1.29
Degree to which the medics took your problem seriously	91.09	93.96	12.42	14.519	2.10
Degree to which the medics listened to you and/or your family	90.65	93.57	12.537	15.097	2.56
Skill of the medics	90.81	94.00	12.489	13.74	1.25
Extent to which the medics kept you informed about your	89.87	92.35	13.122	15.495	2.37
Extent to which medics included you in the treatment decisions (if applicable)	90.77	92.43	12.966	16.162	3.20
Degree to which the medics relieved your pain or discomfort	89.72	90.80	12.767	17.615	4.85
Medics' concern for your privacy	89.64	92.86	12.765	14.657	1.89
Extent to which medics cared for you as a person	90.38	94.02	13.011	14.54	1.53
Professionalism of the staff in our billing office	91.67	88.81	11.785	16.951	5.17
Willingness of the staff in our billing office to address your needs	87.50	88.69	12.50	17.477	4.98
How well did our staff work together to care for you	90.52	93.29	12.567	14.20	1.63
Extent to which our staff eased your entry into the medical facility	89.91	93.41	13.168	14.273	1.11
Appropriateness of Emergency Medical Transportation treatment	90.09	93.37	12.681	14.056	1.37
Extent to which the services received were worth the fees charged	88.27	87.61	14.211	20.772	6.56
Overall rating of the care provided by our Emergency Medical Transportation service	91.74	93.34	12.192	14.751	2.56
Likelihood of recommending this ambulance service to others	90.87	92.85	12.481	16.295	3.81
<b>Overall Survey Rating</b>	<b>89.80</b>	<b>92.32</b>	<b>13.53</b>	<b>15.58</b>	<b>2.05</b>



**Responses vs Score Histogram** — This graph shows the number of responses on the Y axis vs the average score on the X axis.

