

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



*Assess Your Vitals*

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## EMS System Report

May 1, 2016 to May 31, 2016

Your Score

**90.31**

Number of Your Patients in this Report

**125**

Number of Patients in this Report

**7,141**

Number of Transport Services in All EMS DB

**117**





## Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **05/01/2016** and **05/31/2016**.

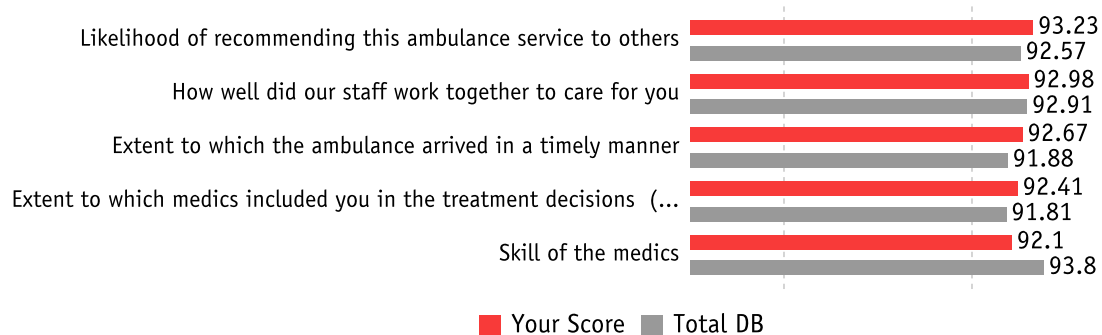
The overall mean score for the standard questions was **90.31**; this is a difference of **-1.74** points from the overall EMS database score of **92.05**.

The current score of **90.31** is a change of **-1.09** points from last period's score of **91.40**. This was the **61st** highest overall score for all companies in the database.

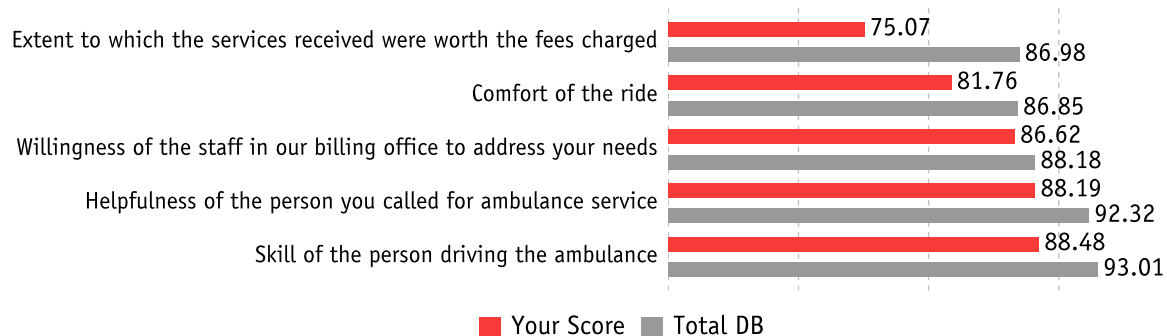
You are ranked **16th** for comparably sized companies in the system.

**69.68%** of responses to standard questions had a rating of Very Good, the highest rating. **98.44%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

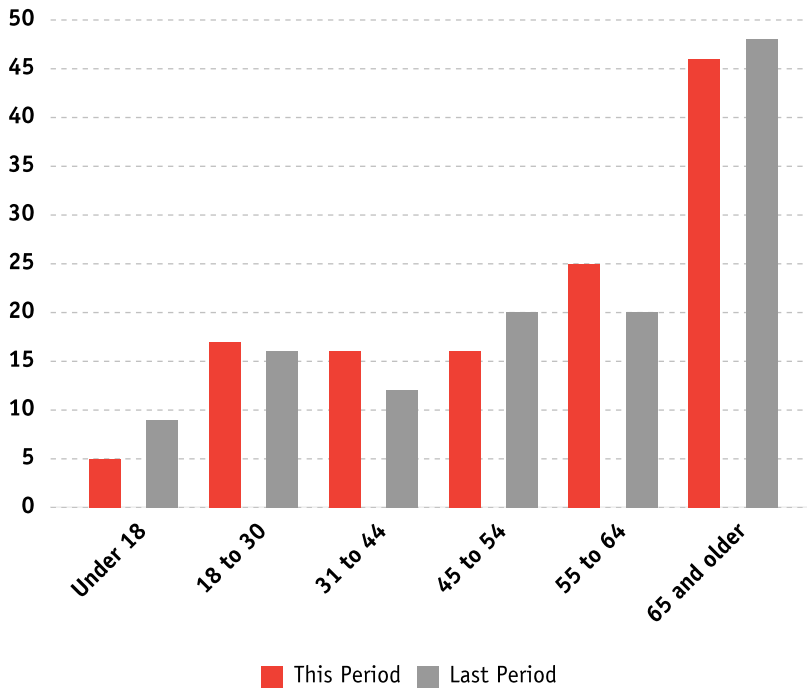




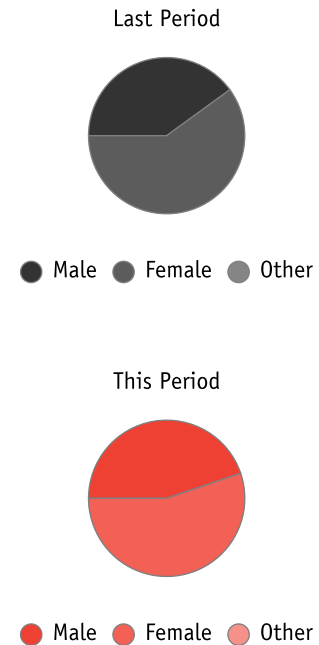
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	9	6	3	0	5	1	4	0
18 to 30	16	7	9	0	17	4	13	0
31 to 44	12	3	9	0	16	7	9	0
45 to 54	20	10	10	0	16	7	9	0
55 to 64	20	5	15	0	25	13	12	0
65 and older	48	19	29	0	46	24	22	0
<b>Total</b>	<b>125</b>	<b>50</b>	<b>75</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



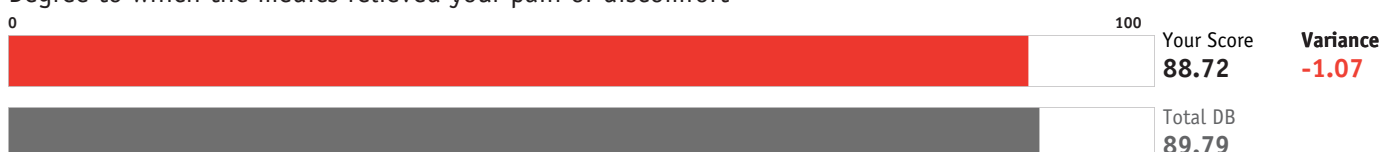
Extent to which the medics kept you informed about your treatment



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	93.38	-5.19	88.19	92.32
Concern shown by the person you called for ambulance service	93.55	-4.66	88.89	92.19
Extent to which you were told what to do until the ambulance arrived	91.41	-0.58	90.83	90.48

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.52	1.15	92.67	91.88
Cleanliness of the ambulance	95.33	-4.38	90.95	93.95
Comfort of the ride	85.43	-3.67	81.76	86.85
Skill of the person driving the ambulance	90.32	-1.84	88.48	93.01

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	92.65	-1.68	90.97	93.80
Degree to which the medics took your problem seriously	91.81	-0.28	91.53	93.84
Degree to which the medics listened to you and/or your family	93.02	-2.27	90.75	93.34
Skill of the medics	94.37	-2.27	92.10	93.80
Extent to which the medics kept you informed about your treatment	88.93	1.77	90.70	92.23
Extent to which medics included you in the treatment decisions (if applicable)	89.64	2.77	92.41	91.81
Degree to which the medics relieved your pain or discomfort	87.80	0.92	88.72	89.79
Medics' concern for your privacy	90.84	0.49	91.33	92.70
Extent to which medics cared for you as a person	91.14	0.61	91.75	93.75

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	81.82	8.18	90.00	88.07
Willingness of the staff in our billing office to address your needs	84.09	2.53	86.62	88.18



**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	0.12	92.98	92.91
Extent to which our staff eased your entry into the medical facility	92.42	-3.50	88.92	92.85
Appropriateness of Emergency Medical Transportation treatment	91.16	-0.98	90.18	92.77
Extent to which the services received were worth the fees charged	87.52	-12.45	75.07	86.98
Overall rating of the care provided by our Emergency Medical Transportation	92.99	-1.18	91.81	93.12
Likelihood of recommending this ambulance service to others	93.76	-0.53	93.23	92.57



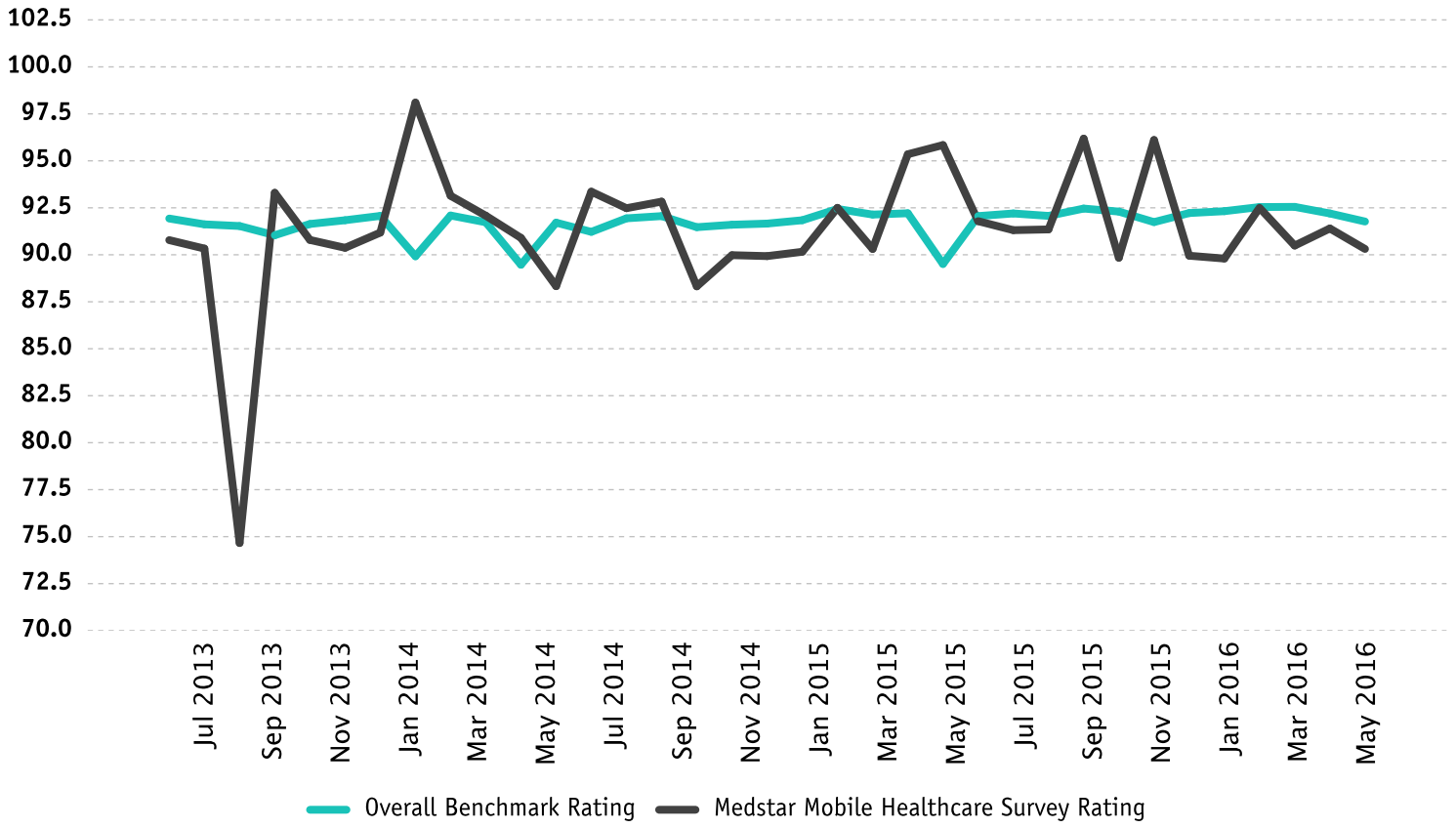
### Monthly Breakdown

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.

	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016
Helpfulness of the person you called for ambulance service	94.14	93.40	88.25	93.24	96.62	89.80	95.83	93.92	88.67	92.23	88.57	93.38	88.19
Concern shown by the person you called for ambulance service	93.38	94.12	90.93	92.36	96.88	90.00	95.42	92.74	88.89	92.24	91.16	93.55	88.89
Extent to which you were told what to do until the ambulance	91.29	93.14	89.70	93.38	96.58	88.95	96.48	93.33	88.49	92.47	89.55	91.41	90.83
Extent to which the ambulance arrived in a timely manner	97.11	90.32	89.86	90.45	95.45	88.65	95.55	88.97	88.66	91.73	91.74	91.52	92.67
Cleanliness of the ambulance	97.63	93.97	92.94	93.13	96.23	91.28	95.30	90.59	90.14	93.28	92.44	95.33	90.95
Comfort of the ride	94.91	83.83	88.22	86.94	92.74	84.91	92.95	82.66	83.36	88.44	85.33	85.43	81.76
Skill of the person driving the ambulance	96.85	88.62	92.56	89.44	94.87	87.83	96.12	89.50	89.29	93.22	88.45	90.32	88.48
Care shown by the medics who arrived with the ambulance	95.96	93.52	91.59	92.76	96.46	91.60	96.34	92.79	91.46	93.53	92.35	92.65	90.97
Degree to which the medics took your problem seriously	95.54	92.89	92.87	91.29	97.20	91.20	97.07	89.25	91.09	93.56	91.04	91.81	91.53
Degree to which the medics listened to you and/or your family	95.65	91.67	92.86	91.99	96.52	89.96	97.05	89.47	90.65	93.95	89.67	93.02	90.75
Skill of the medics	96.33	92.96	91.77	90.40	96.40	91.06	95.09	91.93	90.81	92.78	92.87	94.37	92.10
Extent to which the medics kept you informed about your	95.39	91.40	92.86	90.01	97.37	90.19	96.85	89.04	89.87	91.94	89.86	88.93	90.70
Extent to which medics included you in the treatment decisions	95.32	92.13	91.22	93.49	97.64	89.32	97.45	89.46	90.77	91.38	89.73	89.64	92.41
Degree to which the medics relieved your pain or discomfort	94.21	89.94	88.65	88.11	95.91	87.65	96.36	85.94	89.72	88.50	88.78	87.80	88.72
Medics' concern for your privacy	96.66	94.19	92.00	92.16	96.03	91.02	96.50	92.13	89.64	93.30	88.42	90.84	91.33
Extent to which medics cared for you as a person	96.48	92.66	93.17	92.24	96.46	91.68	96.30	93.28	90.38	92.95	92.72	91.14	91.75
Professionalism of the staff in our billing office	92.86	84.21	92.86	90.63	100.00	87.50	100.00	77.17	91.67	94.23	75.11	81.82	90.00
Willingness of the staff in our billing office to address your	85.71	85.71	86.54	90.63	100.00	92.31	100.00	77.36	87.50	94.23	82.50	84.09	86.62
How well did our staff work together to care for you	96.34	93.57	90.98	93.21	96.58	91.67	95.83	92.92	90.52	93.47	90.52	92.86	92.98
Extent to which our staff eased your entry into the medical	96.74	91.39	90.82	92.65	96.46	90.14	96.12	89.74	89.91	93.02	92.47	92.42	88.92
Appropriateness of Emergency Medical Transportation treatment	98.35	93.10	91.58	92.69	96.62	91.00	96.65	88.27	90.09	93.80	91.58	91.16	90.18
Extent to which the services received were worth the fees	93.93	85.59	87.73	89.66	94.71	82.72	97.02	84.23	88.27	90.58	88.58	87.52	75.07
Overall rating of the care provided by our Emergency Medical	96.49	93.76	91.59	92.35	97.75	92.50	96.28	92.86	91.74	93.04	92.70	92.99	91.81
Likelihood of recommending this ambulance service to others	96.47	94.60	93.41	90.06	94.54	90.01	96.09	91.06	90.87	93.22	90.77	93.76	93.23
Your Master Score	95.84	91.79	91.31	91.35	96.18	89.84	96.11	89.95	89.80	92.50	90.49	91.40	90.31
Your Total Responses	124	124	124	126	125	126	123	125	125	141	127	125	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	86.62	.959811429
Extent to which medics cared for you as a person	91.75	.900982215
Degree to which the medics listened to you and/or your family	90.75	.86761251
Skill of the medics	92.10	.866842762
Extent to which you were told what to do until the ambulance arrived	90.83	.858627256
Extent to which medics included you in the treatment decisions (if applicable)	92.41	.855440714
Appropriateness of Emergency Medical Transportation treatment	90.18	.852493837
Care shown by the medics who arrived with the ambulance	90.97	.842803528
Medics' concern for your privacy	91.33	.837660849
How well did our staff work together to care for you	92.98	.831515315
Extent to which the medics kept you informed about your treatment	90.70	.823186816
Overall rating of the care provided by our Emergency Medical Transportation service	91.81	.822702604
Degree to which the medics took your problem seriously	91.53	.812726153
Likelihood of recommending this ambulance service to others	93.23	.804694233
Degree to which the medics relieved your pain or discomfort	88.72	.769964815
Skill of the person driving the ambulance	88.48	.7331039
Helpfulness of the person you called for ambulance service	88.19	.703739899
Professionalism of the staff in our billing office	90.00	.679621806
Extent to which our staff eased your entry into the medical facility	88.92	.65592334
Concern shown by the person you called for ambulance service	88.89	.650852773
Comfort of the ride	81.76	.583222998
Extent to which the services received were worth the fees charged	75.07	.571978863
Cleanliness of the ambulance	90.95	.565631671
Extent to which the ambulance arrived in a timely manner	92.67	.543759615



**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>88.19</b>	89.53	92.34	93.52	92.62	92.24	93.64
Concern shown by the person you called for ambulance service	<b>88.89</b>	90.97	93.03	93.95	92.39	92.68	94.62
Extent to which you were told what to do until the ambulance	<b>90.83</b>	89.29	91.58	92.01	89.50	91.00	92.57
Extent to which the ambulance arrived in a timely manner	<b>92.67</b>	91.37	91.45	93.43	91.30	90.97	93.55
Cleanliness of the ambulance	<b>90.95</b>	93.45	94.43	94.23	94.35	95.00	94.96
Comfort of the ride	<b>81.76</b>	84.23	87.28	89.26	89.79	89.66	88.99
Skill of the person driving the ambulance	<b>88.48</b>	91.37	93.95	93.83	92.63	92.67	94.82
Care shown by the medics who arrived with the ambulance	<b>90.97</b>	93.21	93.87	95.12	94.41	94.61	95.74
Degree to which the medics took your problem seriously	<b>91.53</b>	92.81	92.91	95.50	95.59	94.61	95.42
Degree to which the medics listened to you and/or your family	<b>90.75</b>	91.99	93.16	94.59	94.83	94.06	94.72
Skill of the medics	<b>92.10</b>	92.67	93.93	94.50	95.03	94.36	95.67
Extent to which the medics kept you informed about your	<b>90.70</b>	88.36	92.77	94.37	93.37	93.01	94.70
Extent to which medics included you in the treatment decisions (if	<b>92.41</b>	87.13	92.37	92.80	92.80	92.42	93.99
Degree to which the medics relieved your pain or discomfort	<b>88.72</b>	85.37	89.91	91.19	91.30	91.24	91.93
Medics' concern for your privacy	<b>91.33</b>	88.57	93.31	94.43	94.19	93.35	93.94
Extent to which medics cared for you as a person	<b>91.75</b>	90.91	93.90	95.38	94.76	94.47	95.41
Professionalism of the staff in our billing office	<b>90.00</b>	87.82	90.55	88.64	91.57	91.29	89.97
Willingness of the staff in our billing office to address your needs	<b>86.62</b>	87.50	89.36	89.29	91.14	90.87	90.34
How well did our staff work together to care for you	<b>92.98</b>	91.67	93.37	93.99	93.41	93.69	94.52
Extent to which our staff eased your entry into the medical facility	<b>88.92</b>	91.22	94.26	94.17	93.15	93.12	94.08
Appropriateness of Emergency Medical Transportation treatment	<b>90.18</b>	92.14	92.56	94.54	93.41	92.78	93.45
Extent to which the services received were worth the fees charged	<b>75.07</b>	84.57	89.67	88.59	89.76	91.67	87.94
Overall rating of the care provided by our Emergency Medical	<b>91.81</b>	91.35	93.60	94.84	93.50	95.10	94.28
Likelihood of recommending this ambulance service to others	<b>93.23</b>	90.38	93.09	93.23	93.20	95.10	94.12
<b>Overall score</b>	90.31	90.09	92.48	93.38	92.93	92.97	93.67
<b>National Rank</b>	61	62	40	31	37	35	27
<b>Comparable Size (Large) Company Rank</b>	16	17	8	5	7	6	3



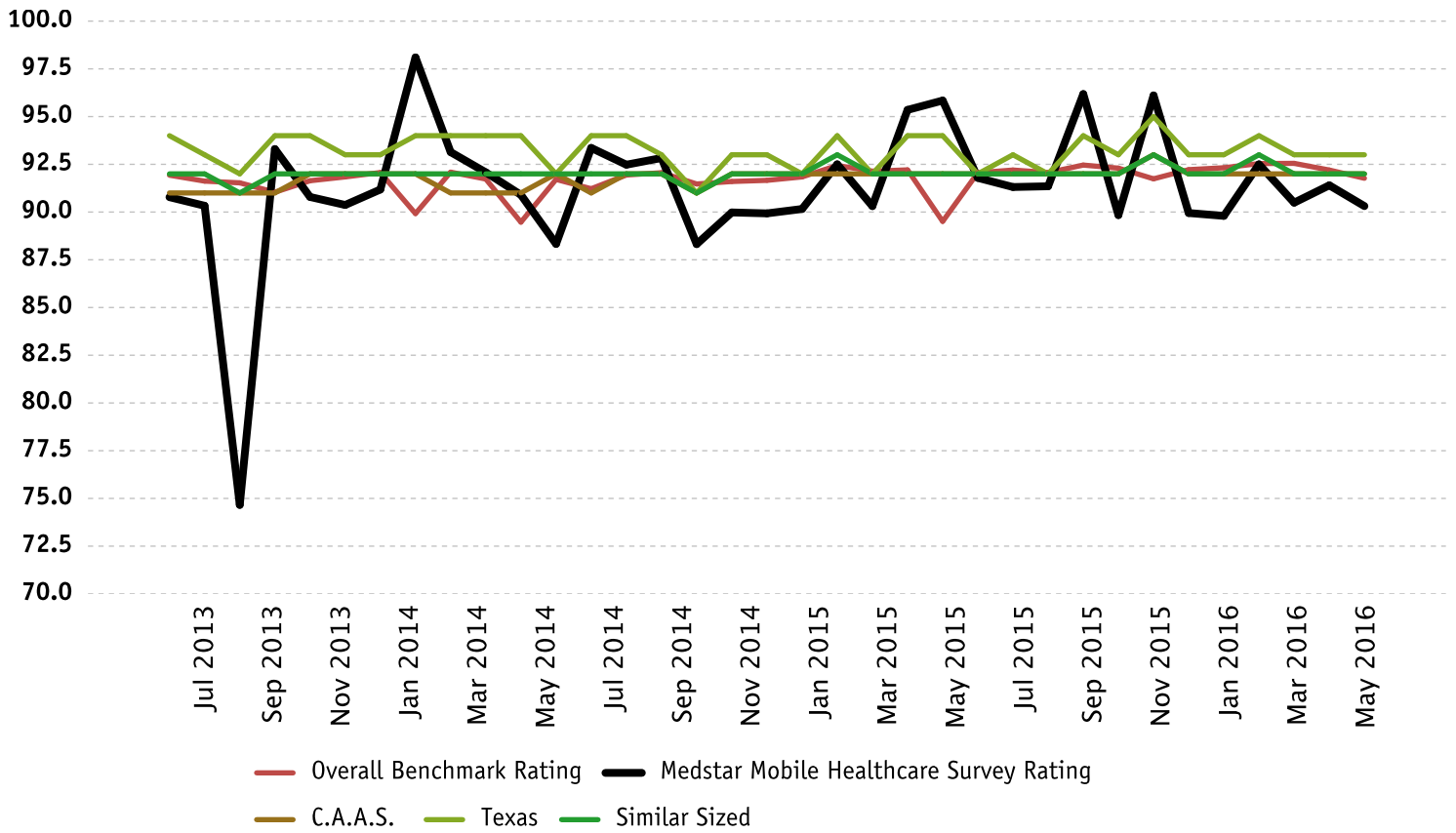
### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
<b>Total Score</b>	<b>90.31</b>	92.05	92.11	92.60	91.73
Helpfulness of the person you called for ambulance service	88.19	92.32	92.37	92.90	92.25
Concern shown by the person you called for ambulance service	88.89	92.19	92.51	92.55	92.49
Extent to which you were told what to do until the ambulance	90.83	90.48	90.83	92.18	90.59
Extent to which the ambulance arrived in a timely manner	92.67	91.88	92.07	93.56	91.41
Cleanliness of the ambulance	90.95	93.95	94.18	94.47	93.68
Comfort of the ride	81.76	86.85	87.13	88.88	86.56
Skill of the person driving the ambulance	88.48	93.01	93.32	93.39	92.93
Care shown by the medics who arrived with the ambulance	90.97	93.80	94.00	93.74	93.71
Degree to which the medics took your problem seriously	91.53	93.84	94.12	94.19	93.61
Degree to which the medics listened to you and/or your family	90.75	93.34	93.60	94.10	93.08
Skill of the medics	92.10	93.80	94.07	93.95	93.70
Extent to which the medics kept you informed about your	90.70	92.23	92.50	92.38	92.21
Extent to which medics included you in the treatment decisions	92.41	91.81	92.18	93.15	91.77
Degree to which the medics relieved your pain or discomfort	88.72	89.79	89.97	90.57	89.69
Medics' concern for your privacy	91.33	92.70	92.93	93.22	92.69
Extent to which medics cared for you as a person	91.75	93.75	93.98	94.14	93.68
Professionalism of the staff in our billing office	90.00	88.07	88.91	90.80	88.09
Willingness of the staff in our billing office to address your	86.62	88.18	88.86	90.74	88.13
How well did our staff work together to care for you	92.98	92.91	93.38	93.68	93.15
Extent to which our staff eased your entry into the medical	88.92	92.85	93.17	92.59	93.01
Appropriateness of Emergency Medical Transportation treatment	90.18	92.77	93.12	93.02	92.90
Extent to which the services received were worth the fees	75.07	86.98	87.10	87.59	86.67
Overall rating of the care provided by our Emergency Medical	91.81	93.12	93.33	93.23	93.12
Likelihood of recommending this ambulance service to others	93.23	92.57	92.91	93.42	92.39
<b>Number of Surveys for the period</b>	<b>125</b>				



Medstar Mobile Healthcare  
 May 1, 2016 to May 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>14</b>	<b>18</b>	<b>96</b>	<b>495</b>	<b>1432</b>	<b>69.68%</b>	<b>74.44%</b>
<b>Dispatch</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>34</b>	<b>63</b>	<b>61.76%</b>	<b>73.20%</b>
Helpfulness of the person you called for ambulance service	0	0	1	15	20	55.56%	74.90%
Concern shown by the person you called for ambulance service	0	0	3	10	23	63.89%	73.94%
Extent to which you were told what to do until the ambulance arrived	0	0	1	9	20	66.67%	70.78%
<b>Ambulance</b>	<b>0</b>	<b>5</b>	<b>29</b>	<b>127</b>	<b>273</b>	<b>62.90%</b>	<b>72.86%</b>
Extent to which the ambulance arrived in a timely manner	0	1	3	25	87	75.00%	74.02%
Cleanliness of the ambulance	0	1	2	31	71	67.62%	78.14%
Comfort of the ride	0	2	20	35	54	48.65%	62.64%
Skill of the person driving the ambulance	0	1	4	36	61	59.80%	76.65%
<b>Medic</b>	<b>8</b>	<b>7</b>	<b>32</b>	<b>213</b>	<b>670</b>	<b>72.04%</b>	<b>77.83%</b>
Care shown by the medics who arrived with the ambulance	1	1	3	30	84	70.59%	80.24%
Degree to which the medics took your problem seriously	1	0	4	28	85	72.03%	80.99%
Degree to which the medics listened to you and/or your family	1	0	4	28	75	69.44%	79.52%
Skill of the medics	1	1	2	26	87	74.36%	80.08%
Extent to which the medics kept you informed about your treatment	1	1	4	23	73	71.57%	75.80%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>14</b>	<b>18</b>	<b>96</b>	<b>495</b>	<b>1432</b>	<b>69.68%</b>	<b>74.44%</b>
Extent to which medics included you in the treatment decisions (if applicable)	1	1	1	12	54	78.26%	75.75%
Degree to which the medics relieved your pain or discomfort	1	1	8	19	64	68.82%	70.72%
Medics' concern for your privacy	0	0	4	26	68	69.39%	76.42%
Extent to which medics cared for you as a person	1	2	2	21	80	75.47%	80.91%
<b>Billing Staff Assessment</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>20</b>	<b>71.43%</b>	<b>60.85%</b>
Professionalism of the staff in our billing office	0	0	1	4	10	66.67%	60.58%
Willingness of the staff in our billing office to address your needs	1	0	1	1	10	76.92%	61.11%
<b>Overall Assessment</b>	<b>5</b>	<b>6</b>	<b>28</b>	<b>116</b>	<b>406</b>	<b>72.37%</b>	<b>75.56%</b>
How well did our staff work together to care for you	0	0	4	24	86	75.44%	76.91%
Extent to which our staff eased your entry into the medical facility	0	0	8	27	62	63.92%	76.96%
Appropriateness of Emergency Medical Transportation treatment	2	0	4	21	67	71.28%	77.15%
Extent to which the services received were worth the fees charged	2	2	4	8	14	46.67%	65.82%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	7	22	89	74.79%	78.45%
Likelihood of recommending this ambulance service to others	1	3	1	14	88	82.24%	78.09%



**Standard Deviation by Question**

	<b>Your Score</b>	<b>Total DB</b>	<b>Company Standard Deviation</b>	<b>Database Standard Deviation</b>	<b>SD Variance</b>
Helpfulness of the person you called for ambulance service	88.19	92.32	13.802	15.54	1.74
Concern shown by the person you called for ambulance service	88.89	92.19	16.078	15.071	-1.01
Extent to which you were told what to do until the ambulance arrived	90.83	90.48	13.668	17.504	3.84
Extent to which the ambulance arrived in a timely manner	92.67	91.88	13.934	15.851	1.92
Cleanliness of the ambulance	90.95	93.95	14.278	12.443	-1.83
Comfort of the ride	81.76	86.85	20.397	20.397	0.00
Skill of the person driving the ambulance	88.48	93.01	15.527	14.563	-0.96
Care shown by the medics who arrived with the ambulance	90.97	93.80	16.394	14.634	-1.76
Degree to which the medics took your problem seriously	91.53	93.84	15.634	15.072	-0.56
Degree to which the medics listened to you and/or your family	90.75	93.34	16.119	15.532	-0.59
Skill of the medics	92.10	93.80	15.846	14.461	-1.39
Extent to which the medics kept you informed about your	90.70	92.23	17.425	16.155	-1.27
Extent to which medics included you in the treatment decisions (if applicable)	92.41	91.81	17.63	17.392	-0.24
Degree to which the medics relieved your pain or discomfort	88.72	89.79	19.529	19.116	-0.41
Medics' concern for your privacy	91.33	92.70	13.879	15.218	1.34
Extent to which medics cared for you as a person	91.75	93.75	17.367	15.30	-2.07
Professionalism of the staff in our billing office	90.00	88.07	15.275	17.336	2.06
Willingness of the staff in our billing office to address your needs	86.62	88.18	28.551	17.32	-11.23
How well did our staff work together to care for you	92.98	92.91	13.04	15.093	2.05
Extent to which our staff eased your entry into the medical facility	88.92	92.85	16.042	15.321	-0.72
Appropriateness of Emergency Medical Transportation treatment	90.18	92.77	18.924	15.763	-3.16
Extent to which the services received were worth the fees charged	75.07	86.98	30.112	21.897	-8.21
Overall rating of the care provided by our Emergency Medical Transportation service	91.81	93.12	15.58	15.459	-0.12
Likelihood of recommending this ambulance service to others	93.23	92.57	17.569	16.997	-0.57
<b>Overall Survey Rating</b>	90.31	92.05	17.19	16.23	-0.96



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

