

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



*Assess Your Vitals*

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## EMS System Report

February 1, 2017 to February 28, 2017

Your Score

**96.05**

Number of Your Patients in this Report

**125**

Number of Patients in this Report

**5,009**

Number of Transport Services in All EMS DB

**137**





## Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **02/01/2017** and **02/28/2017**.

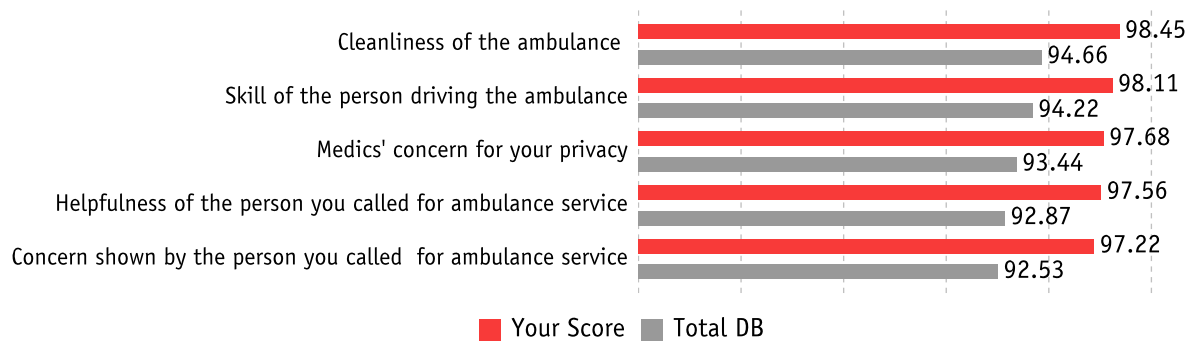
The overall mean score for the standard questions was **96.05**; this is a difference of **3.33** points from the overall EMS database score of **92.72**.

The current score of **96.05** is a change of **-1.82** points from last period's score of **97.87**. This was the **15th** highest overall score for all companies in the database.

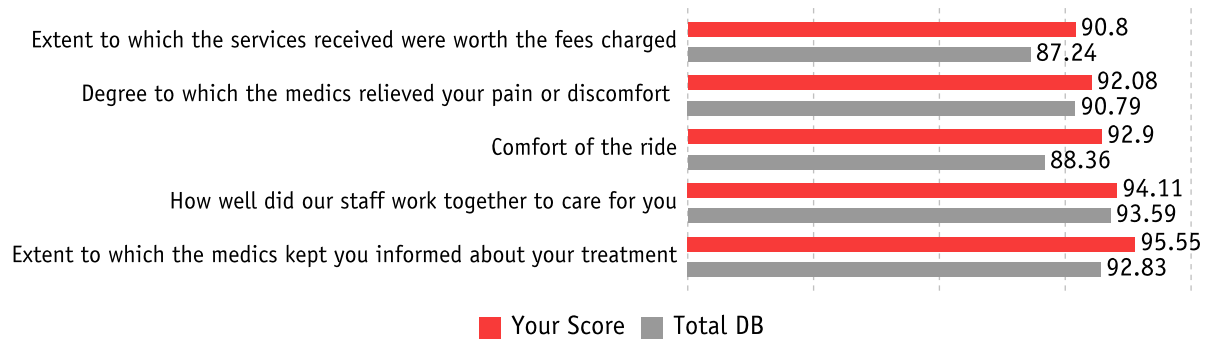
You are ranked **1st** for comparably sized companies in the system.

**91.51%** of responses to standard questions had a rating of Very Good, the highest rating. **97.93%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

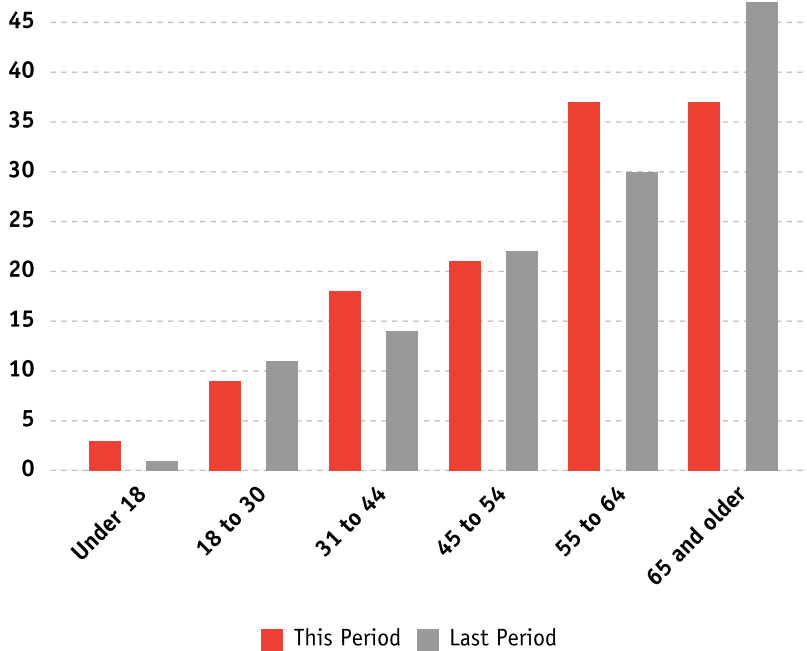




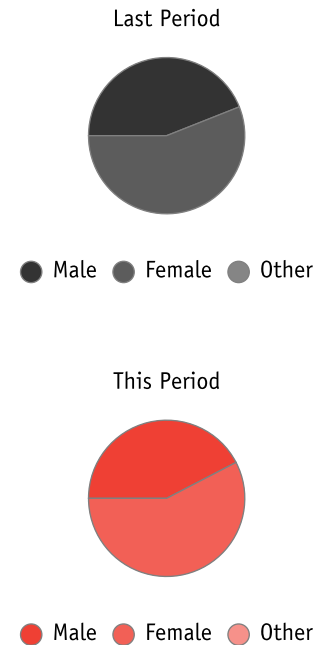
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	1	1	0	0	3	1	2	0
18 to 30	11	4	7	0	9	2	7	0
31 to 44	14	5	9	0	18	7	11	0
45 to 54	22	12	10	0	21	11	10	0
55 to 64	30	16	14	0	37	14	23	0
65 and older	47	17	30	0	37	18	19	0
<b>Total</b>	125	55	70	0	125	53	72	0

### 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	99.38	-1.82	97.56	92.87
Concern shown by the person you called for ambulance service	99.38	-2.16	97.22	92.53
Extent to which you were told what to do until the ambulance arrived	95.51	1.20	96.71	91.04

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	98.03	-2.19	95.84	92.89
Cleanliness of the ambulance	99.12	-0.67	98.45	94.66
Comfort of the ride	91.47	1.43	92.90	88.36
Skill of the person driving the ambulance	98.65	-0.54	98.11	94.22

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	99.15	-2.23	96.92	94.60
Degree to which the medics took your problem seriously	98.72	-2.11	96.61	94.31
Degree to which the medics listened to you and/or your family	98.31	-2.23	96.08	93.98
Skill of the medics	97.90	-1.77	96.13	94.21
Extent to which the medics kept you informed about your treatment	95.62	-0.07	95.55	92.83
Extent to which medics included you in the treatment decisions (if applicable)	96.86	0.26	97.12	92.60
Degree to which the medics relieved your pain or discomfort	95.30	-3.22	92.08	90.79
Medics' concern for your privacy	97.93	-0.25	97.68	93.44
Extent to which medics cared for you as a person	99.11	-2.41	96.70	94.30

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	100.00	-3.57	96.43	87.70
Willingness of the staff in our billing office to address your needs	100.00	-3.57	96.43	87.69



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	98.31	-4.20	94.11	93.59
Extent to which our staff eased your entry into the medical facility	99.32	-2.12	97.20	93.69
Appropriateness of Emergency Medical Transportation treatment	98.75	-2.00	96.75	93.16
Extent to which the services received were worth the fees charged	100.00	-9.20	90.80	87.24
Overall rating of the care provided by our Emergency Medical Transportation	98.72	-2.33	96.39	93.72
Likelihood of recommending this ambulance service to others	98.65	-1.78	96.87	93.01



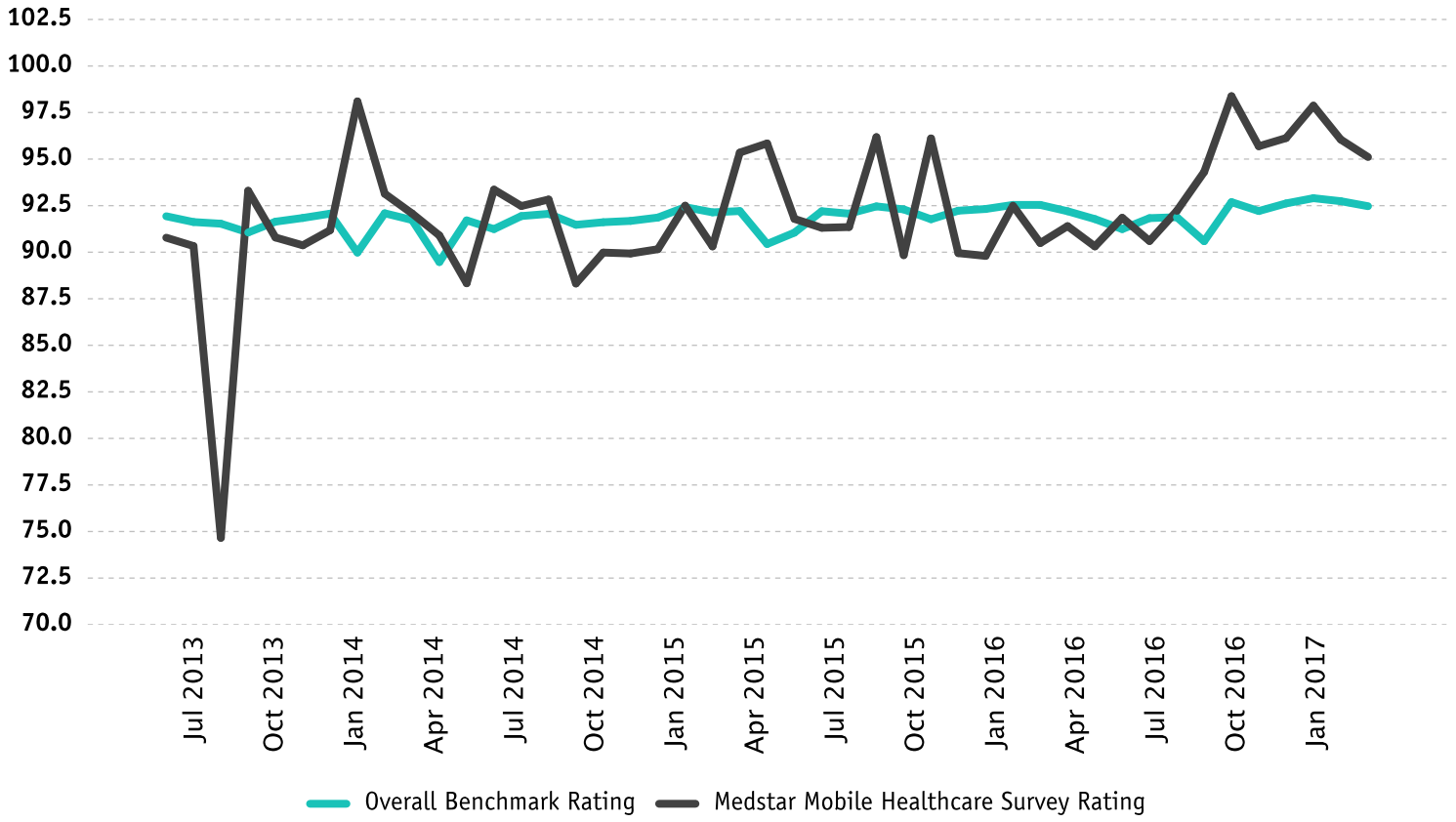
## Monthly Breakdown

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.

	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017
Helpfulness of the person you called for ambulance service	92.23	88.57	93.38	88.19	93.90	88.84	92.57	95.54	94.77	97.06	94.81	99.38	97.56
Concern shown by the person you called for ambulance service	92.24	91.16	93.55	88.89	92.11	84.75	94.70	97.17	95.35	97.66	94.79	99.38	97.22
Extent to which you were told what to do until the ambulance	92.47	89.55	91.41	90.83	88.49	91.41	93.10	92.20	93.02	97.66	95.74	95.51	96.71
Extent to which the ambulance arrived in a timely manner	91.73	91.74	91.52	92.67	90.53	88.57	95.21	93.80	98.25	95.25	95.76	98.03	95.84
Cleanliness of the ambulance	93.28	92.44	95.33	90.95	92.66	91.75	95.94	96.03	99.12	96.78	96.30	99.12	98.45
Comfort of the ride	88.44	85.33	85.43	81.76	84.07	82.55	86.28	89.26	96.68	90.38	90.55	91.47	92.90
Skill of the person driving the ambulance	93.22	88.45	90.32	88.48	91.59	88.46	95.89	95.12	98.44	96.74	97.95	98.65	98.11
Care shown by the medics who arrived with the ambulance	93.53	92.35	92.65	90.97	94.21	91.94	91.94	94.56	98.79	95.53	96.91	99.15	96.92
Degree to which the medics took your problem seriously	93.56	91.04	91.81	91.53	93.30	92.71	90.97	94.33	99.17	95.80	98.09	98.72	96.61
Degree to which the medics listened to you and/or your family	93.95	89.67	93.02	90.75	93.45	92.80	90.33	94.82	97.99	94.12	97.73	98.31	96.08
Skill of the medics	92.78	92.87	94.37	92.10	93.80	91.74	91.60	96.18	98.57	96.46	97.88	97.90	96.13
Extent to which the medics kept you informed about your	91.94	89.86	88.93	90.70	91.28	92.27	90.41	93.20	99.17	96.35	97.81	95.62	95.55
Extent to which medics included you in the treatment decisions	91.38	89.73	89.64	92.41	90.34	90.66	90.51	91.05	99.16	95.88	96.25	96.86	97.12
Degree to which the medics relieved your pain or discomfort	88.50	88.78	87.80	88.72	88.17	87.51	88.32	90.86	97.69	93.56	94.11	95.30	92.08
Medics' concern for your privacy	93.30	88.42	90.84	91.33	91.11	90.49	89.57	94.64	99.38	97.66	96.34	97.93	97.68
Extent to which medics cared for you as a person	92.95	92.72	91.14	91.75	95.51	92.76	90.81	93.87	99.16	96.39	97.18	99.11	96.70
Professionalism of the staff in our billing office	94.23	75.11	81.82	90.00	90.00	80.00	87.50	100.00	94.44	94.70	82.21	100.00	96.43
Willingness of the staff in our billing office to address your	94.23	82.50	84.09	86.62	80.00	80.00	81.25	100.00	90.63	94.23	86.45	100.00	96.43
How well did our staff work together to care for you	93.47	90.52	92.86	92.98	93.48	93.48	95.36	96.03	98.96	95.79	97.35	98.31	94.11
Extent to which our staff eased your entry into the medical	93.02	92.47	92.42	88.92	91.42	90.44	93.28	95.91	98.52	96.94	98.18	99.32	97.20
Appropriateness of Emergency Medical Transportation treatment	93.80	91.58	91.16	90.18	92.00	90.69	94.57	94.60	99.17	97.09	97.45	98.75	96.75
Extent to which the services received were worth the fees	90.58	88.58	87.52	75.07	70.00	75.08	91.30	94.44	98.40	95.63	86.87	100.00	90.80
Overall rating of the care provided by our Emergency Medical	93.04	92.70	92.99	91.81	94.52	93.38	93.01	95.74	98.75	96.68	96.93	98.72	96.39
Likelihood of recommending this ambulance service to others	93.22	90.77	93.76	93.23	94.95	94.64	93.37	95.71	98.96	94.80	95.55	98.65	96.87
Your Master Score	92.50	90.49	91.40	90.31	91.85	90.60	92.22	94.31	98.38	95.69	96.13	97.87	96.05
Your Total Responses	141	127	125	125	127	125	125	136	125	125	125	125	125



### Monthly tracking of Overall Survey Score





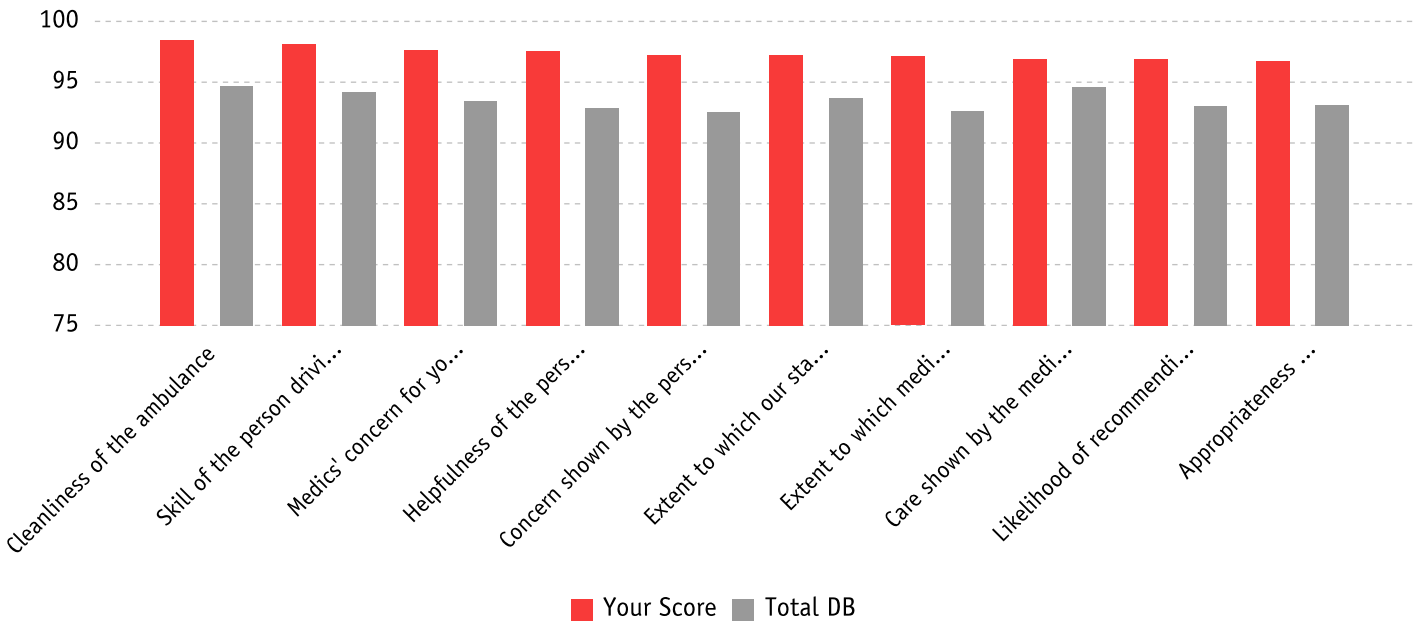
**Greatest Increase and Decrease in Scores by Question**

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Comfort of the ride	91.47	92.90	1.43	88.36
Extent to which you were told what to do until the ambulance arrived	95.51	96.71	1.20	91.04
Extent to which medics included you in the treatment decisions (if applicable)	96.86	97.12	0.25	92.60
<b>Decreases</b>				
Extent to which the services received were worth the fees charged	100.00	90.80	-9.20	87.24
How well did our staff work together to care for you	98.31	94.11	-4.20	93.59
Professionalism of the staff in our billing office	100.00	96.43	-3.57	87.70
Willingness of the staff in our billing office to address your needs	100.00	96.43	-3.57	87.69
Degree to which the medics relieved your pain or discomfort	95.30	92.08	-3.22	90.79
Extent to which medics cared for you as a person	99.11	96.70	-2.41	94.30
Overall rating of the care provided by our Emergency Medical Transportation service	98.72	96.39	-2.32	93.72
Care shown by the medics who arrived with the ambulance	99.15	96.92	-2.24	94.60
Degree to which the medics listened to you and/or your family	98.31	96.08	-2.23	93.98
Extent to which the ambulance arrived in a timely manner	98.03	95.84	-2.18	92.89



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	98.45	3.8	94.66
Skill of the person driving the ambulance	98.11	3.89	94.22
Medics' concern for your privacy	97.68	4.23	93.44
Helpfulness of the person you called for ambulance service	97.56	4.69	92.87
Concern shown by the person you called for ambulance service	97.22	4.69	92.53
Extent to which our staff eased your entry into the medical facility	97.2	3.52	93.69
Extent to which medics included you in the treatment decisions (if applicable)	97.12	4.51	92.6
Care shown by the medics who arrived with the ambulance	96.92	2.32	94.6
Likelihood of recommending this ambulance service to others	96.87	3.86	93.01
Appropriateness of Emergency Medical Transportation treatment	96.75	3.59	93.16





**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
Appropriateness of Emergency Medical Transportation treatment	96.75	.962890203
Skill of the medics	96.13	.953986159
Degree to which the medics took your problem seriously	96.61	.951780351
Care shown by the medics who arrived with the ambulance	96.92	.949760813
Extent to which medics included you in the treatment decisions (if applicable)	97.12	.946109689
Medics' concern for your privacy	97.68	.945699845
Degree to which the medics listened to you and/or your family	96.08	.931064857
How well did our staff work together to care for you	94.11	.926734064
Extent to which medics cared for you as a person	96.70	.919469566
Extent to which our staff eased your entry into the medical facility	97.20	.909177154
Skill of the person driving the ambulance	98.11	.898153117
Extent to which the medics kept you informed about your treatment	95.55	.886864311
Cleanliness of the ambulance	98.45	.822227575
Degree to which the medics relieved your pain or discomfort	92.08	.790263497
Comfort of the ride	92.90	.711746536
Concern shown by the person you called for ambulance service	97.22	.710017979
Extent to which the services received were worth the fees charged	90.80	.699492425
Helpfulness of the person you called for ambulance service	97.56	.614034811
Willingness of the staff in our billing office to address your needs	96.43	.582639757
Professionalism of the staff in our billing office	96.43	.582639757
Extent to which you were told what to do until the ambulance arrived	96.71	.483086166
Extent to which the ambulance arrived in a timely manner	95.84	.242273677





**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	97.56	96.32	90.58	94.53	96.88	93.75	91.81
Concern shown by the person you called for ambulance service	97.22	95.59	87.51	94.22	95.98	95.45	91.36
Extent to which you were told what to do until the ambulance	96.71	93.75	86.00	93.70	95.45	95.45	89.00
Extent to which the ambulance arrived in a timely manner	95.84	86.51	88.80	93.76	94.74	94.23	90.38
Cleanliness of the ambulance	98.45	94.70	92.17	94.83	98.15	94.64	93.10
Comfort of the ride	92.90	86.79	88.27	88.74	93.18	91.07	86.66
Skill of the person driving the ambulance	98.11	92.65	92.20	94.97	96.36	92.86	92.98
Care shown by the medics who arrived with the ambulance	96.92	91.46	93.08	95.74	94.46	91.67	91.80
Degree to which the medics took your problem seriously	96.61	89.31	92.48	95.77	95.54	91.67	93.15
Degree to which the medics listened to you and/or your family	96.08	88.63	91.58	95.57	94.66	91.67	92.54
Skill of the medics	96.13	89.55	91.77	96.07	96.82	90.00	94.92
Extent to which the medics kept you informed about your	95.55	85.87	90.14	94.78	95.00	92.86	91.96
Extent to which medics included you in the treatment decisions (if	97.12	87.50	88.30	93.42	96.11	90.38	91.84
Degree to which the medics relieved your pain or discomfort	92.08	87.97	88.09	93.00	94.15	91.07	91.69
Medics' concern for your privacy	97.68	91.96	91.00	95.08	96.15	92.86	92.24
Extent to which medics cared for you as a person	96.70	87.53	90.42	95.65	95.02	92.86	92.52
Professionalism of the staff in our billing office	96.43	79.47	86.56	91.22	87.88	88.89	82.38
Willingness of the staff in our billing office to address your needs	96.43	83.40	86.81	91.55	87.88	91.67	80.21
How well did our staff work together to care for you	94.11	87.88	90.27	96.09	94.23	92.86	91.20
Extent to which our staff eased your entry into the medical facility	97.20	90.00	90.68	94.85	93.42	91.07	90.40
Appropriateness of Emergency Medical Transportation treatment	96.75	89.20	89.95	95.38	95.67	91.07	94.61
Extent to which the services received were worth the fees charged	90.80	81.73	87.11	88.11	88.52	87.50	85.23
Overall rating of the care provided by our Emergency Medical	96.39	85.90	92.83	96.24	94.81	92.86	91.82
Likelihood of recommending this ambulance service to others	96.87	84.44	91.88	94.85	93.42	97.92	89.83
<b>Overall score</b>	96.05	89.09	90.20	94.26	94.59	92.30	90.95
<b>National Rank</b>	15	75	69	29	24	48	60
<b>Comparable Size (Large) Company Rank</b>	1	18	17	5	4	11	15

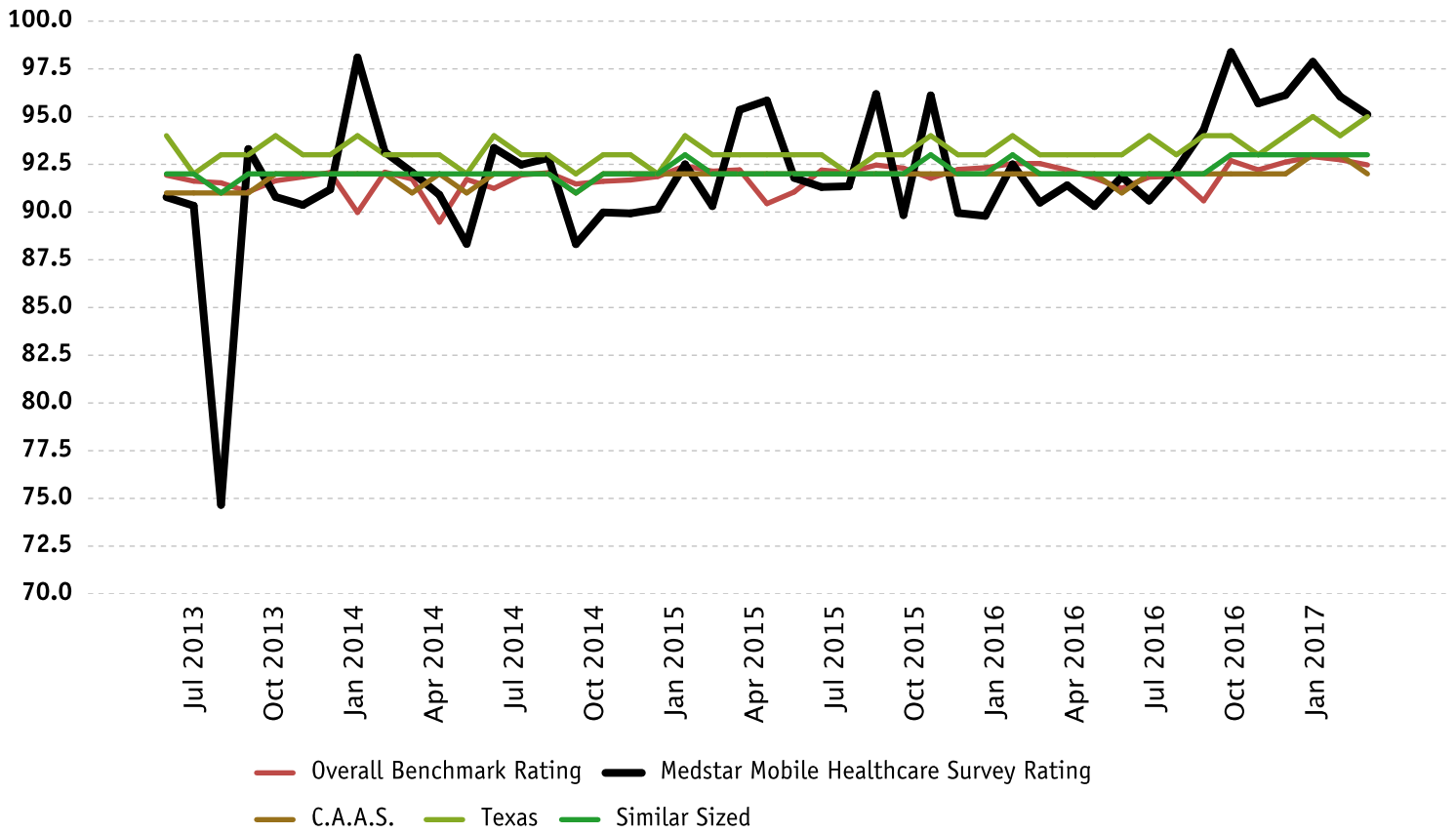


### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
<b>Total Score</b>	<b>96.05</b>	92.72	92.66	93.56	92.24
Helpfulness of the person you called for ambulance service	97.56	92.87	93.38	93.80	92.78
Concern shown by the person you called for ambulance service	97.22	92.53	93.10	93.53	92.52
Extent to which you were told what to do until the ambulance	96.71	91.04	91.25	93.10	90.67
Extent to which the ambulance arrived in a timely manner	95.84	92.89	93.13	94.66	92.06
Cleanliness of the ambulance	98.45	94.66	94.85	96.06	94.26
Comfort of the ride	92.90	88.36	88.86	90.62	87.96
Skill of the person driving the ambulance	98.11	94.22	94.49	95.16	94.02
Care shown by the medics who arrived with the ambulance	96.92	94.60	94.84	94.88	94.58
Degree to which the medics took your problem seriously	96.61	94.31	94.45	94.79	94.16
Degree to which the medics listened to you and/or your family	96.08	93.98	94.07	94.71	93.87
Skill of the medics	96.13	94.21	94.43	94.96	94.02
Extent to which the medics kept you informed about your	95.55	92.83	93.04	94.01	92.70
Extent to which medics included you in the treatment decisions	97.12	92.60	93.04	93.83	92.52
Degree to which the medics relieved your pain or discomfort	92.08	90.79	90.95	91.63	90.61
Medics' concern for your privacy	97.68	93.44	93.59	94.44	93.29
Extent to which medics cared for you as a person	96.70	94.30	94.40	94.92	94.15
Professionalism of the staff in our billing office	96.43	87.70	88.15	89.10	87.98
Willingness of the staff in our billing office to address your	96.43	87.69	88.37	89.26	88.02
How well did our staff work together to care for you	94.11	93.59	93.58	94.27	93.46
Extent to which our staff eased your entry into the medical	97.20	93.69	93.77	94.68	93.62
Appropriateness of Emergency Medical Transportation treatment	96.75	93.16	93.33	94.69	92.95
Extent to which the services received were worth the fees	90.80	87.24	87.61	88.90	87.16
Overall rating of the care provided by our Emergency Medical	96.39	93.72	93.80	94.89	93.55
Likelihood of recommending this ambulance service to others	96.87	93.01	93.30	94.49	92.94
<b>Number of Surveys for the period</b>	<b>125</b>				

Medstar Mobile Healthcare  
**February 1, 2017 to February 28, 2017**

**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.





## Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>91.41</b>	<b>91.58</b>
<b>Dispatch</b>	<b>92.35</b>	<b>91.53</b>
Helpfulness of the person you called for ambulance service	92.64	92.27
Concern shown by the person you called for ambulance service	92.69	92.00
Extent to which you were told what to do until the ambulance	91.73	90.32
<b>Ambulance</b>	<b>92</b>	<b>91.32</b>
Extent to which the ambulance arrived in a timely manner	92.86	91.65
Cleanliness of the ambulance	94.48	93.84
Comfort of the ride	87.81	87.06
Skill of the person driving the ambulance	92.86	92.75
<b>Medic</b>	<b>92.9</b>	<b>92.76</b>
Care shown by the medics who arrived with the ambulance	93.70	93.78
Degree to which the medics took your problem seriously	93.63	93.68
Degree to which the medics listened to you and/or your family	93.24	93.42
Skill of the medics	93.97	93.83
Extent to which the medics kept you informed about your treatment	92.43	91.91
Extent to which medics included you in the treatment decisions (if	92.24	91.70
Degree to which the medics relieved your pain or discomfort	89.86	90.24
Medics' concern for your privacy	93.27	92.68



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>91.41</b>	<b>91.58</b>
<b>Medic</b>	<b>92.9</b>	<b>92.76</b>
Extent to which medics cared for you as a person	93.72	93.63
<b>Billing Staff Assessment</b>	<b>82.93</b>	<b>87.94</b>
Professionalism of the staff in our ambulance service billing office	75.00	88.13
Professionalism of the staff in our billing office	86.95	87.52
Willingness of the staff in our billing office to address your needs	86.85	88.17
<b>Overall Assessment</b>	<b>92.57</b>	<b>91.82</b>
How well did our staff work together to care for you	93.60	92.86
Extent to which our staff eased your entry into the medical facility	93.12	93.03
Appropriateness of Emergency Medical Transportation treatment	93.38	92.77
Extent to which the services received were worth the fees charged	88.39	86.74
Overall rating of the care provided by our Emergency Medical	93.62	92.94
Likelihood of recommending this ambulance service to others	93.31	92.56



### 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>40</b>	<b>3</b>	<b>27</b>	<b>106</b>	<b>1897</b>	<b>91.51%</b>	<b>76.52%</b>
<b>Dispatch</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>107</b>	<b>93.04%</b>	<b>74.11%</b>
Helpfulness of the person you called for ambulance service	0	0	1	2	38	92.68%	76.13%
Concern shown by the person you called for ambulance service	0	1	0	1	34	94.44%	74.82%
Extent to which you were told what to do until the ambulance arrived	0	0	2	1	35	92.11%	71.37%
<b>Ambulance</b>	<b>3</b>	<b>1</b>	<b>12</b>	<b>24</b>	<b>372</b>	<b>90.29%</b>	<b>76.30%</b>
Extent to which the ambulance arrived in a timely manner	1	0	2	11	100	87.72%	77.94%
Cleanliness of the ambulance	0	1	0	3	93	95.88%	80.81%
Comfort of the ride	1	0	10	7	91	83.49%	66.67%
Skill of the person driving the ambulance	1	0	0	3	88	95.65%	79.79%
<b>Medic</b>	<b>22</b>	<b>1</b>	<b>10</b>	<b>41</b>	<b>888</b>	<b>92.31%</b>	<b>79.94%</b>
Care shown by the medics who arrived with the ambulance	2	1	0	4	114	94.21%	82.77%
Degree to which the medics took your problem seriously	3	0	1	2	111	94.87%	82.66%
Degree to which the medics listened to you and/or your family	3	0	1	4	106	92.98%	81.84%
Skill of the medics	3	0	0	3	90	93.75%	81.35%
Extent to which the medics kept you informed about your treatment	2	0	3	6	101	90.18%	77.81%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>40</b>	<b>3</b>	<b>27</b>	<b>106</b>	<b>1897</b>	<b>91.51%</b>	<b>76.52%</b>
Extent to which medics included you in the treatment decisions (if applicable)	2	0	0	2	82	95.35%	78.07%
Degree to which the medics relieved your pain or discomfort	3	0	4	14	86	80.37%	73.55%
Medics' concern for your privacy	2	0	0	1	93	96.88%	78.56%
Extent to which medics cared for you as a person	2	0	1	5	105	92.92%	82.83%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>12</b>	<b>85.71%</b>	<b>61.93%</b>
Professionalism of the staff in our billing office	0	0	0	1	6	85.71%	61.76%
Willingness of the staff in our billing office to address your needs	0	0	0	1	6	85.71%	62.10%
<b>Overall Assessment</b>	<b>15</b>	<b>0</b>	<b>2</b>	<b>35</b>	<b>518</b>	<b>90.88%</b>	<b>77.60%</b>
How well did our staff work together to care for you	3	0	0	15	96	84.21%	79.68%
Extent to which our staff eased your entry into the medical facility	1	0	0	7	90	91.84%	79.34%
Appropriateness of Emergency Medical Transportation treatment	2	0	0	3	79	94.05%	78.68%
Extent to which the services received were worth the fees charged	3	0	2	4	45	83.33%	66.68%
Overall rating of the care provided by our Emergency Medical Transportation service	3	0	0	5	109	93.16%	81.10%
Likelihood of recommending this ambulance service to others	3	0	0	1	99	96.12%	80.10%



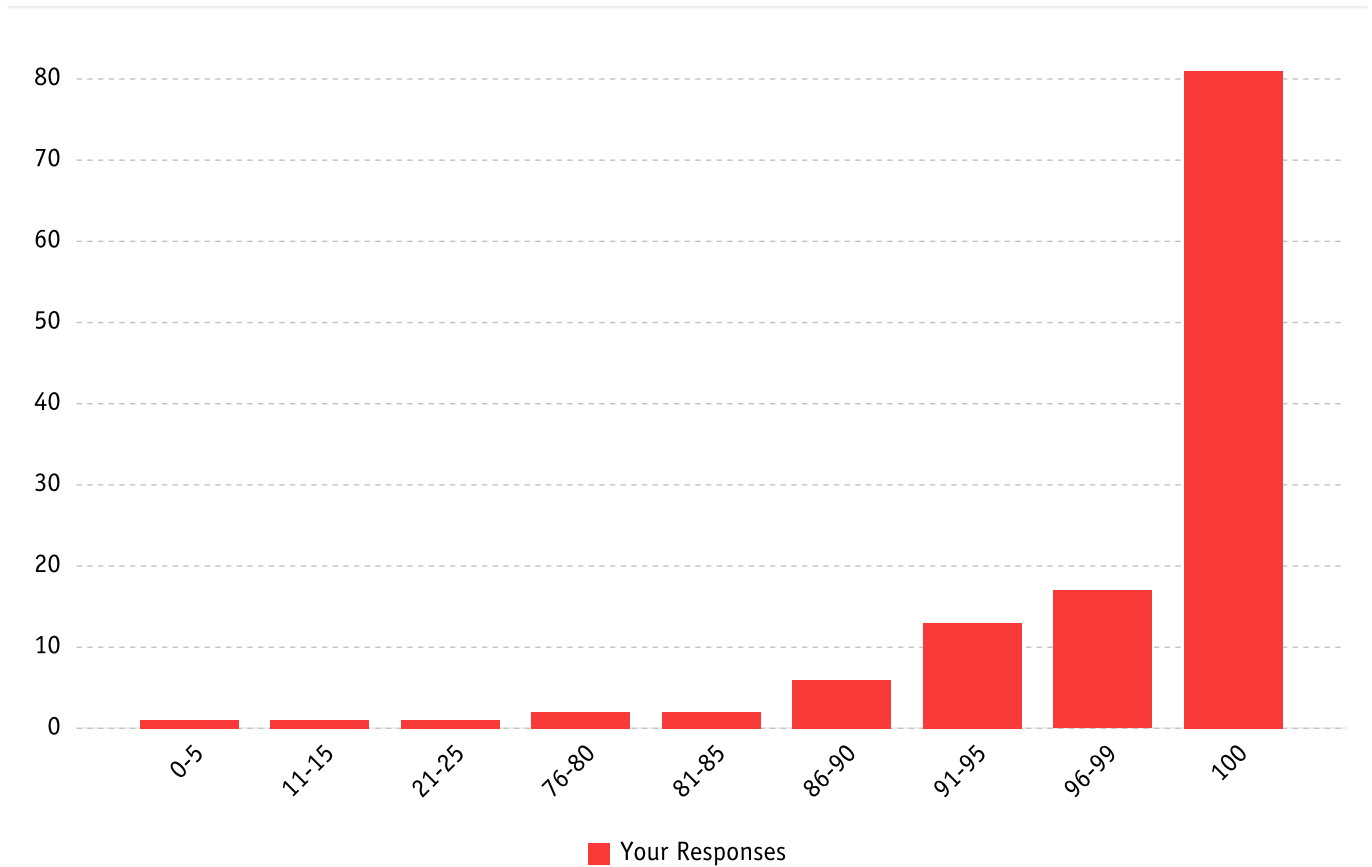
### Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	97.56	92.87	9.247	14.569	5.32
Concern shown by the person you called for ambulance service	97.22	92.53	12.88	14.543	1.66
Extent to which you were told what to do until the ambulance arrived	96.71	91.04	11.713	16.431	4.72
Extent to which the ambulance arrived in a timely manner	95.84	92.89	13.147	15.622	2.47
Cleanliness of the ambulance	98.45	94.66	8.656	11.858	3.20
Comfort of the ride	92.90	88.36	17.578	19.486	1.91
Skill of the person driving the ambulance	98.11	94.22	11.106	12.70	1.59
Care shown by the medics who arrived with the ambulance	96.92	94.60	14.82	13.826	-0.99
Degree to which the medics took your problem seriously	96.61	94.31	16.488	14.681	-1.81
Degree to which the medics listened to you and/or your family	96.08	93.98	16.924	15.148	-1.78
Skill of the medics	96.12	94.21	17.629	14.065	-3.56
Extent to which the medics kept you informed about your	95.55	92.83	15.99	15.643	-0.35
Extent to which medics included you in the treatment decisions (if applicable)	97.12	92.60	15.302	16.508	1.21
Degree to which the medics relieved your pain or discomfort	92.08	90.79	19.682	18.383	-1.30
Medics' concern for your privacy	97.68	93.44	14.328	14.41	0.08
Extent to which medics cared for you as a person	96.70	94.30	14.572	14.863	0.29
Professionalism of the staff in our billing office	96.43	87.70	8.748	18.906	10.16
Willingness of the staff in our billing office to address your needs	96.43	87.69	8.748	19.158	10.41
How well did our staff work together to care for you	94.11	93.59	17.476	14.807	-2.67
Extent to which our staff eased your entry into the medical facility	97.20	93.69	11.698	14.247	2.55
Appropriateness of Emergency Medical Transportation treatment	96.75	93.16	15.656	15.521	-0.13
Extent to which the services received were worth the fees charged	90.80	87.24	24.468	21.953	-2.52
Overall rating of the care provided by our Emergency Medical Transportation service	96.39	93.72	16.279	15.489	-0.79
Likelihood of recommending this ambulance service to others	96.87	93.01	16.786	17.091	0.31
<b>Overall Survey Rating</b>	96.05	92.72	14.58	15.83	1.25





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



## No Records for filters provided

We were unable to find any records that matched the filters you provided, please widen your search scope.

