

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

1515 Center Street

Lansing, Mi 48096

1 (877) 583-3100

service@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

April 1, 2017 to April 30, 2017

Your Score

93.20

Number of Your Patients in this Report

125

Number of Patients in this Report

4,979

Number of Transport Services in All EMS DB

139





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **04/01/2017** and **04/30/2017**.

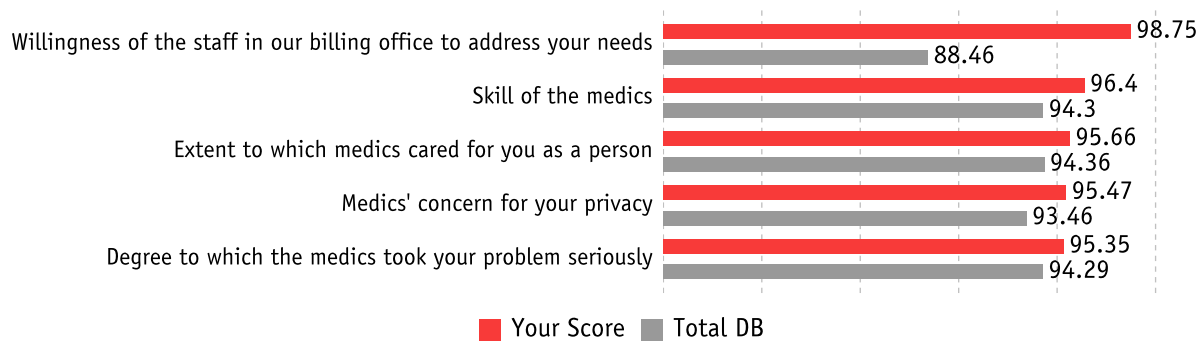
The overall mean score for the standard questions was **93.20**; this is a difference of **0.57** points from the overall EMS database score of **92.63**.

The current score of **93.20** is a change of **0.32** points from last period's score of **92.88**. This was the **40th** highest overall score for all companies in the database.

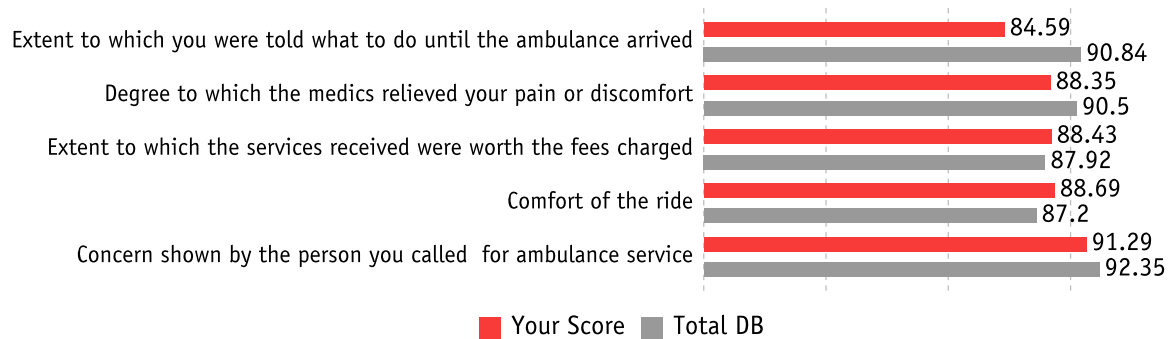
You are ranked **9th** for comparably sized companies in the system.

78.71% of responses to standard questions had a rating of Very Good, the highest rating. **99.06%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

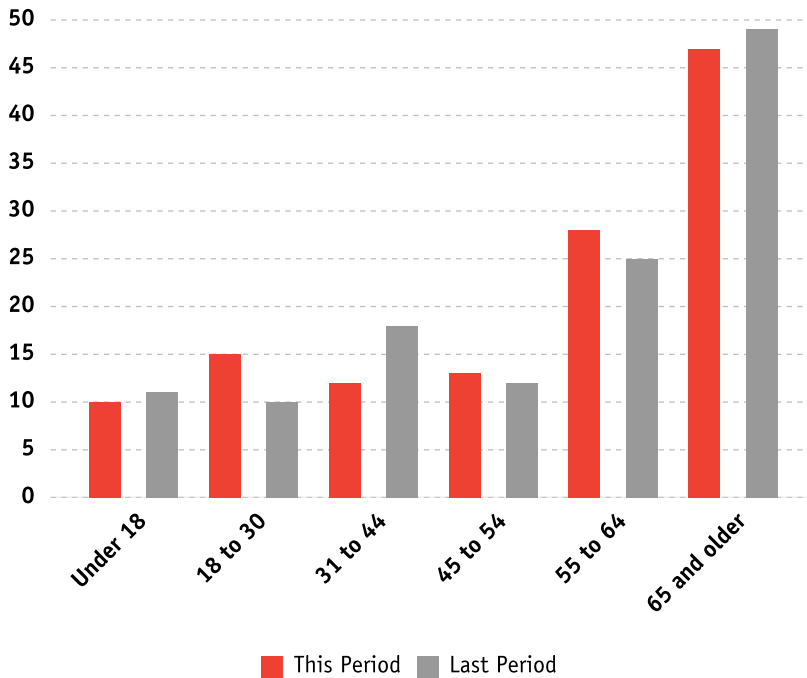




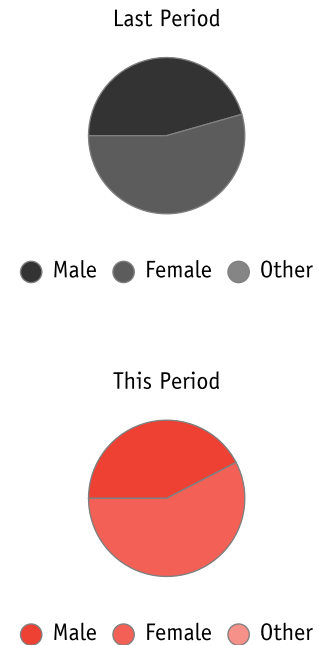
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	11	6	5	0	10	5	5	0
18 to 30	10	4	6	0	15	5	10	0
31 to 44	18	6	12	0	12	6	6	0
45 to 54	12	7	5	0	13	6	7	0
55 to 64	25	15	10	0	28	10	18	0
65 and older	49	19	30	0	47	21	26	0
Total	125	57	68	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	86.30	5.02	91.32	92.40
Concern shown by the person you called for ambulance service	89.93	1.36	91.29	92.35
Extent to which you were told what to do until the ambulance arrived	87.33	-2.74	84.59	90.84

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.68	-0.02	92.66	92.31
Cleanliness of the ambulance	95.00	-0.84	94.16	94.33
Comfort of the ride	86.52	2.17	88.69	87.20
Skill of the person driving the ambulance	93.04	1.38	94.42	93.81

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.80	-0.75	95.05	94.37
Degree to which the medics took your problem seriously	96.37	-1.02	95.35	94.29
Degree to which the medics listened to you and/or your family	94.76	-0.36	94.40	94.03
Skill of the medics	95.70	0.70	96.40	94.30
Extent to which the medics kept you informed about your treatment	92.29	-0.47	91.82	92.70
Extent to which medics included you in the treatment decisions (if applicable)	90.76	1.15	91.91	92.31
Degree to which the medics relieved your pain or discomfort	87.19	1.16	88.35	90.50
Medics' concern for your privacy	95.49	-0.02	95.47	93.46
Extent to which medics cared for you as a person	95.87	-0.21	95.66	94.36

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	88.79	5.26	94.05	88.53
Willingness of the staff in our billing office to address your needs	87.93	10.82	98.75	88.46



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.53	-0.73	94.80	93.66
Extent to which our staff eased your entry into the medical facility	94.28	-0.86	93.42	93.53
Appropriateness of Emergency Medical Transportation treatment	95.34	-0.73	94.61	93.48
Extent to which the services received were worth the fees charged	84.91	3.52	88.43	87.92
Overall rating of the care provided by our Emergency Medical Transportation	94.76	-0.63	94.13	93.84
Likelihood of recommending this ambulance service to others	94.88	-1.23	93.65	93.34



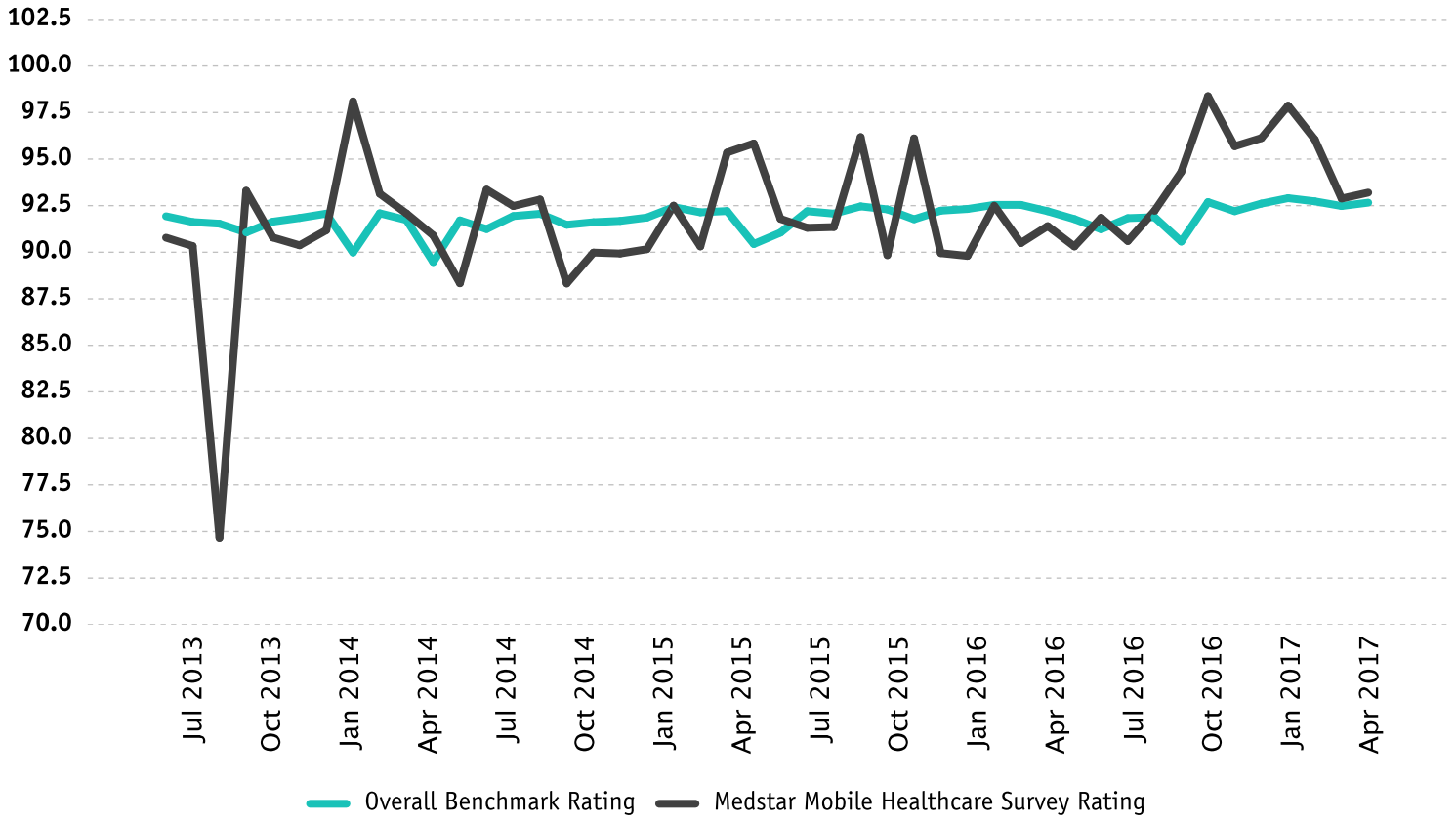
Monthly Breakdown

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.

	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017
Helpfulness of the person you called for ambulance service	93.38	88.19	93.90	88.84	92.57	95.54	94.77	97.06	94.81	99.38	97.56	86.30	91.32
Concern shown by the person you called for ambulance service	93.55	88.89	92.11	84.75	94.70	97.17	95.35	97.66	94.79	99.38	97.22	89.93	91.29
Extent to which you were told what to do until the ambulance	91.41	90.83	88.49	91.41	93.10	92.20	93.02	97.66	95.74	95.51	96.71	87.33	84.59
Extent to which the ambulance arrived in a timely manner	91.52	92.67	90.53	88.57	95.21	93.80	98.25	95.25	95.76	98.03	95.84	92.68	92.66
Cleanliness of the ambulance	95.33	90.95	92.66	91.75	95.94	96.03	99.12	96.78	96.30	99.12	98.45	95.00	94.16
Comfort of the ride	85.43	81.76	84.07	82.55	86.28	89.26	96.68	90.38	90.55	91.47	92.90	86.52	88.69
Skill of the person driving the ambulance	90.32	88.48	91.59	88.46	95.89	95.12	98.44	96.74	97.95	98.65	98.11	93.04	94.42
Care shown by the medics who arrived with the ambulance	92.65	90.97	94.21	91.94	91.94	94.56	98.79	95.53	96.91	99.15	96.92	95.80	95.05
Degree to which the medics took your problem seriously	91.81	91.53	93.30	92.71	90.97	94.33	99.17	95.80	98.09	98.72	96.61	96.37	95.35
Degree to which the medics listened to you and/or your family	93.02	90.75	93.45	92.80	90.33	94.82	97.99	94.12	97.73	98.31	96.08	94.76	94.40
Skill of the medics	94.37	92.10	93.80	91.74	91.60	96.18	98.57	96.46	97.88	97.90	96.13	95.70	96.40
Extent to which the medics kept you informed about your	88.93	90.70	91.28	92.27	90.41	93.20	99.17	96.35	97.81	95.62	95.55	92.29	91.82
Extent to which medics included you in the treatment decisions	89.64	92.41	90.34	90.66	90.51	91.05	99.16	95.88	96.25	96.86	97.12	90.76	91.91
Degree to which the medics relieved your pain or discomfort	87.80	88.72	88.17	87.51	88.32	90.86	97.69	93.56	94.11	95.30	92.08	87.19	88.35
Medics' concern for your privacy	90.84	91.33	91.11	90.49	89.57	94.64	99.38	97.66	96.34	97.93	97.68	95.49	95.47
Extent to which medics cared for you as a person	91.14	91.75	95.51	92.76	90.81	93.87	99.16	96.39	97.18	99.11	96.70	95.87	95.66
Professionalism of the staff in our billing office	81.82	90.00	90.00	80.00	87.50	100.00	94.44	94.70	82.21	100.00	96.43	88.79	94.05
Willingness of the staff in our billing office to address your	84.09	86.62	80.00	80.00	81.25	100.00	90.63	94.23	86.45	100.00	96.43	87.93	98.75
How well did our staff work together to care for you	92.86	92.98	93.48	93.48	95.36	96.03	98.96	95.79	97.35	98.31	94.11	95.53	94.80
Extent to which our staff eased your entry into the medical	92.42	88.92	91.42	90.44	93.28	95.91	98.52	96.94	98.18	99.32	97.20	94.28	93.42
Appropriateness of Emergency Medical Transportation treatment	91.16	90.18	92.00	90.69	94.57	94.60	99.17	97.09	97.45	98.75	96.75	95.34	94.61
Extent to which the services received were worth the fees	87.52	75.07	70.00	75.08	91.30	94.44	98.40	95.63	86.87	100.00	90.80	84.91	88.43
Overall rating of the care provided by our Emergency Medical	92.99	91.81	94.52	93.38	93.01	95.74	98.75	96.68	96.93	98.72	96.39	94.76	94.13
Likelihood of recommending this ambulance service to others	93.76	93.23	94.95	94.64	93.37	95.71	98.96	94.80	95.55	98.65	96.87	94.88	93.65
Your Master Score	91.40	90.31	91.85	90.60	92.22	94.31	98.38	95.69	96.13	97.87	96.05	92.88	93.20
Your Total Responses	125	125	127	125	125	136	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





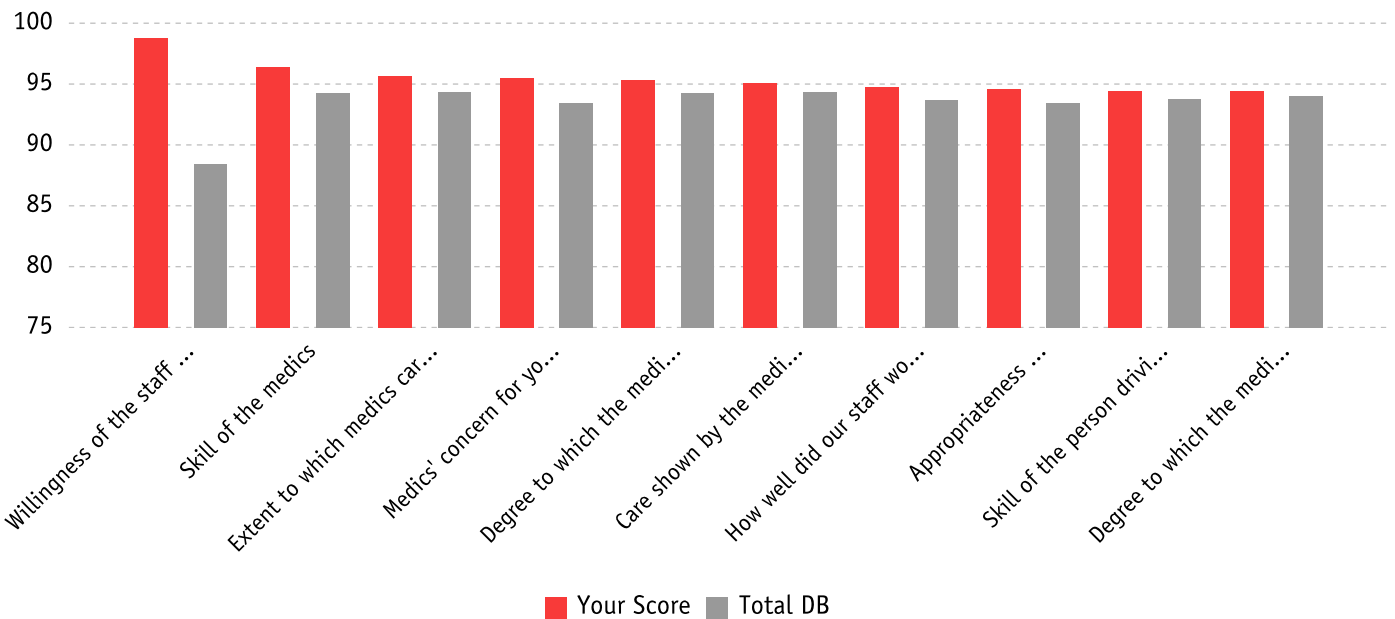
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Willingness of the staff in our billing office to address your needs	87.93	98.75	10.82	88.46
Professionalism of the staff in our billing office	88.79	94.05	5.25	88.53
Helpfulness of the person you called for ambulance service	86.30	91.32	5.02	92.40
Extent to which the services received were worth the fees charged	84.91	88.43	3.51	87.92
Comfort of the ride	86.52	88.69	2.17	87.20
Skill of the person driving the ambulance	93.04	94.42	1.37	93.81
Concern shown by the person you called for ambulance service	89.93	91.29	1.36	92.35
Degree to which the medics relieved your pain or discomfort	87.19	88.35	1.16	90.50
Extent to which medics included you in the treatment decisions (if applicable)	90.76	91.91	1.15	92.31
Skill of the medics	95.70	96.40	0.70	94.30
Decreases				
Extent to which you were told what to do until the ambulance arrived	87.33	84.59	-2.74	90.84
Likelihood of recommending this ambulance service to others	94.88	93.65	-1.22	93.34
Degree to which the medics took your problem seriously	96.37	95.35	-1.02	94.29
Extent to which our staff eased your entry into the medical facility	94.28	93.42	-0.86	93.53
Cleanliness of the ambulance	95.00	94.16	-0.84	94.33
Care shown by the medics who arrived with the ambulance	95.80	95.05	-0.75	94.37
How well did our staff work together to care for you	95.53	94.80	-0.73	93.66
Appropriateness of Emergency Medical Transportation treatment	95.34	94.61	-0.73	93.48
Overall rating of the care provided by our Emergency Medical Transportation service	94.76	94.13	-0.63	93.84
Extent to which the medics kept you informed about your treatment	92.29	91.82	-0.47	92.70



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Willingness of the staff in our billing office to address your needs	98.75	10.29	88.46
Skill of the medics	96.4	2.1	94.3
Extent to which medics cared for you as a person	95.66	1.3	94.36
Medics' concern for your privacy	95.47	2.01	93.46
Degree to which the medics took your problem seriously	95.35	1.06	94.29
Care shown by the medics who arrived with the ambulance	95.05	0.68	94.37
How well did our staff work together to care for you	94.8	1.14	93.66
Appropriateness of Emergency Medical Transportation treatment	94.61	1.14	93.48
Skill of the person driving the ambulance	94.42	0.6	93.81
Degree to which the medics listened to you and/or your family	94.4	0.37	94.03





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
How well did our staff work together to care for you	94.80	.888399863
Extent to which medics included you in the treatment decisions (if applicable)	91.91	.886689048
Appropriateness of Emergency Medical Transportation treatment	94.61	.81375374
Medics' concern for your privacy	95.47	.810339916
Degree to which the medics took your problem seriously	95.35	.789918041
Care shown by the medics who arrived with the ambulance	95.05	.784442336
Extent to which the medics kept you informed about your treatment	91.82	.783469069
Extent to which the ambulance arrived in a timely manner	92.66	.760428281
Extent to which medics cared for you as a person	95.66	.734768123
Concern shown by the person you called for ambulance service	91.29	.723233125
Extent to which you were told what to do until the ambulance arrived	84.59	.707026571
Professionalism of the staff in our billing office	94.05	.700834757
Helpfulness of the person you called for ambulance service	91.32	.696206029
Extent to which our staff eased your entry into the medical facility	93.42	.694520894
Degree to which the medics relieved your pain or discomfort	88.35	.683018338
Degree to which the medics listened to you and/or your family	94.40	.673534141
Extent to which the services received were worth the fees charged	88.43	.642175614
Comfort of the ride	88.69	.619002326
Cleanliness of the ambulance	94.16	.609043136
Skill of the medics	96.40	.574965674
Skill of the person driving the ambulance	94.42	.420342352
Willingness of the staff in our billing office to address your needs	98.75	.374524403



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	91.32	96.59	93.08	90.53	91.67	92.24	94.14	
Concern shown by the person you called for ambulance service	91.29	95.35	92.81	90.89	91.67	92.93	93.44	
Extent to which you were told what to do until the ambulance	84.59	94.87	92.01	88.44	91.67	93.68	92.27	
Extent to which the ambulance arrived in a timely manner	92.66	93.75	88.87	90.71	58.67	91.71	94.10	
Cleanliness of the ambulance	94.16	95.56	93.42	93.37	83.33	95.33	94.40	
Comfort of the ride	88.69	91.11	87.24	85.55	66.67	87.89	88.67	
Skill of the person driving the ambulance	94.42	96.74	93.11	93.89	100.00	94.60	93.75	
Care shown by the medics who arrived with the ambulance	95.05	96.20	95.00	93.89	66.67	95.13	95.90	
Degree to which the medics took your problem seriously	95.35	95.11	95.21	93.70	62.50	94.52	96.19	
Degree to which the medics listened to you and/or your family	94.40	94.44	94.89	94.57	58.67	94.37	95.85	
Skill of the medics	96.40	95.00	94.47	93.70	83.33	94.44	96.03	
Extent to which the medics kept you informed about your	91.82	93.89	93.68	93.65	75.00	92.83	94.87	
Extent to which medics included you in the treatment decisions (if	91.91	91.46	94.26	91.90	58.67	92.16	94.77	
Degree to which the medics relieved your pain or discomfort	88.35	92.68	90.49	91.24	58.67	90.61	94.06	
Medics' concern for your privacy	95.47	94.77	94.83	92.98	91.67	93.97	94.58	
Extent to which medics cared for you as a person	95.66	94.89	97.04	95.12	67.00	94.90	96.14	
Professionalism of the staff in our billing office	94.05	88.00	86.07	91.02	87.50	92.02	93.91	
Willingness of the staff in our billing office to address your needs	98.75	88.46	87.82	90.18	87.50	91.83	91.69	
How well did our staff work together to care for you	94.80	95.93	93.22	94.11	87.50	94.15	95.60	
Extent to which our staff eased your entry into the medical facility	93.42	96.51	95.00	93.35	83.33	93.75	95.97	
Appropriateness of Emergency Medical Transportation treatment	94.61	95.45	94.83	93.24	66.67	93.92	95.47	
Extent to which the services received were worth the fees charged	88.43	90.79	85.88	89.30	66.67	91.62	92.93	
Overall rating of the care provided by our Emergency Medical	94.13	95.56	94.84	92.83	58.67	94.50	95.30	
Likelihood of recommending this ambulance service to others	93.65	94.32	93.96	93.91	58.67	95.32	95.54	
Overall score		93.20	94.29	92.88	92.29	74.74	93.32	94.51
National Rank		40	28	46	49	90	37	25
Comparable Size (Large) Company Rank		9	4	12	14	21	7	2

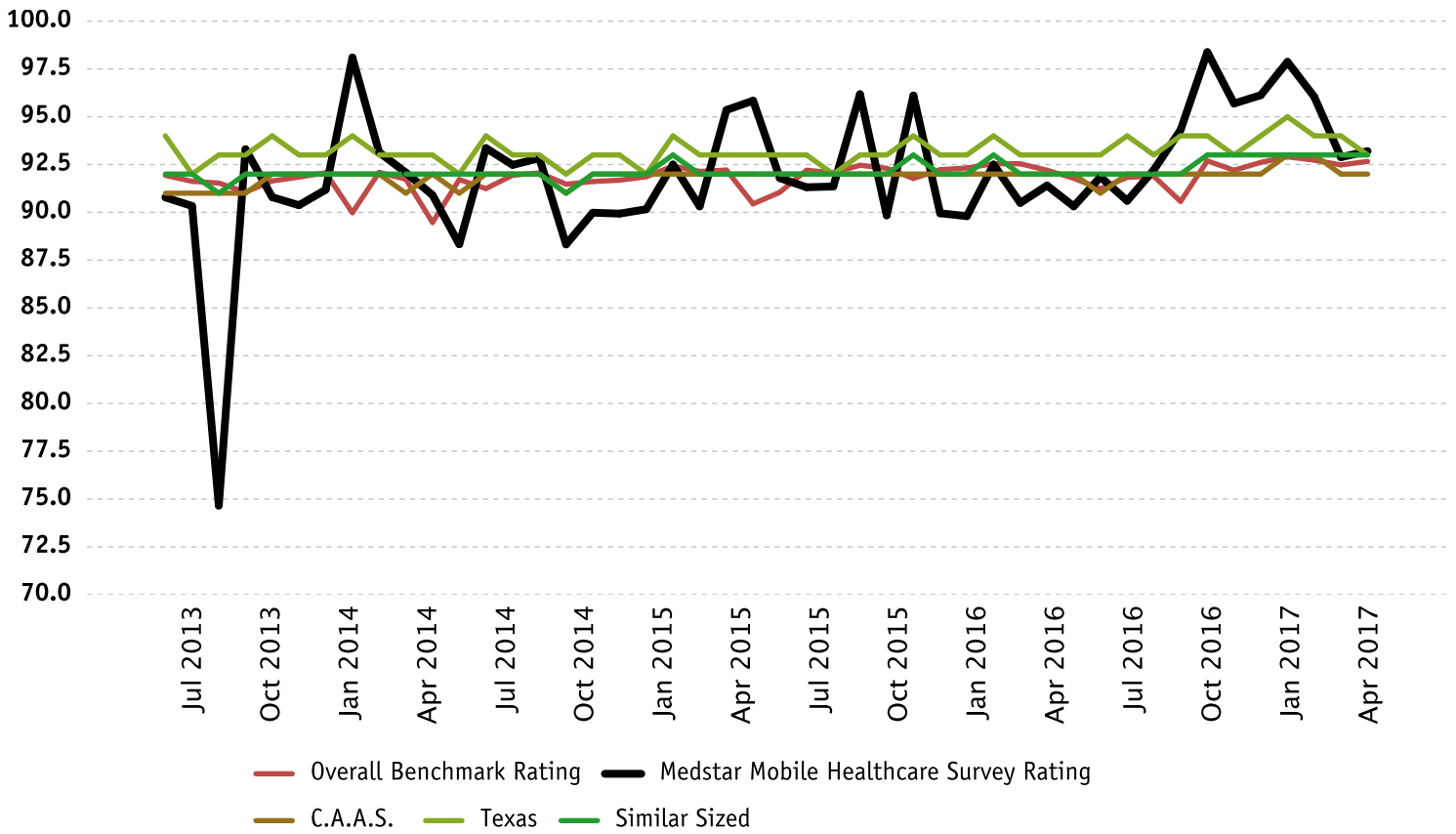


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	93.20	92.63	92.38	92.89	92.21
Helpfulness of the person you called for ambulance service	91.32	92.40	92.06	93.10	92.08
Concern shown by the person you called for ambulance service	91.29	92.35	92.14	93.01	92.04
Extent to which you were told what to do until the ambulance	84.59	90.84	90.73	91.46	90.51
Extent to which the ambulance arrived in a timely manner	92.66	92.31	92.03	92.63	91.83
Cleanliness of the ambulance	94.16	94.33	94.38	94.64	94.17
Comfort of the ride	88.69	87.20	87.17	87.45	86.76
Skill of the person driving the ambulance	94.42	93.81	93.80	94.21	93.62
Care shown by the medics who arrived with the ambulance	95.05	94.37	94.25	94.83	94.22
Degree to which the medics took your problem seriously	95.35	94.29	94.23	94.47	94.13
Degree to which the medics listened to you and/or your family	94.40	94.03	93.98	94.14	93.91
Skill of the medics	96.40	94.30	94.48	94.70	94.39
Extent to which the medics kept you informed about your	91.82	92.70	92.55	92.95	92.47
Extent to which medics included you in the treatment decisions	91.91	92.31	92.06	92.56	92.10
Degree to which the medics relieved your pain or discomfort	88.35	90.50	90.36	90.60	90.13
Medics' concern for your privacy	95.47	93.46	93.58	93.57	93.39
Extent to which medics cared for you as a person	95.66	94.36	94.44	94.64	94.29
Professionalism of the staff in our billing office	94.05	88.53	88.85	90.51	88.48
Willingness of the staff in our billing office to address your	98.75	88.46	88.80	90.69	88.25
How well did our staff work together to care for you	94.80	93.66	93.80	94.00	93.52
Extent to which our staff eased your entry into the medical	93.42	93.53	93.72	93.76	93.65
Appropriateness of Emergency Medical Transportation treatment	94.61	93.48	93.93	93.83	93.57
Extent to which the services received were worth the fees	88.43	87.92	88.09	89.23	88.26
Overall rating of the care provided by our Emergency Medical	94.13	93.84	94.11	93.82	93.96
Likelihood of recommending this ambulance service to others	93.65	93.34	93.48	94.51	93.33
Number of Surveys for the period	125				

Medstar Mobile Healthcare
 April 1, 2017 to April 30, 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
Overall Facility Rating	91.43	91.59
Dispatch	92.13	91.55
Helpfulness of the person you called for ambulance service	92.42	92.29
Concern shown by the person you called for ambulance service	92.57	92.02
Extent to which you were told what to do until the ambulance	91.39	90.34
Ambulance	92	91.35
Extent to which the ambulance arrived in a timely manner	92.83	91.67
Cleanliness of the ambulance	94.49	93.87
Comfort of the ride	87.78	87.08
Skill of the person driving the ambulance	92.89	92.77
Medic	92.94	92.77
Care shown by the medics who arrived with the ambulance	93.79	93.80
Degree to which the medics took your problem seriously	93.74	93.70
Degree to which the medics listened to you and/or your family	93.30	93.43
Skill of the medics	94.09	93.85
Extent to which the medics kept you informed about your treatment	92.41	91.93
Extent to which medics included you in the treatment decisions (if	92.18	91.72
Degree to which the medics relieved your pain or discomfort	89.74	90.14
Medics' concern for your privacy	93.41	92.70



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	91.43	91.59
Medic	92.94	92.77
Extent to which medics cared for you as a person	93.84	93.65
Billing Staff Assessment	83.08	87.97
Professionalism of the staff in our billing office	87.14	87.58
Professionalism of the staff in our ambulance service billing office	75.00	88.14
Willingness of the staff in our billing office to address your needs	87.11	88.18
Overall Assessment	92.6	91.83
How well did our staff work together to care for you	93.67	92.87
Extent to which our staff eased your entry into the medical facility	93.15	93.04
Appropriateness of Emergency Medical Transportation treatment	93.46	92.79
Extent to which the services received were worth the fees charged	88.29	86.76
Overall rating of the care provided by our Emergency Medical	93.65	92.96
Likelihood of recommending this ambulance service to others	93.35	92.58



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
Overall Company Rating	16	6	80	398	1849	78.71%	75.93%
Dispatch	3	2	7	57	134	66.01%	73.94%
Helpfulness of the person you called for ambulance service	1	0	1	18	49	71.01%	75.83%
Concern shown by the person you called for ambulance service	0	1	2	16	47	71.21%	74.72%
Extent to which you were told what to do until the ambulance arrived	2	1	4	23	38	55.88%	71.27%
Ambulance	2	1	14	92	326	74.94%	73.86%
Extent to which the ambulance arrived in a timely manner	1	1	2	24	91	76.47%	74.97%
Cleanliness of the ambulance	0	0	2	21	84	78.50%	79.13%
Comfort of the ride	1	0	8	28	69	65.09%	62.55%
Skill of the person driving the ambulance	0	0	2	19	82	79.61%	78.81%
Medic	7	1	36	149	840	81.32%	79.42%
Care shown by the medics who arrived with the ambulance	1	0	3	14	103	85.12%	82.24%
Degree to which the medics took your problem seriously	1	0	3	12	102	86.44%	82.57%
Degree to which the medics listened to you and/or your family	0	0	4	18	94	81.03%	81.35%
Skill of the medics	0	0	2	13	103	87.29%	81.28%
Extent to which the medics kept you informed about your treatment	1	0	6	22	87	75.00%	76.86%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	16	6	80	398	1849	78.71%	75.93%
Extent to which medics included you in the treatment decisions (if applicable)	1	0	4	23	80	74.07%	76.52%
Degree to which the medics relieved your pain or discomfort	2	1	6	26	70	66.67%	72.09%
Medics' concern for your privacy	0	0	5	11	100	86.21%	78.84%
Extent to which medics cared for you as a person	1	0	3	10	101	87.83%	83.07%
Billing Staff Assessment	0	0	0	6	35	85.37%	62.61%
Professionalism of the staff in our billing office	0	0	0	5	16	76.19%	62.43%
Willingness of the staff in our billing office to address your needs	0	0	0	1	19	95.00%	62.78%
Overall Assessment	4	2	23	94	514	80.69%	77.52%
How well did our staff work together to care for you	1	0	3	15	101	84.17%	79.00%
Extent to which our staff eased your entry into the medical facility	1	0	3	19	87	79.09%	78.58%
Appropriateness of Emergency Medical Transportation treatment	0	0	5	15	96	82.76%	78.94%
Extent to which the services received were worth the fees charged	0	1	7	8	38	70.37%	67.65%
Overall rating of the care provided by our Emergency Medical Transportation service	1	1	2	17	98	82.35%	80.86%
Likelihood of recommending this ambulance service to others	1	0	3	20	94	79.66%	80.09%

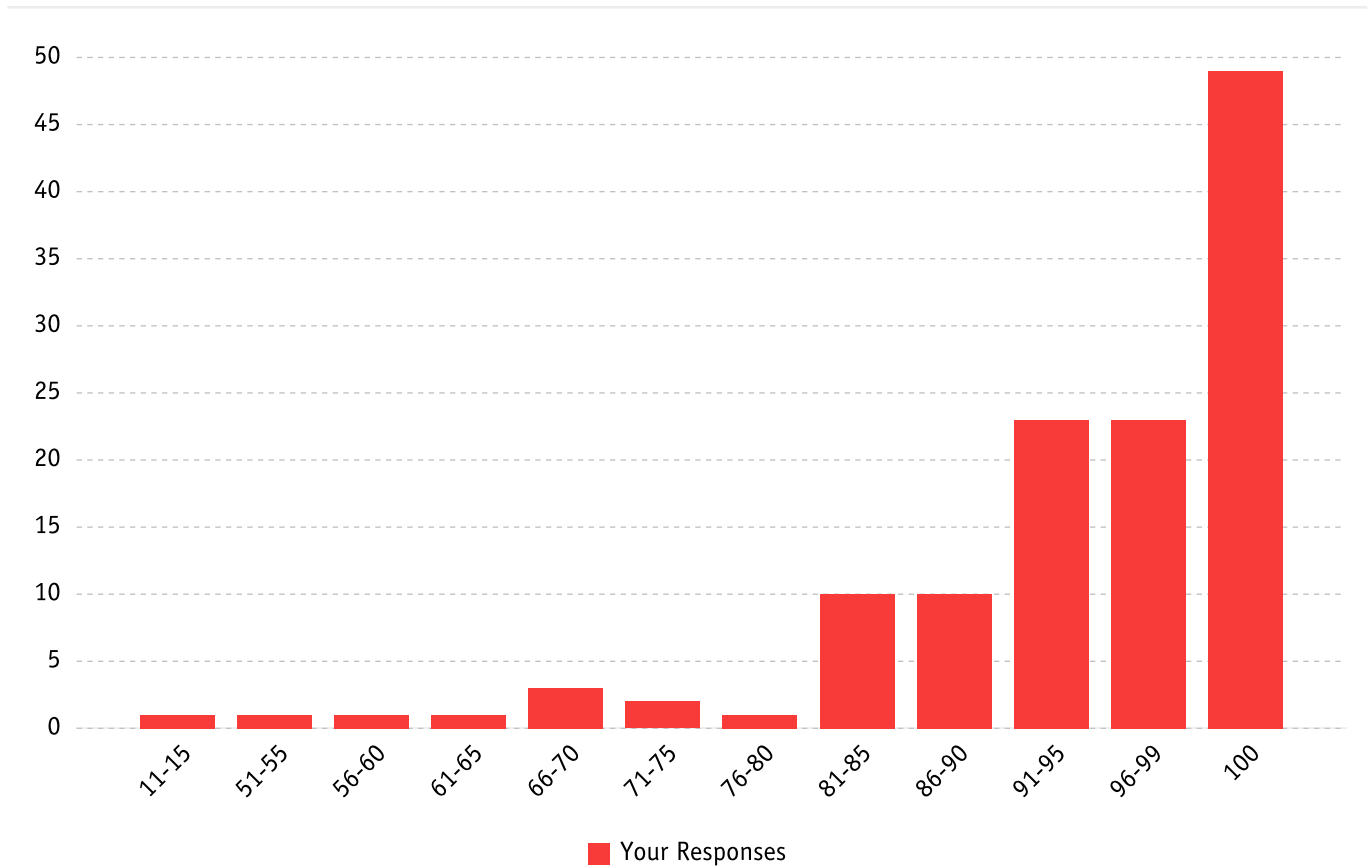


Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	91.32	92.40	16.308	15.97	-0.34
Concern shown by the person you called for ambulance service	91.29	92.35	15.382	15.152	-0.23
Extent to which you were told what to do until the ambulance arrived	84.59	90.84	22.179	17.074	-5.10
Extent to which the ambulance arrived in a timely manner	92.66	92.31	15.613	15.283	-0.33
Cleanliness of the ambulance	94.16	94.33	11.631	11.814	0.18
Comfort of the ride	88.69	87.20	17.841	19.707	1.87
Skill of the person driving the ambulance	94.42	93.81	11.518	13.386	1.87
Care shown by the medics who arrived with the ambulance	95.05	94.37	13.813	14.251	0.44
Degree to which the medics took your problem seriously	95.35	94.29	13.731	14.68	0.95
Degree to which the medics listened to you and/or your family	94.40	94.03	12.32	14.643	2.32
Skill of the medics	96.40	94.30	9.912	13.527	3.61
Extent to which the medics kept you informed about your	91.82	92.70	16.291	15.449	-0.84
Extent to which medics included you in the treatment decisions (if applicable)	91.91	92.31	15.842	16.419	0.58
Degree to which the medics relieved your pain or discomfort	88.35	90.50	20.055	18.321	-1.73
Medics' concern for your privacy	95.47	93.46	12.105	14.599	2.49
Extent to which medics cared for you as a person	95.66	94.36	13.637	14.959	1.32
Professionalism of the staff in our billing office	94.05	88.53	10.648	17.401	6.75
Willingness of the staff in our billing office to address your needs	98.75	88.46	5.449	17.756	12.31
How well did our staff work together to care for you	94.80	93.66	13.974	13.962	-0.01
Extent to which our staff eased your entry into the medical facility	93.42	93.53	14.897	14.065	-0.83
Appropriateness of Emergency Medical Transportation treatment	94.61	93.48	12.631	14.551	1.92
Extent to which the services received were worth the fees charged	88.43	87.92	19.669	21.163	1.49
Overall rating of the care provided by our Emergency Medical Transportation service	94.13	93.84	15.048	14.883	-0.16
Likelihood of recommending this ambulance service to others	93.65	93.34	14.569	16.044	1.48
Overall Survey Rating	93.20	92.63	14.38	15.63	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.

