

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

October 1, 2015 to December 31, 2015

Your Score

92.15

Number of Your Patients in this Report

373

Number of Patients in this Report

15,602

Number of Transport Services in All EMS DB

99





Executive Summary

This report contains data from **373 Medstar Mobile Healthcare** patients who returned a questionnaire between **10/01/2015** and **12/31/2015**.

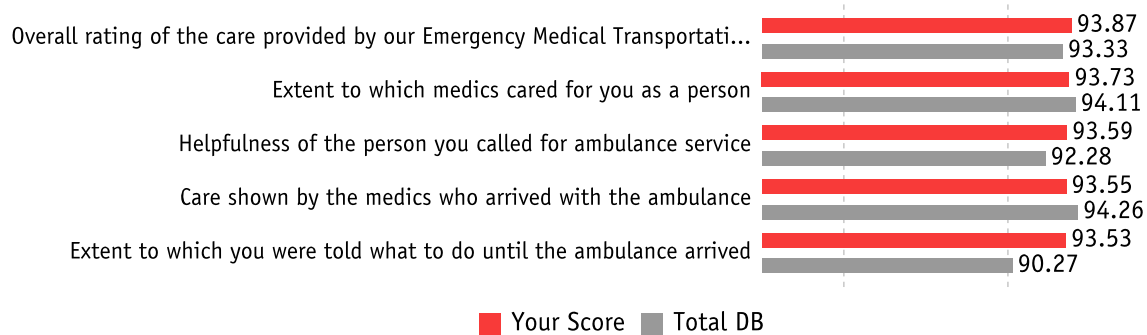
The overall mean score for the standard questions was **92.15**; this is a difference of **-0.03** points from the overall EMS database score of **92.18**.

The current score of **92.15** is a change of **-1.09** points from last period's score of **93.24**. This was the **39th** highest overall score for all companies in the database.

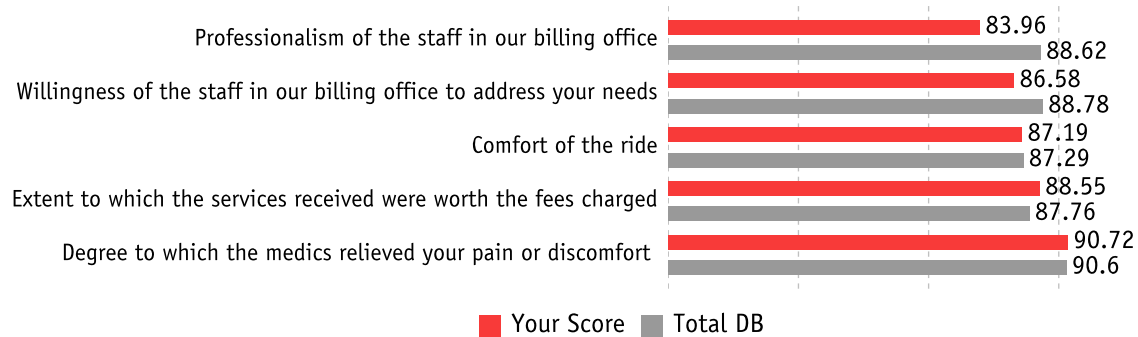
You are ranked **14th** for comparably sized companies in the system.

73.72% of responses to standard questions had a rating of Very Good, the highest rating. **98.80%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

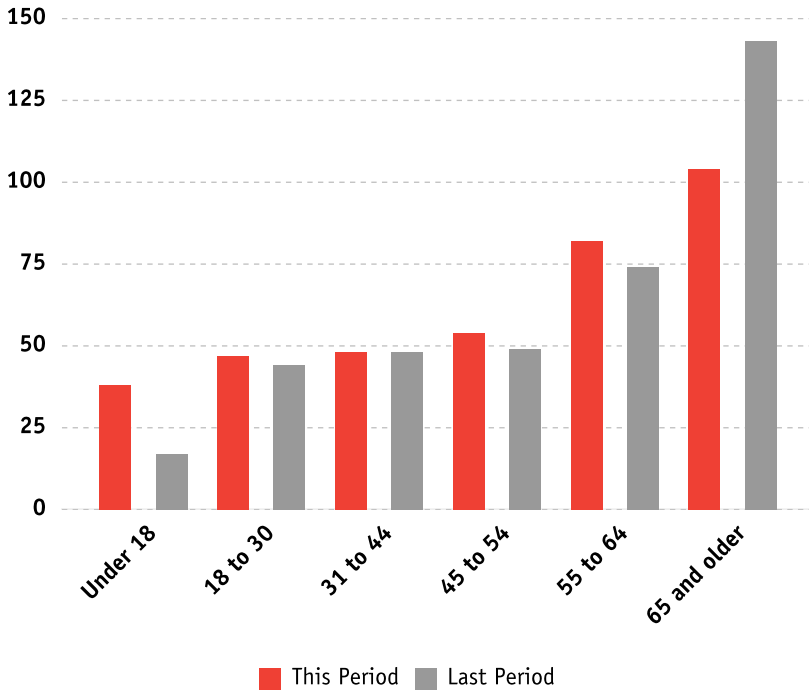




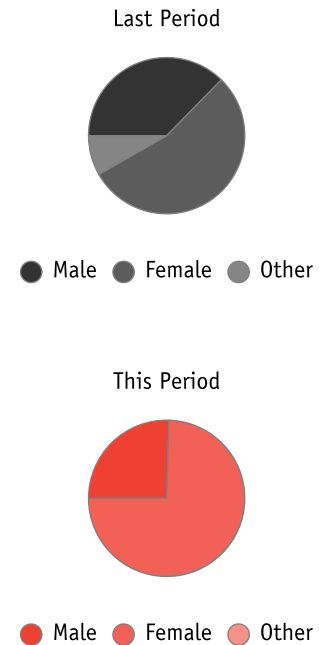
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	17	9	7	1	38	14	24	0
18 to 30	44	12	28	4	47	7	40	0
31 to 44	48	13	29	6	48	9	39	0
45 to 54	49	22	24	3	54	15	39	0
55 to 64	74	31	38	5	82	27	55	0
65 and older	143	53	78	12	104	23	81	0
Total	375	140	204	31	373	95	278	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	93.22	0.37	93.59	92.28
Concern shown by the person you called for ambulance service	94.09	-0.83	93.26	91.97
Extent to which you were told what to do until the ambulance arrived	93.80	-0.27	93.53	90.27

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.10	-0.90	91.20	91.59
Cleanliness of the ambulance	94.28	-1.75	92.53	93.88
Comfort of the ride	89.55	-2.36	87.19	87.29
Skill of the person driving the ambulance	92.41	-1.18	91.23	93.21

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	93.77	-0.22	93.55	94.26
Degree to which the medics took your problem seriously	94.06	-1.45	92.61	94.16
Degree to which the medics listened to you and/or your family	94.05	-1.76	92.29	93.71
Skill of the medics	93.22	-0.46	92.76	94.16
Extent to which the medics kept you informed about your treatment	93.73	-1.49	92.24	92.61
Extent to which medics included you in the treatment decisions (if applicable)	94.36	-1.96	92.40	92.38
Degree to which the medics relieved your pain or discomfort	91.64	-0.92	90.72	90.60
Medics' concern for your privacy	93.73	-0.44	93.29	93.25
Extent to which medics cared for you as a person	94.19	-0.46	93.73	94.11

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	93.27	-9.31	83.96	88.62
Willingness of the staff in our billing office to address your needs	90.00	-3.42	86.58	88.78



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.68	-0.15	93.53	93.18
Extent to which our staff eased your entry into the medical facility	93.60	-1.40	92.20	93.32
Appropriateness of Emergency Medical Transportation treatment	93.94	-1.56	92.38	93.13
Extent to which the services received were worth the fees charged	91.38	-2.83	88.55	87.76
Overall rating of the care provided by our Emergency Medical Transportation	94.09	-0.22	93.87	93.33
Likelihood of recommending this ambulance service to others	92.78	-0.30	92.48	92.73



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.

	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015
Helpfulness of the person you called for ambulance service	88.16	89.69	93.75	93.33	94.64	94.14	93.40	88.25	93.24	96.62	89.80	95.83	93.75
Concern shown by the person you called for ambulance service	89.58	90.17	94.18	94.92	95.09	93.38	94.12	90.93	92.36	96.88	90.00	95.42	92.50
Extent to which you were told what to do until the ambulance	86.81	88.61	91.93	92.41	89.70	91.29	93.14	89.70	93.38	96.58	88.95	96.48	93.10
Extent to which the ambulance arrived in a timely manner	89.80	92.37	91.87	91.18	96.14	97.11	90.32	89.86	90.45	95.45	88.65	95.55	89.10
Cleanliness of the ambulance	93.29	94.07	94.85	94.64	97.92	97.63	93.97	92.94	93.13	96.23	91.28	95.30	90.49
Comfort of the ride	85.42	85.50	85.40	85.99	93.99	94.91	83.83	88.22	86.94	92.74	84.91	92.95	82.74
Skill of the person driving the ambulance	93.92	91.31	91.89	92.14	95.40	96.85	88.62	92.56	89.44	94.87	87.83	96.12	89.39
Care shown by the medics who arrived with the ambulance	91.69	91.50	94.67	90.26	95.45	95.96	93.52	91.59	92.76	96.46	91.60	96.34	92.73
Degree to which the medics took your problem seriously	92.88	92.58	94.02	92.87	96.24	95.54	92.89	92.87	91.29	97.20	91.20	97.07	89.14
Degree to which the medics listened to you and/or your family	91.10	91.32	94.50	92.03	95.65	95.65	91.67	92.86	91.99	96.52	89.96	97.05	89.36
Skill of the medics	91.10	92.14	95.55	93.08	96.21	96.33	92.96	91.77	90.40	96.40	91.06	95.09	91.84
Extent to which the medics kept you informed about your	87.21	88.32	92.85	88.38	96.01	95.39	91.40	92.86	90.01	97.37	90.19	96.85	88.92
Extent to which medics included you in the treatment decisions	88.74	88.66	91.87	88.21	95.81	95.32	92.13	91.22	93.49	97.64	89.32	97.45	89.33
Degree to which the medics relieved your pain or discomfort	86.83	86.23	87.27	81.78	91.14	94.21	89.94	88.65	88.11	95.91	87.65	96.36	85.74
Medics' concern for your privacy	91.90	91.40	94.23	91.08	96.83	96.66	94.19	92.00	92.16	96.03	91.02	96.50	92.05
Extent to which medics cared for you as a person	92.71	91.64	94.63	90.58	96.44	96.48	92.66	93.17	92.24	96.46	91.68	96.30	93.21
Professionalism of the staff in our billing office	85.91	84.00	88.24	76.80	93.75	92.86	84.21	92.86	90.63	100.00	87.50	100.00	77.17
Willingness of the staff in our billing office to address your	85.76	83.64	86.67	71.57	90.63	85.71	85.71	86.54	90.63	100.00	92.31	100.00	77.36
How well did our staff work together to care for you	89.13	92.87	93.63	91.19	95.41	96.34	93.57	90.98	93.21	96.58	91.67	95.83	92.86
Extent to which our staff eased your entry into the medical	90.31	91.30	92.18	89.74	95.36	96.74	91.39	90.82	92.65	96.46	90.14	96.12	89.63
Appropriateness of Emergency Medical Transportation treatment	94.12	91.34	92.43	91.60	97.18	98.35	93.10	91.58	92.69	96.62	91.00	96.65	88.13
Extent to which the services received were worth the fees	86.03	85.34	87.76	87.09	88.97	93.93	85.59	87.73	89.66	94.71	82.72	97.02	83.95
Overall rating of the care provided by our Emergency Medical	91.47	91.73	92.99	90.05	96.20	96.49	93.76	91.59	92.35	97.75	92.50	96.28	92.80
Likelihood of recommending this ambulance service to others	89.22	90.62	92.85	91.54	95.90	96.47	94.60	93.41	90.06	94.54	90.01	96.09	90.97
Your Master Score	89.93	90.16	92.50	90.31	95.35	95.84	91.79	91.31	91.35	96.18	89.84	96.11	89.86
Your Total Responses	45	205	147	125	126	124	124	124	126	125	126	123	124



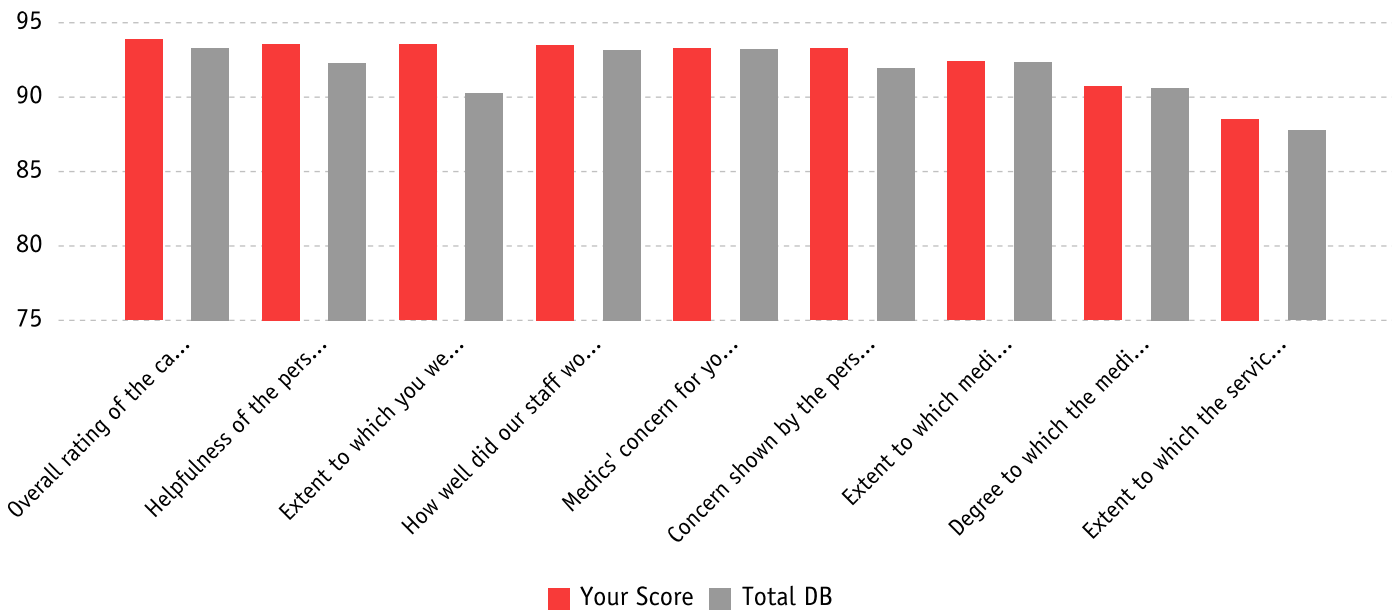
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Helpfulness of the person you called for ambulance service	93.22	93.59	0.38	92.28
Decreases				
Professionalism of the staff in our billing office	93.27	83.96	-9.30	88.62
Willingness of the staff in our billing office to address your needs	90.00	86.58	-3.42	88.78
Extent to which the services received were worth the fees charged	91.38	88.55	-2.83	87.76
Comfort of the ride	89.55	87.19	-2.36	87.29
Extent to which medics included you in the treatment decisions (if applicable)	94.36	92.40	-1.96	92.38
Degree to which the medics listened to you and/or your family	94.05	92.29	-1.76	93.71
Cleanliness of the ambulance	94.28	92.53	-1.75	93.88
Appropriateness of Emergency Medical Transportation treatment	93.94	92.38	-1.56	93.13
Extent to which the medics kept you informed about your treatment	93.73	92.24	-1.49	92.61
Degree to which the medics took your problem seriously	94.06	92.61	-1.45	94.16



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Overall rating of the care provided by our Emergency Medical Transportation service	93.87	0.55	93.33
Helpfulness of the person you called for ambulance service	93.59	1.31	92.28
Extent to which you were told what to do until the ambulance arrived	93.53	3.26	90.27
How well did our staff work together to care for you	93.53	0.34	93.18
Medics' concern for your privacy	93.29	0.04	93.25
Concern shown by the person you called for ambulance service	93.26	1.29	91.97
Extent to which medics included you in the treatment decisions (if applicable)	92.4	0.01	92.38
Degree to which the medics relieved your pain or discomfort	90.72	0.12	90.6
Extent to which the services received were worth the fees charged	88.55	0.78	87.76





Highest and Lowest Scores

	Last Period	This Period	Change	Total DB Score
Highest Scores				
Overall rating of the care provided by our Emergency Medical Transportation service	94.09	93.87	-0.22	93.33
Extent to which medics cared for you as a person	94.19	93.73	-0.46	94.11
Helpfulness of the person you called for ambulance service	93.22	93.59	0.37	92.28
Care shown by the medics who arrived with the ambulance	93.77	93.55	-0.22	94.26
Extent to which you were told what to do until the ambulance arrived	93.80	93.53	-0.27	90.27
Lowest Scores				
Professionalism of the staff in our billing office	93.27	83.96	-9.31	88.62
Willingness of the staff in our billing office to address your needs	90.00	86.58	-3.42	88.78
Comfort of the ride	89.55	87.19	-2.36	87.29
Extent to which the services received were worth the fees charged	91.38	88.55	-2.83	87.76
Degree to which the medics relieved your pain or discomfort	91.64	90.72	-0.92	90.60



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	86.58	.890114152
Extent to which medics included you in the treatment decisions (if applicable)	92.40	.864939602
Extent to which the medics kept you informed about your treatment	92.24	.855432162
Care shown by the medics who arrived with the ambulance	93.55	.848583833
Extent to which our staff eased your entry into the medical facility	92.20	.83734666
Extent to which medics cared for you as a person	93.73	.834312849
Degree to which the medics took your problem seriously	92.61	.833577798
Overall rating of the care provided by our Emergency Medical Transportation service	93.87	.830405979
Degree to which the medics listened to you and/or your family	92.29	.828597275
Degree to which the medics relieved your pain or discomfort	90.72	.823376479
Appropriateness of Emergency Medical Transportation treatment	92.38	.819625158
Skill of the medics	92.76	.811214627
How well did our staff work together to care for you	93.53	.803669303
Professionalism of the staff in our billing office	83.96	.801013473
Likelihood of recommending this ambulance service to others	92.48	.781538762
Medics' concern for your privacy	93.29	.761690475
Extent to which the services received were worth the fees charged	88.55	.740214025
Comfort of the ride	87.19	.69893378
Extent to which the ambulance arrived in a timely manner	91.20	.69624115
Skill of the person driving the ambulance	91.23	.669849154
Cleanliness of the ambulance	92.53	.668030387
Extent to which you were told what to do until the ambulance arrived	93.53	.604825991
Concern shown by the person you called for ambulance service	93.26	.597821458
Helpfulness of the person you called for ambulance service	93.59	.401021709



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	93.59	91.79	91.58	93.96	92.61	92.65	94.15
Concern shown by the person you called for ambulance service	93.26	91.88	91.53	93.00	92.26	92.27	92.58
Extent to which you were told what to do until the ambulance	93.53	89.32	90.22	90.96	90.35	92.03	92.27
Extent to which the ambulance arrived in a timely manner	91.20	89.10	90.27	93.78	90.41	90.77	94.19
Cleanliness of the ambulance	92.53	93.17	93.63	94.21	93.17	93.68	95.71
Comfort of the ride	87.19	85.32	85.50	87.54	85.71	87.23	90.21
Skill of the person driving the ambulance	91.23	91.91	93.10	93.54	92.16	93.04	95.05
Care shown by the medics who arrived with the ambulance	93.55	92.12	94.41	94.87	93.69	93.24	95.72
Degree to which the medics took your problem seriously	92.61	91.93	94.36	94.64	93.38	93.51	95.79
Degree to which the medics listened to you and/or your family	92.29	91.91	94.12	94.17	92.19	93.34	95.02
Skill of the medics	92.76	92.21	94.59	94.58	92.54	94.33	95.08
Extent to which the medics kept you informed about your	92.24	90.42	92.62	93.58	90.88	92.49	93.97
Extent to which medics included you in the treatment decisions (if	92.40	87.88	92.95	92.66	91.17	92.59	94.78
Degree to which the medics relieved your pain or discomfort	90.72	87.95	90.46	91.31	90.91	91.78	92.61
Medics' concern for your privacy	93.29	90.63	93.09	93.59	92.41	94.47	94.66
Extent to which medics cared for you as a person	93.73	92.26	94.03	94.89	93.30	94.55	95.46
Professionalism of the staff in our billing office	83.96	89.73	87.86	89.44	88.34	89.46	93.96
Willingness of the staff in our billing office to address your needs	86.58	90.85	88.50	90.39	87.89	89.56	94.65
How well did our staff work together to care for you	93.53	91.40	93.45	93.46	93.42	92.46	94.63
Extent to which our staff eased your entry into the medical facility	92.20	91.67	93.62	93.98	93.88	93.18	95.56
Appropriateness of Emergency Medical Transportation treatment	92.38	91.11	93.15	93.66	92.17	92.76	95.25
Extent to which the services received were worth the fees charged	88.55	87.31	88.04	87.83	88.52	89.68	91.68
Overall rating of the care provided by our Emergency Medical	93.87	92.27	93.49	93.41	92.92	93.62	94.67
Likelihood of recommending this ambulance service to others	92.48	92.10	93.40	93.44	92.35	93.31	94.61
Overall score	92.15	90.74	92.16	92.97	91.65	92.43	94.30
National Rank	39	53	38	25	47	30	11
Comparable Size (Large) Company Rank	14	20	13	5	18	9	2



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	92.15	92.11	92.29	93.25	91.79
Helpfulness of the person you called for ambulance service	93.59	92.28	92.43	93.80	92.14
Concern shown by the person you called for ambulance service	93.26	91.97	92.10	93.24	91.77
Extent to which you were told what to do until the ambulance	93.53	90.27	90.34	92.98	89.89
Extent to which the ambulance arrived in a timely manner	91.20	91.59	91.78	92.92	91.15
Cleanliness of the ambulance	92.53	93.88	94.02	94.92	93.58
Comfort of the ride	87.19	87.29	87.34	89.47	86.75
Skill of the person driving the ambulance	91.23	93.21	93.32	93.94	92.84
Care shown by the medics who arrived with the ambulance	93.55	94.26	94.40	94.94	93.90
Degree to which the medics took your problem seriously	92.61	94.16	94.31	94.47	93.88
Degree to which the medics listened to you and/or your family	92.29	93.71	93.79	94.34	93.44
Skill of the medics	92.76	94.16	94.31	94.76	93.89
Extent to which the medics kept you informed about your	92.24	92.61	92.74	93.69	92.30
Extent to which medics included you in the treatment decisions	92.40	92.38	92.61	93.55	92.06
Degree to which the medics relieved your pain or discomfort	90.72	90.60	90.75	92.24	90.07
Medics' concern for your privacy	93.29	93.25	93.36	94.60	92.95
Extent to which medics cared for you as a person	93.73	94.11	94.26	94.96	93.76
Professionalism of the staff in our billing office	83.96	88.62	88.95	90.11	88.56
Willingness of the staff in our billing office to address your	86.58	88.78	89.28	90.42	88.77
How well did our staff work together to care for you	93.53	93.18	93.30	93.87	92.81
Extent to which our staff eased your entry into the medical	92.20	93.32	93.53	93.68	93.01
Appropriateness of Emergency Medical Transportation treatment	92.38	93.13	93.30	93.85	92.80
Extent to which the services received were worth the fees	88.55	87.76	88.12	89.21	87.37
Overall rating of the care provided by our Emergency Medical	93.87	93.33	93.45	94.36	92.90
Likelihood of recommending this ambulance service to others	92.48	92.73	93.07	93.60	92.42
Number of Surveys for the period	373				



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	90.94	91.48
Dispatch	92.12	91.43
Helpfulness of the person you called for ambulance service	92.45	92.20
Concern shown by the person you called for ambulance service	92.47	91.90
Extent to which you were told what to do until the ambulance	91.45	90.19
Ambulance	91.71	91.24
Extent to which the ambulance arrived in a timely manner	92.55	91.57
Cleanliness of the ambulance	94.21	93.75
Comfort of the ride	87.76	86.97
Skill of the person driving the ambulance	92.33	92.68
Medic	92.41	92.64
Care shown by the medics who arrived with the ambulance	93.22	93.67
Degree to which the medics took your problem seriously	93.16	93.57
Degree to which the medics listened to you and/or your family	92.71	93.32
Skill of the medics	93.57	93.75
Extent to which the medics kept you informed about your treatment	91.93	91.74
Extent to which medics included you in the treatment decisions (if	91.65	91.56
Degree to which the medics relieved your pain or discomfort	89.10	90.16
Medics' concern for your privacy	93.04	92.54


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	90.94	91.48
Medic	92.41	92.64
Extent to which medics cared for you as a person	93.29	93.49
Billing Staff Assessment	82.6	87.89
Professionalism of the staff in our ambulance service billing office	75.00	87.99
Professionalism of the staff in our billing office	86.37	87.64
Willingness of the staff in our billing office to address your needs	86.43	88.04
Overall Assessment	91.81	91.7
How well did our staff work together to care for you	92.95	92.72
Extent to which our staff eased your entry into the medical facility	92.38	92.92
Appropriateness of Emergency Medical Transportation treatment	92.86	92.68
Extent to which the services received were worth the fees charged	87.46	86.53
Overall rating of the care provided by our Emergency Medical	92.85	92.85
Likelihood of recommending this ambulance service to others	92.37	92.49



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	61	158	1446	4716	73.72%	74.85%
Dispatch	1	2	9	86	338	77.52%	72.89%
Helpfulness of the person you called for ambulance service	1	1	3	26	121	79.61%	74.81%
Concern shown by the person you called for ambulance service	0	1	3	29	108	76.60%	73.84%
Extent to which you were told what to do until the ambulance arrived	0	0	3	31	109	76.22%	70.03%
Ambulance	3	9	46	362	884	67.79%	72.58%
Extent to which the ambulance arrived in a timely manner	2	2	7	91	236	69.82%	72.86%
Cleanliness of the ambulance	0	0	6	83	229	72.01%	77.86%
Comfort of the ride	1	5	27	91	196	61.25%	62.99%
Skill of the person driving the ambulance	0	2	6	97	223	67.99%	76.60%
Medic	5	36	59	566	2099	75.91%	78.44%
Care shown by the medics who arrived with the ambulance	0	3	8	64	270	78.26%	80.95%
Degree to which the medics took your problem seriously	0	5	10	59	244	76.73%	81.38%
Degree to which the medics listened to you and/or your family	1	3	9	65	233	74.92%	79.93%
Skill of the medics	0	6	6	63	246	76.64%	80.62%
Extent to which the medics kept you informed about your treatment	0	5	6	68	227	74.18%	76.40%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	16	61	158	1446	4716	73.72%	74.85%
Extent to which medics included you in the treatment decisions (if applicable)	0	5	6	60	215	75.17%	76.22%
Degree to which the medics relieved your pain or discomfort	3	6	5	60	195	72.49%	72.13%
Medics' concern for your privacy	0	1	4	69	224	75.17%	77.18%
Extent to which medics cared for you as a person	1	2	5	58	245	78.78%	81.13%
Billing Staff Assessment	2	2	3	12	35	64.81%	63.50%
Professionalism of the staff in our billing office	1	1	3	5	18	64.29%	63.12%
Willingness of the staff in our billing office to address your needs	1	1	0	7	17	65.38%	63.87%
Overall Assessment	5	12	41	420	1360	73.99%	75.75%
How well did our staff work together to care for you	0	0	8	71	257	76.49%	77.14%
Extent to which our staff eased your entry into the medical facility	0	1	6	83	224	71.34%	77.47%
Appropriateness of Emergency Medical Transportation treatment	0	1	5	76	210	71.92%	77.25%
Extent to which the services received were worth the fees charged	3	6	5	60	144	66.06%	66.17%
Overall rating of the care provided by our Emergency Medical Transportation service	0	2	10	62	285	79.39%	78.37%
Likelihood of recommending this ambulance service to others	2	2	7	68	240	75.24%	78.10%

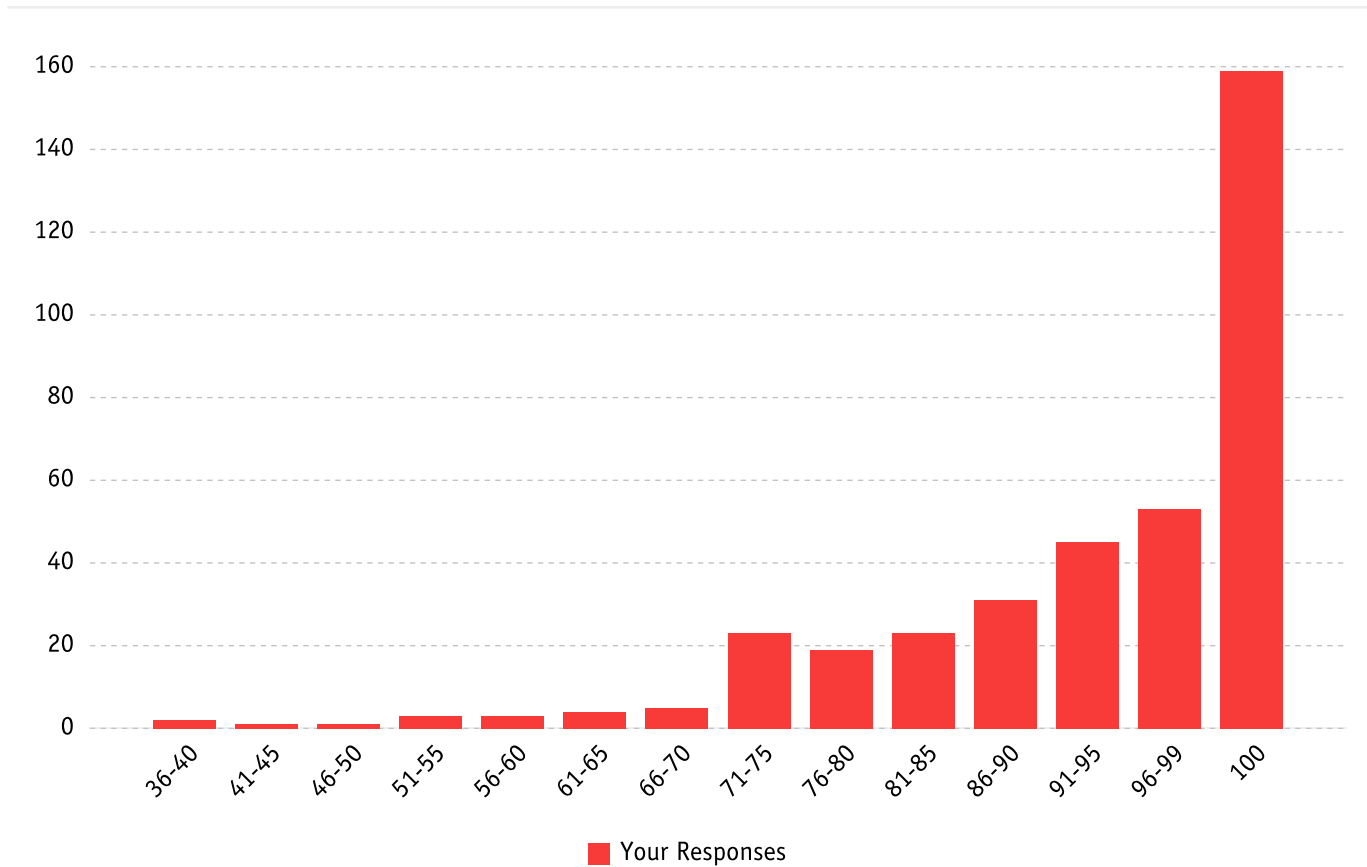


Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	93.59	92.28	14.72	15.481	0.76
Concern shown by the person you called for ambulance service	93.26	91.97	13.275	15.594	2.32
Extent to which you were told what to do until the ambulance arrived	93.53	90.27	12.087	17.599	5.51
Extent to which the ambulance arrived in a timely manner	91.20	91.59	15.296	15.987	0.69
Cleanliness of the ambulance	92.53	93.88	12.431	12.401	-0.03
Comfort of the ride	87.19	87.29	18.523	19.773	1.25
Skill of the person driving the ambulance	91.23	93.21	13.713	13.871	0.16
Care shown by the medics who arrived with the ambulance	93.55	94.26	13.462	13.562	0.10
Degree to which the medics took your problem seriously	92.61	94.16	15.113	14.233	-0.88
Degree to which the medics listened to you and/or your family	92.29	93.71	15.141	14.614	-0.53
Skill of the medics	92.76	94.16	14.902	13.592	-1.31
Extent to which the medics kept you informed about your	92.24	92.61	14.818	15.371	0.55
Extent to which medics included you in the treatment decisions (if applicable)	92.40	92.38	14.969	15.982	1.01
Degree to which the medics relieved your pain or discomfort	90.72	90.60	18.289	18.081	-0.21
Medics' concern for your privacy	93.29	93.25	12.333	14.123	1.79
Extent to which medics cared for you as a person	93.73	94.11	13.608	14.29	0.68
Professionalism of the staff in our billing office	83.96	88.62	25.947	17.482	-8.47
Willingness of the staff in our billing office to address your needs	86.58	88.78	24.112	17.616	-6.50
How well did our staff work together to care for you	93.53	93.18	12.235	14.301	2.07
Extent to which our staff eased your entry into the medical facility	92.20	93.32	13.039	14.165	1.13
Appropriateness of Emergency Medical Transportation treatment	92.38	93.13	12.91	14.601	1.69
Extent to which the services received were worth the fees charged	88.55	87.76	19.694	20.70	1.01
Overall rating of the care provided by our Emergency Medical Transportation service	93.87	93.33	13.09	14.753	1.66
Likelihood of recommending this ambulance service to others	92.48	92.73	15.109	16.548	1.44
Overall Survey Rating	92.15	92.18	15.37	15.61	0.25



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





Facilities in Database

Adair EMS	Kirksville, MO	Air San Juan Island	Friday Harbor, WA
Alliance Health	null	Alliance Mobile Health	Troy, MI
AMT	Peoria, IL	Bay State	Springfield, MA
Bay Village	Bay Village, OH	Beaumont	Troy, MI
Birmingham Fire	Birmingham, MI	Bloomfield Township	Bloomfield Hills, MI
Carilion Clinic	Roanoke, VA	Cetronia	Allentown, PA
City of Palo Alto	Palo Alto, CA	Columbus Connection	Cols, OH
Community Ambulance	Macon, GA	Community Care EMS	Ashtabula, OH
Community EMS MI	Southfield, MI	Community EMS OH	Columbus, OH
Cumberland	Carlisle, PA	Cy-Fair	Houston, TX
Cypress Creek	Spring, TX	DMC Care	Detroit, MI
Edward	Naperville, IL	Emergent Health Partners	Ann Arbor, MI
Employee Survey-LifeCare	null	EMSA	Oklahoma City, OK
Escalon Ambulance Service	Escalon, CA	Ferndale Fire and Rescue	Ferndale, MI
Genesis Community	Zanesville, OH	Gold Cross	Menasha, WI
Guilford EMS	Greensboro, NC	Harris County Emergency	Houston, TX
Health East	St. Paul, MN	Health Link	Taylor, MI
HEMSI	Hunsville, AL	Hennepin County EMS	Minneapolis, MN
Hot Springs	Hot Springs, AR	Hot Springs Village	Hot Springs, AR
Howard County	Nashville, AR	Humboldt	Winnemucca, NV
HVA	null	Iosco County EMS	East Tawas, MI
Lassen County Ambulance	Susanville, CA	LifeCare Ambulance	Battle Creek, MI
LifeCare Medical EMS	Sterling, CO	Life EMS Ambulance	Grand Rapids, MI
LifeNet EMS	Texarkana, TX	Madison Heights Fire	Madison Heights, MI
Malvern	Malvern, AR	MCHD	Conroe, TX
Medcare Ambulance	Columbus, OH	Medic 1 Ambulance	Canton, MI
Medic Ambulance Services	Vallejo, CA	Medic EMS	Davenport, IA
Medstar	Clinton Twp., MI	Medstar Mobile Healthcare	Fort Worth, TX
Mercy Flights	Medford, OR	Mercy Ohio	Cincinnati, OH
Metro West	Hillsboro, OR	Mobile Life Support	New Windsor, NY
Mobile Life Support	New Windsor, NY	Mobile Medical Response	Saginaw, MI
MONOC	Neptune, NJ	Nature Coast	Lecanto, FL
North Memorial	Robbinsdale, MN	North Shore LLJ	Syosset, NY
Oceana	Hart, MI	Patterson District	Patterson, CA
Pearland EMS	Pearland, TX	Portage County	Stevens Point, WI
Pro EMS	Cambridge, MA	ProMed	Muskegon, MI
Prompt Ambulance	Highland, IN	PTS	Loveland, OH
Puckett	Austell, GA	Regional EMS	Flint, MI
REMSA	Reno, NV	REMSA Air Transport	Reno, NV
Ridgefield Fire Department	Ridgefield, CT	Riggs Ambulance	Merced, CA
Royal Oak Fire Department	Royal Oak, MI	San Juan Island	Friday Harbor, WA
San Marcos Hays County	San Marcos, TX	Scott & White	Temple, TX
Senior Care	Bronx, NY	Sioux Land	Sioux City, IA
SMCAS	Niles, MI	Snohomish County Fire	Snohomish, WA

St. Charles
Suburban
Texarkana
University Medical Center
West Bloomfield Fire
York Regional EMS

St. Peters, MO
Palmer, PA
Texarkana, TX
Lubbock, TX
West Bloomfield, MI
Yoe, PA

Stillwater
Swartz
Tri-Hospital
Van Buren EMS
WestSide Community

Stillwater, OK
Flint, MI
Port Huron, MI
Paw Paw, MI
Newman, CA