

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

January 1, 2016 to March 31, 2016

Your Score

91.01

Number of Your Patients in this Report

393

Number of Patients in this Report

17,169

Number of Transport Services in All EMS DB

114





Executive Summary

This report contains data from **393 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2016** and **03/31/2016**.

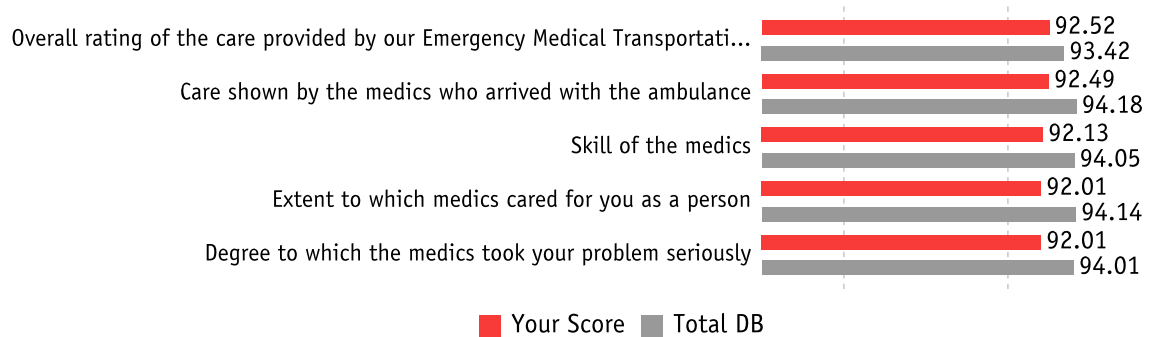
The overall mean score for the standard questions was **91.01**; this is a difference of **-1.45** points from the overall EMS database score of **92.46**.

The current score of **91.01** is a change of **-1.16** points from last period's score of **92.17**. This was the **65th** highest overall score for all companies in the database.

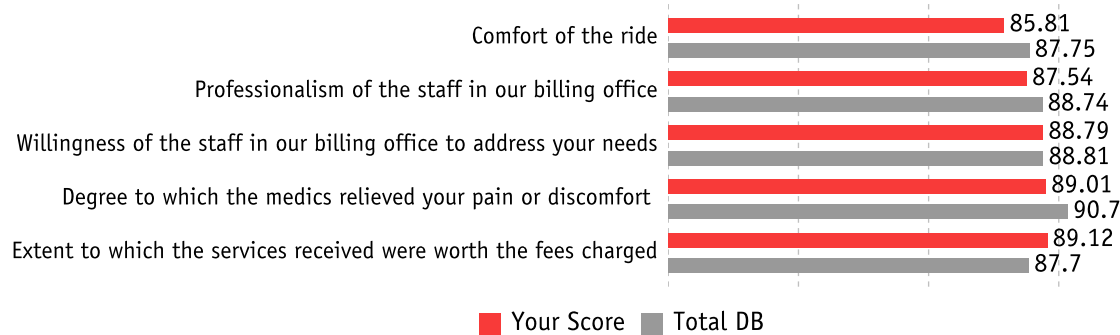
You are ranked **20th** for comparably sized companies in the system.

69.35% of responses to standard questions had a rating of Very Good, the highest rating. **98.57%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

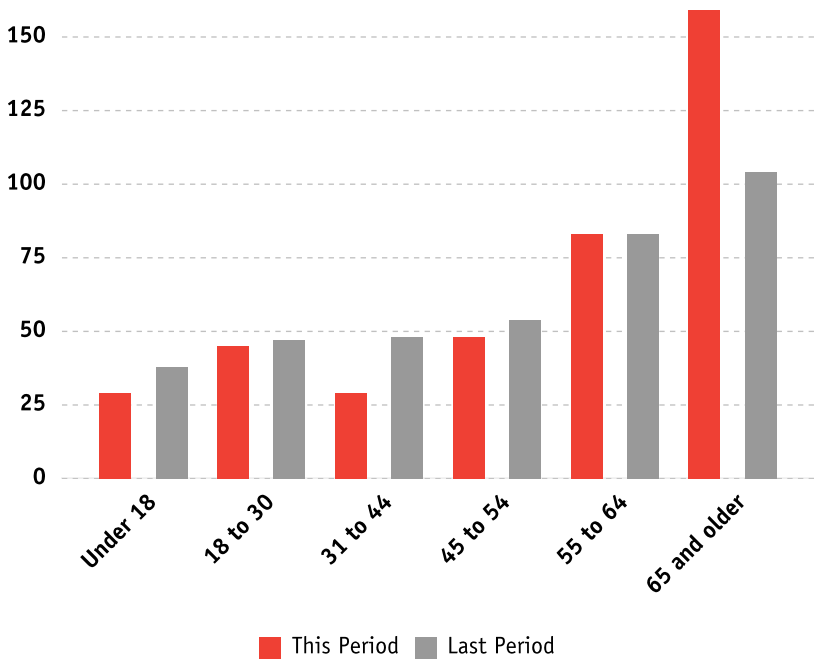




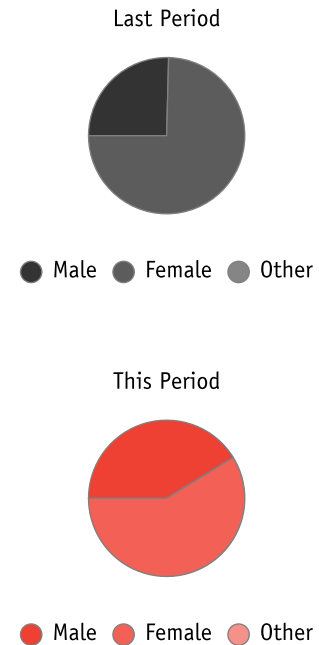
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	38	14	24	0	29	13	16	0
18 to 30	47	7	40	0	45	20	25	0
31 to 44	48	9	39	0	29	8	21	0
45 to 54	54	15	39	0	48	21	27	0
55 to 64	83	27	56	0	83	40	43	0
65 and older	104	23	81	0	159	60	99	0
Total	374	95	279	0	393	162	231	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	93.63	-3.46	90.17	92.61
Concern shown by the person you called for ambulance service	93.31	-2.52	90.79	92.49
Extent to which you were told what to do until the ambulance arrived	93.58	-3.15	90.43	90.87

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.16	-0.45	90.71	91.94
Cleanliness of the ambulance	92.55	-0.59	91.96	93.94
Comfort of the ride	87.15	-1.34	85.81	87.75
Skill of the person driving the ambulance	91.26	-0.75	90.51	93.47

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	93.57	-1.08	92.49	94.18
Degree to which the medics took your problem seriously	92.63	-0.62	92.01	94.01
Degree to which the medics listened to you and/or your family	92.31	-0.71	91.60	93.66
Skill of the medics	92.78	-0.65	92.13	94.05
Extent to which the medics kept you informed about your treatment	92.26	-1.63	90.63	92.50
Extent to which medics included you in the treatment decisions (if applicable)	92.42	-1.71	90.71	92.28
Degree to which the medics relieved your pain or discomfort	90.75	-1.74	89.01	90.70
Medics' concern for your privacy	93.31	-2.58	90.73	93.05
Extent to which medics cared for you as a person	93.75	-1.74	92.01	94.14

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	83.96	3.58	87.54	88.74
Willingness of the staff in our billing office to address your needs	86.58	2.21	88.79	88.81



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.55	-1.93	91.62	93.33
Extent to which our staff eased your entry into the medical facility	92.22	-0.38	91.84	93.47
Appropriateness of Emergency Medical Transportation treatment	92.41	-0.49	91.92	93.27
Extent to which the services received were worth the fees charged	88.60	0.52	89.12	87.70
Overall rating of the care provided by our Emergency Medical Transportation	93.89	-1.37	92.52	93.42
Likelihood of recommending this ambulance service to others	92.51	-0.79	91.72	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.

	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016
Helpfulness of the person you called for ambulance service	93.33	94.64	94.14	93.40	88.25	93.24	96.62	89.80	95.83	93.92	88.67	92.23	88.57
Concern shown by the person you called for ambulance service	94.92	95.09	93.38	94.12	90.93	92.36	96.88	90.00	95.42	92.74	88.89	92.24	91.16
Extent to which you were told what to do until the ambulance	92.41	89.70	91.29	93.14	89.70	93.38	96.58	88.95	96.48	93.33	88.49	92.47	89.55
Extent to which the ambulance arrived in a timely manner	91.18	96.14	97.11	90.32	89.86	90.45	95.45	88.65	95.55	88.97	88.66	91.73	91.74
Cleanliness of the ambulance	94.64	97.92	97.63	93.97	92.94	93.13	96.23	91.28	95.30	90.59	90.14	93.28	92.44
Comfort of the ride	85.99	93.99	94.91	83.83	88.22	86.94	92.74	84.91	92.95	82.66	83.36	88.44	85.33
Skill of the person driving the ambulance	92.14	95.40	96.85	88.62	92.56	89.44	94.87	87.83	96.12	89.50	89.29	93.22	88.45
Care shown by the medics who arrived with the ambulance	90.26	95.45	95.96	93.52	91.59	92.76	96.46	91.60	96.34	92.79	91.46	93.53	92.35
Degree to which the medics took your problem seriously	92.87	96.24	95.54	92.89	92.87	91.29	97.20	91.20	97.07	89.25	91.09	93.56	91.04
Degree to which the medics listened to you and/or your family	92.03	95.65	95.65	91.67	92.86	91.99	96.52	89.96	97.05	89.47	90.65	93.95	89.67
Skill of the medics	93.08	96.21	96.33	92.96	91.77	90.40	96.40	91.06	95.09	91.93	90.81	92.78	92.87
Extent to which the medics kept you informed about your	88.38	96.01	95.39	91.40	92.86	90.01	97.37	90.19	96.85	89.04	89.87	91.94	89.86
Extent to which medics included you in the treatment decisions	88.21	95.81	95.32	92.13	91.22	93.49	97.64	89.32	97.45	89.46	90.77	91.38	89.73
Degree to which the medics relieved your pain or discomfort	81.78	91.14	94.21	89.94	88.65	88.11	95.91	87.65	96.36	85.94	89.72	88.50	88.78
Medics' concern for your privacy	91.08	96.83	96.66	94.19	92.00	92.16	96.03	91.02	96.50	92.13	89.64	93.30	88.42
Extent to which medics cared for you as a person	90.58	96.44	96.48	92.66	93.17	92.24	96.46	91.68	96.30	93.28	90.38	92.95	92.72
Professionalism of the staff in our billing office	76.80	93.75	92.86	84.21	92.86	90.63	100.00	87.50	100.00	77.17	91.67	94.23	75.11
Willingness of the staff in our billing office to address your	71.57	90.63	85.71	85.71	86.54	90.63	100.00	92.31	100.00	77.36	87.50	94.23	82.50
How well did our staff work together to care for you	91.19	95.41	96.34	93.57	90.98	93.21	96.58	91.67	95.83	92.92	90.52	93.47	90.52
Extent to which our staff eased your entry into the medical	89.74	95.36	96.74	91.39	90.82	92.65	96.46	90.14	96.12	89.74	89.91	93.02	92.47
Appropriateness of Emergency Medical Transportation treatment	91.60	97.18	98.35	93.10	91.58	92.69	96.62	91.00	96.65	88.27	90.09	93.80	91.58
Extent to which the services received were worth the fees	87.09	88.97	93.93	85.59	87.73	89.66	94.71	82.72	97.02	84.23	88.27	90.58	88.58
Overall rating of the care provided by our Emergency Medical	90.05	96.20	96.49	93.76	91.59	92.35	97.75	92.50	96.28	92.86	91.74	93.04	92.70
Likelihood of recommending this ambulance service to others	91.54	95.90	96.47	94.60	93.41	90.06	94.54	90.01	96.09	91.06	90.87	93.22	90.77
Your Master Score	90.31	95.35	95.84	91.79	91.31	91.35	96.18	89.84	96.11	89.95	89.80	92.50	90.49
Your Total Responses	125	126	124	124	124	126	125	126	123	125	125	141	127



Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Professionalism of the staff in our billing office	83.96	87.54	3.57	88.74
Willingness of the staff in our billing office to address your needs	86.58	88.79	2.22	88.81
Extent to which the services received were worth the fees charged	88.60	89.12	0.52	87.70
Decreases				
Helpfulness of the person you called for ambulance service	93.63	90.17	-3.46	92.61
Extent to which you were told what to do until the ambulance arrived	93.58	90.43	-3.15	90.87
Medics' concern for your privacy	93.31	90.73	-2.58	93.05
Concern shown by the person you called for ambulance service	93.31	90.79	-2.52	92.49
How well did our staff work together to care for you	93.55	91.62	-1.92	93.33
Degree to which the medics relieved your pain or discomfort	90.75	89.01	-1.75	90.70
Extent to which medics cared for you as a person	93.75	92.01	-1.74	94.14
Extent to which medics included you in the treatment decisions (if applicable)	92.42	90.71	-1.71	92.28
Extent to which the medics kept you informed about your treatment	92.26	90.63	-1.63	92.50
Overall rating of the care provided by our Emergency Medical Transportation service	93.89	92.52	-1.37	93.42



Greatest Scores Above Benchmarks by Question





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	93.89	92.52	-1.37	93.42
Care shown by the medics who arrived with the ambulance	93.57	92.49	-1.08	94.18
Skill of the medics	92.78	92.13	-0.65	94.05
Degree to which the medics took your problem seriously	92.63	92.01	-0.62	94.01
Extent to which medics cared for you as a person	93.75	92.01	-1.74	94.14

	Last Period	This Period	Change	Total DB Score
Lowest Scores				
Comfort of the ride	87.15	85.81	-1.34	87.75
Professionalism of the staff in our billing office	83.96	87.54	3.58	88.74
Willingness of the staff in our billing office to address your needs	86.58	88.79	2.21	88.81
Degree to which the medics relieved your pain or discomfort	90.75	89.01	-1.74	90.70
Extent to which the services received were worth the fees charged	88.60	89.12	0.52	87.70



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
Degree to which the medics listened to you and/or your family	91.60	.910141326
Medics' concern for your privacy	90.73	.905749713
Extent to which medics included you in the treatment decisions (if applicable)	90.71	.883044426
Likelihood of recommending this ambulance service to others	91.72	.88255391
Degree to which the medics took your problem seriously	92.01	.870882151
Appropriateness of Emergency Medical Transportation treatment	91.92	.869272848
Extent to which medics cared for you as a person	92.01	.863699659
How well did our staff work together to care for you	91.62	.859677926
Skill of the medics	92.13	.859511787
Overall rating of the care provided by our Emergency Medical Transportation service	92.52	.85788237
Care shown by the medics who arrived with the ambulance	92.49	.85215748
Extent to which the medics kept you informed about your treatment	90.63	.848926844
Skill of the person driving the ambulance	90.51	.832915738
Degree to which the medics relieved your pain or discomfort	89.01	.82943216
Extent to which you were told what to do until the ambulance arrived	90.43	.819502906
Willingness of the staff in our billing office to address your needs	88.79	.816373119
Extent to which the services received were worth the fees charged	89.12	.815441107
Concern shown by the person you called for ambulance service	90.79	.795822568
Extent to which our staff eased your entry into the medical facility	91.84	.795533661
Helpfulness of the person you called for ambulance service	90.17	.783114428
Professionalism of the staff in our billing office	87.54	.761563661
Cleanliness of the ambulance	91.96	.727351863
Comfort of the ride	85.81	.684121637
Extent to which the ambulance arrived in a timely manner	90.71	.657928932



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	90.17	91.76	92.94	91.13	91.50	93.20	93.97
Concern shown by the person you called for ambulance service	90.79	91.51	92.78	91.77	92.09	93.10	93.88
Extent to which you were told what to do until the ambulance	90.43	90.34	91.49	89.40	90.27	93.10	91.83
Extent to which the ambulance arrived in a timely manner	90.71	89.82	89.27	91.80	90.99	91.80	94.11
Cleanliness of the ambulance	91.96	93.62	93.49	92.95	94.00	94.47	94.96
Comfort of the ride	85.81	86.86	86.42	90.04	88.86	88.82	88.88
Skill of the person driving the ambulance	90.51	93.40	92.78	94.05	92.56	94.50	95.09
Care shown by the medics who arrived with the ambulance	92.49	93.88	94.16	92.57	92.38	95.18	95.68
Degree to which the medics took your problem seriously	92.01	95.74	93.84	92.58	92.03	95.25	95.53
Degree to which the medics listened to you and/or your family	91.60	94.45	93.53	92.13	91.77	95.11	95.35
Skill of the medics	92.13	94.11	93.87	93.04	92.64	94.89	95.34
Extent to which the medics kept you informed about your	90.63	92.50	92.10	90.84	91.30	94.00	93.74
Extent to which medics included you in the treatment decisions (if	90.71	91.41	91.33	91.54	90.61	93.89	93.66
Degree to which the medics relieved your pain or discomfort	89.01	90.95	89.26	90.69	89.11	92.96	92.43
Medics' concern for your privacy	90.73	92.73	92.35	92.22	92.05	94.56	95.30
Extent to which medics cared for you as a person	92.01	94.16	93.78	93.48	92.80	94.71	95.64
Professionalism of the staff in our billing office	87.54	90.20	86.87	91.67	88.51	91.50	89.41
Willingness of the staff in our billing office to address your needs	88.79	90.88	87.78	92.20	88.69	91.87	90.03
How well did our staff work together to care for you	91.62	94.09	92.71	92.66	90.47	93.72	94.42
Extent to which our staff eased your entry into the medical facility	91.84	93.33	92.87	93.20	92.13	94.22	94.70
Appropriateness of Emergency Medical Transportation treatment	91.92	93.65	92.97	92.37	91.27	93.66	94.65
Extent to which the services received were worth the fees charged	89.12	90.00	87.72	89.04	88.52	89.98	89.44
Overall rating of the care provided by our Emergency Medical	92.52	93.98	93.19	92.45	92.30	93.91	94.60
Likelihood of recommending this ambulance service to others	91.72	94.32	92.15	92.63	92.65	94.19	93.86
Overall score	91.01	92.49	91.87	91.97	91.37	93.52	93.86
National Rank	65	37	49	48	60	20	17
Comparable Size (Large) Company Rank	20	9	13	12	18	4	2



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	91.01	92.46	92.31	93.32	92.04
Helpfulness of the person you called for ambulance service	90.17	92.61	92.59	93.73	92.28
Concern shown by the person you called for ambulance service	90.79	92.49	92.55	93.88	92.16
Extent to which you were told what to do until the ambulance	90.43	90.87	90.88	93.44	90.47
Extent to which the ambulance arrived in a timely manner	90.71	91.94	92.15	93.79	91.36
Cleanliness of the ambulance	91.96	93.94	94.04	95.21	93.44
Comfort of the ride	85.81	87.75	87.63	89.47	86.85
Skill of the person driving the ambulance	90.51	93.47	93.56	94.38	93.10
Care shown by the medics who arrived with the ambulance	92.49	94.18	94.24	94.91	94.03
Degree to which the medics took your problem seriously	92.01	94.01	94.19	94.75	93.96
Degree to which the medics listened to you and/or your family	91.60	93.66	93.69	94.34	93.57
Skill of the medics	92.13	94.05	94.16	94.83	93.82
Extent to which the medics kept you informed about your	90.63	92.50	92.60	93.53	92.36
Extent to which medics included you in the treatment decisions	90.71	92.28	92.38	93.19	92.14
Degree to which the medics relieved your pain or discomfort	89.01	90.70	90.75	92.09	90.57
Medics' concern for your privacy	90.73	93.05	93.02	93.68	92.89
Extent to which medics cared for you as a person	92.01	94.14	94.16	94.55	94.04
Professionalism of the staff in our billing office	87.54	88.74	88.84	90.76	88.91
Willingness of the staff in our billing office to address your	88.79	88.81	89.12	90.84	89.12
How well did our staff work together to care for you	91.62	93.33	93.38	93.92	93.20
Extent to which our staff eased your entry into the medical	91.84	93.47	93.54	94.41	93.36
Appropriateness of Emergency Medical Transportation treatment	91.92	93.27	93.35	93.97	93.14
Extent to which the services received were worth the fees	89.12	87.70	87.96	88.47	87.93
Overall rating of the care provided by our Emergency Medical	92.52	93.42	93.58	93.98	93.32
Likelihood of recommending this ambulance service to others	91.72	93.01	93.18	93.66	92.87
Number of Surveys for the period	393				



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	90.83	91.51
Dispatch	91.98	91.46
Helpfulness of the person you called for ambulance service	92.25	92.22
Concern shown by the person you called for ambulance service	92.32	91.93
Extent to which you were told what to do until the ambulance	91.36	90.22
Ambulance	91.47	91.26
Extent to which the ambulance arrived in a timely manner	92.32	91.59
Cleanliness of the ambulance	93.94	93.77
Comfort of the ride	87.51	87.01
Skill of the person driving the ambulance	92.12	92.69
Medic	92.27	92.68
Care shown by the medics who arrived with the ambulance	93.13	93.70
Degree to which the medics took your problem seriously	93.02	93.60
Degree to which the medics listened to you and/or your family	92.57	93.34
Skill of the medics	93.40	93.77
Extent to which the medics kept you informed about your treatment	91.77	91.79
Extent to which medics included you in the treatment decisions (if	91.53	91.60
Degree to which the medics relieved your pain or discomfort	89.09	90.21
Medics' concern for your privacy	92.76	92.57



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	90.83	91.51
Medic	92.27	92.68
Extent to which medics cared for you as a person	93.13	93.53
Billing Staff Assessment	82.64	87.92
Professionalism of the staff in our ambulance service billing office	75.00	88.04
Professionalism of the staff in our billing office	86.41	87.64
Willingness of the staff in our billing office to address your needs	86.51	88.08
Overall Assessment	91.76	91.74
How well did our staff work together to care for you	92.78	92.76
Extent to which our staff eased your entry into the medical facility	92.31	92.96
Appropriateness of Emergency Medical Transportation treatment	92.74	92.71
Extent to which the services received were worth the fees charged	87.63	86.60
Overall rating of the care provided by our Emergency Medical	92.81	92.88
Likelihood of recommending this ambulance service to others	92.29	92.53



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	34	64	133	1864	4740	69.35%	75.21%
Dispatch	3	4	22	126	353	69.49%	73.95%
Helpfulness of the person you called for ambulance service	0	3	8	43	119	68.79%	75.54%
Concern shown by the person you called for ambulance service	2	0	5	44	117	69.64%	75.03%
Extent to which you were told what to do until the ambulance arrived	1	1	9	39	117	70.06%	71.28%
Ambulance	5	14	37	402	854	65.09%	73.55%
Extent to which the ambulance arrived in a timely manner	0	4	7	107	240	67.04%	73.90%
Cleanliness of the ambulance	0	1	4	90	219	69.75%	78.06%
Comfort of the ride	4	8	20	104	188	58.02%	64.56%
Skill of the person driving the ambulance	1	1	6	101	207	65.51%	77.66%
Medic	19	25	46	804	2117	70.31%	78.37%
Care shown by the medics who arrived with the ambulance	2	3	2	89	270	73.77%	80.86%
Degree to which the medics took your problem seriously	2	4	4	84	256	73.14%	81.08%
Degree to which the medics listened to you and/or your family	2	1	6	92	241	70.47%	80.05%
Skill of the medics	2	2	2	90	247	72.01%	80.26%
Extent to which the medics kept you informed about your treatment	2	4	7	92	231	68.75%	76.13%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	34	64	133	1864	4740	69.35%	75.21%
Extent to which medics included you in the treatment decisions (if applicable)	2	4	8	80	218	69.87%	76.29%
Degree to which the medics relieved your pain or discomfort	2	2	11	96	189	63.00%	72.32%
Medics' concern for your privacy	3	1	3	97	214	67.30%	76.78%
Extent to which medics cared for you as a person	2	4	3	84	251	72.97%	81.57%
Billing Staff Assessment	1	1	4	12	39	68.42%	63.25%
Professionalism of the staff in our billing office	1	0	2	6	19	67.86%	62.89%
Willingness of the staff in our billing office to address your needs	0	1	2	6	20	68.97%	63.60%
Overall Assessment	6	20	24	520	1377	70.72%	76.20%
How well did our staff work together to care for you	1	4	4	96	253	70.67%	77.71%
Extent to which our staff eased your entry into the medical facility	0	3	5	89	234	70.69%	78.11%
Appropriateness of Emergency Medical Transportation treatment	0	3	2	94	232	70.09%	77.72%
Extent to which the services received were worth the fees charged	1	3	5	68	132	63.16%	66.14%
Overall rating of the care provided by our Emergency Medical Transportation service	1	4	5	86	278	74.33%	78.76%
Likelihood of recommending this ambulance service to others	3	3	3	87	248	72.09%	78.76%

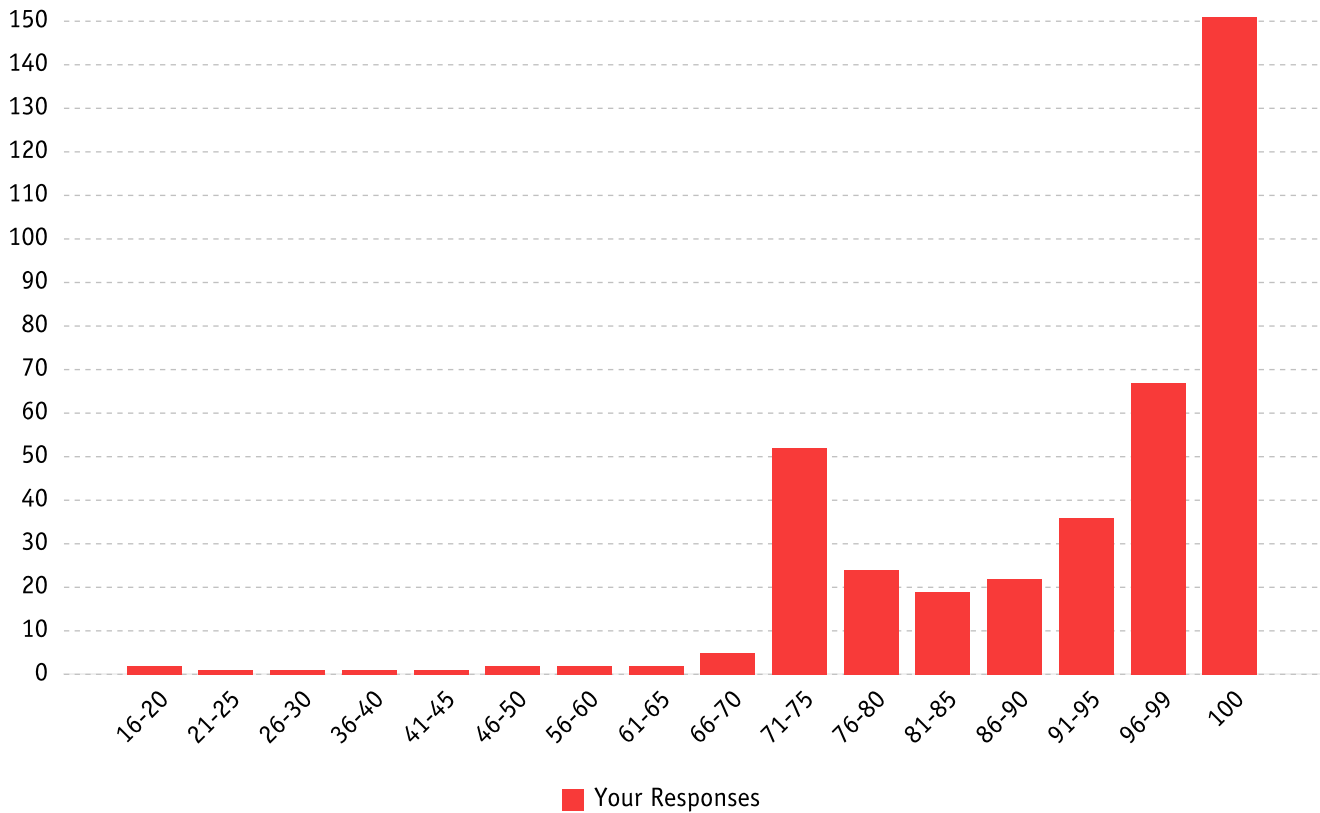


Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	90.17	92.61	16.49	14.971	-1.52
Concern shown by the person you called for ambulance service	90.79	92.49	16.428	14.859	-1.57
Extent to which you were told what to do until the ambulance arrived	90.43	90.87	16.774	16.741	-0.03
Extent to which the ambulance arrived in a timely manner	90.71	91.94	14.57	15.667	1.10
Cleanliness of the ambulance	91.96	93.94	12.816	12.39	-0.43
Comfort of the ride	85.81	87.75	20.337	19.725	-0.61
Skill of the person driving the ambulance	90.51	93.47	14.352	13.83	-0.52
Care shown by the medics who arrived with the ambulance	92.49	94.18	14.455	13.756	-0.70
Degree to which the medics took your problem seriously	92.01	94.01	15.328	14.484	-0.84
Degree to which the medics listened to you and/or your family	91.60	93.66	14.669	14.945	0.28
Skill of the medics	92.13	94.05	14.375	13.763	-0.61
Extent to which the medics kept you informed about your	90.63	92.50	16.147	15.539	-0.61
Extent to which medics included you in the treatment decisions (if applicable)	90.71	92.28	16.523	16.435	-0.09
Degree to which the medics relieved your pain or discomfort	89.01	90.70	16.542	17.926	1.38
Medics' concern for your privacy	90.73	93.05	15.443	14.467	-0.98
Extent to which medics cared for you as a person	92.01	94.14	15.264	14.488	-0.78
Professionalism of the staff in our billing office	87.54	88.74	22.521	17.122	-5.40
Willingness of the staff in our billing office to address your needs	88.79	88.81	19.238	17.328	-1.91
How well did our staff work together to care for you	91.62	93.33	14.683	14.302	-0.38
Extent to which our staff eased your entry into the medical facility	91.84	93.47	13.793	14.10	0.31
Appropriateness of Emergency Medical Transportation treatment	91.92	93.27	13.352	14.508	1.16
Extent to which the services received were worth the fees charged	89.12	87.70	16.505	20.796	4.29
Overall rating of the care provided by our Emergency Medical Transportation service	92.52	93.42	14.405	14.778	0.37
Likelihood of recommending this ambulance service to others	91.72	93.01	15.681	16.191	0.51
Overall Survey Rating	91.01	92.46	15.86	15.55	-0.32



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	Bay Village Employee	null
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 Care EMS	null
Community EMS MI	Southfield, MI	Community EMS OH	Columbus, OH
CoxHealth EMS	Springfield, MO	Cumberland	Carlisle, PA
Cy-Fair	Houston, TX	Cypress Creek	Spring, TX
DMC Care	Detroit, MI	Edward	Naperville, IL
Emergent Health Partners	Ann Arbor, MI	Emergent Health Partners	null
Employee Survey Emergent	null	Employee Survey-LifeCare	null
Emp.Survey Medstar	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	Loyola Medicine Transport	Melrose Park, IL
Madison Heights Fire	Madison Heights, MI	Malvern	Malvern, AR
MCHD	Conroe, TX	Medcare Ambulance	Columbus, OH
Medic 1 Ambulance	Canton, MI	Medic Ambulance Service	Vallejo, CA
Medic Ambulance Service	Vallejo, CA	Medic EMS	Davenport, IA
Medstar	Clinton Twp., MI	Medstar Mobile Healthcare	Fort Worth, TX
Medstar Mobile Healthcare	null	Mercy Flights	Medford, OR
Mercy Ohio	Cincinnati, OH	Metro West	Hillsboro, OR
MMR	null	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	Northwell Health	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
SkyHeath	Syossett, NY	SMCAS	Niles, MI
Snohomish County Fire	Snohomish, WA	Southfield	Southfield, MI
St. Charles	St. Peters, MO	Stillwater	Stillwater, OK
Suburban	Palmer, PA	Swartz	Flint, MI
Texarkana	Texarkana, TX	Tri-Hospital	Port Huron, MI
Umpqua Health Alliance	null	University Medical Center	Lubbock, TX
Van Buren EMS	Paw Paw, MI	Waterford Regional Fire	Waterford, MI
West Bloomfield Fire	West Bloomfield, MI	WestSide Community	Newman, CA
York Regional EMS	Yoe, PA	null	null