

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

July 1, 2016 to September 30, 2016

Your Score

92.53

Number of Your Patients in this Report

390

Number of Patients in this Report

19,777

Number of Transport Services in All EMS DB

131





Executive Summary

This report contains data from **390 Medstar Mobile Healthcare** patients who returned a questionnaire between **07/01/2016** and **09/30/2016**.

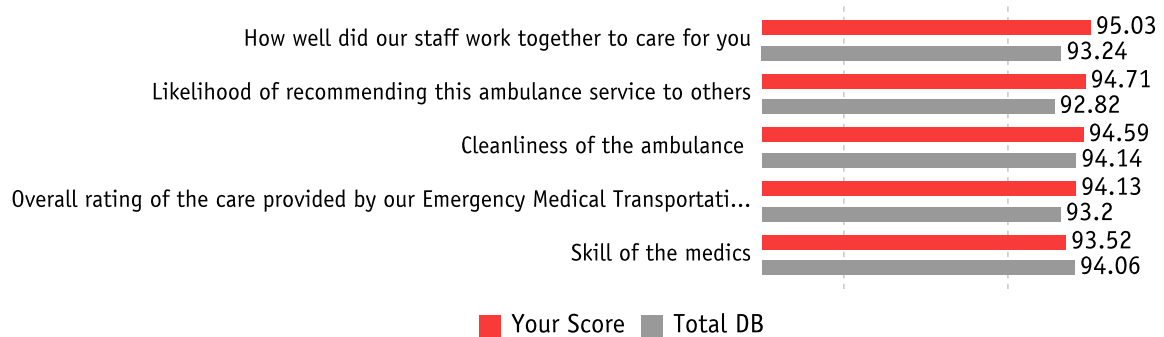
The overall mean score for the standard questions was **92.53**; this is a difference of **0.16** points from the overall EMS database score of **92.37**.

The current score of **92.53** is a change of **1.34** points from last period's score of **91.19**. This was the **47th** highest overall score for all companies in the database.

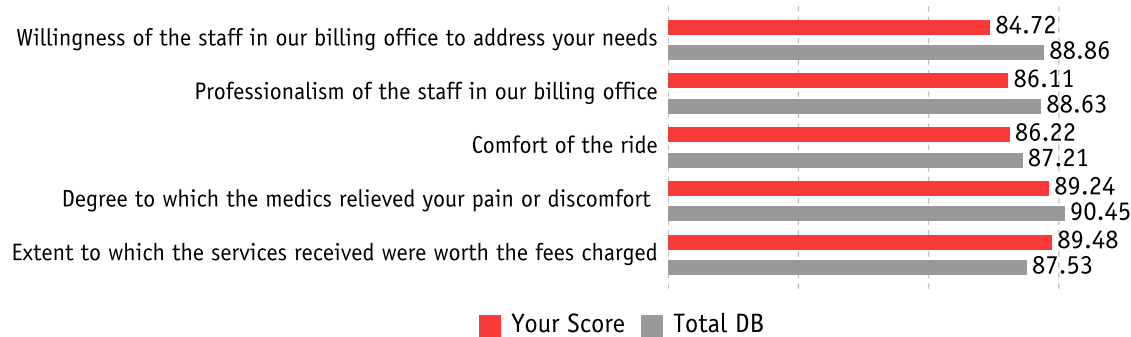
You are ranked **9th** for comparably sized companies in the system.

77.69% of responses to standard questions had a rating of Very Good, the highest rating. **98.10%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

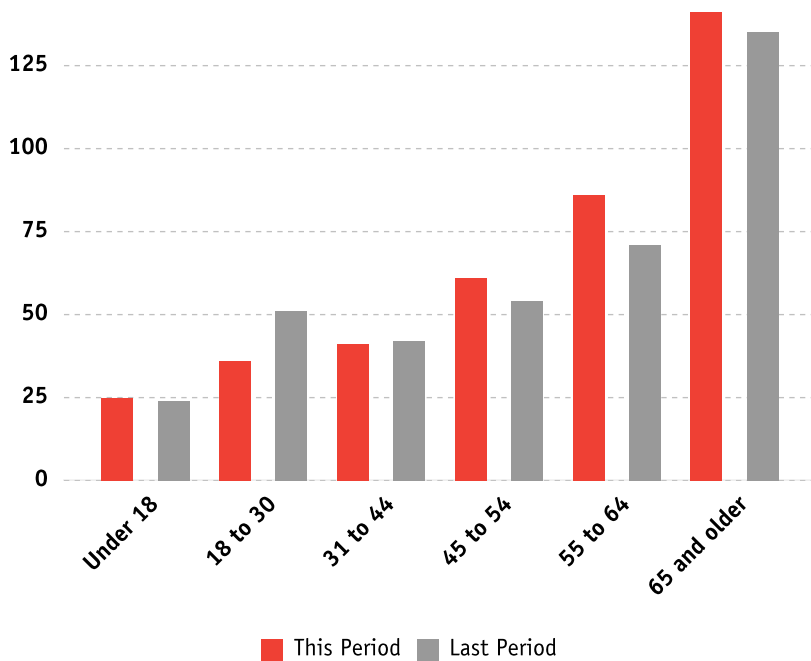




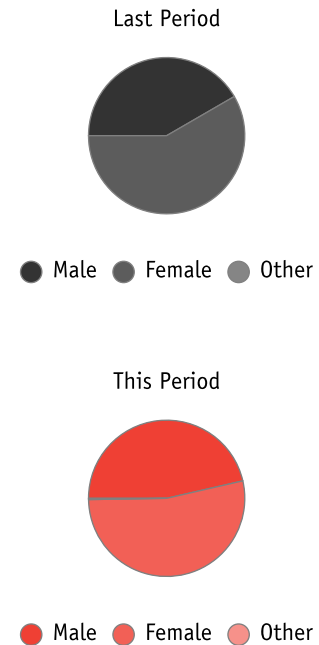
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	24	11	13	0	25	14	11	0
18 to 30	51	18	33	0	36	15	21	0
31 to 44	42	16	26	0	41	15	26	0
45 to 54	54	25	29	0	61	26	34	1
55 to 64	71	30	41	0	86	47	39	0
65 and older	135	57	78	0	141	64	77	0
Total	377	157	220	0	390	181	208	1

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	91.89	0.87	92.76	92.47
Concern shown by the person you called for ambulance service	91.43	1.41	92.84	92.30
Extent to which you were told what to do until the ambulance arrived	90.11	2.10	92.21	90.61

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.57	0.80	92.37	91.69
Cleanliness of the ambulance	92.88	1.71	94.59	94.14
Comfort of the ride	83.68	2.54	86.22	87.21
Skill of the person driving the ambulance	90.13	2.95	93.08	93.49

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	92.62	0.29	92.91	94.01
Degree to which the medics took your problem seriously	92.19	0.74	92.93	94.01
Degree to which the medics listened to you and/or your family	92.39	0.50	92.89	93.73
Skill of the medics	93.41	0.11	93.52	94.06
Extent to which the medics kept you informed about your treatment	90.31	1.92	92.23	92.41
Extent to which medics included you in the treatment decisions (if applicable)	90.65	0.17	90.82	92.22
Degree to which the medics relieved your pain or discomfort	88.24	1.00	89.24	90.45
Medics' concern for your privacy	91.09	0.86	91.95	93.23
Extent to which medics cared for you as a person	92.87	-0.17	92.70	94.14

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	87.10	-0.99	86.11	88.63
Willingness of the staff in our billing office to address your needs	84.52	0.20	84.72	88.86



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.11	1.92	95.03	93.24
Extent to which our staff eased your entry into the medical facility	90.94	2.44	93.38	93.43
Appropriateness of Emergency Medical Transportation treatment	91.13	2.19	93.32	93.13
Extent to which the services received were worth the fees charged	80.37	9.11	89.48	87.53
Overall rating of the care provided by our Emergency Medical Transportation	93.09	1.04	94.13	93.20
Likelihood of recommending this ambulance service to others	93.96	0.75	94.71	92.82



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.

	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016
Helpfulness of the person you called for ambulance service	96.62	89.80	95.83	93.92	88.67	92.23	88.57	93.38	88.19	93.90	88.84	92.57	95.54
Concern shown by the person you called for ambulance service	96.88	90.00	95.42	92.74	88.89	92.24	91.16	93.55	88.89	92.11	84.75	94.70	97.17
Extent to which you were told what to do until the ambulance	96.58	88.95	96.48	93.33	88.49	92.47	89.55	91.41	90.83	88.49	91.41	93.10	92.20
Extent to which the ambulance arrived in a timely manner	95.45	88.65	95.55	88.97	88.66	91.73	91.74	91.52	92.67	90.53	88.57	95.21	93.80
Cleanliness of the ambulance	96.23	91.28	95.30	90.59	90.14	93.28	92.44	95.33	90.95	92.66	91.75	95.94	96.09
Comfort of the ride	92.74	84.91	92.95	82.66	83.36	88.44	85.33	85.43	81.76	84.07	82.55	86.28	89.31
Skill of the person driving the ambulance	94.87	87.83	96.12	89.50	89.29	93.22	88.45	90.32	88.48	91.59	88.46	95.89	95.16
Care shown by the medics who arrived with the ambulance	96.46	91.60	96.34	92.79	91.46	93.53	92.35	92.65	90.97	94.21	91.94	91.94	94.54
Degree to which the medics took your problem seriously	97.20	91.20	97.07	89.25	91.09	93.56	91.04	91.81	91.53	93.30	92.71	90.97	94.46
Degree to which the medics listened to you and/or your family	96.52	89.96	97.05	89.47	90.65	93.95	89.67	93.02	90.75	93.45	92.80	90.33	94.70
Skill of the medics	96.40	91.06	95.09	91.93	90.81	92.78	92.87	94.37	92.10	93.80	91.74	91.60	96.27
Extent to which the medics kept you informed about your	97.37	90.19	96.85	89.04	89.87	91.94	89.86	88.93	90.70	91.28	92.27	90.41	93.31
Extent to which medics included you in the treatment decisions	97.64	89.32	97.45	89.46	90.77	91.38	89.73	89.64	92.41	90.34	90.66	90.51	91.13
Degree to which the medics relieved your pain or discomfort	95.91	87.65	96.36	85.94	89.72	88.50	88.78	87.80	88.72	88.17	87.51	88.32	91.01
Medics' concern for your privacy	96.03	91.02	96.50	92.13	89.64	93.30	88.42	90.84	91.33	91.11	90.49	89.57	94.73
Extent to which medics cared for you as a person	96.46	91.68	96.30	93.28	90.38	92.95	92.72	91.14	91.75	95.51	92.76	90.81	93.86
Professionalism of the staff in our billing office	100.00	87.50	100.00	77.17	91.67	94.23	75.11	81.82	90.00	90.00	80.00	87.50	100.00
Willingness of the staff in our billing office to address your	100.00	92.31	100.00	77.36	87.50	94.23	82.50	84.09	86.62	80.00	80.00	81.25	100.00
How well did our staff work together to care for you	96.58	91.67	95.83	92.92	90.52	93.47	90.52	92.86	92.98	93.48	93.48	95.36	96.15
Extent to which our staff eased your entry into the medical	96.46	90.14	96.12	89.74	89.91	93.02	92.47	92.42	88.92	91.42	90.44	93.28	95.97
Appropriateness of Emergency Medical Transportation treatment	96.62	91.00	96.65	88.27	90.09	93.80	91.58	91.16	90.18	92.00	90.69	94.57	94.75
Extent to which the services received were worth the fees	94.71	82.72	97.02	84.23	88.27	90.58	88.58	87.52	75.07	70.00	75.08	91.30	94.53
Overall rating of the care provided by our Emergency Medical	97.75	92.50	96.28	92.86	91.74	93.04	92.70	92.99	91.81	94.52	93.38	93.01	95.68
Likelihood of recommending this ambulance service to others	94.54	90.01	96.09	91.06	90.87	93.22	90.77	93.76	93.23	94.95	94.64	93.37	95.78
Your Master Score	96.18	89.84	96.11	89.95	89.80	92.50	90.49	91.40	90.31	91.85	90.60	92.22	94.36
Your Total Responses	125	126	123	125	125	141	127	125	125	127	125	125	140



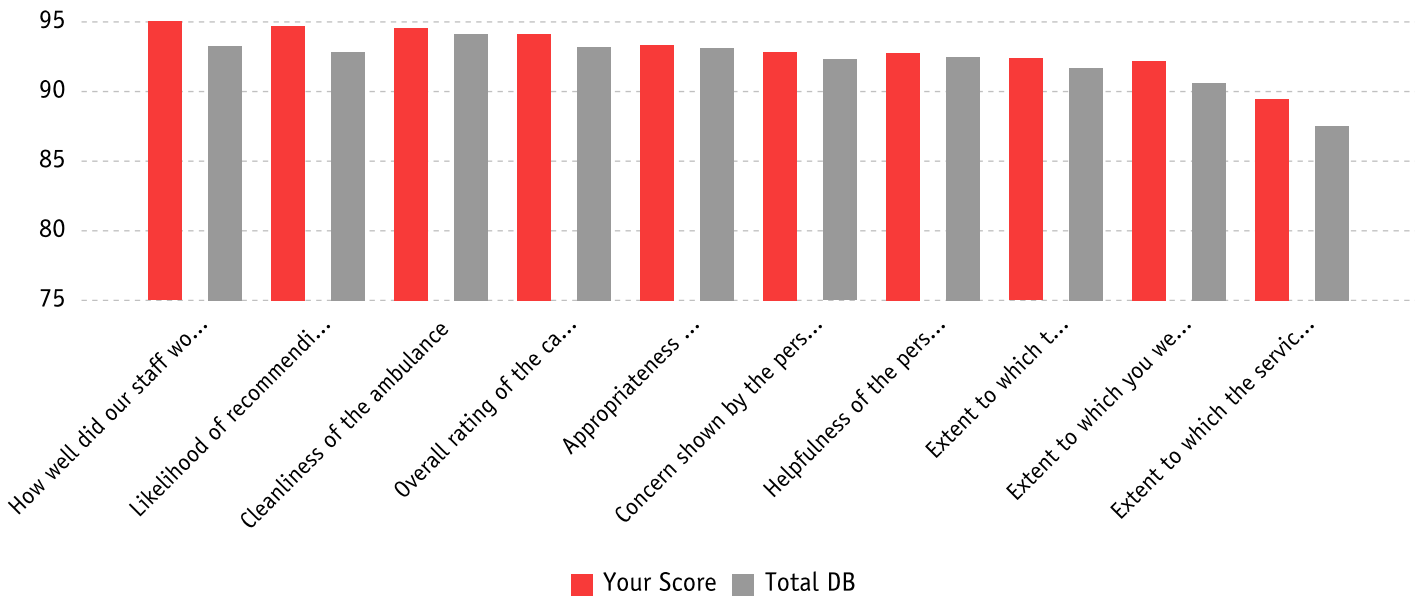
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the services received were worth the fees charged	80.37	89.48	9.11	87.53
Skill of the person driving the ambulance	90.13	93.08	2.94	93.49
Comfort of the ride	83.67	86.22	2.54	87.21
Extent to which our staff eased your entry into the medical facility	90.94	93.38	2.44	93.43
Appropriateness of Emergency Medical Transportation treatment	91.13	93.32	2.19	93.13
Extent to which you were told what to do until the ambulance arrived	90.11	92.21	2.10	90.61
How well did our staff work together to care for you	93.11	95.03	1.92	93.24
Extent to which the medics kept you informed about your treatment	90.31	92.23	1.92	92.41
Cleanliness of the ambulance	92.88	94.59	1.70	94.14
Concern shown by the person you called for ambulance service	91.43	92.84	1.41	92.30
Decreases				
Professionalism of the staff in our billing office	87.10	86.11	-0.99	88.63
Extent to which medics cared for you as a person	92.87	92.70	-0.17	94.14



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
How well did our staff work together to care for you	95.03	1.79	93.24
Likelihood of recommending this ambulance service to others	94.71	1.89	92.82
Cleanliness of the ambulance	94.59	0.44	94.14
Overall rating of the care provided by our Emergency Medical Transportation service	94.13	0.93	93.2
Appropriateness of Emergency Medical Transportation treatment	93.32	0.2	93.13
Concern shown by the person you called for ambulance service	92.84	0.54	92.3
Helpfulness of the person you called for ambulance service	92.76	0.29	92.47
Extent to which the ambulance arrived in a timely manner	92.37	0.68	91.69
Extent to which you were told what to do until the ambulance arrived	92.21	1.6	90.61
Extent to which the services received were worth the fees charged	89.48	1.95	87.53





Highest and Lowest Scores

	Last Period	This Period	Change	Total DB Score
Highest Scores				
How well did our staff work together to care for you	93.11	95.03	1.92	93.24
Likelihood of recommending this ambulance service to others	93.96	94.71	0.75	92.82
Cleanliness of the ambulance	92.88	94.59	1.71	94.14
Overall rating of the care provided by our Emergency Medical Transportation service	93.09	94.13	1.04	93.20
Skill of the medics	93.41	93.52	0.11	94.06

	Last Period	This Period	Change	Total DB Score
Lowest Scores				
Willingness of the staff in our billing office to address your needs	84.52	84.72	0.20	88.86
Professionalism of the staff in our billing office	87.10	86.11	-0.99	88.63
Comfort of the ride	83.68	86.22	2.54	87.21
Degree to which the medics relieved your pain or discomfort	88.24	89.24	1.00	90.45
Extent to which the services received were worth the fees charged	80.37	89.48	9.11	87.53



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 took your problem seriously	92.93	.847943448
Extent to which medics included you in the treatment decisions (if applicable)	90.82	.84352571
Extent to which medics cared for you as a person	92.70	.838584566
Degree to which the medics listened to you and/or your family	92.89	.837312658
Care shown by the medics who arrived with the ambulance	92.91	.833937418
Skill of the medics	93.52	.830697857
Medics' concern for your privacy	91.95	.819382382
Extent to which the medics kept you informed about your treatment	92.23	.805839787
Appropriateness of Emergency Medical Transportation treatment	93.32	.790545755
How well did our staff work together to care for you	95.03	.76093547
Degree to which the medics relieved your pain or discomfort	89.24	.748752296
Skill of the person driving the ambulance	93.08	.706883032
Extent to which our staff eased your entry into the medical facility	93.38	.693690736
Extent to which you were told what to do until the ambulance arrived	92.21	.648385432
Extent to which the services received were worth the fees charged	89.48	.628525905
Concern shown by the person you called for ambulance service	92.84	.624674208
Comfort of the ride	86.22	.607661202
Helpfulness of the person you called for ambulance service	92.76	.596194829
Professionalism of the staff in our billing office	86.11	.569169828
Extent to which the ambulance arrived in a timely manner	92.37	.519058932
Willingness of the staff in our billing office to address your needs	84.72	.500985622
Cleanliness of the ambulance	94.59	.500940359



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	92.76	89.39	91.74	92.89	92.72	95.96	92.71
Concern shown by the person you called for ambulance service	92.84	89.87	91.43	92.23	93.10	95.03	92.71
Extent to which you were told what to do until the ambulance	92.21	88.20	89.68	90.54	90.40	95.65	90.50
Extent to which the ambulance arrived in a timely manner	92.37	88.49	90.32	90.97	91.57	93.34	90.05
Cleanliness of the ambulance	94.59	93.32	93.84	93.45	94.68	95.06	93.15
Comfort of the ride	86.22	85.27	85.99	86.22	90.52	89.97	87.02
Skill of the person driving the ambulance	93.08	92.19	93.26	92.63	95.39	94.97	92.64
Care shown by the medics who arrived with the ambulance	92.91	92.78	94.06	93.00	92.99	96.03	92.62
Degree to which the medics took your problem seriously	92.93	92.92	93.72	93.07	93.76	96.05	92.42
Degree to which the medics listened to you and/or your family	92.89	93.17	93.37	92.87	93.56	95.83	92.23
Skill of the medics	93.52	92.64	93.49	93.73	94.51	95.51	92.31
Extent to which the medics kept you informed about your	92.23	90.55	91.29	91.23	92.27	94.24	91.34
Extent to which medics included you in the treatment decisions (if	90.82	89.57	91.26	91.38	91.89	94.37	90.47
Degree to which the medics relieved your pain or discomfort	89.24	88.75	88.99	89.65	89.86	93.54	88.97
Medics' concern for your privacy	91.95	91.95	92.19	91.76	93.67	95.26	92.30
Extent to which medics cared for you as a person	92.70	93.56	94.17	93.08	94.50	96.21	91.90
Professionalism of the staff in our billing office	86.11	86.94	89.07	89.68	88.89	91.34	88.42
Willingness of the staff in our billing office to address your needs	84.72	86.92	89.16	89.24	85.98	91.34	89.40
How well did our staff work together to care for you	95.03	91.72	93.10	92.84	93.71	94.70	92.55
Extent to which our staff eased your entry into the medical facility	93.38	92.34	93.51	93.40	92.21	95.81	92.68
Appropriateness of Emergency Medical Transportation treatment	93.32	91.97	92.93	92.61	91.69	94.47	91.65
Extent to which the services received were worth the fees charged	89.48	87.55	87.53	88.17	90.55	90.21	87.51
Overall rating of the care provided by our Emergency Medical	94.13	91.83	93.12	92.85	93.42	94.79	92.31
Likelihood of recommending this ambulance service to others	94.71	92.30	92.72	92.66	92.93	95.50	91.92
Overall score	92.53	90.80	91.83	91.83	92.56	94.49	91.40
National Rank	47	73	59	60	45	17	66
Comparable Size (Large) Company Rank	9	20	14	15	8	2	17



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	92.53	92.37	92.15	93.38	91.75
Helpfulness of the person you called for ambulance service	92.76	92.47	92.59	93.79	92.13
Concern shown by the person you called for ambulance service	92.84	92.30	92.38	93.41	92.03
Extent to which you were told what to do until the ambulance	92.21	90.61	90.75	92.51	90.21
Extent to which the ambulance arrived in a timely manner	92.37	91.69	91.73	93.62	91.02
Cleanliness of the ambulance	94.59	94.14	94.26	95.09	93.91
Comfort of the ride	86.22	87.21	87.03	89.06	86.38
Skill of the person driving the ambulance	93.08	93.49	93.49	94.38	93.13
Care shown by the medics who arrived with the ambulance	92.91	94.01	93.94	94.63	93.63
Degree to which the medics took your problem seriously	92.93	94.01	93.96	94.71	93.64
Degree to which the medics listened to you and/or your family	92.89	93.73	93.73	94.53	93.40
Skill of the medics	93.52	94.06	93.93	95.06	93.57
Extent to which the medics kept you informed about your	92.23	92.41	92.33	93.49	91.95
Extent to which medics included you in the treatment decisions	90.82	92.22	92.15	93.26	91.73
Degree to which the medics relieved your pain or discomfort	89.24	90.45	90.38	91.65	89.96
Medics' concern for your privacy	91.95	93.23	93.08	93.95	92.77
Extent to which medics cared for you as a person	92.70	94.14	94.09	94.64	93.72
Professionalism of the staff in our billing office	86.11	88.63	88.77	90.86	88.52
Willingness of the staff in our billing office to address your	84.72	88.86	89.06	90.80	88.80
How well did our staff work together to care for you	95.03	93.24	93.23	94.43	92.85
Extent to which our staff eased your entry into the medical	93.38	93.43	93.53	94.59	93.13
Appropriateness of Emergency Medical Transportation treatment	93.32	93.13	93.03	94.19	92.76
Extent to which the services received were worth the fees	89.48	87.53	87.84	89.93	87.32
Overall rating of the care provided by our Emergency Medical	94.13	93.20	93.22	94.27	92.79
Likelihood of recommending this ambulance service to others	94.71	92.82	93.03	94.36	92.56
Number of Surveys for the period	390				



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	90.81	91.53
Dispatch	92	91.49
Helpfulness of the person you called for ambulance service	92.29	92.24
Concern shown by the person you called for ambulance service	92.33	91.96
Extent to which you were told what to do until the ambulance	91.38	90.26
Ambulance	91.32	91.28
Extent to which the ambulance arrived in a timely manner	92.25	91.61
Cleanliness of the ambulance	93.93	93.79
Comfort of the ride	87.06	87.04
Skill of the person driving the ambulance	92.05	92.70
Medic	92.21	92.71
Care shown by the medics who arrived with the ambulance	93.08	93.72
Degree to which the medics took your problem seriously	92.95	93.63
Degree to which the medics listened to you and/or your family	92.61	93.37
Skill of the medics	93.43	93.79
Extent to which the medics kept you informed about your treatment	91.70	91.84
Extent to which medics included you in the treatment decisions (if	91.42	91.64
Degree to which the medics relieved your pain or discomfort	89.07	90.20
Medics' concern for your privacy	92.55	92.61



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	90.81	91.53
Medic	92.21	92.71
Extent to which medics cared for you as a person	93.08	93.57
Billing Staff Assessment	82.62	87.86
Professionalism of the staff in our billing office	86.44	87.37
Professionalism of the staff in our ambulance service billing office	75.00	88.09
Willingness of the staff in our billing office to address your needs	86.42	88.13
Overall Assessment	91.87	91.77
How well did our staff work together to care for you	93.06	92.79
Extent to which our staff eased your entry into the medical facility	92.31	92.98
Appropriateness of Emergency Medical Transportation treatment	92.67	92.73
Extent to which the services received were worth the fees charged	87.50	86.67
Overall rating of the care provided by our Emergency Medical	92.99	92.90
Likelihood of recommending this ambulance service to others	92.71	92.54



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	61	58	179	1100	4869	77.69%	75.38%
Dispatch	4	2	11	64	284	77.81%	73.93%
Helpfulness of the person you called for ambulance service	1	1	4	23	102	77.86%	75.71%
Concern shown by the person you called for ambulance service	1	1	3	22	95	77.87%	74.94%
Extent to which you were told what to do until the ambulance arrived	2	0	4	19	87	77.68%	71.16%
Ambulance	5	12	57	260	944	73.87%	73.67%
Extent to which the ambulance arrived in a timely manner	3	1	13	65	265	76.37%	73.98%
Cleanliness of the ambulance	0	2	3	56	253	80.57%	79.02%
Comfort of the ride	2	7	32	78	191	61.61%	63.75%
Skill of the person driving the ambulance	0	2	9	61	235	76.55%	77.92%
Medic	41	32	68	503	2242	77.69%	78.66%
Care shown by the medics who arrived with the ambulance	6	2	7	60	291	79.51%	80.88%
Degree to which the medics took your problem seriously	5	2	8	56	275	79.48%	81.65%
Degree to which the medics listened to you and/or your family	5	3	6	53	263	79.70%	80.60%
Skill of the medics	3	5	2	56	269	80.30%	80.67%
Extent to which the medics kept you informed about your treatment	2	8	8	50	247	78.41%	76.47%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	61	58	179	1100	4869	77.69%	75.38%
Extent to which medics included you in the treatment decisions (if applicable)	5	5	8	52	210	75.00%	76.20%
Degree to which the medics relieved your pain or discomfort	5	5	13	58	195	70.65%	72.19%
Medics' concern for your privacy	5	0	7	66	232	74.84%	77.59%
Extent to which medics cared for you as a person	5	2	9	52	260	79.27%	81.72%
Billing Staff Assessment	0	1	5	8	22	61.11%	63.41%
Professionalism of the staff in our billing office	0	0	3	4	11	61.11%	62.86%
Willingness of the staff in our billing office to address your needs	0	1	2	4	11	61.11%	63.95%
Overall Assessment	11	11	38	265	1377	80.90%	76.33%
How well did our staff work together to care for you	0	1	8	49	284	83.04%	77.98%
Extent to which our staff eased your entry into the medical facility	0	4	4	56	223	77.70%	78.35%
Appropriateness of Emergency Medical Transportation treatment	1	2	7	50	217	78.34%	77.79%
Extent to which the services received were worth the fees charged	3	2	6	16	82	75.23%	66.55%
Overall rating of the care provided by our Emergency Medical Transportation service	3	2	6	54	292	81.79%	78.59%
Likelihood of recommending this ambulance service to others	4	0	7	40	279	84.55%	78.70%

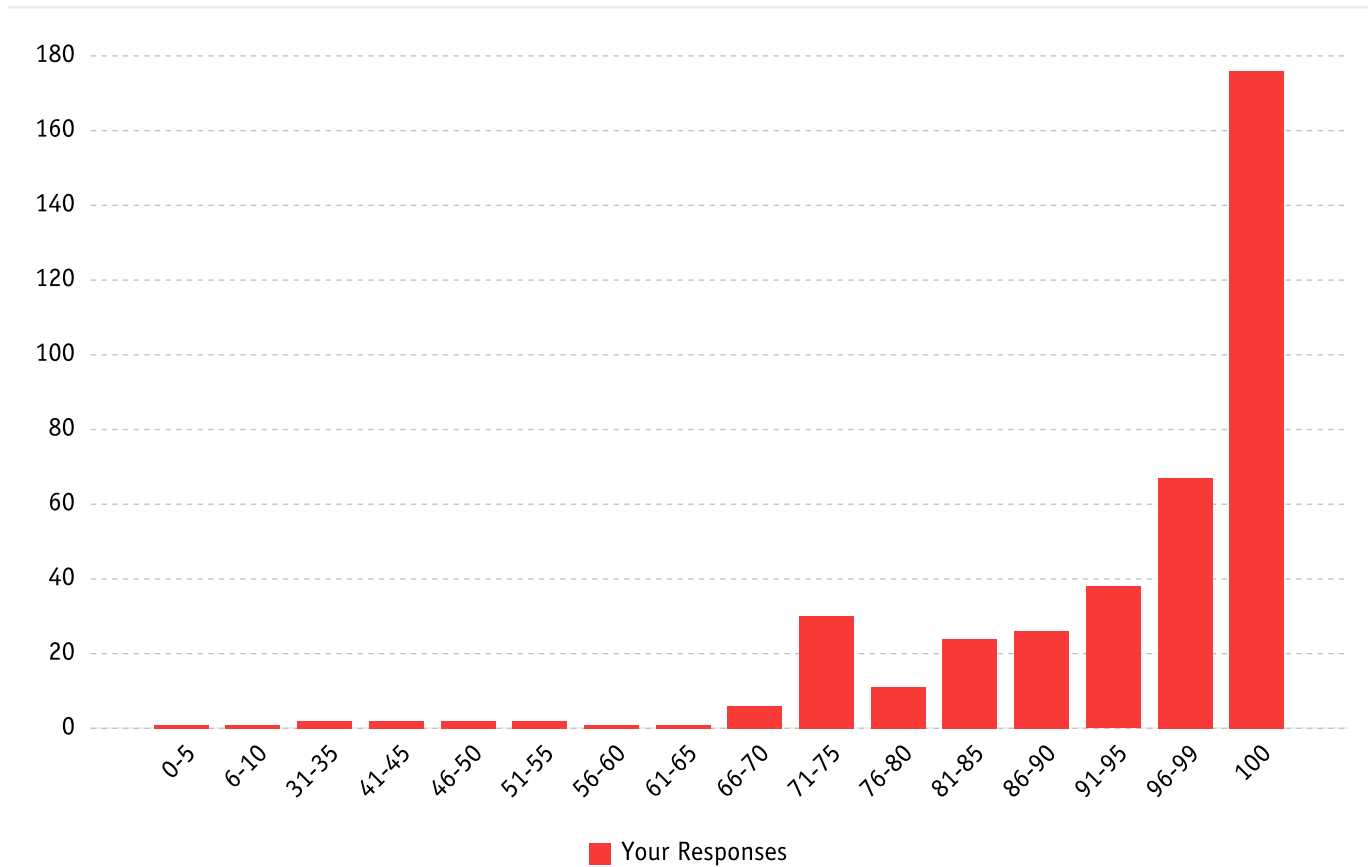


Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	92.76	92.47	15.854	15.596	-0.26
Concern shown by the person you called for ambulance service	92.84	92.30	15.789	15.423	-0.37
Extent to which you were told what to do until the ambulance arrived	92.21	90.61	17.595	17.469	-0.13
Extent to which the ambulance arrived in a timely manner	92.37	91.69	15.921	16.384	0.46
Cleanliness of the ambulance	94.59	94.14	11.911	12.456	0.55
Comfort of the ride	86.22	87.21	20.386	20.341	-0.04
Skill of the person driving the ambulance	93.08	93.49	13.646	13.927	0.28
Care shown by the medics who arrived with the ambulance	92.91	94.01	17.072	14.457	-2.61
Degree to which the medics took your problem seriously	92.93	94.01	16.828	14.908	-1.92
Degree to which the medics listened to you and/or your family	92.89	93.73	17.175	15.061	-2.11
Skill of the medics	93.52	94.06	15.783	13.994	-1.79
Extent to which the medics kept you informed about your	92.23	92.41	17.533	16.054	-1.48
Extent to which medics included you in the treatment decisions (if applicable)	90.82	92.22	19.461	16.469	-2.99
Degree to which the medics relieved your pain or discomfort	89.24	90.45	20.316	18.452	-1.86
Medics' concern for your privacy	91.95	93.23	16.817	14.525	-2.29
Extent to which medics cared for you as a person	92.70	94.14	17.265	14.626	-2.64
Professionalism of the staff in our billing office	86.11	88.63	19.043	17.328	-1.72
Willingness of the staff in our billing office to address your needs	84.72	88.86	22.266	17.45	-4.82
How well did our staff work together to care for you	95.03	93.24	11.822	14.748	2.93
Extent to which our staff eased your entry into the medical facility	93.38	93.43	13.833	14.371	0.54
Appropriateness of Emergency Medical Transportation treatment	93.32	93.13	14.403	15.017	0.61
Extent to which the services received were worth the fees charged	89.48	87.53	22.172	21.222	-0.95
Overall rating of the care provided by our Emergency Medical Transportation service	94.13	93.20	14.694	15.361	0.67
Likelihood of recommending this ambulance service to others	94.71	92.82	14.819	16.696	1.88
Overall Survey Rating	92.53	92.38	16.77	15.93	-0.84



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	null	Adair EMS	Kirksville, MO
Air San Juan Island	Friday Harbor, WA	Alliance Health	null
Alliance Mobile Health	Troy, MI	AMT	Peoria, IL
Ava	Springfield, MO	Bay State	Springfield, MA
Bay Village	Bay Village, OH	Bay Village Employee	null
Beaumont	Troy, MI	Beaumont Medical	Troy, MI
Birmingham Fire	Birmingham, MI	Bloomfield Township	Bloomfield Hills, MI
Burnsville Fire Department	Burnsville, MN	Carilion Clinic	Roanoke, VA
Cetronia	Allentown, PA	Christian County	Springfield, MO
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	Dade County	Springfield, MO
DMC Care	Detroit, MI	Edward	Naperville, IL
Emergent Health Partners	Ann Arbor, MI	Emergent Health Partners	null
Employee Survey	null	Employee Survey Emergent	null
Employee Survey MMR	null	Employee Survey Tri-	null
Emp.Survey Medstar	null	EMSA	Oklahoma City, OK
EMS Float	Springfield, MO	Escalon Ambulance Service	Escalon, CA
Ferndale Fire and Rescue	Ferndale, MI	F-M Ambulance	Fargo, ND
Genesis Community	Zanesville, OH	Gold Cross	Menasha, WI
Greene County	Springfield, MO	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	Hillsboro	Fargo, ND
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	McKinney Fire Department	McKinney, 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	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
Stone County	Springfield, MO	Suburban	Palmer, PA
Survey Employee-Lifecare	null	Swartz	Flint, MI
Taney County Ambulance	Branson, MO	Texarkana	Texarkana, TX
Thief River Falls	Fargo, ND	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
Webster County	Springfield, MO	West Bloomfield Fire	West Bloomfield, MI
WestSide Community	Newman, CA	York Regional EMS	Yoe, PA