

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

October 1, 2016 to December 31, 2016

Your Score

96.79

Number of Your Patients in this Report

367

Number of Patients in this Report

15,840

Number of Transport Services in All EMS DB

135





Executive Summary

This report contains data from **367 Medstar Mobile Healthcare** patients who returned a questionnaire between **10/01/2016** and **12/31/2016**.

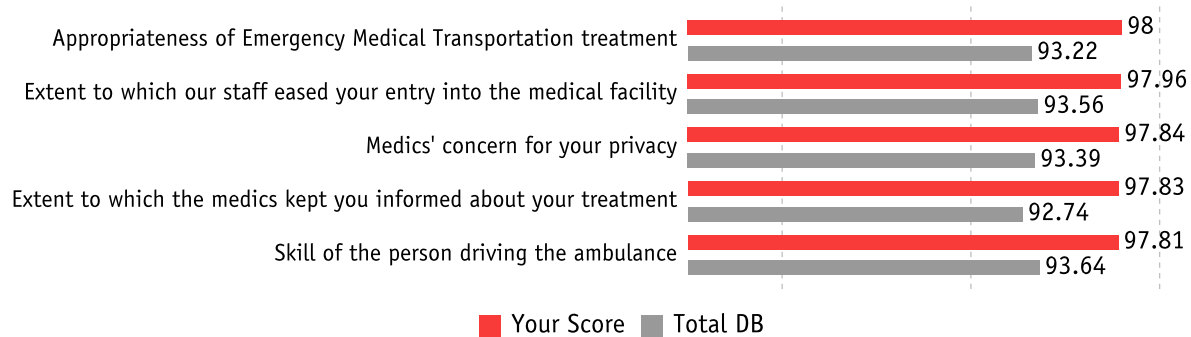
The overall mean score for the standard questions was **96.79**; this is a difference of **4.28** points from the overall EMS database score of **92.51**.

The current score of **96.79** is a change of **4.60** points from last period's score of **92.19**. This was the **5th** highest overall score for all companies in the database.

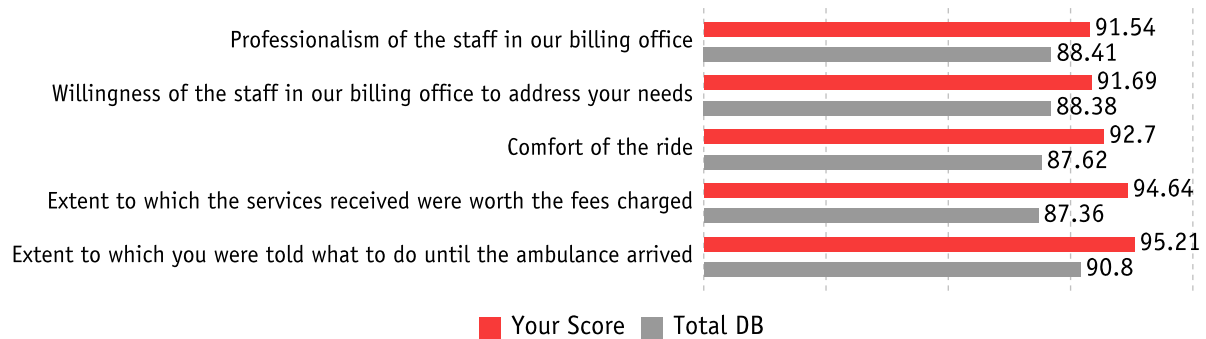
You are ranked **1st** for comparably sized companies in the system.

90.50% of responses to standard questions had a rating of Very Good, the highest rating. **99.14%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

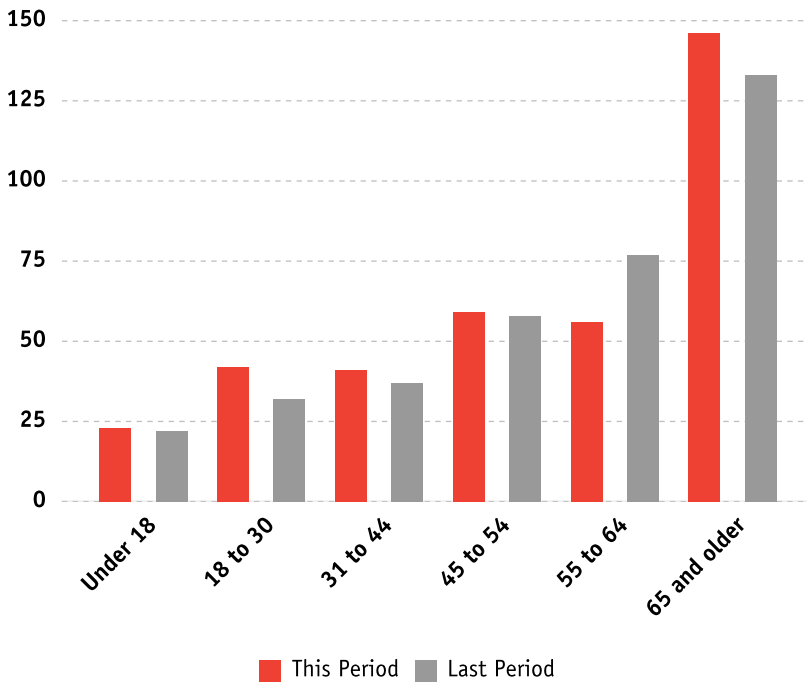




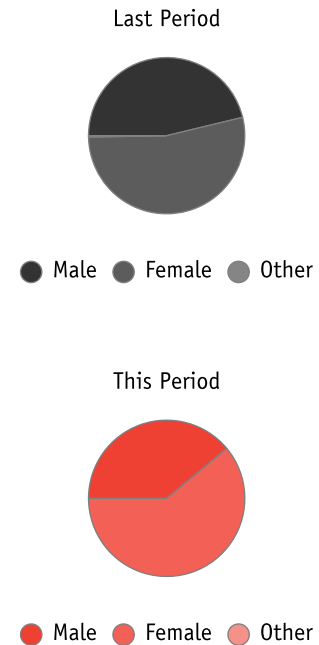
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	22	12	10	0	23	11	12	0
18 to 30	32	14	18	0	42	17	25	0
31 to 44	37	13	24	0	41	17	24	0
45 to 54	58	25	32	1	59	28	31	0
55 to 64	77	43	34	0	56	21	35	0
65 and older	133	59	74	0	146	49	97	0
Total	359	166	192	1	367	143	224	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	92.92	2.41	95.33	92.45
Concern shown by the person you called for ambulance service	92.87	2.79	95.66	92.40
Extent to which you were told what to do until the ambulance arrived	92.06	3.15	95.21	90.80

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.73	4.75	96.48	91.84
Cleanliness of the ambulance	94.16	3.31	97.47	94.29
Comfort of the ride	85.67	7.03	92.70	87.62
Skill of the person driving the ambulance	92.67	5.14	97.81	93.64

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	92.60	4.42	97.02	94.37
Degree to which the medics took your problem seriously	92.57	5.15	97.72	94.23
Degree to which the medics listened to you and/or your family	92.63	3.91	96.54	93.91
Skill of the medics	93.09	4.52	97.61	94.31
Extent to which the medics kept you informed about your treatment	92.04	5.79	97.83	92.74
Extent to which medics included you in the treatment decisions (if applicable)	90.40	6.76	97.16	92.33
Degree to which the medics relieved your pain or discomfort	89.01	6.62	95.63	90.59
Medics' concern for your privacy	91.34	6.50	97.84	93.39
Extent to which medics cared for you as a person	92.43	5.17	97.60	94.23

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	85.29	6.25	91.54	88.41
Willingness of the staff in our billing office to address your needs	83.82	7.87	91.69	88.38



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	94.70	2.69	97.39	93.59
Extent to which our staff eased your entry into the medical facility	93.11	4.85	97.96	93.56
Appropriateness of Emergency Medical Transportation treatment	93.05	4.95	98.00	93.22
Extent to which the services received were worth the fees charged	89.75	4.89	94.64	87.36
Overall rating of the care provided by our Emergency Medical Transportation	93.99	3.46	97.45	93.34
Likelihood of recommending this ambulance service to others	94.34	2.15	96.49	92.75



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 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016
Helpfulness of the person you called for ambulance service	93.92	88.67	92.23	88.57	93.38	88.19	93.90	88.84	92.57	96.15	94.77	96.88	94.81
Concern shown by the person you called for ambulance service	92.74	88.89	92.24	91.16	93.55	88.89	92.11	84.75	94.70	97.50	95.35	97.50	94.79
Extent to which you were told what to do until the ambulance	93.33	88.49	92.47	89.55	91.41	90.83	88.49	91.41	93.10	91.88	93.02	97.50	95.74
Extent to which the ambulance arrived in a timely manner	88.97	88.66	91.73	91.74	91.52	92.67	90.53	88.57	95.21	92.23	98.25	95.21	95.76
Cleanliness of the ambulance	90.59	90.14	93.28	92.44	95.33	90.95	92.66	91.75	95.94	95.30	99.12	96.84	96.30
Comfort of the ride	82.66	83.36	88.44	85.33	85.43	81.76	84.07	82.55	86.28	88.50	96.68	90.56	90.55
Skill of the person driving the ambulance	89.50	89.29	93.22	88.45	90.32	88.48	91.59	88.46	95.89	94.50	98.44	96.80	97.95
Care shown by the medics who arrived with the ambulance	92.79	91.46	93.53	92.35	92.65	90.97	94.21	91.94	91.94	94.00	98.79	95.22	96.91
Degree to which the medics took your problem seriously	89.25	91.09	93.56	91.04	91.81	91.53	93.30	92.71	90.97	93.77	99.17	95.51	98.09
Degree to which the medics listened to you and/or your family	89.47	90.65	93.95	89.67	93.02	90.75	93.45	92.80	90.33	94.30	97.99	93.71	97.73
Skill of the medics	91.93	90.81	92.78	92.87	94.37	92.10	93.80	91.74	91.60	95.75	98.57	96.19	97.88
Extent to which the medics kept you informed about your	89.04	89.87	91.94	89.86	88.93	90.70	91.28	92.27	90.41	93.03	99.17	96.02	97.81
Extent to which medics included you in the treatment decisions	89.46	90.77	91.38	89.73	89.64	92.41	90.34	90.66	90.51	90.08	99.16	95.59	96.25
Degree to which the medics relieved your pain or discomfort	85.94	89.72	88.50	88.78	87.80	88.72	88.17	87.51	88.32	90.85	97.69	94.71	94.11
Medics' concern for your privacy	92.13	89.64	93.30	88.42	90.84	91.33	91.11	90.49	89.57	93.58	99.38	97.73	96.34
Extent to which medics cared for you as a person	93.28	90.38	92.95	92.72	91.14	91.75	95.51	92.76	90.81	93.35	99.16	96.07	97.18
Professionalism of the staff in our billing office	77.17	91.67	94.23	75.11	81.82	90.00	90.00	80.00	87.50	100.00	94.44	94.70	82.21
Willingness of the staff in our billing office to address your	77.36	87.50	94.23	82.50	84.09	86.62	80.00	80.00	81.25	100.00	90.63	94.23	86.45
How well did our staff work together to care for you	92.92	90.52	93.47	90.52	92.86	92.98	93.48	93.48	95.36	95.43	98.96	95.43	97.35
Extent to which our staff eased your entry into the medical	89.74	89.91	93.02	92.47	92.42	88.92	91.42	90.44	93.28	95.83	98.52	96.98	98.18
Appropriateness of Emergency Medical Transportation treatment	88.27	90.09	93.80	91.58	91.16	90.18	92.00	90.69	94.57	94.28	99.17	97.02	97.45
Extent to which the services received were worth the fees	84.23	88.27	90.58	88.58	87.52	75.07	70.00	75.08	91.30	95.16	98.40	95.63	86.87
Overall rating of the care provided by our Emergency Medical	92.86	91.74	93.04	92.70	92.99	91.81	94.52	93.38	93.01	95.68	98.75	96.39	96.93
Likelihood of recommending this ambulance service to others	91.06	90.87	93.22	90.77	93.76	93.23	94.95	94.64	93.37	94.92	98.96	94.33	95.55
Your Master Score	89.95	89.80	92.50	90.49	91.40	90.31	91.85	90.60	92.22	93.83	98.38	95.57	96.13
Your Total Responses	125	125	141	127	125	125	127	125	125	109	125	117	125



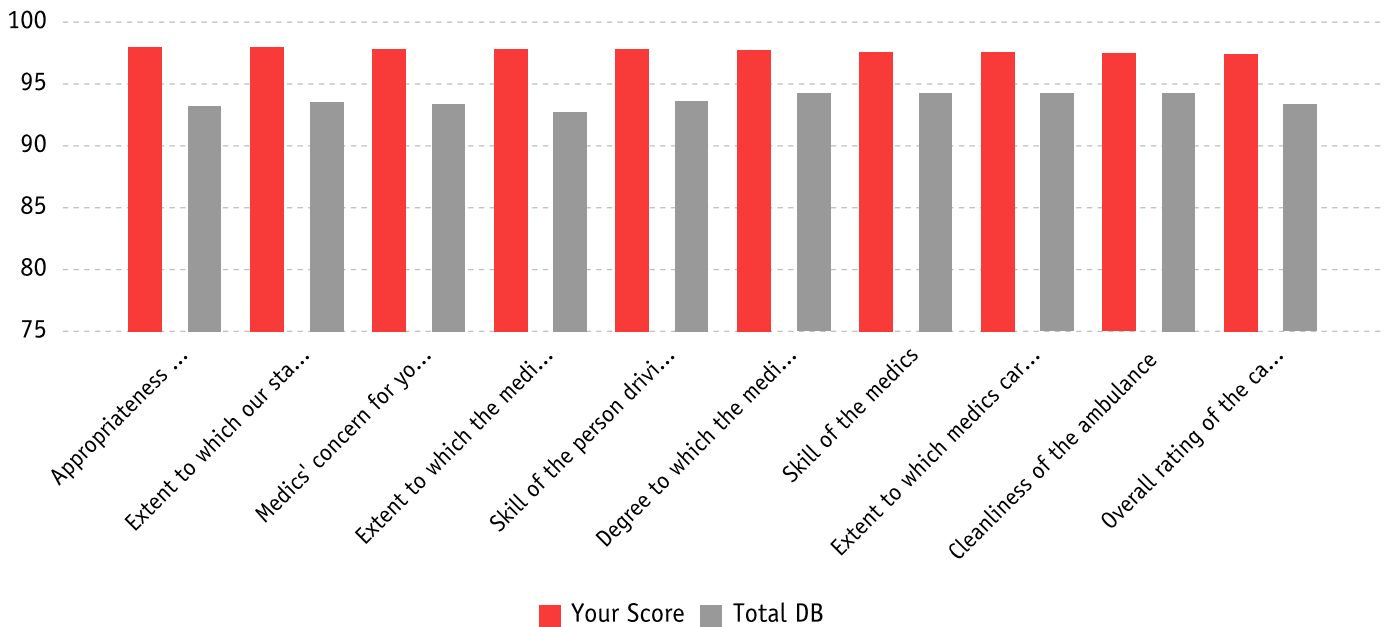
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Willingness of the staff in our billing office to address your needs	83.82	91.69	7.87	88.38
Comfort of the ride	85.67	92.70	7.03	87.62
Extent to which medics included you in the treatment decisions (if applicable)	90.40	97.16	6.76	92.33
Degree to which the medics relieved your pain or discomfort	89.01	95.63	6.62	90.59
Medics' concern for your privacy	91.34	97.84	6.51	93.39
Professionalism of the staff in our billing office	85.29	91.54	6.24	88.41
Extent to which the medics kept you informed about your treatment	92.04	97.83	5.78	92.74
Extent to which medics cared for you as a person	92.43	97.60	5.18	94.23
Degree to which the medics took your problem seriously	92.57	97.72	5.15	94.23
Skill of the person driving the ambulance	92.67	97.81	5.14	93.64



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Appropriateness of Emergency Medical Transportation treatment	98	4.78	93.22
Extent to which our staff eased your entry into the medical facility	97.96	4.4	93.56
Medics' concern for your privacy	97.84	4.45	93.39
Extent to which the medics kept you informed about your treatment	97.83	5.08	92.74
Skill of the person driving the ambulance	97.81	4.17	93.64
Degree to which the medics took your problem seriously	97.72	3.49	94.23
Skill of the medics	97.61	3.3	94.31
Extent to which medics cared for you as a person	97.6	3.37	94.23
Cleanliness of the ambulance	97.47	3.17	94.29
Overall rating of the care provided by our Emergency Medical Transportation service	97.45	4.11	93.34





Highest and Lowest Scores

	Last Period	This Period	Change	Total DB Score
Highest Scores				
Appropriateness of Emergency Medical Transportation treatment	93.05	98.00	4.95	93.22
Extent to which our staff eased your entry into the medical facility	93.11	97.96	4.85	93.56
Medics' concern for your privacy	91.34	97.84	6.50	93.39
Extent to which the medics kept you informed about your treatment	92.04	97.83	5.79	92.74
Skill of the person driving the ambulance	92.67	97.81	5.14	93.64

	Last Period	This Period	Change	Total DB Score
Lowest Scores				
Professionalism of the staff in our billing office	85.29	91.54	6.25	88.41
Willingness of the staff in our billing office to address your needs	83.82	91.69	7.87	88.38
Comfort of the ride	85.67	92.70	7.03	87.62
Extent to which the services received were worth the fees charged	89.75	94.64	4.89	87.36
Extent to which you were told what to do until the ambulance arrived	92.06	95.21	3.15	90.80



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
Extent to which medics cared for you as a person	97.60	.850289426
Appropriateness of Emergency Medical Transportation treatment	98.00	.83831812
Extent to which the medics kept you informed about your treatment	97.83	.820732323
Skill of the medics	97.61	.813444175
How well did our staff work together to care for you	97.39	.789424396
Degree to which the medics relieved your pain or discomfort	95.63	.778377814
Degree to which the medics listened to you and/or your family	96.54	.76827274
Degree to which the medics took your problem seriously	97.72	.759812471
Extent to which our staff eased your entry into the medical facility	97.96	.742891535
Extent to which medics included you in the treatment decisions (if applicable)	97.16	.726340048
Helpfulness of the person you called for ambulance service	95.33	.716026103
Medics' concern for your privacy	97.84	.694114839
Extent to which the services received were worth the fees charged	94.64	.685690431
Extent to which the ambulance arrived in a timely manner	96.48	.682600005
Care shown by the medics who arrived with the ambulance	97.02	.660482951
Willingness of the staff in our billing office to address your needs	91.69	.632440771
Comfort of the ride	92.70	.629205833
Skill of the person driving the ambulance	97.81	.564060851
Concern shown by the person you called for ambulance service	95.66	.546961434
Cleanliness of the ambulance	97.47	.517370439
Extent to which you were told what to do until the ambulance arrived	95.21	.456246071
Professionalism of the staff in our billing office	91.54	.439431229



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	95.33	94.04	93.41	93.97	90.55	93.86	93.47
Concern shown by the person you called for ambulance service	95.66	92.80	92.43	94.51	90.94	93.98	94.09
Extent to which you were told what to do until the ambulance	95.21	90.60	91.82	92.34	88.86	92.67	93.93
Extent to which the ambulance arrived in a timely manner	96.48	89.42	91.31	94.13	90.50	91.63	93.99
Cleanliness of the ambulance	97.47	94.02	94.86	95.53	93.47	95.38	95.30
Comfort of the ride	92.70	85.41	86.92	90.42	88.19	89.96	89.20
Skill of the person driving the ambulance	97.81	92.55	93.66	94.81	92.59	94.25	95.34
Care shown by the medics who arrived with the ambulance	97.02	93.56	94.84	94.33	92.84	94.41	94.33
Degree to which the medics took your problem seriously	97.72	94.09	94.97	95.04	92.59	94.71	94.37
Degree to which the medics listened to you and/or your family	96.54	93.35	94.45	95.11	92.42	93.97	94.41
Skill of the medics	97.61	93.73	94.92	94.96	93.55	94.62	94.87
Extent to which the medics kept you informed about your	97.83	92.34	93.12	93.58	92.51	92.74	92.85
Extent to which medics included you in the treatment decisions (if	97.16	92.36	92.60	92.87	92.12	91.51	93.13
Degree to which the medics relieved your pain or discomfort	95.63	90.53	90.89	91.82	88.38	91.11	92.45
Medics' concern for your privacy	97.84	93.51	93.28	94.02	92.32	94.08	93.69
Extent to which medics cared for you as a person	97.60	94.43	94.62	95.18	94.26	94.99	94.41
Professionalism of the staff in our billing office	91.54	88.36	89.70	89.38	87.01	90.37	90.50
Willingness of the staff in our billing office to address your needs	91.69	89.34	90.20	89.12	86.73	90.45	91.07
How well did our staff work together to care for you	97.39	93.83	93.50	93.63	92.47	94.13	92.96
Extent to which our staff eased your entry into the medical facility	97.96	93.24	93.69	93.65	91.96	94.94	94.80
Appropriateness of Emergency Medical Transportation treatment	98.00	93.95	93.07	92.96	92.39	94.39	93.98
Extent to which the services received were worth the fees charged	94.64	89.03	88.45	89.42	87.35	90.50	88.30
Overall rating of the care provided by our Emergency Medical	97.45	93.19	93.42	93.59	92.26	94.05	94.20
Likelihood of recommending this ambulance service to others	96.49	93.12	94.34	92.32	91.96	94.49	94.48

Overall score	96.79	92.31	92.85	93.43	91.39	93.36	93.48
National Rank	5	48	41	35	67	37	33
Comparable Size (Large) Company Rank	1	11	9	6	18	7	5



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	96.79	92.51	92.54	93.76	92.08
Helpfulness of the person you called for ambulance service	95.33	92.45	92.52	94.09	92.01
Concern shown by the person you called for ambulance service	95.66	92.40	92.61	94.04	92.18
Extent to which you were told what to do until the ambulance	95.21	90.80	91.02	92.79	90.56
Extent to which the ambulance arrived in a timely manner	96.48	91.84	92.08	93.94	91.30
Cleanliness of the ambulance	97.47	94.29	94.51	95.74	94.00
Comfort of the ride	92.70	87.62	88.04	90.01	87.06
Skill of the person driving the ambulance	97.81	93.64	93.91	95.29	93.51
Care shown by the medics who arrived with the ambulance	97.02	94.37	94.54	95.38	94.18
Degree to which the medics took your problem seriously	97.72	94.23	94.46	95.24	94.13
Degree to which the medics listened to you and/or your family	96.54	93.91	94.13	95.00	93.77
Skill of the medics	97.61	94.31	94.50	95.56	94.16
Extent to which the medics kept you informed about your	97.83	92.74	93.01	94.18	92.54
Extent to which medics included you in the treatment decisions	97.16	92.33	92.51	93.82	92.13
Degree to which the medics relieved your pain or discomfort	95.63	90.59	90.65	92.30	90.26
Medics' concern for your privacy	97.84	93.39	93.59	94.89	93.09
Extent to which medics cared for you as a person	97.60	94.23	94.55	95.25	94.14
Professionalism of the staff in our billing office	91.54	88.41	89.00	89.21	88.71
Willingness of the staff in our billing office to address your	91.69	88.38	89.03	89.47	88.80
How well did our staff work together to care for you	97.39	93.59	93.73	94.87	93.40
Extent to which our staff eased your entry into the medical	97.96	93.56	93.90	95.18	93.50
Appropriateness of Emergency Medical Transportation treatment	98.00	93.22	93.64	94.70	93.16
Extent to which the services received were worth the fees	94.64	87.36	88.15	90.19	87.46
Overall rating of the care provided by our Emergency Medical	97.45	93.34	93.67	94.74	93.18
Likelihood of recommending this ambulance service to others	96.49	92.75	93.13	94.31	92.76
Number of Surveys for the period	367				



Cumulative Comparisons

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

	Your Score	Total DB
Overall Facility Rating	91.16	91.55
Dispatch	92.17	91.51
Helpfulness of the person you called for ambulance service	92.45	92.25
Concern shown by the person you called for ambulance service	92.51	91.98
Extent to which you were told what to do until the ambulance	91.55	90.29
Ambulance	91.7	91.3
Extent to which the ambulance arrived in a timely manner	92.56	91.62
Cleanliness of the ambulance	94.20	93.82
Comfort of the ride	87.52	87.06
Skill of the person driving the ambulance	92.51	92.71
Medic	92.64	92.74
Care shown by the medics who arrived with the ambulance	93.41	93.75
Degree to which the medics took your problem seriously	93.34	93.66
Degree to which the medics listened to you and/or your family	92.96	93.39
Skill of the medics	93.77	93.81
Extent to which the medics kept you informed about your treatment	92.22	91.88
Extent to which medics included you in the treatment decisions (if	91.94	91.67
Degree to which the medics relieved your pain or discomfort	89.66	90.22
Medics' concern for your privacy	92.98	92.64


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	91.16	91.55
Medic	92.64	92.74
Extent to which medics cared for you as a person	93.46	93.60
Billing Staff Assessment	82.79	87.91
Professionalism of the staff in our billing office	86.71	87.48
Professionalism of the staff in our ambulance service billing office	75.00	88.11
Willingness of the staff in our billing office to address your needs	86.65	88.15
Overall Assessment	92.29	91.79
How well did our staff work together to care for you	93.39	92.83
Extent to which our staff eased your entry into the medical facility	92.79	93.01
Appropriateness of Emergency Medical Transportation treatment	93.12	92.75
Extent to which the services received were worth the fees charged	88.08	86.70
Overall rating of the care provided by our Emergency Medical	93.35	92.92
Likelihood of recommending this ambulance service to others	92.99	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	24	32	84	482	5922	90.5%	75.81%
Dispatch	1	2	12	33	316	86.81%	73.98%
Helpfulness of the person you called for ambulance service	1	1	3	10	108	87.80%	75.53%
Concern shown by the person you called for ambulance service	0	0	4	13	104	85.95%	75.10%
Extent to which you were told what to do until the ambulance arrived	0	1	5	10	104	86.67%	71.32%
Ambulance	3	6	28	112	1116	88.22%	74.21%
Extent to which the ambulance arrived in a timely manner	2	2	3	25	287	89.97%	74.54%
Cleanliness of the ambulance	0	0	4	24	288	91.14%	79.38%
Comfort of the ride	1	4	19	40	258	80.12%	64.73%
Skill of the person driving the ambulance	0	0	2	23	283	91.88%	78.18%
Medic	10	9	29	210	2746	91.41%	79.32%
Care shown by the medics who arrived with the ambulance	1	2	4	25	328	91.11%	81.84%
Degree to which the medics took your problem seriously	1	0	2	23	313	92.33%	82.25%
Degree to which the medics listened to you and/or your family	3	1	6	23	327	90.83%	81.20%
Skill of the medics	0	0	6	21	318	92.17%	81.52%
Extent to which the medics kept you informed about your treatment	0	1	3	19	299	92.86%	77.53%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	24	32	84	482	5922	90.5%	75.81%
Extent to which medics included you in the treatment decisions (if applicable)	1	1	3	23	289	91.17%	76.74%
Degree to which the medics relieved your pain or discomfort	2	2	4	33	273	86.94%	72.45%
Medics' concern for your privacy	1	1	0	21	301	92.90%	78.18%
Extent to which medics cared for you as a person	1	1	1	22	298	92.26%	82.20%
Billing Staff Assessment	2	1	5	13	80	79.21%	62.76%
Professionalism of the staff in our billing office	1	1	2	8	44	78.57%	62.37%
Willingness of the staff in our billing office to address your needs	1	0	3	5	36	80.00%	63.15%
Overall Assessment	8	14	10	114	1664	91.93%	76.87%
How well did our staff work together to care for you	0	4	1	20	301	92.33%	78.98%
Extent to which our staff eased your entry into the medical facility	0	1	1	21	296	92.79%	79.11%
Appropriateness of Emergency Medical Transportation treatment	0	1	0	22	289	92.63%	78.30%
Extent to which the services received were worth the fees charged	5	2	3	13	186	89.00%	66.60%
Overall rating of the care provided by our Emergency Medical Transportation service	0	2	4	19	299	92.28%	79.27%
Likelihood of recommending this ambulance service to others	3	4	1	19	293	91.56%	78.93%

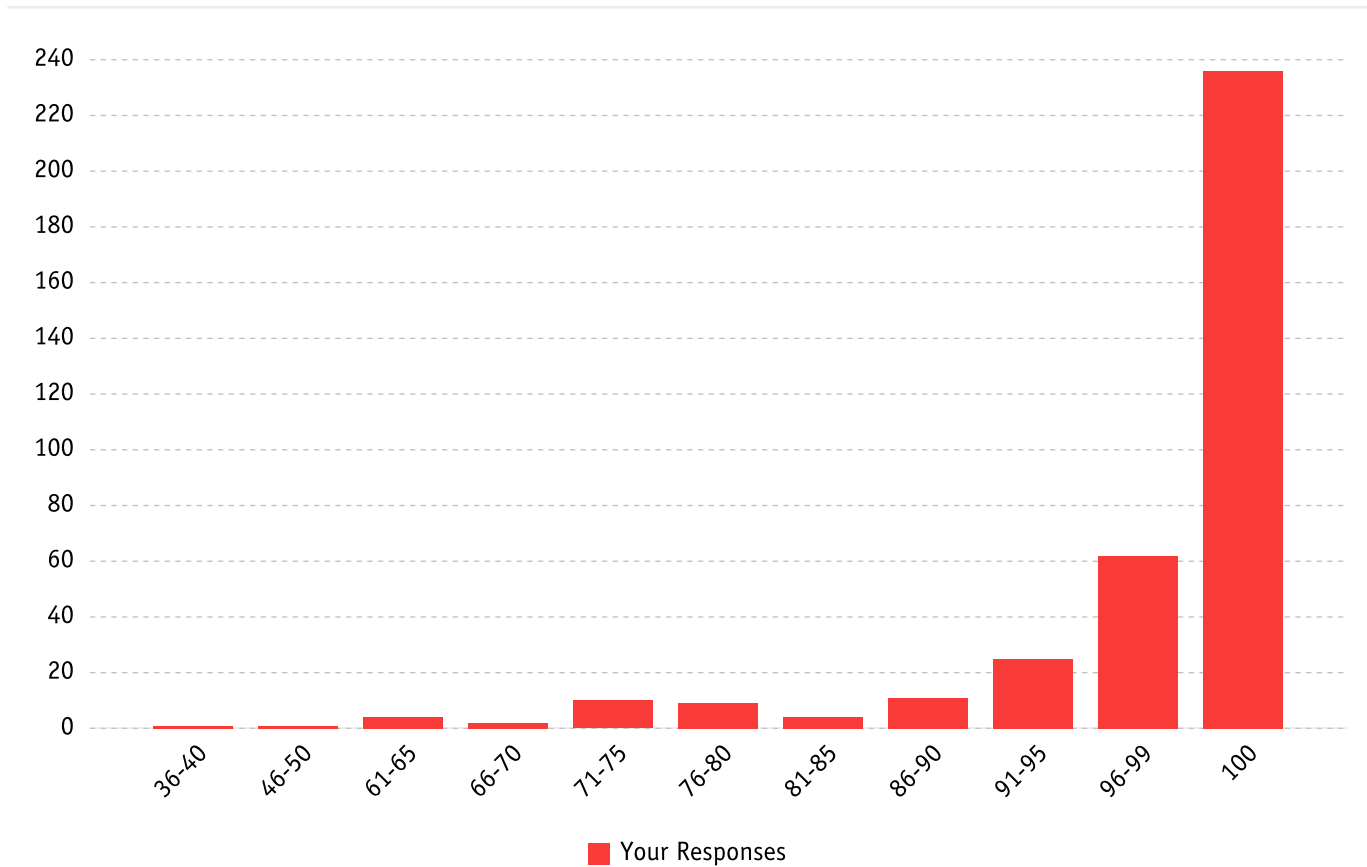


Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	95.33	92.45	14.677	15.424	0.75
Concern shown by the person you called for ambulance service	95.66	92.40	11.444	15.18	3.74
Extent to which you were told what to do until the ambulance arrived	95.21	90.80	13.423	17.034	3.61
Extent to which the ambulance arrived in a timely manner	96.48	91.84	12.523	16.281	3.76
Cleanliness of the ambulance	97.47	94.29	8.527	12.046	3.52
Comfort of the ride	92.70	87.62	16.50	19.961	3.46
Skill of the person driving the ambulance	97.81	93.64	7.623	13.501	5.88
Care shown by the medics who arrived with the ambulance	97.02	94.37	10.989	13.885	2.90
Degree to which the medics took your problem seriously	97.72	94.23	8.992	14.644	5.65
Degree to which the medics listened to you and/or your family	96.54	93.91	12.919	14.89	1.97
Skill of the medics	97.61	94.31	8.707	13.784	5.08
Extent to which the medics kept you informed about your	97.83	92.74	8.539	15.754	7.21
Extent to which medics included you in the treatment decisions (if applicable)	97.16	92.33	10.47	16.613	6.14
Degree to which the medics relieved your pain or discomfort	95.63	90.59	13.292	18.249	4.96
Medics' concern for your privacy	97.84	93.39	9.136	14.341	5.20
Extent to which medics cared for you as a person	97.60	94.23	9.609	14.65	5.04
Professionalism of the staff in our billing office	91.54	88.41	19.555	17.485	-2.07
Willingness of the staff in our billing office to address your needs	91.69	88.38	19.617	18.141	-1.48
How well did our staff work together to care for you	97.39	93.59	10.403	14.231	3.83
Extent to which our staff eased your entry into the medical facility	97.96	93.56	7.903	14.508	6.60
Appropriateness of Emergency Medical Transportation treatment	98.00	93.22	7.621	15.088	7.47
Extent to which the services received were worth the fees charged	94.64	87.36	18.285	21.802	3.52
Overall rating of the care provided by our Emergency Medical Transportation service	97.45	93.34	9.785	15.35	5.56
Likelihood of recommending this ambulance service to others	96.49	92.75	13.958	17.002	3.04
Overall Survey Rating	96.79	92.51	11.85	15.83	3.97



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	Kirkville, MO
Air San Juan Island	Friday Harbor, WA	Alliance Mobile Health	Troy, MI
AMT	Peoria, IL	Ava	Springfield, MO
Bay State	Springfield, MA	Bay Village	Bay Village, OH
Beaumont	Troy, MI	Beaumont Medical	Troy, MI
Birmingham Fire	Birmingham, MI	Bloomfield Township	Bloomfield Hills, MI
Burnsville Fire Department	Burnsville, MN	Care Flight Operations,	Reno, NV
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 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
EMSA	Oklahoma City, OK	EMS Float	Springfield, MO
Escalon Ambulance Service	Escalon, CA	Falck Rocky Mountain Inc	Aurora, CO
Ferndale Fire and Rescue	Ferndale, MI	F-M Ambulance	Moorhead, MN
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	Moorhead, MN
Hot Springs	Hot Springs, AR	Hot Springs Village	Hot Springs, AR
Howard County	Nashville, AR	Humboldt	Winnemucca, NV
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	McCormick Ambulance	Torrance, CA
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	Syosset, 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
Swartz	Flint, MI	Taney County Ambulance	Branson, MO
Texarkana	Texarkana, TX	Thief River Falls	Moorhead, MN
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		