

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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## EMS System Report

January 1, 2017 to March 31, 2017

Your Score

**95.47**

Number of Your Patients in this Report

**375**

Number of Patients in this Report

**19,079**

Number of Transport Services in All EMS DB

**138**





## Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2017** and **03/31/2017**.

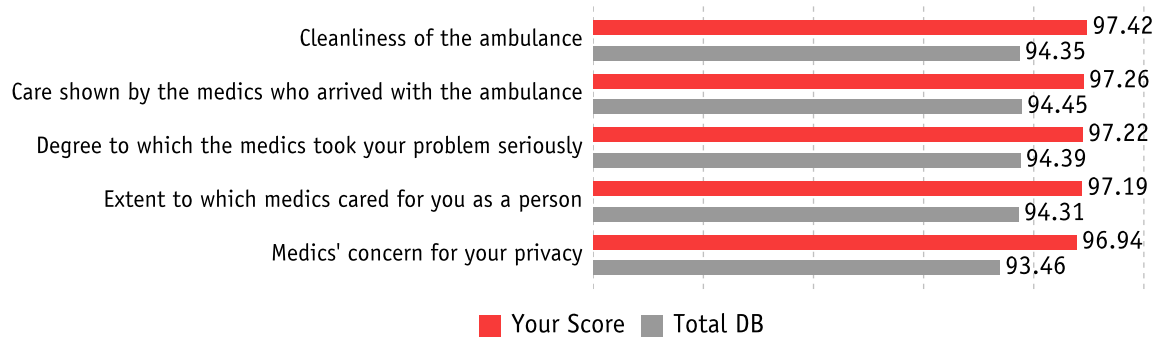
The overall mean score for the standard questions was **95.47**; this is a difference of **2.79** points from the overall EMS database score of **92.68**.

The current score of **95.47** is a change of **-1.33** points from last period's score of **96.80**. This was the **10th** highest overall score for all companies in the database.

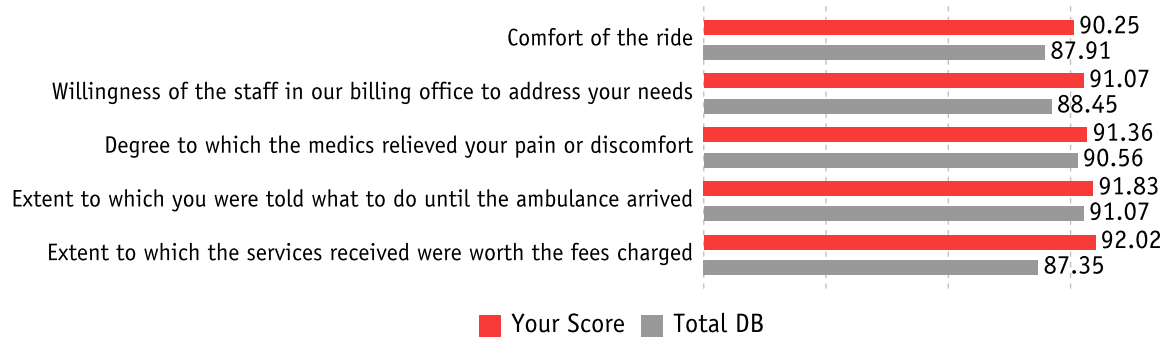
You are ranked **1st** for comparably sized companies in the system.

**86.90%** of responses to standard questions had a rating of Very Good, the highest rating. **99.09%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

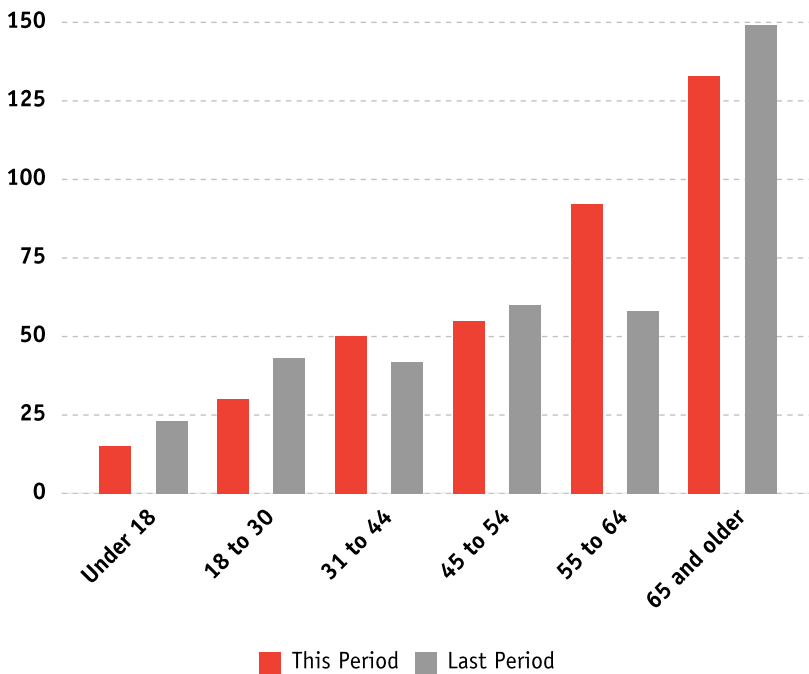




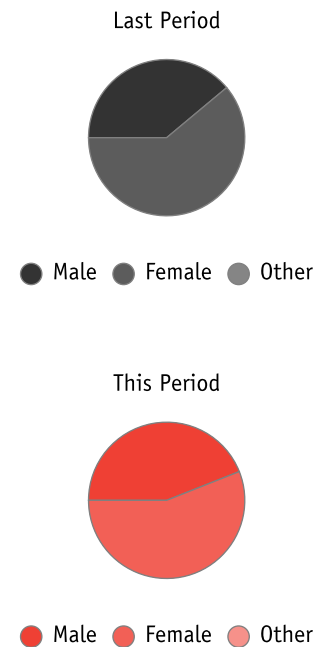
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	23	11	12	0	15	8	7	0
18 to 30	43	17	26	0	30	10	20	0
31 to 44	42	17	25	0	50	18	32	0
45 to 54	60	29	31	0	55	30	25	0
55 to 64	58	22	36	0	92	45	47	0
65 and older	149	50	99	0	133	54	79	0
<b>Total</b>	<b>375</b>	<b>146</b>	<b>229</b>	<b>0</b>	<b>375</b>	<b>165</b>	<b>210</b>	<b>0</b>

### 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	95.41	-2.72	92.69	92.93
Concern shown by the person you called for ambulance service	95.73	-1.47	94.26	92.72
Extent to which you were told what to do until the ambulance arrived	95.29	-3.46	91.83	91.07

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	96.47	-1.03	95.44	92.43
Cleanliness of the ambulance	97.44	-0.02	97.42	94.35
Comfort of the ride	92.61	-2.36	90.25	87.91
Skill of the person driving the ambulance	97.77	-1.30	96.47	93.97

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	97.08	0.18	97.26	94.45
Degree to which the medics took your problem seriously	97.76	-0.54	97.22	94.39
Degree to which the medics listened to you and/or your family	96.61	-0.25	96.36	94.01
Skill of the medics	97.66	-1.11	96.55	94.33
Extent to which the medics kept you informed about your treatment	97.88	-3.43	94.45	92.76
Extent to which medics included you in the treatment decisions (if applicable)	97.22	-2.59	94.63	92.51
Degree to which the medics relieved your pain or discomfort	95.27	-3.91	91.36	90.56
Medics' concern for your privacy	97.82	-0.88	96.94	93.46
Extent to which medics cared for you as a person	97.66	-0.47	97.19	94.31

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	91.54	0.85	92.39	88.45
Willingness of the staff in our billing office to address your needs	91.69	-0.62	91.07	88.45



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	97.46	-1.47	95.99	93.55
Extent to which our staff eased your entry into the medical facility	97.93	-1.07	96.86	93.57
Appropriateness of Emergency Medical Transportation treatment	98.01	-1.15	96.86	93.38
Extent to which the services received were worth the fees charged	94.64	-2.62	92.02	87.35
Overall rating of the care provided by our Emergency Medical Transportation	97.52	-0.93	96.59	93.57
Likelihood of recommending this ambulance service to others	96.58	0.16	96.74	93.13



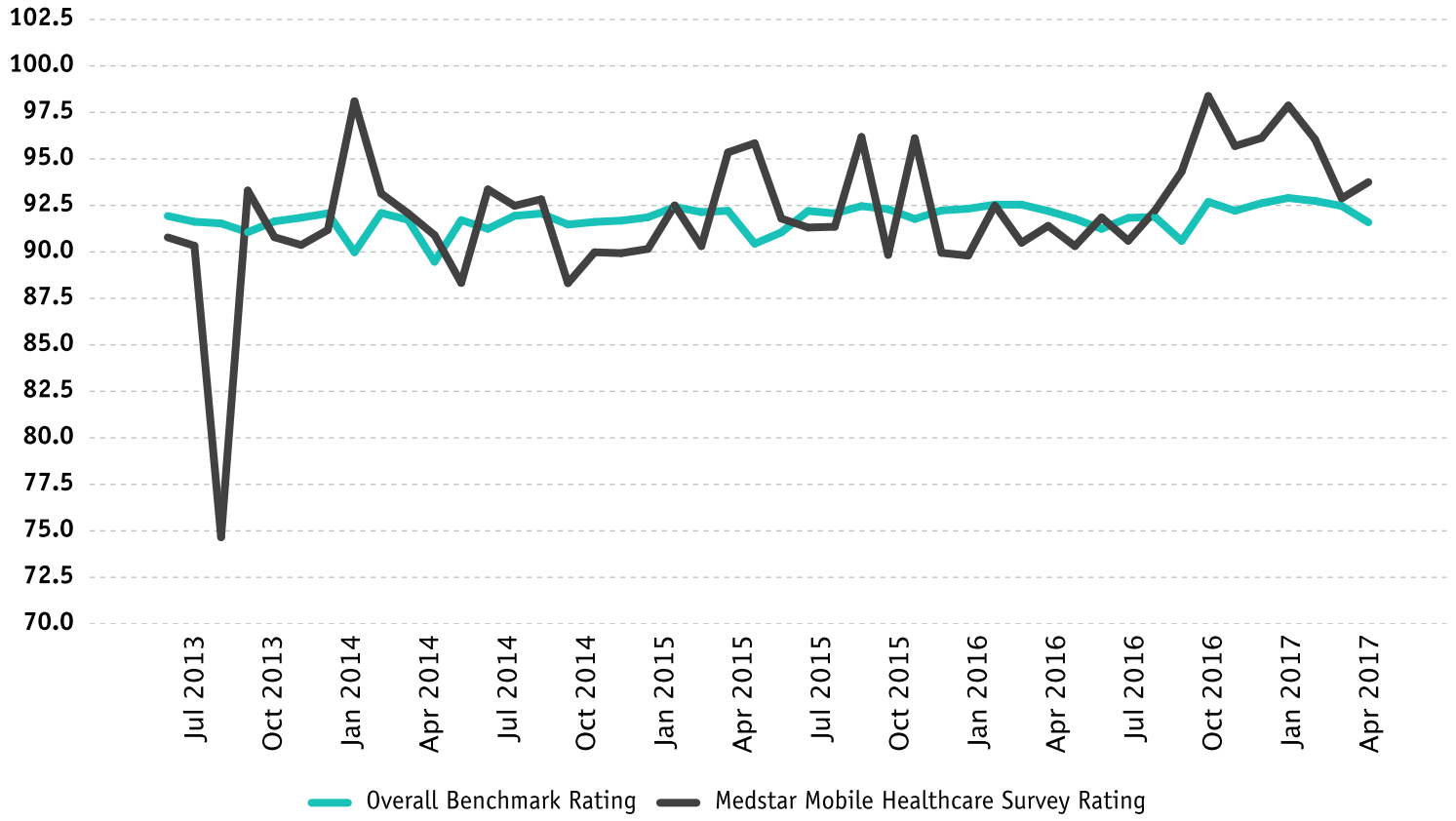
### Monthly Breakdown

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 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017
Helpfulness of the person you called for ambulance service	88.57	93.38	88.19	93.90	88.84	92.57	95.54	94.77	97.06	94.81	99.38	97.56	86.30
Concern shown by the person you called for ambulance service	91.16	93.55	88.89	92.11	84.75	94.70	97.17	95.35	97.66	94.79	99.38	97.22	89.93
Extent to which you were told what to do until the ambulance	89.55	91.41	90.83	88.49	91.41	93.10	92.20	93.02	97.66	95.74	95.51	96.71	87.33
Extent to which the ambulance arrived in a timely manner	91.74	91.52	92.67	90.53	88.57	95.21	93.80	98.25	95.25	95.76	98.03	95.84	92.68
Cleanliness of the ambulance	92.44	95.33	90.95	92.66	91.75	95.94	96.03	99.12	96.78	96.30	99.12	98.45	95.00
Comfort of the ride	85.33	85.43	81.76	84.07	82.55	86.28	89.26	96.68	90.38	90.55	91.47	92.90	86.52
Skill of the person driving the ambulance	88.45	90.32	88.48	91.59	88.46	95.89	95.12	98.44	96.74	97.95	98.65	98.11	93.04
Care shown by the medics who arrived with the ambulance	92.35	92.65	90.97	94.21	91.94	91.94	94.56	98.79	95.53	96.91	99.15	96.92	95.80
Degree to which the medics took your problem seriously	91.04	91.81	91.53	93.30	92.71	90.97	94.33	99.17	95.80	98.09	98.72	96.61	96.37
Degree to which the medics listened to you and/or your family	89.67	93.02	90.75	93.45	92.80	90.33	94.82	97.99	94.12	97.73	98.31	96.08	94.76
Skill of the medics	92.87	94.37	92.10	93.80	91.74	91.60	96.18	98.57	96.46	97.88	97.90	96.13	95.70
Extent to which the medics kept you informed about your	89.86	88.93	90.70	91.28	92.27	90.41	93.20	99.17	96.35	97.81	95.62	95.55	92.29
Extent to which medics included you in the treatment decisions	89.73	89.64	92.41	90.34	90.66	90.51	91.05	99.16	95.88	96.25	96.86	97.12	90.76
Degree to which the medics relieved your pain or discomfort	88.78	87.80	88.72	88.17	87.51	88.32	90.86	97.69	93.56	94.11	95.30	92.08	87.19
Medics' concern for your privacy	88.42	90.84	91.33	91.11	90.49	89.57	94.64	99.38	97.66	96.34	97.93	97.68	95.49
Extent to which medics cared for you as a person	92.72	91.14	91.75	95.51	92.76	90.81	93.87	99.16	96.39	97.18	99.11	96.70	95.87
Professionalism of the staff in our billing office	75.11	81.82	90.00	90.00	80.00	87.50	100.00	94.44	94.70	82.21	100.00	96.43	88.79
Willingness of the staff in our billing office to address your	82.50	84.09	86.62	80.00	80.00	81.25	100.00	90.63	94.23	86.45	100.00	96.43	87.93
How well did our staff work together to care for you	90.52	92.86	92.98	93.48	93.48	95.36	96.03	98.96	95.79	97.35	98.31	94.11	95.53
Extent to which our staff eased your entry into the medical	92.47	92.42	88.92	91.42	90.44	93.28	95.91	98.52	96.94	98.18	99.32	97.20	94.28
Appropriateness of Emergency Medical Transportation treatment	91.58	91.16	90.18	92.00	90.69	94.57	94.60	99.17	97.09	97.45	98.75	96.75	95.34
Extent to which the services received were worth the fees	88.58	87.52	75.07	70.00	75.08	91.30	94.44	98.40	95.63	86.87	100.00	90.80	84.91
Overall rating of the care provided by our Emergency Medical	92.70	92.99	91.81	94.52	93.38	93.01	95.74	98.75	96.68	96.93	98.72	96.39	94.76
Likelihood of recommending this ambulance service to others	90.77	93.76	93.23	94.95	94.64	93.37	95.71	98.96	94.80	95.55	98.65	96.87	94.88
Your Master Score	90.49	91.40	90.31	91.85	90.60	92.22	94.31	98.38	95.69	96.13	97.87	96.05	92.88
Your Total Responses	127	125	125	127	125	125	136	125	125	125	125	125	125



### Monthly tracking of Overall Survey Score





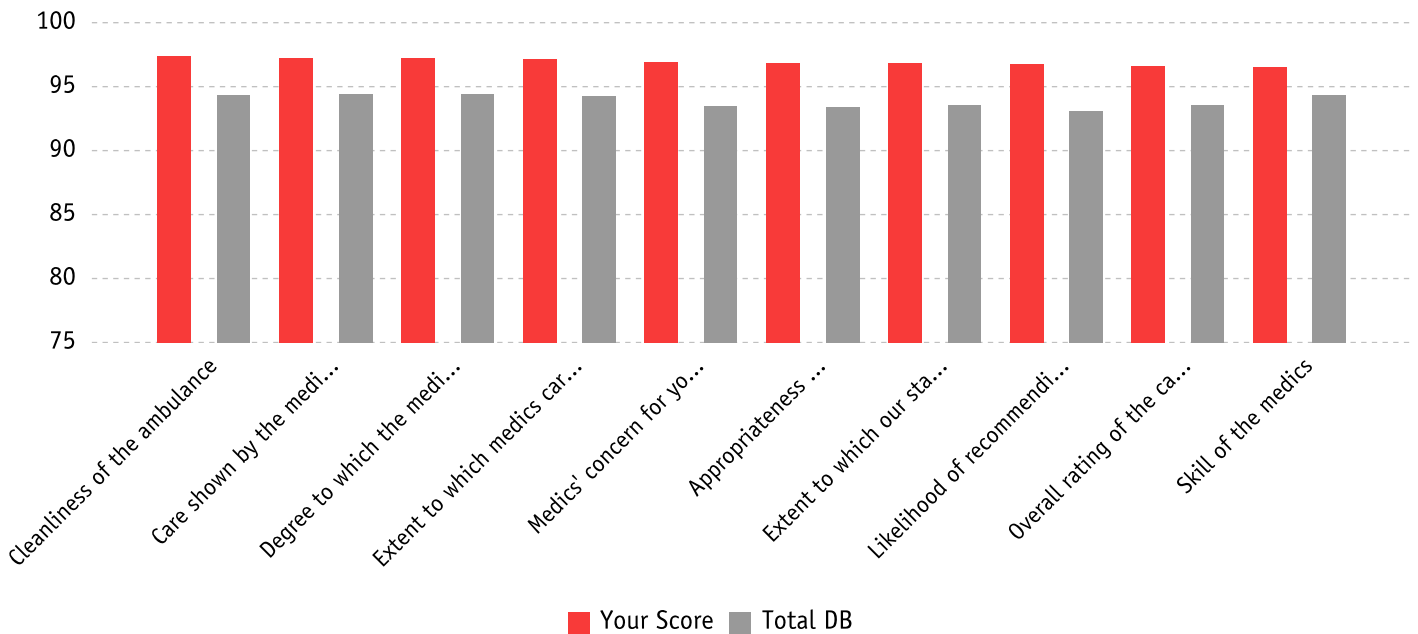
**Greatest Increase and Decrease in Scores by Question**

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Professionalism of the staff in our billing office	91.54	92.39	0.86	88.45
Care shown by the medics who arrived with the ambulance	97.08	97.26	0.18	94.45
Likelihood of recommending this ambulance service to others	96.58	96.74	0.16	93.13
<b>Decreases</b>				
Degree to which the medics relieved your pain or discomfort	95.27	91.36	-3.91	90.56
Extent to which you were told what to do until the ambulance arrived	95.29	91.83	-3.45	91.07
Extent to which the medics kept you informed about your treatment	97.88	94.45	-3.43	92.76
Helpfulness of the person you called for ambulance service	95.41	92.69	-2.71	92.93
Extent to which the services received were worth the fees charged	94.64	92.02	-2.62	87.35
Extent to which medics included you in the treatment decisions (if applicable)	97.22	94.63	-2.58	92.51
Comfort of the ride	92.61	90.25	-2.36	87.91
Concern shown by the person you called for ambulance service	95.73	94.26	-1.47	92.72
How well did our staff work together to care for you	97.46	95.99	-1.46	93.55
Skill of the person driving the ambulance	97.77	96.47	-1.31	93.97



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	97.42	3.08	94.35
Care shown by the medics who arrived with the ambulance	97.26	2.81	94.45
Degree to which the medics took your problem seriously	97.22	2.83	94.39
Extent to which medics cared for you as a person	97.19	2.88	94.31
Medics' concern for your privacy	96.94	3.48	93.46
Appropriateness of Emergency Medical Transportation treatment	96.86	3.48	93.38
Extent to which our staff eased your entry into the medical facility	96.86	3.29	93.57
Likelihood of recommending this ambulance service to others	96.74	3.61	93.13
Overall rating of the care provided by our Emergency Medical Transportation service	96.59	3.02	93.57
Skill of the medics	96.55	2.22	94.33





**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
Skill of the medics	96.55	.867339795
Degree to which the medics listened to you and/or your family	96.36	.867117459
Appropriateness of Emergency Medical Transportation treatment	96.86	.85918321
Degree to which the medics took your problem seriously	97.22	.858293899
Care shown by the medics who arrived with the ambulance	97.26	.833503145
Extent to which medics cared for you as a person	97.19	.829564916
How well did our staff work together to care for you	95.99	.82789046
Extent to which medics included you in the treatment decisions (if applicable)	94.63	.803218777
Extent to which the medics kept you informed about your treatment	94.45	.793572112
Extent to which our staff eased your entry into the medical facility	96.86	.766754008
Degree to which the medics relieved your pain or discomfort	91.36	.760623175
Skill of the person driving the ambulance	96.47	.758080941
Medics' concern for your privacy	96.94	.729287185
Extent to which the services received were worth the fees charged	92.02	.679506614
Comfort of the ride	90.25	.643138751
Cleanliness of the ambulance	97.42	.615514881
Willingness of the staff in our billing office to address your needs	91.07	.594311795
Professionalism of the staff in our billing office	92.39	.568083361
Helpfulness of the person you called for ambulance service	92.69	.556165443
Concern shown by the person you called for ambulance service	94.26	.530884668
Extent to which you were told what to do until the ambulance arrived	91.83	.448614054
Extent to which the ambulance arrived in a timely manner	95.44	.384148793





**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	92.69	91.88	92.35	93.45	94.81	93.60	93.58
Concern shown by the person you called for ambulance service	94.26	91.86	92.20	93.37	93.99	94.25	93.50
Extent to which you were told what to do until the ambulance	91.83	90.19	90.92	92.83	93.85	93.97	91.05
Extent to which the ambulance arrived in a timely manner	95.44	88.46	90.30	92.66	93.30	94.05	92.96
Cleanliness of the ambulance	97.42	92.82	94.06	93.74	95.93	94.76	94.67
Comfort of the ride	90.25	84.98	87.93	87.68	90.93	89.85	89.29
Skill of the person driving the ambulance	96.47	92.56	94.58	94.23	95.04	94.11	94.55
Care shown by the medics who arrived with the ambulance	97.26	92.00	94.61	95.43	94.85	93.75	95.45
Degree to which the medics took your problem seriously	97.22	91.94	94.20	95.47	95.68	94.92	95.39
Degree to which the medics listened to you and/or your family	96.36	90.61	94.14	94.27	94.93	94.20	94.88
Skill of the medics	96.55	92.69	94.31	94.55	96.59	96.22	95.66
Extent to which the medics kept you informed about your	94.45	88.96	92.50	94.22	93.75	94.23	94.18
Extent to which medics included you in the treatment decisions (if	94.63	89.67	92.22	92.99	93.92	94.71	93.91
Degree to which the medics relieved your pain or discomfort	91.36	88.25	90.54	91.73	93.70	94.32	92.45
Medics' concern for your privacy	96.94	91.37	93.52	93.59	94.88	94.96	94.22
Extent to which medics cared for you as a person	97.19	90.83	94.18	94.45	95.05	95.76	95.09
Professionalism of the staff in our billing office	92.39	86.74	87.76	90.08	88.89	90.86	90.98
Willingness of the staff in our billing office to address your needs	91.07	88.35	88.57	89.67	88.75	90.71	90.34
How well did our staff work together to care for you	95.99	91.49	92.86	94.56	92.78	95.94	94.53
Extent to which our staff eased your entry into the medical facility	96.86	91.42	93.85	94.17	93.42	95.73	94.53
Appropriateness of Emergency Medical Transportation treatment	96.86	91.71	93.65	93.56	94.15	94.40	95.00
Extent to which the services received were worth the fees charged	92.02	86.48	87.59	86.33	88.47	90.48	90.24
Overall rating of the care provided by our Emergency Medical	96.59	90.63	93.72	94.37	94.81	94.79	94.90
Likelihood of recommending this ambulance service to others	96.74	91.29	93.77	93.52	94.62	95.69	94.25
<b>Overall score</b>	95.47	90.45	92.50	93.14	93.81	94.13	93.74
<b>National Rank</b>	10	78	46	38	25	20	28
<b>Comparable Size (Large) Company Rank</b>	1	21	15	9	6	4	7

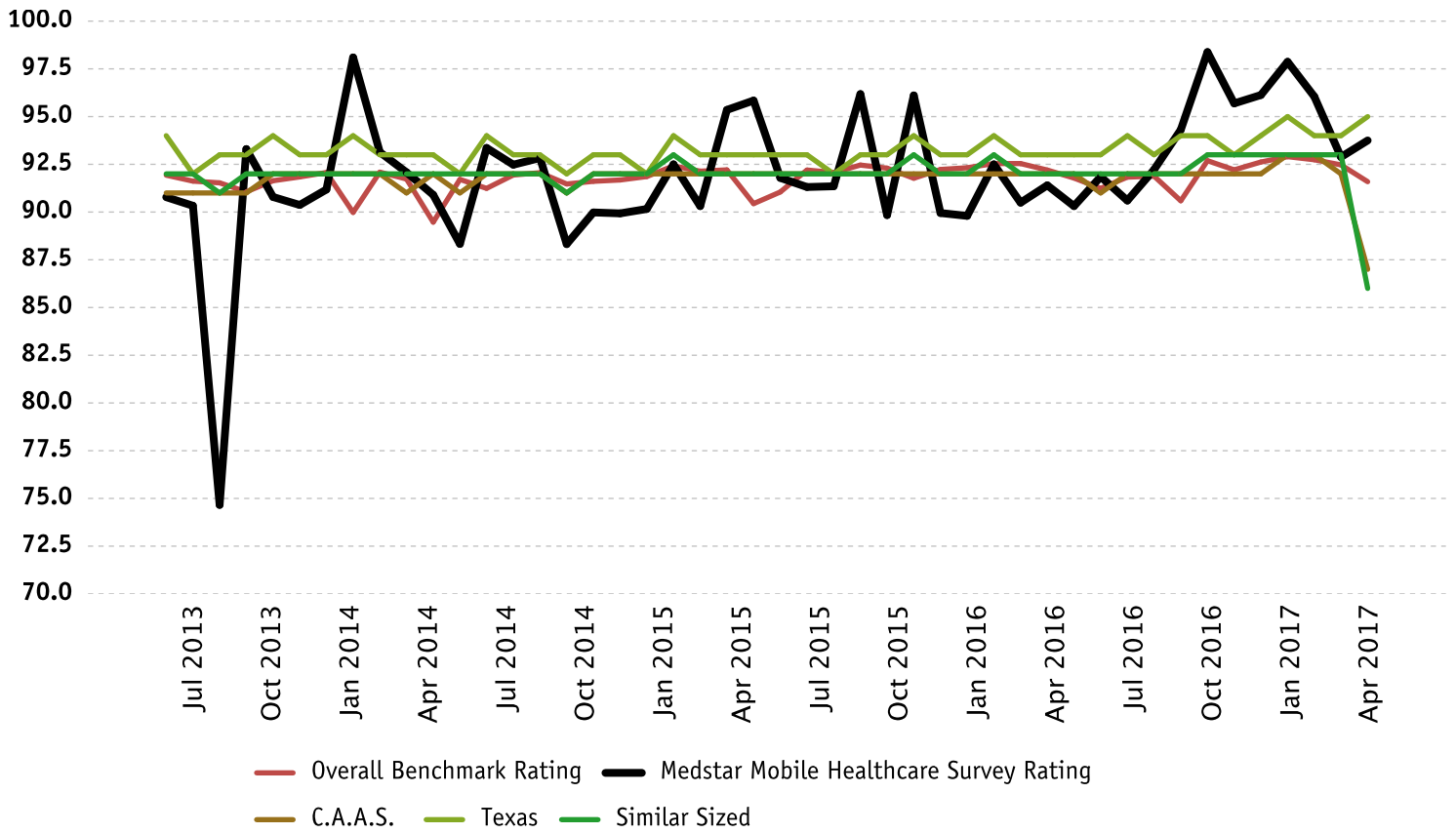


**Benchmark Comparison**

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
<b>Total Score</b>	<b>95.47</b>	92.68	92.66	93.90	92.11
Helpfulness of the person you called for ambulance service	92.69	92.93	93.23	94.08	92.60
Concern shown by the person you called for ambulance service	94.26	92.72	93.09	93.88	92.48
Extent to which you were told what to do until the ambulance	91.83	91.07	91.44	93.06	90.67
Extent to which the ambulance arrived in a timely manner	95.44	92.43	92.51	94.65	91.67
Cleanliness of the ambulance	97.42	94.35	94.52	95.88	94.00
Comfort of the ride	90.25	87.91	88.39	90.08	87.44
Skill of the person driving the ambulance	96.47	93.97	94.30	95.09	93.78
Care shown by the medics who arrived with the ambulance	97.26	94.45	94.67	95.48	94.21
Degree to which the medics took your problem seriously	97.22	94.39	94.61	95.58	94.11
Degree to which the medics listened to you and/or your family	96.36	94.01	94.17	95.11	93.72
Skill of the medics	96.55	94.33	94.62	95.46	94.08
Extent to which the medics kept you informed about your	94.45	92.76	92.91	94.11	92.44
Extent to which medics included you in the treatment decisions	94.63	92.51	92.78	94.03	92.20
Degree to which the medics relieved your pain or discomfort	91.36	90.56	90.69	92.23	90.07
Medics' concern for your privacy	96.94	93.46	93.62	94.75	93.19
Extent to which medics cared for you as a person	97.19	94.31	94.55	95.47	94.05
Professionalism of the staff in our billing office	92.39	88.45	88.81	90.69	88.34
Willingness of the staff in our billing office to address your	91.07	88.45	88.91	90.48	88.57
How well did our staff work together to care for you	95.99	93.55	93.63	94.97	93.24
Extent to which our staff eased your entry into the medical	96.86	93.57	93.83	95.17	93.41
Appropriateness of Emergency Medical Transportation treatment	96.86	93.38	93.66	95.02	93.12
Extent to which the services received were worth the fees	92.02	87.35	87.63	88.98	87.12
Overall rating of the care provided by our Emergency Medical	96.59	93.57	93.78	94.85	93.32
Likelihood of recommending this ambulance service to others	96.74	93.13	93.45	94.60	92.88
<b>Number of Surveys for the period</b>	<b>375</b>				

Medstar Mobile Healthcare  
 January 1, 2017 to March 31, 2017

**Benchmark Trending Graphic** - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





## Cumulative Comparisons

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

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>91.41</b>	<b>91.59</b>
<b>Dispatch</b>	<b>92.21</b>	<b>91.54</b>
Helpfulness of the person you called for ambulance service	92.45	92.28
Concern shown by the person you called for ambulance service	92.61	92.02
Extent to which you were told what to do until the ambulance	91.58	90.33
<b>Ambulance</b>	<b>91.98</b>	<b>91.34</b>
Extent to which the ambulance arrived in a timely manner	92.83	91.66
Cleanliness of the ambulance	94.50	93.86
Comfort of the ride	87.76	87.07
Skill of the person driving the ambulance	92.85	92.77
<b>Medic</b>	<b>92.92</b>	<b>92.76</b>
Care shown by the medics who arrived with the ambulance	93.76	93.79
Degree to which the medics took your problem seriously	93.69	93.70
Degree to which the medics listened to you and/or your family	93.27	93.43
Skill of the medics	94.02	93.84
Extent to which the medics kept you informed about your treatment	92.42	91.92
Extent to which medics included you in the treatment decisions (if	92.18	91.71
Degree to which the medics relieved your pain or discomfort	89.78	90.14
Medics' concern for your privacy	93.35	92.69



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>91.41</b>	<b>91.59</b>
<b>Medic</b>	<b>92.92</b>	<b>92.76</b>
Extent to which medics cared for you as a person	93.79	93.64
<b>Billing Staff Assessment</b>	<b>82.95</b>	<b>87.95</b>
Professionalism of the staff in our billing office	86.99	87.56
Professionalism of the staff in our ambulance service billing office	75.00	88.13
Willingness of the staff in our billing office to address your needs	86.87	88.17
<b>Overall Assessment</b>	<b>92.58</b>	<b>91.82</b>
How well did our staff work together to care for you	93.64	92.86
Extent to which our staff eased your entry into the medical facility	93.15	93.04
Appropriateness of Emergency Medical Transportation treatment	93.43	92.78
Extent to which the services received were worth the fees charged	88.29	86.74
Overall rating of the care provided by our Emergency Medical	93.64	92.95
Likelihood of recommending this ambulance service to others	93.34	92.57



**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
<b>Overall Company Rating</b>	<b>50</b>	<b>12</b>	<b>168</b>	<b>660</b>	<b>5905</b>	<b>86.9%</b>	<b>76.09%</b>
<b>Dispatch</b>	<b>0</b>	<b>1</b>	<b>22</b>	<b>81</b>	<b>348</b>	<b>76.99%</b>	<b>74.45%</b>
Helpfulness of the person you called for ambulance service	0	0	8	29	117	75.97%	76.24%
Concern shown by the person you called for ambulance service	0	1	4	23	120	81.08%	75.31%
Extent to which you were told what to do until the ambulance arrived	0	0	10	29	111	74.00%	71.79%
<b>Ambulance</b>	<b>6</b>	<b>4</b>	<b>39</b>	<b>161</b>	<b>1127</b>	<b>84.29%</b>	<b>74.79%</b>
Extent to which the ambulance arrived in a timely manner	1	1	7	43	299	85.19%	75.75%
Cleanliness of the ambulance	0	1	2	27	300	90.91%	79.42%
Comfort of the ride	4	2	28	54	250	73.96%	65.02%
Skill of the person driving the ambulance	1	0	2	37	278	87.42%	78.97%
<b>Medic</b>	<b>29</b>	<b>5</b>	<b>67</b>	<b>251</b>	<b>2717</b>	<b>88.53%</b>	<b>79.43%</b>
Care shown by the medics who arrived with the ambulance	2	1	5	19	337	92.58%	82.04%
Degree to which the medics took your problem seriously	3	0	5	18	332	92.74%	82.41%
Degree to which the medics listened to you and/or your family	3	0	7	26	320	89.89%	81.34%
Skill of the medics	3	0	8	17	297	91.38%	81.44%
Extent to which the medics kept you informed about your treatment	3	2	14	31	296	85.55%	77.25%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>50</b>	<b>12</b>	<b>168</b>	<b>660</b>	<b>5905</b>	<b>86.9%</b>	<b>76.09%</b>
Extent to which medics included you in the treatment decisions (if applicable)	4	0	8	36	268	84.81%	77.10%
Degree to which the medics relieved your pain or discomfort	6	2	13	59	252	75.90%	72.36%
Medics' concern for your privacy	3	0	4	20	299	91.72%	78.53%
Extent to which medics cared for you as a person	2	0	3	25	316	91.33%	82.37%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>21</b>	<b>63</b>	<b>71.59%</b>	<b>63.31%</b>
Professionalism of the staff in our billing office	0	0	2	10	34	73.91%	63.13%
Willingness of the staff in our billing office to address your needs	0	0	2	11	29	69.05%	63.49%
<b>Overall Assessment</b>	<b>15</b>	<b>2</b>	<b>36</b>	<b>146</b>	<b>1650</b>	<b>89.24%</b>	<b>77.03%</b>
How well did our staff work together to care for you	3	1	4	34	313	88.17%	78.84%
Extent to which our staff eased your entry into the medical facility	1	0	6	25	294	90.18%	78.73%
Appropriateness of Emergency Medical Transportation treatment	2	0	4	22	274	90.73%	78.75%
Extent to which the services received were worth the fees charged	3	0	14	15	140	81.40%	66.22%
Overall rating of the care provided by our Emergency Medical Transportation service	3	0	5	27	323	90.22%	79.92%
Likelihood of recommending this ambulance service to others	3	1	3	23	306	91.07%	79.69%



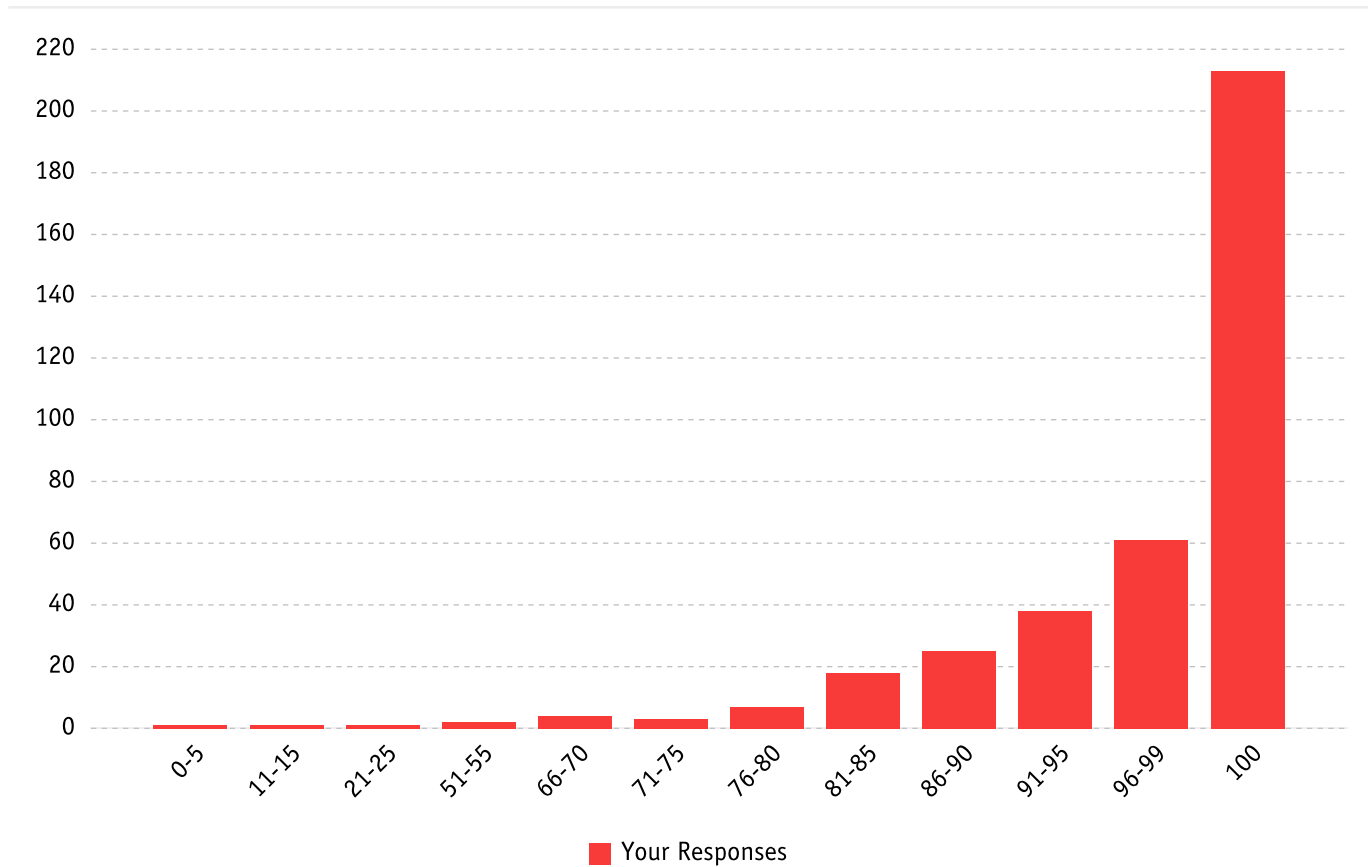
### Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	92.69	92.93	13.936	14.36	0.42
Concern shown by the person you called for ambulance service	94.26	92.72	13.028	14.239	1.21
Extent to which you were told what to do until the ambulance arrived	91.83	91.07	14.86	16.568	1.71
Extent to which the ambulance arrived in a timely manner	95.44	92.43	12.232	15.41	3.18
Cleanliness of the ambulance	97.42	94.35	8.758	11.915	3.16
Comfort of the ride	90.25	87.91	19.004	19.566	0.56
Skill of the person driving the ambulance	96.47	93.97	10.333	12.973	2.64
Care shown by the medics who arrived with the ambulance	97.26	94.45	11.347	13.734	2.39
Degree to which the medics took your problem seriously	97.22	94.39	11.862	14.22	2.36
Degree to which the medics listened to you and/or your family	96.36	94.01	12.811	14.659	1.85
Skill of the medics	96.55	94.33	13.145	13.656	0.51
Extent to which the medics kept you informed about your	94.45	92.76	15.614	15.52	-0.09
Extent to which medics included you in the treatment decisions (if applicable)	94.63	92.51	15.158	16.163	1.01
Degree to which the medics relieved your pain or discomfort	91.36	90.56	18.582	18.343	-0.24
Medics' concern for your privacy	96.94	93.46	12.242	14.377	2.14
Extent to which medics cared for you as a person	97.19	94.31	10.751	14.545	3.79
Professionalism of the staff in our billing office	92.39	88.45	13.663	17.901	4.24
Willingness of the staff in our billing office to address your needs	91.07	88.45	14.248	18.051	3.80
How well did our staff work together to care for you	95.99	93.55	13.063	14.32	1.26
Extent to which our staff eased your entry into the medical facility	96.86	93.57	10.684	14.146	3.46
Appropriateness of Emergency Medical Transportation treatment	96.86	93.38	11.563	14.85	3.29
Extent to which the services received were worth the fees charged	92.02	87.35	19.113	21.438	2.32
Overall rating of the care provided by our Emergency Medical Transportation service	96.59	93.57	12.35	15.099	2.75
Likelihood of recommending this ambulance service to others	96.74	93.13	12.597	16.457	3.86
<b>Overall Survey Rating</b>	95.47	92.68	13.37	15.52	2.15





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



## No Records for filters provided

We were unable to find any records that matched the filters you provided, please widen your search scope.

