

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



*Assess Your Vitals*

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## EMS System Report

April 1, 2017 to June 30, 2017

Your Score

**94.19**

Number of Your Patients in this Report

**375**

Number of Patients in this Report

**18,717**

Number of Transport Services in All EMS DB

**141**





## Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **04/01/2017** and **06/30/2017**.

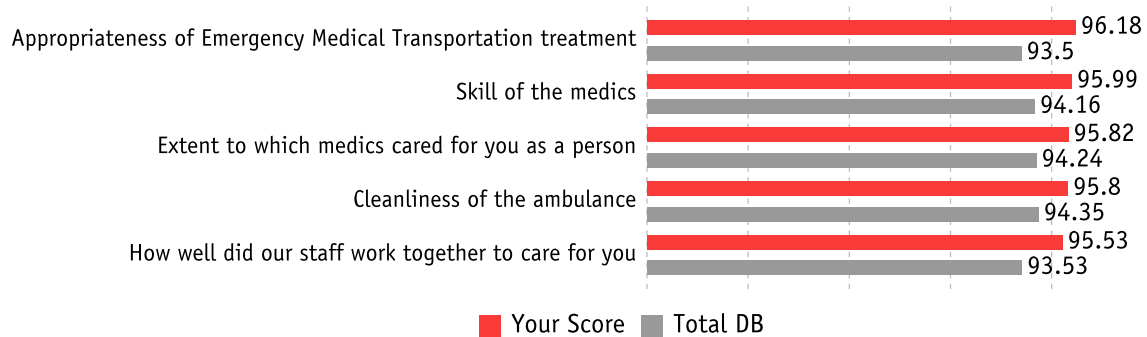
The overall mean score for the standard questions was **94.19**; this is a difference of **1.66** points from the overall EMS database score of **92.53**.

The current score of **94.19** is a change of **-1.28** points from last period's score of **95.47**. This was the **23rd** highest overall score for all companies in the database.

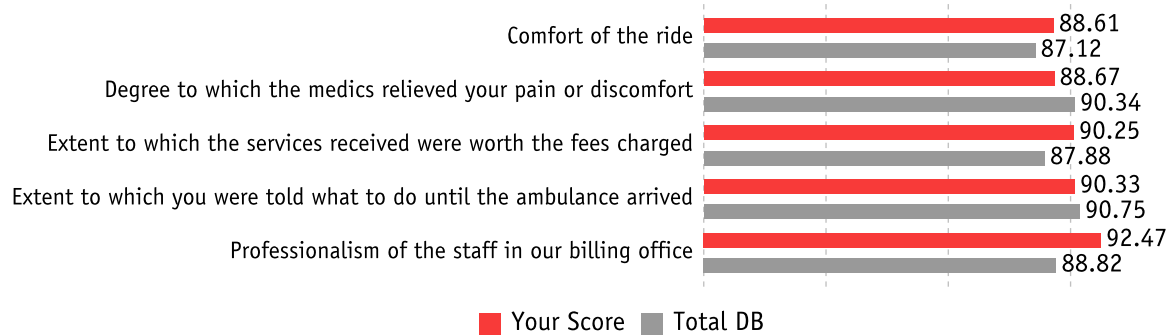
You are ranked **2nd** for comparably sized companies in the system.

**84.20%** of responses to standard questions had a rating of Very Good, the highest rating. **98.14%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

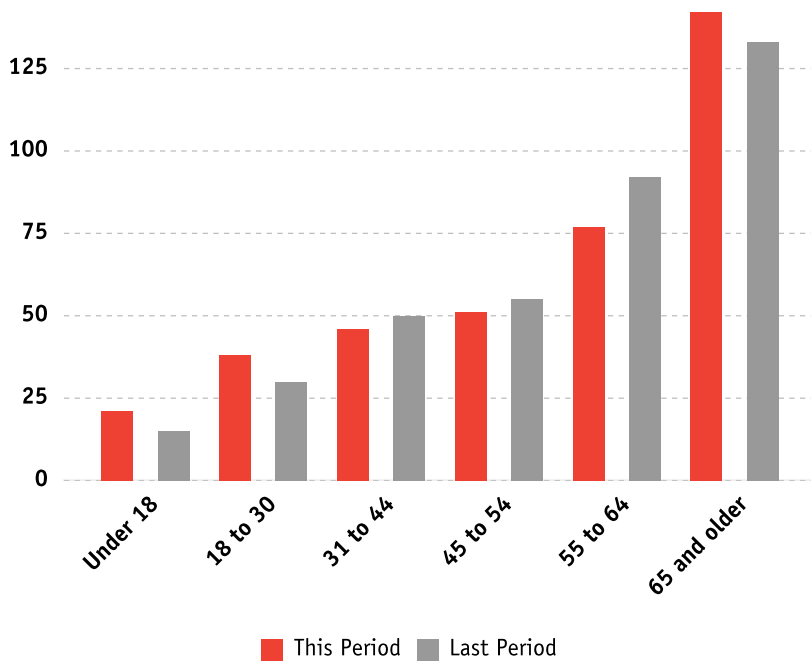




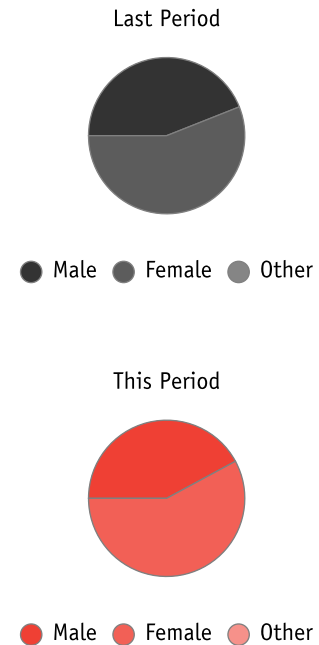
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	15	8	7	0	21	9	12	0
18 to 30	30	10	20	0	38	16	22	0
31 to 44	50	18	32	0	46	21	25	0
45 to 54	55	30	25	0	51	22	29	0
55 to 64	92	45	47	0	77	33	44	0
65 and older	133	54	79	0	142	57	85	0
<b>Total</b>	<b>375</b>	<b>165</b>	<b>210</b>	<b>0</b>	<b>375</b>	<b>158</b>	<b>217</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	92.69	0.09	92.78	92.47
Concern shown by the person you called for ambulance service	94.26	-1.71	92.55	92.41
Extent to which you were told what to do until the ambulance arrived	91.83	-1.50	90.33	90.75

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.44	-0.86	94.58	92.19
Cleanliness of the ambulance	97.42	-1.62	95.80	94.35
Comfort of the ride	90.25	-1.64	88.61	87.12
Skill of the person driving the ambulance	96.47	-2.23	94.24	93.76

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	97.26	-1.95	95.31	94.17
Degree to which the medics took your problem seriously	97.22	-1.83	95.39	94.15
Degree to which the medics listened to you and/or your family	96.36	-1.27	95.09	93.79
Skill of the medics	96.55	-0.56	95.99	94.16
Extent to which the medics kept you informed about your treatment	94.45	-0.87	93.58	92.48
Extent to which medics included you in the treatment decisions (if applicable)	94.63	-0.49	94.14	92.22
Degree to which the medics relieved your pain or discomfort	91.36	-2.69	88.67	90.34
Medics' concern for your privacy	96.94	-1.48	95.46	93.24
Extent to which medics cared for you as a person	97.19	-1.37	95.82	94.24

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	92.39	0.08	92.47	88.82
Willingness of the staff in our billing office to address your needs	91.07	1.46	92.53	88.61



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.99	-0.46	95.53	93.53
Extent to which our staff eased your entry into the medical facility	96.86	-1.51	95.35	93.56
Appropriateness of Emergency Medical Transportation treatment	96.86	-0.68	96.18	93.50
Extent to which the services received were worth the fees charged	92.02	-1.77	90.25	87.88
Overall rating of the care provided by our Emergency Medical Transportation	96.59	-1.48	95.11	93.60
Likelihood of recommending this ambulance service to others	96.74	-1.24	95.50	93.17



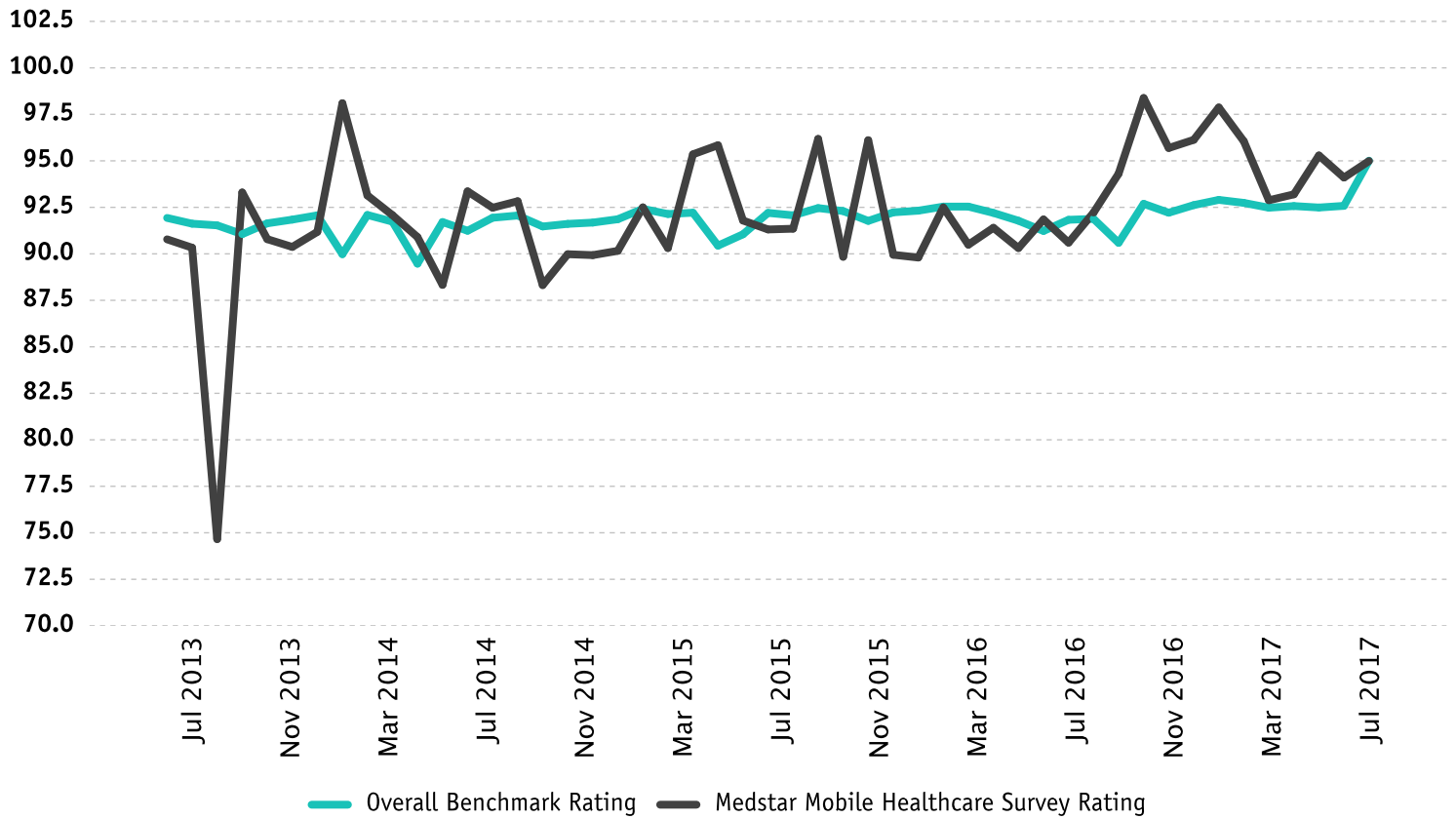
### Monthly Breakdown

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.

	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017
Helpfulness of the person you called for ambulance service	93.90	88.84	92.57	95.54	94.77	97.06	94.81	99.38	97.56	86.30	91.32	95.93	92.13
Concern shown by the person you called for ambulance service	92.11	84.75	94.70	97.17	95.35	97.66	94.79	99.38	97.22	89.93	91.29	96.43	91.06
Extent to which you were told what to do until the ambulance	88.49	91.41	93.10	92.20	93.02	97.66	95.74	95.51	96.71	87.33	84.59	96.79	92.94
Extent to which the ambulance arrived in a timely manner	90.53	88.57	95.21	93.80	98.25	95.25	95.76	98.03	95.84	92.68	92.66	95.53	95.61
Cleanliness of the ambulance	92.66	91.75	95.94	96.03	99.12	96.78	96.30	99.12	98.45	95.00	94.16	96.83	96.27
Comfort of the ride	84.07	82.55	86.28	89.26	96.68	90.38	90.55	91.47	92.90	86.52	88.69	88.32	88.82
Skill of the person driving the ambulance	91.59	88.46	95.89	95.12	98.44	96.74	97.95	98.65	98.11	93.04	94.42	94.44	93.86
Care shown by the medics who arrived with the ambulance	94.21	91.94	91.94	94.56	98.79	95.53	96.91	99.15	96.92	95.80	95.05	96.03	94.89
Degree to which the medics took your problem seriously	93.30	92.71	90.97	94.33	99.17	95.80	98.09	98.72	96.61	96.37	95.35	96.45	94.38
Degree to which the medics listened to you and/or your family	93.45	92.80	90.33	94.82	97.99	94.12	97.73	98.31	96.08	94.76	94.40	95.53	95.33
Skill of the medics	93.80	91.74	91.60	96.18	98.57	96.46	97.88	97.90	96.13	95.70	96.40	95.61	95.98
Extent to which the medics kept you informed about your	91.28	92.27	90.41	93.20	99.17	96.35	97.81	95.62	95.55	92.29	91.82	94.85	94.09
Extent to which medics included you in the treatment decisions	90.34	90.66	90.51	91.05	99.16	95.88	96.25	96.86	97.12	90.76	91.91	94.67	95.98
Degree to which the medics relieved your pain or discomfort	88.17	87.51	88.32	90.86	97.69	93.56	94.11	95.30	92.08	87.19	88.35	87.92	89.68
Medics' concern for your privacy	91.11	90.49	89.57	94.64	99.38	97.66	96.34	97.93	97.68	95.49	95.47	95.69	95.23
Extent to which medics cared for you as a person	95.51	92.76	90.81	93.87	99.16	96.39	97.18	99.11	96.70	95.87	95.66	96.00	95.81
Professionalism of the staff in our billing office	90.00	80.00	87.50	100.00	94.44	94.70	82.21	100.00	96.43	88.79	94.05	100.00	84.69
Willingness of the staff in our billing office to address your	80.00	80.00	81.25	100.00	90.63	94.23	86.45	100.00	96.43	87.93	98.75	90.63	83.42
How well did our staff work together to care for you	93.48	93.48	95.36	96.03	98.96	95.79	97.35	98.31	94.11	95.53	94.80	96.70	95.05
Extent to which our staff eased your entry into the medical	91.42	90.44	93.28	95.91	98.52	96.94	98.18	99.32	97.20	94.28	93.42	96.74	95.84
Appropriateness of Emergency Medical Transportation treatment	92.00	90.69	94.57	94.60	99.17	97.09	97.45	98.75	96.75	95.34	94.61	98.09	95.78
Extent to which the services received were worth the fees	70.00	75.08	91.30	94.44	98.40	95.63	86.87	100.00	90.80	84.91	88.43	94.83	84.94
Overall rating of the care provided by our Emergency Medical	94.52	93.38	93.01	95.74	98.75	96.68	96.93	98.72	96.39	94.76	94.13	97.03	94.14
Likelihood of recommending this ambulance service to others	94.95	94.64	93.37	95.71	98.96	94.80	95.55	98.65	96.87	94.88	93.65	96.80	96.11
Your Master Score	91.85	90.60	92.22	94.31	98.38	95.69	96.13	97.87	96.05	92.88	93.20	95.29	94.10
Your Total Responses	127	125	125	136	125	125	125	125	125	125	125	125	125



### Monthly tracking of Overall Survey Score





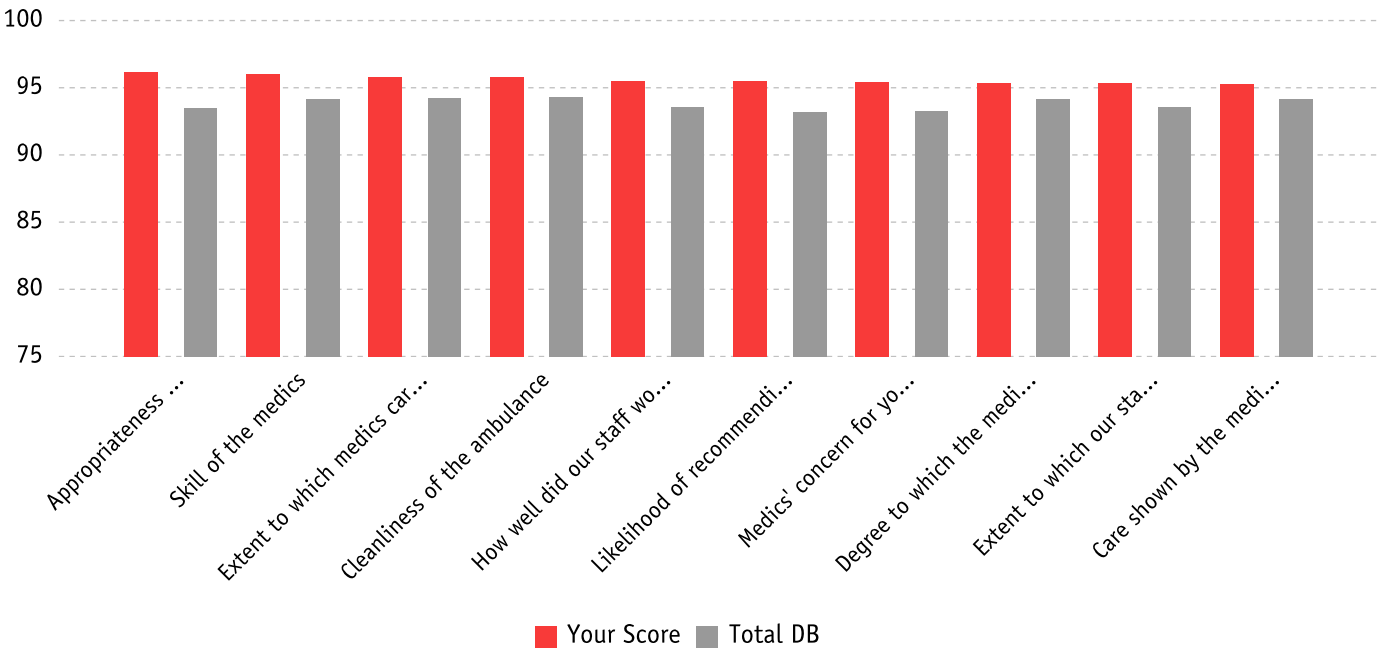
**Greatest Increase and Decrease in Scores by Question**

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Willingness of the staff in our billing office to address your needs	91.07	92.53	1.45	88.61
Helpfulness of the person you called for ambulance service	92.69	92.78	0.08	92.47
Professionalism of the staff in our billing office	92.39	92.47	0.07	88.82
<b>Decreases</b>				
Degree to which the medics relieved your pain or discomfort	91.36	88.67	-2.69	90.34
Skill of the person driving the ambulance	96.47	94.24	-2.23	93.76
Care shown by the medics who arrived with the ambulance	97.26	95.31	-1.94	94.17
Degree to which the medics took your problem seriously	97.22	95.39	-1.83	94.15
Extent to which the services received were worth the fees charged	92.02	90.25	-1.78	87.88
Concern shown by the person you called for ambulance service	94.26	92.55	-1.70	92.41
Comfort of the ride	90.25	88.61	-1.64	87.12
Cleanliness of the ambulance	97.42	95.80	-1.62	94.35
Extent to which our staff eased your entry into the medical facility	96.86	95.35	-1.51	93.56
Extent to which you were told what to do until the ambulance arrived	91.83	90.33	-1.50	90.75



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Appropriateness of Emergency Medical Transportation treatment	96.18	2.68	93.50
Skill of the medics	95.99	1.84	94.16
Extent to which medics cared for you as a person	95.82	1.58	94.24
Cleanliness of the ambulance	95.80	1.45	94.35
How well did our staff work together to care for you	95.53	1.99	93.53
Likelihood of recommending this ambulance service to others	95.50	2.33	93.17
Medics' concern for your privacy	95.46	2.22	93.24
Degree to which the medics took your problem seriously	95.39	1.24	94.15
Extent to which our staff eased your entry into the medical facility	95.35	1.79	93.56
Care shown by the medics who arrived with the ambulance	95.31	1.14	94.17





**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
How well did our staff work together to care for you	95.53	.869159107
Degree to which the medics took your problem seriously	95.39	.862844118
Professionalism of the staff in our billing office	92.47	.845152589
Extent to which medics included you in the treatment decisions (if applicable)	94.14	.833469161
Care shown by the medics who arrived with the ambulance	95.31	.833242196
Extent to which medics cared for you as a person	95.82	.828212787
Medics' concern for your privacy	95.46	.822192777
Degree to which the medics listened to you and/or your family	95.09	.814916682
Extent to which the medics kept you informed about your treatment	93.58	.808317942
Skill of the medics	95.99	.802170431
Appropriateness of Emergency Medical Transportation treatment	96.18	.74278217
Cleanliness of the ambulance	95.80	.741756449
Concern shown by the person you called for ambulance service	92.55	.725424036
Extent to which the services received were worth the fees charged	90.25	.719798049
Comfort of the ride	88.61	.714202634
Helpfulness of the person you called for ambulance service	92.78	.705219813
Extent to which our staff eased your entry into the medical facility	95.35	.692018161
Extent to which the ambulance arrived in a timely manner	94.58	.687357156
Skill of the person driving the ambulance	94.24	.681248773
Willingness of the staff in our billing office to address your needs	92.53	.681047592
Degree to which the medics relieved your pain or discomfort	88.67	.680069626
Extent to which you were told what to do until the ambulance arrived	90.33	.651618282





**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	92.78	93.94	92.22	92.92	91.24	92.28	93.61
Concern shown by the person you called for ambulance service	92.55	94.03	92.32	93.65	92.40	92.42	93.22
Extent to which you were told what to do until the ambulance	90.33	93.14	90.76	90.85	90.12	92.65	91.49
Extent to which the ambulance arrived in a timely manner	94.58	91.45	89.69	92.02	88.56	91.81	92.76
Cleanliness of the ambulance	95.80	94.61	93.08	93.81	93.64	94.91	94.45
Comfort of the ride	88.61	88.46	85.93	87.16	87.50	87.91	87.52
Skill of the person driving the ambulance	94.24	94.05	92.42	94.02	93.18	94.04	93.33
Care shown by the medics who arrived with the ambulance	95.31	94.89	92.74	93.91	93.38	94.37	94.77
Degree to which the medics took your problem seriously	95.39	94.41	93.56	94.24	92.61	94.07	94.58
Degree to which the medics listened to you and/or your family	95.09	94.26	92.41	94.10	92.67	94.03	94.85
Skill of the medics	95.99	93.86	93.41	94.25	93.47	94.34	94.97
Extent to which the medics kept you informed about your	93.58	93.41	91.59	92.80	91.18	92.46	93.50
Extent to which medics included you in the treatment decisions (if	94.14	92.64	91.55	92.43	89.65	91.71	93.37
Degree to which the medics relieved your pain or discomfort	88.67	91.17	89.87	90.61	88.33	90.97	92.20
Medics' concern for your privacy	95.46	93.86	92.13	92.71	92.34	93.64	94.27
Extent to which medics cared for you as a person	95.82	94.54	93.43	94.50	93.57	94.43	94.70
Professionalism of the staff in our billing office	92.47	88.53	88.48	90.68	85.41	90.97	91.89
Willingness of the staff in our billing office to address your needs	92.53	88.88	87.71	90.90	87.39	90.92	91.04
How well did our staff work together to care for you	95.53	93.41	93.07	93.61	92.30	93.18	93.85
Extent to which our staff eased your entry into the medical facility	95.35	93.68	93.24	93.66	92.38	93.36	94.07
Appropriateness of Emergency Medical Transportation treatment	96.18	93.74	92.91	93.46	92.08	93.68	94.26
Extent to which the services received were worth the fees charged	90.25	90.49	87.88	89.17	85.23	90.27	90.38
Overall rating of the care provided by our Emergency Medical	95.11	93.51	92.34	93.94	92.11	93.60	93.85
Likelihood of recommending this ambulance service to others	95.50	93.05	91.96	93.44	92.61	94.15	94.03
<b>Overall score</b>	94.19	93.01	91.59	92.75	91.21	92.85	93.32
<b>National Rank</b>	23	45	68	51	74	49	39
<b>Comparable Size (Large) Company Rank</b>	2	7	17	10	19	9	4

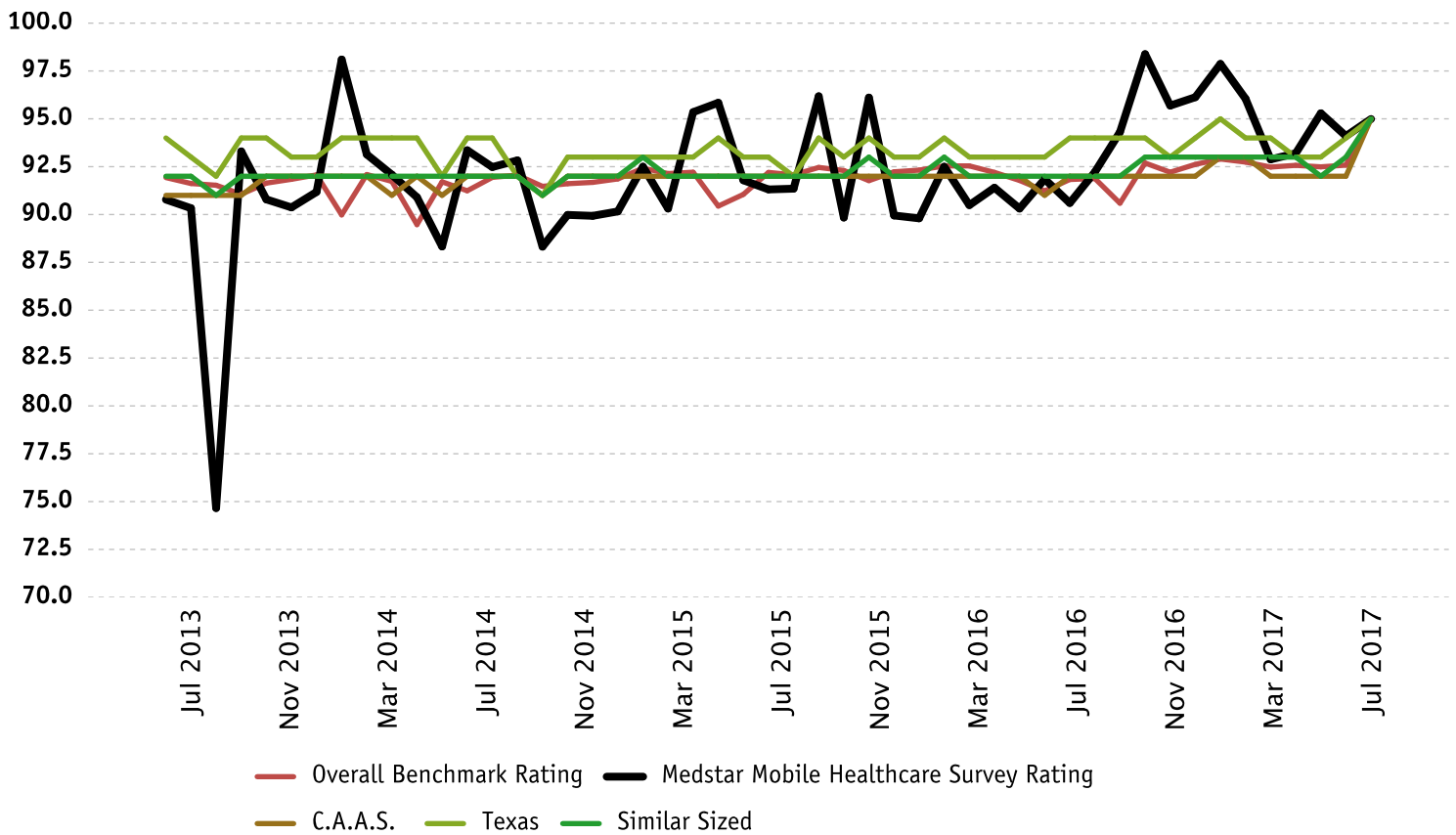


### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
<b>Total Score</b>	<b>94.19</b>	92.53	92.24	93.29	92.02
Helpfulness of the person you called for ambulance service	92.78	92.47	92.39	93.42	92.25
Concern shown by the person you called for ambulance service	92.55	92.41	92.46	93.27	92.14
Extent to which you were told what to do until the ambulance	90.33	90.75	90.68	92.42	90.41
Extent to which the ambulance arrived in a timely manner	94.58	92.19	92.14	93.39	91.72
Cleanliness of the ambulance	95.80	94.35	94.33	95.37	94.07
Comfort of the ride	88.61	87.12	87.13	88.61	86.27
Skill of the person driving the ambulance	94.24	93.76	93.55	94.46	93.39
Care shown by the medics who arrived with the ambulance	95.31	94.17	94.05	95.03	93.93
Degree to which the medics took your problem seriously	95.39	94.15	94.06	94.92	93.93
Degree to which the medics listened to you and/or your family	95.09	93.79	93.70	94.60	93.51
Skill of the medics	95.99	94.16	94.20	95.03	93.98
Extent to which the medics kept you informed about your	93.58	92.48	92.37	93.35	92.11
Extent to which medics included you in the treatment decisions	94.14	92.22	92.10	93.18	91.93
Degree to which the medics relieved your pain or discomfort	88.67	90.34	90.18	91.19	89.97
Medics' concern for your privacy	95.46	93.24	93.08	93.99	93.01
Extent to which medics cared for you as a person	95.82	94.24	94.24	94.90	94.03
Professionalism of the staff in our billing office	92.47	88.82	89.10	90.71	88.89
Willingness of the staff in our billing office to address your	92.53	88.61	88.81	90.36	88.45
How well did our staff work together to care for you	95.53	93.53	93.44	94.20	93.26
Extent to which our staff eased your entry into the medical	95.35	93.56	93.58	94.36	93.44
Appropriateness of Emergency Medical Transportation treatment	96.18	93.50	93.61	94.29	93.35
Extent to which the services received were worth the fees	90.25	87.88	87.91	89.38	88.07
Overall rating of the care provided by our Emergency Medical	95.11	93.60	93.58	94.22	93.42
Likelihood of recommending this ambulance service to others	95.50	93.17	93.16	94.36	93.02
<b>Number of Surveys for the period</b>	<b>375</b>				

Medstar Mobile Healthcare  
 April 1, 2017 to June 30, 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>91.53</b>	<b>91.62</b>
<b>Dispatch</b>	<b>92.23</b>	<b>91.56</b>
Helpfulness of the person you called for ambulance service	92.50	92.30
Concern shown by the person you called for ambulance service	92.64	92.03
Extent to which you were told what to do until the ambulance	91.54	90.36
<b>Ambulance</b>	<b>92.11</b>	<b>91.36</b>
Extent to which the ambulance arrived in a timely manner	92.98	91.69
Cleanliness of the ambulance	94.63	93.89
Comfort of the ride	87.84	87.08
Skill of the person driving the ambulance	92.98	92.79
<b>Medic</b>	<b>93.05</b>	<b>92.78</b>
Care shown by the medics who arrived with the ambulance	93.87	93.81
Degree to which the medics took your problem seriously	93.85	93.72
Degree to which the medics listened to you and/or your family	93.43	93.41
Skill of the medics	94.20	93.86
Extent to which the medics kept you informed about your treatment	92.54	91.95
Extent to which medics included you in the treatment decisions (if	92.38	91.74
Degree to which the medics relieved your pain or discomfort	89.67	90.15
Medics' concern for your privacy	93.56	92.72



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>91.53</b>	<b>91.62</b>
<b>Medic</b>	<b>93.05</b>	<b>92.78</b>
Extent to which medics cared for you as a person	93.97	93.67
<b>Billing Staff Assessment</b>	<b>83.08</b>	<b>88.03</b>
Professionalism of the staff in our ambulance service billing office	75.00	88.17
Professionalism of the staff in our billing office	87.17	87.70
Willingness of the staff in our billing office to address your needs	87.07	88.21
<b>Overall Assessment</b>	<b>92.75</b>	<b>91.86</b>
How well did our staff work together to care for you	93.81	92.90
Extent to which our staff eased your entry into the medical facility	93.33	93.06
Appropriateness of Emergency Medical Transportation treatment	93.68	92.82
Extent to which the services received were worth the fees charged	88.33	86.79
Overall rating of the care provided by our Emergency Medical	93.78	92.98
Likelihood of recommending this ambulance service to others	93.56	92.60



### 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>86</b>	<b>43</b>	<b>175</b>	<b>793</b>	<b>5844</b>	<b>84.2%</b>	<b>75.87%</b>
<b>Dispatch</b>	<b>5</b>	<b>5</b>	<b>13</b>	<b>97</b>	<b>367</b>	<b>75.36%</b>	<b>73.88%</b>
Helpfulness of the person you called for ambulance service	1	1	4	33	127	76.51%	75.56%
Concern shown by the person you called for ambulance service	1	2	5	28	125	77.64%	74.93%
Extent to which you were told what to do until the ambulance arrived	3	2	4	36	115	71.88%	71.16%
<b>Ambulance</b>	<b>13</b>	<b>8</b>	<b>41</b>	<b>202</b>	<b>1083</b>	<b>80.40%</b>	<b>74.24%</b>
Extent to which the ambulance arrived in a timely manner	3	2	5	48	292	83.43%	75.14%
Cleanliness of the ambulance	1	1	7	36	294	86.73%	79.59%
Comfort of the ride	7	4	22	68	232	69.67%	63.52%
Skill of the person driving the ambulance	2	1	7	50	265	81.54%	78.70%
<b>Medic</b>	<b>50</b>	<b>21</b>	<b>74</b>	<b>282</b>	<b>2686</b>	<b>86.28%</b>	<b>79.06%</b>
Care shown by the medics who arrived with the ambulance	4	3	5	33	317	87.57%	81.48%
Degree to which the medics took your problem seriously	4	5	7	21	320	89.64%	82.04%
Degree to which the medics listened to you and/or your family	3	4	8	30	311	87.36%	80.82%
Skill of the medics	3	2	8	23	319	89.86%	81.06%
Extent to which the medics kept you informed about your treatment	5	4	9	39	289	83.53%	76.68%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>86</b>	<b>43</b>	<b>175</b>	<b>793</b>	<b>5844</b>	<b>84.2%</b>	<b>75.87%</b>
Extent to which medics included you in the treatment decisions (if applicable)	6	0	7	37	269	84.33%	76.63%
Degree to which the medics relieved your pain or discomfort	14	3	15	51	238	74.14%	72.12%
Medics' concern for your privacy	6	0	8	24	313	89.17%	78.24%
Extent to which medics cared for you as a person	5	0	7	24	310	89.60%	82.51%
<b>Billing Staff Assessment</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>11</b>	<b>67</b>	<b>80.72%</b>	<b>63.87%</b>
Professionalism of the staff in our billing office	1	0	1	7	34	79.07%	63.73%
Willingness of the staff in our billing office to address your needs	1	0	2	4	33	82.50%	64.01%
<b>Overall Assessment</b>	<b>16</b>	<b>9</b>	<b>44</b>	<b>201</b>	<b>1641</b>	<b>85.87%</b>	<b>77.15%</b>
How well did our staff work together to care for you	3	1	8	33	312	87.39%	78.58%
Extent to which our staff eased your entry into the medical facility	2	0	5	44	282	84.68%	78.59%
Appropriateness of Emergency Medical Transportation treatment	2	0	8	29	307	88.73%	78.98%
Extent to which the services received were worth the fees charged	4	3	14	17	141	78.77%	67.23%
Overall rating of the care provided by our Emergency Medical Transportation service	2	4	5	39	302	85.80%	79.94%
Likelihood of recommending this ambulance service to others	3	1	4	39	297	86.34%	79.59%

## No Records for filters provided

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

