

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

July 1, 2017 to September 30, 2017

Your Score

95.26

Number of Your Patients in this Report

375

Number of Patients in this Report

19,082

Number of Transport Services in All EMS DB

142





Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **07/01/2017** and **09/30/2017**.

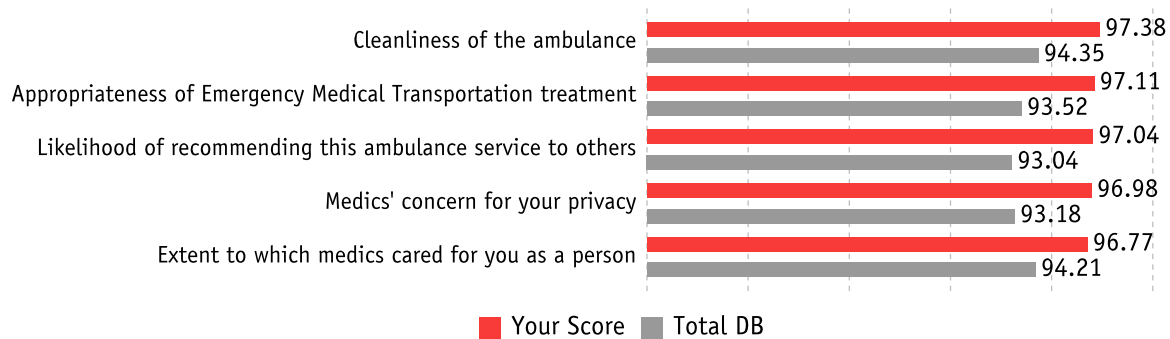
The overall mean score for the standard questions was **95.26**; this is a difference of **2.74** points from the overall EMS database score of **92.52**.

The current score of **95.26** is a change of **1.07** points from last period's score of **94.19**. This was the **24th** highest overall score for all companies in the database.

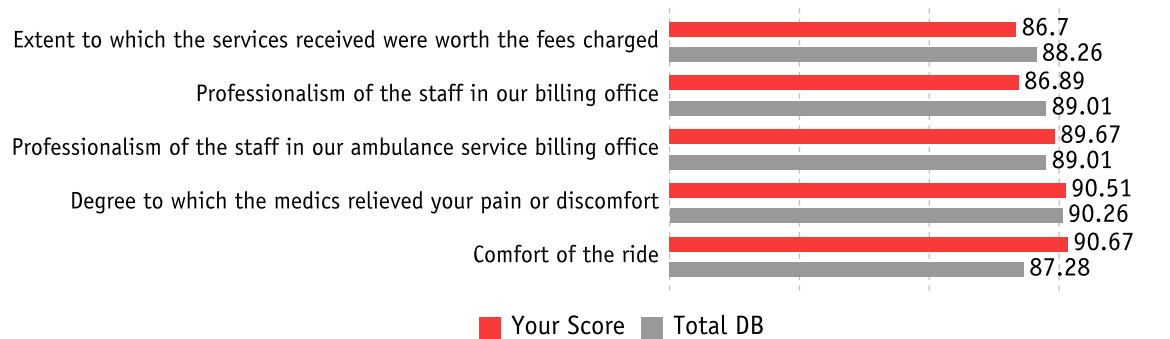
You are ranked **1st** for comparably sized companies in the system.

87.16% of responses to standard questions had a rating of Very Good, the highest rating. **98.37%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

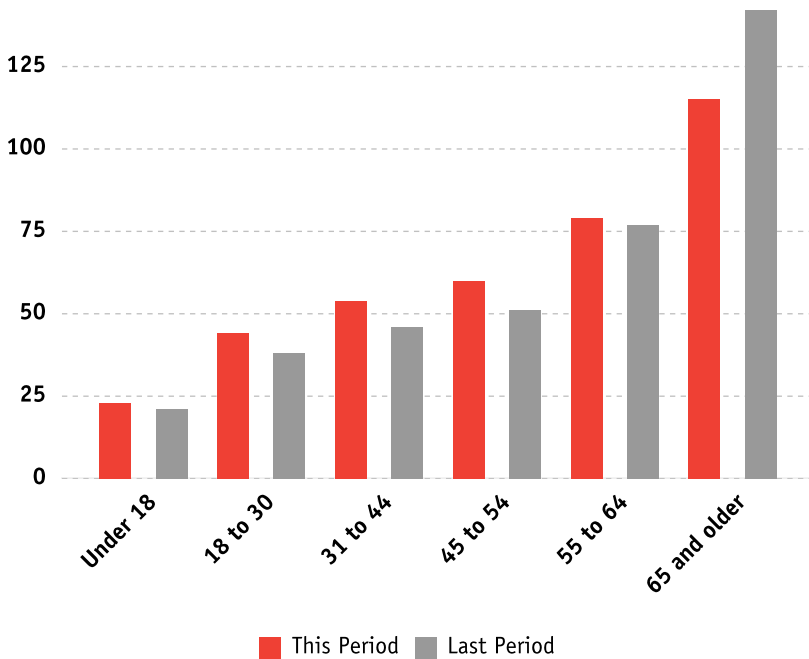




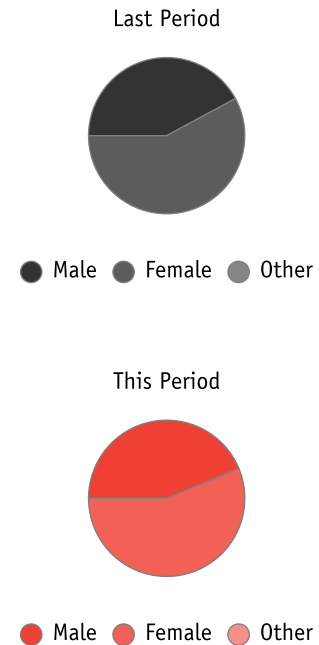
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	21	9	12	0	23	10	13	0
18 to 30	38	16	22	0	44	17	27	0
31 to 44	46	21	25	0	54	31	23	0
45 to 54	51	22	29	0	60	26	34	0
55 to 64	77	33	44	0	79	36	43	0
65 and older	142	57	85	0	115	44	71	0
Total	375	158	217	0	375	164	211	0

Age Ranges



Gender





Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference 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 report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Professionalism of the staff in our billing office



Professionalism of the staff in our ambulance service billing office



Willingness of the staff in our billing office to address your needs



Overall Section Score





Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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	92.78	2.52	95.30	92.56
Helpfulness of the person you called for ambulance service	92.78	-0.27	92.51	92.56
Concern shown by the person you called for ambulance service	92.55	1.44	93.99	92.50
Concern shown by the person you called for ambulance service	92.55	5.31	97.86	92.50
Extent to which you were told what to do until the ambulance arrived	90.33	5.29	95.62	90.80
Extent to which you were told what to do until the ambulance arrived	90.33	4.55	94.88	90.80

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	94.58	-2.01	92.57	92.07
Extent to which the ambulance arrived in a timely manner	94.58	1.63	96.21	92.07
Cleanliness of the ambulance	95.80	1.70	97.50	94.35
Cleanliness of the ambulance	95.80	1.34	97.14	94.35
Comfort of the ride	88.61	2.35	90.96	87.28
Comfort of the ride	88.61	1.48	90.09	87.28
Skill of the person driving the ambulance	94.24	2.58	96.82	93.69
Skill of the person driving the ambulance	94.24	0.16	94.40	93.69

**Question Analysis (Continued)**

Medic Analysis	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.31	0.99	96.30	94.17
Care shown by the medics who arrived with the ambulance	95.31	0.15	95.46	94.17
Degree to which the medics took your problem seriously	95.39	0.80	96.19	94.08
Degree to which the medics took your problem seriously	95.39	1.20	96.59	94.08
Degree to which the medics listened to you and/or your family	95.09	1.55	96.64	93.79
Degree to which the medics listened to you and/or your family	95.09	0.93	96.02	93.79
Skill of the medics	95.99	-0.27	95.72	94.14
Skill of the medics	95.99	0.51	96.50	94.14
Extent to which the medics kept you informed about your treatment	93.58	1.15	94.73	92.44
Extent to which the medics kept you informed about your treatment	93.58	0.11	93.69	92.44
Extent to which medics included you in the treatment decisions (if applicable)	94.14	1.26	95.40	92.12
Extent to which medics included you in the treatment decisions (if applicable)	94.14	1.85	95.99	92.12
Degree to which the medics relieved your pain or discomfort	88.67	2.02	90.69	90.26
Degree to which the medics relieved your pain or discomfort	88.67	1.46	90.13	90.26
Medics' concern for your privacy	95.46	0.97	96.43	93.18
Medics' concern for your privacy	95.46	1.78	97.24	93.18
Extent to which medics cared for you as a person	95.82	-0.21	95.61	94.21
Extent to which medics cared for you as a person	95.82	1.51	97.33	94.21
Billing Staff Assessment Analysis				
Professionalism of the staff in our ambulance service billing office	92.47	-2.80	89.67	89.01
Professionalism of the staff in our billing office	92.47	-5.58	86.89	89.01
Willingness of the staff in our billing office to address your needs	92.53	1.59	94.12	88.68
Willingness of the staff in our billing office to address your needs	92.53	-0.78	91.75	88.68



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.53	0.71	96.24	93.39
How well did our staff work together to care for you	95.53	0.94	96.47	93.39
Extent to which our staff eased your entry into the medical facility	95.35	1.00	96.35	93.73
Extent to which our staff eased your entry into the medical facility	95.35	1.16	96.51	93.73
Appropriateness of Emergency Medical Transportation treatment	96.18	0.49	96.67	93.52
Appropriateness of Emergency Medical Transportation treatment	96.18	1.98	98.16	93.52
Extent to which the services received were worth the fees charged	90.25	-4.81	85.44	88.26
Extent to which the services received were worth the fees charged	90.25	-1.00	89.25	88.26
Overall rating of the care provided by our Emergency Medical Transportation	95.11	0.04	95.15	93.65
Overall rating of the care provided by our Emergency Medical Transportation	95.11	0.05	95.16	93.65
Likelihood of recommending this ambulance service to others	95.50	-0.20	95.30	93.04
Likelihood of recommending this ambulance service to others	95.50	2.34	97.84	93.04



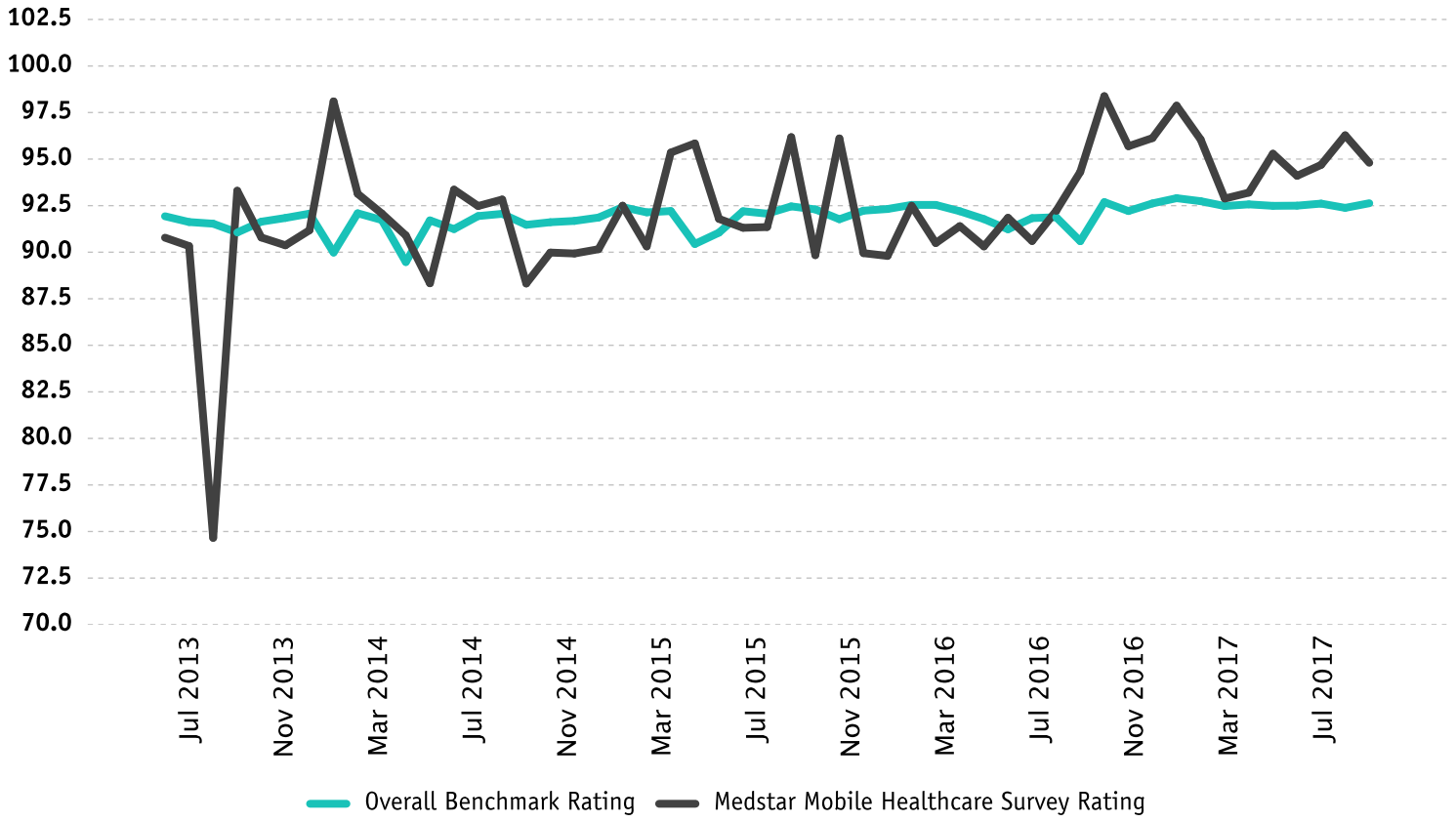
Monthly Breakdown

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 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017
Helpfulness of the person you called for ambulance service	95.54	94.77	97.06	94.81	99.38	97.56	86.30	91.32	95.93	92.13	95.00	89.95	94.76
Concern shown by the person you called for ambulance service	97.17	95.35	97.66	94.79	99.38	97.22	89.93	91.29	96.43	91.06	95.93	92.86	96.53
Extent to which you were told what to do until the ambulance	92.20	93.02	97.66	95.74	95.51	96.71	87.33	84.59	96.79	92.94	97.62	92.17	95.03
Extent to which the ambulance arrived in a timely manner	93.80	98.25	95.25	95.76	98.03	95.84	92.68	92.66	95.53	95.61	92.78	92.52	96.03
Cleanliness of the ambulance	96.03	99.12	96.78	96.30	99.12	98.45	95.00	94.16	96.83	96.27	97.79	97.22	97.14
Comfort of the ride	89.26	96.68	90.38	90.55	91.47	92.90	86.52	88.69	88.32	88.82	89.17	92.62	90.09
Skill of the person driving the ambulance	95.12	98.44	96.74	97.95	98.65	98.11	93.04	94.42	94.44	93.86	95.19	98.38	94.40
Care shown by the medics who arrived with the ambulance	94.56	98.79	95.53	96.91	99.15	96.92	95.80	95.05	96.03	94.89	94.83	98.15	95.09
Degree to which the medics took your problem seriously	94.33	99.17	95.80	98.09	98.72	96.61	96.37	95.35	96.45	94.38	96.25	97.72	95.39
Degree to which the medics listened to you and/or your family	94.82	97.99	94.12	97.73	98.31	96.08	94.76	94.40	95.53	95.33	95.31	98.13	95.83
Skill of the medics	96.18	98.57	96.46	97.88	97.90	96.13	95.70	96.40	95.61	95.98	96.40	97.22	95.09
Extent to which the medics kept you informed about your	93.20	99.17	96.35	97.81	95.62	95.55	92.29	91.82	94.85	94.09	94.25	95.62	93.29
Extent to which medics included you in the treatment decisions	91.05	99.16	95.88	96.25	96.86	97.12	90.76	91.91	94.67	95.98	95.46	95.76	95.47
Degree to which the medics relieved your pain or discomfort	90.86	97.69	93.56	94.11	95.30	92.08	87.19	88.35	87.92	89.68	87.52	94.14	89.98
Medics' concern for your privacy	94.64	99.38	97.66	96.34	97.93	97.68	95.49	95.47	95.69	95.23	96.43	98.02	96.46
Extent to which medics cared for you as a person	93.87	99.16	96.39	97.18	99.11	96.70	95.87	95.66	96.00	95.81	96.64	98.04	95.65
Professionalism of the staff in our ambulance service billing													89.67
Professionalism of the staff in our billing office	100.00	94.44	94.70	82.21	100.00	96.43	88.79	94.05	100.00	84.69	82.21	100.00	
Willingness of the staff in our billing office to address your	100.00	90.63	94.23	86.45	100.00	96.43	87.93	98.75	90.63	83.42	92.31	100.00	91.75
How well did our staff work together to care for you	96.03	98.96	95.79	97.35	98.31	94.11	95.53	94.80	96.70	95.05	96.28	97.27	95.61
Extent to which our staff eased your entry into the medical	95.91	98.52	96.94	98.18	99.32	97.20	94.28	93.42	96.74	95.84	95.83	97.41	96.13
Appropriateness of Emergency Medical Transportation treatment	94.60	99.17	97.09	97.45	98.75	96.75	95.34	94.61	98.09	95.78	95.54	97.99	97.92
Extent to which the services received were worth the fees	94.44	98.40	95.63	86.87	100.00	90.80	84.91	88.43	94.83	84.94	76.93	92.39	89.25
Overall rating of the care provided by our Emergency Medical	95.74	98.75	96.68	96.93	98.72	96.39	94.76	94.13	97.03	94.14	96.22	94.89	94.28
Likelihood of recommending this ambulance service to others	95.71	98.96	94.80	95.55	98.65	96.87	94.88	93.65	96.80	96.11	97.92	97.77	95.30
Your Master Score	94.31	98.38	95.69	96.13	97.87	96.05	92.88	93.20	95.29	94.10	94.69	96.28	94.80
Your Total Responses	136	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





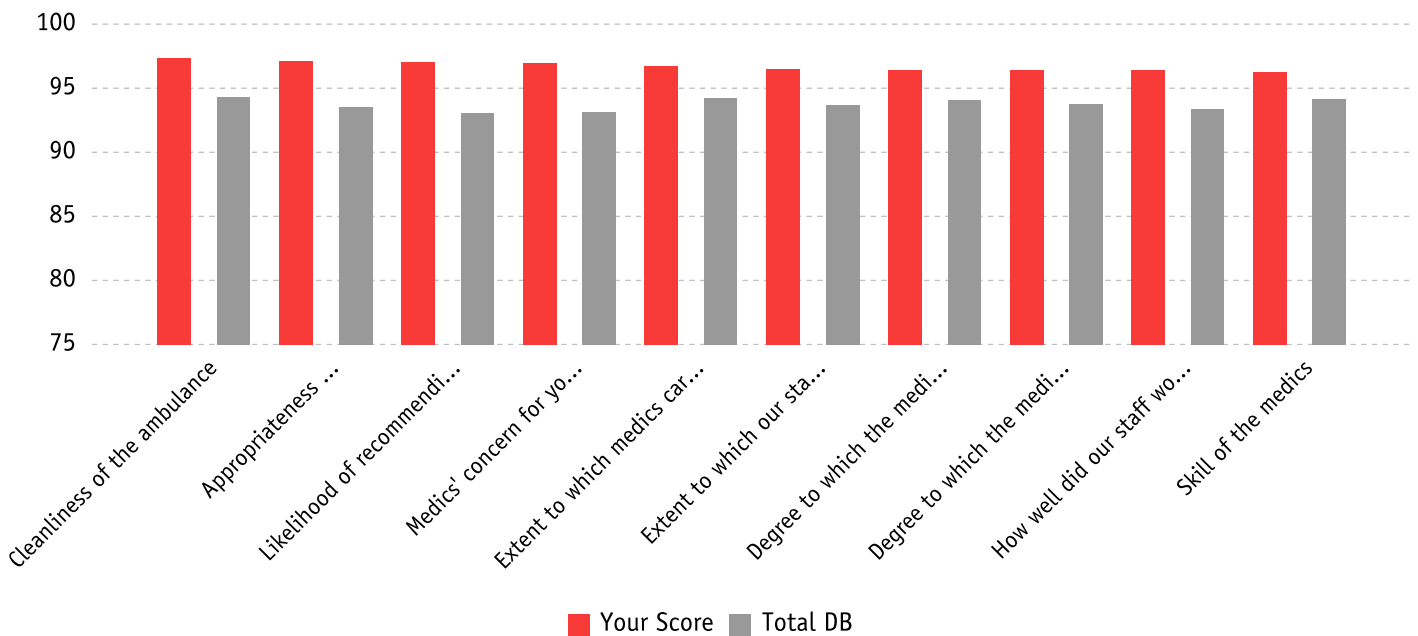
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which you were told what to do until the ambulance arrived	90.33	95.11	4.78	90.80
Concern shown by the person you called for ambulance service	92.55	95.18	2.62	92.50
Comfort of the ride	88.61	90.67	2.06	87.28
Degree to which the medics relieved your pain or discomfort	88.67	90.51	1.83	90.26
Skill of the person driving the ambulance	94.24	96.05	1.81	93.69
Cleanliness of the ambulance	95.80	97.38	1.58	94.35
Likelihood of recommending this ambulance service to others	95.50	97.04	1.54	93.04
Medics' concern for your privacy	95.46	96.98	1.52	93.18
Extent to which medics included you in the treatment decisions (if applicable)	94.14	95.57	1.43	92.12
Degree to which the medics listened to you and/or your family	95.09	96.44	1.35	93.79
Decreases				
Professionalism of the staff in our billing office	92.47	86.89	-5.57	89.01
Extent to which the services received were worth the fees charged	90.25	86.70	-3.55	88.26
Professionalism of the staff in our ambulance service billing office	92.47	89.67	-2.80	89.01
Extent to which the ambulance arrived in a timely manner	94.58	93.75	-0.83	92.07



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	97.38	3.03	94.35
Appropriateness of Emergency Medical Transportation treatment	97.11	3.59	93.52
Likelihood of recommending this ambulance service to others	97.04	4.01	93.04
Medics' concern for your privacy	96.98	3.80	93.18
Extent to which medics cared for you as a person	96.77	2.56	94.21
Extent to which our staff eased your entry into the medical facility	96.46	2.73	93.73
Degree to which the medics took your problem seriously	96.46	2.38	94.08
Degree to which the medics listened to you and/or your family	96.44	2.65	93.79
How well did our staff work together to care for you	96.40	3.01	93.39
Skill of the medics	96.25	2.11	94.14





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
Professionalism of the staff in our billing office	86.89	.980252256
Professionalism of the staff in our ambulance service billing office	89.67	.980252256
Concern shown by the person you called for ambulance service	95.18	.855517865
Extent to which medics included you in the treatment decisions (if applicable)	95.57	.828970958
How well did our staff work together to care for you	96.40	.825976821
Degree to which the medics listened to you and/or your family	96.44	.816960638
Degree to which the medics took your problem seriously	96.46	.808793197
Extent to which the medics kept you informed about your treatment	94.40	.801491675
Skill of the medics	96.25	.785077646
Helpfulness of the person you called for ambulance service	93.37	.784120579
Care shown by the medics who arrived with the ambulance	96.02	.775683049
Medics' concern for your privacy	96.98	.767568702
Extent to which medics cared for you as a person	96.77	.762773134
Appropriateness of Emergency Medical Transportation treatment	97.11	.759176792
Willingness of the staff in our billing office to address your needs	93.14	.742246948
Extent to which our staff eased your entry into the medical facility	96.46	.735233616
Degree to which the medics relieved your pain or discomfort	90.51	.720848946
Skill of the person driving the ambulance	96.05	.689983801
Extent to which you were told what to do until the ambulance arrived	95.11	.673816468
Comfort of the ride	90.67	.628306298
Extent to which the services received were worth the fees charged	86.70	.614071679
Extent to which the ambulance arrived in a timely manner	93.75	.606962473
Cleanliness of the ambulance	97.38	.579241979
Professionalism of the staff in our ambulance service billing office	89.67	.111002102
Professionalism of the staff in our billing office	86.89	.111002102



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	93.37	90.83	92.72	92.87	91.73	93.79	94.93
Concern shown by the person you called for ambulance service	95.18	90.97	92.63	91.90	91.64	94.55	93.74
Extent to which you were told what to do until the ambulance	95.11	89.51	91.43	91.13	89.80	93.40	93.11
Extent to which the ambulance arrived in a timely manner	93.75	90.55	90.41	93.90	90.41	91.61	93.03
Cleanliness of the ambulance	97.38	94.21	94.34	94.52	93.60	94.51	95.51
Comfort of the ride	90.67	87.44	85.38	88.00	88.94	88.86	88.95
Skill of the person driving the ambulance	96.05	92.71	93.30	93.98	93.89	93.86	95.52
Care shown by the medics who arrived with the ambulance	96.02	92.57	94.20	95.00	93.74	93.95	93.90
Degree to which the medics took your problem seriously	96.46	92.20	93.98	94.56	93.44	93.85	94.41
Degree to which the medics listened to you and/or your family	96.44	91.41	93.44	94.16	93.64	93.88	94.02
Skill of the medics	96.25	92.40	94.08	94.57	93.94	94.23	94.99
Extent to which the medics kept you informed about your	94.40	89.91	92.79	92.79	91.16	91.45	93.18
Extent to which medics included you in the treatment decisions (if	95.57	89.88	92.26	92.24	89.81	92.40	92.49
Degree to which the medics relieved your pain or discomfort	90.51	87.71	90.62	91.68	90.31	91.76	90.80
Medics' concern for your privacy	96.98	90.71	93.27	93.64	92.21	93.07	94.72
Extent to which medics cared for you as a person	96.77	92.41	93.86	94.74	93.64	93.63	94.33
Professionalism of the staff in our billing office	86.89	90.66	90.10	89.96	87.77	91.55	92.93
Professionalism of the staff in our ambulance service billing office	89.67	90.66	90.10	89.96	87.77	91.55	92.93
Willingness of the staff in our billing office to address your needs	93.14	89.26	89.04	89.29	86.61	91.58	92.85
How well did our staff work together to care for you	96.40	92.37	93.40	93.30	93.75	93.93	94.00
Extent to which our staff eased your entry into the medical facility	96.46	93.34	94.12	94.42	94.49	93.86	95.20
Appropriateness of Emergency Medical Transportation treatment	97.11	93.15	92.90	93.98	93.76	94.09	93.84
Extent to which the services received were worth the fees charged	86.70	88.20	88.96	89.57	89.88	91.28	91.52
Overall rating of the care provided by our Emergency Medical	95.16	92.84	93.38	94.01	93.87	94.61	93.72
Likelihood of recommending this ambulance service to others	97.04	92.20	92.99	93.64	93.02	94.18	93.40
Overall score	95.26	91.26	92.38	93.02	92.11	93.14	93.59
National Rank	24	87	66	56	73	54	50
Comparable Size (Large) Company Rank	1	21	11	8	14	7	5

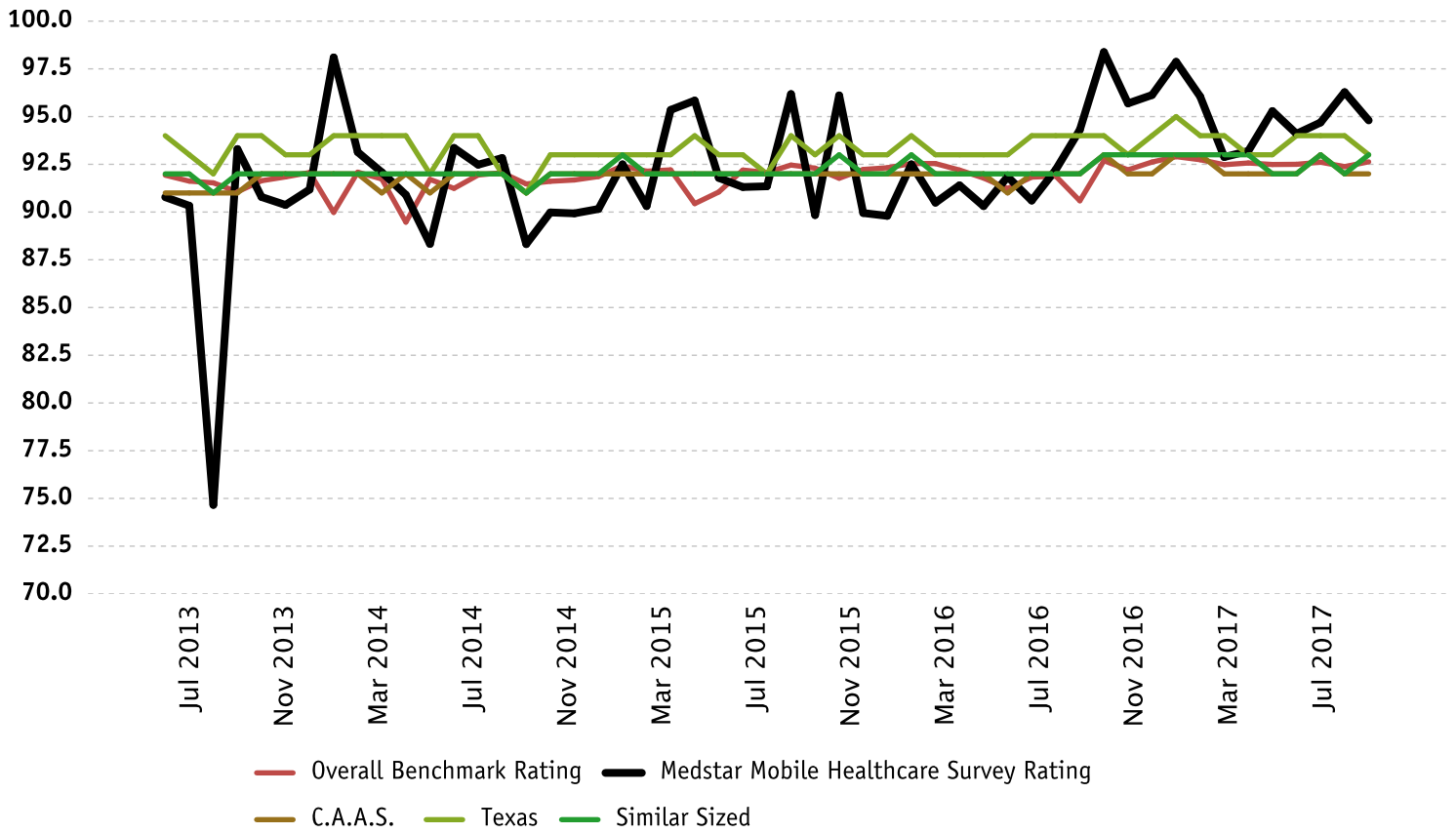


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	95.26	92.52	92.24	93.52	91.96
Helpfulness of the person you called for ambulance service	93.37	92.56	92.53	93.55	92.43
Concern shown by the person you called for ambulance service	95.18	92.50	92.57	93.62	92.38
Extent to which you were told what to do until the ambulance	95.11	90.80	90.71	92.96	90.64
Extent to which the ambulance arrived in a timely manner	93.75	92.07	92.18	93.48	91.70
Cleanliness of the ambulance	97.38	94.35	94.42	95.36	94.19
Comfort of the ride	90.67	87.28	87.38	89.36	86.50
Skill of the person driving the ambulance	96.05	93.69	93.76	94.57	93.55
Care shown by the medics who arrived with the ambulance	96.02	94.17	94.09	95.18	94.03
Degree to which the medics took your problem seriously	96.46	94.08	94.08	94.95	94.01
Degree to which the medics listened to you and/or your family	96.44	93.79	93.82	95.01	93.69
Skill of the medics	96.25	94.14	94.20	95.35	94.00
Extent to which the medics kept you informed about your	94.40	92.44	92.39	93.44	92.19
Extent to which medics included you in the treatment decisions	95.57	92.12	92.12	93.29	91.89
Degree to which the medics relieved your pain or discomfort	90.51	90.26	90.01	91.29	89.94
Medics' concern for your privacy	96.98	93.18	93.07	94.30	93.02
Extent to which medics cared for you as a person	96.77	94.21	94.16	95.10	94.06
Professionalism of the staff in our billing office	86.89	89.01	89.52	91.09	88.73
Professionalism of the staff in our ambulance service billing	89.67	89.01	89.52	91.09	88.73
Willingness of the staff in our billing office to address your	93.14	88.68	89.12	90.39	88.32
How well did our staff work together to care for you	96.40	93.39	93.40	94.89	93.17
Extent to which our staff eased your entry into the medical	96.46	93.73	94.00	94.99	93.65
Appropriateness of Emergency Medical Transportation treatment	97.11	93.52	93.64	95.18	93.41
Extent to which the services received were worth the fees	86.70	88.26	88.49	89.72	88.34
Overall rating of the care provided by our Emergency Medical	95.16	93.65	93.69	94.99	93.54
Likelihood of recommending this ambulance service to others	97.04	93.04	93.16	94.86	92.90
Number of Surveys for the period	375				

Medstar Mobile Healthcare
 July 1, 2017 to September 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
Overall Facility Rating	92.21	91.63
Dispatch	92.3	91.58
Helpfulness of the person you called for ambulance service	92.51	92.31
Concern shown by the person you called for ambulance service	92.72	92.06
Extent to which you were told what to do until the ambulance	91.66	90.38
Ambulance	92.26	91.38
Extent to which the ambulance arrived in a timely manner	93.03	91.70
Cleanliness of the ambulance	94.79	93.91
Comfort of the ride	88.03	87.09
Skill of the person driving the ambulance	93.17	92.83
Medic	93.22	92.78
Care shown by the medics who arrived with the ambulance	94.03	93.82
Degree to which the medics took your problem seriously	94.02	93.73
Degree to which the medics listened to you and/or your family	93.64	93.31
Skill of the medics	94.33	93.87
Extent to which the medics kept you informed about your treatment	92.66	91.97
Extent to which medics included you in the treatment decisions (if	92.57	91.75
Degree to which the medics relieved your pain or discomfort	89.75	90.15
Medics' concern for your privacy	93.78	92.73
Extent to which medics cared for you as a person	94.16	93.69
Billing Staff Assessment	87.67	88.06


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.21	91.63
Billing Staff Assessment	87.67	88.06
Professionalism of the staff in our billing office	87.21	87.76
Professionalism of the staff in our ambulance service billing office	88.54	88.20
Willingness of the staff in our billing office to address your needs	87.27	88.22
Overall Assessment	92.9	91.89
How well did our staff work together to care for you	93.98	92.91
Extent to which our staff eased your entry into the medical facility	93.54	93.09
Appropriateness of Emergency Medical Transportation treatment	93.91	92.85
Extent to which the services received were worth the fees charged	88.34	86.86
Overall rating of the care provided by our Emergency Medical	93.85	93.00
Likelihood of recommending this ambulance service to others	93.77	92.62



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	53	54	136	598	5711	87.16%	75.42%
Dispatch	6	3	5	33	299	86.42%	74.03%
Helpfulness of the person you called for ambulance service	4	0	1	14	101	84.17%	75.75%
Concern shown by the person you called for ambulance service	0	2	3	10	99	86.84%	75.07%
Extent to which you were told what to do until the ambulance arrived	2	1	1	9	99	88.39%	71.27%
Ambulance	9	11	40	144	1100	84.36%	74.21%
Extent to which the ambulance arrived in a timely manner	5	0	13	41	288	83.00%	74.72%
Cleanliness of the ambulance	0	3	1	22	289	91.75%	79.51%
Comfort of the ride	3	6	22	50	251	75.60%	64.20%
Skill of the person driving the ambulance	1	2	4	31	272	87.74%	78.42%
Medic	21	24	55	276	2666	87.64%	78.79%
Care shown by the medics who arrived with the ambulance	2	1	6	35	320	87.91%	81.20%
Degree to which the medics took your problem seriously	3	3	5	20	328	91.36%	81.70%
Degree to which the medics listened to you and/or your family	1	3	5	27	315	89.74%	80.70%
Skill of the medics	0	3	5	33	306	88.18%	80.97%
Extent to which the medics kept you informed about your treatment	3	4	8	36	288	84.96%	76.55%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	53	54	136	598	5711	87.16%	75.42%
Extent to which medics included you in the treatment decisions (if applicable)	3	1	5	27	257	87.71%	76.38%
Degree to which the medics relieved your pain or discomfort	7	5	14	47	237	76.45%	71.93%
Medics' concern for your privacy	1	2	1	28	299	90.33%	77.67%
Extent to which medics cared for you as a person	1	2	6	23	316	90.80%	82.04%
Billing Staff Assessment	3	1	2	4	50	83.33%	64.30%
Professionalism of the staff in our billing office	1	1	1	1	15	78.95%	64.33%
Professionalism of the staff in our ambulance service billing office	1	0	0	1	10	83.33%	64.33%
Willingness of the staff in our billing office to address your needs	1	0	1	2	25	86.21%	64.25%
Overall Assessment	14	15	34	141	1596	88.67%	77.40%
How well did our staff work together to care for you	0	5	4	28	317	89.55%	78.36%
Extent to which our staff eased your entry into the medical facility	0	3	3	29	276	88.75%	79.25%
Appropriateness of Emergency Medical Transportation treatment	0	2	3	25	290	90.62%	79.17%
Extent to which the services received were worth the fees charged	6	3	12	14	98	73.68%	68.25%
Overall rating of the care provided by our Emergency Medical Transportation service	4	2	6	33	300	86.96%	79.97%
Likelihood of recommending this ambulance service to others	4	0	6	12	315	93.47%	79.39%

No Records for filters provided

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

