

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



*Assess Your Vitals*

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## EMS System Report

January 1, 2018 to March 31, 2018

Your Score

**94.53**

Number of Your Patients in this Report

**375**

Number of Patients in this Report

**19,328**

Number of Transport Services in All EMS DB

**145**





## Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2018** and **03/31/2018**.

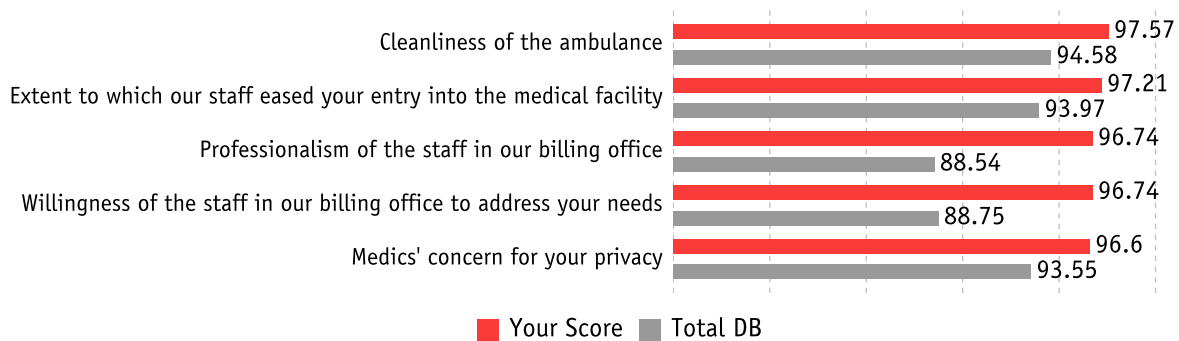
The overall mean score for the standard questions was **94.53**; this is a difference of **1.62** points from the overall EMS database score of **92.91**.

The current score of **94.53** is a change of **0.27** points from last period's score of **94.26**. This was the **26th** highest overall score for all companies in the database.

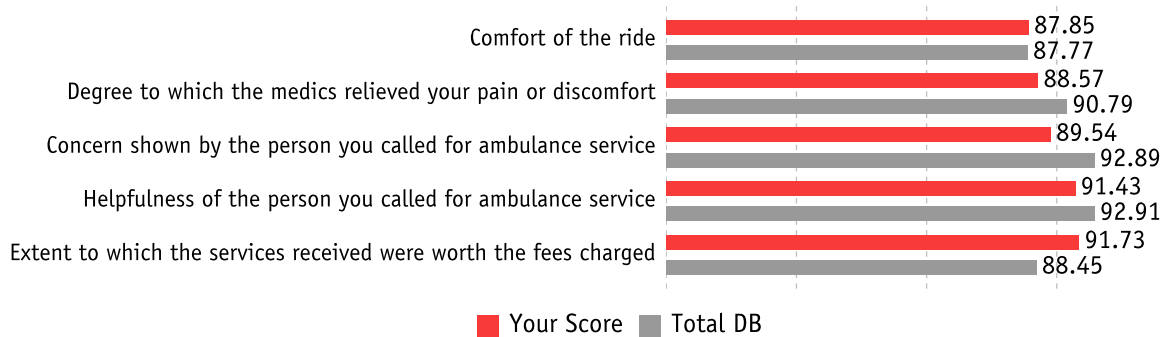
You are ranked **4th** for comparably sized companies in the system.

**85.99%** of responses to standard questions had a rating of Very Good, the highest rating. **98.01%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

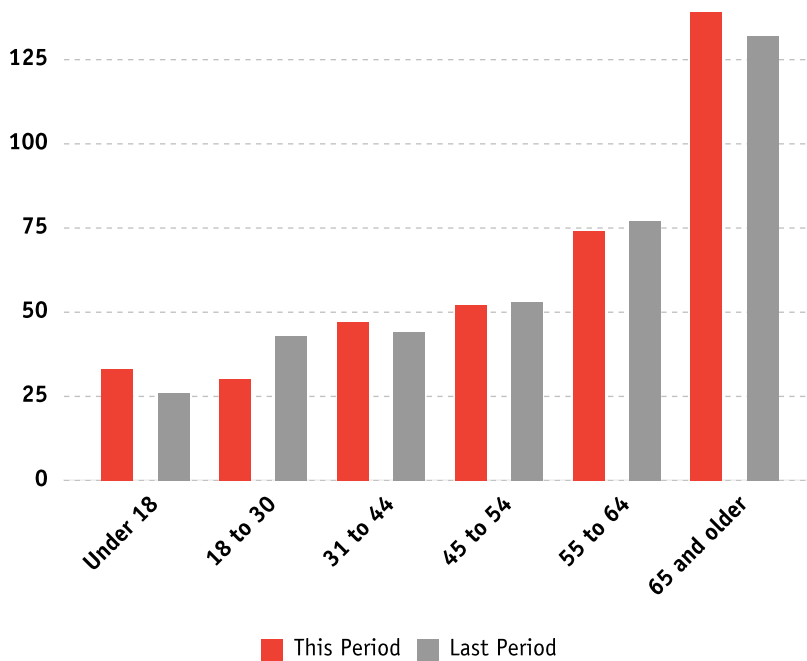




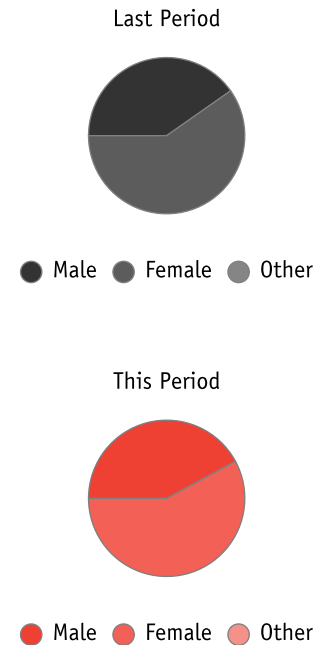
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	26	15	11	0	33	14	19	0
18 to 30	43	18	25	0	30	14	16	0
31 to 44	44	18	26	0	47	20	27	0
45 to 54	53	18	35	0	52	19	33	0
55 to 64	77	37	40	0	74	39	35	0
65 and older	132	45	87	0	139	52	87	0
<b>Total</b>	<b>375</b>	<b>151</b>	<b>224</b>	<b>0</b>	<b>375</b>	<b>158</b>	<b>217</b>	<b>0</b>

### 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



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	93.37	-1.94	91.43	92.91
Concern shown by the person you called for ambulance service	92.31	-2.77	89.54	92.89
Extent to which you were told what to do until the ambulance arrived	93.20	-1.05	92.15	91.37

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	94.41	-2.18	92.23	92.60
Cleanliness of the ambulance	95.98	1.59	97.57	94.58
Comfort of the ride	88.66	-0.81	87.85	87.77
Skill of the person driving the ambulance	94.41	1.60	96.01	94.17

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.63	0.22	94.85	94.57
Degree to which the medics took your problem seriously	94.48	0.77	95.25	94.53
Degree to which the medics listened to you and/or your family	95.48	-0.13	95.35	94.17
Skill of the medics	94.95	0.68	95.63	94.63
Extent to which the medics kept you informed about your treatment	94.06	-0.29	93.77	92.87
Extent to which medics included you in the treatment decisions (if applicable)	93.05	0.61	93.66	92.48
Degree to which the medics relieved your pain or discomfort	89.89	-1.32	88.57	90.79
Medics' concern for your privacy	94.98	1.62	96.60	93.55
Extent to which medics cared for you as a person	94.81	0.20	95.01	94.42

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	95.19	1.55	96.74	88.54
Willingness of the staff in our billing office to address your needs	94.23	2.51	96.74	88.75



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.30	0.95	96.25	93.84
Extent to which our staff eased your entry into the medical facility	96.69	0.52	97.21	93.97
Appropriateness of Emergency Medical Transportation treatment	96.06	-0.61	95.45	93.70
Extent to which the services received were worth the fees charged	91.29	0.44	91.73	88.45
Overall rating of the care provided by our Emergency Medical Transportation	95.51	0.03	95.54	93.84
Likelihood of recommending this ambulance service to others	95.47	0.99	96.46	93.51



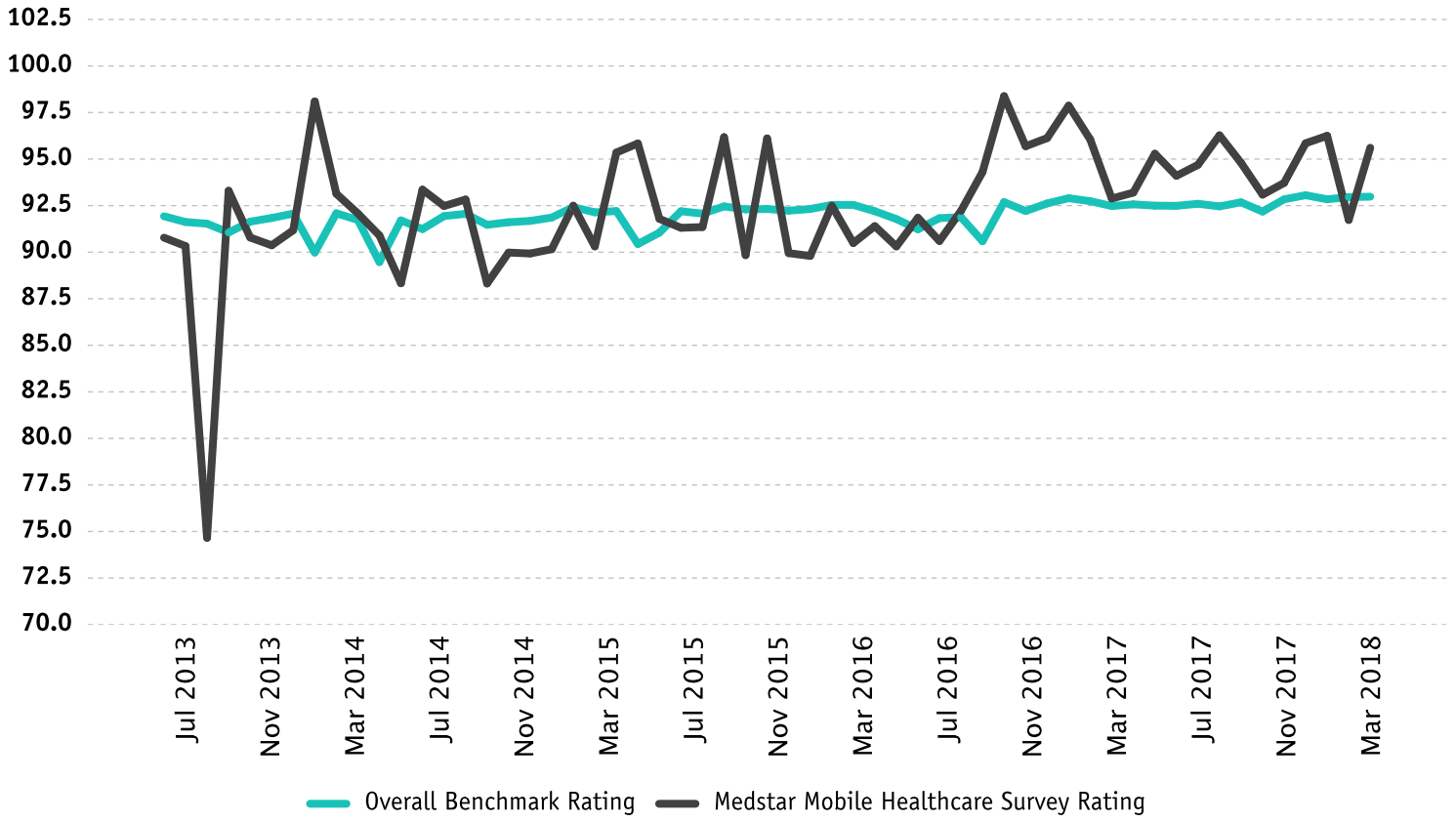
### Monthly Breakdown

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 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Helpfulness of the person you called for ambulance service	86.30	91.32	95.93	92.13	95.00	89.95	94.76	90.47	96.43	92.57	95.97	88.18	90.87
Concern shown by the person you called for ambulance service	89.93	91.29	96.43	91.06	95.93	92.86	96.53	92.65	93.42	90.63	97.41	83.36	89.32
Extent to which you were told what to do until the ambulance	87.33	84.59	96.79	92.94	97.62	92.17	95.03	94.53	92.11	93.18	97.50	89.22	90.08
Extent to which the ambulance arrived in a timely manner	92.68	92.66	95.53	95.61	92.78	92.52	96.03	94.81	93.52	94.92	94.25	90.07	92.37
Cleanliness of the ambulance	95.00	94.16	96.83	96.27	97.79	97.22	97.14	93.63	95.51	98.67	99.45	95.31	98.02
Comfort of the ride	86.52	88.69	88.32	88.82	89.17	92.62	90.09	87.27	85.50	93.07	90.05	85.99	87.51
Skill of the person driving the ambulance	93.04	94.42	94.44	93.86	95.19	98.38	94.40	92.42	93.67	97.04	97.65	94.66	95.80
Care shown by the medics who arrived with the ambulance	95.80	95.05	96.03	94.89	94.83	98.15	95.09	92.19	94.43	97.31	96.96	91.55	95.98
Degree to which the medics took your problem seriously	96.37	95.35	96.45	94.38	96.25	97.72	95.39	91.98	94.72	96.85	98.09	90.93	96.79
Degree to which the medics listened to you and/or your family	94.76	94.40	95.53	95.33	95.31	98.13	95.83	94.41	94.75	97.27	97.23	91.63	97.17
Skill of the medics	95.70	96.40	95.61	95.98	96.40	97.22	95.09	92.96	94.96	96.93	97.12	93.08	96.73
Extent to which the medics kept you informed about your	92.29	91.82	94.85	94.09	94.25	95.62	93.29	91.37	94.83	95.62	95.17	90.93	95.14
Extent to which medics included you in the treatment decisions	90.76	91.91	94.67	95.98	95.46	95.76	95.47	92.93	92.51	93.85	94.48	93.05	93.75
Degree to which the medics relieved your pain or discomfort	87.19	88.35	87.92	89.68	87.52	94.14	89.98	90.78	88.40	90.57	90.86	84.36	90.61
Medics' concern for your privacy	95.49	95.47	95.69	95.23	96.43	98.02	96.46	93.95	93.70	97.12	97.71	94.74	97.40
Extent to which medics cared for you as a person	95.87	95.66	96.00	95.81	96.64	98.04	95.65	93.94	94.46	96.03	97.62	90.73	96.75
Professionalism of the staff in our billing office	88.79	94.05	100.00	84.69	82.21	100.00	89.67	95.83	96.43	94.23	93.18	100.00	100.00
Willingness of the staff in our billing office to address your	87.93	98.75	90.63	83.42	92.31	100.00	91.75	91.67	96.43	94.23	93.18	100.00	100.00
How well did our staff work together to care for you	95.53	94.80	96.70	95.05	96.28	97.27	95.61	94.28	94.75	96.79	96.88	94.91	96.87
Extent to which our staff eased your entry into the medical	94.28	93.42	96.74	95.84	95.83	97.41	96.13	96.14	96.20	97.52	97.62	95.67	98.22
Appropriateness of Emergency Medical Transportation treatment	95.34	94.61	98.09	95.78	95.54	97.99	97.92	94.96	95.68	97.19	95.90	93.64	96.61
Extent to which the services received were worth the fees	84.91	88.43	94.83	84.94	76.93	92.39	89.25	89.17	91.97	92.24	100.00	75.20	100.00
Overall rating of the care provided by our Emergency Medical	94.76	94.13	97.03	94.14	96.22	94.89	94.28	94.81	94.79	96.65	95.48	92.85	97.90
Likelihood of recommending this ambulance service to others	94.88	93.65	96.80	96.11	97.92	97.77	95.30	94.73	95.35	96.29	97.99	92.62	98.22
Your Master Score	92.88	93.20	95.29	94.10	94.69	96.28	94.80	93.09	93.72	95.85	96.25	91.73	95.61
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125	125



### Monthly tracking of Overall Survey Score





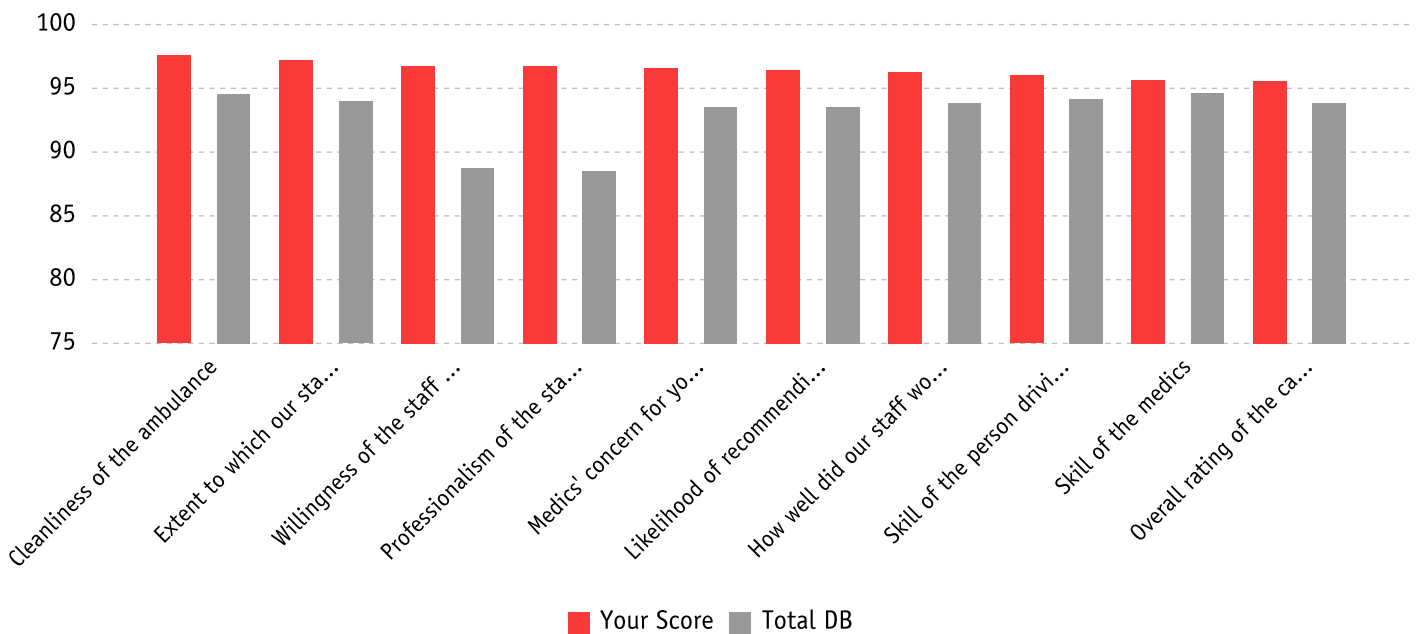
**Greatest Increase and Decrease in Scores by Question**

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Willingness of the staff in our billing office to address your needs	94.23	96.74	2.51	88.75
Medics' concern for your privacy	94.98	96.60	1.61	93.55
Skill of the person driving the ambulance	94.41	96.01	1.59	94.17
Cleanliness of the ambulance	95.98	97.57	1.59	94.58
Professionalism of the staff in our billing office	95.19	96.74	1.55	88.54
Likelihood of recommending this ambulance service to others	95.47	96.46	0.99	93.51
How well did our staff work together to care for you	95.30	96.25	0.96	93.84
Degree to which the medics took your problem seriously	94.48	95.25	0.77	94.53
Skill of the medics	94.95	95.63	0.68	94.63
Extent to which medics included you in the treatment decisions (if applicable)	93.05	93.66	0.61	92.48
<b>Decreases</b>				
Concern shown by the person you called for ambulance service	92.31	89.54	-2.77	92.89
Extent to which the ambulance arrived in a timely manner	94.41	92.23	-2.18	92.60
Helpfulness of the person you called for ambulance service	93.37	91.43	-1.94	92.91
Degree to which the medics relieved your pain or discomfort	89.89	88.57	-1.32	90.79
Extent to which you were told what to do until the ambulance arrived	93.20	92.15	-1.05	91.37
Comfort of the ride	88.66	87.85	-0.81	87.77
Appropriateness of Emergency Medical Transportation treatment	96.06	95.45	-0.61	93.70
Extent to which the medics kept you informed about your treatment	94.06	93.77	-0.29	92.87
Degree to which the medics listened to you and/or your family	95.48	95.35	-0.13	94.17



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	97.57	2.99	94.58
Extent to which our staff eased your entry into the medical facility	97.21	3.25	93.97
Willingness of the staff in our billing office to address your needs	96.74	7.99	88.75
Professionalism of the staff in our billing office	96.74	8.20	88.54
Medics' concern for your privacy	96.60	3.05	93.55
Likelihood of recommending this ambulance service to others	96.46	2.94	93.51
How well did our staff work together to care for you	96.25	2.41	93.84
Skill of the person driving the ambulance	96.01	1.84	94.17
Skill of the medics	95.63	1.00	94.63
Overall rating of the care provided by our Emergency Medical Transportation service	95.54	1.70	93.84





**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	96.74	.935857852
Willingness of the staff in our billing office to address your needs	96.74	.935857852
Appropriateness of Emergency Medical Transportation treatment	95.45	.905829869
Degree to which the medics listened to you and/or your family	95.35	.904460977
Extent to which medics cared for you as a person	95.01	.895608371
How well did our staff work together to care for you	96.25	.885446465
Medics' concern for your privacy	96.60	.877348484
Degree to which the medics took your problem seriously	95.25	.873854852
Skill of the medics	95.63	.866257412
Extent to which you were told what to do until the ambulance arrived	92.15	.859584936
Care shown by the medics who arrived with the ambulance	94.85	.831825903
Extent to which the medics kept you informed about your treatment	93.77	.828726289
Degree to which the medics relieved your pain or discomfort	88.57	.763161343
Skill of the person driving the ambulance	96.01	.741861182
Helpfulness of the person you called for ambulance service	91.43	.738450465
Extent to which medics included you in the treatment decisions (if applicable)	93.66	.737805426
Concern shown by the person you called for ambulance service	89.54	.701406091
Extent to which the services received were worth the fees charged	91.73	.658465495
Extent to which our staff eased your entry into the medical facility	97.21	.658250774
Extent to which the ambulance arrived in a timely manner	92.23	.578063953
Comfort of the ride	87.85	.552319496
Cleanliness of the ambulance	97.57	.509021741





**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	91.43	91.61	92.92	92.30	93.87	92.36	94.15
Concern shown by the person you called for ambulance service	89.54	91.40	92.60	92.31	93.52	92.96	93.63
Extent to which you were told what to do until the ambulance	92.15	89.67	91.04	90.81	92.20	91.68	92.13
Extent to which the ambulance arrived in a timely manner	92.23	91.08	90.99	92.55	92.75	92.19	93.79
Cleanliness of the ambulance	97.57	94.29	93.75	93.82	95.35	93.66	95.60
Comfort of the ride	87.85	88.75	87.35	86.67	89.90	87.82	89.36
Skill of the person driving the ambulance	96.01	93.66	93.75	93.74	94.38	93.98	95.40
Care shown by the medics who arrived with the ambulance	94.85	92.54	93.85	93.73	95.13	93.71	95.47
Degree to which the medics took your problem seriously	95.25	92.40	93.81	93.46	94.36	93.41	96.25
Degree to which the medics listened to you and/or your family	95.35	92.03	93.09	92.89	93.98	93.50	95.49
Skill of the medics	95.63	92.20	94.65	93.61	94.75	93.16	95.92
Extent to which the medics kept you informed about your	93.77	90.21	92.24	91.14	93.07	91.90	94.18
Extent to which medics included you in the treatment decisions (if	93.66	90.44	91.31	91.30	92.50	91.33	93.82
Degree to which the medics relieved your pain or discomfort	88.57	88.85	89.61	89.69	91.71	91.00	92.29
Medics' concern for your privacy	96.60	91.08	92.33	92.41	94.14	93.37	94.15
Extent to which medics cared for you as a person	95.01	92.29	93.16	93.10	93.61	93.66	95.48
Professionalism of the staff in our billing office	96.74	89.27	89.55	87.06	90.53	90.74	90.22
Willingness of the staff in our billing office to address your needs	96.74	89.18	89.54	87.55	90.70	90.71	91.23
How well did our staff work together to care for you	96.25	91.98	93.36	92.91	93.85	92.83	94.56
Extent to which our staff eased your entry into the medical facility	97.21	93.13	93.77	93.59	94.36	93.02	94.99
Appropriateness of Emergency Medical Transportation treatment	95.45	92.41	93.31	92.38	94.11	93.38	94.51
Extent to which the services received were worth the fees charged	91.73	90.02	88.84	88.03	90.48	89.33	90.14
Overall rating of the care provided by our Emergency Medical	95.54	92.19	93.45	93.34	93.64	93.36	95.13
Likelihood of recommending this ambulance service to others	96.46	93.64	92.75	92.65	93.80	94.10	95.02
<b>Overall score</b>	94.53	91.57	92.28	91.96	93.35	92.47	94.07
<b>National Rank</b>	26	73	61	68	44	56	36
<b>Comparable Size (Large) Company Rank</b>	4	21	15	17	6	13	5



**Benchmark Comparison**

	<b>Your Company</b>	Total DB	Similar Sized	Texas	C.A.A.S.
<b>Total Score</b>	<b>94.53</b>	92.91	92.67	94.03	92.26
Helpfulness of the person you called for ambulance service	91.43	92.91	92.95	93.99	92.55
Concern shown by the person you called for ambulance service	89.54	92.89	92.84	93.97	92.31
Extent to which you were told what to do until the ambulance	92.15	91.37	91.20	93.37	90.60
Extent to which the ambulance arrived in a timely manner	92.23	92.60	92.62	94.46	91.92
Cleanliness of the ambulance	97.57	94.58	94.78	95.94	94.31
Comfort of the ride	87.85	87.77	87.89	90.18	86.96
Skill of the person driving the ambulance	96.01	94.17	94.39	95.31	93.94
Care shown by the medics who arrived with the ambulance	94.85	94.57	94.46	95.31	94.21
Degree to which the medics took your problem seriously	95.25	94.53	94.44	95.12	94.30
Degree to which the medics listened to you and/or your family	95.35	94.17	94.12	95.11	93.91
Skill of the medics	95.63	94.63	94.54	95.27	94.35
Extent to which the medics kept you informed about your	93.77	92.87	92.83	93.97	92.48
Extent to which medics included you in the treatment decisions	93.66	92.48	92.29	93.87	91.94
Degree to which the medics relieved your pain or discomfort	88.57	90.79	90.42	92.36	89.96
Medics' concern for your privacy	96.60	93.55	93.55	95.07	93.19
Extent to which medics cared for you as a person	95.01	94.42	94.28	95.45	94.01
Professionalism of the staff in our billing office	96.74	88.54	89.08	90.82	88.68
Willingness of the staff in our billing office to address your	96.74	88.75	89.32	91.45	88.81
How well did our staff work together to care for you	96.25	93.84	93.83	95.20	93.47
Extent to which our staff eased your entry into the medical	97.21	93.97	94.07	95.32	93.70
Appropriateness of Emergency Medical Transportation treatment	95.45	93.70	93.73	95.05	93.37
Extent to which the services received were worth the fees	91.73	88.45	88.89	90.30	88.38
Overall rating of the care provided by our Emergency Medical	95.54	93.84	93.91	94.98	93.57
Likelihood of recommending this ambulance service to others	96.46	93.51	93.62	94.78	93.42
<b>Number of Surveys for the period</b>	<b>375</b>				



## 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>92.51</b>	<b>91.86</b>
<b>Dispatch</b>	<b>92.28</b>	<b>91.64</b>
Helpfulness of the person you called for ambulance service	92.51	92.36
Concern shown by the person you called for ambulance service	92.60	92.11
Extent to which you were told what to do until the ambulance	91.74	90.46
<b>Ambulance</b>	<b>92.38</b>	<b>91.44</b>
Extent to which the ambulance arrived in a timely manner	93.06	91.76
Cleanliness of the ambulance	95.01	93.98
Comfort of the ride	88.06	87.12
Skill of the person driving the ambulance	93.39	92.91
<b>Medic</b>	<b>93.33</b>	<b>92.86</b>
Care shown by the medics who arrived with the ambulance	94.12	93.89
Degree to which the medics took your problem seriously	94.13	93.80
Degree to which the medics listened to you and/or your family	93.87	93.51
Skill of the medics	94.45	93.92
Extent to which the medics kept you informed about your treatment	92.81	92.03
Extent to which medics included you in the treatment decisions (if	92.62	91.81
Degree to which the medics relieved your pain or discomfort	89.69	90.19
Medics' concern for your privacy	94.03	92.80
Extent to which medics cared for you as a person	94.26	93.76
<b>Billing Staff Assessment</b>	<b>87.63</b>	<b>88.26</b>


**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.51</b>	<b>91.86</b>
<b>Billing Staff Assessment</b>	<b>87.63</b>	<b>88.26</b>
Professionalism of the staff in our billing office	87.61	88.21
Willingness of the staff in our billing office to address your needs	87.65	88.30
<b>Overall Assessment</b>	<b>93.12</b>	<b>91.97</b>
How well did our staff work together to care for you	94.19	92.98
Extent to which our staff eased your entry into the medical facility	93.92	93.16
Appropriateness of Emergency Medical Transportation treatment	94.11	92.92
Extent to which the services received were worth the fees charged	88.43	86.98
Overall rating of the care provided by our Emergency Medical	94.04	93.07
Likelihood of recommending this ambulance service to others	94.01	92.69



### 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>88</b>	<b>30</b>	<b>146</b>	<b>567</b>	<b>5101</b>	<b>85.99%</b>	<b>77.00%</b>
<b>Dispatch</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>49</b>	<b>217</b>	<b>76.41%</b>	<b>75.40%</b>
Helpfulness of the person you called for ambulance service	2	0	4	18	75	75.76%	76.99%
Concern shown by the person you called for ambulance service	2	3	3	16	69	74.19%	76.25%
Extent to which you were told what to do until the ambulance arrived	3	0	1	15	73	79.35%	72.95%
<b>Ambulance</b>	<b>9</b>	<b>7</b>	<b>48</b>	<b>171</b>	<b>967</b>	<b>80.45%</b>	<b>75.29%</b>
Extent to which the ambulance arrived in a timely manner	5	4	16	44	278	80.12%	76.24%
Cleanliness of the ambulance	0	0	4	20	264	91.67%	80.47%
Comfort of the ride	3	2	25	77	191	64.09%	64.51%
Skill of the person driving the ambulance	1	1	3	30	234	86.99%	79.95%
<b>Medic</b>	<b>48</b>	<b>11</b>	<b>77</b>	<b>246</b>	<b>2446</b>	<b>86.49%</b>	<b>80.20%</b>
Care shown by the medics who arrived with the ambulance	5	2	9	32	320	86.96%	82.61%
Degree to which the medics took your problem seriously	6	1	11	20	324	89.50%	83.43%
Degree to which the medics listened to you and/or your family	7	2	5	23	322	89.69%	82.12%
Skill of the medics	3	2	8	28	313	88.42%	82.67%
Extent to which the medics kept you informed about your treatment	7	0	9	36	276	84.15%	78.07%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>88</b>	<b>30</b>	<b>146</b>	<b>567</b>	<b>5101</b>	<b>85.99%</b>	<b>77.00%</b>
Extent to which medics included you in the treatment decisions (if applicable)	2	0	3	16	97	82.20%	77.38%
Degree to which the medics relieved your pain or discomfort	9	2	21	43	202	72.92%	73.36%
Medics' concern for your privacy	4	0	4	20	294	91.30%	79.19%
Extent to which medics cared for you as a person	5	2	7	28	298	87.65%	83.00%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>44</b>	<b>95.65%</b>	<b>64.06%</b>
Professionalism of the staff in our billing office	0	1	0	0	22	95.65%	63.74%
Willingness of the staff in our billing office to address your needs	0	1	0	0	22	95.65%	64.38%
<b>Overall Assessment</b>	<b>24</b>	<b>7</b>	<b>13</b>	<b>101</b>	<b>1427</b>	<b>90.78%</b>	<b>78.46%</b>
How well did our staff work together to care for you	4	3	2	20	297	91.10%	79.98%
Extent to which our staff eased your entry into the medical facility	3	2	1	14	284	93.42%	80.29%
Appropriateness of Emergency Medical Transportation treatment	6	0	3	25	267	88.70%	79.95%
Extent to which the services received were worth the fees charged	1	0	0	1	13	86.67%	68.83%
Overall rating of the care provided by our Emergency Medical Transportation service	5	2	3	26	288	88.89%	80.84%
Likelihood of recommending this ambulance service to others	5	0	4	15	278	92.05%	80.85%