EMS System Report
February 1, 2020 to February 29, 2020

Your Score

98.12

Number of Your Patients in this Report
125

Number of Patients in this Report
7,393

Number of Transport Services in All EMS DB
160
Executive Summary

This report contains data from 125 Medstar Mobile Healthcare patients who returned a questionnaire between 02/01/2020 and 02/29/2020.

The overall mean score for the standard questions was 98.12; this is a difference of 4.79 points from the overall EMS database score of 93.33.

The current score of 98.12 is a change of 3.07 points from last period’s score of 95.05. This was the 6th highest overall score for all companies in the database.

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

94.43% of responses to standard questions had a rating of Very Good, the highest rating. 99.67% of all responses were positive.

5 Highest Scores

- Willingness of the staff in our billing office to address your needs: 89.98
- Professionalism of the staff in our billing office: 89.92
- Skill of the person driving the ambulance: 94.43
- Extent to which our staff eased your entry into the medical facility: 94.17
- Cleanliness of the ambulance: 95.13

5 Lowest Scores

- Comfort of the ride: 88.26
- Extent to which the services received were worth the fees charged: 88.89
- Degree to which the medics relieved your pain or discomfort: 91.14
- Extent to which medics included you in the treatment decisions (…): 96.09
- Overall rating of the care provided by our Emergency Medical Transportation: 97.67
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.

<table>
<thead>
<tr>
<th></th>
<th>Last Period</th>
<th>This Period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Male</td>
</tr>
<tr>
<td>Under 18</td>
<td>12</td>
<td>7</td>
</tr>
<tr>
<td>18 to 30</td>
<td>9</td>
<td>3</td>
</tr>
<tr>
<td>31 to 44</td>
<td>15</td>
<td>8</td>
</tr>
<tr>
<td>45 to 54</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td>55 to 64</td>
<td>21</td>
<td>10</td>
</tr>
<tr>
<td>65 and older</td>
<td>53</td>
<td>22</td>
</tr>
<tr>
<td>Total</td>
<td>125</td>
<td>56</td>
</tr>
</tbody>
</table>

Age Ranges

Gender

- Last Period:
  - Male: 0, 0%
  - Female: 56, 45%
  - Other: 69, 55%

- This Period:
  - Male: 0, 0%
  - Female: 56, 45%
  - Other: 69, 55%
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

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.11</td>
<td>92.95</td>
<td>6.16</td>
</tr>
</tbody>
</table>

Concern shown by the person you called for ambulance service

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.07</td>
<td>93.08</td>
<td>5.99</td>
</tr>
</tbody>
</table>

Extent to which you were told what to do until the ambulance arrived

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.04</td>
<td>91.84</td>
<td>7.20</td>
</tr>
</tbody>
</table>

Overall Section Score

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.07</td>
<td>92.62</td>
<td>6.45</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th></th>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which the ambulance arrived in a timely manner</td>
<td>98.49</td>
<td>93.16</td>
<td>5.33</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>99.29</td>
<td>95.13</td>
<td>4.16</td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>92.87</td>
<td>88.26</td>
<td>4.61</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>99.51</td>
<td>94.43</td>
<td>5.08</td>
</tr>
<tr>
<td>Overall Section Score</td>
<td>97.56</td>
<td>92.78</td>
<td>4.78</td>
</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Organization Score</th>
<th>Total DB</th>
<th>Your Score</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>98.99</td>
<td>95.06</td>
<td>3.93</td>
<td></td>
</tr>
<tr>
<td>Degree to which the medics took your problem seriously</td>
<td>98.39</td>
<td>94.85</td>
<td>3.54</td>
<td></td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>97.78</td>
<td>94.64</td>
<td>3.14</td>
<td></td>
</tr>
<tr>
<td>Skill of the medics</td>
<td>98.37</td>
<td>94.91</td>
<td>3.46</td>
<td></td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your treatment</td>
<td>98.55</td>
<td>93.47</td>
<td>5.08</td>
<td></td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions (if applicable)</td>
<td>96.09</td>
<td>93.08</td>
<td>3.01</td>
<td></td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>94.48</td>
<td>91.14</td>
<td>3.34</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>98.84</td>
<td>94.05</td>
<td>4.79</td>
</tr>
</tbody>
</table>

### Extent to which medics cared for you as a person

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.17</td>
<td>95.01</td>
<td>4.16</td>
</tr>
</tbody>
</table>

### Overall Section Score

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>97.97</td>
<td>94.03</td>
<td>3.94</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.00</td>
<td>89.92</td>
<td>10.08</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.00</td>
<td>89.98</td>
<td>10.02</td>
</tr>
</tbody>
</table>

### Overall Section Score

<table>
<thead>
<tr>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.00</td>
<td>89.95</td>
<td>10.05</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Your Score</th>
<th>Total DB</th>
<th>Variance</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>How well did our staff work together to care for you</td>
<td>99.13</td>
<td>93.98</td>
<td>5.15</td>
<td>0</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical facility</td>
<td>99.33</td>
<td>94.17</td>
<td>5.16</td>
<td>0</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>98.92</td>
<td>93.89</td>
<td>5.03</td>
<td>0</td>
</tr>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>94.44</td>
<td>88.89</td>
<td>5.55</td>
<td>0</td>
</tr>
<tr>
<td>Overall rating of the care provided by our Emergency Medical Transportation service</td>
<td>97.67</td>
<td>94.12</td>
<td>3.55</td>
<td>0</td>
</tr>
<tr>
<td>Likelihood of recommending this ambulance service to others</td>
<td>98.48</td>
<td>93.69</td>
<td>4.79</td>
<td>0</td>
</tr>
</tbody>
</table>

Overall Section Score

<table>
<thead>
<tr>
<th>Overall Section Score</th>
<th>Your Score</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>98.63</td>
<td>5.50</td>
</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th>Dispatch Analysis</th>
<th>Last Period</th>
<th>Change</th>
<th>This Period</th>
<th>Total DB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>99.31</td>
<td>-0.20</td>
<td>99.11</td>
<td>92.95</td>
</tr>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>99.31</td>
<td>-0.24</td>
<td>99.07</td>
<td>93.08</td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance arrived</td>
<td>99.26</td>
<td>-0.22</td>
<td>99.04</td>
<td>91.84</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ambulance Analysis</th>
<th>Last Period</th>
<th>Change</th>
<th>This Period</th>
<th>Total DB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which the ambulance arrived in a timely manner</td>
<td>96.19</td>
<td>2.30</td>
<td>98.49</td>
<td>93.16</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>97.92</td>
<td>1.37</td>
<td>99.29</td>
<td>95.13</td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>85.81</td>
<td>7.06</td>
<td>92.87</td>
<td>88.26</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>95.44</td>
<td>4.07</td>
<td>99.51</td>
<td>94.43</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medic Analysis</th>
<th>Last Period</th>
<th>Change</th>
<th>This Period</th>
<th>Total DB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>95.21</td>
<td>3.78</td>
<td>98.99</td>
<td>95.06</td>
</tr>
<tr>
<td>Degree to which the medics took your problem seriously</td>
<td>95.57</td>
<td>2.82</td>
<td>98.39</td>
<td>94.85</td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>94.22</td>
<td>3.56</td>
<td>97.78</td>
<td>94.64</td>
</tr>
<tr>
<td>Skill of the medics</td>
<td>95.54</td>
<td>2.83</td>
<td>98.37</td>
<td>94.91</td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your treatment</td>
<td>94.34</td>
<td>4.21</td>
<td>98.55</td>
<td>93.47</td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions (if applicable)</td>
<td>94.65</td>
<td>1.44</td>
<td>96.09</td>
<td>93.08</td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>90.08</td>
<td>4.40</td>
<td>94.48</td>
<td>91.14</td>
</tr>
<tr>
<td>Medics' concern for your privacy</td>
<td>95.67</td>
<td>3.17</td>
<td>98.84</td>
<td>94.05</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>95.88</td>
<td>3.29</td>
<td>99.17</td>
<td>95.01</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing Staff Assessment Analysis</th>
<th>Last Period</th>
<th>Change</th>
<th>This Period</th>
<th>Total DB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professionalism of the staff in our billing office</td>
<td>100.00</td>
<td>-0.00</td>
<td>100.00</td>
<td>89.92</td>
</tr>
<tr>
<td>Willingness of the staff in our billing office to address your needs</td>
<td>100.00</td>
<td>-0.00</td>
<td>100.00</td>
<td>89.98</td>
</tr>
</tbody>
</table>
Question Analysis  (Continued)

<table>
<thead>
<tr>
<th>Overall Assessment Analysis</th>
<th>Last Period</th>
<th>Change</th>
<th>This Period</th>
<th>Total DB</th>
</tr>
</thead>
<tbody>
<tr>
<td>How well did our staff work together to care for you</td>
<td>96.59</td>
<td>2.54</td>
<td>99.13</td>
<td>93.98</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical facility</td>
<td>96.16</td>
<td>3.17</td>
<td>99.33</td>
<td>94.17</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>95.39</td>
<td>3.53</td>
<td>98.92</td>
<td>93.89</td>
</tr>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>65.75</td>
<td>28.69</td>
<td>94.44</td>
<td>88.89</td>
</tr>
<tr>
<td>Overall rating of the care provided by our Emergency Medical Transportation</td>
<td>95.01</td>
<td>2.66</td>
<td>97.67</td>
<td>94.12</td>
</tr>
<tr>
<td>Likelihood of recommending this ambulance service to others</td>
<td>96.44</td>
<td>2.04</td>
<td>98.48</td>
<td>93.69</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>93.75</td>
<td>95.31</td>
<td>95.37</td>
<td>95.58</td>
<td>95.97</td>
<td>94.62</td>
<td>100.00</td>
<td>100.00</td>
<td>98.65</td>
<td>97.73</td>
<td>99.31</td>
<td>99.11</td>
</tr>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>90.79</td>
<td>92.74</td>
<td>95.37</td>
<td>95.97</td>
<td>94.62</td>
<td>94.62</td>
<td>100.00</td>
<td>100.00</td>
<td>98.65</td>
<td>97.73</td>
<td>99.31</td>
<td>99.07</td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance arrived</td>
<td>92.11</td>
<td>94.05</td>
<td>91.67</td>
<td>94.00</td>
<td>94.39</td>
<td>94.15</td>
<td>100.00</td>
<td>98.21</td>
<td>98.65</td>
<td>96.77</td>
<td>99.26</td>
<td>99.04</td>
</tr>
<tr>
<td>Extent to which the ambulance arrived in a timely manner</td>
<td>95.00</td>
<td>95.90</td>
<td>96.82</td>
<td>95.94</td>
<td>95.54</td>
<td>94.19</td>
<td>96.78</td>
<td>92.20</td>
<td>94.33</td>
<td>93.44</td>
<td>96.19</td>
<td>98.49</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>99.07</td>
<td>99.07</td>
<td>98.80</td>
<td>99.75</td>
<td>97.77</td>
<td>96.04</td>
<td>99.12</td>
<td>98.21</td>
<td>99.34</td>
<td>98.06</td>
<td>97.92</td>
<td>99.29</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>92.19</td>
<td>89.26</td>
<td>91.07</td>
<td>93.04</td>
<td>90.34</td>
<td>89.58</td>
<td>95.43</td>
<td>85.13</td>
<td>90.42</td>
<td>87.27</td>
<td>85.81</td>
<td>92.87</td>
</tr>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>97.79</td>
<td>98.51</td>
<td>97.33</td>
<td>98.45</td>
<td>94.80</td>
<td>94.52</td>
<td>97.45</td>
<td>94.80</td>
<td>98.45</td>
<td>96.57</td>
<td>95.44</td>
<td>99.51</td>
</tr>
<tr>
<td>Degree to which the medics took your problem seriously</td>
<td>98.59</td>
<td>97.79</td>
<td>98.59</td>
<td>97.18</td>
<td>96.31</td>
<td>94.53</td>
<td>98.00</td>
<td>95.56</td>
<td>98.00</td>
<td>96.61</td>
<td>95.21</td>
<td>98.99</td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>96.61</td>
<td>97.79</td>
<td>98.60</td>
<td>98.00</td>
<td>95.33</td>
<td>94.33</td>
<td>95.36</td>
<td>95.57</td>
<td>97.40</td>
<td>97.01</td>
<td>95.57</td>
<td>98.39</td>
</tr>
<tr>
<td>Skill of the medics</td>
<td>97.98</td>
<td>96.98</td>
<td>97.69</td>
<td>96.34</td>
<td>95.22</td>
<td>93.66</td>
<td>95.25</td>
<td>95.26</td>
<td>97.20</td>
<td>96.57</td>
<td>94.22</td>
<td>97.78</td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your treatment</td>
<td>98.14</td>
<td>96.68</td>
<td>98.58</td>
<td>96.77</td>
<td>96.40</td>
<td>95.22</td>
<td>96.93</td>
<td>95.53</td>
<td>97.37</td>
<td>97.18</td>
<td>95.54</td>
<td>98.37</td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions (if)</td>
<td>97.06</td>
<td>95.52</td>
<td>97.29</td>
<td>95.09</td>
<td>93.98</td>
<td>93.20</td>
<td>96.90</td>
<td>94.27</td>
<td>97.58</td>
<td>96.47</td>
<td>94.34</td>
<td>98.55</td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>96.39</td>
<td>94.37</td>
<td>96.76</td>
<td>96.67</td>
<td>95.11</td>
<td>92.57</td>
<td>97.45</td>
<td>94.50</td>
<td>97.03</td>
<td>96.70</td>
<td>94.65</td>
<td>96.09</td>
</tr>
<tr>
<td>Medics' concern for your privacy</td>
<td>92.80</td>
<td>95.22</td>
<td>91.78</td>
<td>91.43</td>
<td>92.21</td>
<td>92.20</td>
<td>94.37</td>
<td>88.30</td>
<td>94.06</td>
<td>93.10</td>
<td>90.08</td>
<td>94.48</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>98.43</td>
<td>97.85</td>
<td>99.56</td>
<td>96.12</td>
<td>97.71</td>
<td>95.73</td>
<td>98.57</td>
<td>98.10</td>
<td>98.53</td>
<td>97.54</td>
<td>95.67</td>
<td>98.84</td>
</tr>
<tr>
<td>Professionalism of the staff in our billing office</td>
<td>100.00</td>
<td>50.00</td>
<td>100.00</td>
<td>100.00</td>
<td>75.00</td>
<td>75.00</td>
<td>62.50</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Willingness of the staff in our billing office to address your needs</td>
<td>100.00</td>
<td>50.00</td>
<td>100.00</td>
<td>100.00</td>
<td>75.00</td>
<td>75.00</td>
<td>50.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>How well did our staff work together to care for you</td>
<td>97.67</td>
<td>98.54</td>
<td>98.76</td>
<td>97.54</td>
<td>96.55</td>
<td>94.73</td>
<td>98.71</td>
<td>97.86</td>
<td>97.44</td>
<td>96.72</td>
<td>96.59</td>
<td>99.13</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical facility</td>
<td>98.62</td>
<td>99.35</td>
<td>98.74</td>
<td>98.08</td>
<td>97.07</td>
<td>94.14</td>
<td>98.65</td>
<td>99.10</td>
<td>98.84</td>
<td>97.41</td>
<td>96.16</td>
<td>99.33</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>96.79</td>
<td>96.86</td>
<td>97.41</td>
<td>97.03</td>
<td>95.83</td>
<td>93.34</td>
<td>96.12</td>
<td>95.39</td>
<td>96.23</td>
<td>96.46</td>
<td>95.39</td>
<td>98.92</td>
</tr>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>93.75</td>
<td>100.00</td>
<td>66.67</td>
<td>62.50</td>
<td>100.00</td>
<td>83.33</td>
<td>67.00</td>
<td>88.89</td>
<td>82.14</td>
<td>65.75</td>
<td>94.44</td>
<td></td>
</tr>
<tr>
<td>Overall rating of the care provided by our Emergency Medical Transportation</td>
<td>97.27</td>
<td>97.53</td>
<td>98.36</td>
<td>96.98</td>
<td>95.09</td>
<td>94.73</td>
<td>96.90</td>
<td>95.87</td>
<td>95.97</td>
<td>96.11</td>
<td>95.01</td>
<td>97.67</td>
</tr>
<tr>
<td>Likelihood of recommending this ambulance service to others</td>
<td>96.46</td>
<td>97.18</td>
<td>98.88</td>
<td>98.04</td>
<td>94.73</td>
<td>94.79</td>
<td>97.41</td>
<td>94.84</td>
<td>96.08</td>
<td>95.56</td>
<td>96.44</td>
<td>98.48</td>
</tr>
<tr>
<td>Your Master Score</td>
<td>96.87</td>
<td>96.73</td>
<td>97.33</td>
<td>96.57</td>
<td>95.35</td>
<td>94.08</td>
<td>97.12</td>
<td>95.14</td>
<td>96.85</td>
<td>96.03</td>
<td>95.05</td>
<td>98.12</td>
</tr>
<tr>
<td>Your Total Responses</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>125</td>
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<td>125</td>
</tr>
</tbody>
</table>
Monthly tracking of Overall Survey Score

Graph showing the overall survey score from April 2019 to February 2020. The scores range from 92.5 to 102.5, with slight fluctuations throughout the months. The graph includes a trend line for overall benchmark rating and another for Medstar Mobile Healthcare Survey Rating.
## Greatest Increase and Decrease in Scores by Question

### Increases

<table>
<thead>
<tr>
<th>Question</th>
<th>Last Period</th>
<th>This Period</th>
<th>Change</th>
<th>Total DB Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>65.75</td>
<td>94.44</td>
<td>28.69</td>
<td>88.89</td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>85.81</td>
<td>92.87</td>
<td>7.06</td>
<td>88.26</td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>90.08</td>
<td>94.48</td>
<td>4.40</td>
<td>91.14</td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your treatment</td>
<td>94.34</td>
<td>98.55</td>
<td>4.22</td>
<td>93.47</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>95.44</td>
<td>99.51</td>
<td>4.07</td>
<td>94.43</td>
</tr>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>95.21</td>
<td>98.99</td>
<td>3.78</td>
<td>95.06</td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>94.22</td>
<td>97.78</td>
<td>3.56</td>
<td>94.64</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>95.39</td>
<td>98.92</td>
<td>3.54</td>
<td>93.89</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>95.88</td>
<td>99.17</td>
<td>3.29</td>
<td>95.01</td>
</tr>
<tr>
<td>Medics' concern for your privacy</td>
<td>95.67</td>
<td>98.84</td>
<td>3.17</td>
<td>94.05</td>
</tr>
</tbody>
</table>

### Decreases

<table>
<thead>
<tr>
<th>Question</th>
<th>Last Period</th>
<th>This Period</th>
<th>Change</th>
<th>Total DB Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>99.31</td>
<td>99.07</td>
<td>-0.23</td>
<td>93.08</td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance arrived</td>
<td>99.26</td>
<td>99.04</td>
<td>-0.23</td>
<td>91.84</td>
</tr>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>99.31</td>
<td>99.11</td>
<td>-0.20</td>
<td>92.95</td>
</tr>
</tbody>
</table>
### Greatest Scores Above Benchmarks by Question

<table>
<thead>
<tr>
<th>Highest Above Benchmark</th>
<th>This Period</th>
<th>Variance</th>
<th>Total DB Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Willingness of the staff in our billing office to address your needs</td>
<td>100.00</td>
<td>10.02</td>
<td>89.98</td>
</tr>
<tr>
<td>Professionalism of the staff in our billing office</td>
<td>100.00</td>
<td>10.08</td>
<td>89.92</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>99.51</td>
<td>5.08</td>
<td>94.43</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical facility</td>
<td>99.33</td>
<td>5.16</td>
<td>94.17</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>99.29</td>
<td>4.17</td>
<td>95.13</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>99.17</td>
<td>4.16</td>
<td>95.01</td>
</tr>
<tr>
<td>How well did our staff work together to care for you</td>
<td>99.13</td>
<td>5.15</td>
<td>93.98</td>
</tr>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>99.11</td>
<td>6.16</td>
<td>92.95</td>
</tr>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>99.07</td>
<td>6.00</td>
<td>93.08</td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance arrived</td>
<td>99.04</td>
<td>7.19</td>
<td>91.84</td>
</tr>
</tbody>
</table>

![Bar Chart](image)
**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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Your Score</th>
<th>Correlation Coefficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>94.44</td>
<td>.998594692</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>98.92</td>
<td>.898095348</td>
</tr>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>98.99</td>
<td>.889129544</td>
</tr>
<tr>
<td>Skill of the medics</td>
<td>98.37</td>
<td>.815208527</td>
</tr>
<tr>
<td>Medics' concern for your privacy</td>
<td>98.84</td>
<td>.812547596</td>
</tr>
<tr>
<td>How well did our staff work together to care for you</td>
<td>99.13</td>
<td>.799501403</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>99.17</td>
<td>.792004112</td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your treatment</td>
<td>98.55</td>
<td>.761493118</td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions (if applicable)</td>
<td>96.09</td>
<td>.752095895</td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>97.78</td>
<td>.745111398</td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>94.48</td>
<td>.731970263</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>99.29</td>
<td>.695924708</td>
</tr>
<tr>
<td>Degree to which the medics took your problem seriously</td>
<td>98.39</td>
<td>.64130305</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>99.51</td>
<td>.63471702</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical facility</td>
<td>99.33</td>
<td>.609766086</td>
</tr>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>99.11</td>
<td>.593683634</td>
</tr>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>99.07</td>
<td>.592996117</td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance arrived</td>
<td>99.04</td>
<td>.592253532</td>
</tr>
<tr>
<td>Extent to which the ambulance arrived in a timely manner</td>
<td>98.49</td>
<td>.539643869</td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>92.87</td>
<td>.529360527</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Your Company</th>
<th>Comparison Companies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>99.11</td>
<td>A 92.15 B 91.30 C 92.32 D 95.77 E 92.41 F 93.16</td>
</tr>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>99.07</td>
<td>A 93.47 B 91.14 C 92.54 D 95.63 E 92.89 F 94.69</td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance</td>
<td>99.04</td>
<td>A 93.75 B 90.02 C 90.95 D 94.92 E 92.84 F 93.98</td>
</tr>
<tr>
<td>Extent to which the ambulance arrived in a timely manner</td>
<td>98.49</td>
<td>A 95.05 B 88.22 C 93.07 D 92.57 E 90.48 F 95.29</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>99.29</td>
<td>A 95.79 B 93.51 C 93.96 D 95.08 E 94.24 F 95.34</td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>92.87</td>
<td>A 89.53 B 84.03 C 88.81 D 89.71 E 89.91 F 89.84</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>99.51</td>
<td>A 94.48 B 92.01 C 94.93 D 95.22 E 94.94 F 95.16</td>
</tr>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>98.99</td>
<td>A 95.88 B 93.50 C 94.77 D 95.89 E 95.68 F 95.22</td>
</tr>
<tr>
<td>Degree to which the medics took your problem seriously</td>
<td>98.39</td>
<td>A 95.28 B 93.41 C 95.11 D 95.55 E 95.36 F 95.81</td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>97.78</td>
<td>A 96.07 B 93.47 C 95.32 D 94.86 E 94.82 F 95.96</td>
</tr>
<tr>
<td>Skill of the medics</td>
<td>98.37</td>
<td>A 95.98 B 93.45 C 95.20 D 95.55 E 95.04 F 95.38</td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your</td>
<td>98.55</td>
<td>A 94.32 B 91.88 C 93.16 D 92.29 E 93.51 F 94.63</td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions (if</td>
<td>96.09</td>
<td>A 93.09 B 91.94 C 92.18 D 94.49 E 92.94 F 95.22</td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>94.48</td>
<td>A 91.88 B 88.74 C 93.91 D 91.27 E 92.41 F 93.28</td>
</tr>
<tr>
<td>Medics' concern for your privacy</td>
<td>98.84</td>
<td>A 95.12 B 91.71 C 93.99 D 93.67 E 95.35 F 94.32</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>99.17</td>
<td>A 95.74 B 93.36 C 94.97 D 94.46 E 95.36 F 95.42</td>
</tr>
<tr>
<td>Professionalism of the staff in our billing office</td>
<td>100.00</td>
<td>A 88.82 B 86.93 C 89.26 D 90.00 E 89.71 F 92.63</td>
</tr>
<tr>
<td>Willingness of the staff in our billing office to address your needs</td>
<td>100.00</td>
<td>A 89.71 B 85.78 C 90.68 D 88.60 E 90.06 F 90.80</td>
</tr>
<tr>
<td>How well did our staff work together to care for you</td>
<td>99.13</td>
<td>A 94.19 B 91.63 C 94.81 D 93.28 E 93.38 F 94.87</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical facility</td>
<td>99.33</td>
<td>A 92.76 B 92.13 C 93.54 D 93.38 E 93.22 F 95.45</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>98.92</td>
<td>A 92.63 B 91.39 C 94.64 D 93.66 E 94.00 F 95.17</td>
</tr>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>94.44</td>
<td>A 89.94 B 85.39 C 90.13 D 94.55 E 89.59 F 92.07</td>
</tr>
<tr>
<td>Overall rating of the care provided by our Emergency Medical</td>
<td>97.67</td>
<td>A 94.71 B 91.56 C 94.78 D 94.93 E 94.49 F 95.07</td>
</tr>
<tr>
<td>Likelihood of recommending this ambulance service to others</td>
<td>98.48</td>
<td>A 94.05 B 91.23 C 93.36 D 93.59 E 94.26 F 93.64</td>
</tr>
</tbody>
</table>

Overall score: 98.12 93.82 90.97 93.41 93.89 93.28 94.40
National Rank: 6 42 71 49 40 50 29
Comparable Size (Large) Company Rank: 1 8 20 10 7 11 4
## Benchmark Comparison

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Your Company</th>
<th>Total DB</th>
<th>Similar Sized</th>
<th>Texas</th>
<th>CAAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>99.11</td>
<td>92.95</td>
<td>92.78</td>
<td>94.05</td>
<td>92.65</td>
</tr>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>99.07</td>
<td>93.08</td>
<td>92.85</td>
<td>94.34</td>
<td>92.79</td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance</td>
<td>99.04</td>
<td>91.84</td>
<td>91.54</td>
<td>93.47</td>
<td>91.67</td>
</tr>
<tr>
<td>Extent to which the ambulance arrived in a timely manner</td>
<td>98.49</td>
<td>93.16</td>
<td>92.69</td>
<td>94.57</td>
<td>92.79</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>99.29</td>
<td>95.13</td>
<td>94.85</td>
<td>96.39</td>
<td>94.88</td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>92.87</td>
<td>88.26</td>
<td>88.20</td>
<td>91.02</td>
<td>87.77</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>99.51</td>
<td>94.43</td>
<td>94.32</td>
<td>95.74</td>
<td>94.20</td>
</tr>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>98.99</td>
<td>95.06</td>
<td>95.02</td>
<td>96.09</td>
<td>94.91</td>
</tr>
<tr>
<td>Degree to which the medics took your problem seriously</td>
<td>98.39</td>
<td>94.85</td>
<td>94.70</td>
<td>95.82</td>
<td>94.57</td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>97.78</td>
<td>94.64</td>
<td>94.55</td>
<td>95.59</td>
<td>94.38</td>
</tr>
<tr>
<td>Skill of the medics</td>
<td>98.37</td>
<td>94.91</td>
<td>94.80</td>
<td>96.04</td>
<td>94.65</td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your</td>
<td>98.55</td>
<td>93.47</td>
<td>93.29</td>
<td>94.59</td>
<td>93.21</td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions</td>
<td>96.09</td>
<td>93.08</td>
<td>93.08</td>
<td>93.81</td>
<td>92.73</td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>94.48</td>
<td>91.14</td>
<td>90.90</td>
<td>92.78</td>
<td>90.62</td>
</tr>
<tr>
<td>Medics' concern for your privacy</td>
<td>98.84</td>
<td>94.05</td>
<td>93.87</td>
<td>95.17</td>
<td>93.81</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>99.17</td>
<td>95.01</td>
<td>94.85</td>
<td>95.99</td>
<td>94.72</td>
</tr>
<tr>
<td>Professionalism of the staff in our billing office</td>
<td>100.00</td>
<td>89.92</td>
<td>89.03</td>
<td>89.95</td>
<td>88.85</td>
</tr>
<tr>
<td>Willingness of the staff in our billing office to address your</td>
<td>100.00</td>
<td>89.98</td>
<td>89.10</td>
<td>90.40</td>
<td>88.97</td>
</tr>
<tr>
<td>How well did our staff work together to care for you</td>
<td>99.13</td>
<td>93.98</td>
<td>93.60</td>
<td>94.97</td>
<td>93.62</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical</td>
<td>99.33</td>
<td>94.17</td>
<td>93.93</td>
<td>94.97</td>
<td>93.96</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>98.92</td>
<td>93.89</td>
<td>93.68</td>
<td>94.73</td>
<td>93.68</td>
</tr>
<tr>
<td>Extent to which the services received were worth the fees</td>
<td>94.44</td>
<td>88.89</td>
<td>88.52</td>
<td>90.07</td>
<td>88.31</td>
</tr>
<tr>
<td>Overall rating of the care provided by our Emergency Medical</td>
<td>97.67</td>
<td>94.12</td>
<td>93.97</td>
<td>94.83</td>
<td>93.79</td>
</tr>
<tr>
<td>Likelihood of recommending this ambulance service to others</td>
<td>98.48</td>
<td>93.69</td>
<td>93.38</td>
<td>94.71</td>
<td>93.32</td>
</tr>
</tbody>
</table>

### Number of Surveys for the period

| Number of Surveys for the period | 125          |

### Overall Score

| Overall Score | 98.12 | 93.07 | 92.81 | 94.17 | 92.70 |
**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.

<table>
<thead>
<tr>
<th></th>
<th>Your Score</th>
<th>Total DB</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Facility Rating</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dispatch</td>
<td>92.99</td>
<td>91.9</td>
</tr>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>93.23</td>
<td>92.56</td>
</tr>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>93.21</td>
<td>92.33</td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance arrived</td>
<td>92.52</td>
<td>90.80</td>
</tr>
<tr>
<td><strong>Ambulance</strong></td>
<td>93.16</td>
<td>91.65</td>
</tr>
<tr>
<td>Extent to which the ambulance arrived in a timely manner</td>
<td>93.73</td>
<td>91.96</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>96.06</td>
<td>94.21</td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>88.49</td>
<td>87.31</td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>94.36</td>
<td>93.13</td>
</tr>
<tr>
<td><strong>Medic</strong></td>
<td>94.12</td>
<td>93.1</td>
</tr>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>94.88</td>
<td>94.11</td>
</tr>
<tr>
<td>Degree to which the medics took your problem seriously</td>
<td>94.87</td>
<td>94.03</td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>94.56</td>
<td>93.74</td>
</tr>
<tr>
<td>Skill of the medics</td>
<td>95.14</td>
<td>94.13</td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your treatment</td>
<td>93.69</td>
<td>92.30</td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions (if applicable)</td>
<td>93.27</td>
<td>92.08</td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>90.45</td>
<td>90.39</td>
</tr>
<tr>
<td>Medics' concern for your privacy</td>
<td>95.08</td>
<td>93.08</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>95.11</td>
<td>94.00</td>
</tr>
<tr>
<td><strong>Billing Staff Assessment</strong></td>
<td>87.69</td>
<td>88.56</td>
</tr>
</tbody>
</table>
### Cumulative Comparisons (Continued)

<table>
<thead>
<tr>
<th>Section</th>
<th>Your Score</th>
<th>Total DB</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Facility Rating</strong></td>
<td>93.21</td>
<td>92.11</td>
</tr>
<tr>
<td><strong>Billing Staff Assessment</strong></td>
<td>87.69</td>
<td>88.56</td>
</tr>
<tr>
<td>Professionalism of the staff in our billing office</td>
<td>87.67</td>
<td>88.48</td>
</tr>
<tr>
<td>Willingness of the staff in our billing office to address your needs</td>
<td>87.71</td>
<td>88.63</td>
</tr>
<tr>
<td><strong>Overall Assessment</strong></td>
<td>93.85</td>
<td>92.24</td>
</tr>
<tr>
<td>How well did our staff work together to care for you</td>
<td>95.17</td>
<td>93.23</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical facility</td>
<td>95.23</td>
<td>93.41</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>94.72</td>
<td>93.16</td>
</tr>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>88.43</td>
<td>87.40</td>
</tr>
<tr>
<td>Overall rating of the care provided by our Emergency Medical</td>
<td>94.76</td>
<td>93.30</td>
</tr>
<tr>
<td>Likelihood of recommending this ambulance service to others</td>
<td>94.79</td>
<td>92.92</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Top Box Comparisons</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Company % Very Good</th>
<th>EMS DB % Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Company Rating</td>
<td>2 5 26 86 6</td>
<td>2019</td>
<td>94.43%</td>
<td>78.11%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dispatch</td>
<td>0 0 0 3 78</td>
<td>96.30%</td>
<td>76.39%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Helpfulness of the person you called for ambulance service</td>
<td>0 0 0 1 27</td>
<td>96.43%</td>
<td>77.41%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concern shown by the person you called for ambulance service</td>
<td>0 0 0 1 26</td>
<td>96.30%</td>
<td>77.40%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extent to which you were told what to do until the ambulance arrived</td>
<td>0 0 0 1 25</td>
<td>96.15%</td>
<td>74.37%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ambulance</td>
<td>1 1 7 21 399</td>
<td>93.01%</td>
<td>76.84%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extent to which the ambulance arrived in a timely manner</td>
<td>0 0 1 5 110</td>
<td>94.83%</td>
<td>77.76%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>0 0 0 3 103</td>
<td>97.17%</td>
<td>82.34%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>1 1 6 11 86</td>
<td>81.90%</td>
<td>66.38%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill of the person driving the ambulance</td>
<td>0 0 0 2 100</td>
<td>98.04%</td>
<td>80.87%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic</td>
<td>1 3 12 47 972</td>
<td>93.91%</td>
<td>81.37%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care shown by the medics who arrived with the ambulance</td>
<td>0 0 0 5 119</td>
<td>95.97%</td>
<td>83.97%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Degree to which the medics took your problem seriously</td>
<td>0 0 2 4 118</td>
<td>95.16%</td>
<td>84.19%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Degree to which the medics listened to you and/or your family</td>
<td>0 1 1 6 116</td>
<td>93.55%</td>
<td>83.51%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill of the medics</td>
<td>0 0 1 6 116</td>
<td>94.31%</td>
<td>83.39%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extent to which the medics kept you informed about your treatment</td>
<td>0 0 0 7 114</td>
<td>94.21%</td>
<td>79.63%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Top Box Comparisons (Continued)

<table>
<thead>
<tr>
<th></th>
<th>Very Poor</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>% Very Good</th>
<th>EMS DB % Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Company Rating</strong></td>
<td>2</td>
<td>5</td>
<td>26</td>
<td>86</td>
<td>2019</td>
<td>94.43%</td>
<td>78.11%</td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions (if applicable)</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>9</td>
<td>84</td>
<td>87.50%</td>
<td>79.00%</td>
</tr>
<tr>
<td>Degree to which the medics relieved your pain or discomfort</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>5</td>
<td>84</td>
<td>88.42%</td>
<td>73.72%</td>
</tr>
<tr>
<td>Medics’ concern for your privacy</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>104</td>
<td>96.30%</td>
<td>80.15%</td>
</tr>
<tr>
<td>Extent to which medics cared for you as a person</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>117</td>
<td>97.50%</td>
<td>84.79%</td>
</tr>
<tr>
<td><strong>Billing Staff Assessment</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>100.00%</td>
<td>66.41%</td>
</tr>
<tr>
<td>Professionalism of the staff in our billing office</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>100.00%</td>
<td>66.29%</td>
</tr>
<tr>
<td>Willingness of the staff in our billing office to address your needs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>100.00%</td>
<td>66.53%</td>
</tr>
<tr>
<td><strong>Overall Assessment</strong></td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>15</td>
<td>562</td>
<td>96.07%</td>
<td>78.82%</td>
</tr>
<tr>
<td>How well did our staff work together to care for you</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>112</td>
<td>97.39%</td>
<td>80.30%</td>
</tr>
<tr>
<td>Extent to which our staff eased your entry into the medical facility</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>111</td>
<td>99.11%</td>
<td>80.67%</td>
</tr>
<tr>
<td>Appropriateness of Emergency Medical Transportation treatment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>111</td>
<td>95.69%</td>
<td>79.98%</td>
</tr>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>8</td>
<td>88.89%</td>
<td>69.12%</td>
</tr>
<tr>
<td>Overall rating of the care provided by our Emergency Medical Transportation service</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>110</td>
<td>93.22%</td>
<td>81.53%</td>
</tr>
<tr>
<td>Likelihood of recommending this ambulance service to others</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>110</td>
<td>95.65%</td>
<td>81.30%</td>
</tr>
</tbody>
</table>