

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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## EMS System Report

July 1, 2020 to September 30, 2020

Your Score

**95.63**

Number of Your Patients in this Report

**375**

Number of Patients in this Report

**19,420**

Number of Transport Services in All EMS DB

**167**





## Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **07/01/2020** and **09/30/2020**.

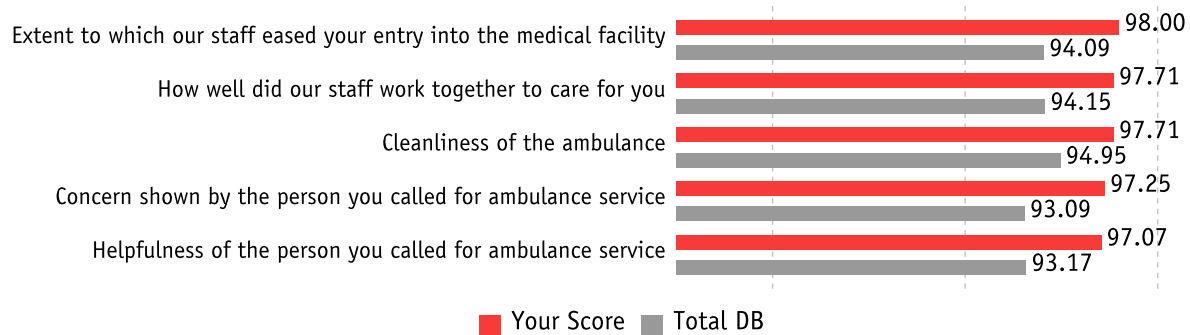
The overall mean score for the standard questions was **95.63**; this is a difference of **2.38** points from the overall EMS database score of **93.25**.

The current score of **95.63** is a change of **-0.48** points from last period's score of **96.11**. This was the **15th** highest overall score for all companies in the database.

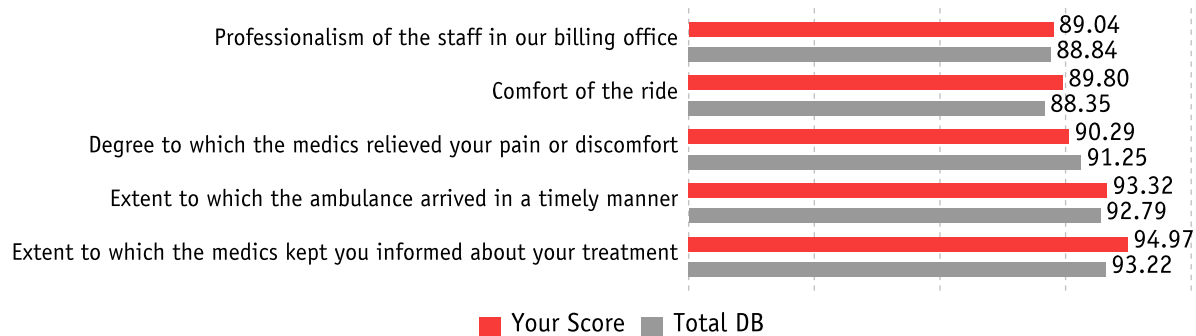
You are ranked **2nd** for comparably sized companies in the system.

**87.67%** of responses to standard questions had a rating of Very Good, the highest rating. **98.88%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

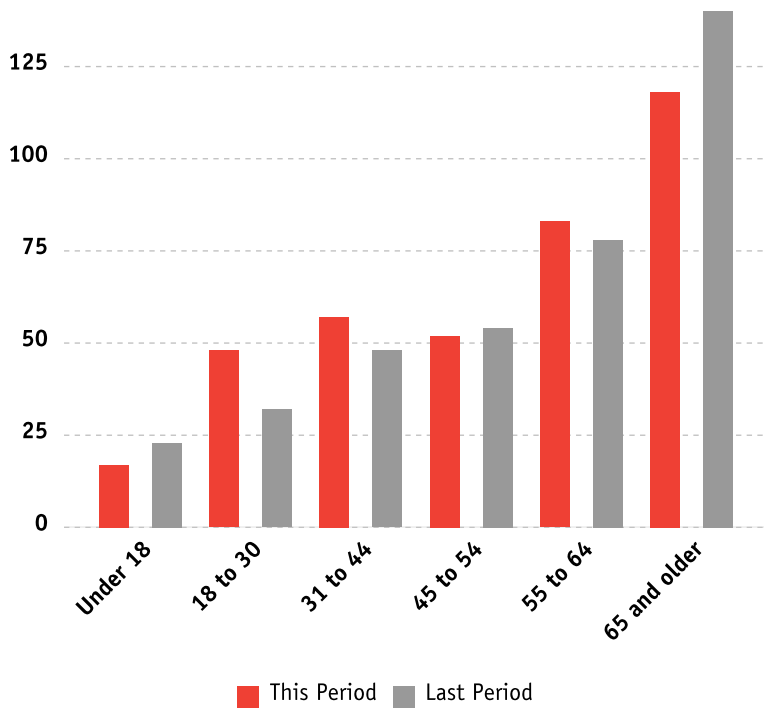




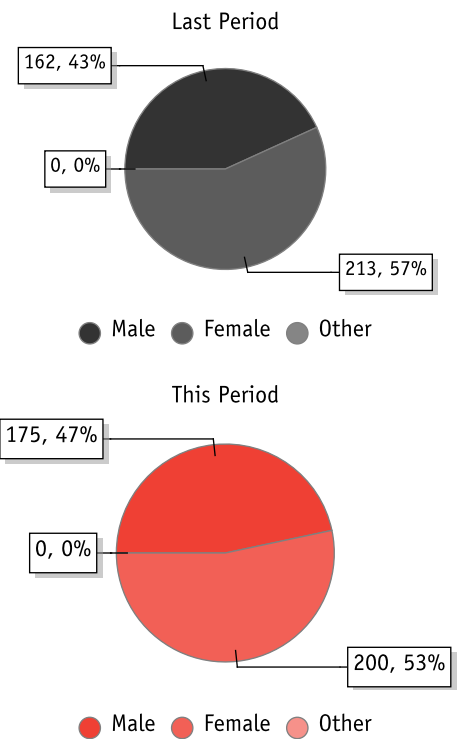
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	23	16	7	0	17	9	8	0
18 to 30	32	9	23	0	48	25	23	0
31 to 44	48	17	31	0	57	31	26	0
45 to 54	54	27	27	0	52	28	24	0
55 to 64	78	41	37	0	83	36	47	0
65 and older	140	52	88	0	118	46	72	0
<b>Total</b>	<b>375</b>	<b>162</b>	<b>213</b>	<b>0</b>	<b>375</b>	<b>175</b>	<b>200</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	96.83	0.24	97.07	93.17
Concern shown by the person you called for ambulance service	96.83	0.42	97.25	93.09
Extent to which you were told what to do until the ambulance arrived	96.63	0.16	96.79	91.85

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.89	-2.57	93.32	92.79
Cleanliness of the ambulance	98.62	-0.91	97.71	94.95
Comfort of the ride	89.14	0.66	89.80	88.35
Skill of the person driving the ambulance	95.78	-0.22	95.56	94.16

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	97.18	-0.59	96.59	94.83
Degree to which the medics took your problem seriously	97.73	-1.91	95.82	94.73
Degree to which the medics listened to you and/or your family	97.10	-1.63	95.47	94.36
Skill of the medics	97.40	-0.49	96.91	94.83
Extent to which the medics kept you informed about your treatment	96.11	-1.14	94.97	93.22
Extent to which medics included you in the treatment decisions (if applicable)	95.32	0.05	95.37	93.05
Degree to which the medics relieved your pain or discomfort	89.65	0.64	90.29	91.25
Medics' concern for your privacy	96.67	-0.04	96.63	93.98
Extent to which medics cared for you as a person	97.28	-1.05	96.23	94.86

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	91.67	-2.63	89.04	88.84
Willingness of the staff in our billing office to address your needs	91.67	3.62	95.29	88.93



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	97.22	0.49	97.71	94.15
Extent to which our staff eased your entry into the medical facility	98.14	-0.14	98.00	94.09
Appropriateness of Emergency Medical Transportation treatment	96.61	-0.15	96.46	93.98
Extent to which the services received were worth the fees charged	57.85	37.46	95.31	89.19
Overall rating of the care provided by our Emergency Medical Transportation	96.50	-0.24	96.26	94.23
Likelihood of recommending this ambulance service to others	96.75	-0.80	95.95	93.85



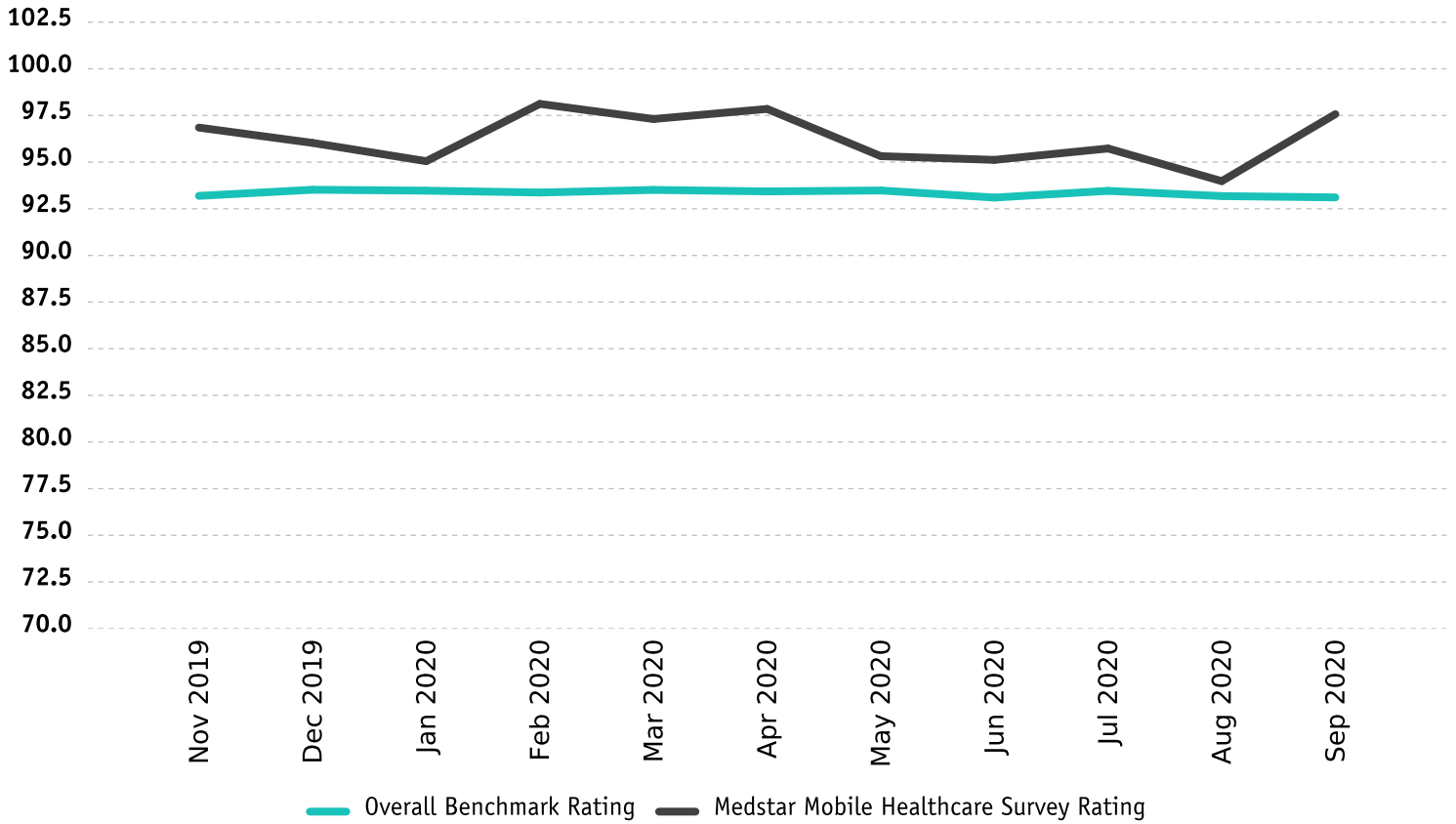
### Monthly Breakdown

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.

	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020
Helpfulness of the person you called for ambulance service	100.00	98.65	97.73	99.31	99.11	97.86	98.86	95.59	95.97	97.44	95.14	98.61
Concern shown by the person you called for ambulance service	100.00	98.65	97.73	99.31	99.07	96.53	98.86	95.59	95.97	97.44	95.14	99.26
Extent to which you were told what to do until the ambulance arrived	98.21	98.65	96.77	99.26	99.04	97.79	98.86	95.10	95.97	97.44	95.14	97.79
Extent to which the ambulance arrived in a timely manner	92.20	94.33	93.44	96.19	98.49	98.13	98.19	94.11	95.34	93.30	92.59	94.29
Cleanliness of the ambulance	98.21	99.34	98.06	97.92	99.29	98.88	99.52	98.36	97.94	98.10	96.07	99.40
Comfort of the ride	85.13	90.42	87.27	85.81	92.87	94.59	92.88	89.15	85.29	85.93	91.15	93.11
Skill of the person driving the ambulance	94.80	98.45	96.57	95.44	99.51	97.28	97.52	95.29	94.38	95.57	93.93	97.76
Care shown by the medics who arrived with the ambulance	95.56	98.00	96.61	95.21	98.99	98.40	98.79	95.98	96.77	97.40	95.01	97.48
Degree to which the medics took your problem seriously	95.57	97.40	97.01	95.57	98.39	98.20	99.60	97.19	96.40	96.20	94.41	97.09
Degree to which the medics listened to you and/or your family	95.26	97.20	96.57	94.22	97.78	97.78	98.79	96.98	95.49	95.73	93.76	97.37
Skill of the medics	95.53	97.37	97.18	95.54	98.37	97.78	98.60	96.61	97.00	97.58	95.21	98.35
Extent to which the medics kept you informed about your treatment	94.27	97.58	96.47	94.34	98.55	97.13	96.77	96.35	95.17	95.25	93.35	96.88
Extent to which medics included you in the treatment decisions (if	94.50	97.03	96.70	94.65	96.09	96.74	97.35	95.69	92.82	95.04	94.13	98.13
Degree to which the medics relieved your pain or discomfort	88.30	94.06	93.10	90.08	94.48	93.20	95.15	89.34	83.90	86.69	89.65	95.27
Medics' concern for your privacy	98.10	98.53	97.54	95.67	98.84	98.48	97.82	96.44	95.75	97.36	94.60	98.31
Extent to which medics cared for you as a person	96.70	98.14	97.76	95.88	99.17	97.78	98.33	96.52	96.98	96.75	95.05	97.09
Professionalism of the staff in our billing office		62.50	100.00	100.00	100.00	83.44	100.00	81.25	100.00		67.00	92.05
Willingness of the staff in our billing office to address your needs		50.50	100.00	100.00	100.00	83.44	100.00	81.25	100.00		67.00	100.00
How well did our staff work together to care for you	97.86	97.44	96.72	96.59	99.13	98.36	97.92	96.35	97.41	98.31	95.81	99.11
Extent to which our staff eased your entry into the medical facility	99.10	98.84	97.41	96.16	99.33	98.26	99.11	97.28	98.08	98.82	96.75	98.54
Appropriateness of Emergency Medical Transportation treatment	95.39	96.23	96.46	95.39	98.92	98.14	97.69	95.63	96.52	96.93	94.30	98.64
Extent to which the services received were worth the fees charged	67.00	88.89	82.14	65.75	94.44	86.17	75.25	50.13	50.00	100.00	92.82	98.47
Overall rating of the care provided by our Emergency Medical Transportation	95.87	95.97	96.11	95.01	97.67	97.52	97.71	95.26	96.55	97.29	92.79	98.89
Likelihood of recommending this ambulance service to others	94.84	96.08	95.56	96.44	98.48	97.71	98.11	95.50	96.55	96.67	93.55	98.86
Your Master Score	95.14	96.85	96.03	95.05	98.12	97.31	97.85	95.32	95.12	95.73	93.98	97.57
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



### Monthly tracking of Overall Survey Score





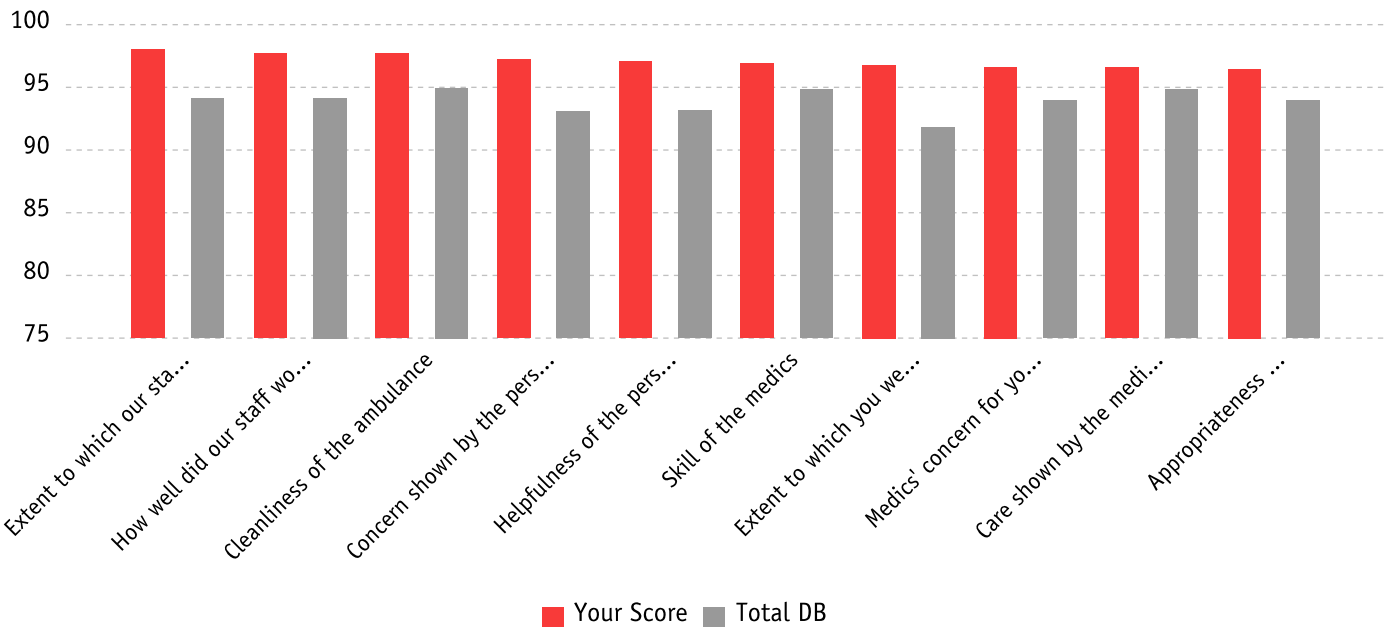
### Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Extent to which the services received were worth the fees charged	57.85	95.31	37.46	89.19
Willingness of the staff in our billing office to address your needs	91.67	95.29	3.62	88.93
Comfort of the ride	89.14	89.80	0.66	88.35
Degree to which the medics relieved your pain or discomfort	89.65	90.29	0.64	91.25
How well did our staff work together to care for you	97.22	97.71	0.49	94.15
Concern shown by the person you called for ambulance service	96.83	97.25	0.42	93.09
Helpfulness of the person you called for ambulance service	96.83	97.07	0.25	93.17
Extent to which you were told what to do until the ambulance arrived	96.63	96.79	0.16	91.85
Extent to which medics included you in the treatment decisions (if applicable)	95.32	95.37	0.05	93.05
<b>Decreases</b>				
Professionalism of the staff in our billing office	91.67	89.04	-2.63	88.84
Extent to which the ambulance arrived in a timely manner	95.89	93.32	-2.57	92.79
Degree to which the medics took your problem seriously	97.73	95.82	-1.91	94.73
Degree to which the medics listened to you and/or your family	97.10	95.47	-1.63	94.36
Extent to which the medics kept you informed about your treatment	96.11	94.97	-1.14	93.22
Extent to which medics cared for you as a person	97.28	96.23	-1.05	94.86
Cleanliness of the ambulance	98.62	97.71	-0.91	94.95
Likelihood of recommending this ambulance service to others	96.75	95.95	-0.80	93.85
Care shown by the medics who arrived with the ambulance	97.18	96.59	-0.59	94.83
Skill of the medics	97.40	96.91	-0.49	94.83



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Extent to which our staff eased your entry into the medical facility	98.00	3.91	94.09
How well did our staff work together to care for you	97.71	3.56	94.15
Cleanliness of the ambulance	97.71	2.76	94.95
Concern shown by the person you called for ambulance service	97.25	4.15	93.09
Helpfulness of the person you called for ambulance service	97.07	3.90	93.17
Skill of the medics	96.91	2.08	94.83
Extent to which you were told what to do until the ambulance arrived	96.79	4.94	91.85
Medics' concern for your privacy	96.63	2.65	93.98
Care shown by the medics who arrived with the ambulance	96.59	1.76	94.83
Appropriateness of Emergency Medical Transportation treatment	96.46	2.48	93.98





**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
Willingness of the staff in our billing office to address your needs	95.29	.988716828
Concern shown by the person you called for ambulance service	97.25	.921666956
Extent to which medics included you in the treatment decisions (if applicable)	95.37	.917819764
Helpfulness of the person you called for ambulance service	97.07	.910159095
Care shown by the medics who arrived with the ambulance	96.59	.896218403
Appropriateness of Emergency Medical Transportation treatment	96.46	.871567456
Degree to which the medics listened to you and/or your family	95.47	.870400011
Professionalism of the staff in our billing office	89.04	.869801248
Medics' concern for your privacy	96.63	.869176762
Skill of the medics	96.91	.863398232
Degree to which the medics took your problem seriously	95.82	.858186299
How well did our staff work together to care for you	97.71	.848819486
Extent to which medics cared for you as a person	96.23	.848756493
Extent to which the services received were worth the fees charged	95.31	.839076866
Skill of the person driving the ambulance	95.56	.837013776
Extent to which you were told what to do until the ambulance arrived	96.79	.834584745
Extent to which the medics kept you informed about your treatment	94.97	.822492105
Cleanliness of the ambulance	97.71	.785154235
Extent to which our staff eased your entry into the medical facility	98.00	.777760579
Degree to which the medics relieved your pain or discomfort	90.29	.758623893
Comfort of the ride	89.80	.691042244
Extent to which the ambulance arrived in a timely manner	93.32	.687579248





**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	97.07	92.63	92.41	92.33	92.04	93.76	94.12
Concern shown by the person you called for ambulance service	97.25	92.59	92.72	92.22	92.21	93.77	94.27
Extent to which you were told what to do until the ambulance	96.79	90.85	91.61	89.78	91.01	93.59	92.11
Extent to which the ambulance arrived in a timely manner	93.32	93.68	89.78	92.93	90.91	93.08	93.39
Cleanliness of the ambulance	97.71	94.79	93.86	94.66	93.79	95.56	94.47
Comfort of the ride	89.80	90.26	85.84	89.07	88.40	89.85	89.38
Skill of the person driving the ambulance	95.56	94.04	93.21	94.27	94.04	93.98	94.16
Care shown by the medics who arrived with the ambulance	96.59	93.34	93.93	95.03	92.15	95.42	94.45
Degree to which the medics took your problem seriously	95.82	93.59	93.86	95.74	92.43	95.02	94.59
Degree to which the medics listened to you and/or your family	95.47	93.30	93.32	94.29	92.08	95.03	94.00
Skill of the medics	96.91	94.30	93.92	94.42	92.85	95.40	94.56
Extent to which the medics kept you informed about your	94.97	92.20	92.14	93.07	89.21	93.65	93.86
Extent to which medics included you in the treatment decisions (if	95.37	91.55	92.45	92.92	90.02	93.61	93.75
Degree to which the medics relieved your pain or discomfort	90.29	89.94	90.16	91.08	89.88	90.94	91.97
Medics' concern for your privacy	96.63	93.31	92.88	93.53	92.11	94.33	93.88
Extent to which medics cared for you as a person	96.23	93.83	94.09	94.66	92.93	95.45	94.72
Professionalism of the staff in our billing office	89.04	87.37	88.86	89.34	88.53	91.24	89.94
Willingness of the staff in our billing office to address your needs	95.29	88.17	88.58	90.14	87.53	90.63	89.44
How well did our staff work together to care for you	97.71	93.02	92.98	93.99	91.76	94.29	93.50
Extent to which our staff eased your entry into the medical facility	98.00	93.57	93.27	94.09	93.09	94.67	93.51
Appropriateness of Emergency Medical Transportation treatment	96.46	93.62	93.20	94.10	92.91	94.83	93.61
Extent to which the services received were worth the fees charged	95.31	88.31	88.26	89.37	90.47	90.90	89.69
Overall rating of the care provided by our Emergency Medical	96.26	93.29	92.79	93.78	92.49	94.36	94.51
Likelihood of recommending this ambulance service to others	95.95	92.29	92.72	93.81	92.42	95.30	93.79
<b>Overall score</b>	95.63	92.49	92.12	93.07	91.63	93.83	93.32
<b>National Rank</b>	15	53	61	42	70	32	38
<b>Comparable Size (Large) Company Rank</b>	2	15	17	10	18	6	9



**Benchmark Comparison**

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	97.07	93.17	93.33	94.35	93.29	94.55
Concern shown by the person you called for ambulance service	97.25	93.09	93.30	94.19	93.21	94.10
Extent to which you were told what to do until the ambulance	96.79	91.85	91.86	93.58	91.93	93.86
Extent to which the ambulance arrived in a timely manner	93.32	92.79	92.65	93.91	92.85	94.01
Cleanliness of the ambulance	97.71	94.95	94.84	95.77	94.95	96.05
Comfort of the ride	89.80	88.35	88.31	90.72	88.10	90.15
Skill of the person driving the ambulance	95.56	94.16	94.07	94.94	94.20	95.18
Care shown by the medics who arrived with the ambulance	96.59	94.83	94.74	95.46	94.96	96.08
Degree to which the medics took your problem seriously	95.82	94.73	94.67	95.15	94.90	95.82
Degree to which the medics listened to you and/or your family	95.47	94.36	94.23	94.92	94.50	95.58
Skill of the medics	96.91	94.83	94.83	95.65	94.94	95.91
Extent to which the medics kept you informed about your	94.97	93.22	93.04	94.03	93.38	94.87
Extent to which medics included you in the treatment decisions	95.37	93.05	93.01	93.90	93.29	94.75
Degree to which the medics relieved your pain or discomfort	90.29	91.25	91.24	91.84	91.39	92.59
Medics' concern for your privacy	96.63	93.98	93.92	94.97	94.11	95.53
Extent to which medics cared for you as a person	96.23	94.86	94.77	95.18	95.05	96.02
Professionalism of the staff in our billing office	89.04	88.84	89.13	90.71	89.08	89.56
Willingness of the staff in our billing office to address your	95.29	88.93	89.33	90.66	89.31	89.56
How well did our staff work together to care for you	97.71	94.15	93.99	95.05	94.27	95.62
Extent to which our staff eased your entry into the medical	98.00	94.09	94.22	95.20	94.25	95.16
Appropriateness of Emergency Medical Transportation treatment	96.46	93.98	94.12	94.69	94.18	94.93
Extent to which the services received were worth the fees	95.31	89.19	89.65	90.57	89.58	89.47
Overall rating of the care provided by our Emergency Medical	96.26	94.23	94.18	94.70	94.39	95.37
Likelihood of recommending this ambulance service to others	95.95	93.85	93.84	94.91	94.06	95.07
<b>Number of Surveys for the period</b>	375					
<b>Overall Score</b>	<b>95.63</b>	<b>92.95</b>	<b>92.97</b>	<b>93.96</b>	<b>93.09</b>	<b>94.16</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>93.39</b>	<b>92.19</b>
<b>Dispatch</b>	<b>93.26</b>	<b>91.99</b>
Helpfulness of the person you called for ambulance service	93.49	92.64
Concern shown by the person you called for ambulance service	93.47	92.41
Extent to which you were told what to do until the ambulance	92.83	90.92
<b>Ambulance</b>	<b>93.31</b>	<b>91.73</b>
Extent to which the ambulance arrived in a timely manner	93.86	92.04
Cleanliness of the ambulance	96.25	94.28
Comfort of the ride	88.64	87.40
Skill of the person driving the ambulance	94.50	93.19
<b>Medic</b>	<b>94.29</b>	<b>93.16</b>
Care shown by the medics who arrived with the ambulance	95.08	94.18
Degree to which the medics took your problem seriously	95.07	94.10
Degree to which the medics listened to you and/or your family	94.74	93.79
Skill of the medics	95.34	94.19
Extent to which the medics kept you informed about your treatment	93.88	92.38
Extent to which medics included you in the treatment decisions (if	93.50	92.16
Degree to which the medics relieved your pain or discomfort	90.45	90.46
Medics' concern for your privacy	95.24	93.15
Extent to which medics cared for you as a person	95.27	94.07
<b>Billing Staff Assessment</b>	<b>87.78</b>	<b>88.58</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.39</b>	<b>92.19</b>
<b>Billing Staff Assessment</b>	<b>87.78</b>	<b>88.58</b>
Professionalism of the staff in our billing office	87.70	88.54
Willingness of the staff in our billing office to address your needs	87.85	88.63
<b>Overall Assessment</b>	<b>94.04</b>	<b>92.32</b>
How well did our staff work together to care for you	95.39	93.31
Extent to which our staff eased your entry into the medical facility	95.50	93.47
Appropriateness of Emergency Medical Transportation treatment	94.92	93.22
Extent to which the services received were worth the fees charged	88.54	87.54
Overall rating of the care provided by our Emergency Medical	94.93	93.38
Likelihood of recommending this ambulance service to others	94.95	93.00



### 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>33</b>	<b>37</b>	<b>152</b>	<b>552</b>	<b>5503</b>	<b>87.67%</b>	<b>77.80%</b>
<b>Dispatch</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>19</b>	<b>300</b>	<b>91.19%</b>	<b>76.56%</b>
Helpfulness of the person you called for ambulance service	0	0	3	7	101	90.99%	77.98%
Concern shown by the person you called for ambulance service	0	0	3	6	100	91.74%	77.22%
Extent to which you were told what to do until the ambulance arrived	0	0	4	6	99	90.83%	74.46%
<b>Ambulance</b>	<b>7</b>	<b>11</b>	<b>45</b>	<b>132</b>	<b>991</b>	<b>83.56%</b>	<b>76.31%</b>
Extent to which the ambulance arrived in a timely manner	2	5	17	32	277	83.18%	76.74%
Cleanliness of the ambulance	1	0	2	18	262	92.58%	81.74%
Comfort of the ride	3	6	20	48	212	73.36%	66.83%
Skill of the person driving the ambulance	1	0	6	34	240	85.41%	79.93%
<b>Medic</b>	<b>15</b>	<b>22</b>	<b>73</b>	<b>262</b>	<b>2574</b>	<b>87.37%</b>	<b>81.06%</b>
Care shown by the medics who arrived with the ambulance	1	2	4	31	321	89.42%	83.31%
Degree to which the medics took your problem seriously	1	3	7	32	310	87.82%	83.73%
Degree to which the medics listened to you and/or your family	1	3	11	27	300	87.72%	82.66%
Skill of the medics	1	0	6	26	307	90.29%	83.13%
Extent to which the medics kept you informed about your treatment	1	2	9	39	282	84.68%	78.81%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>33</b>	<b>37</b>	<b>152</b>	<b>552</b>	<b>5503</b>	<b>87.67%</b>	<b>77.80%</b>
Extent to which medics included you in the treatment decisions (if applicable)	1	1	10	29	261	86.42%	78.97%
Degree to which the medics relieved your pain or discomfort	6	8	18	23	220	80.00%	74.81%
Medics' concern for your privacy	1	2	3	25	273	89.80%	80.05%
Extent to which medics cared for you as a person	2	1	5	30	300	88.76%	84.07%
<b>Billing Staff Assessment</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>39</b>	<b>84.78%</b>	<b>64.35%</b>
Professionalism of the staff in our billing office	1	0	2	3	19	76.00%	64.06%
Willingness of the staff in our billing office to address your needs	1	0	0	0	20	95.24%	64.64%
<b>Overall Assessment</b>	<b>9</b>	<b>4</b>	<b>22</b>	<b>136</b>	<b>1599</b>	<b>90.34%</b>	<b>79.02%</b>
How well did our staff work together to care for you	1	1	2	21	324	92.84%	80.65%
Extent to which our staff eased your entry into the medical facility	1	1	1	17	304	93.83%	80.44%
Appropriateness of Emergency Medical Transportation treatment	2	1	3	29	289	89.20%	80.35%
Extent to which the services received were worth the fees charged	1	0	5	8	103	88.03%	69.91%
Overall rating of the care provided by our Emergency Medical Transportation service	2	0	6	33	313	88.42%	81.56%
Likelihood of recommending this ambulance service to others	2	1	5	28	266	88.08%	81.23%