

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



1515 Center Street

Lansing, MI 48096

(517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

## Patient Experience Report

September 1, 2023 to September 30, 2023

Your Score

**88.50**

Your Patients in this Report

**131**

Total Patients in this Report

**4,055**

Total EMS Organizations

**227**





## Executive Summary

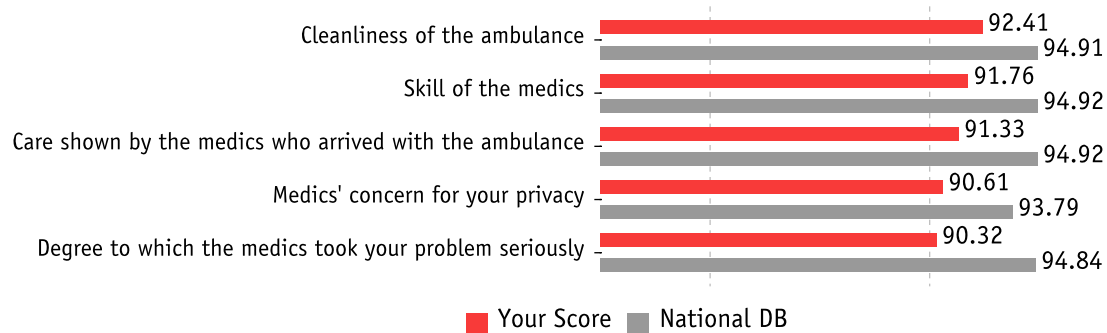
Your overall score for the time period selected is **88.50**. This is a difference of **-0.68** from your previous period's score of **89.18**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **73.80%**.

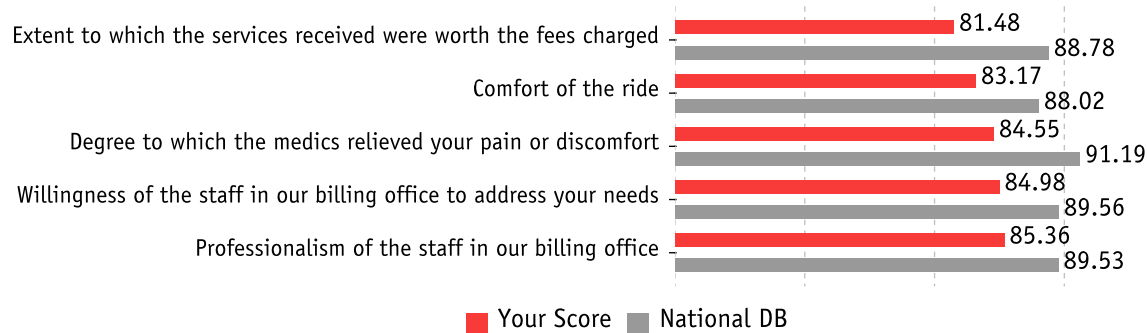
In addition, your rolling 12- month score of **90.77** is a difference of **-2.00** from the national database score of **92.77**.

When compared to all organizations in the national database, your score of **90.77** is ranked **78th** and **24th** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

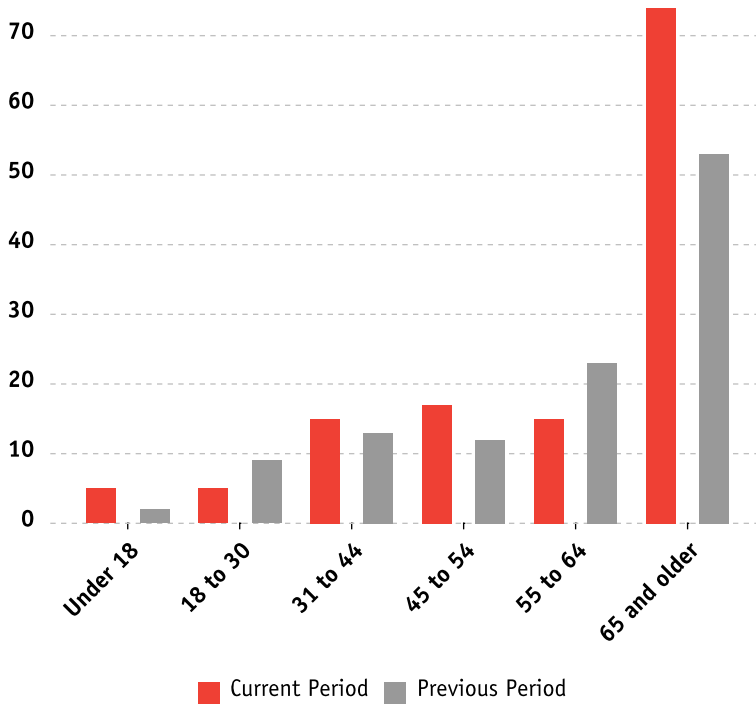




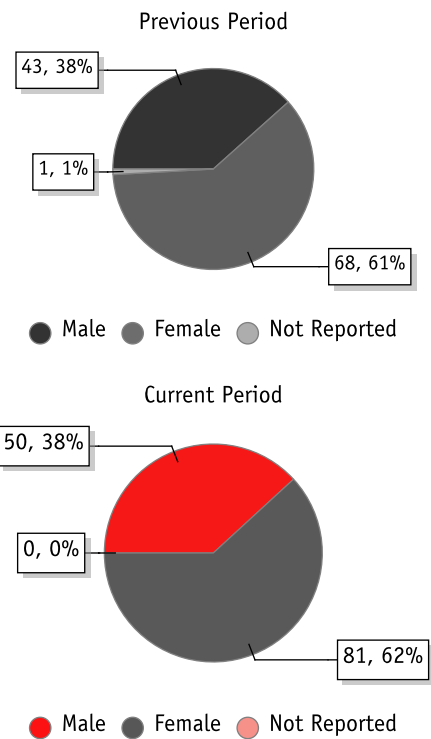
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	2	1	1	0	5	4	1	0
18 to 30	9	7	2	0	5	0	5	0
31 to 44	13	4	8	1	15	6	9	0
45 to 54	12	5	7	0	17	7	10	0
55 to 64	23	9	14	0	15	7	8	0
65 and older	53	17	36	0	74	26	48	0
<b>Total</b>	<b>112</b>	<b>43</b>	<b>68</b>	<b>1</b>	<b>131</b>	<b>50</b>	<b>81</b>	<b>0</b>

**Age Ranges**



**Gender**





### Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



### Overall Composite Score





### Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



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



### Overall Composite Score







### Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

<b>Dispatch Composite</b>	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	88.72	92.22	-3.50	93.31
Concern shown by the person you called for ambulance service	87.15	90.05	-2.90	92.95
Extent to which you were told what to do until the ambulance arrived	87.53	89.48	-1.95	91.89
<b>Ambulance Composite</b>	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	87.64	87.53	0.11	92.63
Cleanliness of the ambulance	92.41	92.53	-0.12	94.91
Comfort of the ride	83.17	80.87	2.30	88.02
Skill of the person driving the ambulance	89.34	89.49	-0.15	94.49
<b>Medic Composite</b>	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	91.33	91.70	-0.37	94.92
Degree to which the medics took your problem seriously	90.32	92.60	-2.28	94.84
Degree to which the medics listened to you and/or your family	90.12	91.54	-1.42	94.45
Skill of the medics	91.76	91.70	0.06	94.92
Extent to which the medics kept you informed about your treatment	90.02	88.32	1.70	93.55
Extent to which medics included you in the treatment decisions (if applicable)	88.50	88.75	-0.25	92.89
Degree to which the medics relieved your pain or discomfort	84.55	86.11	-1.56	91.19
Medics' concern for your privacy	90.61	90.12	0.49	93.79
Extent to which medics cared for you as a person	90.13	91.03	-0.90	94.62
<b>Billing Office Staff Composite</b>	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	85.36	83.38	1.98	89.53
Willingness of the staff in our billing office to address your needs	84.98	83.98	1.00	89.56



**Question Analysis (Continued)**

<b>Overall Experience Composite</b>	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	<b>89.67</b>	<b>90.55</b>	<b>-0.88</b>	<b>94.07</b>
Extent to which our staff eased your entry into the medical facility	<b>90.03</b>	<b>90.94</b>	<b>-0.91</b>	<b>94.47</b>
Appropriateness of Emergency Medical Transportation treatment	<b>89.47</b>	<b>89.90</b>	<b>-0.43</b>	<b>93.99</b>
Extent to which the services received were worth the fees charged	<b>81.48</b>	<b>82.11</b>	<b>-0.63</b>	<b>88.78</b>
Overall rating of the care provided by our Emergency Medical Transportation	<b>88.24</b>	<b>90.80</b>	<b>-2.56</b>	<b>94.05</b>
Likelihood of recommending this ambulance service to others	<b>88.04</b>	<b>90.44</b>	<b>-2.40</b>	<b>93.75</b>



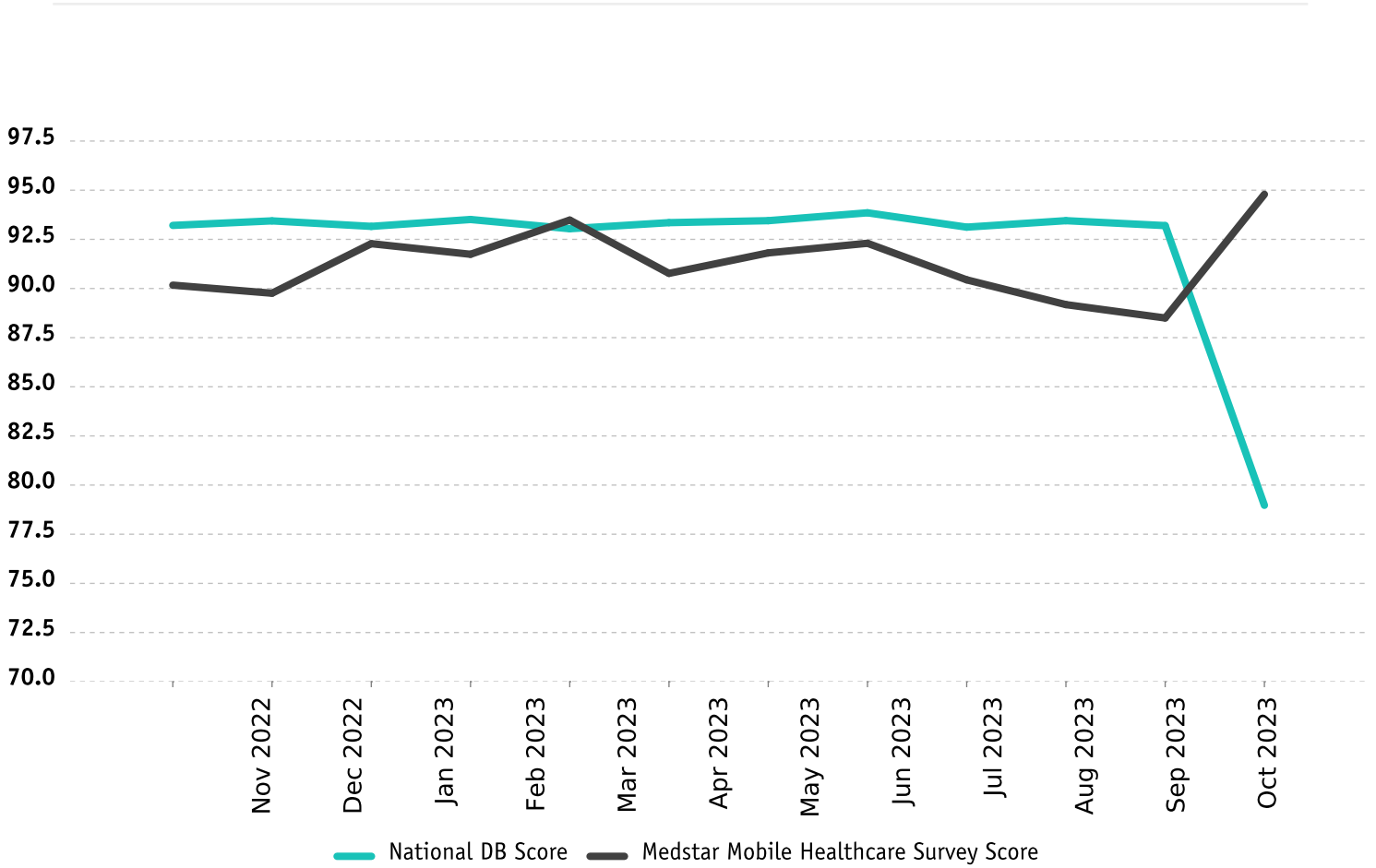
### Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023
Helpfulness of the person you called for ambulance service	93.08	93.10	91.94	93.61	95.60	96.00	94.78	94.15	94.06	94.16	92.22	88.72
Concern shown by the person you called for ambulance service	92.26	91.93	90.18	92.02	93.76	94.68	92.53	92.81	92.22	94.09	90.05	87.15
Extent to which you were told what to do until the ambulance arrived	92.45	92.47	86.69	91.63	93.83	93.75	92.45	91.19	91.37	92.29	89.48	87.53
Extent to which the ambulance arrived in a timely manner	90.69	88.49	88.65	92.45	92.74	91.42	89.16	89.93	92.93	88.90	87.53	87.64
Cleanliness of the ambulance	94.96	94.69	93.02	95.38	94.19	95.75	93.61	94.86	93.97	94.06	92.53	92.41
Comfort of the ride	84.80	86.55	82.23	86.99	86.48	88.44	85.67	83.14	85.36	86.15	80.87	83.17
Skill of the person driving the ambulance	92.20	91.62	92.14	94.37	94.12	94.80	93.23	92.59	92.66	91.31	89.49	89.34
Care shown by the medics who arrived with the ambulance	92.07	91.75	92.60	93.97	92.08	96.96	93.81	94.48	95.69	93.13	91.70	91.33
Degree to which the medics took your problem seriously	91.33	91.19	91.88	93.73	91.02	95.92	92.26	94.13	94.87	91.00	92.60	90.32
Degree to which the medics listened to you and/or your family	92.13	91.69	92.18	94.28	93.05	95.92	92.32	94.83	94.76	91.43	91.54	90.12
Skill of the medics	92.19	92.51	92.68	94.37	93.92	95.60	92.90	93.80	94.86	92.00	91.70	91.76
Extent to which the medics kept you informed about your treatment	91.42	90.70	90.59	92.77	91.30	94.48	90.67	92.82	92.64	89.58	88.32	90.02
Extent to which medics included you in the treatment decisions (if	90.53	89.40	89.27	93.65	90.53	94.36	90.34	93.05	92.04	90.17	88.75	88.50
Degree to which the medics relieved your pain or discomfort	87.43	85.96	86.86	89.84	84.74	90.82	86.83	88.75	89.58	87.12	86.11	84.55
Medics' concern for your privacy	91.15	91.58	91.38	93.47	91.79	94.09	91.31	93.27	93.67	90.22	90.12	90.61
Extent to which medics cared for you as a person	91.20	90.95	91.58	95.02	93.05	94.69	91.33	93.87	93.33	91.80	91.03	90.13
Professionalism of the staff in our billing office	86.84	85.20	83.03	84.94	88.85	89.29	87.38	85.86	88.72	84.63	83.38	85.36
Willingness of the staff in our billing office to address your needs	87.11	84.82	82.10	84.17	89.45	87.62	84.88	85.28	87.39	84.26	83.98	84.98
How well did our staff work together to care for you	90.84	91.57	91.44	93.54	92.29	92.99	91.69	93.49	93.22	91.35	90.55	89.67
Extent to which our staff eased your entry into the medical facility	91.42	91.70	91.20	92.66	92.40	94.27	91.31	93.79	92.91	92.79	90.94	90.03
Appropriateness of Emergency Medical Transportation treatment	90.44	90.72	91.82	93.69	93.05	92.58	91.96	92.34	93.63	90.91	89.90	89.47
Extent to which the services received were worth the fees charged	87.05	82.52	83.06	84.21	86.33	87.01	82.43	84.40	87.21	83.19	82.11	81.48
Overall rating of the care provided by our Emergency Medical Transportation	90.58	89.91	91.20	93.80	92.47	93.51	91.31	92.51	92.24	90.80	90.80	88.24
Likelihood of recommending this ambulance service to others	90.59	88.88	91.21	93.63	92.19	94.13	90.36	92.78	93.12	90.45	90.44	88.04
Overall Score	90.76	90.17	89.76	92.28	91.74	93.48	90.77	91.81	92.30	90.44	89.18	88.50
Respondents	135	145	138	181	86	159	132	190	149	161	112	131



### Monthly Overall Survey Score





### Greatest Increase and Decrease in Scores by Question

<b>Increases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Comfort of the ride	83.17	80.87	2.30	88.02
Professionalism of the staff in our billing office	85.36	83.38	1.98	89.53
Extent to which the medics kept you informed about your treatment	90.02	88.32	1.70	93.55
Willingness of the staff in our billing office to address your needs	84.98	83.98	1.00	89.56
Medics' concern for your privacy	90.61	90.12	0.48	93.79
Extent to which the ambulance arrived in a timely manner	87.64	87.53	0.12	92.63
Skill of the medics	91.76	91.70	0.06	94.92
<b>Decreases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Helpfulness of the person you called for ambulance service	88.72	92.22	-3.50	93.31
Concern shown by the person you called for ambulance service	87.15	90.05	-2.90	92.95
Overall rating of the care provided by our Emergency Medical Transportation service	88.24	90.80	-2.56	94.05
Likelihood of recommending this ambulance service to others	88.04	90.44	-2.40	93.75
Degree to which the medics took your problem seriously	90.32	92.60	-2.28	94.84
Extent to which you were told what to do until the ambulance arrived	87.53	89.48	-1.94	91.89
Degree to which the medics relieved your pain or discomfort	84.55	86.11	-1.56	91.19
Degree to which the medics listened to you and/or your family	90.12	91.54	-1.42	94.45
Extent to which our staff eased your entry into the medical facility	90.03	90.94	-0.90	94.47
Extent to which medics cared for you as a person	90.13	91.03	-0.89	94.62



### Greatest Scores Above Benchmarks by Question

---

No scores above benchmark for this period.



**Key Drivers** — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
How well did our staff work together to care for you	89.67	.93940882
Extent to which medics cared for you as a person	90.13	.916594065
Degree to which the medics listened to you and/or your family	90.12	.916081288
Skill of the medics	91.76	.912707516
Appropriateness of Emergency Medical Transportation treatment	89.47	.909577379
Extent to which our staff eased your entry into the medical facility	90.03	.904534286
Extent to which the medics kept you informed about your treatment	90.02	.901976257
Care shown by the medics who arrived with the ambulance	91.33	.90124531
Degree to which the medics took your problem seriously	90.32	.890585488
Extent to which medics included you in the treatment decisions (if applicable)	88.50	.882813043
Skill of the person driving the ambulance	89.34	.857333249
Concern shown by the person you called for ambulance service	87.15	.857237676
Extent to which the services received were worth the fees charged	81.48	.853809729
Medics' concern for your privacy	90.61	.850639346
Helpfulness of the person you called for ambulance service	88.72	.822865005
Degree to which the medics relieved your pain or discomfort	84.55	.817570561
Cleanliness of the ambulance	92.41	.778621396
Extent to which you were told what to do until the ambulance arrived	87.53	.758803443
Willingness of the staff in our billing office to address your needs	84.98	.744077941
Professionalism of the staff in our billing office	85.36	.722588471
Extent to which the ambulance arrived in a timely manner	87.64	.704823326
Comfort of the ride	83.17	.699973782





**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	<b>88.72</b>	0	92.00	95.17	91.67	91.88	92.93
Concern shown by the person you called for ambulance service	<b>87.15</b>	0	93.42	93.07	96.25	91.53	92.93
Extent to which you were told what to do until the ambulance	<b>87.53</b>	0	91.24	95.00	94.74	91.68	87.50
Extent to which the ambulance arrived in a timely manner	<b>87.64</b>	0	90.37	90.36	88.54	89.06	93.98
Cleanliness of the ambulance	<b>92.41</b>	0	93.80	95.36	93.48	93.76	96.43
Comfort of the ride	<b>83.17</b>	0	83.71	87.88	90.48	85.78	88.29
Skill of the person driving the ambulance	<b>89.34</b>	0	93.59	95.41	95.24	93.13	95.41
Care shown by the medics who arrived with the ambulance	<b>91.33</b>	0	94.76	94.34	92.09	94.33	95.75
Degree to which the medics took your problem seriously	<b>90.32</b>	0	94.88	93.56	92.09	94.48	96.15
Degree to which the medics listened to you and/or your family	<b>90.12</b>	0	94.21	93.30	92.09	93.61	96.08
Skill of the medics	<b>91.76</b>	0	94.92	94.33	93.23	94.64	96.08
Extent to which the medics kept you informed about your	<b>90.02</b>	0	93.44	92.84	89.53	91.47	92.55
Extent to which medics included you in the treatment decisions (if	<b>88.50</b>	0	92.32	91.80	89.53	91.02	87.53
Degree to which the medics relieved your pain or discomfort	<b>84.55</b>	0	90.06	92.51	86.89	90.45	91.07
Medics' concern for your privacy	<b>90.61</b>	0	92.91	94.11	89.33	92.75	95.83
Extent to which medics cared for you as a person	<b>90.13</b>	0	94.61	94.79	89.82	93.50	95.43
Professionalism of the staff in our billing office	<b>85.36</b>	0	88.98	91.88	85.71	90.95	88.54
Willingness of the staff in our billing office to address your needs	<b>84.98</b>	0	89.06	91.89	85.71	90.09	88.54
How well did our staff work together to care for you	<b>89.67</b>	0	93.14	94.67	93.52	93.32	92.35
Extent to which our staff eased your entry into the medical facility	<b>90.03</b>	0	93.75	95.48	91.35	93.31	93.37
Appropriateness of Emergency Medical Transportation treatment	<b>89.47</b>	0	92.80	93.91	90.95	93.49	96.20
Extent to which the services received were worth the fees charged	<b>81.48</b>	0	87.01	90.59	85.35	88.33	84.43
Overall rating of the care provided by our Emergency Medical	<b>88.24</b>	0	92.87	92.95	90.95	94.49	94.79
Likelihood of recommending this ambulance service to others	<b>88.04</b>	0	93.39	93.61	91.35	93.89	91.35
<b>Overall score</b>	<b>88.50</b>		92.31	93.35	91.20	92.22	93.00



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	88.72	93.31	93.21	92.92	93.12	93.27
Concern shown by the person you called for ambulance service	87.15	92.95	92.97	92.40	92.82	92.55
Extent to which you were told what to do until the ambulance	87.53	91.89	92.03	92.31	91.49	92.21
Extent to which the ambulance arrived in a timely manner	87.64	92.63	91.99	92.41	92.08	92.89
Cleanliness of the ambulance	92.41	94.91	94.69	94.75	94.70	95.10
Comfort of the ride	83.17	88.02	87.76	87.86	87.67	88.58
Skill of the person driving the ambulance	89.34	94.49	94.17	93.32	94.15	94.32
Care shown by the medics who arrived with the ambulance	91.33	94.92	94.68	94.80	94.63	95.00
Degree to which the medics took your problem seriously	90.32	94.84	94.61	94.31	94.60	94.66
Degree to which the medics listened to you and/or your family	90.12	94.45	94.35	94.11	94.24	94.35
Skill of the medics	91.76	94.92	94.88	94.79	94.82	95.19
Extent to which the medics kept you informed about your	90.02	93.55	93.38	93.16	93.27	93.62
Extent to which medics included you in the treatment decisions	88.50	92.89	92.65	92.36	92.44	92.26
Degree to which the medics relieved your pain or discomfort	84.55	91.19	90.89	90.37	90.82	90.43
Medics' concern for your privacy	90.61	93.79	93.56	93.40	93.64	93.39
Extent to which medics cared for you as a person	90.13	94.62	94.51	93.95	94.34	94.33
Professionalism of the staff in our billing office	85.36	89.53	89.60	89.09	89.65	88.88
Willingness of the staff in our billing office to address your	84.98	89.56	89.71	89.31	89.81	88.79
How well did our staff work together to care for you	89.67	94.07	93.91	93.76	93.76	93.74
Extent to which our staff eased your entry into the medical	90.03	94.47	94.26	93.68	94.26	94.21
Appropriateness of Emergency Medical Transportation treatment	89.47	93.99	93.60	93.80	93.84	94.31
Extent to which the services received were worth the fees	81.48	88.78	88.17	88.84	88.12	87.98
Overall rating of the care provided by our Emergency Medical	88.24	94.05	93.69	93.65	93.70	93.95
Likelihood of recommending this ambulance service to others	88.04	93.75	93.43	93.48	93.62	93.94
<b>Overall Score</b>	<b>88.50</b>	<b>92.98</b>	<b>92.78</b>	<b>92.62</b>	<b>92.73</b>	<b>92.83</b>



**Benchmark Comparison**

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
<b>Number of organizations in compare group</b>		227	57	19	47	13
<b>Minimum Score</b>	14.12	1.00	1.00	1.00	1.00	1.00
<b>Maximum Score</b>	100	100	100	100	100	100
<b>Mean Score</b>	90.77	92.76	92.28	92.18	91.79	91.28
<b>Your Percentile</b>		9th	12th	N/A	13th	20th
<b>Your Rank</b>		78	24	N/A	28	9

**Minimum Score** - This is the lowest score in the benchmark group.

**Maximum Score** - This is the highest score in the benchmark group.

**Mean Score** - This is where your mean score ranks against others in the compare group.

**Your Percentile** - This is the percentage of scores that fall below your mean score.

**Your Rank** - This is where your mean score ranks against others in the compare group.



## 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>92.90</b>	<b>92.45</b>
<b>Dispatch</b>	<b>93.04</b>	<b>92.3</b>
Helpfulness of the person you called for ambulance service	93.60	92.93
Concern shown by the person you called for ambulance service	93.09	92.69
Extent to which you were told what to do until the ambulance	92.42	91.27
<b>Ambulance</b>	<b>92.88</b>	<b>92.07</b>
Extent to which the ambulance arrived in a timely manner	93.06	92.25
Cleanliness of the ambulance	95.97	94.52
Comfort of the ride	88.23	87.67
Skill of the person driving the ambulance	94.27	93.85
<b>Medic</b>	<b>93.96</b>	<b>93.39</b>
Care shown by the medics who arrived with the ambulance	94.90	94.40
Degree to which the medics took your problem seriously	94.74	94.31
Degree to which the medics listened to you and/or your family	94.46	94.00
Skill of the medics	95.14	94.41
Extent to which the medics kept you informed about your treatment	93.56	92.64
Extent to which medics included you in the treatment decisions (if	93.18	92.41
Degree to which the medics relieved your pain or discomfort	89.95	90.71
Medics' concern for your privacy	94.78	93.39
Extent to which medics cared for you as a person	94.89	94.27
<b>Billing Office Staff</b>	<b>86.63</b>	<b>88.78</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.90</b>	<b>92.45</b>
<b>Billing Office Staff</b>	<b>86.63</b>	<b>88.78</b>
Professionalism of the staff in our billing office	86.82	88.77
Willingness of the staff in our billing office to address your needs	86.44	88.79
<b>Overall Experience</b>	<b>93.34</b>	<b>92.57</b>
How well did our staff work together to care for you	94.97	93.52
Extent to which our staff eased your entry into the medical facility	94.96	93.65
Appropriateness of Emergency Medical Transportation treatment	94.49	93.45
Extent to which the services received were worth the fees charged	86.88	87.97
Overall rating of the care provided by our Emergency Medical	94.41	93.61
Likelihood of recommending this ambulance service to others	94.33	93.22



### 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>111</b>	<b>64</b>	<b>119</b>	<b>467</b>	<b>2144</b>	<b>73.8%</b>	<b>79.01%</b>
<b>Dispatch</b>	<b>15</b>	<b>5</b>	<b>18</b>	<b>75</b>	<b>267</b>	<b>70.26%</b>	<b>78.18%</b>
Helpfulness of the person you called for ambulance service	6	2	5	18	97	75.78%	80.04%
Concern shown by the person you called for ambulance service	5	3	7	23	90	70.31%	78.34%
Extent to which you were told what to do until the ambulance arrived	4	0	6	34	80	64.52%	76.15%
<b>Ambulance</b>	<b>18</b>	<b>5</b>	<b>29</b>	<b>91</b>	<b>353</b>	<b>71.17%</b>	<b>76.97%</b>
Extent to which the ambulance arrived in a timely manner	6	2	5	24	92	71.32%	77.19%
Cleanliness of the ambulance	1	0	6	22	96	76.80%	82.22%
Comfort of the ride	5	3	12	30	73	59.35%	67.10%
Skill of the person driving the ambulance	6	0	6	15	92	77.31%	81.36%
<b>Medic</b>	<b>46</b>	<b>24</b>	<b>31</b>	<b>147</b>	<b>881</b>	<b>78.03%</b>	<b>82.07%</b>
Care shown by the medics who arrived with the ambulance	6	2	2	11	108	83.72%	84.68%
Degree to which the medics took your problem seriously	7	2	2	13	107	81.68%	85.11%
Degree to which the medics listened to you and/or your family	6	2	3	16	104	79.39%	83.94%
Skill of the medics	4	4	2	10	107	84.25%	84.27%
Extent to which the medics kept you informed about your treatment	3	3	3	23	93	74.40%	80.63%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>111</b>	<b>64</b>	<b>119</b>	<b>467</b>	<b>2144</b>	<b>73.8%</b>	<b>79.01%</b>
Extent to which medics included you in the treatment decisions (if applicable)	4	1	7	21	84	71.79%	79.78%
Degree to which the medics relieved your pain or discomfort	5	6	7	23	80	66.12%	75.02%
Medics' concern for your privacy	4	2	4	16	96	78.69%	80.80%
Extent to which medics cared for you as a person	7	2	1	14	102	80.95%	84.37%
<b>Billing Office Staff</b>	<b>6</b>	<b>3</b>	<b>15</b>	<b>47</b>	<b>114</b>	<b>61.62%</b>	<b>67.46%</b>
Professionalism of the staff in our billing office	3	1	8	23	57	61.96%	67.34%
Willingness of the staff in our billing office to address your needs	3	2	7	24	57	61.29%	67.58%
<b>Overall Experience</b>	<b>26</b>	<b>27</b>	<b>26</b>	<b>107</b>	<b>529</b>	<b>73.99%</b>	<b>80.05%</b>
How well did our staff work together to care for you	4	3	4	18	94	76.42%	81.43%
Extent to which our staff eased your entry into the medical facility	4	3	2	19	92	76.67%	82.39%
Appropriateness of Emergency Medical Transportation treatment	5	2	5	16	95	77.24%	81.56%
Extent to which the services received were worth the fees charged	4	7	9	20	61	60.40%	70.29%
Overall rating of the care provided by our Emergency Medical Transportation service	4	6	3	18	92	74.80%	82.41%
Likelihood of recommending this ambulance service to others	5	6	3	16	95	76.00%	82.24%