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EMS System Report

September 1, 2020 to September 30, 2020

Your Score

93.15

Number of Your Patients in this Report

501

Number of Patients in this Report

6,448

Number of Transport Services in All EMS DB

167





Executive Summary

This report contains data from **501 Medstar** patients who returned a questionnaire between **09/01/2020** and **09/30/2020**.

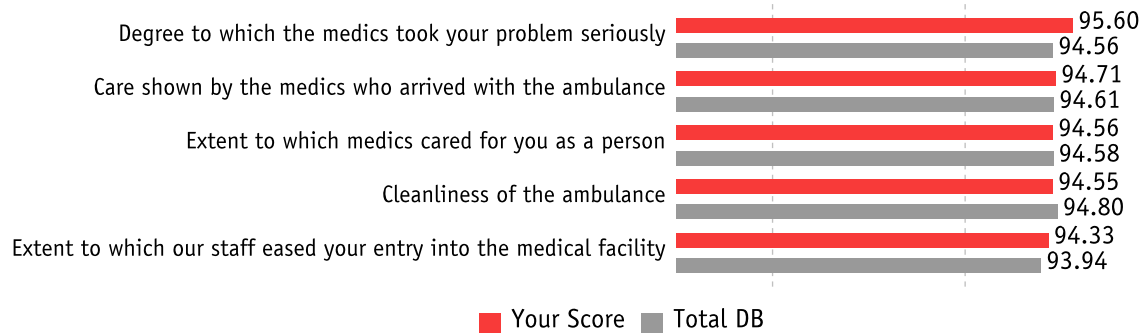
The overall mean score for the standard questions was **93.15**; this is a difference of **0.04** points from the overall EMS database score of **93.11**.

The current score of **93.15** is a change of **-2.17** points from last period's score of **95.32**. This was the **45th** highest overall score for all companies in the database.

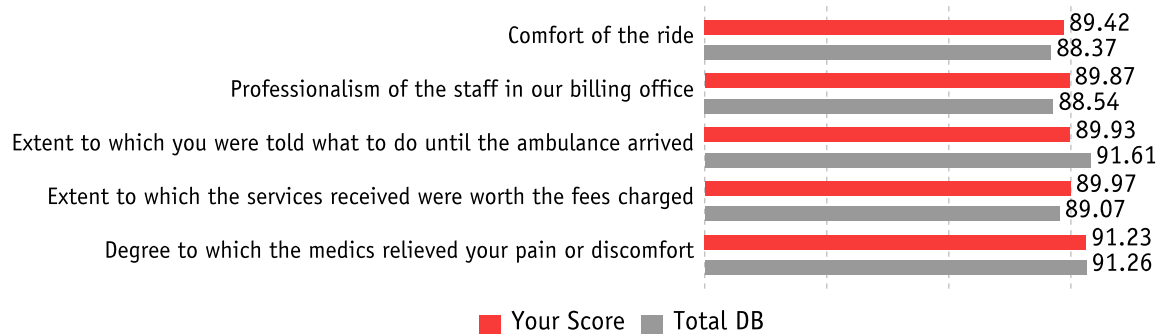
You are ranked **7th** for comparably sized companies in the system.

78.67% of responses to standard questions had a rating of Very Good, the highest rating. **98.51%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

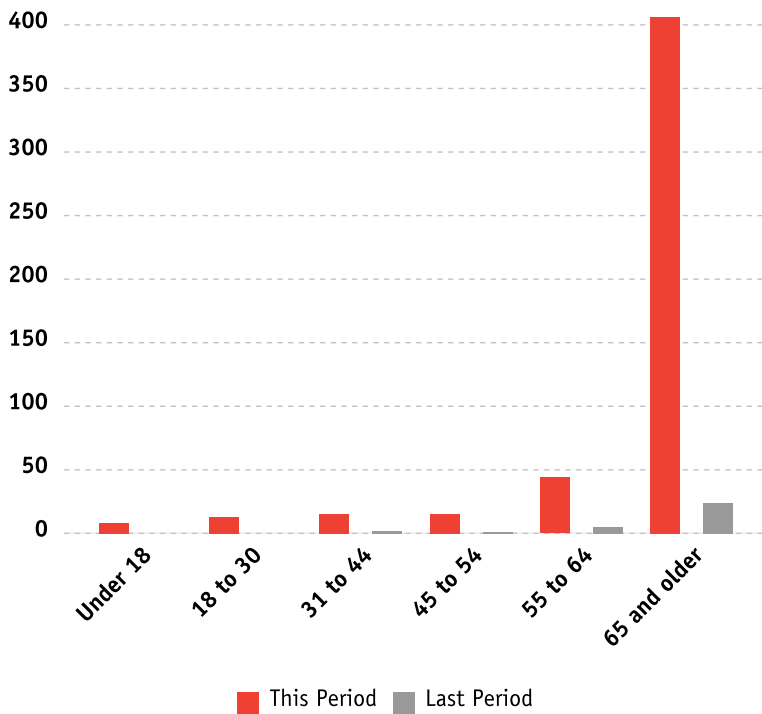




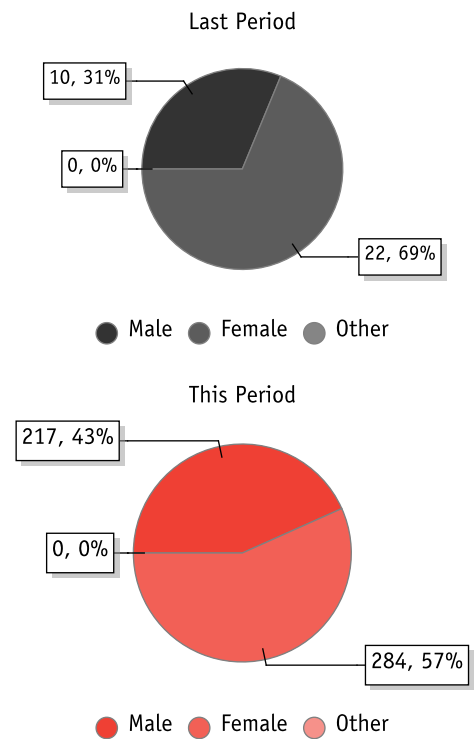
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

| | Last Period | | | | This Period | | | |
|--------------|-------------|-----------|-----------|----------|-------------|------------|------------|----------|
| | Total | Male | Female | Other | Total | Male | Female | Other |
| Under 18 | | 0 | 0 | 0 | 8 | 6 | 2 | 0 |
| 18 to 30 | | 0 | 0 | 0 | 13 | 6 | 7 | 0 |
| 31 to 44 | 2 | 0 | 2 | 0 | 15 | 5 | 10 | 0 |
| 45 to 54 | 1 | 0 | 1 | 0 | 15 | 3 | 12 | 0 |
| 55 to 64 | 5 | 1 | 4 | 0 | 44 | 24 | 20 | 0 |
| 65 and older | 24 | 9 | 15 | 0 | 406 | 173 | 233 | 0 |
| Total | 32 | 10 | 22 | 0 | 501 | 217 | 284 | 0 |

Age Ranges



Gender





Dispatch Analysis

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

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



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



Overall Section Score





Ambulance Analysis

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

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Section Score





Medic Analysis

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

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





Medic Analysis

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

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

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

Professionalism of the staff in our billing office



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



Overall Section Score





Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



Overall Section Score





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Dispatch Analysis

| | Last Period | Change | This Period | Total DB |
|--|-------------|--------|-------------|----------|
| Helpfulness of the person you called for ambulance service | 92.75 | -0.54 | 92.21 | 93.04 |
| Concern shown by the person you called for ambulance service | 95.83 | -3.78 | 92.05 | 92.93 |
| Extent to which you were told what to do until the ambulance arrived | 93.18 | -3.25 | 89.93 | 91.61 |

Ambulance Analysis

| | Last Period | Change | This Period | Total DB |
|--|-------------|--------|-------------|----------|
| Extent to which the ambulance arrived in a timely manner | 92.50 | 0.54 | 93.04 | 92.82 |
| Cleanliness of the ambulance | 95.69 | -1.14 | 94.55 | 94.80 |
| Comfort of the ride | 91.67 | -2.25 | 89.42 | 88.37 |
| Skill of the person driving the ambulance | 93.97 | 0.29 | 94.26 | 94.10 |

Medic Analysis

| | Last Period | Change | This Period | Total DB |
|--|-------------|--------|-------------|----------|
| Care shown by the medics who arrived with the ambulance | 97.32 | -2.61 | 94.71 | 94.61 |
| Degree to which the medics took your problem seriously | 99.14 | -3.54 | 95.60 | 94.56 |
| Degree to which the medics listened to you and/or your family | 98.21 | -4.26 | 93.95 | 94.15 |
| Skill of the medics | 97.41 | -3.25 | 94.16 | 94.55 |
| Extent to which the medics kept you informed about your treatment | 96.30 | -3.43 | 92.87 | 92.97 |
| Extent to which medics included you in the treatment decisions (if applicable) | 96.74 | -3.75 | 92.99 | 92.76 |
| Degree to which the medics relieved your pain or discomfort | 94.00 | -2.77 | 91.23 | 91.26 |
| Medics' concern for your privacy | 95.54 | -1.71 | 93.83 | 93.81 |
| Extent to which medics cared for you as a person | 96.55 | -1.99 | 94.56 | 94.58 |

Billing Staff Assessment Analysis

| | Last Period | Change | This Period | Total DB |
|--|-------------|--------|-------------|----------|
| Professionalism of the staff in our billing office | 93.18 | -3.31 | 89.87 | 88.54 |
| Willingness of the staff in our billing office to address your needs | 93.18 | -1.85 | 91.33 | 88.71 |



Question Analysis (Continued)

Overall Assessment Analysis

| | Last Period | Change | This Period | Total DB |
|---|-------------|--------|-------------|----------|
| How well did our staff work together to care for you | 96.30 | -2.05 | 94.25 | 93.99 |
| Extent to which our staff eased your entry into the medical facility | 93.75 | 0.58 | 94.33 | 93.94 |
| Appropriateness of Emergency Medical Transportation treatment | 97.32 | -3.00 | 94.32 | 93.88 |
| Extent to which the services received were worth the fees charged | 91.30 | -1.33 | 89.97 | 89.07 |
| Overall rating of the care provided by our Emergency Medical Transportation | 95.69 | -1.56 | 94.13 | 94.22 |
| Likelihood of recommending this ambulance service to others | 96.55 | -2.71 | 93.84 | 93.68 |



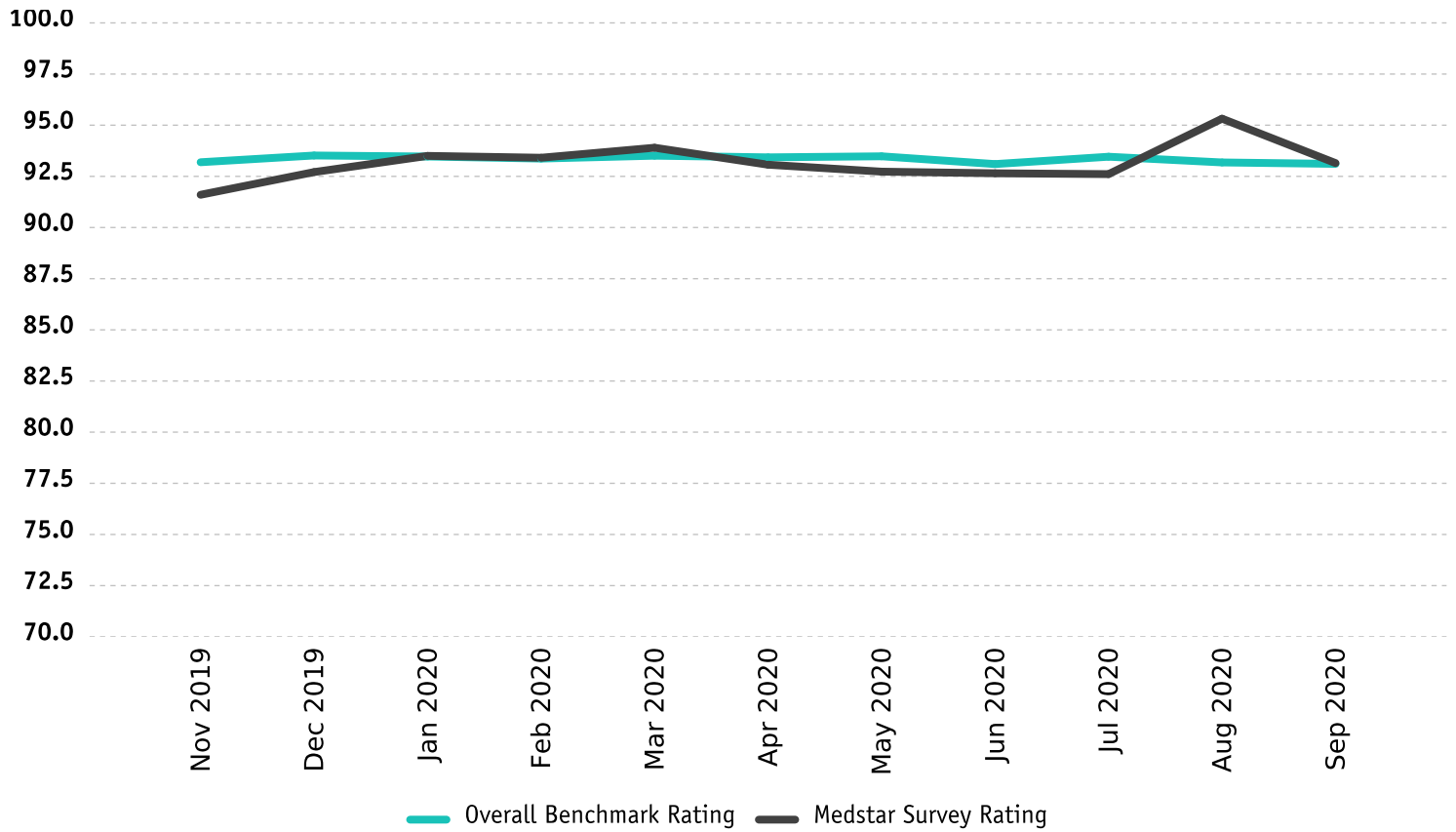
Monthly Breakdown

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 | 93.27 | 92.81 | 93.19 | 92.36 | 92.32 | 92.72 | 93.46 | 93.65 | 92.40 | 92.50 | 92.75 | 92.21 |
| Concern shown by the person you called for ambulance service | 93.69 | 92.43 | 92.45 | 93.53 | 92.54 | 93.80 | 93.42 | 94.20 | 91.76 | 92.12 | 95.83 | 92.05 |
| Extent to which you were told what to do until the ambulance arrived | 91.52 | 89.57 | 91.72 | 92.13 | 90.95 | 91.21 | 92.40 | 92.33 | 90.52 | 89.09 | 93.18 | 89.93 |
| Extent to which the ambulance arrived in a timely manner | 92.40 | 90.77 | 93.39 | 93.97 | 93.07 | 94.28 | 93.19 | 92.98 | 92.72 | 92.76 | 92.50 | 93.04 |
| Cleanliness of the ambulance | 94.43 | 93.36 | 94.05 | 95.65 | 93.96 | 95.12 | 94.44 | 94.51 | 94.25 | 94.75 | 95.69 | 94.55 |
| Comfort of the ride | 88.15 | 86.03 | 88.35 | 88.44 | 88.81 | 88.54 | 88.00 | 89.96 | 87.45 | 87.97 | 91.67 | 89.42 |
| Skill of the person driving the ambulance | 94.20 | 92.93 | 93.78 | 94.63 | 94.93 | 94.04 | 94.69 | 94.10 | 93.26 | 94.31 | 93.97 | 94.26 |
| Care shown by the medics who arrived with the ambulance | 94.39 | 93.70 | 93.73 | 95.32 | 94.77 | 95.61 | 94.13 | 94.60 | 94.03 | 95.39 | 97.32 | 94.71 |
| Degree to which the medics took your problem seriously | 94.34 | 93.65 | 94.35 | 94.95 | 95.11 | 95.66 | 94.83 | 94.29 | 94.26 | 95.57 | 99.14 | 95.60 |
| Degree to which the medics listened to you and/or your family | 94.68 | 92.11 | 94.19 | 95.37 | 95.32 | 95.36 | 94.39 | 93.39 | 94.34 | 94.50 | 98.21 | 93.95 |
| Skill of the medics | 94.17 | 93.16 | 93.43 | 95.04 | 95.20 | 94.77 | 94.19 | 94.82 | 95.36 | 94.59 | 97.41 | 94.16 |
| Extent to which the medics kept you informed about your treatment | 92.74 | 91.45 | 91.75 | 93.65 | 93.16 | 93.71 | 92.70 | 92.75 | 93.14 | 93.05 | 96.30 | 92.87 |
| Extent to which medics included you in the treatment decisions (if | 93.18 | 91.15 | 91.77 | 92.11 | 92.18 | 95.23 | 91.58 | 91.14 | 93.44 | 92.27 | 96.74 | 92.99 |
| Degree to which the medics relieved your pain or discomfort | 91.33 | 88.63 | 89.89 | 91.53 | 93.91 | 92.69 | 92.22 | 89.62 | 91.77 | 90.41 | 94.00 | 91.23 |
| Medics' concern for your privacy | 94.10 | 91.90 | 93.55 | 94.62 | 93.99 | 94.65 | 93.38 | 93.03 | 93.81 | 92.65 | 95.54 | 93.83 |
| Extent to which medics cared for you as a person | 94.53 | 92.97 | 95.21 | 94.73 | 94.97 | 95.90 | 93.77 | 94.45 | 94.85 | 94.61 | 96.55 | 94.56 |
| Professionalism of the staff in our billing office | 89.02 | 89.35 | 91.76 | 90.73 | 89.26 | 90.95 | 90.96 | 89.63 | 87.26 | 87.87 | 93.18 | 89.87 |
| Willingness of the staff in our billing office to address your needs | 88.48 | 89.91 | 91.09 | 90.72 | 90.68 | 90.05 | 90.70 | 88.94 | 87.91 | 87.37 | 93.18 | 91.33 |
| How well did our staff work together to care for you | 94.02 | 92.35 | 92.98 | 94.42 | 94.81 | 95.02 | 93.96 | 93.10 | 93.35 | 93.13 | 96.30 | 94.25 |
| Extent to which our staff eased your entry into the medical facility | 93.98 | 92.74 | 93.09 | 94.72 | 93.54 | 95.26 | 94.21 | 93.43 | 93.75 | 93.62 | 93.75 | 94.33 |
| Appropriateness of Emergency Medical Transportation treatment | 93.33 | 91.83 | 93.10 | 93.86 | 94.64 | 94.56 | 93.36 | 92.68 | 92.80 | 93.17 | 97.32 | 94.32 |
| Extent to which the services received were worth the fees charged | 88.88 | 87.18 | 87.94 | 90.08 | 90.13 | 90.35 | 88.62 | 87.37 | 87.58 | 87.87 | 91.30 | 89.97 |
| Overall rating of the care provided by our Emergency Medical Transportation | 93.62 | 92.77 | 93.90 | 93.73 | 94.78 | 94.59 | 93.75 | 92.57 | 93.48 | 92.79 | 95.69 | 94.13 |
| Likelihood of recommending this ambulance service to others | 92.76 | 92.31 | 93.38 | 93.87 | 93.36 | 94.20 | 93.39 | 92.92 | 93.20 | 93.35 | 96.55 | 93.84 |
| Your Master Score | 92.95 | 91.60 | 92.71 | 93.50 | 93.41 | 93.90 | 93.07 | 92.73 | 92.65 | 92.61 | 95.32 | 93.15 |
| Your Total Responses | 531 | 264 | 268 | 212 | 307 | 309 | 253 | 346 | 248 | 239 | 32 | 501 |



Monthly tracking of Overall Survey Score





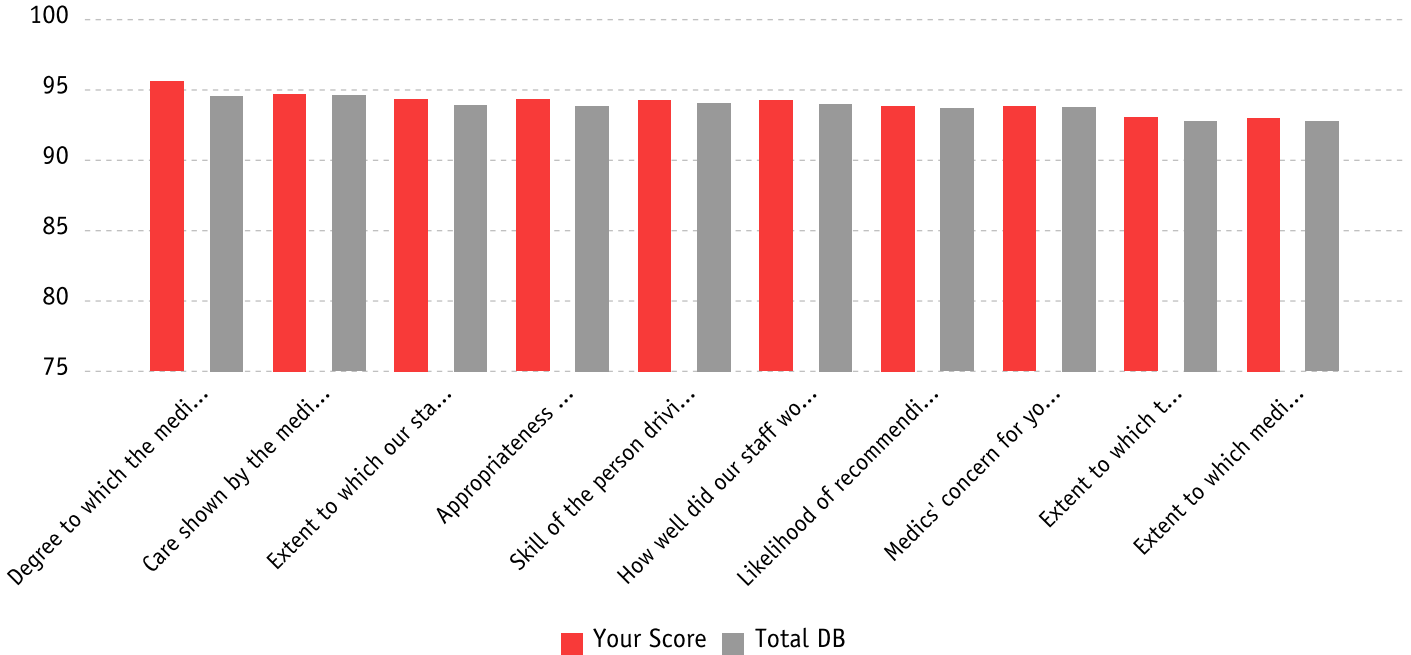
Greatest Increase and Decrease in Scores by Question

| | Last Period | This Period | Change | Total DB Score |
|--|-------------|-------------|--------|----------------|
| Increases | | | | |
| Extent to which our staff eased your entry into the medical facility | 93.75 | 94.33 | 0.58 | 93.94 |
| Extent to which the ambulance arrived in a timely manner | 92.50 | 93.04 | 0.54 | 92.82 |
| Skill of the person driving the ambulance | 93.97 | 94.26 | 0.30 | 94.10 |
| Decreases | | | | |
| Degree to which the medics listened to you and/or your family | 98.21 | 93.95 | -4.26 | 94.15 |
| Concern shown by the person you called for ambulance service | 95.83 | 92.05 | -3.78 | 92.93 |
| Extent to which medics included you in the treatment decisions (if applicable) | 96.74 | 92.99 | -3.75 | 92.76 |
| Degree to which the medics took your problem seriously | 99.14 | 95.60 | -3.54 | 94.56 |
| Extent to which the medics kept you informed about your treatment | 96.30 | 92.87 | -3.42 | 92.97 |
| Professionalism of the staff in our billing office | 93.18 | 89.87 | -3.32 | 88.54 |
| Skill of the medics | 97.41 | 94.16 | -3.26 | 94.55 |
| Extent to which you were told what to do until the ambulance arrived | 93.18 | 89.93 | -3.25 | 91.61 |
| Appropriateness of Emergency Medical Transportation treatment | 97.32 | 94.32 | -3.00 | 93.88 |
| Degree to which the medics relieved your pain or discomfort | 94.00 | 91.23 | -2.77 | 91.26 |



Greatest Scores Above Benchmarks by Question

| Highest Above Benchmark | This Period | Variance | Total DB Score |
|--|-------------|----------|----------------|
| Degree to which the medics took your problem seriously | 95.60 | 1.03 | 94.56 |
| Care shown by the medics who arrived with the ambulance | 94.71 | 0.10 | 94.61 |
| Extent to which our staff eased your entry into the medical facility | 94.33 | 0.39 | 93.94 |
| Appropriateness of Emergency Medical Transportation treatment | 94.32 | 0.44 | 93.88 |
| Skill of the person driving the ambulance | 94.26 | 0.17 | 94.10 |
| How well did our staff work together to care for you | 94.25 | 0.26 | 93.99 |
| Likelihood of recommending this ambulance service to others | 93.84 | 0.17 | 93.68 |
| Medics' concern for your privacy | 93.83 | 0.01 | 93.81 |
| Extent to which the ambulance arrived in a timely manner | 93.04 | 0.22 | 92.82 |
| Extent to which medics included you in the treatment decisions (if applicable) | 92.99 | 0.23 | 92.76 |





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 |
|--|------------|-------------------------|
| Extent to which medics included you in the treatment decisions (if applicable) | 92.99 | .911393943 |
| Degree to which the medics listened to you and/or your family | 93.95 | .860024351 |
| Medics' concern for your privacy | 93.83 | .856265386 |
| Appropriateness of Emergency Medical Transportation treatment | 94.32 | .855534002 |
| Extent to which our staff eased your entry into the medical facility | 94.33 | .853987506 |
| Extent to which medics cared for you as a person | 94.56 | .847106667 |
| Care shown by the medics who arrived with the ambulance | 94.71 | .841507743 |
| Extent to which the medics kept you informed about your treatment | 92.87 | .840072406 |
| Degree to which the medics took your problem seriously | 95.60 | .837652436 |
| Skill of the medics | 94.16 | .835688251 |
| Skill of the person driving the ambulance | 94.26 | .833796314 |
| How well did our staff work together to care for you | 94.25 | .828962901 |
| Degree to which the medics relieved your pain or discomfort | 91.23 | .802477822 |
| Cleanliness of the ambulance | 94.55 | .799634092 |
| Extent to which the services received were worth the fees charged | 89.97 | .778321015 |
| Extent to which you were told what to do until the ambulance arrived | 89.93 | .768075405 |
| Concern shown by the person you called for ambulance service | 92.05 | .765021133 |
| Willingness of the staff in our billing office to address your needs | 91.33 | .745457407 |
| Extent to which the ambulance arrived in a timely manner | 93.04 | .726351758 |
| Helpfulness of the person you called for ambulance service | 92.21 | .721331186 |
| Comfort of the ride | 89.42 | .702980715 |
| Professionalism of the staff in our billing office | 89.87 | .646014926 |



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 | 92.21 | 93.04 | 92.75 | 90.73 | 91.68 | 94.68 | 94.28 |
| Concern shown by the person you called for ambulance service | 92.05 | 92.66 | 93.03 | 91.12 | 92.35 | 95.00 | 93.52 |
| Extent to which you were told what to do until the ambulance | 89.93 | 90.99 | 92.37 | 89.52 | 90.63 | 91.48 | 93.22 |
| Extent to which the ambulance arrived in a timely manner | 93.04 | 92.91 | 90.01 | 88.09 | 93.58 | 93.33 | 92.70 |
| Cleanliness of the ambulance | 94.55 | 94.81 | 93.61 | 92.01 | 95.09 | 94.58 | 96.53 |
| Comfort of the ride | 89.42 | 86.42 | 86.57 | 81.27 | 90.16 | 90.00 | 91.99 |
| Skill of the person driving the ambulance | 94.26 | 93.98 | 93.54 | 91.13 | 93.54 | 93.58 | 94.58 |
| Care shown by the medics who arrived with the ambulance | 94.71 | 94.42 | 93.81 | 92.09 | 92.27 | 94.58 | 94.81 |
| Degree to which the medics took your problem seriously | 95.60 | 94.46 | 93.82 | 92.04 | 93.09 | 93.87 | 94.34 |
| Degree to which the medics listened to you and/or your family | 93.95 | 94.12 | 92.98 | 92.10 | 93.20 | 93.34 | 94.58 |
| Skill of the medics | 94.16 | 94.30 | 93.86 | 92.25 | 93.35 | 94.40 | 93.99 |
| Extent to which the medics kept you informed about your | 92.87 | 91.96 | 92.02 | 90.91 | 91.64 | 94.06 | 92.42 |
| Extent to which medics included you in the treatment decisions (if | 92.99 | 92.12 | 91.80 | 89.70 | 90.42 | 92.71 | 93.26 |
| Degree to which the medics relieved your pain or discomfort | 91.23 | 91.29 | 89.58 | 89.41 | 88.60 | 91.93 | 90.79 |
| Medics' concern for your privacy | 93.83 | 93.54 | 92.44 | 92.28 | 92.73 | 93.52 | 92.60 |
| Extent to which medics cared for you as a person | 94.56 | 94.21 | 93.70 | 92.05 | 93.57 | 94.64 | 94.66 |
| Professionalism of the staff in our billing office | 89.87 | 87.96 | 89.95 | 88.04 | 86.50 | 86.86 | 90.00 |
| Willingness of the staff in our billing office to address your needs | 91.33 | 87.63 | 89.16 | 87.70 | 88.02 | 87.75 | 89.62 |
| How well did our staff work together to care for you | 94.25 | 93.87 | 92.48 | 92.82 | 92.91 | 92.70 | 93.88 |
| Extent to which our staff eased your entry into the medical facility | 94.33 | 93.13 | 93.73 | 93.15 | 93.68 | 92.53 | 93.75 |
| Appropriateness of Emergency Medical Transportation treatment | 94.32 | 93.70 | 93.14 | 92.70 | 94.01 | 92.66 | 95.05 |
| Extent to which the services received were worth the fees charged | 89.97 | 88.74 | 87.43 | 87.31 | 88.33 | 88.20 | 87.65 |
| Overall rating of the care provided by our Emergency Medical | 94.13 | 94.20 | 92.45 | 92.94 | 93.41 | 94.40 | 94.01 |
| Likelihood of recommending this ambulance service to others | 93.84 | 93.52 | 92.73 | 92.16 | 92.46 | 94.06 | 93.95 |
| Overall score | 93.15 | 92.76 | 92.09 | 90.71 | 92.14 | 92.95 | 93.37 |
| National Rank | 45 | 51 | 61 | 68 | 59 | 49 | 40 |
| Comparable Size (Large) Company Rank | 7 | 10 | 13 | 15 | 12 | 9 | 6 |



Benchmark Comparison

| | Your Company | Total DB | Similar Sized | Michigan | MHR | CAAS |
|--|--------------|--------------|---------------|--------------|--------------|--------------|
| Helpfulness of the person you called for ambulance service | 92.21 | 93.04 | 93.04 | 92.55 | 92.62 | 93.19 |
| Concern shown by the person you called for ambulance service | 92.05 | 92.93 | 93.04 | 92.49 | 92.56 | 93.22 |
| Extent to which you were told what to do until the ambulance | 89.93 | 91.61 | 91.54 | 90.77 | 90.85 | 91.92 |
| Extent to which the ambulance arrived in a timely manner | 93.04 | 92.82 | 92.70 | 91.68 | 91.87 | 92.87 |
| Cleanliness of the ambulance | 94.55 | 94.80 | 94.62 | 93.97 | 94.16 | 94.89 |
| Comfort of the ride | 89.42 | 88.37 | 88.19 | 86.86 | 86.98 | 88.26 |
| Skill of the person driving the ambulance | 94.26 | 94.10 | 93.93 | 93.49 | 93.63 | 94.16 |
| Care shown by the medics who arrived with the ambulance | 94.71 | 94.61 | 94.48 | 93.83 | 94.15 | 94.79 |
| Degree to which the medics took your problem seriously | 95.60 | 94.56 | 94.54 | 94.05 | 94.37 | 94.90 |
| Degree to which the medics listened to you and/or your family | 93.95 | 94.15 | 94.05 | 93.29 | 93.59 | 94.40 |
| Skill of the medics | 94.16 | 94.55 | 94.46 | 93.75 | 93.97 | 94.74 |
| Extent to which the medics kept you informed about your | 92.87 | 92.97 | 92.74 | 92.06 | 92.26 | 93.04 |
| Extent to which medics included you in the treatment decisions | 92.99 | 92.76 | 92.52 | 91.87 | 92.07 | 93.01 |
| Degree to which the medics relieved your pain or discomfort | 91.23 | 91.26 | 91.20 | 90.57 | 90.76 | 91.38 |
| Medics' concern for your privacy | 93.83 | 93.81 | 93.68 | 93.02 | 93.26 | 94.00 |
| Extent to which medics cared for you as a person | 94.56 | 94.58 | 94.49 | 93.72 | 94.02 | 94.86 |
| Professionalism of the staff in our billing office | 89.87 | 88.54 | 88.61 | 88.86 | 88.89 | 88.83 |
| Willingness of the staff in our billing office to address your | 91.33 | 88.71 | 88.87 | 89.07 | 89.06 | 89.20 |
| How well did our staff work together to care for you | 94.25 | 93.99 | 93.86 | 93.32 | 93.50 | 94.24 |
| Extent to which our staff eased your entry into the medical | 94.33 | 93.94 | 94.05 | 93.33 | 93.56 | 94.24 |
| Appropriateness of Emergency Medical Transportation treatment | 94.32 | 93.88 | 93.99 | 93.33 | 93.59 | 94.25 |
| Extent to which the services received were worth the fees | 89.97 | 89.07 | 89.01 | 88.42 | 88.62 | 89.39 |
| Overall rating of the care provided by our Emergency Medical | 94.13 | 94.22 | 94.12 | 93.45 | 93.69 | 94.46 |
| Likelihood of recommending this ambulance service to others | 93.84 | 93.68 | 93.58 | 93.13 | 93.34 | 93.90 |
| Number of Surveys for the period | 501 | | | | | |
| Overall Score | 93.15 | 92.79 | 92.72 | 92.12 | 92.31 | 93.01 |



Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

| | Your Score | Total DB |
|--|--------------|--------------|
| Overall Facility Rating | 92.48 | 92.19 |
| Dispatch | 92.03 | 91.99 |
| Helpfulness of the person you called for ambulance service | 92.91 | 92.64 |
| Concern shown by the person you called for ambulance service | 92.66 | 92.41 |
| Extent to which you were told what to do until the ambulance | 90.51 | 90.92 |
| Ambulance | 92.16 | 91.73 |
| Extent to which the ambulance arrived in a timely manner | 92.92 | 92.04 |
| Cleanliness of the ambulance | 93.95 | 94.28 |
| Comfort of the ride | 87.87 | 87.40 |
| Skill of the person driving the ambulance | 93.91 | 93.19 |
| Medic | 93.38 | 93.16 |
| Care shown by the medics who arrived with the ambulance | 94.48 | 94.18 |
| Degree to which the medics took your problem seriously | 94.44 | 94.10 |
| Degree to which the medics listened to you and/or your family | 94.00 | 93.79 |
| Skill of the medics | 94.31 | 94.19 |
| Extent to which the medics kept you informed about your treatment | 92.54 | 92.38 |
| Extent to which medics included you in the treatment decisions (if | 92.23 | 92.16 |
| Degree to which the medics relieved your pain or discomfort | 90.94 | 90.46 |
| Medics' concern for your privacy | 93.18 | 93.15 |
| Extent to which medics cared for you as a person | 94.31 | 94.07 |
| Billing Staff Assessment | 89.28 | 88.58 |


Cumulative Comparisons (Continued)

| | Your Score | Total DB |
|--|--------------|--------------|
| Overall Facility Rating | 92.48 | 92.19 |
| Billing Staff Assessment | 89.28 | 88.58 |
| Professionalism of the staff in our billing office | 89.23 | 88.54 |
| Willingness of the staff in our billing office to address your needs | 89.32 | 88.63 |
| Overall Assessment | 92.65 | 92.32 |
| How well did our staff work together to care for you | 93.48 | 93.31 |
| Extent to which our staff eased your entry into the medical facility | 93.73 | 93.47 |
| Appropriateness of Emergency Medical Transportation treatment | 93.43 | 93.22 |
| Extent to which the services received were worth the fees charged | 88.34 | 87.54 |
| Overall rating of the care provided by our Emergency Medical | 93.64 | 93.38 |
| Likelihood of recommending this ambulance service to others | 93.27 | 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 |
|--|-----------|-----------|------------|-------------|-------------|---------------------|--------------------|
| Overall Company Rating | 65 | 80 | 235 | 1690 | 7635 | 78.67% | 77.72% |
| Dispatch | 12 | 16 | 34 | 247 | 887 | 74.16% | 76.52% |
| Helpfulness of the person you called for ambulance service | 4 | 6 | 9 | 75 | 313 | 76.90% | 78.29% |
| Concern shown by the person you called for ambulance service | 4 | 4 | 10 | 80 | 304 | 75.62% | 77.23% |
| Extent to which you were told what to do until the ambulance arrived | 4 | 6 | 15 | 92 | 270 | 69.77% | 74.06% |
| Ambulance | 7 | 12 | 45 | 365 | 1378 | 76.26% | 76.32% |
| Extent to which the ambulance arrived in a timely manner | 2 | 5 | 10 | 89 | 368 | 77.64% | 77.06% |
| Cleanliness of the ambulance | 1 | 0 | 5 | 84 | 359 | 79.96% | 81.49% |
| Comfort of the ride | 3 | 6 | 23 | 112 | 300 | 67.57% | 66.83% |
| Skill of the person driving the ambulance | 1 | 1 | 7 | 80 | 351 | 79.77% | 79.90% |
| Medic | 23 | 30 | 74 | 610 | 3079 | 80.69% | 80.61% |
| Care shown by the medics who arrived with the ambulance | 2 | 5 | 7 | 60 | 384 | 83.84% | 83.11% |
| Degree to which the medics took your problem seriously | 1 | 4 | 4 | 56 | 389 | 85.68% | 83.49% |
| Degree to which the medics listened to you and/or your family | 5 | 3 | 8 | 65 | 373 | 82.16% | 82.16% |
| Skill of the medics | 3 | 3 | 9 | 67 | 371 | 81.90% | 82.64% |
| Extent to which the medics kept you informed about your treatment | 3 | 3 | 8 | 84 | 326 | 76.89% | 78.07% |


Top Box Comparisons (Continued)

| | Very Poor | Poor | Fair | Good | Very Good | Company % Very Good | EMS DB % Very Good |
|---|-----------|-----------|------------|-------------|-------------|---------------------|--------------------|
| Overall Company Rating | 65 | 80 | 235 | 1690 | 7635 | 78.67% | 77.72% |
| Extent to which medics included you in the treatment decisions (if applicable) | 2 | 3 | 7 | 65 | 265 | 77.49% | 78.12% |
| Degree to which the medics relieved your pain or discomfort | 3 | 5 | 14 | 76 | 275 | 73.73% | 74.51% |
| Medics' concern for your privacy | 1 | 2 | 8 | 77 | 329 | 78.90% | 79.74% |
| Extent to which medics cared for you as a person | 3 | 2 | 9 | 60 | 367 | 83.22% | 83.68% |
| Billing Staff Assessment | 4 | 3 | 16 | 92 | 280 | 70.89% | 64.70% |
| Professionalism of the staff in our billing office | 3 | 2 | 8 | 48 | 141 | 69.80% | 64.45% |
| Willingness of the staff in our billing office to address your needs | 1 | 1 | 8 | 44 | 139 | 72.02% | 64.95% |
| Overall Assessment | 19 | 19 | 66 | 376 | 2011 | 80.73% | 79.24% |
| How well did our staff work together to care for you | 3 | 2 | 8 | 65 | 352 | 81.86% | 80.69% |
| Extent to which our staff eased your entry into the medical facility | 3 | 2 | 12 | 54 | 352 | 83.22% | 80.82% |
| Appropriateness of Emergency Medical Transportation treatment | 3 | 1 | 10 | 61 | 347 | 82.23% | 80.51% |
| Extent to which the services received were worth the fees charged | 5 | 4 | 19 | 73 | 255 | 71.63% | 70.40% |
| Overall rating of the care provided by our Emergency Medical Transportation service | 3 | 5 | 9 | 58 | 363 | 82.88% | 82.00% |
| Likelihood of recommending this ambulance service to others | 2 | 5 | 8 | 65 | 342 | 81.04% | 81.00% |



Monthly Division Comparison

| | Overall Company | Clinton |
|--|-----------------|---------|
| Total Score | 92.98 | 99.06 |
| Helpfulness of the person you called for ambulance service | 92.21 | 98.33 |
| Concern shown by the person you called for ambulance service | 92.05 | 96.67 |
| Extent to which you were told what to do until the ambulance | 89.93 | 98.21 |
| Extent to which the ambulance arrived in a timely manner | 93.04 | 100.00 |
| Cleanliness of the ambulance | 94.55 | 98.53 |
| Comfort of the ride | 89.42 | 95.31 |
| Skill of the person driving the ambulance | 94.26 | 100.00 |
| Care shown by the medics who arrived with the ambulance | 94.71 | 100.00 |
| Degree to which the medics took your problem seriously | 95.60 | 100.00 |
| Degree to which the medics listened to you and/or your family | 93.95 | 100.00 |
| Skill of the medics | 94.16 | 100.00 |
| Extent to which the medics kept you informed about your | 92.87 | 95.59 |
| Extent to which medics included you in the treatment decisions | 92.99 | 98.08 |
| Degree to which the medics relieved your pain or discomfort | 91.23 | 96.67 |
| Medics' concern for your privacy | 93.83 | 100.00 |
| Extent to which medics cared for you as a person | 94.56 | 100.00 |
| Number of Survey Responses | 501 | 18 |



Monthly Division Comparison

| | Overall Company | Clinton |
|--|-----------------|---------|
| Total Score | 92.98 | 99.06 |
| Professionalism of the staff in our billing office | 89.87 | 100.00 |
| Willingness of the staff in our billing office to address your | 91.33 | 100.00 |
| How well did our staff work together to care for you | 94.25 | 100.00 |
| Extent to which our staff eased your entry into the medical | 94.33 | 100.00 |
| Appropriateness of Emergency Medical Transportation treatment | 94.32 | 100.00 |
| Extent to which the services received were worth the fees | 89.97 | 100.00 |
| Overall rating of the care provided by our Emergency Medical | 94.13 | 100.00 |
| Likelihood of recommending this ambulance service to others | 93.84 | 100.00 |
| Number of Survey Responses | 501 | 18 |