



1515 Center Street  
Lansing, Mi 48096  
1 (877) 583-3100  
service@EMSSurveyTeam.com  
www.EMSSurveyTeam.com

# EMS System Report

November 1, 2020 to November 30, 2020

Your Score

**93.40**

Number of Your Patients in this Report

**126**

Number of Patients in this Report

**6,642**

Number of Transport Services in All EMS DB

**168**





## Executive Summary

This report contains data from **126 Medstar** patients who returned a questionnaire between **11/01/2020** and **11/30/2020**.

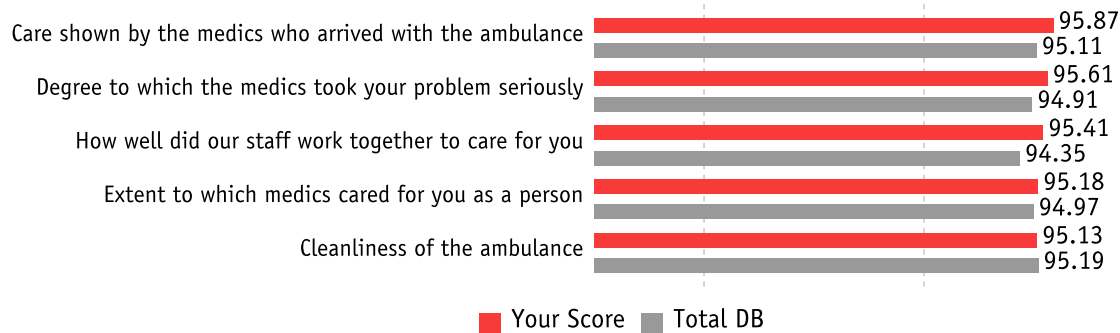
The overall mean score for the standard questions was **93.40**; this is a difference of **-0.09** points from the overall EMS database score of **93.49**.

The current score of **93.40** is a change of **0.10** points from last period's score of **93.30**. This was the **49th** highest overall score for all companies in the database.

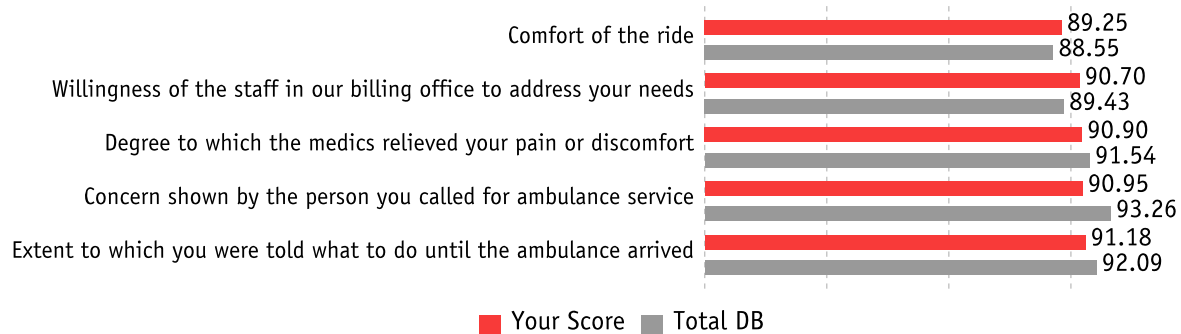
You are ranked **11th** for comparably sized companies in the system.

**78.44%** of responses to standard questions had a rating of Very Good, the highest rating. **98.86%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

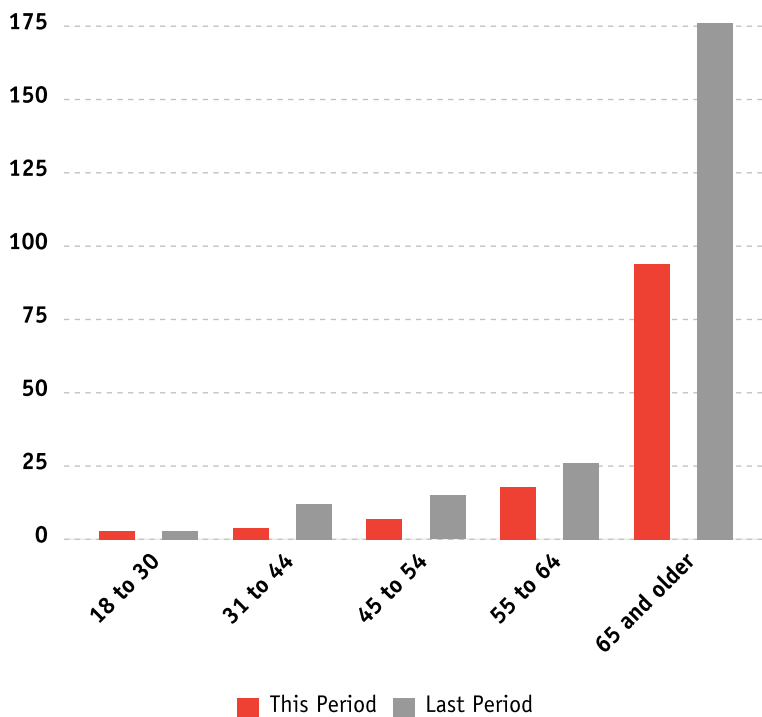




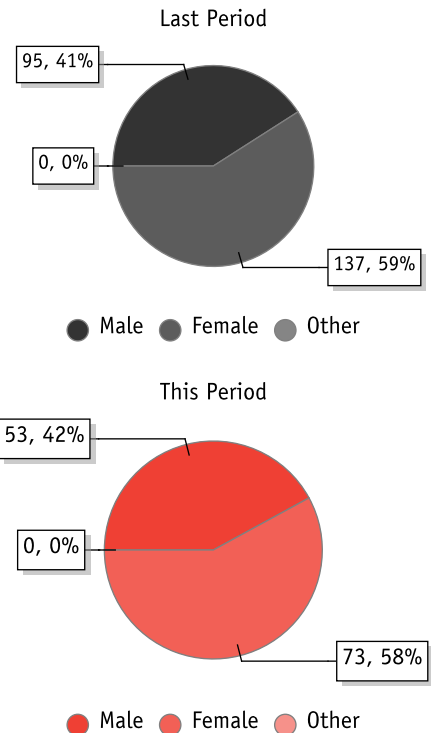
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
18 to 30	3	1	2	0	3	0	3	0
31 to 44	12	8	4	0	4	1	3	0
45 to 54	15	4	11	0	7	3	4	0
55 to 64	26	10	16	0	18	8	10	0
65 and older	176	72	104	0	94	41	53	0
<b>Total</b>	<b>232</b>	<b>95</b>	<b>137</b>	<b>0</b>	<b>126</b>	<b>53</b>	<b>73</b>	<b>0</b>

**Age Ranges**



**Gender**





### Dispatch Analysis

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

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



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



### Overall Section Score





### Ambulance Analysis

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

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



**Overall Section Score**





### Medic Analysis

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

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



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



Skill of the medics



Extent to which the medics kept you informed about your treatment



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



Degree to which the medics relieved your pain or discomfort





### Medic Analysis

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

#### Medics' concern for your privacy



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



#### Overall Section Score





### Billing Staff Assessment Analysis

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

#### Professionalism of the staff in our billing office



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



#### Overall Section Score







### Overall Assessment Analysis

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

How well did our staff work together to care for you



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



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



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



Likelihood of recommending this ambulance service to others



### Overall Section Score





### Question Analysis

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

#### Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	93.94	-1.49	92.45	93.44
Concern shown by the person you called for ambulance service	93.47	-2.52	90.95	93.26
Extent to which you were told what to do until the ambulance arrived	91.72	-0.54	91.18	92.09

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.47	-2.01	91.46	92.86
Cleanliness of the ambulance	95.17	-0.04	95.13	95.19
Comfort of the ride	87.99	1.26	89.25	88.55
Skill of the person driving the ambulance	94.67	-0.32	94.35	94.38

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.75	1.12	95.87	95.11
Degree to which the medics took your problem seriously	94.62	0.99	95.61	94.91
Degree to which the medics listened to you and/or your family	94.20	0.85	95.05	94.64
Skill of the medics	94.30	0.12	94.42	94.94
Extent to which the medics kept you informed about your treatment	92.58	1.69	94.27	93.37
Extent to which medics included you in the treatment decisions (if applicable)	92.27	0.20	92.47	93.34
Degree to which the medics relieved your pain or discomfort	91.50	-0.60	90.90	91.54
Medics' concern for your privacy	93.35	0.69	94.04	94.14
Extent to which medics cared for you as a person	95.03	0.15	95.18	94.97

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	90.26	1.41	91.67	89.61
Willingness of the staff in our billing office to address your needs	90.52	0.18	90.70	89.43

**Question Analysis (Continued)****Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.64	1.77	95.41	94.35
Extent to which our staff eased your entry into the medical facility	94.26	0.08	94.34	94.37
Appropriateness of Emergency Medical Transportation treatment	94.46	-0.47	93.99	94.29
Extent to which the services received were worth the fees charged	89.81	1.45	91.26	89.77
Overall rating of the care provided by our Emergency Medical Transportation	94.70	-0.71	93.99	94.35
Likelihood of recommending this ambulance service to others	94.06	-0.30	93.76	94.04



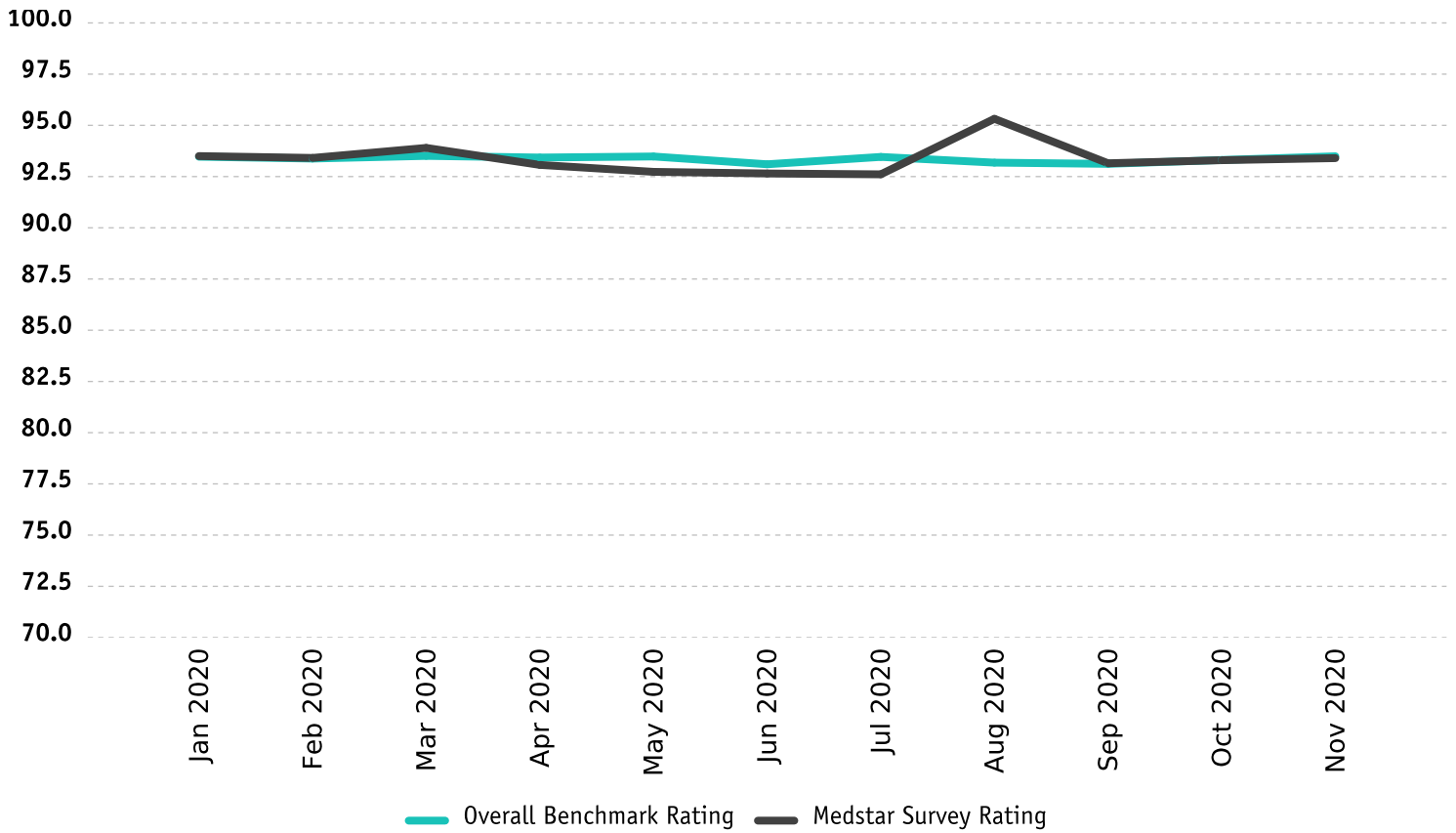
## Monthly Breakdown

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.

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020
Helpfulness of the person you called for ambulance service	93.19	92.36	92.32	92.72	93.46	93.65	92.40	92.50	92.75	92.21	93.94	92.45
Concern shown by the person you called for ambulance service	92.45	93.53	92.54	93.80	93.42	94.20	91.76	92.12	95.83	92.05	93.47	90.95
Extent to which you were told what to do until the ambulance arrived	91.72	92.13	90.95	91.21	92.40	92.33	90.52	89.09	93.18	89.93	91.72	91.18
Extent to which the ambulance arrived in a timely manner	93.39	93.97	93.07	94.28	93.19	92.98	92.72	92.76	92.50	93.04	93.47	91.46
Cleanliness of the ambulance	94.05	95.65	93.96	95.12	94.44	94.51	94.25	94.75	95.69	94.55	95.17	95.13
Comfort of the ride	88.35	88.44	88.81	88.54	88.00	89.96	87.45	87.97	91.67	89.42	87.99	89.25
Skill of the person driving the ambulance	93.78	94.63	94.93	94.04	94.69	94.10	93.26	94.31	93.97	94.26	94.67	94.35
Care shown by the medics who arrived with the ambulance	93.73	95.32	94.77	95.61	94.13	94.60	94.03	95.39	97.32	94.71	94.75	95.87
Degree to which the medics took your problem seriously	94.35	94.95	95.11	95.66	94.83	94.29	94.26	95.57	99.14	95.60	94.62	95.61
Degree to which the medics listened to you and/or your family	94.19	95.37	95.32	95.36	94.39	93.39	94.34	94.50	98.21	93.95	94.20	95.05
Skill of the medics	93.43	95.04	95.20	94.77	94.19	94.82	95.36	94.59	97.41	94.16	94.30	94.42
Extent to which the medics kept you informed about your treatment	91.75	93.65	93.16	93.71	92.70	92.75	93.14	93.05	96.30	92.87	92.58	94.27
Extent to which medics included you in the treatment decisions (if	91.77	92.11	92.18	95.23	91.58	91.14	93.44	92.27	96.74	92.99	92.27	92.47
Degree to which the medics relieved your pain or discomfort	89.89	91.53	93.91	92.69	92.22	89.62	91.77	90.41	94.00	91.23	91.50	90.90
Medics' concern for your privacy	93.55	94.62	93.99	94.65	93.38	93.03	93.81	92.65	95.54	93.83	93.35	94.04
Extent to which medics cared for you as a person	95.21	94.73	94.97	95.90	93.77	94.45	94.85	94.61	96.55	94.56	95.03	95.18
Professionalism of the staff in our billing office	91.76	90.73	89.26	90.95	90.96	89.63	87.26	87.87	93.18	89.87	90.26	91.67
Willingness of the staff in our billing office to address your needs	91.09	90.72	90.68	90.05	90.70	88.94	87.91	87.37	93.18	91.33	90.52	90.70
How well did our staff work together to care for you	92.98	94.42	94.81	95.02	93.96	93.10	93.35	93.13	96.30	94.25	93.64	95.41
Extent to which our staff eased your entry into the medical facility	93.09	94.72	93.54	95.26	94.21	93.43	93.75	93.62	93.75	94.33	94.26	94.34
Appropriateness of Emergency Medical Transportation treatment	93.10	93.86	94.64	94.56	93.36	92.68	92.80	93.17	97.32	94.32	94.46	93.99
Extent to which the services received were worth the fees charged	87.94	90.08	90.13	90.35	88.62	87.37	87.58	87.87	91.30	89.97	89.81	91.26
Overall rating of the care provided by our Emergency Medical Transportation	93.90	93.73	94.78	94.59	93.75	92.57	93.48	92.79	95.69	94.13	94.70	93.99
Likelihood of recommending this ambulance service to others	93.38	93.87	93.36	94.20	93.39	92.92	93.20	93.35	96.55	93.84	94.06	93.76
Your Master Score	92.71	93.50	93.41	93.90	93.07	92.73	92.65	92.61	95.32	93.15	93.30	93.40
Your Total Responses	268	212	307	309	253	346	248	239	32	501	237	126



### Monthly tracking of Overall Survey Score





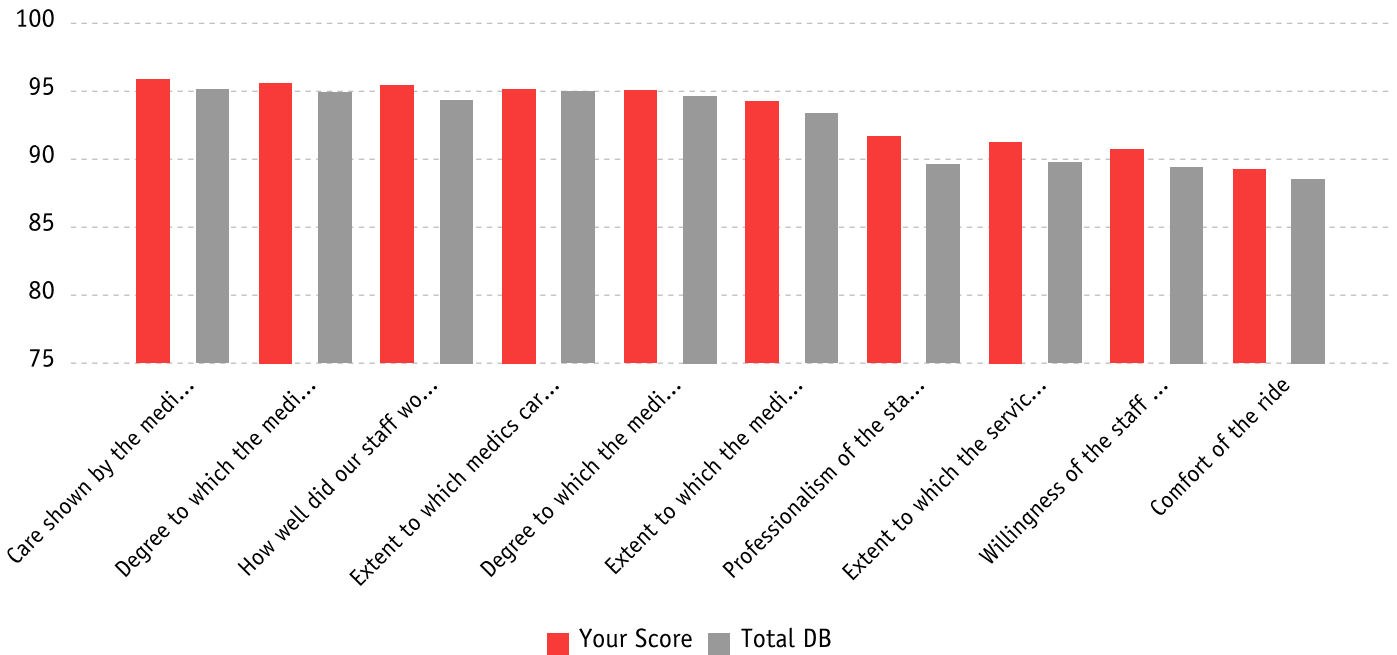
### Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
How well did our staff work together to care for you	93.64	95.41	1.77	94.35
Extent to which the medics kept you informed about your treatment	92.58	94.27	1.68	93.37
Extent to which the services received were worth the fees charged	89.81	91.26	1.45	89.77
Professionalism of the staff in our billing office	90.26	91.67	1.40	89.61
Comfort of the ride	87.99	89.25	1.26	88.55
Care shown by the medics who arrived with the ambulance	94.75	95.87	1.12	95.11
Degree to which the medics took your problem seriously	94.62	95.61	1.00	94.91
Degree to which the medics listened to you and/or your family	94.20	95.05	0.84	94.64
Medics' concern for your privacy	93.35	94.04	0.69	94.14
Extent to which medics included you in the treatment decisions (if applicable)	92.27	92.47	0.20	93.34
<b>Decreases</b>				
Concern shown by the person you called for ambulance service	93.47	90.95	-2.51	93.26
Extent to which the ambulance arrived in a timely manner	93.47	91.46	-2.01	92.86
Helpfulness of the person you called for ambulance service	93.94	92.45	-1.49	93.44
Overall rating of the care provided by our Emergency Medical Transportation service	94.70	93.99	-0.70	94.35
Degree to which the medics relieved your pain or discomfort	91.50	90.90	-0.60	91.54
Extent to which you were told what to do until the ambulance arrived	91.72	91.18	-0.54	92.09
Appropriateness of Emergency Medical Transportation treatment	94.46	93.99	-0.47	94.29
Skill of the person driving the ambulance	94.67	94.35	-0.32	94.38
Likelihood of recommending this ambulance service to others	94.06	93.76	-0.30	94.04
Cleanliness of the ambulance	95.17	95.13	-0.03	95.19



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Care shown by the medics who arrived with the ambulance	95.87	0.76	95.11
Degree to which the medics took your problem seriously	95.61	0.70	94.91
How well did our staff work together to care for you	95.41	1.06	94.35
Extent to which medics cared for you as a person	95.18	0.21	94.97
Degree to which the medics listened to you and/or your family	95.05	0.40	94.64
Extent to which the medics kept you informed about your treatment	94.27	0.90	93.37
Professionalism of the staff in our billing office	91.67	2.06	89.61
Extent to which the services received were worth the fees charged	91.26	1.50	89.77
Willingness of the staff in our billing office to address your needs	90.70	1.27	89.43
Comfort of the ride	89.25	0.71	88.55





**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
Degree to which the medics listened to you and/or your family	95.05	.901174828
Medics' concern for your privacy	94.04	.895849078
Skill of the medics	94.42	.886164473
How well did our staff work together to care for you	95.41	.878595964
Extent to which medics included you in the treatment decisions (if applicable)	92.47	.877533254
Extent to which our staff eased your entry into the medical facility	94.34	.876832163
Appropriateness of Emergency Medical Transportation treatment	93.99	.873960773
Extent to which medics cared for you as a person	95.18	.872842849
Degree to which the medics took your problem seriously	95.61	.854170196
Willingness of the staff in our billing office to address your needs	90.70	.849400241
Concern shown by the person you called for ambulance service	90.95	.846277646
Extent to which the services received were worth the fees charged	91.26	.845645729
Skill of the person driving the ambulance	94.35	.837246642
Extent to which the medics kept you informed about your treatment	94.27	.835450445
Care shown by the medics who arrived with the ambulance	95.87	.82531364
Helpfulness of the person you called for ambulance service	92.45	.819183749
Degree to which the medics relieved your pain or discomfort	90.90	.758988332
Professionalism of the staff in our billing office	91.67	.753571894
Comfort of the ride	89.25	.753254593
Cleanliness of the ambulance	95.13	.748029095
Extent to which you were told what to do until the ambulance arrived	91.18	.745242956
Extent to which the ambulance arrived in a timely manner	91.46	.744396524





**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>92.45</b>	94.58	92.51	91.92	91.76	95.45	90.98
Concern shown by the person you called for ambulance service	<b>90.95</b>	93.65	92.47	91.59	90.36	95.58	92.20
Extent to which you were told what to do until the ambulance	<b>91.18</b>	91.69	91.64	90.09	88.99	94.26	92.35
Extent to which the ambulance arrived in a timely manner	<b>91.46</b>	92.29	91.15	89.89	92.41	93.83	90.33
Cleanliness of the ambulance	<b>95.13</b>	95.03	94.45	92.78	94.36	95.89	95.33
Comfort of the ride	<b>89.25</b>	86.06	85.56	85.05	88.07	90.63	88.52
Skill of the person driving the ambulance	<b>94.35</b>	94.33	93.63	93.53	93.23	95.45	94.47
Care shown by the medics who arrived with the ambulance	<b>95.87</b>	95.67	94.25	93.85	91.84	94.94	96.68
Degree to which the medics took your problem seriously	<b>95.61</b>	94.76	94.26	93.66	91.81	95.11	96.02
Degree to which the medics listened to you and/or your family	<b>95.05</b>	94.73	94.29	93.71	91.36	94.84	96.21
Skill of the medics	<b>94.42</b>	94.80	94.30	93.42	92.35	95.21	96.24
Extent to which the medics kept you informed about your	<b>94.27</b>	92.95	92.45	91.64	89.81	93.54	94.37
Extent to which medics included you in the treatment decisions (if	<b>92.47</b>	93.09	92.84	91.21	89.15	94.16	95.70
Degree to which the medics relieved your pain or discomfort	<b>90.90</b>	89.94	90.73	90.10	88.14	93.09	91.83
Medics' concern for your privacy	<b>94.04</b>	93.75	93.44	92.36	90.24	94.43	95.41
Extent to which medics cared for you as a person	<b>95.18</b>	94.70	94.51	93.35	91.06	94.70	96.33
Professionalism of the staff in our billing office	<b>91.67</b>	88.96	89.72	89.42	84.39	92.54	90.77
Willingness of the staff in our billing office to address your needs	<b>90.70</b>	88.84	88.82	89.11	82.91	92.57	90.08
How well did our staff work together to care for you	<b>95.41</b>	93.43	93.00	92.61	91.10	95.89	94.44
Extent to which our staff eased your entry into the medical facility	<b>94.34</b>	93.40	94.36	92.62	92.34	96.57	94.16
Appropriateness of Emergency Medical Transportation treatment	<b>93.99</b>	93.70	93.85	92.76	92.33	96.73	94.04
Extent to which the services received were worth the fees charged	<b>91.26</b>	89.59	89.03	88.67	85.74	92.87	90.91
Overall rating of the care provided by our Emergency Medical	<b>93.99</b>	94.09	93.92	92.20	91.98	96.94	94.82
Likelihood of recommending this ambulance service to others	<b>93.76</b>	93.32	93.42	91.17	90.69	95.88	95.05
<b>Overall score</b>	93.40	93.08	92.62	91.67	90.58	94.71	93.73
<b>National Rank</b>	49	51	54	62	71	32	45
<b>Comparable Size (Large) Company Rank</b>	11	12	13	15	18	4	9



## Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	92.45	93.44	93.67	93.17	93.35	93.58
Concern shown by the person you called for ambulance service	90.95	93.26	93.33	92.85	92.90	93.27
Extent to which you were told what to do until the ambulance	91.18	92.09	92.02	91.54	91.64	92.41
Extent to which the ambulance arrived in a timely manner	91.46	92.86	92.72	91.31	91.60	92.82
Cleanliness of the ambulance	95.13	95.19	95.14	94.38	94.57	95.34
Comfort of the ride	89.25	88.55	88.27	86.38	86.39	88.24
Skill of the person driving the ambulance	94.35	94.38	94.31	94.03	94.05	94.46
Care shown by the medics who arrived with the ambulance	95.87	95.11	95.13	94.66	94.83	95.14
Degree to which the medics took your problem seriously	95.61	94.91	94.96	94.32	94.51	95.05
Degree to which the medics listened to you and/or your family	95.05	94.64	94.65	94.29	94.45	94.74
Skill of the medics	94.42	94.94	95.02	94.37	94.43	94.99
Extent to which the medics kept you informed about your	94.27	93.37	93.30	92.61	92.73	93.52
Extent to which medics included you in the treatment decisions	92.47	93.34	93.30	92.68	92.79	93.43
Degree to which the medics relieved your pain or discomfort	90.90	91.54	91.35	90.46	90.63	91.36
Medics' concern for your privacy	94.04	94.14	94.07	93.47	93.52	94.20
Extent to which medics cared for you as a person	95.18	94.97	94.90	94.27	94.47	94.98
Professionalism of the staff in our billing office	91.67	89.61	89.68	89.70	89.93	89.76
Willingness of the staff in our billing office to address your	90.70	89.43	89.45	89.26	89.45	89.59
How well did our staff work together to care for you	95.41	94.35	94.21	93.31	93.53	94.38
Extent to which our staff eased your entry into the medical	94.34	94.37	94.46	93.90	94.03	94.49
Appropriateness of Emergency Medical Transportation treatment	93.99	94.29	94.42	93.74	93.93	94.40
Extent to which the services received were worth the fees	91.26	89.77	89.52	89.44	89.64	89.94
Overall rating of the care provided by our Emergency Medical	93.99	94.35	94.40	93.80	94.02	94.49
Likelihood of recommending this ambulance service to others	93.76	94.04	93.98	93.10	93.33	94.09
<b>Number of Surveys for the period</b>	126					
<b>Overall Score</b>	<b>93.40</b>	<b>93.21</b>	<b>93.18</b>	<b>92.54</b>	<b>92.70</b>	<b>93.28</b>



## Cumulative Comparisons

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

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.49</b>	<b>92.22</b>
<b>Dispatch</b>	<b>92.03</b>	<b>92.01</b>
Helpfulness of the person you called for ambulance service	92.91	92.66
Concern shown by the person you called for ambulance service	92.66	92.43
Extent to which you were told what to do until the ambulance	90.52	90.95
<b>Ambulance</b>	<b>92.17</b>	<b>91.86</b>
Extent to which the ambulance arrived in a timely manner	92.92	92.06
Cleanliness of the ambulance	93.97	94.30
Comfort of the ride	87.88	87.41
Skill of the person driving the ambulance	93.91	93.65
<b>Medic</b>	<b>93.39</b>	<b>93.18</b>
Care shown by the medics who arrived with the ambulance	94.49	94.19
Degree to which the medics took your problem seriously	94.45	94.11
Degree to which the medics listened to you and/or your family	94.01	93.81
Skill of the medics	94.31	94.21
Extent to which the medics kept you informed about your treatment	92.55	92.40
Extent to which medics included you in the treatment decisions (if	92.24	92.18
Degree to which the medics relieved your pain or discomfort	90.94	90.49
Medics' concern for your privacy	93.19	93.17
Extent to which medics cared for you as a person	94.32	94.08
<b>Billing Staff Assessment</b>	<b>89.3</b>	<b>88.6</b>


**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.49</b>	<b>92.22</b>
<b>Billing Staff Assessment</b>	<b>89.3</b>	<b>88.6</b>
Professionalism of the staff in our billing office	89.25	88.55
Willingness of the staff in our billing office to address your needs	89.34	88.64
<b>Overall Assessment</b>	<b>92.66</b>	<b>92.34</b>
How well did our staff work together to care for you	93.49	93.33
Extent to which our staff eased your entry into the medical facility	93.74	93.49
Appropriateness of Emergency Medical Transportation treatment	93.44	93.24
Extent to which the services received were worth the fees charged	88.36	87.59
Overall rating of the care provided by our Emergency Medical	93.65	93.40
Likelihood of recommending this ambulance service to others	93.28	93.02



### 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>4</b>	<b>24</b>	<b>59</b>	<b>442</b>	<b>1925</b>	<b>78.44%</b>	<b>78.86%</b>
<b>Dispatch</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>76</b>	<b>225</b>	<b>71.88%</b>	<b>77.67%</b>
Helpfulness of the person you called for ambulance service	0	2	1	24	79	74.53%	78.98%
Concern shown by the person you called for ambulance service	0	2	2	28	73	69.52%	78.34%
Extent to which you were told what to do until the ambulance arrived	0	2	3	24	73	71.57%	75.68%
<b>Ambulance</b>	<b>0</b>	<b>4</b>	<b>16</b>	<b>95</b>	<b>350</b>	<b>75.27%</b>	<b>76.92%</b>
Extent to which the ambulance arrived in a timely manner	0	2	4	28	89	72.36%	77.32%
Cleanliness of the ambulance	0	0	1	20	92	81.42%	82.48%
Comfort of the ride	0	1	10	26	77	67.54%	67.11%
Skill of the person driving the ambulance	0	1	1	21	92	80.00%	80.79%
<b>Medic</b>	<b>1</b>	<b>10</b>	<b>18</b>	<b>152</b>	<b>792</b>	<b>81.40%</b>	<b>81.91%</b>
Care shown by the medics who arrived with the ambulance	0	0	2	15	98	85.22%	84.65%
Degree to which the medics took your problem seriously	0	0	2	16	96	84.21%	84.37%
Degree to which the medics listened to you and/or your family	0	2	1	14	94	84.68%	83.62%
Skill of the medics	0	1	1	20	90	80.36%	83.38%
Extent to which the medics kept you informed about your treatment	0	1	0	22	86	78.90%	79.63%


**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>4</b>	<b>24</b>	<b>59</b>	<b>442</b>	<b>1925</b>	<b>78.44%</b>	<b>78.86%</b>
Extent to which medics included you in the treatment decisions (if applicable)	0	2	2	18	71	76.34%	80.05%
Degree to which the medics relieved your pain or discomfort	1	2	4	17	72	75.00%	75.88%
Medics' concern for your privacy	0	1	4	15	89	81.65%	80.81%
Extent to which medics cared for you as a person	0	1	2	15	96	84.21%	84.75%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>26</b>	<b>60</b>	<b>68.18%</b>	<b>66.93%</b>
Professionalism of the staff in our billing office	0	0	1	13	31	68.89%	66.94%
Willingness of the staff in our billing office to address your needs	0	1	0	13	29	67.44%	66.91%
<b>Overall Assessment</b>	<b>3</b>	<b>3</b>	<b>18</b>	<b>93</b>	<b>498</b>	<b>80.98%</b>	<b>80.17%</b>
How well did our staff work together to care for you	0	1	2	13	93	85.32%	81.67%
Extent to which our staff eased your entry into the medical facility	0	1	2	17	86	81.13%	81.40%
Appropriateness of Emergency Medical Transportation treatment	0	1	2	18	83	79.81%	81.49%
Extent to which the services received were worth the fees charged	1	0	5	14	60	75.00%	71.92%
Overall rating of the care provided by our Emergency Medical Transportation service	1	0	3	16	88	81.48%	82.42%
Likelihood of recommending this ambulance service to others	1	0	4	15	88	81.48%	82.12%



## Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>93.24</b>	95.50
Helpfulness of the person you called for ambulance service	92.45	94.05
Concern shown by the person you called for ambulance service	90.95	94.05
Extent to which you were told what to do until the ambulance	91.18	93.75
Extent to which the ambulance arrived in a timely manner	91.46	97.83
Cleanliness of the ambulance	95.13	95.24
Comfort of the ride	89.25	86.36
Skill of the person driving the ambulance	94.35	95.45
Care shown by the medics who arrived with the ambulance	95.87	97.62
Degree to which the medics took your problem seriously	95.61	97.62
Degree to which the medics listened to you and/or your family	95.05	97.62
Skill of the medics	94.42	96.43
Extent to which the medics kept you informed about your	94.27	94.05
Extent to which medics included you in the treatment decisions	92.47	92.19
Degree to which the medics relieved your pain or discomfort	90.90	94.12
Medics' concern for your privacy	94.04	97.50
Extent to which medics cared for you as a person	95.18	96.43
<b>Number of Survey Responses</b>	126	24



Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>93.24</b>	95.50
Professionalism of the staff in our billing office	91.67	100.00
Willingness of the staff in our billing office to address your	90.70	100.00
How well did our staff work together to care for you	95.41	96.25
Extent to which our staff eased your entry into the medical	94.34	93.42
Appropriateness of Emergency Medical Transportation treatment	93.99	96.25
Extent to which the services received were worth the fees	91.26	94.12
Overall rating of the care provided by our Emergency Medical	93.99	95.24
Likelihood of recommending this ambulance service to others	93.76	96.43
<b>Number of Survey Responses</b>	126	24