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EMS System Report

October 1, 2020 to October 31, 2020

Your Score

93.30

Number of Your Patients in this Report

237

Number of Patients in this Report

6,539

Number of Transport Services in All EMS DB

168





Executive Summary

This report contains data from **237 Medstar** patients who returned a questionnaire between **10/01/2020** and **10/31/2020**.

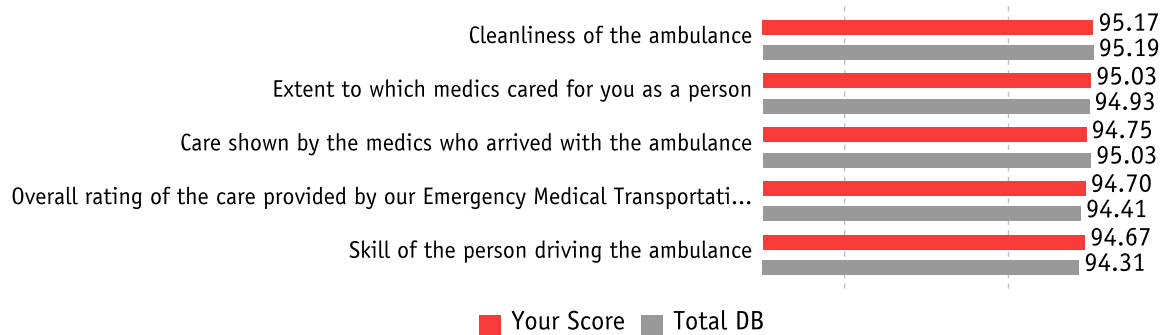
The overall mean score for the standard questions was **93.30**; this is a difference of **0.00** points from the overall EMS database score of **93.30**.

The current score of **93.30** is a change of **0.15** points from last period's score of **93.15**. This was the **46th** highest overall score for all companies in the database.

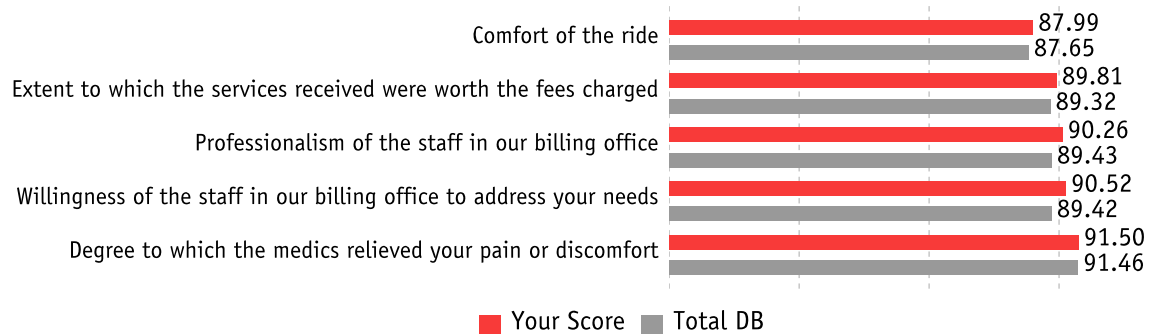
You are ranked **9th** for comparably sized companies in the system.

78.71% of responses to standard questions had a rating of Very Good, the highest rating. **98.76%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

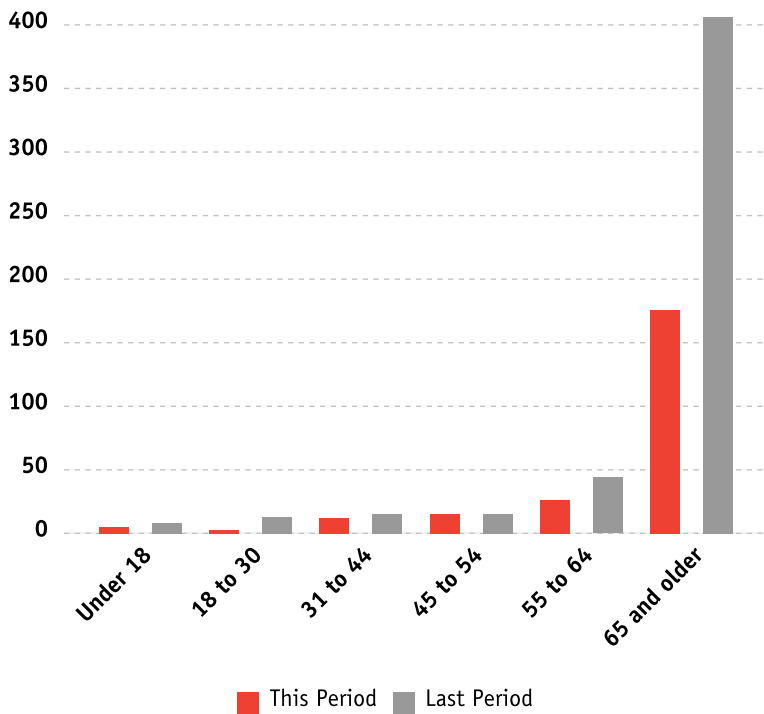




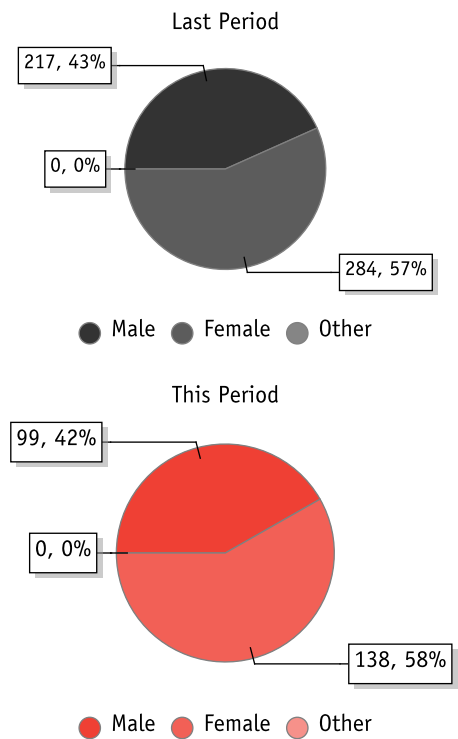
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	8	6	2	0	5	4	1	0
18 to 30	13	6	7	0	3	1	2	0
31 to 44	15	5	10	0	12	8	4	0
45 to 54	15	3	12	0	15	4	11	0
55 to 64	44	24	20	0	26	10	16	0
65 and older	406	173	233	0	176	72	104	0
Total	501	217	284	0	237	99	138	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	92.21	1.73	93.94	93.16
Concern shown by the person you called for ambulance service	92.05	1.42	93.47	93.09
Extent to which you were told what to do until the ambulance arrived	89.93	1.79	91.72	91.88

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.04	0.43	93.47	92.67
Cleanliness of the ambulance	94.55	0.62	95.17	95.19
Comfort of the ride	89.42	-1.43	87.99	87.65
Skill of the person driving the ambulance	94.26	0.41	94.67	94.31

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.71	0.04	94.75	95.03
Degree to which the medics took your problem seriously	95.60	-0.98	94.62	94.86
Degree to which the medics listened to you and/or your family	93.95	0.25	94.20	94.54
Skill of the medics	94.16	0.14	94.30	94.87
Extent to which the medics kept you informed about your treatment	92.87	-0.29	92.58	93.26
Extent to which medics included you in the treatment decisions (if applicable)	92.99	-0.72	92.27	93.00
Degree to which the medics relieved your pain or discomfort	91.23	0.27	91.50	91.46
Medics' concern for your privacy	93.83	-0.48	93.35	94.05
Extent to which medics cared for you as a person	94.56	0.47	95.03	94.93

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	89.87	0.39	90.26	89.43
Willingness of the staff in our billing office to address your needs	91.33	-0.81	90.52	89.42



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	94.25	-0.61	93.64	94.34
Extent to which our staff eased your entry into the medical facility	94.33	-0.07	94.26	94.20
Appropriateness of Emergency Medical Transportation treatment	94.32	0.14	94.46	94.04
Extent to which the services received were worth the fees charged	89.97	-0.16	89.81	89.32
Overall rating of the care provided by our Emergency Medical Transportation	94.13	0.57	94.70	94.41
Likelihood of recommending this ambulance service to others	93.84	0.22	94.06	93.85



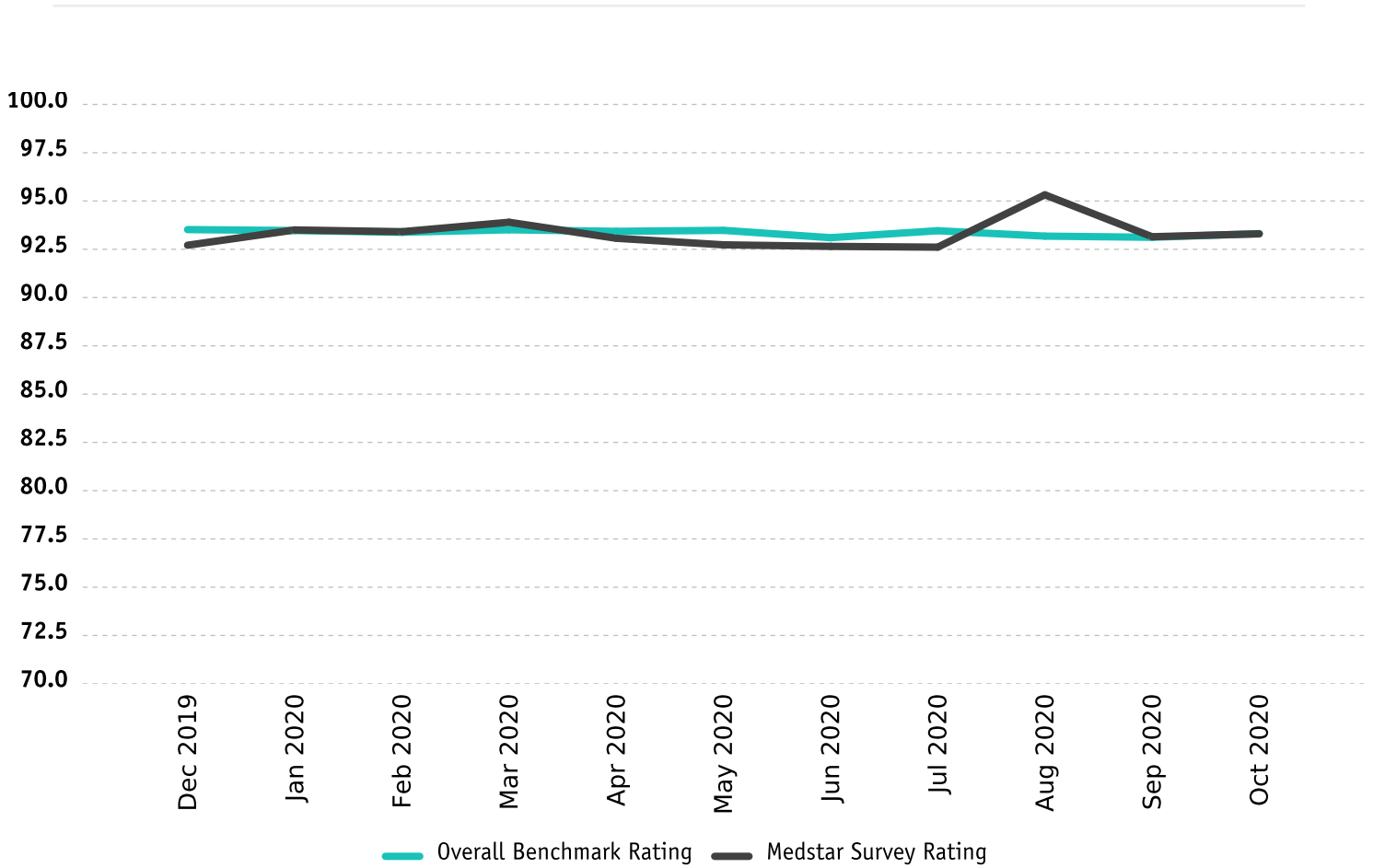
Monthly Breakdown

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.

	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020
Helpfulness of the person you called for ambulance service	92.81	93.19	92.36	92.32	92.72	93.46	93.65	92.40	92.50	92.75	92.21	93.94
Concern shown by the person you called for ambulance service	92.43	92.45	93.53	92.54	93.80	93.42	94.20	91.76	92.12	95.83	92.05	93.47
Extent to which you were told what to do until the ambulance arrived	89.57	91.72	92.13	90.95	91.21	92.40	92.33	90.52	89.09	93.18	89.93	91.72
Extent to which the ambulance arrived in a timely manner	90.77	93.39	93.97	93.07	94.28	93.19	92.98	92.72	92.76	92.50	93.04	93.47
Cleanliness of the ambulance	93.36	94.05	95.65	93.96	95.12	94.44	94.51	94.25	94.75	95.69	94.55	95.17
Comfort of the ride	86.03	88.35	88.44	88.81	88.54	88.00	89.96	87.45	87.97	91.67	89.42	87.99
Skill of the person driving the ambulance	92.93	93.78	94.63	94.93	94.04	94.69	94.10	93.26	94.31	93.97	94.26	94.67
Care shown by the medics who arrived with the ambulance	93.70	93.73	95.32	94.77	95.61	94.13	94.60	94.03	95.39	97.32	94.71	94.75
Degree to which the medics took your problem seriously	93.65	94.35	94.95	95.11	95.66	94.83	94.29	94.26	95.57	99.14	95.60	94.62
Degree to which the medics listened to you and/or your family	92.11	94.19	95.37	95.32	95.36	94.39	93.39	94.34	94.50	98.21	93.95	94.20
Skill of the medics	93.16	93.43	95.04	95.20	94.77	94.19	94.82	95.36	94.59	97.41	94.16	94.30
Extent to which the medics kept you informed about your treatment	91.45	91.75	93.65	93.16	93.71	92.70	92.75	93.14	93.05	96.30	92.87	92.58
Extent to which medics included you in the treatment decisions (if	91.15	91.77	92.11	92.18	95.23	91.58	91.14	93.44	92.27	96.74	92.99	92.27
Degree to which the medics relieved your pain or discomfort	88.63	89.89	91.53	93.91	92.69	92.22	89.62	91.77	90.41	94.00	91.23	91.50
Medics' concern for your privacy	91.90	93.55	94.62	93.99	94.65	93.38	93.03	93.81	92.65	95.54	93.83	93.35
Extent to which medics cared for you as a person	92.97	95.21	94.73	94.97	95.90	93.77	94.45	94.85	94.61	96.55	94.56	95.03
Professionalism of the staff in our billing office	89.35	91.76	90.73	89.26	90.95	90.96	89.63	87.26	87.87	93.18	89.87	90.26
Willingness of the staff in our billing office to address your needs	89.91	91.09	90.72	90.68	90.05	90.70	88.94	87.91	87.37	93.18	91.33	90.52
How well did our staff work together to care for you	92.35	92.98	94.42	94.81	95.02	93.96	93.10	93.35	93.13	96.30	94.25	93.64
Extent to which our staff eased your entry into the medical facility	92.74	93.09	94.72	93.54	95.26	94.21	93.43	93.75	93.62	93.75	94.33	94.26
Appropriateness of Emergency Medical Transportation treatment	91.83	93.10	93.86	94.64	94.56	93.36	92.68	92.80	93.17	97.32	94.32	94.46
Extent to which the services received were worth the fees charged	87.18	87.94	90.08	90.13	90.35	88.62	87.37	87.58	87.87	91.30	89.97	89.81
Overall rating of the care provided by our Emergency Medical Transportation	92.77	93.90	93.73	94.78	94.59	93.75	92.57	93.48	92.79	95.69	94.13	94.70
Likelihood of recommending this ambulance service to others	92.31	93.38	93.87	93.36	94.20	93.39	92.92	93.20	93.35	96.55	93.84	94.06
Your Master Score	91.60	92.71	93.50	93.41	93.90	93.07	92.73	92.65	92.61	95.32	93.15	93.30
Your Total Responses	264	268	212	307	309	253	346	248	239	32	501	237



Monthly tracking of Overall Survey Score





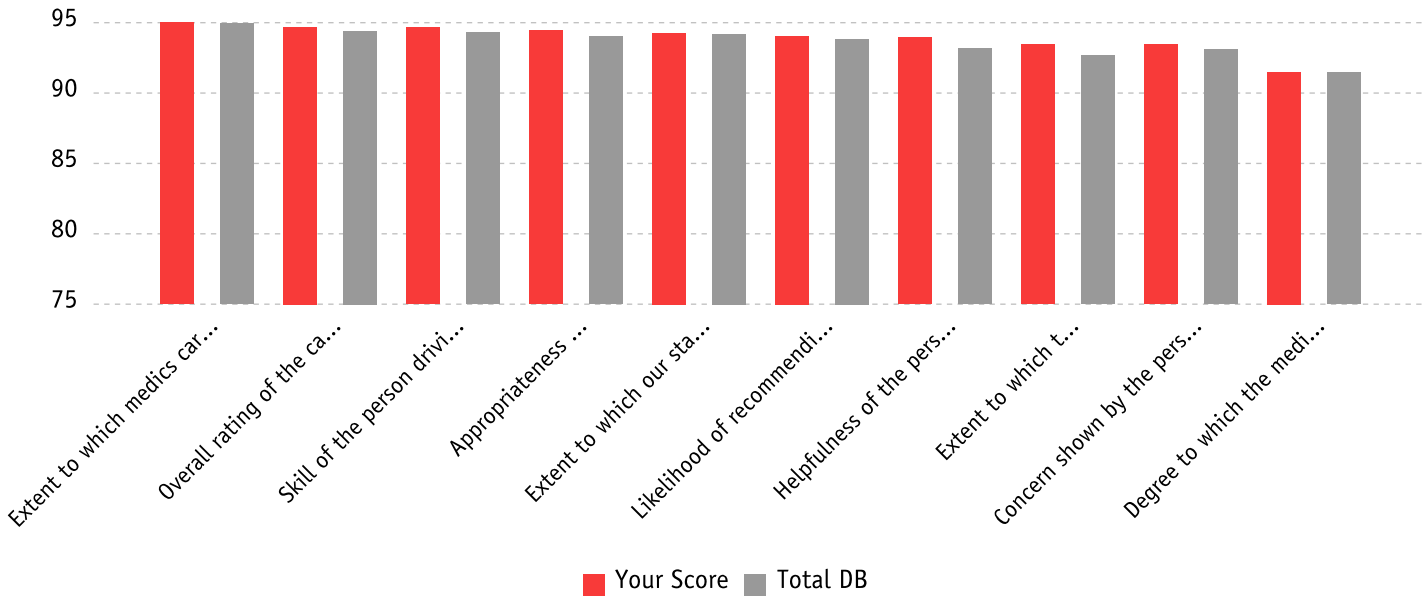
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which you were told what to do until the ambulance arrived	89.93	91.72	1.79	91.88
Helpfulness of the person you called for ambulance service	92.21	93.94	1.74	93.16
Concern shown by the person you called for ambulance service	92.05	93.47	1.42	93.09
Cleanliness of the ambulance	94.55	95.17	0.62	95.19
Overall rating of the care provided by our Emergency Medical Transportation service	94.13	94.70	0.57	94.41
Extent to which medics cared for you as a person	94.56	95.03	0.47	94.93
Extent to which the ambulance arrived in a timely manner	93.04	93.47	0.43	92.67
Skill of the person driving the ambulance	94.26	94.67	0.40	94.31
Professionalism of the staff in our billing office	89.87	90.26	0.40	89.43
Degree to which the medics relieved your pain or discomfort	91.23	91.50	0.27	91.46
Decreases				
Comfort of the ride	89.42	87.99	-1.43	87.65
Degree to which the medics took your problem seriously	95.60	94.62	-0.98	94.86
Willingness of the staff in our billing office to address your needs	91.33	90.52	-0.81	89.42
Extent to which medics included you in the treatment decisions (if applicable)	92.99	92.27	-0.72	93.00
How well did our staff work together to care for you	94.25	93.64	-0.61	94.34
Medics' concern for your privacy	93.83	93.35	-0.48	94.05
Extent to which the medics kept you informed about your treatment	92.87	92.58	-0.29	93.26
Extent to which the services received were worth the fees charged	89.97	89.81	-0.16	89.32
Extent to which our staff eased your entry into the medical facility	94.33	94.25	-0.08	94.20



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Extent to which medics cared for you as a person	95.03	0.10	94.93
Overall rating of the care provided by our Emergency Medical Transportation service	94.70	0.29	94.41
Skill of the person driving the ambulance	94.67	0.36	94.31
Appropriateness of Emergency Medical Transportation treatment	94.46	0.42	94.04
Extent to which our staff eased your entry into the medical facility	94.25	0.05	94.20
Likelihood of recommending this ambulance service to others	94.06	0.22	93.85
Helpfulness of the person you called for ambulance service	93.94	0.79	93.16
Extent to which the ambulance arrived in a timely manner	93.47	0.81	92.67
Concern shown by the person you called for ambulance service	93.47	0.38	93.09
Degree to which the medics relieved your pain or discomfort	91.50	0.04	91.46





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	93.64	.896128858
Extent to which medics included you in the treatment decisions (if applicable)	92.27	.894199701
Skill of the medics	94.30	.890292037
Extent to which medics cared for you as a person	95.03	.880389257
Degree to which the medics listened to you and/or your family	94.20	.878500097
Degree to which the medics took your problem seriously	94.62	.876839457
Extent to which our staff eased your entry into the medical facility	94.26	.867093193
Extent to which the medics kept you informed about your treatment	92.58	.866733579
Care shown by the medics who arrived with the ambulance	94.75	.857081574
Appropriateness of Emergency Medical Transportation treatment	94.46	.856165194
Degree to which the medics relieved your pain or discomfort	91.50	.83896244
Medics' concern for your privacy	93.35	.824366437
Professionalism of the staff in our billing office	90.26	.783502688
Willingness of the staff in our billing office to address your needs	90.52	.738801068
Concern shown by the person you called for ambulance service	93.47	.734631541
Extent to which the ambulance arrived in a timely manner	93.47	.721420794
Cleanliness of the ambulance	95.17	.691664402
Helpfulness of the person you called for ambulance service	93.94	.68994535
Extent to which the services received were worth the fees charged	89.81	.683771063
Skill of the person driving the ambulance	94.67	.638142281
Comfort of the ride	87.99	.580683324
Extent to which you were told what to do until the ambulance arrived	91.72	.560226365



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	93.94	92.13	92.86	92.23	93.27	93.80	89.37
Concern shown by the person you called for ambulance service	93.47	92.39	92.80	92.17	93.67	94.14	91.45
Extent to which you were told what to do until the ambulance	91.72	91.09	92.43	90.97	91.19	91.92	91.60
Extent to which the ambulance arrived in a timely manner	93.47	92.23	91.81	90.29	93.67	93.56	88.68
Cleanliness of the ambulance	95.17	94.67	95.34	94.13	94.29	95.31	93.40
Comfort of the ride	87.99	84.53	85.62	83.33	88.97	89.74	88.24
Skill of the person driving the ambulance	94.67	94.05	94.32	92.82	94.03	94.47	93.01
Care shown by the medics who arrived with the ambulance	94.75	95.50	95.65	93.18	93.54	96.12	91.83
Degree to which the medics took your problem seriously	94.62	95.23	94.58	93.31	93.27	95.85	91.77
Degree to which the medics listened to you and/or your family	94.20	95.06	94.30	93.07	92.05	95.59	91.68
Skill of the medics	94.30	94.50	95.17	93.42	93.90	95.74	92.49
Extent to which the medics kept you informed about your	92.58	93.86	92.90	91.76	90.32	93.84	89.98
Extent to which medics included you in the treatment decisions (if	92.27	93.43	92.74	91.80	91.30	93.93	90.37
Degree to which the medics relieved your pain or discomfort	91.50	91.06	91.32	90.50	89.65	91.15	88.15
Medics' concern for your privacy	93.35	93.59	93.94	92.76	91.64	93.69	92.53
Extent to which medics cared for you as a person	95.03	94.58	95.40	93.89	93.59	95.43	91.40
Professionalism of the staff in our billing office	90.26	90.14	89.91	89.02	85.32	90.01	87.87
Willingness of the staff in our billing office to address your needs	90.52	89.32	89.88	89.02	86.32	90.32	87.33
How well did our staff work together to care for you	93.64	94.58	93.80	92.93	92.30	94.17	91.18
Extent to which our staff eased your entry into the medical facility	94.26	94.47	95.13	93.12	92.00	93.82	91.99
Appropriateness of Emergency Medical Transportation treatment	94.46	93.56	93.86	93.10	92.72	94.52	91.84
Extent to which the services received were worth the fees charged	89.81	90.11	87.73	89.33	86.00	88.28	86.17
Overall rating of the care provided by our Emergency Medical	94.70	94.21	94.34	92.64	92.89	95.06	91.83
Likelihood of recommending this ambulance service to others	94.06	94.50	93.60	93.21	90.33	93.24	90.94
Overall score	93.30	93.12	93.09	91.89	91.81	93.72	90.77
National Rank	46	48	50	59	61	42	68
Comparable Size (Large) Company Rank	9	10	11	14	15	5	16



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	93.94	93.16	93.28	92.71	92.73	93.11
Concern shown by the person you called for ambulance service	93.47	93.09	93.32	92.80	92.76	93.04
Extent to which you were told what to do until the ambulance	91.72	91.88	92.19	91.48	91.50	91.89
Extent to which the ambulance arrived in a timely manner	93.47	92.67	92.28	92.01	91.96	92.57
Cleanliness of the ambulance	95.17	95.19	95.08	94.94	94.81	95.21
Comfort of the ride	87.99	87.65	87.28	85.96	85.48	87.17
Skill of the person driving the ambulance	94.67	94.31	94.02	94.01	93.91	94.27
Care shown by the medics who arrived with the ambulance	94.75	95.03	94.81	94.96	94.95	95.09
Degree to which the medics took your problem seriously	94.62	94.86	94.63	94.62	94.62	94.96
Degree to which the medics listened to you and/or your family	94.20	94.54	94.10	94.36	94.37	94.50
Skill of the medics	94.30	94.87	94.65	94.56	94.49	94.85
Extent to which the medics kept you informed about your	92.58	93.26	92.91	93.11	92.98	93.27
Extent to which medics included you in the treatment decisions	92.27	93.00	92.77	92.82	92.81	93.06
Degree to which the medics relieved your pain or discomfort	91.50	91.46	91.28	90.93	91.04	91.50
Medics' concern for your privacy	93.35	94.05	93.55	93.42	93.44	93.98
Extent to which medics cared for you as a person	95.03	94.93	94.61	94.73	94.74	95.00
Professionalism of the staff in our billing office	90.26	89.43	89.10	89.69	89.81	88.99
Willingness of the staff in our billing office to address your	90.52	89.42	89.16	89.69	89.65	89.02
How well did our staff work together to care for you	93.64	94.34	93.98	93.82	93.85	94.38
Extent to which our staff eased your entry into the medical	94.26	94.20	94.19	94.19	94.17	94.33
Appropriateness of Emergency Medical Transportation treatment	94.46	94.04	93.95	93.66	93.74	94.01
Extent to which the services received were worth the fees	89.81	89.32	89.08	89.16	89.11	89.41
Overall rating of the care provided by our Emergency Medical	94.70	94.41	94.09	94.04	94.01	94.52
Likelihood of recommending this ambulance service to others	94.06	93.85	93.46	93.75	93.79	94.01
Number of Surveys for the period	237					
Overall Score	93.30	93.04	92.82	92.73	92.70	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	92.49	92.21
Dispatch	92.03	92
Helpfulness of the person you called for ambulance service	92.91	92.64
Concern shown by the person you called for ambulance service	92.67	92.42
Extent to which you were told what to do until the ambulance	90.52	90.94
Ambulance	92.17	91.84
Extent to which the ambulance arrived in a timely manner	92.93	92.05
Cleanliness of the ambulance	93.96	94.29
Comfort of the ride	87.87	87.40
Skill of the person driving the ambulance	93.91	93.64
Medic	93.38	93.17
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	94.01	93.80
Skill of the medics	94.31	94.20
Extent to which the medics kept you informed about your treatment	92.54	92.39
Extent to which medics included you in the treatment decisions (if	92.23	92.17
Degree to which the medics relieved your pain or discomfort	90.94	90.47
Medics' concern for your privacy	93.19	93.16
Extent to which medics cared for you as a person	94.32	94.08
Billing Staff Assessment	89.28	88.58


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.49	92.21
Billing Staff Assessment	89.28	88.58
Professionalism of the staff in our billing office	89.24	88.54
Willingness of the staff in our billing office to address your needs	89.33	88.63
Overall Assessment	92.65	92.33
How well did our staff work together to care for you	93.48	93.32
Extent to which our staff eased your entry into the medical facility	93.73	93.48
Appropriateness of Emergency Medical Transportation treatment	93.44	93.23
Extent to which the services received were worth the fees charged	88.35	87.56
Overall rating of the care provided by our Emergency Medical	93.65	93.39
Likelihood of recommending this ambulance service to others	93.27	93.01



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	40	17	101	822	3624	78.71%	78.21%
Dispatch	3	1	9	126	435	75.78%	76.61%
Helpfulness of the person you called for ambulance service	1	0	2	40	155	78.28%	78.07%
Concern shown by the person you called for ambulance service	1	0	2	43	149	76.41%	77.27%
Extent to which you were told what to do until the ambulance arrived	1	1	5	43	131	72.38%	74.49%
Ambulance	4	6	25	161	659	77.08%	76.36%
Extent to which the ambulance arrived in a timely manner	1	0	7	40	174	78.38%	76.77%
Cleanliness of the ambulance	0	0	2	37	173	81.60%	82.46%
Comfort of the ride	3	5	14	46	142	67.62%	65.86%
Skill of the person driving the ambulance	0	1	2	38	170	80.57%	80.35%
Medic	21	4	34	293	1456	80.53%	81.42%
Care shown by the medics who arrived with the ambulance	2	0	1	35	176	82.24%	83.81%
Degree to which the medics took your problem seriously	3	0	4	26	180	84.51%	84.06%
Degree to which the medics listened to you and/or your family	2	1	4	30	174	82.46%	83.32%
Skill of the medics	3	0	3	30	174	82.86%	83.36%
Extent to which the medics kept you informed about your treatment	2	1	5	39	155	76.73%	79.09%


Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	40	17	101	822	3624	78.71%	78.21%
Extent to which medics included you in the treatment decisions (if applicable)	3	0	5	31	132	77.19%	78.86%
Degree to which the medics relieved your pain or discomfort	3	1	5	37	136	74.73%	75.30%
Medics' concern for your privacy	1	1	4	38	155	77.89%	80.62%
Extent to which medics cared for you as a person	2	0	3	27	174	84.47%	84.31%
Billing Staff Assessment	0	3	4	53	122	67.03%	65.89%
Professionalism of the staff in our billing office	0	2	2	27	64	67.37%	65.64%
Willingness of the staff in our billing office to address your needs	0	1	2	26	58	66.67%	66.14%
Overall Assessment	12	3	29	189	952	80.34%	79.55%
How well did our staff work together to care for you	3	0	4	31	162	81.00%	81.31%
Extent to which our staff eased your entry into the medical facility	1	0	5	32	162	81.00%	81.01%
Appropriateness of Emergency Medical Transportation treatment	1	0	4	33	165	81.28%	80.56%
Extent to which the services received were worth the fees charged	3	3	8	32	123	72.78%	70.61%
Overall rating of the care provided by our Emergency Medical Transportation service	2	0	4	28	173	83.57%	82.16%
Likelihood of recommending this ambulance service to others	2	0	4	33	167	81.07%	81.63%



Monthly Division Comparison

	Overall Company	Clinton
Total Score	93.11	92.93
Helpfulness of the person you called for ambulance service	93.94	94.17
Concern shown by the person you called for ambulance service	93.47	92.50
Extent to which you were told what to do until the ambulance	91.72	90.21
Extent to which the ambulance arrived in a timely manner	93.47	92.97
Cleanliness of the ambulance	95.17	93.33
Comfort of the ride	87.99	85.38
Skill of the person driving the ambulance	94.67	94.83
Care shown by the medics who arrived with the ambulance	94.75	95.34
Degree to which the medics took your problem seriously	94.62	95.34
Degree to which the medics listened to you and/or your family	94.20	95.34
Skill of the medics	94.30	95.34
Extent to which the medics kept you informed about your	92.58	93.58
Extent to which medics included you in the treatment decisions	92.27	91.38
Degree to which the medics relieved your pain or discomfort	91.50	93.04
Medics' concern for your privacy	93.35	91.41
Extent to which medics cared for you as a person	95.03	96.13
Number of Survey Responses	237	33



Monthly Division Comparison

	Overall Company	Clinton
Total Score	93.11	92.93
Professionalism of the staff in our billing office	90.26	89.58
Willingness of the staff in our billing office to address your	90.52	88.64
How well did our staff work together to care for you	93.64	95.83
Extent to which our staff eased your entry into the medical	94.26	95.00
Appropriateness of Emergency Medical Transportation treatment	94.46	95.00
Extent to which the services received were worth the fees	89.81	87.50
Overall rating of the care provided by our Emergency Medical	94.70	94.39
Likelihood of recommending this ambulance service to others	94.06	94.00
Number of Survey Responses	237	33