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# EMS System Report

February 1, 2021 to February 28, 2021

Your Score

**93.36**

Number of Your Patients in this Report

**599**

Number of Patients in this Report

**6,936**

Number of Transport Services in All EMS DB

**170**





## Executive Summary

This report contains data from **599 Medstar** patients who returned a questionnaire between **02/01/2021** and **02/28/2021**.

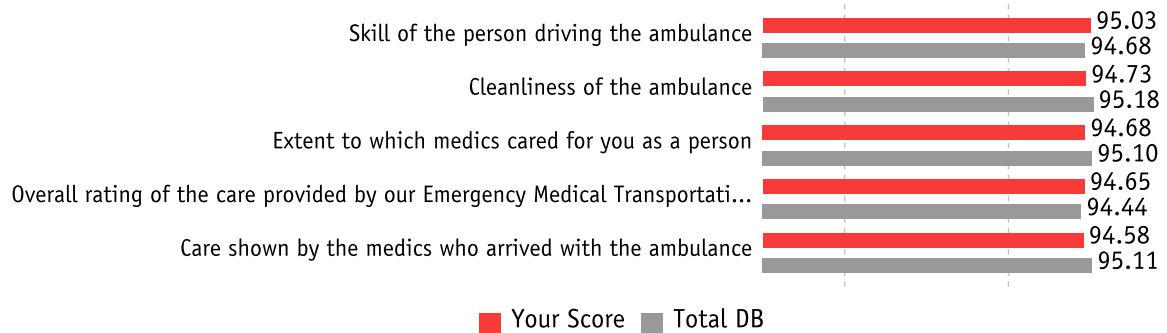
The overall mean score for the standard questions was **93.36**; this is a difference of **-0.26** points from the overall EMS database score of **93.62**.

The current score of **93.36** is a change of **0.37** points from last period's score of **92.99**. This was the **52nd** highest overall score for all companies in the database.

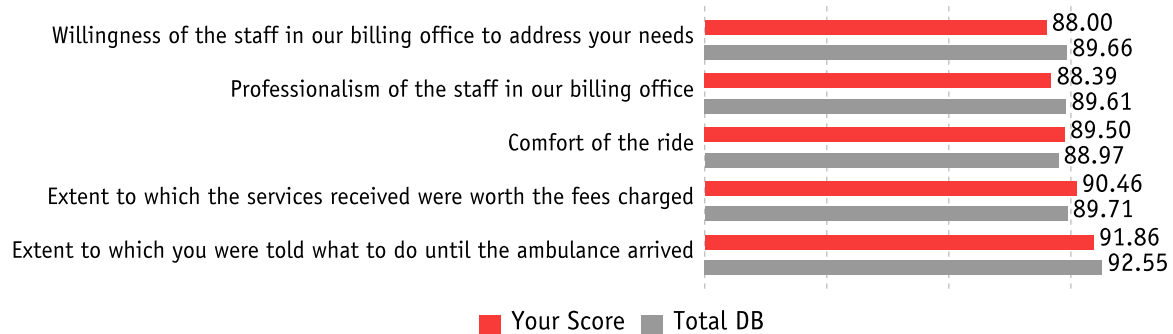
You are ranked **12th** for comparably sized companies in the system.

**78.21%** of responses to standard questions had a rating of Very Good, the highest rating. **98.99%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

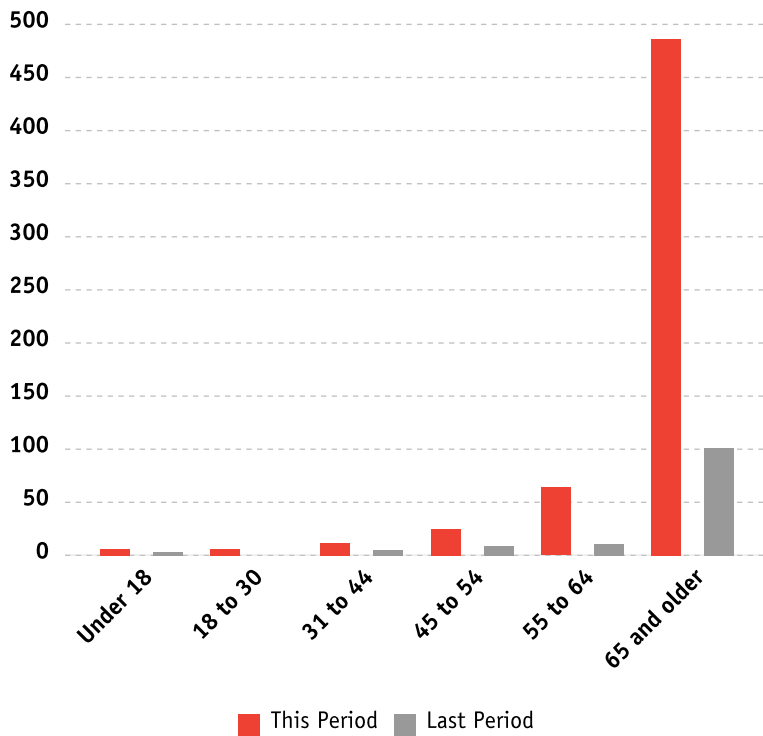




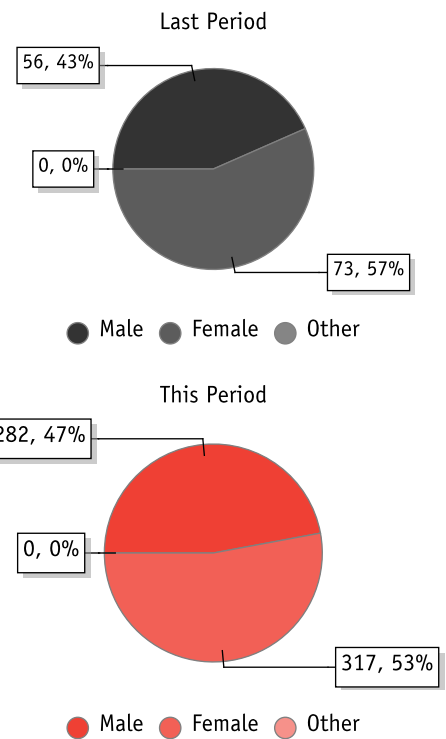
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	3	2	1	0	6	4	2	0
18 to 30		0	0	0	6	2	4	0
31 to 44	5	0	5	0	12	6	6	0
45 to 54	9	2	7	0	25	13	12	0
55 to 64	11	6	5	0	64	38	26	0
65 and older	101	46	55	0	486	219	267	0
<b>Total</b>	<b>129</b>	<b>56</b>	<b>73</b>	<b>0</b>	<b>599</b>	<b>282</b>	<b>317</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	91.68	1.93	93.61	93.86
Concern shown by the person you called for ambulance service	92.44	0.91	93.35	93.61
Extent to which you were told what to do until the ambulance arrived	92.57	-0.71	91.86	92.55

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.86	-0.18	93.68	93.20
Cleanliness of the ambulance	96.01	-1.28	94.73	95.18
Comfort of the ride	89.74	-0.24	89.50	88.97
Skill of the person driving the ambulance	94.49	0.54	95.03	94.68

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.62	-1.04	94.58	95.11
Degree to which the medics took your problem seriously	95.54	-1.15	94.39	95.06
Degree to which the medics listened to you and/or your family	94.48	-0.14	94.34	94.75
Skill of the medics	93.43	1.04	94.47	95.27
Extent to which the medics kept you informed about your treatment	90.25	2.45	92.70	93.46
Extent to which medics included you in the treatment decisions (if applicable)	93.63	-1.41	92.22	93.29
Degree to which the medics relieved your pain or discomfort	91.27	1.42	92.69	92.05
Medics' concern for your privacy	93.76	-0.02	93.74	94.34
Extent to which medics cared for you as a person	96.17	-1.49	94.68	95.10

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	82.11	6.28	88.39	89.61
Willingness of the staff in our billing office to address your needs	83.35	4.65	88.00	89.66



### Question Analysis (Continued)

#### Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	92.90	1.38	94.28	94.29
Extent to which our staff eased your entry into the medical facility	94.22	0.09	94.31	94.23
Appropriateness of Emergency Medical Transportation treatment	93.87	0.15	94.02	94.24
Extent to which the services received were worth the fees charged	89.74	0.72	90.46	89.71
Overall rating of the care provided by our Emergency Medical Transportation	94.21	0.44	94.65	94.44
Likelihood of recommending this ambulance service to others	94.34	-0.61	93.73	94.12



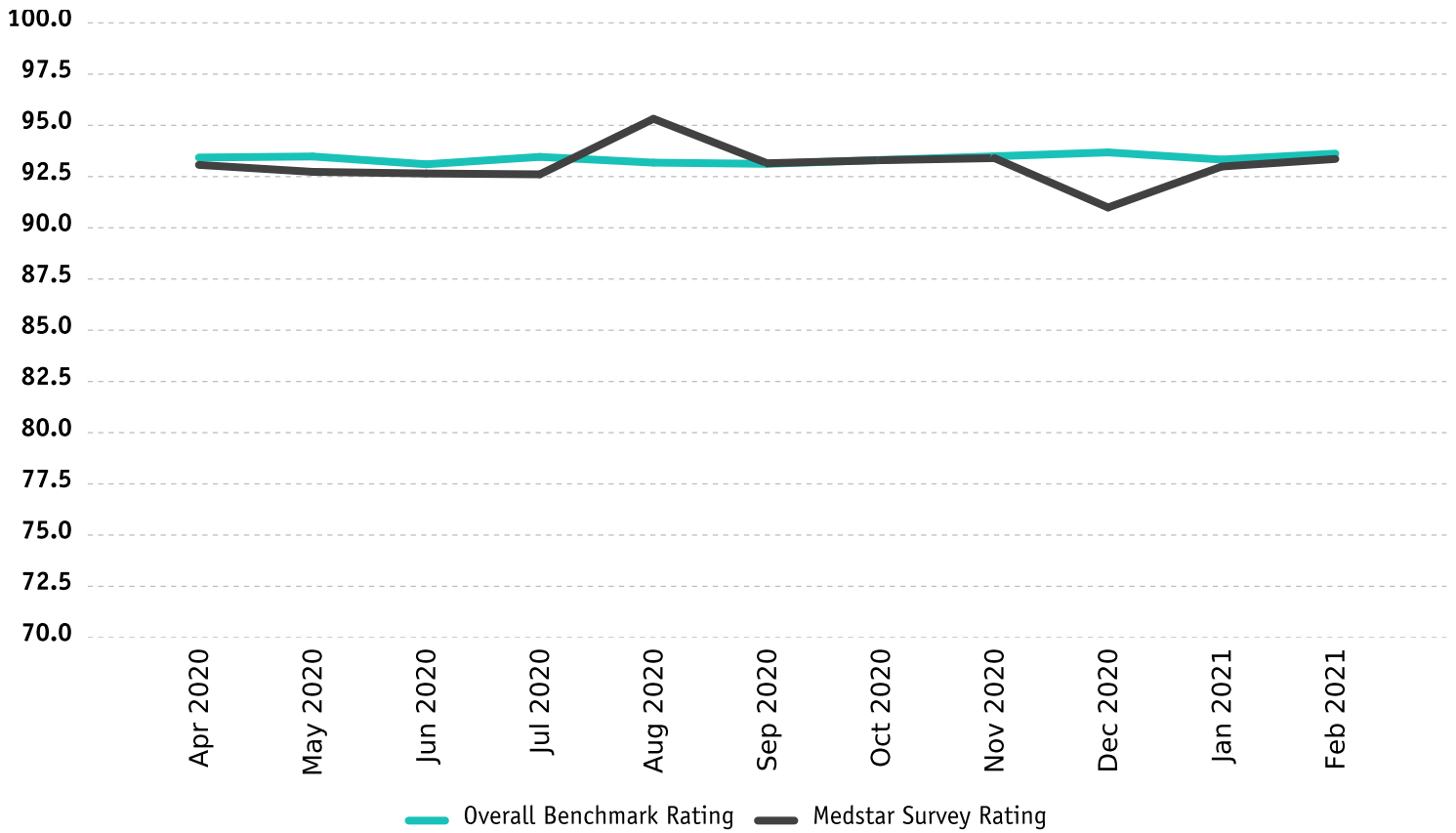
## Monthly Breakdown

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.

	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021
Helpfulness of the person you called for ambulance service	92.72	93.46	93.65	92.40	92.50	92.75	92.21	93.94	92.45	92.19	91.68	93.61
Concern shown by the person you called for ambulance service	93.80	93.42	94.20	91.76	92.12	95.83	92.05	93.47	90.95	91.67	92.44	93.35
Extent to which you were told what to do until the ambulance arrived	91.21	92.40	92.33	90.52	89.09	93.18	89.93	91.72	91.18	86.67	92.57	91.86
Extent to which the ambulance arrived in a timely manner	94.28	93.19	92.98	92.72	92.76	92.50	93.04	93.47	91.46	91.22	93.86	93.68
Cleanliness of the ambulance	95.12	94.44	94.51	94.25	94.75	95.69	94.55	95.17	95.13	92.76	96.01	94.73
Comfort of the ride	88.54	88.00	89.96	87.45	87.97	91.67	89.42	87.99	89.25	85.53	89.74	89.50
Skill of the person driving the ambulance	94.04	94.69	94.10	93.26	94.31	93.97	94.26	94.67	94.35	91.24	94.49	95.03
Care shown by the medics who arrived with the ambulance	95.61	94.13	94.60	94.03	95.39	97.32	94.71	94.75	95.87	93.08	95.62	94.58
Degree to which the medics took your problem seriously	95.66	94.83	94.29	94.26	95.57	99.14	95.60	94.62	95.61	93.27	95.54	94.39
Degree to which the medics listened to you and/or your family	95.36	94.39	93.39	94.34	94.50	98.21	93.95	94.20	95.05	93.08	94.48	94.34
Skill of the medics	94.77	94.19	94.82	95.36	94.59	97.41	94.16	94.30	94.42	93.27	93.43	94.47
Extent to which the medics kept you informed about your treatment	93.71	92.70	92.75	93.14	93.05	96.30	92.87	92.58	94.27	89.00	90.25	92.70
Extent to which medics included you in the treatment decisions (if	95.23	91.58	91.14	93.44	92.27	96.74	92.99	92.27	92.47	88.67	93.63	92.22
Degree to which the medics relieved your pain or discomfort	92.69	92.22	89.62	91.77	90.41	94.00	91.23	91.50	90.90	90.74	91.27	92.69
Medics' concern for your privacy	94.65	93.38	93.03	93.81	92.65	95.54	93.83	93.35	94.04	94.12	93.76	93.74
Extent to which medics cared for you as a person	95.90	93.77	94.45	94.85	94.61	96.55	94.56	95.03	95.18	93.95	96.17	94.68
Professionalism of the staff in our billing office	90.95	90.96	89.63	87.26	87.87	93.18	89.87	90.26	91.67	87.50	82.11	88.39
Willingness of the staff in our billing office to address your needs	90.05	90.70	88.94	87.91	87.37	93.18	91.33	90.52	90.70	87.50	83.35	88.00
How well did our staff work together to care for you	95.02	93.96	93.10	93.35	93.13	96.30	94.25	93.64	95.41	92.17	92.90	94.28
Extent to which our staff eased your entry into the medical facility	95.26	94.21	93.43	93.75	93.62	93.75	94.33	94.26	94.34	90.74	94.22	94.31
Appropriateness of Emergency Medical Transportation treatment	94.56	93.36	92.68	92.80	93.17	97.32	94.32	94.46	93.99	92.39	93.87	94.02
Extent to which the services received were worth the fees charged	90.35	88.62	87.37	87.58	87.87	91.30	89.97	89.81	91.26	85.75	89.74	90.46
Overall rating of the care provided by our Emergency Medical Transportation	94.59	93.75	92.57	93.48	92.79	95.69	94.13	94.70	93.99	91.00	94.21	94.65
Likelihood of recommending this ambulance service to others	94.20	93.39	92.92	93.20	93.35	96.55	93.84	94.06	93.76	91.00	94.34	93.73
Your Master Score	93.90	93.07	92.73	92.65	92.61	95.32	93.15	93.30	93.40	90.99	92.99	93.36
Your Total Responses	309	253	346	248	239	32	501	237	126	42	129	599



### Monthly tracking of Overall Survey Score





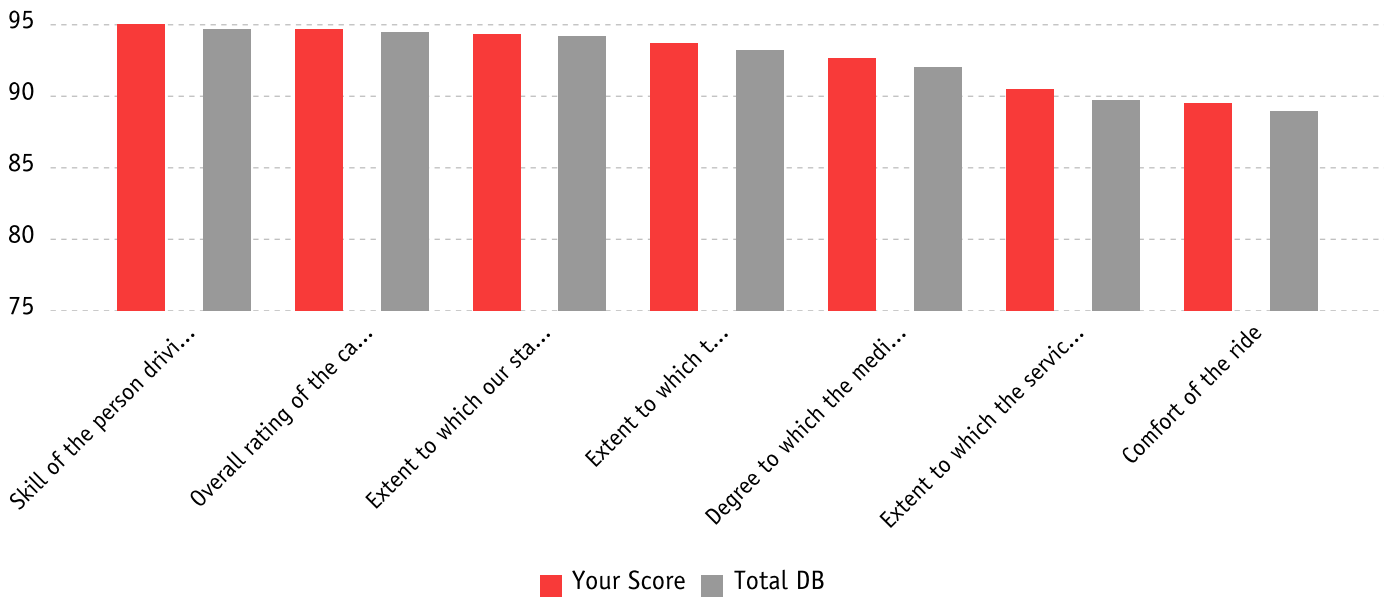
### Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Professionalism of the staff in our billing office	82.11	88.39	6.28	89.61
Willingness of the staff in our billing office to address your needs	83.35	88.00	4.64	89.66
Extent to which the medics kept you informed about your treatment	90.25	92.70	2.44	93.46
Helpfulness of the person you called for ambulance service	91.68	93.61	1.92	93.86
Degree to which the medics relieved your pain or discomfort	91.27	92.69	1.42	92.05
How well did our staff work together to care for you	92.90	94.28	1.38	94.29
Skill of the medics	93.43	94.47	1.04	95.27
Concern shown by the person you called for ambulance service	92.44	93.35	0.90	93.61
Extent to which the services received were worth the fees charged	89.74	90.46	0.72	89.71
Skill of the person driving the ambulance	94.49	95.03	0.54	94.68
<b>Decreases</b>				
Extent to which medics cared for you as a person	96.17	94.68	-1.49	95.10
Extent to which medics included you in the treatment decisions (if applicable)	93.63	92.22	-1.41	93.29
Cleanliness of the ambulance	96.01	94.73	-1.28	95.18
Degree to which the medics took your problem seriously	95.54	94.39	-1.15	95.06
Care shown by the medics who arrived with the ambulance	95.62	94.58	-1.04	95.11
Extent to which you were told what to do until the ambulance arrived	92.57	91.86	-0.71	92.55
Likelihood of recommending this ambulance service to others	94.34	93.73	-0.61	94.12
Comfort of the ride	89.74	89.50	-0.25	88.97
Extent to which the ambulance arrived in a timely manner	93.86	93.68	-0.18	93.20
Degree to which the medics listened to you and/or your family	94.48	94.34	-0.14	94.75



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Skill of the person driving the ambulance	95.03	0.35	94.68
Overall rating of the care provided by our Emergency Medical Transportation service	94.65	0.21	94.44
Extent to which our staff eased your entry into the medical facility	94.31	0.09	94.23
Extent to which the ambulance arrived in a timely manner	93.68	0.48	93.20
Degree to which the medics relieved your pain or discomfort	92.69	0.63	92.05
Extent to which the services received were worth the fees charged	90.46	0.75	89.71
Comfort of the ride	89.50	0.52	88.97





**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	94.34	.894479678
How well did our staff work together to care for you	94.28	.885414737
Care shown by the medics who arrived with the ambulance	94.58	.879511573
Extent to which the medics kept you informed about your treatment	92.70	.878003851
Appropriateness of Emergency Medical Transportation treatment	94.02	.875997465
Skill of the medics	94.47	.87111032
Extent to which medics cared for you as a person	94.68	.865953406
Degree to which the medics relieved your pain or discomfort	92.69	.863311889
Medics' concern for your privacy	93.74	.862741681
Degree to which the medics took your problem seriously	94.39	.847031549
Extent to which our staff eased your entry into the medical facility	94.31	.84211207
Extent to which medics included you in the treatment decisions (if applicable)	92.22	.833006535
Professionalism of the staff in our billing office	88.39	.804344561
Cleanliness of the ambulance	94.73	.788742748
Willingness of the staff in our billing office to address your needs	88.00	.787845491
Extent to which the services received were worth the fees charged	90.46	.777752713
Skill of the person driving the ambulance	95.03	.775937701
Extent to which the ambulance arrived in a timely manner	93.68	.775883191
Concern shown by the person you called for ambulance service	93.35	.756808001
Extent to which you were told what to do until the ambulance arrived	91.86	.734587441
Helpfulness of the person you called for ambulance service	93.61	.728041407
Comfort of the ride	89.50	.669329366





**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>93.61</b>	94.35	93.29	92.18	93.97	96.22	92.03
Concern shown by the person you called for ambulance service	<b>93.35</b>	94.29	92.68	92.41	93.99	95.27	92.90
Extent to which you were told what to do until the ambulance	<b>91.86</b>	92.55	92.34	91.09	92.70	93.06	91.82
Extent to which the ambulance arrived in a timely manner	<b>93.68</b>	93.12	90.55	90.25	94.12	93.44	89.97
Cleanliness of the ambulance	<b>94.73</b>	95.08	93.34	93.15	94.65	95.00	95.35
Comfort of the ride	<b>89.50</b>	87.84	86.61	85.42	89.66	89.80	87.04
Skill of the person driving the ambulance	<b>95.03</b>	94.25	93.22	93.87	94.25	95.49	93.90
Care shown by the medics who arrived with the ambulance	<b>94.58</b>	94.64	94.07	93.32	94.67	95.42	93.76
Degree to which the medics took your problem seriously	<b>94.39</b>	94.88	94.39	93.64	93.89	93.94	93.25
Degree to which the medics listened to you and/or your family	<b>94.34</b>	94.48	93.97	93.41	93.89	93.40	93.60
Skill of the medics	<b>94.47</b>	94.51	94.43	93.59	95.14	94.92	95.25
Extent to which the medics kept you informed about your	<b>92.70</b>	92.37	91.68	92.57	92.03	92.80	93.43
Extent to which medics included you in the treatment decisions (if	<b>92.22</b>	92.50	91.55	92.61	92.17	93.10	92.97
Degree to which the medics relieved your pain or discomfort	<b>92.69</b>	91.40	90.25	91.79	91.28	92.58	91.13
Medics' concern for your privacy	<b>93.74</b>	93.31	93.17	93.70	92.86	93.97	93.53
Extent to which medics cared for you as a person	<b>94.68</b>	94.27	94.31	94.26	93.61	93.87	93.50
Professionalism of the staff in our billing office	<b>88.39</b>	89.94	88.59	91.34	91.19	92.26	93.53
Willingness of the staff in our billing office to address your needs	<b>88.00</b>	90.20	88.76	91.33	90.33	92.26	92.41
How well did our staff work together to care for you	<b>94.28</b>	94.03	93.45	92.49	93.27	93.71	93.04
Extent to which our staff eased your entry into the medical facility	<b>94.31</b>	93.52	93.41	93.19	93.13	94.21	93.05
Appropriateness of Emergency Medical Transportation treatment	<b>94.02</b>	94.20	92.80	93.16	93.79	93.19	93.20
Extent to which the services received were worth the fees charged	<b>90.46</b>	89.52	88.11	90.44	87.01	90.44	89.22
Overall rating of the care provided by our Emergency Medical	<b>94.65</b>	93.91	93.20	93.11	93.71	94.38	92.87
Likelihood of recommending this ambulance service to others	<b>93.73</b>	93.43	93.96	92.34	93.46	94.26	94.67
<b>Overall score</b>	93.36	93.25	92.36	92.33	93.00	93.74	92.74
<b>National Rank</b>	52	54	69	70	61	47	65
<b>Comparable Size (Large) Company Rank</b>	12	13	18	19	15	11	16



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	93.61	93.86	93.99	93.67	93.67	94.00
Concern shown by the person you called for ambulance service	93.35	93.61	93.86	93.45	93.46	93.71
Extent to which you were told what to do until the ambulance	91.86	92.55	92.73	91.98	92.00	92.70
Extent to which the ambulance arrived in a timely manner	93.68	93.20	92.96	92.24	92.24	93.09
Cleanliness of the ambulance	94.73	95.18	95.16	94.25	94.21	95.29
Comfort of the ride	89.50	88.97	88.71	87.93	87.69	88.73
Skill of the person driving the ambulance	95.03	94.68	94.68	94.33	94.25	94.79
Care shown by the medics who arrived with the ambulance	94.58	95.11	95.06	94.40	94.23	95.18
Degree to which the medics took your problem seriously	94.39	95.06	95.04	94.40	94.29	95.14
Degree to which the medics listened to you and/or your family	94.34	94.75	94.73	94.13	93.96	94.80
Skill of the medics	94.47	95.27	95.11	94.38	94.27	95.32
Extent to which the medics kept you informed about your	92.70	93.46	93.49	92.29	92.29	93.50
Extent to which medics included you in the treatment decisions	92.22	93.29	93.41	92.38	92.22	93.40
Degree to which the medics relieved your pain or discomfort	92.69	92.05	92.24	91.61	91.54	92.17
Medics' concern for your privacy	93.74	94.34	94.31	93.50	93.43	94.40
Extent to which medics cared for you as a person	94.68	95.10	95.05	94.38	94.27	95.14
Professionalism of the staff in our billing office	88.39	89.61	90.57	89.62	89.53	90.19
Willingness of the staff in our billing office to address your	88.00	89.66	90.63	89.69	89.61	90.11
How well did our staff work together to care for you	94.28	94.29	94.37	93.63	93.59	94.47
Extent to which our staff eased your entry into the medical	94.31	94.23	94.42	93.74	93.61	94.48
Appropriateness of Emergency Medical Transportation treatment	94.02	94.24	94.35	93.55	93.51	94.44
Extent to which the services received were worth the fees	90.46	89.71	89.86	89.66	89.64	90.02
Overall rating of the care provided by our Emergency Medical	94.65	94.44	94.49	93.89	93.78	94.60
Likelihood of recommending this ambulance service to others	93.73	94.12	94.14	93.51	93.40	94.28
<b>Number of Surveys for the period</b>	599					
<b>Overall Score</b>	<b>93.36</b>	<b>93.37</b>	<b>93.47</b>	<b>92.78</b>	<b>92.70</b>	<b>93.50</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>92.50</b>	<b>92.25</b>
<b>Dispatch</b>	<b>92.05</b>	<b>92.05</b>
Helpfulness of the person you called for ambulance service	92.92	92.69
Concern shown by the person you called for ambulance service	92.67	92.45
Extent to which you were told what to do until the ambulance	90.55	91.00
<b>Ambulance</b>	<b>92.2</b>	<b>91.88</b>
Extent to which the ambulance arrived in a timely manner	92.94	92.08
Cleanliness of the ambulance	93.99	94.33
Comfort of the ride	87.92	87.45
Skill of the person driving the ambulance	93.93	93.67
<b>Medic</b>	<b>93.4</b>	<b>93.21</b>
Care shown by the medics who arrived with the ambulance	94.49	94.22
Degree to which the medics took your problem seriously	94.45	94.14
Degree to which the medics listened to you and/or your family	94.02	93.83
Skill of the medics	94.31	94.23
Extent to which the medics kept you informed about your treatment	92.54	92.43
Extent to which medics included you in the treatment decisions (if	92.24	92.21
Degree to which the medics relieved your pain or discomfort	90.98	90.52
Medics' concern for your privacy	93.20	93.20
Extent to which medics cared for you as a person	94.34	94.11
<b>Billing Staff Assessment</b>	<b>89.24</b>	<b>88.62</b>


**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.50</b>	<b>92.25</b>
<b>Billing Staff Assessment</b>	<b>89.24</b>	<b>88.62</b>
Professionalism of the staff in our billing office	89.20	88.57
Willingness of the staff in our billing office to address your needs	89.29	88.66
<b>Overall Assessment</b>	<b>92.68</b>	<b>92.38</b>
How well did our staff work together to care for you	93.50	93.35
Extent to which our staff eased your entry into the medical facility	93.75	93.50
Appropriateness of Emergency Medical Transportation treatment	93.45	93.27
Extent to which the services received were worth the fees charged	88.40	87.65
Overall rating of the care provided by our Emergency Medical	93.67	93.43
Likelihood of recommending this ambulance service to others	93.29	93.05



## 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>66</b>	<b>52</b>	<b>254</b>	<b>2166</b>	<b>9109</b>	<b>78.21%</b>	<b>79.08%</b>
<b>Dispatch</b>	<b>4</b>	<b>2</b>	<b>38</b>	<b>327</b>	<b>1137</b>	<b>75.40%</b>	<b>78.31%</b>
Helpfulness of the person you called for ambulance service	1	1	11	103	400	77.52%	79.91%
Concern shown by the person you called for ambulance service	1	1	12	104	389	76.73%	78.62%
Extent to which you were told what to do until the ambulance arrived	2	0	15	120	348	71.75%	76.40%
<b>Ambulance</b>	<b>9</b>	<b>8</b>	<b>49</b>	<b>425</b>	<b>1665</b>	<b>77.23%</b>	<b>77.48%</b>
Extent to which the ambulance arrived in a timely manner	2	4	8	108	447	78.56%	78.17%
Cleanliness of the ambulance	1	0	6	96	428	80.60%	82.66%
Comfort of the ride	4	4	31	132	357	67.61%	67.59%
Skill of the person driving the ambulance	2	0	4	89	433	82.01%	81.48%
<b>Medic</b>	<b>30</b>	<b>25</b>	<b>88</b>	<b>766</b>	<b>3691</b>	<b>80.24%</b>	<b>82.14%</b>
Care shown by the medics who arrived with the ambulance	3	3	6	87	454	82.10%	84.40%
Degree to which the medics took your problem seriously	4	4	7	82	455	82.43%	84.78%
Degree to which the medics listened to you and/or your family	3	1	9	91	443	80.99%	83.91%
Skill of the medics	3	2	10	82	445	82.10%	84.53%
Extent to which the medics kept you informed about your treatment	4	3	12	101	393	76.61%	79.68%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>66</b>	<b>52</b>	<b>254</b>	<b>2166</b>	<b>9109</b>	<b>78.21%</b>	<b>79.08%</b>
Extent to which medics included you in the treatment decisions (if applicable)	3	4	13	82	322	75.94%	79.39%
Degree to which the medics relieved your pain or discomfort	3	2	14	84	341	76.80%	76.17%
Medics' concern for your privacy	2	2	11	88	392	79.19%	81.52%
Extent to which medics cared for you as a person	5	4	6	69	446	84.15%	84.88%
<b>Billing Staff Assessment</b>	<b>5</b>	<b>3</b>	<b>20</b>	<b>130</b>	<b>263</b>	<b>62.47%</b>	<b>67.08%</b>
Professionalism of the staff in our billing office	2	1	11	66	133	62.44%	66.71%
Willingness of the staff in our billing office to address your needs	3	2	9	64	130	62.50%	67.44%
<b>Overall Assessment</b>	<b>18</b>	<b>14</b>	<b>59</b>	<b>518</b>	<b>2353</b>	<b>79.44%</b>	<b>79.93%</b>
How well did our staff work together to care for you	2	2	6	92	413	80.19%	81.39%
Extent to which our staff eased your entry into the medical facility	1	1	11	85	403	80.44%	80.95%
Appropriateness of Emergency Medical Transportation treatment	2	4	7	84	396	80.32%	81.45%
Extent to which the services received were worth the fees charged	7	1	19	90	299	71.88%	71.46%
Overall rating of the care provided by our Emergency Medical Transportation service	2	2	9	80	430	82.22%	82.24%
Likelihood of recommending this ambulance service to others	4	4	7	87	412	80.16%	82.09%



Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>93.06</b>	91.31
Helpfulness of the person you called for ambulance service	93.61	92.19
Concern shown by the person you called for ambulance service	93.35	93.36
Extent to which you were told what to do until the ambulance	91.86	91.13
Extent to which the ambulance arrived in a timely manner	93.68	94.93
Cleanliness of the ambulance	94.73	94.93
Comfort of the ride	89.50	91.43
Skill of the person driving the ambulance	95.03	94.29
Care shown by the medics who arrived with the ambulance	94.58	92.96
Degree to which the medics took your problem seriously	94.39	92.14
Degree to which the medics listened to you and/or your family	94.34	92.50
Skill of the medics	94.47	93.12
Extent to which the medics kept you informed about your	92.70	92.42
Extent to which medics included you in the treatment decisions	92.22	90.45
Degree to which the medics relieved your pain or discomfort	92.69	90.57
Medics' concern for your privacy	93.74	92.62
Extent to which medics cared for you as a person	94.68	91.43
<b>Number of Survey Responses</b>	599	77



### Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>93.06</b>	91.31
Professionalism of the staff in our billing office	88.39	80.68
Willingness of the staff in our billing office to address your	88.00	80.00
How well did our staff work together to care for you	94.28	93.18
Extent to which our staff eased your entry into the medical	94.31	91.79
Appropriateness of Emergency Medical Transportation treatment	94.02	91.41
Extent to which the services received were worth the fees	90.46	87.50
Overall rating of the care provided by our Emergency Medical	94.65	93.94
Likelihood of recommending this ambulance service to others	93.73	92.42
<b>Number of Survey Responses</b>	599	77