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EMS System Report

April 1, 2021 to April 30, 2021

Your Score

93.39

Number of Your Patients in this Report

88

Number of Patients in this Report

7,079

Number of Transport Services in All EMS DB

171





Executive Summary

This report contains data from **88 Medstar** patients who returned a questionnaire between **04/01/2021** and **04/30/2021**.

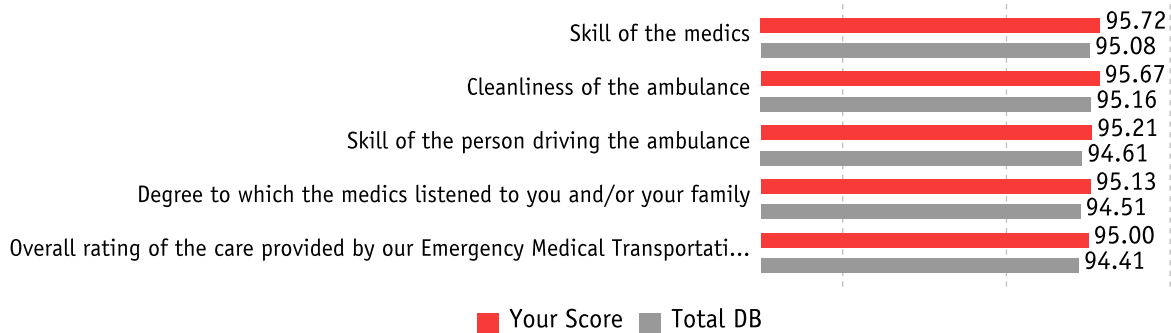
The overall mean score for the standard questions was **93.39**; this is a difference of **-0.17** points from the overall EMS database score of **93.56**.

The current score of **93.39** is a change of **0.78** points from last period's score of **92.61**. This was the **59th** highest overall score for all companies in the database.

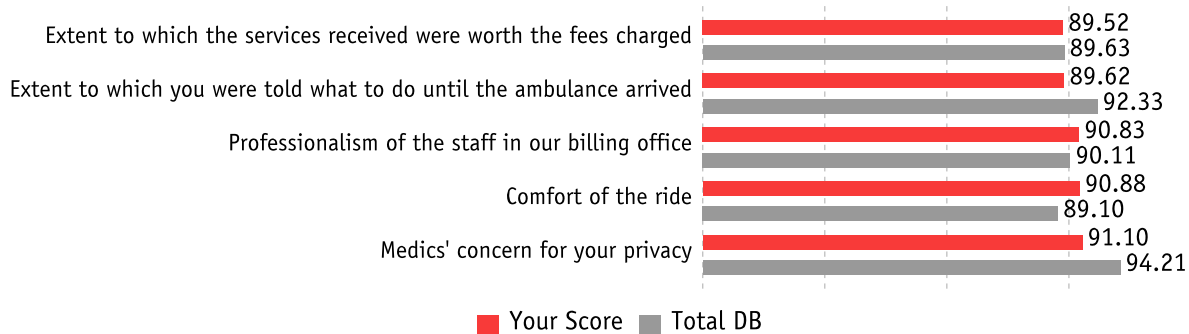
You are ranked **12th** for comparably sized companies in the system.

78.11% of responses to standard questions had a rating of Very Good, the highest rating. **99.08%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

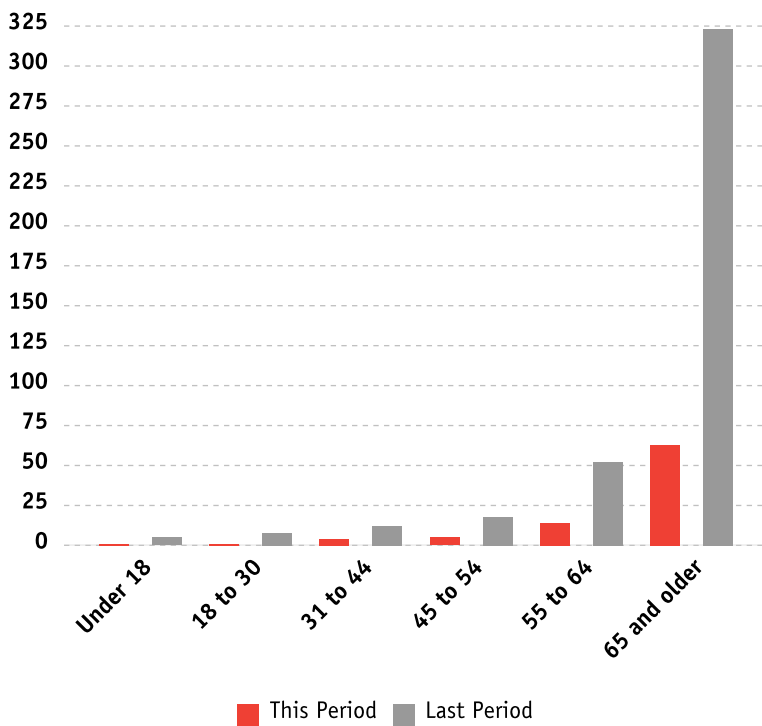




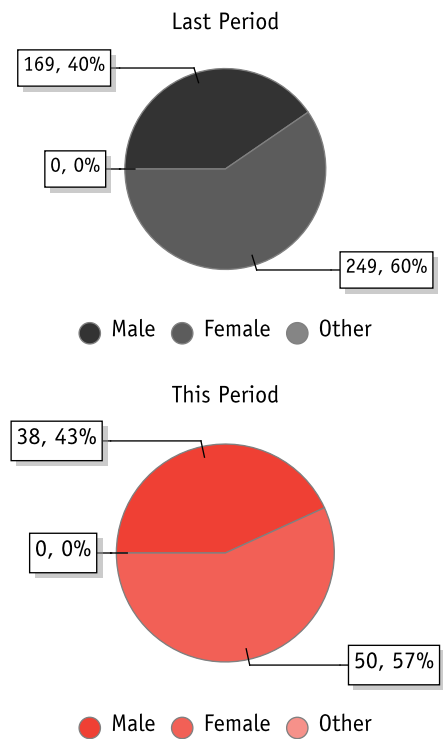
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	5	5	0	0	1	0	1	0
18 to 30	8	3	5	0	1	0	1	0
31 to 44	12	7	5	0	4	1	3	0
45 to 54	18	5	13	0	5	3	2	0
55 to 64	52	22	30	0	14	8	6	0
65 and older	323	127	196	0	63	26	37	0
Total	418	169	249	0	88	38	50	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	91.87	1.79	93.66	93.81
Concern shown by the person you called for ambulance service	91.80	0.25	92.05	93.50
Extent to which you were told what to do until the ambulance arrived	89.86	-0.24	89.62	92.33

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.93	-0.76	92.17	93.06
Cleanliness of the ambulance	94.46	1.21	95.67	95.16
Comfort of the ride	89.84	1.04	90.88	89.10
Skill of the person driving the ambulance	93.86	1.35	95.21	94.61

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.57	-0.02	94.55	95.06
Degree to which the medics took your problem seriously	94.01	0.48	94.49	94.89
Degree to which the medics listened to you and/or your family	93.34	1.79	95.13	94.51
Skill of the medics	94.37	1.35	95.72	95.08
Extent to which the medics kept you informed about your treatment	92.77	0.98	93.75	93.49
Extent to which medics included you in the treatment decisions (if applicable)	92.26	2.60	94.86	93.14
Degree to which the medics relieved your pain or discomfort	90.48	2.00	92.48	91.62
Medics' concern for your privacy	93.53	-2.43	91.10	94.21
Extent to which medics cared for you as a person	93.65	0.62	94.27	95.03

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	89.73	1.10	90.83	90.11
Willingness of the staff in our billing office to address your needs	89.69	1.98	91.67	89.89



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.19	0.65	93.84	94.28
Extent to which our staff eased your entry into the medical facility	94.06	0.51	94.57	94.16
Appropriateness of Emergency Medical Transportation treatment	93.76	1.09	94.85	94.25
Extent to which the services received were worth the fees charged	87.56	1.96	89.52	89.63
Overall rating of the care provided by our Emergency Medical Transportation	93.52	1.48	95.00	94.41
Likelihood of recommending this ambulance service to others	92.45	-0.66	91.79	93.93



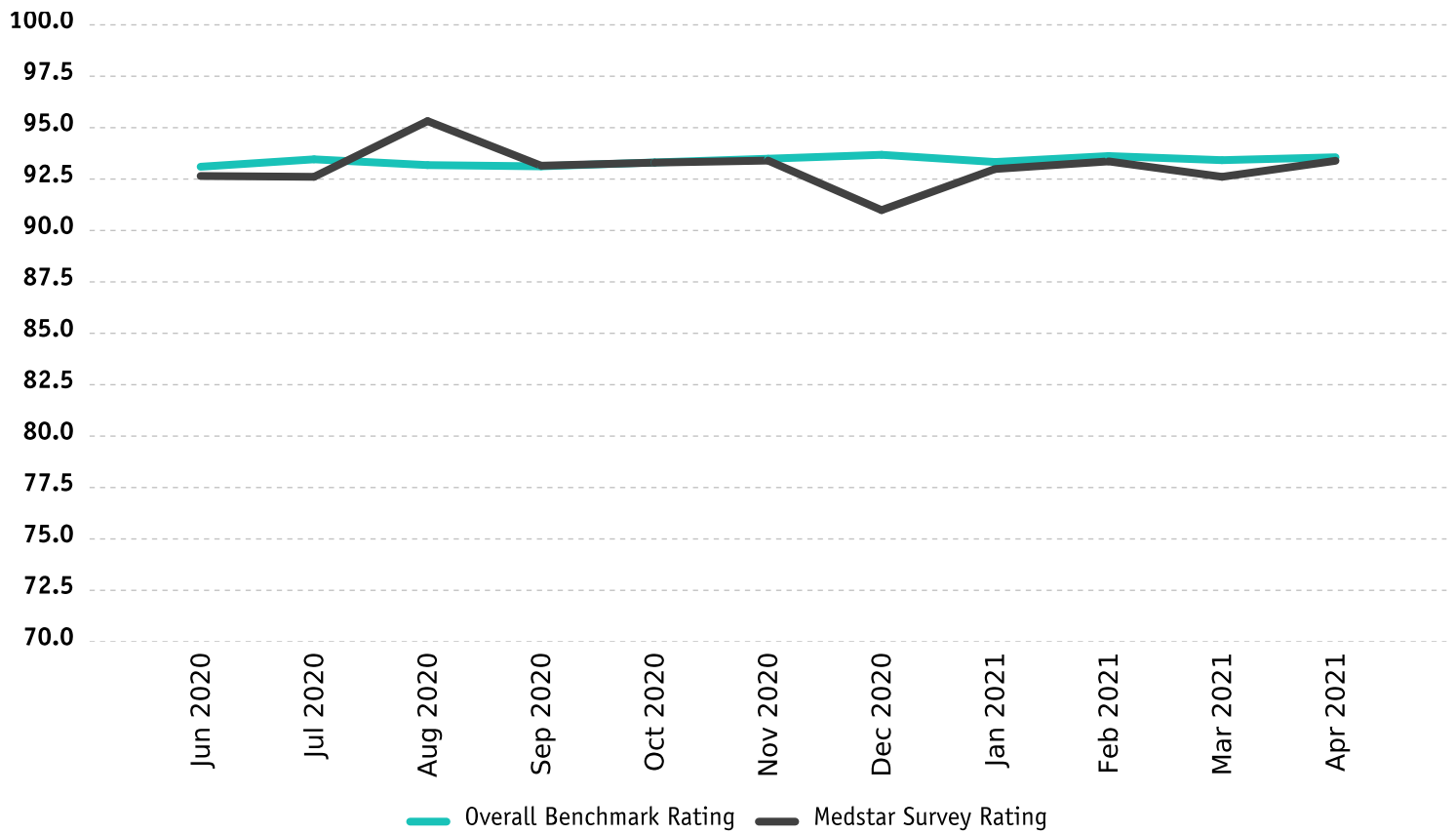
Monthly Breakdown

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.

	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021
Helpfulness of the person you called for ambulance service	93.65	92.40	92.50	92.75	92.21	93.94	92.45	92.19	91.68	93.61	91.87	93.66
Concern shown by the person you called for ambulance service	94.20	91.76	92.12	95.83	92.05	93.47	90.95	91.67	92.44	93.35	91.80	92.05
Extent to which you were told what to do until the ambulance arrived	92.33	90.52	89.09	93.18	89.93	91.72	91.18	86.67	92.57	91.86	89.86	89.62
Extent to which the ambulance arrived in a timely manner	92.98	92.72	92.76	92.50	93.04	93.47	91.46	91.22	93.86	93.68	92.93	92.17
Cleanliness of the ambulance	94.51	94.25	94.75	95.69	94.55	95.17	95.13	92.76	96.01	94.73	94.46	95.67
Comfort of the ride	89.96	87.45	87.97	91.67	89.42	87.99	89.25	85.53	89.74	89.50	89.84	90.88
Skill of the person driving the ambulance	94.10	93.26	94.31	93.97	94.26	94.67	94.35	91.24	94.49	95.03	93.86	95.21
Care shown by the medics who arrived with the ambulance	94.60	94.03	95.39	97.32	94.71	94.75	95.87	93.08	95.62	94.58	94.57	94.55
Degree to which the medics took your problem seriously	94.29	94.26	95.57	99.14	95.60	94.62	95.61	93.27	95.54	94.39	94.01	94.49
Degree to which the medics listened to you and/or your family	93.39	94.34	94.50	98.21	93.95	94.20	95.05	93.08	94.48	94.34	93.34	95.13
Skill of the medics	94.82	95.36	94.59	97.41	94.16	94.30	94.42	93.27	93.43	94.47	94.37	95.72
Extent to which the medics kept you informed about your treatment	92.75	93.14	93.05	96.30	92.87	92.58	94.27	89.00	90.25	92.70	92.77	93.75
Extent to which medics included you in the treatment decisions (if	91.14	93.44	92.27	96.74	92.99	92.27	92.47	88.67	93.63	92.22	92.26	94.86
Degree to which the medics relieved your pain or discomfort	89.62	91.77	90.41	94.00	91.23	91.50	90.90	90.74	91.27	92.69	90.48	92.48
Medics' concern for your privacy	93.03	93.81	92.65	95.54	93.83	93.35	94.04	94.12	93.76	93.74	93.53	91.10
Extent to which medics cared for you as a person	94.45	94.85	94.61	96.55	94.56	95.03	95.18	93.95	96.17	94.68	93.65	94.27
Professionalism of the staff in our billing office	89.63	87.26	87.87	93.18	89.87	90.26	91.67	87.50	82.11	88.39	89.73	90.83
Willingness of the staff in our billing office to address your needs	88.94	87.91	87.37	93.18	91.33	90.52	90.70	87.50	83.35	88.00	89.69	91.67
How well did our staff work together to care for you	93.10	93.35	93.13	96.30	94.25	93.64	95.41	92.17	92.90	94.28	93.19	93.84
Extent to which our staff eased your entry into the medical facility	93.43	93.75	93.62	93.75	94.33	94.26	94.34	90.74	94.22	94.31	94.06	94.57
Appropriateness of Emergency Medical Transportation treatment	92.68	92.80	93.17	97.32	94.32	94.46	93.99	92.39	93.87	94.02	93.76	94.85
Extent to which the services received were worth the fees charged	87.37	87.58	87.87	91.30	89.97	89.81	91.26	85.75	89.74	90.46	87.56	89.52
Overall rating of the care provided by our Emergency Medical Transportation	92.57	93.48	92.79	95.69	94.13	94.70	93.99	91.00	94.21	94.65	93.52	95.00
Likelihood of recommending this ambulance service to others	92.92	93.20	93.35	96.55	93.84	94.06	93.76	91.00	94.34	93.73	92.45	91.79
Your Master Score	92.73	92.65	92.61	95.32	93.15	93.30	93.40	90.99	92.99	93.36	92.61	93.39
Your Total Responses	346	248	239	32	501	237	126	42	129	599	418	88



Monthly tracking of Overall Survey Score





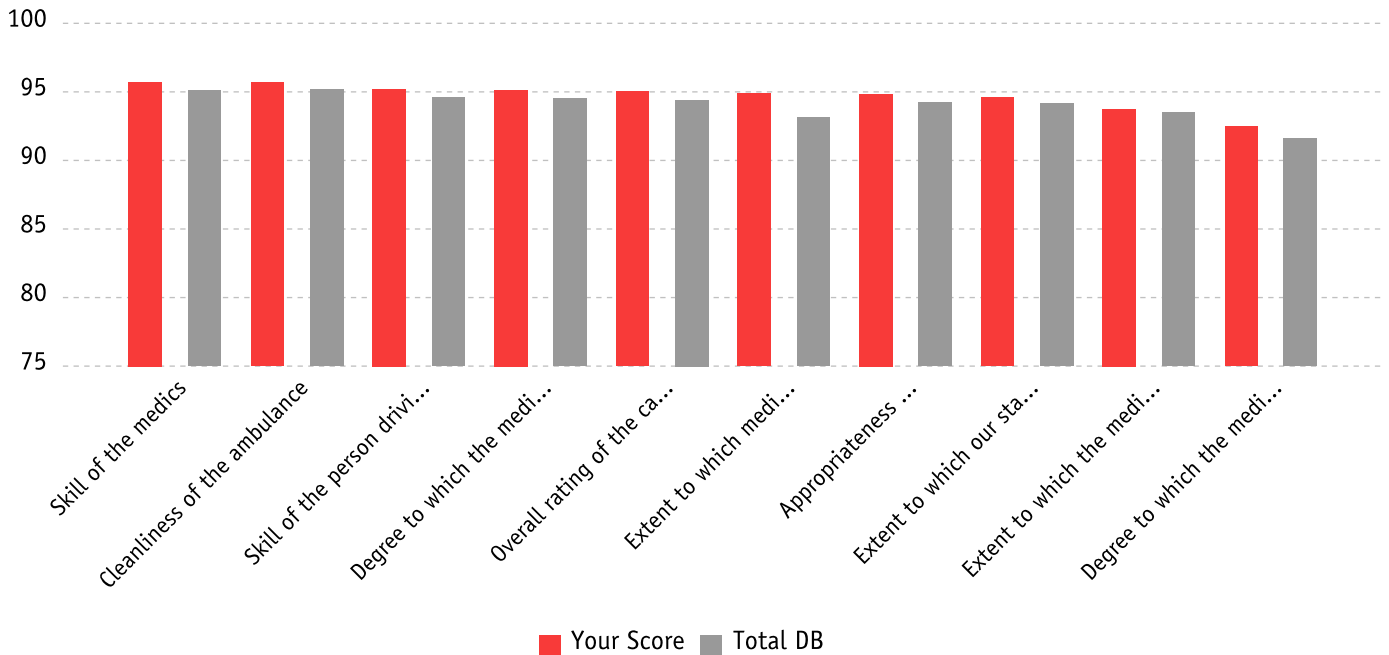
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which medics included you in the treatment decisions (if applicable)	92.26	94.86	2.60	93.14
Degree to which the medics relieved your pain or discomfort	90.48	92.48	2.00	91.62
Willingness of the staff in our billing office to address your needs	89.69	91.67	1.98	89.89
Extent to which the services received were worth the fees charged	87.56	89.52	1.96	89.63
Degree to which the medics listened to you and/or your family	93.34	95.13	1.79	94.51
Helpfulness of the person you called for ambulance service	91.87	93.66	1.79	93.81
Overall rating of the care provided by our Emergency Medical Transportation service	93.52	95.00	1.48	94.41
Skill of the medics	94.37	95.72	1.35	95.08
Skill of the person driving the ambulance	93.86	95.21	1.34	94.61
Cleanliness of the ambulance	94.46	95.67	1.20	95.16
Decreases				
Medics' concern for your privacy	93.53	91.10	-2.43	94.21
Extent to which the ambulance arrived in a timely manner	92.93	92.17	-0.76	93.06
Likelihood of recommending this ambulance service to others	92.45	91.79	-0.66	93.93
Extent to which you were told what to do until the ambulance arrived	89.86	89.62	-0.25	92.33
Care shown by the medics who arrived with the ambulance	94.57	94.55	-0.02	95.06



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Skill of the medics	95.72	0.65	95.08
Cleanliness of the ambulance	95.67	0.50	95.16
Skill of the person driving the ambulance	95.21	0.60	94.61
Degree to which the medics listened to you and/or your family	95.13	0.62	94.51
Overall rating of the care provided by our Emergency Medical Transportation service	95.00	0.59	94.41
Extent to which medics included you in the treatment decisions (if applicable)	94.86	1.72	93.14
Appropriateness of Emergency Medical Transportation treatment	94.85	0.60	94.25
Extent to which our staff eased your entry into the medical facility	94.57	0.40	94.16
Extent to which the medics kept you informed about your treatment	93.75	0.26	93.49
Degree to which the medics relieved your pain or discomfort	92.48	0.85	91.62





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
Appropriateness of Emergency Medical Transportation treatment	94.85	.921950265
Degree to which the medics relieved your pain or discomfort	92.48	.921148393
Care shown by the medics who arrived with the ambulance	94.55	.913854398
Extent to which the medics kept you informed about your treatment	93.75	.90974151
Degree to which the medics took your problem seriously	94.49	.902754668
Medics' concern for your privacy	91.10	.900993471
Extent to which our staff eased your entry into the medical facility	94.57	.900520056
Extent to which medics cared for you as a person	94.27	.897117589
Degree to which the medics listened to you and/or your family	95.13	.893764197
Extent to which medics included you in the treatment decisions (if applicable)	94.86	.860951442
How well did our staff work together to care for you	93.84	.836201038
Extent to which the ambulance arrived in a timely manner	92.17	.827319592
Skill of the medics	95.72	.7946306
Cleanliness of the ambulance	95.67	.756512912
Skill of the person driving the ambulance	95.21	.746859319
Extent to which the services received were worth the fees charged	89.52	.734009532
Professionalism of the staff in our billing office	90.83	.716012744
Comfort of the ride	90.88	.692503965
Willingness of the staff in our billing office to address your needs	91.67	.690794683
Extent to which you were told what to do until the ambulance arrived	89.62	.671076417
Concern shown by the person you called for ambulance service	92.05	.654565439
Helpfulness of the person you called for ambulance service	93.66	.600503819



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	93.66	93.94	92.69	92.32	93.21	96.63	92.81
Concern shown by the person you called for ambulance service	92.05	93.52	92.60	92.10	92.64	95.67	92.92
Extent to which you were told what to do until the ambulance	89.62	91.63	90.93	91.58	90.43	95.05	91.20
Extent to which the ambulance arrived in a timely manner	92.17	92.95	89.64	90.10	92.30	94.05	90.80
Cleanliness of the ambulance	95.67	95.22	93.57	93.06	94.68	96.81	95.29
Comfort of the ride	90.88	88.80	85.58	84.88	89.07	92.09	89.39
Skill of the person driving the ambulance	95.21	94.50	93.15	92.91	94.01	96.04	94.24
Care shown by the medics who arrived with the ambulance	94.55	95.00	93.44	94.03	93.56	94.59	94.09
Degree to which the medics took your problem seriously	94.49	94.86	93.48	94.24	93.30	94.18	94.22
Degree to which the medics listened to you and/or your family	95.13	94.80	93.21	93.60	92.82	93.42	92.78
Skill of the medics	95.72	94.88	93.79	94.20	94.25	93.42	95.52
Extent to which the medics kept you informed about your	93.75	93.31	91.92	92.37	90.54	91.93	92.21
Extent to which medics included you in the treatment decisions (if	94.86	92.87	92.33	92.49	90.12	90.98	91.43
Degree to which the medics relieved your pain or discomfort	92.48	91.23	89.94	90.99	88.87	92.13	91.01
Medics' concern for your privacy	91.10	94.09	92.37	93.56	92.91	93.65	93.22
Extent to which medics cared for you as a person	94.27	94.72	93.65	93.96	93.68	95.44	93.58
Professionalism of the staff in our billing office	90.83	89.58	88.03	89.78	86.43	88.35	90.01
Willingness of the staff in our billing office to address your needs	91.67	88.53	88.37	89.94	86.39	88.15	90.18
How well did our staff work together to care for you	93.84	94.17	92.47	93.25	91.67	92.50	92.65
Extent to which our staff eased your entry into the medical facility	94.57	94.60	92.86	93.40	91.96	93.15	93.38
Appropriateness of Emergency Medical Transportation treatment	94.85	94.24	92.39	93.13	92.17	93.52	94.52
Extent to which the services received were worth the fees charged	89.52	90.41	87.34	90.77	86.31	88.27	89.54
Overall rating of the care provided by our Emergency Medical	95.00	94.25	93.02	92.77	91.60	94.30	92.78
Likelihood of recommending this ambulance service to others	91.79	94.44	93.00	93.47	89.96	94.38	92.70
Overall score	93.39	93.49	91.85	92.32	91.65	93.52	92.65
National Rank	59	56	70	65	72	53	64
Comparable Size (Large) Company Rank	12	10	17	15	18	9	14



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	93.66	93.81	93.66	93.41	93.38	93.70
Concern shown by the person you called for ambulance service	92.05	93.50	93.40	92.95	92.99	93.39
Extent to which you were told what to do until the ambulance	89.62	92.33	92.09	91.50	91.63	92.26
Extent to which the ambulance arrived in a timely manner	92.17	93.06	92.56	91.34	91.30	92.81
Cleanliness of the ambulance	95.67	95.16	95.07	94.20	94.29	95.11
Comfort of the ride	90.88	89.10	89.10	87.33	87.11	88.81
Skill of the person driving the ambulance	95.21	94.61	94.48	93.91	93.82	94.52
Care shown by the medics who arrived with the ambulance	94.55	95.06	94.97	94.22	94.28	95.07
Degree to which the medics took your problem seriously	94.49	94.89	94.82	94.05	94.27	94.85
Degree to which the medics listened to you and/or your family	95.13	94.51	94.38	93.84	93.97	94.40
Skill of the medics	95.72	95.08	95.08	94.26	94.35	95.02
Extent to which the medics kept you informed about your	93.75	93.49	93.14	92.54	92.61	93.28
Extent to which medics included you in the treatment decisions	94.86	93.14	92.93	92.55	92.59	92.99
Degree to which the medics relieved your pain or discomfort	92.48	91.62	91.43	91.05	90.98	91.20
Medics' concern for your privacy	91.10	94.21	94.04	93.11	93.32	94.05
Extent to which medics cared for you as a person	94.27	95.03	94.73	94.13	94.27	95.01
Professionalism of the staff in our billing office	90.83	90.11	89.68	89.32	89.15	89.40
Willingness of the staff in our billing office to address your	91.67	89.89	89.45	89.26	89.01	89.19
How well did our staff work together to care for you	93.84	94.28	93.93	93.43	93.32	94.25
Extent to which our staff eased your entry into the medical	94.57	94.16	94.09	93.68	93.68	94.04
Appropriateness of Emergency Medical Transportation treatment	94.85	94.25	94.12	93.41	93.41	94.18
Extent to which the services received were worth the fees	89.52	89.63	89.55	89.17	89.44	89.31
Overall rating of the care provided by our Emergency Medical	95.00	94.41	93.97	93.62	93.55	94.36
Likelihood of recommending this ambulance service to others	91.79	93.93	93.71	93.57	93.65	93.98
Number of Surveys for the period	88					
Overall Score	93.39	93.30	93.10	92.49	92.52	93.13



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	92.50	92.27
Dispatch	92.04	92.08
Helpfulness of the person you called for ambulance service	92.91	92.71
Concern shown by the person you called for ambulance service	92.66	92.48
Extent to which you were told what to do until the ambulance	90.54	91.04
Ambulance	92.21	91.91
Extent to which the ambulance arrived in a timely manner	92.94	92.11
Cleanliness of the ambulance	94.00	94.35
Comfort of the ride	87.95	87.48
Skill of the person driving the ambulance	93.94	93.69
Medic	93.39	93.23
Care shown by the medics who arrived with the ambulance	94.49	94.23
Degree to which the medics took your problem seriously	94.44	94.15
Degree to which the medics listened to you and/or your family	94.01	93.85
Skill of the medics	94.31	94.25
Extent to which the medics kept you informed about your treatment	92.54	92.45
Extent to which medics included you in the treatment decisions (if	92.24	92.23
Degree to which the medics relieved your pain or discomfort	90.98	90.54
Medics' concern for your privacy	93.20	93.22
Extent to which medics cared for you as a person	94.33	94.13
Billing Staff Assessment	89.26	88.64


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.50	92.27
Billing Staff Assessment	89.26	88.64
Professionalism of the staff in our billing office	89.21	88.60
Willingness of the staff in our billing office to address your needs	89.30	88.69
Overall Assessment	92.68	92.4
How well did our staff work together to care for you	93.50	93.37
Extent to which our staff eased your entry into the medical facility	93.75	93.52
Appropriateness of Emergency Medical Transportation treatment	93.46	93.28
Extent to which the services received were worth the fees charged	88.40	87.69
Overall rating of the care provided by our Emergency Medical	93.67	93.45
Likelihood of recommending this ambulance service to others	93.27	93.07



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	6	9	38	302	1267	78.11%	79.14%
Dispatch	0	1	8	46	143	72.22%	77.98%
Helpfulness of the person you called for ambulance service	0	1	1	12	53	79.10%	79.42%
Concern shown by the person you called for ambulance service	0	0	2	17	47	71.21%	78.47%
Extent to which you were told what to do until the ambulance arrived	0	0	5	17	43	66.15%	76.06%
Ambulance	0	3	5	61	236	77.38%	77.75%
Extent to which the ambulance arrived in a timely manner	0	2	1	18	62	74.70%	78.00%
Cleanliness of the ambulance	0	0	0	13	62	82.67%	82.86%
Comfort of the ride	0	1	4	16	53	71.62%	68.60%
Skill of the person driving the ambulance	0	0	0	14	59	80.82%	81.54%
Medic	6	4	14	90	536	82.46%	82.09%
Care shown by the medics who arrived with the ambulance	0	1	2	10	65	83.33%	84.53%
Degree to which the medics took your problem seriously	1	1	1	8	66	85.71%	84.86%
Degree to which the medics listened to you and/or your family	0	0	3	9	65	84.42%	83.40%
Skill of the medics	0	0	1	11	64	84.21%	83.96%
Extent to which the medics kept you informed about your treatment	0	2	2	8	60	83.33%	80.01%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	6	9	38	302	1267	78.11%	79.14%
Extent to which medics included you in the treatment decisions (if applicable)	1	0	1	7	54	85.71%	79.57%
Degree to which the medics relieved your pain or discomfort	1	0	1	13	48	76.19%	76.13%
Medics' concern for your privacy	2	0	2	13	53	75.71%	81.26%
Extent to which medics cared for you as a person	1	0	1	11	61	82.43%	85.09%
Billing Staff Assessment	0	0	0	20	37	64.91%	67.70%
Professionalism of the staff in our billing office	0	0	0	11	19	63.33%	67.79%
Willingness of the staff in our billing office to address your needs	0	0	0	9	18	66.67%	67.61%
Overall Assessment	0	1	11	85	315	76.46%	80.03%
How well did our staff work together to care for you	0	0	1	16	56	76.71%	81.12%
Extent to which our staff eased your entry into the medical facility	0	0	1	13	55	79.71%	81.10%
Appropriateness of Emergency Medical Transportation treatment	0	0	1	12	55	80.88%	81.56%
Extent to which the services received were worth the fees charged	0	0	5	16	41	66.13%	71.59%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	1	12	57	81.43%	82.66%
Likelihood of recommending this ambulance service to others	0	1	2	16	51	72.86%	82.15%



Monthly Division Comparison

	Overall Company	Clinton
Total Score	93.24	97.46
Helpfulness of the person you called for ambulance service	93.66	96.88
Concern shown by the person you called for ambulance service	92.05	96.88
Extent to which you were told what to do until the ambulance	89.62	96.43
Extent to which the ambulance arrived in a timely manner	92.17	100.00
Cleanliness of the ambulance	95.67	100.00
Comfort of the ride	90.88	91.67
Skill of the person driving the ambulance	95.21	97.22
Care shown by the medics who arrived with the ambulance	94.55	95.00
Degree to which the medics took your problem seriously	94.49	100.00
Degree to which the medics listened to you and/or your family	95.13	97.22
Skill of the medics	95.72	97.22
Extent to which the medics kept you informed about your	93.75	100.00
Extent to which medics included you in the treatment decisions	94.86	100.00
Degree to which the medics relieved your pain or discomfort	92.48	95.00
Medics' concern for your privacy	91.10	96.43
Extent to which medics cared for you as a person	94.27	97.22
Number of Survey Responses	88	11



Monthly Division Comparison

	Overall Company	Clinton
Total Score	93.24	97.46
Professionalism of the staff in our billing office	90.83	100.00
Willingness of the staff in our billing office to address your	91.67	100.00
How well did our staff work together to care for you	93.84	97.22
Extent to which our staff eased your entry into the medical	94.57	100.00
Appropriateness of Emergency Medical Transportation treatment	94.85	100.00
Extent to which the services received were worth the fees	89.52	92.86
Overall rating of the care provided by our Emergency Medical	95.00	100.00
Likelihood of recommending this ambulance service to others	91.79	91.67
Number of Survey Responses	88	11