



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

# EMS System Report

June 1, 2021 to June 30, 2021

Your Score

**92.06**

Number of Your Patients in this Report

**349**

Number of Patients in this Report

**8,246**

Number of Transport Services in All EMS DB

**173**





## Executive Summary

This report contains data from **349 Medstar** patients who returned a questionnaire between **06/01/2021** and **06/30/2021**.

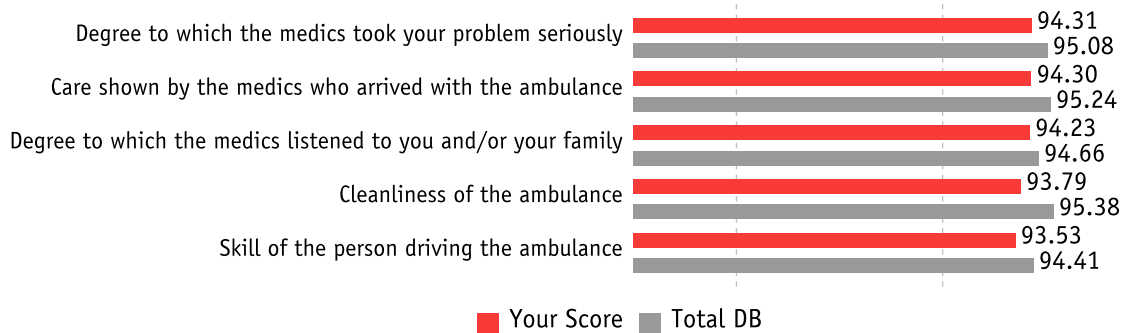
The overall mean score for the standard questions was **92.06**; this is a difference of **-1.50** points from the overall EMS database score of **93.56**.

The current score of **92.06** is a change of **-0.78** points from last period's score of **92.84**. This was the **72nd** highest overall score for all companies in the database.

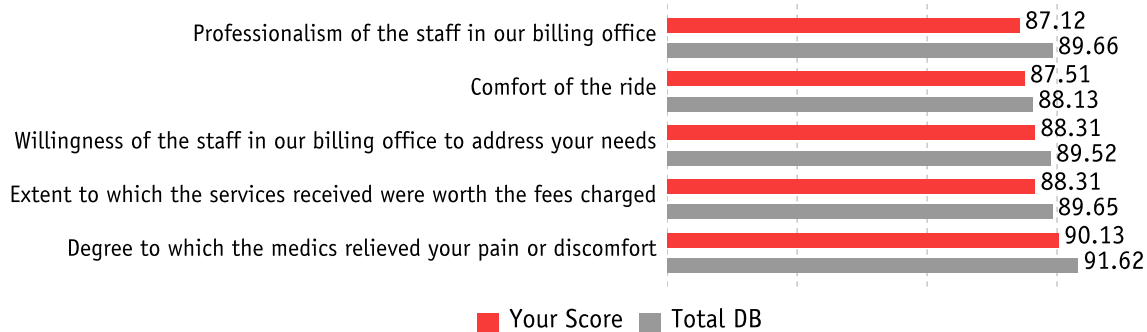
You are ranked **16th** for comparably sized companies in the system.

**76.19%** of responses to standard questions had a rating of Very Good, the highest rating. **98.28%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

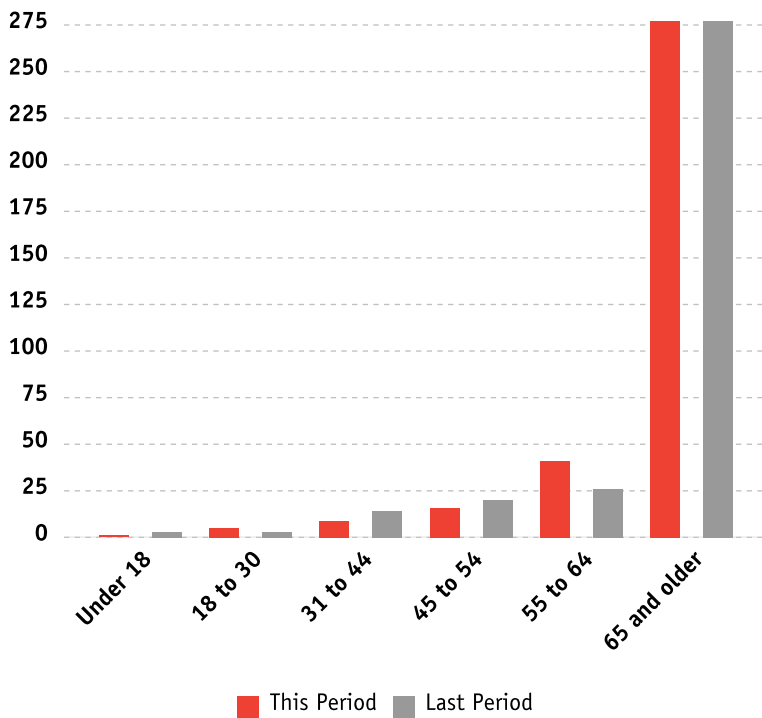




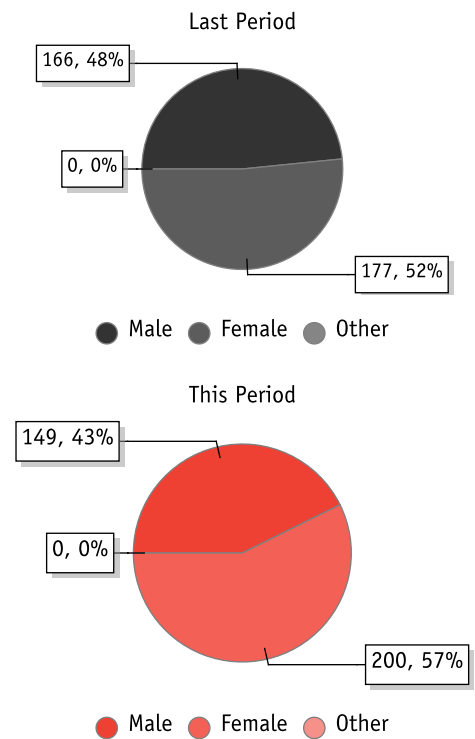
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	3	2	1	0	1	0	1	0
18 to 30	3	2	1	0	5	2	3	0
31 to 44	14	5	9	0	9	8	1	0
45 to 54	20	11	9	0	16	8	8	0
55 to 64	26	16	10	0	41	20	21	0
65 and older	277	130	147	0	277	111	166	0
<b>Total</b>	<b>343</b>	<b>166</b>	<b>177</b>	<b>0</b>	<b>349</b>	<b>149</b>	<b>200</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	94.30	-1.34	92.96	93.56
Concern shown by the person you called for ambulance service	94.36	-1.92	92.44	93.33
Extent to which you were told what to do until the ambulance arrived	91.52	-0.15	91.37	92.21

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.30	-1.15	92.15	93.02
Cleanliness of the ambulance	94.95	-1.16	93.79	95.38
Comfort of the ride	89.45	-1.94	87.51	88.13
Skill of the person driving the ambulance	93.82	-0.29	93.53	94.41

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.09	0.21	94.30	95.24
Degree to which the medics took your problem seriously	93.82	0.49	94.31	95.08
Degree to which the medics listened to you and/or your family	93.91	0.32	94.23	94.66
Skill of the medics	94.02	-0.83	93.19	95.13
Extent to which the medics kept you informed about your treatment	92.70	-0.82	91.88	93.60
Extent to which medics included you in the treatment decisions (if applicable)	92.27	-0.04	92.23	93.35
Degree to which the medics relieved your pain or discomfort	91.09	-0.96	90.13	91.62
Medics' concern for your privacy	93.76	-1.16	92.60	94.37
Extent to which medics cared for you as a person	94.36	-0.90	93.46	95.00

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	89.96	-2.84	87.12	89.66
Willingness of the staff in our billing office to address your needs	89.29	-0.98	88.31	89.52



### Question Analysis (Continued)

#### Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	92.78	-1.10	91.68	94.38
Extent to which our staff eased your entry into the medical facility	93.35	-1.30	92.05	94.43
Appropriateness of Emergency Medical Transportation treatment	93.03	-1.26	91.77	94.26
Extent to which the services received were worth the fees charged	88.95	-0.64	88.31	89.65
Overall rating of the care provided by our Emergency Medical Transportation	93.15	-0.90	92.25	94.44
Likelihood of recommending this ambulance service to others	91.33	1.30	92.63	94.14



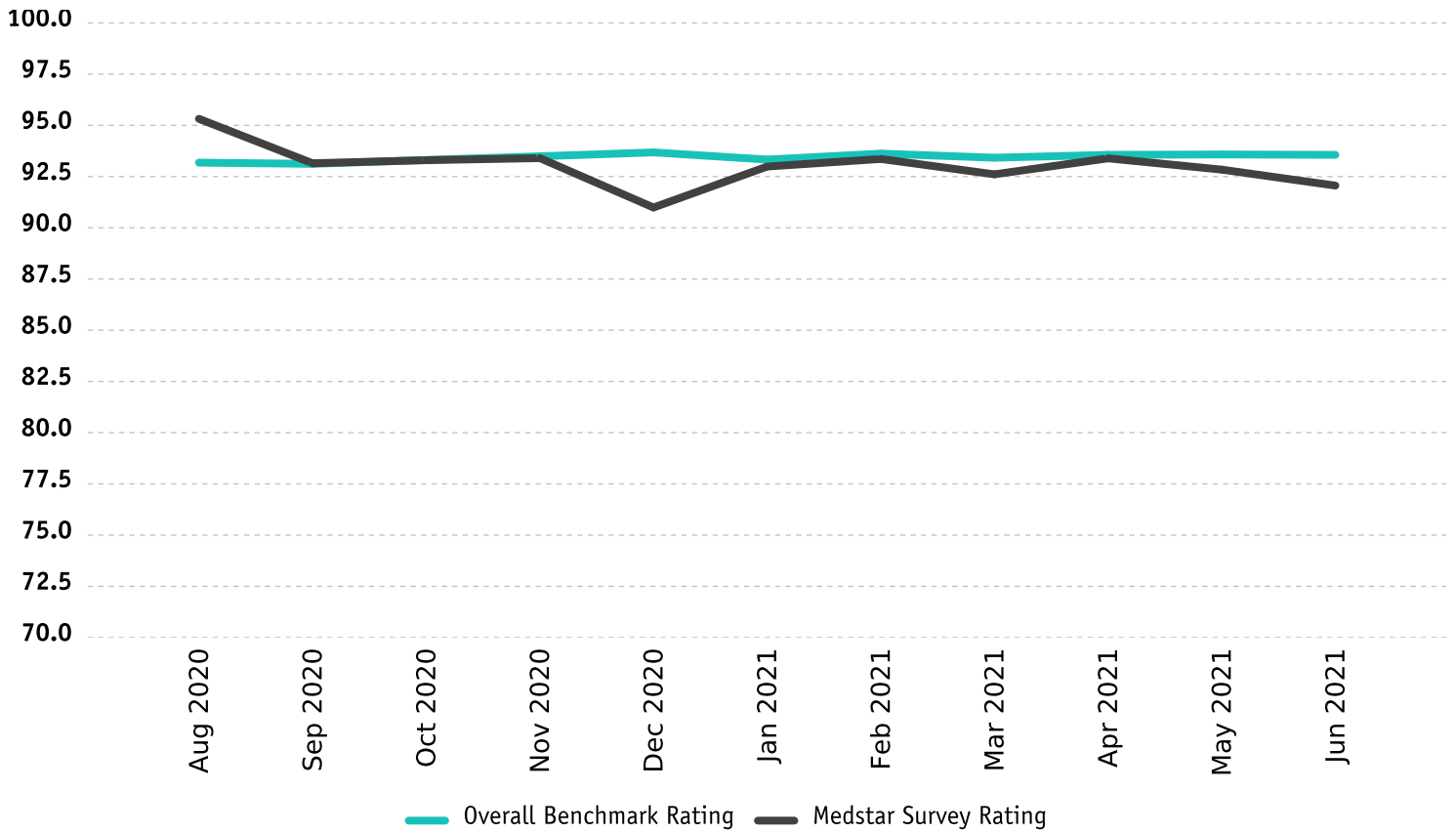
## Monthly Breakdown

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.

	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021
Helpfulness of the person you called for ambulance service	92.50	92.75	92.21	93.94	92.45	92.19	91.68	93.61	91.87	93.66	94.30	92.96
Concern shown by the person you called for ambulance service	92.12	95.83	92.05	93.47	90.95	91.67	92.44	93.35	91.80	92.05	94.36	92.44
Extent to which you were told what to do until the ambulance arrived	89.09	93.18	89.93	91.72	91.18	86.67	92.57	91.86	89.86	89.62	91.52	91.37
Extent to which the ambulance arrived in a timely manner	92.76	92.50	93.04	93.47	91.46	91.22	93.86	93.68	92.93	92.17	93.30	92.15
Cleanliness of the ambulance	94.75	95.69	94.55	95.17	95.13	92.76	96.01	94.73	94.46	95.67	94.95	93.79
Comfort of the ride	87.97	91.67	89.42	87.99	89.25	85.53	89.74	89.50	89.84	90.88	89.45	87.51
Skill of the person driving the ambulance	94.31	93.97	94.26	94.67	94.35	91.24	94.49	95.03	93.86	95.21	93.82	93.53
Care shown by the medics who arrived with the ambulance	95.39	97.32	94.71	94.75	95.87	93.08	95.62	94.58	94.57	94.55	94.09	94.30
Degree to which the medics took your problem seriously	95.57	99.14	95.60	94.62	95.61	93.27	95.54	94.39	94.01	94.49	93.82	94.31
Degree to which the medics listened to you and/or your family	94.50	98.21	93.95	94.20	95.05	93.08	94.48	94.34	93.34	95.13	93.91	94.23
Skill of the medics	94.59	97.41	94.16	94.30	94.42	93.27	93.43	94.47	94.37	95.72	94.02	93.19
Extent to which the medics kept you informed about your treatment	93.05	96.30	92.87	92.58	94.27	89.00	90.25	92.70	92.77	93.75	92.70	91.88
Extent to which medics included you in the treatment decisions (if	92.27	96.74	92.99	92.27	92.47	88.67	93.63	92.22	92.26	94.86	92.27	92.23
Degree to which the medics relieved your pain or discomfort	90.41	94.00	91.23	91.50	90.90	90.74	91.27	92.69	90.48	92.48	91.09	90.13
Medics' concern for your privacy	92.65	95.54	93.83	93.35	94.04	94.12	93.76	93.74	93.53	91.10	93.76	92.60
Extent to which medics cared for you as a person	94.61	96.55	94.56	95.03	95.18	93.95	96.17	94.68	93.65	94.27	94.36	93.46
Professionalism of the staff in our billing office	87.87	93.18	89.87	90.26	91.67	87.50	82.11	88.39	89.73	90.83	89.96	87.12
Willingness of the staff in our billing office to address your needs	87.37	93.18	91.33	90.52	90.70	87.50	83.35	88.00	89.69	91.67	89.29	88.31
How well did our staff work together to care for you	93.13	96.30	94.25	93.64	95.41	92.17	92.90	94.28	93.19	93.84	92.78	91.68
Extent to which our staff eased your entry into the medical facility	93.62	93.75	94.33	94.26	94.34	90.74	94.22	94.31	94.06	94.57	93.35	92.05
Appropriateness of Emergency Medical Transportation treatment	93.17	97.32	94.32	94.46	93.99	92.39	93.87	94.02	93.76	94.85	93.03	91.77
Extent to which the services received were worth the fees charged	87.87	91.30	89.97	89.81	91.26	85.75	89.74	90.46	87.56	89.52	88.95	88.31
Overall rating of the care provided by our Emergency Medical Transportation	92.79	95.69	94.13	94.70	93.99	91.00	94.21	94.65	93.52	95.00	93.15	92.25
Likelihood of recommending this ambulance service to others	93.35	96.55	93.84	94.06	93.76	91.00	94.34	93.73	92.45	91.79	91.33	92.63
Your Master Score	92.61	95.32	93.15	93.30	93.40	90.99	92.99	93.36	92.61	93.39	92.84	92.06
Your Total Responses	239	32	501	237	126	42	129	599	418	88	343	349



### 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>				
Likelihood of recommending this ambulance service to others	91.33	92.63	1.30	94.14
Degree to which the medics took your problem seriously	93.82	94.31	0.48	95.08
Degree to which the medics listened to you and/or your family	93.91	94.23	0.32	94.66
Care shown by the medics who arrived with the ambulance	94.09	94.30	0.21	95.24
<b>Decreases</b>				
Professionalism of the staff in our billing office	89.96	87.12	-2.84	89.66
Comfort of the ride	89.45	87.51	-1.93	88.13
Concern shown by the person you called for ambulance service	94.36	92.44	-1.92	93.33
Helpfulness of the person you called for ambulance service	94.30	92.96	-1.35	93.56
Extent to which our staff eased your entry into the medical facility	93.35	92.05	-1.29	94.43
Appropriateness of Emergency Medical Transportation treatment	93.03	91.77	-1.26	94.26
Cleanliness of the ambulance	94.95	93.79	-1.16	95.38
Medics' concern for your privacy	93.76	92.60	-1.15	94.37
Extent to which the ambulance arrived in a timely manner	93.30	92.15	-1.15	93.02
How well did our staff work together to care for you	92.78	91.68	-1.10	94.38



### Greatest Scores Above Benchmarks by Question

---

No scores above benchmark for this period.



**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
Medics' concern for your privacy	92.60	.930581361
Extent to which medics cared for you as a person	93.46	.924077531
Skill of the medics	93.19	.91130755
Care shown by the medics who arrived with the ambulance	94.30	.905756382
Extent to which the medics kept you informed about your treatment	91.88	.901341613
Appropriateness of Emergency Medical Transportation treatment	91.77	.899074502
Degree to which the medics took your problem seriously	94.31	.898907249
How well did our staff work together to care for you	91.68	.891672329
Extent to which our staff eased your entry into the medical facility	92.05	.887300128
Extent to which medics included you in the treatment decisions (if applicable)	92.23	.885621301
Degree to which the medics relieved your pain or discomfort	90.13	.879492195
Degree to which the medics listened to you and/or your family	94.23	.869485003
Skill of the person driving the ambulance	93.53	.864048205
Extent to which the services received were worth the fees charged	88.31	.856405637
Cleanliness of the ambulance	93.79	.802024005
Professionalism of the staff in our billing office	87.12	.775148758
Concern shown by the person you called for ambulance service	92.44	.761560854
Willingness of the staff in our billing office to address your needs	88.31	.758634049
Extent to which the ambulance arrived in a timely manner	92.15	.750704126
Comfort of the ride	87.51	.702218278
Extent to which you were told what to do until the ambulance arrived	91.37	.689462509
Helpfulness of the person you called for ambulance service	92.96	.599484951





**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>92.96</b>	94.00	92.00	93.62	93.17	93.91	93.34
Concern shown by the person you called for ambulance service	<b>92.44</b>	93.56	92.41	93.39	91.55	93.14	93.41
Extent to which you were told what to do until the ambulance	<b>91.37</b>	91.99	91.09	91.36	91.67	90.81	<b>92.86</b>
Extent to which the ambulance arrived in a timely manner	<b>92.15</b>	92.29	90.51	91.21	<b>92.67</b>	92.07	91.28
Cleanliness of the ambulance	<b>93.79</b>	94.94	94.69	94.99	95.26	95.05	<b>95.30</b>
Comfort of the ride	<b>87.51</b>	85.85	84.78	84.81	<b>90.39</b>	88.82	88.29
Skill of the person driving the ambulance	<b>93.53</b>	93.86	93.39	93.63	<b>94.05</b>	94.04	93.55
Care shown by the medics who arrived with the ambulance	<b>94.30</b>	<b>95.00</b>	94.91	94.53	93.88	94.31	94.17
Degree to which the medics took your problem seriously	<b>94.31</b>	95.03	<b>95.53</b>	93.61	93.20	94.33	93.23
Degree to which the medics listened to you and/or your family	<b>94.23</b>	94.28	<b>94.84</b>	93.53	93.03	93.64	93.26
Skill of the medics	<b>93.19</b>	94.60	<b>94.94</b>	94.01	94.43	93.65	94.29
Extent to which the medics kept you informed about your	<b>91.88</b>	93.50	<b>93.65</b>	91.23	92.98	92.57	91.57
Extent to which medics included you in the treatment decisions (if	<b>92.23</b>	92.80	92.41	91.65	91.34	<b>94.01</b>	92.51
Degree to which the medics relieved your pain or discomfort	<b>90.13</b>	90.46	91.65	91.44	90.84	<b>92.00</b>	91.79
Medics' concern for your privacy	<b>92.60</b>	94.15	94.54	93.24	92.83	94.21	<b>94.71</b>
Extent to which medics cared for you as a person	<b>93.46</b>	95.06	<b>95.26</b>	92.63	94.26	94.35	94.23
Professionalism of the staff in our billing office	<b>87.12</b>	89.46	88.82	89.35	88.07	<b>90.57</b>	89.87
Willingness of the staff in our billing office to address your needs	<b>88.31</b>	89.18	88.08	89.07	88.38	<b>91.23</b>	90.77
How well did our staff work together to care for you	<b>91.68</b>	<b>94.23</b>	94.20	92.41	92.89	93.31	93.41
Extent to which our staff eased your entry into the medical facility	<b>92.05</b>	94.42	<b>94.58</b>	92.74	93.41	93.18	93.76
Appropriateness of Emergency Medical Transportation treatment	<b>91.77</b>	<b>94.18</b>	93.87	92.27	93.20	93.48	93.95
Extent to which the services received were worth the fees charged	<b>88.31</b>	89.92	88.67	88.47	85.96	<b>93.04</b>	91.27
Overall rating of the care provided by our Emergency Medical	<b>92.25</b>	94.31	94.31	92.69	93.21	<b>94.44</b>	93.84
Likelihood of recommending this ambulance service to others	<b>92.63</b>	94.12	93.72	93.04	90.54	<b>94.74</b>	93.50
<b>Overall score</b>	92.06	93.23	92.86	92.22	92.40	93.23	92.91
<b>National Rank</b>	72	58	63	70	67	59	62
<b>Comparable Size (Large) Company Rank</b>	16	9	12	15	13	10	11



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	92.96	93.56	93.41	93.26	93.27	93.30
Concern shown by the person you called for ambulance service	92.44	93.33	93.09	92.98	93.05	93.15
Extent to which you were told what to do until the ambulance	91.37	92.21	91.82	91.45	91.53	91.87
Extent to which the ambulance arrived in a timely manner	92.15	93.02	92.36	91.86	91.64	92.60
Cleanliness of the ambulance	93.79	95.38	95.12	94.73	94.70	95.19
Comfort of the ride	87.51	88.13	87.61	85.99	85.79	87.39
Skill of the person driving the ambulance	93.53	94.41	94.08	93.74	93.64	94.04
Care shown by the medics who arrived with the ambulance	94.30	95.24	94.90	94.84	94.73	94.97
Degree to which the medics took your problem seriously	94.31	95.08	94.79	94.79	94.74	94.78
Degree to which the medics listened to you and/or your family	94.23	94.66	94.38	94.25	94.22	94.37
Skill of the medics	93.19	95.13	94.76	94.35	94.29	94.78
Extent to which the medics kept you informed about your	91.88	93.60	93.22	92.80	92.88	93.34
Extent to which medics included you in the treatment decisions	92.23	93.35	92.98	92.33	92.44	93.02
Degree to which the medics relieved your pain or discomfort	90.13	91.62	91.35	90.87	90.87	91.21
Medics' concern for your privacy	92.60	94.37	94.16	93.71	93.81	94.15
Extent to which medics cared for you as a person	93.46	95.00	94.78	94.38	94.43	94.79
Professionalism of the staff in our billing office	87.12	89.66	89.49	88.99	88.90	89.22
Willingness of the staff in our billing office to address your	88.31	89.52	89.56	89.04	88.81	89.00
How well did our staff work together to care for you	91.68	94.38	93.93	93.58	93.48	94.04
Extent to which our staff eased your entry into the medical	92.05	94.43	94.18	93.75	93.72	94.13
Appropriateness of Emergency Medical Transportation treatment	91.77	94.26	93.93	93.40	93.36	93.95
Extent to which the services received were worth the fees	88.31	89.65	89.33	89.16	89.26	89.09
Overall rating of the care provided by our Emergency Medical	92.25	94.44	94.01	93.76	93.73	94.10
Likelihood of recommending this ambulance service to others	92.63	94.14	93.66	93.75	93.67	93.76
<b>Number of Surveys for the period</b>	349					
<b>Overall Score</b>	<b>92.06</b>	<b>93.27</b>	<b>92.95</b>	<b>92.57</b>	<b>92.54</b>	<b>92.93</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>92.30</b>
<b>Dispatch</b>	<b>92.05</b>	<b>92.1</b>
Helpfulness of the person you called for ambulance service	92.92	92.74
Concern shown by the person you called for ambulance service	92.68	92.50
Extent to which you were told what to do until the ambulance	90.56	91.07
<b>Ambulance</b>	<b>92.21</b>	<b>91.93</b>
Extent to which the ambulance arrived in a timely manner	92.93	92.13
Cleanliness of the ambulance	94.01	94.37
Comfort of the ride	87.96	87.50
Skill of the person driving the ambulance	93.93	93.71
<b>Medic</b>	<b>93.39</b>	<b>93.25</b>
Care shown by the medics who arrived with the ambulance	94.49	94.25
Degree to which the medics took your problem seriously	94.44	94.17
Degree to which the medics listened to you and/or your family	94.01	93.86
Skill of the medics	94.30	94.27
Extent to which the medics kept you informed about your treatment	92.54	92.47
Extent to which medics included you in the treatment decisions (if	92.24	92.25
Degree to which the medics relieved your pain or discomfort	90.97	90.57
Medics' concern for your privacy	93.20	93.25
Extent to which medics cared for you as a person	94.32	94.14
<b>Billing Staff Assessment</b>	<b>89.24</b>	<b>88.66</b>


**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.50</b>	<b>92.30</b>
<b>Billing Staff Assessment</b>	<b>89.24</b>	<b>88.66</b>
Professionalism of the staff in our billing office	89.20	88.62
Willingness of the staff in our billing office to address your needs	89.29	88.70
<b>Overall Assessment</b>	<b>92.66</b>	<b>92.42</b>
How well did our staff work together to care for you	93.47	93.39
Extent to which our staff eased your entry into the medical facility	93.73	93.54
Appropriateness of Emergency Medical Transportation treatment	93.44	93.31
Extent to which the services received were worth the fees charged	88.40	87.73
Overall rating of the care provided by our Emergency Medical	93.65	93.47
Likelihood of recommending this ambulance service to others	93.24	93.09



### 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>82</b>	<b>36</b>	<b>230</b>	<b>1286</b>	<b>5230</b>	<b>76.19%</b>	<b>79.23%</b>
<b>Dispatch</b>	<b>1</b>	<b>4</b>	<b>33</b>	<b>186</b>	<b>643</b>	<b>74.16%</b>	<b>77.48%</b>
Helpfulness of the person you called for ambulance service	1	2	8	58	229	76.85%	79.13%
Concern shown by the person you called for ambulance service	0	1	11	63	216	74.23%	78.17%
Extent to which you were told what to do until the ambulance arrived	0	1	14	65	198	71.22%	75.12%
<b>Ambulance</b>	<b>10</b>	<b>11</b>	<b>40</b>	<b>262</b>	<b>933</b>	<b>74.28%</b>	<b>77.52%</b>
Extent to which the ambulance arrived in a timely manner	3	2	13	60	253	76.44%	78.00%
Cleanliness of the ambulance	1	2	4	59	244	78.71%	83.54%
Comfort of the ride	4	5	17	90	194	62.58%	67.05%
Skill of the person driving the ambulance	2	2	6	53	242	79.34%	81.49%
<b>Medic</b>	<b>37</b>	<b>8</b>	<b>79</b>	<b>424</b>	<b>2142</b>	<b>79.63%</b>	<b>82.52%</b>
Care shown by the medics who arrived with the ambulance	4	0	6	46	268	82.72%	85.02%
Degree to which the medics took your problem seriously	3	1	9	40	267	83.44%	85.25%
Degree to which the medics listened to you and/or your family	3	1	8	42	262	82.91%	84.08%
Skill of the medics	5	0	9	48	253	80.32%	84.36%
Extent to which the medics kept you informed about your treatment	5	0	11	55	227	76.17%	80.39%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>82</b>	<b>36</b>	<b>230</b>	<b>1286</b>	<b>5230</b>	<b>76.19%</b>	<b>79.23%</b>
Extent to which medics included you in the treatment decisions (if applicable)	5	0	8	41	193	78.14%	80.43%
Degree to which the medics relieved your pain or discomfort	4	3	13	55	193	72.01%	76.22%
Medics' concern for your privacy	3	2	7	56	229	77.10%	81.74%
Extent to which medics cared for you as a person	5	1	8	41	250	81.97%	85.15%
<b>Billing Staff Assessment</b>	<b>2</b>	<b>4</b>	<b>27</b>	<b>83</b>	<b>203</b>	<b>63.64%</b>	<b>66.86%</b>
Professionalism of the staff in our billing office	1	2	15	44	101	61.96%	66.70%
Willingness of the staff in our billing office to address your needs	1	2	12	39	102	65.38%	67.01%
<b>Overall Assessment</b>	<b>32</b>	<b>9</b>	<b>51</b>	<b>331</b>	<b>1309</b>	<b>75.58%</b>	<b>80.43%</b>
How well did our staff work together to care for you	5	1	7	63	224	74.67%	81.93%
Extent to which our staff eased your entry into the medical facility	5	1	7	56	223	76.37%	82.11%
Appropriateness of Emergency Medical Transportation treatment	6	1	6	57	221	75.95%	81.67%
Extent to which the services received were worth the fees charged	5	5	17	49	176	69.84%	71.45%
Overall rating of the care provided by our Emergency Medical Transportation service	5	1	9	54	237	77.45%	82.65%
Likelihood of recommending this ambulance service to others	6	0	5	52	228	78.35%	82.76%



**Monthly Division Comparison**

	Overall Company	Clinton
<b>Total Score</b>	<b>91.84</b>	93.89
Helpfulness of the person you called for ambulance service	92.96	96.53
Concern shown by the person you called for ambulance service	92.44	96.43
Extent to which you were told what to do until the ambulance	91.37	94.12
Extent to which the ambulance arrived in a timely manner	92.15	95.45
Cleanliness of the ambulance	93.79	95.93
Comfort of the ride	87.51	88.98
Skill of the person driving the ambulance	93.53	94.19
Care shown by the medics who arrived with the ambulance	94.30	95.35
Degree to which the medics took your problem seriously	94.31	95.24
Degree to which the medics listened to you and/or your family	94.23	95.35
Skill of the medics	93.19	95.24
Extent to which the medics kept you informed about your	91.88	95.63
Extent to which medics included you in the treatment decisions	92.23	93.38
Degree to which the medics relieved your pain or discomfort	90.13	92.36
Medics' concern for your privacy	92.60	93.75
Extent to which medics cared for you as a person	93.46	95.73
<b>Number of Survey Responses</b>	349	45



Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>91.84</b>	93.89
Professionalism of the staff in our billing office	87.12	88.64
Willingness of the staff in our billing office to address your	88.31	88.64
How well did our staff work together to care for you	91.68	92.86
Extent to which our staff eased your entry into the medical	92.05	94.64
Appropriateness of Emergency Medical Transportation treatment	91.77	93.59
Extent to which the services received were worth the fees	88.31	90.91
Overall rating of the care provided by our Emergency Medical	92.25	95.00
Likelihood of recommending this ambulance service to others	92.63	95.39
<b>Number of Survey Responses</b>	349	45