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# EMS System Report

August 1, 2021 to August 31, 2021

Your Score

**90.18**

Number of Your Patients in this Report

**11**

Number of Patients in this Report

**7,162**

Number of Transport Services in All EMS DB

**173**





## Executive Summary

This report contains data from **11 Medstar** patients who returned a questionnaire between **08/01/2021** and **08/31/2021**.

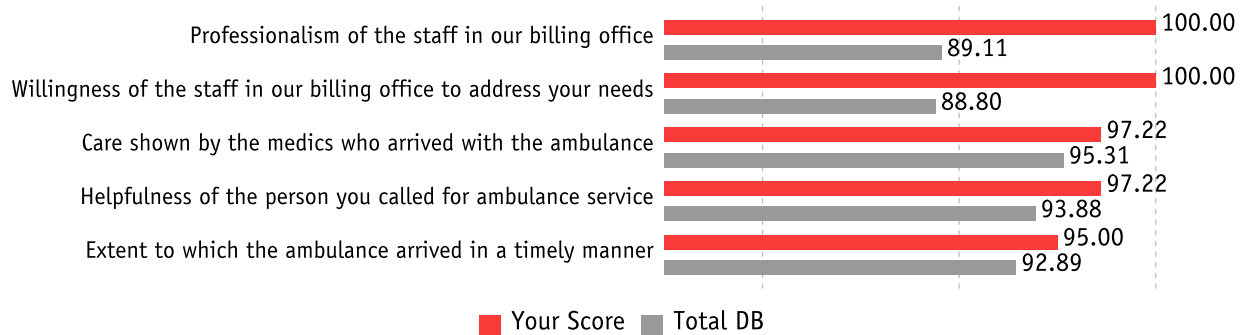
The overall mean score for the standard questions was **90.18**; this is a difference of **-3.52** points from the overall EMS database score of **93.70**.

The current score of **90.18** is a change of **-1.73** points from last period's score of **91.91**. This was the **81st** highest overall score for all companies in the database.

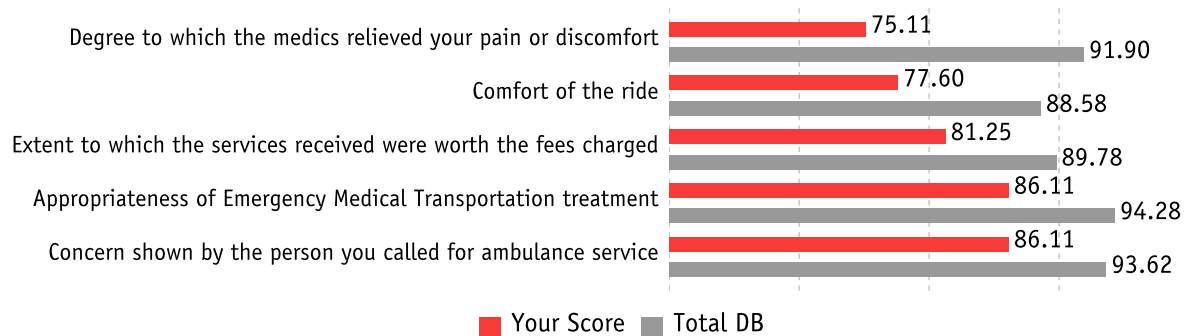
You are ranked **19th** for comparably sized companies in the system.

**73.79%** of responses to standard questions had a rating of Very Good, the highest rating. **97.09%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

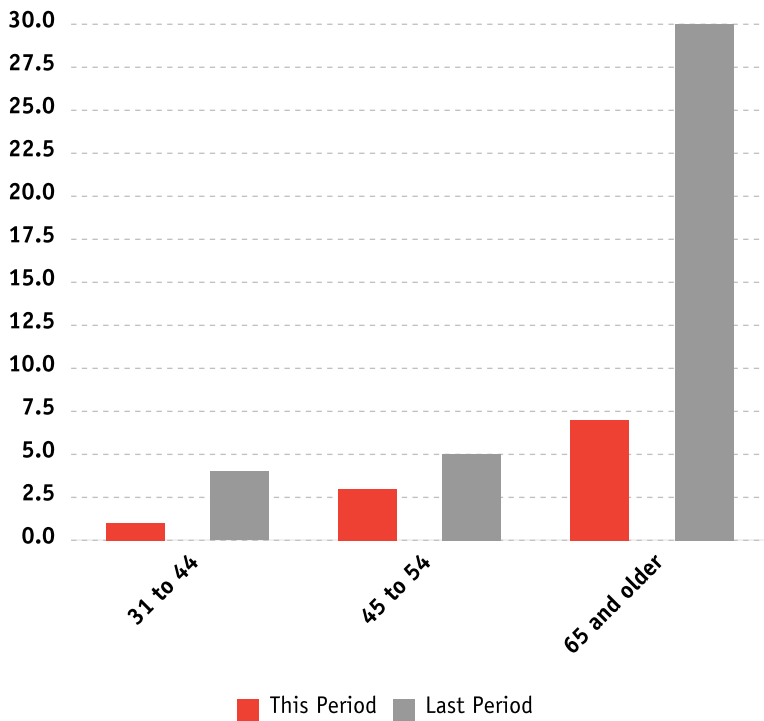




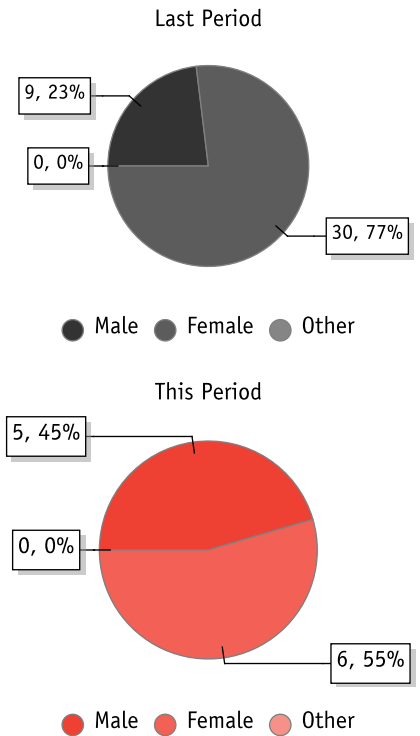
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
31 to 44	4	2	2	0	1	1	0	0
45 to 54	5	1	4	0	3	1	2	0
65 and older	30	6	24	0	7	3	4	0
<b>Total</b>	<b>39</b>	<b>9</b>	<b>30</b>	<b>0</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>0</b>

### Age Ranges



### Gender





### Dispatch Analysis

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

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



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



### Overall Section Score





### Ambulance Analysis

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

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



**Overall Section Score**





### Medic Analysis

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

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



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



Skill of the medics



Extent to which the medics kept you informed about your treatment



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



Degree to which the medics relieved your pain or discomfort





### Medic Analysis

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

#### Medics' concern for your privacy



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



#### Overall Section Score





### Billing Staff Assessment Analysis

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

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



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



#### Overall Section Score







### Overall Assessment Analysis

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

How well did our staff work together to care for you



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



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



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



Likelihood of recommending this ambulance service to others



### Overall Section Score





### Question Analysis

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

#### Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	93.90	3.32	97.22	93.88
Concern shown by the person you called for ambulance service	92.68	-6.57	86.11	93.62
Extent to which you were told what to do until the ambulance arrived	90.65	3.10	93.75	92.49

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.44	2.56	95.00	92.89
Cleanliness of the ambulance	94.87	-2.37	92.50	95.35
Comfort of the ride	86.84	-9.24	77.60	88.58
Skill of the person driving the ambulance	91.03	-1.03	90.00	94.61

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	93.05	4.17	97.22	95.31
Degree to which the medics took your problem seriously	92.88	1.56	94.44	95.22
Degree to which the medics listened to you and/or your family	93.02	1.42	94.44	94.91
Skill of the medics	93.02	-1.35	91.67	95.40
Extent to which the medics kept you informed about your treatment	90.85	2.90	93.75	93.83
Extent to which medics included you in the treatment decisions (if applicable)	90.71	3.04	93.75	93.47
Degree to which the medics relieved your pain or discomfort	88.78	-13.67	75.11	91.90
Medics' concern for your privacy	93.13	-7.02	86.11	94.54
Extent to which medics cared for you as a person	93.48	-1.81	91.67	95.39

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	89.77	10.23	100.00	89.11
Willingness of the staff in our billing office to address your needs	89.77	10.23	100.00	88.80

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

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	94.08	-5.19	88.89	94.64
Extent to which our staff eased your entry into the medical facility	94.23	-5.34	88.89	94.32
Appropriateness of Emergency Medical Transportation treatment	93.75	-7.64	86.11	94.28
Extent to which the services received were worth the fees charged	84.41	-3.16	81.25	89.78
Overall rating of the care provided by our Emergency Medical Transportation	92.10	-0.43	91.67	94.57
Likelihood of recommending this ambulance service to others	92.31	-3.42	88.89	94.21



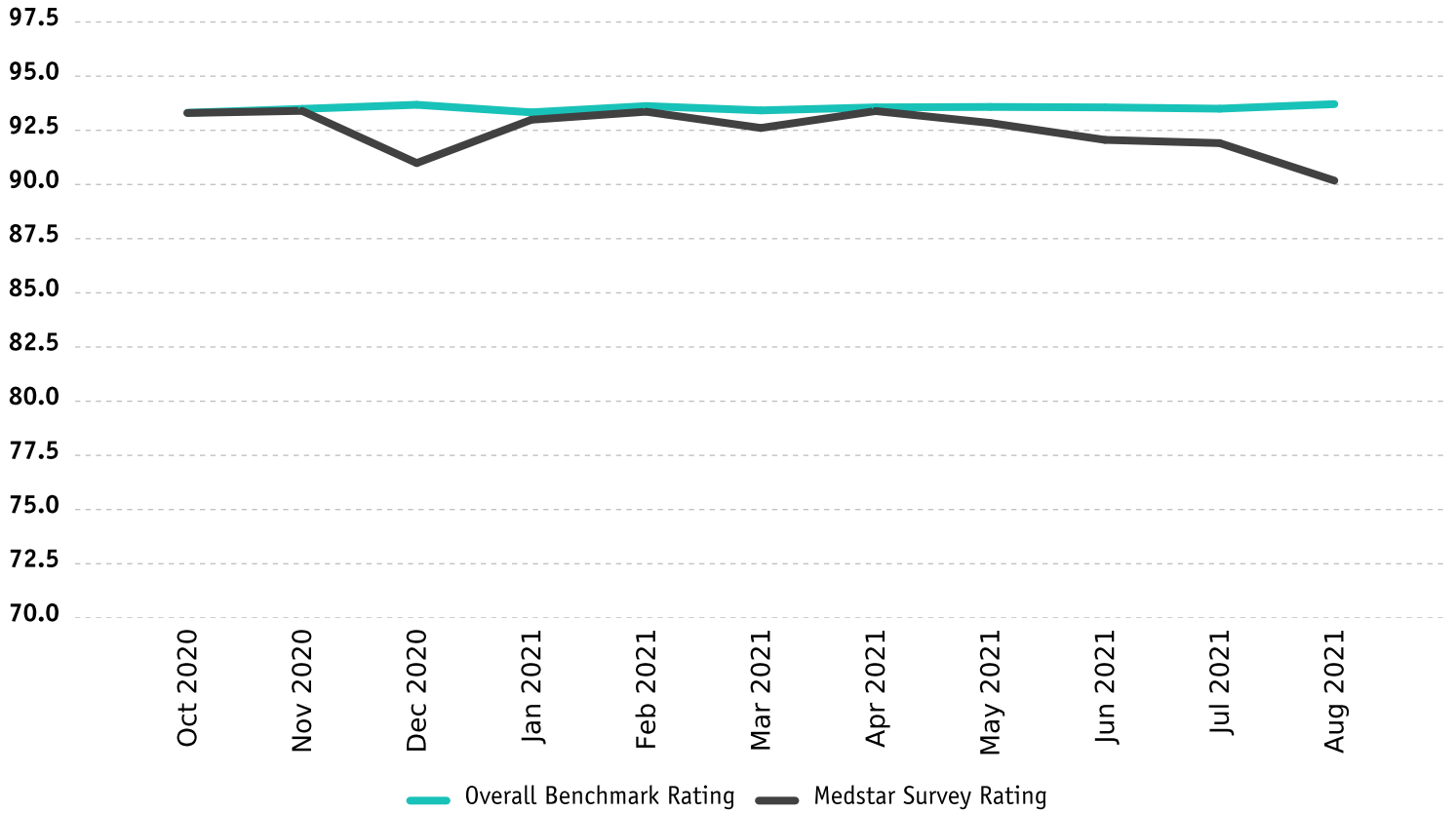
## Monthly Breakdown

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.

	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021
Helpfulness of the person you called for ambulance service	92.21	93.94	92.45	92.19	91.68	93.61	91.87	93.66	94.30	92.96	93.90	97.22
Concern shown by the person you called for ambulance service	92.05	93.47	90.95	91.67	92.44	93.35	91.80	92.05	94.36	92.44	92.68	86.11
Extent to which you were told what to do until the ambulance arrived	89.93	91.72	91.18	86.67	92.57	91.86	89.86	89.62	91.52	91.37	90.65	93.75
Extent to which the ambulance arrived in a timely manner	93.04	93.47	91.46	91.22	93.86	93.68	92.93	92.17	93.30	92.15	92.44	95.00
Cleanliness of the ambulance	94.55	95.17	95.13	92.76	96.01	94.73	94.46	95.67	94.95	93.79	94.87	92.50
Comfort of the ride	89.42	87.99	89.25	85.53	89.74	89.50	89.84	90.88	89.45	87.51	86.84	77.60
Skill of the person driving the ambulance	94.26	94.67	94.35	91.24	94.49	95.03	93.86	95.21	93.82	93.53	91.03	90.00
Care shown by the medics who arrived with the ambulance	94.71	94.75	95.87	93.08	95.62	94.58	94.57	94.55	94.09	94.30	93.05	97.22
Degree to which the medics took your problem seriously	95.60	94.62	95.61	93.27	95.54	94.39	94.01	94.49	93.82	94.31	92.88	94.44
Degree to which the medics listened to you and/or your family	93.95	94.20	95.05	93.08	94.48	94.34	93.34	95.13	93.91	94.23	93.02	94.44
Skill of the medics	94.16	94.30	94.42	93.27	93.43	94.47	94.37	95.72	94.02	93.19	93.02	91.67
Extent to which the medics kept you informed about your treatment	92.87	92.58	94.27	89.00	90.25	92.70	92.77	93.75	92.70	91.88	90.85	93.75
Extent to which medics included you in the treatment decisions (if	92.99	92.27	92.47	88.67	93.63	92.22	92.26	94.86	92.27	92.23	90.71	93.75
Degree to which the medics relieved your pain or discomfort	91.23	91.50	90.90	90.74	91.27	92.69	90.48	92.48	91.09	90.13	88.78	75.11
Medics' concern for your privacy	93.83	93.35	94.04	94.12	93.76	93.74	93.53	91.10	93.76	92.60	93.13	86.11
Extent to which medics cared for you as a person	94.56	95.03	95.18	93.95	96.17	94.68	93.65	94.27	94.36	93.46	93.48	91.67
Professionalism of the staff in our billing office	89.87	90.26	91.67	87.50	82.11	88.39	89.73	90.83	89.96	87.12	89.77	100.00
Willingness of the staff in our billing office to address your needs	91.33	90.52	90.70	87.50	83.35	88.00	89.69	91.67	89.29	88.31	89.77	100.00
How well did our staff work together to care for you	94.25	93.64	95.41	92.17	92.90	94.28	93.19	93.84	92.78	91.68	94.08	88.89
Extent to which our staff eased your entry into the medical facility	94.33	94.26	94.34	90.74	94.22	94.31	94.06	94.57	93.35	92.05	94.23	88.89
Appropriateness of Emergency Medical Transportation treatment	94.32	94.46	93.99	92.39	93.87	94.02	93.76	94.85	93.03	91.77	93.75	86.11
Extent to which the services received were worth the fees charged	89.97	89.81	91.26	85.75	89.74	90.46	87.56	89.52	88.95	88.31	84.41	81.25
Overall rating of the care provided by our Emergency Medical Transportation	94.13	94.70	93.99	91.00	94.21	94.65	93.52	95.00	93.15	92.25	92.10	91.67
Likelihood of recommending this ambulance service to others	93.84	94.06	93.76	91.00	94.34	93.73	92.45	91.79	91.33	92.63	92.31	88.89
Your Master Score	93.15	93.30	93.40	90.99	92.99	93.36	92.61	93.39	92.84	92.06	91.91	90.18
Your Total Responses	501	237	126	42	129	599	418	88	343	349	46	11



### Monthly tracking of Overall Survey Score





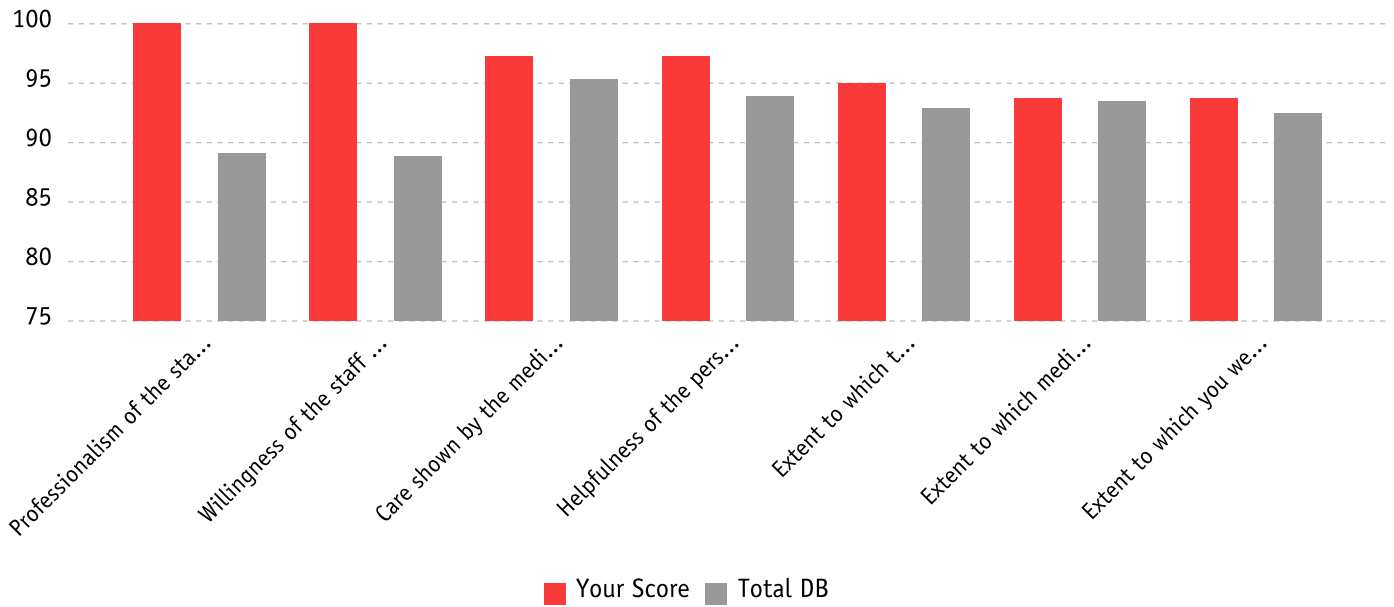
### Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Professionalism of the staff in our billing office	89.77	100.00	10.23	89.11
Willingness of the staff in our billing office to address your needs	89.77	100.00	10.23	88.80
Care shown by the medics who arrived with the ambulance	93.05	97.22	4.18	95.31
Helpfulness of the person you called for ambulance service	93.90	97.22	3.32	93.88
Extent to which you were told what to do until the ambulance arrived	90.65	93.75	3.10	92.49
Extent to which medics included you in the treatment decisions (if applicable)	90.71	93.75	3.04	93.47
Extent to which the medics kept you informed about your treatment	90.85	93.75	2.90	93.83
Extent to which the ambulance arrived in a timely manner	92.44	95.00	2.56	92.89
Degree to which the medics took your problem seriously	92.88	94.44	1.56	95.22
Degree to which the medics listened to you and/or your family	93.02	94.44	1.42	94.91
<b>Decreases</b>				
Degree to which the medics relieved your pain or discomfort	88.78	75.11	-13.66	91.90
Comfort of the ride	86.84	77.60	-9.24	88.58
Appropriateness of Emergency Medical Transportation treatment	93.75	86.11	-7.64	94.28
Medics' concern for your privacy	93.12	86.11	-7.01	94.54
Concern shown by the person you called for ambulance service	92.68	86.11	-6.57	93.62
Extent to which our staff eased your entry into the medical facility	94.23	88.89	-5.34	94.32
How well did our staff work together to care for you	94.08	88.89	-5.19	94.64
Likelihood of recommending this ambulance service to others	92.31	88.89	-3.42	94.21
Extent to which the services received were worth the fees charged	84.41	81.25	-3.16	89.78
Cleanliness of the ambulance	94.87	92.50	-2.37	95.35



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Professionalism of the staff in our billing office	100.00	10.89	89.11
Willingness of the staff in our billing office to address your needs	100.00	11.20	88.80
Care shown by the medics who arrived with the ambulance	97.22	1.91	95.31
Helpfulness of the person you called for ambulance service	97.22	3.34	93.88
Extent to which the ambulance arrived in a timely manner	95.00	2.11	92.89
Extent to which medics included you in the treatment decisions (if applicable)	93.75	0.28	93.47
Extent to which you were told what to do until the ambulance arrived	93.75	1.26	92.49





**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
Comfort of the ride	77.60	.972408788
Extent to which medics included you in the treatment decisions (if applicable)	93.75	.967831552
Skill of the person driving the ambulance	90.00	.950024666
Extent to which the services received were worth the fees charged	81.25	.946896315
Extent to which medics cared for you as a person	91.67	.940584406
Degree to which the medics listened to you and/or your family	94.44	.934680647
Degree to which the medics took your problem seriously	94.44	.934680647
Appropriateness of Emergency Medical Transportation treatment	86.11	.922076147
How well did our staff work together to care for you	88.89	.889687267
Extent to which our staff eased your entry into the medical facility	88.89	.889687267
Concern shown by the person you called for ambulance service	86.11	.887045316
Helpfulness of the person you called for ambulance service	97.22	.885822341
Cleanliness of the ambulance	92.50	.81297005
Skill of the medics	91.67	.808042967
Medics' concern for your privacy	86.11	.807506239
Degree to which the medics relieved your pain or discomfort	75.11	.767946796
Extent to which the ambulance arrived in a timely manner	95.00	.760180573
Extent to which the medics kept you informed about your treatment	93.75	.722282229
Extent to which you were told what to do until the ambulance arrived	93.75	.722282229
Care shown by the medics who arrived with the ambulance	97.22	.477651711





**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	97.22	93.97	92.07	93.27	92.57	94.83	94.13	
Concern shown by the person you called for ambulance service	86.11	93.87	92.49	93.73	92.14	93.75	95.76	
Extent to which you were told what to do until the ambulance	93.75	91.89	91.32	93.11	92.16	91.97	94.65	
Extent to which the ambulance arrived in a timely manner	95.00	92.93	90.69	89.64	93.55	94.03	92.51	
Cleanliness of the ambulance	92.50	94.90	95.36	94.53	94.80	95.45	94.90	
Comfort of the ride	77.60	86.04	86.28	84.22	89.75	89.57	89.51	
Skill of the person driving the ambulance	90.00	94.00	95.29	94.47	94.30	95.35	94.40	
Care shown by the medics who arrived with the ambulance	97.22	96.10	95.03	94.62	92.96	94.52	94.93	
Degree to which the medics took your problem seriously	94.44	95.84	93.97	94.91	93.57	95.30	95.38	
Degree to which the medics listened to you and/or your family	94.44	95.82	93.97	94.64	92.99	95.68	95.32	
Skill of the medics	91.67	96.08	94.66	95.18	92.97	96.02	95.35	
Extent to which the medics kept you informed about your	93.75	94.59	92.71	92.40	91.51	94.15	94.20	
Extent to which medics included you in the treatment decisions (if	93.75	94.65	93.22	91.90	90.63	93.69	93.15	
Degree to which the medics relieved your pain or discomfort	75.11	92.97	89.90	90.77	90.00	92.20	93.05	
Medics' concern for your privacy	86.11	95.56	93.17	92.76	92.29	94.38	94.57	
Extent to which medics cared for you as a person	91.67	96.53	94.28	95.32	92.93	95.08	95.04	
Professionalism of the staff in our billing office	100.00	89.87	87.89	87.27	87.42	92.05	90.87	
Willingness of the staff in our billing office to address your needs	100.00	88.55	88.31	85.32	87.05	91.27	90.86	
How well did our staff work together to care for you	88.89	95.10	92.23	93.82	93.01	95.16	93.97	
Extent to which our staff eased your entry into the medical facility	88.89	95.02	93.15	93.90	93.02	95.66	94.50	
Appropriateness of Emergency Medical Transportation treatment	86.11	94.63	93.10	93.57	92.72	95.70	93.83	
Extent to which the services received were worth the fees charged	81.25	90.28	87.62	87.29	88.09	88.56	92.56	
Overall rating of the care provided by our Emergency Medical	91.67	95.22	93.00	93.52	93.34	94.96	94.47	
Likelihood of recommending this ambulance service to others	88.89	95.36	93.45	93.46	92.10	95.12	94.76	
<b>Overall score</b>		90.18	94.08	92.46	92.55	92.15	94.12	93.99
<b>National Rank</b>		81	35	62	61	66	34	38
<b>Comparable Size (Large) Company Rank</b>		19	5	15	14	17	4	7



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	97.22	93.88	93.96	93.71	93.71	93.84
Concern shown by the person you called for ambulance service	86.11	93.62	93.82	93.45	93.58	93.60
Extent to which you were told what to do until the ambulance	93.75	92.49	92.52	91.91	92.14	92.56
Extent to which the ambulance arrived in a timely manner	95.00	92.89	92.98	92.40	92.13	92.75
Cleanliness of the ambulance	92.50	95.35	95.17	95.02	94.97	95.23
Comfort of the ride	77.60	88.58	88.63	86.50	86.15	87.96
Skill of the person driving the ambulance	90.00	94.61	94.58	94.39	94.41	94.52
Care shown by the medics who arrived with the ambulance	97.22	95.31	95.26	95.04	95.47	95.20
Degree to which the medics took your problem seriously	94.44	95.22	95.35	95.08	95.30	95.16
Degree to which the medics listened to you and/or your family	94.44	94.91	95.01	95.05	95.28	94.80
Skill of the medics	91.67	95.40	95.38	95.66	95.64	95.22
Extent to which the medics kept you informed about your	93.75	93.83	93.90	93.63	93.87	93.75
Extent to which medics included you in the treatment decisions	93.75	93.47	93.43	93.67	93.77	93.16
Degree to which the medics relieved your pain or discomfort	75.11	91.90	91.87	91.70	91.87	91.62
Medics' concern for your privacy	86.11	94.54	94.49	94.42	94.49	94.45
Extent to which medics cared for you as a person	91.67	95.39	95.42	95.35	95.75	95.25
Professionalism of the staff in our billing office	100.00	89.11	89.36	89.11	89.11	88.96
Willingness of the staff in our billing office to address your	100.00	88.80	89.05	87.86	87.95	88.40
How well did our staff work together to care for you	88.89	94.64	94.49	94.17	94.41	94.44
Extent to which our staff eased your entry into the medical	88.89	94.32	94.38	94.40	94.58	94.11
Appropriateness of Emergency Medical Transportation treatment	86.11	94.28	94.13	93.99	94.28	94.14
Extent to which the services received were worth the fees	81.25	89.78	89.38	88.89	88.95	89.29
Overall rating of the care provided by our Emergency Medical	91.67	94.57	94.34	94.19	94.55	94.31
Likelihood of recommending this ambulance service to others	88.89	94.21	94.21	94.42	94.63	94.10
<b>Number of Surveys for the period</b>	11					
<b>Overall Score</b>	<b>90.18</b>	<b>93.38</b>	<b>93.38</b>	<b>93.08</b>	<b>93.21</b>	<b>93.20</b>



## Cumulative Comparisons

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

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.49</b>	<b>92.31</b>
<b>Dispatch</b>	<b>92.05</b>	<b>92.12</b>
Helpfulness of the person you called for ambulance service	92.93	92.76
Concern shown by the person you called for ambulance service	92.67	92.52
Extent to which you were told what to do until the ambulance	90.56	91.09
<b>Ambulance</b>	<b>92.2</b>	<b>91.95</b>
Extent to which the ambulance arrived in a timely manner	92.93	92.15
Cleanliness of the ambulance	94.01	94.39
Comfort of the ride	87.95	87.52
Skill of the person driving the ambulance	93.93	93.73
<b>Medic</b>	<b>93.39</b>	<b>93.27</b>
Care shown by the medics who arrived with the ambulance	94.49	94.27
Degree to which the medics took your problem seriously	94.43	94.19
Degree to which the medics listened to you and/or your family	94.01	93.88
Skill of the medics	94.29	94.29
Extent to which the medics kept you informed about your treatment	92.54	92.49
Extent to which medics included you in the treatment decisions (if	92.24	92.27
Degree to which the medics relieved your pain or discomfort	90.96	90.58
Medics' concern for your privacy	93.20	93.27
Extent to which medics cared for you as a person	94.31	94.16
<b>Billing Staff Assessment</b>	<b>89.24</b>	<b>88.67</b>


**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.49</b>	<b>92.31</b>
<b>Billing Staff Assessment</b>	<b>89.24</b>	<b>88.67</b>
Professionalism of the staff in our billing office	89.20	88.63
Willingness of the staff in our billing office to address your needs	89.29	88.71
<b>Overall Assessment</b>	<b>92.65</b>	<b>92.44</b>
How well did our staff work together to care for you	93.47	93.41
Extent to which our staff eased your entry into the medical facility	93.73	93.55
Appropriateness of Emergency Medical Transportation treatment	93.44	93.32
Extent to which the services received were worth the fees charged	88.39	87.76
Overall rating of the care provided by our Emergency Medical	93.64	93.49
Likelihood of recommending this ambulance service to others	93.24	93.11



### 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>2</b>	<b>4</b>	<b>13</b>	<b>35</b>	<b>152</b>	<b>73.79%</b>	<b>79.46%</b>
<b>Dispatch</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>20</b>	<b>76.92%</b>	<b>78.42%</b>
Helpfulness of the person you called for ambulance service	0	0	0	1	8	88.89%	79.89%
Concern shown by the person you called for ambulance service	0	1	0	2	6	66.67%	79.15%
Extent to which you were told what to do until the ambulance arrived	0	0	0	2	6	75.00%	76.23%
<b>Ambulance</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>31</b>	<b>77.50%</b>	<b>77.85%</b>
Extent to which the ambulance arrived in a timely manner	0	0	1	0	9	90.00%	77.81%
Cleanliness of the ambulance	0	0	1	1	8	80.00%	83.74%
Comfort of the ride	1	1	1	0	7	70.00%	67.83%
Skill of the person driving the ambulance	0	0	1	2	7	70.00%	82.03%
<b>Medic</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>12</b>	<b>60</b>	<b>75.95%</b>	<b>82.94%</b>
Care shown by the medics who arrived with the ambulance	0	0	0	1	8	88.89%	85.20%
Degree to which the medics took your problem seriously	0	0	0	2	7	77.78%	85.41%
Degree to which the medics listened to you and/or your family	0	0	0	2	7	77.78%	84.48%
Skill of the medics	0	0	1	1	7	77.78%	85.21%
Extent to which the medics kept you informed about your treatment	0	0	0	2	6	75.00%	80.86%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>2</b>	<b>4</b>	<b>13</b>	<b>35</b>	<b>152</b>	<b>73.79%</b>	<b>79.46%</b>
Extent to which medics included you in the treatment decisions (if applicable)	0	0	0	2	6	75.00%	80.19%
Degree to which the medics relieved your pain or discomfort	1	1	1	0	6	66.67%	76.86%
Medics' concern for your privacy	0	0	2	1	6	66.67%	82.35%
Extent to which medics cared for you as a person	0	0	1	1	7	77.78%	85.88%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>100.00%</b>	<b>65.06%</b>
Professionalism of the staff in our billing office	0	0	0	0	4	100.00%	65.12%
Willingness of the staff in our billing office to address your needs	0	0	0	0	4	100.00%	65.00%
<b>Overall Assessment</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>15</b>	<b>33</b>	<b>62.26%</b>	<b>80.64%</b>
How well did our staff work together to care for you	0	0	1	2	6	66.67%	82.45%
Extent to which our staff eased your entry into the medical facility	0	0	1	2	6	66.67%	81.57%
Appropriateness of Emergency Medical Transportation treatment	0	0	1	3	5	55.56%	81.77%
Extent to which the services received were worth the fees charged	0	1	1	1	5	62.50%	72.18%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	0	3	6	66.67%	83.10%
Likelihood of recommending this ambulance service to others	0	0	0	4	5	55.56%	82.75%



Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>90.67</b>	100.00
Helpfulness of the person you called for ambulance service	97.22	100.00
Concern shown by the person you called for ambulance service	86.11	100.00
Extent to which you were told what to do until the ambulance	93.75	100.00
Extent to which the ambulance arrived in a timely manner	95.00	100.00
Cleanliness of the ambulance	92.50	100.00
Comfort of the ride	77.60	100.00
Skill of the person driving the ambulance	90.00	100.00
Care shown by the medics who arrived with the ambulance	97.22	100.00
Degree to which the medics took your problem seriously	94.44	100.00
Degree to which the medics listened to you and/or your family	94.44	100.00
Skill of the medics	91.67	100.00
Extent to which the medics kept you informed about your	93.75	100.00
Extent to which medics included you in the treatment decisions	93.75	100.00
Degree to which the medics relieved your pain or discomfort	75.11	100.00
Medics' concern for your privacy	86.11	100.00
Extent to which medics cared for you as a person	91.67	100.00
<b>Number of Survey Responses</b>	11	2



Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>90.67</b>	100.00
Professionalism of the staff in our billing office	100.00	100.00
Willingness of the staff in our billing office to address your	100.00	100.00
How well did our staff work together to care for you	88.89	100.00
Extent to which our staff eased your entry into the medical	88.89	100.00
Appropriateness of Emergency Medical Transportation treatment	86.11	100.00
Extent to which the services received were worth the fees	81.25	100.00
Overall rating of the care provided by our Emergency Medical	91.67	100.00
Likelihood of recommending this ambulance service to others	88.89	100.00
<b>Number of Survey Responses</b>	11	2