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Patient Experience Report

May 1, 2022 to May 31, 2022

Division: Clinton

Your Score

95.77

Your Patients in this Report

22

Total Patients in this Report

3,895

Total EMS Organizations

204





Executive Summary

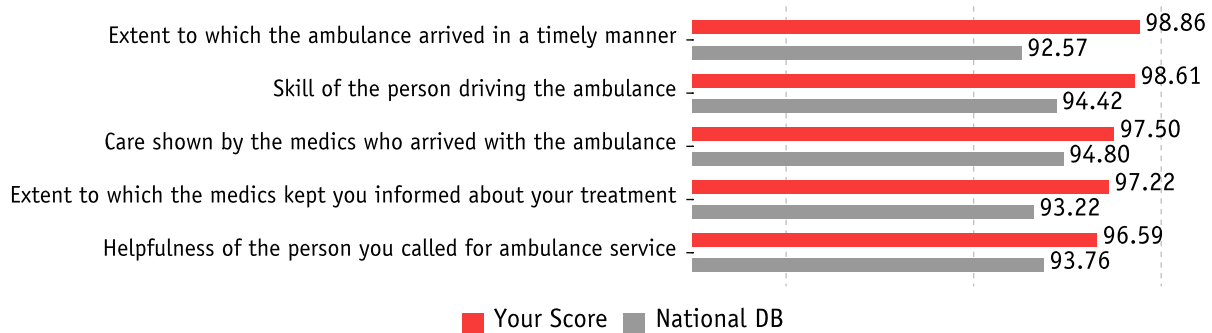
Your overall score for the time period selected is **95.77**. This is a difference of **-1.31** from your previous period's score of **97.08**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **83.53%**.

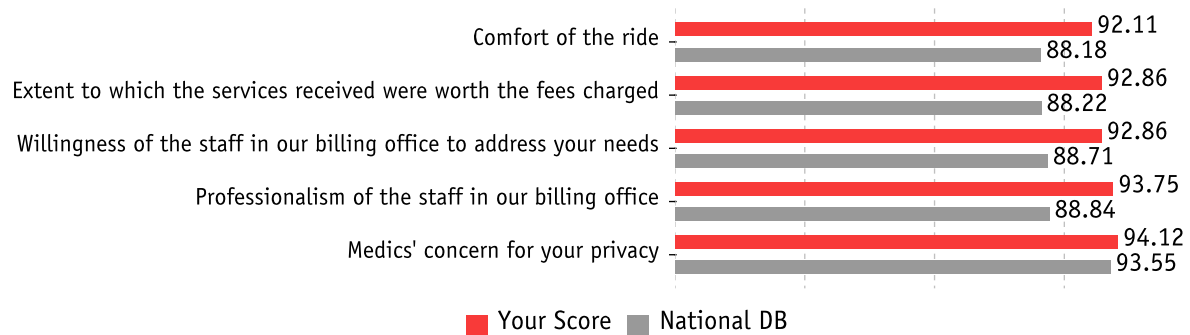
In addition, your rolling 12- month score of **92.16** is a difference of **-0.94** from the national database score of **93.10**.

When compared to all organizations in the national database, your score of **92.16** is ranked **57th** and **14th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

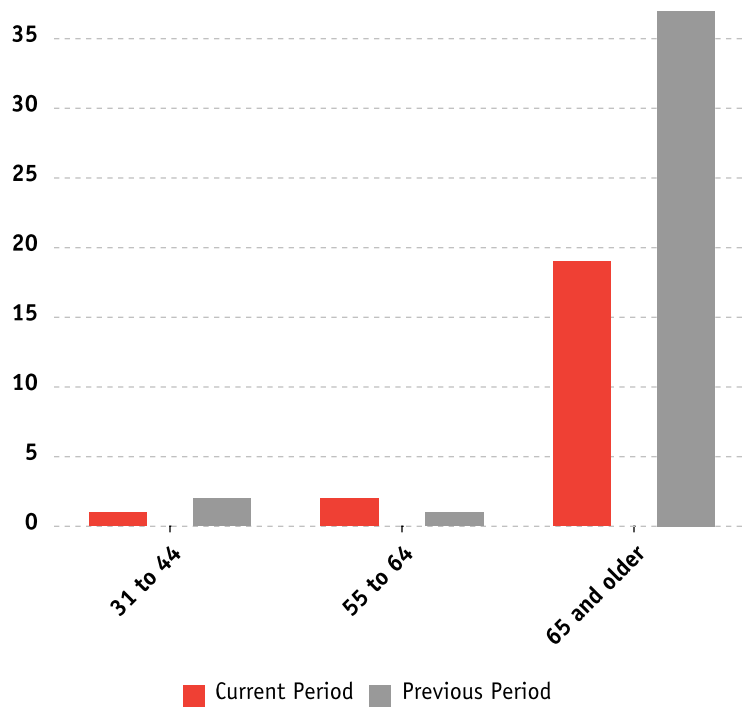




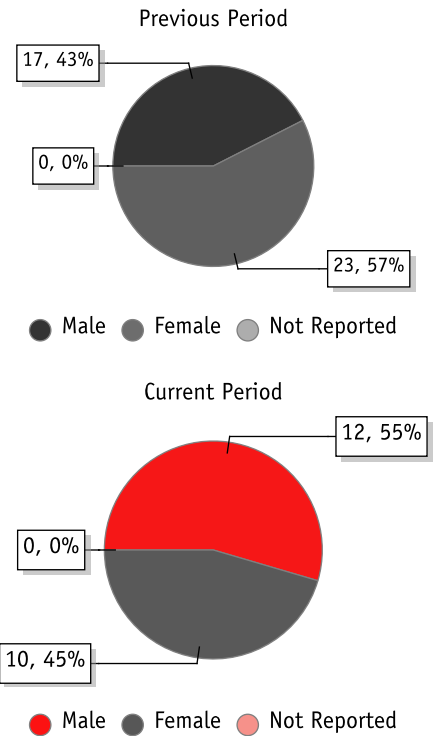
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
31 to 44	2	1	1	0	1	1	0	0
55 to 64	1	1	0	0	2	1	1	0
65 and older	37	15	22	0	19	10	9	0
Total	40	17	23	0	22	12	10	0

Age Ranges



Gender





Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Composite Score





Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



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



Overall Composite Score





Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

Dispatch Composite

	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	96.59	95.73	0.86	93.76
Concern shown by the person you called for ambulance service	94.32	96.88	-2.56	93.36
Extent to which you were told what to do until the ambulance arrived	95.00	97.22	-2.22	91.82

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	98.86	96.67	2.19	92.57
Cleanliness of the ambulance	96.43	95.12	1.31	94.95
Comfort of the ride	92.11	91.07	1.04	88.18
Skill of the person driving the ambulance	98.61	97.56	1.05	94.42

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	97.50	98.84	-1.34	94.80
Degree to which the medics took your problem seriously	96.25	98.26	-2.01	94.60
Degree to which the medics listened to you and/or your family	96.25	98.26	-2.01	94.33
Skill of the medics	96.25	98.81	-2.56	94.78
Extent to which the medics kept you informed about your treatment	97.22	97.44	-0.22	93.22
Extent to which medics included you in the treatment decisions (if applicable)	95.59	96.43	-0.84	92.64
Degree to which the medics relieved your pain or discomfort	96.05	97.37	-1.32	91.02
Medics' concern for your privacy	94.12	98.17	-4.05	93.55
Extent to which medics cared for you as a person	95.59	98.81	-3.22	94.58

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	93.75	97.22	-3.47	88.84
Willingness of the staff in our billing office to address your needs	92.86	97.22	-4.36	88.71



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	95.83	96.05	-0.22	93.91
Extent to which our staff eased your entry into the medical facility	95.83	96.62	-0.79	93.93
Appropriateness of Emergency Medical Transportation treatment	94.44	97.97	-3.53	93.63
Extent to which the services received were worth the fees charged	92.86	97.32	-4.46	88.22
Overall rating of the care provided by our Emergency Medical Transportation	95.83	98.08	-2.25	93.95
Likelihood of recommending this ambulance service to others	95.83	96.79	-0.96	93.42



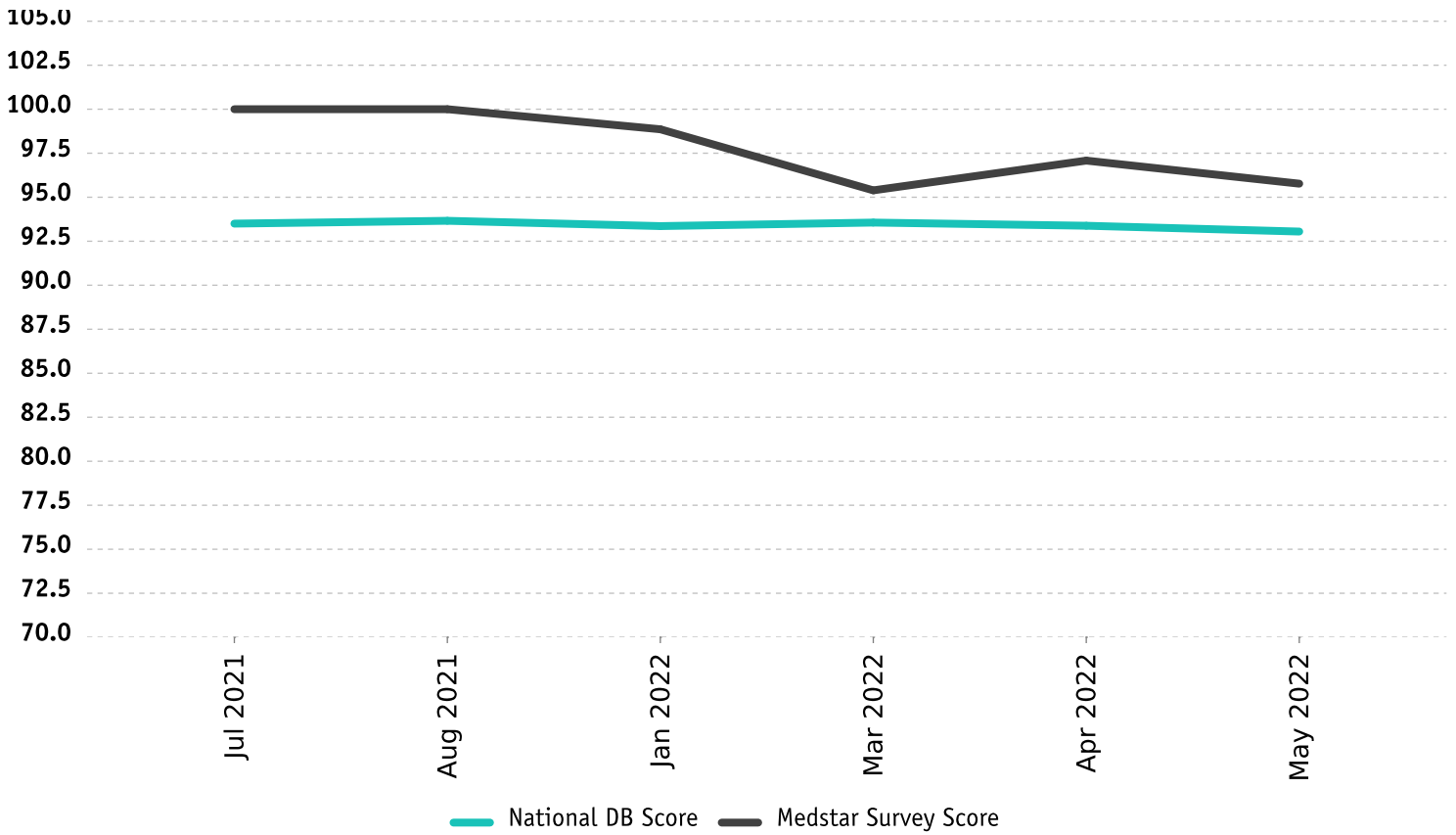
Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Jun 2021	Jul 2021	Aug 2021	Jan 2022	Mar 2022	Apr 2022	May 2022
Helpfulness of the person you called for ambulance service	96.53	100.00	100.00	100.00	96.76	95.73	96.59
Concern shown by the person you called for ambulance service	96.43	100.00	100.00	100.00	96.35	96.88	94.32
Extent to which you were told what to do until the ambulance arrived	94.12	100.00	100.00	100.00	94.25	97.22	95.00
Extent to which the ambulance arrived in a timely manner	95.45	100.00	100.00	100.00	96.35	96.67	98.86
Cleanliness of the ambulance	95.93	100.00	100.00	100.00	96.29	95.12	96.43
Comfort of the ride	88.98	100.00	100.00	100.00	87.98	91.07	92.11
Skill of the person driving the ambulance	94.19	100.00	100.00	100.00	95.74	97.56	98.61
Care shown by the medics who arrived with the ambulance	95.35	100.00	100.00	100.00	96.67	98.84	97.50
Degree to which the medics took your problem seriously	95.24	100.00	100.00	100.00	96.67	98.26	96.25
Degree to which the medics listened to you and/or your family	95.35	100.00	100.00	100.00	96.80	98.26	96.25
Skill of the medics	95.24	100.00	100.00	100.00	96.56	98.81	96.25
Extent to which the medics kept you informed about your treatment	95.63	100.00	100.00	100.00	94.96	97.44	97.22
Extent to which medics included you in the treatment decisions (if	93.38	100.00	100.00	100.00	95.35	96.43	95.59
Degree to which the medics relieved your pain or discomfort	92.36	100.00	100.00	75.00	94.28	97.37	96.05
Medics' concern for your privacy	93.75	100.00	100.00	100.00	96.26	98.17	94.12
Extent to which medics cared for you as a person	95.73	100.00	100.00	100.00	97.32	98.81	95.59
Professionalism of the staff in our billing office	88.64	100.00	100.00		93.75	97.22	93.75
Willingness of the staff in our billing office to address your needs	88.64	100.00	100.00		93.63	97.22	92.86
How well did our staff work together to care for you	92.86	100.00	100.00	100.00	95.47	96.05	95.83
Extent to which our staff eased your entry into the medical facility	94.64	100.00	100.00	100.00	95.53	96.62	95.83
Appropriateness of Emergency Medical Transportation treatment	93.59	100.00	100.00	100.00	96.04	97.97	94.44
Extent to which the services received were worth the fees charged	90.91	100.00	100.00	100.00	90.64	97.32	92.86
Overall rating of the care provided by our Emergency Medical Transportation	95.00	100.00	100.00	100.00	95.74	98.08	95.83
Likelihood of recommending this ambulance service to others	95.39	100.00	100.00	100.00	96.34	96.79	95.83
Overall Score	94.11	100.00	100.00	98.86	95.39	97.08	95.77
Respondents	45	3	2	1	147	47	22



Monthly Overall Survey Score





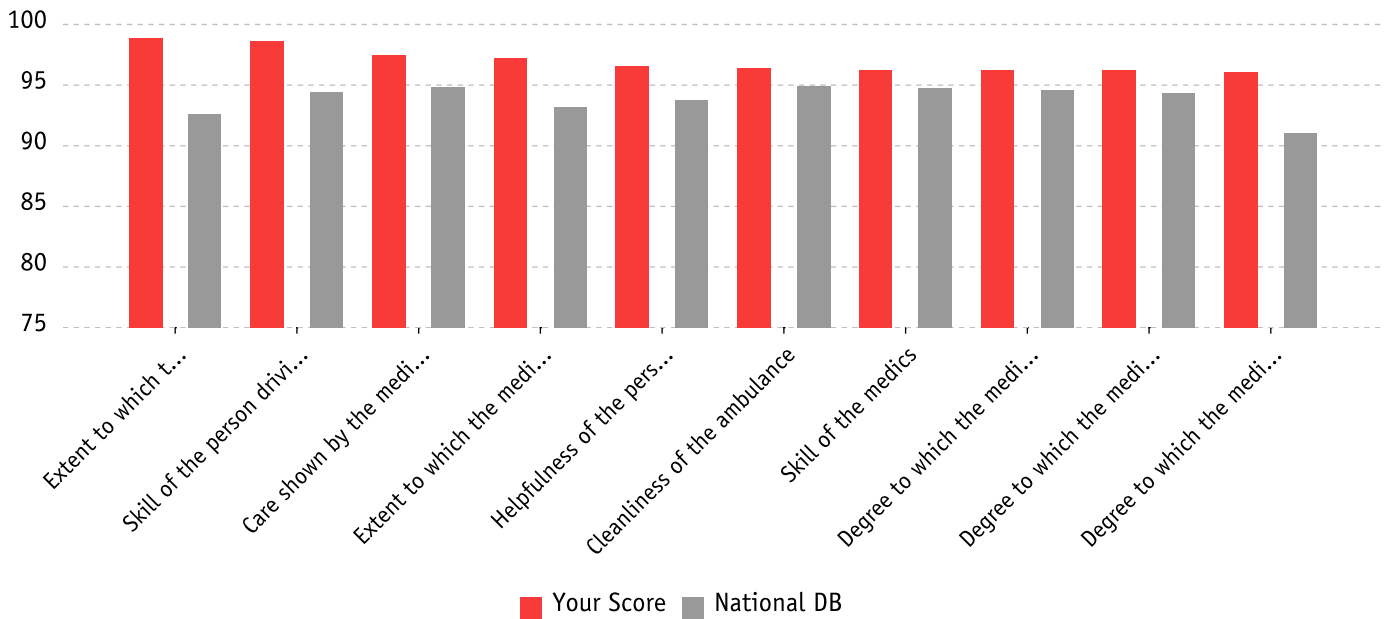
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	98.86	96.67	2.20	92.57
Cleanliness of the ambulance	96.43	95.12	1.31	94.95
Skill of the person driving the ambulance	98.61	97.56	1.05	94.42
Comfort of the ride	92.11	91.07	1.03	88.18
Helpfulness of the person you called for ambulance service	96.59	95.73	0.86	93.76
Decreases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	92.86	97.32	-4.46	88.22
Willingness of the staff in our billing office to address your needs	92.86	97.22	-4.37	88.71
Medics' concern for your privacy	94.12	98.17	-4.05	93.55
Appropriateness of Emergency Medical Transportation treatment	94.44	97.97	-3.53	93.63
Professionalism of the staff in our billing office	93.75	97.22	-3.47	88.84
Extent to which medics cared for you as a person	95.59	98.81	-3.22	94.58
Skill of the medics	96.25	98.81	-2.56	94.78
Concern shown by the person you called for ambulance service	94.32	96.88	-2.56	93.36
Overall rating of the care provided by our Emergency Medical Transportation service	95.83	98.08	-2.24	93.95
Extent to which you were told what to do until the ambulance arrived	95.00	97.22	-2.22	91.82



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	98.86	6.29	92.57
Skill of the person driving the ambulance	98.61	4.19	94.42
Care shown by the medics who arrived with the ambulance	97.50	2.70	94.80
Extent to which the medics kept you informed about your treatment	97.22	4.00	93.22
Helpfulness of the person you called for ambulance service	96.59	2.83	93.76
Cleanliness of the ambulance	96.43	1.48	94.95
Skill of the medics	96.25	1.47	94.78
Degree to which the medics took your problem seriously	96.25	1.65	94.60
Degree to which the medics listened to you and/or your family	96.25	1.92	94.33
Degree to which the medics relieved your pain or discomfort	96.05	5.04	91.02





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
Willingness of the staff in our billing office to address your needs	92.86	.97312368
Extent to which medics included you in the treatment decisions (if applicable)	95.59	.929068786
Extent to which medics cared for you as a person	95.59	.922692123
Medics' concern for your privacy	94.12	.907964992
Concern shown by the person you called for ambulance service	94.32	.895663429
Appropriateness of Emergency Medical Transportation treatment	94.44	.893634395
Degree to which the medics listened to you and/or your family	96.25	.881739115
Degree to which the medics took your problem seriously	96.25	.881739115
Care shown by the medics who arrived with the ambulance	97.50	.83706432
Degree to which the medics relieved your pain or discomfort	96.05	.82877437
Helpfulness of the person you called for ambulance service	96.59	.825633513
How well did our staff work together to care for you	95.83	.822476229
Extent to which our staff eased your entry into the medical facility	95.83	.822476229
Extent to which the services received were worth the fees charged	92.86	.801286302
Cleanliness of the ambulance	96.43	.787084382
Extent to which the medics kept you informed about your treatment	97.22	.717506438
Skill of the person driving the ambulance	98.61	.706715935
Skill of the medics	96.25	.658778966
Extent to which the ambulance arrived in a timely manner	98.86	.647276814
Professionalism of the staff in our billing office	93.75	.58692369
Extent to which you were told what to do until the ambulance arrived	95.00	.485629434
Comfort of the ride	92.11	.44885432



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	96.59	93.02	93.84	90.95	93.06	93.85	98.91	
Concern shown by the person you called for ambulance service	94.32	92.44	92.76	89.40	92.96	92.97	97.83	
Extent to which you were told what to do until the ambulance	95.00	90.60	91.82	88.11	91.43	92.80	97.83	
Extent to which the ambulance arrived in a timely manner	98.86	89.92	90.16	86.03	93.48	93.59	96.74	
Cleanliness of the ambulance	96.43	93.86	93.39	92.52	95.12	93.75	98.91	
Comfort of the ride	92.11	85.76	85.93	84.53	88.60	88.49	95.65	
Skill of the person driving the ambulance	98.61	93.43	92.54	93.06	94.29	94.81	97.83	
Care shown by the medics who arrived with the ambulance	97.50	94.18	93.50	93.75	94.04	96.15	92.86	
Degree to which the medics took your problem seriously	96.25	95.02	93.01	93.62	93.85	95.83	96.59	
Degree to which the medics listened to you and/or your family	96.25	94.01	92.95	92.96	93.75	94.62	95.45	
Skill of the medics	96.25	93.46	92.58	93.65	94.09	95.45	96.59	
Extent to which the medics kept you informed about your	97.22	92.33	91.86	90.73	92.58	94.01	95.45	
Extent to which medics included you in the treatment decisions (if	95.59	91.93	89.55	88.91	91.26	93.95	97.22	
Degree to which the medics relieved your pain or discomfort	96.05	90.69	87.71	88.24	89.73	92.12	94.32	
Medics' concern for your privacy	94.12	93.78	91.75	90.49	92.47	93.75	95.45	
Extent to which medics cared for you as a person	95.59	94.73	93.50	92.22	93.77	95.19	97.62	
Professionalism of the staff in our billing office	93.75	90.38	90.16	81.07	84.59	88.59	93.33	
Willingness of the staff in our billing office to address your needs	92.86	89.78	90.40	82.75	84.23	87.79	96.67	
How well did our staff work together to care for you	95.83	93.54	93.11	88.95	92.91	93.67	98.75	
Extent to which our staff eased your entry into the medical facility	95.83	94.24	92.97	90.06	93.24	93.35	96.43	
Appropriateness of Emergency Medical Transportation treatment	94.44	93.67	91.65	89.89	92.69	93.99	95.24	
Extent to which the services received were worth the fees charged	92.86	89.17	85.49	83.48	85.89	88.10	95.31	
Overall rating of the care provided by our Emergency Medical	95.83	94.03	92.21	90.68	93.54	95.25	95.24	
Likelihood of recommending this ambulance service to others	95.83	94.08	91.97	90.61	91.39	94.62	95.24	
Overall score		93.48	92.56	91.56	89.93	92.12	93.44	96.37



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	96.59	93.76	93.28	93.50	93.27	93.29
Concern shown by the person you called for ambulance service	94.32	93.36	92.75	92.54	92.32	92.86
Extent to which you were told what to do until the ambulance	95.00	91.82	91.28	90.95	90.75	91.27
Extent to which the ambulance arrived in a timely manner	98.86	92.57	91.70	90.79	90.45	92.02
Cleanliness of the ambulance	96.43	94.95	94.19	93.93	93.82	94.38
Comfort of the ride	92.11	88.18	87.50	87.20	86.62	87.75
Skill of the person driving the ambulance	98.61	94.42	93.85	94.09	93.73	94.01
Care shown by the medics who arrived with the ambulance	97.50	94.80	94.17	94.47	94.26	94.16
Degree to which the medics took your problem seriously	96.25	94.60	94.05	94.37	94.28	94.05
Degree to which the medics listened to you and/or your family	96.25	94.33	93.75	93.94	93.74	93.63
Skill of the medics	96.25	94.78	93.88	93.96	93.74	94.10
Extent to which the medics kept you informed about your	97.22	93.22	92.44	92.49	92.27	92.55
Extent to which medics included you in the treatment decisions	95.59	92.64	91.71	91.78	91.41	91.65
Degree to which the medics relieved your pain or discomfort	96.05	91.02	89.90	90.29	90.04	90.02
Medics' concern for your privacy	94.12	93.55	92.75	93.09	92.85	92.76
Extent to which medics cared for you as a person	95.59	94.58	94.04	94.26	94.07	94.06
Professionalism of the staff in our billing office	93.75	88.84	87.96	89.01	88.87	88.01
Willingness of the staff in our billing office to address your	92.86	88.71	88.00	88.99	88.95	87.84
How well did our staff work together to care for you	95.83	93.91	93.12	93.45	93.07	93.21
Extent to which our staff eased your entry into the medical	95.83	93.93	93.09	93.49	93.14	93.35
Appropriateness of Emergency Medical Transportation treatment	94.44	93.63	92.71	93.01	92.75	93.00
Extent to which the services received were worth the fees	92.86	88.22	87.25	88.28	87.91	87.07
Overall rating of the care provided by our Emergency Medical	95.83	93.95	93.24	93.64	93.28	93.39
Likelihood of recommending this ambulance service to others	95.83	93.42	92.53	93.38	93.28	92.69
Overall Score	95.77	92.80	92.05	92.29	92.04	92.13



Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Number of organizations in compare group		204	29	29	7	47
Minimum Score	26.77	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	92.15	93.10	92.71	93.65	91.41	93.35
Your Percentile		29th	24th	N/A	50th	26th
Your Rank		57	14	N/A	3	26

Minimum Score - This is the lowest score in the benchmark group.

Maximum Score - This is the highest score in the benchmark group.

Mean Score - This is where your mean score ranks against others in the compare group.

Your Percentile - This is the percentage of scores that fall below your mean score.

Your Rank - This is where your mean score ranks against others in the compare group.



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	94.58	92.38
Dispatch	94.69	92.2
Helpfulness of the person you called for ambulance service	95.14	92.84
Concern shown by the person you called for ambulance service	95.31	92.60
Extent to which you were told what to do until the ambulance	93.61	91.17
Ambulance	93.8	92.02
Extent to which the ambulance arrived in a timely manner	95.12	92.20
Cleanliness of the ambulance	95.52	94.46
Comfort of the ride	89.31	87.61
Skill of the person driving the ambulance	95.25	93.79
Medic	95.49	93.33
Care shown by the medics who arrived with the ambulance	96.29	94.34
Degree to which the medics took your problem seriously	96.28	94.25
Degree to which the medics listened to you and/or your family	96.09	93.94
Skill of the medics	96.16	94.35
Extent to which the medics kept you informed about your treatment	94.75	92.56
Extent to which medics included you in the treatment decisions (if	94.69	92.33
Degree to which the medics relieved your pain or discomfort	93.51	90.65
Medics' concern for your privacy	95.51	93.33
Extent to which medics cared for you as a person	96.16	94.22
Billing Office Staff	92.04	88.72


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	94.58	92.38
Billing Office Staff	92.04	88.72
Professionalism of the staff in our billing office	92.05	88.69
Willingness of the staff in our billing office to address your needs	92.02	88.74
Overall Experience	94.51	92.5
How well did our staff work together to care for you	95.43	93.46
Extent to which our staff eased your entry into the medical facility	95.36	93.60
Appropriateness of Emergency Medical Transportation treatment	95.13	93.38
Extent to which the services received were worth the fees charged	90.69	87.86
Overall rating of the care provided by our Emergency Medical	95.21	93.55
Likelihood of recommending this ambulance service to others	95.22	93.17



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	0	0	2	69	360	83.53%	78.32%
Dispatch	0	0	1	10	53	82.81%	77.79%
Helpfulness of the person you called for ambulance service	0	0	0	3	19	86.36%	80.07%
Concern shown by the person you called for ambulance service	0	0	0	5	17	77.27%	78.19%
Extent to which you were told what to do until the ambulance arrived	0	0	1	2	17	85.00%	75.09%
Ambulance	0	0	1	9	70	87.50%	76.67%
Extent to which the ambulance arrived in a timely manner	0	0	0	1	21	95.45%	76.80%
Cleanliness of the ambulance	0	0	0	3	18	85.71%	82.31%
Comfort of the ride	0	0	1	4	14	73.68%	66.33%
Skill of the person driving the ambulance	0	0	0	1	17	94.44%	81.25%
Medic	0	0	0	26	142	84.52%	81.44%
Care shown by the medics who arrived with the ambulance	0	0	0	2	18	90.00%	84.16%
Degree to which the medics took your problem seriously	0	0	0	3	17	85.00%	84.49%
Degree to which the medics listened to you and/or your family	0	0	0	3	17	85.00%	83.43%
Skill of the medics	0	0	0	3	17	85.00%	83.49%
Extent to which the medics kept you informed about your treatment	0	0	0	2	16	88.89%	79.60%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	0	0	2	69	360	83.53%	78.32%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	0	3	14	82.35%	78.72%
Degree to which the medics relieved your pain or discomfort	0	0	0	3	16	84.21%	74.70%
Medics' concern for your privacy	0	0	0	4	13	76.47%	79.76%
Extent to which medics cared for you as a person	0	0	0	3	14	82.35%	84.61%
Billing Office Staff	0	0	0	4	11	73.33%	65.64%
Professionalism of the staff in our billing office	0	0	0	2	6	75.00%	65.39%
Willingness of the staff in our billing office to address your needs	0	0	0	2	5	71.43%	65.89%
Overall Experience	0	0	0	20	84	80.77%	79.23%
How well did our staff work together to care for you	0	0	0	3	15	83.33%	81.10%
Extent to which our staff eased your entry into the medical facility	0	0	0	3	15	83.33%	80.59%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	4	14	77.78%	80.44%
Extent to which the services received were worth the fees charged	0	0	0	4	10	71.43%	69.59%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	0	3	15	83.33%	82.07%
Likelihood of recommending this ambulance service to others	0	0	0	3	15	83.33%	81.59%