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Patient Experience Report

July 1, 2022 to July 31, 2022

Your Score

93.73

Your Patients in this Report

355

Total Patients in this Report

4,614

Total EMS Organizations

215





Executive Summary

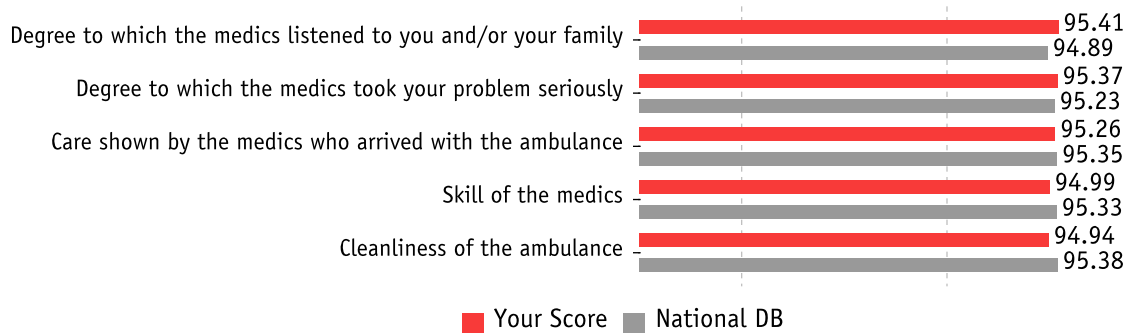
Your overall score for the time period selected is **93.73**. This is a difference of **-0.13** from your previous period's score of **93.86**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **79.39%**.

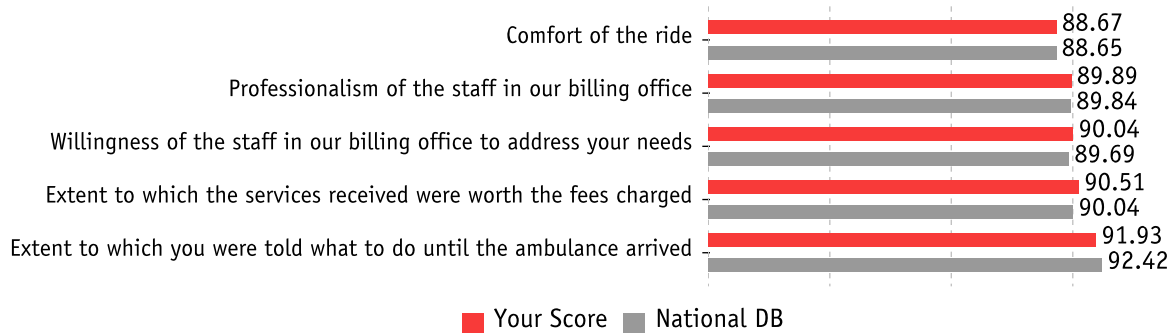
In addition, your rolling 12- month score of **92.52** is a difference of **-0.61** from the national database score of **93.13**.

When compared to all organizations in the national database, your score of **92.52** is ranked **51st** and **12th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

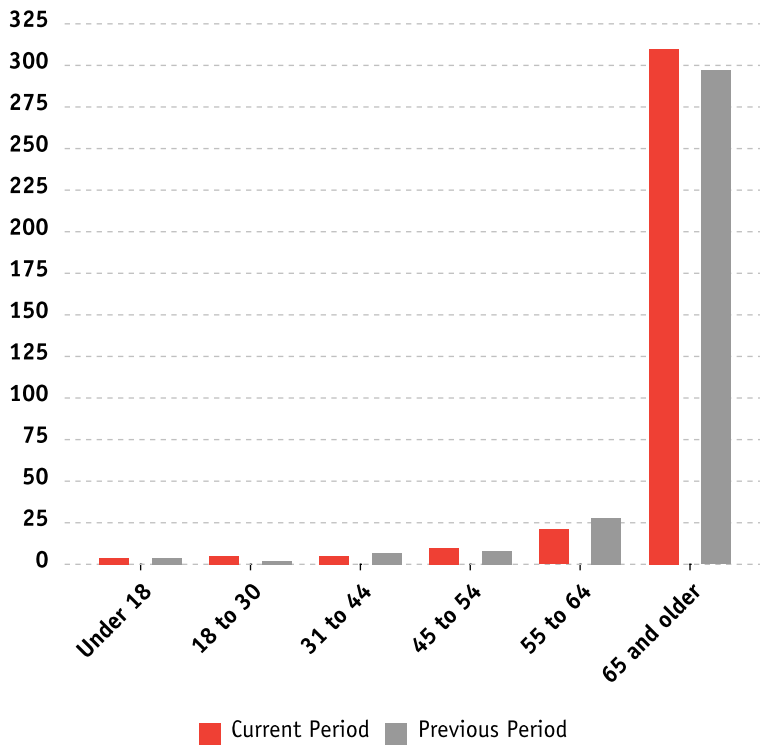




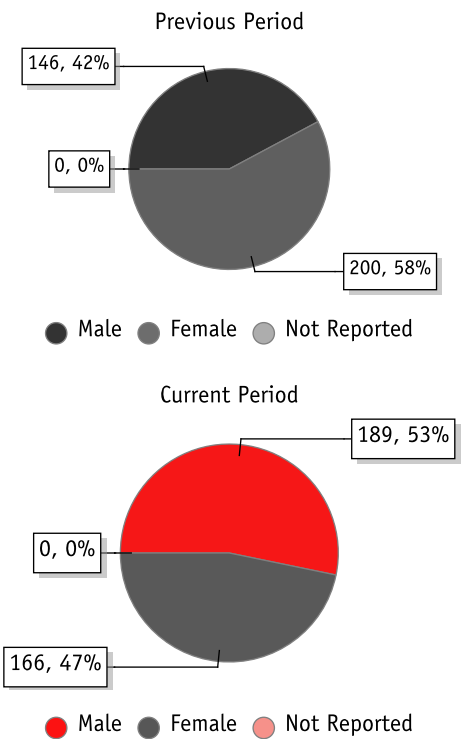
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	4	3	1	0	4	2	2	0
18 to 30	2	0	2	0	5	3	2	0
31 to 44	7	2	5	0	5	5	0	0
45 to 54	8	2	6	0	10	6	4	0
55 to 64	28	12	16	0	21	12	9	0
65 and older	297	127	170	0	310	161	149	0
Total	346	146	200	0	355	189	166	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	93.89	95.17	-1.28	93.63
Concern shown by the person you called for ambulance service	93.81	94.61	-0.80	93.62
Extent to which you were told what to do until the ambulance arrived	91.93	92.15	-0.22	92.42

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	94.90	93.73	1.17	92.90
Cleanliness of the ambulance	94.94	95.03	-0.09	95.38
Comfort of the ride	88.67	88.71	-0.04	88.65
Skill of the person driving the ambulance	94.44	94.12	0.32	94.69

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	95.26	95.84	-0.58	95.35
Degree to which the medics took your problem seriously	95.37	95.77	-0.40	95.23
Degree to which the medics listened to you and/or your family	95.41	95.67	-0.26	94.89
Skill of the medics	94.99	95.92	-0.93	95.33
Extent to which the medics kept you informed about your treatment	93.23	93.94	-0.71	93.79
Extent to which medics included you in the treatment decisions (if applicable)	93.71	92.82	0.89	93.50
Degree to which the medics relieved your pain or discomfort	92.24	92.82	-0.58	91.38
Medics' concern for your privacy	93.23	94.42	-1.19	94.30
Extent to which medics cared for you as a person	94.66	95.70	-1.04	94.87

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	89.89	90.84	-0.95	89.84
Willingness of the staff in our billing office to address your needs	90.04	91.06	-1.02	89.69



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	94.59	94.50	0.09	94.59
Extent to which our staff eased your entry into the medical facility	94.42	93.90	0.52	94.66
Appropriateness of Emergency Medical Transportation treatment	94.88	94.17	0.71	94.52
Extent to which the services received were worth the fees charged	90.51	89.75	0.76	90.04
Overall rating of the care provided by our Emergency Medical Transportation	94.59	93.60	0.99	94.42
Likelihood of recommending this ambulance service to others	94.80	93.63	1.17	93.94



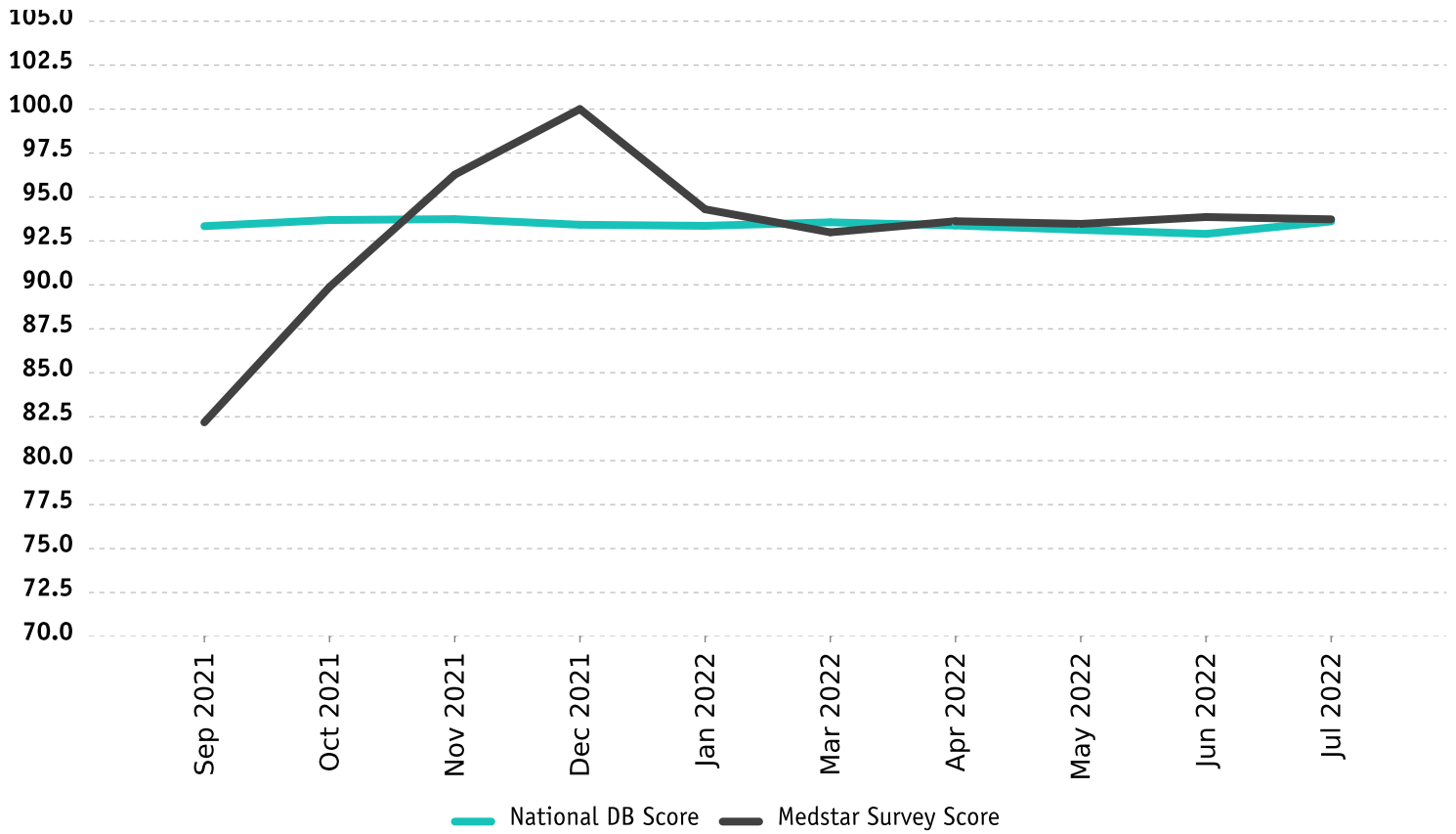
Monthly Breakdown

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

	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
Helpfulness of the person you called for ambulance service	97.22	87.50	75.00	100.00	100.00	91.67	93.26	94.02	94.01	95.17	93.89
Concern shown by the person you called for ambulance service	86.11	87.50	75.00	100.00	100.00	91.67	93.43	94.18	93.24	94.61	93.81
Extent to which you were told what to do until the ambulance arrived	93.75	87.50	75.00	100.00	100.00	91.67	91.46	92.01	91.12	92.15	91.93
Extent to which the ambulance arrived in a timely manner	95.00	91.67	75.00	75.00	100.00	91.67	93.66	94.22	93.19	93.73	94.90
Cleanliness of the ambulance	92.50	91.67	100.00	100.00	100.00	91.67	94.59	95.23	94.96	95.03	94.94
Comfort of the ride	77.60	58.67	100.00	91.67	100.00	91.67	88.08	88.52	89.12	88.71	88.67
Skill of the person driving the ambulance	90.00	58.67	100.00	100.00	100.00	91.67	94.27	94.72	95.45	94.12	94.44
Care shown by the medics who arrived with the ambulance	97.22	91.67	100.00	100.00	100.00	91.67	94.64	95.00	94.84	95.84	95.26
Degree to which the medics took your problem seriously	94.44	91.67	100.00	100.00	100.00	91.67	94.64	94.95	94.44	95.77	95.37
Degree to which the medics listened to you and/or your family	94.44	87.50	100.00	100.00	100.00	91.67	94.57	94.60	94.45	95.67	95.41
Skill of the medics	91.67	87.50	100.00	100.00	100.00	91.67	94.44	94.65	94.63	95.92	94.99
Extent to which the medics kept you informed about your treatment	93.75	87.50	87.50	100.00	100.00	100.00	93.03	93.50	92.85	93.94	93.23
Extent to which medics included you in the treatment decisions (if	93.75	87.50	87.50	91.67	100.00	100.00	92.44	92.79	93.32	92.82	93.71
Degree to which the medics relieved your pain or discomfort	75.11	50.00	87.50	100.00	100.00	87.50	91.05	91.38	91.97	92.82	92.24
Medics' concern for your privacy	86.11	87.50	87.50	100.00	100.00	100.00	93.85	94.23	93.78	94.42	93.23
Extent to which medics cared for you as a person	91.67	87.50	100.00	100.00	100.00	91.67	94.97	95.04	94.35	95.70	94.66
Professionalism of the staff in our billing office	100.00	75.00		100.00	100.00	100.00	87.80	92.18	90.77	90.84	89.89
Willingness of the staff in our billing office to address your needs	100.00	75.00		100.00	100.00	100.00	87.82	91.83	91.35	91.06	90.04
How well did our staff work together to care for you	88.89	83.33	87.50	91.67	100.00	100.00	93.48	93.84	94.19	94.50	94.59
Extent to which our staff eased your entry into the medical facility	88.89	75.00	87.50	83.33	100.00	100.00	93.79	94.43	93.53	93.90	94.42
Appropriateness of Emergency Medical Transportation treatment	86.11	75.00	87.50	100.00	100.00	100.00	93.32	94.30	94.10	94.17	94.88
Extent to which the services received were worth the fees charged	81.25	100.00	75.00	83.33	100.00	100.00	88.70	90.25	90.76	89.75	90.51
Overall rating of the care provided by our Emergency Medical Transportation	91.67	91.67	87.50	100.00	100.00	100.00	93.56	93.98	94.06	93.60	94.59
Likelihood of recommending this ambulance service to others	88.89	83.33	100.00	100.00	100.00	100.00	93.64	94.01	94.19	93.63	94.80
Overall Score	90.18	82.18	89.88	96.27	100.00	94.30	92.99	93.62	93.47	93.86	93.73
Respondents	11	3	2	3	2	3	1242	446	293	346	355



Monthly Overall Survey Score





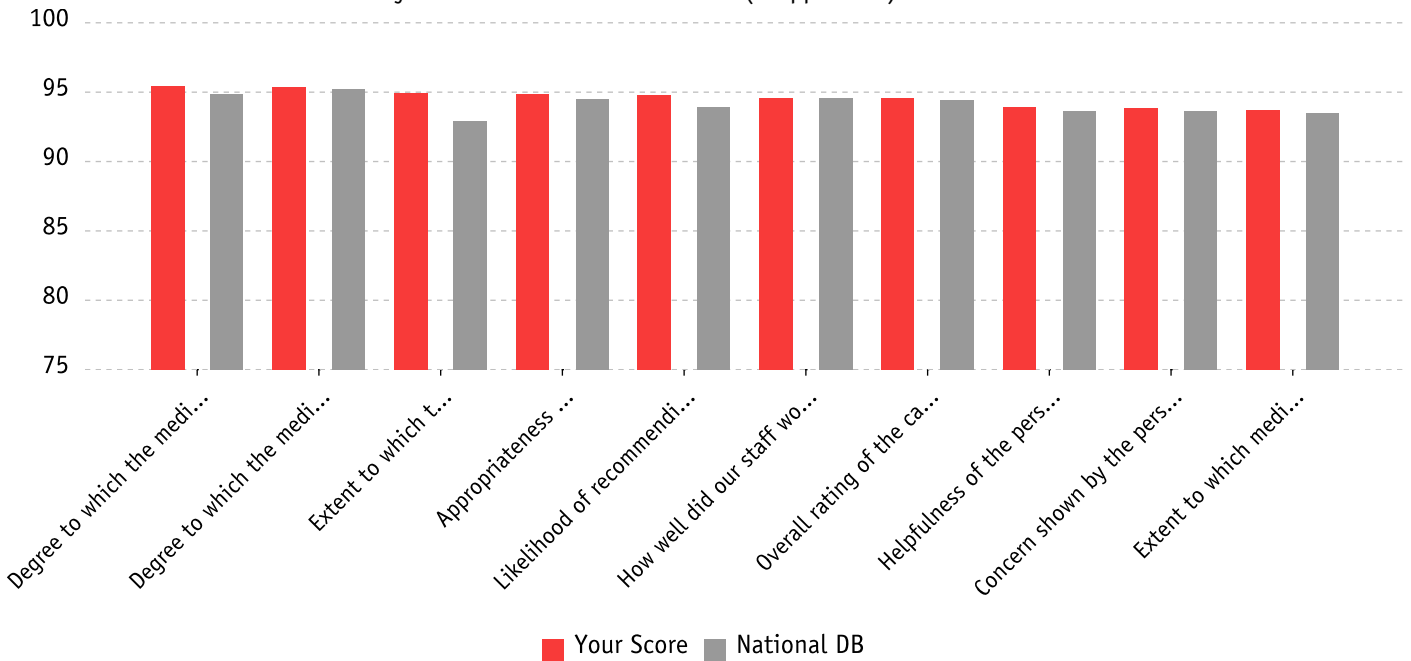
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Likelihood of recommending this ambulance service to others	94.80	93.63	1.17	93.94
Extent to which the ambulance arrived in a timely manner	94.90	93.73	1.17	92.90
Overall rating of the care provided by our Emergency Medical Transportation service	94.59	93.60	0.99	94.42
Extent to which medics included you in the treatment decisions (if applicable)	93.71	92.82	0.89	93.50
Extent to which the services received were worth the fees charged	90.51	89.75	0.75	90.04
Appropriateness of Emergency Medical Transportation treatment	94.88	94.17	0.71	94.52
Extent to which our staff eased your entry into the medical facility	94.42	93.90	0.51	94.66
Skill of the person driving the ambulance	94.44	94.12	0.31	94.69
How well did our staff work together to care for you	94.59	94.50	0.09	94.59
Decreases	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	93.89	95.17	-1.28	93.63
Medics' concern for your privacy	93.23	94.42	-1.18	94.30
Extent to which medics cared for you as a person	94.66	95.70	-1.04	94.87
Willingness of the staff in our billing office to address your needs	90.04	91.06	-1.02	89.69
Professionalism of the staff in our billing office	89.89	90.84	-0.95	89.84
Skill of the medics	94.99	95.92	-0.93	95.33
Concern shown by the person you called for ambulance service	93.81	94.61	-0.79	93.62
Extent to which the medics kept you informed about your treatment	93.23	93.94	-0.71	93.79
Care shown by the medics who arrived with the ambulance	95.26	95.84	-0.58	95.35
Degree to which the medics relieved your pain or discomfort	92.24	92.82	-0.58	91.38



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Degree to which the medics listened to you and/or your family	95.41	0.52	94.89
Degree to which the medics took your problem seriously	95.37	0.14	95.23
Extent to which the ambulance arrived in a timely manner	94.90	2.00	92.90
Appropriateness of Emergency Medical Transportation treatment	94.88	0.35	94.52
Likelihood of recommending this ambulance service to others	94.80	0.86	93.94
How well did our staff work together to care for you	94.59	0.00	94.59
Overall rating of the care provided by our Emergency Medical Transportation service	94.59	0.17	94.42
Helpfulness of the person you called for ambulance service	93.89	0.26	93.63
Concern shown by the person you called for ambulance service	93.81	0.19	93.62
Extent to which medics included you in the treatment decisions (if applicable)	93.71	0.21	93.50





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	93.23	.913785418
Extent to which medics cared for you as a person	94.66	.910324817
Degree to which the medics listened to you and/or your family	95.41	.900746431
Extent to which the medics kept you informed about your treatment	93.23	.897711428
Care shown by the medics who arrived with the ambulance	95.26	.891615856
Appropriateness of Emergency Medical Transportation treatment	94.88	.890794881
Extent to which medics included you in the treatment decisions (if applicable)	93.71	.888021244
How well did our staff work together to care for you	94.59	.885645467
Skill of the medics	94.99	.875674952
Degree to which the medics took your problem seriously	95.37	.858175642
Extent to which our staff eased your entry into the medical facility	94.42	.853388091
Degree to which the medics relieved your pain or discomfort	92.24	.847201456
Skill of the person driving the ambulance	94.44	.814202429
Cleanliness of the ambulance	94.94	.813352758
Extent to which the services received were worth the fees charged	90.51	.77847766
Extent to which the ambulance arrived in a timely manner	94.90	.757935913
Professionalism of the staff in our billing office	89.89	.72113224
Willingness of the staff in our billing office to address your needs	90.04	.718062299
Extent to which you were told what to do until the ambulance arrived	91.93	.71366206
Comfort of the ride	88.67	.658790335
Concern shown by the person you called for ambulance service	93.81	.653937075
Helpfulness of the person you called for ambulance service	93.89	.618044603



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	93.89	93.66	93.01	91.18	95.32	94.89	94.42	
Concern shown by the person you called for ambulance service	93.81	92.08	92.59	92.05	94.22	94.89	95.72	
Extent to which you were told what to do until the ambulance	91.93	90.59	91.43	89.56	93.45	93.90	94.35	
Extent to which the ambulance arrived in a timely manner	94.90	89.35	89.17	90.43	95.26	93.64	91.34	
Cleanliness of the ambulance	94.94	95.04	94.19	93.35	95.71	96.08	95.05	
Comfort of the ride	88.67	89.93	85.12	82.64	89.95	92.47	89.81	
Skill of the person driving the ambulance	94.44	94.16	92.03	93.46	95.44	95.28	94.74	
Care shown by the medics who arrived with the ambulance	95.26	93.45	94.13	92.17	95.68	95.91	95.86	
Degree to which the medics took your problem seriously	95.37	93.55	93.72	91.12	95.49	95.19	95.42	
Degree to which the medics listened to you and/or your family	95.41	93.60	93.45	90.58	95.63	95.28	94.70	
Skill of the medics	94.99	95.09	93.65	92.43	95.57	96.15	94.64	
Extent to which the medics kept you informed about your	93.23	93.53	92.25	90.31	93.15	95.59	93.72	
Extent to which medics included you in the treatment decisions (if	93.71	92.09	91.94	89.78	93.04	93.18	92.89	
Degree to which the medics relieved your pain or discomfort	92.24	89.64	89.63	86.85	90.87	92.57	90.52	
Medics' concern for your privacy	93.23	93.12	92.72	92.31	94.92	95.59	94.25	
Extent to which medics cared for you as a person	94.66	93.56	93.18	91.62	95.45	95.28	95.01	
Professionalism of the staff in our billing office	89.89	87.98	88.36	87.75	87.17	90.22	93.06	
Willingness of the staff in our billing office to address your needs	90.04	86.76	88.44	86.21	87.69	92.39	93.45	
How well did our staff work together to care for you	94.59	95.05	92.58	90.86	93.97	93.88	95.08	
Extent to which our staff eased your entry into the medical facility	94.42	92.77	92.96	91.44	94.40	94.61	95.95	
Appropriateness of Emergency Medical Transportation treatment	94.88	93.34	93.37	90.08	95.02	94.00	96.10	
Extent to which the services received were worth the fees charged	90.51	91.98	88.72	85.37	87.76	91.07	92.68	
Overall rating of the care provided by our Emergency Medical	94.59	93.66	92.63	90.69	94.02	94.34	94.94	
Likelihood of recommending this ambulance service to others	94.80	94.03	92.41	89.79	92.81	93.75	95.20	
Overall score		93.73	92.66	91.90	90.29	93.72	94.35	94.16



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	93.89	93.63	93.73	93.15	93.01	93.57
Concern shown by the person you called for ambulance service	93.81	93.62	93.75	92.96	92.81	93.61
Extent to which you were told what to do until the ambulance	91.93	92.42	92.42	91.25	91.05	92.43
Extent to which the ambulance arrived in a timely manner	94.90	92.90	92.63	91.59	91.38	92.72
Cleanliness of the ambulance	94.94	95.38	95.15	94.51	94.39	95.18
Comfort of the ride	88.67	88.65	88.68	87.02	86.65	88.62
Skill of the person driving the ambulance	94.44	94.69	94.48	93.69	93.53	94.61
Care shown by the medics who arrived with the ambulance	95.26	95.35	95.03	94.30	94.05	95.19
Degree to which the medics took your problem seriously	95.37	95.23	94.90	93.89	93.66	95.06
Degree to which the medics listened to you and/or your family	95.41	94.89	94.61	93.69	93.44	94.79
Skill of the medics	94.99	95.33	95.02	94.33	94.02	95.17
Extent to which the medics kept you informed about your	93.23	93.79	93.37	92.72	92.37	93.52
Extent to which medics included you in the treatment decisions	93.71	93.50	92.94	92.47	92.04	93.12
Degree to which the medics relieved your pain or discomfort	92.24	91.38	90.79	90.29	90.01	90.98
Medics' concern for your privacy	93.23	94.30	94.06	93.13	92.94	94.04
Extent to which medics cared for you as a person	94.66	94.87	94.58	93.68	93.46	94.74
Professionalism of the staff in our billing office	89.89	89.84	89.47	89.16	88.60	89.88
Willingness of the staff in our billing office to address your	90.04	89.69	89.46	88.72	88.34	89.70
How well did our staff work together to care for you	94.59	94.59	94.33	93.29	93.17	94.30
Extent to which our staff eased your entry into the medical	94.42	94.66	94.40	93.31	93.09	94.54
Appropriateness of Emergency Medical Transportation treatment	94.88	94.52	94.35	93.14	93.07	94.38
Extent to which the services received were worth the fees	90.51	90.04	89.76	89.05	88.86	89.68
Overall rating of the care provided by our Emergency Medical	94.59	94.42	94.12	93.07	92.94	94.26
Likelihood of recommending this ambulance service to others	94.80	93.94	93.68	92.86	92.74	93.77
Overall Score	93.73	93.40	93.15	92.30	92.07	93.24



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		215	50	29	7	47
Minimum Score	27.45	1.00	1.00	3.18	3.18	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	92.52	93.13	90.23	93.96	91.44	92.72
Your Percentile		39th	39th	N/A	60th	37th
Your Rank		51	12	N/A	3	23

- 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	92.54	92.39
Dispatch	92.14	92.21
Helpfulness of the person you called for ambulance service	93.00	92.85
Concern shown by the person you called for ambulance service	92.76	92.61
Extent to which you were told what to do until the ambulance	90.65	91.18
Ambulance	92.26	92.02
Extent to which the ambulance arrived in a timely manner	93.00	92.21
Cleanliness of the ambulance	94.07	94.47
Comfort of the ride	87.99	87.62
Skill of the person driving the ambulance	93.97	93.80
Medic	93.43	93.34
Care shown by the medics who arrived with the ambulance	94.52	94.35
Degree to which the medics took your problem seriously	94.47	94.26
Degree to which the medics listened to you and/or your family	94.07	93.95
Skill of the medics	94.33	94.36
Extent to which the medics kept you informed about your treatment	92.59	92.57
Extent to which medics included you in the treatment decisions (if	92.29	92.35
Degree to which the medics relieved your pain or discomfort	91.00	90.66
Medics' concern for your privacy	93.25	93.34
Extent to which medics cared for you as a person	94.37	94.23
Billing Office Staff	89.26	88.73


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.54	92.39
Billing Office Staff	89.26	88.73
Professionalism of the staff in our billing office	89.22	88.71
Willingness of the staff in our billing office to address your needs	89.31	88.75
Overall Experience	92.69	92.51
How well did our staff work together to care for you	93.50	93.47
Extent to which our staff eased your entry into the medical facility	93.74	93.60
Appropriateness of Emergency Medical Transportation treatment	93.47	93.39
Extent to which the services received were worth the fees charged	88.48	87.88
Overall rating of the care provided by our Emergency Medical	93.66	93.56
Likelihood of recommending this ambulance service to others	93.29	93.18



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	19	38	173	1181	5434	79.39%	79.47%
Dispatch	3	3	23	181	706	77.07%	78.52%
Helpfulness of the person you called for ambulance service	1	1	7	56	250	79.37%	79.87%
Concern shown by the person you called for ambulance service	1	1	6	57	242	78.83%	79.53%
Extent to which you were told what to do until the ambulance arrived	1	1	10	68	214	72.79%	76.18%
Ambulance	1	8	37	239	983	77.52%	77.77%
Extent to which the ambulance arrived in a timely manner	1	1	4	54	278	82.25%	78.12%
Cleanliness of the ambulance	0	1	4	52	254	81.67%	83.16%
Comfort of the ride	0	4	25	78	202	65.37%	67.86%
Skill of the person driving the ambulance	0	2	4	55	249	80.32%	81.93%
Medic	12	9	64	412	2188	81.49%	82.51%
Care shown by the medics who arrived with the ambulance	1	0	6	44	265	83.86%	85.19%
Degree to which the medics took your problem seriously	1	0	8	38	266	84.98%	85.50%
Degree to which the medics listened to you and/or your family	1	1	5	40	263	84.84%	84.47%
Skill of the medics	1	1	4	47	256	82.85%	85.05%
Extent to which the medics kept you informed about your treatment	2	1	12	45	235	79.66%	80.75%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	19	38	173	1181	5434	79.39%	79.47%
Extent to which medics included you in the treatment decisions (if applicable)	1	1	9	41	210	80.15%	80.56%
Degree to which the medics relieved your pain or discomfort	1	2	10	56	208	75.09%	75.35%
Medics' concern for your privacy	2	1	6	58	232	77.59%	81.23%
Extent to which medics cared for you as a person	2	2	4	43	253	83.22%	84.49%
Billing Office Staff	0	2	10	86	181	64.87%	67.20%
Professionalism of the staff in our billing office	0	1	5	44	91	64.54%	66.93%
Willingness of the staff in our billing office to address your needs	0	1	5	42	90	65.22%	67.46%
Overall Experience	3	16	39	263	1376	81.08%	80.61%
How well did our staff work together to care for you	0	2	4	50	240	81.08%	82.18%
Extent to which our staff eased your entry into the medical facility	0	2	5	49	235	80.76%	81.85%
Appropriateness of Emergency Medical Transportation treatment	0	2	4	45	237	82.29%	82.23%
Extent to which the services received were worth the fees charged	1	5	13	42	168	73.36%	72.18%
Overall rating of the care provided by our Emergency Medical Transportation service	1	2	6	43	248	82.67%	82.76%
Likelihood of recommending this ambulance service to others	1	3	7	34	248	84.64%	82.43%



Monthly Division Comparison

	Overall Company	Clinton
Total Score	93.52	93.94
Helpfulness of the person you called for ambulance service	93.89	94.17
Concern shown by the person you called for ambulance service	93.81	96.55
Extent to which you were told what to do until the ambulance	91.93	93.27
Extent to which the ambulance arrived in a timely manner	94.90	95.31
Cleanliness of the ambulance	94.94	95.69
Comfort of the ride	88.67	88.79
Skill of the person driving the ambulance	94.44	95.83
Care shown by the medics who arrived with the ambulance	95.26	95.69
Degree to which the medics took your problem seriously	95.37	95.54
Degree to which the medics listened to you and/or your family	95.41	95.54
Skill of the medics	94.99	93.10
Extent to which the medics kept you informed about your	93.23	90.74
Extent to which medics included you in the treatment decisions	93.71	95.24
Degree to which the medics relieved your pain or discomfort	92.24	90.63
Medics' concern for your privacy	93.23	91.67
Extent to which medics cared for you as a person	94.66	93.75
Number of Survey Responses	355	32



Monthly Division Comparison

	Overall Company	Clinton
Total Score	93.52	93.94
Professionalism of the staff in our billing office	89.89	92.50
Willingness of the staff in our billing office to address your	90.04	94.44
How well did our staff work together to care for you	94.59	93.10
Extent to which our staff eased your entry into the medical	94.42	91.96
Appropriateness of Emergency Medical Transportation treatment	94.88	96.15
Extent to which the services received were worth the fees	90.51	93.75
Overall rating of the care provided by our Emergency Medical	94.59	96.43
Likelihood of recommending this ambulance service to others	94.80	94.83
Number of Survey Responses	355	32