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Patient Experience Report

August 1, 2022 to August 31, 2022

Your Score

93.60

Your Patients in this Report

356

Total Patients in this Report

4,267

Total EMS Organizations

217





Executive Summary

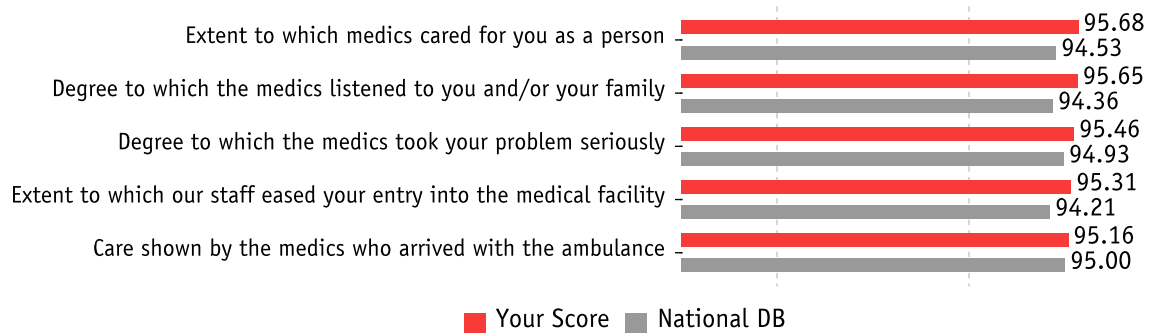
Your overall score for the time period selected is **93.60**. This is a difference of **-0.13** from your previous period's score of **93.73**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80.08%**.

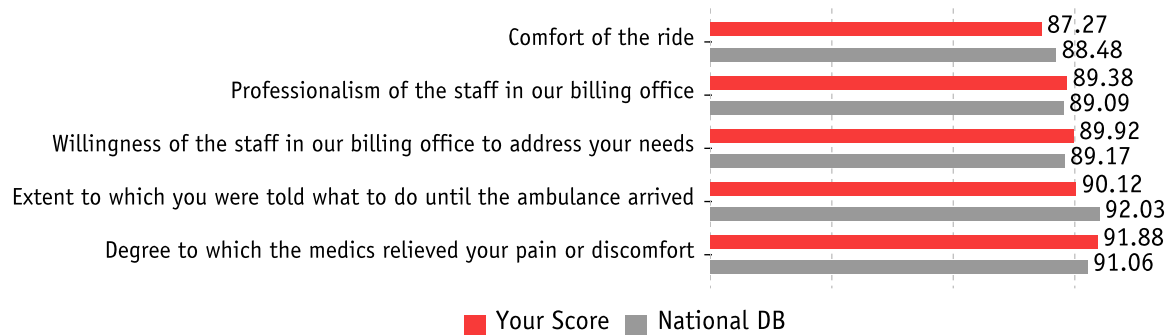
In addition, your rolling 12- month score of **92.77** is a difference of **0.22** from the national database score of **92.55**.

When compared to all organizations in the national database, your score of **92.77** is ranked **42nd** and **8th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

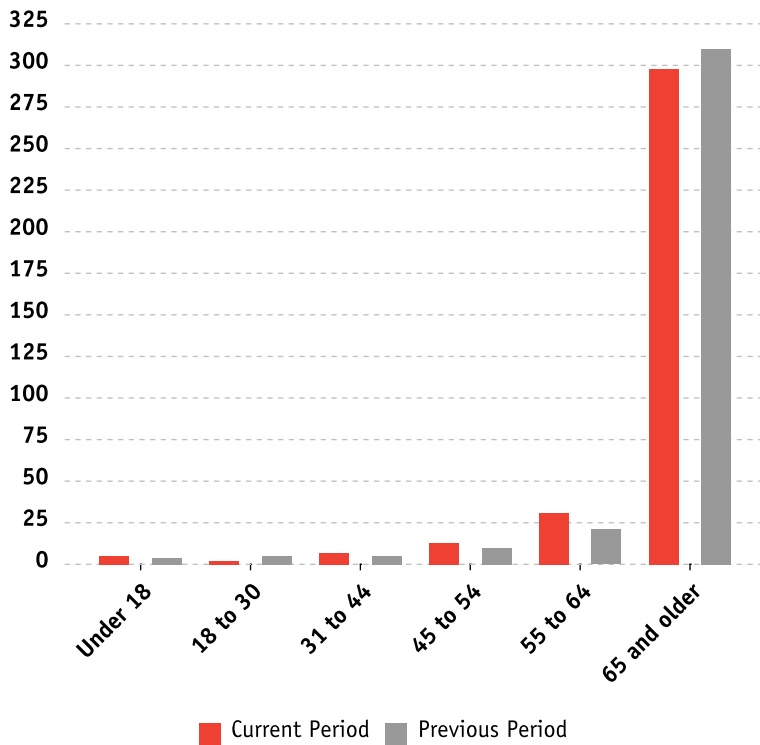




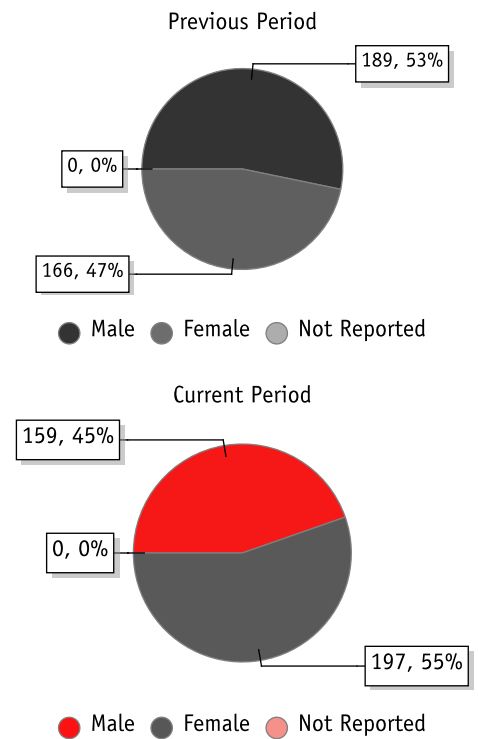
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	4	2	2	0	5	3	2	0
18 to 30	5	3	2	0	2	1	1	0
31 to 44	5	5	0	0	7	2	5	0
45 to 54	10	6	4	0	13	4	9	0
55 to 64	21	12	9	0	31	14	17	0
65 and older	310	161	149	0	298	135	163	0
Total	355	189	166	0	356	159	197	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	93.61	93.89	-0.28	93.59
Concern shown by the person you called for ambulance service	92.95	93.81	-0.86	93.40
Extent to which you were told what to do until the ambulance arrived	90.12	91.93	-1.81	92.03

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	92.73	94.90	-2.17	92.54
Cleanliness of the ambulance	94.21	94.94	-0.73	95.05
Comfort of the ride	87.27	88.67	-1.40	88.48
Skill of the person driving the ambulance	94.36	94.44	-0.08	94.37

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	95.16	95.26	-0.10	95.00
Degree to which the medics took your problem seriously	95.46	95.37	0.09	94.93
Degree to which the medics listened to you and/or your family	95.65	95.41	0.24	94.36
Skill of the medics	95.10	94.99	0.11	94.80
Extent to which the medics kept you informed about your treatment	93.69	93.23	0.46	93.13
Extent to which medics included you in the treatment decisions (if applicable)	94.10	93.71	0.39	93.00
Degree to which the medics relieved your pain or discomfort	91.88	92.24	-0.36	91.06
Medics' concern for your privacy	94.90	93.23	1.67	93.91
Extent to which medics cared for you as a person	95.68	94.66	1.02	94.53

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	89.38	89.89	-0.51	89.09
Willingness of the staff in our billing office to address your needs	89.92	90.04	-0.12	89.17



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	94.25	94.59	-0.34	93.94
Extent to which our staff eased your entry into the medical facility	95.31	94.42	0.89	94.21
Appropriateness of Emergency Medical Transportation treatment	93.83	94.88	-1.05	93.83
Extent to which the services received were worth the fees charged	92.10	90.51	1.59	89.45
Overall rating of the care provided by our Emergency Medical Transportation	94.80	94.59	0.21	93.90
Likelihood of recommending this ambulance service to others	94.43	94.80	-0.37	93.57



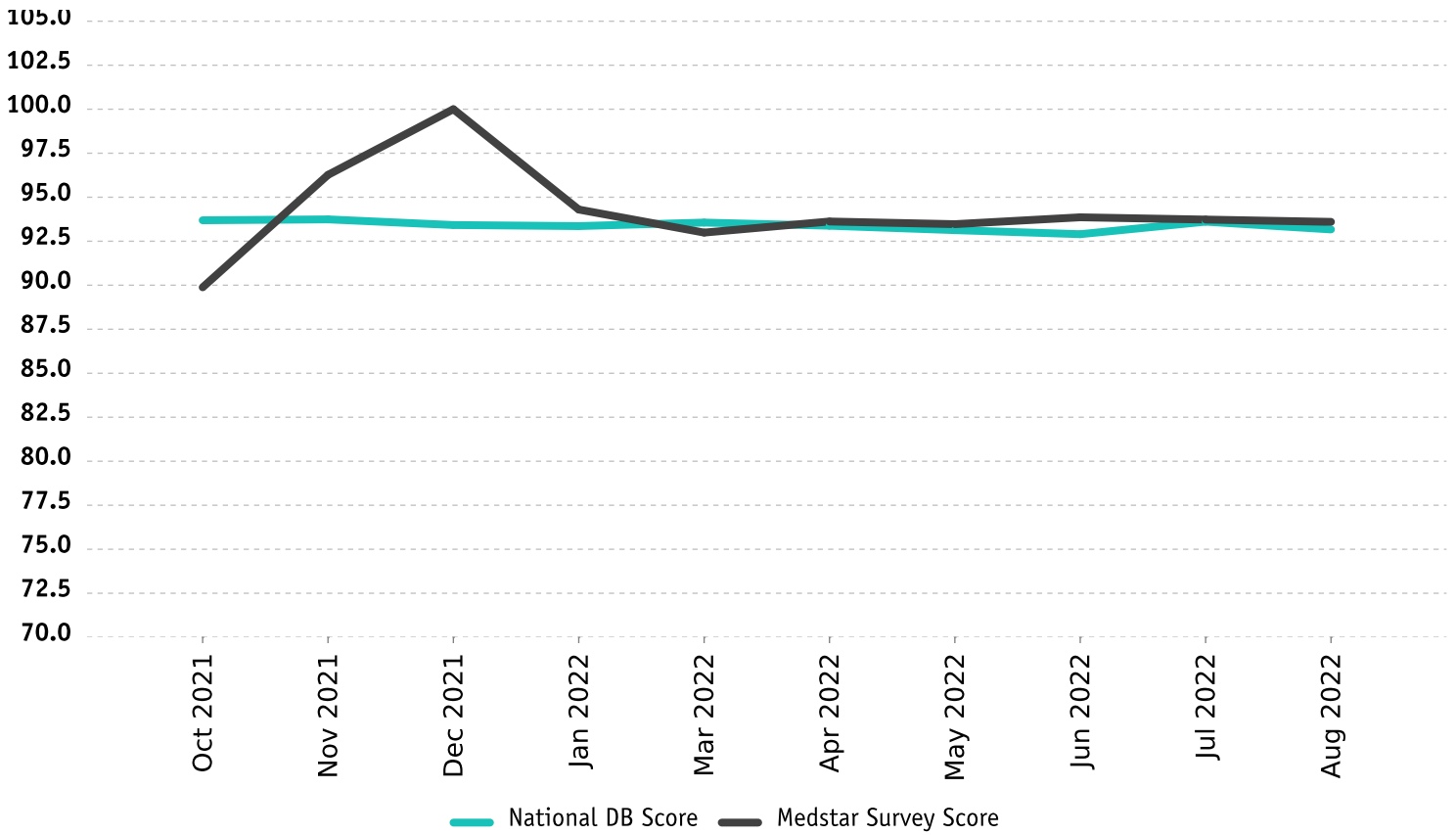
Monthly Breakdown

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

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022
Helpfulness of the person you called for ambulance service	87.50	75.00	100.00	100.00	91.67	93.26	94.02	94.01	95.17	93.89	93.61
Concern shown by the person you called for ambulance service	87.50	75.00	100.00	100.00	91.67	93.43	94.18	93.24	94.61	93.81	92.95
Extent to which you were told what to do until the ambulance arrived	87.50	75.00	100.00	100.00	91.67	91.46	92.01	91.12	92.15	91.93	90.12
Extent to which the ambulance arrived in a timely manner	91.67	75.00	75.00	100.00	91.67	93.66	94.22	93.19	93.73	94.90	92.73
Cleanliness of the ambulance	91.67	100.00	100.00	100.00	91.67	94.59	95.23	94.96	95.03	94.94	94.21
Comfort of the ride	58.67	100.00	91.67	100.00	91.67	88.08	88.52	89.12	88.71	88.67	87.27
Skill of the person driving the ambulance	58.67	100.00	100.00	100.00	91.67	94.27	94.72	95.45	94.12	94.44	94.36
Care shown by the medics who arrived with the ambulance	91.67	100.00	100.00	100.00	91.67	94.64	95.00	94.84	95.84	95.26	95.16
Degree to which the medics took your problem seriously	91.67	100.00	100.00	100.00	91.67	94.64	94.95	94.44	95.77	95.37	95.46
Degree to which the medics listened to you and/or your family	87.50	100.00	100.00	100.00	91.67	94.57	94.60	94.45	95.67	95.41	95.65
Skill of the medics	87.50	100.00	100.00	100.00	91.67	94.44	94.65	94.63	95.92	94.99	95.10
Extent to which the medics kept you informed about your treatment	87.50	87.50	100.00	100.00	100.00	93.03	93.50	92.85	93.94	93.23	93.69
Extent to which medics included you in the treatment decisions (if	87.50	87.50	91.67	100.00	100.00	92.44	92.79	93.32	92.82	93.71	94.10
Degree to which the medics relieved your pain or discomfort	50.00	87.50	100.00	100.00	87.50	91.05	91.38	91.97	92.82	92.24	91.88
Medics' concern for your privacy	87.50	87.50	100.00	100.00	100.00	93.85	94.23	93.78	94.42	93.23	94.90
Extent to which medics cared for you as a person	87.50	100.00	100.00	100.00	91.67	94.97	95.04	94.35	95.70	94.66	95.68
Professionalism of the staff in our billing office	75.00		100.00	100.00	100.00	87.80	92.18	90.77	90.84	89.89	89.38
Willingness of the staff in our billing office to address your needs	75.00		100.00	100.00	100.00	87.82	91.83	91.35	91.06	90.04	89.92
How well did our staff work together to care for you	83.33	87.50	91.67	100.00	100.00	93.48	93.84	94.19	94.50	94.59	94.25
Extent to which our staff eased your entry into the medical facility	75.00	87.50	83.33	100.00	100.00	93.79	94.43	93.53	93.90	94.42	95.31
Appropriateness of Emergency Medical Transportation treatment	75.00	87.50	100.00	100.00	100.00	93.32	94.30	94.10	94.17	94.88	93.83
Extent to which the services received were worth the fees charged	100.00	75.00	83.33	100.00	100.00	88.70	90.25	90.76	89.75	90.51	92.10
Overall rating of the care provided by our Emergency Medical Transportation	91.67	87.50	100.00	100.00	100.00	93.56	93.98	94.06	93.60	94.59	94.80
Likelihood of recommending this ambulance service to others	83.33	100.00	100.00	100.00	100.00	93.64	94.01	94.19	93.63	94.80	94.43
Overall Score	82.18	89.88	96.27	100.00	94.30	92.99	93.62	93.47	93.86	93.73	93.60
Respondents	3	2	3	2	3	1242	446	293	346	355	356



Monthly Overall Survey Score





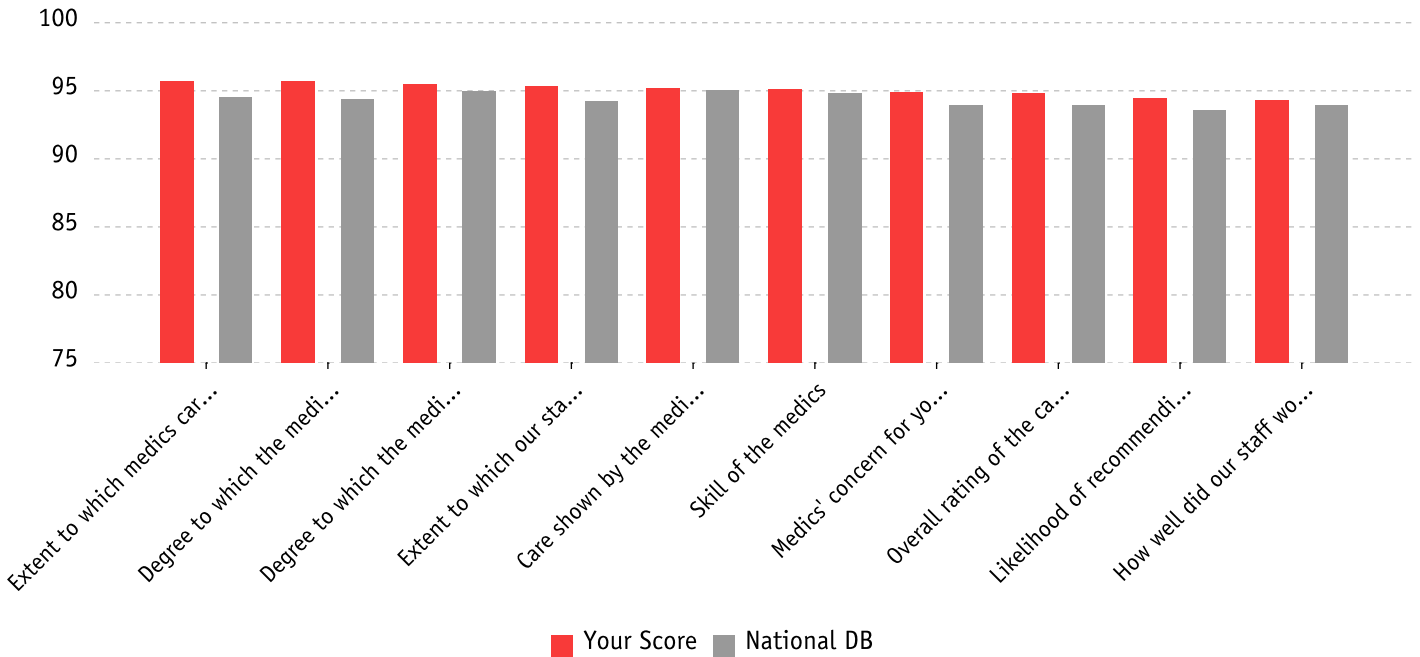
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Medics' concern for your privacy	94.90	93.23	1.67	93.91
Extent to which the services received were worth the fees charged	92.10	90.51	1.60	89.45
Extent to which medics cared for you as a person	95.68	94.66	1.02	94.53
Extent to which our staff eased your entry into the medical facility	95.31	94.42	0.89	94.21
Extent to which the medics kept you informed about your treatment	93.69	93.23	0.46	93.13
Extent to which medics included you in the treatment decisions (if applicable)	94.10	93.71	0.39	93.00
Degree to which the medics listened to you and/or your family	95.65	95.41	0.24	94.36
Overall rating of the care provided by our Emergency Medical Transportation service	94.80	94.59	0.21	93.90
Skill of the medics	95.10	94.99	0.11	94.80
Degree to which the medics took your problem seriously	95.46	95.37	0.09	94.93
Decreases	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	92.73	94.90	-2.17	92.54
Extent to which you were told what to do until the ambulance arrived	90.12	91.93	-1.80	92.03
Comfort of the ride	87.27	88.67	-1.40	88.48
Appropriateness of Emergency Medical Transportation treatment	93.83	94.88	-1.05	93.83
Concern shown by the person you called for ambulance service	92.95	93.81	-0.87	93.40
Cleanliness of the ambulance	94.21	94.94	-0.73	95.05
Professionalism of the staff in our billing office	89.38	89.89	-0.51	89.09
Likelihood of recommending this ambulance service to others	94.43	94.80	-0.37	93.57
Degree to which the medics relieved your pain or discomfort	91.88	92.24	-0.37	91.06
How well did our staff work together to care for you	94.25	94.59	-0.34	93.94



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Extent to which medics cared for you as a person	95.68	1.16	94.53
Degree to which the medics listened to you and/or your family	95.65	1.28	94.36
Degree to which the medics took your problem seriously	95.46	0.53	94.93
Extent to which our staff eased your entry into the medical facility	95.31	1.09	94.21
Care shown by the medics who arrived with the ambulance	95.16	0.16	95.00
Skill of the medics	95.10	0.31	94.80
Medics' concern for your privacy	94.90	0.99	93.91
Overall rating of the care provided by our Emergency Medical Transportation service	94.80	0.90	93.90
Likelihood of recommending this ambulance service to others	94.43	0.85	93.57
How well did our staff work together to care for you	94.25	0.31	93.94





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	94.90	.890212905
Skill of the medics	95.10	.887999586
Extent to which our staff eased your entry into the medical facility	95.31	.885357164
Extent to which medics cared for you as a person	95.68	.882802731
Degree to which the medics took your problem seriously	95.46	.882113331
How well did our staff work together to care for you	94.25	.881220314
Appropriateness of Emergency Medical Transportation treatment	93.83	.876379563
Extent to which medics included you in the treatment decisions (if applicable)	94.10	.874543305
Degree to which the medics listened to you and/or your family	95.65	.866483641
Extent to which the medics kept you informed about your treatment	93.69	.863891512
Care shown by the medics who arrived with the ambulance	95.16	.863835643
Cleanliness of the ambulance	94.21	.847263959
Degree to which the medics relieved your pain or discomfort	91.88	.835162506
Helpfulness of the person you called for ambulance service	93.61	.783293448
Willingness of the staff in our billing office to address your needs	89.92	.769783291
Extent to which the services received were worth the fees charged	92.10	.768528401
Concern shown by the person you called for ambulance service	92.95	.764827803
Skill of the person driving the ambulance	94.36	.750826222
Extent to which you were told what to do until the ambulance arrived	90.12	.740102037
Professionalism of the staff in our billing office	89.38	.705233978
Extent to which the ambulance arrived in a timely manner	92.73	.685267152
Comfort of the ride	87.27	.646569591



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	93.61	91.96	92.86	94.00	94.40	93.09	93.59
Concern shown by the person you called for ambulance service	92.95	92.04	92.35	90.63	94.40	95.00	92.45
Extent to which you were told what to do until the ambulance	90.12	91.51	91.20	88.64	93.18	91.20	91.08
Extent to which the ambulance arrived in a timely manner	92.73	89.37	89.96	90.71	94.38	93.97	90.90
Cleanliness of the ambulance	94.21	94.03	94.17	92.74	94.79	93.90	94.32
Comfort of the ride	87.27	85.82	84.85	84.85	85.11	88.44	86.65
Skill of the person driving the ambulance	94.36	92.73	92.76	92.74	91.79	94.38	94.36
Care shown by the medics who arrived with the ambulance	95.16	93.97	94.77	93.75	95.55	94.55	95.06
Degree to which the medics took your problem seriously	95.46	93.53	95.31	93.75	94.93	94.26	93.52
Degree to which the medics listened to you and/or your family	95.65	94.09	94.10	92.36	94.52	94.59	93.72
Skill of the medics	95.10	95.80	94.25	92.86	94.10	93.10	93.40
Extent to which the medics kept you informed about your	93.69	93.52	92.30	89.71	92.25	91.89	91.68
Extent to which medics included you in the treatment decisions (if	94.10	92.46	92.41	89.66	90.91	92.81	90.62
Degree to which the medics relieved your pain or discomfort	91.88	91.91	89.06	91.38	84.60	91.89	88.60
Medics' concern for your privacy	94.90	92.26	93.00	91.94	91.25	94.14	92.91
Extent to which medics cared for you as a person	95.68	93.69	94.16	92.14	93.85	92.78	94.05
Professionalism of the staff in our billing office	89.38	85.56	88.52	81.25	85.47	89.47	88.24
Willingness of the staff in our billing office to address your needs	89.92	81.71	89.20	83.33	87.50	88.82	88.00
How well did our staff work together to care for you	94.25	93.52	93.79	90.63	92.16	93.59	93.98
Extent to which our staff eased your entry into the medical facility	95.31	92.46	93.75	90.63	93.85	93.59	93.94
Appropriateness of Emergency Medical Transportation treatment	93.83	92.64	92.34	89.84	93.86	94.67	93.21
Extent to which the services received were worth the fees charged	92.10	91.80	87.42	86.00	89.00	91.67	88.04
Overall rating of the care provided by our Emergency Medical	94.80	93.10	93.46	88.24	94.30	93.83	93.83
Likelihood of recommending this ambulance service to others	94.43	92.15	92.72	92.14	93.77	94.44	93.55
Overall score	93.60	92.14	92.20	90.68	92.37	93.12	92.25



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	93.61	93.59	93.77	93.00	93.04	93.37
Concern shown by the person you called for ambulance service	92.95	93.40	93.40	92.58	92.70	93.02
Extent to which you were told what to do until the ambulance	90.12	92.03	92.09	90.73	90.86	91.55
Extent to which the ambulance arrived in a timely manner	92.73	92.54	92.38	91.42	91.25	92.02
Cleanliness of the ambulance	94.21	95.05	94.87	94.18	94.04	94.72
Comfort of the ride	87.27	88.48	87.99	86.66	86.31	87.78
Skill of the person driving the ambulance	94.36	94.37	94.05	93.58	93.45	94.07
Care shown by the medics who arrived with the ambulance	95.16	95.00	95.09	94.65	94.64	94.75
Degree to which the medics took your problem seriously	95.46	94.93	94.93	94.92	94.90	94.60
Degree to which the medics listened to you and/or your family	95.65	94.36	94.59	94.59	94.55	94.26
Skill of the medics	95.10	94.80	94.77	94.47	94.52	94.67
Extent to which the medics kept you informed about your	93.69	93.13	93.18	92.86	92.75	92.76
Extent to which medics included you in the treatment decisions	94.10	93.00	93.12	92.87	92.81	92.68
Degree to which the medics relieved your pain or discomfort	91.88	91.06	91.08	90.82	90.68	90.59
Medics' concern for your privacy	94.90	93.91	94.11	93.49	93.54	93.82
Extent to which medics cared for you as a person	95.68	94.53	94.56	94.37	94.35	94.31
Professionalism of the staff in our billing office	89.38	89.09	88.93	88.44	88.26	88.79
Willingness of the staff in our billing office to address your	89.92	89.17	88.72	88.48	88.26	88.80
How well did our staff work together to care for you	94.25	93.94	93.80	93.85	93.85	93.68
Extent to which our staff eased your entry into the medical	95.31	94.21	94.05	94.02	94.03	94.10
Appropriateness of Emergency Medical Transportation treatment	93.83	93.83	93.35	93.10	93.01	93.41
Extent to which the services received were worth the fees	92.10	89.45	88.99	89.90	89.67	89.21
Overall rating of the care provided by our Emergency Medical	94.80	93.90	93.71	93.64	93.65	93.64
Likelihood of recommending this ambulance service to others	94.43	93.57	93.36	93.44	93.35	93.25
Overall Score	93.60	92.97	92.87	92.50	92.44	92.66



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		217	51	29	7	47
Minimum Score	1	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	92.76	92.54	91.79	93.66	92.03	93.09
Your Percentile		46th	56th	N/A	80th	47th
Your Rank		42	8	N/A	2	18

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	92.55	92.39
Dispatch	92.14	92.22
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	91.19
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	87.98	87.62
Skill of the person driving the ambulance	93.97	93.80
Medic	93.45	93.34
Care shown by the medics who arrived with the ambulance	94.53	94.35
Degree to which the medics took your problem seriously	94.48	94.26
Degree to which the medics listened to you and/or your family	94.09	93.95
Skill of the medics	94.34	94.36
Extent to which the medics kept you informed about your treatment	92.60	92.58
Extent to which medics included you in the treatment decisions (if	92.31	92.35
Degree to which the medics relieved your pain or discomfort	91.01	90.66
Medics' concern for your privacy	93.27	93.34
Extent to which medics cared for you as a person	94.38	94.23
Billing Office Staff	89.26	88.73


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.55	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	92.7	92.52
How well did our staff work together to care for you	93.51	93.47
Extent to which our staff eased your entry into the medical facility	93.76	93.61
Appropriateness of Emergency Medical Transportation treatment	93.47	93.39
Extent to which the services received were worth the fees charged	88.51	87.89
Overall rating of the care provided by our Emergency Medical	93.67	93.56
Likelihood of recommending this ambulance service to others	93.30	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	48	41	149	1067	5247	80.08%	78.65%
Dispatch	6	10	27	162	668	76.52%	78.05%
Helpfulness of the person you called for ambulance service	1	2	9	49	240	79.73%	79.62%
Concern shown by the person you called for ambulance service	1	3	7	56	227	77.21%	78.87%
Extent to which you were told what to do until the ambulance arrived	4	5	11	57	201	72.30%	75.64%
Ambulance	9	14	35	254	964	75.55%	76.74%
Extent to which the ambulance arrived in a timely manner	3	4	6	61	259	77.78%	76.84%
Cleanliness of the ambulance	1	0	5	59	250	79.37%	82.23%
Comfort of the ride	3	9	21	81	204	64.15%	66.77%
Skill of the person driving the ambulance	2	1	3	53	251	80.97%	81.14%
Medic	15	14	35	375	2138	82.96%	81.77%
Care shown by the medics who arrived with the ambulance	1	2	4	42	261	84.19%	84.56%
Degree to which the medics took your problem seriously	1	2	4	38	263	85.39%	85.07%
Degree to which the medics listened to you and/or your family	2	2	1	37	262	86.18%	83.54%
Skill of the medics	1	2	5	40	258	84.31%	83.92%
Extent to which the medics kept you informed about your treatment	2	2	6	46	229	80.35%	79.42%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	48	41	149	1067	5247	80.08%	78.65%
Extent to which medics included you in the treatment decisions (if applicable)	2	1	3	40	195	80.91%	79.54%
Degree to which the medics relieved your pain or discomfort	2	3	8	48	188	75.50%	74.84%
Medics' concern for your privacy	2	0	2	45	230	82.44%	80.95%
Extent to which medics cared for you as a person	2	0	2	39	252	85.42%	84.12%
Billing Office Staff	5	1	8	49	149	70.28%	65.89%
Professionalism of the staff in our billing office	3	0	4	26	75	69.44%	65.55%
Willingness of the staff in our billing office to address your needs	2	1	4	23	74	71.15%	66.23%
Overall Experience	13	2	44	227	1328	82.28%	79.80%
How well did our staff work together to care for you	2	0	7	45	237	81.44%	80.95%
Extent to which our staff eased your entry into the medical facility	2	0	4	37	239	84.75%	81.83%
Appropriateness of Emergency Medical Transportation treatment	2	1	7	43	222	80.73%	80.96%
Extent to which the services received were worth the fees charged	2	0	11	32	151	77.04%	71.17%
Overall rating of the care provided by our Emergency Medical Transportation service	2	1	8	33	244	84.72%	82.24%
Likelihood of recommending this ambulance service to others	3	0	7	37	235	83.33%	81.68%



Monthly Division Comparison

	Overall Company	Clinton
Total Score	93.37	94.43
Helpfulness of the person you called for ambulance service	93.61	96.02
Concern shown by the person you called for ambulance service	92.95	95.24
Extent to which you were told what to do until the ambulance	90.12	92.68
Extent to which the ambulance arrived in a timely manner	92.73	92.22
Cleanliness of the ambulance	94.21	95.35
Comfort of the ride	87.27	92.26
Skill of the person driving the ambulance	94.36	96.95
Care shown by the medics who arrived with the ambulance	95.16	93.75
Degree to which the medics took your problem seriously	95.46	94.38
Degree to which the medics listened to you and/or your family	95.65	95.63
Skill of the medics	95.10	94.38
Extent to which the medics kept you informed about your	93.69	94.29
Extent to which medics included you in the treatment decisions	94.10	97.32
Degree to which the medics relieved your pain or discomfort	91.88	90.63
Medics' concern for your privacy	94.90	95.27
Extent to which medics cared for you as a person	95.68	96.05
Number of Survey Responses	356	47



Monthly Division Comparison

	Overall Company	Clinton
Total Score	93.37	94.43
Professionalism of the staff in our billing office	89.38	93.75
Willingness of the staff in our billing office to address your	89.92	95.45
How well did our staff work together to care for you	94.25	93.42
Extent to which our staff eased your entry into the medical	95.31	95.45
Appropriateness of Emergency Medical Transportation treatment	93.83	93.57
Extent to which the services received were worth the fees	92.10	93.75
Overall rating of the care provided by our Emergency Medical	94.80	93.92
Likelihood of recommending this ambulance service to others	94.43	94.70
Number of Survey Responses	356	47