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Patient Experience Report

September 1, 2022 to September 30, 2022

Your Score

92.22

Your Patients in this Report

277

Total Patients in this Report

4,636

Total EMS Organizations

217





Executive Summary

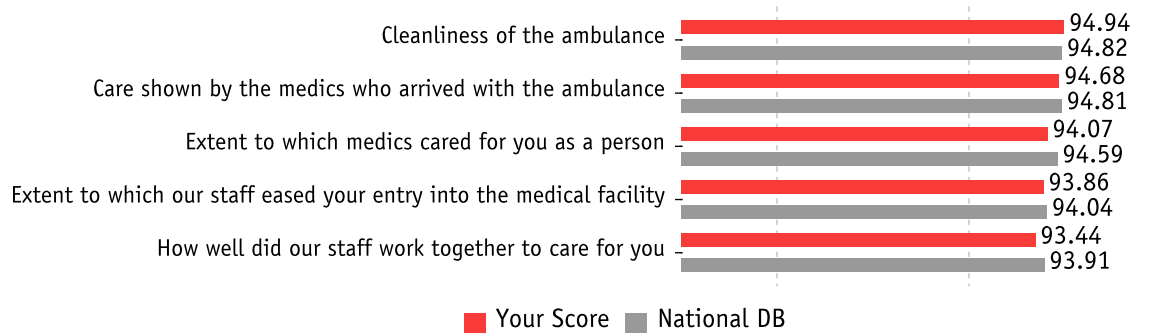
Your overall score for the time period selected is **92.22**. This is a difference of **-1.41** from your previous period's score of **93.63**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **76.37%**.

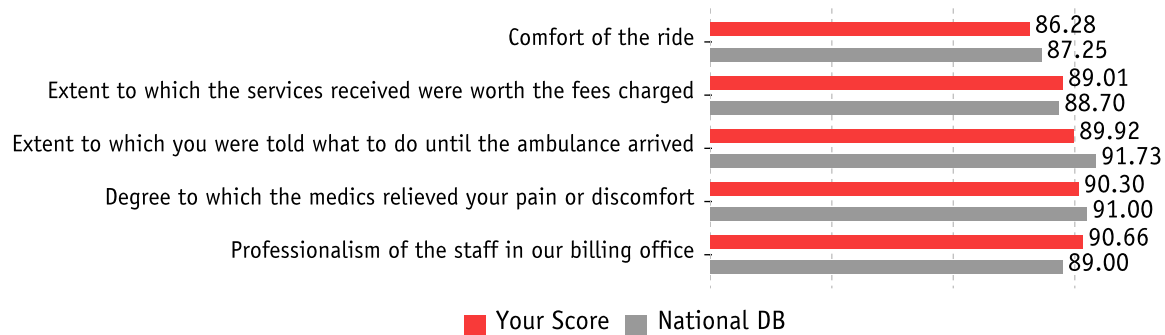
In addition, your rolling 12- month score of **93.34** is a difference of **-0.20** from the national database score of **93.54**.

When compared to all organizations in the national database, your score of **93.34** is ranked **37th** and **7th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

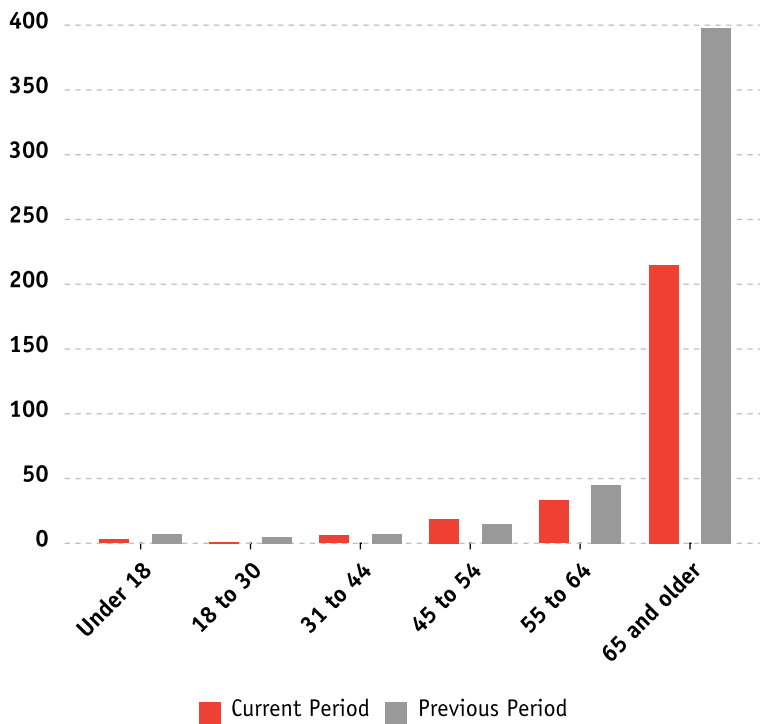




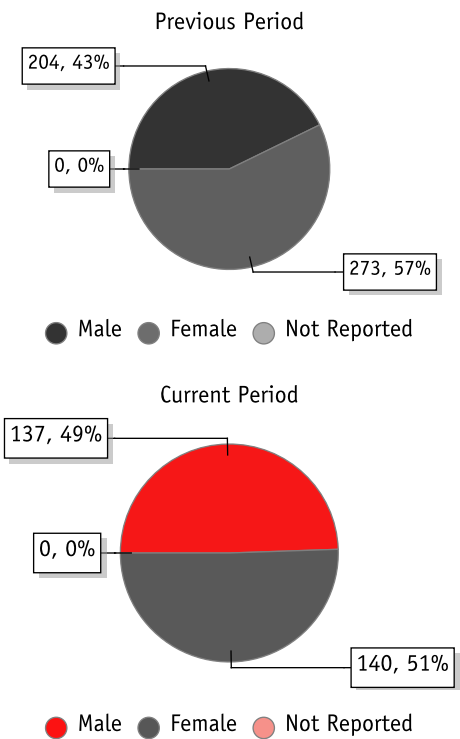
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Not Reported	Total	Current Period		
		Male	Female	Not Reported			Male	Female	Not Reported
Under 18	7	4	3	0	3	2	1	0	
18 to 30	5	4	1	0	1	0	1	0	
31 to 44	7	2	5	0	6	3	3	0	
45 to 54	15	5	10	0	19	12	7	0	
55 to 64	45	19	26	0	33	15	18	0	
65 and older	398	170	228	0	215	105	110	0	
Total	477	204	273	0	277	137	140	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	92.65	93.79	-1.14	93.56
Concern shown by the person you called for ambulance service	92.57	93.10	-0.53	93.10
Extent to which you were told what to do until the ambulance arrived	89.92	90.38	-0.46	91.73

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	91.23	92.71	-1.48	92.06
Cleanliness of the ambulance	94.94	94.37	0.57	94.82
Comfort of the ride	86.28	88.29	-2.01	87.25
Skill of the person driving the ambulance	93.40	94.52	-1.12	93.95

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	94.68	95.23	-0.55	94.81
Degree to which the medics took your problem seriously	93.18	95.57	-2.39	94.60
Degree to which the medics listened to you and/or your family	93.34	95.35	-2.01	94.34
Skill of the medics	93.05	95.14	-2.09	94.85
Extent to which the medics kept you informed about your treatment	90.78	93.60	-2.82	93.04
Extent to which medics included you in the treatment decisions (if applicable)	91.14	93.91	-2.77	92.77
Degree to which the medics relieved your pain or discomfort	90.30	91.63	-1.33	91.00
Medics' concern for your privacy	92.77	94.83	-2.06	93.85
Extent to which medics cared for you as a person	94.07	95.34	-1.27	94.59

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	90.66	89.51	1.15	89.00
Willingness of the staff in our billing office to address your needs	91.19	90.02	1.17	89.17



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	93.44	94.40	-0.96	93.91
Extent to which our staff eased your entry into the medical facility	93.86	95.15	-1.29	94.04
Appropriateness of Emergency Medical Transportation treatment	92.87	93.74	-0.87	93.82
Extent to which the services received were worth the fees charged	89.01	91.80	-2.79	88.70
Overall rating of the care provided by our Emergency Medical Transportation	93.02	94.92	-1.90	93.91
Likelihood of recommending this ambulance service to others	91.59	94.29	-2.70	93.37



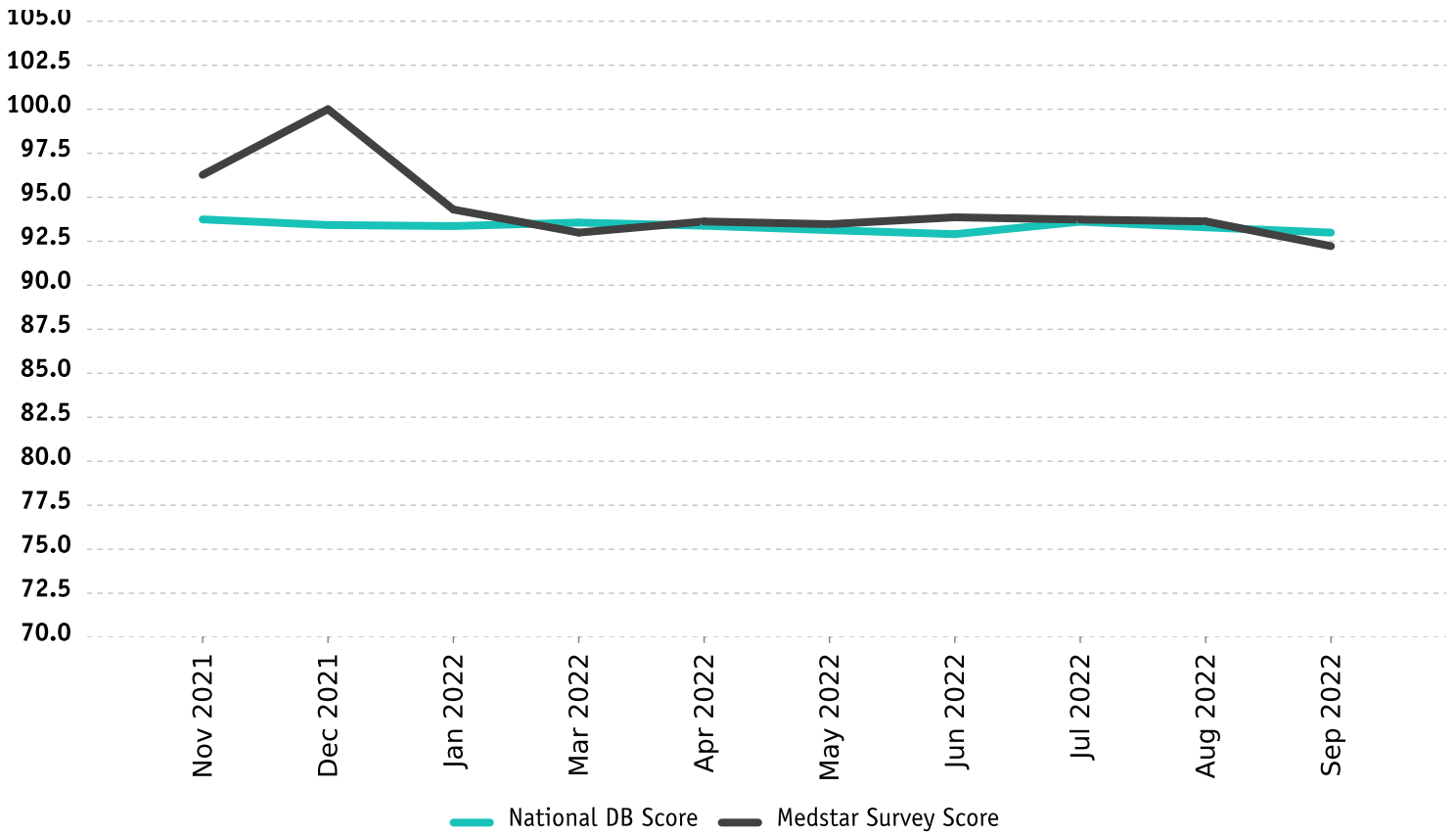
Monthly Breakdown

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

	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Helpfulness of the person you called for ambulance service	75.00	100.00	100.00	91.67	93.26	94.02	94.01	95.17	93.89	93.79	92.65
Concern shown by the person you called for ambulance service	75.00	100.00	100.00	91.67	93.43	94.18	93.24	94.61	93.81	93.10	92.57
Extent to which you were told what to do until the ambulance arrived	75.00	100.00	100.00	91.67	91.46	92.01	91.12	92.15	91.93	90.38	89.92
Extent to which the ambulance arrived in a timely manner	75.00	75.00	100.00	91.67	93.66	94.22	93.19	93.73	94.90	92.71	91.23
Cleanliness of the ambulance	100.00	100.00	100.00	91.67	94.59	95.23	94.96	95.03	94.94	94.37	94.94
Comfort of the ride	100.00	91.67	100.00	91.67	88.08	88.52	89.12	88.71	88.67	88.29	86.28
Skill of the person driving the ambulance	100.00	100.00	100.00	91.67	94.27	94.72	95.45	94.12	94.44	94.52	93.40
Care shown by the medics who arrived with the ambulance	100.00	100.00	100.00	91.67	94.64	95.00	94.84	95.84	95.26	95.23	94.68
Degree to which the medics took your problem seriously	100.00	100.00	100.00	91.67	94.64	94.95	94.44	95.77	95.37	95.57	93.18
Degree to which the medics listened to you and/or your family	100.00	100.00	100.00	91.67	94.57	94.60	94.45	95.67	95.41	95.35	93.34
Skill of the medics	100.00	100.00	100.00	91.67	94.44	94.65	94.63	95.92	94.99	95.14	93.05
Extent to which the medics kept you informed about your treatment	87.50	100.00	100.00	100.00	93.03	93.50	92.85	93.94	93.23	93.60	90.78
Extent to which medics included you in the treatment decisions (if	87.50	91.67	100.00	100.00	92.44	92.79	93.32	92.82	93.71	93.91	91.14
Degree to which the medics relieved your pain or discomfort	87.50	100.00	100.00	87.50	91.05	91.38	91.97	92.82	92.24	91.63	90.30
Medics' concern for your privacy	87.50	100.00	100.00	100.00	93.85	94.23	93.78	94.42	93.23	94.83	92.77
Extent to which medics cared for you as a person	100.00	100.00	100.00	91.67	94.97	95.04	94.35	95.70	94.66	95.34	94.07
Professionalism of the staff in our billing office		100.00	100.00	100.00	87.80	92.18	90.77	90.84	89.89	89.51	90.66
Willingness of the staff in our billing office to address your needs		100.00	100.00	100.00	87.82	91.83	91.35	91.06	90.04	90.02	91.19
How well did our staff work together to care for you	87.50	91.67	100.00	100.00	93.48	93.84	94.19	94.50	94.59	94.40	93.44
Extent to which our staff eased your entry into the medical facility	87.50	83.33	100.00	100.00	93.79	94.43	93.53	93.90	94.42	95.15	93.86
Appropriateness of Emergency Medical Transportation treatment	87.50	100.00	100.00	100.00	93.32	94.30	94.10	94.17	94.88	93.74	92.87
Extent to which the services received were worth the fees charged	75.00	83.33	100.00	100.00	88.70	90.25	90.76	89.75	90.51	91.80	89.01
Overall rating of the care provided by our Emergency Medical Transportation	87.50	100.00	100.00	100.00	93.56	93.98	94.06	93.60	94.59	94.92	93.02
Likelihood of recommending this ambulance service to others	100.00	100.00	100.00	100.00	93.64	94.01	94.19	93.63	94.80	94.29	91.59
Overall Score	89.88	96.27	100.00	94.30	92.99	93.62	93.47	93.86	93.73	93.63	92.22
Respondents	2	3	2	3	1242	446	293	346	355	477	277



Monthly Overall Survey Score





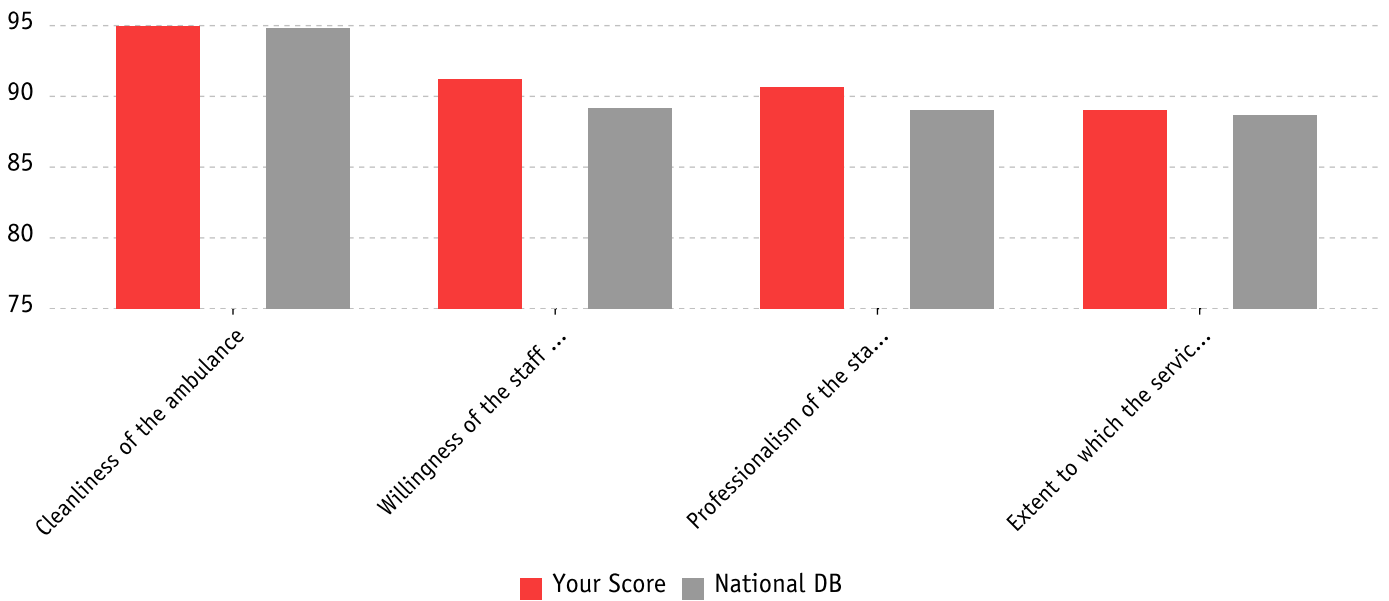
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Willingness of the staff in our billing office to address your needs	91.19	90.02	1.17	89.17
Professionalism of the staff in our billing office	90.66	89.51	1.15	89.00
Cleanliness of the ambulance	94.94	94.37	0.57	94.82
Decreases	Current	Previous	(+/-)	National DB
Extent to which the medics kept you informed about your treatment	90.78	93.60	-2.82	93.04
Extent to which the services received were worth the fees charged	89.01	91.80	-2.79	88.70
Extent to which medics included you in the treatment decisions (if applicable)	91.14	93.91	-2.77	92.77
Likelihood of recommending this ambulance service to others	91.59	94.29	-2.70	93.37
Degree to which the medics took your problem seriously	93.18	95.57	-2.39	94.60
Skill of the medics	93.05	95.14	-2.09	94.85
Medics' concern for your privacy	92.77	94.83	-2.06	93.85
Comfort of the ride	86.28	88.29	-2.02	87.25
Degree to which the medics listened to you and/or your family	93.34	95.35	-2.01	94.34
Overall rating of the care provided by our Emergency Medical Transportation service	93.02	94.92	-1.90	93.91



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Cleanliness of the ambulance	94.94	0.12	94.82
Willingness of the staff in our billing office to address your needs	91.19	2.02	89.17
Professionalism of the staff in our billing office	90.66	1.66	89.00
Extent to which the services received were worth the fees charged	89.01	0.32	88.70





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
Degree to which the medics listened to you and/or your family	93.34	.920689873
Extent to which the medics kept you informed about your treatment	90.78	.907917971
Skill of the medics	93.05	.901073778
Extent to which medics cared for you as a person	94.07	.899655747
Appropriateness of Emergency Medical Transportation treatment	92.87	.894065768
Extent to which medics included you in the treatment decisions (if applicable)	91.14	.885039815
Care shown by the medics who arrived with the ambulance	94.68	.869974707
Degree to which the medics took your problem seriously	93.18	.861237016
Degree to which the medics relieved your pain or discomfort	90.30	.852868122
Extent to which our staff eased your entry into the medical facility	93.86	.851535782
How well did our staff work together to care for you	93.44	.848669598
Medics' concern for your privacy	92.77	.847535084
Extent to which the services received were worth the fees charged	89.01	.846760603
Skill of the person driving the ambulance	93.40	.82604152
Willingness of the staff in our billing office to address your needs	91.19	.786764459
Professionalism of the staff in our billing office	90.66	.765104748
Cleanliness of the ambulance	94.94	.729528794
Concern shown by the person you called for ambulance service	92.57	.721077575
Helpfulness of the person you called for ambulance service	92.65	.706062249
Extent to which you were told what to do until the ambulance arrived	89.92	.671345405
Extent to which the ambulance arrived in a timely manner	91.23	.669625809
Comfort of the ride	86.28	.621184768



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	92.65	90.91	93.67	92.38	97.50	95.83	93.60	
Concern shown by the person you called for ambulance service	92.57	91.29	93.65	91.81	91.67	96.88	93.02	
Extent to which you were told what to do until the ambulance	89.92	88.93	92.63	90.70	91.67	95.16	94.32	
Extent to which the ambulance arrived in a timely manner	91.23	88.97	91.14	89.91	97.92	94.74	90.34	
Cleanliness of the ambulance	94.94	94.49	94.93	93.13	97.73	96.67	95.73	
Comfort of the ride	86.28	85.78	86.15	82.95	90.00	89.00	89.02	
Skill of the person driving the ambulance	93.40	92.86	94.55	92.00	95.00	96.67	95.83	
Care shown by the medics who arrived with the ambulance	94.68	89.83	95.55	93.24	97.73	97.26	93.15	
Degree to which the medics took your problem seriously	93.18	90.73	95.46	93.14	100.00	96.92	94.40	
Degree to which the medics listened to you and/or your family	93.34	89.46	95.23	92.58	97.50	97.57	94.40	
Skill of the medics	93.05	91.56	96.23	93.17	97.73	97.57	96.15	
Extent to which the medics kept you informed about your	90.78	88.59	93.92	91.39	95.00	96.53	91.05	
Extent to which medics included you in the treatment decisions (if	91.14	86.05	94.68	90.50	94.44	97.13	91.92	
Degree to which the medics relieved your pain or discomfort	90.30	86.51	91.67	89.09	94.44	95.77	91.00	
Medics' concern for your privacy	92.77	89.55	94.03	92.39	95.00	96.83	94.87	
Extent to which medics cared for you as a person	94.07	89.69	95.62	93.05	97.50	97.22	94.76	
Professionalism of the staff in our billing office	90.66	80.83	89.51	86.97	96.88	91.67	90.04	
Willingness of the staff in our billing office to address your needs	91.19	80.83	90.22	86.47	95.83	93.18	91.04	
How well did our staff work together to care for you	93.44	90.91	93.99	92.12	97.73	97.50	94.08	
Extent to which our staff eased your entry into the medical facility	93.86	90.16	94.46	92.94	100.00	97.10	96.79	
Appropriateness of Emergency Medical Transportation treatment	92.87	88.90	93.84	91.98	100.00	96.43	93.27	
Extent to which the services received were worth the fees charged	89.01	90.00	87.37	87.06	95.00	94.23	85.19	
Overall rating of the care provided by our Emergency Medical	93.02	89.63	94.07	91.91	97.50	97.18	92.53	
Likelihood of recommending this ambulance service to others	91.59	89.15	93.26	91.90	97.50	96.83	92.71	
Overall score		92.22	89.40	93.32	91.14	96.40	96.08	92.98



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	92.65	93.56	93.23	92.88	92.87	93.13
Concern shown by the person you called for ambulance service	92.57	93.10	92.91	92.67	92.64	92.67
Extent to which you were told what to do until the ambulance	89.92	91.73	91.68	91.25	91.22	91.57
Extent to which the ambulance arrived in a timely manner	91.23	92.06	91.44	90.92	90.63	91.42
Cleanliness of the ambulance	94.94	94.82	94.61	94.15	94.11	94.49
Comfort of the ride	86.28	87.25	86.47	85.14	84.73	86.41
Skill of the person driving the ambulance	93.40	93.95	93.63	93.29	93.16	93.47
Care shown by the medics who arrived with the ambulance	94.68	94.81	94.44	94.28	94.11	94.38
Degree to which the medics took your problem seriously	93.18	94.60	94.11	93.96	93.83	94.12
Degree to which the medics listened to you and/or your family	93.34	94.34	93.83	93.72	93.49	93.92
Skill of the medics	93.05	94.85	94.42	94.22	94.09	94.35
Extent to which the medics kept you informed about your	90.78	93.04	92.52	92.29	92.09	92.41
Extent to which medics included you in the treatment decisions	91.14	92.77	92.35	91.97	91.80	92.05
Degree to which the medics relieved your pain or discomfort	90.30	91.00	90.68	90.40	90.16	90.28
Medics' concern for your privacy	92.77	93.85	93.31	93.28	92.99	93.31
Extent to which medics cared for you as a person	94.07	94.59	94.30	94.19	93.93	94.16
Professionalism of the staff in our billing office	90.66	89.00	88.36	88.20	88.04	88.54
Willingness of the staff in our billing office to address your	91.19	89.17	88.57	88.43	88.07	88.58
How well did our staff work together to care for you	93.44	93.91	93.35	93.23	93.03	93.39
Extent to which our staff eased your entry into the medical	93.86	94.04	93.71	93.76	93.58	93.80
Appropriateness of Emergency Medical Transportation treatment	92.87	93.82	93.23	92.94	92.70	93.24
Extent to which the services received were worth the fees	89.01	88.70	87.98	88.01	87.84	88.05
Overall rating of the care provided by our Emergency Medical	93.02	93.91	93.23	93.04	92.81	93.34
Likelihood of recommending this ambulance service to others	91.59	93.37	92.71	92.55	92.35	92.87
Overall Score	92.22	92.76	92.29	92.03	91.84	92.25



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	93.33	93.53	93.03	94.97	93.15	92.53
Your Percentile		53rd	65th	N/A	80th	61st
Your Rank		37	7	N/A	2	13

- 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	92.13	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	92.62
Extent to which you were told what to do until the ambulance	90.64	91.19
Ambulance	92.25	92.02
Extent to which the ambulance arrived in a timely manner	92.98	92.21
Cleanliness of the ambulance	94.08	94.47
Comfort of the ride	87.98	87.62
Skill of the person driving the ambulance	93.97	93.80
Medic	93.44	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	94.08	93.95
Skill of the medics	94.33	94.37
Extent to which the medics kept you informed about your treatment	92.59	92.58
Extent to which medics included you in the treatment decisions (if	92.30	92.35
Degree to which the medics relieved your pain or discomfort	91.01	90.66
Medics' concern for your privacy	93.27	93.35
Extent to which medics cared for you as a person	94.38	94.23
Billing Office Staff	89.28	88.74


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.55	92.39
Billing Office Staff	89.28	88.74
Professionalism of the staff in our billing office	89.23	88.71
Willingness of the staff in our billing office to address your needs	89.33	88.76
Overall Experience	92.7	92.52
How well did our staff work together to care for you	93.51	93.48
Extent to which our staff eased your entry into the medical facility	93.76	93.61
Appropriateness of Emergency Medical Transportation treatment	93.47	93.40
Extent to which the services received were worth the fees charged	88.52	87.90
Overall rating of the care provided by our Emergency Medical	93.67	93.56
Likelihood of recommending this ambulance service to others	93.29	93.19



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	62	31	146	995	3988	76.37%	77.70%
Dispatch	8	3	18	141	489	74.20%	76.90%
Helpfulness of the person you called for ambulance service	3	1	4	43	173	77.23%	79.04%
Concern shown by the person you called for ambulance service	1	1	6	47	167	75.23%	77.33%
Extent to which you were told what to do until the ambulance arrived	4	1	8	51	149	69.95%	74.32%
Ambulance	12	6	37	194	726	74.46%	74.99%
Extent to which the ambulance arrived in a timely manner	4	1	10	51	190	74.22%	75.50%
Cleanliness of the ambulance	0	0	4	40	193	81.43%	81.34%
Comfort of the ride	6	5	20	53	156	65.00%	64.03%
Skill of the person driving the ambulance	2	0	3	50	187	77.27%	79.07%
Medic	23	12	55	372	1621	77.82%	81.16%
Care shown by the medics who arrived with the ambulance	0	2	2	43	202	81.12%	84.04%
Degree to which the medics took your problem seriously	3	3	5	37	201	80.72%	83.97%
Degree to which the medics listened to you and/or your family	4	1	3	41	198	80.16%	83.15%
Skill of the medics	3	1	7	39	194	79.51%	83.63%
Extent to which the medics kept you informed about your treatment	4	0	11	47	168	73.04%	78.69%


Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	62	31	146	995	3988	76.37%	77.70%
Extent to which medics included you in the treatment decisions (if applicable)	4	1	4	38	136	74.32%	78.56%
Degree to which the medics relieved your pain or discomfort	2	4	10	40	150	72.82%	74.49%
Medics' concern for your privacy	1	0	6	52	176	74.89%	79.96%
Extent to which medics cared for you as a person	2	0	7	35	196	81.67%	83.94%
Billing Office Staff	0	2	4	51	122	68.16%	65.59%
Professionalism of the staff in our billing office	0	1	2	27	61	67.03%	65.29%
Willingness of the staff in our billing office to address your needs	0	1	2	24	61	69.32%	65.89%
Overall Experience	19	8	32	237	1030	77.68%	78.75%
How well did our staff work together to care for you	2	1	4	43	186	78.81%	80.31%
Extent to which our staff eased your entry into the medical facility	1	2	5	36	184	80.70%	80.54%
Appropriateness of Emergency Medical Transportation treatment	3	1	2	45	173	77.23%	80.44%
Extent to which the services received were worth the fees charged	4	1	12	31	120	71.43%	69.17%
Overall rating of the care provided by our Emergency Medical Transportation service	3	1	5	41	186	78.81%	81.08%
Likelihood of recommending this ambulance service to others	6	2	4	41	181	77.35%	80.98%



Monthly Division Comparison

	Overall Company	Clinton
Total Score	92.08	94.13
Helpfulness of the person you called for ambulance service	92.65	94.53
Concern shown by the person you called for ambulance service	92.57	94.53
Extent to which you were told what to do until the ambulance	89.92	94.53
Extent to which the ambulance arrived in a timely manner	91.23	92.13
Cleanliness of the ambulance	94.94	96.53
Comfort of the ride	86.28	89.74
Skill of the person driving the ambulance	93.40	95.00
Care shown by the medics who arrived with the ambulance	94.68	94.29
Degree to which the medics took your problem seriously	93.18	95.00
Degree to which the medics listened to you and/or your family	93.34	95.00
Skill of the medics	93.05	95.71
Extent to which the medics kept you informed about your	90.78	94.12
Extent to which medics included you in the treatment decisions	91.14	92.31
Degree to which the medics relieved your pain or discomfort	90.30	91.70
Medics' concern for your privacy	92.77	93.18
Extent to which medics cared for you as a person	94.07	94.29
Number of Survey Responses	277	39



Monthly Division Comparison

	Overall Company	Clinton
Total Score	92.08	94.13
Professionalism of the staff in our billing office	90.66	95.00
Willingness of the staff in our billing office to address your	91.19	95.00
How well did our staff work together to care for you	93.44	92.42
Extent to which our staff eased your entry into the medical	93.86	93.94
Appropriateness of Emergency Medical Transportation treatment	92.87	94.12
Extent to which the services received were worth the fees	89.01	92.31
Overall rating of the care provided by our Emergency Medical	93.02	97.66
Likelihood of recommending this ambulance service to others	91.59	96.09
Number of Survey Responses	277	39