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Patient Experience Report

November 1, 2022 to November 30, 2022

Division: Clinton

Your Score

97.34

Your Patients in this Report

25

Total Patients in this Report

4,306

Total EMS Organizations

221





Executive Summary

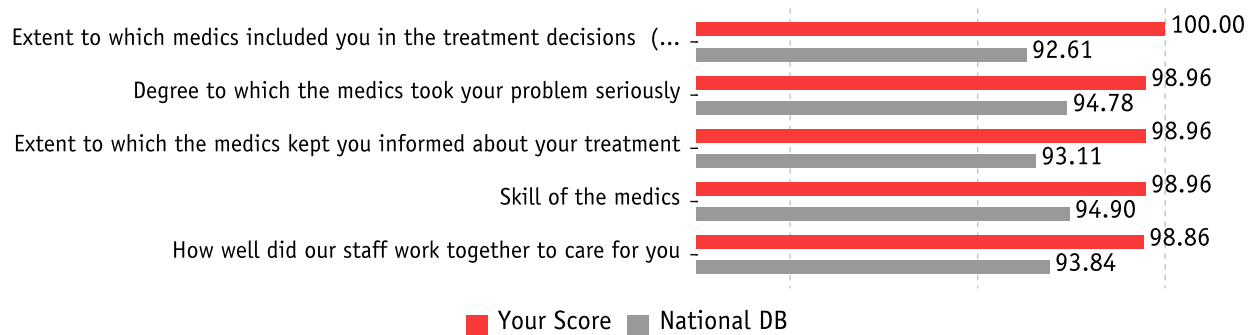
Your overall score for the time period selected is **97.34**. This is a difference of **1.68** from your previous period's score of **95.66**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **91.72%**.

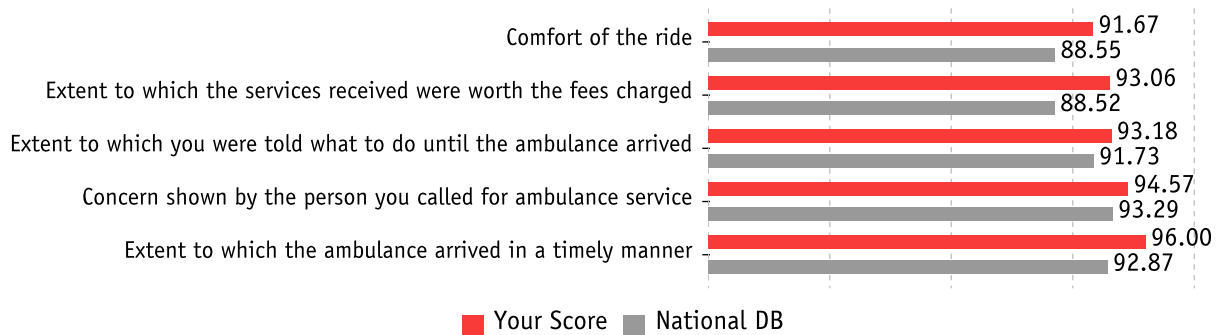
In addition, your rolling 12- month score of **93.43** is a difference of **0.48** from the national database score of **92.95**.

When compared to all organizations in the national database, your score of **93.43** is ranked **33rd** and **7th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

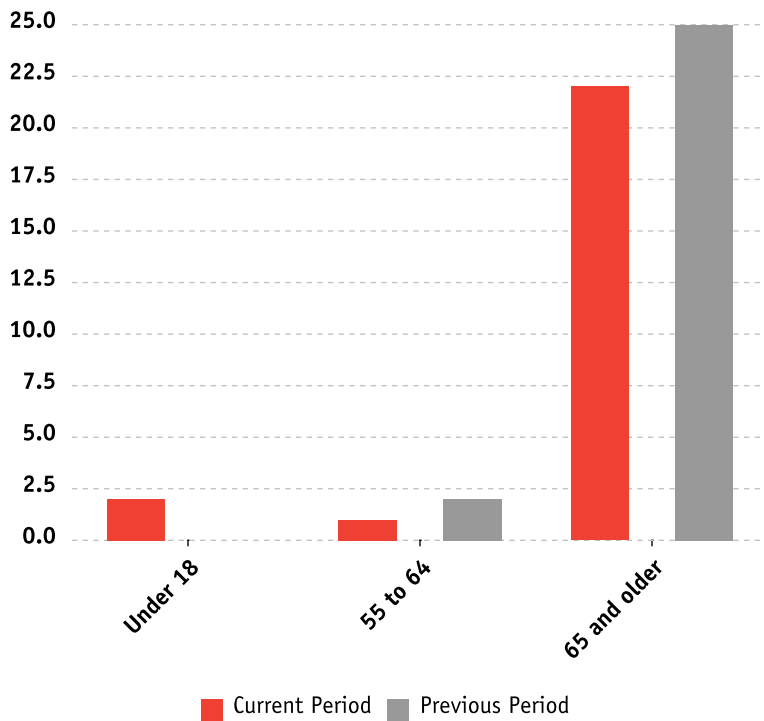




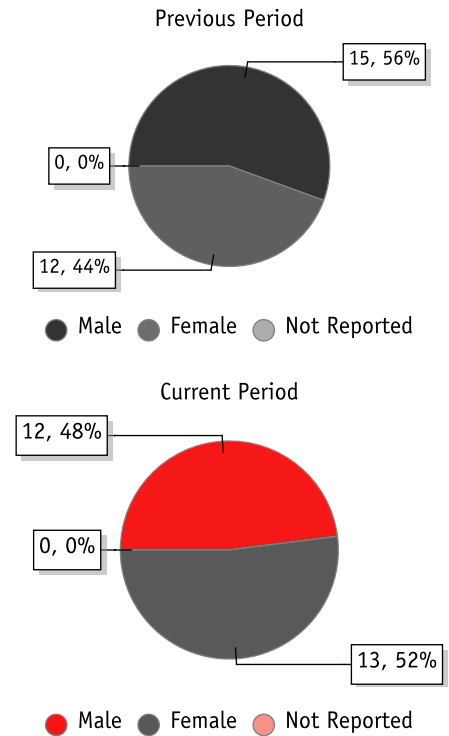
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18		0	0	0	2	1	1	0
55 to 64	2	0	2	0	1	1	0	0
65 and older	25	15	10	0	22	10	12	0
Total	27	15	12	0	25	12	13	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	96.00	95.83	0.17	93.55
Concern shown by the person you called for ambulance service	94.57	95.83	-1.26	93.29
Extent to which you were told what to do until the ambulance arrived	93.18	88.68	4.50	91.73

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	96.00	95.37	0.63	92.87
Cleanliness of the ambulance	97.73	96.88	0.85	95.09
Comfort of the ride	91.67	89.00	2.67	88.55
Skill of the person driving the ambulance	98.81	97.92	0.89	94.15

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	97.92	95.00	2.92	94.86
Degree to which the medics took your problem seriously	98.96	98.96	-0.00	94.78
Degree to which the medics listened to you and/or your family	97.92	98.91	-0.99	94.58
Skill of the medics	98.96	99.00	-0.04	94.90
Extent to which the medics kept you informed about your treatment	98.96	96.74	2.22	93.11
Extent to which medics included you in the treatment decisions (if applicable)	100.00	97.37	2.63	92.61
Degree to which the medics relieved your pain or discomfort	98.86	96.25	2.61	91.21
Medics' concern for your privacy	97.83	97.83	-0.00	93.60
Extent to which medics cared for you as a person	97.92	95.83	2.09	94.85

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	96.88	90.63	6.25	88.97
Willingness of the staff in our billing office to address your needs	96.43	90.63	5.80	88.95



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	98.86	94.57	4.29	93.84
Extent to which our staff eased your entry into the medical facility	97.50	95.45	2.05	94.07
Appropriateness of Emergency Medical Transportation treatment	98.81	97.73	1.08	93.81
Extent to which the services received were worth the fees charged	93.06	91.75	1.31	88.52
Overall rating of the care provided by our Emergency Medical Transportation	98.81	95.70	3.11	94.14
Likelihood of recommending this ambulance service to others	98.81	95.88	2.93	93.46



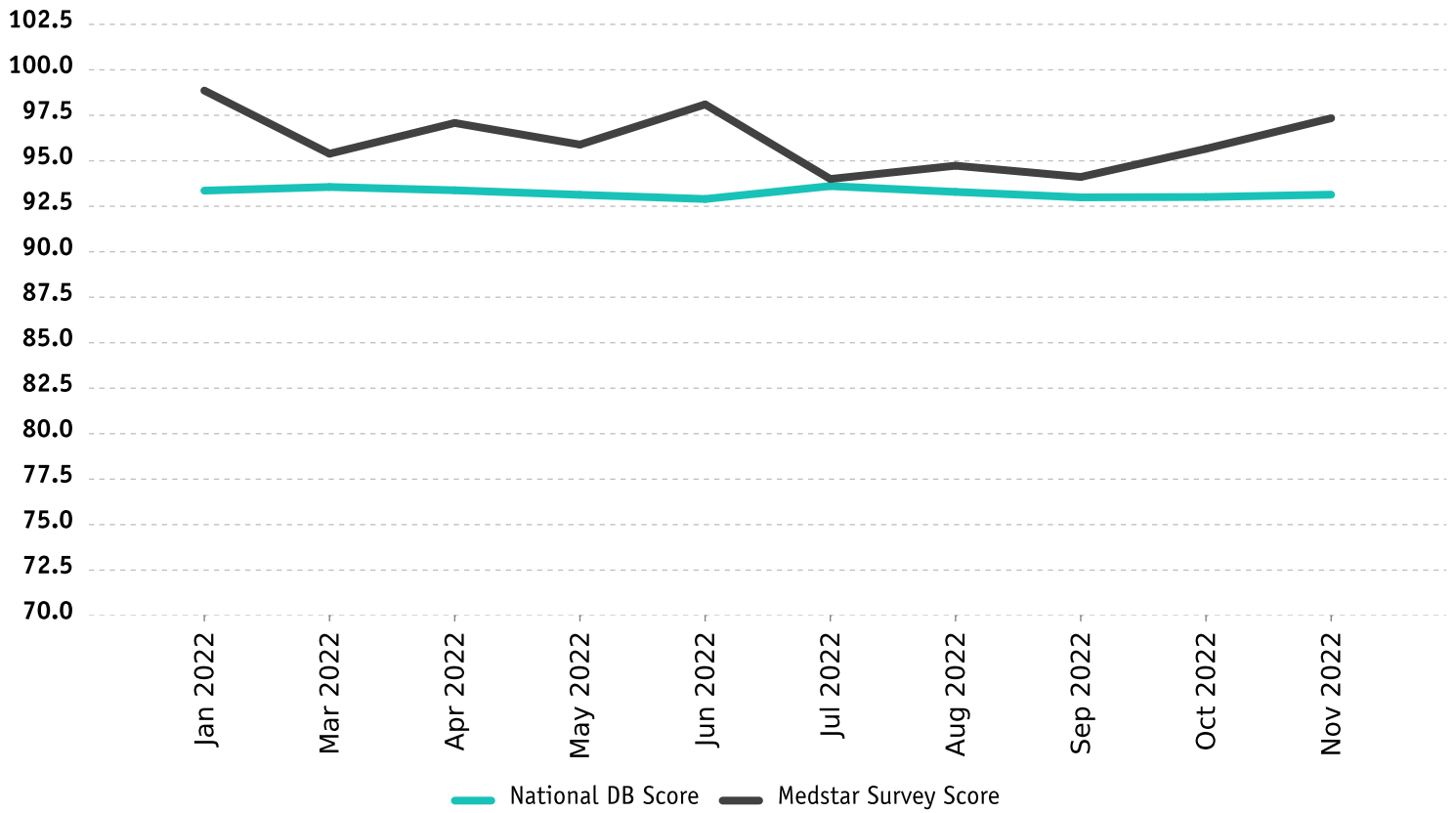
Monthly Breakdown

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

	Jan 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
Helpfulness of the person you called for ambulance service	100.00	96.76	95.73	96.88	98.98	94.17	95.98	94.53	95.83	96.00
Concern shown by the person you called for ambulance service	100.00	96.35	96.88	95.31	97.92	96.55	95.37	94.53	95.83	94.57
Extent to which you were told what to do until the ambulance arrived	100.00	94.25	97.22	95.69	96.67	93.27	93.27	94.53	88.68	93.18
Extent to which the ambulance arrived in a timely manner	100.00	96.35	96.67	98.48	97.69	95.31	92.54	92.13	95.37	96.00
Cleanliness of the ambulance	100.00	96.29	95.12	96.88	98.11	95.69	95.37	96.53	96.88	97.73
Comfort of the ride	100.00	87.98	91.07	92.50	96.15	88.79	91.98	89.74	89.00	91.67
Skill of the person driving the ambulance	100.00	95.74	97.56	98.21	96.70	95.83	97.12	95.00	97.92	98.81
Care shown by the medics who arrived with the ambulance	100.00	96.67	98.84	96.97	99.02	95.69	94.61	94.29	95.00	97.92
Degree to which the medics took your problem seriously	100.00	96.67	98.26	96.21	99.52	95.54	95.10	95.00	98.96	98.96
Degree to which the medics listened to you and/or your family	100.00	96.80	98.26	96.21	100.00	95.54	96.00	95.00	98.91	97.92
Skill of the medics	100.00	96.56	98.81	95.45	100.00	93.10	94.12	95.71	99.00	98.96
Extent to which the medics kept you informed about your treatment	100.00	94.96	97.44	95.97	98.98	90.74	95.00	94.12	96.74	98.96
Extent to which medics included you in the treatment decisions (if	100.00	95.35	96.43	95.37	99.40	95.24	96.53	92.31	97.37	100.00
Degree to which the medics relieved your pain or discomfort	75.00	94.28	97.37	95.16	96.43	90.63	91.67	91.70	96.25	98.86
Medics' concern for your privacy	100.00	96.26	98.17	95.00	98.96	91.67	95.74	93.18	97.83	97.83
Extent to which medics cared for you as a person	100.00	97.32	98.81	95.83	99.51	93.75	96.35	94.29	95.83	97.92
Professionalism of the staff in our billing office		93.75	97.22	96.67	97.62	92.50	94.64	95.00	90.63	96.88
Willingness of the staff in our billing office to address your needs		93.63	97.22	96.43	97.22	94.44	96.15	95.00	90.63	96.43
How well did our staff work together to care for you	100.00	95.47	96.05	95.97	97.96	93.10	94.39	92.42	94.57	98.86
Extent to which our staff eased your entry into the medical facility	100.00	95.53	96.62	95.97	96.94	91.96	95.93	93.94	95.45	97.50
Appropriateness of Emergency Medical Transportation treatment	100.00	96.04	97.97	95.16	98.44	96.15	93.60	94.12	97.73	98.81
Extent to which the services received were worth the fees charged	100.00	90.64	97.32	93.00	95.83	93.75	92.24	92.31	91.75	93.06
Overall rating of the care provided by our Emergency Medical Transportation	100.00	95.74	98.08	95.97	97.55	96.43	94.68	97.66	95.70	98.81
Likelihood of recommending this ambulance service to others	100.00	96.34	96.79	95.83	97.45	94.83	95.35	96.09	95.88	98.81
Overall Score	98.86	95.39	97.08	95.89	98.10	94.00	94.73	94.11	95.66	97.34
Respondents	1	147	47	35	55	32	59	39	28	25



Monthly Overall Survey Score





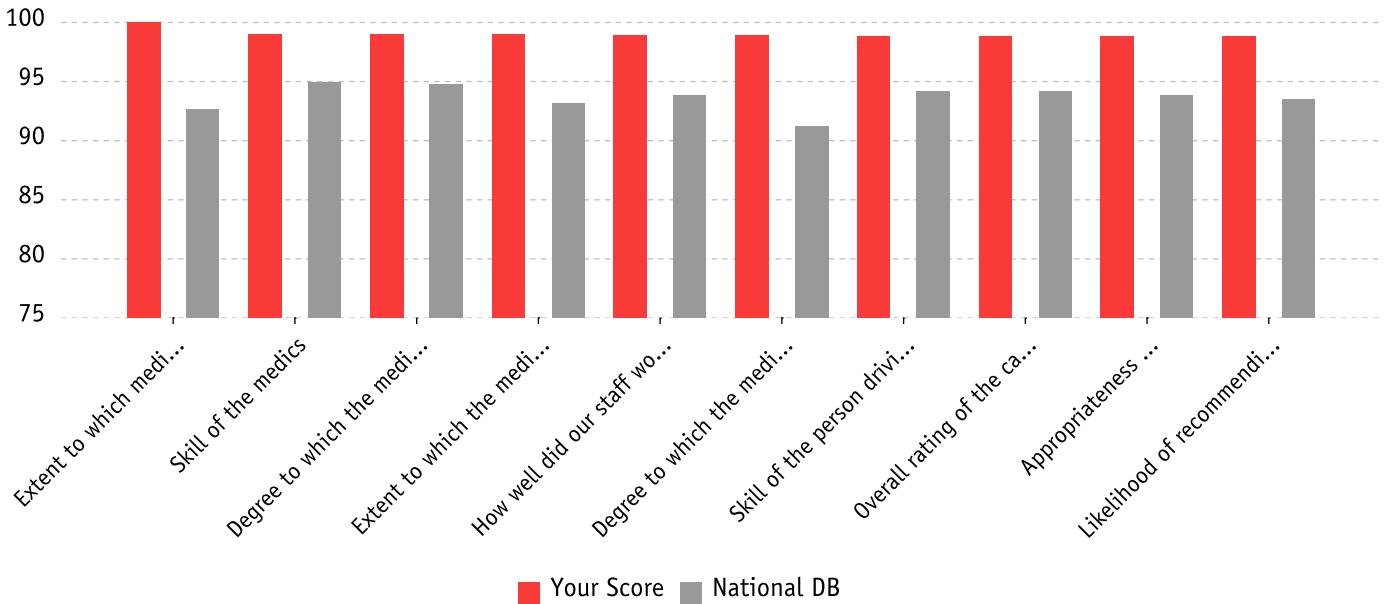
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	96.88	90.62	6.25	88.97
Willingness of the staff in our billing office to address your needs	96.43	90.62	5.80	88.95
Extent to which you were told what to do until the ambulance arrived	93.18	88.68	4.50	91.73
How well did our staff work together to care for you	98.86	94.57	4.30	93.84
Overall rating of the care provided by our Emergency Medical Transportation service	98.81	95.70	3.11	94.14
Likelihood of recommending this ambulance service to others	98.81	95.88	2.93	93.46
Care shown by the medics who arrived with the ambulance	97.92	95.00	2.92	94.86
Comfort of the ride	91.67	89.00	2.67	88.55
Extent to which medics included you in the treatment decisions (if applicable)	100.00	97.37	2.63	92.61
Degree to which the medics relieved your pain or discomfort	98.86	96.25	2.61	91.21
Decreases	Current	Previous	(+/-)	National DB
Concern shown by the person you called for ambulance service	94.57	95.83	-1.27	93.29
Degree to which the medics listened to you and/or your family	97.92	98.91	-1.00	94.58
Skill of the medics	98.96	99.00	-0.04	94.90



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Extent to which medics included you in the treatment decisions (if applicable)	100.00	7.39	92.61
Skill of the medics	98.96	4.06	94.90
Degree to which the medics took your problem seriously	98.96	4.17	94.78
Extent to which the medics kept you informed about your treatment	98.96	5.85	93.11
How well did our staff work together to care for you	98.86	5.02	93.84
Degree to which the medics relieved your pain or discomfort	98.86	7.66	91.21
Skill of the person driving the ambulance	98.81	4.66	94.15
Overall rating of the care provided by our Emergency Medical Transportation service	98.81	4.67	94.14
Appropriateness of Emergency Medical Transportation treatment	98.81	5.00	93.81
Likelihood of recommending this ambulance service to others	98.81	5.34	93.46





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	97.83	.963390164
Care shown by the medics who arrived with the ambulance	97.92	.963382507
Extent to which medics cared for you as a person	97.92	.963382507
Degree to which the medics relieved your pain or discomfort	98.86	.942890437
Appropriateness of Emergency Medical Transportation treatment	98.81	.928972334
How well did our staff work together to care for you	98.86	.928806044
Cleanliness of the ambulance	97.73	.928795222
Extent to which you were told what to do until the ambulance arrived	93.18	.90372236
Extent to which the ambulance arrived in a timely manner	96.00	.893681206
Skill of the person driving the ambulance	98.81	.890084124
Concern shown by the person you called for ambulance service	94.57	.865780264
Extent to which our staff eased your entry into the medical facility	97.50	.858110318
Helpfulness of the person you called for ambulance service	96.00	.851124688
Skill of the medics	98.96	.622159414
Degree to which the medics took your problem seriously	98.96	.622159414
Extent to which the medics kept you informed about your treatment	98.96	.622159414
Extent to which the services received were worth the fees charged	93.06	.566470847
Degree to which the medics listened to you and/or your family	97.92	.559686461
Comfort of the ride	91.67	.405689723
Professionalism of the staff in our billing office	96.88	.323984849
Willingness of the staff in our billing office to address your needs	96.43	.299950042



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	96.00	0	90.00	92.45	91.21	89.41	93.97
Concern shown by the person you called for ambulance service	94.57	0	91.67	92.02	91.81	89.23	94.32
Extent to which you were told what to do until the ambulance	93.18	0	89.13	90.56	89.42	86.49	94.48
Extent to which the ambulance arrived in a timely manner	96.00	0	91.38	89.70	91.80	92.14	91.41
Cleanliness of the ambulance	97.73	0	94.83	93.13	94.11	94.10	95.11
Comfort of the ride	91.67	0	83.96	82.32	93.16	88.57	87.11
Skill of the person driving the ambulance	98.81	0	93.75	92.70	94.11	93.75	93.09
Care shown by the medics who arrived with the ambulance	97.92	0	93.75	93.53	93.76	92.04	95.15
Degree to which the medics took your problem seriously	98.96	0	92.59	93.10	92.62	92.41	94.64
Degree to which the medics listened to you and/or your family	97.92	0	92.86	93.94	92.97	92.28	94.39
Skill of the medics	98.96	0	92.86	93.53	92.97	92.42	94.27
Extent to which the medics kept you informed about your	98.96	0	92.59	91.84	91.68	91.79	93.13
Extent to which medics included you in the treatment decisions (if	100.00	0	87.04	92.17	90.49	89.84	94.14
Degree to which the medics relieved your pain or discomfort	98.86	0	88.46	89.15	89.41	90.00	93.47
Medics' concern for your privacy	97.83	0	91.07	93.41	92.77	92.69	93.75
Extent to which medics cared for you as a person	97.92	0	94.44	94.89	92.62	93.75	95.36
Professionalism of the staff in our billing office	96.88	0	92.65	88.74	89.20	93.59	90.63
Willingness of the staff in our billing office to address your needs	96.43	0	89.71	88.82	87.79	93.42	90.28
How well did our staff work together to care for you	98.86	0	92.59	93.80	90.96	91.92	93.89
Extent to which our staff eased your entry into the medical facility	97.50	0	92.59	93.32	90.82	94.32	94.44
Appropriateness of Emergency Medical Transportation treatment	98.81	0	91.96	93.26	92.55	93.36	93.41
Extent to which the services received were worth the fees charged	93.06	0	83.33	87.75	87.32	88.23	87.85
Overall rating of the care provided by our Emergency Medical	98.81	0	92.86	92.30	89.80	94.03	94.07
Likelihood of recommending this ambulance service to others	98.81	0	92.59	92.12	89.67	92.80	94.07
Overall score	94.43		91.31	91.76	91.52	91.77	93.32



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	96.00	93.55	93.59	92.83	92.27	93.35
Concern shown by the person you called for ambulance service	94.57	93.29	93.36	92.70	92.06	93.09
Extent to which you were told what to do until the ambulance	93.18	91.73	92.01	90.99	90.23	91.62
Extent to which the ambulance arrived in a timely manner	96.00	92.87	92.95	91.91	91.41	92.63
Cleanliness of the ambulance	97.73	95.09	95.06	94.86	94.19	94.98
Comfort of the ride	91.67	88.55	88.58	86.82	85.04	88.39
Skill of the person driving the ambulance	98.81	94.15	94.08	94.22	93.63	94.13
Care shown by the medics who arrived with the ambulance	97.92	94.86	95.01	94.16	94.18	94.77
Degree to which the medics took your problem seriously	98.96	94.78	94.94	93.89	93.97	94.64
Degree to which the medics listened to you and/or your family	97.92	94.58	94.65	94.27	94.23	94.35
Skill of the medics	98.96	94.90	95.06	94.55	94.36	94.71
Extent to which the medics kept you informed about your	98.96	93.11	93.20	92.88	93.06	92.81
Extent to which medics included you in the treatment decisions	100.00	92.61	92.85	92.31	92.57	92.31
Degree to which the medics relieved your pain or discomfort	98.86	91.21	91.46	90.84	90.96	90.85
Medics' concern for your privacy	97.83	93.60	93.78	93.85	93.95	93.38
Extent to which medics cared for you as a person	97.92	94.85	94.89	94.97	95.26	94.56
Professionalism of the staff in our billing office	96.88	88.97	89.37	90.31	89.78	88.93
Willingness of the staff in our billing office to address your	96.43	88.95	89.48	90.42	89.54	88.91
How well did our staff work together to care for you	98.86	93.84	94.07	94.01	93.85	93.63
Extent to which our staff eased your entry into the medical	97.50	94.07	94.20	94.11	93.75	93.98
Appropriateness of Emergency Medical Transportation treatment	98.81	93.81	93.96	93.80	93.71	93.76
Extent to which the services received were worth the fees	93.06	88.52	88.72	88.81	88.36	88.22
Overall rating of the care provided by our Emergency Medical	98.81	94.14	94.19	94.01	93.66	93.87
Likelihood of recommending this ambulance service to others	98.81	93.46	93.49	93.56	93.24	93.21
Overall Score	97.34	92.90	93.04	92.71	92.39	92.71



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		221	54	29	7	47
Minimum Score	55.06	1.00	1.00	39.16	45.45	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	93.43	92.94	93.13	93.49	92.33	92.70
Your Percentile		57th	65th	N/A	67th	63rd
Your Rank		33	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	94.69	92.40
Dispatch	94.76	92.23
Helpfulness of the person you called for ambulance service	95.25	92.86
Concern shown by the person you called for ambulance service	95.38	92.62
Extent to which you were told what to do until the ambulance	93.64	91.20
Ambulance	93.93	92.03
Extent to which the ambulance arrived in a timely manner	95.09	92.21
Cleanliness of the ambulance	95.65	94.48
Comfort of the ride	89.57	87.63
Skill of the person driving the ambulance	95.40	93.81
Medic	95.57	93.35
Care shown by the medics who arrived with the ambulance	96.28	94.36
Degree to which the medics took your problem seriously	96.36	94.27
Degree to which the medics listened to you and/or your family	96.20	93.96
Skill of the medics	96.20	94.37
Extent to which the medics kept you informed about your treatment	94.86	92.59
Extent to which medics included you in the treatment decisions (if	94.90	92.36
Degree to which the medics relieved your pain or discomfort	93.57	90.67
Medics' concern for your privacy	95.56	93.35
Extent to which medics cared for you as a person	96.20	94.24
Billing Office Staff	92.34	88.74


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	94.69	92.40
Billing Office Staff	92.34	88.74
Professionalism of the staff in our billing office	92.34	88.72
Willingness of the staff in our billing office to address your needs	92.33	88.75
Overall Experience	94.61	92.52
How well did our staff work together to care for you	95.42	93.48
Extent to which our staff eased your entry into the medical facility	95.36	93.61
Appropriateness of Emergency Medical Transportation treatment	95.24	93.40
Extent to which the services received were worth the fees charged	90.96	87.90
Overall rating of the care provided by our Emergency Medical	95.36	93.57
Likelihood of recommending this ambulance service to others	95.33	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	0	4	4	34	465	91.72%	78.08%
Dispatch	0	3	0	6	61	87.14%	77.32%
Helpfulness of the person you called for ambulance service	0	1	0	1	23	92.00%	79.26%
Concern shown by the person you called for ambulance service	0	1	0	2	20	86.96%	77.67%
Extent to which you were told what to do until the ambulance arrived	0	1	0	3	18	81.82%	75.05%
Ambulance	0	1	2	7	79	88.76%	77.05%
Extent to which the ambulance arrived in a timely manner	0	0	1	2	22	88.00%	77.80%
Cleanliness of the ambulance	0	0	0	2	20	90.91%	82.32%
Comfort of the ride	0	1	1	2	17	80.95%	67.67%
Skill of the person driving the ambulance	0	0	0	1	20	95.24%	80.39%
Medic	0	0	0	12	198	94.29%	81.12%
Care shown by the medics who arrived with the ambulance	0	0	0	2	22	91.67%	83.72%
Degree to which the medics took your problem seriously	0	0	0	1	23	95.83%	84.03%
Degree to which the medics listened to you and/or your family	0	0	0	2	22	91.67%	83.43%
Skill of the medics	0	0	0	1	23	95.83%	83.46%
Extent to which the medics kept you informed about your treatment	0	0	0	1	23	95.83%	79.01%


Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	0	4	4	34	465	91.72%	78.08%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	0	0	21	100.00%	78.21%
Degree to which the medics relieved your pain or discomfort	0	0	0	1	21	95.45%	74.10%
Medics' concern for your privacy	0	0	0	2	21	91.30%	79.78%
Extent to which medics cared for you as a person	0	0	0	2	22	91.67%	84.31%
Billing Office Staff	0	0	0	2	13	86.67%	65.10%
Professionalism of the staff in our billing office	0	0	0	1	7	87.50%	65.04%
Willingness of the staff in our billing office to address your needs	0	0	0	1	6	85.71%	65.16%
Overall Experience	0	0	2	7	114	92.68%	78.92%
How well did our staff work together to care for you	0	0	0	1	21	95.45%	80.63%
Extent to which our staff eased your entry into the medical facility	0	0	0	2	18	90.00%	80.72%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	1	20	95.24%	80.28%
Extent to which the services received were worth the fees charged	0	0	2	1	15	83.33%	68.93%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	0	1	20	95.24%	82.10%
Likelihood of recommending this ambulance service to others	0	0	0	1	20	95.24%	80.88%