



1515 Center Street
Lansing, MI 48096
(517) 318-3800
support@EMSSurveyTeam.com
www.EMSSurveyTeam.com

Patient Experience Report

January 1, 2023 to January 31, 2023

Your Score

94.24

Your Patients in this Report

266

Total Patients in this Report

5,462

Total EMS Organizations

221





Executive Summary

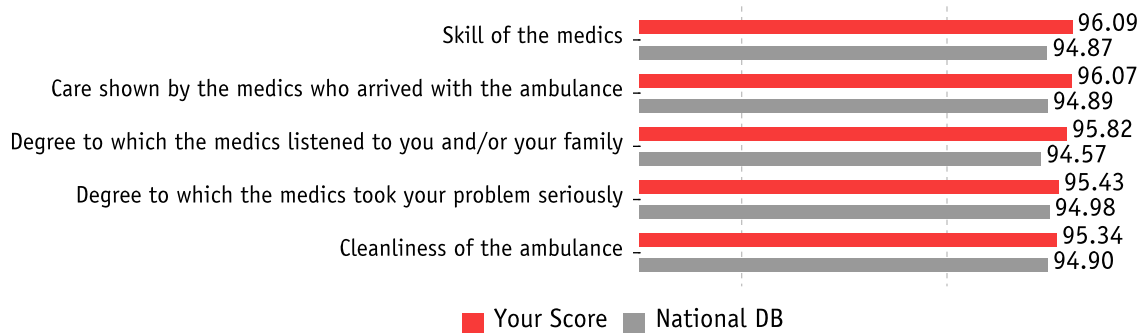
Your overall score for the time period selected is **94.24**. This is a difference of **1.13** from your previous period's score of **93.11**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **81.64%**.

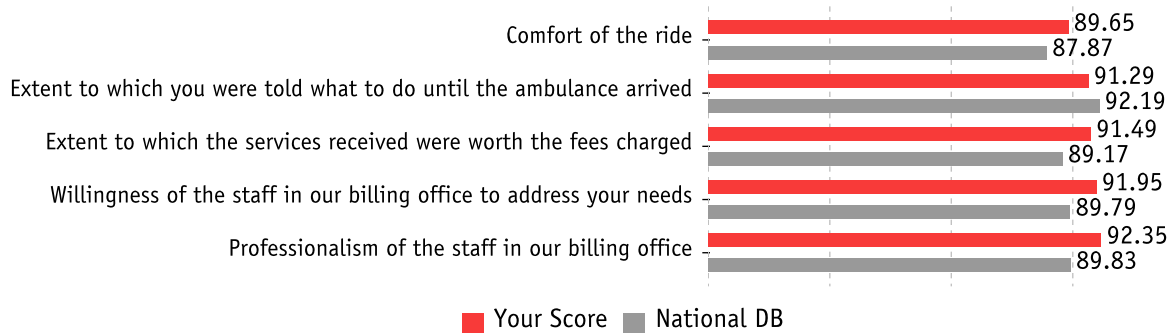
In addition, your rolling 12- month score of **92.95** is a difference of **0.54** from the national database score of **92.41**.

When compared to all organizations in the national database, your score of **92.95** is ranked **39th** and **8th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

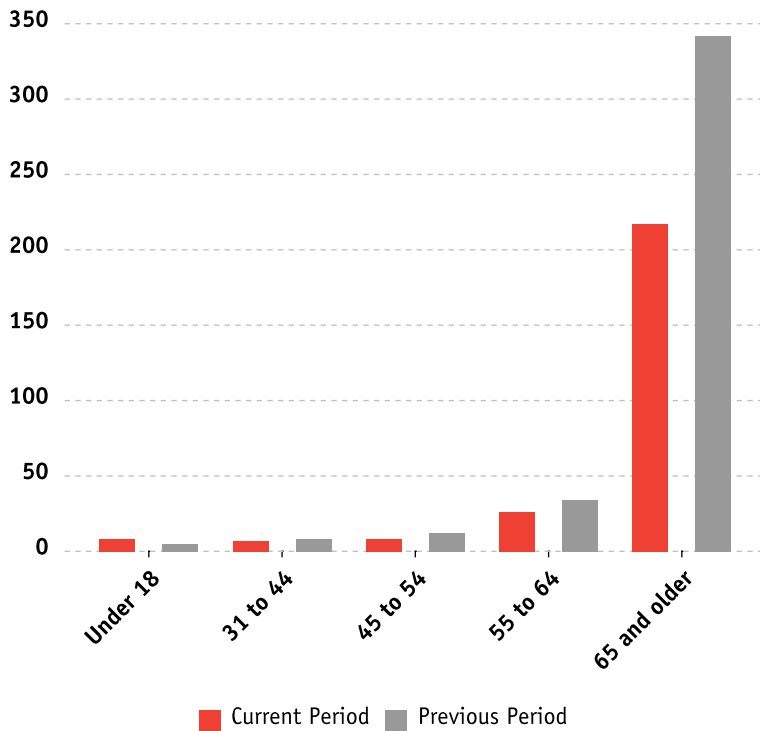




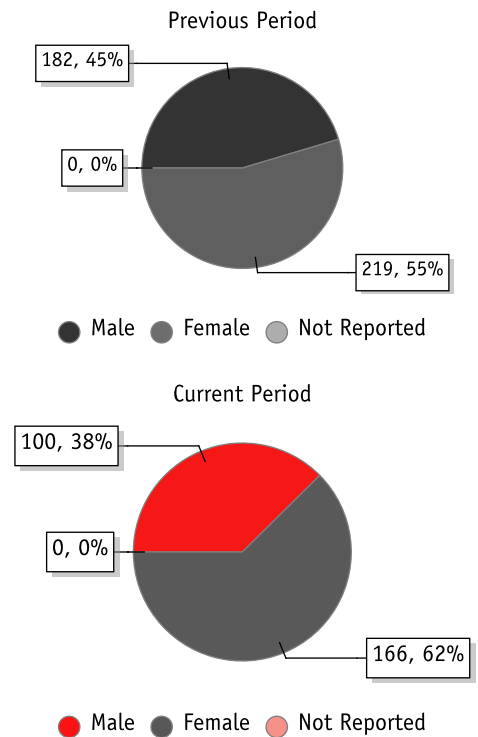
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	5	3	2	0	8	0	8	0
31 to 44	8	3	5	0	7	5	2	0
45 to 54	12	6	6	0	8	2	6	0
55 to 64	34	15	19	0	26	6	20	0
65 and older	342	155	187	0	217	87	130	0
Total	401	182	219	0	266	100	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	93.61	93.69	-0.08	93.70
Concern shown by the person you called for ambulance service	93.75	93.56	0.19	93.69
Extent to which you were told what to do until the ambulance arrived	91.29	91.83	-0.54	92.19
Ambulance Composite	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	93.39	91.51	1.88	92.24
Cleanliness of the ambulance	95.34	94.42	0.92	94.90
Comfort of the ride	89.65	88.27	1.38	87.87
Skill of the person driving the ambulance	94.95	94.24	0.71	94.23
Medic Composite	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	96.07	94.69	1.38	94.89
Degree to which the medics took your problem seriously	95.43	95.02	0.41	94.98
Degree to which the medics listened to you and/or your family	95.82	94.55	1.27	94.57
Skill of the medics	96.09	94.92	1.17	94.87
Extent to which the medics kept you informed about your treatment	94.13	93.30	0.83	93.04
Extent to which medics included you in the treatment decisions (if applicable)	95.28	93.02	2.26	93.40
Degree to which the medics relieved your pain or discomfort	93.48	90.95	2.53	90.81
Medics' concern for your privacy	94.85	93.79	1.06	93.74
Extent to which medics cared for you as a person	95.03	94.39	0.64	94.51
Billing Office Staff Composite	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	92.35	88.86	3.49	89.83
Willingness of the staff in our billing office to address your needs	91.95	88.57	3.38	89.79



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	94.66	93.41	1.25	93.87
Extent to which our staff eased your entry into the medical facility	95.30	94.03	1.27	93.91
Appropriateness of Emergency Medical Transportation treatment	95.19	93.70	1.49	93.75
Extent to which the services received were worth the fees charged	91.49	89.34	2.15	89.17
Overall rating of the care provided by our Emergency Medical Transportation	94.91	94.08	0.83	93.93
Likelihood of recommending this ambulance service to others	94.41	94.01	0.40	93.57



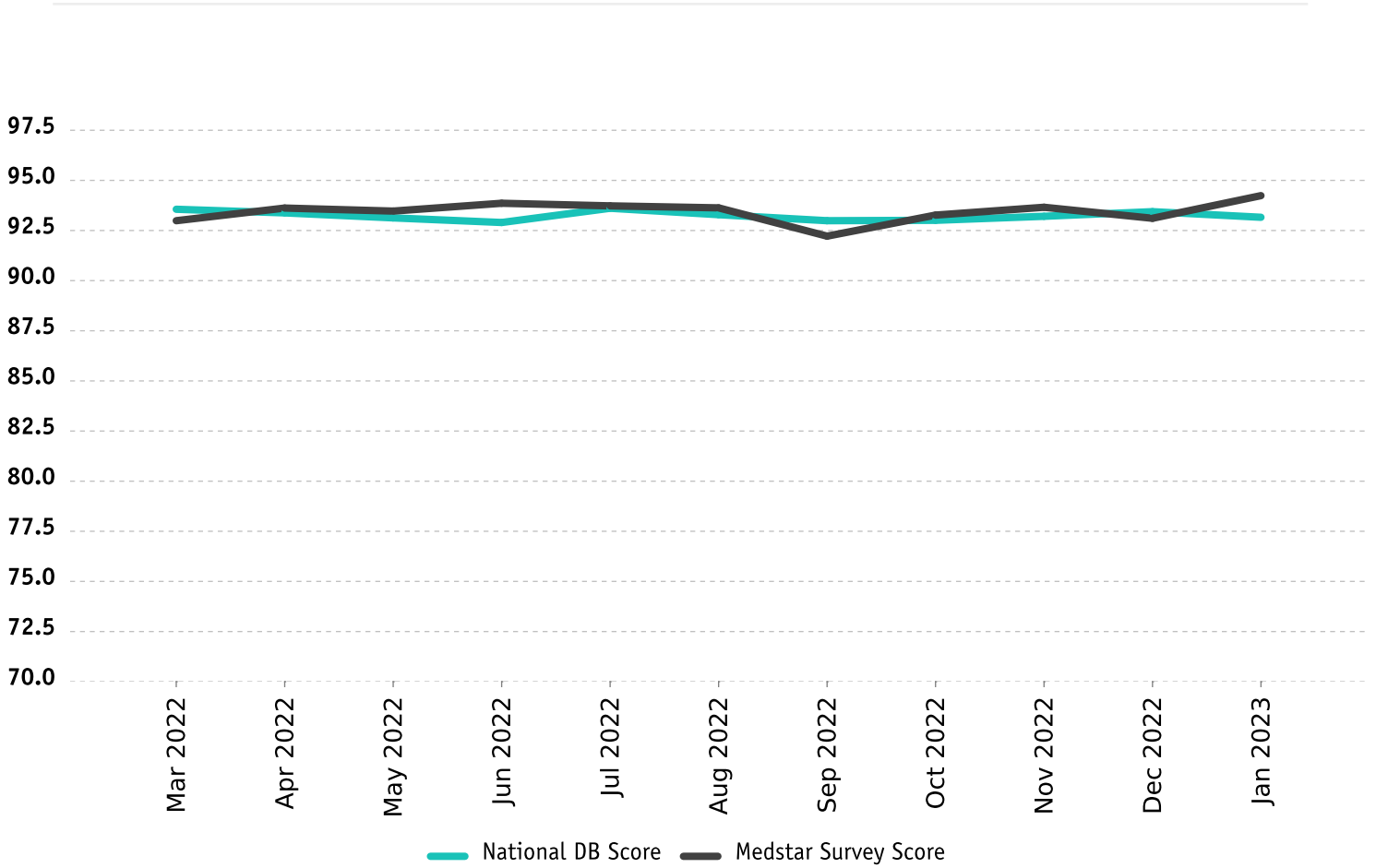
Monthly Breakdown

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

	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023
Helpfulness of the person you called for ambulance service	93.26	94.02	94.01	95.17	93.89	93.79	92.65	94.39	93.23	93.69	93.61
Concern shown by the person you called for ambulance service	93.43	94.18	93.24	94.61	93.81	93.10	92.57	93.58	93.78	93.56	93.75
Extent to which you were told what to do until the ambulance arrived	91.46	92.01	91.12	92.15	91.93	90.38	89.92	92.34	91.35	91.83	91.29
Extent to which the ambulance arrived in a timely manner	93.66	94.22	93.19	93.73	94.90	92.71	91.23	92.84	93.18	91.51	93.39
Cleanliness of the ambulance	94.59	95.23	94.96	95.03	94.94	94.37	94.94	95.46	95.55	94.42	95.34
Comfort of the ride	88.08	88.52	89.12	88.71	88.67	88.29	86.28	87.36	88.66	88.27	89.65
Skill of the person driving the ambulance	94.27	94.72	95.45	94.12	94.44	94.52	93.40	94.81	95.07	94.24	94.95
Care shown by the medics who arrived with the ambulance	94.64	95.00	94.84	95.84	95.26	95.23	94.68	94.35	95.26	94.69	96.07
Degree to which the medics took your problem seriously	94.64	94.95	94.44	95.77	95.37	95.57	93.18	95.49	95.14	95.02	95.43
Degree to which the medics listened to you and/or your family	94.57	94.60	94.45	95.67	95.41	95.35	93.34	95.68	95.09	94.55	95.82
Skill of the medics	94.44	94.65	94.63	95.92	94.99	95.14	93.05	95.11	95.96	94.92	96.09
Extent to which the medics kept you informed about your treatment	93.03	93.50	92.85	93.94	93.23	93.60	90.78	93.58	94.29	93.30	94.13
Extent to which medics included you in the treatment decisions (if	92.44	92.79	93.32	92.82	93.71	93.91	91.14	93.17	93.44	93.02	95.28
Degree to which the medics relieved your pain or discomfort	91.05	91.38	91.97	92.82	92.24	91.63	90.30	91.45	93.15	90.95	93.48
Medics' concern for your privacy	93.85	94.23	93.78	94.42	93.23	94.83	92.77	93.52	94.76	93.79	94.85
Extent to which medics cared for you as a person	94.97	95.04	94.35	95.70	94.66	95.34	94.07	94.61	95.59	94.39	95.03
Professionalism of the staff in our billing office	87.80	92.18	90.77	90.84	89.89	89.51	90.66	87.85	88.16	88.86	92.35
Willingness of the staff in our billing office to address your needs	87.82	91.83	91.35	91.06	90.04	90.02	91.19	88.92	87.51	88.57	91.95
How well did our staff work together to care for you	93.48	93.84	94.19	94.50	94.59	94.40	93.44	93.50	93.56	93.41	94.66
Extent to which our staff eased your entry into the medical facility	93.79	94.43	93.53	93.90	94.42	95.15	93.86	93.26	94.15	94.03	95.30
Appropriateness of Emergency Medical Transportation treatment	93.32	94.30	94.10	94.17	94.88	93.74	92.87	93.92	94.01	93.70	95.19
Extent to which the services received were worth the fees charged	88.70	90.25	90.76	89.75	90.51	91.80	89.01	89.53	89.14	89.34	91.49
Overall rating of the care provided by our Emergency Medical Transportation	93.56	93.98	94.06	93.60	94.59	94.92	93.02	93.51	94.60	94.08	94.91
Likelihood of recommending this ambulance service to others	93.64	94.01	94.19	93.63	94.80	94.29	91.59	93.05	94.11	94.01	94.41
Overall Score	92.99	93.62	93.47	93.86	93.73	93.63	92.22	93.27	93.66	93.11	94.24
Respondents	1242	446	293	346	355	477	277	283	351	408	266



Monthly Overall Survey Score





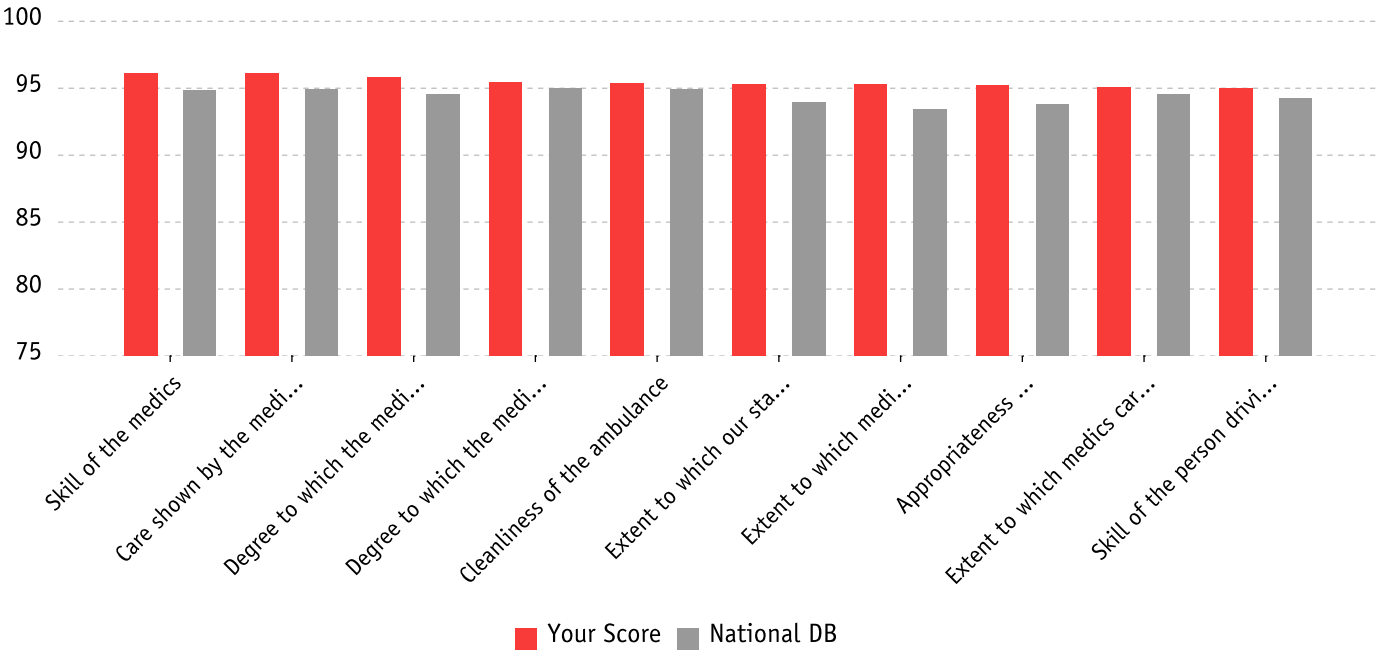
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	92.35	88.86	3.48	89.83
Willingness of the staff in our billing office to address your needs	91.95	88.57	3.38	89.79
Degree to which the medics relieved your pain or discomfort	93.48	90.95	2.53	90.81
Extent to which medics included you in the treatment decisions (if applicable)	95.28	93.02	2.26	93.40
Extent to which the services received were worth the fees charged	91.49	89.34	2.15	89.17
Extent to which the ambulance arrived in a timely manner	93.39	91.51	1.88	92.24
Appropriateness of Emergency Medical Transportation treatment	95.19	93.70	1.49	93.75
Care shown by the medics who arrived with the ambulance	96.07	94.69	1.38	94.89
Comfort of the ride	89.65	88.27	1.38	87.87
Degree to which the medics listened to you and/or your family	95.82	94.55	1.27	94.57
Decreases	Current	Previous	(+/-)	National DB
Extent to which you were told what to do until the ambulance arrived	91.29	91.83	-0.54	92.19
Helpfulness of the person you called for ambulance service	93.61	93.69	-0.08	93.70



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Skill of the medics	96.09	1.22	94.87
Care shown by the medics who arrived with the ambulance	96.07	1.18	94.89
Degree to which the medics listened to you and/or your family	95.82	1.26	94.57
Degree to which the medics took your problem seriously	95.43	0.45	94.98
Cleanliness of the ambulance	95.34	0.44	94.90
Extent to which our staff eased your entry into the medical facility	95.30	1.39	93.91
Extent to which medics included you in the treatment decisions (if applicable)	95.28	1.88	93.40
Appropriateness of Emergency Medical Transportation treatment	95.19	1.44	93.75
Extent to which medics cared for you as a person	95.03	0.52	94.51
Skill of the person driving the ambulance	94.95	0.72	94.23





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 took your problem seriously	95.43	.922954833
Medics' concern for your privacy	94.85	.920390166
Degree to which the medics listened to you and/or your family	95.82	.917886812
Care shown by the medics who arrived with the ambulance	96.07	.911187689
How well did our staff work together to care for you	94.66	.91106496
Extent to which medics cared for you as a person	95.03	.891203927
Extent to which medics included you in the treatment decisions (if applicable)	95.28	.890616037
Extent to which our staff eased your entry into the medical facility	95.30	.877651695
Appropriateness of Emergency Medical Transportation treatment	95.19	.873305575
Skill of the medics	96.09	.873200754
Extent to which the medics kept you informed about your treatment	94.13	.859254452
Willingness of the staff in our billing office to address your needs	91.95	.855959497
Professionalism of the staff in our billing office	92.35	.851395489
Cleanliness of the ambulance	95.34	.842716595
Extent to which the services received were worth the fees charged	91.49	.835368839
Degree to which the medics relieved your pain or discomfort	93.48	.828540812
Helpfulness of the person you called for ambulance service	93.61	.789139115
Skill of the person driving the ambulance	94.95	.782499995
Concern shown by the person you called for ambulance service	93.75	.781834213
Extent to which you were told what to do until the ambulance arrived	91.29	.745468589
Comfort of the ride	89.65	.737832509
Extent to which the ambulance arrived in a timely manner	93.39	.703509476



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	91.38	92.98	92.68	94.23	93.89	93.42
Concern shown by the person you called for ambulance service	93.75	91.77	93.59	92.79	92.31	93.51	94.32
Extent to which you were told what to do until the ambulance	91.29	90.19	91.55	90.66	90.38	92.10	93.21
Extent to which the ambulance arrived in a timely manner	93.39	89.72	89.32	90.27	92.31	94.10	91.42
Cleanliness of the ambulance	95.34	93.69	93.59	93.46	95.83	95.70	94.68
Comfort of the ride	89.65	85.76	85.03	84.35	81.25	89.11	89.57
Skill of the person driving the ambulance	94.95	92.42	93.56	93.56	95.83	94.34	94.00
Care shown by the medics who arrived with the ambulance	96.07	94.59	93.99	93.77	95.83	94.73	93.85
Degree to which the medics took your problem seriously	95.43	94.74	94.29	94.00	95.83	94.60	94.27
Degree to which the medics listened to you and/or your family	95.82	95.00	93.89	94.04	93.75	94.44	94.00
Skill of the medics	96.09	94.09	94.49	93.81	93.75	95.07	94.34
Extent to which the medics kept you informed about your	94.13	93.75	93.10	91.74	93.75	93.76	92.02
Extent to which medics included you in the treatment decisions (if	95.28	93.18	93.49	91.46	97.50	94.22	92.05
Degree to which the medics relieved your pain or discomfort	93.48	91.00	90.52	88.82	92.50	92.67	90.57
Medics' concern for your privacy	94.85	92.26	93.23	92.58	93.18	94.22	93.99
Extent to which medics cared for you as a person	95.03	93.89	93.55	93.92	95.45	94.61	94.39
Professionalism of the staff in our billing office	92.35	88.69	88.72	89.03	93.75	90.91	91.52
Willingness of the staff in our billing office to address your needs	91.95	88.41	88.44	88.48	93.75	92.21	92.96
How well did our staff work together to care for you	94.66	92.56	93.28	92.83	95.00	92.55	93.04
Extent to which our staff eased your entry into the medical facility	95.30	91.86	93.44	93.41	92.50	93.85	93.12
Appropriateness of Emergency Medical Transportation treatment	95.19	91.67	93.05	92.50	92.50	91.90	93.63
Extent to which the services received were worth the fees charged	91.49	88.46	89.59	87.06	100.00	87.72	90.52
Overall rating of the care provided by our Emergency Medical	94.91	92.98	93.27	92.97	92.50	94.00	94.01
Likelihood of recommending this ambulance service to others	94.41	92.23	93.19	92.58	96.88	93.25	94.10
Overall score	94.24	92.04	92.36	91.91	93.58	93.36	93.10



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	93.61	93.70	93.59	92.99	92.96	93.54
Concern shown by the person you called for ambulance service	93.75	93.69	93.54	93.09	93.17	93.60
Extent to which you were told what to do until the ambulance	91.29	92.19	91.81	91.09	91.12	91.88
Extent to which the ambulance arrived in a timely manner	93.39	92.24	91.57	91.03	90.94	91.84
Cleanliness of the ambulance	95.34	94.90	94.60	94.00	94.07	94.76
Comfort of the ride	89.65	87.87	87.60	86.43	86.04	87.42
Skill of the person driving the ambulance	94.95	94.23	94.15	93.84	93.80	94.18
Care shown by the medics who arrived with the ambulance	96.07	94.89	94.48	94.35	94.37	94.64
Degree to which the medics took your problem seriously	95.43	94.98	94.62	94.47	94.42	94.76
Degree to which the medics listened to you and/or your family	95.82	94.57	94.32	94.41	94.41	94.55
Skill of the medics	96.09	94.87	94.60	94.50	94.51	94.73
Extent to which the medics kept you informed about your	94.13	93.04	92.89	92.72	92.84	92.85
Extent to which medics included you in the treatment decisions	95.28	93.40	93.10	92.90	93.03	93.12
Degree to which the medics relieved your pain or discomfort	93.48	90.81	90.69	90.64	90.62	90.35
Medics' concern for your privacy	94.85	93.74	93.59	93.18	93.28	93.50
Extent to which medics cared for you as a person	95.03	94.51	94.32	94.08	94.09	94.30
Professionalism of the staff in our billing office	92.35	89.83	89.70	89.55	89.64	89.45
Willingness of the staff in our billing office to address your	91.95	89.79	89.62	89.46	89.40	89.44
How well did our staff work together to care for you	94.66	93.87	93.58	93.21	93.19	93.47
Extent to which our staff eased your entry into the medical	95.30	93.91	93.71	93.61	93.68	93.68
Appropriateness of Emergency Medical Transportation treatment	95.19	93.75	93.53	92.89	92.96	93.47
Extent to which the services received were worth the fees	91.49	89.17	88.74	88.74	88.62	89.03
Overall rating of the care provided by our Emergency Medical	94.91	93.93	93.83	93.37	93.48	93.78
Likelihood of recommending this ambulance service to others	94.41	93.57	93.37	93.02	93.08	93.37
Overall Score	94.24	92.98	92.73	92.40	92.40	92.74



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	55	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	92.94	92.40	92.75	91.29	92.59	92.05
Your Percentile		51st	61st	N/A	75th	56th
Your Rank		39	8	N/A	2	16

- 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	92.57	92.41
Dispatch	92.17	92.24
Helpfulness of the person you called for ambulance service	93.03	92.88
Concern shown by the person you called for ambulance service	92.79	92.64
Extent to which you were told what to do until the ambulance	90.68	91.21
Ambulance	92.27	92.04
Extent to which the ambulance arrived in a timely manner	92.97	92.22
Cleanliness of the ambulance	94.12	94.49
Comfort of the ride	88.00	87.64
Skill of the person driving the ambulance	94.00	93.82
Medic	93.47	93.36
Care shown by the medics who arrived with the ambulance	94.55	94.37
Degree to which the medics took your problem seriously	94.50	94.28
Degree to which the medics listened to you and/or your family	94.12	93.97
Skill of the medics	94.37	94.38
Extent to which the medics kept you informed about your treatment	92.63	92.60
Extent to which medics included you in the treatment decisions (if	92.35	92.37
Degree to which the medics relieved your pain or discomfort	91.05	90.68
Medics' concern for your privacy	93.30	93.36
Extent to which medics cared for you as a person	94.39	94.25
Billing Office Staff	89.28	88.75


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.57	92.41
Billing Office Staff	89.28	88.75
Professionalism of the staff in our billing office	89.23	88.73
Willingness of the staff in our billing office to address your needs	89.32	88.77
Overall Experience	92.72	92.54
How well did our staff work together to care for you	93.52	93.49
Extent to which our staff eased your entry into the medical facility	93.78	93.62
Appropriateness of Emergency Medical Transportation treatment	93.49	93.41
Extent to which the services received were worth the fees charged	88.56	87.92
Overall rating of the care provided by our Emergency Medical	93.69	93.58
Likelihood of recommending this ambulance service to others	93.31	93.20



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	39	10	100	772	4096	81.64%	78.86%
Dispatch	4	0	19	122	477	76.69%	78.25%
Helpfulness of the person you called for ambulance service	1	0	5	41	168	78.14%	80.08%
Concern shown by the person you called for ambulance service	1	0	3	43	165	77.83%	79.23%
Extent to which you were told what to do until the ambulance arrived	2	0	11	38	144	73.85%	75.44%
Ambulance	9	5	30	146	774	80.29%	76.22%
Extent to which the ambulance arrived in a timely manner	2	1	10	37	207	80.54%	76.38%
Cleanliness of the ambulance	1	1	2	33	199	84.32%	81.99%
Comfort of the ride	3	3	15	46	167	71.37%	65.80%
Skill of the person driving the ambulance	3	0	3	30	201	84.81%	80.72%
Medic	13	3	30	263	1673	84.41%	81.94%
Care shown by the medics who arrived with the ambulance	1	0	3	27	204	86.81%	84.05%
Degree to which the medics took your problem seriously	2	0	4	27	202	85.96%	85.12%
Degree to which the medics listened to you and/or your family	2	0	3	25	203	87.12%	83.91%
Skill of the medics	1	0	3	26	200	86.96%	84.09%
Extent to which the medics kept you informed about your treatment	1	1	4	36	175	80.65%	79.58%


Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	39	10	100	772	4096	81.64%	78.86%
Extent to which medics included you in the treatment decisions (if applicable)	1	0	1	29	154	83.24%	81.12%
Degree to which the medics relieved your pain or discomfort	1	1	7	32	162	79.80%	74.65%
Medics' concern for your privacy	2	0	2	32	177	83.10%	80.65%
Extent to which medics cared for you as a person	2	1	3	29	196	84.85%	84.25%
Billing Office Staff	4	0	8	30	155	78.68%	68.51%
Professionalism of the staff in our billing office	2	0	4	15	80	79.21%	68.37%
Willingness of the staff in our billing office to address your needs	2	0	4	15	75	78.12%	68.64%
Overall Experience	9	2	13	211	1017	81.23%	79.74%
How well did our staff work together to care for you	1	0	2	39	178	80.91%	80.76%
Extent to which our staff eased your entry into the medical facility	1	0	1	35	181	83.03%	81.16%
Appropriateness of Emergency Medical Transportation treatment	1	0	1	35	176	82.63%	81.03%
Extent to which the services received were worth the fees charged	3	0	4	38	125	73.53%	71.32%
Overall rating of the care provided by our Emergency Medical Transportation service	1	1	2	34	183	82.81%	82.24%
Likelihood of recommending this ambulance service to others	2	1	3	30	174	82.86%	81.93%



Monthly Division Comparison

	Overall Company	Clinton
Total Score	94.10	94.83
Helpfulness of the person you called for ambulance service	93.61	96.74
Concern shown by the person you called for ambulance service	93.75	96.74
Extent to which you were told what to do until the ambulance	91.29	96.74
Extent to which the ambulance arrived in a timely manner	93.39	94.79
Cleanliness of the ambulance	95.34	95.65
Comfort of the ride	89.65	92.71
Skill of the person driving the ambulance	94.95	95.83
Care shown by the medics who arrived with the ambulance	96.07	96.88
Degree to which the medics took your problem seriously	95.43	93.04
Degree to which the medics listened to you and/or your family	95.82	93.04
Skill of the medics	96.09	96.88
Extent to which the medics kept you informed about your	94.13	95.65
Extent to which medics included you in the treatment decisions	95.28	95.24
Degree to which the medics relieved your pain or discomfort	93.48	93.48
Medics' concern for your privacy	94.85	90.67
Extent to which medics cared for you as a person	95.03	92.04
Number of Survey Responses	266	25



Monthly Division Comparison

	Overall Company	Clinton
Total Score	94.10	94.83
Professionalism of the staff in our billing office	92.35	95.83
Willingness of the staff in our billing office to address your	91.95	95.83
How well did our staff work together to care for you	94.66	96.59
Extent to which our staff eased your entry into the medical	95.30	96.59
Appropriateness of Emergency Medical Transportation treatment	95.19	96.59
Extent to which the services received were worth the fees	91.49	88.21
Overall rating of the care provided by our Emergency Medical	94.91	97.73
Likelihood of recommending this ambulance service to others	94.41	92.43
Number of Survey Responses	266	25