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# Patient Experience Report

February 1, 2023 to February 28, 2023

Your Score

**93.58**

Your Patients in this Report

**433**

Total Patients in this Report

**5,223**

Total EMS Organizations

**221**





## Executive Summary

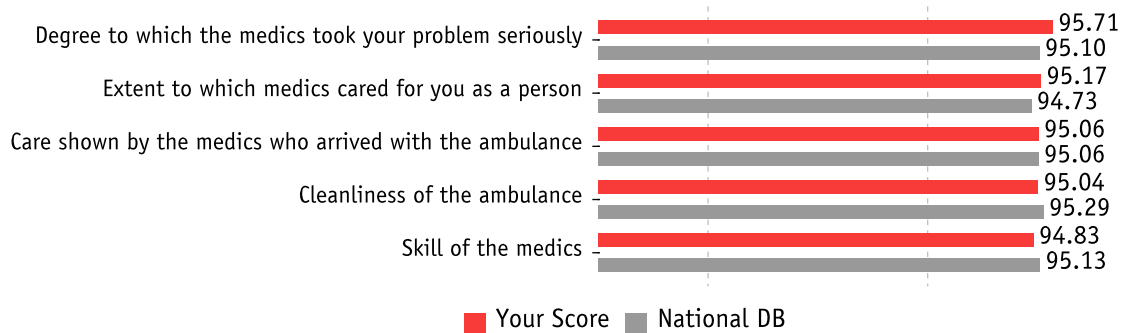
Your overall score for the time period selected is **93.58**. This is a difference of **-0.66** from your previous period's score of **94.24**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **78.97%**.

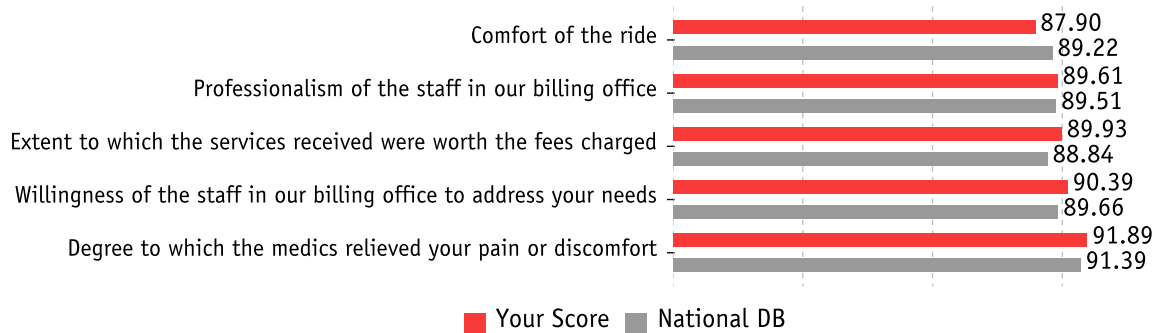
In addition, your rolling 12- month score of **92.97** is a difference of **-0.33** from the national database score of **93.30**.

When compared to all organizations in the national database, your score of **92.97** is ranked **37th** and **9th** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

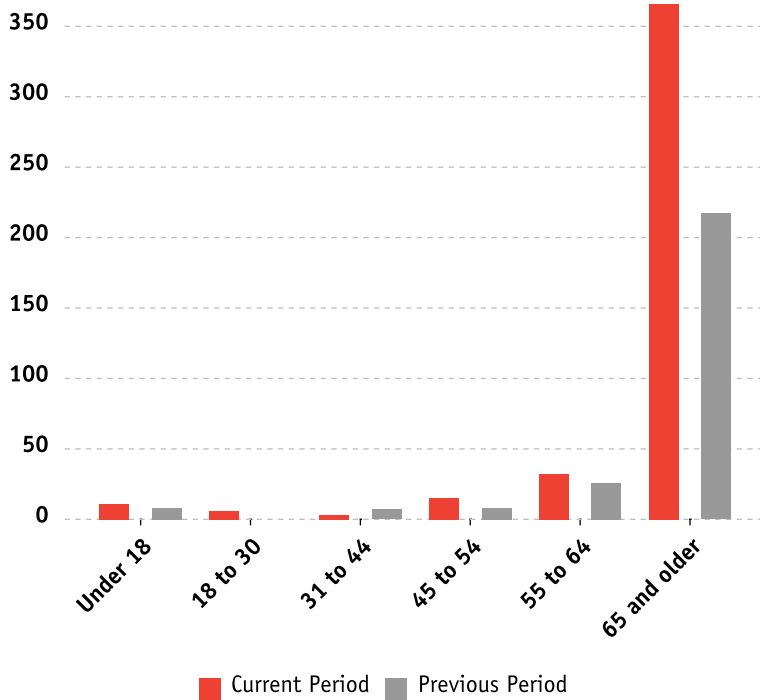




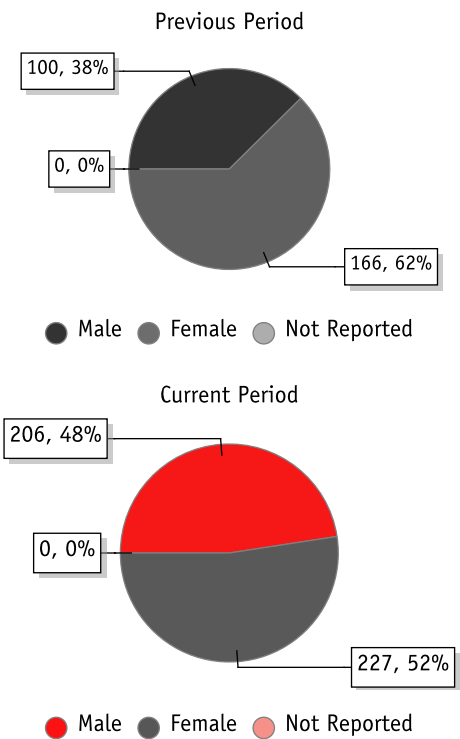
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	8	0	8	0	11	4	7	0
18 to 30		0	0	0	6	3	3	0
31 to 44	7	5	2	0	3	1	2	0
45 to 54	8	2	6	0	15	7	8	0
55 to 64	26	6	20	0	32	16	16	0
65 and older	217	87	130	0	366	175	191	0
<b>Total</b>	<b>266</b>	<b>100</b>	<b>166</b>	<b>0</b>	<b>433</b>	<b>206</b>	<b>227</b>	<b>0</b>

**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

<b>Dispatch Composite</b>	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	94.11	93.61	0.50	94.23
Concern shown by the person you called for ambulance service	94.32	93.75	0.57	94.01
Extent to which you were told what to do until the ambulance arrived	92.67	91.29	1.38	92.70
<b>Ambulance Composite</b>	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	93.71	93.39	0.32	93.25
Cleanliness of the ambulance	95.04	95.34	-0.30	95.29
Comfort of the ride	87.90	89.65	-1.75	89.22
Skill of the person driving the ambulance	94.77	94.95	-0.18	94.86
<b>Medic Composite</b>	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	95.06	96.07	-1.01	95.06
Degree to which the medics took your problem seriously	95.71	95.43	0.28	95.10
Degree to which the medics listened to you and/or your family	94.59	95.82	-1.23	94.65
Skill of the medics	94.83	96.09	-1.26	95.13
Extent to which the medics kept you informed about your treatment	93.76	94.13	-0.37	93.35
Extent to which medics included you in the treatment decisions (if applicable)	93.32	95.28	-1.96	93.13
Degree to which the medics relieved your pain or discomfort	91.89	93.48	-1.59	91.39
Medics' concern for your privacy	93.77	94.85	-1.08	93.89
Extent to which medics cared for you as a person	95.17	95.03	0.14	94.73
<b>Billing Office Staff Composite</b>	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	89.61	92.35	-2.74	89.51
Willingness of the staff in our billing office to address your needs	90.39	91.95	-1.56	89.66

**Question Analysis (Continued)**

<b>Overall Experience Composite</b>	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	<b>94.03</b>	<b>94.66</b>	<b>-0.63</b>	<b>94.00</b>
Extent to which our staff eased your entry into the medical facility	<b>93.87</b>	<b>95.30</b>	<b>-1.43</b>	<b>94.33</b>
Appropriateness of Emergency Medical Transportation treatment	<b>93.67</b>	<b>95.19</b>	<b>-1.52</b>	<b>94.06</b>
Extent to which the services received were worth the fees charged	<b>89.93</b>	<b>91.49</b>	<b>-1.56</b>	<b>88.84</b>
Overall rating of the care provided by our Emergency Medical Transportation	<b>94.02</b>	<b>94.91</b>	<b>-0.89</b>	<b>94.07</b>
Likelihood of recommending this ambulance service to others	<b>94.04</b>	<b>94.41</b>	<b>-0.37</b>	<b>93.73</b>



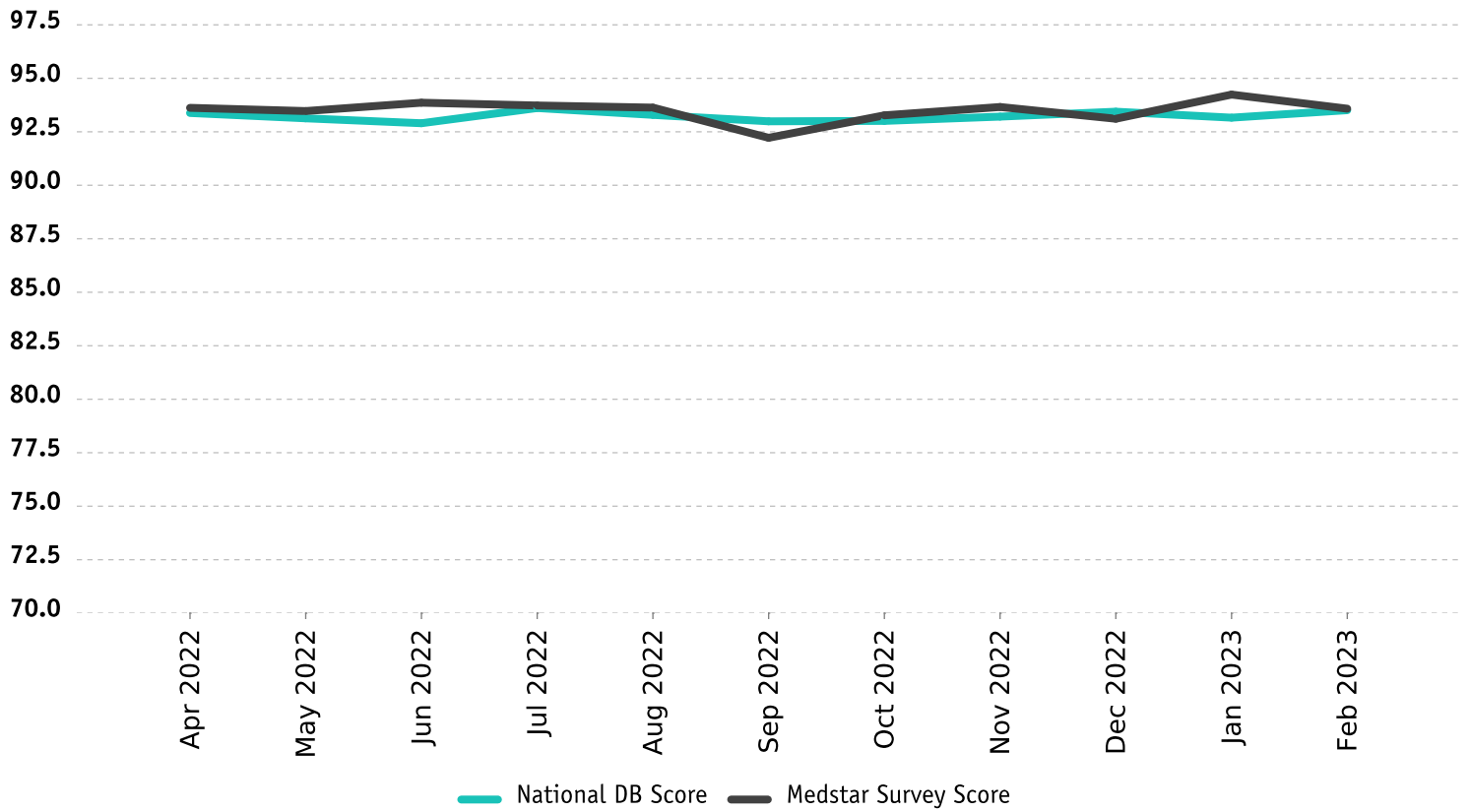
## Monthly Breakdown

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	Feb 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	94.11
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	94.32
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	92.67
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	93.71
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	95.04
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	87.90
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	94.77
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	95.06
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	95.71
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	94.59
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	94.83
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	93.76
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	93.32
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	91.89
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	93.77
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	95.17
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	89.61
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	90.39
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	94.03
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	93.87
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	93.67
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	89.93
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	94.02
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	94.04
Overall Score	92.99	93.62	93.47	93.86	93.73	93.63	92.22	93.27	93.66	93.11	94.24	93.58
Respondents	1242	446	293	346	355	477	277	283	351	408	266	433



### Monthly Overall Survey Score





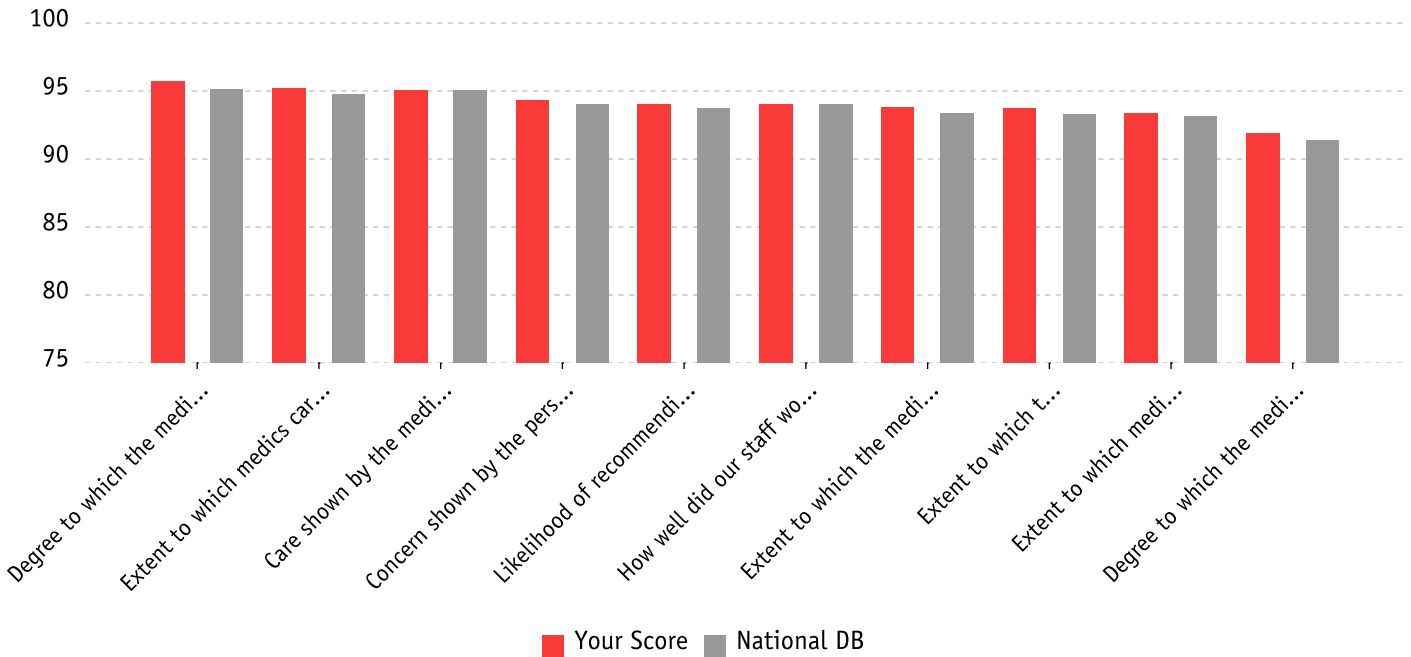
### Greatest Increase and Decrease in Scores by Question

<b>Increases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Extent to which you were told what to do until the ambulance arrived	92.67	91.29	1.38	92.70
Concern shown by the person you called for ambulance service	94.32	93.75	0.57	94.01
Helpfulness of the person you called for ambulance service	94.11	93.61	0.51	94.23
Extent to which the ambulance arrived in a timely manner	93.71	93.39	0.31	93.25
Degree to which the medics took your problem seriously	95.71	95.43	0.27	95.10
Extent to which medics cared for you as a person	95.17	95.03	0.14	94.73
<b>Decreases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Professionalism of the staff in our billing office	89.61	92.35	-2.74	89.51
Extent to which medics included you in the treatment decisions (if applicable)	93.32	95.28	-1.96	93.13
Comfort of the ride	87.90	89.65	-1.75	89.22
Degree to which the medics relieved your pain or discomfort	91.89	93.48	-1.59	91.39
Willingness of the staff in our billing office to address your needs	90.39	91.95	-1.56	89.66
Extent to which the services received were worth the fees charged	89.93	91.49	-1.55	88.84
Appropriateness of Emergency Medical Transportation treatment	93.67	95.19	-1.52	94.06
Extent to which our staff eased your entry into the medical facility	93.87	95.30	-1.43	94.33
Skill of the medics	94.83	96.09	-1.26	95.13
Degree to which the medics listened to you and/or your family	94.59	95.82	-1.24	94.65



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	Current	(+/-)	National DB
Degree to which the medics took your problem seriously	95.71	0.60	95.10
Extent to which medics cared for you as a person	95.17	0.44	94.73
Care shown by the medics who arrived with the ambulance	95.06	0.01	95.06
Concern shown by the person you called for ambulance service	94.32	0.31	94.01
Likelihood of recommending this ambulance service to others	94.04	0.31	93.73
How well did our staff work together to care for you	94.03	0.03	94.00
Extent to which the medics kept you informed about your treatment	93.76	0.41	93.35
Extent to which the ambulance arrived in a timely manner	93.71	0.46	93.25
Extent to which medics included you in the treatment decisions (if applicable)	93.32	0.18	93.13
Degree to which the medics relieved your pain or discomfort	91.89	0.50	91.39





**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
Care shown by the medics who arrived with the ambulance	95.06	.913318518
Degree to which the medics listened to you and/or your family	94.59	.910645531
Appropriateness of Emergency Medical Transportation treatment	93.67	.908352878
Extent to which medics cared for you as a person	95.17	.895952076
How well did our staff work together to care for you	94.03	.891683367
Extent to which medics included you in the treatment decisions (if applicable)	93.32	.886128905
Extent to which the medics kept you informed about your treatment	93.76	.882630806
Extent to which our staff eased your entry into the medical facility	93.87	.878160021
Degree to which the medics took your problem seriously	95.71	.864139275
Medics' concern for your privacy	93.77	.860978332
Skill of the medics	94.83	.855127124
Degree to which the medics relieved your pain or discomfort	91.89	.847360689
Professionalism of the staff in our billing office	89.61	.814731513
Extent to which the services received were worth the fees charged	89.93	.799430687
Willingness of the staff in our billing office to address your needs	90.39	.755440025
Concern shown by the person you called for ambulance service	94.32	.737657895
Cleanliness of the ambulance	95.04	.737329543
Skill of the person driving the ambulance	94.77	.690622208
Helpfulness of the person you called for ambulance service	94.11	.662096437
Extent to which the ambulance arrived in a timely manner	93.71	.643197579
Extent to which you were told what to do until the ambulance arrived	92.67	.635330856
Comfort of the ride	87.90	.575763368





**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	<b>94.11</b>	92.03	92.65	93.05	87.50	94.92	94.08
Concern shown by the person you called for ambulance service	<b>94.32</b>	93.75	91.92	92.60	87.50	95.31	93.42
Extent to which you were told what to do until the ambulance	<b>92.67</b>	92.06	90.42	90.88	87.50	91.39	94.87
Extent to which the ambulance arrived in a timely manner	<b>93.71</b>	92.68	90.66	89.49	87.50	92.33	89.31
Cleanliness of the ambulance	<b>95.04</b>	94.20	94.91	93.05	100.00	94.37	93.59
Comfort of the ride	<b>87.90</b>	83.62	86.16	86.23	87.50	86.96	86.61
Skill of the person driving the ambulance	<b>94.77</b>	94.70	93.37	92.98	100.00	92.96	92.26
Care shown by the medics who arrived with the ambulance	<b>95.06</b>	94.24	94.32	93.54	100.00	96.58	93.42
Degree to which the medics took your problem seriously	<b>95.71</b>	94.11	94.43	93.46	100.00	96.23	92.11
Degree to which the medics listened to you and/or your family	<b>94.59</b>	93.19	93.79	93.26	100.00	95.71	92.76
Skill of the medics	<b>94.83</b>	95.00	94.23	92.95	100.00	95.77	92.11
Extent to which the medics kept you informed about your	<b>93.76</b>	93.51	93.29	91.22	100.00	93.48	91.67
Extent to which medics included you in the treatment decisions (if	<b>93.32</b>	93.64	90.96	91.74	100.00	94.92	92.86
Degree to which the medics relieved your pain or discomfort	<b>91.89</b>	90.94	90.83	89.94	75.00	93.18	90.97
Medics' concern for your privacy	<b>93.77</b>	93.00	93.71	91.98	100.00	96.79	91.45
Extent to which medics cared for you as a person	<b>95.17</b>	93.99	93.91	92.86	100.00	96.53	92.95
Professionalism of the staff in our billing office	<b>89.61</b>	86.36	89.09	90.08	100.00	90.00	86.76
Willingness of the staff in our billing office to address your needs	<b>90.39</b>	87.93	88.43	90.32	100.00	91.91	88.24
How well did our staff work together to care for you	<b>94.03</b>	92.87	93.32	92.84	100.00	94.86	90.74
Extent to which our staff eased your entry into the medical facility	<b>93.87</b>	94.75	93.09	92.88	100.00	94.29	90.31
Appropriateness of Emergency Medical Transportation treatment	<b>93.67</b>	94.44	93.49	92.84	100.00	93.84	90.74
Extent to which the services received were worth the fees charged	<b>89.93</b>	92.92	89.87	88.51	87.50	89.09	89.17
Overall rating of the care provided by our Emergency Medical	<b>94.02</b>	93.60	93.87	92.53	100.00	94.01	87.22
Likelihood of recommending this ambulance service to others	<b>94.04</b>	93.62	93.02	92.16	100.00	94.44	88.87
<b>Overall score</b>	93.58	92.81	92.43	91.83	95.65	93.93	91.29



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	94.11	94.23	94.18	93.69	93.42	93.98
Concern shown by the person you called for ambulance service	94.32	94.01	93.95	93.58	93.39	93.94
Extent to which you were told what to do until the ambulance	92.67	92.70	92.29	91.95	91.58	92.32
Extent to which the ambulance arrived in a timely manner	93.71	93.25	92.82	92.04	91.76	92.53
Cleanliness of the ambulance	95.04	95.29	94.99	94.52	94.33	94.92
Comfort of the ride	87.90	89.22	88.69	87.14	86.65	88.52
Skill of the person driving the ambulance	94.77	94.86	94.63	94.16	93.89	94.50
Care shown by the medics who arrived with the ambulance	95.06	95.06	94.70	94.66	94.53	94.58
Degree to which the medics took your problem seriously	95.71	95.10	94.88	94.78	94.73	94.56
Degree to which the medics listened to you and/or your family	94.59	94.65	94.35	94.16	94.02	94.19
Skill of the medics	94.83	95.13	94.79	94.49	94.26	94.55
Extent to which the medics kept you informed about your	93.76	93.35	93.08	92.84	92.89	92.85
Extent to which medics included you in the treatment decisions	93.32	93.13	92.95	92.58	92.59	92.63
Degree to which the medics relieved your pain or discomfort	91.89	91.39	91.20	91.23	91.15	90.80
Medics' concern for your privacy	93.77	93.89	93.60	93.37	93.40	93.54
Extent to which medics cared for you as a person	95.17	94.73	94.46	94.29	94.28	94.38
Professionalism of the staff in our billing office	89.61	89.51	88.98	89.39	89.43	89.40
Willingness of the staff in our billing office to address your	90.39	89.66	89.18	89.68	89.92	89.57
How well did our staff work together to care for you	94.03	94.00	93.71	93.57	93.52	93.37
Extent to which our staff eased your entry into the medical	93.87	94.33	94.10	93.77	93.56	93.95
Appropriateness of Emergency Medical Transportation treatment	93.67	94.06	93.85	93.52	93.48	93.67
Extent to which the services received were worth the fees	89.93	88.84	88.56	89.83	89.68	88.14
Overall rating of the care provided by our Emergency Medical	94.02	94.07	93.89	93.55	93.53	93.53
Likelihood of recommending this ambulance service to others	94.04	93.73	93.42	93.36	93.31	93.09
<b>Overall Score</b>	<b>93.58</b>	<b>93.26</b>	<b>92.97</b>	<b>92.76</b>	<b>92.64</b>	<b>92.81</b>



**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
<b>Number of organizations in compare group</b>		221	55	29	7	47
<b>Minimum Score</b>	8	1.00	1.00	1.00	1.00	1.00
<b>Maximum Score</b>	100	100	100	100	100	100
<b>Mean Score</b>	92.97	93.29	92.76	93.35	92.51	92.84
<b>Your Percentile</b>		54th	64th	N/A	75th	63rd
<b>Your Rank</b>		37	9	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
<b>Overall Facility Rating</b>	<b>92.58</b>	<b>92.41</b>
<b>Dispatch</b>	<b>92.18</b>	<b>92.25</b>
Helpfulness of the person you called for ambulance service	93.04	92.89
Concern shown by the person you called for ambulance service	92.81	92.65
Extent to which you were told what to do until the ambulance	90.70	91.22
<b>Ambulance</b>	<b>92.28</b>	<b>92.05</b>
Extent to which the ambulance arrived in a timely manner	92.98	92.23
Cleanliness of the ambulance	94.13	94.49
Comfort of the ride	88.00	87.65
Skill of the person driving the ambulance	94.00	93.82
<b>Medic</b>	<b>93.49</b>	<b>93.36</b>
Care shown by the medics who arrived with the ambulance	94.56	94.37
Degree to which the medics took your problem seriously	94.52	94.28
Degree to which the medics listened to you and/or your family	94.13	93.97
Skill of the medics	94.38	94.39
Extent to which the medics kept you informed about your treatment	92.65	92.60
Extent to which medics included you in the treatment decisions (if	92.36	92.38
Degree to which the medics relieved your pain or discomfort	91.06	90.68
Medics' concern for your privacy	93.31	93.36
Extent to which medics cared for you as a person	94.40	94.25
<b>Billing Office Staff</b>	<b>89.28</b>	<b>88.75</b>


**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>92.58</b>	<b>92.41</b>
<b>Billing Office Staff</b>	<b>89.28</b>	<b>88.75</b>
Professionalism of the staff in our billing office	89.24	88.73
Willingness of the staff in our billing office to address your needs	89.33	88.77
<b>Overall Experience</b>	<b>92.73</b>	<b>92.54</b>
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	88.57	87.92
Overall rating of the care provided by our Emergency Medical	93.69	93.58
Likelihood of recommending this ambulance service to others	93.32	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
<b>Overall Company Rating</b>	<b>55</b>	<b>22</b>	<b>167</b>	<b>1442</b>	<b>6332</b>	<b>78.97%</b>	<b>79.10%</b>
<b>Dispatch</b>	<b>2</b>	<b>4</b>	<b>28</b>	<b>178</b>	<b>799</b>	<b>79.03%</b>	<b>79.17%</b>
Helpfulness of the person you called for ambulance service	2	1	8	55	282	81.03%	81.11%
Concern shown by the person you called for ambulance service	0	0	9	59	271	79.94%	79.71%
Extent to which you were told what to do until the ambulance arrived	0	3	11	64	246	75.93%	76.70%
<b>Ambulance</b>	<b>5</b>	<b>7</b>	<b>45</b>	<b>315</b>	<b>1187</b>	<b>76.14%</b>	<b>77.88%</b>
Extent to which the ambulance arrived in a timely manner	1	2	12	67	319	79.55%	78.89%
Cleanliness of the ambulance	0	0	2	72	309	80.68%	82.79%
Comfort of the ride	4	4	29	102	249	64.18%	67.89%
Skill of the person driving the ambulance	0	1	2	74	310	80.10%	81.98%
<b>Medic</b>	<b>29</b>	<b>4</b>	<b>34</b>	<b>532</b>	<b>2585</b>	<b>81.19%</b>	<b>81.99%</b>
Care shown by the medics who arrived with the ambulance	3	0	1	60	310	82.89%	84.48%
Degree to which the medics took your problem seriously	3	0	3	46	320	86.02%	85.50%
Degree to which the medics listened to you and/or your family	3	0	3	62	301	81.57%	83.95%
Skill of the medics	3	0	2	60	302	82.29%	84.50%
Extent to which the medics kept you informed about your treatment	4	0	5	62	281	79.83%	79.91%


**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>55</b>	<b>22</b>	<b>167</b>	<b>1442</b>	<b>6332</b>	<b>78.97%</b>	<b>79.10%</b>
Extent to which medics included you in the treatment decisions (if applicable)	3	0	5	61	241	77.74%	79.37%
Degree to which the medics relieved your pain or discomfort	4	2	8	66	240	75.00%	75.03%
Medics' concern for your privacy	2	2	6	62	281	79.60%	80.52%
Extent to which medics cared for you as a person	4	0	1	53	309	84.20%	84.62%
<b>Billing Office Staff</b>	<b>2</b>	<b>2</b>	<b>11</b>	<b>71</b>	<b>181</b>	<b>67.79%</b>	<b>66.72%</b>
Professionalism of the staff in our billing office	1	2	6	35	93	67.88%	66.67%
Willingness of the staff in our billing office to address your needs	1	0	5	36	88	67.69%	66.77%
<b>Overall Experience</b>	<b>17</b>	<b>5</b>	<b>49</b>	<b>346</b>	<b>1580</b>	<b>79.12%</b>	<b>79.66%</b>
How well did our staff work together to care for you	2	2	5	58	276	80.47%	81.04%
Extent to which our staff eased your entry into the medical facility	4	0	4	62	280	80.00%	81.86%
Appropriateness of Emergency Medical Transportation treatment	3	0	8	59	273	79.59%	81.23%
Extent to which the services received were worth the fees charged	3	2	14	58	181	70.16%	69.66%
Overall rating of the care provided by our Emergency Medical Transportation service	3	1	9	52	290	81.69%	82.36%
Likelihood of recommending this ambulance service to others	2	0	9	57	280	80.46%	81.84%



### Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>93.34</b>	95.92
Helpfulness of the person you called for ambulance service	94.11	94.91
Concern shown by the person you called for ambulance service	94.32	96.02
Extent to which you were told what to do until the ambulance	92.67	95.83
Extent to which the ambulance arrived in a timely manner	93.71	96.57
Cleanliness of the ambulance	95.04	97.45
Comfort of the ride	87.90	92.50
Skill of the person driving the ambulance	94.77	98.00
Care shown by the medics who arrived with the ambulance	95.06	96.28
Degree to which the medics took your problem seriously	95.71	96.81
Degree to which the medics listened to you and/or your family	94.59	96.81
Skill of the medics	94.83	97.34
Extent to which the medics kept you informed about your	93.76	97.22
Extent to which medics included you in the treatment decisions	93.32	96.25
Degree to which the medics relieved your pain or discomfort	91.89	93.90
Medics' concern for your privacy	93.77	96.67
Extent to which medics cared for you as a person	95.17	97.83
<b>Number of Survey Responses</b>	433	55





Monthly Division Comparison

	Overall Company	Clinton
<b>Total Score</b>	<b>93.34</b>	95.92
Professionalism of the staff in our billing office	89.61	90.91
Willingness of the staff in our billing office to address your	90.39	92.50
How well did our staff work together to care for you	94.03	98.13
Extent to which our staff eased your entry into the medical	93.87	97.02
Appropriateness of Emergency Medical Transportation treatment	93.67	95.83
Extent to which the services received were worth the fees	89.93	93.38
Overall rating of the care provided by our Emergency Medical	94.02	96.95
Likelihood of recommending this ambulance service to others	94.04	97.02
<b>Number of Survey Responses</b>	433	55