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Patient Experience Report

April 1, 2024 to April 30, 2024

Your Score

94.67

Your Patients in this Report

449

Total Patients in this Report

6,606

Total EMS Organizations

231





Executive Summary

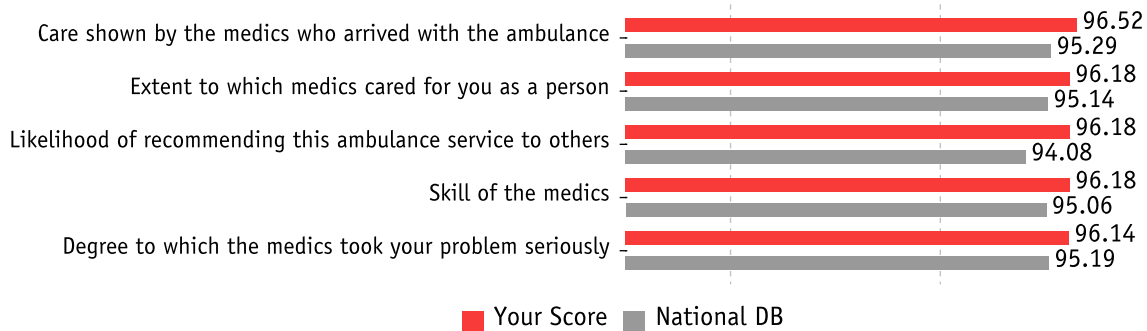
Your overall score for the time period selected is **94.67**. This is a difference of **0.77** from your previous period's score of **93.90**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **81.99%**.

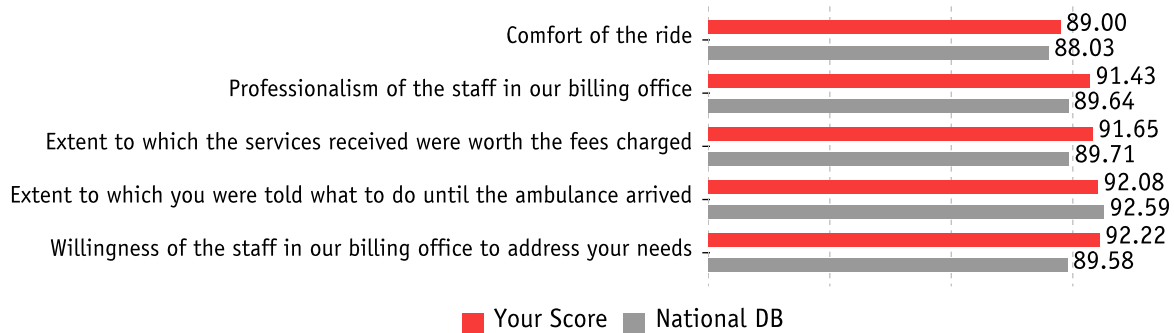
In addition, your rolling 12- month score of **93.92** is a difference of **0.15** from the national database score of **93.77**.

When compared to all organizations in the national database, your score of **93.92** is ranked **34th** and **4th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

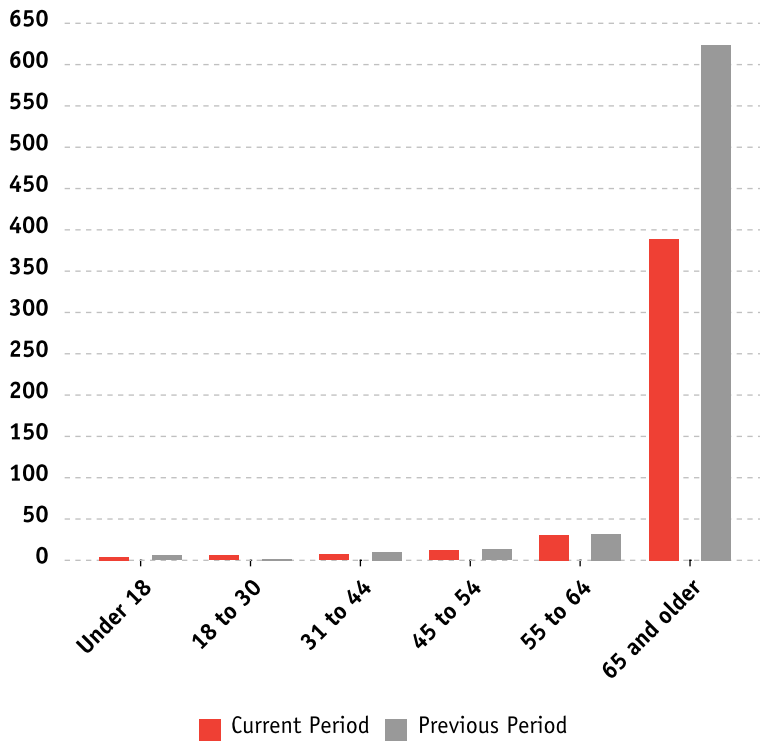




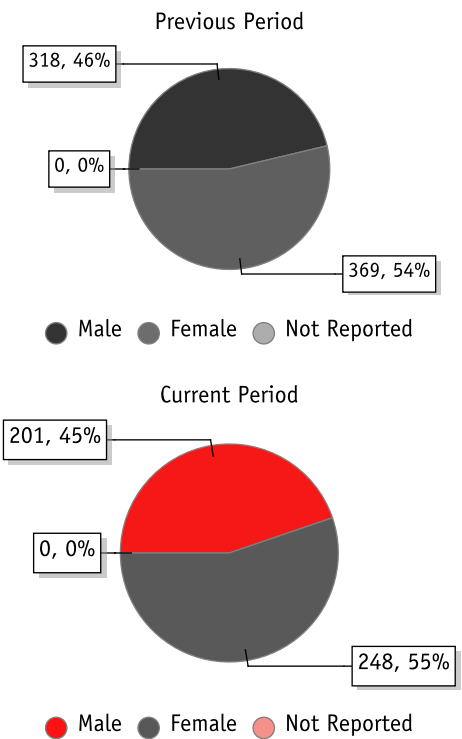
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period		Not Reported	Total	Current Period		Not Reported
		Male	Female			Male	Female	
Under 18	6	2	4	0	4	2	2	0
18 to 30	2	2	0	0	6	4	2	0
31 to 44	10	7	3	0	7	4	3	0
45 to 54	13	4	9	0	12	5	7	0
55 to 64	32	14	18	0	31	17	14	0
65 and older	624	289	335	0	389	169	220	0
Total	687	318	369	0	449	201	248	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	93.89	94.26	-0.37	93.94
Concern shown by the person you called for ambulance service	93.89	94.42	-0.53	93.66
Extent to which you were told what to do until the ambulance arrived	92.08	92.59	-0.51	92.59

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	93.91	94.35	-0.44	92.99
Cleanliness of the ambulance	95.45	95.74	-0.29	95.30
Comfort of the ride	89.00	87.62	1.38	88.03
Skill of the person driving the ambulance	95.78	94.38	1.40	94.62

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	96.52	95.71	0.81	95.29
Degree to which the medics took your problem seriously	96.14	95.64	0.50	95.19
Degree to which the medics listened to you and/or your family	96.11	95.40	0.71	94.86
Skill of the medics	96.18	95.43	0.75	95.06
Extent to which the medics kept you informed about your treatment	94.87	93.71	1.16	93.65
Extent to which medics included you in the treatment decisions (if applicable)	94.11	94.45	-0.34	93.31
Degree to which the medics relieved your pain or discomfort	93.10	92.53	0.57	91.48
Medics' concern for your privacy	95.10	93.93	1.17	94.15
Extent to which medics cared for you as a person	96.18	95.38	0.80	95.14

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	91.43	88.85	2.58	89.64
Willingness of the staff in our billing office to address your needs	92.22	88.47	3.75	89.58



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	96.03	94.69	1.34	94.30
Extent to which our staff eased your entry into the medical facility	96.03	94.72	1.31	94.42
Appropriateness of Emergency Medical Transportation treatment	96.01	94.50	1.51	94.45
Extent to which the services received were worth the fees charged	91.65	89.87	1.78	89.71
Overall rating of the care provided by our Emergency Medical Transportation	95.84	95.12	0.72	94.34
Likelihood of recommending this ambulance service to others	96.18	94.48	1.70	94.08



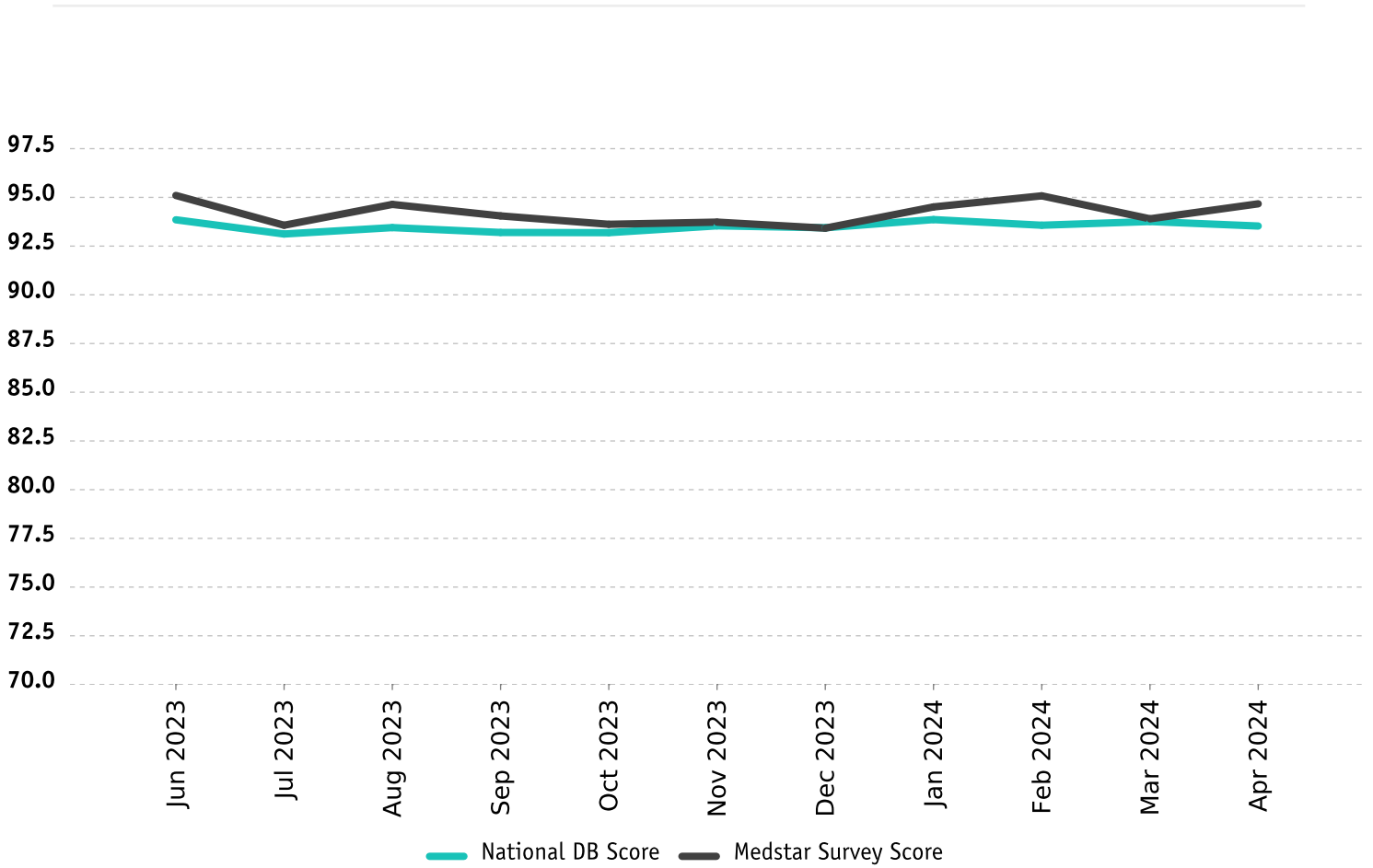
Monthly Breakdown

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

	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024
Helpfulness of the person you called for ambulance service	93.09	95.27	94.43	94.27	93.66	93.23	93.24	94.24	93.32	95.33	94.26	93.89
Concern shown by the person you called for ambulance service	92.92	95.05	94.37	94.53	94.19	94.04	93.82	94.27	93.92	95.38	94.42	93.89
Extent to which you were told what to do until the ambulance arrived	91.19	93.58	91.94	92.54	92.10	91.91	92.10	91.82	92.78	94.48	92.59	92.08
Extent to which the ambulance arrived in a timely manner	92.38	95.69	93.55	94.21	92.69	93.48	92.54	93.89	94.09	93.69	94.35	93.91
Cleanliness of the ambulance	94.08	96.17	94.69	96.40	94.51	95.39	95.25	95.85	95.35	94.38	95.74	95.45
Comfort of the ride	88.51	91.78	86.80	88.07	89.75	87.31	89.41	87.27	89.26	87.52	87.62	89.00
Skill of the person driving the ambulance	93.79	96.44	94.29	95.49	94.62	94.87	95.16	95.02	94.98	95.95	94.38	95.78
Care shown by the medics who arrived with the ambulance	94.86	96.45	95.39	96.20	94.86	94.98	94.98	95.19	96.05	97.00	95.71	96.52
Degree to which the medics took your problem seriously	94.81	96.19	95.27	96.72	95.48	95.26	95.28	95.73	96.14	96.52	95.64	96.14
Degree to which the medics listened to you and/or your family	94.47	95.83	95.31	95.95	95.07	94.91	95.46	96.00	95.62	96.69	95.40	96.11
Skill of the medics	94.97	96.06	94.92	96.09	94.84	94.96	96.11	95.02	96.00	95.85	95.43	96.18
Extent to which the medics kept you informed about your treatment	92.86	94.76	93.18	95.54	94.34	93.36	94.23	93.45	95.21	95.18	93.71	94.87
Extent to which medics included you in the treatment decisions (if	92.47	95.37	93.35	95.08	94.45	93.71	93.01	92.58	94.69	95.50	94.45	94.11
Degree to which the medics relieved your pain or discomfort	91.67	92.89	91.83	92.87	93.44	91.51	92.70	90.86	93.59	93.98	92.53	93.10
Medics' concern for your privacy	93.43	95.10	95.10	95.76	94.92	94.56	93.85	93.03	95.18	95.80	93.93	95.10
Extent to which medics cared for you as a person	94.87	95.93	95.10	96.48	95.85	94.92	95.43	94.91	96.06	96.53	95.38	96.18
Professionalism of the staff in our billing office	90.49	92.86	89.12	90.57	91.04	91.17	90.38	89.40	92.42	92.34	88.85	91.43
Willingness of the staff in our billing office to address your needs	89.94	92.86	89.19	90.38	92.40	90.47	88.68	88.51	92.52	92.55	88.47	92.22
How well did our staff work together to care for you	92.94	95.32	94.45	95.26	94.36	94.17	93.90	94.08	95.96	95.60	94.69	96.03
Extent to which our staff eased your entry into the medical facility	93.05	95.42	94.69	96.20	95.78	94.88	94.40	94.41	96.13	96.86	94.72	96.03
Appropriateness of Emergency Medical Transportation treatment	93.27	95.41	94.36	95.86	95.09	94.64	93.97	93.91	95.44	96.60	94.50	96.01
Extent to which the services received were worth the fees charged	89.42	93.16	90.09	90.37	90.68	90.17	91.18	87.65	89.75	92.21	89.87	91.65
Overall rating of the care provided by our Emergency Medical Transportation	93.18	95.67	94.34	95.22	95.08	94.74	94.64	94.15	95.59	96.29	95.12	95.84
Likelihood of recommending this ambulance service to others	92.84	95.69	94.23	94.94	94.74	93.80	93.26	93.51	94.59	96.22	94.48	96.18
Overall Score	92.91	95.10	93.57	94.64	94.05	93.62	93.73	93.42	94.51	95.08	93.90	94.67
Respondents	421	330	471	518	394	464	244	293	368	301	687	449



Monthly Overall Survey Score





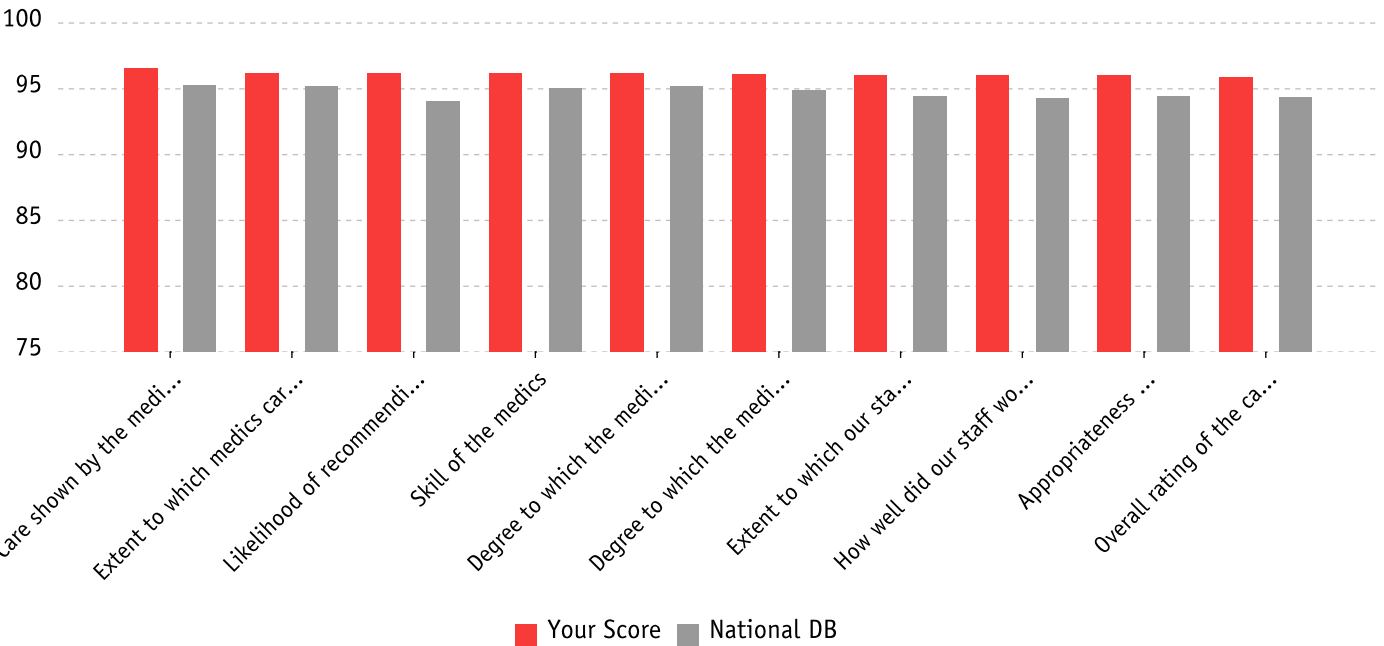
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Willingness of the staff in our billing office to address your needs	92.22	88.47	3.75	89.58
Professionalism of the staff in our billing office	91.43	88.85	2.58	89.64
Extent to which the services received were worth the fees charged	91.65	89.87	1.78	89.71
Likelihood of recommending this ambulance service to others	96.18	94.48	1.70	94.08
Appropriateness of Emergency Medical Transportation treatment	96.01	94.50	1.51	94.45
Skill of the person driving the ambulance	95.78	94.38	1.40	94.62
Comfort of the ride	89.00	87.62	1.38	88.03
How well did our staff work together to care for you	96.03	94.69	1.34	94.30
Extent to which our staff eased your entry into the medical facility	96.03	94.72	1.31	94.42
Medics' concern for your privacy	95.10	93.93	1.17	94.15
Decreases	Current	Previous	(+/-)	National DB
Concern shown by the person you called for ambulance service	93.89	94.42	-0.53	93.66
Extent to which you were told what to do until the ambulance arrived	92.08	92.59	-0.51	92.59
Extent to which the ambulance arrived in a timely manner	93.91	94.35	-0.44	92.99
Helpfulness of the person you called for ambulance service	93.89	94.26	-0.37	93.94
Extent to which medics included you in the treatment decisions (if applicable)	94.11	94.45	-0.34	93.31
Cleanliness of the ambulance	95.45	95.74	-0.29	95.30



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	96.52	1.23	95.29
Extent to which medics cared for you as a person	96.18	1.04	95.14
Likelihood of recommending this ambulance service to others	96.18	2.10	94.08
Skill of the medics	96.18	1.12	95.06
Degree to which the medics took your problem seriously	96.14	0.95	95.19
Degree to which the medics listened to you and/or your family	96.11	1.25	94.86
Extent to which our staff eased your entry into the medical facility	96.03	1.61	94.42
How well did our staff work together to care for you	96.03	1.73	94.30
Appropriateness of Emergency Medical Transportation treatment	96.01	1.56	94.45
Overall rating of the care provided by our Emergency Medical Transportation service	95.84	1.50	94.34





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
Extent to which medics included you in the treatment decisions (if applicable)	94.11	.874608762
How well did our staff work together to care for you	96.03	.8482059
Degree to which the medics listened to you and/or your family	96.11	.842782147
Medics' concern for your privacy	95.10	.832979083
Degree to which the medics took your problem seriously	96.14	.827001051
Extent to which medics cared for you as a person	96.18	.823957007
Appropriateness of Emergency Medical Transportation treatment	96.01	.823109328
Extent to which the medics kept you informed about your treatment	94.87	.814904075
Skill of the medics	96.18	.80771576
Care shown by the medics who arrived with the ambulance	96.52	.806760112
Extent to which our staff eased your entry into the medical facility	96.03	.780457863
Skill of the person driving the ambulance	95.78	.774196865
Degree to which the medics relieved your pain or discomfort	93.10	.771207433
Cleanliness of the ambulance	95.45	.768980623
Extent to which the services received were worth the fees charged	91.65	.759176426
Willingness of the staff in our billing office to address your needs	92.22	.756955079
Helpfulness of the person you called for ambulance service	93.89	.743842462
Concern shown by the person you called for ambulance service	93.89	.738509423
Professionalism of the staff in our billing office	91.43	.721183908
Extent to which the ambulance arrived in a timely manner	93.91	.658380465
Extent to which you were told what to do until the ambulance arrived	92.08	.627675242
Comfort of the ride	89.00	.579648731



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	93.89	93.09	92.38	93.43	0	93.84	93.55
Concern shown by the person you called for ambulance service	93.89	93.39	92.65	93.40	0	93.80	93.23
Extent to which you were told what to do until the ambulance	92.08	93.45	92.04	92.01	0	92.56	92.22
Extent to which the ambulance arrived in a timely manner	93.91	89.98	92.09	88.95	0	91.61	92.50
Cleanliness of the ambulance	95.45	94.25	94.53	93.27	0	94.97	95.62
Comfort of the ride	89.00	85.48	86.49	83.48	0	88.93	87.43
Skill of the person driving the ambulance	95.78	93.89	94.13	92.74	0	94.70	94.54
Care shown by the medics who arrived with the ambulance	96.52	93.83	94.80	93.11	0	94.38	94.24
Degree to which the medics took your problem seriously	96.14	93.64	94.87	93.23	0	94.04	93.53
Degree to which the medics listened to you and/or your family	96.11	94.78	94.51	92.70	0	94.08	93.00
Skill of the medics	96.18	93.68	94.17	92.71	0	94.75	94.05
Extent to which the medics kept you informed about your	94.87	92.65	92.11	90.53	0	93.20	93.21
Extent to which medics included you in the treatment decisions (if	94.11	92.09	92.32	89.97	0	92.73	92.55
Degree to which the medics relieved your pain or discomfort	93.10	91.00	91.74	87.37	0	92.44	92.29
Medics' concern for your privacy	95.10	92.99	93.59	91.78	0	94.54	93.51
Extent to which medics cared for you as a person	96.18	94.44	94.58	93.04	0	95.70	92.64
Professionalism of the staff in our billing office	91.43	89.62	89.58	86.37	0	90.54	91.11
Willingness of the staff in our billing office to address your needs	92.22	88.36	88.92	86.62	0	90.00	90.59
How well did our staff work together to care for you	96.03	93.60	93.78	92.23	0	93.37	93.62
Extent to which our staff eased your entry into the medical facility	96.03	91.89	94.18	91.80	0	94.37	92.74
Appropriateness of Emergency Medical Transportation treatment	96.01	93.92	94.27	91.73	0	94.01	91.81
Extent to which the services received were worth the fees charged	91.65	90.36	91.44	86.02	0	90.98	87.54
Overall rating of the care provided by our Emergency Medical	95.84	93.20	94.40	91.99	0	94.44	92.65
Likelihood of recommending this ambulance service to others	96.18	92.75	94.23	91.55	0	93.93	92.83
Overall score	94.67	92.47	93.03	91.09		93.42	92.65



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Michigan	MHR	CAAS
Helpfulness of the person you called for ambulance service	93.89	93.94	93.82	93.49	93.34	93.59
Concern shown by the person you called for ambulance service	93.89	93.66	93.50	93.55	93.41	93.47
Extent to which you were told what to do until the ambulance	92.08	92.59	92.51	92.20	92.23	92.32
Extent to which the ambulance arrived in a timely manner	93.91	92.99	92.22	91.44	91.09	92.26
Cleanliness of the ambulance	95.45	95.30	94.96	94.36	94.29	94.97
Comfort of the ride	89.00	88.03	87.25	86.45	86.09	87.22
Skill of the person driving the ambulance	95.78	94.62	94.29	94.22	94.04	94.33
Care shown by the medics who arrived with the ambulance	96.52	95.29	94.72	94.66	94.44	94.87
Degree to which the medics took your problem seriously	96.14	95.19	94.51	94.61	94.36	94.72
Degree to which the medics listened to you and/or your family	96.11	94.86	94.38	94.33	94.20	94.46
Skill of the medics	96.18	95.06	94.57	94.25	94.11	94.60
Extent to which the medics kept you informed about your	94.87	93.65	93.00	92.67	92.33	93.04
Extent to which medics included you in the treatment decisions	94.11	93.31	92.65	92.29	91.88	92.65
Degree to which the medics relieved your pain or discomfort	93.10	91.48	90.76	90.69	90.43	90.86
Medics' concern for your privacy	95.10	94.15	93.68	93.52	93.30	93.58
Extent to which medics cared for you as a person	96.18	95.14	94.61	94.59	94.48	94.64
Professionalism of the staff in our billing office	91.43	89.64	89.37	89.19	88.87	89.19
Willingness of the staff in our billing office to address your	92.22	89.58	89.43	89.18	88.84	89.13
How well did our staff work together to care for you	96.03	94.30	93.83	93.77	93.69	93.80
Extent to which our staff eased your entry into the medical	96.03	94.42	94.11	93.71	93.56	93.84
Appropriateness of Emergency Medical Transportation treatment	96.01	94.45	94.04	93.86	93.70	93.79
Extent to which the services received were worth the fees	91.65	89.71	89.32	89.48	89.36	89.13
Overall rating of the care provided by our Emergency Medical	95.84	94.34	93.95	93.88	93.74	93.92
Likelihood of recommending this ambulance service to others	96.18	94.08	93.73	93.77	93.53	93.62
Overall Score	94.67	93.32	92.88	92.67	92.47	92.83



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		231	57	29	7	47
Minimum Score	16	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	93.92	93.77	92.75	92.81	92.72	93.13
Your Percentile		60th	89th	N/A	100th	79th
Your Rank		34	4	N/A	1	7

- 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	92.74	92.49
Dispatch	92.35	92.35
Helpfulness of the person you called for ambulance service	93.16	92.98
Concern shown by the person you called for ambulance service	92.99	92.74
Extent to which you were told what to do until the ambulance	90.91	91.33
Ambulance	92.38	92.11
Extent to which the ambulance arrived in a timely manner	93.07	92.29
Cleanliness of the ambulance	94.28	94.56
Comfort of the ride	88.06	87.70
Skill of the person driving the ambulance	94.12	93.88
Medic	93.65	93.43
Care shown by the medics who arrived with the ambulance	94.70	94.44
Degree to which the medics took your problem seriously	94.67	94.35
Degree to which the medics listened to you and/or your family	94.30	94.04
Skill of the medics	94.51	94.45
Extent to which the medics kept you informed about your treatment	92.83	92.68
Extent to which medics included you in the treatment decisions (if	92.58	92.44
Degree to which the medics relieved your pain or discomfort	91.23	90.75
Medics' concern for your privacy	93.48	93.43
Extent to which medics cared for you as a person	94.55	94.31
Billing Office Staff	89.46	88.82


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.74	92.49
Billing Office Staff	89.46	88.82
Professionalism of the staff in our billing office	89.42	88.81
Willingness of the staff in our billing office to address your needs	89.49	88.82
Overall Experience	92.91	92.61
How well did our staff work together to care for you	93.67	93.55
Extent to which our staff eased your entry into the medical facility	93.96	93.69
Appropriateness of Emergency Medical Transportation treatment	93.68	93.49
Extent to which the services received were worth the fees charged	88.81	88.03
Overall rating of the care provided by our Emergency Medical	93.85	93.64
Likelihood of recommending this ambulance service to others	93.47	93.26



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	37	29	119	1375	7102	81.99%	79.59%
Dispatch	3	2	18	237	827	76.08%	78.63%
Helpfulness of the person you called for ambulance service	1	0	3	81	287	77.15%	80.21%
Concern shown by the person you called for ambulance service	0	1	5	77	285	77.45%	79.16%
Extent to which you were told what to do until the ambulance arrived	2	1	10	79	255	73.49%	76.51%
Ambulance	4	8	50	282	1289	78.93%	77.51%
Extent to which the ambulance arrived in a timely manner	0	2	11	76	338	79.16%	78.22%
Cleanliness of the ambulance	1	0	4	61	335	83.54%	83.30%
Comfort of the ride	3	5	31	88	275	68.41%	66.38%
Skill of the person driving the ambulance	0	1	4	57	341	84.62%	82.12%
Medic	15	15	19	474	2860	84.54%	82.77%
Care shown by the medics who arrived with the ambulance	2	1	1	43	355	88.31%	85.56%
Degree to which the medics took your problem seriously	2	2	1	46	350	87.28%	85.93%
Degree to which the medics listened to you and/or your family	2	2	0	48	346	86.93%	84.91%
Skill of the medics	1	1	2	49	339	86.48%	84.56%
Extent to which the medics kept you informed about your treatment	1	1	5	60	308	82.13%	80.70%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	37	29	119	1375	7102	81.99%	79.59%
Extent to which medics included you in the treatment decisions (if applicable)	2	1	2	60	253	79.56%	80.23%
Degree to which the medics relieved your pain or discomfort	2	3	5	65	258	77.48%	76.05%
Medics' concern for your privacy	1	3	2	56	310	83.33%	81.50%
Extent to which medics cared for you as a person	2	1	1	47	341	86.99%	85.46%
Billing Office Staff	1	1	5	95	240	70.18%	67.33%
Professionalism of the staff in our billing office	0	1	3	51	120	68.57%	67.19%
Willingness of the staff in our billing office to address your needs	1	0	2	44	120	71.86%	67.46%
Overall Experience	14	3	27	287	1886	85.07%	80.78%
How well did our staff work together to care for you	1	1	2	50	330	85.94%	81.87%
Extent to which our staff eased your entry into the medical facility	1	0	3	51	329	85.68%	82.20%
Appropriateness of Emergency Medical Transportation treatment	2	0	3	46	324	86.40%	82.54%
Extent to which the services received were worth the fees charged	4	1	13	55	226	75.59%	71.90%
Overall rating of the care provided by our Emergency Medical Transportation service	3	1	2	46	338	86.67%	83.24%
Likelihood of recommending this ambulance service to others	3	0	4	39	339	88.05%	82.91%



Monthly Division Comparison

	Overall Company	Clinton
Total Score	94.49	96.04
Helpfulness of the person you called for ambulance service	93.89	94.79
Concern shown by the person you called for ambulance service	93.89	95.31
Extent to which you were told what to do until the ambulance	92.08	93.48
Extent to which the ambulance arrived in a timely manner	93.91	98.21
Cleanliness of the ambulance	95.45	97.69
Comfort of the ride	89.00	91.84
Skill of the person driving the ambulance	95.78	98.56
Care shown by the medics who arrived with the ambulance	96.52	96.23
Degree to which the medics took your problem seriously	96.14	96.70
Degree to which the medics listened to you and/or your family	96.11	96.23
Skill of the medics	96.18	95.28
Extent to which the medics kept you informed about your	94.87	95.00
Extent to which medics included you in the treatment decisions	94.11	95.21
Degree to which the medics relieved your pain or discomfort	93.10	93.09
Medics' concern for your privacy	95.10	96.88
Extent to which medics cared for you as a person	96.18	96.70
Number of Survey Responses	449	57



Monthly Division Comparison

	Overall Company	Clinton
Total Score	94.49	96.04
Professionalism of the staff in our billing office	91.43	96.59
Willingness of the staff in our billing office to address your	92.22	97.37
How well did our staff work together to care for you	96.03	95.28
Extent to which our staff eased your entry into the medical	96.03	97.60
Appropriateness of Emergency Medical Transportation treatment	96.01	96.81
Extent to which the services received were worth the fees	91.65	94.90
Overall rating of the care provided by our Emergency Medical	95.84	97.06
Likelihood of recommending this ambulance service to others	96.18	98.04
Number of Survey Responses	449	57