

# San Marcos Hays County EMS

San Marcos, TX

Client 6585



1515 Center Street  
Lansing, Mi 48096  
1 (877) 583-3100  
service@EMSSurveyTeam.com  
www.EMSSurveyTeam.com

## EMS System Report

October 1, 2018 to December 31, 2018

Your Score

**93.39**

Number of Your Patients in this Report

**205**

Number of Patients in this Report

**20,155**

Number of Transport Services in All EMS DB

**150**





## Executive Summary

This report contains data from **205 San Marcos Hays County EMS** patients who returned a questionnaire between **10/01/2018** and **12/31/2018**.

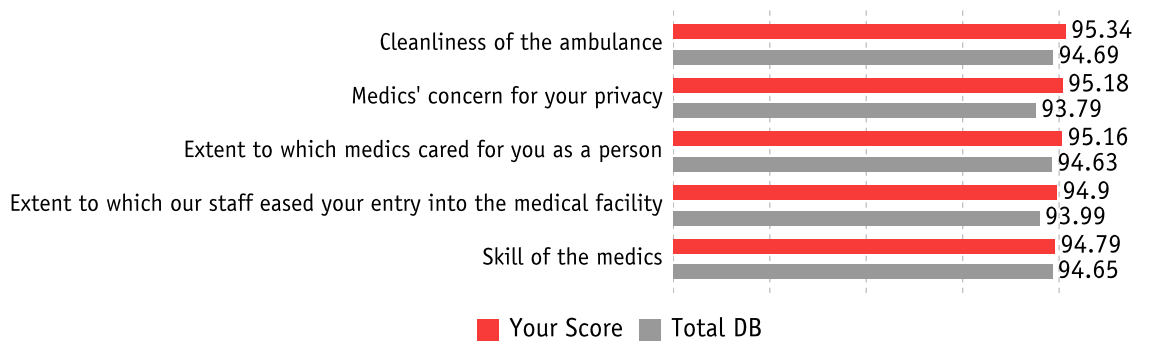
The overall mean score for the standard questions was **93.39**; this is a difference of **0.38** points from the overall EMS database score of **93.01**.

The current score of **93.39** is a change of **-0.05** points from last period's score of **93.44**. This was the **43rd** highest overall score for all companies in the database.

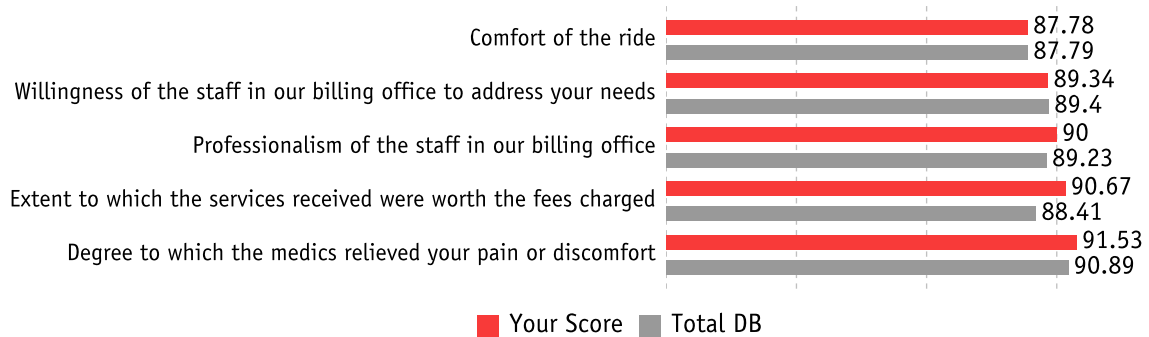
You are ranked **25th** for comparably sized companies in the system.

**80.03%** of responses to standard questions had a rating of Very Good, the highest rating. **98.26%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

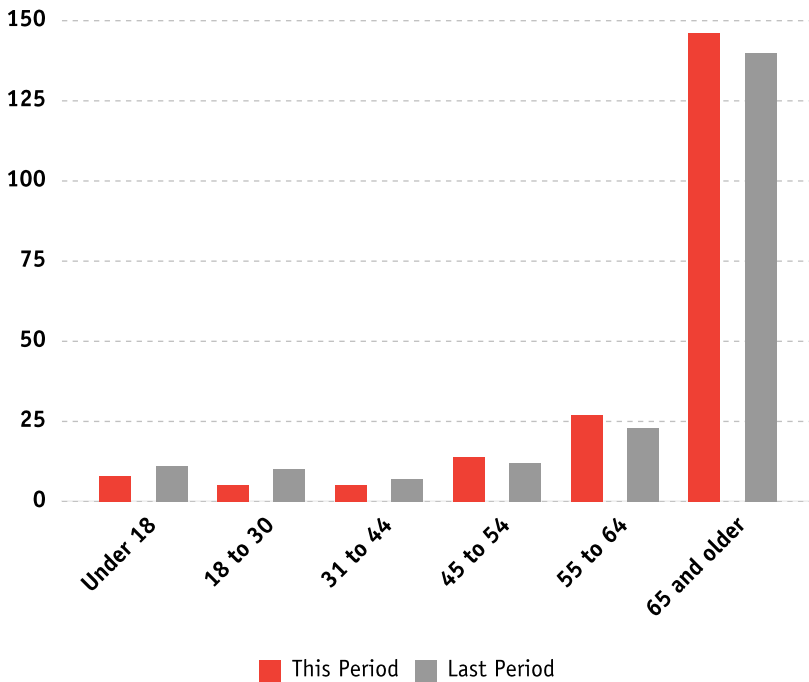




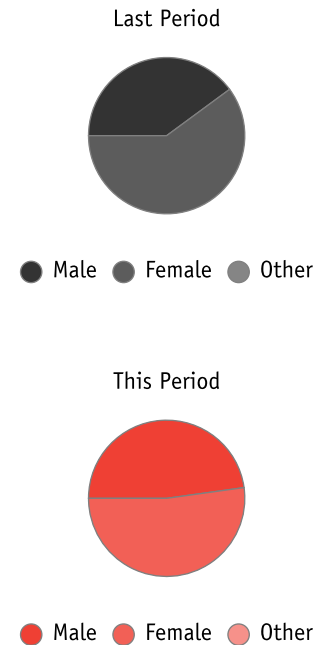
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	11	3	8	0	8	4	4	0
18 to 30	10	4	6	0	5	3	2	0
31 to 44	7	3	4	0	5	3	2	0
45 to 54	12	5	7	0	14	6	8	0
55 to 64	23	8	15	0	27	16	11	0
65 and older	140	58	82	0	146	66	80	0
<b>Total</b>	<b>203</b>	<b>81</b>	<b>122</b>	<b>0</b>	<b>205</b>	<b>98</b>	<b>107</b>	<b>0</b>

### Age Ranges



### Gender





### Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference from the database score.

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 Section Score





### Ambulance Analysis

This report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

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 Section Score**





### Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

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 Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



### Overall Section Score





### Billing Staff Assessment Analysis

This report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

#### Professionalism of the staff in our billing office



#### Willingness of the staff in our billing office to address your needs



#### Overall Section Score







### Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

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 Section Score





### Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

#### Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	92.78	0.08	92.86	93.01
Concern shown by the person you called for ambulance service	93.23	0.96	94.19	92.92
Extent to which you were told what to do until the ambulance arrived	90.89	3.12	94.01	91.71

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	90.84	2.08	92.92	92.40
Cleanliness of the ambulance	95.58	-0.24	95.34	94.69
Comfort of the ride	92.08	-4.30	87.78	87.79
Skill of the person driving the ambulance	94.38	-0.29	94.09	94.06

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.31	-1.02	94.29	94.68
Degree to which the medics took your problem seriously	94.76	-0.47	94.29	94.62
Degree to which the medics listened to you and/or your family	94.87	-0.30	94.57	94.29
Skill of the medics	95.11	-0.32	94.79	94.65
Extent to which the medics kept you informed about your treatment	93.61	-1.74	91.87	93.10
Extent to which medics included you in the treatment decisions (if applicable)	93.75	-1.00	92.75	92.69
Degree to which the medics relieved your pain or discomfort	90.66	0.87	91.53	90.89
Medics' concern for your privacy	94.02	1.16	95.18	93.79
Extent to which medics cared for you as a person	95.84	-0.68	95.16	94.63

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	87.24	2.76	90.00	89.23
Willingness of the staff in our billing office to address your needs	86.74	2.60	89.34	89.40



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	94.11	0.63	94.74	93.83
Extent to which our staff eased your entry into the medical facility	94.94	-0.04	94.90	93.99
Appropriateness of Emergency Medical Transportation treatment	94.53	-1.14	93.39	93.73
Extent to which the services received were worth the fees charged	90.54	0.13	90.67	88.41
Overall rating of the care provided by our Emergency Medical Transportation	94.70	-0.81	93.89	93.88
Likelihood of recommending this ambulance service to others	94.35	-1.66	92.69	93.54



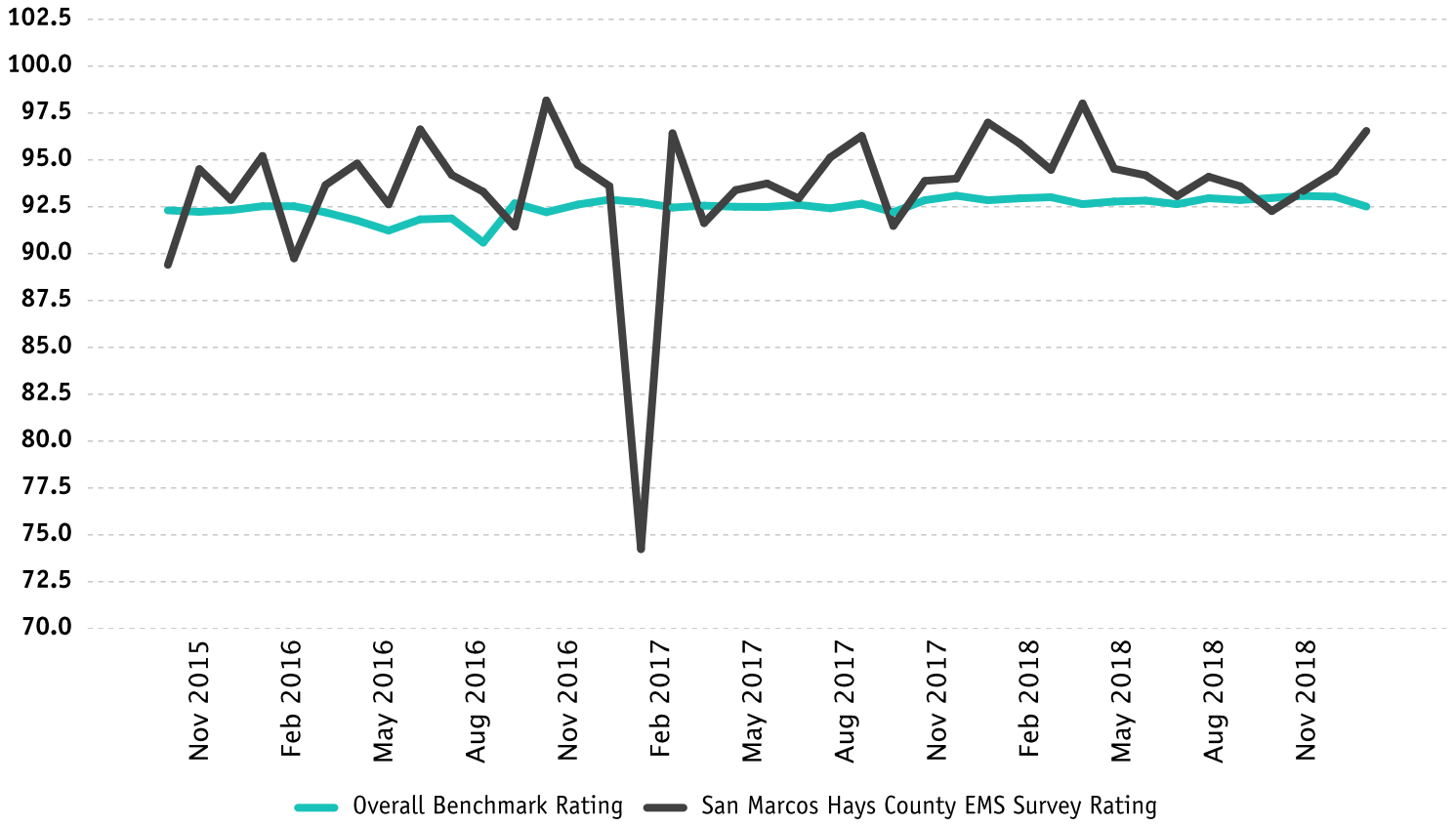
## Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
Helpfulness of the person you called for ambulance service	93.38	97.12	96.79	93.58	98.68	94.51	91.02	91.59	95.33	92.39	90.27	94.14	92.92
Concern shown by the person you called for ambulance service	92.91	95.19	96.79	93.24	98.61	95.83	91.67	92.46	95.65	91.67	93.29	94.38	94.61
Extent to which you were told what to do until the ambulance	93.36	91.00	95.78	92.96	100.00	95.83	91.15	89.68	93.05	91.67	92.68	94.48	94.39
Extent to which the ambulance arrived in a timely manner	90.61	96.00	95.83	95.31	97.37	93.16	92.92	90.67	91.98	89.29	92.73	93.97	91.53
Cleanliness of the ambulance	96.03	98.96	97.29	96.62	96.67	96.67	96.08	95.70	96.88	92.39	94.87	94.93	96.35
Comfort of the ride	92.21	96.59	92.42	92.86	90.00	90.70	90.20	92.78	92.19	89.13	90.54	84.65	90.14
Skill of the person driving the ambulance	93.75	95.65	95.64	95.36	100.00	93.60	95.59	94.94	94.27	92.39	92.10	94.50	95.35
Care shown by the medics who arrived with the ambulance	95.58	97.12	96.44	94.69	98.75	95.50	95.61	95.35	95.59	94.64	93.20	94.16	95.37
Degree to which the medics took your problem seriously	95.90	98.08	97.00	95.99	100.00	96.43	95.54	94.13	96.08	94.64	93.20	94.46	94.93
Degree to which the medics listened to you and/or your family	95.90	99.04	97.00	95.37	100.00	95.92	95.54	94.86	95.00	94.64	93.77	95.07	94.46
Skill of the medics	95.94	98.08	96.91	95.00	100.00	94.79	94.55	94.70	96.28	94.64	93.63	94.70	95.85
Extent to which the medics kept you informed about your	94.68	98.00	96.66	93.35	97.37	94.44	94.44	93.43	93.37	94.64	92.71	91.25	92.13
Extent to which medics included you in the treatment decisions	94.71	98.68	96.35	93.84	98.61	94.08	95.83	94.48	91.46	95.45	91.21	92.87	93.63
Degree to which the medics relieved your pain or discomfort	94.66	96.43	95.35	90.01	89.13	94.89	93.25	89.34	90.98	94.23	91.92	90.87	92.21
Medics' concern for your privacy	92.65	98.86	96.81	94.23	94.79	95.74	95.83	93.14	95.41	94.44	93.90	95.61	95.59
Extent to which medics cared for you as a person	96.07	98.08	97.83	94.69	100.00	95.21	95.18	95.37	96.43	96.43	95.73	94.49	95.69
Professionalism of the staff in our billing office	88.71	93.75	90.66	93.75	97.22	90.74	89.33	86.54	86.45	93.75	83.33	89.71	94.74
Willingness of the staff in our billing office to address your	91.07	93.75	95.16	94.12	96.88	90.74	89.33	86.21	85.32	93.75	84.09	87.50	95.83
How well did our staff work together to care for you	95.28	98.08	95.90	95.33	98.68	95.31	95.75	93.88	94.27	94.64	92.64	95.07	96.08
Extent to which our staff eased your entry into the medical	95.58	100.00	97.18	96.54	98.21	95.35	97.45	94.54	96.11	94.23	93.75	95.36	95.12
Appropriateness of Emergency Medical Transportation treatment	95.22	97.62	95.07	95.83	98.33	96.02	96.43	94.54	94.02	95.37	91.00	93.32	95.45
Extent to which the services received were worth the fees	86.80	91.18	91.07	91.52	100.00	90.00	90.38	89.45	92.11	91.30	85.62	91.25	93.27
Overall rating of the care provided by our Emergency Medical	93.49	98.00	95.35	95.77	100.00	95.35	94.71	94.23	95.31	95.19	92.33	93.60	95.52
Likelihood of recommending this ambulance service to others	94.13	97.00	94.53	96.05	100.00	93.62	95.28	94.10	95.21	93.75	90.41	92.30	95.02
Your Master Score	94.00	96.99	95.88	94.47	98.01	94.53	94.18	93.07	94.10	93.59	92.27	93.34	94.38
Your Total Responses	85	29	97	87	20	56	61	116	55	32	51	91	63



### Monthly tracking of Overall Survey Score





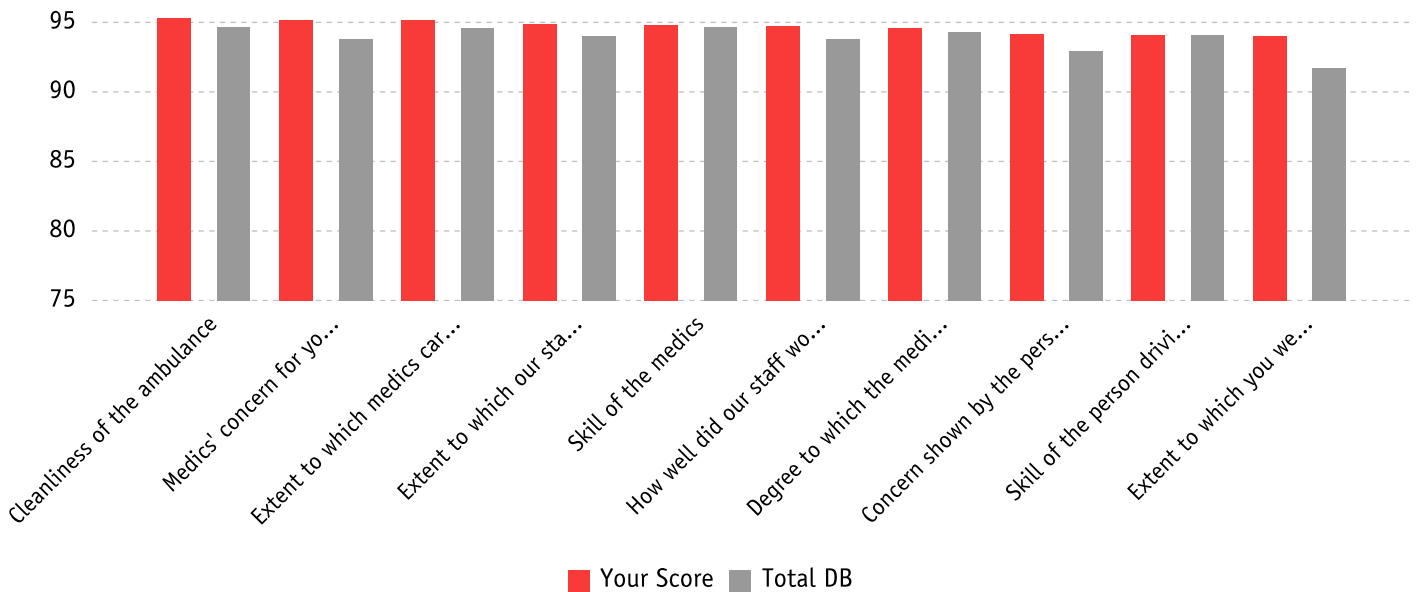
### Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Extent to which you were told what to do until the ambulance arrived	90.89	94.01	3.12	91.71
Professionalism of the staff in our billing office	87.24	90.00	2.76	89.23
Willingness of the staff in our billing office to address your needs	86.74	89.34	2.60	89.40
Extent to which the ambulance arrived in a timely manner	90.84	92.92	2.08	92.40
Medics' concern for your privacy	94.02	95.18	1.16	93.79
Concern shown by the person you called for ambulance service	93.23	94.19	0.96	92.92
Degree to which the medics relieved your pain or discomfort	90.66	91.53	0.87	90.89
How well did our staff work together to care for you	94.11	94.74	0.63	93.83
Extent to which the services received were worth the fees charged	90.54	90.67	0.13	88.41
Helpfulness of the person you called for ambulance service	92.78	92.86	0.08	93.01
<b>Decreases</b>				
Comfort of the ride	92.08	87.78	-4.30	87.79
Extent to which the medics kept you informed about your treatment	93.61	91.87	-1.74	93.10
Likelihood of recommending this ambulance service to others	94.35	92.69	-1.66	93.54
Appropriateness of Emergency Medical Transportation treatment	94.53	93.39	-1.14	93.73
Care shown by the medics who arrived with the ambulance	95.31	94.29	-1.02	94.68
Extent to which medics included you in the treatment decisions (if applicable)	93.75	92.75	-1.00	92.69
Overall rating of the care provided by our Emergency Medical Transportation service	94.70	93.89	-0.80	93.88
Extent to which medics cared for you as a person	95.84	95.16	-0.68	94.63
Degree to which the medics took your problem seriously	94.76	94.29	-0.47	94.62
Skill of the medics	95.11	94.79	-0.32	94.65



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	95.34	0.65	94.69
Medics' concern for your privacy	95.18	1.39	93.79
Extent to which medics cared for you as a person	95.16	0.53	94.63
Extent to which our staff eased your entry into the medical facility	94.90	0.90	93.99
Skill of the medics	94.79	0.15	94.65
How well did our staff work together to care for you	94.74	0.91	93.83
Degree to which the medics listened to you and/or your family	94.57	0.27	94.29
Concern shown by the person you called for ambulance service	94.19	1.27	92.92
Skill of the person driving the ambulance	94.09	0.03	94.06
Extent to which you were told what to do until the ambulance arrived	94.01	2.30	91.71





**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	94.29	.944116725
Degree to which the medics took your problem seriously	94.29	.934333703
Degree to which the medics listened to you and/or your family	94.57	.929206923
Extent to which medics cared for you as a person	95.16	.928113124
Extent to which medics included you in the treatment decisions (if applicable)	92.75	.926945538
Skill of the medics	94.79	.924433671
Extent to which the medics kept you informed about your treatment	91.87	.876170901
How well did our staff work together to care for you	94.74	.875875555
Appropriateness of Emergency Medical Transportation treatment	93.39	.875778343
Degree to which the medics relieved your pain or discomfort	91.53	.875522863
Medics' concern for your privacy	95.18	.869261452
Skill of the person driving the ambulance	94.09	.853497837
Extent to which you were told what to do until the ambulance arrived	94.01	.819751722
Concern shown by the person you called for ambulance service	94.19	.785645849
Extent to which our staff eased your entry into the medical facility	94.90	.779714722
Extent to which the services received were worth the fees charged	90.67	.775897398
Cleanliness of the ambulance	95.34	.753523282
Comfort of the ride	87.78	.736744947
Willingness of the staff in our billing office to address your needs	89.34	.660515133
Extent to which the ambulance arrived in a timely manner	92.92	.6586881
Helpfulness of the person you called for ambulance service	92.86	.628030513
Professionalism of the staff in our billing office	90.00	.622521143





**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>92.86</b>	91.68	93.58	97.41	94.75	94.35	92.86	
Concern shown by the person you called for ambulance service	<b>94.19</b>	91.02	92.24	95.54	93.37	96.30	92.02	
Extent to which you were told what to do until the ambulance	<b>94.01</b>	91.00	92.73	97.92	92.82	90.74	87.79	
Extent to which the ambulance arrived in a timely manner	<b>92.92</b>	89.13	94.19	97.14	95.83	96.62	89.34	
Cleanliness of the ambulance	<b>95.34</b>	95.00	96.92	98.33	95.48	96.43	90.95	
Comfort of the ride	<b>87.78</b>	85.24	91.34	97.50	91.15	93.18	87.28	
Skill of the person driving the ambulance	<b>94.09</b>	93.25	95.60	99.19	95.97	96.21	93.30	
Care shown by the medics who arrived with the ambulance	<b>94.29</b>	92.80	97.33	98.57	96.17	96.97	95.00	
Degree to which the medics took your problem seriously	<b>94.29</b>	93.03	96.22	98.53	96.17	97.73	96.43	
Degree to which the medics listened to you and/or your family	<b>94.57</b>	92.09	96.20	98.53	95.66	96.21	93.77	
Skill of the medics	<b>94.79</b>	92.86	97.67	98.48	96.61	96.21	95.09	
Extent to which the medics kept you informed about your	<b>91.87</b>	91.35	95.31	97.58	94.64	93.75	92.27	
Extent to which medics included you in the treatment decisions (if	<b>92.75</b>	93.60	95.73	96.88	94.87	93.18	87.76	
Degree to which the medics relieved your pain or discomfort	<b>91.53</b>	90.79	92.20	98.15	92.56	90.52	91.09	
Medics' concern for your privacy	<b>95.18</b>	95.36	93.80	97.50	94.54	94.17	93.40	
Extent to which medics cared for you as a person	<b>95.16</b>	94.19	96.58	100.00	96.54	95.31	94.64	
Professionalism of the staff in our billing office	<b>90.00</b>	85.82	89.58	93.75	87.50	85.00	81.82	
Willingness of the staff in our billing office to address your needs	<b>89.34</b>	83.74	86.71	93.18	89.81	86.67	79.69	
How well did our staff work together to care for you	<b>94.74</b>	92.53	95.83	100.00	96.84	96.21	93.98	
Extent to which our staff eased your entry into the medical facility	<b>94.90</b>	92.46	96.75	100.00	96.43	96.09	92.92	
Appropriateness of Emergency Medical Transportation treatment	<b>93.39</b>	92.01	97.54	100.00	96.70	95.16	91.69	
Extent to which the services received were worth the fees charged	<b>90.67</b>	86.50	92.20	93.04	93.36	90.00	81.04	
Overall rating of the care provided by our Emergency Medical	<b>93.89</b>	90.68	96.59	98.28	97.07	95.45	91.98	
Likelihood of recommending this ambulance service to others	<b>92.69</b>	91.43	95.46	100.00	96.67	94.70	90.40	
<b>Overall score</b>		93.39	91.50	94.94	98.04	95.06	94.56	91.10
<b>National Rank</b>		43	75	21	3	19	24	81
<b>Comparable Size (Small) Company Rank</b>		25	40	14	2	13	16	42



**Benchmark Comparison**

	<b>Your Company</b>	<b>Total DB</b>	<b>Similar Sized</b>	<b>Texas</b>
<b>Total Score</b>	<b>93.39</b>	93.01	92.9	94.24
Medics' concern for your privacy	95.18	93.79	93.99	95.43
Skill of the medics	94.79	94.65	94.91	95.58
Extent to which our staff eased your entry into the medical	94.90	93.99	94.31	95.37
Extent to which you were told what to do until the ambulance	94.01	91.71	91.99	93.93
Degree to which the medics relieved your pain or discomfort	91.53	90.89	91.16	92.99
Care shown by the medics who arrived with the ambulance	94.29	94.68	95.02	95.62
Professionalism of the staff in our billing office	90.00	89.23	88.44	90.85
Extent to which medics included you in the treatment decisions	92.75	92.69	92.97	94.29
How well did our staff work together to care for you	94.74	93.83	94.12	95.02
Extent to which medics cared for you as a person	95.16	94.63	94.93	95.62
Extent to which the services received were worth the fees	90.67	88.41	88.31	90.59
Skill of the person driving the ambulance	94.09	94.06	94.32	95.13
Concern shown by the person you called for ambulance service	94.19	92.92	93.09	94.36
Overall rating of the care provided by our Emergency Medical	93.89	93.88	94.11	95.07
Likelihood of recommending this ambulance service to others	92.69	93.54	93.66	94.68
Appropriateness of Emergency Medical Transportation treatment	93.39	93.73	94.00	94.93
Degree to which the medics took your problem seriously	94.29	94.62	94.78	95.60
Cleanliness of the ambulance	95.34	94.69	95.08	95.95
Willingness of the staff in our billing office to address your	89.34	89.40	88.43	91.46
Comfort of the ride	87.78	87.79	88.15	90.52
Extent to which the ambulance arrived in a timely manner	92.92	92.40	92.86	94.43
Helpfulness of the person you called for ambulance service	92.86	93.01	92.93	94.17
Extent to which the medics kept you informed about your	91.87	93.10	93.38	94.64
Degree to which the medics listened to you and/or your family	94.57	94.29	94.61	95.42
<b>Number of Surveys for the period</b>	<b>205</b>			



## 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>93.37</b>	<b>91.95</b>
<b>Dispatch</b>	<b>92.87</b>	<b>91.74</b>
Helpfulness of the person you called for ambulance service	92.92	92.43
Concern shown by the person you called for ambulance service	93.38	92.19
Extent to which you were told what to do until the ambulance	92.31	90.60
<b>Ambulance</b>	<b>93.17</b>	<b>91.51</b>
Extent to which the ambulance arrived in a timely manner	92.61	91.82
Cleanliness of the ambulance	95.18	94.06
Comfort of the ride	90.52	87.17
Skill of the person driving the ambulance	94.36	92.99
<b>Medic</b>	<b>94.46</b>	<b>92.94</b>
Care shown by the medics who arrived with the ambulance	95.27	93.97
Degree to which the medics took your problem seriously	95.30	93.88
Degree to which the medics listened to you and/or your family	95.12	93.59
Skill of the medics	95.26	93.99
Extent to which the medics kept you informed about your treatment	93.73	92.13
Extent to which medics included you in the treatment decisions (if	93.72	91.90
Degree to which the medics relieved your pain or discomfort	92.08	90.25
Medics' concern for your privacy	94.33	92.90
Extent to which medics cared for you as a person	95.37	93.84
<b>Billing Staff Assessment</b>	<b>88.94</b>	<b>88.36</b>


**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.37</b>	<b>91.95</b>
<b>Billing Staff Assessment</b>	<b>88.94</b>	<b>88.36</b>
Professionalism of the staff in our billing office	88.60	88.30
Willingness of the staff in our billing office to address your needs	89.28	88.41
<b>Overall Assessment</b>	<b>93.58</b>	<b>92.06</b>
How well did our staff work together to care for you	94.76	93.07
Extent to which our staff eased your entry into the medical facility	94.86	93.25
Appropriateness of Emergency Medical Transportation treatment	94.39	93.00
Extent to which the services received were worth the fees charged	88.95	87.15
Overall rating of the care provided by our Emergency Medical	94.42	93.15
Likelihood of recommending this ambulance service to others	94.10	92.77



### 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>43</b>	<b>22</b>	<b>70</b>	<b>611</b>	<b>2990</b>	<b>80.03%</b>	<b>77.23%</b>
<b>Dispatch</b>	<b>1</b>	<b>1</b>	<b>14</b>	<b>95</b>	<b>403</b>	<b>78.40%</b>	<b>75.74%</b>
Helpfulness of the person you called for ambulance service	1	0	5	36	133	76.00%	77.19%
Concern shown by the person you called for ambulance service	0	0	4	32	136	79.07%	76.28%
Extent to which you were told what to do until the ambulance arrived	0	1	5	27	134	80.24%	73.76%
<b>Ambulance</b>	<b>6</b>	<b>8</b>	<b>16</b>	<b>112</b>	<b>510</b>	<b>78.22%</b>	<b>75.43%</b>
Extent to which the ambulance arrived in a timely manner	1	1	7	34	151	77.84%	76.03%
Cleanliness of the ambulance	0	0	2	26	133	82.61%	80.86%
Comfort of the ride	3	7	4	30	101	69.66%	65.10%
Skill of the person driving the ambulance	2	0	3	22	125	82.24%	79.72%
<b>Medic</b>	<b>22</b>	<b>9</b>	<b>20</b>	<b>222</b>	<b>1260</b>	<b>82.19%</b>	<b>80.48%</b>
Care shown by the medics who arrived with the ambulance	3	1	1	24	150	83.80%	82.89%
Degree to which the medics took your problem seriously	3	1	1	24	150	83.80%	83.37%
Degree to which the medics listened to you and/or your family	3	1	1	22	152	84.92%	82.46%
Skill of the medics	3	1	1	20	152	85.88%	82.62%
Extent to which the medics kept you informed about your treatment	2	2	5	32	131	76.16%	78.41%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>43</b>	<b>22</b>	<b>70</b>	<b>611</b>	<b>2990</b>	<b>80.03%</b>	<b>77.23%</b>
Extent to which medics included you in the treatment decisions (if applicable)	2	1	4	26	122	78.71%	77.84%
Degree to which the medics relieved your pain or discomfort	4	0	5	27	120	76.92%	73.72%
Medics' concern for your privacy	0	1	1	27	137	82.53%	79.66%
Extent to which medics cared for you as a person	2	1	1	20	146	85.88%	83.37%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>44</b>	<b>78</b>	<b>61.90%</b>	<b>65.02%</b>
Professionalism of the staff in our billing office	0	0	2	22	41	63.08%	64.58%
Willingness of the staff in our billing office to address your needs	0	0	2	22	37	60.66%	65.47%
<b>Overall Assessment</b>	<b>14</b>	<b>4</b>	<b>16</b>	<b>138</b>	<b>739</b>	<b>81.12%</b>	<b>78.36%</b>
How well did our staff work together to care for you	1	1	2	25	142	83.04%	79.96%
Extent to which our staff eased your entry into the medical facility	0	0	4	22	121	82.31%	80.13%
Appropriateness of Emergency Medical Transportation treatment	2	2	1	24	122	80.79%	79.87%
Extent to which the services received were worth the fees charged	2	0	6	26	89	72.36%	68.43%
Overall rating of the care provided by our Emergency Medical Transportation service	4	1	1	18	135	84.91%	80.85%
Likelihood of recommending this ambulance service to others	5	0	2	23	130	81.25%	80.93%



**Monthly Division Comparison**

	<b>Overall Company</b>	<b>City of San Marcos</b>	<b>ESD #1</b>	<b>ESD #9</b>	<b>North Hays County ESD #1</b>	<b>Other</b>
<b>Total Score</b>	<b>93.14</b>	91.78	100.00	91.99	94.48	96.98
Helpfulness of the person you called for ambulance service	92.86	92.29		91.96	94.79	92.19
Concern shown by the person you called for ambulance service	94.19	93.52		93.18	96.28	93.75
Extent to which you were told what to do until the ambulance	94.01	92.79		93.98	95.21	94.64
Extent to which the ambulance arrived in a timely manner	92.92	90.34	100.00	93.44	94.12	96.05
Cleanliness of the ambulance	95.34	94.68	100.00	94.27	96.20	97.37
Comfort of the ride	87.78	86.90		86.93	88.12	90.84
Skill of the person driving the ambulance	94.09	90.39		92.61	96.67	100.00
Care shown by the medics who arrived with the ambulance	94.29	91.00	100.00	94.20	96.20	100.00
Degree to which the medics took your problem seriously	94.29	91.84	100.00	92.88	96.74	100.00
Degree to which the medics listened to you and/or your family	94.57	92.28	100.00	93.32	97.28	98.61
Skill of the medics	94.79	92.58	100.00	94.21	96.11	100.00
Extent to which the medics kept you informed about your	91.87	89.32	100.00	89.55	95.45	98.44
Extent to which medics included you in the treatment decisions	92.75	90.67	100.00	91.18	95.51	96.88
Degree to which the medics relieved your pain or discomfort	91.53	91.38	100.00	87.78	93.45	98.44
Medics' concern for your privacy	95.18	95.19	100.00	93.14	96.11	98.53
Extent to which medics cared for you as a person	95.16	94.11	100.00	93.77	96.59	98.61
<b>Number of Survey Responses</b>	<b>205</b>	66	1	63	54	21



**Monthly Division Comparison**

	<b>Overall Company</b>	City of San Marcos	ESD #1	ESD #9	North Hays County ESD #1	Other
<b>Total Score</b>	<b>93.14</b>	91.78	100.00	91.99	94.48	96.98
Professionalism of the staff in our billing office	90.00	91.67		90.00	87.50	92.86
Willingness of the staff in our billing office to address your	89.34	89.71		88.24	88.75	92.86
How well did our staff work together to care for you	94.74	93.42	100.00	93.64	95.45	100.00
Extent to which our staff eased your entry into the medical	94.90	96.02		92.22	94.38	100.00
Appropriateness of Emergency Medical Transportation treatment	93.39	92.04		92.39	93.32	100.00
Extent to which the services received were worth the fees	90.67	89.61		89.13	93.57	90.38
Overall rating of the care provided by our Emergency Medical	93.89	91.04		93.90	94.67	100.00
Likelihood of recommending this ambulance service to others	92.69	89.86	100.00	91.85	95.15	97.06
<b>Number of Survey Responses</b>	<b>205</b>	66	1	63	54	21





**Cumulative Division Comparison**

	<b>Overall Company</b>	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
<b>Total Score</b>	<b>93.37</b>	92.63	95.68	92.21	92.45	94.91	93.80	92.52
Helpfulness of the person you called for ambulance service	92.92	93.33	95.52	91.67	91.10	93.94	92.73	92.75
Concern shown by the person you called for ambulance service	93.38	93.42	95.48	92.66	91.35	94.83	93.59	93.18
Extent to which you were told what to do until the ambulance	92.31	93.24	94.68	91.61	91.07	93.04	91.73	91.94
Extent to which the ambulance arrived in a timely manner	92.61	92.11	93.75	90.33	91.94	92.87	93.08	92.81
Cleanliness of the ambulance	95.18	94.74	96.33	94.51	94.96	97.28	95.93	93.89
Comfort of the ride	90.52	88.22	92.67	89.20	89.93	91.42	91.36	89.78
Skill of the person driving the ambulance	94.36	92.52	95.50	93.06	93.68	96.65	94.94	94.03
Care shown by the medics who arrived with the ambulance	95.27	92.94	98.14	94.65	94.70	96.66	95.70	94.10
Degree to which the medics took your problem seriously	95.30	93.91	97.98	93.20	94.93	96.66	95.49	94.56
Degree to which the medics listened to you and/or your family	95.12	93.91	97.60	94.15	94.98	96.44	95.36	93.92
Skill of the medics	95.26	94.42	97.96	93.55	94.40	96.53	95.47	94.51
Extent to which the medics kept you informed about your	93.73	92.31	96.55	91.23	93.68	95.53	94.67	92.15
Extent to which medics included you in the treatment decisions	93.72	92.33	97.37	91.86	93.33	96.47	93.99	91.96
Degree to which the medics relieved your pain or discomfort	92.08	91.76	94.76	89.58	91.69	93.89	92.22	91.16
Medics' concern for your privacy	94.33	95.04	96.88	92.94	94.13	96.53	94.10	92.98
Extent to which medics cared for you as a person	95.37	94.80	97.45	94.16	94.89	96.97	95.82	94.28
Professionalism of the staff in our billing office	88.60	89.95	87.80	88.95	86.33	89.15	90.76	88.15
Willingness of the staff in our billing office to address your	89.28	89.13	91.68	87.95	87.17	89.80	91.01	88.58
<b>Number of Surveys for the period</b>	<b>2152</b>	143	311	178	348	126	484	143



**Cumulative Division Comparison**

	<b>Overall Company</b>	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
<b>Total Score</b>	<b>93.37</b>	92.63	95.68	92.21	92.45	94.91	93.80	92.52
How well did our staff work together to care for you	94.76	93.55	97.81	94.21	94.70	95.83	94.58	93.46
Extent to which our staff eased your entry into the medical	94.86	94.86	97.18	94.09	93.65	96.35	95.56	93.74
Appropriateness of Emergency Medical Transportation treatment	94.39	93.25	96.62	93.80	93.58	95.42	94.68	93.72
Extent to which the services received were worth the fees	88.95	88.69	92.76	89.07	86.08	94.38	89.18	87.48
Overall rating of the care provided by our Emergency Medical	94.42	92.63	97.00	93.71	93.50	95.72	94.70	93.76
Likelihood of recommending this ambulance service to others	94.10	91.98	96.81	92.94	93.06	95.41	94.49	93.59
<b>Number of Surveys for the period</b>	<b>2152</b>	143	311	178	348	126	484	143