

San Marcos Hays County EMS

San Marcos, TX

Client 6585



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EMS System Report

January 1, 2019 to March 31, 2019

Your Score

93.95

Number of Your Patients in this Report

155

Number of Patients in this Report

20,928

Number of Transport Services in All EMS DB

152





Executive Summary

This report contains data from **155 San Marcos Hays County EMS** patients who returned a questionnaire between **01/01/2019** and **03/31/2019**.

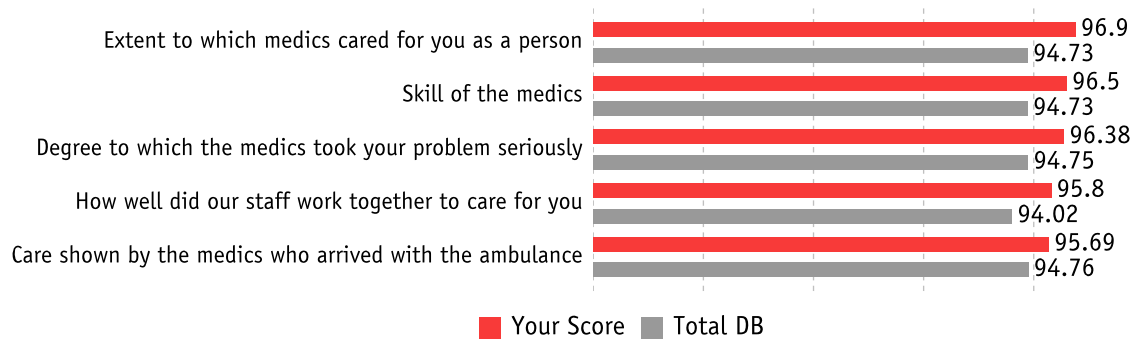
The overall mean score for the standard questions was **93.95**; this is a difference of **0.82** points from the overall EMS database score of **93.13**.

The current score of **93.95** is a change of **0.56** points from last period's score of **93.39**. This was the **32nd** highest overall score for all companies in the database.

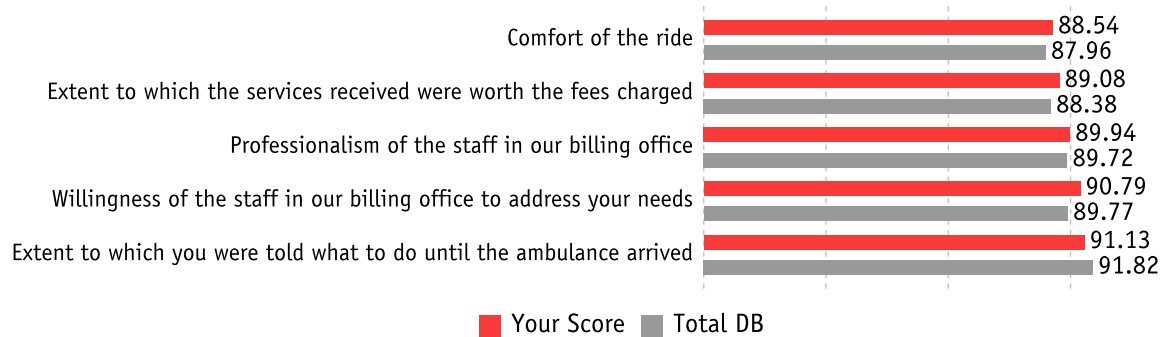
You are ranked **20th** for comparably sized companies in the system.

79.77% of responses to standard questions had a rating of Very Good, the highest rating. **99.17%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

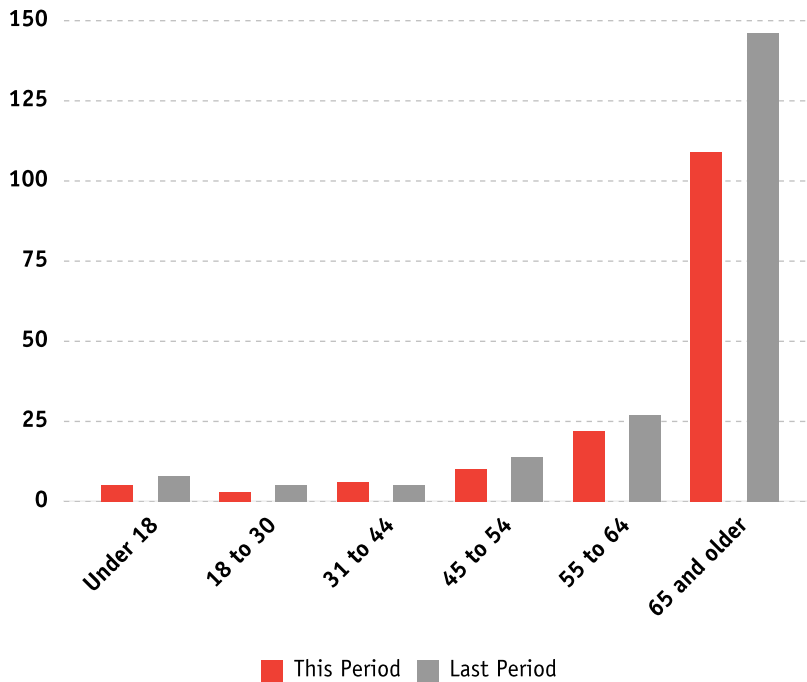




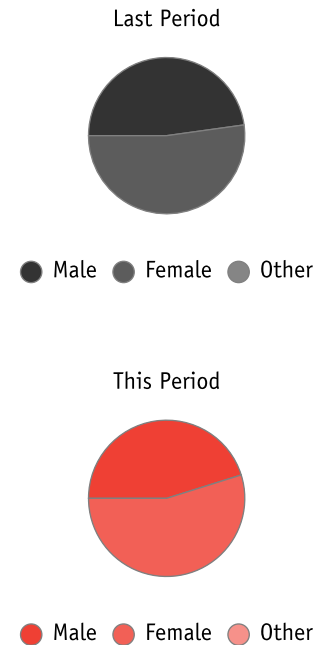
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	8	4	4	0	5	2	3	0
18 to 30	5	3	2	0	3	2	1	0
31 to 44	5	3	2	0	6	3	3	0
45 to 54	14	6	8	0	10	4	6	0
55 to 64	27	16	11	0	22	12	10	0
65 and older	146	66	80	0	109	47	62	0
Total	205	98	107	0	155	70	85	0

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	92.86	-0.49	92.37	93.22
Concern shown by the person you called for ambulance service	94.19	-2.84	91.35	93.01
Extent to which you were told what to do until the ambulance arrived	94.01	-2.88	91.13	91.82

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	92.92	0.96	93.88	92.68
Cleanliness of the ambulance	95.34	-0.13	95.21	94.73
Comfort of the ride	87.78	0.76	88.54	87.96
Skill of the person driving the ambulance	94.09	-1.06	93.03	94.16

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.29	1.40	95.69	94.76
Degree to which the medics took your problem seriously	94.29	2.09	96.38	94.75
Degree to which the medics listened to you and/or your family	94.57	0.92	95.49	94.36
Skill of the medics	94.79	1.71	96.50	94.73
Extent to which the medics kept you informed about your treatment	91.87	2.94	94.81	93.13
Extent to which medics included you in the treatment decisions (if applicable)	92.75	1.79	94.54	92.88
Degree to which the medics relieved your pain or discomfort	91.53	1.69	93.22	91.11
Medics' concern for your privacy	95.18	-0.14	95.04	93.78
Extent to which medics cared for you as a person	95.16	1.74	96.90	94.73

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	90.00	-0.06	89.94	89.72
Willingness of the staff in our billing office to address your needs	89.34	1.45	90.79	89.77



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	94.74	1.06	95.80	94.02
Extent to which our staff eased your entry into the medical facility	94.90	-0.32	94.58	94.15
Appropriateness of Emergency Medical Transportation treatment	93.39	0.99	94.38	93.91
Extent to which the services received were worth the fees charged	90.67	-1.59	89.08	88.38
Overall rating of the care provided by our Emergency Medical Transportation	93.89	1.49	95.38	94.07
Likelihood of recommending this ambulance service to others	92.69	1.87	94.56	93.52



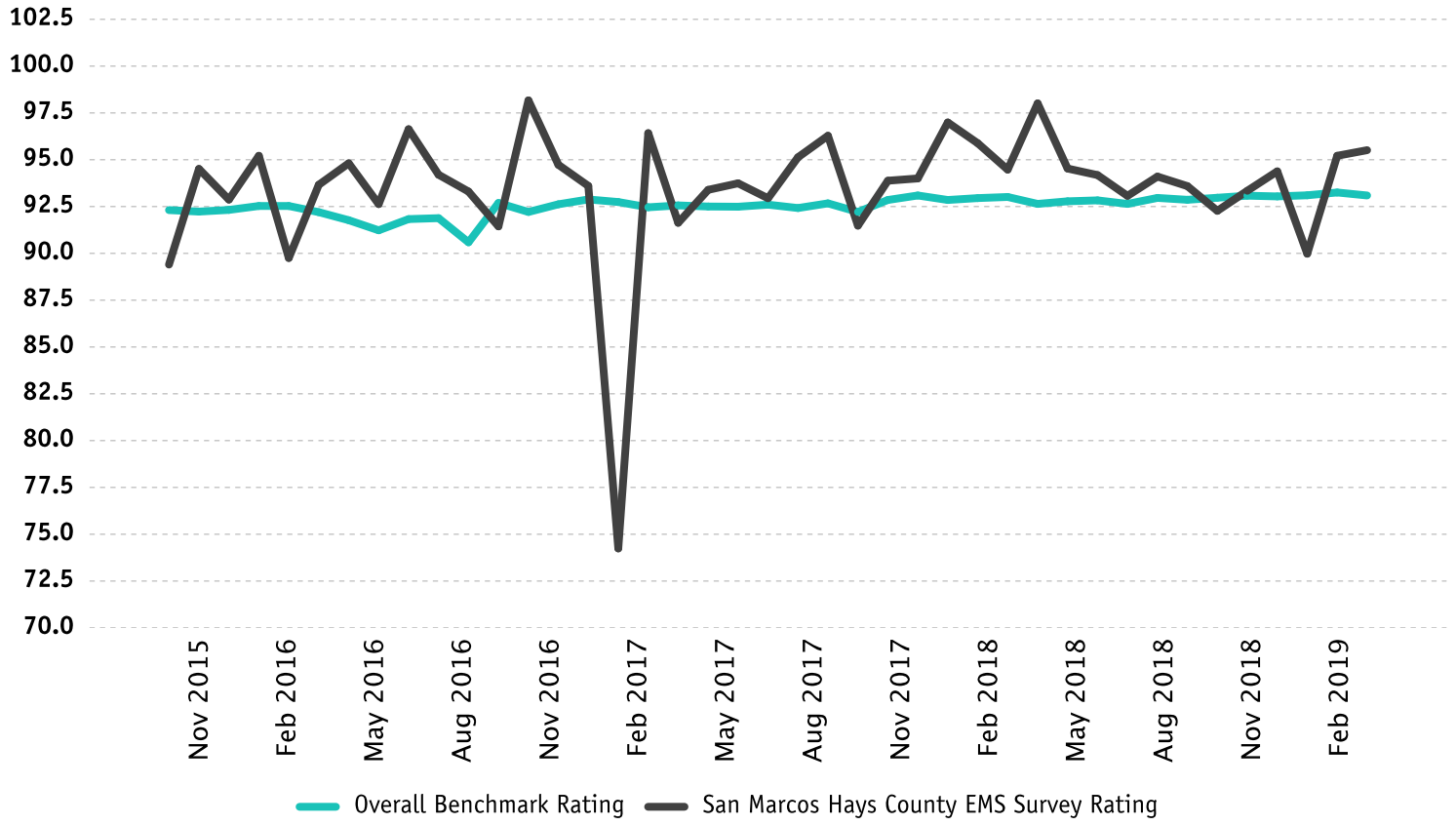
Monthly Breakdown

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.

	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019
Helpfulness of the person you called for ambulance service	93.58	98.68	94.51	91.02	91.59	95.33	92.39	90.27	94.14	92.92	91.43	91.87	93.50
Concern shown by the person you called for ambulance service	93.24	98.61	95.83	91.67	92.46	95.65	91.67	93.29	94.38	94.61	89.71	91.87	92.00
Extent to which you were told what to do until the ambulance	92.96	100.00	95.83	91.15	89.68	93.05	91.67	92.68	94.48	94.39	86.72	92.78	92.55
Extent to which the ambulance arrived in a timely manner	95.31	97.37	93.16	92.92	90.67	91.98	89.29	92.73	93.97	91.53	91.25	95.41	94.40
Cleanliness of the ambulance	96.62	96.67	96.67	96.08	95.70	96.88	92.39	94.87	94.93	96.35	93.10	95.00	96.57
Comfort of the ride	92.86	90.00	90.70	90.20	92.78	92.19	89.13	90.54	84.65	90.14	85.97	86.28	92.00
Skill of the person driving the ambulance	95.36	100.00	93.60	95.59	94.94	94.27	92.39	92.10	94.50	95.35	89.52	93.75	94.61
Care shown by the medics who arrived with the ambulance	94.69	98.75	95.50	95.61	95.35	95.59	94.64	93.20	94.16	95.37	92.31	97.45	96.49
Degree to which the medics took your problem seriously	95.99	100.00	96.43	95.54	94.13	96.08	94.64	93.20	94.46	94.93	91.67	98.47	97.81
Degree to which the medics listened to you and/or your family	95.37	100.00	95.92	95.54	94.86	95.00	94.64	93.77	95.07	94.46	90.41	97.92	96.93
Skill of the medics	95.00	100.00	94.79	94.55	94.70	96.28	94.64	93.63	94.70	95.85	94.08	97.92	96.93
Extent to which the medics kept you informed about your	93.35	97.37	94.44	94.44	93.43	93.37	94.64	92.71	91.25	92.13	90.54	97.09	95.91
Extent to which medics included you in the treatment decisions	93.84	98.61	94.08	95.83	94.48	91.46	95.45	91.21	92.87	93.63	89.74	96.51	96.08
Degree to which the medics relieved your pain or discomfort	90.01	89.13	94.89	93.25	89.34	90.98	94.23	91.92	90.87	92.21	87.50	95.00	95.50
Medics' concern for your privacy	94.23	94.79	95.74	95.83	93.14	95.41	94.44	93.90	95.61	95.59	88.89	97.83	96.76
Extent to which medics cared for you as a person	94.69	100.00	95.21	95.18	95.37	96.43	96.43	95.73	94.49	95.69	92.86	99.44	97.37
Professionalism of the staff in our billing office	93.75	97.22	90.74	89.33	86.54	86.45	93.75	83.33	89.71	94.74	84.00	90.63	92.71
Willingness of the staff in our billing office to address your	94.12	96.88	90.74	89.33	86.21	85.32	93.75	84.09	87.50	95.83	87.50	92.11	91.67
How well did our staff work together to care for you	95.33	98.68	95.31	95.75	93.88	94.27	94.64	92.64	95.07	96.08	93.06	97.22	96.50
Extent to which our staff eased your entry into the medical	96.54	98.21	95.35	97.45	94.54	96.11	94.23	93.75	95.36	95.12	89.17	95.00	97.50
Appropriateness of Emergency Medical Transportation treatment	95.83	98.33	96.02	96.43	94.54	94.02	95.37	91.00	93.32	95.45	89.52	95.39	96.57
Extent to which the services received were worth the fees	91.52	100.00	90.00	90.38	89.45	92.11	91.30	85.62	91.25	93.27	83.11	89.00	93.02
Overall rating of the care provided by our Emergency Medical	95.77	100.00	95.35	94.71	94.23	95.31	95.19	92.33	93.60	95.52	90.44	97.73	96.63
Likelihood of recommending this ambulance service to others	96.05	100.00	93.62	95.28	94.10	95.21	93.75	90.41	92.30	95.02	89.22	96.13	97.06
Your Master Score	94.47	98.01	94.53	94.18	93.07	94.10	93.59	92.27	93.34	94.38	89.98	95.21	95.51
Your Total Responses	87	20	56	61	116	55	32	51	91	63	41	53	61



Monthly tracking of Overall Survey Score





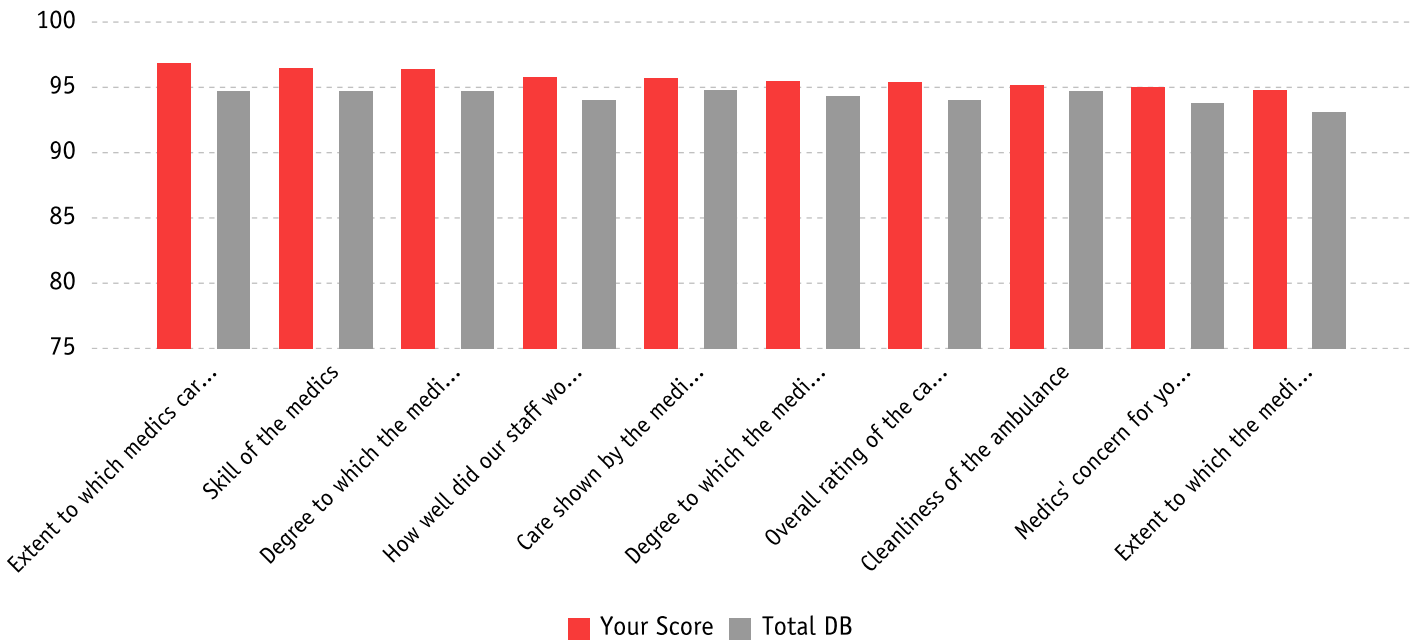
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the medics kept you informed about your treatment	91.87	94.81	2.94	93.13
Degree to which the medics took your problem seriously	94.29	96.38	2.09	94.75
Likelihood of recommending this ambulance service to others	92.69	94.56	1.88	93.52
Extent to which medics included you in the treatment decisions (if applicable)	92.75	94.54	1.78	92.88
Extent to which medics cared for you as a person	95.16	96.90	1.74	94.73
Skill of the medics	94.79	96.50	1.71	94.73
Degree to which the medics relieved your pain or discomfort	91.53	93.22	1.69	91.11
Overall rating of the care provided by our Emergency Medical Transportation service	93.89	95.38	1.49	94.07
Willingness of the staff in our billing office to address your needs	89.34	90.79	1.45	89.77
Care shown by the medics who arrived with the ambulance	94.29	95.69	1.40	94.76
Decreases				
Extent to which you were told what to do until the ambulance arrived	94.01	91.13	-2.88	91.82
Concern shown by the person you called for ambulance service	94.19	91.35	-2.83	93.01
Extent to which the services received were worth the fees charged	90.67	89.08	-1.59	88.38
Skill of the person driving the ambulance	94.09	93.03	-1.06	94.16
Helpfulness of the person you called for ambulance service	92.86	92.37	-0.49	93.22
Extent to which our staff eased your entry into the medical facility	94.90	94.58	-0.31	94.15
Medics' concern for your privacy	95.18	95.04	-0.14	93.78
Cleanliness of the ambulance	95.34	95.21	-0.13	94.73
Professionalism of the staff in our billing office	90.00	89.94	-0.06	89.72



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Extent to which medics cared for you as a person	96.90	2.17	94.73
Skill of the medics	96.50	1.77	94.73
Degree to which the medics took your problem seriously	96.38	1.63	94.75
How well did our staff work together to care for you	95.80	1.79	94.02
Care shown by the medics who arrived with the ambulance	95.69	0.93	94.76
Degree to which the medics listened to you and/or your family	95.49	1.13	94.36
Overall rating of the care provided by our Emergency Medical Transportation service	95.38	1.32	94.07
Cleanliness of the ambulance	95.21	0.48	94.73
Medics' concern for your privacy	95.04	1.25	93.78
Extent to which the medics kept you informed about your treatment	94.81	1.69	93.13





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
Appropriateness of Emergency Medical Transportation treatment	94.38	.902211628
Medics' concern for your privacy	95.04	.890366642
Degree to which the medics listened to you and/or your family	95.49	.873607751
Extent to which our staff eased your entry into the medical facility	94.58	.869123541
Care shown by the medics who arrived with the ambulance	95.69	.866190968
Professionalism of the staff in our billing office	89.94	.862483862
Extent to which medics included you in the treatment decisions (if applicable)	94.54	.8617245
Degree to which the medics relieved your pain or discomfort	93.22	.850581605
Degree to which the medics took your problem seriously	96.38	.849102577
Extent to which the medics kept you informed about your treatment	94.81	.842416544
Extent to which you were told what to do until the ambulance arrived	91.13	.840167905
Helpfulness of the person you called for ambulance service	92.37	.835592806
Extent to which medics cared for you as a person	96.90	.828176051
How well did our staff work together to care for you	95.80	.815906934
Skill of the person driving the ambulance	93.03	.797444331
Willingness of the staff in our billing office to address your needs	90.79	.791251917
Concern shown by the person you called for ambulance service	91.35	.746756281
Extent to which the services received were worth the fees charged	89.08	.740938808
Comfort of the ride	88.54	.694680446
Cleanliness of the ambulance	95.21	.663890567
Extent to which the ambulance arrived in a timely manner	93.88	.655506091
Skill of the medics	96.50	.633156287



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	92.37	90.79	95.41	96.25	97.20	88.79	93.42
Concern shown by the person you called for ambulance service	91.35	91.08	95.15	95.63	96.47	85.71	92.76
Extent to which you were told what to do until the ambulance	91.13	91.35	95.47	94.87	97.04	86.11	90.91
Extent to which the ambulance arrived in a timely manner	93.88	90.71	94.86	95.83	97.75	90.97	93.63
Cleanliness of the ambulance	95.21	93.62	96.52	96.95	98.27	91.67	98.08
Comfort of the ride	88.54	79.94	93.38	95.51	92.01	88.28	93.42
Skill of the person driving the ambulance	93.03	92.89	97.33	98.13	98.06	93.55	97.22
Care shown by the medics who arrived with the ambulance	95.69	94.17	97.32	97.02	98.51	91.43	95.17
Degree to which the medics took your problem seriously	96.38	94.90	97.48	97.02	99.01	90.74	95.17
Degree to which the medics listened to you and/or your family	95.49	93.94	97.19	97.02	98.48	91.18	96.53
Skill of the medics	96.50	93.81	97.16	97.62	98.75	91.43	95.14
Extent to which the medics kept you informed about your	94.81	93.96	96.95	95.63	97.14	90.18	92.86
Extent to which medics included you in the treatment decisions (if	94.54	91.16	97.28	96.53	97.78	90.03	94.44
Degree to which the medics relieved your pain or discomfort	93.22	89.66	95.00	96.62	97.26	83.94	95.83
Medics' concern for your privacy	95.04	91.85	97.14	97.44	97.55	89.55	96.77
Extent to which medics cared for you as a person	96.90	94.95	98.43	96.79	98.71	90.18	98.53
Professionalism of the staff in our billing office	89.94	85.66	92.50	96.15	91.67	86.54	89.58
Willingness of the staff in our billing office to address your needs	90.79	85.89	92.27	96.15	92.31	86.54	90.91
How well did our staff work together to care for you	95.80	93.00	97.17	96.88	97.12	89.42	94.15
Extent to which our staff eased your entry into the medical facility	94.58	94.39	98.08	97.44	97.05	92.74	96.32
Appropriateness of Emergency Medical Transportation treatment	94.38	92.97	97.55	97.50	96.52	91.21	97.66
Extent to which the services received were worth the fees charged	89.08	85.62	94.66	98.08	92.72	85.26	89.20
Overall rating of the care provided by our Emergency Medical	95.38	92.25	97.73	98.13	98.96	90.03	96.32
Likelihood of recommending this ambulance service to others	94.56	90.91	97.60	98.75	97.62	87.89	93.97
Overall score	93.95	91.55	96.49	96.86	97.20	89.56	94.76
National Rank	32	77	8	7	4	91	20
Comparable Size (Small) Company Rank	20	38	7	6	4	43	13



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Total Score	93.95	93.13	93.27	93.99
Medics' concern for your privacy	95.04	93.78	94.27	94.80
Skill of the medics	96.50	94.73	95.26	95.56
Extent to which our staff eased your entry into the medical	94.58	94.15	94.28	95.18
Extent to which you were told what to do until the ambulance	91.13	91.82	92.16	93.66
Degree to which the medics relieved your pain or discomfort	93.22	91.11	91.80	92.26
Care shown by the medics who arrived with the ambulance	95.69	94.76	95.22	95.58
Professionalism of the staff in our billing office	89.94	89.72	89.45	90.24
Extent to which medics included you in the treatment decisions	94.54	92.88	93.65	93.94
How well did our staff work together to care for you	95.80	94.02	94.24	95.04
Extent to which the services received were worth the fees	89.08	88.38	88.56	89.86
Extent to which medics cared for you as a person	96.90	94.73	95.13	95.50
Skill of the person driving the ambulance	93.03	94.16	94.46	94.93
Concern shown by the person you called for ambulance service	91.35	93.01	93.33	94.19
Overall rating of the care provided by our Emergency Medical	95.38	94.07	94.41	94.78
Likelihood of recommending this ambulance service to others	94.56	93.52	93.81	94.52
Degree to which the medics took your problem seriously	96.38	94.75	95.29	95.65
Appropriateness of Emergency Medical Transportation treatment	94.38	93.91	94.34	94.91
Cleanliness of the ambulance	95.21	94.73	95.24	96.09
Willingness of the staff in our billing office to address your	90.79	89.77	89.83	90.51
Comfort of the ride	88.54	87.96	87.75	90.38
Extent to which the ambulance arrived in a timely manner	93.88	92.68	93.57	94.54
Extent to which the medics kept you informed about your	94.81	93.13	93.85	94.25
Helpfulness of the person you called for ambulance service	92.37	93.22	93.71	94.41
Degree to which the medics listened to you and/or your family	95.49	94.36	94.88	95.09
Number of Surveys for the period	155			



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	93.39	91.99
Dispatch	92.79	91.78
Helpfulness of the person you called for ambulance service	92.88	92.46
Concern shown by the person you called for ambulance service	93.25	92.22
Extent to which you were told what to do until the ambulance	92.24	90.65
Ambulance	93.14	91.55
Extent to which the ambulance arrived in a timely manner	92.70	91.86
Cleanliness of the ambulance	95.18	94.09
Comfort of the ride	90.39	87.20
Skill of the person driving the ambulance	94.27	93.04
Medic	94.53	92.98
Care shown by the medics who arrived with the ambulance	95.29	94.00
Degree to which the medics took your problem seriously	95.37	93.92
Degree to which the medics listened to you and/or your family	95.14	93.63
Skill of the medics	95.34	94.02
Extent to which the medics kept you informed about your treatment	93.80	92.17
Extent to which medics included you in the treatment decisions (if	93.78	91.94
Degree to which the medics relieved your pain or discomfort	92.16	90.28
Medics' concern for your privacy	94.38	92.94
Extent to which medics cared for you as a person	95.47	93.88
Billing Staff Assessment	89.04	88.41



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.39	91.99
Billing Staff Assessment	89.04	88.41
Professionalism of the staff in our billing office	88.69	88.35
Willingness of the staff in our billing office to address your needs	89.38	88.47
Overall Assessment	93.6	92.11
How well did our staff work together to care for you	94.82	93.11
Extent to which our staff eased your entry into the medical facility	94.84	93.29
Appropriateness of Emergency Medical Transportation treatment	94.38	93.04
Extent to which the services received were worth the fees charged	88.95	87.20
Overall rating of the care provided by our Emergency Medical	94.48	93.19
Likelihood of recommending this ambulance service to others	94.13	92.81



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	12	13	57	524	2390	79.77%	77.73%
Dispatch	2	2	11	93	277	71.95%	76.34%
Helpfulness of the person you called for ambulance service	1	1	2	29	98	74.81%	77.93%
Concern shown by the person you called for ambulance service	1	0	5	31	93	71.54%	76.91%
Extent to which you were told what to do until the ambulance arrived	0	1	4	33	86	69.35%	74.18%
Ambulance	2	1	17	104	387	75.73%	75.94%
Extent to which the ambulance arrived in a timely manner	0	0	4	28	115	78.23%	76.75%
Cleanliness of the ambulance	0	0	1	21	98	81.67%	81.03%
Comfort of the ride	2	0	9	30	81	66.39%	65.95%
Skill of the person driving the ambulance	0	1	3	25	93	76.23%	80.05%
Medic	2	6	15	171	1048	84.38%	80.87%
Care shown by the medics who arrived with the ambulance	0	1	1	20	123	84.83%	83.28%
Degree to which the medics took your problem seriously	0	1	1	16	127	87.59%	83.89%
Degree to which the medics listened to you and/or your family	1	0	1	20	122	84.72%	82.84%
Skill of the medics	0	0	1	18	124	86.71%	82.91%
Extent to which the medics kept you informed about your treatment	0	1	2	21	111	82.22%	78.78%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	12	13	57	524	2390	79.77%	77.73%
Extent to which medics included you in the treatment decisions (if applicable)	1	0	2	20	105	82.03%	78.62%
Degree to which the medics relieved your pain or discomfort	0	1	4	24	100	77.52%	73.91%
Medics' concern for your privacy	0	1	2	20	113	83.09%	79.77%
Extent to which medics cared for you as a person	0	1	1	12	123	89.78%	83.81%
Billing Staff Assessment	1	0	3	36	79	66.39%	66.28%
Professionalism of the staff in our billing office	1	0	1	19	41	66.13%	65.93%
Willingness of the staff in our billing office to address your needs	0	0	2	17	38	66.67%	66.63%
Overall Assessment	5	4	11	120	599	81.06%	78.71%
How well did our staff work together to care for you	0	1	1	17	112	85.50%	80.43%
Extent to which our staff eased your entry into the medical facility	0	1	1	21	97	80.83%	80.73%
Appropriateness of Emergency Medical Transportation treatment	0	1	1	22	96	80.00%	80.38%
Extent to which the services received were worth the fees charged	3	0	5	24	73	69.52%	68.37%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	1	19	109	83.85%	81.27%
Likelihood of recommending this ambulance service to others	2	0	2	17	112	84.21%	81.08%



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #9	North Hays County ESD #1	Other
Total Score	93.69	92.65	93.13	98.27	91.77
Helpfulness of the person you called for ambulance service	92.37	89.29	91.69	97.12	95.00
Concern shown by the person you called for ambulance service	91.35	88.41	90.45	96.15	93.75
Extent to which you were told what to do until the ambulance	91.13	86.88	89.20	100.00	93.75
Extent to which the ambulance arrived in a timely manner	93.88	93.02	94.20	95.69	92.11
Cleanliness of the ambulance	95.21	94.74	95.83	96.59	93.06
Comfort of the ride	88.54	90.41	87.24	90.79	85.53
Skill of the person driving the ambulance	93.03	92.31	92.78	96.25	91.67
Care shown by the medics who arrived with the ambulance	95.69	93.75	96.30	100.00	92.11
Degree to which the medics took your problem seriously	96.38	95.45	95.83	100.00	94.74
Degree to which the medics listened to you and/or your family	95.49	93.20	95.28	100.00	94.74
Skill of the medics	96.50	96.59	95.67	100.00	93.42
Extent to which the medics kept you informed about your	94.81	94.19	94.90	99.04	89.71
Extent to which medics included you in the treatment decisions	94.54	92.71	94.02	99.00	93.75
Degree to which the medics relieved your pain or discomfort	93.22	93.29	92.19	98.96	87.50
Medics' concern for your privacy	95.04	94.51	94.50	100.00	90.79
Extent to which medics cared for you as a person	96.90	95.12	96.57	100.00	97.37
Number of Survey Responses	155	47	58	30	20



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #9	North Hays County ESD #1	Other
Total Score	93.69	92.65	93.13	98.27	91.77
Professionalism of the staff in our billing office	89.94	88.04	88.16	97.22	91.67
Willingness of the staff in our billing office to address your	90.79	90.91	87.50	97.22	90.00
How well did our staff work together to care for you	95.80	94.05	95.67	100.00	95.31
Extent to which our staff eased your entry into the medical	94.58	93.92	95.11	98.61	90.79
Appropriateness of Emergency Medical Transportation treatment	94.38	93.92	94.44	98.68	90.79
Extent to which the services received were worth the fees	89.08	90.94	87.23	98.33	81.94
Overall rating of the care provided by our Emergency Medical	95.38	93.75	96.08	100.00	92.11
Likelihood of recommending this ambulance service to others	94.56	94.26	94.36	98.86	90.79
Number of Survey Responses	155	47	58	30	20



Cumulative Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	93.39	92.63	95.68	92.43	92.45	95.52	93.70	92.52
Helpfulness of the person you called for ambulance service	92.88	92.25	95.52	91.72	91.10	94.54	92.83	92.75
Concern shown by the person you called for ambulance service	93.25	92.10	95.48	92.16	91.35	95.08	93.59	93.18
Extent to which you were told what to do until the ambulance	92.24	91.56	94.68	91.11	91.07	94.27	91.82	91.94
Extent to which the ambulance arrived in a timely manner	92.70	92.34	93.75	91.33	91.94	93.43	93.04	92.81
Cleanliness of the ambulance	95.18	94.74	96.33	94.83	94.96	97.15	95.81	93.89
Comfort of the ride	90.39	88.81	92.67	88.68	89.93	91.31	91.09	89.78
Skill of the person driving the ambulance	94.27	92.46	95.50	92.98	93.68	96.58	94.80	94.03
Care shown by the medics who arrived with the ambulance	95.29	93.15	98.14	95.02	94.70	97.33	95.54	94.10
Degree to which the medics took your problem seriously	95.37	94.31	97.98	93.81	94.93	97.33	95.45	94.56
Degree to which the medics listened to you and/or your family	95.14	93.73	97.60	94.38	94.98	97.15	95.33	93.92
Skill of the medics	95.34	94.98	97.96	94.03	94.40	97.24	95.38	94.51
Extent to which the medics kept you informed about your	93.80	92.80	96.55	92.04	93.68	96.22	94.47	92.15
Extent to which medics included you in the treatment decisions	93.78	92.43	97.37	92.39	93.33	97.01	93.98	91.96
Degree to which the medics relieved your pain or discomfort	92.16	92.17	94.76	90.22	91.69	94.92	92.02	91.16
Medics' concern for your privacy	94.38	94.90	96.88	93.30	94.13	97.20	93.95	92.98
Extent to which medics cared for you as a person	95.47	94.88	97.45	94.71	94.89	97.56	95.89	94.28
Professionalism of the staff in our billing office	88.69	89.37	87.80	88.76	86.33	90.47	90.80	88.15
Willingness of the staff in our billing office to address your	89.38	89.64	91.68	87.85	87.17	91.06	90.96	88.58
Number of Surveys for the period	2305	190	311	234	348	156	504	190



Cumulative Division Comparison

	Overall Company	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	Other	San Marcos
Total Score	93.39	92.63	95.68	92.43	92.45	95.52	93.70	92.52
How well did our staff work together to care for you	94.82	93.68	97.81	94.53	94.70	96.51	94.60	93.46
Extent to which our staff eased your entry into the medical	94.84	94.62	97.18	94.36	93.65	96.71	95.32	93.74
Appropriateness of Emergency Medical Transportation treatment	94.38	93.42	96.62	93.93	93.58	95.95	94.50	93.72
Extent to which the services received were worth the fees	88.95	89.27	92.76	88.57	86.08	95.00	88.77	87.48
Overall rating of the care provided by our Emergency Medical	94.48	92.92	97.00	94.29	93.50	96.44	94.58	93.76
Likelihood of recommending this ambulance service to others	94.13	92.56	96.81	93.25	93.06	96.02	94.31	93.59
Number of Surveys for the period	2305	190	311	234	348	156	504	190