

# San Marcos Hays County EMS

San Marcos, TX  
Client 6585



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## EMS System Report

July 1, 2017 to September 30, 2017

Your Score

**94.43**

Number of Your Patients in this Report

**160**

Number of Patients in this Report

**19,082**

Number of Transport Services in All

**142**





## Executive Summary

This report contains data from **160 San Marcos Hays County EMS** patients who returned a questionnaire between **07/01/2017** and **09/30/2017**.

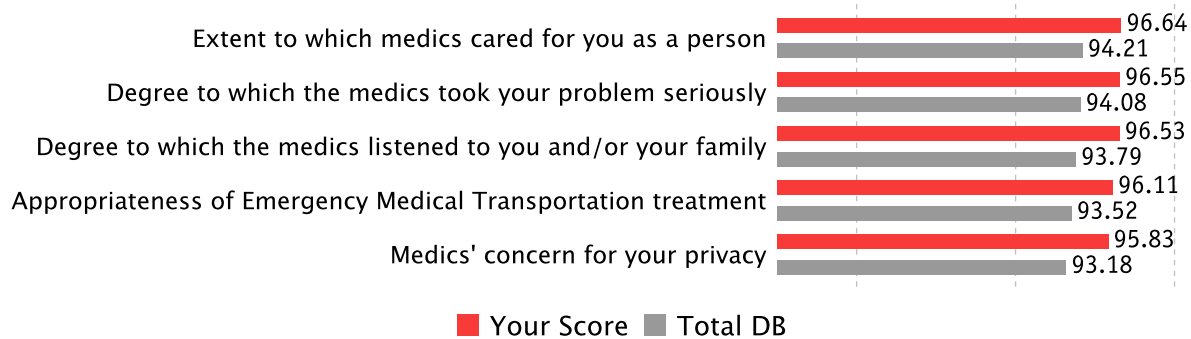
The overall mean score for the standard questions was **94.43**; this is a difference of **1.91** points from the overall EMS database score of **92.52**.

The current score of **94.43** is a change of **1.45** points from last period's score of **92.98**. This was the **34th** highest overall score for all companies in the database.

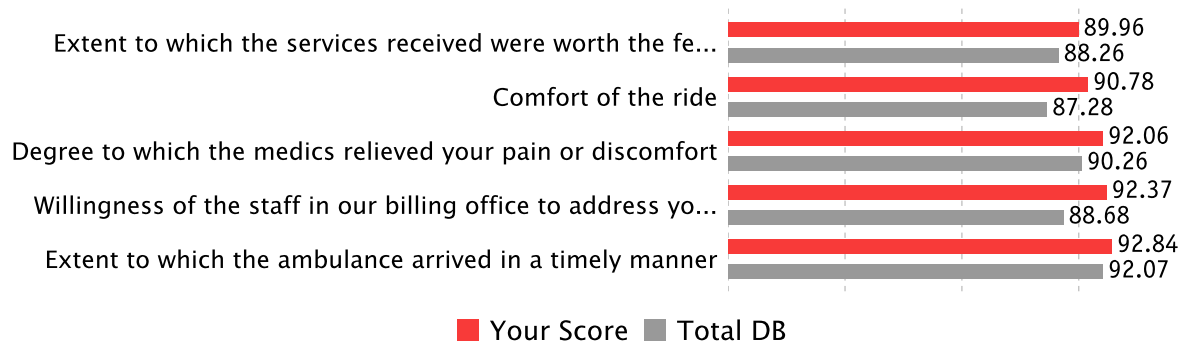
You are ranked **16th** for comparably sized companies in the system.

**82.88%** of responses to standard questions had a rating of Very Good, the highest rating. **98.71%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

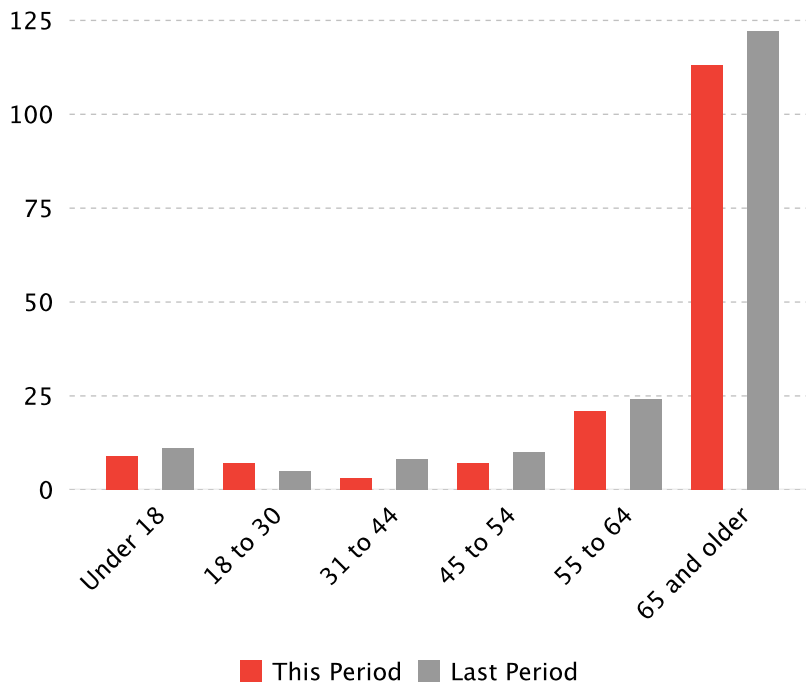




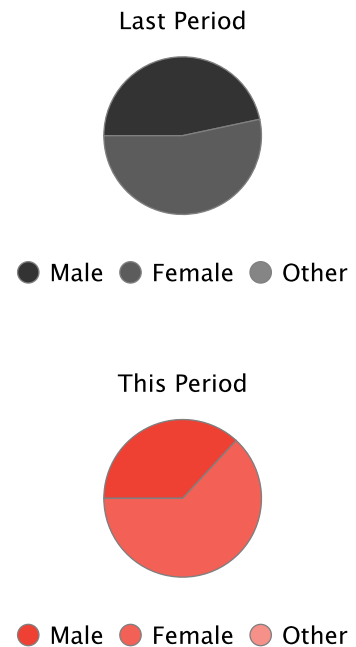
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	11	7	4	0	9	5	4	0
18 to 30	5	0	5	0	7	1	6	0
31 to 44	8	3	5	0	3	1	2	0
45 to 54	10	4	6	0	7	2	5	0
55 to 64	24	10	14	0	21	10	11	0
65 and older	122	60	62	0	113	40	73	0
<b>Total</b>	<b>180</b>	<b>84</b>	<b>96</b>	<b>0</b>	<b>160</b>	<b>59</b>	<b>101</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 ambulance service 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



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	92.98	0.16	93.14	92.56
Concern shown by the person you called for ambulance service	92.44	1.12	93.56	92.50
Extent to which you were told what to do until the ambulance arrived	91.72	1.58	93.30	90.80

### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.77	1.07	92.84	92.07
Cleanliness of the ambulance	94.46	-0.28	94.18	94.35
Comfort of the ride	89.21	1.57	90.78	87.28
Skill of the person driving the ambulance	94.37	-1.28	93.09	93.69

### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.58	0.77	95.35	94.17
Degree to which the medics took your problem seriously	94.73	1.82	96.55	94.08
Degree to which the medics listened to you and/or your family	95.09	1.44	96.53	93.79
Skill of the medics	95.03	0.64	95.67	94.14
Extent to which the medics kept you informed about your treatment	93.71	0.76	94.47	92.44
Extent to which medics included you in the treatment decisions (if	92.57	2.93	95.50	92.12
Degree to which the medics relieved your pain or discomfort	92.67	-0.61	92.06	90.26
Medics' concern for your privacy	94.23	1.60	95.83	93.18
Extent to which medics cared for you as a person	94.04	2.60	96.64	94.21



**Question Analysis (Continued)**

**Billing Staff Assessment Analysis**

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our ambulance service billing office	89.10	3.93	93.03	89.01
Willingness of the staff in our billing office to address your needs	90.00	2.37	92.37	88.68

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.23	2.45	95.68	93.39
Extent to which our staff eased your entry into the medical facility	92.77	2.24	95.01	93.73
Appropriateness of Emergency Medical Transportation treatment	92.56	3.55	96.11	93.52
Extent to which the services received were worth the fees charged	87.27	2.69	89.96	88.26
Overall rating of the care provided by our Emergency Medical	93.31	2.47	95.78	93.65
Likelihood of recommending this ambulance service to others	93.32	1.88	95.20	93.04



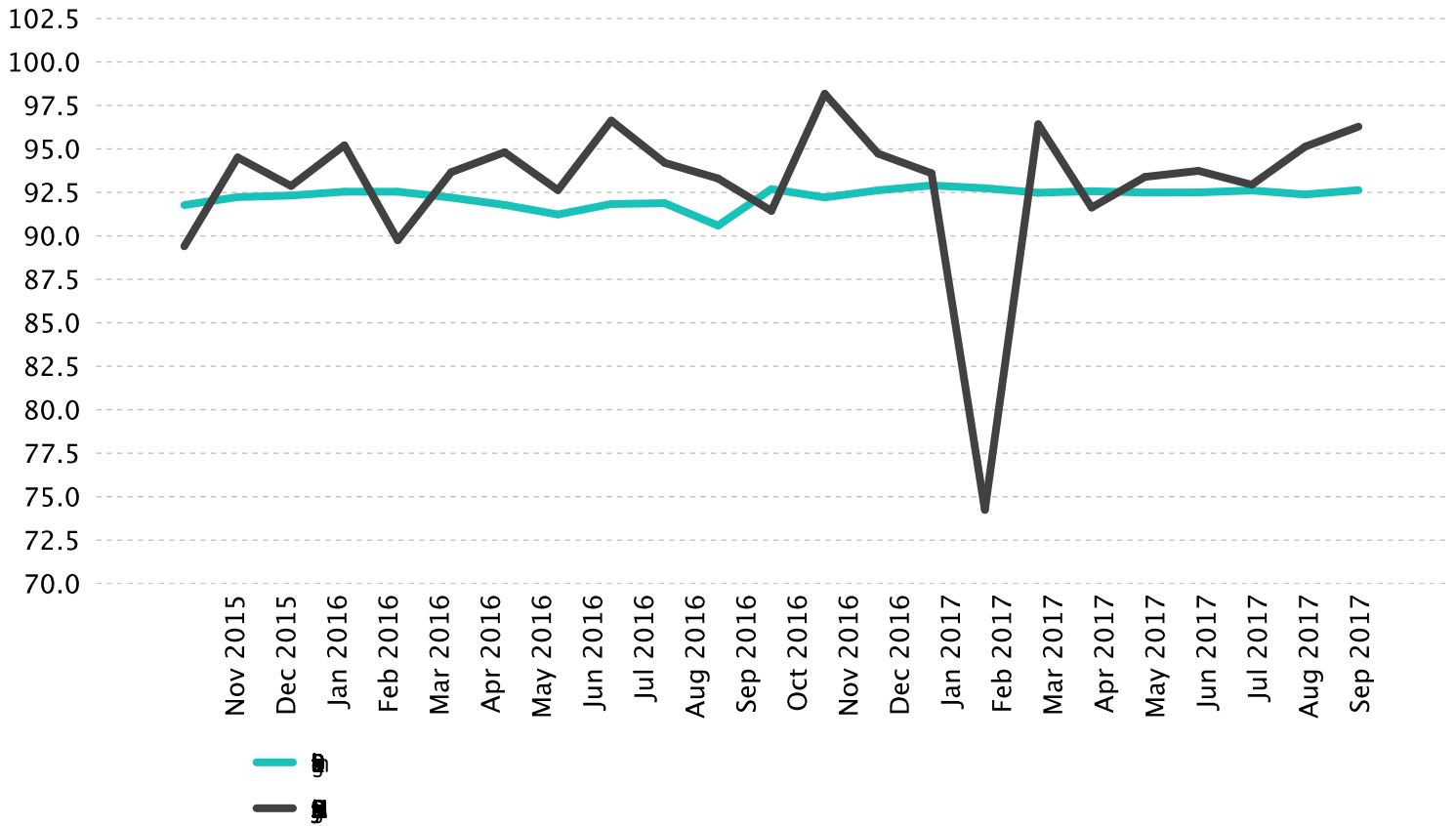
### Monthly Breakdown

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.

	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017
Helpfulness of the person you called for ambulance	92.86	90.35	100.0	96.53	94.79	70.82	93.25	92.88	94.05	92.34	92.32	94.35	93.57
Concern shown by the person you called for	94.20	94.17	100.0	96.53	94.01	72.29	94.15	90.65	93.45	93.15	93.27	93.75	93.94
Extent to which you were told what to do until the	91.35	91.13	100.0	95.71	92.80	67.88	93.33	91.67	93.29	90.68	93.16	91.94	95.00
Extent to which the ambulance arrived in a timely	94.76	94.29	91.67	91.86	93.27	78.76	96.36	91.83	93.52	90.44	91.68	93.75	94.05
Cleanliness of the ambulance	95.18	93.75	87.50	96.15	95.72	76.61	97.73	93.62	95.93	94.07	92.55	96.09	95.59
Comfort of the ride	91.38	87.50	75.00	91.89	90.00	69.72	93.18	89.67	88.75	89.15	87.13	93.33	95.14
Skill of the person driving the ambulance	95.18	93.75	100.0	95.95	94.86	76.61	97.09	94.44	95.12	93.75	92.08	94.17	93.95
Care shown by the medics who arrived with the	95.49	92.24	100.0	96.25	94.84	78.76	99.52	93.63	95.58	94.63	93.03	97.14	97.62
Degree to which the medics took your problem	94.07	91.70	100.0	95.63	95.41	79.95	98.56	93.16	94.89	95.85	94.49	97.86	98.81
Degree to which the medics listened to you and/or	93.22	90.83	100.0	95.63	95.01	78.76	97.96	93.75	94.44	96.59	94.85	96.43	99.39
Skill of the medics	95.34	90.83	100.0	96.25	95.06	79.95	97.12	93.63	94.32	96.59	94.04	97.86	96.43
Extent to which the medics kept you informed about	95.45	91.38	100.0	95.27	93.76	75.21	95.83	91.84	94.32	94.76	93.77	94.29	95.73
Extent to which medics included you in the treatment	93.75	89.04	100.0	94.44	93.86	73.69	95.26	91.11	90.68	95.09	93.55	96.77	97.73
Degree to which the medics relieved your pain or	92.31	91.04	100.0	92.33	91.90	73.83	96.95	89.67	93.29	94.44	89.83	93.94	93.95
Medics' concern for your privacy	93.52	92.59	100.0	95.51	93.32	75.20	97.34	93.37	94.32	94.84	94.84	96.32	96.95
Extent to which medics cared for you as a person	94.83	91.41	100.0	96.15	95.25	78.76	98.40	92.18	94.77	95.02	95.09	96.97	98.81
Professionalism of the staff in our ambulance service	89.84	87.50		89.77	85.48	50.40	88.13	82.95	91.67	91.18	93.75	90.00	94.44
Willingness of the staff in our billing office to address	89.52	91.18		88.64	85.00	50.40	94.44	86.67	90.63	91.18	92.31	92.19	92.65
How well did our staff work together to care for you	93.98	91.38	100.0	95.63	94.88	77.70	97.55	91.11	92.95	95.00	94.17	96.21	97.50
Extent to which our staff eased your entry into the	93.40	91.67	100.0	95.27	95.58	76.71	97.34	91.67	91.18	94.71	92.61	95.69	97.97
Appropriateness of Emergency Medical	93.75	91.30	100.0	95.14	92.42	76.61	97.78	92.11	92.36	93.00	93.65	96.67	99.32
Extent to which the services received were worth the	81.90	88.14	100.0	92.14	86.21	67.62	92.57	79.87	91.35	90.02	90.56	88.80	89.84
Overall rating of the care provided by our Emergency	92.65	90.42	100.0	95.63	94.01	72.63	98.96	91.30	92.76	95.26	94.18	96.77	97.44
Likelihood of recommending this ambulance service	94.23	93.27	100.0	94.74	95.23	73.83	97.92	93.18	92.57	93.87	92.81	94.53	99.36
Your Master Score	93.30	91.44	98.17	94.73	93.60	74.24	96.42	91.63	93.39	93.74	92.94	95.13	96.28
Your Total Responses	66	37	3	46	98	21	58	56	54	71	77	38	45



### Monthly tracking of Overall Survey Score





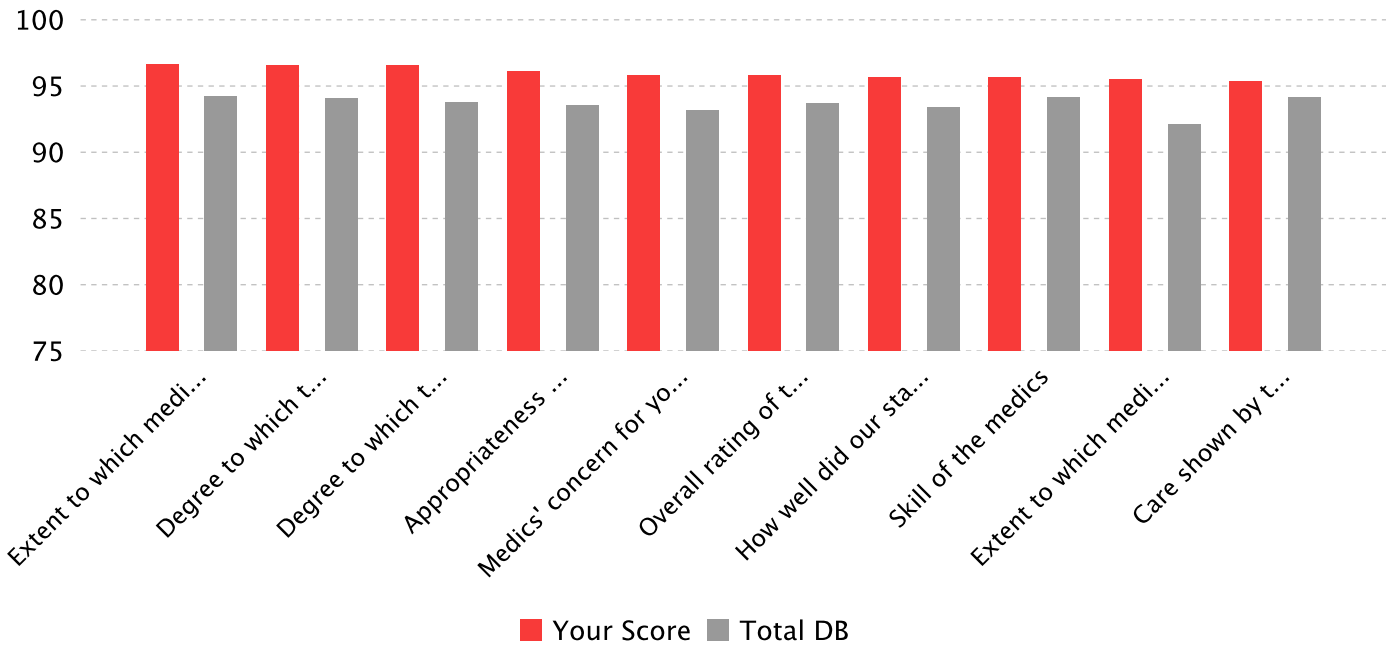
**Greatest Increase and Decrease in Scores by Question**

	Last Period	This Period	Change	Total DB Score
<b>Increases</b>				
Professionalism of the staff in our ambulance service billing office	89.10	93.03	3.93	89.01
Appropriateness of Emergency Medical Transportation treatment	92.56	96.11	3.55	93.52
Extent to which medics included you in the treatment decisions (if applicable)	92.57	95.50	2.93	92.12
Extent to which the services received were worth the fees charged	87.27	89.96	2.68	88.26
Extent to which medics cared for you as a person	94.04	96.64	2.60	94.21
Overall rating of the care provided by our Emergency Medical Transportation service	93.31	95.78	2.47	93.65
How well did our staff work together to care for you	93.23	95.68	2.45	93.39
Willingness of the staff in our billing office to address your needs	90.00	92.37	2.37	88.68
Extent to which our staff eased your entry into the medical facility	92.77	95.01	2.23	93.73
Likelihood of recommending this ambulance service to others	93.32	95.20	1.88	93.04
<b>Decreases</b>				
Skill of the person driving the ambulance	94.37	93.09	-1.27	93.69
Degree to which the medics relieved your pain or discomfort	92.67	92.06	-0.60	90.26
Cleanliness of the ambulance	94.46	94.18	-0.28	94.35



**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	96.64	2.43	94.21
Degree to which the medics took your problem seriously	96.55	2.47	94.08
Degree to which the medics listened to you and/or your family	96.53	2.73	93.79
Appropriateness of Emergency Medical Transportation treatment	96.11	2.59	93.52
Medics' concern for your privacy	95.83	2.65	93.18
Overall rating of the care provided by our Emergency Medical Transportation service	95.78	2.13	93.65
How well did our staff work together to care for you	95.68	2.29	93.39
Skill of the medics	95.67	1.52	94.14
Extent to which medics included you in the treatment decisions (if applicable)	95.50	3.38	92.12
Care shown by the medics who arrived with the ambulance	95.35	1.18	94.17





**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

Question	Your	Correlation Coefficient
How well did our staff work together to care for you	95.68	.916471927
Care shown by the medics who arrived with the ambulance	95.35	.89806677
Extent to which our staff eased your entry into the medical facility	95.01	.892338628
Skill of the medics	95.67	.883068998
Extent to which medics included you in the treatment decisions (if applicable)	95.50	.869506998
Extent to which the ambulance arrived in a timely manner	92.84	.866059362
Extent to which medics cared for you as a person	96.64	.857913956
Cleanliness of the ambulance	94.18	.850722224
Degree to which the medics took your problem seriously	96.55	.850408081
Degree to which the medics listened to you and/or your family	96.53	.846869898
Extent to which the medics kept you informed about your treatment	94.47	.8462973
Degree to which the medics relieved your pain or discomfort	92.06	.838354793
Appropriateness of Emergency Medical Transportation treatment	96.11	.825963632
Medics' concern for your privacy	95.83	.805117235
Extent to which you were told what to do until the ambulance arrived	93.30	.796402979
Concern shown by the person you called for ambulance service	93.56	.784660767
Comfort of the ride	90.78	.783804264
Helpfulness of the person you called for ambulance service	93.14	.744511165
Skill of the person driving the ambulance	93.09	.727816874
Extent to which the services received were worth the fees charged	89.96	.614019155
Willingness of the staff in our billing office to address your needs	92.37	.487170585
Professionalism of the staff in our ambulance service billing office	93.03	.330178759





**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

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance	<b>93.14</b>	92.74	94.21	96.25	94.74	89.65	90.56
Concern shown by the person you called for ambulance	<b>93.56</b>	93.21	91.98	95.73	94.74	89.96	89.77
Extent to which you were told what to do until the	<b>93.30</b>	90.66	91.34	90.97	94.64	86.73	88.75
Extent to which the ambulance arrived in a timely	<b>92.84</b>	91.89	95.76	96.51	96.77	90.34	87.93
Cleanliness of the ambulance	<b>94.18</b>	94.03	97.31	100.00	97.37	93.82	93.10
Comfort of the ride	<b>90.78</b>	77.10	93.31	92.36	90.00	86.38	83.37
Skill of the person driving the ambulance	<b>93.09</b>	91.53	97.92	97.97	96.23	94.03	91.67
Care shown by the medics who arrived with the	<b>95.35</b>	92.96	95.35	96.95	97.41	91.23	92.59
Degree to which the medics took your problem seriously	<b>96.55</b>	93.21	95.54	96.95	96.98	90.47	92.11
Degree to which the medics listened to you and/or your	<b>96.53</b>	93.39	93.40	95.51	96.93	90.62	90.53
Skill of the medics	<b>95.67</b>	94.75	96.14	97.97	97.32	91.60	91.36
Extent to which the medics kept you informed about	<b>94.47</b>	90.24	94.22	95.45	95.98	88.76	89.81
Extent to which medics included you in the treatment	<b>95.50</b>	89.09	93.94	94.64	96.11	88.45	91.48
Degree to which the medics relieved your pain or	<b>92.06</b>	90.07	92.01	91.38	96.94	84.97	85.64
Medics' concern for your privacy	<b>95.83</b>	91.59	94.69	95.31	97.69	89.80	88.02
Extent to which medics cared for you as a person	<b>96.64</b>	93.46	95.15	95.71	96.07	89.27	90.37
Professionalism of the staff in our ambulance service	<b>93.03</b>	86.46	92.55	94.64	92.19	91.06	89.06
Willingness of the staff in our billing office to address	<b>92.37</b>	86.98	92.39	96.43	96.43	92.73	89.29
How well did our staff work together to care for you	<b>95.68</b>	91.68	94.44	96.53	95.54	89.44	92.41
Extent to which our staff eased your entry into the	<b>95.01</b>	93.50	95.44	96.43	96.30	90.89	92.41
Appropriateness of Emergency Medical Transportation	<b>96.11</b>	92.94	94.17	97.97	96.15	90.19	91.07
Extent to which the services received were worth the	<b>89.96</b>	85.03	92.13	93.18	91.15	86.03	81.27
Overall rating of the care provided by our Emergency	<b>95.78</b>	92.80	93.90	97.22	96.82	90.47	87.73
Likelihood of recommending this ambulance service to	<b>95.20</b>	89.49	95.18	97.73	95.91	90.10	90.02
<b>Overall score</b>	94.43	91.01	94.37	95.97	95.80	89.89	89.71
<b>National Rank</b>	34	90	35	14	19	98	100
<b>Comparable Size (Small) Company Rank</b>	16	33	17	6	8	39	41

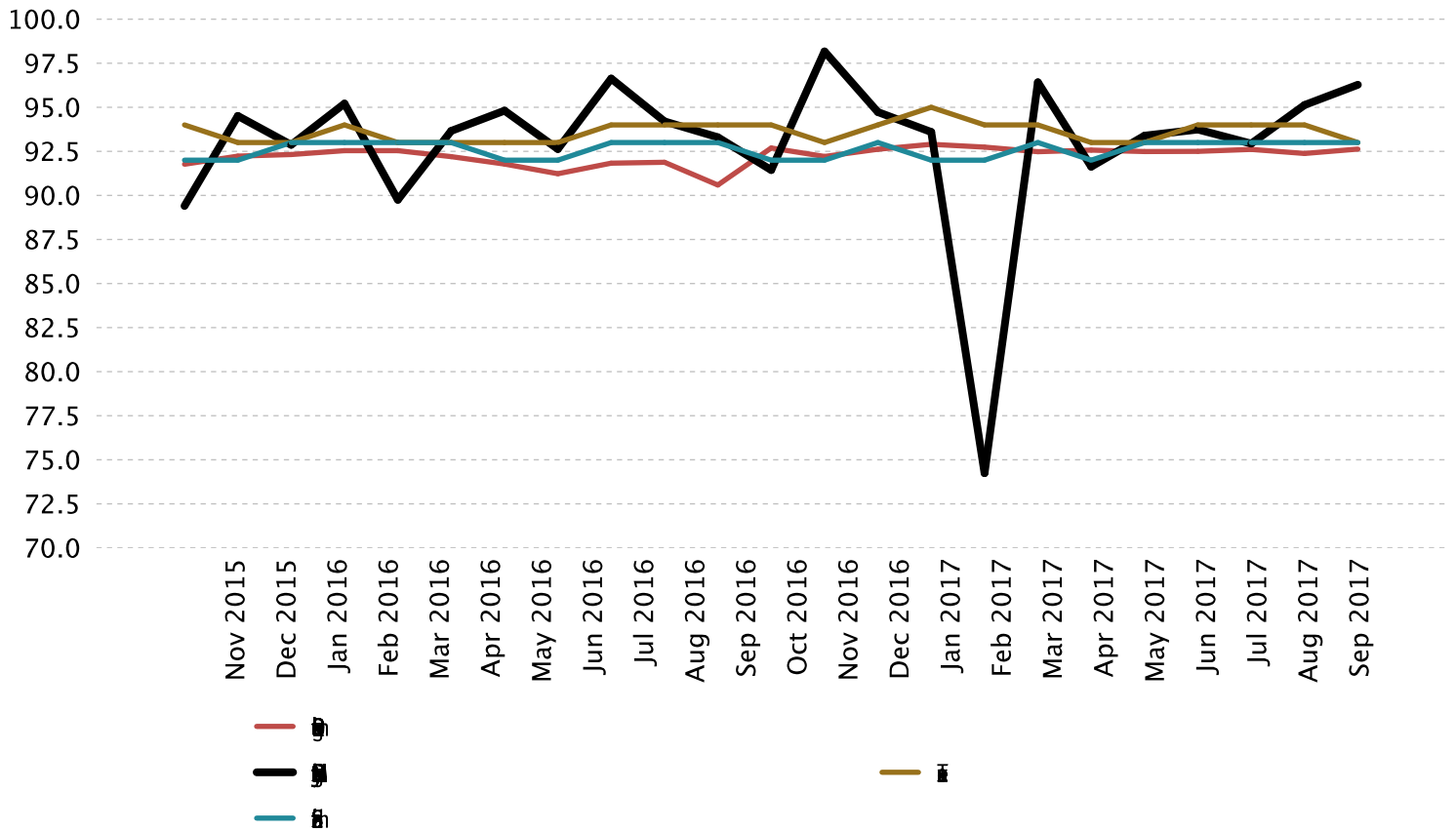


### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
<b>Total Score</b>	<b>94.43</b>	92.52	92.57	93.62
Medics' concern for your privacy	95.83	93.18	93.39	94.30
Extent to which the medics kept you informed about	94.47	92.44	93.06	93.44
Helpfulness of the person you called for ambulance	93.14	92.56	92.78	93.55
Skill of the medics	95.67	94.14	94.72	95.35
Degree to which the medics listened to you and/or	96.53	93.79	94.27	95.01
Extent to which our staff eased your entry into the	95.01	93.73	93.73	94.99
Extent to which you were told what to do until the	93.30	90.80	91.01	92.96
Care shown by the medics who arrived with the	95.35	94.17	94.60	95.18
Degree to which the medics relieved your pain or	92.06	90.26	91.04	91.29
Professionalism of the staff in our ambulance service	93.03	89.01	88.39	91.09
Extent to which medics included you in the treatment	95.50	92.12	92.82	93.29
How well did our staff work together to care for you	95.68	93.39	93.61	94.89
Extent to which the ambulance arrived in a timely	92.84	92.07	92.81	93.48
Extent to which medics cared for you as a person	96.64	94.21	94.60	95.10
Extent to which the services received were worth the	89.96	88.26	88.50	89.72
Skill of the person driving the ambulance	93.09	93.69	93.90	94.57
Concern shown by the person you called for	93.56	92.50	92.50	93.62
Likelihood of recommending this ambulance service	95.20	93.04	93.38	94.86
Overall rating of the care provided by our Emergency	95.78	93.65	93.86	94.99
Appropriateness of Emergency Medical Transportation	96.11	93.52	93.67	95.18
Degree to which the medics took your problem	96.55	94.08	94.52	94.95
Cleanliness of the ambulance	94.18	94.35	94.77	95.36
Willingness of the staff in our billing office to address	92.37	88.68	88.42	90.39
Comfort of the ride	90.78	87.28	87.33	89.36
<b>Number of Surveys for the period</b>	<b>160</b>			

San Marcos Hays County EMS  
**July 1, 2017 to September 30, 2017**

**Benchmark Trending Graphic** - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





## Cumulative

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	Total DB
<b>Overall Facility Rating</b>	<b>93.02</b>	<b>91.79</b>
<b>Dispatch</b>	<b>92.48</b>	<b>91.58</b>
Helpfulness of the person you called for ambulance	92.49	92.31
Concern shown by the person you called for ambulance	93.02	92.06
Extent to which you were told what to do until the	91.92	90.38
<b>Ambulance</b>	<b>92.84</b>	<b>91.38</b>
Extent to which the ambulance arrived in a timely manner	92.42	91.70
Cleanliness of the ambulance	94.63	93.91
Comfort of the ride	90.16	87.09
Skill of the person driving the ambulance	94.14	92.83
<b>Medic</b>	<b>94.25</b>	<b>92.78</b>
Care shown by the medics who arrived with the	95.28	93.82
Degree to which the medics took your problem seriously	95.07	93.73
Degree to which the medics listened to you and/or your	94.76	93.31
Skill of the medics	95.14	93.87
Extent to which the medics kept you informed about your	93.56	91.97
Extent to which medics included you in the treatment	93.33	91.75
Degree to which the medics relieved your pain or	92.01	90.15
Medics' concern for your privacy	93.99	92.73
Extent to which medics cared for you as a person	95.13	93.69
<b>Billing Staff Assessment</b>	<b>88.36</b>	<b>88.21</b>



**Cumulative (Continued)**

	Your	Total DB
<b>Overall Facility Rating</b>	<b>93.02</b>	<b>91.79</b>
<b>Billing Staff Assessment</b>	<b>88.36</b>	<b>88.21</b>
Professionalism of the staff in our ambulance service	87.99	88.20
Willingness of the staff in our billing office to address	88.74	88.22
<b>Overall Assessment</b>	<b>93.11</b>	<b>91.89</b>
How well did our staff work together to care for you	94.50	92.91
Extent to which our staff eased your entry into the	94.20	93.09
Appropriateness of Emergency Medical Transportation	94.08	92.85
Extent to which the services received were worth the fees	87.68	86.86
Overall rating of the care provided by our Emergency	94.24	93.00
Likelihood of recommending this ambulance service to	93.94	92.62



### 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>19</b>	<b>20</b>	<b>60</b>	<b>419</b>	<b>2507</b>	<b>82.88%</b>	<b>75.88%</b>
<b>Dispatch</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>74</b>	<b>298</b>	<b>78.01%</b>	<b>74.03%</b>
Helpfulness of the person you called for ambulance service	1	1	1	27	101	77.10%	75.75%
Concern shown by the person you called for ambulance service	1	1	1	24	101	78.91%	75.07%
Extent to which you were told what to do until the ambulance arrived	1	0	3	23	96	78.05%	71.27%
<b>Ambulance</b>	<b>5</b>	<b>4</b>	<b>13</b>	<b>100</b>	<b>421</b>	<b>77.53%</b>	<b>74.21%</b>
Extent to which the ambulance arrived in a timely manner	1	3	4	22	120	80.00%	74.72%
Cleanliness of the ambulance	1	0	1	25	106	79.70%	79.51%
Comfort of the ride	1	1	7	27	94	72.31%	64.20%
Skill of the person driving the ambulance	2	0	1	26	101	77.69%	78.42%
<b>Medic</b>	<b>6</b>	<b>5</b>	<b>24</b>	<b>141</b>	<b>1072</b>	<b>85.90%</b>	<b>78.79%</b>
Care shown by the medics who arrived with the ambulance	1	1	2	16	125	86.21%	81.20%
Degree to which the medics took your problem seriously	0	0	5	10	130	89.66%	81.70%
Degree to which the medics listened to you and/or your family	0	1	3	11	129	89.58%	80.70%
Skill of the medics	1	0	2	17	124	86.11%	80.97%
Extent to which the medics kept you informed about your treatment	1	0	3	21	115	82.14%	76.55%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>19</b>	<b>20</b>	<b>60</b>	<b>419</b>	<b>2507</b>	<b>82.88%</b>	<b>75.88%</b>
Extent to which medics included you in the treatment decisions (if applicable)	1	0	1	16	104	85.25%	76.38%
Degree to which the medics relieved your pain or discomfort	1	3	5	18	102	79.07%	71.93%
Medics' concern for your privacy	0	0	1	21	116	84.06%	77.67%
Extent to which medics cared for you as a person	1	0	2	11	127	90.07%	82.04%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>25</b>	<b>91</b>	<b>75.83%</b>	<b>64.29%</b>
Professionalism of the staff in our ambulance service billing office	0	1	1	12	47	77.05%	64.33%
Willingness of the staff in our billing office to address your needs	0	1	1	13	44	74.58%	64.25%
<b>Overall Assessment</b>	<b>5</b>	<b>7</b>	<b>16</b>	<b>79</b>	<b>625</b>	<b>85.38%</b>	<b>77.40%</b>
How well did our staff work together to care for you	0	1	1	18	113	84.96%	78.36%
Extent to which our staff eased your entry into the medical facility	1	0	2	16	101	84.17%	79.25%
Appropriateness of Emergency Medical Transportation treatment	1	1	1	10	109	89.34%	79.17%
Extent to which the services received were worth the fees charged	1	3	6	14	73	75.26%	68.25%
Overall rating of the care provided by our Emergency Medical Transportation service	1	0	3	12	114	87.69%	79.97%
Likelihood of recommending this ambulance service to others	1	2	3	9	115	88.46%	79.39%



**Monthly Division Comparison**

	Overall Company	ESD #1	Kyle	Other	San Marcos
<b>Total Score</b>	<b>94.43</b>	95.66	90.90	91.10	91.45
Helpfulness of the person you called for ambulance	93.14	95.31	91.96	92.05	92.88
Concern shown by the person you called for	93.56	97.66	92.86	91.67	92.04
Extent to which you were told what to do until the	93.30	95.31	92.59	93.75	92.07
Extent to which the ambulance arrived in a timely	92.84	98.48	91.41	90.15	91.85
Cleanliness of the ambulance	94.18	98.21	95.69	95.16	90.02
Comfort of the ride	90.78	93.52	90.52	94.35	86.65
Skill of the person driving the ambulance	93.09	93.56	94.83	95.00	90.36
Care shown by the medics who arrived with the	95.35	100.0	92.24	95.83	93.89
Degree to which the medics took your problem	96.55	100.0	93.97	96.67	95.75
Degree to which the medics listened to you and/or	96.53	100.0	94.83	96.67	95.19
Skill of the medics	95.67	100.0	94.64	94.17	94.36
Extent to which the medics kept you informed about	94.47	100.0	94.64	92.50	91.86
Extent to which medics included you in the treatment	95.50	99.07	96.15	94.23	93.63
Degree to which the medics relieved your pain or	92.06	95.37	91.07	91.41	91.11
Medics' concern for your privacy	95.83	99.19	94.83	94.17	95.31
Extent to which medics cared for you as a person	96.64	100.0	94.83	98.28	94.52
Professionalism of the staff in our ambulance service	93.03	97.22	90.91	89.29	94.44
Willingness of the staff in our billing office to address	92.37	96.88	95.00	84.62	93.75





**Monthly Division Comparison**

	Overall Company	ESD #1	Kyle	Other	San Marcos
<b>Total Score</b>	<b>94.43</b>	95.66	90.90	91.10	91.45
How well did our staff work together to care for you	95.68	100.0	93.52	95.54	94.15
Extent to which our staff eased your entry into the	95.01	100.0	94.44	96.43	91.49
Appropriateness of Emergency Medical Transportation	96.11	100.0	96.30	94.64	94.67
Extent to which the services received were worth the	89.96	97.37	83.38	85.53	92.86
Overall rating of the care provided by our Emergency	95.78	99.07	94.64	94.64	95.23
Likelihood of recommending this ambulance service	95.20	98.28	94.23	94.64	94.17
<b>Number of Survey Responses</b>	160	37	33	36	54



**Cumulative Division Comparison**

	Overall Company	ESD #1	Kyle	Other	San Marcos	
<b>Total Score</b>	<b>94.43</b>	95.04	91.86	94.26	91.79	
Helpfulness of the person you called for ambulance	92.49	95.01	90.59	93.26	91.92	
Concern shown by the person you called for	93.02	95.26	91.11	94.01	92.47	
Extent to which you were told what to do until the	91.92	94.22	90.93	92.30	91.08	
Extent to which the ambulance arrived in a timely	92.42	93.85	91.85	92.48	92.01	
Cleanliness of the ambulance	94.63	96.05	94.65	95.85	93.07	
Comfort of the ride	90.16	92.28	89.04	91.46	88.98	
Skill of the person driving the ambulance	94.14	94.98	93.39	95.07	93.58	
Care shown by the medics who arrived with the	95.28	98.11	93.91	96.37	93.87	
Degree to which the medics took your problem	95.07	97.36	93.97	95.82	93.99	
Degree to which the medics listened to you and/or	94.76	96.94	94.26	96.04	93.07	
Skill of the medics	95.14	97.96	93.74	95.56	94.17	
Extent to which the medics kept you informed about	93.56	96.26	93.21	95.36	91.11	
Extent to which medics included you in the treatment	93.33	97.12	92.72	94.61	90.81	
Degree to which the medics relieved your pain or	92.01	94.79	91.60	93.02	90.16	
Medics' concern for your privacy	93.99	96.20	93.38	95.21	92.38	
Extent to which medics cared for you as a person	95.13	96.73	94.15	96.64	93.87	
Professionalism of the staff in our ambulance service	87.99	87.19	84.87	91.98	87.76	
Willingness of the staff in our billing office to address	88.74	90.49	86.19	91.60	87.89	
<b>Number of Surveys for the period</b>	<b>160</b>	220	255	289	420	220



**Cumulative Division Comparison**

	Overall Company	ESD #1	Kyle	Other	San Marcos	
<b>Total Score</b>	<b>94.43</b>	96.02	91.79	93.93	91.94	
How well did our staff work together to care for you	94.50	97.25	94.01	94.89	93.07	
Extent to which our staff eased your entry into the	94.20	96.43	93.29	95.55	92.83	
Appropriateness of Emergency Medical Transportation	94.08	96.41	93.17	95.09	92.83	
Extent to which the services received were worth the	87.68	92.30	84.88	89.01	86.38	
Overall rating of the care provided by our Emergency	94.24	96.93	92.93	94.79	93.33	
Likelihood of recommending this ambulance service	93.94	96.82	92.47	94.24	93.17	
<b>Number of Surveys for the period</b>	<b>160</b>	220	255	289	420	220

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