

San Marcos Hays County EMS

San Marcos, TX
Client 6585



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EMS System Report

July 1, 2018 to September 30, 2018

Your Score

93.44

Number of Your Patients in this Report

203

Number of Patients in this Report

19,753

Number of Transport Services in All EMS DB

148





Executive Summary

This report contains data from **203 San Marcos Hays County EMS** patients who returned a questionnaire between **07/01/2018** and **09/30/2018**.

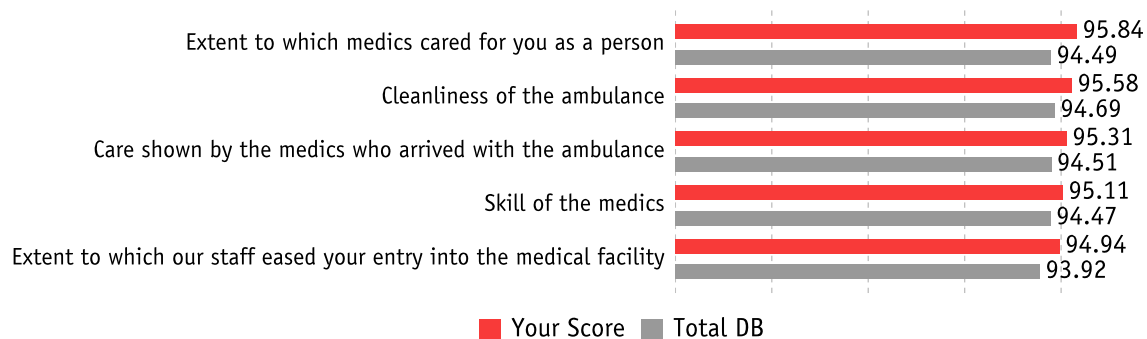
The overall mean score for the standard questions was **93.44**; this is a difference of **0.64** points from the overall EMS database score of **92.80**.

The current score of **93.44** is a change of **-1.47** points from last period's score of **94.91**. This was the **36th** highest overall score for all companies in the database.

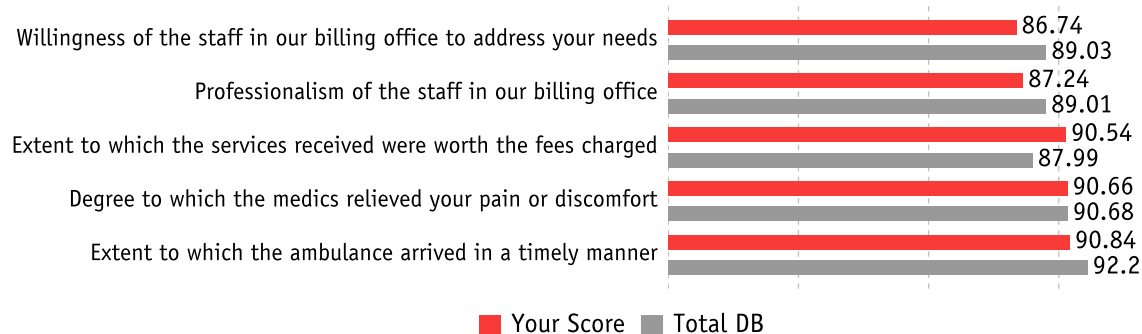
You are ranked **23rd** for comparably sized companies in the system.

78.88% of responses to standard questions had a rating of Very Good, the highest rating. **99.03%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

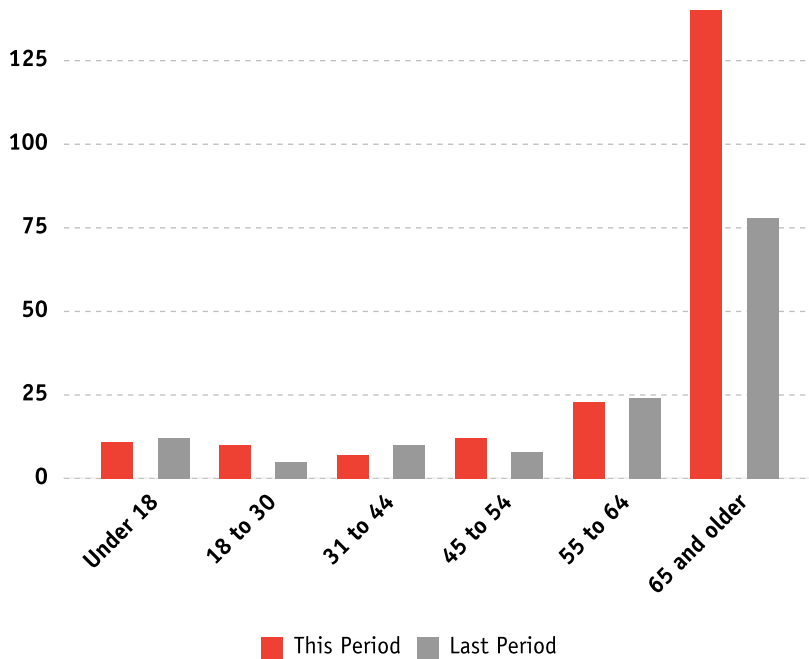




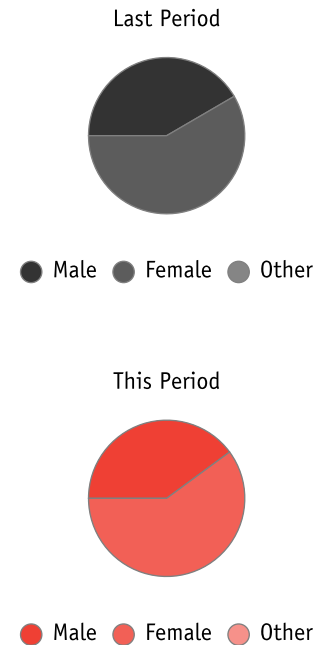
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	12	5	7	0	11	3	8	0
18 to 30	5	4	1	0	10	4	6	0
31 to 44	10	6	4	0	7	3	4	0
45 to 54	8	2	6	0	12	5	7	0
55 to 64	24	12	12	0	23	8	15	0
65 and older	78	28	50	0	140	58	82	0
Total	137	57	80	0	203	81	122	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	93.65	-0.87	92.78	92.76
Concern shown by the person you called for ambulance service	94.44	-1.21	93.23	92.67
Extent to which you were told what to do until the ambulance arrived	94.50	-3.61	90.89	91.30

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.66	-2.82	90.84	92.20
Cleanliness of the ambulance	96.40	-0.82	95.58	94.69
Comfort of the ride	90.37	1.71	92.08	87.40
Skill of the person driving the ambulance	95.41	-1.03	94.38	94.00

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.06	-0.75	95.31	94.51
Degree to which the medics took your problem seriously	96.60	-1.84	94.76	94.46
Degree to which the medics listened to you and/or your family	96.40	-1.53	94.87	94.08
Skill of the medics	95.49	-0.38	95.11	94.47
Extent to which the medics kept you informed about your treatment	94.92	-1.31	93.61	92.68
Extent to which medics included you in the treatment decisions (if applicable)	95.67	-1.92	93.75	92.43
Degree to which the medics relieved your pain or discomfort	93.31	-2.65	90.66	90.68
Medics' concern for your privacy	95.63	-1.61	94.02	93.69
Extent to which medics cared for you as a person	95.97	-0.13	95.84	94.49

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	91.25	-4.01	87.24	89.01
Willingness of the staff in our billing office to address your needs	91.09	-4.35	86.74	89.03



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.04	-1.93	94.11	93.71
Extent to which our staff eased your entry into the medical facility	96.70	-1.76	94.94	93.92
Appropriateness of Emergency Medical Transportation treatment	96.53	-2.00	94.53	93.56
Extent to which the services received were worth the fees charged	91.57	-1.03	90.54	87.99
Overall rating of the care provided by our Emergency Medical Transportation	95.72	-1.02	94.70	93.79
Likelihood of recommending this ambulance service to others	95.30	-0.95	94.35	93.32



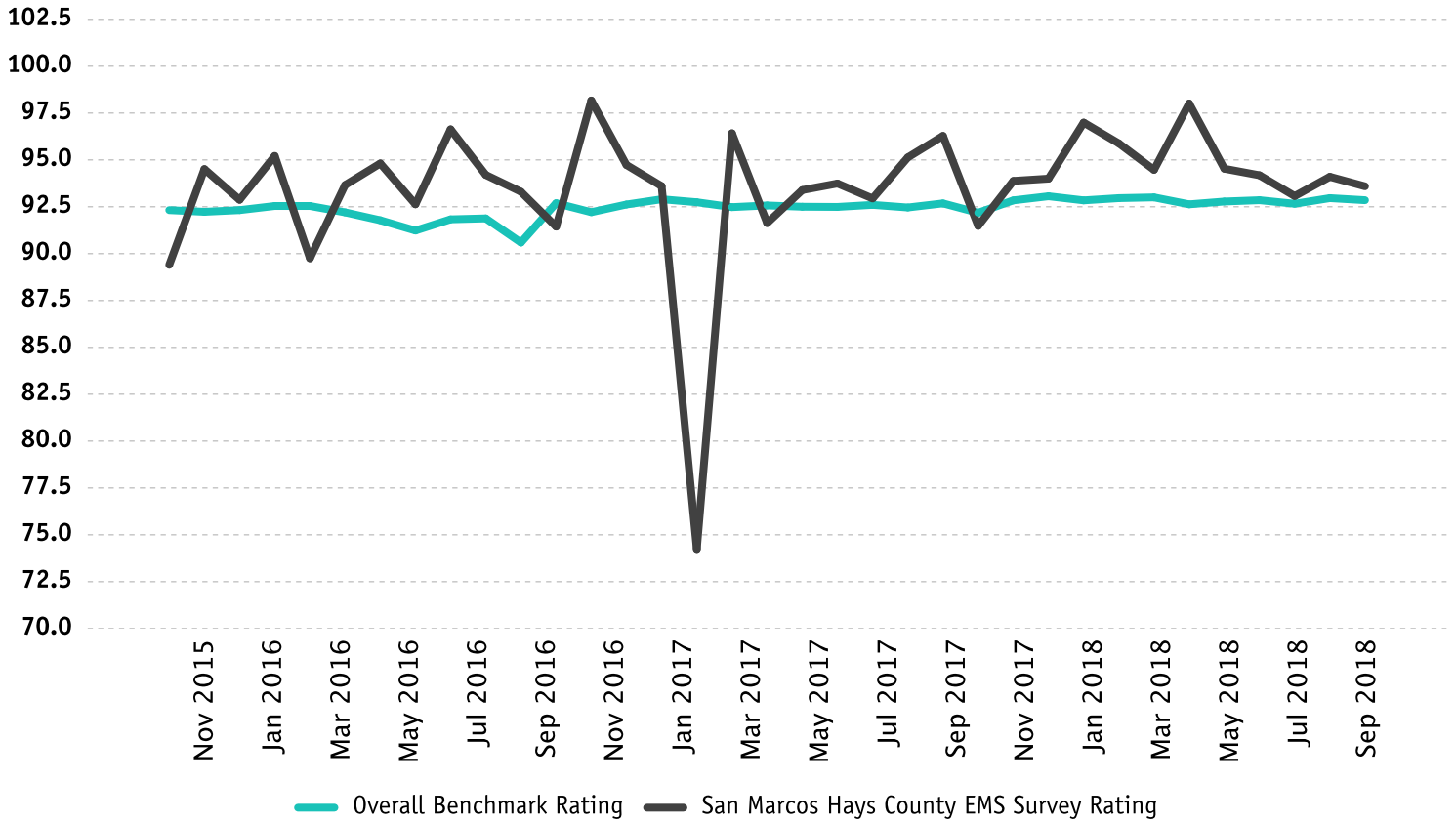
Monthly Breakdown

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 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018
Helpfulness of the person you called for ambulance service	93.57	94.44	89.44	93.38	97.12	96.79	93.58	98.68	94.51	91.02	91.59	95.33	92.39
Concern shown by the person you called for ambulance service	93.94	92.05	91.69	92.91	95.19	96.79	93.24	98.61	95.83	91.67	92.46	95.65	91.67
Extent to which you were told what to do until the ambulance	95.00	90.63	88.29	93.36	91.00	95.78	92.96	100.00	95.83	91.15	89.68	93.05	91.67
Extent to which the ambulance arrived in a timely manner	94.05	93.62	90.43	90.61	96.00	95.83	95.31	97.37	93.16	92.92	90.67	91.98	89.29
Cleanliness of the ambulance	95.59	93.18	94.83	96.03	98.96	97.29	96.62	96.67	96.67	96.08	95.70	96.88	92.39
Comfort of the ride	95.14	86.36	93.18	92.21	96.59	92.42	92.86	90.00	90.70	90.20	92.78	92.19	89.13
Skill of the person driving the ambulance	93.95	91.86	95.91	93.75	95.65	95.64	95.36	100.00	93.60	95.59	94.94	94.27	92.39
Care shown by the medics who arrived with the ambulance	97.62	94.15	94.81	95.58	97.12	96.44	94.69	98.75	95.50	95.61	95.35	95.59	94.64
Degree to which the medics took your problem seriously	98.81	94.79	96.30	95.90	98.08	97.00	95.99	100.00	96.43	95.54	94.13	96.08	94.64
Degree to which the medics listened to you and/or your family	99.39	94.27	95.83	95.90	99.04	97.00	95.37	100.00	95.92	95.54	94.86	95.00	94.64
Skill of the medics	96.43	93.09	96.23	95.94	98.08	96.91	95.00	100.00	94.79	94.55	94.70	96.28	94.64
Extent to which the medics kept you informed about your	95.73	91.11	95.37	94.68	98.00	96.66	93.35	97.37	94.44	94.44	93.43	93.37	94.64
Extent to which medics included you in the treatment decisions	97.73	91.22	93.75	94.71	98.68	96.35	93.84	98.61	94.08	95.83	94.48	91.46	95.45
Degree to which the medics relieved your pain or discomfort	93.95	87.50	93.23	94.66	96.43	95.35	90.01	89.13	94.89	93.25	89.34	90.98	94.23
Medics' concern for your privacy	96.95	91.49	95.59	92.65	98.86	96.81	94.23	94.79	95.74	95.83	93.14	95.41	94.44
Extent to which medics cared for you as a person	98.81	93.23	94.46	96.07	98.08	97.83	94.69	100.00	95.21	95.18	95.37	96.43	96.43
Professionalism of the staff in our billing office	94.44	83.75	85.91	88.71	93.75	90.66	93.75	97.22	90.74	89.33	86.54	86.45	93.75
Willingness of the staff in our billing office to address your	92.65	84.21	89.33	91.07	93.75	95.16	94.12	96.88	90.74	89.33	86.21	85.32	93.75
How well did our staff work together to care for you	97.50	91.67	96.43	95.28	98.08	95.90	95.33	98.68	95.31	95.75	93.88	94.27	94.64
Extent to which our staff eased your entry into the medical	97.97	91.67	96.35	95.58	100.00	97.18	96.54	98.21	95.35	97.45	94.54	96.11	94.23
Appropriateness of Emergency Medical Transportation treatment	99.32	91.11	95.31	95.22	97.62	95.07	95.83	98.33	96.02	96.43	94.54	94.02	95.37
Extent to which the services received were worth the fees	89.84	87.90	91.92	86.80	91.18	91.07	91.52	100.00	90.00	90.38	89.45	92.11	91.30
Overall rating of the care provided by our Emergency Medical	97.44	90.34	95.33	93.49	98.00	95.35	95.77	100.00	95.35	94.71	94.23	95.31	95.19
Likelihood of recommending this ambulance service to others	99.36	90.70	95.77	94.13	97.00	94.53	96.05	100.00	93.62	95.28	94.10	95.21	93.75
Your Master Score	96.28	91.48	93.88	94.00	96.99	95.88	94.47	98.01	94.53	94.18	93.07	94.10	93.59
Your Total Responses	45	57	66	85	29	97	87	20	56	61	116	55	32



Monthly tracking of Overall Survey Score





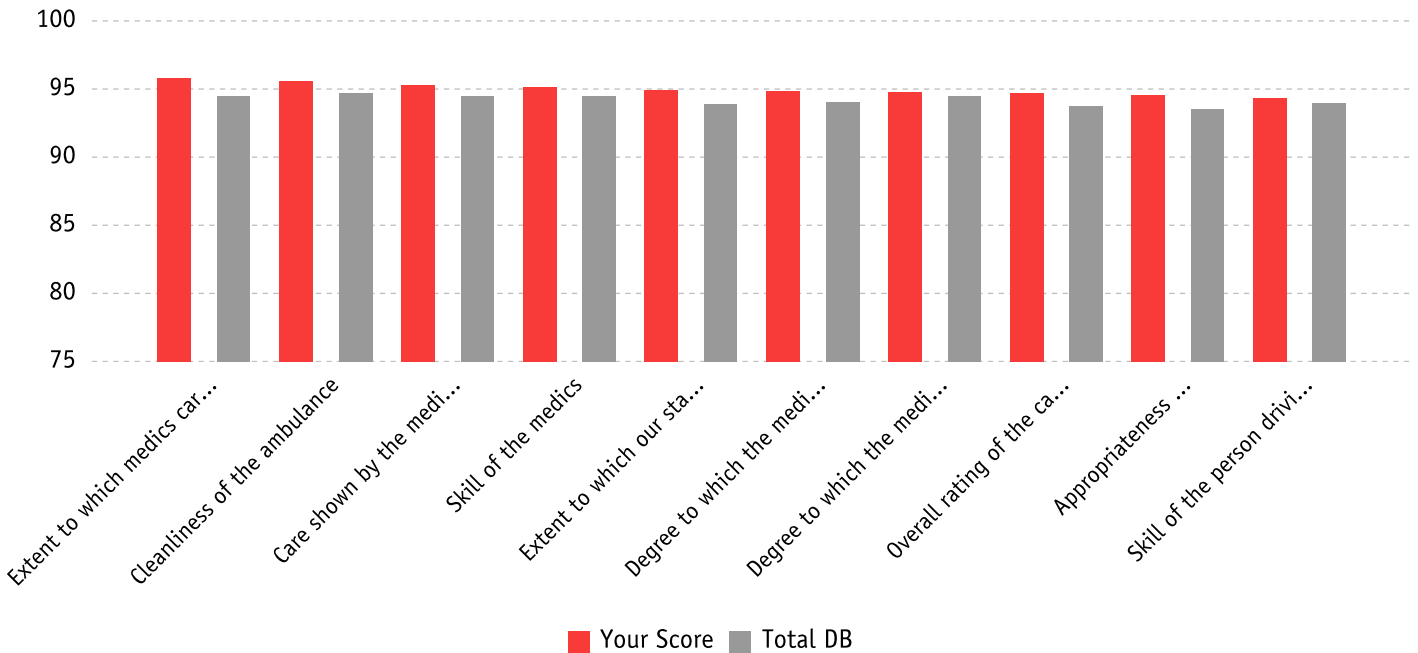
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Comfort of the ride	90.37	92.08	1.71	87.40
Decreases				
Willingness of the staff in our billing office to address your needs	91.09	86.74	-4.35	89.03
Professionalism of the staff in our billing office	91.25	87.24	-4.01	89.01
Extent to which you were told what to do until the ambulance arrived	94.50	90.89	-3.60	91.30
Extent to which the ambulance arrived in a timely manner	93.66	90.84	-2.83	92.20
Degree to which the medics relieved your pain or discomfort	93.31	90.66	-2.65	90.68
Appropriateness of Emergency Medical Transportation treatment	96.53	94.53	-2.00	93.56
How well did our staff work together to care for you	96.04	94.11	-1.93	93.71
Extent to which medics included you in the treatment decisions (if applicable)	95.67	93.75	-1.92	92.43
Degree to which the medics took your problem seriously	96.60	94.76	-1.84	94.46
Extent to which our staff eased your entry into the medical facility	96.70	94.94	-1.76	93.92



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	95.84	1.35	94.49
Cleanliness of the ambulance	95.58	0.89	94.69
Care shown by the medics who arrived with the ambulance	95.31	0.80	94.51
Skill of the medics	95.11	0.65	94.47
Extent to which our staff eased your entry into the medical facility	94.94	1.02	93.92
Degree to which the medics listened to you and/or your family	94.87	0.79	94.08
Degree to which the medics took your problem seriously	94.76	0.30	94.46
Overall rating of the care provided by our Emergency Medical Transportation service	94.70	0.91	93.79
Appropriateness of Emergency Medical Transportation treatment	94.53	0.97	93.56
Skill of the person driving the ambulance	94.38	0.38	94.00





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
Degree to which the medics took your problem seriously	94.76	.92629482
Extent to which medics cared for you as a person	95.84	.88649258
Medics' concern for your privacy	94.02	.884521058
Appropriateness of Emergency Medical Transportation treatment	94.53	.850484993
Concern shown by the person you called for ambulance service	93.23	.84769716
Extent to which the medics kept you informed about your treatment	93.61	.83072043
Care shown by the medics who arrived with the ambulance	95.31	.828913072
Extent to which our staff eased your entry into the medical facility	94.94	.823327943
Skill of the medics	95.11	.820609104
Degree to which the medics listened to you and/or your family	94.87	.820011465
How well did our staff work together to care for you	94.11	.813356471
Comfort of the ride	92.08	.793325696
Skill of the person driving the ambulance	94.38	.788225496
Extent to which you were told what to do until the ambulance arrived	90.89	.7806661
Helpfulness of the person you called for ambulance service	92.78	.771448915
Extent to which the ambulance arrived in a timely manner	90.84	.766139943
Extent to which medics included you in the treatment decisions (if applicable)	93.75	.758703189
Cleanliness of the ambulance	95.58	.754158212
Extent to which the services received were worth the fees charged	90.54	.735594754
Degree to which the medics relieved your pain or discomfort	90.66	.655562172
Willingness of the staff in our billing office to address your needs	86.74	.622218718
Professionalism of the staff in our billing office	87.24	.600100284



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	92.78	89.96	92.76	94.71	97.60	94.44	91.38
Concern shown by the person you called for ambulance service	93.23	90.27	92.17	96.88	97.60	94.44	92.24
Extent to which you were told what to do until the ambulance	90.89	88.17	92.73	91.48	96.12	93.52	93.10
Extent to which the ambulance arrived in a timely manner	90.84	91.58	95.06	96.36	97.97	97.22	89.47
Cleanliness of the ambulance	95.58	92.03	95.83	97.60	98.28	97.00	92.76
Comfort of the ride	92.08	78.24	90.44	95.19	93.09	91.67	82.24
Skill of the person driving the ambulance	94.38	92.37	95.13	98.08	98.07	97.92	91.89
Care shown by the medics who arrived with the ambulance	95.31	92.71	96.86	98.21	98.53	96.00	95.63
Degree to which the medics took your problem seriously	94.76	93.27	96.21	96.43	98.54	96.00	94.38
Degree to which the medics listened to you and/or your family	94.87	92.43	96.73	95.75	98.03	96.00	94.38
Skill of the medics	95.11	94.77	96.28	97.27	98.99	95.00	95.00
Extent to which the medics kept you informed about your	93.61	91.38	95.34	94.61	97.68	93.00	94.74
Extent to which medics included you in the treatment decisions (if	93.75	92.29	95.79	97.44	97.84	92.71	93.38
Degree to which the medics relieved your pain or discomfort	90.66	92.32	92.94	92.71	96.34	95.24	91.22
Medics' concern for your privacy	94.02	92.90	95.20	95.50	96.92	95.45	94.59
Extent to which medics cared for you as a person	95.84	93.91	96.58	97.22	97.98	96.88	95.27
Professionalism of the staff in our billing office	87.24	89.38	94.15	93.75	92.89	85.42	93.75
Willingness of the staff in our billing office to address your needs	86.74	91.22	95.35	95.00	91.21	97.50	96.05
How well did our staff work together to care for you	94.11	92.83	95.56	97.64	96.84	96.00	92.50
Extent to which our staff eased your entry into the medical facility	94.94	92.27	96.83	97.17	97.34	94.00	94.74
Appropriateness of Emergency Medical Transportation treatment	94.53	92.91	95.81	97.60	97.01	96.88	92.57
Extent to which the services received were worth the fees charged	90.54	87.52	92.14	88.33	95.22	89.77	86.70
Overall rating of the care provided by our Emergency Medical	94.70	92.57	96.57	96.30	97.14	96.00	95.95
Likelihood of recommending this ambulance service to others	94.35	90.07	96.32	96.35	97.67	96.00	93.75
Overall score	93.44	91.17	95.05	96.00	97.18	94.91	92.81
National Rank	36	75	19	12	4	20	52
Comparable Size (Small) Company Rank	23	36	13	9	4	14	31



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Total Score	93.44	92.80	92.76	93.82
Medics' concern for your privacy	94.02	93.69	93.74	94.77
Helpfulness of the person you called for ambulance service	92.78	92.76	92.88	93.84
Extent to which the medics kept you informed about your	93.61	92.68	93.05	93.75
Skill of the medics	95.11	94.47	94.94	95.36
Degree to which the medics listened to you and/or your family	94.87	94.08	94.33	94.96
Extent to which our staff eased your entry into the medical	94.94	93.92	94.11	95.05
Extent to which you were told what to do until the ambulance	90.89	91.30	91.46	93.19
Care shown by the medics who arrived with the ambulance	95.31	94.51	94.83	95.26
Degree to which the medics relieved your pain or discomfort	90.66	90.68	91.11	92.21
Professionalism of the staff in our billing office	87.24	89.01	88.81	90.39
Extent to which medics included you in the treatment decisions	93.75	92.43	93.10	93.80
Extent to which the ambulance arrived in a timely manner	90.84	92.20	92.57	94.05
How well did our staff work together to care for you	94.11	93.71	93.76	95.06
Extent to which medics cared for you as a person	95.84	94.49	94.96	95.36
Extent to which the services received were worth the fees	90.54	87.99	88.27	89.51
Skill of the person driving the ambulance	94.38	94.00	94.03	95.03
Concern shown by the person you called for ambulance service	93.23	92.67	92.74	93.99
Likelihood of recommending this ambulance service to others	94.35	93.32	93.57	94.90
Overall rating of the care provided by our Emergency Medical	94.70	93.79	94.10	94.75
Appropriateness of Emergency Medical Transportation treatment	94.53	93.56	93.70	94.71
Degree to which the medics took your problem seriously	94.76	94.46	94.69	95.32
Cleanliness of the ambulance	95.58	94.69	94.85	95.88
Willingness of the staff in our billing office to address your	86.74	89.03	89.29	90.10
Comfort of the ride	92.08	87.40	87.37	90.47
Number of Surveys for the period	203			



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	91.92
Dispatch	92.79	91.7
Helpfulness of the person you called for ambulance service	92.93	92.40
Concern shown by the person you called for ambulance service	93.30	92.16
Extent to which you were told what to do until the ambulance	92.13	90.54
Ambulance	93.23	91.48
Extent to which the ambulance arrived in a timely manner	92.58	91.80
Cleanliness of the ambulance	95.17	94.03
Comfort of the ride	90.78	87.14
Skill of the person driving the ambulance	94.39	92.96
Medic	94.53	92.91
Care shown by the medics who arrived with the ambulance	95.36	93.93
Degree to which the medics took your problem seriously	95.40	93.85
Degree to which the medics listened to you and/or your family	95.17	93.56
Skill of the medics	95.30	93.97
Extent to which the medics kept you informed about your treatment	93.92	92.09
Extent to which medics included you in the treatment decisions (if	93.82	91.86
Degree to which the medics relieved your pain or discomfort	92.14	90.22
Medics' concern for your privacy	94.24	92.86
Extent to which medics cared for you as a person	95.38	93.81
Billing Staff Assessment	88.88	88.34



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.39	91.92
Billing Staff Assessment	88.88	88.34
Professionalism of the staff in our billing office	88.48	88.28
Willingness of the staff in our billing office to address your needs	89.27	88.40
Overall Assessment	93.6	92.03
How well did our staff work together to care for you	94.75	93.04
Extent to which our staff eased your entry into the medical facility	94.86	93.22
Appropriateness of Emergency Medical Transportation treatment	94.49	92.97
Extent to which the services received were worth the fees charged	88.77	87.08
Overall rating of the care provided by our Emergency Medical	94.47	93.12
Likelihood of recommending this ambulance service to others	94.24	92.74



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	25	12	96	670	2999	78.88%	76.74%
Dispatch	5	2	12	101	371	75.56%	75.07%
Helpfulness of the person you called for ambulance service	2	1	1	35	127	76.51%	76.63%
Concern shown by the person you called for ambulance service	1	1	5	28	131	78.92%	75.67%
Extent to which you were told what to do until the ambulance arrived	2	0	6	38	113	71.07%	72.92%
Ambulance	2	1	20	134	516	76.67%	75.09%
Extent to which the ambulance arrived in a timely manner	2	1	8	42	135	71.81%	75.49%
Cleanliness of the ambulance	0	0	2	25	137	83.54%	80.88%
Comfort of the ride	0	0	8	35	118	73.29%	64.35%
Skill of the person driving the ambulance	0	0	2	32	126	78.75%	79.61%
Medic	8	4	36	233	1243	81.56%	79.98%
Care shown by the medics who arrived with the ambulance	1	0	3	24	153	84.53%	82.55%
Degree to which the medics took your problem seriously	1	1	2	27	150	82.87%	83.00%
Degree to which the medics listened to you and/or your family	1	0	3	27	149	82.78%	81.86%
Skill of the medics	0	0	5	24	145	83.33%	82.25%
Extent to which the medics kept you informed about your treatment	1	1	5	27	138	80.23%	77.31%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	25	12	96	670	2999	78.88%	76.74%
Extent to which medics included you in the treatment decisions (if applicable)	0	2	3	23	112	80.00%	77.51%
Degree to which the medics relieved your pain or discomfort	2	0	9	32	112	72.26%	72.85%
Medics' concern for your privacy	1	0	3	30	133	79.64%	79.31%
Extent to which medics cared for you as a person	1	0	3	19	151	86.78%	83.14%
Billing Staff Assessment	8	0	8	34	107	68.15%	64.54%
Professionalism of the staff in our billing office	4	0	4	17	55	68.75%	64.24%
Willingness of the staff in our billing office to address your needs	4	0	4	17	52	67.53%	64.84%
Overall Assessment	2	5	20	168	762	79.62%	77.87%
How well did our staff work together to care for you	0	1	3	32	138	79.31%	79.45%
Extent to which our staff eased your entry into the medical facility	0	0	2	28	128	81.01%	79.85%
Appropriateness of Emergency Medical Transportation treatment	0	0	2	31	127	79.38%	79.26%
Extent to which the services received were worth the fees charged	1	3	5	27	96	72.73%	67.78%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	4	24	136	82.42%	80.54%
Likelihood of recommending this ambulance service to others	1	0	4	26	137	81.55%	80.34%



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #9	North Hays County ESD #1	Other
Total Score	93.12	93.03	91.97	94.86	92.99
Helpfulness of the person you called for ambulance service	92.78	93.29	93.30	91.33	93.27
Concern shown by the person you called for ambulance service	93.23	93.13	93.30	92.07	95.19
Extent to which you were told what to do until the ambulance	90.89	93.59	89.62	90.16	90.63
Extent to which the ambulance arrived in a timely manner	90.84	92.78	87.88	90.39	94.70
Cleanliness of the ambulance	95.58	94.05	94.23	98.65	96.21
Comfort of the ride	92.08	89.63	90.20	95.83	93.94
Skill of the person driving the ambulance	94.38	93.29	92.65	97.86	94.70
Care shown by the medics who arrived with the ambulance	95.31	93.75	94.70	96.53	97.32
Degree to which the medics took your problem seriously	94.76	95.45	92.80	95.95	96.43
Degree to which the medics listened to you and/or your family	94.87	95.45	94.70	94.79	94.44
Skill of the medics	95.11	95.93	93.75	96.25	95.37
Extent to which the medics kept you informed about your	93.61	95.12	92.06	94.67	93.27
Extent to which medics included you in the treatment decisions	93.75	93.75	90.63	97.22	95.00
Degree to which the medics relieved your pain or discomfort	90.66	90.38	90.13	92.76	89.00
Medics' concern for your privacy	94.02	94.87	91.68	96.34	94.44
Extent to which medics cared for you as a person	95.84	95.63	94.62	97.05	97.22
Number of Survey Responses	203	50	73	47	33



Monthly Division Comparison

	Overall Company	City of San Marcos	ESD #9	North Hays County ESD #1	Other
Total Score	93.12	93.03	91.97	94.86	92.99
Professionalism of the staff in our billing office	87.24	88.58	87.10	90.33	77.89
Willingness of the staff in our billing office to address your	86.74	88.09	86.24	90.69	77.89
How well did our staff work together to care for you	94.11	93.02	94.35	95.24	93.52
Extent to which our staff eased your entry into the medical	94.94	93.75	94.44	97.97	93.52
Appropriateness of Emergency Medical Transportation treatment	94.53	93.45	93.87	96.71	94.44
Extent to which the services received were worth the fees	90.54	87.50	88.66	96.09	91.67
Overall rating of the care provided by our Emergency Medical	94.70	94.19	93.18	96.15	96.43
Likelihood of recommending this ambulance service to others	94.35	94.05	93.22	95.65	95.37
Number of Survey Responses	203	50	73	47	33



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	93.36	95.67	92.28	92.45	95.23	93.65	92.52
Helpfulness of the person you called for ambulance service	92.93	94.26	95.52	91.57	91.10	93.29	92.76	92.75
Concern shown by the person you called for ambulance service	93.30	93.33	95.48	92.44	91.35	93.77	93.58	93.18
Extent to which you were told what to do until the ambulance	92.13	93.64	94.68	90.24	91.07	91.44	91.59	91.94
Extent to which the ambulance arrived in a timely manner	92.58	93.66	93.73	88.58	91.94	91.94	92.94	92.81
Cleanliness of the ambulance	95.17	94.78	96.31	94.64	94.96	98.18	95.87	93.89
Comfort of the ride	90.78	89.02	92.67	90.43	89.93	93.98	91.38	89.78
Skill of the person driving the ambulance	94.39	93.94	95.50	93.29	93.68	96.63	94.69	94.03
Care shown by the medics who arrived with the ambulance	95.36	94.57	98.14	94.80	94.70	96.98	95.51	94.10
Degree to which the medics took your problem seriously	95.40	95.65	97.97	93.25	94.93	96.61	95.28	94.56
Degree to which the medics listened to you and/or your family	95.17	95.29	97.59	94.50	94.98	95.85	95.21	93.92
Skill of the medics	95.30	95.96	97.95	93.04	94.40	96.83	95.27	94.51
Extent to which the medics kept you informed about your	93.92	94.92	96.54	92.01	93.68	95.58	94.52	92.15
Extent to which medics included you in the treatment decisions	93.82	93.75	97.36	92.21	93.33	97.17	93.85	91.96
Degree to which the medics relieved your pain or discomfort	92.14	92.08	94.74	90.51	91.69	94.20	91.94	91.16
Medics' concern for your privacy	94.24	94.92	96.86	92.75	94.13	96.83	93.91	92.98
Extent to which medics cared for you as a person	95.38	95.38	97.44	94.25	94.89	97.24	95.70	94.28
Professionalism of the staff in our billing office	88.48	89.15	87.80	88.44	86.33	90.42	90.67	88.15
Willingness of the staff in our billing office to address your	89.27	88.87	91.68	87.83	87.17	90.67	90.93	88.58
Number of Surveys for the period	1945	77	310	113	348	72	463	77



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	93.36	95.67	92.28	92.45	95.23	93.65	92.52
How well did our staff work together to care for you	94.75	93.66	97.80	94.41	94.70	96.09	94.32	93.46
Extent to which our staff eased your entry into the medical	94.86	94.05	97.18	95.12	93.65	97.77	95.33	93.74
Appropriateness of Emergency Medical Transportation treatment	94.49	94.14	96.62	94.51	93.58	96.93	94.43	93.72
Extent to which the services received were worth the fees	88.77	88.14	92.76	89.03	86.08	95.00	89.13	87.48
Overall rating of the care provided by our Emergency Medical	94.47	93.85	97.00	93.47	93.50	96.49	94.45	93.76
Likelihood of recommending this ambulance service to others	94.24	93.56	96.80	93.41	93.06	95.58	94.37	93.59
Number of Surveys for the period	1945	77	310	113	348	72	463	77