

San Marcos Hays County EMS

San Marcos, TX
Client 6585



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EMS System Report

July 1, 2016 to September 30, 2016

Division: ESD #1, Kyle, Other, San Marcos, San Marcos

Your Score

94.39

Number of Your Patients in this Report

117

Number of Patients in this Report

18,916

Number of Transport Services in All EMS DB

131





Executive Summary

This report contains data from **117 San Marcos Hays County EMS** patients who returned a questionnaire between **07/01/2016** and **09/30/2016**.

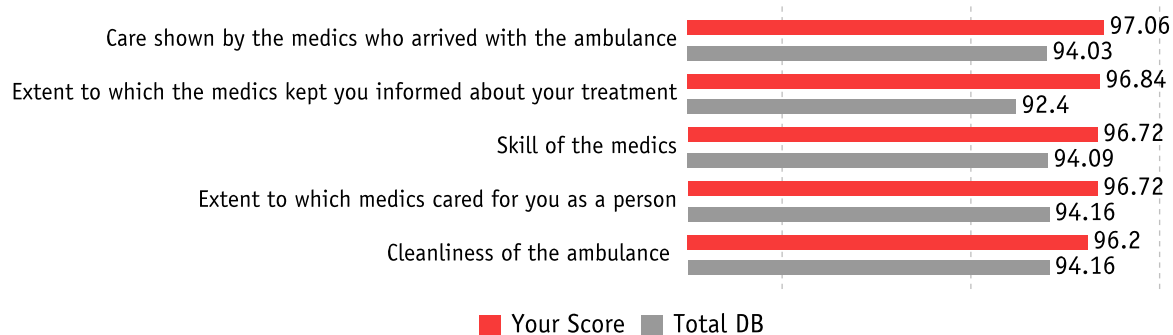
The overall mean score for the standard questions was **94.39**; this is a difference of **2.02** points from the overall EMS database score of **92.37**.

The current score of **94.39** is a change of **0.97** points from last period's score of **93.42**. This was the **19th** highest overall score for all companies in the database.

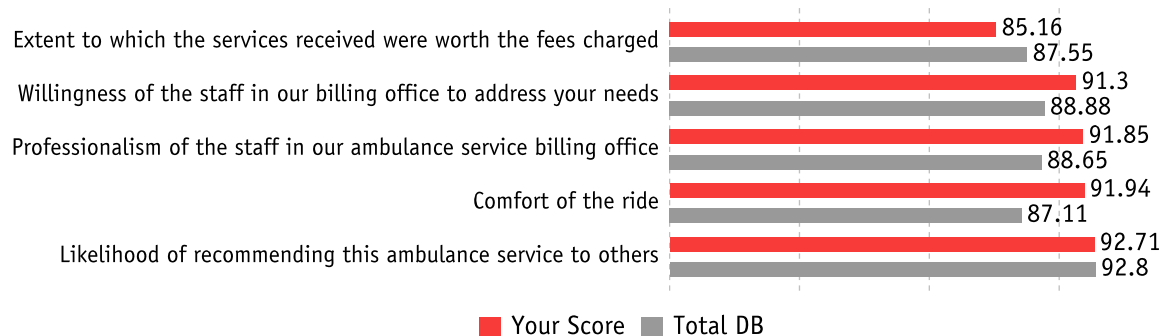
You are ranked **15th** for comparably sized companies in the system.

81.74% of responses to standard questions had a rating of Very Good, the highest rating. **99.20%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

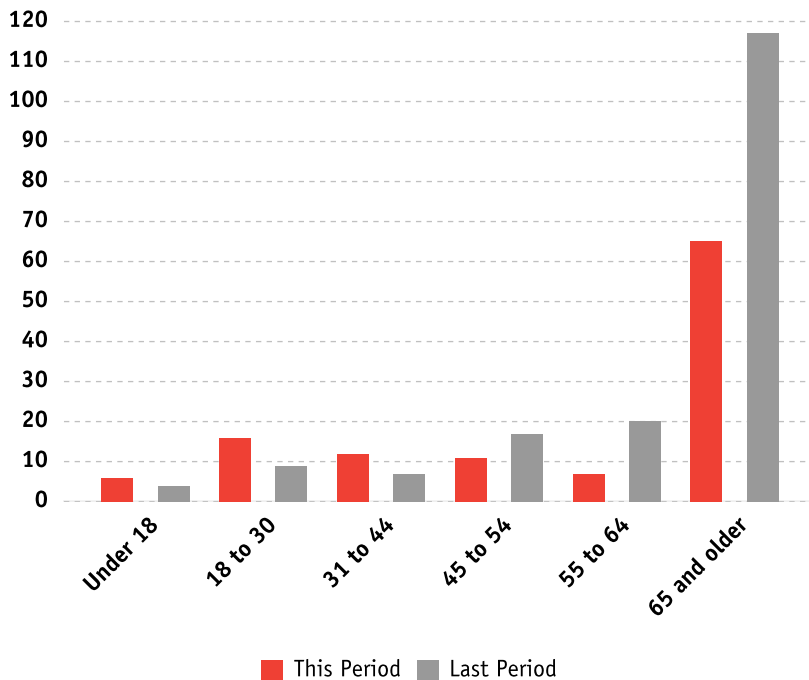




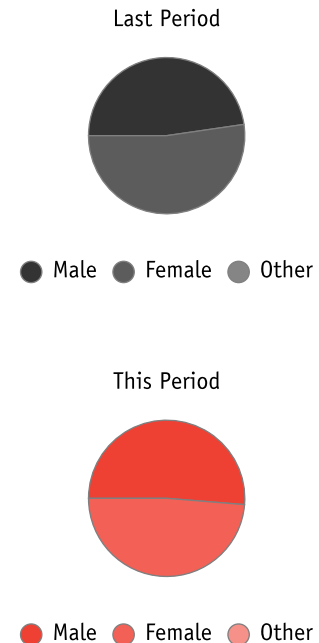
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	4	2	2	0	6	2	4	0
18 to 30	9	4	5	0	16	10	6	0
31 to 44	7	5	2	0	12	4	8	0
45 to 54	17	11	6	0	11	5	6	0
55 to 64	20	12	8	0	7	6	1	0
65 and older	117	49	68	0	65	33	32	0
Total	174	83	91	0	117	60	57	0

Age Ranges



Gender





Dispatch Analysis

This analysis details the section results that concern dispatcher operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern ambulance operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern office operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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 analysis details the section results that concern assessment of operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance 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	92.37	1.63	94.00	92.51
Concern shown by the person you called for ambulance service	93.35	1.29	94.64	92.34
Extent to which you were told what to do until the ambulance arrived	92.29	0.80	93.09	90.61

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	90.96	3.99	94.95	91.70
Cleanliness of the ambulance	93.92	2.28	96.20	94.16
Comfort of the ride	90.28	1.66	91.94	87.11
Skill of the person driving the ambulance	93.72	1.93	95.65	93.53

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	95.83	1.23	97.06	94.03
Degree to which the medics took your problem seriously	95.44	-0.38	95.06	94.03
Degree to which the medics listened to you and/or your family	95.52	-1.01	94.51	93.74
Skill of the medics	95.76	0.96	96.72	94.09
Extent to which the medics kept you informed about your treatment	93.54	3.30	96.84	92.40
Extent to which medics included you in the treatment decisions (if applicable)	92.87	2.44	95.31	92.21
Degree to which the medics relieved your pain or discomfort	91.42	1.98	93.40	90.48
Medics' concern for your privacy	94.20	0.32	94.52	93.22
Extent to which medics cared for you as a person	95.22	1.50	96.72	94.16

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our ambulance service billing office	88.06	3.79	91.85	88.65
Willingness of the staff in our billing office to address your needs	89.21	2.09	91.30	88.88



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.44	-0.06	95.38	93.22
Extent to which our staff eased your entry into the medical facility	94.37	0.63	95.00	93.46
Appropriateness of Emergency Medical Transportation treatment	94.55	-0.57	93.98	93.15
Extent to which the services received were worth the fees charged	88.41	-3.25	85.16	87.55
Overall rating of the care provided by our Emergency Medical Transportation	94.78	-0.88	93.90	93.22
Likelihood of recommending this ambulance service to others	94.72	-2.01	92.71	92.80



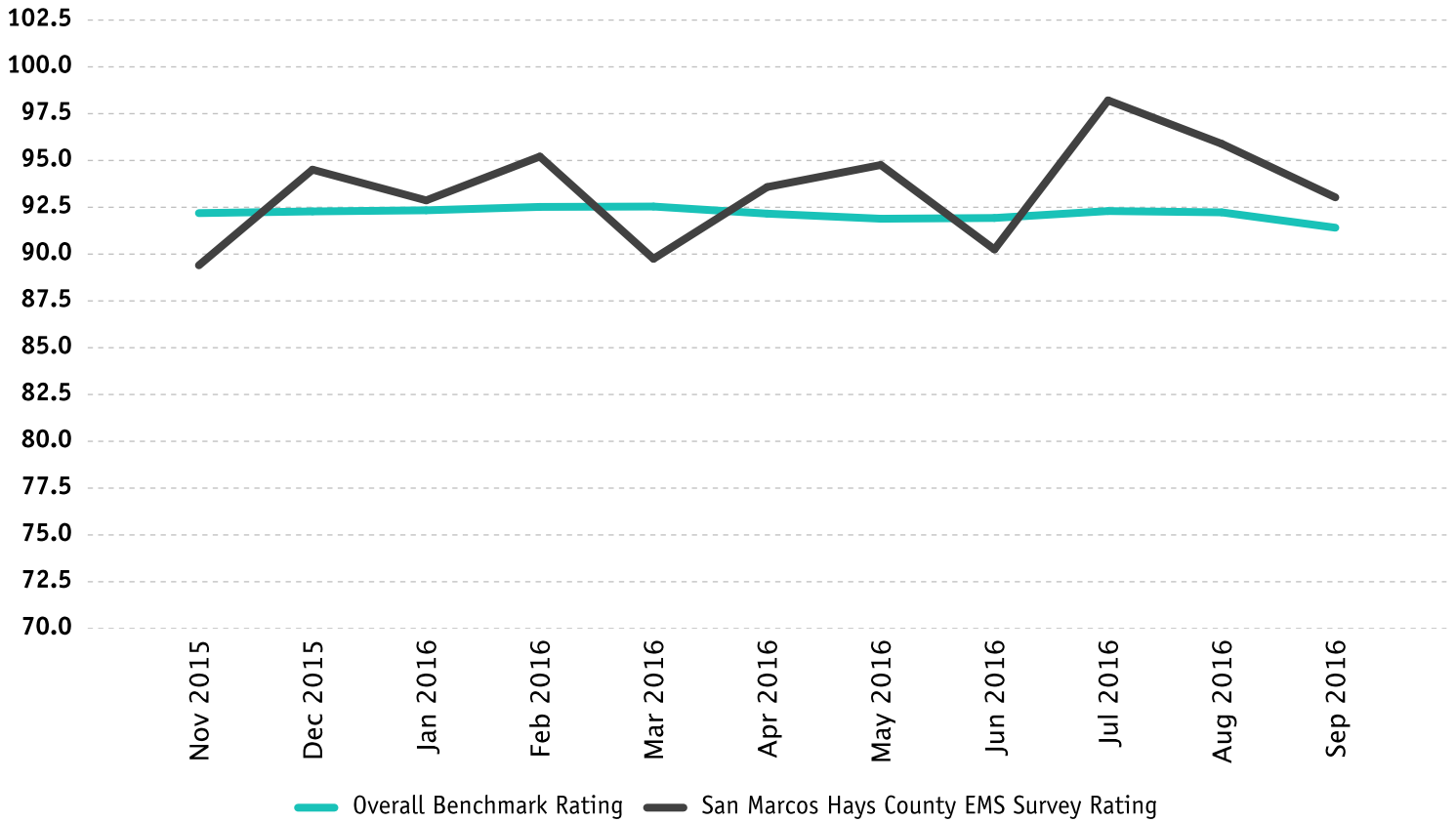
Monthly Breakdown

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.

	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016
Helpfulness of the person you called for ambulance service	100.00	100.00	100.00	100.00	100.00	100.00	97.92		100.00	95.65	92.31
Concern shown by the person you called for ambulance service	100.00	100.00	100.00	100.00	100.00	100.00	96.15		100.00	95.45	93.75
Extent to which you were told what to do until the ambulance	100.00	100.00	100.00	100.00	100.00	100.00	92.31		100.00	94.89	91.15
Extent to which the ambulance arrived in a timely manner	100.00	100.00	100.00	100.00	83.33	100.00	90.00	100.00	100.00	94.44	95.18
Cleanliness of the ambulance	100.00	100.00	100.00	100.00	83.33	100.00	92.86	100.00	87.50	97.30	95.75
Comfort of the ride	100.00	100.00	100.00	100.00	83.33	100.00	94.64	75.00	75.00	93.24	91.67
Skill of the person driving the ambulance	100.00	100.00	100.00	100.00	83.33	100.00	98.08	75.00	87.50	96.62	95.28
Care shown by the medics who arrived with the ambulance	100.00	100.00	91.67	100.00	91.67	100.00	96.43	100.00	100.00	99.42	95.09
Degree to which the medics took your problem seriously	100.00	100.00	91.67	100.00	91.67	100.00	98.21	100.00	100.00	96.61	93.52
Degree to which the medics listened to you and/or your family	100.00	100.00	87.50	100.00	75.00	100.00	98.21	100.00	100.00	96.53	92.59
Skill of the medics	100.00	100.00	100.00	100.00	87.50	100.00	98.21	100.00	100.00	98.81	94.91
Extent to which the medics kept you informed about your	100.00	100.00	91.67		66.67	100.00	96.43	100.00	100.00	98.21	95.50
Extent to which medics included you in the treatment decisions	100.00	100.00	100.00	100.00	75.00	100.00	93.75	100.00	100.00	97.86	93.02
Degree to which the medics relieved your pain or discomfort	100.00	100.00	87.50	100.00	66.67	100.00	90.38	100.00	100.00	94.47	92.19
Medics' concern for your privacy	100.00	100.00	87.50	100.00	75.00	100.00	94.64	100.00	100.00	96.18	92.86
Extent to which medics cared for you as a person	100.00	100.00	100.00	100.00	75.00	100.00	98.21	100.00	100.00	99.42	94.34
Professionalism of the staff in our ambulance service billing	100.00			100.00	58.67	100.00	91.67			95.59	89.66
Willingness of the staff in our billing office to address your	100.00			100.00	91.67	100.00	91.67			94.44	89.29
How well did our staff work together to care for you	100.00	100.00	100.00	100.00	83.33	100.00	93.75	100.00	100.00	96.88	94.00
Extent to which our staff eased your entry into the medical	100.00	100.00	83.33	100.00	83.33	100.00	95.83	100.00	100.00	97.73	93.00
Appropriateness of Emergency Medical Transportation treatment	100.00	100.00	100.00	100.00	91.67	100.00	97.73	100.00	100.00	94.31	93.37
Extent to which the services received were worth the fees	100.00	100.00	91.67	100.00	75.00	100.00	94.44	50.00	100.00	88.26	81.11
Overall rating of the care provided by our Emergency Medical	100.00	100.00	100.00	100.00	83.33	100.00	94.23	75.00	100.00	95.54	92.19
Likelihood of recommending this ambulance service to others	100.00	100.00	100.00	100.00	83.33	100.00	97.92	75.00	100.00	90.82	93.75
Your Master Score	100.00	100.00	96.12	100.00	82.87	100.00	95.30	92.11	98.21	95.89	93.03
Your Total Responses	2	2	3	1	3	4	15	1	3	53	61



Monthly tracking of Overall Survey Score





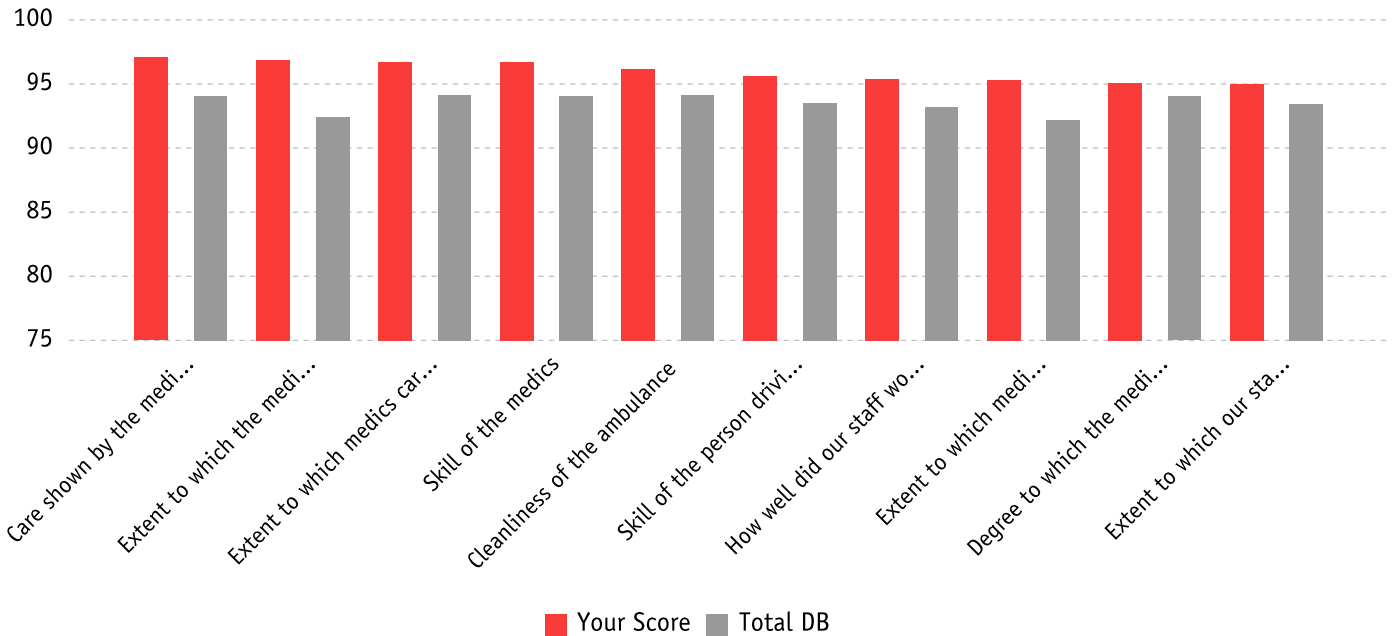
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the ambulance arrived in a timely manner	90.96	94.95	3.99	91.70
Professionalism of the staff in our ambulance service billing office	88.06	91.85	3.79	88.65
Extent to which the medics kept you informed about your treatment	93.54	96.84	3.30	92.40
Extent to which medics included you in the treatment decisions (if applicable)	92.87	95.31	2.44	92.21
Cleanliness of the ambulance	93.92	96.20	2.28	94.16
Willingness of the staff in our billing office to address your needs	89.21	91.30	2.10	88.88
Degree to which the medics relieved your pain or discomfort	91.42	93.40	1.98	90.48
Skill of the person driving the ambulance	93.72	95.65	1.93	93.53
Comfort of the ride	90.28	91.94	1.65	87.11
Helpfulness of the person you called for ambulance service	92.37	94.00	1.63	92.51
Decreases				
Extent to which the services received were worth the fees charged	88.41	85.16	-3.25	87.55
Likelihood of recommending this ambulance service to others	94.72	92.71	-2.01	92.80
Degree to which the medics listened to you and/or your family	95.52	94.51	-1.01	93.74
Overall rating of the care provided by our Emergency Medical Transportation service	94.78	93.90	-0.88	93.22
Appropriateness of Emergency Medical Transportation treatment	94.55	93.98	-0.57	93.15
Degree to which the medics took your problem seriously	95.44	95.06	-0.38	94.03
How well did our staff work together to care for you	95.44	95.38	-0.06	93.22



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Care shown by the medics who arrived with the ambulance	97.06	3.03	94.03
Extent to which the medics kept you informed about your treatment	96.84	4.44	92.4
Extent to which medics cared for you as a person	96.72	2.56	94.16
Skill of the medics	96.72	2.63	94.09
Cleanliness of the ambulance	96.2	2.03	94.16
Skill of the person driving the ambulance	95.65	2.13	93.53
How well did our staff work together to care for you	95.38	2.16	93.22
Extent to which medics included you in the treatment decisions (if applicable)	95.31	3.1	92.21
Degree to which the medics took your problem seriously	95.06	1.03	94.03
Extent to which our staff eased your entry into the medical facility	95	1.54	93.46





Highest and Lowest Scores

	Last Period	This Period	Change	Total DB Score
Highest Scores				
Care shown by the medics who arrived with the ambulance	95.83	97.06	1.23	94.03
Extent to which the medics kept you informed about your treatment	93.54	96.84	3.30	92.40
Skill of the medics	95.76	96.72	0.96	94.09
Extent to which medics cared for you as a person	95.22	96.72	1.50	94.16
Cleanliness of the ambulance	93.92	96.20	2.28	94.16

	Last Period	This Period	Change	Total DB Score
Lowest Scores				
Extent to which the services received were worth the fees charged	88.41	85.16	-3.25	85.16
Willingness of the staff in our billing office to address your needs	89.21	91.30	2.09	91.30
Professionalism of the staff in our ambulance service billing office	88.06	91.85	3.79	91.85
Comfort of the ride	90.28	91.94	1.66	91.94
Likelihood of recommending this ambulance service to others	94.72	92.71	-2.01	92.71



Key Drivers — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Appropriateness of Emergency Medical Transportation treatment	93.98	.946521729
Degree to which the medics relieved your pain or discomfort	93.40	.887235569
Degree to which the medics took your problem seriously	95.06	.883368262
Medics' concern for your privacy	94.52	.881991527
Willingness of the staff in our billing office to address your needs	91.30	.881301757
How well did our staff work together to care for you	95.38	.880952733
Professionalism of the staff in our ambulance service billing office	91.85	.876858282
Degree to which the medics listened to you and/or your family	94.51	.859607703
Extent to which medics included you in the treatment decisions (if applicable)	95.31	.846698409
Skill of the medics	96.72	.829000537
Extent to which the medics kept you informed about your treatment	96.84	.804746609
Care shown by the medics who arrived with the ambulance	97.06	.799633975
Extent to which our staff eased your entry into the medical facility	95.00	.78612738
Helpfulness of the person you called for ambulance service	94.00	.774611311
Extent to which the services received were worth the fees charged	85.16	.754027916
Extent to which medics cared for you as a person	96.72	.743307145
Concern shown by the person you called for ambulance service	94.64	.721104918
Skill of the person driving the ambulance	95.65	.701098014
Extent to which you were told what to do until the ambulance arrived	93.09	.700673917
Cleanliness of the ambulance	96.20	.694488465
Extent to which the ambulance arrived in a timely manner	94.95	.517650314
Comfort of the ride	91.94	.493735958



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	94.00	90.23	94.93	95.69	91.44	92.77	93.40
Concern shown by the person you called for ambulance service	94.64	89.74	94.48	97.55	91.84	91.53	93.21
Extent to which you were told what to do until the ambulance	93.09	86.30	91.53	95.86	88.59	92.92	91.79
Extent to which the ambulance arrived in a timely manner	94.95	92.94	95.32	92.87	90.97	93.71	87.36
Cleanliness of the ambulance	96.20	94.51	96.71	99.15	95.13	96.43	92.86
Comfort of the ride	91.94	80.54	92.79	94.92	89.52	91.33	82.75
Skill of the person driving the ambulance	95.65	91.49	96.40	98.73	93.25	95.24	89.71
Care shown by the medics who arrived with the ambulance	97.06	95.13	97.40	99.15	94.79	95.67	92.42
Degree to which the medics took your problem seriously	95.06	94.22	97.02	99.57	94.31	96.26	93.18
Degree to which the medics listened to you and/or your family	94.51	94.75	96.65	98.73	94.26	95.53	92.13
Skill of the medics	96.72	93.00	97.19	99.58	95.05	95.70	92.99
Extent to which the medics kept you informed about your	96.84	92.96	95.91	98.61	92.51	93.16	88.40
Extent to which medics included you in the treatment decisions (if	95.31	94.40	95.83	97.78	91.93	95.15	89.94
Degree to which the medics relieved your pain or discomfort	93.40	92.33	94.41	96.43	89.86	92.79	86.72
Medics' concern for your privacy	94.52	94.38	96.98	98.56	93.99	96.15	90.24
Extent to which medics cared for you as a person	96.72	95.43	96.86	99.56	95.14	95.77	92.33
Professionalism of the staff in our ambulance service billing office	91.85	86.49	94.51	94.57	90.08	91.67	82.93
Willingness of the staff in our billing office to address your needs	91.30	85.14	94.38	93.48	91.67	92.69	82.89
How well did our staff work together to care for you	95.38	93.92	96.55	99.55	93.53	94.96	91.18
Extent to which our staff eased your entry into the medical facility	95.00	93.60	96.57	99.55	93.28	94.96	91.25
Appropriateness of Emergency Medical Transportation treatment	93.98	93.19	95.84	99.07	94.35	95.38	90.79
Extent to which the services received were worth the fees charged	85.16	88.69	93.60	93.24	91.32	89.74	83.70
Overall rating of the care provided by our Emergency Medical	93.90	91.80	96.10	98.66	94.45	95.21	90.77
Likelihood of recommending this ambulance service to others	92.71	92.13	96.54	95.93	94.33	95.55	90.14
Overall score	94.39	91.89	95.74	97.62	92.86	94.34	90.05
National Rank	19	58	9	5	34	20	77
Comparable Size (Small) Company Rank	15	27	7	4	22		34

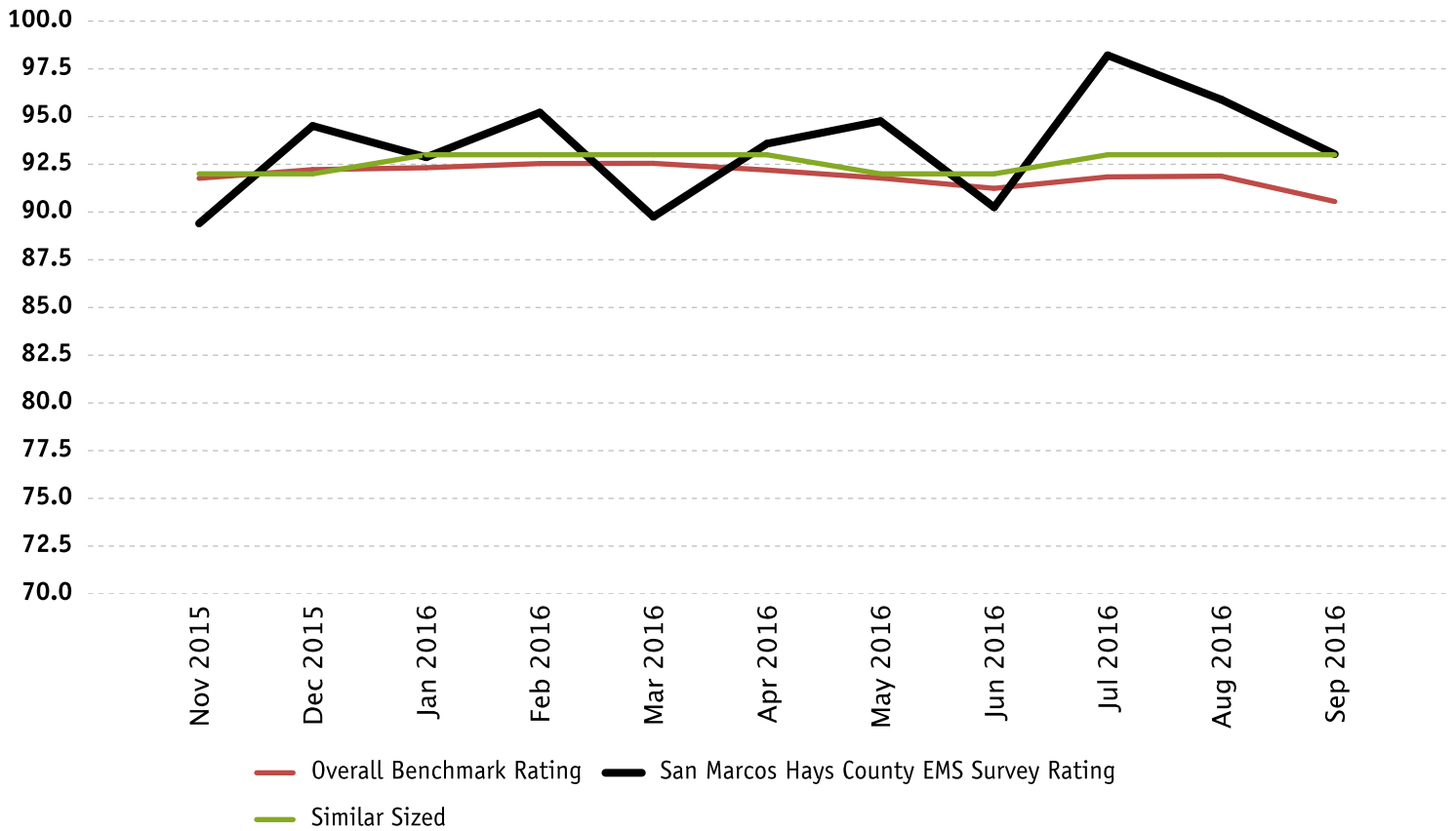


Benchmark Comparison

	Your Company	Total DB	Similar Sized
Total Score	94.39	92.38	92.96
Helpfulness of the person you called for ambulance service	94.00	92.51	92.90
Concern shown by the person you called for ambulance service	94.64	92.34	92.84
Extent to which you were told what to do until the ambulance	93.09	90.61	90.96
Extent to which the ambulance arrived in a timely manner	94.95	91.70	92.67
Cleanliness of the ambulance	96.20	94.16	95.06
Comfort of the ride	91.94	87.11	88.27
Skill of the person driving the ambulance	95.65	93.53	94.37
Care shown by the medics who arrived with the ambulance	97.06	94.03	95.00
Degree to which the medics took your problem seriously	95.06	94.03	95.10
Degree to which the medics listened to you and/or your family	94.51	93.74	94.79
Skill of the medics	96.72	94.09	95.20
Extent to which the medics kept you informed about your	96.84	92.40	93.44
Extent to which medics included you in the treatment decisions	95.31	92.21	93.43
Degree to which the medics relieved your pain or discomfort	93.40	90.48	91.47
Medics' concern for your privacy	94.52	93.22	94.11
Extent to which medics cared for you as a person	96.72	94.16	95.08
Professionalism of the staff in our ambulance service billing	91.85	88.65	89.25
Willingness of the staff in our billing office to address your	91.30	88.88	89.51
How well did our staff work together to care for you	95.38	93.22	93.96
Extent to which our staff eased your entry into the medical	95.00	93.46	94.13
Appropriateness of Emergency Medical Transportation treatment	93.98	93.15	93.87
Extent to which the services received were worth the fees	85.16	87.55	88.45
Overall rating of the care provided by our Emergency Medical	93.90	93.22	93.81
Likelihood of recommending this ambulance service to others	92.71	92.80	93.33
Number of Surveys for the period	117		

San Marcos Hays County EMS
July 1, 2016 to September 30, 2016

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 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	94.35	91.70
Dispatch	94.73	91.49
Helpfulness of the person you called for ambulance service	95.04	92.24
Concern shown by the person you called for ambulance service	95.40	91.96
Extent to which you were told what to do until the ambulance	93.75	90.26
Ambulance	94.76	91.28
Extent to which the ambulance arrived in a timely manner	94.63	91.61
Cleanliness of the ambulance	95.90	93.79
Comfort of the ride	92.62	87.04
Skill of the person driving the ambulance	95.87	92.70
Medic	95.43	92.71
Care shown by the medics who arrived with the ambulance	96.92	93.72
Degree to which the medics took your problem seriously	95.55	93.63
Degree to which the medics listened to you and/or your family	94.69	93.37
Skill of the medics	97.02	93.79
Extent to which the medics kept you informed about your treatment	96.11	91.84
Extent to which medics included you in the treatment decisions (if	94.95	91.64
Degree to which the medics relieved your pain or discomfort	92.71	90.20
Medics' concern for your privacy	94.29	92.61


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	94.35	91.70
Medic	95.43	92.71
Extent to which medics cared for you as a person	96.65	93.57
Billing Staff Assessment	91.46	88.11
Professionalism of the staff in our ambulance service billing office	90.85	88.09
Willingness of the staff in our billing office to address your needs	92.08	88.13
Overall Assessment	93.22	91.77
How well did our staff work together to care for you	95.34	92.79
Extent to which our staff eased your entry into the medical facility	94.82	92.98
Appropriateness of Emergency Medical Transportation treatment	94.88	92.73
Extent to which the services received were worth the fees charged	86.74	86.67
Overall rating of the care provided by our Emergency Medical	94.03	92.90
Likelihood of recommending this ambulance service to others	93.49	92.54



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	9	8	47	326	1746	81.74%	75.40%
Dispatch	0	0	4	63	225	77.05%	73.98%
Helpfulness of the person you called for ambulance service	0	0	1	22	77	77.00%	75.80%
Concern shown by the person you called for ambulance service	0	0	1	19	78	79.59%	75.04%
Extent to which you were told what to do until the ambulance arrived	0	0	2	22	70	74.47%	71.12%
Ambulance	0	0	8	65	308	80.84%	73.67%
Extent to which the ambulance arrived in a timely manner	0	0	1	19	84	80.77%	74.00%
Cleanliness of the ambulance	0	0	1	12	79	85.87%	79.09%
Comfort of the ride	0	0	6	18	69	74.19%	63.55%
Skill of the person driving the ambulance	0	0	0	16	76	82.61%	78.05%
Medic	4	1	15	101	733	85.83%	78.67%
Care shown by the medics who arrived with the ambulance	0	0	0	12	90	88.24%	80.92%
Degree to which the medics took your problem seriously	1	0	3	10	87	86.14%	81.67%
Degree to which the medics listened to you and/or your family	1	1	3	9	86	86.00%	80.62%
Skill of the medics	0	0	0	13	86	86.87%	80.71%
Extent to which the medics kept you informed about your treatment	0	0	0	12	83	87.37%	76.41%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	9	8	47	326	1746	81.74%	75.40%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	1	13	66	82.50%	76.18%
Degree to which the medics relieved your pain or discomfort	1	0	3	13	70	80.46%	72.17%
Medics' concern for your privacy	1	0	2	12	76	83.52%	77.58%
Extent to which medics cared for you as a person	0	0	3	7	89	89.90%	81.75%
Billing Staff Assessment	0	3	5	12	72	78.26%	63.46%
Professionalism of the staff in our ambulance service billing office	0	1	3	6	36	78.26%	62.88%
Willingness of the staff in our billing office to address your needs	0	2	2	6	36	78.26%	64.03%
Overall Assessment	5	4	15	85	408	78.92%	76.33%
How well did our staff work together to care for you	0	0	2	13	77	83.70%	77.94%
Extent to which our staff eased your entry into the medical facility	0	1	1	12	71	83.53%	78.45%
Appropriateness of Emergency Medical Transportation treatment	1	0	1	15	70	80.46%	77.84%
Extent to which the services received were worth the fees charged	2	3	7	13	49	66.22%	66.56%
Overall rating of the care provided by our Emergency Medical Transportation service	1	0	3	12	74	82.22%	78.59%
Likelihood of recommending this ambulance service to others	1	0	1	20	67	75.28%	78.63%

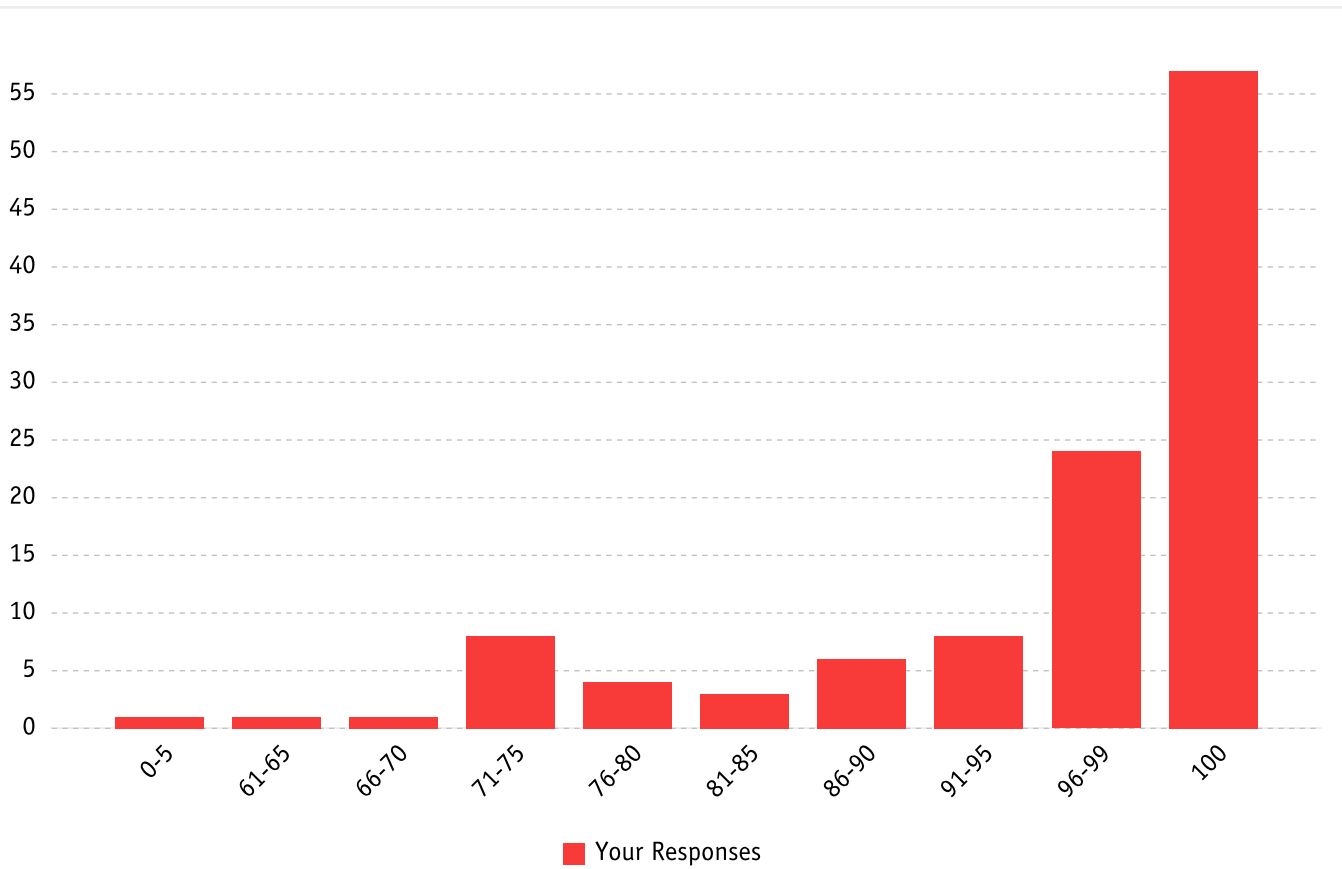


Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	94.00	92.51	11.247	15.533	4.29
Concern shown by the person you called for ambulance service	94.64	92.34	10.862	15.366	4.50
Extent to which you were told what to do until the ambulance arrived	93.09	90.61	12.315	17.435	5.12
Extent to which the ambulance arrived in a timely manner	94.95	91.70	10.618	16.386	5.77
Cleanliness of the ambulance	96.20	94.16	9.707	12.445	2.74
Comfort of the ride	91.94	87.11	14.738	20.42	5.68
Skill of the person driving the ambulance	95.65	93.53	9.476	13.878	4.40
Care shown by the medics who arrived with the ambulance	97.06	94.03	8.055	14.405	6.35
Degree to which the medics took your problem seriously	95.06	94.03	14.449	14.861	0.41
Degree to which the medics listened to you and/or your family	94.51	93.74	15.98	15.025	-0.96
Skill of the medics	96.72	94.09	8.444	13.946	5.50
Extent to which the medics kept you informed about your	96.84	92.40	8.305	16.03	7.72
Extent to which medics included you in the treatment decisions (if applicable)	95.31	92.21	10.528	16.459	5.93
Degree to which the medics relieved your pain or discomfort	93.40	90.48	15.771	18.357	2.59
Medics' concern for your privacy	94.52	93.22	14.663	14.55	-0.11
Extent to which medics cared for you as a person	96.72	94.16	10.449	14.597	4.15
Professionalism of the staff in our ambulance service billing office	91.85	88.65	17.332	17.301	-0.03
Willingness of the staff in our billing office to address your needs	91.30	88.88	18.952	17.449	-1.50
How well did our staff work together to care for you	95.38	93.22	11.015	14.768	3.75
Extent to which our staff eased your entry into the medical facility	95.00	93.46	12.603	14.347	1.74
Appropriateness of Emergency Medical Transportation treatment	93.98	93.15	14.59	14.97	0.38
Extent to which the services received were worth the fees charged	85.16	87.55	24.881	21.178	-3.70
Overall rating of the care provided by our Emergency Medical Transportation service	93.90	93.22	15.439	15.297	-0.14
Likelihood of recommending this ambulance service to others	92.71	92.80	15.016	16.687	1.67
Overall Survey Rating	94.39	92.38	13.14	15.9	2.76



Responses vs Score Histogram — This graph shows the number of responses on the Y axis vs the average score on the X axis.





Facilities in Database

Adair	null	Adair EMS	Kirkville, MO
Air San Juan Island	Friday Harbor, WA	Alliance Health	null
Alliance Mobile Health	Troy, MI	AMT	Peoria, IL
Ava	Springfield, MO	Bay State	Springfield, MA
Bay Village	Bay Village, OH	Bay Village Employee	null
Beaumont	Troy, MI	Beaumont Medical	Troy, MI
Birmingham Fire	Birmingham, MI	Bloomfield Township	Bloomfield Hills, MI
Burnsville Fire Department	Burnsville, MN	Carilion Clinic	Roanoke, VA
Cetronia	Allentown, PA	Christian County	Springfield, MO
City of Palo Alto	Palo Alto, CA	Columbus Connection	Cols, OH
Community Ambulance	Macon, GA	Community Care EMS	Ashtabula, OH
Community Care EMS	null	Community EMS MI	Southfield, MI
Community EMS OH	Columbus, OH	CoxHealth EMS	Springfield, MO
Cumberland	Carlisle, PA	Cy-Fair	Houston, TX
Cypress Creek	Spring, TX	Dade County	Springfield, MO
DMC Care	Detroit, MI	Edward	Naperville, IL
Emergent Health Partners	Ann Arbor, MI	Emergent Health Partners	null
Employee Survey	null	Employee Survey Emergent	null
Employee Survey MMR	null	Employee Survey Tri-	null
Emp.Survey Medstar	null	EMSA	Oklahoma City, OK
EMS Float	Springfield, MO	Escalon Ambulance Service	Escalon, CA
Ferndale Fire and Rescue	Ferndale, MI	F-M Ambulance	Fargo, ND
Genesis Community	Zanesville, OH	Gold Cross	Menasha, WI
Greene County	Springfield, MO	Guilford EMS	Greensboro, NC
Harris County Emergency	Houston, TX	Health East	St. Paul, MN
Health Link	Taylor, MI	HEMSI	Hunsville, AL
Hennepin County EMS	Minneapolis, MN	Hillsboro	Fargo, ND
Hot Springs	Hot Springs, AR	Hot Springs Village	Hot Springs, AR
Howard County	Nashville, AR	Humboldt	Winnemucca, NV
HVA	null	Iosco County EMS	East Tawas, MI
Lassen County Ambulance	Susanville, CA	LifeCare Ambulance	Battle Creek, MI
LifeCare Medical EMS	Sterling, CO	Life EMS Ambulance	Grand Rapids, MI
LifeNet EMS	Texarkana, TX	Loyola Medicine Transport	Melrose Park, IL
Madison Heights Fire	Madison Heights, MI	Malvern	Malvern, AR
MCHD	Conroe, TX	McKinney Fire Department	McKinney, TX
Medcare Ambulance	Columbus, OH	Medic 1 Ambulance	Canton, MI
Medic Ambulance Service	Vallejo, CA	Medic Ambulance Service	Vallejo, CA
Medic EMS	Davenport, IA	Medstar	Clinton Twp., MI
Medstar Mobile Healthcare	Fort Worth, TX	Medstar Mobile Healthcare	null
Mercy Flights	Medford, OR	Mercy Ohio	Cincinnati, OH
Metro West	Hillsboro, OR	Mobile Life Support	New Windsor, NY
Mobile Life Support	New Windsor, NY	Mobile Medical Response	Saginaw, MI
MONOC	Neptune, NJ	Nature Coast	Lecanto, FL
North Memorial	Robbinsdale, MN	Northwell Health	Syosset, NY

Oceana	Hart, MI	Patterson District	Patterson, CA
Pearland EMS	Pearland, TX	Portage County	Stevens Point, WI
Pro EMS	Cambridge, MA	ProMed	Muskegon, MI
Prompt Ambulance	Highland, IN	PTS	Loveland, OH
Puckett	Austell, GA	Regional EMS	Flint, MI
REMSA	Reno, NV	REMSA Air Transport	Reno, NV
Ridgefield Fire Department	Ridgefield, CT	Riggs Ambulance	Merced, CA
Royal Oak Fire Department	Royal Oak, MI	San Juan Island	Friday Harbor, WA
San Marcos Hays County	San Marcos, TX	Scott & White	Temple, TX
Senior Care	Bronx, NY	Sioux Land	Sioux City, IA
SkyHeath	Syossett, NY	SMCAS	Niles, MI
Snohomish County Fire	Snohomish, WA	Southfield	Southfield, MI
St. Charles	St. Peters, MO	Stillwater	Stillwater, OK
Stone County	Springfield, MO	Suburban	Palmer, PA
Survey Employee-Lifecare	null	Swartz	Flint, MI
Taney County Ambulance	Branson, MO	Texarkana	Texarkana, TX
Thief River Falls	Fargo, ND	Tri-Hospital	Port Huron, MI
Umpqua Health Alliance	null	University Medical Center	Lubbock, TX
Van Buren EMS	Paw Paw, MI	Waterford Regional Fire	Waterford, MI
Webster County	Springfield, MO	West Bloomfield Fire	West Bloomfield, MI
WestSide Community	Newman, CA	York Regional EMS	Yoe, PA