

# San Marcos Hays County EMS

San Marcos, TX

Client 6585



1515 Center Street

Lansing, MI 48096

(517) 318-3800

support@EMSSurveyTeam.com

www.EMSSurveyTeam.com

## Patient Experience Report

July 1, 2023 to September 30, 2023

Your Score

**94.66**

Your Patients in this Report

**44**

Total Patients in this Report

**15,649**

Total EMS Organizations

**227**





## Executive Summary

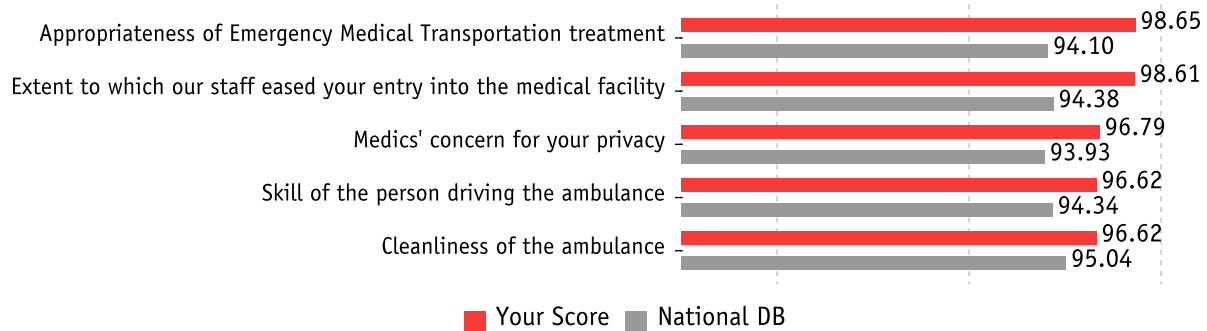
Your overall score for the time period selected is **94.66**. This is a difference of **-1.87** from your previous period's score of **96.53**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **85.06%**.

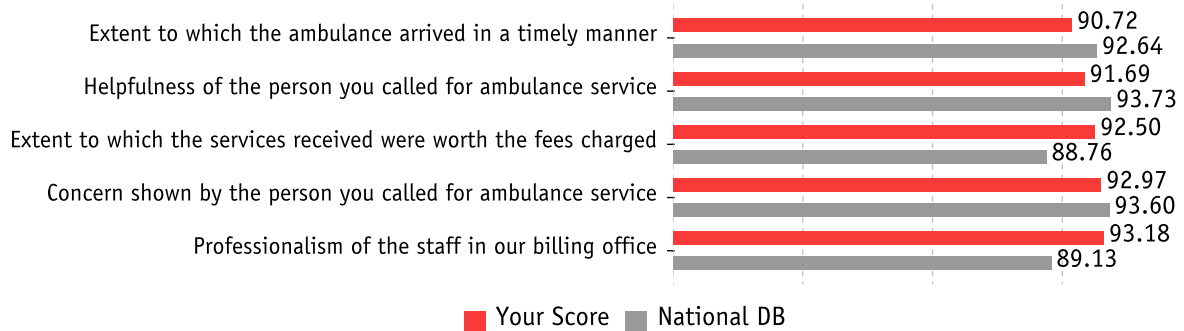
In addition, your rolling 12- month score of **97.16** is a difference of **4.21** from the national database score of **92.95**.

When compared to all organizations in the national database, your score of **97.16** is ranked **5th** and **5th** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

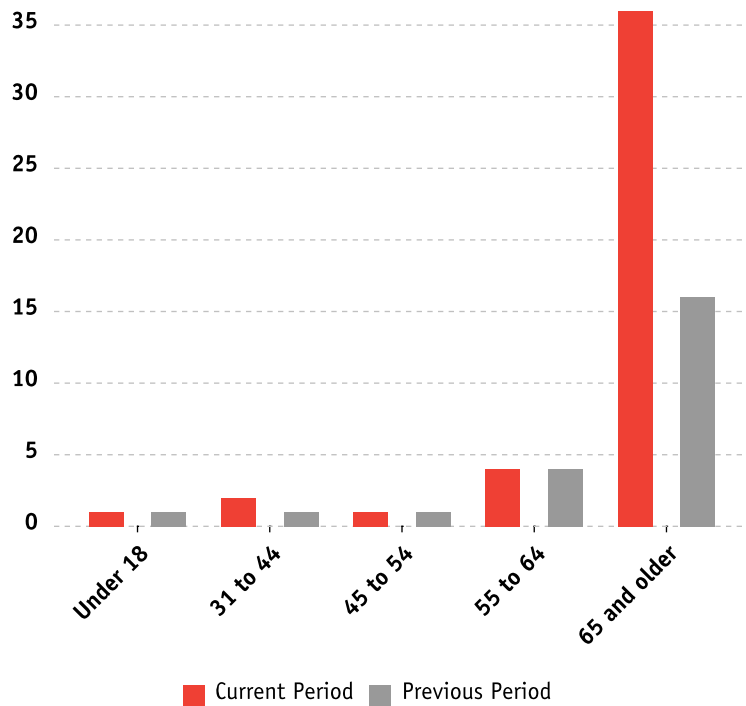




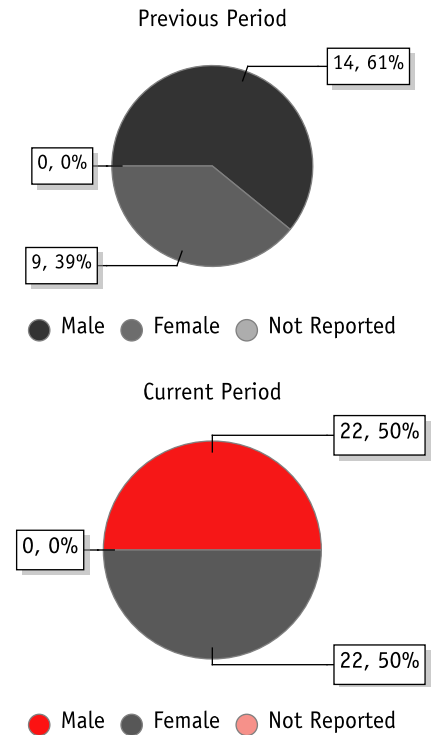
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	1	1	0	0	1	0	1	0
31 to 44	1	1	0	0	2	1	1	0
45 to 54	1	1	0	0	1	0	1	0
55 to 64	4	2	2	0	4	3	1	0
65 and older	16	9	7	0	36	18	18	0
<b>Total</b>	<b>23</b>	<b>14</b>	<b>9</b>	<b>0</b>	<b>44</b>	<b>22</b>	<b>22</b>	<b>0</b>

**Age Ranges**



**Gender**





### Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



### Overall Composite Score





### Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



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



### Overall Composite Score







### Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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



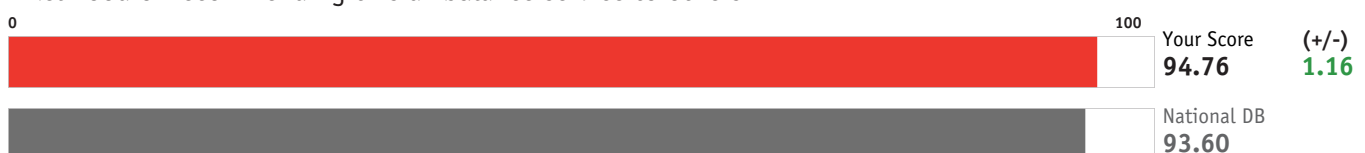
Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



### Overall Composite Score





### Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

#### Dispatch Composite

	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	91.69	95.45	-3.76	93.73
Concern shown by the person you called for ambulance service	92.97	95.45	-2.48	93.60
Extent to which you were told what to do until the ambulance arrived	93.95	90.91	3.04	92.28

#### Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	90.72	94.57	-3.85	92.64
Cleanliness of the ambulance	96.62	95.00	1.62	95.04
Comfort of the ride	94.44	90.00	4.44	87.99
Skill of the person driving the ambulance	96.62	97.50	-0.88	94.34

#### Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	94.26	96.74	-2.48	94.93
Degree to which the medics took your problem seriously	95.03	98.91	-3.88	94.91
Degree to which the medics listened to you and/or your family	93.78	98.91	-5.13	94.58
Skill of the medics	94.40	98.91	-4.51	94.88
Extent to which the medics kept you informed about your treatment	93.27	97.83	-4.56	93.32
Extent to which medics included you in the treatment decisions (if applicable)	96.21	97.62	-1.41	93.10
Degree to which the medics relieved your pain or discomfort	95.71	95.45	0.26	91.29
Medics' concern for your privacy	96.79	97.83	-1.04	93.93
Extent to which medics cared for you as a person	94.76	96.74	-1.98	94.74

#### Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	93.18	92.86	0.32	89.13
Willingness of the staff in our billing office to address your needs	93.18	92.86	0.32	89.11



**Question Analysis (Continued)**

<b>Overall Experience Composite</b>	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	<b>94.26</b>	<b>97.62</b>	<b>-3.36</b>	<b>94.09</b>
Extent to which our staff eased your entry into the medical facility	<b>98.61</b>	<b>97.62</b>	<b>0.99</b>	<b>94.38</b>
Appropriateness of Emergency Medical Transportation treatment	<b>98.65</b>	<b>97.62</b>	<b>1.03</b>	<b>94.10</b>
Extent to which the services received were worth the fees charged	<b>92.50</b>	<b>97.06</b>	<b>-4.56</b>	<b>88.76</b>
Overall rating of the care provided by our Emergency Medical Transportation	<b>94.26</b>	<b>98.81</b>	<b>-4.55</b>	<b>94.11</b>
Likelihood of recommending this ambulance service to others	<b>94.76</b>	<b>98.86</b>	<b>-4.10</b>	<b>93.60</b>



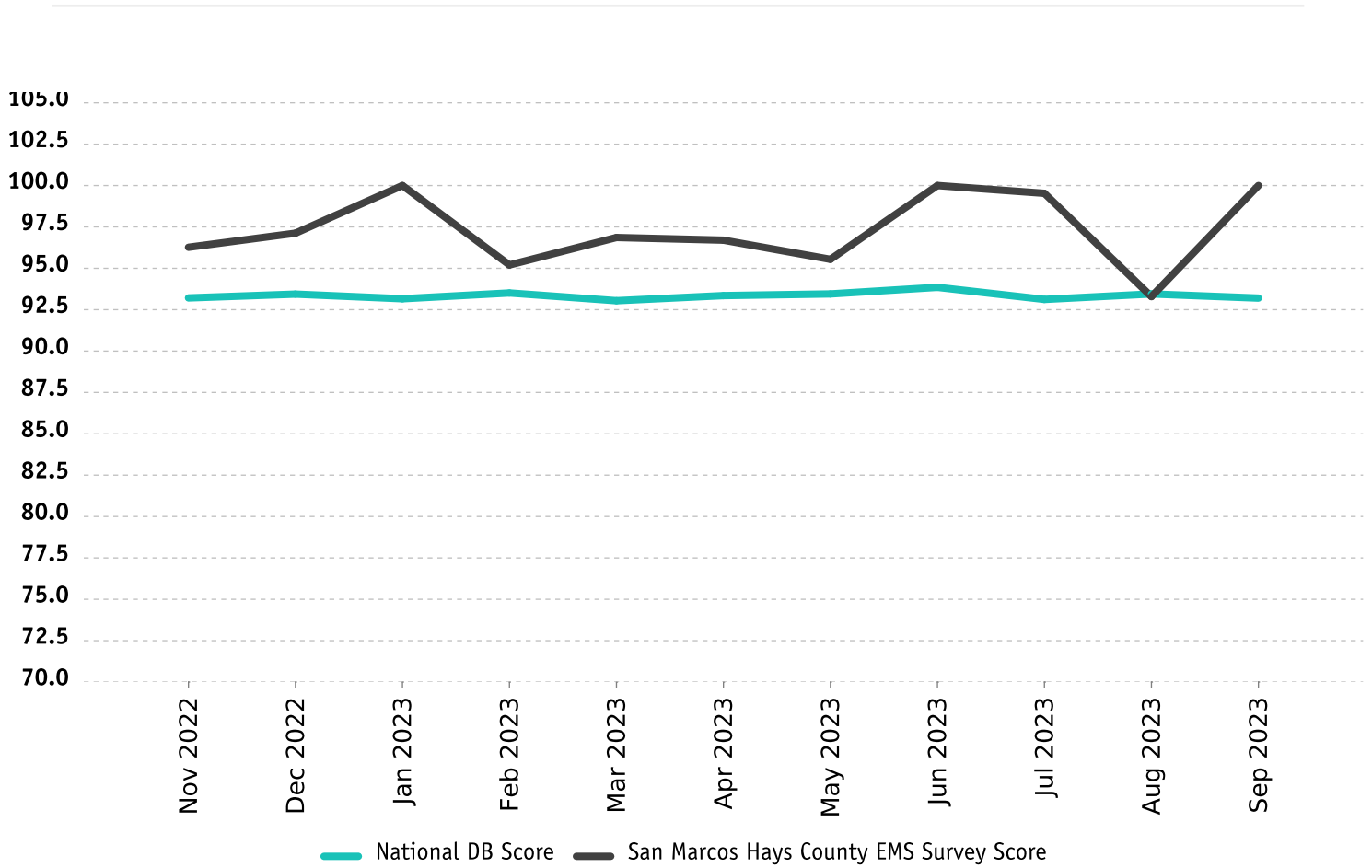
### Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023
Helpfulness of the person you called for ambulance service	98.44	95.83	95.83	100.00	90.91	97.22	94.64	96.43	100.00	100.00	89.20	100.00
Concern shown by the person you called for ambulance service	98.44	100.00	95.83	100.00	90.91	93.06	94.64	96.43	100.00	100.00	90.87	100.00
Extent to which you were told what to do until the ambulance arrived	96.88	100.00	93.97	100.00	91.67	94.85	91.07	89.29	100.00	100.00	92.00	100.00
Extent to which the ambulance arrived in a timely manner	92.19	85.71	92.97	100.00	95.65	95.51	93.33	96.43	100.00	100.00	88.26	100.00
Cleanliness of the ambulance	97.92	92.86	99.14	100.00	97.62	96.71	94.64	95.00	100.00	100.00	95.69	100.00
Comfort of the ride	95.45	96.43	90.74	100.00	87.50	87.17	87.50	95.00	100.00	100.00	92.86	100.00
Skill of the person driving the ambulance	97.73	100.00	97.32	100.00	97.50	96.43	98.21	95.00	100.00	100.00	95.69	100.00
Care shown by the medics who arrived with the ambulance	100.00	100.00	100.00	100.00	97.73	99.32	96.67	96.43	100.00	100.00	92.77	100.00
Degree to which the medics took your problem seriously	100.00	100.00	99.24	100.00	96.59	98.65	100.00	96.43	100.00	100.00	93.78	100.00
Degree to which the medics listened to you and/or your family	100.00	100.00	97.73	100.00	96.59	97.92	100.00	96.43	100.00	100.00	92.22	100.00
Skill of the medics	100.00	100.00	97.73	100.00	97.73	98.61	100.00	96.43	100.00	100.00	93.00	100.00
Extent to which the medics kept you informed about your treatment	98.44	95.83	98.33	100.00	96.43	97.86	96.67	100.00	100.00	100.00	91.41	100.00
Extent to which medics included you in the treatment decisions (if	98.33	100.00	99.14	100.00	94.12	97.66	98.08	96.43	100.00	100.00	95.19	100.00
Degree to which the medics relieved your pain or discomfort	98.33	100.00	97.50	100.00	93.75	95.45	95.00	95.83	100.00	100.00	94.64	100.00
Medics' concern for your privacy	100.00	100.00	100.00	100.00	94.05	97.92	98.33	96.43	100.00	100.00	95.97	100.00
Extent to which medics cared for you as a person	98.44	100.00	100.00	100.00	98.86	99.31	98.33	92.86	100.00	100.00	93.37	100.00
Professionalism of the staff in our billing office	100.00	100.00	90.63		93.18	94.44	90.00	100.00	100.00	100.00	91.67	100.00
Willingness of the staff in our billing office to address your needs	100.00	100.00	89.29		93.18	94.44	90.00	100.00	100.00	100.00	91.67	100.00
How well did our staff work together to care for you	96.88	91.67	97.58	100.00	97.73	98.53	98.21	95.83	100.00	100.00	92.77	100.00
Extent to which our staff eased your entry into the medical facility	98.08	95.83	97.22	100.00	96.25	97.50	98.33	95.00	100.00	100.00	98.21	100.00
Appropriateness of Emergency Medical Transportation treatment	100.00	95.83	97.41	100.00	95.24	98.39	98.33	95.00	100.00	100.00	98.28	100.00
Extent to which the services received were worth the fees charged	100.00	80.00	94.44		93.75	98.08	100.00	90.00	100.00	90.00	92.39	100.00
Overall rating of the care provided by our Emergency Medical Transportation	100.00	95.83	97.50	100.00	96.59	97.86	100.00	95.83	100.00	100.00	92.77	100.00
Likelihood of recommending this ambulance service to others	100.00	91.67	98.28	100.00	97.73	98.53	100.00	95.83	100.00	100.00	93.37	100.00
Overall Score	98.49	96.27	97.12	100.00	95.20	96.86	96.70	95.54	100.00	99.53	93.29	100.00
Respondents	16	7	33	2	24	41	15	7	1	5	35	4



### Monthly Overall Survey Score





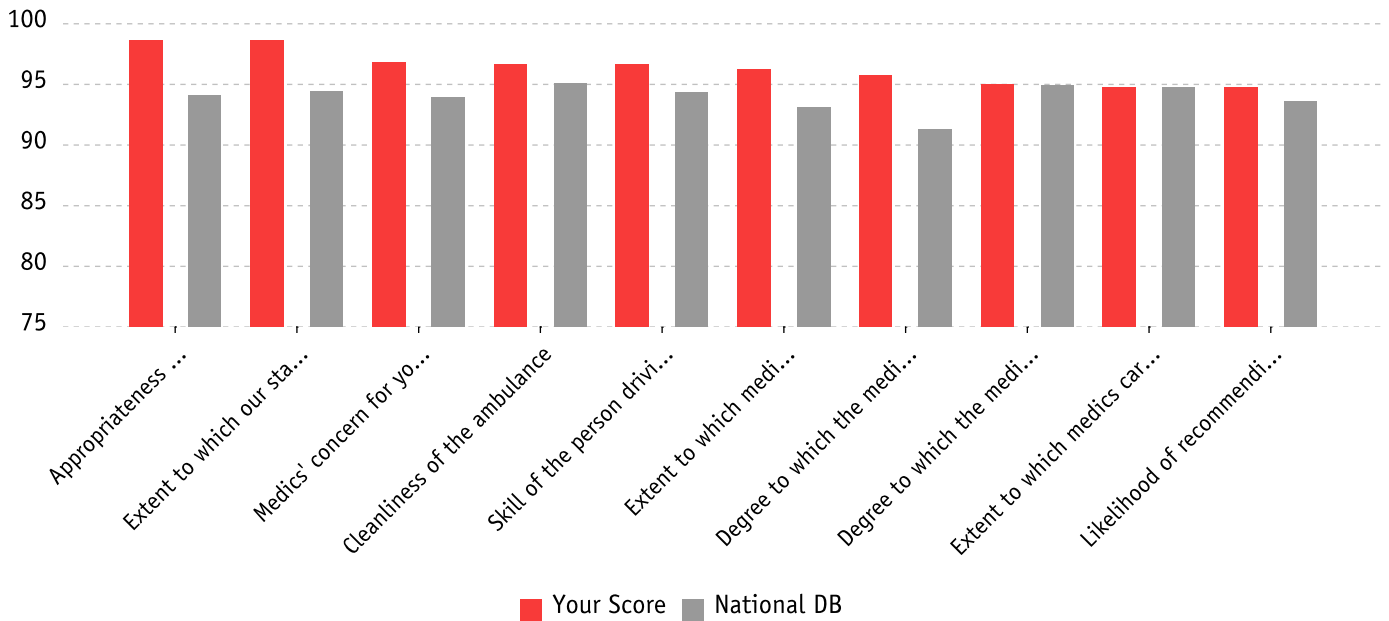
**Greatest Increase and Decrease in Scores by Question**

<b>Increases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Comfort of the ride	94.44	90.00	4.44	87.99
Extent to which you were told what to do until the ambulance arrived	93.95	90.91	3.04	92.28
Cleanliness of the ambulance	96.62	95.00	1.62	95.04
Appropriateness of Emergency Medical Transportation treatment	98.65	97.62	1.03	94.10
Extent to which our staff eased your entry into the medical facility	98.61	97.62	0.99	94.38
Professionalism of the staff in our billing office	93.18	92.86	0.32	89.13
Willingness of the staff in our billing office to address your needs	93.18	92.86	0.32	89.11
Degree to which the medics relieved your pain or discomfort	95.71	95.45	0.26	91.29
<b>Decreases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Degree to which the medics listened to you and/or your family	93.77	98.91	-5.14	94.58
Extent to which the services received were worth the fees charged	92.50	97.06	-4.56	88.76
Extent to which the medics kept you informed about your treatment	93.27	97.83	-4.56	93.32
Overall rating of the care provided by our Emergency Medical Transportation service	94.26	98.81	-4.55	94.11
Skill of the medics	94.40	98.91	-4.51	94.88
Likelihood of recommending this ambulance service to others	94.76	98.86	-4.10	93.60
Degree to which the medics took your problem seriously	95.03	98.91	-3.89	94.91
Extent to which the ambulance arrived in a timely manner	90.72	94.57	-3.84	92.64
Helpfulness of the person you called for ambulance service	91.69	95.45	-3.76	93.73
How well did our staff work together to care for you	94.26	97.62	-3.36	94.09



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	Current	(+/-)	National DB
Appropriateness of Emergency Medical Transportation treatment	98.65	4.55	94.10
Extent to which our staff eased your entry into the medical facility	98.61	4.23	94.38
Medics' concern for your privacy	96.79	2.86	93.93
Cleanliness of the ambulance	96.62	1.58	95.04
Skill of the person driving the ambulance	96.62	2.28	94.34
Extent to which medics included you in the treatment decisions (if applicable)	96.21	3.11	93.10
Degree to which the medics relieved your pain or discomfort	95.71	4.43	91.29
Degree to which the medics took your problem seriously	95.03	0.12	94.91
Extent to which medics cared for you as a person	94.76	0.02	94.74
Likelihood of recommending this ambulance service to others	94.76	1.16	93.60





**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
Professionalism of the staff in our billing office	93.18	.976561918
Willingness of the staff in our billing office to address your needs	93.18	.976561918
Care shown by the medics who arrived with the ambulance	94.26	.972157906
Extent to which medics cared for you as a person	94.76	.96590955
Degree to which the medics took your problem seriously	95.03	.965674743
Concern shown by the person you called for ambulance service	92.97	.965400628
Extent to which the medics kept you informed about your treatment	93.27	.963332003
Degree to which the medics listened to you and/or your family	93.78	.958896134
How well did our staff work together to care for you	94.26	.95798955
Skill of the medics	94.40	.956158042
Extent to which you were told what to do until the ambulance arrived	93.95	.93604908
Cleanliness of the ambulance	96.62	.893738567
Skill of the person driving the ambulance	96.62	.859916892
Helpfulness of the person you called for ambulance service	91.69	.82779791
Extent to which medics included you in the treatment decisions (if applicable)	96.21	.821726274
Extent to which our staff eased your entry into the medical facility	98.61	.812425944
Appropriateness of Emergency Medical Transportation treatment	98.65	.812191263
Extent to which the ambulance arrived in a timely manner	90.72	.80014291
Comfort of the ride	94.44	.719608134
Degree to which the medics relieved your pain or discomfort	95.71	.699489313
Medics' concern for your privacy	96.79	.626681974
Extent to which the services received were worth the fees charged	92.50	.532944792





**Company Comparisons** — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	<b>91.69</b>	92.26	95.55	98.33	95.18	93.27	95.99
Concern shown by the person you called for ambulance service	<b>92.97</b>	91.96	95.44	97.73	94.30	94.23	95.43
Extent to which you were told what to do until the ambulance	<b>93.95</b>	93.18	94.25	94.77	93.18	89.42	92.69
Extent to which the ambulance arrived in a timely manner	<b>90.72</b>	89.70	96.02	94.79	96.72	91.96	93.99
Cleanliness of the ambulance	<b>96.62</b>	94.92	96.94	97.28	97.73	93.52	97.27
Comfort of the ride	<b>94.44</b>	85.59	91.01	94.04	94.23	84.26	92.50
Skill of the person driving the ambulance	<b>96.62</b>	92.23	95.74	98.33	96.00	93.52	96.14
Care shown by the medics who arrived with the ambulance	<b>94.26</b>	91.02	97.76	96.59	94.26	93.75	96.36
Degree to which the medics took your problem seriously	<b>95.03</b>	92.12	96.63	96.59	94.69	93.75	96.10
Degree to which the medics listened to you and/or your family	<b>93.78</b>	93.25	96.21	97.16	95.10	92.71	95.73
Skill of the medics	<b>94.40</b>	92.66	96.75	96.05	95.00	91.30	96.82
Extent to which the medics kept you informed about your	<b>93.27</b>	92.83	97.08	96.95	93.20	90.91	94.72
Extent to which medics included you in the treatment decisions (if	<b>96.21</b>	90.90	96.71	96.97	92.96	86.84	94.64
Degree to which the medics relieved your pain or discomfort	<b>95.71</b>	90.82	91.47	94.90	91.37	82.14	92.26
Medics' concern for your privacy	<b>96.79</b>	92.56	95.81	96.79	93.65	92.39	96.84
Extent to which medics cared for you as a person	<b>94.76</b>	91.70	96.98	95.37	94.84	92.71	96.40
Professionalism of the staff in our billing office	<b>93.18</b>	89.58	91.25	93.33	93.00	81.94	0
Willingness of the staff in our billing office to address your needs	<b>93.18</b>	90.63	90.35	93.33	93.18	81.94	0
How well did our staff work together to care for you	<b>94.26</b>	90.98	95.97	95.58	93.00	89.58	96.56
Extent to which our staff eased your entry into the medical facility	<b>98.61</b>	93.88	96.11	95.35	93.23	89.58	95.23
Appropriateness of Emergency Medical Transportation treatment	<b>98.65</b>	89.86	95.96	94.34	94.61	89.13	96.33
Extent to which the services received were worth the fees charged	<b>92.50</b>	85.76	94.12	92.53	87.26	80.61	87.93
Overall rating of the care provided by our Emergency Medical	<b>94.26</b>	91.56	96.73	95.86	94.73	90.63	95.64
Likelihood of recommending this ambulance service to others	<b>94.76</b>	91.84	96.44	95.37	94.36	92.39	94.96
<b>Overall score</b>	94.66	91.45	95.62	95.94	94.11	90.06	95.20



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas
Helpfulness of the person you called for ambulance service	91.69	93.73	94.57	93.98
Concern shown by the person you called for ambulance service	92.97	93.60	94.29	93.78
Extent to which you were told what to do until the ambulance	93.95	92.28	92.89	93.22
Extent to which the ambulance arrived in a timely manner	90.72	92.64	93.71	93.16
Cleanliness of the ambulance	96.62	95.04	95.96	95.46
Comfort of the ride	94.44	87.99	89.30	88.98
Skill of the person driving the ambulance	96.62	94.34	95.11	94.11
Care shown by the medics who arrived with the ambulance	94.26	94.93	95.68	95.00
Degree to which the medics took your problem seriously	95.03	94.91	95.65	94.69
Degree to which the medics listened to you and/or your family	93.78	94.58	95.37	94.44
Skill of the medics	94.40	94.88	95.47	94.95
Extent to which the medics kept you informed about your	93.27	93.32	94.29	93.48
Extent to which medics included you in the treatment decisions	96.21	93.10	94.43	93.12
Degree to which the medics relieved your pain or discomfort	95.71	91.29	92.17	91.22
Medics' concern for your privacy	96.79	93.93	94.83	93.71
Extent to which medics cared for you as a person	94.76	94.74	95.50	94.38
Professionalism of the staff in our billing office	93.18	89.13	90.05	88.77
Willingness of the staff in our billing office to address your	93.18	89.11	89.78	88.87
How well did our staff work together to care for you	94.26	94.09	95.27	94.14
Extent to which our staff eased your entry into the medical	98.61	94.38	95.20	94.21
Appropriateness of Emergency Medical Transportation treatment	98.65	94.10	94.89	94.20
Extent to which the services received were worth the fees	92.50	88.76	90.92	88.45
Overall rating of the care provided by our Emergency Medical	94.26	94.11	95.08	94.15
Likelihood of recommending this ambulance service to others	94.76	93.60	94.60	93.86
<b>Overall Score</b>	<b>94.66</b>	<b>93.02</b>	<b>93.96</b>	<b>93.10</b>



### Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	Total DB	Similar Sized	Texas
<b>Number of organizations in compare group</b>		227	90	19
<b>Minimum Score</b>	97.72	1.00	1.00	1.00
<b>Maximum Score</b>	100	100	100	100
<b>Mean Score</b>	97.16	92.95	94.40	93.25
<b>Your Percentile</b>		95th	90th	N/A
<b>Your Rank</b>		5	5	N/A

- Minimum Score** - This is the lowest score in the benchmark group.
- Maximum Score** - This is the highest score in the benchmark group.
- Mean Score** - This is where your mean score ranks against others in the compare group.
- Your Percentile** - This is the percentage of scores that fall below your mean score.
- Your Rank** - This is where your mean score ranks against others in the compare group.



## Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.96</b>	<b>92.45</b>
<b>Dispatch</b>	<b>93.33</b>	<b>92.3</b>
Helpfulness of the person you called for ambulance service	93.59	92.93
Concern shown by the person you called for ambulance service	93.72	92.69
Extent to which you were told what to do until the ambulance	92.69	91.27
<b>Ambulance</b>	<b>93.59</b>	<b>92.07</b>
Extent to which the ambulance arrived in a timely manner	92.99	92.25
Cleanliness of the ambulance	95.49	94.52
Comfort of the ride	90.96	87.67
Skill of the person driving the ambulance	94.91	93.85
<b>Medic</b>	<b>94.99</b>	<b>93.39</b>
Care shown by the medics who arrived with the ambulance	95.77	94.40
Degree to which the medics took your problem seriously	95.78	94.31
Degree to which the medics listened to you and/or your family	95.45	94.00
Skill of the medics	95.74	94.41
Extent to which the medics kept you informed about your treatment	94.29	92.64
Extent to which medics included you in the treatment decisions (if	94.25	92.41
Degree to which the medics relieved your pain or discomfort	92.85	90.71
Medics' concern for your privacy	94.93	93.39
Extent to which medics cared for you as a person	95.85	94.27
<b>Billing Office Staff</b>	<b>89.86</b>	<b>88.78</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.96</b>	<b>92.45</b>
<b>Billing Office Staff</b>	<b>89.86</b>	<b>88.78</b>
Professionalism of the staff in our billing office	89.78	88.77
Willingness of the staff in our billing office to address your needs	89.94	88.79
<b>Overall Experience</b>	<b>94.33</b>	<b>92.57</b>
How well did our staff work together to care for you	95.22	93.52
Extent to which our staff eased your entry into the medical facility	95.27	93.65
Appropriateness of Emergency Medical Transportation treatment	95.02	93.45
Extent to which the services received were worth the fees charged	90.34	87.97
Overall rating of the care provided by our Emergency Medical	95.14	93.61
Likelihood of recommending this ambulance service to others	95.01	93.22



### 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>13</b>	<b>2</b>	<b>12</b>	<b>100</b>	<b>723</b>	<b>85.06%</b>	<b>79.09%</b>
<b>Dispatch</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>14</b>	<b>95</b>	<b>82.61%</b>	<b>78.87%</b>
Helpfulness of the person you called for ambulance service	1	1	1	4	32	82.05%	80.50%
Concern shown by the person you called for ambulance service	1	0	1	5	32	82.05%	79.56%
Extent to which you were told what to do until the ambulance arrived	1	0	0	5	31	83.78%	76.55%
<b>Ambulance</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>25</b>	<b>125</b>	<b>81.70%</b>	<b>77.05%</b>
Extent to which the ambulance arrived in a timely manner	1	1	0	9	32	74.42%	77.47%
Cleanliness of the ambulance	0	0	0	5	32	86.49%	82.69%
Comfort of the ride	0	0	1	6	29	80.56%	66.91%
Skill of the person driving the ambulance	0	0	0	5	32	86.49%	81.12%
<b>Medic</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>36</b>	<b>294</b>	<b>86.22%</b>	<b>82.25%</b>
Care shown by the medics who arrived with the ambulance	1	0	1	3	34	87.18%	84.61%
Degree to which the medics took your problem seriously	1	0	0	4	35	87.50%	85.35%
Degree to which the medics listened to you and/or your family	1	0	0	6	33	82.50%	84.22%
Skill of the medics	1	0	1	3	35	87.50%	84.32%
Extent to which the medics kept you informed about your treatment	1	0	1	4	31	83.78%	80.41%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>13</b>	<b>2</b>	<b>12</b>	<b>100</b>	<b>723</b>	<b>85.06%</b>	<b>79.09%</b>
Extent to which medics included you in the treatment decisions (if applicable)	0	0	0	5	28	84.85%	80.07%
Degree to which the medics relieved your pain or discomfort	0	0	0	6	29	82.86%	75.54%
Medics' concern for your privacy	0	0	1	3	35	89.74%	80.92%
Extent to which medics cared for you as a person	1	0	1	2	34	89.47%	84.84%
<b>Billing Office Staff</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>18</b>	<b>81.82%</b>	<b>66.60%</b>
Professionalism of the staff in our billing office	0	0	1	1	9	81.82%	66.44%
Willingness of the staff in our billing office to address your needs	0	0	1	1	9	81.82%	66.77%
<b>Overall Experience</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>23</b>	<b>191</b>	<b>87.21%</b>	<b>79.98%</b>
How well did our staff work together to care for you	1	0	0	5	33	84.62%	81.32%
Extent to which our staff eased your entry into the medical facility	0	0	0	2	34	94.44%	82.06%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	2	35	94.59%	81.78%
Extent to which the services received were worth the fees charged	0	0	2	5	23	76.67%	70.22%
Overall rating of the care provided by our Emergency Medical Transportation service	1	0	0	5	33	84.62%	82.50%
Likelihood of recommending this ambulance service to others	1	0	0	4	33	86.84%	82.00%



**Monthly Division Comparison**

	<b>Overall Company</b>	City of San Marcos	ESD #9	North Hays County ESD #1	Other
<b>Total Score</b>	<b>94.61</b>	92.64	94.58	99.23	88.89
Helpfulness of the person you called for ambulance service	91.69	86.95	95.83	100.00	75.00
Concern shown by the person you called for ambulance service	92.97	90.52	91.67	100.00	75.00
Extent to which you were told what to do until the ambulance	93.95	92.16	91.67	100.00	75.00
Extent to which the ambulance arrived in a timely manner	90.72	88.09	90.63	97.73	75.00
Cleanliness of the ambulance	96.62	95.00	96.88	100.00	
Comfort of the ride	94.44	94.74	92.86	100.00	50.00
Skill of the person driving the ambulance	96.62	96.25	96.43	100.00	75.00
Care shown by the medics who arrived with the ambulance	94.26	90.52	96.43	100.00	100.00
Degree to which the medics took your problem seriously	95.03	92.09	96.43	100.00	100.00
Degree to which the medics listened to you and/or your family	93.78	90.95	92.86	100.00	100.00
Skill of the medics	94.40	92.09	92.86	100.00	100.00
Extent to which the medics kept you informed about your	93.27	90.52	92.86	100.00	
Extent to which medics included you in the treatment decisions	96.21	97.37	89.29	100.00	
Degree to which the medics relieved your pain or discomfort	95.71	96.25	96.43	93.75	
Medics' concern for your privacy	96.79	97.62	96.43	95.00	100.00
Extent to which medics cared for you as a person	94.76	91.71	96.43	100.00	100.00
<b>Number of Survey Responses</b>	<b>44</b>	23	9	11	1





**Monthly Division Comparison**

	<b>Overall Company</b>	City of San Marcos	ESD #9	North Hays County ESD #1	Other
<b>Total Score</b>	<b>94.61</b>	92.64	94.58	99.23	88.89
Professionalism of the staff in our billing office	93.18	87.50	100.00	100.00	
Willingness of the staff in our billing office to address your	93.18	87.50	100.00	100.00	
How well did our staff work together to care for you	94.26	91.71	92.86	100.00	100.00
Extent to which our staff eased your entry into the medical	98.61	98.68	96.43	100.00	100.00
Appropriateness of Emergency Medical Transportation treatment	98.65	98.75	96.43	100.00	100.00
Extent to which the services received were worth the fees	92.50	90.63	90.00	100.00	75.00
Overall rating of the care provided by our Emergency Medical	94.26	91.71	96.43	97.50	100.00
Likelihood of recommending this ambulance service to others	94.76	94.10	91.67	97.50	100.00
<b>Number of Survey Responses</b>	<b>44</b>	23	9	11	1



**Cumulative Division Comparison**

	<b>Overall Company</b>	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	North Hays ESD #1	North Hays ESD County #1	Other	San Marcos
<b>Total Score</b>	<b>93.96</b>	93.87	95.68	93.72	92.45	95.71	99.31	94.41	93.73	92.52
Helpfulness of the person you called for ambulance service	93.59	93.11	95.52	93.84	91.10	95.12	100.00	93.75	93.03	92.75
Concern shown by the person you called for ambulance service	93.72	93.01	95.48	94.00	91.35	95.17	98.08	93.75	93.30	93.18
Extent to which you were told what to do until the ambulance	92.69	92.44	94.68	92.66	91.07	94.39	94.23	100.00	91.34	91.94
Extent to which the ambulance arrived in a timely manner	92.99	92.48	93.75	93.20	91.94	93.91	98.08	81.25	92.66	92.81
Cleanliness of the ambulance	95.49	95.39	96.33	95.36	94.96	96.95	100.00	93.75	95.54	93.89
Comfort of the ride	90.96	91.24	92.67	90.62	89.93	91.80	97.73	91.67	90.98	89.78
Skill of the person driving the ambulance	94.91	94.95	95.50	94.74	93.68	96.08	97.73	100.00	95.01	94.03
Care shown by the medics who arrived with the ambulance	95.77	95.04	98.14	95.78	94.70	97.29	100.00	93.75	95.83	94.10
Degree to which the medics took your problem seriously	95.78	95.24	97.98	95.37	94.93	97.42	100.00	93.75	95.66	94.56
Degree to which the medics listened to you and/or your family	95.45	95.12	97.60	95.09	94.98	96.85	100.00	93.75	95.37	93.92
Skill of the medics	95.74	95.84	97.96	95.15	94.40	97.13	100.00	93.75	95.54	94.51
Extent to which the medics kept you informed about your	94.29	94.00	96.55	93.92	93.68	96.29	100.00	87.50	94.09	92.15
Extent to which medics included you in the treatment decisions	94.25	94.21	97.37	93.66	93.33	96.35	100.00	91.67	93.75	91.96
Degree to which the medics relieved your pain or discomfort	92.85	92.96	94.76	91.97	91.69	95.22	100.00	100.00	92.39	91.16
Medics' concern for your privacy	94.93	95.29	96.88	94.64	94.13	96.64	97.50	93.75	94.11	92.98
Extent to which medics cared for you as a person	95.85	95.81	97.45	95.44	94.89	97.37	100.00	93.75	95.90	94.28
Professionalism of the staff in our billing office	89.78	90.49	87.80	90.13	86.33	91.98	100.00		90.58	88.15
Willingness of the staff in our billing office to address your	89.94	90.42	91.68	89.42	87.17	91.72	100.00		90.70	88.58
<b>Number of Surveys for the period</b>	<b>4376</b>	840	311	973	348	685	13	840	640	562



**Cumulative Division Comparison**

	<b>Overall Company</b>	City of San Marcos	ESD #1	ESD #9	Kyle	North Hays County ESD #1	North Hays ESD #1	North Hays ESD County #1	Other	San Marcos
<b>Total Score</b>	<b>93.96</b>	93.87	95.68	93.72	92.45	95.71	99.31	94.41	93.73	92.52
How well did our staff work together to care for you	95.22	94.81	97.81	94.78	94.70	97.26	100.00	93.75	94.74	93.46
Extent to which our staff eased your entry into the medical	95.27	95.28	97.18	94.55	93.65	97.42	100.00	93.75	95.41	93.74
Appropriateness of Emergency Medical Transportation treatment	95.02	95.34	96.62	94.46	93.58	96.74	100.00	100.00	94.67	93.72
Extent to which the services received were worth the fees	90.34	90.58	92.76	90.66	86.08	93.98	100.00	100.00	89.25	87.48
Overall rating of the care provided by our Emergency Medical	95.14	94.99	97.00	94.99	93.50	96.92	100.00	93.75	94.79	93.76
Likelihood of recommending this ambulance service to others	95.01	94.75	96.81	94.82	93.06	97.04	100.00	100.00	94.77	93.59
<b>Number of Surveys for the period</b>	<b>4376</b>	840	311	973	348	685	13	840	640	562