

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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## Patient Experience Report

March 1, 2023 to March 31, 2023

Your Score

**93.48**

Your Patients in this Report

**159**

Total Patients in this Report

**6,754**

Total EMS Organizations

**221**





## Executive Summary

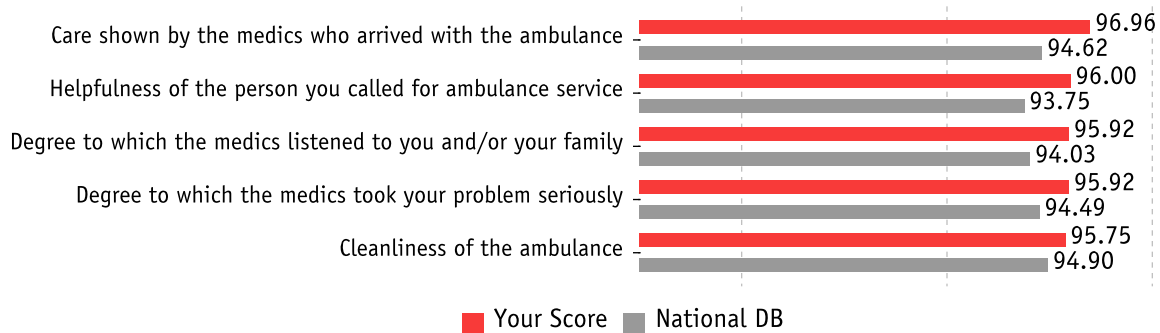
Your overall score for the time period selected is **93.48**. This is a difference of **1.74** from your previous period's score of **91.74**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80.25%**.

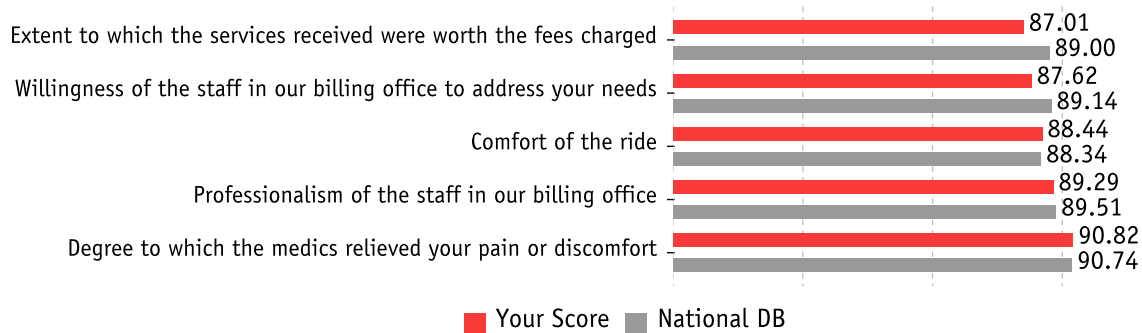
In addition, your rolling 12- month score of **90.95** is a difference of **-2.26** from the national database score of **93.21**.

When compared to all organizations in the national database, your score of **90.95** is ranked **73rd** and **22nd** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

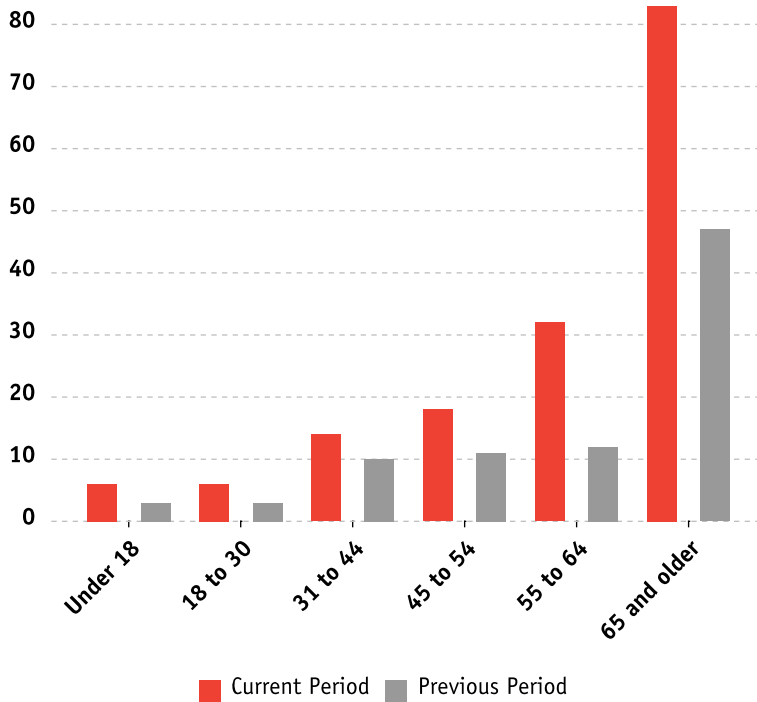




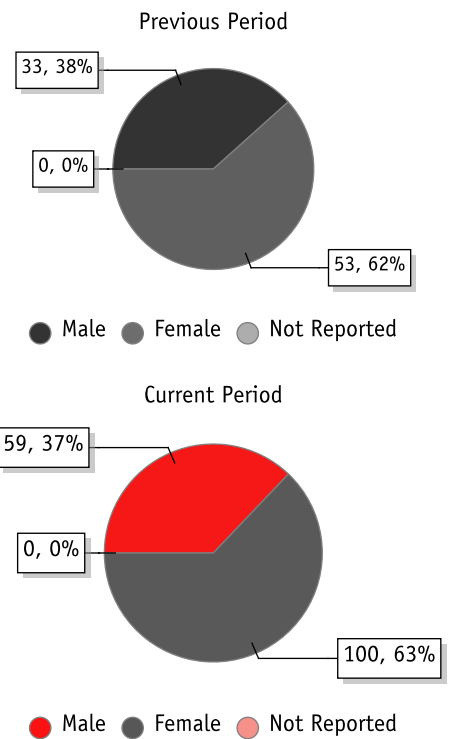
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	3	2	1	0	6	5	1	0
18 to 30	3	1	2	0	6	3	3	0
31 to 44	10	3	7	0	14	2	12	0
45 to 54	11	3	8	0	18	10	8	0
55 to 64	12	4	8	0	32	13	19	0
65 and older	47	20	27	0	83	26	57	0
<b>Total</b>	<b>86</b>	<b>33</b>	<b>53</b>	<b>0</b>	<b>159</b>	<b>59</b>	<b>100</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



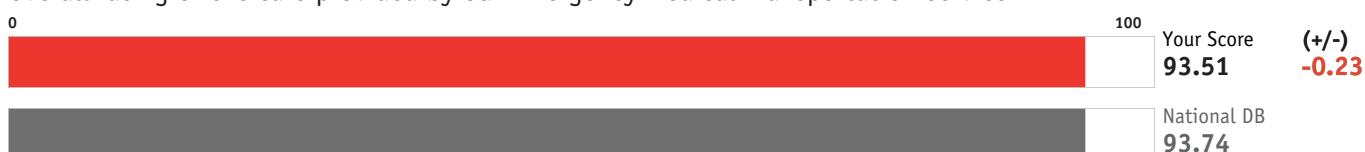
Appropriateness of Emergency Medical Transportation treatment



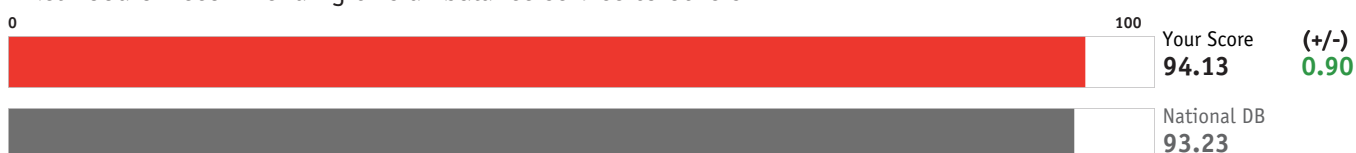
Extent to which the services received were worth the fees charged



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

<b>Dispatch Composite</b>	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	96.00	95.60	0.40	93.75
Concern shown by the person you called for ambulance service	94.68	93.76	0.92	93.55
Extent to which you were told what to do until the ambulance arrived	93.75	93.83	-0.08	92.04
<b>Ambulance Composite</b>	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	91.42	92.74	-1.32	92.54
Cleanliness of the ambulance	95.75	94.19	1.56	94.90
Comfort of the ride	88.44	86.48	1.96	88.34
Skill of the person driving the ambulance	94.80	94.12	0.68	94.20
<b>Medic Composite</b>	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	96.96	92.08	4.88	94.62
Degree to which the medics took your problem seriously	95.92	91.02	4.90	94.49
Degree to which the medics listened to you and/or your family	95.92	93.05	2.87	94.03
Skill of the medics	95.60	93.92	1.68	94.65
Extent to which the medics kept you informed about your treatment	94.48	91.30	3.18	92.94
Extent to which medics included you in the treatment decisions (if applicable)	94.36	90.53	3.83	92.47
Degree to which the medics relieved your pain or discomfort	90.82	84.74	6.08	90.74
Medics' concern for your privacy	94.09	91.79	2.30	93.65
Extent to which medics cared for you as a person	94.69	93.05	1.64	94.33
<b>Billing Office Staff Composite</b>	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	89.29	88.85	0.44	89.51
Willingness of the staff in our billing office to address your needs	87.62	89.45	-1.83	89.14



**Question Analysis (Continued)**

<b>Overall Experience Composite</b>	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	<b>92.99</b>	<b>92.29</b>	<b>0.70</b>	<b>93.85</b>
Extent to which our staff eased your entry into the medical facility	<b>94.27</b>	<b>92.40</b>	<b>1.87</b>	<b>94.09</b>
Appropriateness of Emergency Medical Transportation treatment	<b>92.58</b>	<b>93.05</b>	<b>-0.47</b>	<b>93.80</b>
Extent to which the services received were worth the fees charged	<b>87.01</b>	<b>86.33</b>	<b>0.68</b>	<b>89.00</b>
Overall rating of the care provided by our Emergency Medical Transportation	<b>93.51</b>	<b>92.47</b>	<b>1.04</b>	<b>93.74</b>
Likelihood of recommending this ambulance service to others	<b>94.13</b>	<b>92.19</b>	<b>1.94</b>	<b>93.23</b>



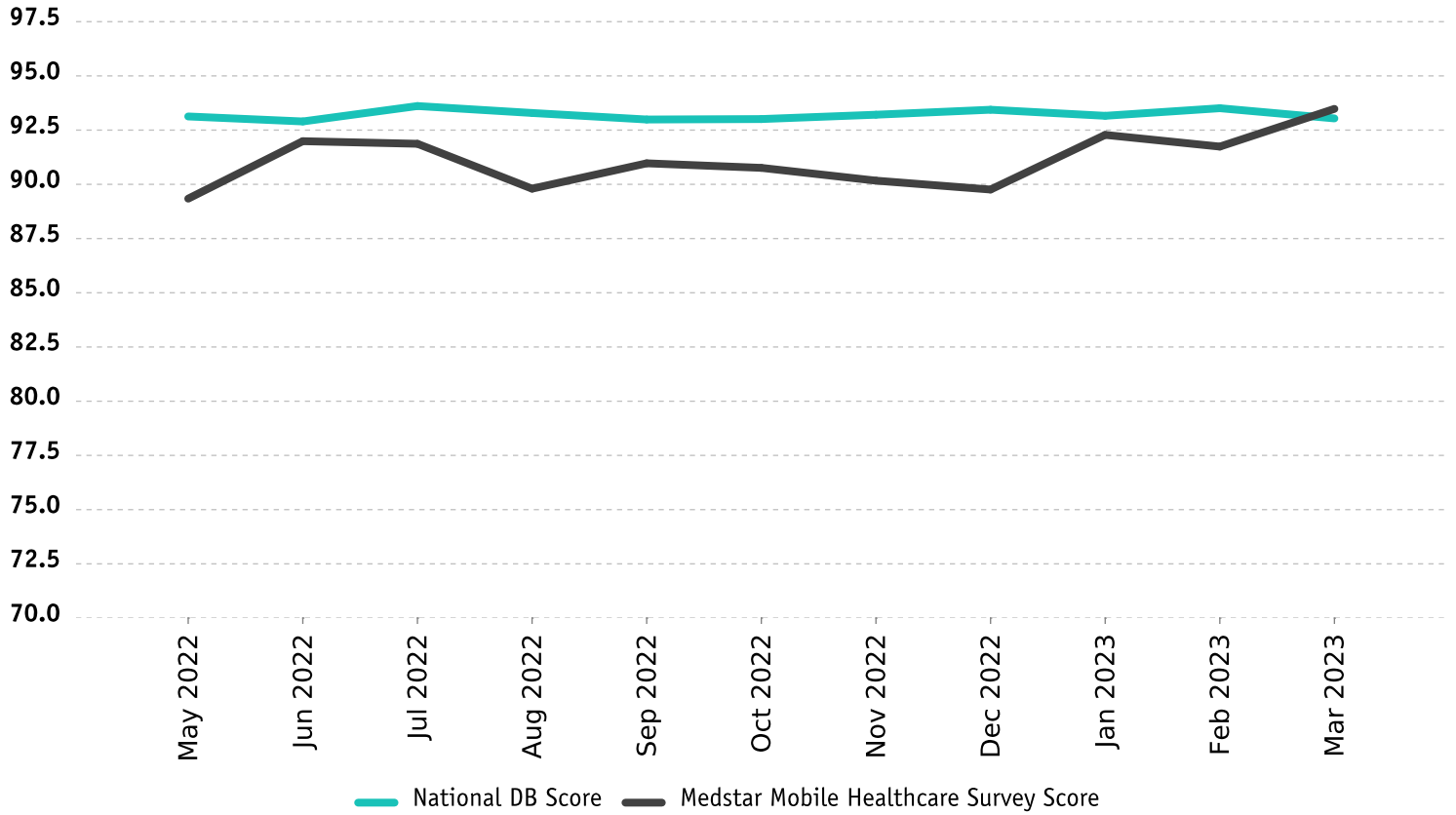
### Monthly Breakdown

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

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023
Helpfulness of the person you called for ambulance service	92.06	91.25	92.00	94.27	90.67	93.84	93.08	93.10	91.94	93.61	95.60	96.00
Concern shown by the person you called for ambulance service	92.10	91.64	92.06	93.27	88.21	92.30	92.26	91.93	90.18	92.02	93.76	94.68
Extent to which you were told what to do until the ambulance arrived	89.34	90.03	91.06	91.07	89.39	92.32	92.45	92.47	86.69	91.63	93.83	93.75
Extent to which the ambulance arrived in a timely manner	90.47	90.06	92.84	90.02	87.66	90.75	90.69	88.49	88.65	92.45	92.74	91.42
Cleanliness of the ambulance	95.63	91.63	95.84	94.09	92.37	93.84	94.96	94.69	93.02	95.38	94.19	95.75
Comfort of the ride	86.60	85.69	87.81	86.34	84.11	85.68	84.80	86.55	82.23	86.99	86.48	88.44
Skill of the person driving the ambulance	93.45	90.43	93.66	93.07	90.41	92.33	92.20	91.62	92.14	94.37	94.12	94.80
Care shown by the medics who arrived with the ambulance	93.46	91.65	93.33	93.53	92.77	94.16	92.07	91.75	92.60	93.97	92.08	96.96
Degree to which the medics took your problem seriously	93.03	91.17	92.48	94.10	92.03	93.40	91.33	91.19	91.88	93.73	91.02	95.92
Degree to which the medics listened to you and/or your family	92.34	91.05	92.91	92.38	91.35	92.93	92.13	91.69	92.18	94.28	93.05	95.92
Skill of the medics	93.90	91.01	94.68	94.89	93.36	92.80	92.19	92.51	92.68	94.37	93.92	95.60
Extent to which the medics kept you informed about your treatment	91.33	89.93	91.57	92.00	90.07	91.18	91.42	90.70	90.59	92.77	91.30	94.48
Extent to which medics included you in the treatment decisions (if	91.69	89.23	92.65	92.15	90.22	92.69	90.53	89.40	89.27	93.65	90.53	94.36
Degree to which the medics relieved your pain or discomfort	85.71	84.33	88.88	86.87	88.94	85.49	87.43	85.96	86.86	89.84	84.74	90.82
Medics' concern for your privacy	92.34	89.53	92.62	92.39	92.71	92.11	91.15	91.58	91.38	93.47	91.79	94.09
Extent to which medics cared for you as a person	93.24	91.15	92.78	93.57	92.23	92.58	91.20	90.95	91.58	95.02	93.05	94.69
Professionalism of the staff in our billing office	85.80	86.99	88.87	85.73	85.47	85.63	86.84	85.20	83.03	84.94	88.85	89.29
Willingness of the staff in our billing office to address your needs	85.18	86.86	88.65	86.03	84.44	85.12	87.11	84.82	82.10	84.17	89.45	87.62
How well did our staff work together to care for you	92.36	90.41	93.22	94.73	90.89	92.21	90.84	91.57	91.44	93.54	92.29	92.99
Extent to which our staff eased your entry into the medical facility	92.12	89.28	93.39	94.88	91.33	91.16	91.42	91.70	91.20	92.66	92.40	94.27
Appropriateness of Emergency Medical Transportation treatment	91.81	89.13	93.26	93.81	90.42	91.90	90.44	90.72	91.82	93.69	93.05	92.58
Extent to which the services received were worth the fees charged	81.10	80.36	85.36	84.52	82.78	83.25	87.05	82.52	83.06	84.21	86.33	87.01
Overall rating of the care provided by our Emergency Medical Transportation	92.05	89.71	92.56	93.90	89.88	91.38	90.58	89.91	91.20	93.80	92.47	93.51
Likelihood of recommending this ambulance service to others	91.58	88.48	92.42	92.52	89.28	89.13	90.59	88.88	91.21	93.63	92.19	94.13
Overall Score	91.01	89.34	91.99	91.87	89.80	90.97	90.76	90.17	89.76	92.28	91.74	93.48
Respondents	144	155	140	135	174	84	135	145	138	181	86	159



### Monthly Overall Survey Score





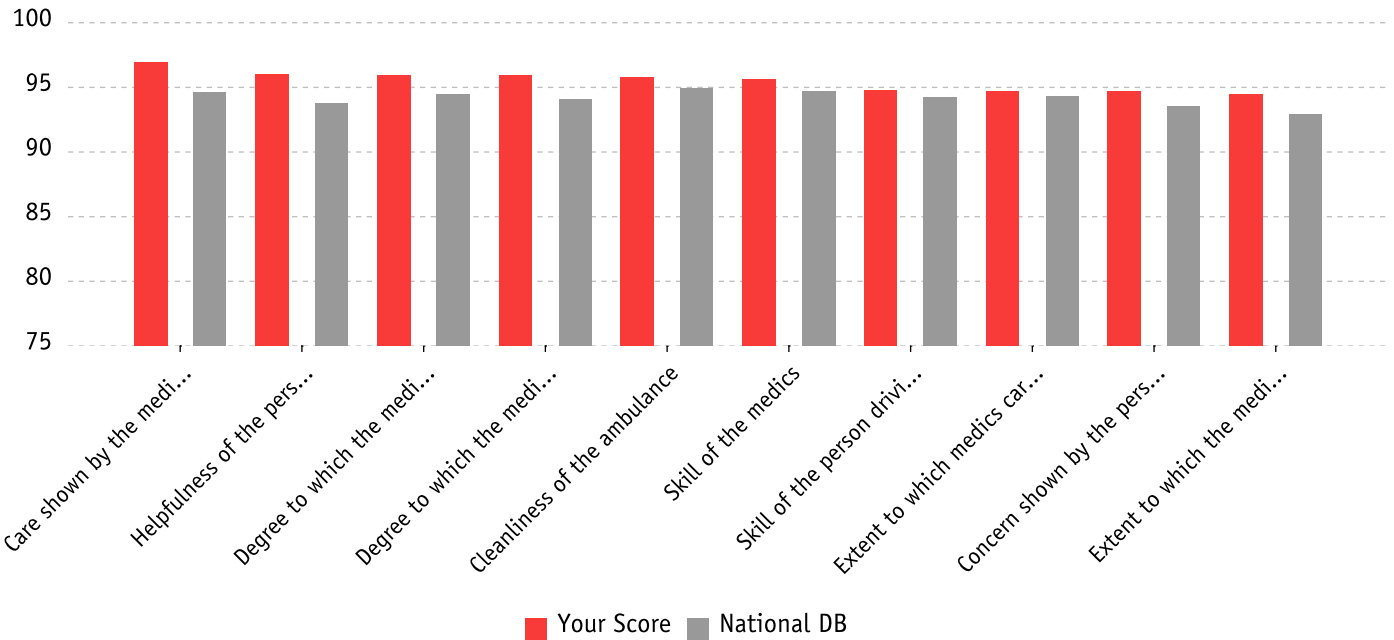
**Greatest Increase and Decrease in Scores by Question**

<b>Increases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Degree to which the medics relieved your pain or discomfort	90.82	84.74	6.08	90.74
Degree to which the medics took your problem seriously	95.92	91.02	4.89	94.49
Care shown by the medics who arrived with the ambulance	96.96	92.08	4.88	94.62
Extent to which medics included you in the treatment decisions (if applicable)	94.36	90.53	3.82	92.47
Extent to which the medics kept you informed about your treatment	94.48	91.30	3.18	92.94
Degree to which the medics listened to you and/or your family	95.92	93.05	2.87	94.03
Medics' concern for your privacy	94.09	91.79	2.30	93.65
Comfort of the ride	88.44	86.48	1.96	88.34
Likelihood of recommending this ambulance service to others	94.13	92.19	1.94	93.23
Extent to which our staff eased your entry into the medical facility	94.27	92.40	1.87	94.09
<b>Decreases</b>	<b>Current</b>	<b>Previous</b>	<b>(+/-)</b>	<b>National DB</b>
Willingness of the staff in our billing office to address your needs	87.62	89.45	-1.83	89.14
Extent to which the ambulance arrived in a timely manner	91.42	92.74	-1.33	92.54
Appropriateness of Emergency Medical Transportation treatment	92.58	93.05	-0.47	93.80
Extent to which you were told what to do until the ambulance arrived	93.75	93.83	-0.08	92.04



**Greatest Scores Above Benchmarks by Question**

Highest Above Benchmark	Current	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	96.96	2.34	94.62
Helpfulness of the person you called for ambulance service	96.00	2.25	93.75
Degree to which the medics took your problem seriously	95.92	1.43	94.49
Degree to which the medics listened to you and/or your family	95.92	1.89	94.03
Cleanliness of the ambulance	95.75	0.85	94.90
Skill of the medics	95.60	0.94	94.65
Skill of the person driving the ambulance	94.80	0.60	94.20
Extent to which medics cared for you as a person	94.69	0.36	94.33
Concern shown by the person you called for ambulance service	94.68	1.14	93.55
Extent to which the medics kept you informed about your treatment	94.48	1.54	92.94





**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
Medics' concern for your privacy	94.09	.918064945
Extent to which the medics kept you informed about your treatment	94.48	.873615249
Extent to which medics included you in the treatment decisions (if applicable)	94.36	.853276239
Extent to which our staff eased your entry into the medical facility	94.27	.850805845
Extent to which medics cared for you as a person	94.69	.844397184
Degree to which the medics took your problem seriously	95.92	.836698301
Care shown by the medics who arrived with the ambulance	96.96	.831525836
Appropriateness of Emergency Medical Transportation treatment	92.58	.831442399
Skill of the person driving the ambulance	94.80	.816212214
Degree to which the medics relieved your pain or discomfort	90.82	.812089963
How well did our staff work together to care for you	92.99	.810514883
Skill of the medics	95.60	.803452863
Degree to which the medics listened to you and/or your family	95.92	.795999618
Extent to which the services received were worth the fees charged	87.01	.790126888
Cleanliness of the ambulance	95.75	.777543498
Professionalism of the staff in our billing office	89.29	.726930797
Concern shown by the person you called for ambulance service	94.68	.709455389
Comfort of the ride	88.44	.685909694
Helpfulness of the person you called for ambulance service	96.00	.676040545
Willingness of the staff in our billing office to address your needs	87.62	.675656079
Extent to which you were told what to do until the ambulance arrived	93.75	.643933117
Extent to which the ambulance arrived in a timely manner	91.42	.594305269





**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	96.00	83.33	94.06	91.92	94.48	90.96	93.45	
Concern shown by the person you called for ambulance service	94.68	83.33	93.83	92.70	94.56	90.69	93.35	
Extent to which you were told what to do until the ambulance	93.75	91.67	92.45	91.04	92.10	92.34	91.82	
Extent to which the ambulance arrived in a timely manner	91.42	91.67	91.57	89.28	90.04	87.50	92.88	
Cleanliness of the ambulance	95.75	91.67	94.53	94.00	93.84	92.63	95.18	
Comfort of the ride	88.44	87.50	87.57	84.68	86.77	86.44	87.96	
Skill of the person driving the ambulance	94.80	87.50	93.64	92.93	93.75	92.71	94.82	
Care shown by the medics who arrived with the ambulance	96.96	83.33	94.67	94.59	93.90	91.60	94.16	
Degree to which the medics took your problem seriously	95.92	79.33	94.45	94.38	93.46	93.29	93.79	
Degree to which the medics listened to you and/or your family	95.92	83.33	94.02	94.02	93.47	93.29	93.47	
Skill of the medics	95.60	95.00	94.21	93.97	94.29	92.22	94.95	
Extent to which the medics kept you informed about your	94.48	87.50	92.16	93.49	93.22	91.22	92.40	
Extent to which medics included you in the treatment decisions (if	94.36	85.00	91.43	92.27	93.50	90.87	92.56	
Degree to which the medics relieved your pain or discomfort	90.82	87.50	89.07	89.22	90.09	89.42	91.20	
Medics' concern for your privacy	94.09	87.50	92.99	93.16	92.80	92.33	93.38	
Extent to which medics cared for you as a person	94.69	83.33	94.77	94.07	94.61	92.05	94.09	
Professionalism of the staff in our billing office	89.29	83.33	91.01	89.92	89.13	88.65	92.56	
Willingness of the staff in our billing office to address your needs	87.62	83.33	91.06	90.18	90.07	88.70	92.89	
How well did our staff work together to care for you	92.99	82.14	94.02	93.45	94.76	93.22	93.70	
Extent to which our staff eased your entry into the medical facility	94.27	89.29	93.58	93.49	94.28	93.10	93.70	
Appropriateness of Emergency Medical Transportation treatment	92.58	82.14	93.31	92.41	95.05	90.74	93.63	
Extent to which the services received were worth the fees charged	87.01	80.20	88.07	88.21	88.03	90.31	89.95	
Overall rating of the care provided by our Emergency Medical	93.51	71.71	93.81	93.03	94.58	92.67	93.99	
Likelihood of recommending this ambulance service to others	94.13	62.83	92.43	93.64	94.27	91.22	93.81	
<b>Overall score</b>		93.48	84.08	92.73	92.23	92.84	91.26	93.13



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	96.00	93.75	93.52	94.73	93.59	95.12
Concern shown by the person you called for ambulance service	94.68	93.55	93.39	93.85	93.45	94.79
Extent to which you were told what to do until the ambulance	93.75	92.04	91.81	92.96	91.85	93.21
Extent to which the ambulance arrived in a timely manner	91.42	92.54	91.99	92.63	92.15	92.99
Cleanliness of the ambulance	95.75	94.90	94.69	95.32	94.72	95.54
Comfort of the ride	88.44	88.34	88.12	89.86	88.14	90.40
Skill of the person driving the ambulance	94.80	94.20	94.04	94.83	94.03	94.62
Care shown by the medics who arrived with the ambulance	96.96	94.62	94.37	95.36	94.47	95.19
Degree to which the medics took your problem seriously	95.92	94.49	94.15	95.04	94.37	94.80
Degree to which the medics listened to you and/or your family	95.92	94.03	93.67	94.73	93.97	94.34
Skill of the medics	95.60	94.65	94.19	94.95	94.52	95.36
Extent to which the medics kept you informed about your	94.48	92.94	92.69	94.02	92.81	93.15
Extent to which medics included you in the treatment decisions	94.36	92.47	92.20	93.56	92.48	92.80
Degree to which the medics relieved your pain or discomfort	90.82	90.74	90.36	92.54	90.54	91.06
Medics' concern for your privacy	94.09	93.65	93.29	94.21	93.48	93.75
Extent to which medics cared for you as a person	94.69	94.33	93.96	94.73	94.25	94.17
Professionalism of the staff in our billing office	89.29	89.51	89.28	89.37	89.81	89.42
Willingness of the staff in our billing office to address your	87.62	89.14	88.97	88.70	89.44	88.68
How well did our staff work together to care for you	92.99	93.85	93.49	94.19	93.77	93.93
Extent to which our staff eased your entry into the medical	94.27	94.09	93.75	94.37	94.11	94.88
Appropriateness of Emergency Medical Transportation treatment	92.58	93.80	93.32	93.99	93.65	94.72
Extent to which the services received were worth the fees	87.01	89.00	88.31	89.82	88.90	88.65
Overall rating of the care provided by our Emergency Medical	93.51	93.74	93.34	94.35	93.65	93.85
Likelihood of recommending this ambulance service to others	94.13	93.23	92.81	93.83	93.11	93.78
<b>Overall Score</b>	<b>93.48</b>	<b>92.82</b>	<b>92.49</b>	<b>93.41</b>	<b>92.72</b>	<b>93.30</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	CAAS	ACE
<b>Number of organizations in compare group</b>	221	55	19	47	13
<b>Minimum Score</b>	43.91	1.00	1.00	1.00	1.00
<b>Maximum Score</b>	100	100	100	100	100
<b>Mean Score</b>	90.95	93.21	91.53	94.24	92.85
<b>Your Percentile</b>	16th	19th	N/A	18th	10th
<b>Your Rank</b>	73	22	N/A	29	10

**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>93.10</b>	<b>92.42</b>
<b>Dispatch</b>	<b>93.18</b>	<b>92.26</b>
Helpfulness of the person you called for ambulance service	93.65	92.89
Concern shown by the person you called for ambulance service	93.27	92.66
Extent to which you were told what to do until the ambulance	92.63	91.23
<b>Ambulance</b>	<b>93.11</b>	<b>92.05</b>
Extent to which the ambulance arrived in a timely manner	93.31	92.23
Cleanliness of the ambulance	96.14	94.50
Comfort of the ride	88.52	87.65
Skill of the person driving the ambulance	94.47	93.83
<b>Medic</b>	<b>94.12</b>	<b>93.37</b>
Care shown by the medics who arrived with the ambulance	94.99	94.37
Degree to which the medics took your problem seriously	94.88	94.29
Degree to which the medics listened to you and/or your family	94.58	93.97
Skill of the medics	95.30	94.39
Extent to which the medics kept you informed about your treatment	93.74	92.61
Extent to which medics included you in the treatment decisions (if	93.37	92.38
Degree to which the medics relieved your pain or discomfort	90.14	90.68
Medics' concern for your privacy	95.00	93.36
Extent to which medics cared for you as a person	95.08	94.25
<b>Billing Office Staff</b>	<b>86.89</b>	<b>88.76</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.10</b>	<b>92.42</b>
<b>Billing Office Staff</b>	<b>86.89</b>	<b>88.76</b>
Professionalism of the staff in our billing office	87.03	88.74
Willingness of the staff in our billing office to address your needs	86.75	88.78
<b>Overall Experience</b>	<b>93.59</b>	<b>92.54</b>
How well did our staff work together to care for you	95.18	93.49
Extent to which our staff eased your entry into the medical facility	95.16	93.63
Appropriateness of Emergency Medical Transportation treatment	94.70	93.42
Extent to which the services received were worth the fees charged	87.30	87.93
Overall rating of the care provided by our Emergency Medical	94.63	93.58
Likelihood of recommending this ambulance service to others	94.57	93.20



### 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>22</b>	<b>28</b>	<b>103</b>	<b>547</b>	<b>2845</b>	<b>80.25%</b>	<b>78.21%</b>
<b>Dispatch</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>66</b>	<b>385</b>	<b>83.15%</b>	<b>78.40%</b>
Helpfulness of the person you called for ambulance service	1	0	1	19	135	86.54%	80.40%
Concern shown by the person you called for ambulance service	1	0	2	25	127	81.94%	78.98%
Extent to which you were told what to do until the ambulance arrived	0	2	5	22	123	80.92%	75.83%
<b>Ambulance</b>	<b>4</b>	<b>7</b>	<b>21</b>	<b>99</b>	<b>472</b>	<b>78.28%</b>	<b>76.32%</b>
Extent to which the ambulance arrived in a timely manner	3	1	6	26	118	76.62%	76.55%
Cleanliness of the ambulance	0	0	3	20	130	84.97%	81.90%
Comfort of the ride	1	3	11	33	99	67.35%	66.41%
Skill of the person driving the ambulance	0	3	1	20	125	83.89%	80.43%
<b>Medic</b>	<b>10</b>	<b>9</b>	<b>29</b>	<b>163</b>	<b>1173</b>	<b>84.75%</b>	<b>80.96%</b>
Care shown by the medics who arrived with the ambulance	1	0	2	11	142	91.03%	83.85%
Degree to which the medics took your problem seriously	1	1	2	15	140	88.05%	83.98%
Degree to which the medics listened to you and/or your family	1	1	2	15	140	88.05%	82.75%
Skill of the medics	0	1	4	17	137	86.16%	83.23%
Extent to which the medics kept you informed about your treatment	0	2	3	22	127	82.47%	79.16%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>22</b>	<b>28</b>	<b>103</b>	<b>547</b>	<b>2845</b>	<b>80.25%</b>	<b>78.21%</b>
Extent to which medics included you in the treatment decisions (if applicable)	1	1	3	20	121	82.88%	78.28%
Degree to which the medics relieved your pain or discomfort	3	2	6	23	110	76.39%	73.80%
Medics' concern for your privacy	1	1	4	21	125	82.24%	79.97%
Extent to which medics cared for you as a person	2	0	3	19	131	84.52%	83.64%
<b>Billing Office Staff</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>72</b>	<b>137</b>	<b>61.43%</b>	<b>66.01%</b>
Professionalism of the staff in our billing office	0	1	5	35	71	63.39%	66.25%
Willingness of the staff in our billing office to address your needs	1	0	7	37	66	59.46%	65.77%
<b>Overall Experience</b>	<b>5</b>	<b>9</b>	<b>33</b>	<b>147</b>	<b>678</b>	<b>77.75%</b>	<b>79.32%</b>
How well did our staff work together to care for you	1	1	4	26	114	78.08%	80.65%
Extent to which our staff eased your entry into the medical facility	0	2	5	17	120	83.33%	81.42%
Appropriateness of Emergency Medical Transportation treatment	2	1	4	25	116	78.38%	80.71%
Extent to which the services received were worth the fees charged	0	4	11	32	80	62.99%	70.65%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	7	23	123	79.87%	81.56%
Likelihood of recommending this ambulance service to others	2	0	2	24	125	81.70%	80.90%