

# Hot Springs Village

Hot Springs, AR  
Client 6524



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## EMS System Report

October 1, 2017 to December 31, 2017

Your Score

**93.91**

Number of Your Patients in this Report

**135**

Number of Patients in this Report

**17,847**

Number of Transport Services in All EMS DB

**143**





## Executive Summary

This report contains data from **135 Hot Springs Village** patients who returned a questionnaire between **10/01/2017** and **12/31/2017**.

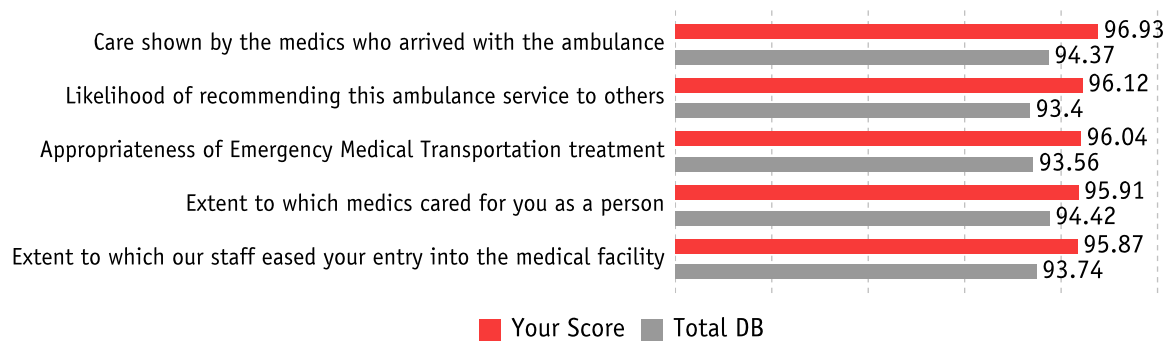
The overall mean score for the standard questions was **93.91**; this is a difference of **1.21** points from the overall EMS database score of **92.70**.

The current score of **93.91** is a change of **-1.20** points from last period's score of **95.11**. This was the **26th** highest overall score for all companies in the database.

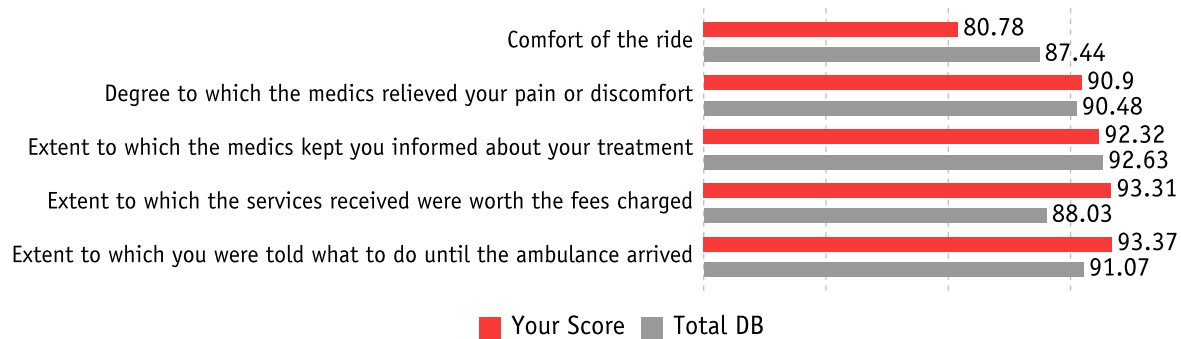
You are ranked **15th** for comparably sized companies in the system.

**80.34%** of responses to standard questions had a rating of Very Good, the highest rating. **99.07%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

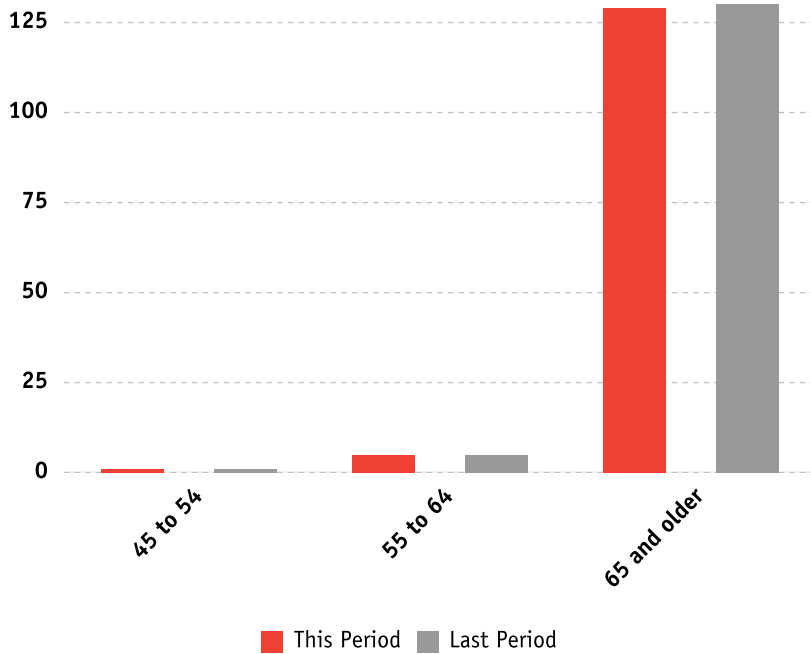




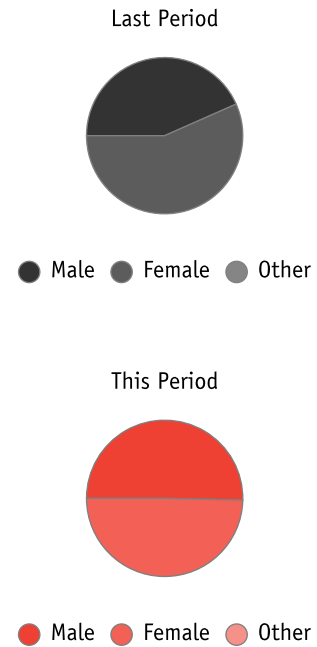
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
45 to 54	1	0	1	0	1	1	0	0
55 to 64	5	1	4	0	5	2	3	0
65 and older	130	58	72	0	129	65	64	0
<b>Total</b>	<b>136</b>	<b>59</b>	<b>77</b>	<b>0</b>	<b>135</b>	<b>68</b>	<b>67</b>	<b>0</b>

### Age Ranges



### Gender





## Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



**Overall Section Score**





## Ambulance Analysis

This report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



**Overall Section Score**





### Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





### Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



### Overall Section Score





### Billing Staff Assessment Analysis

This report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

#### Professionalism of the staff in our billing office



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



#### Overall Section Score







### Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



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



Likelihood of recommending this ambulance service to others



### Overall Section Score





**Question Analysis**

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

**Dispatch Analysis**

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	95.19	-0.81	94.38	92.73
Concern shown by the person you called for ambulance service	93.75	0.22	93.97	92.57
Extent to which you were told what to do until the ambulance arrived	92.92	0.45	93.37	91.07

**Ambulance Analysis**

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	94.78	-1.16	93.62	92.27
Cleanliness of the ambulance	95.44	0.16	95.60	94.55
Comfort of the ride	84.16	-3.38	80.78	87.44
Skill of the person driving the ambulance	95.73	-1.33	94.40	93.80

**Medic Analysis**

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.83	0.10	96.93	94.37
Degree to which the medics took your problem seriously	96.80	-1.19	95.61	94.42
Degree to which the medics listened to you and/or your family	97.20	-2.79	94.41	93.98
Skill of the medics	96.60	-1.47	95.13	94.36
Extent to which the medics kept you informed about your treatment	95.25	-2.93	92.32	92.63
Extent to which medics included you in the treatment decisions (if applicable)	93.76	1.25	95.01	92.48
Degree to which the medics relieved your pain or discomfort	93.99	-3.09	90.90	90.48
Medics' concern for your privacy	95.83	-1.83	94.00	93.41
Extent to which medics cared for you as a person	96.90	-0.99	95.91	94.42

**Billing Staff Assessment Analysis**

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	91.67	2.38	94.05	88.74
Willingness of the staff in our billing office to address your needs	93.10	1.19	94.29	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	96.72	-1.33	95.39	93.63
Extent to which our staff eased your entry into the medical facility	95.50	0.37	95.87	93.74
Appropriateness of Emergency Medical Transportation treatment	96.46	-0.42	96.04	93.56
Extent to which the services received were worth the fees charged	96.43	-3.12	93.31	88.03
Overall rating of the care provided by our Emergency Medical Transportation	96.72	-2.20	94.52	93.69
Likelihood of recommending this ambulance service to others	96.96	-0.84	96.12	93.40



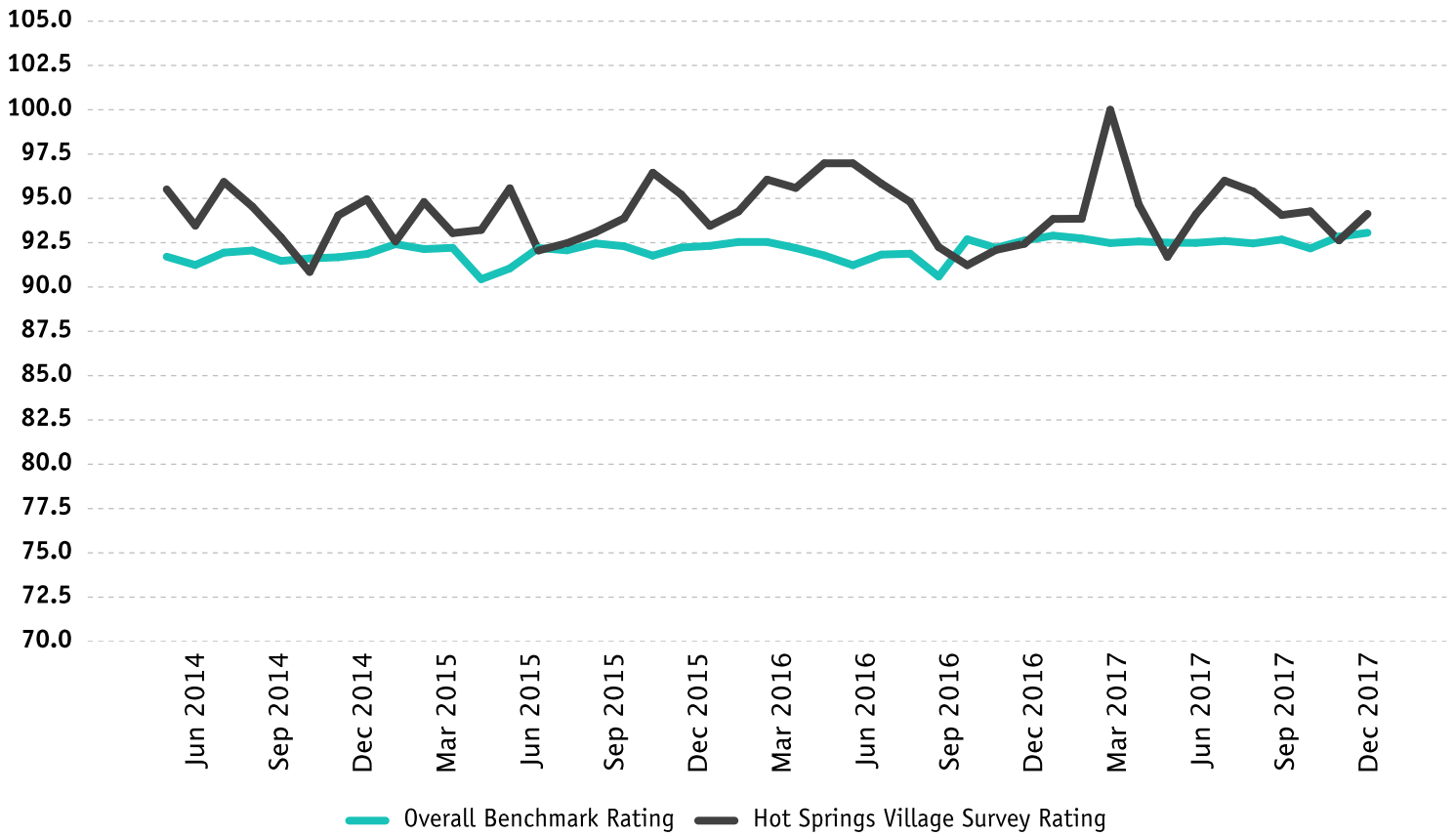
### Monthly Breakdown

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.

	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Helpfulness of the person you called for ambulance service	91.05	92.78	100.00	100.00	94.20	94.09	92.93	95.73	96.20	93.60	94.40	96.43	93.32
Concern shown by the person you called for ambulance service	95.27	90.70	100.00	100.00	94.09	93.75	92.78	92.95	95.11	93.02	93.53	97.62	92.71
Extent to which you were told what to do until the ambulance	95.95	90.13	91.67	100.00	88.78	93.02	91.49	95.00	91.28	92.86	92.73	97.50	92.13
Extent to which the ambulance arrived in a timely manner	91.28	93.00	100.00	100.00	94.61	92.67	93.62	94.64	94.68	95.00	94.14	94.00	92.64
Cleanliness of the ambulance	93.45	95.83	91.67	100.00	95.72	92.59	94.77	95.14	95.65	95.45	96.37	96.43	94.05
Comfort of the ride	81.10	83.35	91.67	100.00	83.06	75.52	75.64	83.57	85.25	83.55	80.75	82.95	79.70
Skill of the person driving the ambulance	94.05	95.65	91.67	100.00	96.17	93.40	94.05	95.71	95.56	95.93	95.49	90.48	94.77
Care shown by the medics who arrived with the ambulance	92.26	94.89	91.67	100.00	96.90	93.00	95.24	97.92	96.81	95.93	98.15	92.71	97.92
Degree to which the medics took your problem seriously	93.45	94.19	91.67	100.00	96.43	92.50	96.95	96.43	98.40	95.35	96.30	92.71	96.53
Degree to which the medics listened to you and/or your family	93.45	95.24	91.67	100.00	96.43	93.00	97.56	98.57	97.34	95.93	93.77	92.71	96.53
Skill of the medics	95.12	95.24	91.67	100.00	97.86	91.52	94.23	97.14	96.81	95.93	96.76	92.71	94.29
Extent to which the medics kept you informed about your	92.07	94.64	87.50	100.00	94.53	89.89	96.43	97.73	96.11	92.44	93.63	84.57	95.31
Extent to which medics included you in the treatment decisions	91.41	96.21	100.00	100.00	95.43	89.74	96.30	97.41	92.71	91.67	95.39	90.46	96.88
Degree to which the medics relieved your pain or discomfort	86.21	92.11	100.00	100.00	92.91	89.56	95.00	95.69	94.51	91.91	93.00	84.44	90.83
Medics' concern for your privacy	92.50	94.38	91.67	100.00	96.81	92.39	96.97	98.33	95.93	93.90	94.90	91.67	94.17
Extent to which medics cared for you as a person	93.45	95.35	91.67	100.00	97.03	92.71	96.05	98.48	97.83	94.64	96.63	92.39	97.14
Professionalism of the staff in our billing office	95.45	93.33	87.50		92.57	92.71	86.11	86.11	98.08	88.64	91.25	96.43	96.67
Willingness of the staff in our billing office to address your	95.00	93.33	100.00		94.12	90.63	72.33	87.50	98.08	90.00	92.19	95.00	96.43
How well did our staff work together to care for you	95.14	95.12	100.00	100.00	95.79	92.39	96.62	98.57	96.20	95.73	95.50	93.75	96.21
Extent to which our staff eased your entry into the medical	97.30	97.50	91.67	100.00	95.75	95.00	97.22	95.86	96.02	94.64	96.00	95.00	96.21
Appropriateness of Emergency Medical Transportation treatment	95.27	96.71	91.67	100.00	95.67	94.02	97.30	98.53	94.89	96.43	96.08	94.74	96.77
Extent to which the services received were worth the fees	84.55	94.23	91.67	100.00	93.49	90.82	96.55	99.00	95.95	94.83	90.28	97.73	95.83
Overall rating of the care provided by our Emergency Medical	93.59	93.60	91.67	100.00	96.46	92.71	96.71	97.79	96.20	96.43	95.00	91.30	96.09
Likelihood of recommending this ambulance service to others	92.97	95.86	100.00	100.00	96.28	93.62	98.61	98.44	96.59	96.15	97.96	94.32	94.53
Your Master Score	92.44	93.84	93.85	100.00	94.65	91.70	94.11	96.00	95.39	94.06	94.27	92.63	94.13
Your Total Responses	44	50	3	1	117	60	49	43	49	45	64	26	45



Monthly tracking of Overall Survey Score





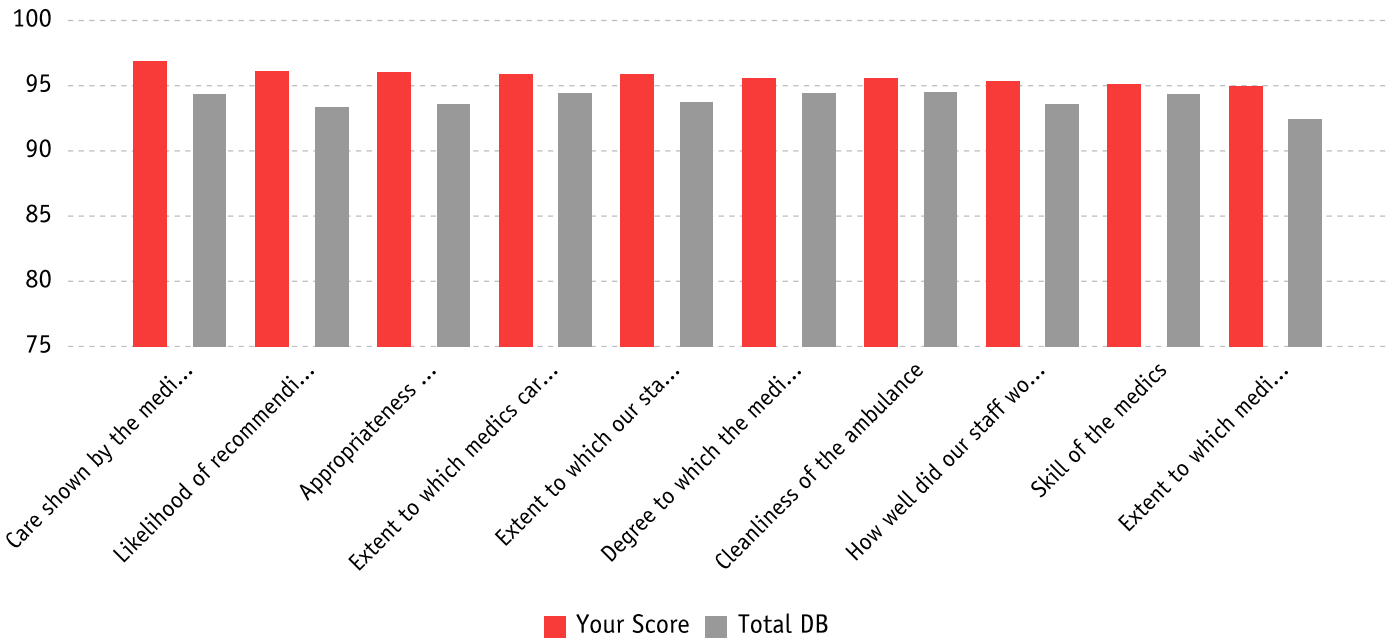
**Greatest Increase and Decrease in Scores by Question**

	<b>Last Period</b>	<b>This Period</b>	<b>Change</b>	<b>Total DB Score</b>
<b>Increases</b>				
Professionalism of the staff in our billing office	91.67	94.05	2.38	88.74
Extent to which medics included you in the treatment decisions (if applicable)	93.76	95.01	1.25	92.48
Willingness of the staff in our billing office to address your needs	93.10	94.29	1.18	88.88
Extent to which you were told what to do until the ambulance arrived	92.92	93.37	0.46	91.07
Extent to which our staff eased your entry into the medical facility	95.50	95.87	0.37	93.74
Concern shown by the person you called for ambulance service	93.75	93.97	0.22	92.57
Cleanliness of the ambulance	95.44	95.60	0.16	94.55
Care shown by the medics who arrived with the ambulance	96.83	96.93	0.10	94.37
<b>Decreases</b>				
Comfort of the ride	84.16	80.78	-3.38	87.44
Extent to which the services received were worth the fees charged	96.43	93.31	-3.12	88.03
Degree to which the medics relieved your pain or discomfort	93.99	90.90	-3.09	90.48
Extent to which the medics kept you informed about your treatment	95.25	92.32	-2.93	92.63
Degree to which the medics listened to you and/or your family	97.20	94.41	-2.79	93.98
Overall rating of the care provided by our Emergency Medical Transportation service	96.72	94.52	-2.20	93.69
Medics' concern for your privacy	95.83	94.00	-1.83	93.41
Skill of the medics	96.60	95.13	-1.47	94.36
How well did our staff work together to care for you	96.72	95.39	-1.33	93.63
Skill of the person driving the ambulance	95.73	94.40	-1.33	93.80



**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	96.93	2.56	94.37
Likelihood of recommending this ambulance service to others	96.12	2.72	93.40
Appropriateness of Emergency Medical Transportation treatment	96.04	2.48	93.56
Extent to which medics cared for you as a person	95.91	1.49	94.42
Extent to which our staff eased your entry into the medical facility	95.87	2.13	93.74
Degree to which the medics took your problem seriously	95.61	1.20	94.42
Cleanliness of the ambulance	95.60	1.05	94.55
How well did our staff work together to care for you	95.39	1.76	93.63
Skill of the medics	95.13	0.77	94.36
Extent to which medics included you in the treatment decisions (if applicable)	95.01	2.54	92.48





**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
Extent to which medics included you in the treatment decisions (if applicable)	95.01	.893613749
Concern shown by the person you called for ambulance service	93.97	.879554194
Extent to which the medics kept you informed about your treatment	92.32	.856976083
Appropriateness of Emergency Medical Transportation treatment	96.04	.853249462
Medics' concern for your privacy	94.00	.852021902
Extent to which the services received were worth the fees charged	93.31	.851420228
Extent to which medics cared for you as a person	95.91	.850843591
Extent to which you were told what to do until the ambulance arrived	93.37	.843489329
Degree to which the medics relieved your pain or discomfort	90.90	.831394327
Cleanliness of the ambulance	95.60	.822600866
Helpfulness of the person you called for ambulance service	94.38	.820691731
How well did our staff work together to care for you	95.39	.811667106
Professionalism of the staff in our billing office	94.05	.804880629
Care shown by the medics who arrived with the ambulance	96.93	.797252858
Degree to which the medics took your problem seriously	95.61	.7939254
Extent to which our staff eased your entry into the medical facility	95.87	.793212714
Extent to which the ambulance arrived in a timely manner	93.62	.792789114
Willingness of the staff in our billing office to address your needs	94.29	.766222755
Degree to which the medics listened to you and/or your family	94.41	.75060486
Skill of the medics	95.13	.731735718
Skill of the person driving the ambulance	94.40	.71191593
Comfort of the ride	80.78	.628672418





**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>94.38</b>	89.15	96.43	93.02	93.53	89.00	90.27
Concern shown by the person you called for ambulance service	<b>93.97</b>	89.38	95.83	94.64	94.09	89.84	91.10
Extent to which you were told what to do until the ambulance	<b>93.37</b>	87.80	91.67	92.26	92.09	85.03	89.05
Extent to which the ambulance arrived in a timely manner	<b>93.62</b>	90.09	88.73	91.10	91.01	91.22	87.70
Cleanliness of the ambulance	<b>95.60</b>	94.12	97.50	95.00	94.82	97.14	95.07
Comfort of the ride	<b>80.78</b>	88.73	95.00	90.00	84.40	91.22	84.06
Skill of the person driving the ambulance	<b>94.40</b>	92.79	97.50	94.58	93.48	92.39	91.55
Care shown by the medics who arrived with the ambulance	<b>96.93</b>	93.60	96.88	93.64	93.73	95.00	94.40
Degree to which the medics took your problem seriously	<b>95.61</b>	93.75	96.88	93.22	94.13	97.14	93.75
Degree to which the medics listened to you and/or your family	<b>94.41</b>	90.34	96.43	93.42	93.59	96.43	93.18
Skill of the medics	<b>95.13</b>	91.48	96.88	94.40	94.33	94.12	92.65
Extent to which the medics kept you informed about your	<b>92.32</b>	90.91	96.43	92.16	92.31	94.70	92.31
Extent to which medics included you in the treatment decisions (if	<b>95.01</b>	91.89	95.83	92.44	93.20	91.96	90.28
Degree to which the medics relieved your pain or discomfort	<b>90.90</b>	89.40	90.63	91.15	89.71	91.44	88.93
Medics' concern for your privacy	<b>94.00</b>	91.67	97.22	91.68	94.70	92.42	92.69
Extent to which medics cared for you as a person	<b>95.91</b>	92.44	97.22	92.43	93.64	96.32	94.40
Professionalism of the staff in our billing office	<b>94.05</b>	89.58	93.75	87.97	90.63	87.50	90.00
Willingness of the staff in our billing office to address your needs	<b>94.29</b>	95.45	93.75	87.10	90.28	85.94	88.84
How well did our staff work together to care for you	<b>95.39</b>	90.85	96.88	91.12	92.34	93.18	91.67
Extent to which our staff eased your entry into the medical facility	<b>95.87</b>	92.68	97.22	90.21	93.03	93.75	92.31
Appropriateness of Emergency Medical Transportation treatment	<b>96.04</b>	90.85	90.63	89.32	93.66	93.38	89.79
Extent to which the services received were worth the fees charged	<b>93.31</b>	87.10	85.71	80.38	86.42	90.52	89.71
Overall rating of the care provided by our Emergency Medical	<b>94.52</b>	92.61	97.22	90.81	92.43	93.75	90.31
Likelihood of recommending this ambulance service to others	<b>96.12</b>	92.61	91.67	89.32	92.70	92.19	92.44
<b>Overall score</b>	93.91	91.17	94.82	91.50	92.43	92.63	91.20
<b>National Rank</b>	26	75	19	67	51	46	74
<b>Comparable Size (Small) Company Rank</b>	15	33	14	30	25	22	32

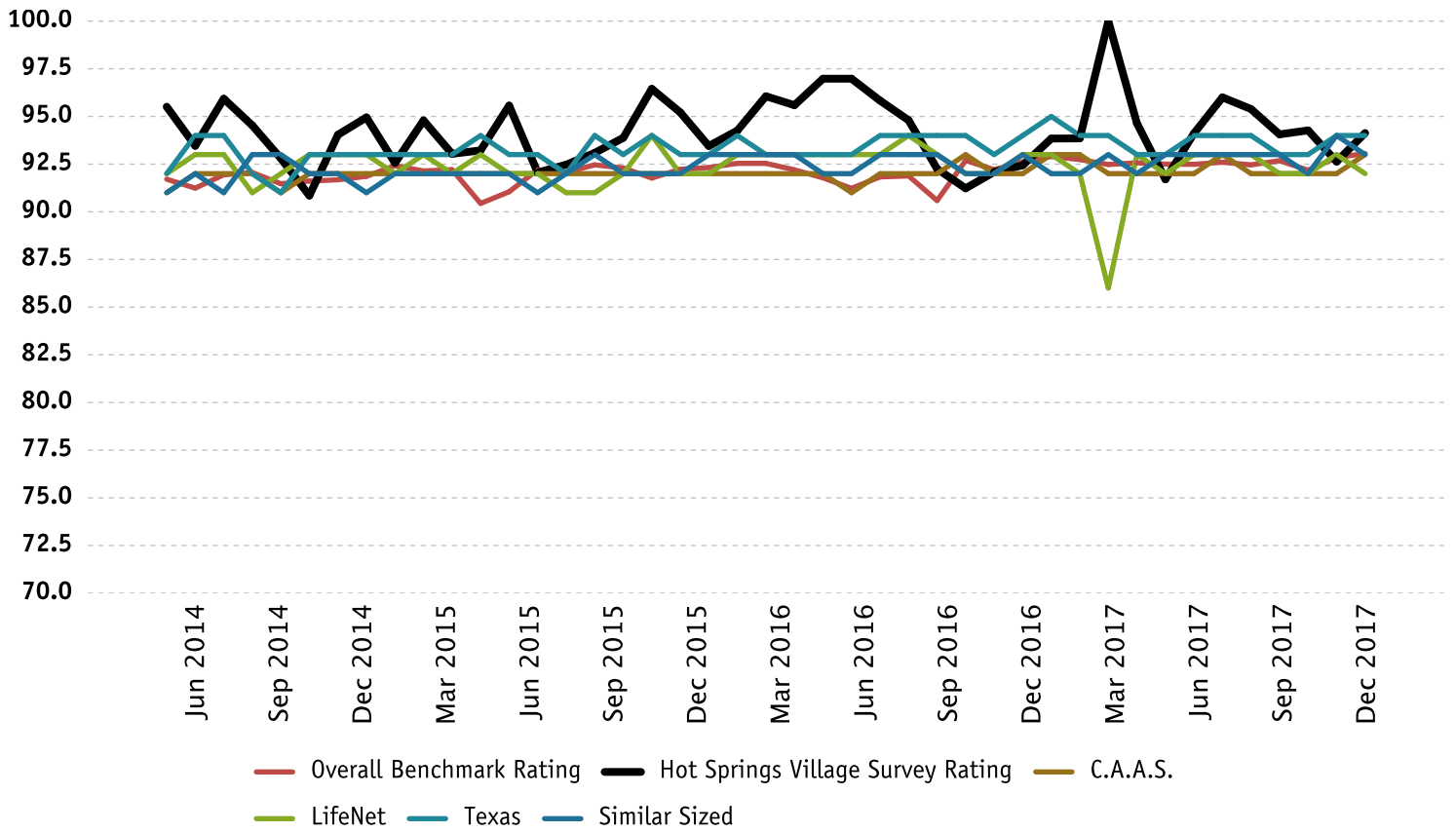


### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.	LifeNet
<b>Total Score</b>	<b>93.91</b>	92.70	92.82	93.45	92.21	92.23
Medics' concern for your privacy	94.00	93.41	93.74	94.20	93.12	92.96
Extent to which the medics kept you informed about your	92.32	92.63	93.21	93.47	92.31	92.15
Helpfulness of the person you called for ambulance service	94.38	92.73	93.25	93.67	92.31	92.21
Skill of the medics	95.13	94.36	94.80	94.95	94.16	93.86
Degree to which the medics listened to you and/or your family	94.41	93.98	94.39	94.77	93.73	93.69
Extent to which our staff eased your entry into the medical	95.87	93.74	93.94	94.91	93.57	93.66
Extent to which you were told what to do until the ambulance	93.37	91.07	91.15	92.85	90.67	91.35
Care shown by the medics who arrived with the ambulance	96.93	94.37	94.89	94.97	94.12	94.17
Willingness of the staff in our billing office to address your	94.29	88.88	89.06	90.31	88.99	89.44
Degree to which the medics relieved your pain or discomfort	90.90	90.48	90.88	91.64	90.07	90.06
Extent to which medics included you in the treatment decisions	95.01	92.48	93.16	93.12	92.28	91.99
Professionalism of the staff in our billing office	94.05	88.74	88.96	89.97	88.90	89.39
Comfort of the ride	80.78	87.44	87.82	89.16	86.83	85.75
How well did our staff work together to care for you	95.39	93.63	93.67	94.71	93.34	93.50
Extent to which the ambulance arrived in a timely manner	93.62	92.27	93.03	93.55	91.74	91.48
Extent to which the services received were worth the fees	93.31	88.03	88.38	89.35	88.12	88.75
Extent to which medics cared for you as a person	95.91	94.42	94.86	94.99	94.18	94.00
Skill of the person driving the ambulance	94.40	93.80	94.18	94.55	93.60	93.55
Concern shown by the person you called for ambulance service	93.97	92.57	92.94	93.55	92.32	92.82
Likelihood of recommending this ambulance service to others	96.12	93.40	93.60	94.56	93.33	93.68
Overall rating of the care provided by our Emergency Medical	94.52	93.69	93.75	94.51	93.49	93.23
Appropriateness of Emergency Medical Transportation treatment	96.04	93.56	93.88	94.80	93.41	93.81
Degree to which the medics took your problem seriously	95.61	94.42	94.91	94.95	94.14	94.13
Cleanliness of the ambulance	95.60	94.55	95.22	95.30	94.32	93.91
<b>Number of Surveys for the period</b>	<b>135</b>					

Hot Springs Village  
**October 1, 2017 to December 31, 2017**

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





## Cumulative 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>93.97</b>	<b>91.83</b>
<b>Dispatch</b>	<b>92.99</b>	<b>91.61</b>
Helpfulness of the person you called for ambulance service	93.57	92.33
Concern shown by the person you called for ambulance service	93.59	92.08
Extent to which you were told what to do until the ambulance	91.81	90.42
<b>Ambulance</b>	<b>91.9</b>	<b>91.41</b>
Extent to which the ambulance arrived in a timely manner	93.49	91.72
Cleanliness of the ambulance	95.19	93.95
Comfort of the ride	83.85	87.10
Skill of the person driving the ambulance	95.08	92.88
<b>Medic</b>	<b>94.78</b>	<b>92.83</b>
Care shown by the medics who arrived with the ambulance	95.85	93.86
Degree to which the medics took your problem seriously	95.65	93.77
Degree to which the medics listened to you and/or your family	95.52	93.48
Skill of the medics	95.64	93.89
Extent to which the medics kept you informed about your treatment	93.93	91.99
Extent to which medics included you in the treatment decisions (if	94.07	91.79
Degree to which the medics relieved your pain or discomfort	92.14	90.16
Medics' concern for your privacy	94.58	92.77
Extent to which medics cared for you as a person	95.65	93.73
<b>Billing Staff Assessment</b>	<b>91.94</b>	<b>88.22</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.97</b>	<b>91.83</b>
<b>Billing Staff Assessment</b>	<b>91.94</b>	<b>88.22</b>
Professionalism of the staff in our billing office	91.84	88.18
Willingness of the staff in our billing office to address your needs	92.03	88.26
<b>Overall Assessment</b>	<b>95.29</b>	<b>91.92</b>
How well did our staff work together to care for you	95.60	92.94
Extent to which our staff eased your entry into the medical facility	95.88	93.12
Appropriateness of Emergency Medical Transportation treatment	95.51	92.88
Extent to which the services received were worth the fees charged	93.33	86.91
Overall rating of the care provided by our Emergency Medical	95.47	93.04
Likelihood of recommending this ambulance service to others	95.94	92.65



### 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>11</b>	<b>12</b>	<b>59</b>	<b>403</b>	<b>1982</b>	<b>80.34%</b>	<b>76.25%</b>
<b>Dispatch</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>62</b>	<b>282</b>	<b>79.89%</b>	<b>74.35%</b>
Helpfulness of the person you called for ambulance service	1	0	1	21	97	80.83%	76.15%
Concern shown by the person you called for ambulance service	1	0	2	21	96	80.00%	75.15%
Extent to which you were told what to do until the ambulance arrived	1	0	3	20	89	78.76%	71.77%
<b>Ambulance</b>	<b>4</b>	<b>9</b>	<b>24</b>	<b>90</b>	<b>382</b>	<b>75.05%</b>	<b>74.80%</b>
Extent to which the ambulance arrived in a timely manner	1	0	3	24	105	78.95%	75.33%
Cleanliness of the ambulance	0	1	0	19	105	84.00%	80.36%
Comfort of the ride	3	6	21	25	71	56.35%	64.61%
Skill of the person driving the ambulance	0	2	0	22	101	80.80%	78.91%
<b>Medic</b>	<b>4</b>	<b>3</b>	<b>24</b>	<b>133</b>	<b>778</b>	<b>82.59%</b>	<b>79.42%</b>
Care shown by the medics who arrived with the ambulance	0	0	1	12	101	88.60%	81.81%
Degree to which the medics took your problem seriously	0	0	3	14	97	85.09%	82.62%
Degree to which the medics listened to you and/or your family	1	0	4	14	97	83.62%	81.35%
Skill of the medics	0	0	3	16	94	83.19%	81.74%
Extent to which the medics kept you informed about your treatment	1	0	5	18	80	76.92%	76.89%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>11</b>	<b>12</b>	<b>59</b>	<b>403</b>	<b>1982</b>	<b>80.34%</b>	<b>76.25%</b>
Extent to which medics included you in the treatment decisions (if applicable)	1	1	0	8	65	86.67%	77.04%
Degree to which the medics relieved your pain or discomfort	1	1	4	20	70	72.92%	72.34%
Medics' concern for your privacy	0	1	2	17	80	80.00%	78.32%
Extent to which medics cared for you as a person	0	0	2	14	94	85.45%	82.66%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>59</b>	<b>76.62%</b>	<b>64.01%</b>
Professionalism of the staff in our billing office	0	0	0	10	32	76.19%	63.67%
Willingness of the staff in our billing office to address your needs	0	0	0	8	27	77.14%	64.36%
<b>Overall Assessment</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>100</b>	<b>481</b>	<b>82.08%</b>	<b>77.50%</b>
How well did our staff work together to care for you	0	0	0	19	84	81.55%	79.27%
Extent to which our staff eased your entry into the medical facility	0	0	1	15	87	84.47%	79.20%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	16	85	84.16%	79.10%
Extent to which the services received were worth the fees charged	0	0	4	11	56	78.87%	67.37%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	0	23	82	78.10%	79.93%
Likelihood of recommending this ambulance service to others	0	0	0	16	87	84.47%	80.11%