

Malvern

Malvern, AR

Client 6527



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EMS System Report

October 1, 2017 to December 31, 2017

Your Score

90.50

Number of Your Patients in this Report

62

Number of Patients in this Report

17,847

Number of Transport Services in All EMS DB

143





Executive Summary

This report contains data from **62 Malvern** patients who returned a questionnaire between **10/01/2017** and **12/31/2017**.

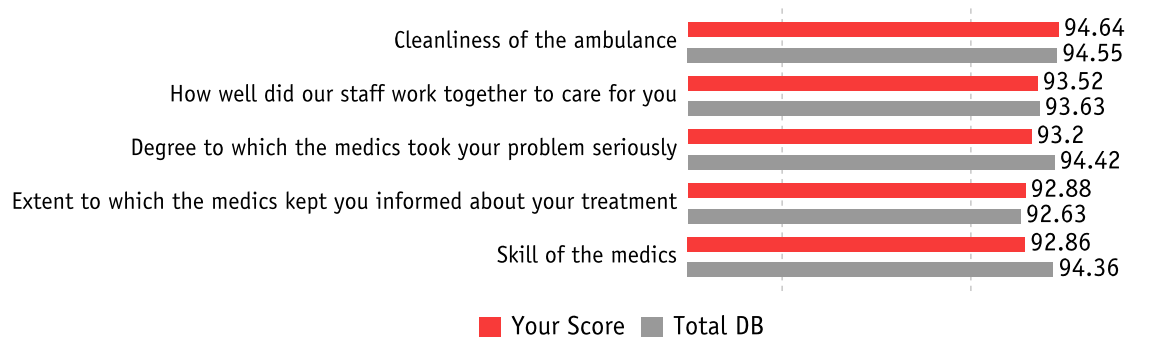
The overall mean score for the standard questions was **90.50**; this is a difference of **-2.20** points from the overall EMS database score of **92.70**.

The current score of **90.50** is a change of **-0.29** points from last period's score of **90.79**. This was the **81st** highest overall score for all companies in the database.

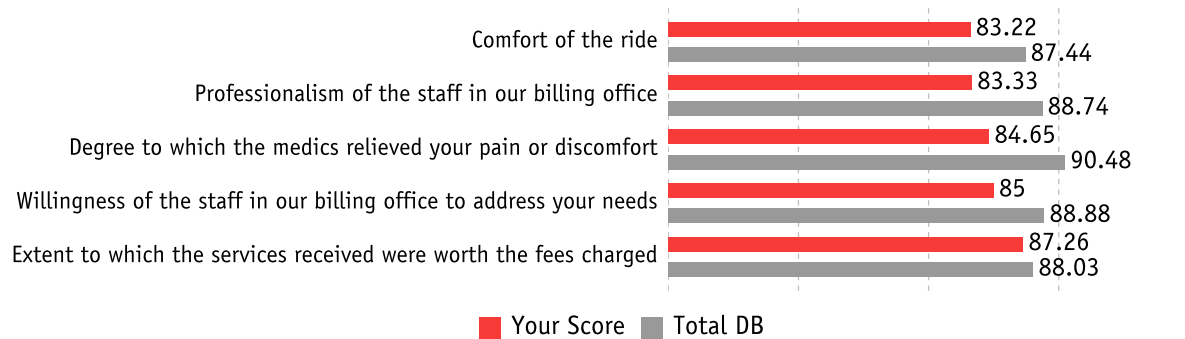
You are ranked **36th** for comparably sized companies in the system.

73.20% of responses to standard questions had a rating of Very Good, the highest rating. **96.94%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

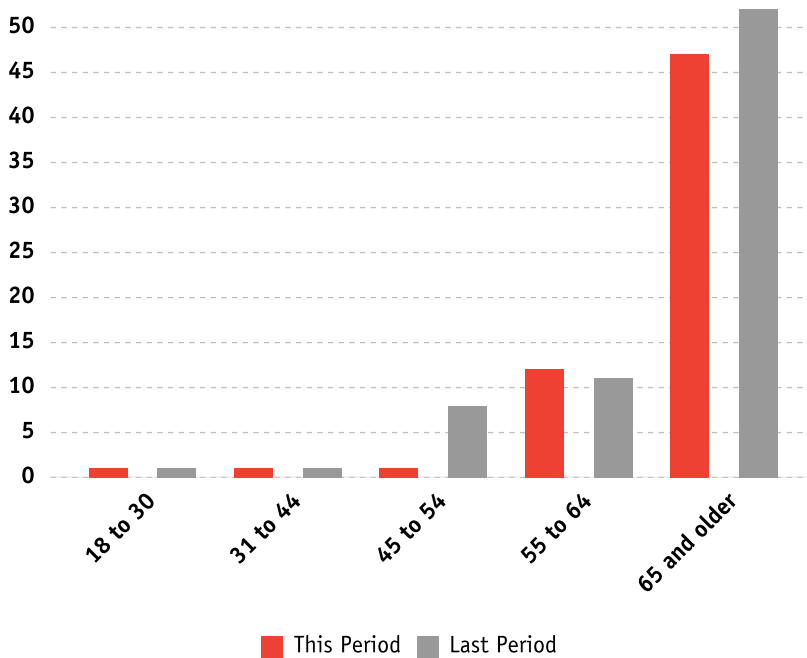




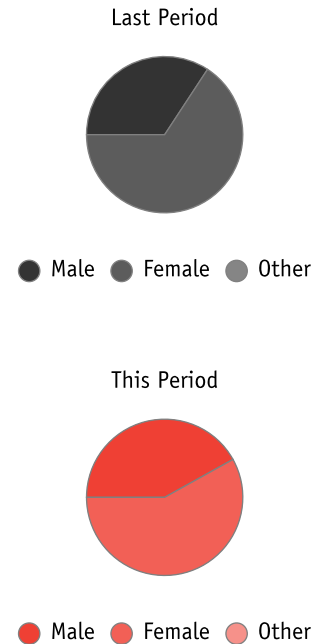
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
18 to 30	1	1	0	0	1	1	0	0
31 to 44	1	1	0	0	1	0	1	0
45 to 54	8	3	5	0	1	0	1	0
55 to 64	11	4	7	0	12	4	8	0
65 and older	52	16	36	0	47	21	26	0
Total	73	25	48	0	62	26	36	0

Age Ranges



Gender





Dispatch Analysis

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

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



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



Overall Section Score





Ambulance Analysis

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

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Section Score





Medic Analysis

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

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



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



Skill of the medics



Extent to which the medics kept you informed about your treatment



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



Degree to which the medics relieved your pain or discomfort





Medic Analysis

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

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

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

Professionalism of the staff in our billing office



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



Overall Section Score





Overall Assessment Analysis

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

How well did our staff work together to care for you



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



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



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



Likelihood of recommending this ambulance service to others



Overall Section Score





Question Analysis

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

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	88.11	-0.57	87.54	92.73
Concern shown by the person you called for ambulance service	87.31	1.21	88.52	92.57
Extent to which you were told what to do until the ambulance arrived	84.20	4.69	88.89	91.07

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	89.64	1.31	90.95	92.27
Cleanliness of the ambulance	93.38	1.26	94.64	94.55
Comfort of the ride	82.28	0.94	83.22	87.44
Skill of the person driving the ambulance	92.77	-0.10	92.67	93.80

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.26	-2.72	91.54	94.37
Degree to which the medics took your problem seriously	93.75	-0.55	93.20	94.42
Degree to which the medics listened to you and/or your family	94.58	-2.43	92.15	93.98
Skill of the medics	94.58	-1.72	92.86	94.36
Extent to which the medics kept you informed about your treatment	90.68	2.20	92.88	92.63
Extent to which medics included you in the treatment decisions (if applicable)	91.35	-1.55	89.80	92.48
Degree to which the medics relieved your pain or discomfort	90.28	-5.63	84.65	90.48
Medics' concern for your privacy	93.75	-2.71	91.04	93.41
Extent to which medics cared for you as a person	94.83	-2.02	92.81	94.42

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	88.89	-5.56	83.33	88.74
Willingness of the staff in our billing office to address your needs	87.86	-2.86	85.00	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	90.79	2.73	93.52	93.63
Extent to which our staff eased your entry into the medical facility	92.41	0.04	92.45	93.74
Appropriateness of Emergency Medical Transportation treatment	91.52	0.33	91.85	93.56
Extent to which the services received were worth the fees charged	86.78	0.48	87.26	88.03
Overall rating of the care provided by our Emergency Medical Transportation	92.54	-0.69	91.85	93.69
Likelihood of recommending this ambulance service to others	91.40	0.60	92.00	93.40



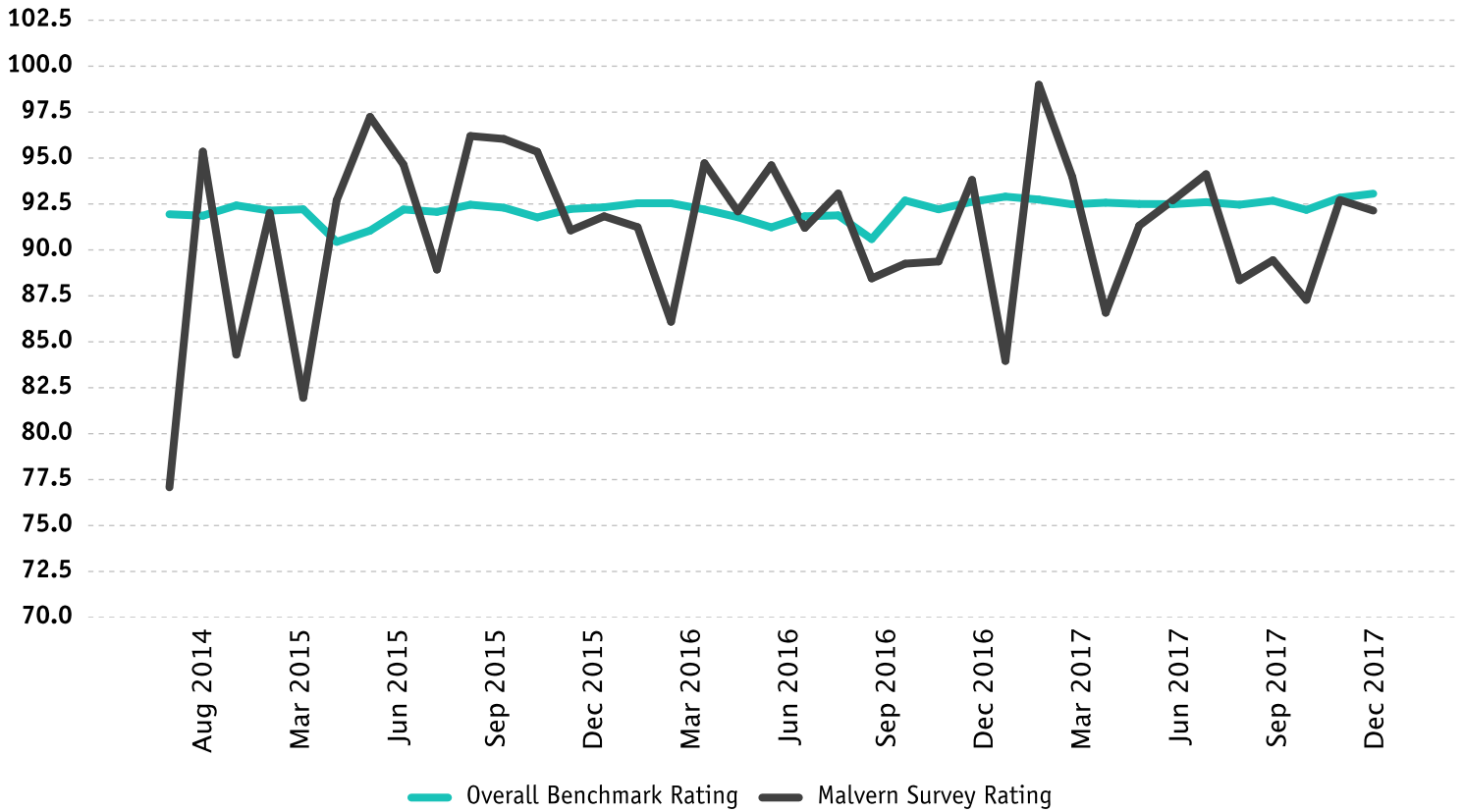
Monthly Breakdown

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	93.06	84.38	90.00	87.50	84.38	91.30	88.14	94.57	82.81	85.23	88.75	89.76	82.77
Concern shown by the person you called for ambulance service	93.06	82.95	100.00	87.50	83.74	90.91	90.00	92.39	84.38	84.14	90.00	88.29	86.54
Extent to which you were told what to do until the ambulance	90.28	77.55	93.75	87.50	83.74	89.77	89.29	88.04	85.00	79.64	84.72	92.19	90.91
Extent to which the ambulance arrived in a timely manner	92.05	86.54	100.00	87.50	86.21	91.35	89.29	93.27	91.25	84.38	86.90	93.75	92.65
Cleanliness of the ambulance	96.59	89.00	100.00	87.50	90.18	94.79	95.24	94.00	94.74	91.67	92.86	94.74	96.88
Comfort of the ride	80.95	74.00	100.00	87.50	75.04	82.29	84.52	84.65	75.05	85.42	83.00	83.75	82.88
Skill of the person driving the ambulance	95.45	88.46	95.00	87.50	89.29	92.71	93.18	93.04	89.47	95.00	92.05	95.00	90.63
Care shown by the medics who arrived with the ambulance	95.00	87.00	100.00	100.00	91.00	92.39	96.43	97.73	91.18	93.18	85.27	94.74	96.67
Degree to which the medics took your problem seriously	96.43	87.50	100.00	100.00	89.63	94.57	96.43	98.81	88.24	93.18	88.14	96.05	96.67
Degree to which the medics listened to you and/or your family	97.50	82.29	100.00	100.00	90.22	92.05	96.43	98.81	89.71	94.32	88.80	93.42	95.00
Skill of the medics	97.50	89.13	100.00	100.00	92.00	94.32	95.24	97.62	89.71	95.45	88.64	94.74	96.67
Extent to which the medics kept you informed about your	93.42	82.95	100.00	100.00	88.04	92.05	95.00	93.75	86.76	90.91	88.29	95.83	94.64
Extent to which medics included you in the treatment decisions	93.75	83.75	100.00	100.00	82.19	90.48	93.75	91.67	87.50	93.75	83.40	93.33	92.86
Degree to which the medics relieved your pain or discomfort	93.06	83.33	100.00	100.00	80.95	89.29	93.06	92.11	86.67	91.25	81.00	89.06	85.07
Medics' concern for your privacy	96.05	83.70	100.00	100.00	89.00	91.67	95.00	96.43	88.33	95.00	86.90	94.12	93.33
Extent to which medics cared for you as a person	97.37	86.96	100.00	100.00	89.04	93.18	96.43	97.62	91.67	94.32	88.21	95.83	95.00
Professionalism of the staff in our billing office	86.36	78.85	100.00		82.14	96.43	90.00	90.38	90.00	86.54	79.55	81.25	90.63
Willingness of the staff in our billing office to address your	86.36	79.17	100.00		79.55	87.57	88.46	89.58	90.00	84.62	83.33	81.25	90.63
How well did our staff work together to care for you	97.37	85.00	100.00	100.00	87.50	91.30	94.05	93.75	91.67	87.50	90.48	95.83	95.00
Extent to which our staff eased your entry into the medical	98.68	84.38	100.00	100.00	90.22	92.05	95.24	97.22	90.63	89.77	90.00	94.44	93.33
Appropriateness of Emergency Medical Transportation treatment	97.37	84.78	100.00	100.00	89.13	92.05	94.05	97.22	87.50	89.77	89.53	94.44	91.67
Extent to which the services received were worth the fees	86.76	77.83	100.00	100.00	83.00	85.27	87.56	91.67	87.56	82.50	80.94	92.19	89.29
Overall rating of the care provided by our Emergency Medical	94.74	84.38	100.00	100.00	87.54	93.48	95.24	97.37	90.63	89.77	88.21	93.06	95.00
Likelihood of recommending this ambulance service to others	95.00	83.38	100.00	100.00	87.54	90.91	89.33	97.37	91.18	86.41	88.21	94.74	93.33
Your Master Score	93.81	83.96	98.99	93.97	86.58	91.32	92.69	94.12	88.35	89.44	87.28	92.72	92.14
Your Total Responses	22	27	5	2	29	27	22	27	21	25	24	21	17



Monthly tracking of Overall Survey Score





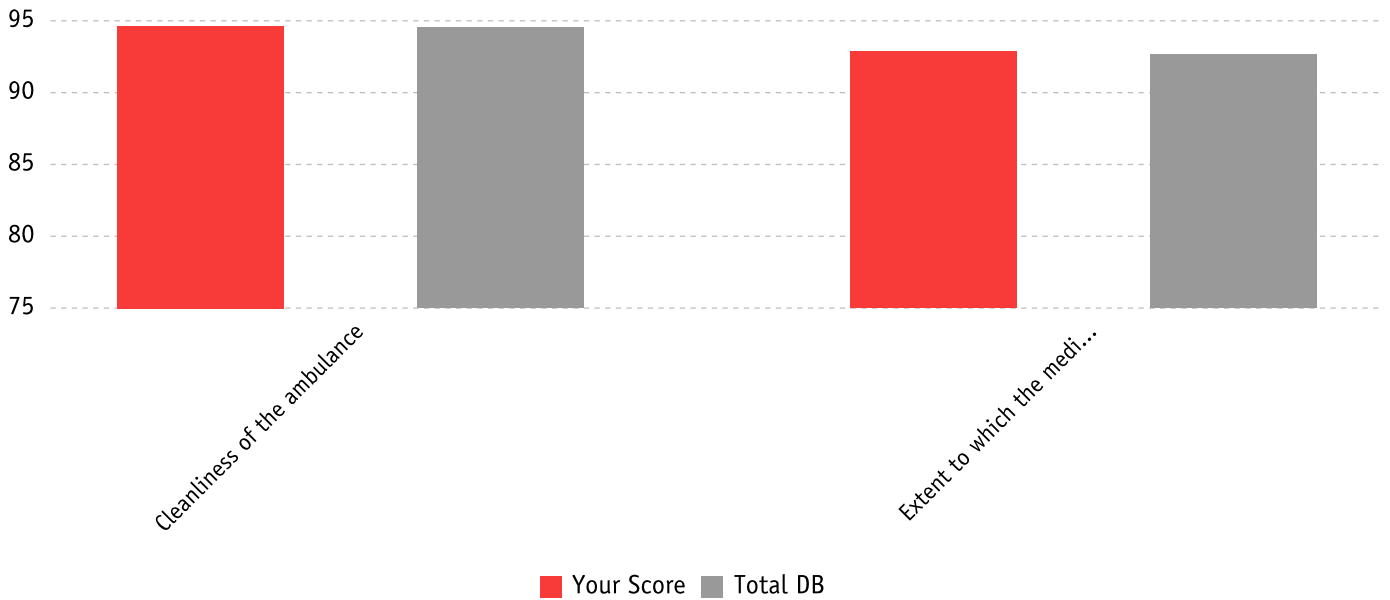
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which you were told what to do until the ambulance arrived	84.20	88.89	4.69	91.07
How well did our staff work together to care for you	90.79	93.52	2.73	93.63
Extent to which the medics kept you informed about your treatment	90.68	92.88	2.20	92.63
Extent to which the ambulance arrived in a timely manner	89.64	90.95	1.31	92.27
Cleanliness of the ambulance	93.38	94.64	1.26	94.55
Concern shown by the person you called for ambulance service	87.31	88.52	1.21	92.57
Comfort of the ride	82.28	83.22	0.95	87.44
Likelihood of recommending this ambulance service to others	91.40	92.00	0.60	93.40
Extent to which the services received were worth the fees charged	86.78	87.26	0.47	88.03
Appropriateness of Emergency Medical Transportation treatment	91.52	91.85	0.33	93.56
Decreases				
Degree to which the medics relieved your pain or discomfort	90.28	84.65	-5.62	90.48
Professionalism of the staff in our billing office	88.89	83.33	-5.56	88.74
Willingness of the staff in our billing office to address your needs	87.86	85.00	-2.86	88.88
Care shown by the medics who arrived with the ambulance	94.26	91.54	-2.73	94.37
Medics' concern for your privacy	93.75	91.04	-2.71	93.41
Degree to which the medics listened to you and/or your family	94.58	92.15	-2.44	93.98
Extent to which medics cared for you as a person	94.83	92.81	-2.02	94.42
Skill of the medics	94.58	92.86	-1.73	94.36
Extent to which medics included you in the treatment decisions (if applicable)	91.35	89.80	-1.55	92.48
Overall rating of the care provided by our Emergency Medical Transportation service	92.54	91.85	-0.70	93.69



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	94.64	0.10	94.55
Extent to which the medics kept you informed about your treatment	92.88	0.25	92.63





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)	89.80	.964016612
How well did our staff work together to care for you	93.52	.937946538
Extent to which medics cared for you as a person	92.81	.929296456
Extent to which the services received were worth the fees charged	87.26	.923825724
Appropriateness of Emergency Medical Transportation treatment	91.85	.921065018
Extent to which our staff eased your entry into the medical facility	92.45	.914568459
Extent to which the medics kept you informed about your treatment	92.88	.912401484
Degree to which the medics relieved your pain or discomfort	84.65	.905587584
Skill of the medics	92.86	.90173314
Care shown by the medics who arrived with the ambulance	91.54	.886795061
Degree to which the medics took your problem seriously	93.20	.88555936
Medics' concern for your privacy	91.04	.873255937
Degree to which the medics listened to you and/or your family	92.15	.857336181
Extent to which you were told what to do until the ambulance arrived	88.89	.836109965
Skill of the person driving the ambulance	92.67	.790764002
Willingness of the staff in our billing office to address your needs	85.00	.724943498
Professionalism of the staff in our billing office	83.33	.716932597
Cleanliness of the ambulance	94.64	.713280659
Extent to which the ambulance arrived in a timely manner	90.95	.707397464
Concern shown by the person you called for ambulance service	88.52	.603123249
Helpfulness of the person you called for ambulance service	87.54	.555420637
Comfort of the ride	83.22	.500421415



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.

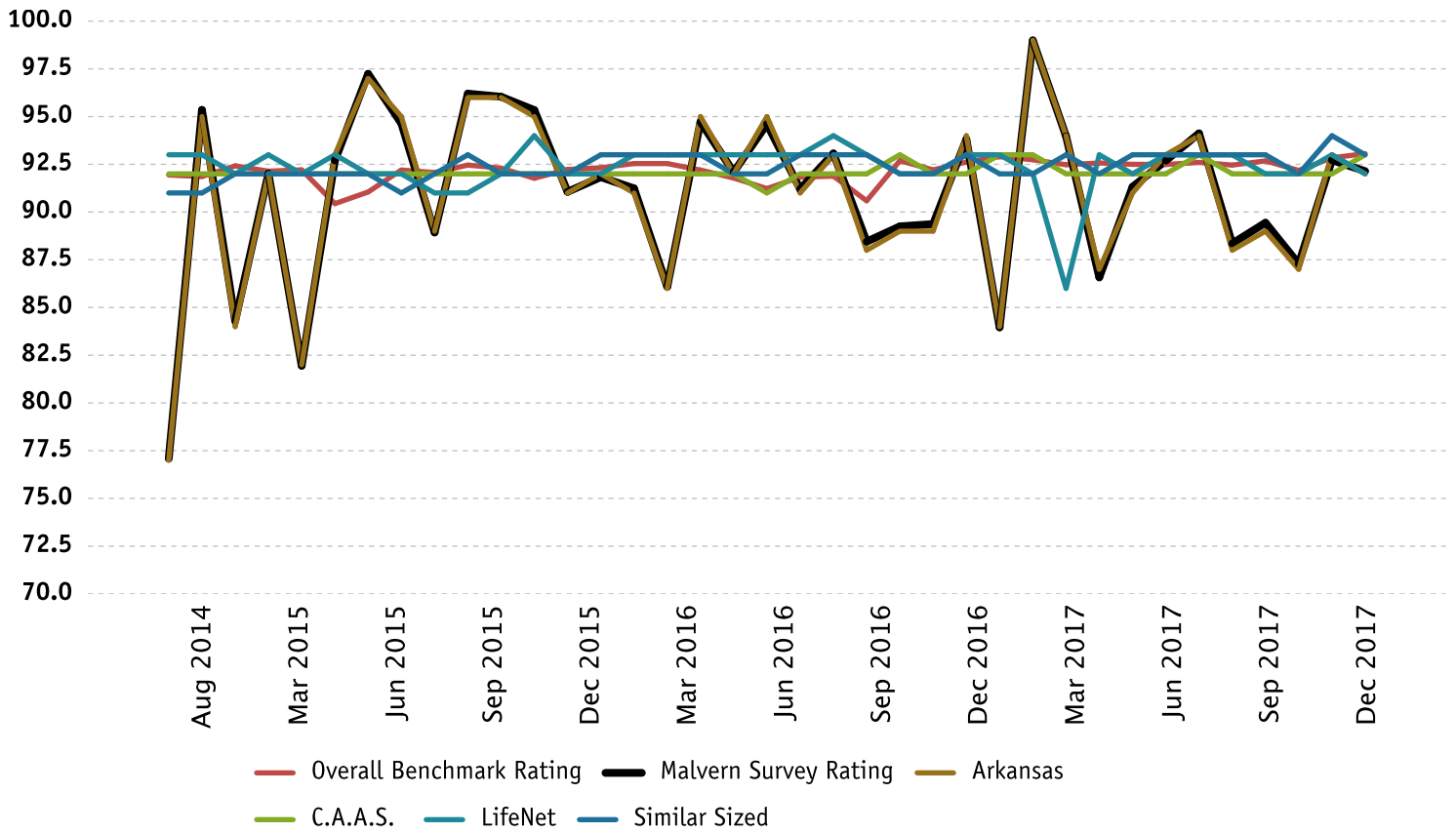
	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	87.54	92.42	98.63	89.15	89.00	96.57	95.61
Concern shown by the person you called for ambulance service	88.52	93.46	97.23	89.38	89.84	94.68	95.69
Extent to which you were told what to do until the ambulance	88.89	90.23	96.80	87.80	85.03	91.67	90.50
Extent to which the ambulance arrived in a timely manner	90.95	88.76	97.68	90.09	91.22	97.73	98.29
Cleanliness of the ambulance	94.64	92.65	98.60	94.12	97.14	95.59	99.25
Comfort of the ride	83.22	83.85	96.55	88.73	91.22	90.50	93.94
Skill of the person driving the ambulance	92.67	91.27	98.61	92.79	92.39	97.96	96.88
Care shown by the medics who arrived with the ambulance	91.54	91.78	98.37	93.60	95.00	98.50	97.76
Degree to which the medics took your problem seriously	93.20	91.25	98.91	93.75	97.14	96.88	97.76
Degree to which the medics listened to you and/or your family	92.15	90.80	98.91	90.34	96.43	97.92	97.35
Skill of the medics	92.86	91.55	98.37	91.48	94.12	98.96	93.95
Extent to which the medics kept you informed about your	92.88	89.04	97.41	90.91	94.70	98.33	96.09
Extent to which medics included you in the treatment decisions (if	89.80	88.98	98.96	91.89	91.96	95.73	95.54
Degree to which the medics relieved your pain or discomfort	84.65	84.19	98.38	89.40	91.44	92.53	92.80
Medics' concern for your privacy	91.04	90.85	98.15	91.67	92.42	96.74	94.92
Extent to which medics cared for you as a person	92.81	90.20	98.86	92.44	96.32	98.37	96.59
Professionalism of the staff in our billing office	83.33	89.50	95.27	89.58	87.50	93.48	94.74
Willingness of the staff in our billing office to address your needs	85.00	88.50	98.48	95.45	85.94	91.67	94.74
How well did our staff work together to care for you	93.52	89.38	98.01	90.85	93.18	96.11	97.18
Extent to which our staff eased your entry into the medical facility	92.45	89.19	97.70	92.68	93.75	98.26	96.88
Appropriateness of Emergency Medical Transportation treatment	91.85	90.82	98.30	90.85	93.38	98.81	96.25
Extent to which the services received were worth the fees charged	87.26	86.11	96.37	87.10	90.52	96.97	93.63
Overall rating of the care provided by our Emergency Medical	91.85	91.13	98.86	92.61	93.75	97.83	95.70
Likelihood of recommending this ambulance service to others	92.00	91.21	98.56	92.61	92.19	97.16	96.88
Overall score	90.50	89.94	98.07	91.17	92.63	96.40	95.96
National Rank	81	84	1	75	46	7	10
Comparable Size (Small) Company Rank	36	39	1	33	22	7	10



Benchmark Comparison

	Your Company	Total DB	Similar Sized	C.A.A.S.	Arkansas	LifeNet
Total Score	90.50	92.70	92.82	92.21	90.19	92.23
Medics' concern for your privacy	91.04	93.41	93.74	93.12	91.04	92.96
Extent to which the medics kept you informed about your	92.88	92.63	93.21	92.31	92.88	92.15
Helpfulness of the person you called for ambulance service	87.54	92.73	93.25	92.31	87.54	92.21
Skill of the medics	92.86	94.36	94.80	94.16	92.86	93.86
Degree to which the medics listened to you and/or your family	92.15	93.98	94.39	93.73	92.15	93.69
Extent to which our staff eased your entry into the medical	92.45	93.74	93.94	93.57	92.45	93.66
Extent to which you were told what to do until the ambulance	88.89	91.07	91.15	90.67	88.89	91.35
Care shown by the medics who arrived with the ambulance	91.54	94.37	94.89	94.12	91.54	94.17
Willingness of the staff in our billing office to address your	85.00	88.88	89.06	88.99	85.00	89.44
Degree to which the medics relieved your pain or discomfort	84.65	90.48	90.88	90.07	84.65	90.06
Extent to which medics included you in the treatment decisions	89.80	92.48	93.16	92.28	89.80	91.99
Professionalism of the staff in our billing office	83.33	88.74	88.96	88.90	83.33	89.39
Comfort of the ride	83.22	87.44	87.82	86.83	83.22	85.75
How well did our staff work together to care for you	93.52	93.63	93.67	93.34	93.52	93.50
Extent to which the ambulance arrived in a timely manner	90.95	92.27	93.03	91.74	90.95	91.48
Extent to which the services received were worth the fees	87.26	88.03	88.38	88.12	87.26	88.75
Extent to which medics cared for you as a person	92.81	94.42	94.86	94.18	92.81	94.00
Skill of the person driving the ambulance	92.67	93.80	94.18	93.60	92.67	93.55
Concern shown by the person you called for ambulance service	88.52	92.57	92.94	92.32	88.52	92.82
Likelihood of recommending this ambulance service to others	92.00	93.40	93.60	93.33	92.00	93.68
Overall rating of the care provided by our Emergency Medical	91.85	93.69	93.75	93.49	91.85	93.23
Appropriateness of Emergency Medical Transportation treatment	91.85	93.56	93.88	93.41	91.85	93.81
Degree to which the medics took your problem seriously	93.20	94.42	94.91	94.14	93.20	94.13
Cleanliness of the ambulance	94.64	94.55	95.22	94.32	94.64	93.91
Number of Surveys for the period	62					

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	90.80	91.83
Dispatch	89.33	91.61
Helpfulness of the person you called for ambulance service	89.64	92.33
Concern shown by the person you called for ambulance service	89.88	92.08
Extent to which you were told what to do until the ambulance	88.47	90.42
Ambulance	90.11	91.41
Extent to which the ambulance arrived in a timely manner	89.35	91.72
Cleanliness of the ambulance	93.71	93.95
Comfort of the ride	84.85	87.10
Skill of the person driving the ambulance	92.54	92.88
Medic	92.05	92.83
Care shown by the medics who arrived with the ambulance	93.23	93.86
Degree to which the medics took your problem seriously	93.25	93.77
Degree to which the medics listened to you and/or your family	92.52	93.48
Skill of the medics	93.21	93.89
Extent to which the medics kept you informed about your treatment	91.46	91.99
Extent to which medics included you in the treatment decisions (if	90.64	91.79
Degree to which the medics relieved your pain or discomfort	88.67	90.16
Medics' concern for your privacy	92.37	92.77
Extent to which medics cared for you as a person	93.12	93.73
Billing Staff Assessment	87.14	88.22


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	90.80	91.83
Billing Staff Assessment	87.14	88.22
Professionalism of the staff in our billing office	87.42	88.18
Willingness of the staff in our billing office to address your needs	86.87	88.26
Overall Assessment	91.32	91.92
How well did our staff work together to care for you	92.32	92.94
Extent to which our staff eased your entry into the medical facility	92.59	93.12
Appropriateness of Emergency Medical Transportation treatment	92.39	92.88
Extent to which the services received were worth the fees charged	87.29	86.91
Overall rating of the care provided by our Emergency Medical	92.00	93.04
Likelihood of recommending this ambulance service to others	91.33	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
Overall Company Rating	17	20	45	242	885	73.2%	76.25%
Dispatch	3	1	10	33	98	67.59%	74.35%
Helpfulness of the person you called for ambulance service	2	0	2	13	33	66.00%	76.15%
Concern shown by the person you called for ambulance service	1	0	5	9	35	70.00%	75.15%
Extent to which you were told what to do until the ambulance arrived	0	1	3	11	30	66.67%	71.77%
Ambulance	2	2	12	51	163	70.87%	74.80%
Extent to which the ambulance arrived in a timely manner	0	0	5	11	42	72.41%	75.33%
Cleanliness of the ambulance	0	0	1	10	45	80.36%	80.36%
Comfort of the ride	2	1	4	20	31	53.45%	64.61%
Skill of the person driving the ambulance	0	1	2	10	45	77.59%	78.91%
Medic	8	10	5	93	355	75.37%	79.42%
Care shown by the medics who arrived with the ambulance	1	1	0	12	42	75.00%	81.81%
Degree to which the medics took your problem seriously	1	1	0	8	45	81.82%	82.62%
Degree to which the medics listened to you and/or your family	1	1	0	10	42	77.78%	81.35%
Skill of the medics	0	2	0	10	44	78.57%	81.74%
Extent to which the medics kept you informed about your treatment	1	1	0	7	40	81.63%	76.89%


Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	17	20	45	242	885	73.2%	76.25%
Extent to which medics included you in the treatment decisions (if applicable)	1	1	2	7	33	75.00%	77.04%
Degree to which the medics relieved your pain or discomfort	2	1	2	17	30	57.69%	72.34%
Medics' concern for your privacy	0	1	1	14	37	69.81%	78.32%
Extent to which medics cared for you as a person	1	1	0	8	42	80.77%	82.66%
Billing Staff Assessment	0	0	9	15	28	53.85%	64.01%
Professionalism of the staff in our billing office	0	0	5	8	14	51.85%	63.67%
Willingness of the staff in our billing office to address your needs	0	0	4	7	14	56.00%	64.36%
Overall Assessment	4	7	9	50	241	77.49%	77.50%
How well did our staff work together to care for you	0	1	1	9	43	79.63%	79.27%
Extent to which our staff eased your entry into the medical facility	0	1	2	9	41	77.36%	79.20%
Appropriateness of Emergency Medical Transportation treatment	1	1	2	6	42	80.77%	79.10%
Extent to which the services received were worth the fees charged	1	2	1	12	31	65.96%	67.37%
Overall rating of the care provided by our Emergency Medical Transportation service	1	1	2	6	42	80.77%	79.93%
Likelihood of recommending this ambulance service to others	1	1	1	8	42	79.25%	80.11%