

Stillwater

Stillwater, OK

Client 6526



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EMS System Report

October 1, 2017 to December 31, 2017

Your Score

91.79

Number of Your Patients in this Report

96

Number of Patients in this Report

17,847

Number of Transport Services in All EMS DB

143





Executive Summary

This report contains data from **96 Stillwater** patients who returned a questionnaire between **10/01/2017** and **12/31/2017**.

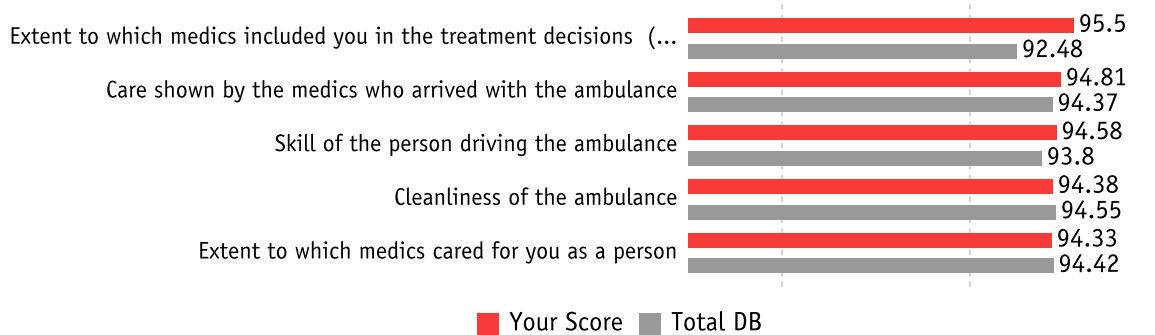
The overall mean score for the standard questions was **91.79**; this is a difference of **-0.91** points from the overall EMS database score of **92.70**.

The current score of **91.79** is a change of **0.78** points from last period's score of **91.01**. This was the **58th** highest overall score for all companies in the database.

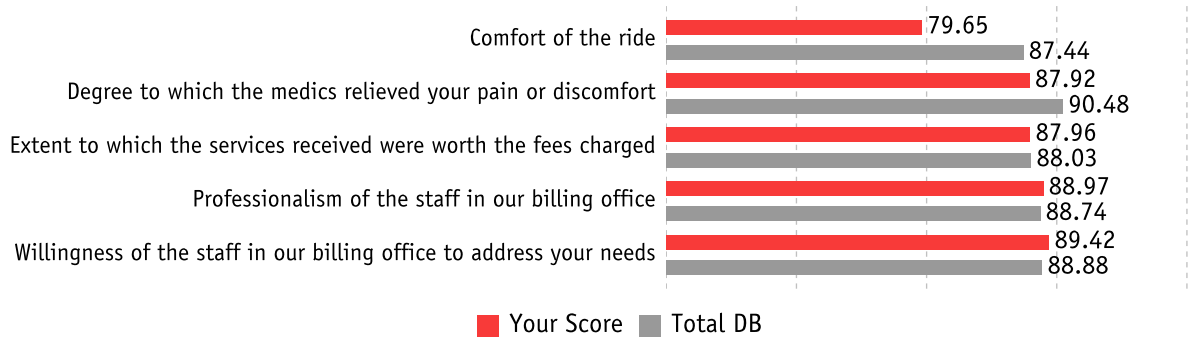
You are ranked **27th** for comparably sized companies in the system.

75.59% of responses to standard questions had a rating of Very Good, the highest rating. **97.75%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

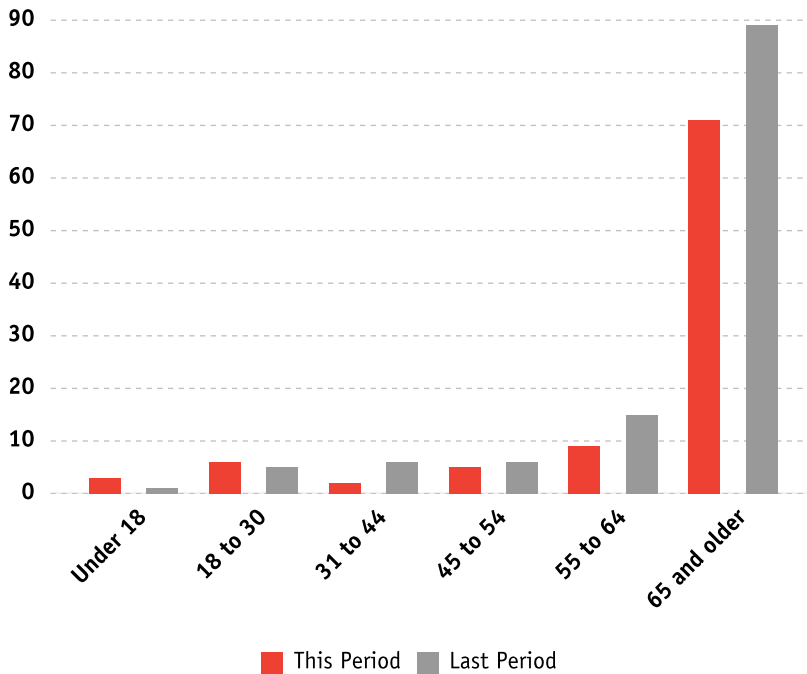




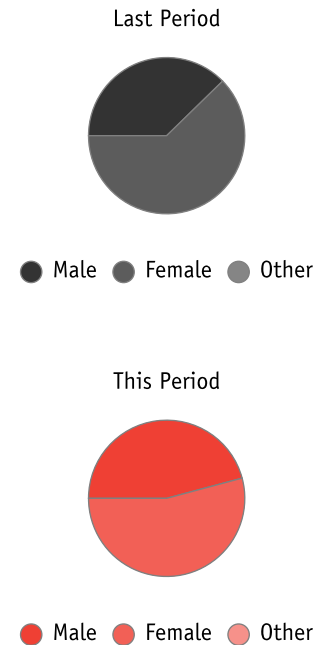
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	1	1	0	0	3	1	2	0
18 to 30	5	2	3	0	6	3	3	0
31 to 44	6	3	3	0	2	1	1	0
45 to 54	6	3	3	0	5	2	3	0
55 to 64	15	4	11	0	9	3	6	0
65 and older	89	33	56	0	71	34	37	0
Total	122	46	76	0	96	44	52	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	92.74	-0.20	92.54	92.73
Concern shown by the person you called for ambulance service	93.21	-0.52	92.69	92.57
Extent to which you were told what to do until the ambulance arrived	90.66	-1.14	89.52	91.07

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.89	-0.70	91.19	92.27
Cleanliness of the ambulance	94.03	0.35	94.38	94.55
Comfort of the ride	77.10	2.55	79.65	87.44
Skill of the person driving the ambulance	91.53	3.05	94.58	93.80

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	92.96	1.85	94.81	94.37
Degree to which the medics took your problem seriously	93.21	0.54	93.75	94.42
Degree to which the medics listened to you and/or your family	93.39	-0.30	93.09	93.98
Skill of the medics	94.75	-1.23	93.52	94.36
Extent to which the medics kept you informed about your treatment	90.24	1.54	91.78	92.63
Extent to which medics included you in the treatment decisions (if applicable)	89.09	6.41	95.50	92.48
Degree to which the medics relieved your pain or discomfort	90.07	-2.15	87.92	90.48
Medics' concern for your privacy	91.59	1.12	92.71	93.41
Extent to which medics cared for you as a person	93.46	0.87	94.33	94.42

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	86.46	2.51	88.97	88.74
Willingness of the staff in our billing office to address your needs	86.98	2.44	89.42	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	91.68	0.22	91.90	93.63
Extent to which our staff eased your entry into the medical facility	93.50	0.07	93.57	93.74
Appropriateness of Emergency Medical Transportation treatment	92.94	0.46	93.40	93.56
Extent to which the services received were worth the fees charged	85.03	2.93	87.96	88.03
Overall rating of the care provided by our Emergency Medical Transportation	92.80	-0.89	91.91	93.69
Likelihood of recommending this ambulance service to others	89.49	1.51	91.00	93.40



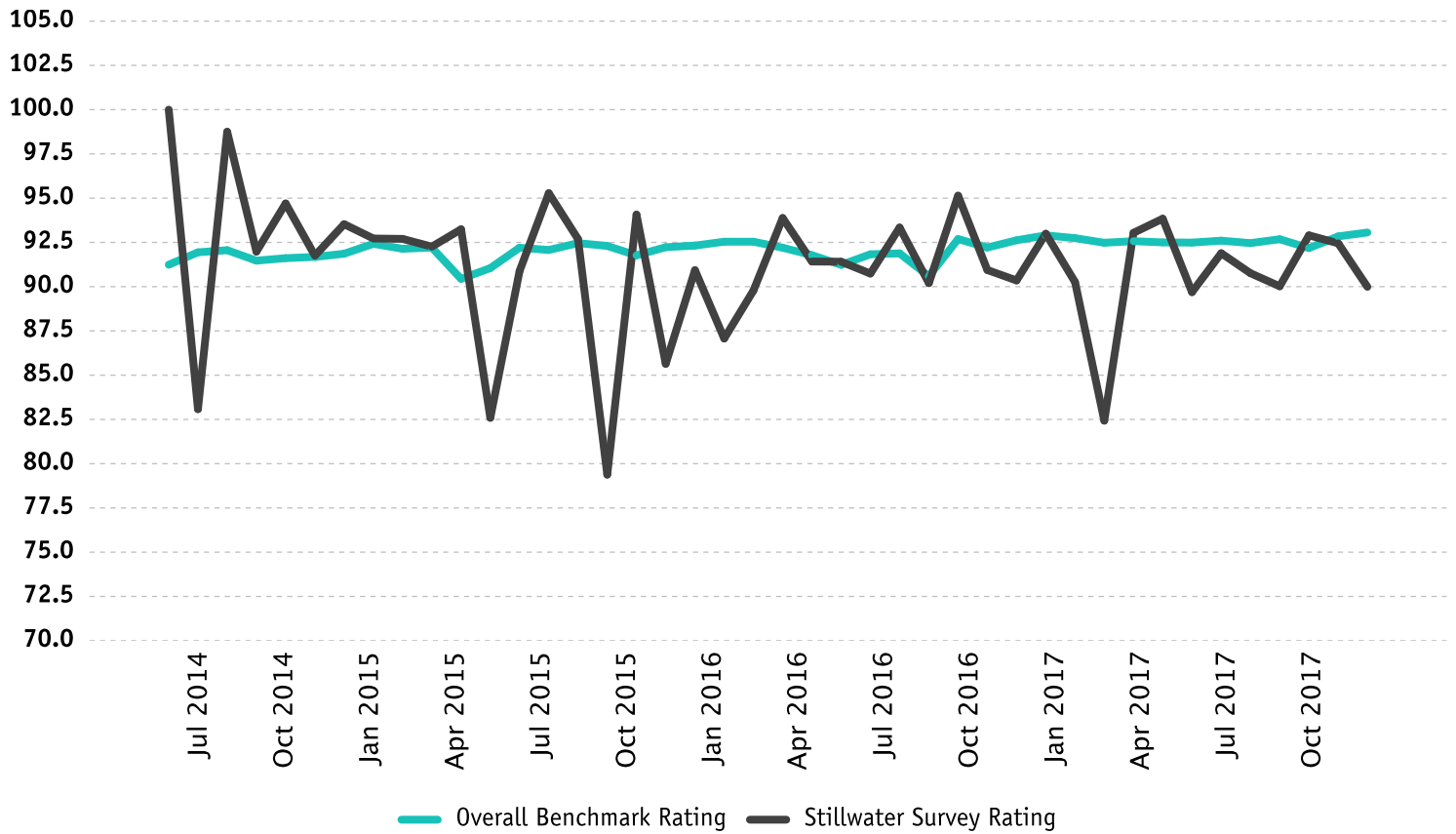
Monthly Breakdown

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	93.75	92.86	95.00	75.00	95.61	94.02	90.18	93.89	90.00	92.42	93.06	93.18	91.67
Concern shown by the person you called for ambulance service	92.71	93.10	95.00	75.00	95.09	93.62	92.74	94.44	90.00	92.97	93.42	90.91	93.75
Extent to which you were told what to do until the ambulance	91.67	90.52	93.75	75.00	91.51	91.89	89.17	91.28	90.63	89.84	92.11	90.48	86.36
Extent to which the ambulance arrived in a timely manner	87.90	91.41	92.86	75.00	90.81	92.86	89.71	92.92	88.89	91.86	94.83	91.67	87.10
Cleanliness of the ambulance	93.97	92.74	91.67	87.50	92.86	96.43	91.43	94.34	93.42	93.90	96.43	96.15	90.38
Comfort of the ride	76.86	86.32	78.57	50.00	83.67	84.41	80.36	76.04	73.61	79.93	81.29	76.96	80.56
Skill of the person driving the ambulance	91.96	94.35	91.67	75.00	92.08	94.64	91.18	90.40	92.11	92.68	95.83	94.23	93.52
Care shown by the medics who arrived with the ambulance	93.00	95.31	92.86	87.50	94.04	96.43	90.94	93.23	94.12	92.11	97.12	96.15	91.00
Degree to which the medics took your problem seriously	94.00	95.31	92.86	87.50	95.08	95.54	93.18	93.75	95.59	91.47	94.00	95.19	92.00
Degree to which the medics listened to you and/or your family	93.75	96.88	91.67	87.50	95.52	96.43	90.91	93.75	95.59	91.92	94.23	93.27	91.67
Skill of the medics	95.00	94.53	91.67	87.50	94.33	93.75	90.15	95.21	93.75	94.59	95.19	95.19	90.04
Extent to which the medics kept you informed about your	92.71	93.94	92.86	87.50	93.27	93.65	90.91	90.93	93.33	87.91	91.00	92.71	91.67
Extent to which medics included you in the treatment decisions	92.11	93.75	90.00	75.00	94.56	91.51	91.07	91.92	86.67	86.64	95.00	93.75	97.37
Degree to which the medics relieved your pain or discomfort	87.50	89.17	87.50	75.00	91.97	89.38	85.38	90.00	92.86	89.00	86.96	91.25	85.58
Medics' concern for your privacy	93.18	93.55	87.50	87.50	94.17	94.81	89.06	92.61	91.18	90.57	94.23	93.75	89.77
Extent to which medics cared for you as a person	94.00	93.75	89.29	87.50	94.63	95.45	91.70	94.15	94.12	92.33	95.19	96.00	91.67
Professionalism of the staff in our billing office	75.00	89.71	83.33		91.22	92.86	88.24	89.77	80.00	85.94	87.50	90.00	90.00
Willingness of the staff in our billing office to address your	69.56	90.63	83.33		90.97	91.00	92.19	92.05	80.00	84.38	86.62	90.00	92.50
How well did our staff work together to care for you	92.71	92.97	91.67	87.50	93.86	95.91	89.55	93.33	91.18	90.03	93.75	90.63	91.30
Extent to which our staff eased your entry into the medical	91.67	92.97	91.67	87.50	93.16	95.91	91.41	94.89	92.65	92.31	93.75	94.79	92.05
Appropriateness of Emergency Medical Transportation treatment	92.71	94.35	90.00	87.50	93.87	95.19	89.55	93.62	93.33	91.92	95.00	93.75	91.30
Extent to which the services received were worth the fees	76.53	92.00	91.67		90.88	90.10	83.96	89.58	89.06	76.86	90.28	88.64	84.44
Overall rating of the care provided by our Emergency Medical	91.67	93.75	87.50	87.50	94.16	96.30	89.09	93.09	97.06	90.65	93.75	93.00	89.04
Likelihood of recommending this ambulance service to others	89.58	94.53	89.29	87.50	93.97	96.23	89.88	89.40	91.18	88.84	93.00	93.75	85.96
Your Master Score	90.35	92.99	90.26	82.43	93.04	93.84	89.69	91.89	90.76	90.02	92.90	92.45	89.99
Your Total Responses	31	33	7	2	74	61	36	58	20	44	32	28	36



Monthly tracking of Overall Survey Score





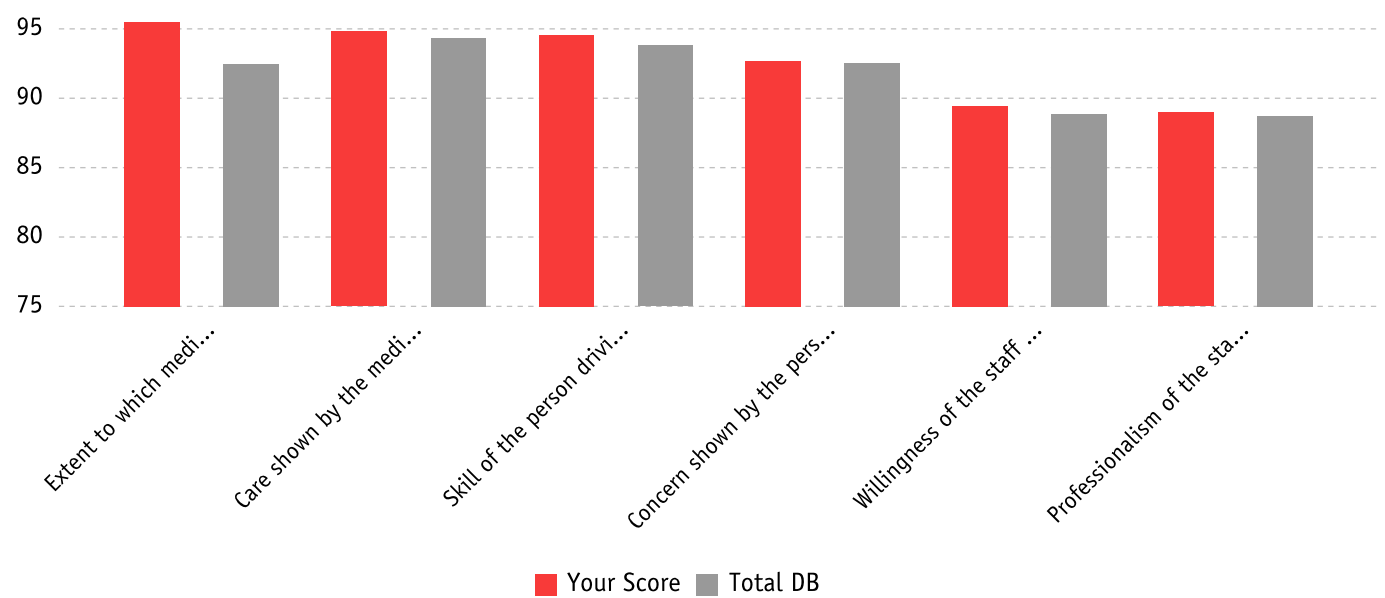
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which medics included you in the treatment decisions (if applicable)	89.09	95.50	6.41	92.48
Skill of the person driving the ambulance	91.53	94.58	3.05	93.80
Extent to which the services received were worth the fees charged	85.02	87.96	2.94	88.03
Comfort of the ride	77.10	79.65	2.55	87.44
Professionalism of the staff in our billing office	86.46	88.97	2.51	88.74
Willingness of the staff in our billing office to address your needs	86.98	89.42	2.45	88.88
Care shown by the medics who arrived with the ambulance	92.96	94.81	1.84	94.37
Extent to which the medics kept you informed about your treatment	90.24	91.78	1.54	92.63
Likelihood of recommending this ambulance service to others	89.49	91.00	1.51	93.40
Medics' concern for your privacy	91.59	92.71	1.12	93.41
Decreases				
Degree to which the medics relieved your pain or discomfort	90.07	87.92	-2.15	90.48
Skill of the medics	94.75	93.52	-1.23	94.36
Extent to which you were told what to do until the ambulance arrived	90.66	89.52	-1.14	91.07
Overall rating of the care provided by our Emergency Medical Transportation service	92.80	91.91	-0.89	93.69
Extent to which the ambulance arrived in a timely manner	91.89	91.19	-0.70	92.27
Concern shown by the person you called for ambulance service	93.21	92.69	-0.51	92.57
Degree to which the medics listened to you and/or your family	93.39	93.09	-0.30	93.98
Helpfulness of the person you called for ambulance service	92.74	92.54	-0.20	92.73



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Extent to which medics included you in the treatment decisions (if applicable)	95.50	3.02	92.48
Care shown by the medics who arrived with the ambulance	94.81	0.44	94.37
Skill of the person driving the ambulance	94.58	0.78	93.80
Concern shown by the person you called for ambulance service	92.69	0.13	92.57
Willingness of the staff in our billing office to address your needs	89.42	0.55	88.88
Professionalism of the staff in our billing office	88.97	0.23	88.74





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 the medics kept you informed about your treatment	91.78	.942821488
Extent to which the services received were worth the fees charged	87.96	.942386926
Appropriateness of Emergency Medical Transportation treatment	93.40	.932221639
Extent to which our staff eased your entry into the medical facility	93.57	.925076207
Skill of the medics	93.52	.918243713
Degree to which the medics took your problem seriously	93.75	.915327036
Degree to which the medics listened to you and/or your family	93.09	.911824752
How well did our staff work together to care for you	91.90	.900133116
Medics' concern for your privacy	92.71	.898578722
Extent to which medics cared for you as a person	94.33	.895873033
Extent to which medics included you in the treatment decisions (if applicable)	95.50	.889228879
Care shown by the medics who arrived with the ambulance	94.81	.874805213
Degree to which the medics relieved your pain or discomfort	87.92	.867249337
Skill of the person driving the ambulance	94.58	.811048579
Helpfulness of the person you called for ambulance service	92.54	.791408269
Extent to which the ambulance arrived in a timely manner	91.19	.765012685
Concern shown by the person you called for ambulance service	92.69	.743681358
Cleanliness of the ambulance	94.38	.702473379
Extent to which you were told what to do until the ambulance arrived	89.52	.6691069
Comfort of the ride	79.65	.663140099
Professionalism of the staff in our billing office	88.97	.468960116
Willingness of the staff in our billing office to address your needs	89.42	.412747719



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.

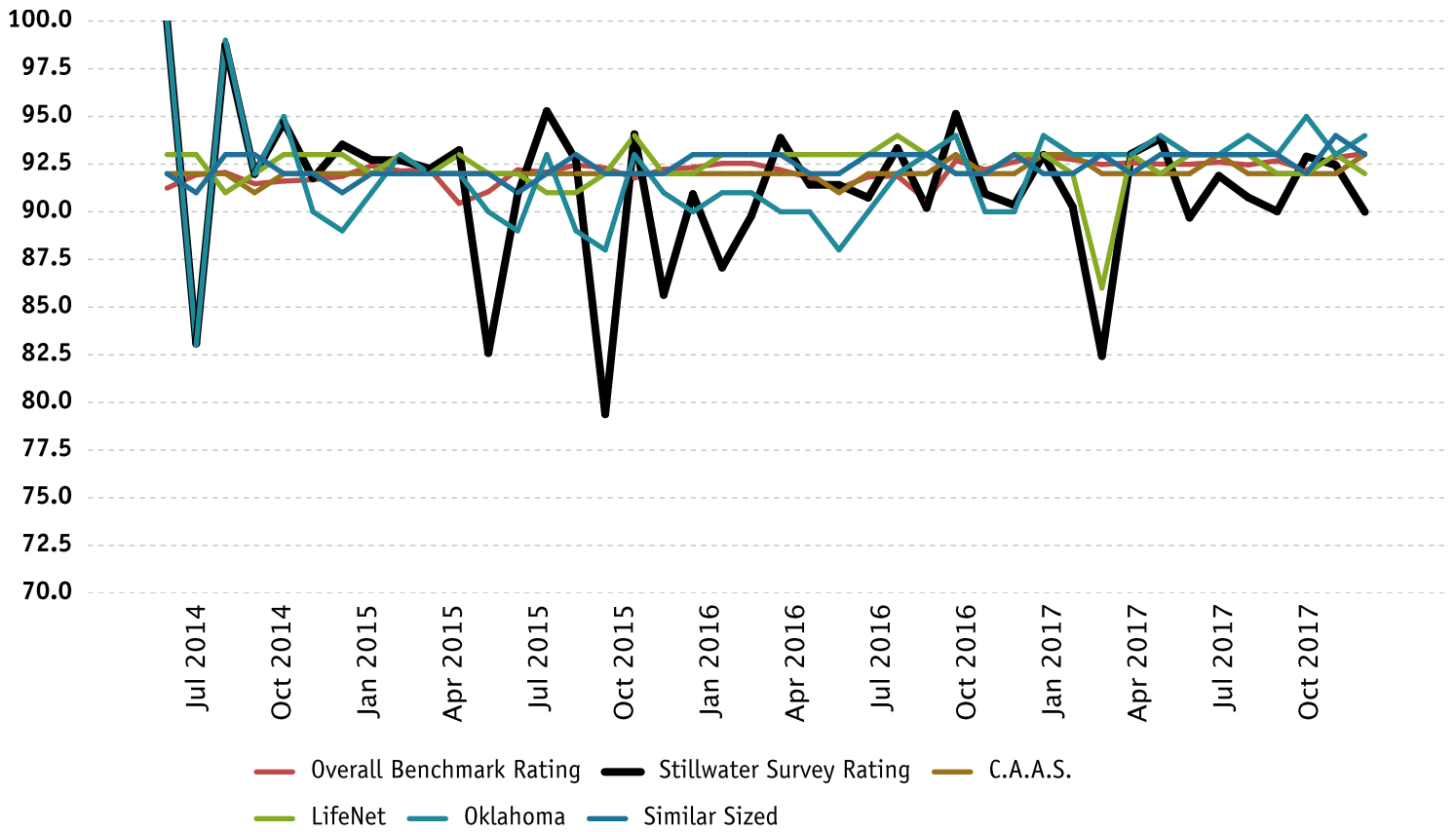
	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	92.54	94.43	96.43	93.02	93.53	91.67	89.00
Concern shown by the person you called for ambulance service	92.69	93.30	95.83	94.64	94.09	93.75	89.84
Extent to which you were told what to do until the ambulance	89.52	90.95	91.67	92.26	92.09	90.91	85.03
Extent to which the ambulance arrived in a timely manner	91.19	95.42	88.73	91.10	91.01	89.71	91.22
Cleanliness of the ambulance	94.38	95.44	97.50	95.00	94.82	88.89	97.14
Comfort of the ride	79.65	90.32	95.00	90.00	84.40	77.83	91.22
Skill of the person driving the ambulance	94.58	95.29	97.50	94.58	93.48	90.28	92.39
Care shown by the medics who arrived with the ambulance	94.81	96.48	96.88	93.64	93.73	92.65	95.00
Degree to which the medics took your problem seriously	93.75	96.37	96.88	93.22	94.13	95.59	97.14
Degree to which the medics listened to you and/or your family	93.09	96.11	96.43	93.42	93.59	95.59	96.43
Skill of the medics	93.52	96.83	96.88	94.40	94.33	94.12	94.12
Extent to which the medics kept you informed about your	91.78	95.31	96.43	92.16	92.31	85.94	94.70
Extent to which medics included you in the treatment decisions (if	95.50	95.00	95.83	92.44	93.20	89.29	91.96
Degree to which the medics relieved your pain or discomfort	87.92	92.46	90.63	91.15	89.71	89.36	91.44
Medics' concern for your privacy	92.71	95.39	97.22	91.68	94.70	94.12	92.42
Extent to which medics cared for you as a person	94.33	97.37	97.22	92.43	93.64	91.18	96.32
Professionalism of the staff in our billing office	88.97	93.44	93.75	87.97	90.63	92.50	87.50
Willingness of the staff in our billing office to address your needs	89.42	94.26	93.75	87.10	90.28	86.11	85.94
How well did our staff work together to care for you	91.90	95.86	96.88	91.12	92.34	94.12	93.18
Extent to which our staff eased your entry into the medical facility	93.57	96.15	97.22	90.21	93.03	94.12	93.75
Appropriateness of Emergency Medical Transportation treatment	93.40	96.41	90.63	89.32	93.66	90.00	93.38
Extent to which the services received were worth the fees charged	87.96	94.70	85.71	80.38	86.42	90.38	90.52
Overall rating of the care provided by our Emergency Medical	91.91	96.88	97.22	90.81	92.43	92.65	93.75
Likelihood of recommending this ambulance service to others	91.00	96.62	91.67	89.32	92.70	91.07	92.19
Overall score	91.79	95.12	94.82	91.50	92.43	90.94	92.63
National Rank	58	17	19	67	51	76	46
Comparable Size (Small) Company Rank	27	13	14	30	25	34	22



Benchmark Comparison

	Your Company	Total DB	Similar Sized	C.A.A.S.	Oklahoma	LifeNet
Total Score	91.79	92.70	92.82	92.21	94.36	92.23
Medics' concern for your privacy	92.71	93.41	93.74	93.12	95.63	92.96
Extent to which the medics kept you informed about your	91.78	92.63	93.21	92.31	93.99	92.15
Helpfulness of the person you called for ambulance service	92.54	92.73	93.25	92.31	95.42	92.21
Skill of the medics	93.52	94.36	94.80	94.16	95.97	93.86
Degree to which the medics listened to you and/or your family	93.09	93.98	94.39	93.73	93.47	93.69
Extent to which our staff eased your entry into the medical	93.57	93.74	93.94	93.57	96.48	93.66
Extent to which you were told what to do until the ambulance	89.52	91.07	91.15	90.67	94.41	91.35
Care shown by the medics who arrived with the ambulance	94.81	94.37	94.89	94.12	94.81	94.17
Willingness of the staff in our billing office to address your	89.42	88.88	89.06	88.99	94.71	89.44
Degree to which the medics relieved your pain or discomfort	87.92	90.48	90.88	90.07	89.65	90.06
Extent to which medics included you in the treatment decisions	95.50	92.48	93.16	92.28	94.66	91.99
Professionalism of the staff in our billing office	88.97	88.74	88.96	88.90	94.29	89.39
Comfort of the ride	79.65	87.44	87.82	86.83	84.18	85.75
How well did our staff work together to care for you	91.90	93.63	93.67	93.34	95.21	93.50
Extent to which the ambulance arrived in a timely manner	91.19	92.27	93.03	91.74	92.39	91.48
Extent to which the services received were worth the fees	87.96	88.03	88.38	88.12	93.23	88.75
Extent to which medics cared for you as a person	94.33	94.42	94.86	94.18	95.82	94.00
Skill of the person driving the ambulance	94.58	93.80	94.18	93.60	95.31	93.55
Concern shown by the person you called for ambulance service	92.69	92.57	92.94	92.32	95.08	92.82
Likelihood of recommending this ambulance service to others	91.00	93.40	93.60	93.33	95.84	93.68
Overall rating of the care provided by our Emergency Medical	91.91	93.69	93.75	93.49	95.12	93.23
Appropriateness of Emergency Medical Transportation treatment	93.40	93.56	93.88	93.41	95.94	93.81
Degree to which the medics took your problem seriously	93.75	94.42	94.91	94.14	95.55	94.13
Cleanliness of the ambulance	94.38	94.55	95.22	94.32	97.41	93.91
Number of Surveys for the period	96					

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	91.23	91.83
Dispatch	91.5	91.61
Helpfulness of the person you called for ambulance service	91.95	92.33
Concern shown by the person you called for ambulance service	92.25	92.08
Extent to which you were told what to do until the ambulance	90.31	90.42
Ambulance	89.28	91.41
Extent to which the ambulance arrived in a timely manner	90.77	91.72
Cleanliness of the ambulance	93.01	93.95
Comfort of the ride	80.91	87.10
Skill of the person driving the ambulance	92.45	92.88
Medic	92.59	92.83
Care shown by the medics who arrived with the ambulance	93.97	93.86
Degree to which the medics took your problem seriously	94.01	93.77
Degree to which the medics listened to you and/or your family	93.36	93.48
Skill of the medics	93.49	93.89
Extent to which the medics kept you informed about your treatment	91.62	91.99
Extent to which medics included you in the treatment decisions (if	91.53	91.79
Degree to which the medics relieved your pain or discomfort	89.27	90.16
Medics' concern for your privacy	92.55	92.77
Extent to which medics cared for you as a person	93.55	93.73
Billing Staff Assessment	88.11	88.22


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	91.23	91.83
Billing Staff Assessment	88.11	88.22
Professionalism of the staff in our billing office	88.19	88.18
Willingness of the staff in our billing office to address your needs	88.03	88.26
Overall Assessment	91.4	91.92
How well did our staff work together to care for you	92.48	92.94
Extent to which our staff eased your entry into the medical facility	92.84	93.12
Appropriateness of Emergency Medical Transportation treatment	92.93	92.88
Extent to which the services received were worth the fees charged	86.83	86.91
Overall rating of the care provided by our Emergency Medical	92.06	93.04
Likelihood of recommending this ambulance service to others	91.24	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	10	27	55	309	1242	75.59%	76.25%
Dispatch	0	1	7	48	138	71.13%	74.35%
Helpfulness of the person you called for ambulance service	0	0	1	18	48	71.64%	76.15%
Concern shown by the person you called for ambulance service	0	0	1	17	47	72.31%	75.15%
Extent to which you were told what to do until the ambulance arrived	0	1	5	13	43	69.35%	71.77%
Ambulance	3	5	14	77	230	69.91%	74.80%
Extent to which the ambulance arrived in a timely manner	1	0	3	20	61	71.76%	75.33%
Cleanliness of the ambulance	0	0	1	16	63	78.75%	80.36%
Comfort of the ride	2	4	9	28	38	46.91%	64.61%
Skill of the person driving the ambulance	0	1	1	13	68	81.93%	78.91%
Medic	2	13	16	98	509	79.78%	79.42%
Care shown by the medics who arrived with the ambulance	0	2	1	8	66	85.71%	81.81%
Degree to which the medics took your problem seriously	0	2	2	9	63	82.89%	82.62%
Degree to which the medics listened to you and/or your family	0	1	2	14	59	77.63%	81.35%
Skill of the medics	1	1	1	11	63	81.82%	81.74%
Extent to which the medics kept you informed about your treatment	0	2	3	12	56	76.71%	76.89%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	10	27	55	309	1242	75.59%	76.25%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	2	5	43	86.00%	77.04%
Degree to which the medics relieved your pain or discomfort	1	2	3	14	42	67.74%	72.34%
Medics' concern for your privacy	0	1	2	14	55	76.39%	78.32%
Extent to which medics cared for you as a person	0	2	0	11	62	82.67%	82.66%
Billing Staff Assessment	1	1	3	16	46	68.66%	64.01%
Professionalism of the staff in our billing office	0	1	2	8	23	67.65%	63.67%
Willingness of the staff in our billing office to address your needs	1	0	1	8	23	69.70%	64.36%
Overall Assessment	4	7	15	70	319	76.87%	77.50%
How well did our staff work together to care for you	0	0	4	15	52	73.24%	79.27%
Extent to which our staff eased your entry into the medical facility	0	0	4	10	56	80.00%	79.20%
Appropriateness of Emergency Medical Transportation treatment	0	2	1	11	58	80.56%	79.10%
Extent to which the services received were worth the fees charged	1	2	5	7	41	73.21%	67.37%
Overall rating of the care provided by our Emergency Medical Transportation service	1	2	1	12	58	78.38%	79.93%
Likelihood of recommending this ambulance service to others	2	1	0	15	54	75.00%	80.11%