

Assess your vital signs.



Friday Harbor, WA
Client 8901

EMS System Report

Quarterly Report for January - March, 2011



Number of Your Patients in this Report:

79

Number of Patients in All EMS DB:

8463

Number of Transport Services in All EMS DB:

52

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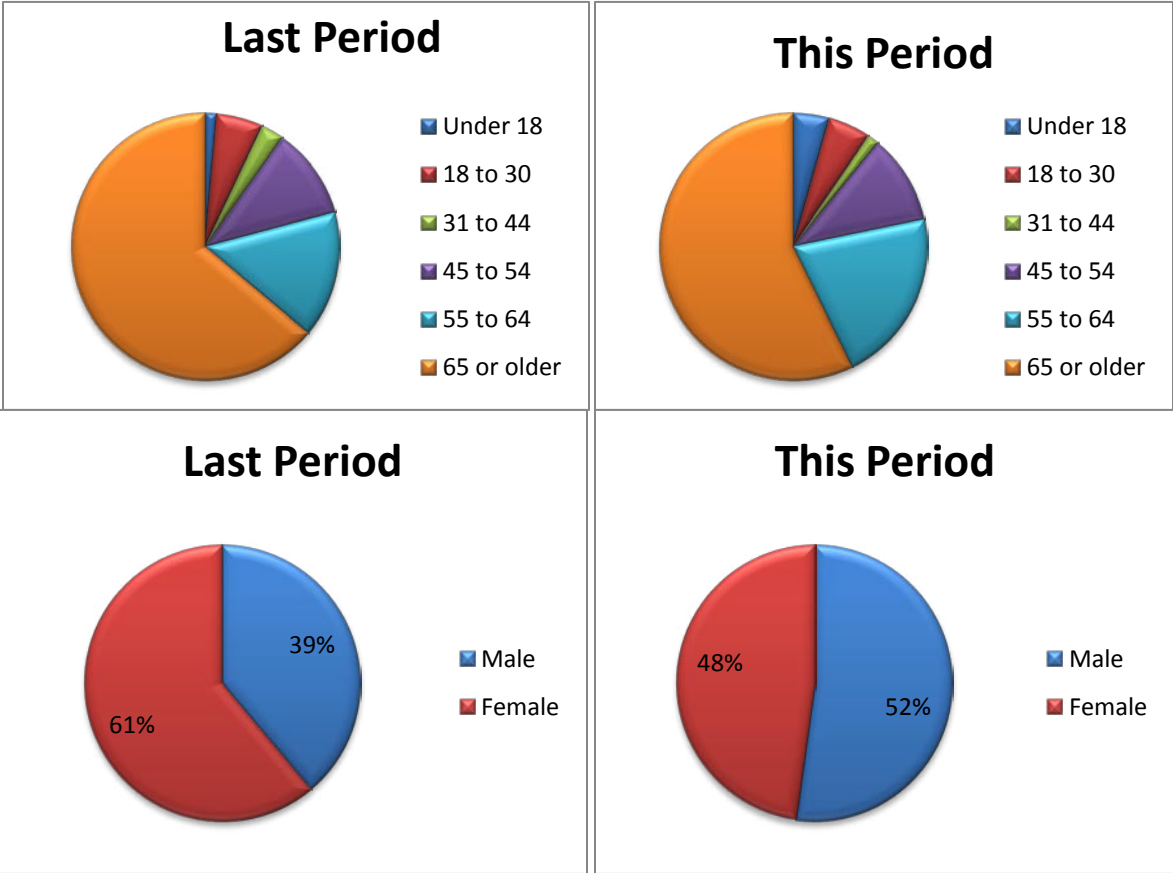
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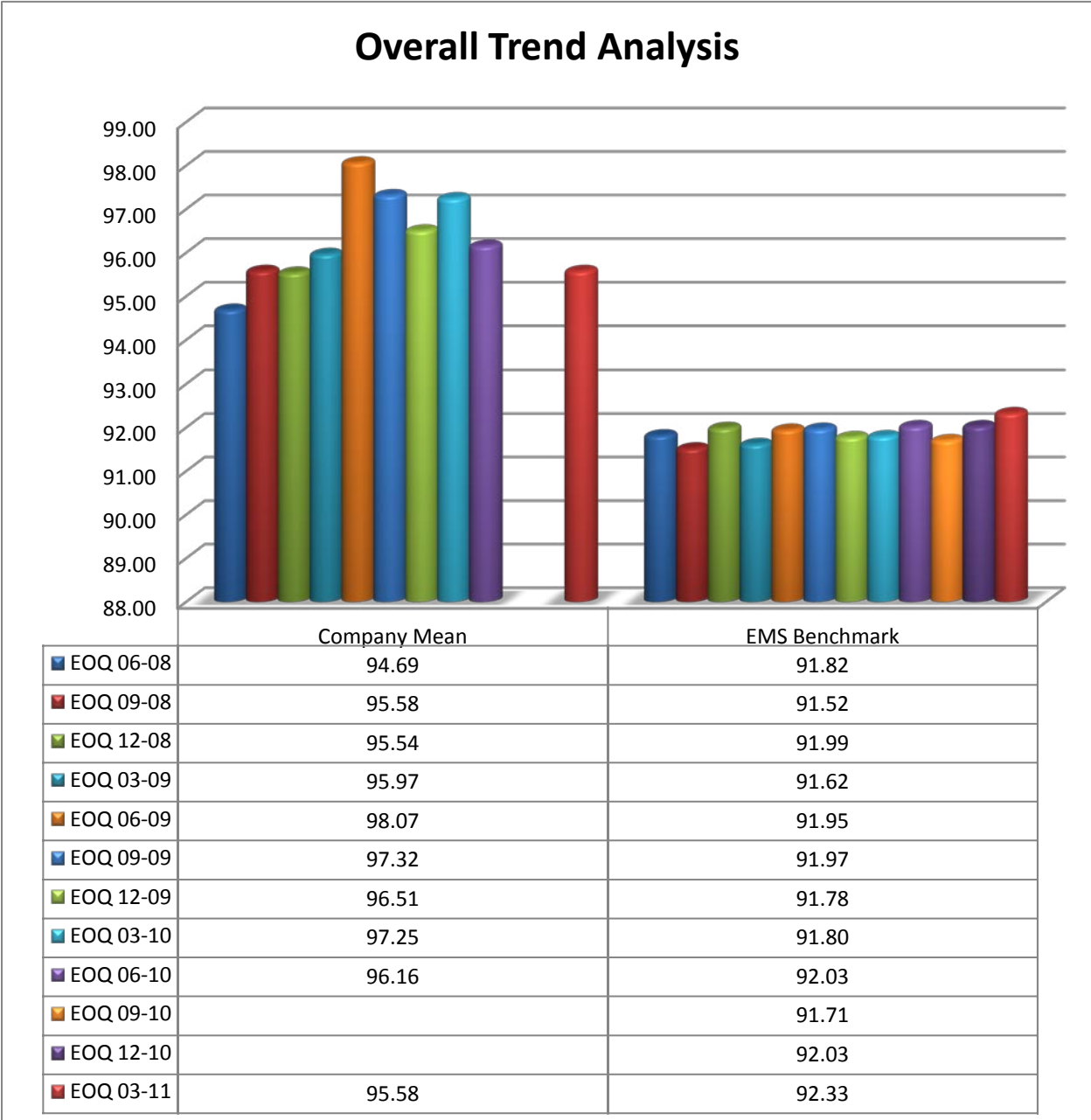
This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the "Background Questions" section of the questionnaire. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

		Last Period		This Period		
		Male	Female	Male	Female	
Under 18	1	1	-	6	5	1
18 to 30	4	2	2	7	3	4
31 to 44	2	1	1	2	1	1
45 to 54	8	2	6	15	6	9
55 to 64	11	5	6	29	14	15
65 or older	46	17	29	79	43	36
Total	72	28	44	138	72	66





This chart shows your facility’s overall mean score, based on the standard questions over the last survey period. Your scores are also compared to the EMS Benchmark scores for those same periods. This analysis over time shows trends in how your company performs compared to all of the companies in the survey.





Question Analysis

This section lists detailed information about your individual questions and overall scores for this reporting period and last period. The amount of change is listed in the second column of data. The EMS Database comparative data for this period is presented on the right. To ensure confidentiality, data for questions are provided only when the questions are asked by seven or more facilities.

	Last Period	Change	This Period	All Facilities in Database
Helpfulness of the person you called for ambulance service	97.32	-0.59	96.73	92.40
Concern shown by the person you called for ambulance service	97.55	-1.45	96.10	92.19
Extent to which you were told what to do until the ambulance arrived	94.32	1.06	95.38	90.73
Extent to which the ambulance arrived in a timely manner	96.88	0.10	96.98	92.04
Cleanliness of the ambulance	99.02	-1.99	97.03	93.92
Comfort of the ride	94.71	-0.89	93.82	87.59
Skill of the person driving the ambulance	96.50	0.00	96.50	93.47
Care shown by the medics who arrived with the ambulance	97.44	-2.22	95.22	94.18
Degree to which the medics took your problem seriously	98.51	-1.68	96.83	94.20
Degree to which the medics listened to you and/or your family	97.31	-1.30	96.01	93.71
Skill of the medics	97.66	0.12	97.78	94.08
Extent to which the medics kept you informed about your treatment	95.77	0.52	96.29	92.31
Extent to which medics included you in the treatment decisions	95.00	0.84	95.84	92.07
Degree to which the medics relieved your pain or discomfort	93.03	1.43	94.46	90.64
Medics' concern for your privacy	95.34	-0.62	94.72	92.91
Extent to which medics cared for you as a person	98.44	-1.41	97.03	94.20
Professionalism of the staff in our billing office	90.00	0.29	90.29	88.45
Willingness of the staff in our billing office to address your needs	87.14	4.73	91.87	88.53
How well did our staff work together to care for you	97.18	-1.36	95.82	93.11
Extent to which our staff eased your entry into the medical facility	97.17	-0.13	97.04	93.28
Appropriateness of Emergency Medical Transportation treatment	96.88	-1.57	95.31	93.01
Extent to which the services received were worth the fees charged	92.65	-4.40	88.25	86.45
Overall rating of the care provided by our Emergency Medical Transportation service	97.62	0.52	98.14	93.34
Likelihood of recommending this ambulance service to others	96.83	-0.03	96.80	92.92
Overall Facility Rating	96.16	-0.58	95.58	92.33

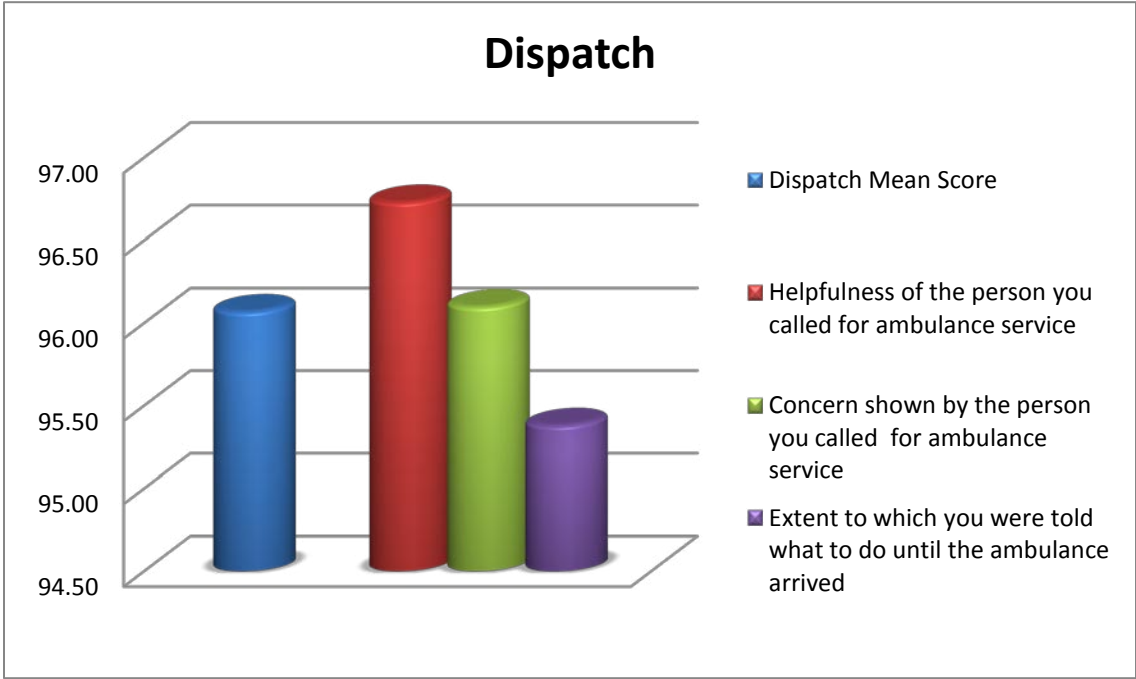




Dispatch Analysis

This analysis details the section results that concern dispatch operations. The analysis contains the mean scores for each survey question as well as the section mean score. There is also the top box comparison (Top Box refers to the percentage of responses that ranked the question as Very Good.) The percent positive shows those responses that rated the item from Fair to Very Good.

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Dispatch Mean Score	1	1	6	32	284	96.07	87.70%	99.40%
Helpfulness of the person you called for ambulance service	-	-	2	10	95	96.73	88.80%	100.00%
Concern shown by the person you called for ambulance service	-	1	2	10	96	96.10	88.10%	99.10%
Extent to which you were told what to do until the ambulance arrived	1	-	2	12	93	95.38	86.10%	99.10%

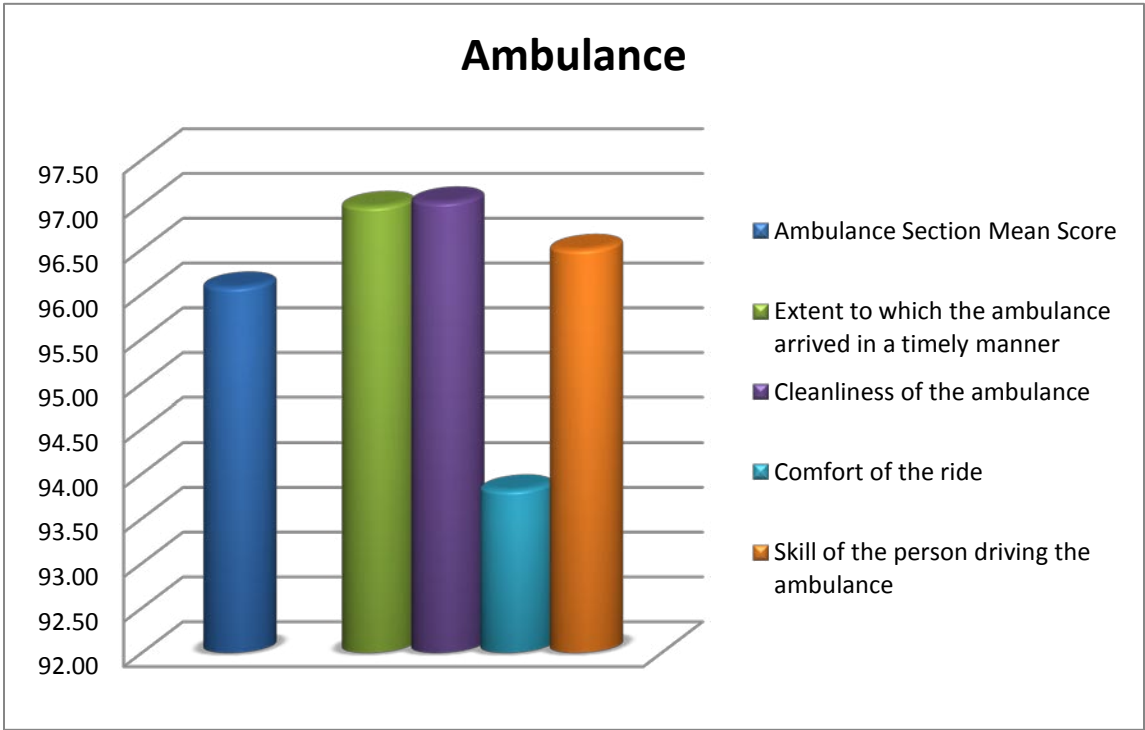




Ambulance Analysis

This analysis details the section results that concern ambulance operations. The analysis contains the mean scores for each survey question as well as the section mean score. There is also the top box comparison (Top Box refers to the percentage of responses that ranked the question as Very Good.) The percent positive shows those responses that rated the item from Fair to Very Good.

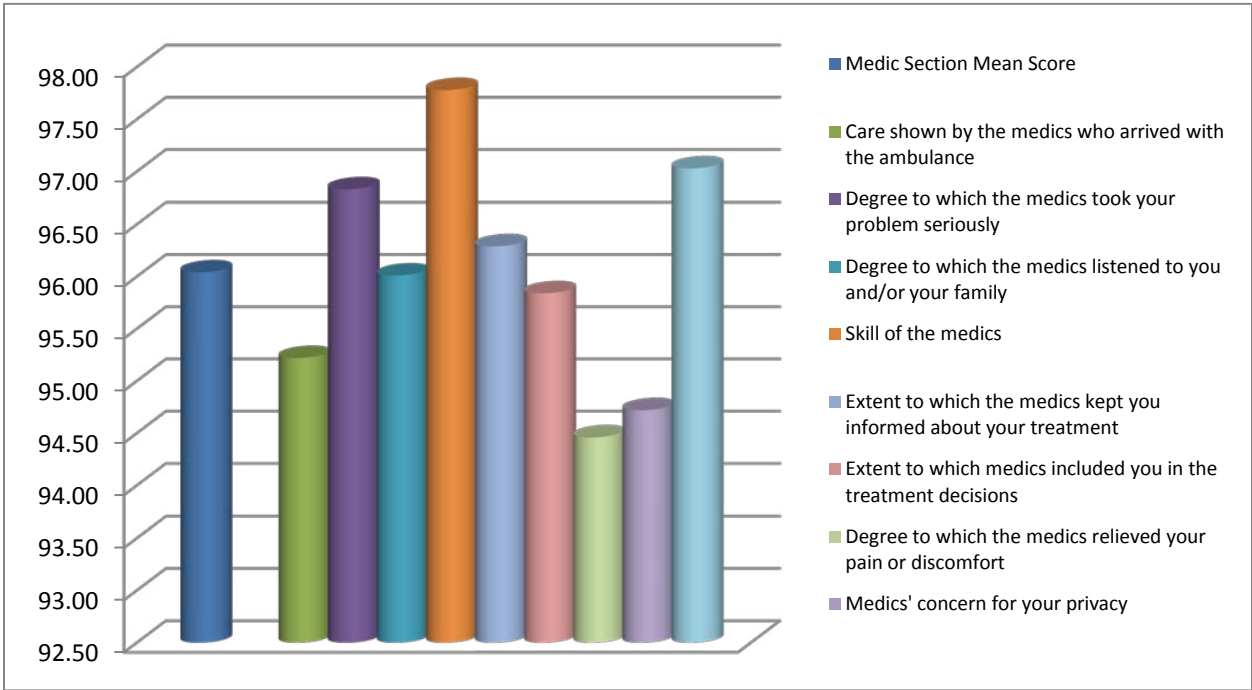
	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Ambulance Section Mean Score	3	-	4	56	421	96.08	87.00%	99.40%
Extent to which the ambulance arrived in a timely manner	-	-	1	13	110	96.98	88.70%	100.00%
Cleanliness of the ambulance	-	-	1	12	105	97.03	89.00%	100.00%
Comfort of the ride	2	-	2	18	99	93.82	81.80%	98.30%
Skill of the person driving the ambulance	1	-	-	13	107	96.50	88.40%	99.20%





Medic Analysis

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Medic Section Mean Score	10	3	14	96	967	96.04	88.70%	98.80%
Care shown by the medics who arrived with the ambulance	2	-	1	14	108	95.22	86.40%	98.40%
Degree to which the medics took your problem seriously	-	1	2	9	114	96.83	90.50%	99.20%
Degree to which the medics listened to you and/or your family	1	1	2	9	112	96.01	89.60%	98.40%
Skill of the medics	-	-	-	11	113	97.78	91.10%	100.00%
Extent to which the medics kept you informed about your treatment	1	-	2	10	108	96.29	89.30%	99.20%
Extent to which medics included you in the treatment decisions	1	-	3	8	96	95.84	88.90%	99.10%
Degree to which the medics relieved your pain or discomfort	2	1	2	11	101	94.46	86.30%	97.40%
Medics' concern for your privacy	2	-	1	15	100	94.72	84.70%	98.30%
Extent to which medics cared for you as a person	1	-	1	9	115	97.03	91.30%	99.20%

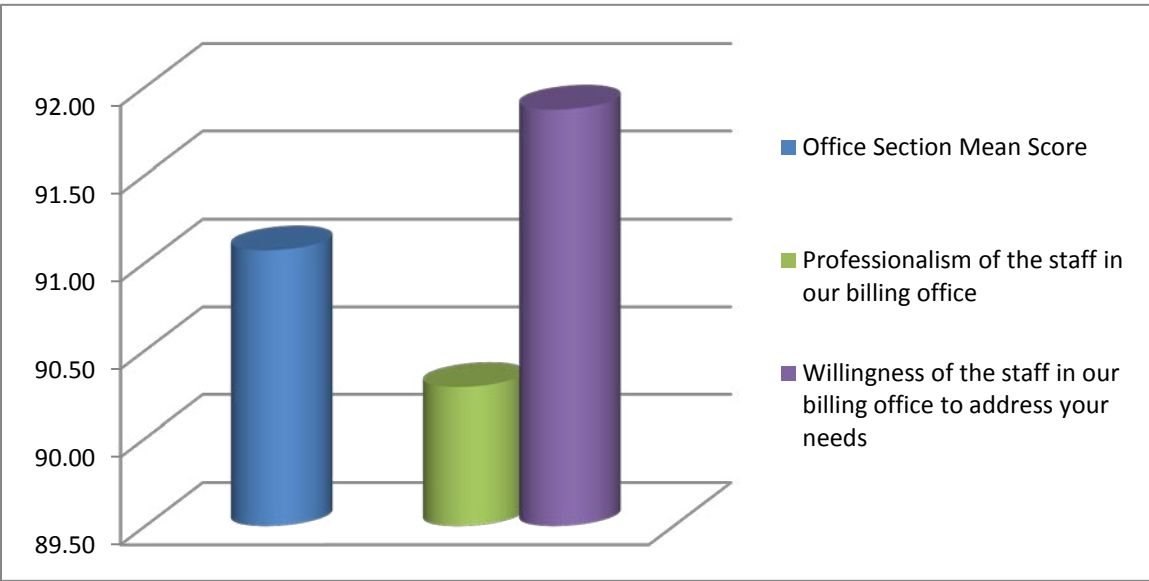




Office Staff Analysis

This analysis details the section results that concern office operations. The analysis contains the mean scores for each survey question as well as the section mean score. There is also the top box comparison (Top Box refers to the percentage of responses that ranked the question as Very Good.) The percent positive shows those responses that rated the item from Fair to Very Good.

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Office Section Mean Score	-	3	7	37	121	91.07	72.00%	98.20%
Professionalism of the staff in our billing office	-	2	4	19	60	90.29	70.60%	97.60%
Willingness of the staff in our billing office to address your needs	-	1	3	18	61	91.87	73.50%	98.80%

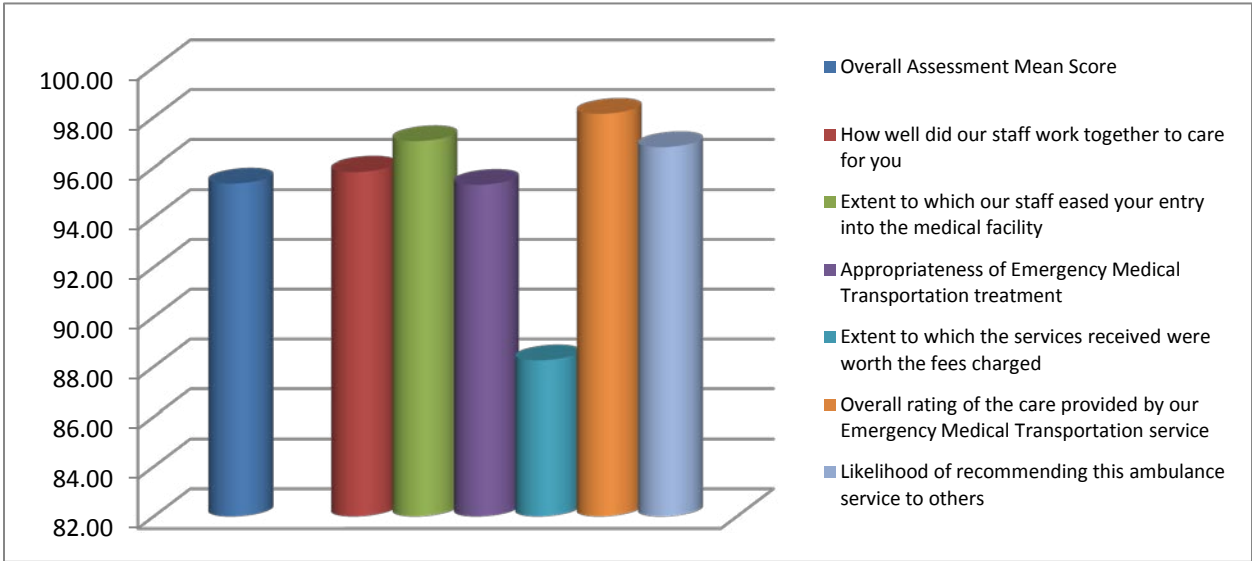




Overall Assessment Analysis

This analysis details the section results that concern the overall assessment of operations. The analysis contains the mean scores for each survey question as well as the section mean score. There is also the top box comparison (Top Box refers to the percentage of responses that ranked the question as Very Good.) The percent positive shows those responses that rated the item from Fair to Very Good.

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Overall Assessment Mean Score	9	6	7	63	619	95.36	87.90%	97.90%
How well did our staff work together to care for you	2	-	1	11	111	95.82	88.80%	98.40%
Extent to which our staff eased your entry into the medical facility	1	-	1	8	108	97.04	91.50%	99.20%
Appropriateness of Emergency Medical Transportation treatment	1	1	-	15	100	95.31	85.50%	98.30%
Extent to which the services received were worth the fees charged	4	4	4	14	80	88.25	75.50%	92.50%
Overall rating of the care provided by our Emergency Medical Transportation service	-	-	1	7	113	98.14	93.40%	100.00%
Likelihood of recommending this ambulance service to others	1	1	-	8	107	96.80	91.50%	98.30%





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.

	Total DB	J	K	L	M	N	O	San Juan Island
Small Volume Services (<110 Responses)								
Total Score	92.33	97.03	93.78	96.58	98.49	92.78	96.47	95.58
Helpfulness of the person you called for ambulance service	92.40	98.96	94.38	98.17	95.00	91.68	98.39	96.73
Concern shown by the person you called for ambulance service	92.19	98.86	94.08	97.50	100.00	91.22	96.77	96.10
Extent to which you were told what to do until the ambulance arrived	90.73	96.25	87.96	97.14	94.44	88.96	94.17	95.38
Extent to which the ambulance arrived in a timely manner	92.04	97.66	93.32	97.18	97.92	95.40	96.34	96.98
Cleanliness of the ambulance	93.92	96.77	97.37	97.03	100.00	95.10	98.13	97.03
Comfort of the ride	87.59	92.74	87.18	93.24	92.50	90.76	93.90	93.82
Skill of the person driving the ambulance	93.47	96.77	93.92	95.34	95.00	93.16	96.25	96.50
Care shown by the medics who arrived with the ambulance	94.18	99.24	96.15	97.88	100.00	95.72	99.38	95.22
Degree to which the medics took your problem seriously	94.20	100.00	96.79	97.50	100.00	95.65	98.75	96.83
Degree to which the medics listened to you and/or your family	93.71	97.73	96.71	97.41	100.00	95.18	97.50	96.01
Skill of the medics	94.08	96.88	93.75	97.81	100.00	94.77	96.88	97.78
Extent to which the medics kept you informed about your treatment	92.31	95.00	91.43	93.62	100.00	91.84	96.79	96.29
Extent to which medics included you in the treatment decisions	92.07	93.48	91.35	97.66	100.00	91.87	92.28	95.84
Degree to which the medics relieved your pain or discomfort	90.64	99.00	92.19	94.68	97.92	88.29	93.94	94.46
Medics' concern for your privacy	92.91	96.77	94.70	96.50	100.00	90.64	93.94	94.72
Extent to which medics cared for you as a person	94.20	98.44	95.39	98.28	100.00	94.77	98.03	97.03
Professionalism of the staff in our billing office	88.45	93.75	91.07	95.31	95.83	81.67	95.59	90.29
Willingness of the staff in our billing office to address your needs	88.53	86.54	90.38	92.19	95.00	81.67	93.33	91.87
How well did our staff work together to care for you	93.11	97.66	94.08	99.11	100.00	93.97	96.62	95.82
Extent to which our staff eased your entry into the medical facility	93.28	97.73	96.79	98.18	97.73	94.46	97.44	97.04
Appropriateness of Emergency Medical Transportation treatment	93.01	98.44	95.14	97.27	100.00	95.18	96.74	95.31
Extent to which the services received were worth the fees charged	86.45	95.19	87.10	92.05	97.22	89.64	93.94	88.25
Overall rating of the care provided by our Emergency Medical service	93.34	98.44	96.25	95.28	100.00	96.05	97.92	98.14
Likelihood of recommending this ambulance service to others	92.92	97.58	94.74	97.22	100.00	94.48	97.79	96.80
Number of Surveys for the period	8463	33	43	67	12	70	43	142
Small Volume Service Ranking		2	11	3	1	13	4	5
Overall rank for all companies in the Database		2	13	3	1	19	4	5





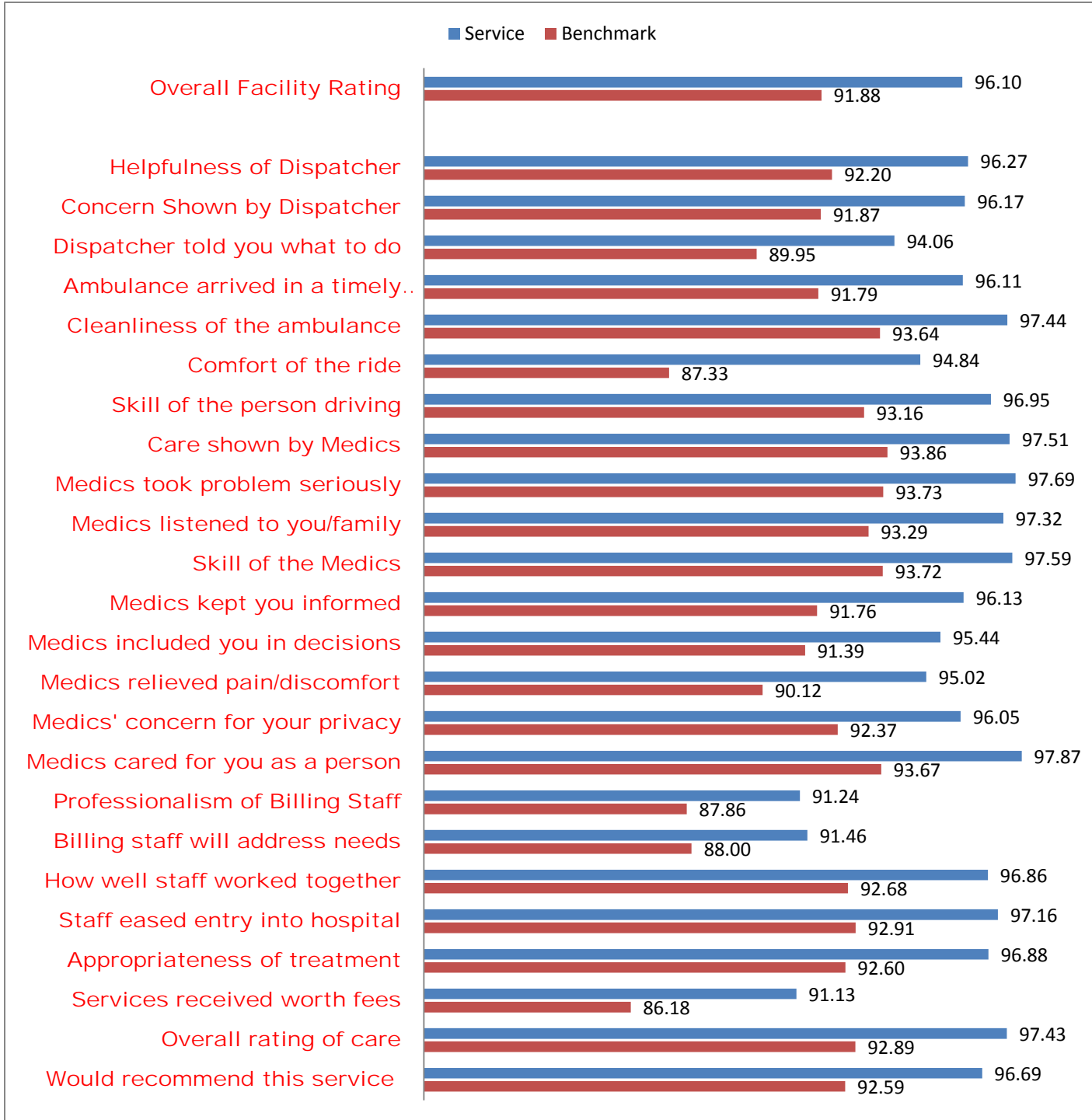
Top Box Comparisons

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	23	13	38	284	2412	87.10%	75.30%
Helpfulness of the person you called for ambulance service	-	-	2	10	95	88.80%	74.90%
Concern shown by the person you called for ambulance service	-	1	2	10	96	88.10%	74.00%
Extent to which you were told what to do until the ambulance arrived	1	-	2	12	93	86.10%	70.80%
Extent to which the ambulance arrived in a timely manner	-	-	1	13	110	88.70%	74.10%
Cleanliness of the ambulance	-	-	1	12	105	89.00%	77.80%
Comfort of the ride	2	-	2	18	99	81.80%	63.50%
Skill of the person driving the ambulance	1	-	-	13	107	88.40%	77.30%
Care shown by the medics who arrived with the ambulance	2	-	1	14	108	86.40%	80.90%
Degree to which the medics took your problem seriously	-	1	2	9	114	90.50%	81.50%
Degree to which the medics listened to you and/or your family	1	1	2	9	112	89.60%	80.00%
Skill of the medics	-	-	-	11	113	91.10%	80.00%
Extent to which the medics kept you informed about your treatment	1	-	2	10	108	89.30%	75.00%
Extent to which medics included you in the treatment decisions	1	-	3	8	96	88.90%	75.00%
Degree to which the medics relieved your pain or discomfort	2	1	2	11	101	86.30%	71.80%
Medics' concern for your privacy	2	-	1	15	100	84.70%	76.10%
Extent to which medics cared for you as a person	1	-	1	9	115	91.30%	81.20%
Professionalism of the staff in our billing office	-	2	4	19	60	70.60%	61.50%
Willingness of the staff in our billing office to address your needs	-	1	3	18	61	73.50%	62.30%
How well did our staff work together to care for you	2	-	1	11	111	88.80%	76.70%
Extent to which our staff eased your entry into the medical facility	1	-	1	8	108	91.50%	77.40%
Appropriateness of Emergency Medical Transportation treatment	1	1	-	15	100	85.50%	77.00%
Extent to which the services received were worth the fees charged	4	4	4	14	80	75.50%	63.60%
Overall rating of the care provided by our Emergency Medical Service	-	-	1	7	113	93.40%	78.30%
Likelihood of recommending this ambulance service to others	1	1	-	8	107	91.50%	78.20%



Cumulative Totals





Facilities in Database

Acton Fire Department Ambulance	Acton, MA	LifeNet EMS	Texarkana, TX
Albion Community Ambulance	Albion, MI	Lincoln Fire Department	Lincoln, MA
Bay State Health	Springfield, MA	Maynard Fire Department	Maynard, MA
Boxborough Fire Department Ambulance	Boxborough, MA	Medic EMS	Davenport, IA
Carilion Clinic, Patient Transportation	Roanoke, VA	Medstar Ambulance	Clinton Twp, MI
Cetronia Ambulance Corps	Allentown, PA	Mercy Flights Inc.	Medford, OR
Columbus Connection	Columbus, OH	Mobile Medical Response	Saginaw, MI
Concord Fire Department Ambulance	Concord, MA	Monroe Community Ambulance	Monroe, MI
Cypress Creek EMS	Houston, TX	Montgomery County Hospital District	Conroe, TX
Guilford County EMS	Greensboro, NC	Natick Fire Department Ambulance	Natick, MA
HealthEast Medical Transportation	St. Paul, MN	Nature Coast EMS	Lecanto, FL
Howard County EMS	Nashville, AR	North Memorial EMS	Brooklyn Center, MN
Humboldt General Hospital	Winnemucca, NV	Patient Transport Services	Milford, OH
Huron Valley Ambulance	Ann Arbor, MI	Pearland EMS	Pearland, TX
Jackson Community Ambulance	Jackson, MI	Portage Co. EMS	Portage, WI
Lenawee Community Ambulance	Adrian, MI	Professional Ambulance Service	Cambridge, MA
Life Care Medical	Sterling, CO	Professional MedTeam	Muskegon, MI
Life EMS Ambulance	Grand Rapids, MI	Puckett EMS	Austell, GA
Life EMS Ambulance of Allegan County	Allegan, MI	San Juan Island EMS	Friday Harbor, WA
Life EMS Ambulance of Ionia County	Ionia, MI	Siouxland Paramedics	Sioux City, IA
Life EMS Ambulance of Kalamazoo/Portage	Kalamazoo, MI	St. Charles County Amb District	St Peters, MO
Life EMS Ambulance of Lake County	Baldwin, MI	Swartz Ambulance	Flint, MI
Life EMS Ambulance of Mason County	Ludington, MI	Tri-Hospital EMS	Port Huron, MI
Life EMS Ambulance of Newaygo County	Newaygo, MI	Weston Fire Department Ambulance	Weston, MA
LifeCare Ambulance	Battle Creek, MI	Yoe Ambulance Service	Yoe, PA
LifeCare of Branch County	Coldwater, MI		

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EMS Executive Summary

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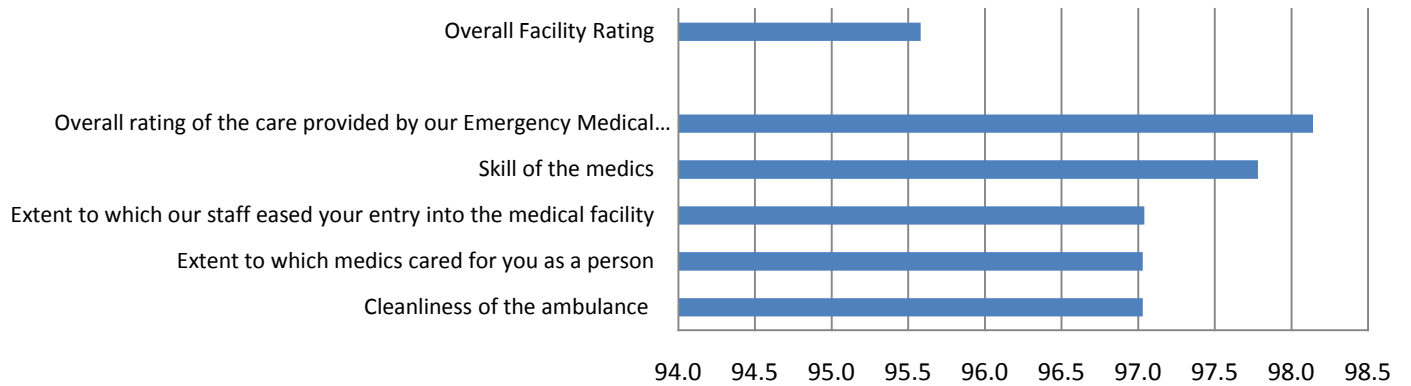


1.0 Overall Performance Summary

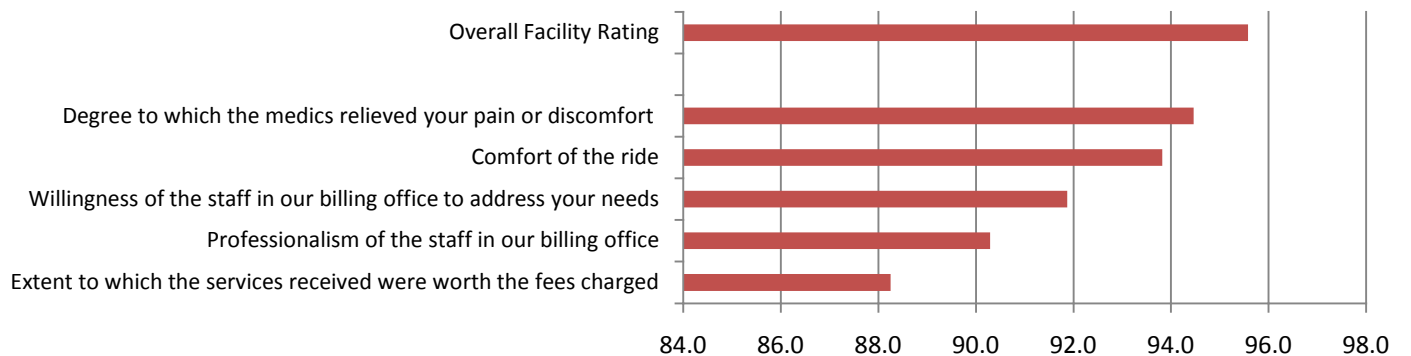
- This report contains data from 79 San Juan Island EMS patients who returned a questionnaire between 01/01/2011 and 03/31/2011.
- The overall mean score for the standard questions was 95.58; this is 3.25 points higher than the overall EMS database score 92.33.
- This current score of 95.58 is the 5th highest company score for this quarter.
- 87.1% of responses to standard questions had a rating of Very Good, the highest rating. 98.7% of all responses were positive.

2.0 Comparisons of Highest and Lowest Scores

5 Highest Scores



5 Lowest Scores





3.0 Greatest Increases and Decreases by Question

Decreases	Last Period	This Period	Change	Total DB Score
Extent to which the services received were worth the fees charged	92.65	88.25	-4.40	86.45
Care shown by the medics who arrived with the ambulance	97.44	95.22	-2.22	94.18
Cleanliness of the ambulance	99.02	97.03	-1.99	93.92
Degree to which the medics took your problem seriously	98.51	96.83	-1.68	94.20
Appropriateness of Emergency Medical Transportation treatment	96.88	95.31	-1.57	93.01
Concern shown by the person you called for ambulance service	97.55	96.10	-1.45	92.19
Extent to which medics cared for you as a person	98.44	97.03	-1.41	94.20
How well did our staff work together to care for you	97.18	95.82	-1.36	93.11
Degree to which the medics listened to you and/or your family	97.31	96.01	-1.30	93.71
Comfort of the ride	94.71	93.82	-0.89	87.59

Increases	Last Period	This Period	Change	Total DB Score
Willingness of the staff in our billing office to address your needs	87.14	91.87	4.73	88.53
Degree to which the medics relieved your pain or discomfort	93.03	94.46	1.43	90.64
Extent to which you were told what to do until the ambulance arrived	94.32	95.38	1.06	90.73
Extent to which medics included you in the treatment decisions	95.00	95.84	0.84	92.07
Extent to which the medics kept you informed about your treatment	95.77	96.29	0.52	92.31
Overall rating of the care provided by our Emergency Medical Transportation service	97.62	98.14	0.52	93.34
Professionalism of the staff in our billing office	90.00	90.29	0.29	88.45
Skill of the medics	97.66	97.78	0.12	94.08
Extent to which the ambulance arrived in a timely manner	96.88	96.98	0.10	92.04

4.0 Greatest Scores above Database by Question

Highest above Benchmark	This Period	Variance	Total DB Score
Comfort of the ride	93.82	6.23	87.59
Extent to which the ambulance arrived in a timely manner	96.98	4.94	92.04
Overall rating of the care provided by our Emergency Medical Transportation service	98.14	4.80	93.34
Extent to which you were told what to do until the ambulance arrived	95.38	4.65	90.73
Helpfulness of the person you called for ambulance service	96.73	4.33	92.40
Extent to which the medics kept you informed about your treatment	96.29	3.98	92.31
Concern shown by the person you called for ambulance service	96.10	3.91	92.19
Likelihood of recommending this ambulance service to others	96.80	3.88	92.92
Degree to which the medics relieved your pain or discomfort	94.46	3.82	90.64



5.0 Monthly Tracking of Overall Survey Score

