

Assess your vital signs.



San Juan Island EMS

Client
8901

EMS System Report



Number of Your Patients in this Report:

18

**April, 2011
Monthly Score**

92.31

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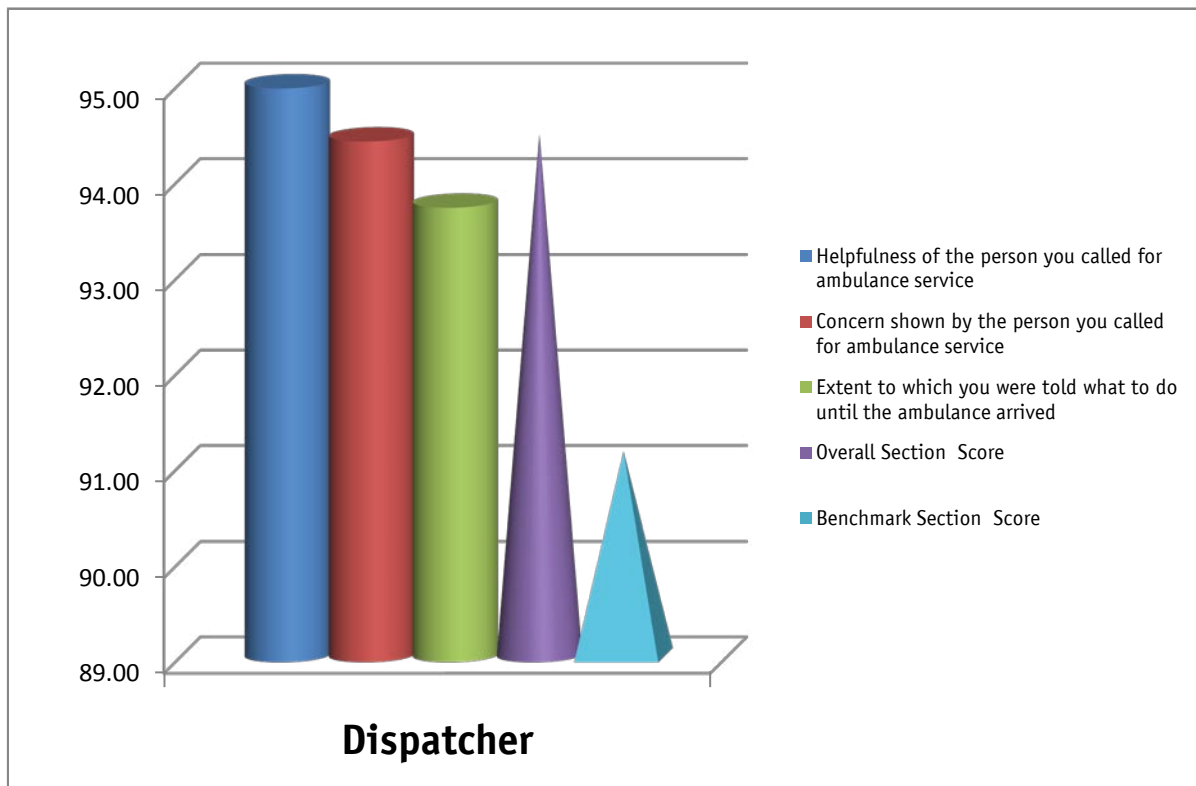




Dispatch Analysis

This analysis details the section results that concern dispatch operations. The analysis contains the mean scores for each survey question. The first column shows the company score, the second column details the total Database score and the third column is the variance +/-.

	Your Score	Total DB	Variance
Helpfulness of the person you called for ambulance service	95.00	91.75	3.25
Concern shown by the person you called for ambulance service	94.44	91.59	2.86
Extent to which you were told what to do until the ambulance arrived	93.75	89.97	3.78

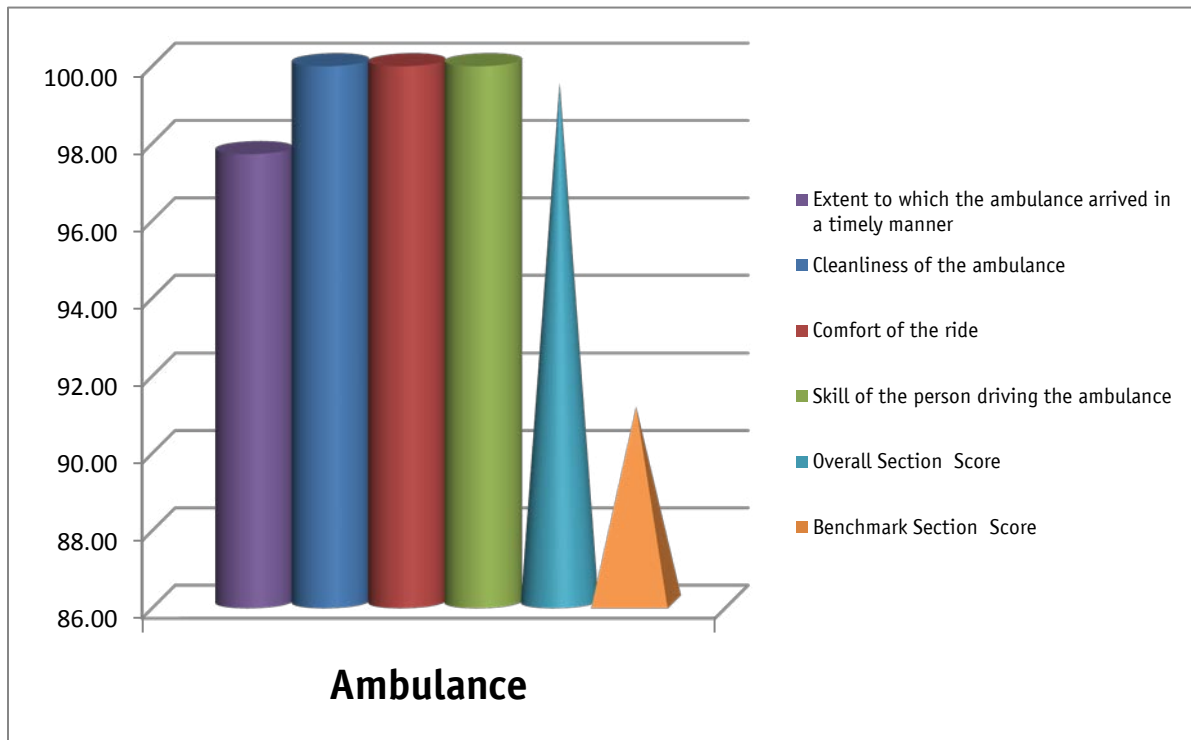




Ambulance Analysis

This analysis details the section results that concern ambulance operations. The analysis contains the mean scores for each survey question. The first column shows the company score, the second column details the total Database score and the third column is the variance +/-.

	Your Score	Total DB	Variance
Extent to which the ambulance arrived in a timely manner	97.73	91.36	6.37
Cleanliness of the ambulance	100.00	93.25	6.75
Comfort of the ride	100.00	86.42	13.58
Skill of the person driving the ambulance	100.00	92.76	7.24

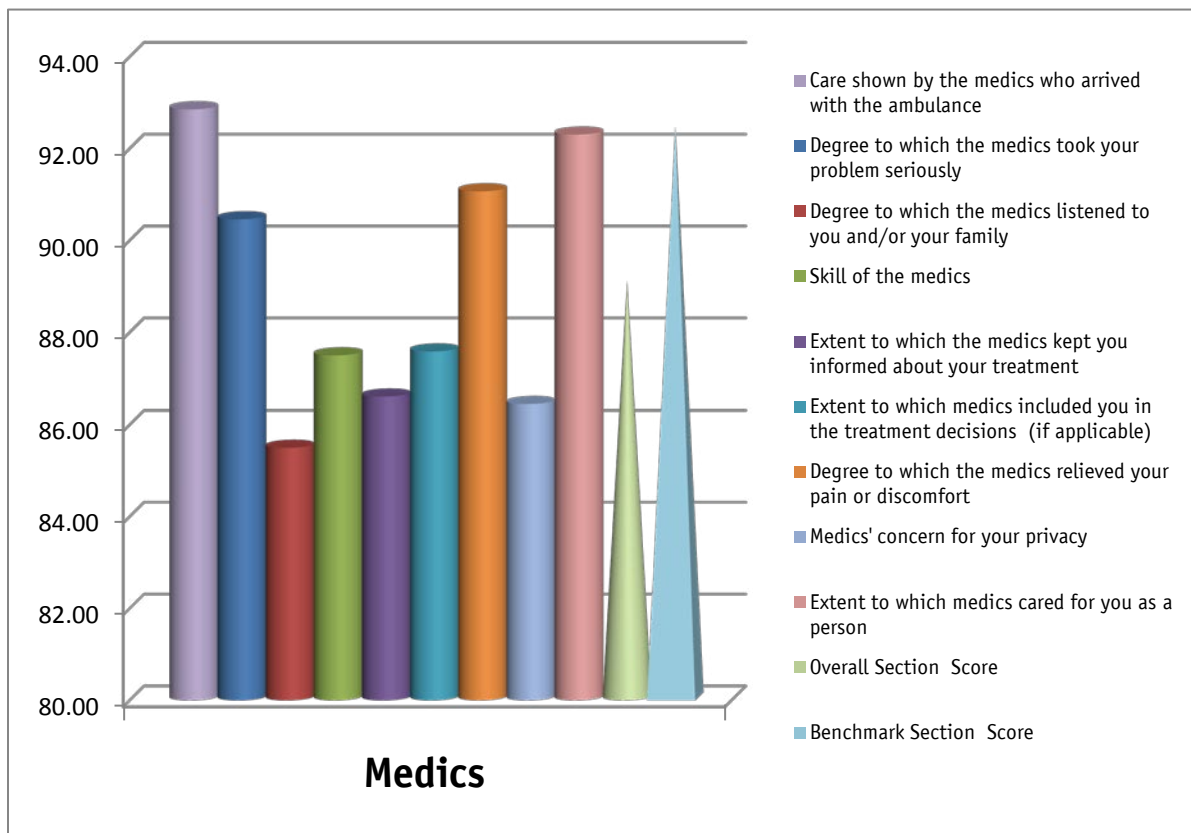




Medic Analysis

This analysis details the section results that concern the medics' performance. The analysis contains the mean scores for each survey question. The first column shows the company score, the second column details the total Database score and the third column is the variance +/-.

	Your Score	Total DB	Variance
Care shown by the medics who arrived with the ambulance	92.86	93.68	-0.82
Degree to which the medics took your problem seriously	90.46	93.52	-3.06
Degree to which the medics listened to you and/or your family	85.50	93.11	-7.61
Skill of the medics	87.50	93.25	-5.75
Extent to which the medics kept you informed about your treatment	86.62	91.42	-4.80
Extent to which medics included you in the treatment decisions (if applicable)	87.58	91.21	-3.63
Degree to which the medics relieved your pain or discomfort	91.07	89.72	1.35
Medics' concern for your privacy	86.45	91.84	-5.39
Extent to which medics cared for you as a person	92.31	93.15	-0.84

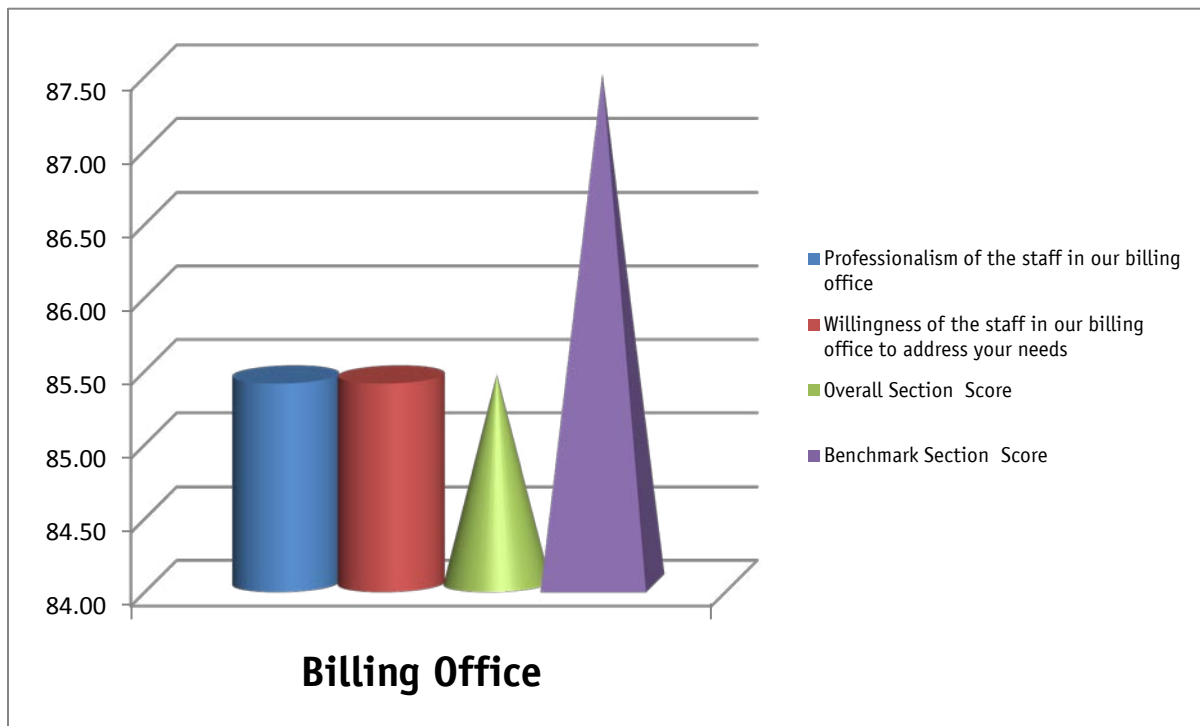




Office Staff Analysis

This analysis details the section results that concern office operations. The analysis contains the mean scores for each survey question. The first column shows the company score, the second column details the total Database score and the third column is the variance +/-.

	Your Score	Total DB	Variance
Professionalism of the staff in our billing office	85.42	87.44	-2.02
Willingness of the staff in our billing office to address your needs	85.42	87.48	-2.07

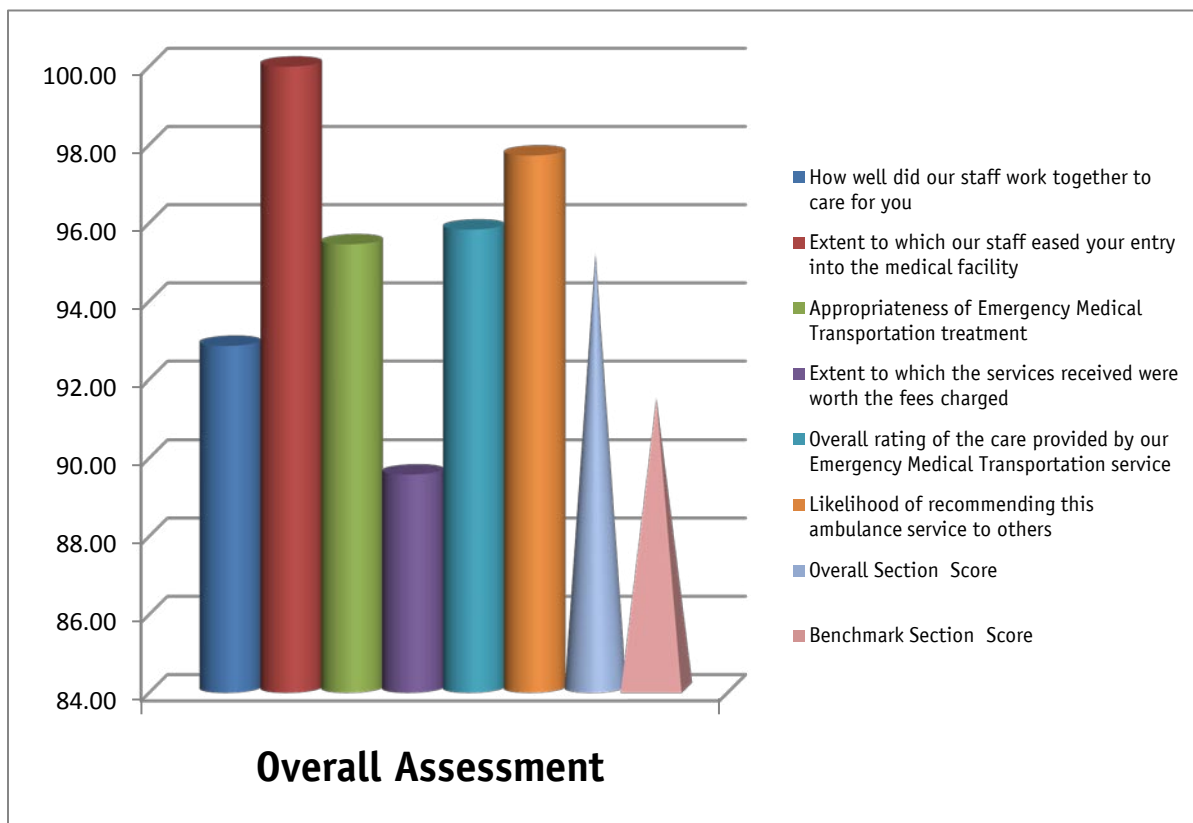




Overall Assessment Analysis

This analysis details the section results that concern the overall assessment of operations. The analysis contains the mean scores for each survey question. The first column shows the company score, the second column details the total Database score and the third column is the variance +/-.

	Your Score	Total DB	Variance
How well did our staff work together to care for you	92.86	92.31	0.55
Extent to which our staff eased your entry into the medical facility	100.00	92.68	7.32
Appropriateness of Emergency Medical Transportation treatment	95.45	92.37	3.09
Extent to which the services received were worth the fees charged	89.58	86.03	3.55
Overall rating of the care provided by our Emergency Medical Transportation service	95.83	92.37	3.47
Likelihood of recommending this ambulance service to others	97.73	91.71	6.02





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. Again the first column shows the company score, the second column details the total Database score and the third column is the variance +/-.

	Your Score	Total DB	Variance
Helpfulness of the person you called for ambulance service	95.00	91.75	3.25
Concern shown by the person you called for ambulance service	94.44	91.59	2.86
Extent to which you were told what to do until the ambulance arrived	93.75	89.97	3.78
Extent to which the ambulance arrived in a timely manner	97.73	91.36	6.37
Cleanliness of the ambulance	100.00	93.25	6.75
Comfort of the ride	100.00	86.42	13.58
Skill of the person driving the ambulance	100.00	92.76	7.24
Care shown by the medics who arrived with the ambulance	92.86	93.68	-0.82
Degree to which the medics took your problem seriously	90.46	93.52	-3.06
Degree to which the medics listened to you and/or your family	85.50	93.11	-7.61
Skill of the medics	87.50	93.25	-5.75
Extent to which the medics kept you informed about your treatment	86.62	91.42	-4.80
Extent to which medics included you in the treatment decisions (if applicable)	87.58	91.21	-3.63
Degree to which the medics relieved your pain or discomfort	91.07	89.72	1.35
Medics' concern for your privacy	86.45	91.84	-5.39
Extent to which medics cared for you as a person	92.31	93.15	-0.84
Professionalism of the staff in our billing office	85.42	87.44	-2.02
Willingness of the staff in our billing office to address your needs	85.42	87.48	-2.07
How well did our staff work together to care for you	92.86	92.31	0.55
Extent to which our staff eased your entry into the medical facility	100.00	92.68	7.32
Appropriateness of Emergency Medical Transportation treatment	95.45	92.37	3.09
Extent to which the services received were worth the fees charged	89.58	86.03	3.55
Overall rating of the care provided by our Emergency Medical Transportation service	95.83	92.37	3.47
Likelihood of recommending this ambulance service to others	97.73	91.71	6.02
Overall Survey Rating	92.31	91.52	0.79



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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	B	C	D	G	I	K	L	N	San Juan Island
Small Volume Services (<110 Responses)										
Total Score	91.52	98.01	93.40	93.04	97.74	91.67	93.69	92.55	95.21	92.31
Helpfulness of the person you called for ambulance service	91.75	96.15	93.33	87.50	100.00	100.00	93.18	100.00	100.00	95.00
Concern shown by the person you called for ambulance service	91.59	94.23	91.07	81.25	95.83	100.00	87.50	97.50	100.00	94.44
Extent to which you were told what to do until the ambulance arrived	89.97	93.18	90.38	75.00	93.75	100.00	83.33	92.50	95.83	93.75
Extent to which the ambulance arrived in a timely manner	91.36	100.00	91.67	95.00	100.00	100.00	95.45	95.00	100.00	97.73
Cleanliness of the ambulance	93.25	100.00	93.75	100.00	100.00	100.00	97.50	91.67	96.43	100.00
Comfort of the ride	86.42	96.88	81.25	90.00	87.50	87.50	86.11	86.11	90.63	100.00
Skill of the person driving the ambulance	92.76	98.44	95.83	100.00	100.00	87.50	92.50	88.89	96.88	100.00
Care shown by the medics who arrived with the ambulance	93.68	100.00	98.33	95.83	100.00	100.00	100.00	94.44	90.63	92.86
Degree to which the medics took your problem seriously	93.52	95.59	98.33	87.50	100.00	100.00	100.00	97.22	84.50	90.46
Degree to which the medics listened to you and/or your family	93.11	100.00	98.33	87.50	100.00	87.50	100.00	94.44	93.75	85.50
Skill of the medics	93.25	100.00	98.21	95.83	96.43	87.50	94.44	88.89	93.75	87.50
Extent to which the medics kept you informed about your treatment	91.42	98.21	94.64	87.50	96.43	87.50	90.63	91.67	93.75	86.62
Extent to which medics included you in the treatment decisions	91.21	96.15	93.75	85.00	100.00	100.00	96.43	89.29	95.83	87.58
Degree to which the medics relieved your pain or discomfort	89.72	98.08	96.15	90.00	100.00	75.00	96.43	91.67	92.86	91.07
Medics' concern for your privacy	91.84	98.33	94.64	95.83	96.43	87.50	95.83	87.50	96.88	86.45
Extent to which medics cared for you as a person	93.15	100.00	94.64	95.83	100.00	100.00	91.67	91.67	90.63	92.31
Professionalism of the staff in our billing office	87.44	85.71	93.75	100.00	100.00	87.50	85.00	100.00	95.00	85.42
Willingness of the staff in our billing office to address your needs	87.48	85.71	93.75	100.00	100.00	100.00	85.00	100.00	93.75	85.42
How well did our staff work together to care for you	92.31	100.00	95.00	100.00	100.00	87.50	96.88	86.11	96.43	92.86
Extent to which our staff eased your entry into the medical facility	92.68	100.00	92.86	100.00	100.00	87.50	100.00	91.67	100.00	100.00
Appropriateness of Emergency Medical Transportation treatment	92.37	100.00	92.86	90.00	100.00	87.50	100.00	91.67	100.00	95.45
Extent to which the services received were worth the fees charged	86.03	100.00	79.55	87.50	85.71	87.50	84.38	93.75	92.86	89.58
Overall rating of the care provided by our Emergency Medical service	92.37	100.00	92.86	100.00	100.00	87.50	96.88	94.44	96.88	95.83
Likelihood of recommending this ambulance service to others	91.71	100.00	91.67	100.00	96.43	87.50	94.44	94.44	100.00	97.73
Number of Surveys for the period	2073	18	15	7	8	4	12	10	9	18
Small Volume Service Ranking		4	9	11	5	15	8	13	7	14
Overall rank for all companies in the Database		4	11	13	5	22	10	16	7	19





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.

Survey Dates	Feb-10	May-10	Jun-10	Oct-10	Jan-11	Feb-11	Mar-11	Apr-11
Helpfulness of the person you called for ambulance service	91.67	97.22	100.00	100.00		93.75	96.97	95.00
Concern shown by the person you called for ambulance service	83.33	97.45	100.00	100.00	100.00	93.75	96.25	94.44
Extent to which you were told what to do until the ambulance arrived	83.33	94.05	100.00	100.00	100.00	89.00	95.92	93.75
Extent to which the ambulance arrived in a timely manner	87.50	96.72	100.00	100.00	100.00	94.44	97.15	97.73
Cleanliness of the ambulance	93.75	98.96	100.00		100.00	90.00	97.66	100.00
Comfort of the ride	87.50	94.39	100.00		100.00	90.00	94.11	100.00
Skill of the person driving the ambulance	100.00	96.28	100.00		100.00	88.73	97.25	100.00
Care shown by the medics who arrived with the ambulance	100.00	97.32	100.00	100.00	100.00	87.58	95.99	92.86
Degree to which the medics took your problem seriously	100.00	98.44	100.00	100.00	100.00	93.75	97.12	90.46
Degree to which the medics listened to you and/or your family	100.00	97.18	100.00	100.00	100.00	93.18	96.25	85.50
Skill of the medics	100.00	97.54	100.00	100.00	100.00	100.00	97.52	87.50
Extent to which the medics kept you informed about your treatment	100.00	95.56	100.00	100.00	100.00	97.92	96.07	86.62
Extent to which medics included you in the treatment decisions (if applicable)	100.00	94.68	100.00	100.00	100.00	93.18	96.10	87.58
Degree to which the medics relieved your pain or discomfort	100.00	92.67	100.00	100.00	100.00	87.60	95.06	91.07
Medics' concern for your privacy	100.00	95.09	100.00	100.00	100.00	86.45	95.53	86.45
Extent to which medics cared for you as a person	100.00	98.39	100.00	100.00	100.00	97.92	96.91	92.31
Professionalism of the staff in our billing office		89.39	100.00		100.00	95.83	89.74	85.42
Willingness of the staff in our billing office to address your needs		86.36	100.00		100.00	95.83	91.45	85.42
How well did our staff work together to care for you	100.00	97.03	100.00	100.00	100.00	97.92	95.55	92.86
Extent to which our staff eased your entry into the medical facility	100.00	97.00	100.00		100.00	89.00	97.69	100.00
Appropriateness of Emergency Medical Transportation treatment	100.00	96.70	100.00		100.00	95.45	95.25	95.45
Extent to which the services received were worth the fees charged	87.50	92.19	100.00	100.00	100.00	86.36	88.34	89.58
Overall rating of the care provided by our Emergency Medical Transportation service	100.00	97.50	100.00	100.00	100.00	100.00	97.92	95.83
Likelihood of recommending this ambulance service to others	75.00	96.67	100.00	100.00	100.00	97.73	96.68	97.73
San Juan Island Survey Rating	94.58	95.97	100.00	100.00	100.00	93.22	95.77	92.31
Responses	4	72	3	1	1	13	128	18



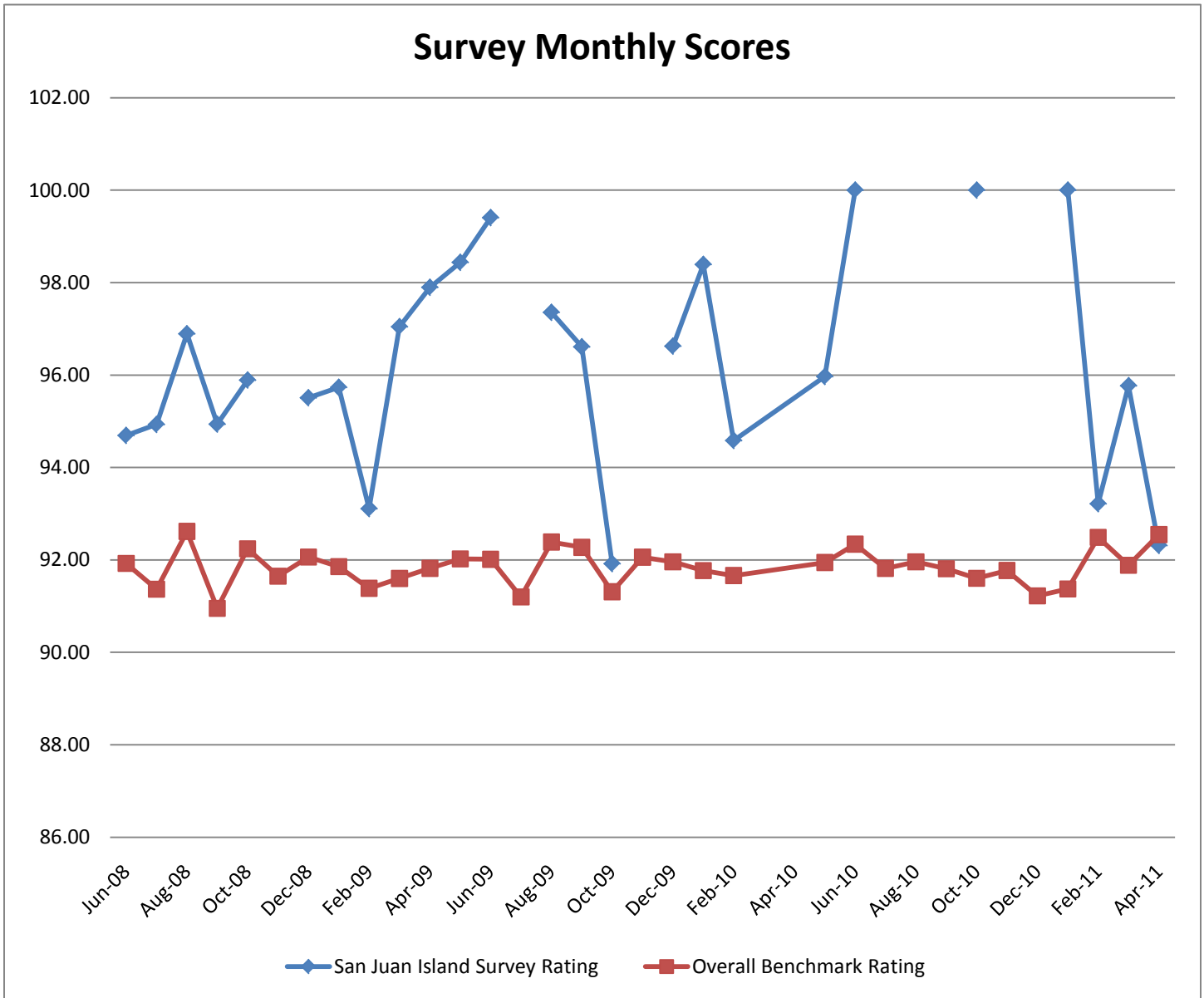
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Monthly Graphic Comparison of Overall Score

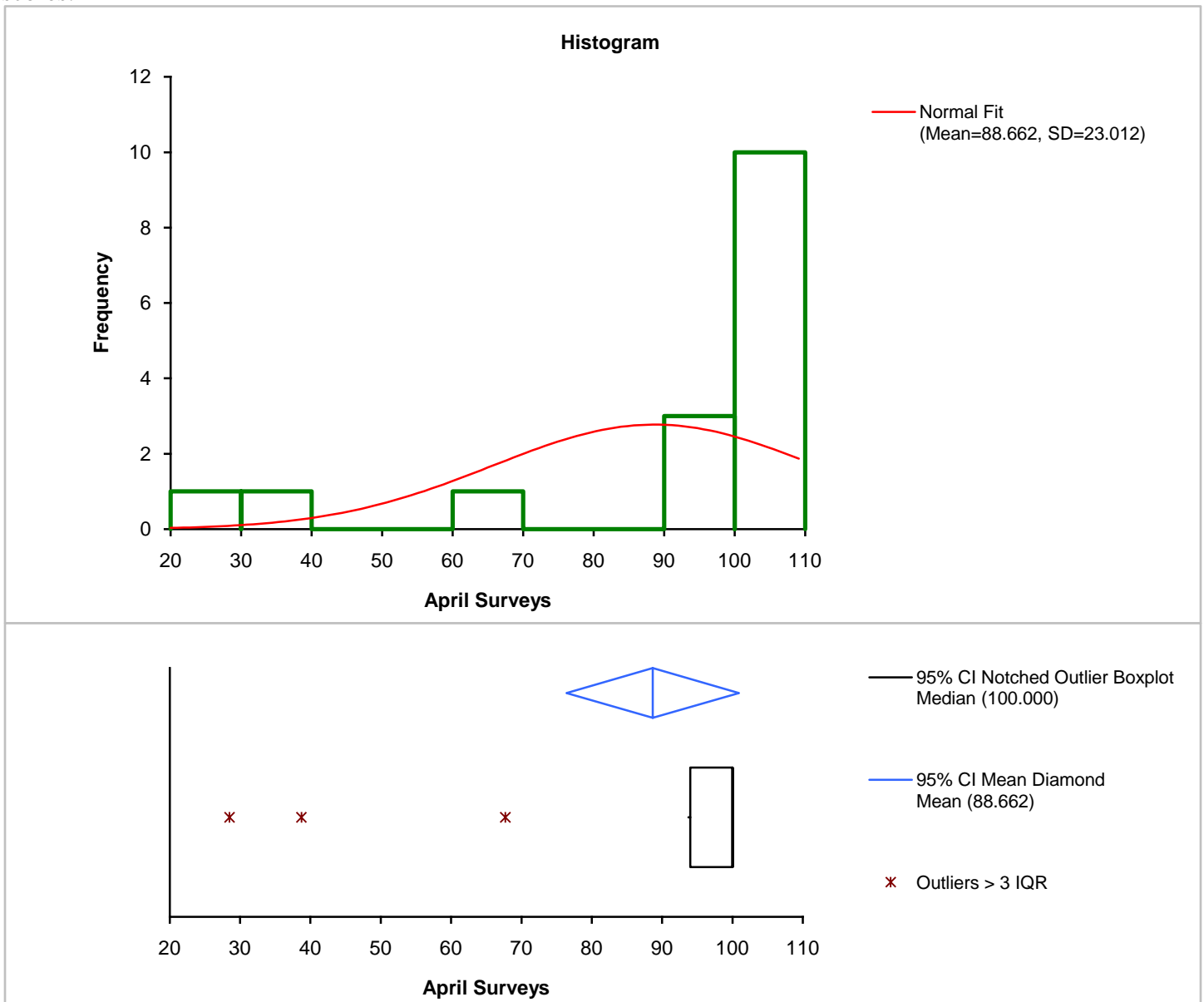
Below are the monthly scores for your service. It details the overall score for each month as well as the overall benchmark score for that month.





Standard Deviation

The **standard deviation** is a statistic that tells how tightly all the various examples are clustered around the mean in a set of data. When the examples are tightly bunched together and the bell-shaped curve is steep, the standard deviation is small. When the examples are spread apart and the bell curve is relatively flat, that shows that there is a relatively large standard deviation. Below are graphic presentations of the current month's survey scores.





Standard Deviation by Question

	Your Score	Standard Deviation
Helpfulness of the person you called for ambulance service	95.00	15.00
Concern shown by the person you called for ambulance service	94.44	15.71
Extent to which you were told what to do until the ambulance arrived	93.75	16.54
Extent to which the ambulance arrived in a timely manner	97.73	7.19
Cleanliness of the ambulance	100.00	0.00
Comfort of the ride	100.00	0.00
Skill of the person driving the ambulance	100.00	0.00
Care shown by the medics who arrived with the ambulance	92.86	19.88
Degree to which the medics took your problem seriously	90.46	26.66
Degree to which the medics listened to you and/or your family	85.50	32.79
Skill of the medics	87.50	24.55
Extent to which the medics kept you informed about your treatment	86.62	28.55
Extent to which medics included you in the treatment decisions (if applicable)	87.58	27.69
Degree to which the medics relieved your pain or discomfort	91.07	15.26
Medics' concern for your privacy	86.45	28.66
Extent to which medics cared for you as a person	92.31	18.04
Professionalism of the staff in our billing office	85.42	23.84
Willingness of the staff in our billing office to address your needs	85.42	23.84
How well did our staff work together to care for you	92.86	14.73
Extent to which our staff eased your entry into the medical facility	100.00	0.00
Appropriateness of Emergency Medical Transportation treatment	95.45	14.37
Extent to which the services received were worth the fees charged	89.58	21.55
Overall rating of the care provided by our Emergency Medical Transportation service	95.83	9.32
Likelihood of recommending this ambulance service to others	97.73	7.19
Overall Survey Rating	92.31	22.28



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