

Assess your vital signs.



Friday Harbor, WA  
Client 8901

## EMS System Report

Quarterly Report for April - June, 2011



Number of Your Patients in this Report:

78

Number of Patients in All EMS DB:

8470

Number of Transport Services in All EMS DB:

53

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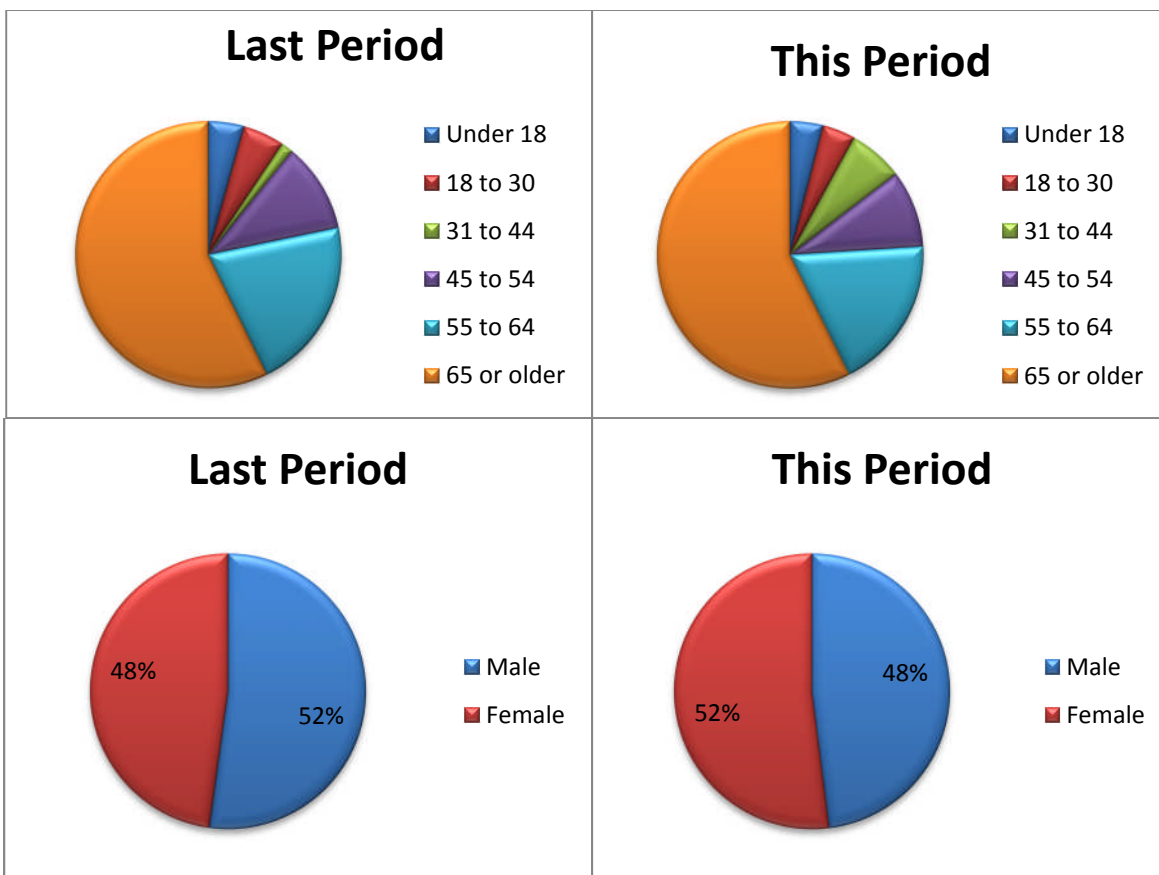
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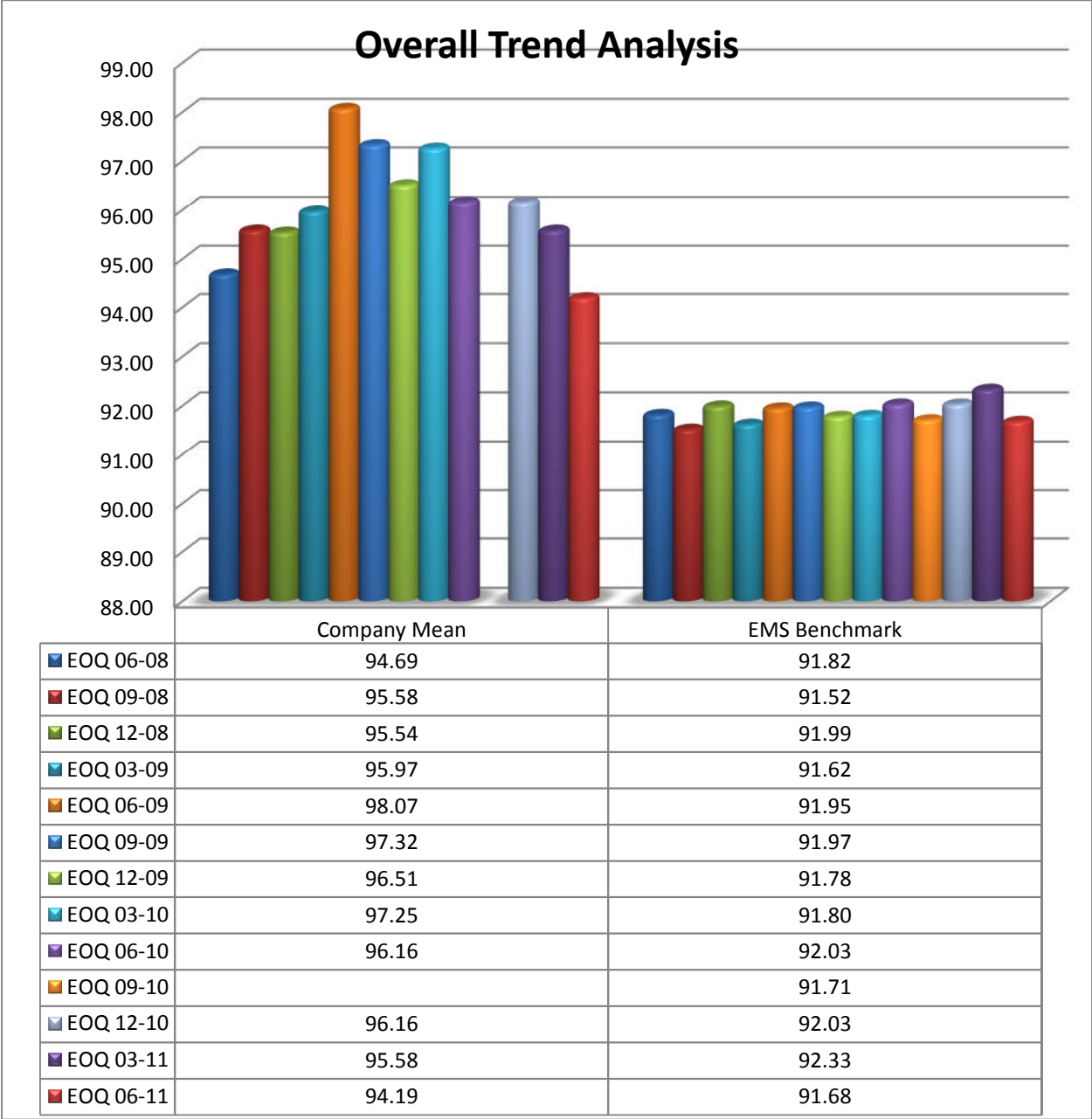
This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the "Background Questions" section of the questionnaire. Compare this demographic data to your eligible population. Generally, the demographic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

		Last Period		This Period		
		Male	Female	Male	Female	
Under 18	6	5	1	3	2	1
18 to 30	7	3	4	3	2	1
31 to 44	2	1	1	5	1	4
45 to 54	15	6	9	7	2	5
55 to 64	29	14	15	14	6	8
65 or older	79	43	36	43	23	20
<b>Total</b>	<b>138</b>	<b>72</b>	<b>66</b>	<b>75</b>	<b>36</b>	<b>39</b>





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.

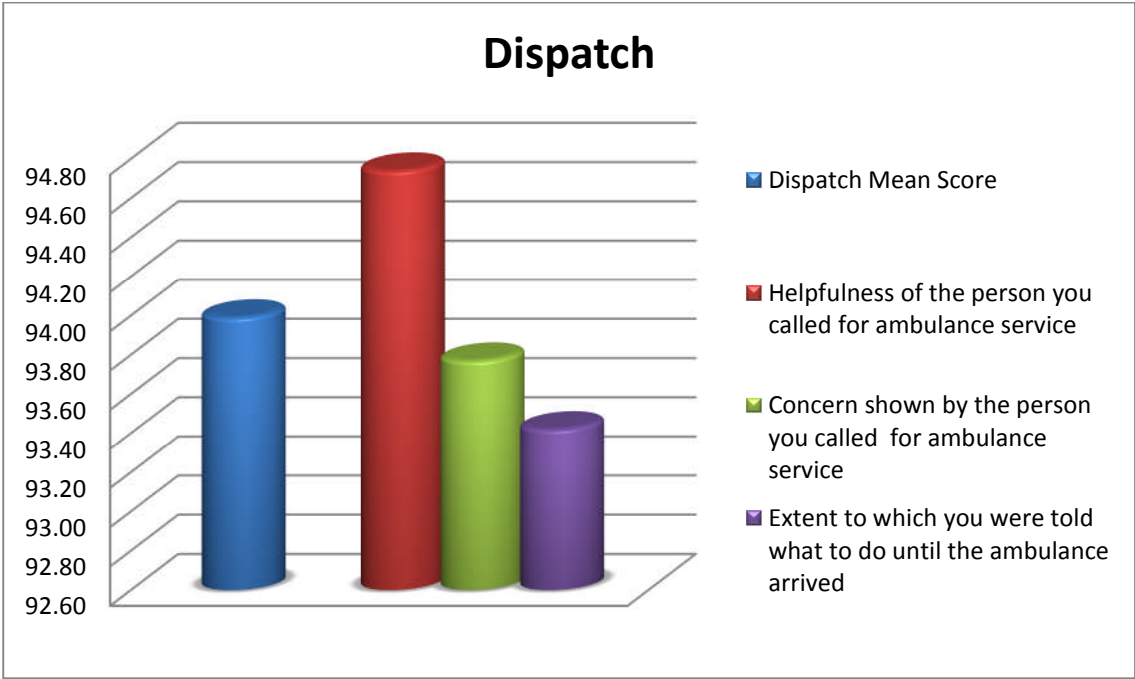
	Last Period	Change	This Period	All Facilities in Database
Helpfulness of the person you called for ambulance service	96.73	-1.99	94.74	92.11
Concern shown by the person you called for ambulance service	96.10	-2.33	93.77	91.92
Extent to which you were told what to do until the ambulance arrived	95.38	-1.96	93.42	90.22
Extent to which the ambulance arrived in a timely manner	96.98	-0.83	96.15	91.56
Cleanliness of the ambulance	97.03	0.47	97.50	93.51
Comfort of the ride	93.82	1.52	95.34	86.79
Skill of the person driving the ambulance	96.50	0.96	97.46	93.05
Care shown by the medics who arrived with the ambulance	95.22	-0.15	95.07	93.74
Degree to which the medics took your problem seriously	96.83	-2.01	94.82	93.64
Degree to which the medics listened to you and/or your family	96.01	-2.77	93.24	93.13
Skill of the medics	97.78	-2.92	94.86	93.30
Extent to which the medics kept you informed about your treatment	96.29	-3.35	92.94	91.44
Extent to which medics included you in the treatment decisions	95.84	-2.84	93.00	91.04
Degree to which the medics relieved your pain or discomfort	94.46	-2.52	91.94	89.88
Medics' concern for your privacy	94.72	-1.78	92.94	92.23
Extent to which medics cared for you as a person	97.03	-1.26	95.77	93.38
Professionalism of the staff in our billing office	90.29	-1.98	88.31	87.65
Willingness of the staff in our billing office to address your needs	91.87	-2.49	89.38	87.74
How well did our staff work together to care for you	95.82	-0.11	95.71	92.51
Extent to which our staff eased your entry into the medical facility	97.04	-2.35	94.69	92.77
Appropriateness of Emergency Medical Transportation treatment	95.31	1.17	96.48	92.43
Extent to which the services received were worth the fees charged	88.25	1.17	89.42	85.69
Overall rating of the care provided by our Emergency Medical Transportation service	98.14	-2.99	95.15	92.57
Likelihood of recommending this ambulance service to others	96.80	-1.40	95.40	92.07
Overall Facility Rating	95.58	-1.39	94.19	91.68



### 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
<b>Dispatch Mean Score</b>	2	1	5	19	139	93.99	83.70%	98.20%
<b>Helpfulness of the person you called for ambulance service</b>	-	1	1	7	48	94.74	84.20%	98.20%
<b>Concern shown by the person you called for ambulance service</b>	1	-	2	6	47	93.77	83.90%	98.20%
<b>Extent to which you were told what to do until the ambulance arrived</b>	1	-	2	6	44	93.42	83.00%	98.10%

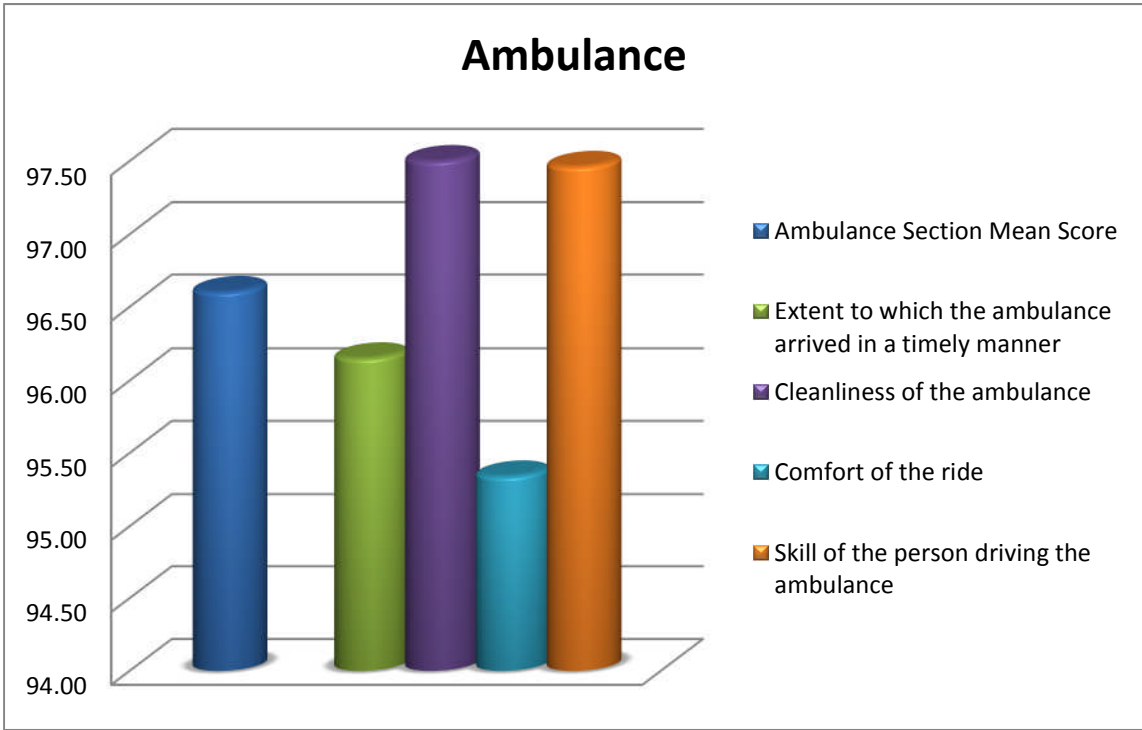




### Ambulance Analysis

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.

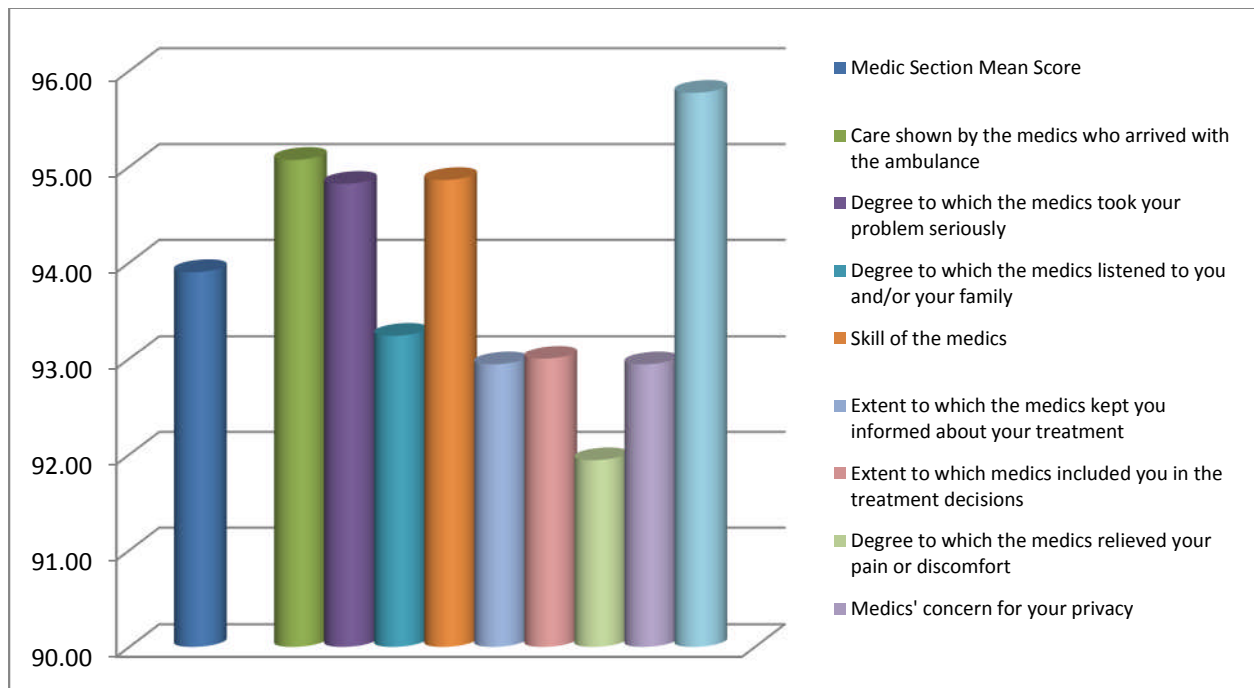
	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
<b>Ambulance Section Mean Score</b>	-	-	4	25	214	96.60	88.10%	100.00%
<b>Extent to which the ambulance arrived in a timely manner</b>	-	-	2	6	57	96.15	87.70%	100.00%
<b>Cleanliness of the ambulance</b>	-	-	-	6	54	97.50	90.00%	100.00%
<b>Comfort of the ride</b>	-	-	1	9	49	95.34	83.10%	100.00%
<b>Skill of the person driving the ambulance</b>	-	-	1	4	54	97.46	91.50%	100.00%





### Medic Analysis

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
<b>Medic Section Mean Score</b>	<b>10</b>	<b>6</b>	<b>15</b>	<b>62</b>	<b>520</b>	<b>93.90</b>	<b>84.80%</b>	<b>97.40%</b>
Care shown by the medics who arrived with the ambulance	-	2	-	8	61	95.07	85.90%	97.20%
Degree to which the medics took your problem seriously	2	-	-	7	63	94.82	87.50%	97.20%
Degree to which the medics listened to you and/or your family	2	1	1	6	60	93.24	85.70%	95.70%
Skill of the medics	-	1	3	6	63	94.86	86.30%	98.60%
Extent to which the medics kept you informed about your treatment	2	-	2	7	56	92.94	83.60%	97.00%
Extent to which medics included you in the treatment decisions	1	1	2	5	48	93.00	84.20%	96.50%
Degree to which the medics relieved your pain or discomfort	1	-	4	9	51	91.94	78.50%	98.50%
Medics' concern for your privacy	2	-	1	9	55	92.94	82.10%	97.00%
Extent to which medics cared for you as a person	-	1	2	5	63	95.77	88.70%	98.60%

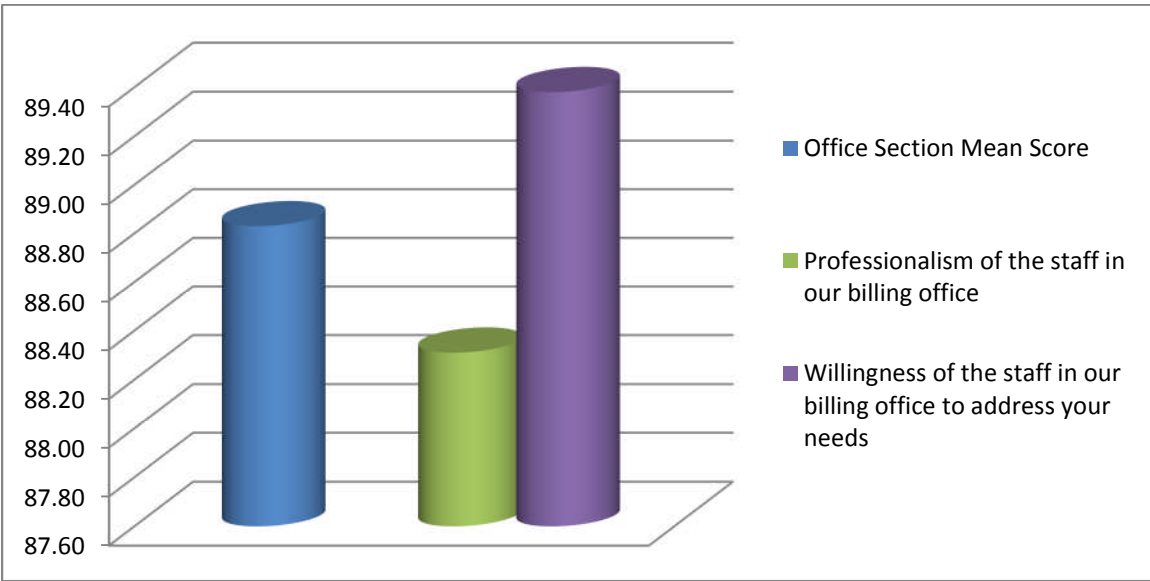




### Office Staff Analysis

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
<b>Office Section Mean Score</b>	3	2	3	19	69	88.83	71.90%	94.80%
<b>Professionalism of the staff in our billing office</b>	2	1	1	10	35	88.31	71.40%	93.90%
<b>Willingness of the staff in our billing office to address your needs</b>	1	1	2	9	34	89.38	72.30%	95.70%

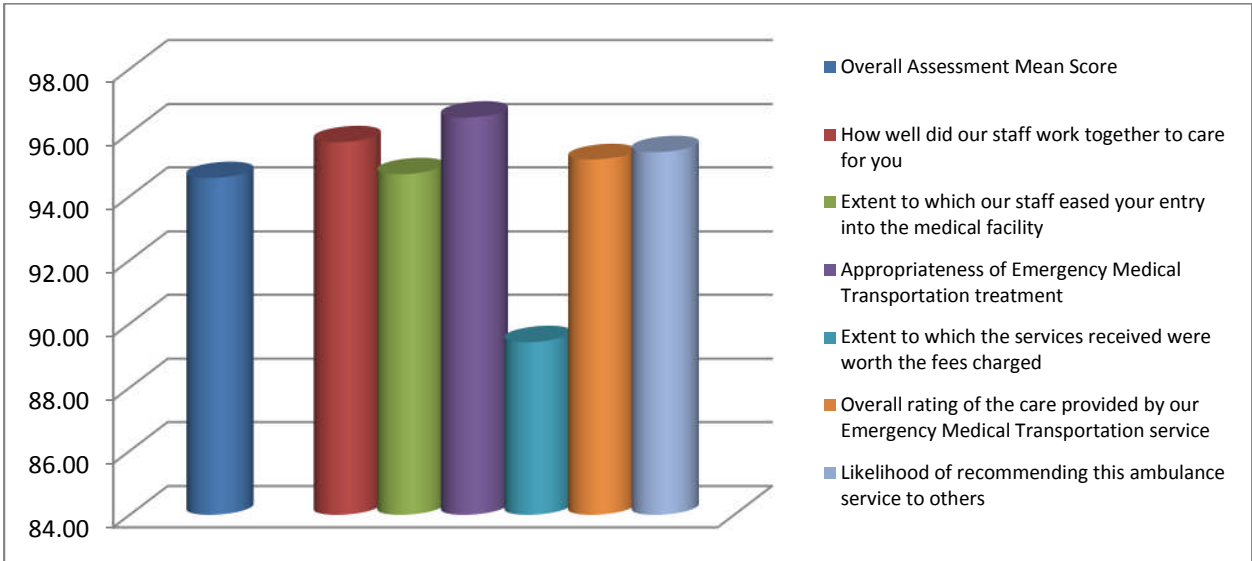




### Overall Assessment Analysis

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
<b>Overall Assessment Mean Score</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>32</b>	<b>335</b>	<b>94.57</b>	<b>86.80%</b>	<b>97.20%</b>
<b>How well did our staff work together to care for you</b>	-	1	1	7	61	95.71	87.10%	98.60%
<b>Extent to which our staff eased your entry into the medical facility</b>	1	-	2	5	53	94.69	86.90%	98.40%
<b>Appropriateness of Emergency Medical Transportation treatment</b>	-	1	2	2	59	96.48	92.20%	98.40%
<b>Extent to which the services received were worth the fees charged</b>	1	3	3	6	46	89.42	78.00%	93.20%
<b>Overall rating of the care provided by our Emergency Medical Transportation service</b>	-	2	-	7	58	95.15	86.60%	97.00%
<b>Likelihood of recommending this ambulance service to others</b>	1	1	-	5	58	95.40	89.20%	96.90%



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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	G	K	L	N	O	San Juan Island	R	T
Small Volume Services (<110 Responses)										
<b>Total Score</b>	<b>91.68</b>	<b>95.20</b>	<b>90.27</b>	<b>96.28</b>	<b>95.16</b>	<b>92.41</b>	<b>96.34</b>	<b>94.19</b>	<b>89.87</b>	<b>95.84</b>
Helpfulness of the person you called for ambulance service	92.11	93.75	93.45	96.00	96.62	94.23	94.44	94.74	91.41	92.45
Concern shown by the person you called for ambulance service	91.92	91.84	91.07	93.48	95.95	94.23	95.00	93.77	90.69	93.52
Extent to which you were told what to do until the ambulance arrived	90.22	85.71	88.19	90.79	93.57	91.43	94.00	93.42	90.18	92.50
Extent to which the ambulance arrived in a timely manner	91.56	97.66	91.11	96.15	96.11	96.11	95.97	96.15	90.96	94.20
Cleanliness of the ambulance	93.51	97.54	92.05	98.91	96.43	94.77	97.32	97.50	92.23	96.82
Comfort of the ride	86.79	90.85	85.58	91.30	94.05	85.74	93.97	95.34	87.52	94.09
Skill of the person driving the ambulance	93.05	97.08	92.39	94.79	96.43	95.24	95.00	97.46	90.34	96.76
Care shown by the medics who arrived with the ambulance	93.74	97.98	91.07	100.00	97.22	93.45	98.44	95.07	91.68	97.81
Degree to which the medics took your problem seriously	93.64	96.43	90.63	98.75	97.78	93.32	98.44	94.82	92.63	97.37
Degree to which the medics listened to you and/or your family	93.13	96.67	90.00	100.00	95.45	94.05	98.39	93.24	93.03	97.84
Skill of the medics	93.30	97.98	91.46	97.50	95.35	94.05	97.66	94.86	92.44	97.37
Extent to which the medics kept you informed about your treatment	91.44	93.64	88.19	94.74	93.02	91.03	95.69	92.94	88.86	95.12
Extent to which medics included you in the treatment decisions	91.04	94.50	90.00	96.67	92.57	91.38	90.26	93.00	87.96	97.09
Degree to which the medics relieved your pain or discomfort	89.88	94.71	89.29	98.53	93.94	86.79	95.65	91.94	89.24	97.09
Medics' concern for your privacy	92.23	97.32	90.00	98.44	94.74	92.57	96.30	92.94	92.20	95.75
Extent to which medics cared for you as a person	93.38	97.58	93.13	96.25	95.12	93.90	99.17	95.77	94.25	97.32
Professionalism of the staff in our billing office	87.65	86.29	87.50	90.63	90.00	88.75	91.67	88.31	77.94	91.07
Willingness of the staff in our billing office to address your needs	87.74	84.17	86.84	90.63	88.46	87.50	93.75	89.38	81.12	90.74
How well did our staff work together to care for you	92.51	96.67	93.13	97.37	95.45	93.42	98.39	95.71	91.43	96.70
Extent to which our staff eased your entry into the medical facility	92.77	96.67	90.24	100.00	96.59	95.51	97.50	94.69	90.85	97.17
Appropriateness of Emergency Medical Transportation treatment	92.43	97.46	91.03	100.00	95.93	92.31	97.50	96.48	90.76	97.55
Extent to which the services received were worth the fees charged	85.69	96.08	83.81	87.50	90.13	87.12	93.06	89.42	80.33	94.08
Overall rating of the care provided by our Emergency Medical service	92.57	96.37	92.44	98.68	96.51	93.13	97.66	95.15	89.82	97.22
Likelihood of recommending this ambulance service to others	92.07	97.41	89.25	97.37	96.95	90.82	97.50	95.40	87.15	97.12
Number of Surveys for the period	8470	65	49	27	48	49	33	78	86	62
Small Volume Service Ranking		7	14	3	8	12	2	10	15	4
Overall rank for all companies in the Database		7	29	3	8	16	2	10	32	9





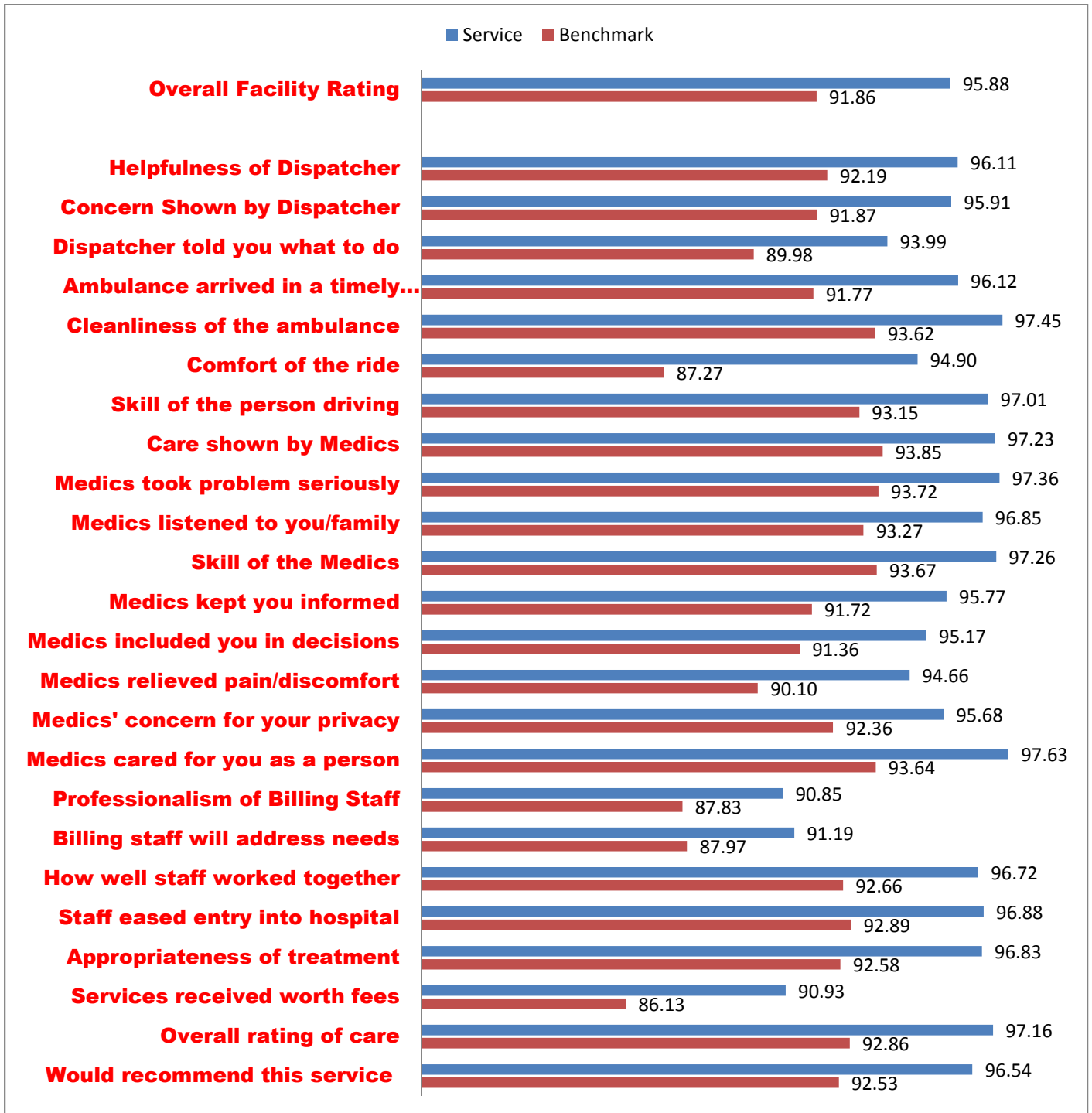
## Top Box Comparisons

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>18</b>	<b>17</b>	<b>35</b>	<b>157</b>	<b>1277</b>	<b>84.90%</b>	<b>73.50%</b>
Helpfulness of the person you called for ambulance service	-	1	1	7	48	84.20%	73.60%
Concern shown by the person you called for ambulance service	1	-	2	6	47	83.90%	72.80%
Extent to which you were told what to do until the ambulance arrived	1	-	2	6	44	83.00%	69.00%
Extent to which the ambulance arrived in a timely manner	-	-	2	6	57	87.70%	72.80%
Cleanliness of the ambulance	-	-	-	6	54	90.00%	76.40%
Comfort of the ride	-	-	1	9	49	83.10%	61.80%
Skill of the person driving the ambulance	-	-	1	4	54	91.50%	76.00%
Care shown by the medics who arrived with the ambulance	-	2	-	8	61	85.90%	79.40%
Degree to which the medics took your problem seriously	2	-	-	7	63	87.50%	79.90%
Degree to which the medics listened to you and/or your family	2	1	1	6	60	85.70%	78.40%
Skill of the medics	-	1	3	6	63	86.30%	77.90%
Extent to which the medics kept you informed about your treatment	2	-	2	7	56	83.60%	73.00%
Extent to which medics included you in the treatment decisions	1	1	2	5	48	84.20%	72.80%
Degree to which the medics relieved your pain or discomfort	1	-	4	9	51	78.50%	69.90%
Medics' concern for your privacy	2	-	1	9	55	82.10%	74.20%
Extent to which medics cared for you as a person	-	1	2	5	63	88.70%	79.20%
Professionalism of the staff in our billing office	2	1	1	10	35	71.40%	59.80%
Willingness of the staff in our billing office to address your needs	1	1	2	9	34	72.30%	60.70%
How well did our staff work together to care for you	-	1	1	7	61	87.10%	74.90%
Extent to which our staff eased your entry into the medical facility	1	-	2	5	53	86.90%	75.80%
Appropriateness of Emergency Medical Transportation treatment	-	1	2	2	59	92.20%	75.10%
Extent to which the services received were worth the fees charged	1	3	3	6	46	78.00%	61.80%
Overall rating of the care provided by our Emergency Medical Service	-	2	-	7	58	86.60%	76.20%
Likelihood of recommending this ambulance service to others	1	1	-	5	58	89.20%	75.70%



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	Littleton Fire Department Ambulance	Littleton, MA
Boxborough Fire Department Ambulance	Boxborough, MA	Maynard Fire Department	Maynard, MA
Carilion Clinic, Patient Transportation	Roanoke, VA	Medic EMS	Davenport, IA
Carlisle Fire Department Ambulance	Carlisle, MA	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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Client 8901

## EMS Executive Summary

### EMS System Report

Quarterly Report for April - June, 2011



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Number of Patients in All EMS DB:	8470
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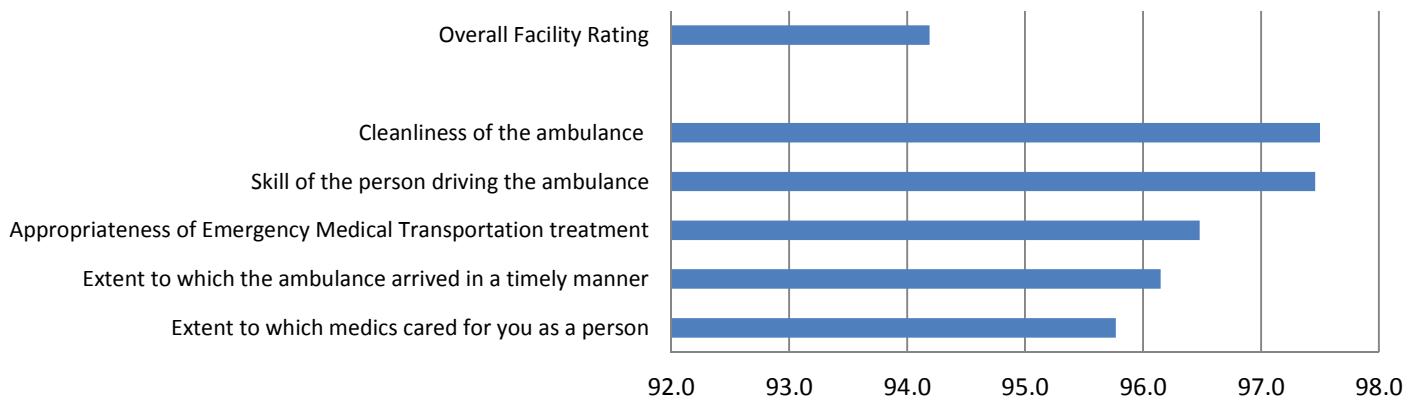


### 1.0 Overall Performance Summary

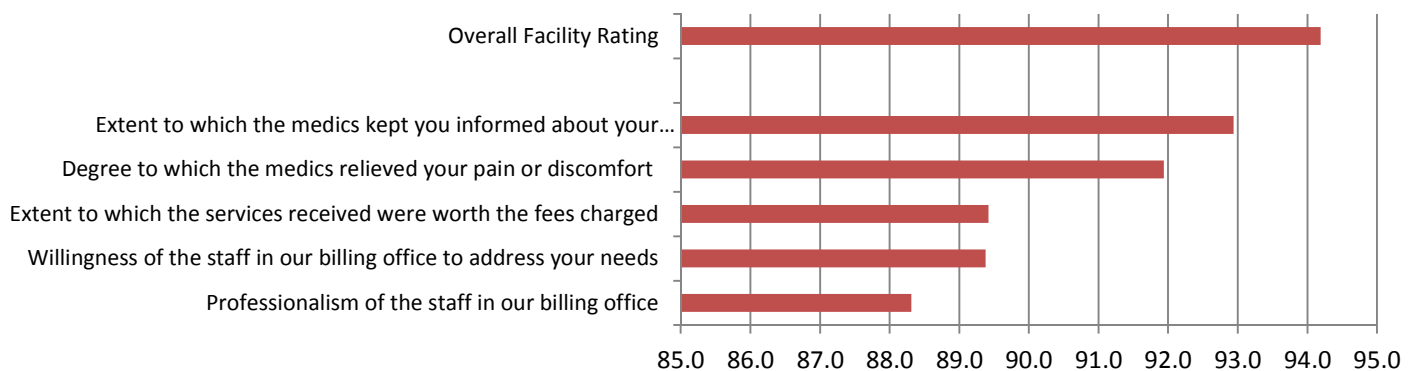
- This report contains data from 78 San Juan Island EMS patients who returned a questionnaire between 04/01/2011 and 06/30/2011.
- The overall mean score for the standard questions was 94.19; this is 2.51 points higher than the overall EMS database score 91.68.
- This current score of 94.19 is the 10<sup>th</sup> highest company score for this quarter.
- 84.9% of responses to standard questions had a rating of Very Good, the highest rating. 97.7% 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 medics kept you informed about your treatment	96.29	92.94	-3.35	91.44
Overall rating of the care provided by our Emergency Medical Transportation service	98.14	95.15	-2.99	92.57
Skill of the medics	97.78	94.86	-2.92	93.30
Extent to which medics included you in the treatment decisions	95.84	93.00	-2.84	91.04
Degree to which the medics listened to you and/or your family	96.01	93.24	-2.77	93.13
Degree to which the medics relieved your pain or discomfort	94.46	91.94	-2.52	89.88
Willingness of the staff in our billing office to address your needs	91.87	89.38	-2.49	87.74
Extent to which our staff eased your entry into the medical facility	97.04	94.69	-2.35	92.77
Concern shown by the person you called for ambulance service	96.10	93.77	-2.33	91.92
Degree to which the medics took your problem seriously	96.83	94.82	-2.01	93.64
Increases	Last Period	This Period	Change	Total DB Score
Comfort of the ride	93.82	95.34	1.52	86.79
Extent to which the services received were worth the fees charged	88.25	89.42	1.17	85.69
Appropriateness of Emergency Medical Transportation treatment	95.31	96.48	1.17	92.43
Skill of the person driving the ambulance	96.50	97.46	0.96	93.05
Cleanliness of the ambulance	97.03	97.50	0.47	93.51

### 4.0 Greatest Scores above Database by Question

Highest above Benchmark	This Period	Variance	Total DB Score
Comfort of the ride	95.34	8.55	86.79
Extent to which the ambulance arrived in a timely manner	96.15	4.59	91.56
Skill of the person driving the ambulance	97.46	4.41	93.05
Appropriateness of Emergency Medical Transportation treatment	96.48	4.05	92.43
Cleanliness of the ambulance	97.50	3.99	93.51
Extent to which the services received were worth the fees charged	89.42	3.73	85.69
Likelihood of recommending this ambulance service to others	95.40	3.33	92.07
Extent to which you were told what to do until the ambulance arrived	93.42	3.20	90.22
How well did our staff work together to care for you	95.71	3.20	92.51
Helpfulness of the person you called for ambulance service	94.74	2.63	92.11



5.0 Monthly Tracking of Overall Survey Score

