

Assess your vital signs.



Friday Harbor, WA
Client 8901

EMS System Report

Quarterly Report for October - December, 2011



Number of Your Patients in this Report:	146
Number of Patients in All EMS DB:	8505
Number of Transport Services in All EMS DB:	55

1515 Center St.
Lansing, MI 48096
1-877-583-3100
service@EMSSurveyTeam.com
www.EMSSurveyTeam.com





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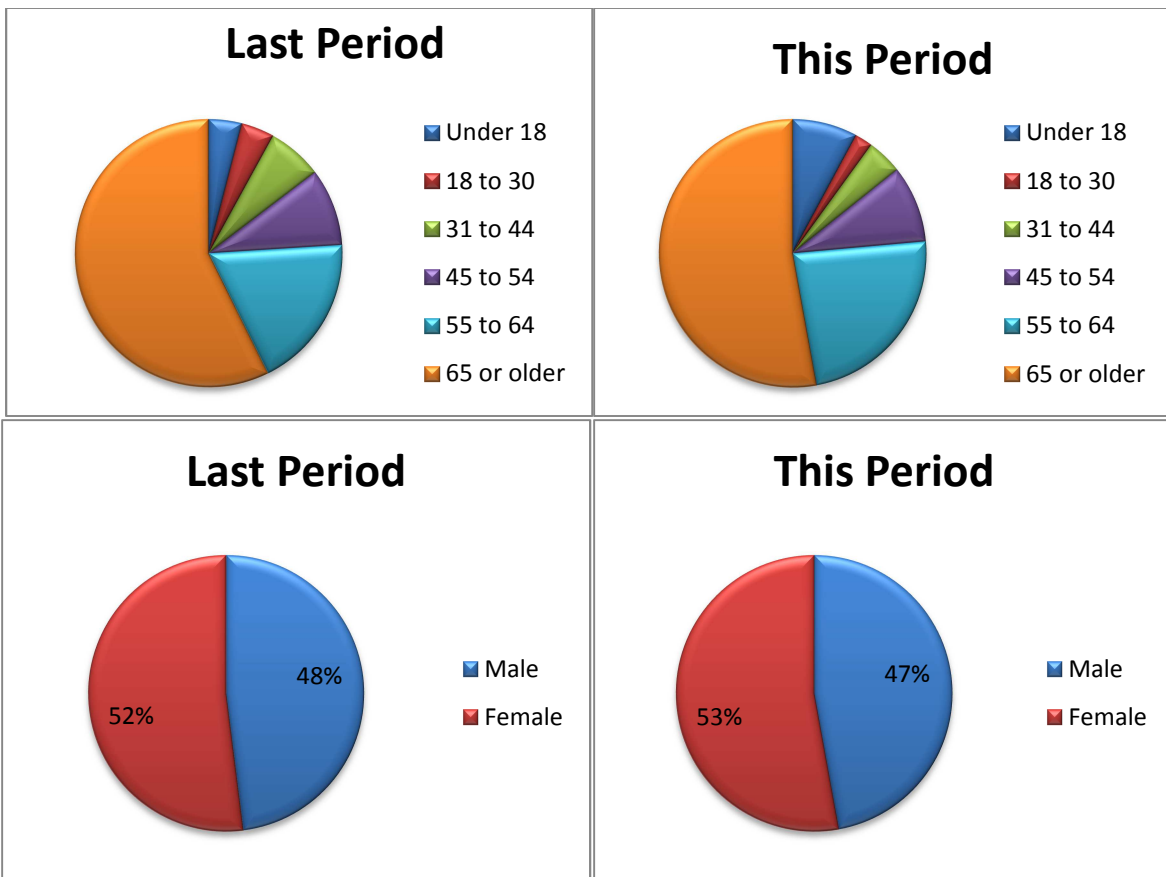
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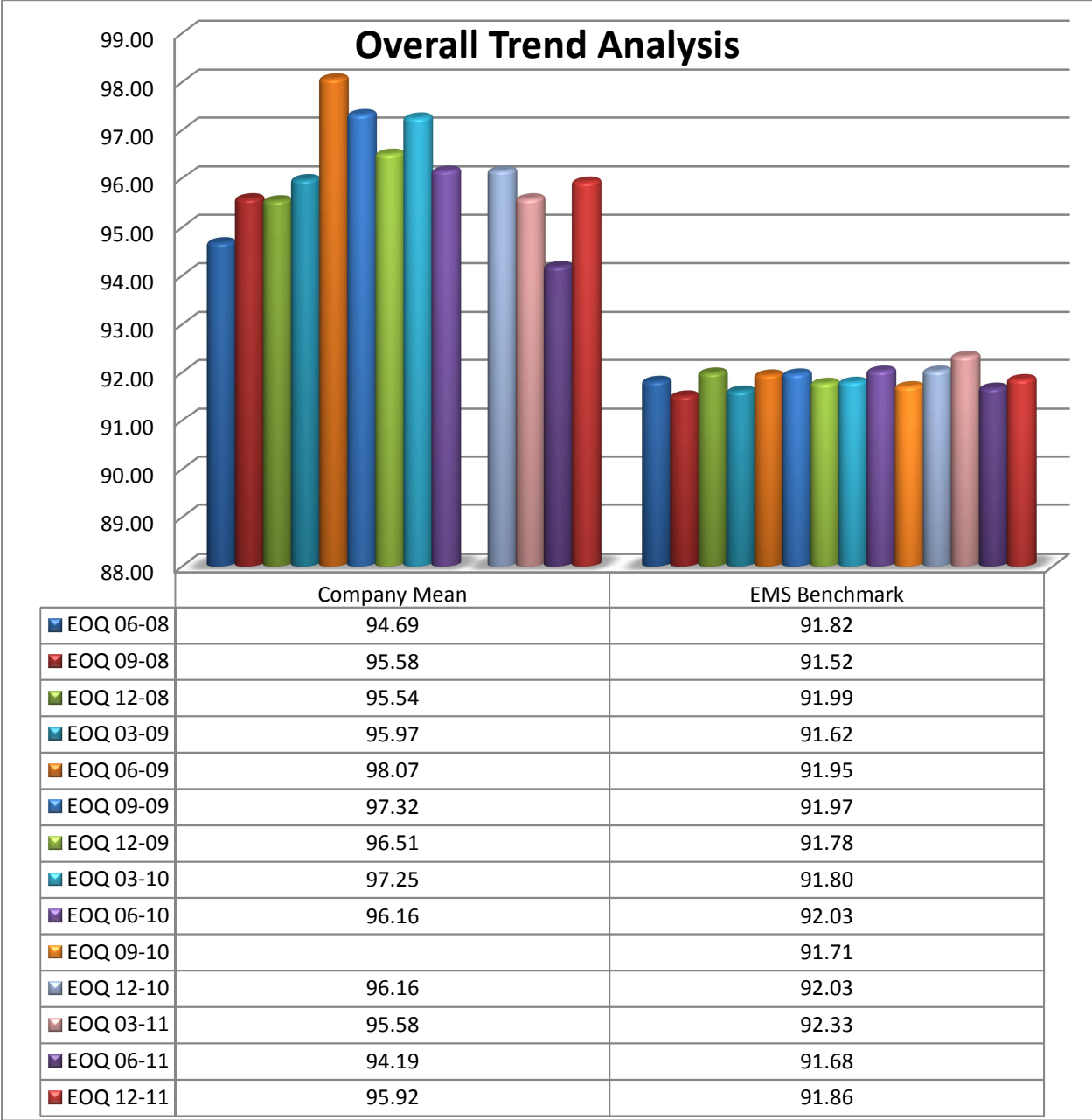
This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the "Background Questions" section of the questionnaire. Compare this demographic data to your eligible population. Generally, the demographic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

		Last Period		This Period		
		Male	Female	Male	Female	
Under 18	3	2	1	11	7	4
18 to 30	3	2	1	3	1	2
31 to 44	5	1	4	6	-	6
45 to 54	7	2	5	13	4	9
55 to 64	14	6	8	33	15	18
65 or older	43	23	20	74	39	35
Total	75	36	39	140	66	74





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	94.74	2.39	97.13	92.12
Concern shown by the person you called for ambulance service	93.77	2.17	95.94	91.86
Extent to which you were told what to do until the ambulance arrived	93.42	0.39	93.81	90.11
Extent to which the ambulance arrived in a timely manner	96.15	-0.32	95.83	91.50
Cleanliness of the ambulance	97.50	0.36	97.86	93.81
Comfort of the ride	95.34	-0.60	94.74	86.79
Skill of the person driving the ambulance	97.46	-0.97	96.49	93.19
Care shown by the medics who arrived with the ambulance	95.07	2.85	97.92	93.79
Degree to which the medics took your problem seriously	94.82	2.52	97.34	93.65
Degree to which the medics listened to you and/or your family	93.24	3.55	96.79	93.27
Skill of the medics	94.86	3.79	98.65	93.70
Extent to which the medics kept you informed about your treatment	92.94	3.57	96.51	91.94
Extent to which medics included you in the treatment decisions	93.00	2.88	95.88	91.31
Degree to which the medics relieved your pain or discomfort	91.94	2.09	94.03	90.21
Medics' concern for your privacy	92.94	2.76	95.70	92.53
Extent to which medics cared for you as a person	95.77	1.69	97.46	93.64
Professionalism of the staff in our billing office	88.31	1.45	89.76	87.94
Willingness of the staff in our billing office to address your needs	89.38	0.24	89.62	88.02
How well did our staff work together to care for you	95.71	1.34	97.05	92.77
Extent to which our staff eased your entry into the medical facility	94.69	0.91	95.60	92.79
Appropriateness of Emergency Medical Transportation treatment	96.48	-0.45	96.03	92.58
Extent to which the services received were worth the fees charged	89.42	0.91	90.33	85.79
Overall rating of the care provided by our Emergency Medical Transportation service	95.15	2.82	97.97	92.97
Likelihood of recommending this ambulance service to others	95.40	1.97	97.37	92.20
Overall Facility Rating	94.19	1.73	95.92	91.86

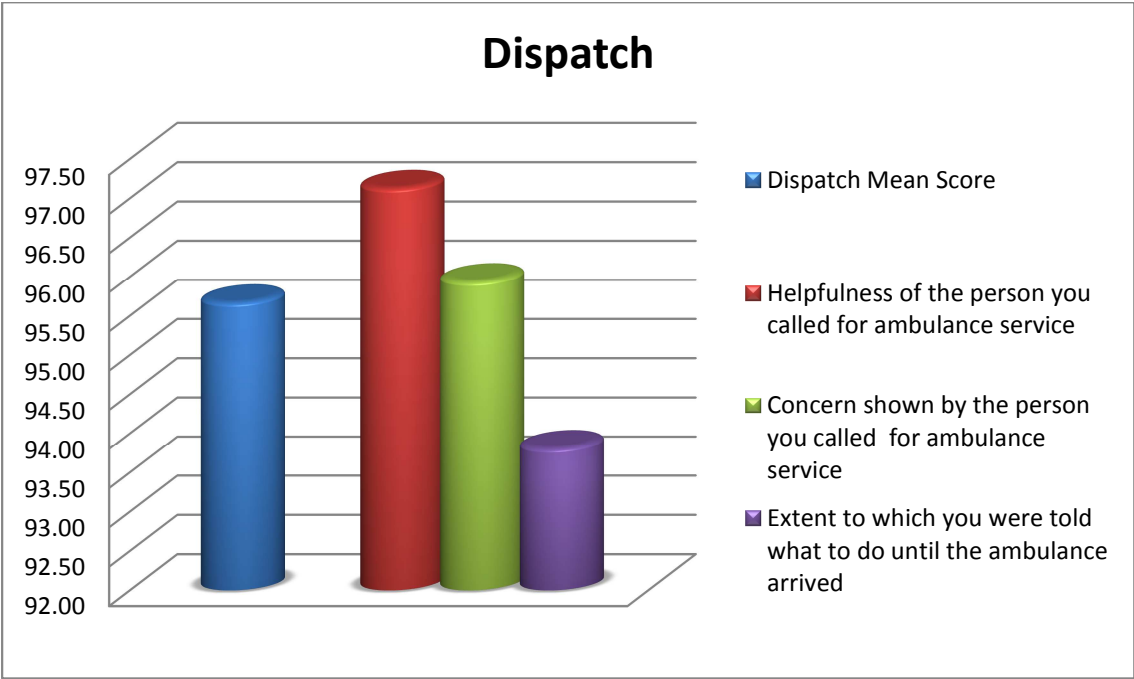




Dispatch Analysis

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	-	-	7	47	298	95.67	84.70%	100.00%
Helpfulness of the person you called for ambulance service	-	-	-	14	108	97.13	88.50%	100.00%
Concern shown by the person you called for ambulance service	-	-	2	15	100	95.94	85.50%	100.00%
Extent to which you were told what to do until the ambulance arrived	-	-	5	18	90	93.81	79.60%	100.00%

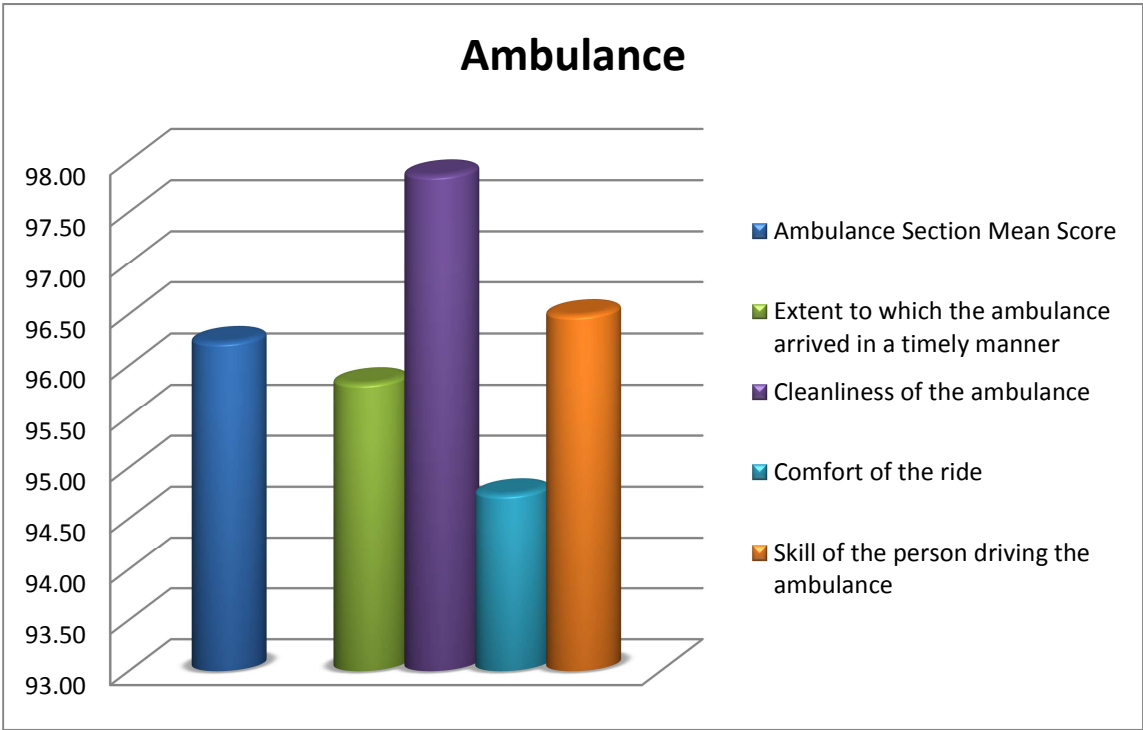




Ambulance Analysis

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.

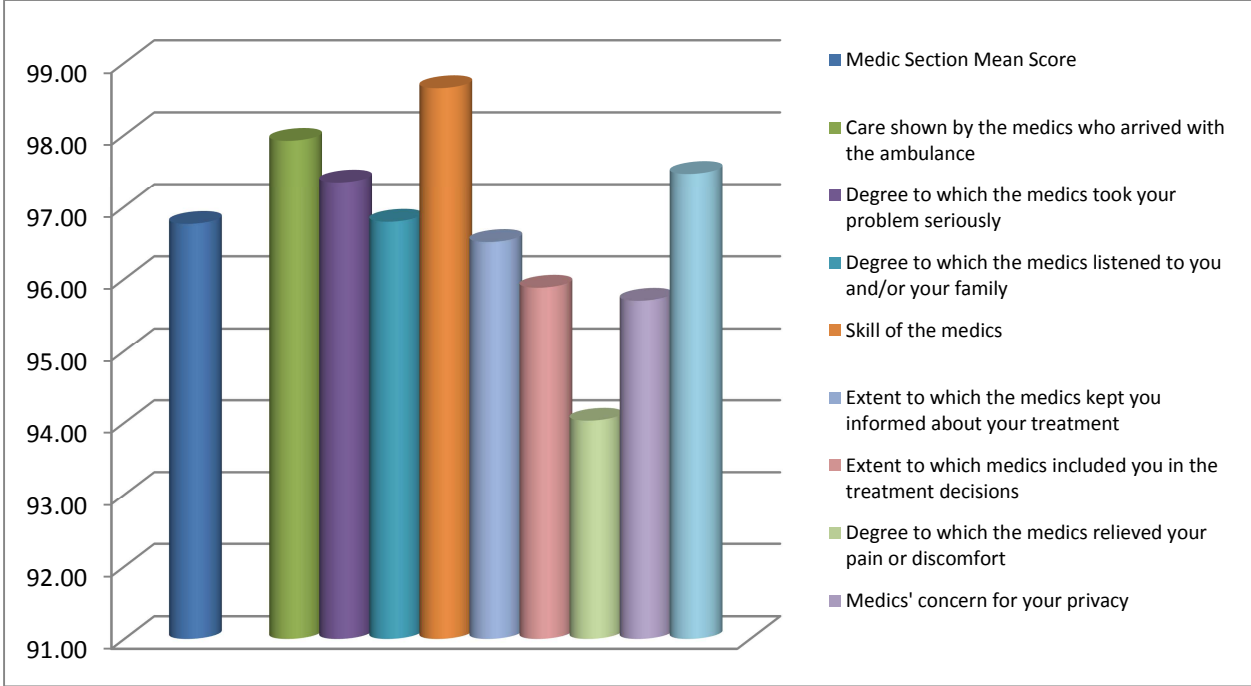
	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Ambulance Section Mean Score	-	1	5	59	412	96.23	86.40%	99.80%
Extent to which the ambulance arrived in a timely manner	-	-	2	18	112	95.83	84.80%	100.00%
Cleanliness of the ambulance	-	-	-	10	107	97.86	91.50%	100.00%
Comfort of the ride	-	1	1	19	93	94.74	81.60%	99.10%
Skill of the person driving the ambulance	-	-	2	12	100	96.49	87.70%	100.00%





Medic Analysis

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Medic Section Mean Score	4	1	13	102	1012	96.76	89.40%	99.60%
Care shown by the medics who arrived with the ambulance	1	-	-	7	124	97.92	93.90%	99.20%
Degree to which the medics took your problem seriously	1	-	-	10	120	97.34	91.60%	99.20%
Degree to which the medics listened to you and/or your family	1	-	2	9	120	96.79	90.90%	99.20%
Skill of the medics	-	-	-	7	123	98.65	94.60%	100.00%
Extent to which the medics kept you informed about your treatment	-	-	1	16	112	96.51	86.80%	100.00%
Extent to which medics included you in the treatment decisions	1	1	2	8	103	95.88	89.60%	98.30%
Degree to which the medics relieved your pain or discomfort	-	-	4	19	90	94.03	79.60%	100.00%
Medics' concern for your privacy	-	-	2	17	103	95.70	84.40%	100.00%
Extent to which medics cared for you as a person	-	-	2	9	117	97.46	91.40%	100.00%

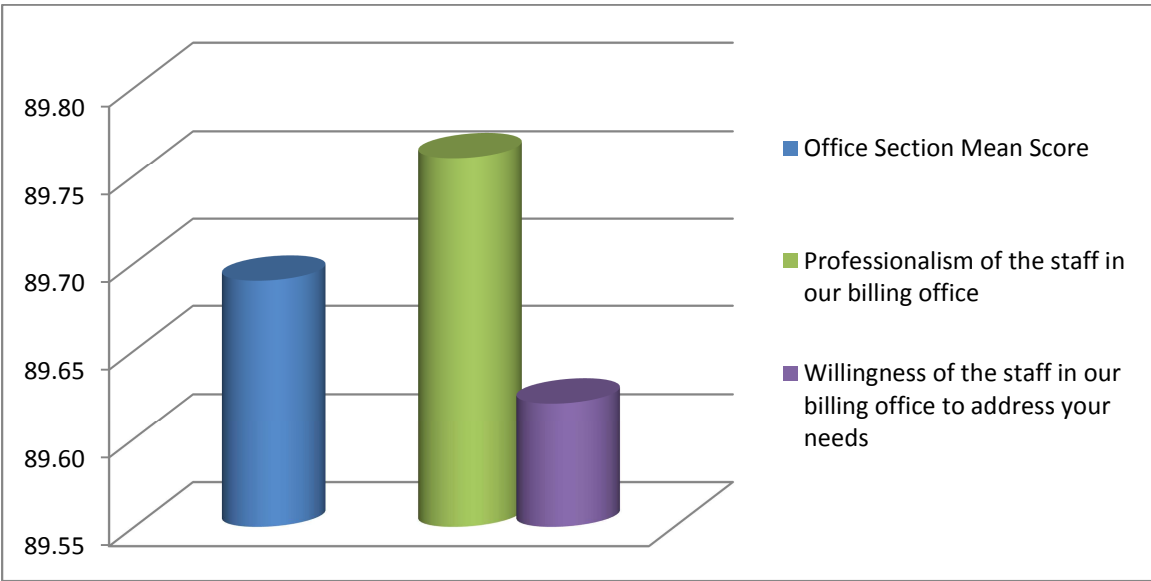




Office Staff Analysis

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	2	-	7	42	104	89.69	67.10%	98.70%
Professionalism of the staff in our billing office	1	-	3	22	52	89.76	66.70%	98.70%
Willingness of the staff in our billing office to address your needs	1	-	4	20	52	89.62	67.50%	98.70%

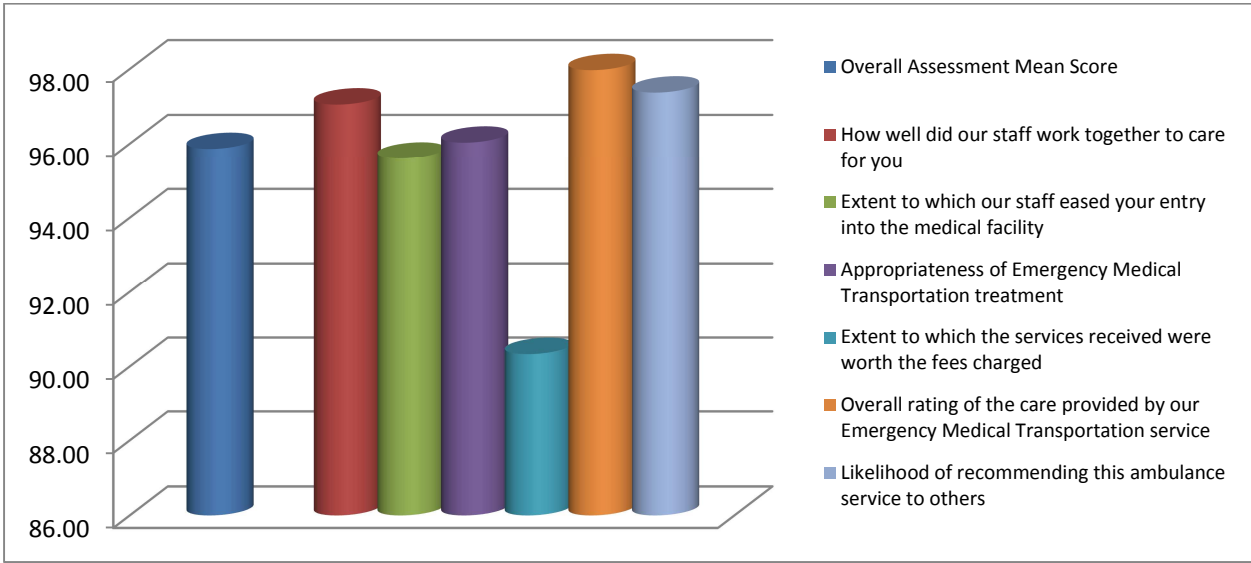




Overall Assessment Analysis

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
Overall Assessment Mean Score	2	3	8	83	604	95.86	86.30%	99.30%
How well did our staff work together to care for you	-	-	1	13	113	97.05	89.00%	100.00%
Extent to which our staff eased your entry into the medical facility	-	1	-	16	91	95.60	84.30%	99.10%
Appropriateness of Emergency Medical Transportation treatment	1	-	1	12	99	96.03	87.60%	99.10%
Extent to which the services received were worth the fees charged	-	2	6	23	75	90.33	70.80%	98.10%
Overall rating of the care provided by our Emergency Medical Transportation service	-	-	-	10	113	97.97	91.90%	100.00%
Likelihood of recommending this ambulance service to others	1	-	-	9	113	97.37	91.90%	99.20%





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	A	D	E	F	G	San Juan Island	R	U	V
Small Volume Services (<110 Responses)										
Total Score	91.87	93.58	89.91	88.89	91.50	93.79	95.92	90.77	87.92	91.34
Helpfulness of the person you called for ambulance service	92.13	90.91	90.28	90.63	89.86	93.59	97.13	90.83	90.71	92.19
Concern shown by the person you called for ambulance service	91.87	92.61	94.12	88.71	90.28	94.74	95.94	90.79	89.23	92.19
Extent to which you were told what to do until the ambulance arrived	90.11	93.02	85.71	85.22	87.88	92.36	93.81	88.60	88.85	89.53
Extent to which the ambulance arrived in a timely manner	91.51	90.91	88.75	88.57	88.73	93.05	95.83	90.55	86.04	88.78
Cleanliness of the ambulance	93.82	95.75	94.74	90.91	94.90	95.83	97.86	91.35	90.63	93.65
Comfort of the ride	86.79	87.96	85.53	83.82	89.89	92.44	94.74	85.99	84.40	87.31
Skill of the person driving the ambulance	93.21	94.00	89.47	90.71	95.21	95.35	96.49	91.78	91.14	91.92
Care shown by the medics who arrived with the ambulance	93.81	94.83	93.42	91.43	96.74	93.77	97.92	93.51	91.36	92.93
Degree to which the medics took your problem seriously	93.67	95.30	90.79	90.28	96.74	94.32	97.34	93.71	89.30	92.82
Degree to which the medics listened to you and/or your family	93.30	94.83	93.42	90.28	96.28	91.30	96.79	93.47	88.68	92.71
Skill of the medics	93.72	94.02	92.11	90.00	95.11	94.89	98.65	92.79	90.08	93.77
Extent to which the medics kept you informed about your treatment	91.95	94.41	83.82	89.39	93.48	94.05	96.51	91.90	87.18	91.67
Extent to which medics included you in the treatment decisions	91.33	93.62	93.75	85.94	92.50	94.08	95.88	92.44	87.91	92.04
Degree to which the medics relieved your pain or discomfort	90.21	93.05	92.86	84.88	93.29	91.69	94.03	90.40	88.21	90.69
Medics' concern for your privacy	92.55	93.50	88.33	88.64	94.64	93.45	95.70	92.29	90.08	92.08
Extent to which medics cared for you as a person	93.65	94.41	90.79	90.28	95.11	94.19	97.46	92.43	88.32	92.20
Professionalism of the staff in our billing office	87.92	88.80	88.89	85.23	83.33	90.87	89.76	83.35	79.88	89.52
Willingness of the staff in our billing office to address your needs	88.00	89.53	88.89	84.52	84.68	94.00	89.62	84.22	81.73	89.06
How well did our staff work together to care for you	92.78	95.65	88.89	91.43	90.93	95.39	97.05	92.21	88.62	90.98
Extent to which our staff eased your entry into the medical facility	92.80	95.74	89.71	92.19	91.10	96.79	95.60	91.84	89.44	92.10
Appropriateness of Emergency Medical Transportation treatment	92.60	95.74	88.16	90.83	91.10	95.12	96.03	91.79	88.32	91.27
Extent to which the services received were worth the fees charged	85.79	91.88	80.00	83.66	78.90	90.31	90.33	81.76	77.76	87.26
Overall rating of the care provided by our Emergency Medical service	92.99	95.83	92.11	89.71	93.33	95.73	97.97	91.08	88.30	91.42
Likelihood of recommending this ambulance service to others	92.22	94.27	90.79	91.43	86.98	92.53	97.37	89.53	87.51	91.29
Number of Surveys for the period	8542	58	22	41	53	47	146	172	89	72
Small Volume Service Ranking		3	9	10	5	2	1	7	11	6
Overall rank for all companies in the Database		4	24	26	16	3	1	21	28	18





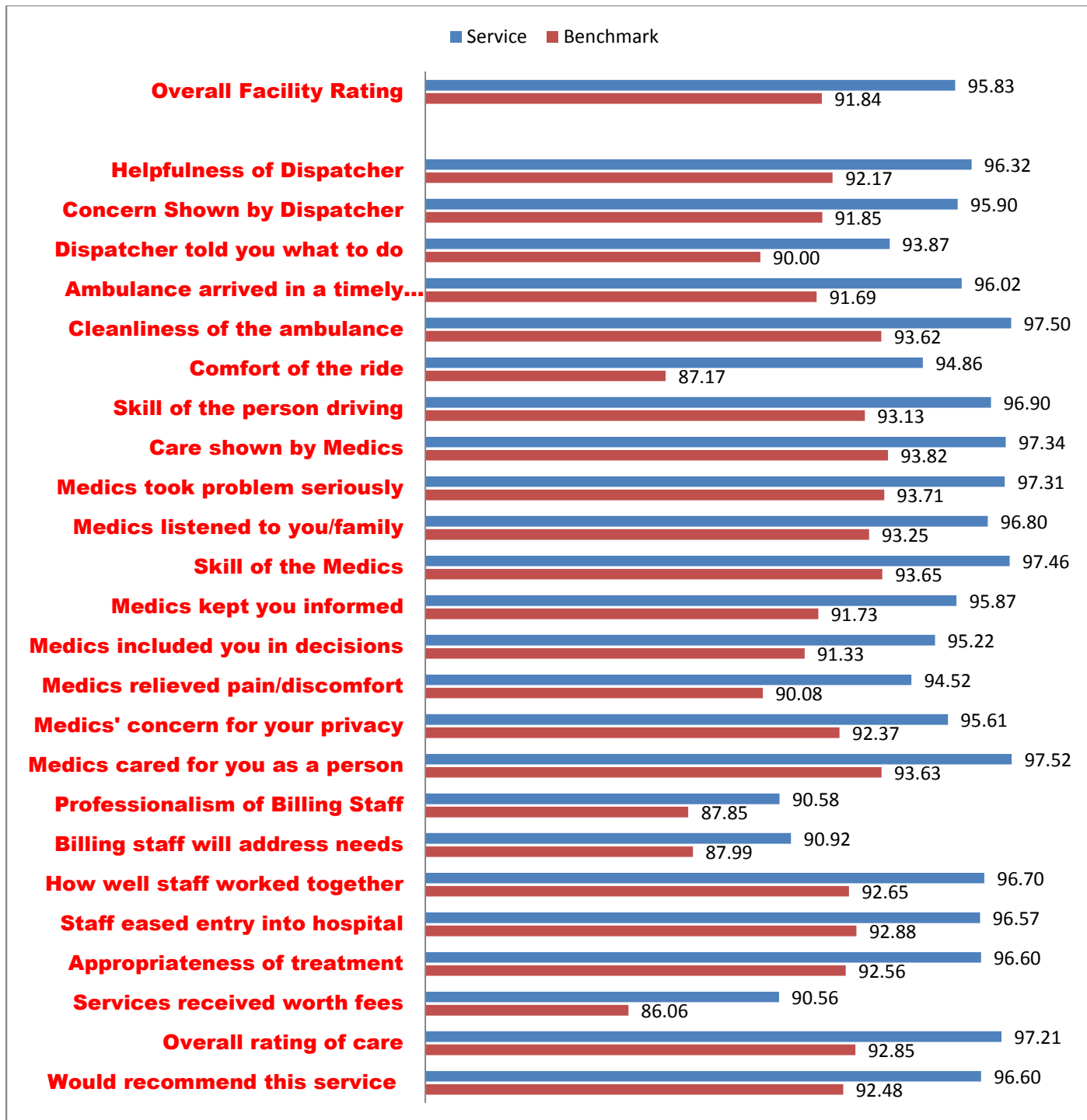
Top Box Comparisons

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	8	5	40	333	2430	86.30%	74.00%
Helpfulness of the person you called for ambulance service	-	-	-	14	108	88.50%	73.90%
Concern shown by the person you called for ambulance service	-	-	2	15	100	85.50%	72.80%
Extent to which you were told what to do until the ambulance arrived	-	-	5	18	90	79.60%	68.80%
Extent to which the ambulance arrived in a timely manner	-	-	2	18	112	84.80%	72.50%
Cleanliness of the ambulance	-	-	-	10	107	91.50%	77.40%
Comfort of the ride	-	1	1	19	93	81.60%	61.90%
Skill of the person driving the ambulance	-	-	2	12	100	87.70%	76.30%
Care shown by the medics who arrived with the ambulance	1	-	-	7	124	93.90%	79.60%
Degree to which the medics took your problem seriously	1	-	-	10	120	91.60%	79.90%
Degree to which the medics listened to you and/or your family	1	-	2	9	120	90.90%	78.80%
Skill of the medics	-	-	-	7	123	94.60%	79.00%
Extent to which the medics kept you informed about your treatment	-	-	1	16	112	86.80%	74.40%
Extent to which medics included you in the treatment decisions	1	1	2	8	103	89.60%	73.10%
Degree to which the medics relieved your pain or discomfort	-	-	4	19	90	79.60%	70.70%
Medics' concern for your privacy	-	-	2	17	103	84.40%	75.10%
Extent to which medics cared for you as a person	-	-	2	9	117	91.40%	79.90%
Professionalism of the staff in our billing office	1	-	3	22	52	66.70%	60.00%
Willingness of the staff in our billing office to address your needs	1	-	4	20	52	67.50%	60.70%
How well did our staff work together to care for you	-	-	1	13	113	89.00%	75.50%
Extent to which our staff eased your entry into the medical facility	-	1	-	16	91	84.30%	75.60%
Appropriateness of Emergency Medical Transportation treatment	1	-	1	12	99	87.60%	75.50%
Extent to which the services received were worth the fees charged	-	2	6	23	75	70.80%	61.60%
Overall rating of the care provided by our Emergency Medical Service	-	-	-	10	113	91.90%	77.00%
Likelihood of recommending this ambulance service to others	1	-	-	9	113	91.90%	76.10%



Cumulative Totals





Facilities in Database

Acton Fire Department Ambulance	Acton, MA	LifeCare of Branch County	Coldwater, MI
Albion Community Ambulance	Albion, MI	LifeNet EMS	Texarkana, TX
Bay State Health	Springfield, MA	Lincoln Fire Department	Lincoln, MA
Boxborough Fire Department Ambulance	Boxborough, MA	Littleton Fire Department Ambulance	Littleton, MA
Carilion Clinic, Patient Transportation	Roanoke, VA	Maynard Fire Department	Maynard, MA
Carlisle Fire Department Ambulance	Carlisle, MA	Medic EMS	Davenport, IA
Cetronia Ambulance Corps	Allentown, PA	Medstar Ambulance	Clinton Twp, MI
Columbus Connection	Columbus, OH	Mercy Flights Inc.	Medford, OR
Concord Fire Department Ambulance	Concord, MA	Mobile Medical Response	Saginaw, MI
Cypress Creek EMS	Houston, TX	Monroe Community Ambulance	Monroe, MI
Guilford County EMS	Greensboro, NC	Montgomery County Hospital District	Conroe, TX
HealthEast Medical Transportation	St. Paul, MN	Natick Fire Department Ambulance	Natick, MA
Hennepin County Medical Center	Minneapolis, 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

Assess your vital signs.



Friday Harbor, WA
Client 8901

EMS Executive Summary

EMS System Report

Quarterly Report for October - December, 2011



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146

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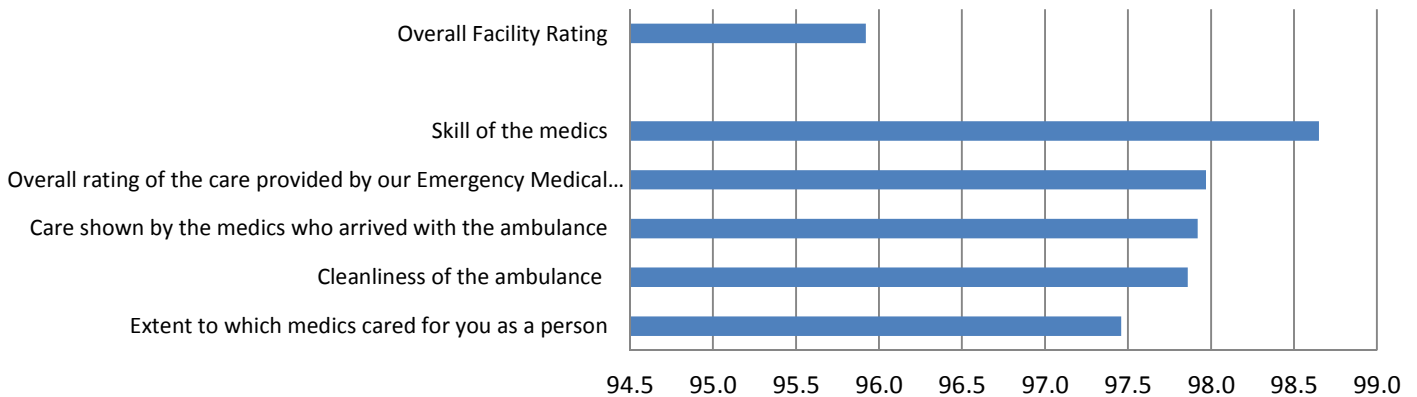


1.0 Overall Performance Summary

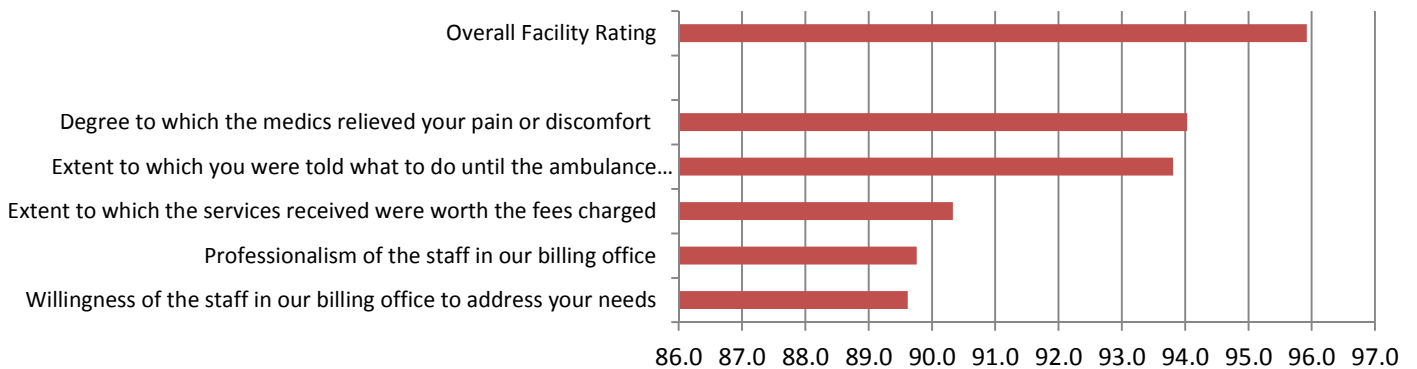
- This report contains data from 146 San Juan Island EMS patients who returned a questionnaire between 10/01/2011 and 12/31/2011.
- The overall mean score for the standard questions was 95.92; this is 1.73 points higher than the overall EMS database score 94.19.
- This current score of 95.92 is the **highest company score for this quarter**.
- 86.3% of responses to standard questions had a rating of Very Good, the highest rating. 99.5% 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
Skill of the person driving the ambulance	97.46	96.49	-0.97	93.19
Comfort of the ride	95.34	94.74	-0.60	86.79
Appropriateness of Emergency Medical Transportation treatment	96.48	96.03	-0.45	92.58
Extent to which the ambulance arrived in a timely manner	96.15	95.83	-0.32	91.50

Increases	Last Period	This Period	Change	Total DB Score
Skill of the medics	94.86	98.65	3.79	93.70
Extent to which the medics kept you informed about your treatment	92.94	96.51	3.57	91.94
Degree to which the medics listened to you and/or your family	93.24	96.79	3.55	93.27
Extent to which medics included you in the treatment decisions	93.00	95.88	2.88	91.31
Care shown by the medics who arrived with the ambulance	95.07	97.92	2.85	93.79
Overall rating of the care provided by our Emergency Medical Transportation service	95.15	97.97	2.82	92.97
Medics' concern for your privacy	92.94	95.70	2.76	92.53
Degree to which the medics took your problem seriously	94.82	97.34	2.52	93.65
Helpfulness of the person you called for ambulance service	94.74	97.13	2.39	92.12
Concern shown by the person you called for ambulance service	93.77	95.94	2.17	91.86

4.0 Greatest Scores above Database by Question

Highest above Benchmark	This Period	Variance	Total DB Score
Comfort of the ride	94.74	7.95	86.79
Likelihood of recommending this ambulance service to others	97.37	5.17	92.20
Helpfulness of the person you called for ambulance service	97.13	5.01	92.12
Overall rating of the care provided by our Emergency Medical Transportation service	97.97	5.00	92.97
Skill of the medics	98.65	4.95	93.70
Extent to which the medics kept you informed about your treatment	96.51	4.57	91.94
Extent to which medics included you in the treatment decisions	95.88	4.57	91.31
Extent to which the services received were worth the fees charged	90.33	4.54	85.79
Extent to which the ambulance arrived in a timely manner	95.83	4.33	91.50
How well did our staff work together to care for you	97.05	4.28	92.77



5.0 Monthly Tracking of Overall Survey Score

