

Assess your vital signs.



Friday Harbor, WA
Client 8901

EMS System Report

Quarterly Report for January - March 2012



Number of Your Patients in this Report:

36

Number of Patients in All EMS DB:

9005

Number of Transport Services in All EMS DB:

56

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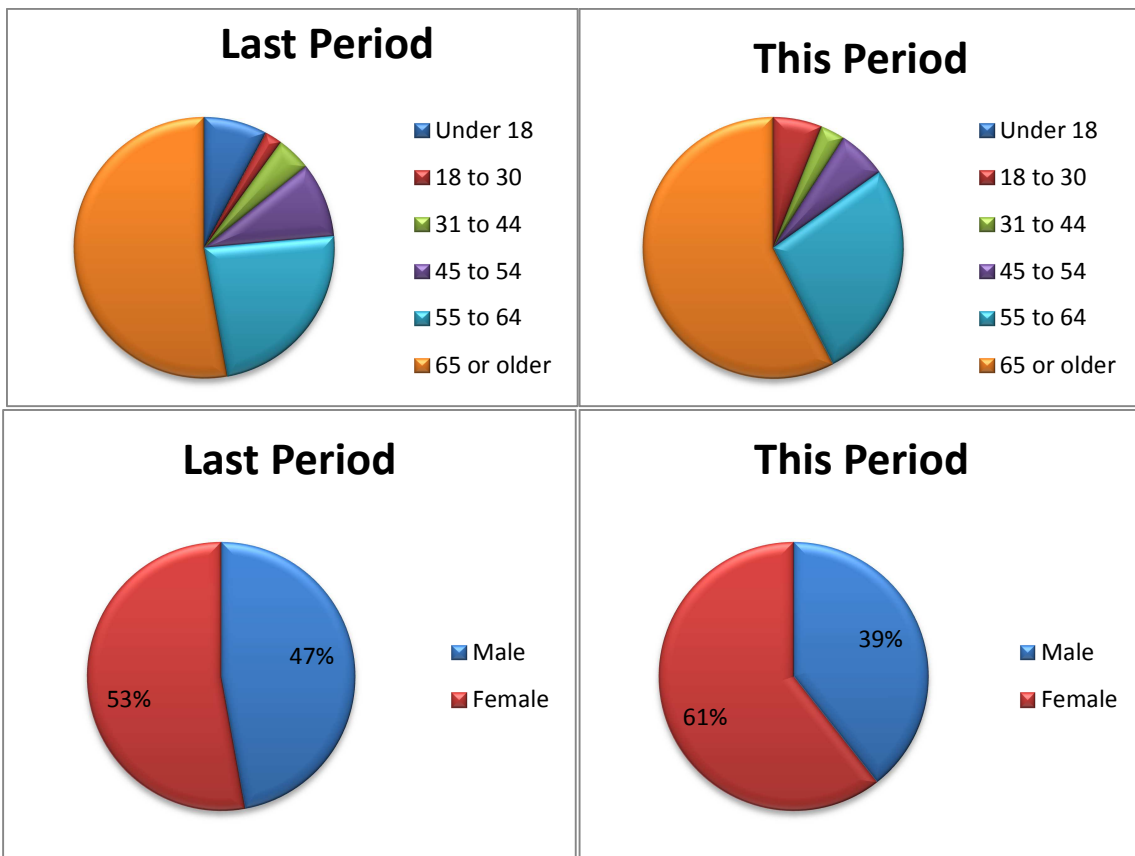
SAN JUAN ISLAND EMS

Friday Harbor, WA



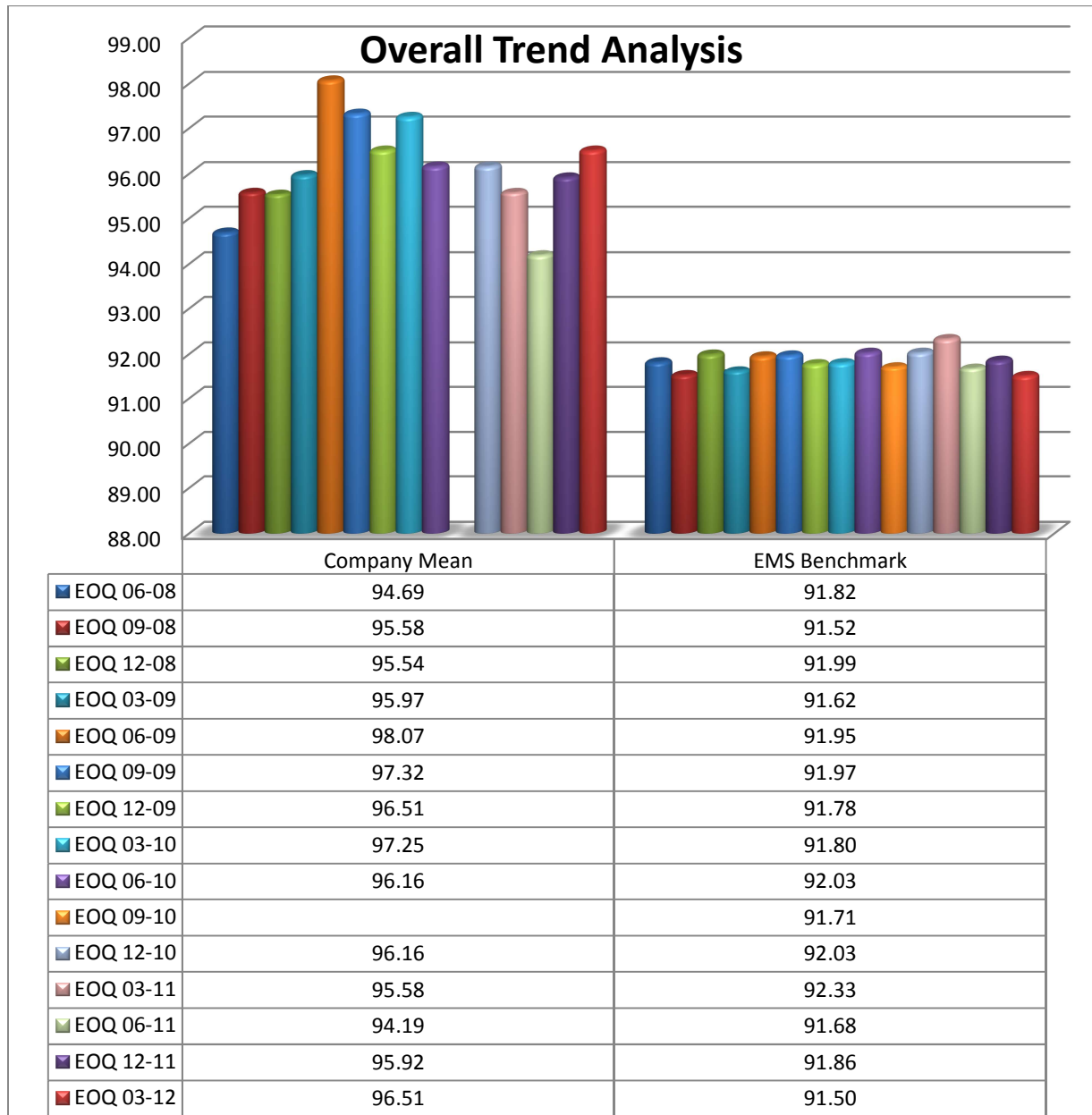
This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the "Background Questions" section of the questionnaire. Compare this demographic data to your eligible population. Generally, the demographic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

		Last Period		This Period		
		Male	Female		Male	Female
Under 18	11	7	4	-	-	-
18 to 30	3	1	2	2	2	-
31 to 44	6	-	6	1	-	1
45 to 54	13	4	9	2	1	1
55 to 64	33	15	18	9	4	5
65 or older	74	39	35	19	6	13
Total	140	66	74	33	13	20





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.

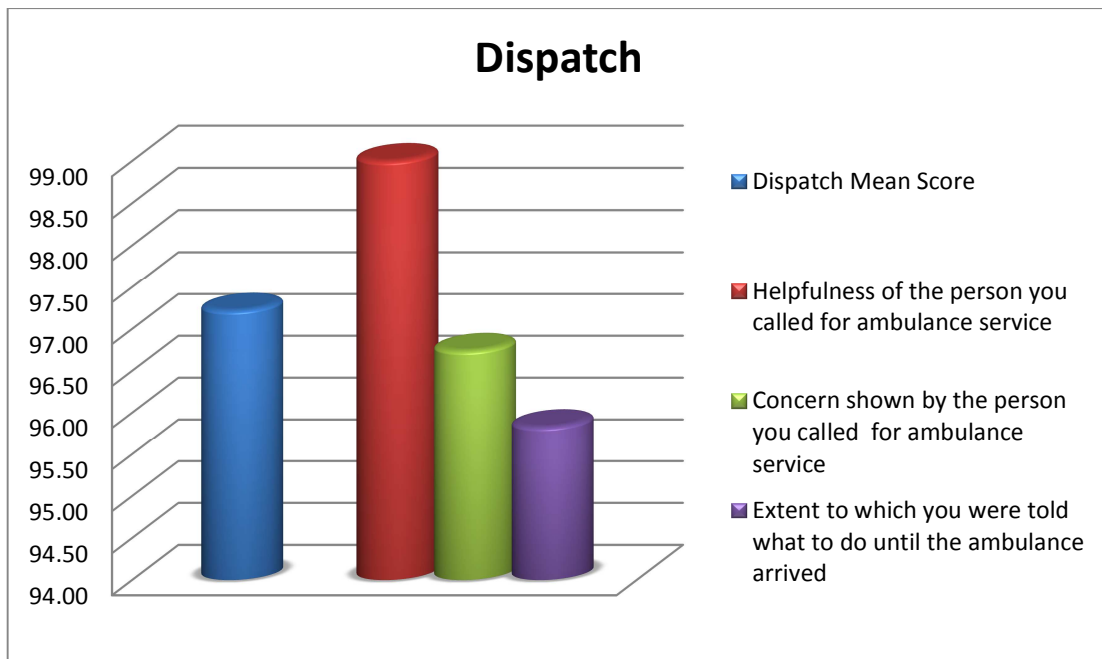
	Last Period	Change	This Period	All Facilities in Database
Helpfulness of the person you called for ambulance service	97.13	1.87	99.00	91.99
Concern shown by the person you called for ambulance service	95.94	0.80	96.74	91.61
Extent to which you were told what to do until the ambulance arrived	93.81	2.02	95.83	90.03
Extent to which the ambulance arrived in a timely manner	95.83	2.50	98.33	91.22
Cleanliness of the ambulance	97.86	1.25	99.11	93.44
Comfort of the ride	94.74	1.56	96.30	86.73
Skill of the person driving the ambulance	96.49	2.58	99.07	92.88
Care shown by the medics who arrived with the ambulance	97.92	0.41	98.33	93.33
Degree to which the medics took your problem seriously	97.34	1.85	99.19	93.28
Degree to which the medics listened to you and/or your family	96.79	0.79	97.58	92.89
Skill of the medics	98.65	-1.07	97.58	93.34
Extent to which the medics kept you informed about your treatment	96.51	1.82	98.33	91.44
Extent to which medics included you in the treatment decisions	95.88	1.44	97.32	91.13
Degree to which the medics relieved your pain or discomfort	94.03	0.97	95.00	89.77
Medics' concern for your privacy	95.70	-1.70	94.00	92.22
Extent to which medics cared for you as a person	97.46	0.20	97.66	93.20
Professionalism of the staff in our billing office	89.76	-4.71	85.05	87.75
Willingness of the staff in our billing office to address your needs	89.62	-4.57	85.05	87.90
How well did our staff work together to care for you	97.05	0.36	97.41	92.30
Extent to which our staff eased your entry into the medical facility	95.60	2.48	98.08	92.46
Appropriateness of Emergency Medical Transportation treatment	96.03	1.38	97.41	92.23
Extent to which the services received were worth the fees charged	90.33	0.67	91.00	85.19
Overall rating of the care provided by our Emergency Medical Transportation service	97.97	-1.30	96.67	92.22
Likelihood of recommending this ambulance service to others	97.37	0.96	98.33	91.90
Overall Facility Rating	95.92	0.59	96.51	91.50



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	-	-	-	8	64	97.22	88.90%	100.00%
Helpfulness of the person you called for ambulance service	-	-	-	1	24	99.00	96.00%	100.00%
Concern shown by the person you called for ambulance service	-	-	-	3	20	96.74	87.00%	100.00%
Extent to which you were told what to do until the ambulance arrived	-	-	-	4	20	95.83	83.30%	100.00%

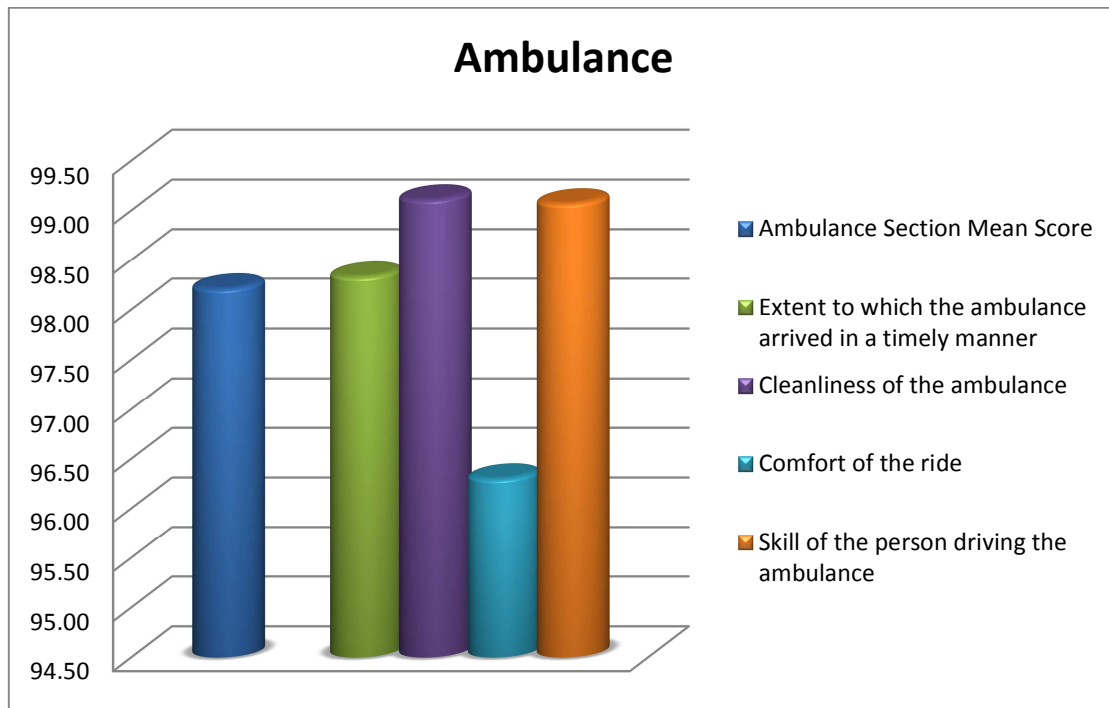




Ambulance Analysis

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.

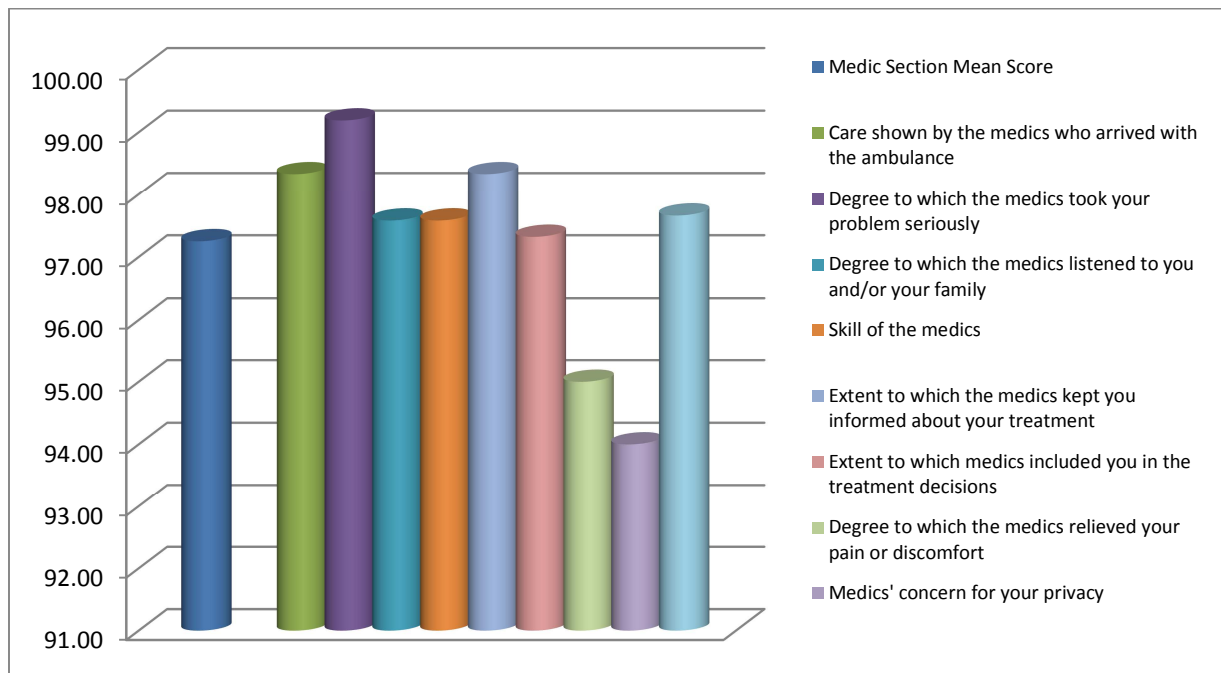
	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Ambulance Section Mean Score	-	-	-	8	104	98.21	92.90%	100.00%
Extent to which the ambulance arrived in a timely manner	-	-	-	2	28	98.33	93.30%	100.00%
Cleanliness of the ambulance	-	-	-	1	27	99.11	96.40%	100.00%
Comfort of the ride	-	-	-	4	23	96.30	85.20%	100.00%
Skill of the person driving the ambulance	-	-	-	1	26	99.07	96.30%	100.00%





Medic Analysis

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Medic Section Mean Score	1	-	1	24	246	97.25	90.40%	99.60%
Care shown by the medics who arrived with the ambulance	-	-	-	2	28	98.33	93.30%	100.00%
Degree to which the medics took your problem seriously	-	-	-	1	30	99.19	96.80%	100.00%
Degree to which the medics listened to you and/or your family	-	-	-	3	28	97.58	90.30%	100.00%
Skill of the medics	-	-	-	3	28	97.58	90.30%	100.00%
Extent to which the medics kept you informed about your treatment	-	-	-	2	28	98.33	93.30%	100.00%
Extent to which medics included you in the treatment decisions	-	-	-	3	25	97.32	89.30%	100.00%
Degree to which the medics relieved your pain or discomfort	-	-	1	4	25	95.00	83.30%	100.00%
Medics' concern for your privacy	1	-	-	3	25	94.00	86.20%	96.60%
Extent to which medics cared for you as a person	-	-	-	3	29	97.66	90.60%	100.00%

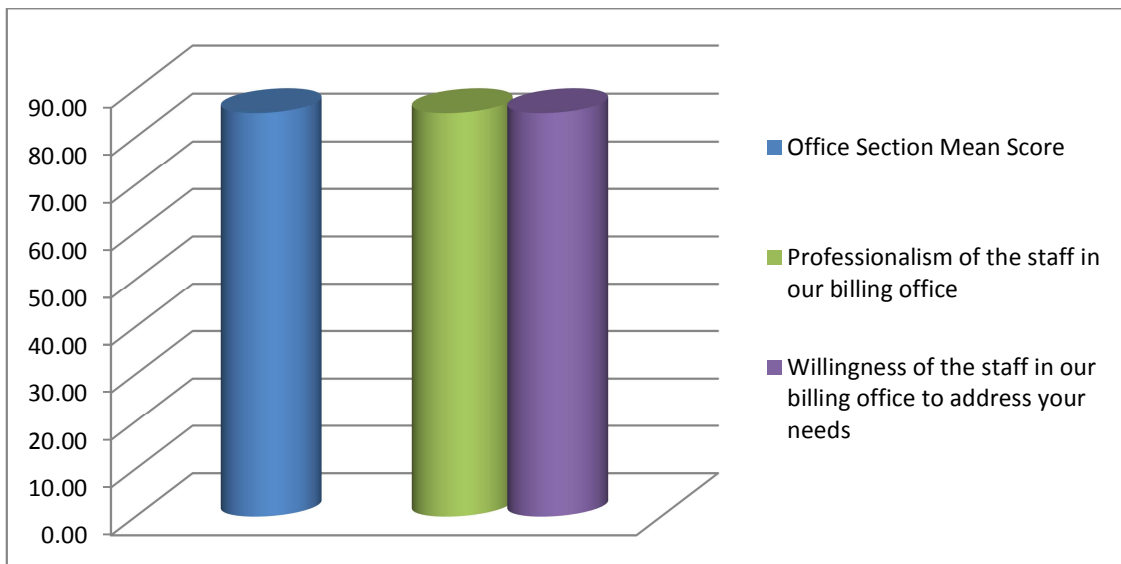




Office Staff Analysis

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	-	2	12	24	85.05	60.00%	95.00%
Professionalism of the staff in our billing office	1	-	1	6	12	85.05	60.00%	95.00%
Willingness of the staff in our billing office to address your needs	1	-	1	6	12	85.05	60.00%	95.00%

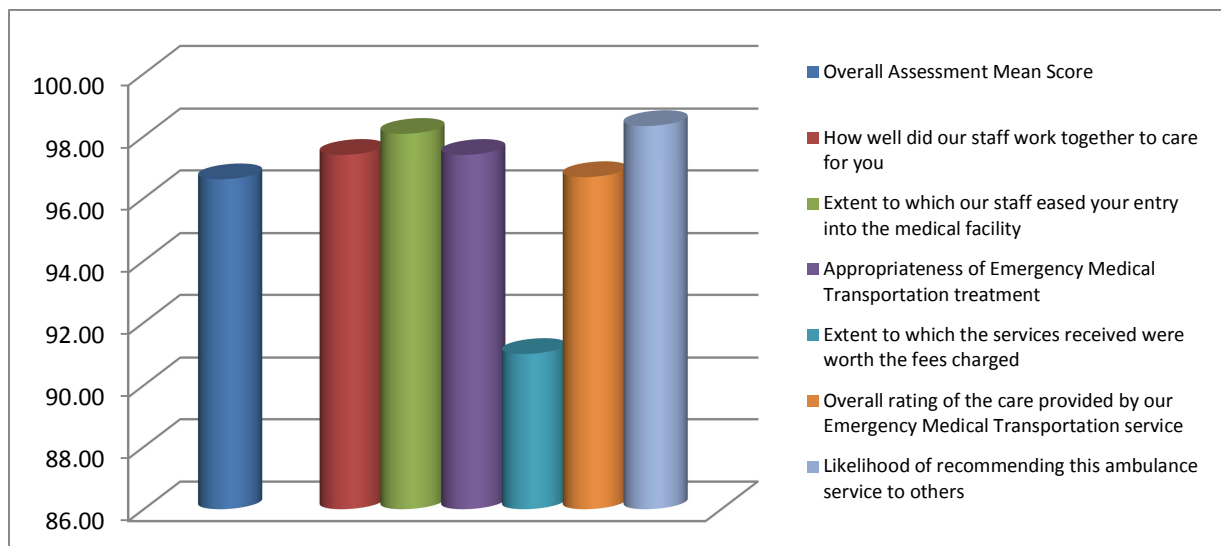




Overall Assessment Analysis

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	-	-	4	15	150	96.60	88.80%	100.00%
How well did our staff work together to care for you	-	-	-	3	26	97.41	89.70%	100.00%
Extent to which our staff eased your entry into the medical facility	-	-	-	2	24	98.08	92.30%	100.00%
Appropriateness of Emergency Medical Transportation treatment	-	-	-	3	26	97.41	89.70%	100.00%
Extent to which the services received were worth the fees charged	-	-	4	1	20	91.00	80.00%	100.00%
Overall rating of the care provided by our Emergency Medical Transportation service	-	-	-	4	26	96.67	86.70%	100.00%
Likelihood of recommending this ambulance service to others	-	-	-	2	28	98.33	93.30%	100.00%





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	D	E	F	G	San Juan Island EMS	R	U	V	W
Small Volume Services (<110 Responses)										
Total Score	91.51	94.76	92.09	91.49	92.92	96.51	92.08	90.30	88.63	97.13
Helpfulness of the person you called for ambulance service	92.00	94.79	90.84	92.44	93.13	99.00	92.24	91.31	90.05	100.00
Concern shown by the person you called for ambulance service	91.62	93.75	90.80	89.88	93.59	96.74	91.86	91.59	89.69	100.00
Extent to which you were told what to do until the ambulance arrived	90.04	94.79	87.77	87.79	90.79	95.83	89.63	90.27	90.27	100.00
Extent to which the ambulance arrived in a timely manner	91.23	92.86	91.44	89.92	92.22	98.33	92.31	91.03	89.02	91.67
Cleanliness of the ambulance	93.44	97.12	91.67	94.61	95.35	99.11	92.86	94.20	91.47	100.00
Comfort of the ride	86.74	92.00	89.11	86.76	90.85	96.30	87.76	86.71	85.83	83.33
Skill of the person driving the ambulance	92.89	96.15	93.00	94.12	93.29	99.07	93.75	92.06	90.69	100.00
Care shown by the medics who arrived with the ambulance	93.34	95.19	93.66	96.00	96.43	98.33	95.52	91.02	90.22	100.00
Degree to which the medics took your problem seriously	93.28	96.15	94.43	97.00	96.43	99.19	93.16	92.19	90.94	100.00
Degree to which the medics listened to you and/or your family	92.90	97.12	93.42	94.00	94.05	97.58	93.02	91.14	90.09	100.00
Skill of the medics	93.34	95.19	92.46	94.02	94.05	97.58	93.65	92.80	89.82	100.00
Extent to which the medics kept you informed about your treatment	91.45	96.00	93.15	90.84	95.12	98.33	93.90	88.79	88.19	87.50
Extent to which medics included you in the treatment decisions	91.13	95.24	92.64	90.00	94.12	97.32	94.21	87.89	85.87	100.00
Degree to which the medics relieved your pain or discomfort	89.78	93.18	91.05	89.66	92.13	95.00	90.78	86.21	86.61	100.00
Medics' concern for your privacy	92.23	94.57	93.16	94.44	95.51	94.00	93.77	89.71	88.32	100.00
Extent to which medics cared for you as a person	93.22	95.83	94.07	96.43	93.90	97.66	93.52	92.32	90.43	91.67
Professionalism of the staff in our billing office	87.75	89.29	89.94	85.00	85.00	85.05	81.14	85.30	86.38	100.00
Willingness of the staff in our billing office to address your needs	87.90	87.50	92.16	83.57	84.62	85.05	87.54	85.69	86.78	100.00
How well did our staff work together to care for you	92.30	95.37	92.35	92.02	95.73	97.41	92.67	91.88	87.52	91.67
Extent to which our staff eased your entry into the medical facility	92.46	96.00	93.19	92.02	95.14	98.08	92.21	91.67	88.82	100.00
Appropriateness of Emergency Medical Transportation treatment	92.23	97.12	93.11	92.55	94.23	97.41	93.77	91.94	86.83	100.00
Extent to which the services received were worth the fees charged	85.18	90.91	86.64	82.53	82.46	91.00	89.07	82.44	82.04	87.50
Overall rating of the care provided by our Emergency Medical service	92.22	97.12	94.11	92.19	93.75	96.67	93.16	92.06	88.54	100.00
Likelihood of recommending this ambulance service to others	91.91	97.12	93.52	91.15	92.26	98.33	91.20	90.42	87.89	100.00
Number of Surveys for the period	9005	31	149	57	50	36	57	135	140	3
Small Volume Service Ranking		3	6	8	4	2	7	9	10	1
Overall rank for all companies in the Database		3	11	19	7	2	12	26	27	1



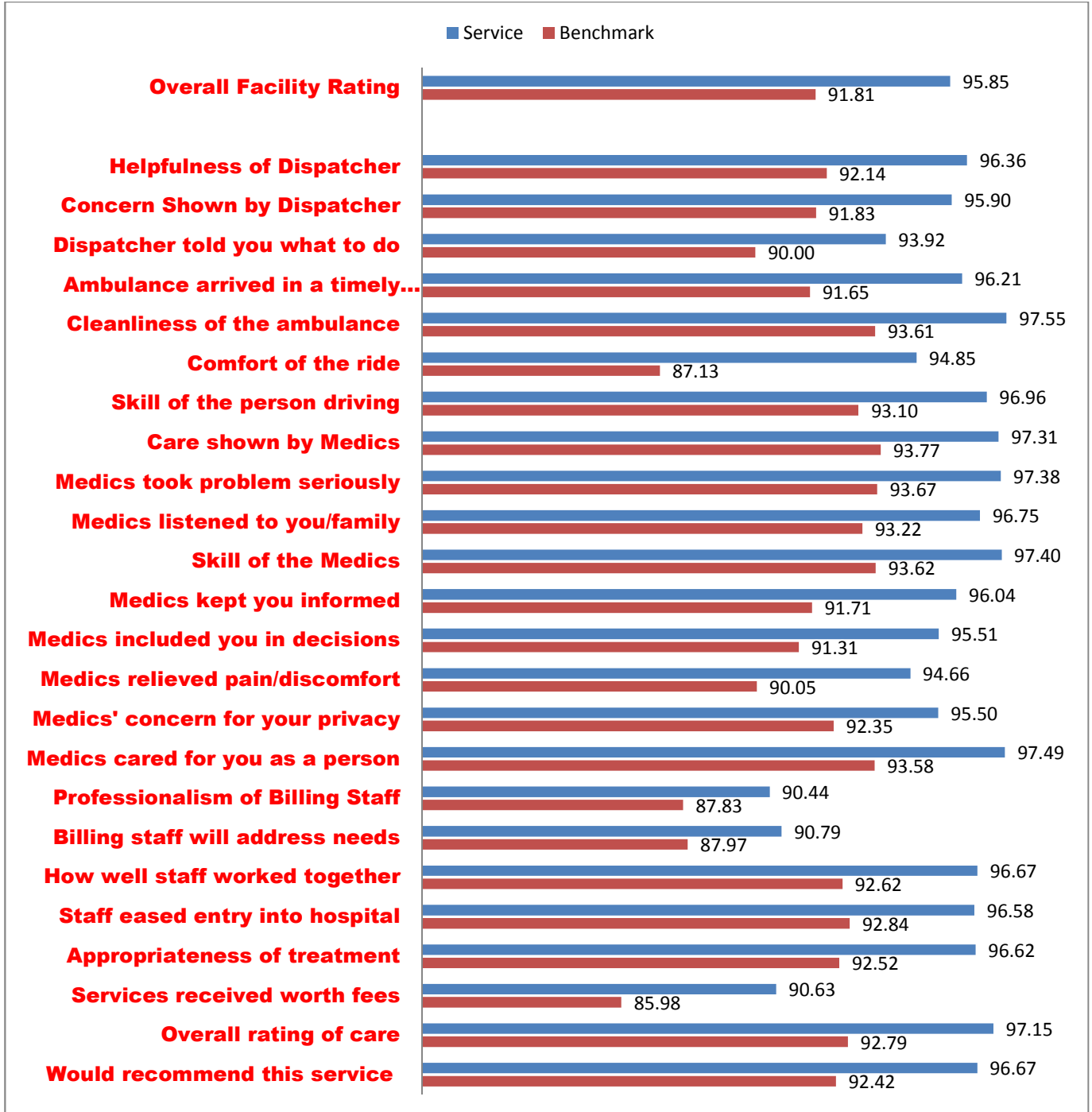
Top Box Comparisons

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	3	-	7	67	588	88.40%	73.10%
Helpfulness of the person you called for ambulance service	-	-	-	1	24	96.00%	72.90%
Concern shown by the person you called for ambulance service	-	-	-	3	20	87.00%	71.90%
Extent to which you were told what to do until the ambulance arrived	-	-	-	4	20	83.30%	68.90%
Extent to which the ambulance arrived in a timely manner	-	-	-	2	28	93.30%	71.50%
Cleanliness of the ambulance	-	-	-	1	27	96.40%	75.80%
Comfort of the ride	-	-	-	4	23	85.20%	61.20%
Skill of the person driving the ambulance	-	-	-	1	26	96.30%	75.20%
Care shown by the medics who arrived with the ambulance	-	-	-	2	28	93.30%	78.30%
Degree to which the medics took your problem seriously	-	-	-	1	30	96.80%	78.90%
Degree to which the medics listened to you and/or your family	-	-	-	3	28	90.30%	77.70%
Skill of the medics	-	-	-	3	28	90.30%	78.30%
Extent to which the medics kept you informed about your treatment	-	-	-	2	28	93.30%	73.30%
Extent to which medics included you in the treatment decisions	-	-	-	3	25	89.30%	73.10%
Degree to which the medics relieved your pain or discomfort	-	-	1	4	25	83.30%	69.90%
Medics' concern for your privacy	1	-	-	3	25	86.20%	74.20%
Extent to which medics cared for you as a person	-	-	-	3	29	90.60%	78.90%
Professionalism of the staff in our billing office	1	-	1	6	12	60.00%	60.20%
Willingness of the staff in our billing office to address your needs	1	-	1	6	12	60.00%	61.00%
How well did our staff work together to care for you	-	-	-	3	26	89.70%	74.20%
Extent to which our staff eased your entry into the medical facility	-	-	-	2	24	92.30%	74.70%
Appropriateness of Emergency Medical Transportation treatment	-	-	-	3	26	89.70%	74.60%
Extent to which the services received were worth the fees charged	-	-	4	1	20	80.00%	60.90%
Overall rating of the care provided by our Emergency Medical Service	-	-	-	4	26	86.70%	75.50%
Likelihood of recommending this ambulance service to others	-	-	-	2	28	93.30%	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	Littleton, MA
Boxborough Fire Department Ambulance	Boxborough, MA	Ambulance	Maynard, 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	Conroe, TX
HealthEast Medical Transportation	St. Paul, MN	District	Natick, MA
Hennepin County Medical Center	Minneapolis, MN	Natick Fire Department Ambulance	Natick, MA
Howard County EMS	Nashville, AR	Nature Coast EMS	Lecanto, FL
Humboldt General Hospital	Winnemucca, NV	North Memorial EMS	Brooklyn Center, MN
Huron Valley Ambulance	Ann Arbor, MI	North Shore LIJ EMS	Syosset, NY
Jackson Community Ambulance	Jackson, MI	Patient Transport Services	Milford, OH
Lenawee Community Ambulance	Adrian, MI	Pearland EMS	Pearland, TX
Life Care Medical	Sterling, CO	Portage Co. EMS	Portage, WI
Life EMS Ambulance	Grand Rapids, MI	Professional Ambulance Service	Cambridge, MA
Life EMS Ambulance of Allegan County	Allegan, MI	Professional MedTeam	Muskegon, MI
Life EMS Ambulance of Ionia County	Ionia, MI	Puckett EMS	Austell, GA
Life EMS Ambulance of Kalamazoo/Portage	Kalamazoo, MI	San Juan Island EMS	Friday Harbor, WA
Life EMS Ambulance of Lake County	Baldwin, MI	Siouxland Paramedics	Sioux City, IA
Life EMS Ambulance of Mason County	Ludington, MI	St. Charles County Amb District	St Peters, MO
Life EMS Ambulance of Newaygo County	Newaygo, MI	Swartz Ambulance	Flint, MI
LifeCare Ambulance	Battle Creek, MI	Tri-Hospital EMS	Port Huron, MI
LifeCare of Branch County	Coldwater, MI	Weston Fire Department	Weston, MA
		Ambulance	Yoe, PA
		Yoe Ambulance Service	

Assess your vital signs.



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Client 8901

EMS Executive Summary

EMS System Report

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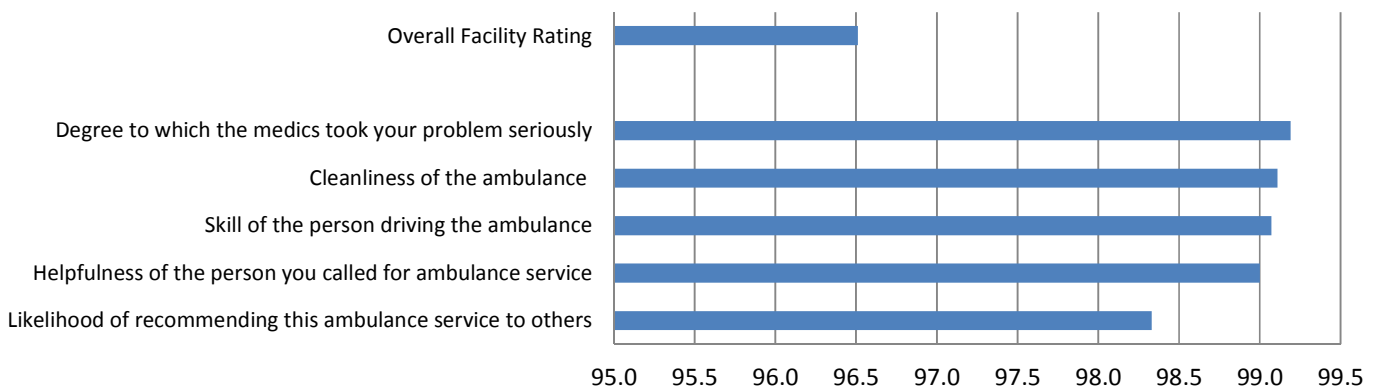


1.0 Overall Performance Summary

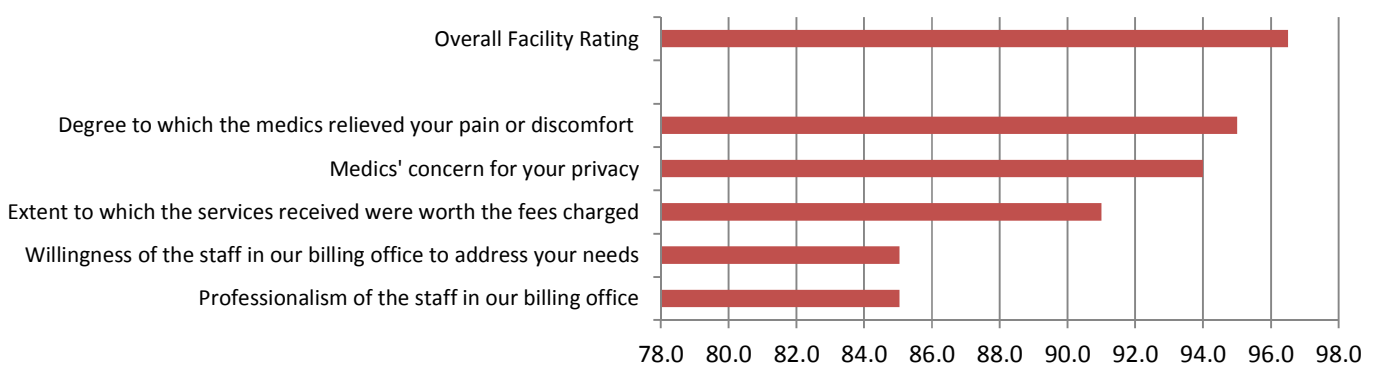
- This report contains data from 36 San Juan Island EMS patients who returned a questionnaire between 01/01/2012 and 03/31/2012.
- The overall mean score for the standard questions was 96.51; this is 5.01 points higher than the overall EMS database score 91.50.
- This current score of 95.92 is the 2nd highest company score for this quarter.
- 88.4% 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
Professionalism of the staff in our billing office	89.76	85.05	-4.71	87.75
Willingness of the staff in our billing office to address your needs	89.62	85.05	-4.57	87.90
Medics' concern for your privacy	95.70	94.00	-1.70	92.22
Overall rating of the care provided by our Emergency Medical Transportation service	97.97	96.67	-1.30	92.22
Skill of the medics	98.65	97.58	-1.07	93.34

Increases	Last Period	This Period	Change	Total DB Score
Skill of the person driving the ambulance	96.49	99.07	2.58	92.88
Extent to which the ambulance arrived in a timely manner	95.83	98.33	2.50	91.22
Extent to which our staff eased your entry into the medical facility	95.60	98.08	2.48	92.46
Extent to which you were told what to do until the ambulance arrived	93.81	95.83	2.02	90.03
Helpfulness of the person you called for ambulance service	97.13	99.00	1.87	91.99
Degree to which the medics took your problem seriously	97.34	99.19	1.85	93.28
Extent to which the medics kept you informed about your treatment	96.51	98.33	1.82	91.44
Comfort of the ride	94.74	96.30	1.56	86.73
Extent to which medics included you in the treatment decisions	95.88	97.32	1.44	91.13
Appropriateness of Emergency Medical Transportation treatment	96.03	97.41	1.38	92.23

4.0 Greatest Scores above Database by Question

Highest above Benchmark	This Period	Variance	Total DB Score
Comfort of the ride	96.30	9.57	86.73
Extent to which the ambulance arrived in a timely manner	98.33	7.11	91.22
Helpfulness of the person you called for ambulance service	99.00	7.01	91.99
Extent to which the medics kept you informed about your treatment	98.33	6.89	91.44
Likelihood of recommending this ambulance service to others	98.33	6.43	91.90
Skill of the person driving the ambulance	99.07	6.19	92.88
Extent to which medics included you in the treatment decisions	97.32	6.19	91.13
Degree to which the medics took your problem seriously	99.19	5.91	93.28
Extent to which the services received were worth the fees charged	91.00	5.81	85.19
Extent to which you were told what to do until the ambulance arrived	95.83	5.80	90.03



5.0 Monthly Tracking of Overall Survey Score

