

Assess your vital signs.



San Juan Island EMS

Client
8901

EMS System Report



Number of Your Patients in this Report:

13

**February, 2011
Monthly Score**

93.22

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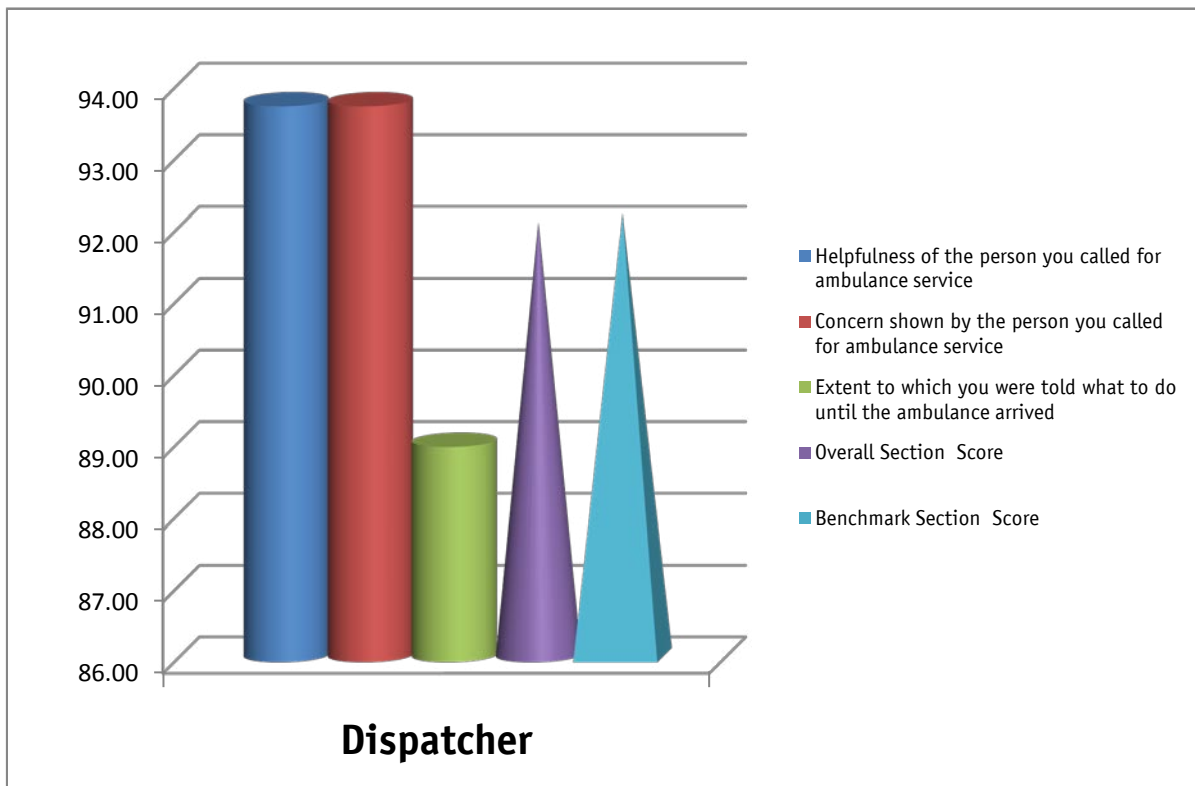




Dispatch Analysis

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	93.75	92.86	0.89
Concern shown by the person you called for ambulance service	93.75	92.68	1.07
Extent to which you were told what to do until the ambulance arrived	89.00	90.87	-1.87

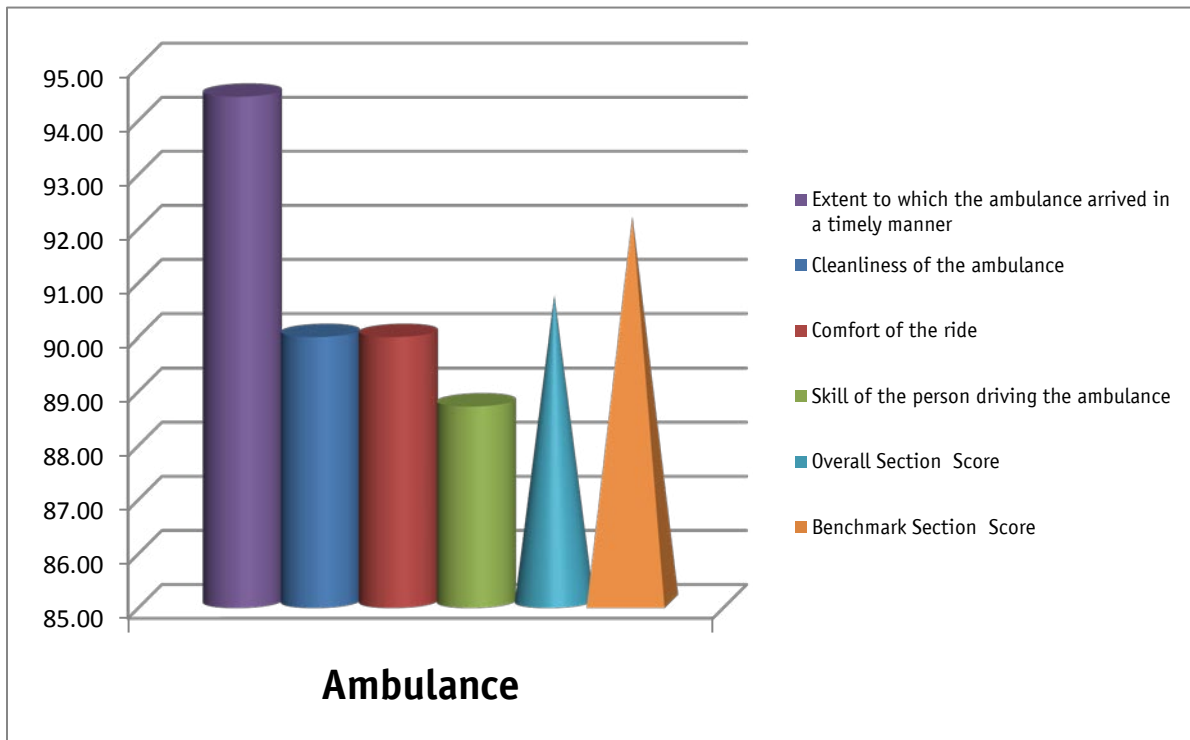




Ambulance Analysis

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	94.44	92.32	2.13
Cleanliness of the ambulance	90.00	94.24	-4.24
Comfort of the ride	90.00	87.99	2.01
Skill of the person driving the ambulance	88.73	93.63	-4.91

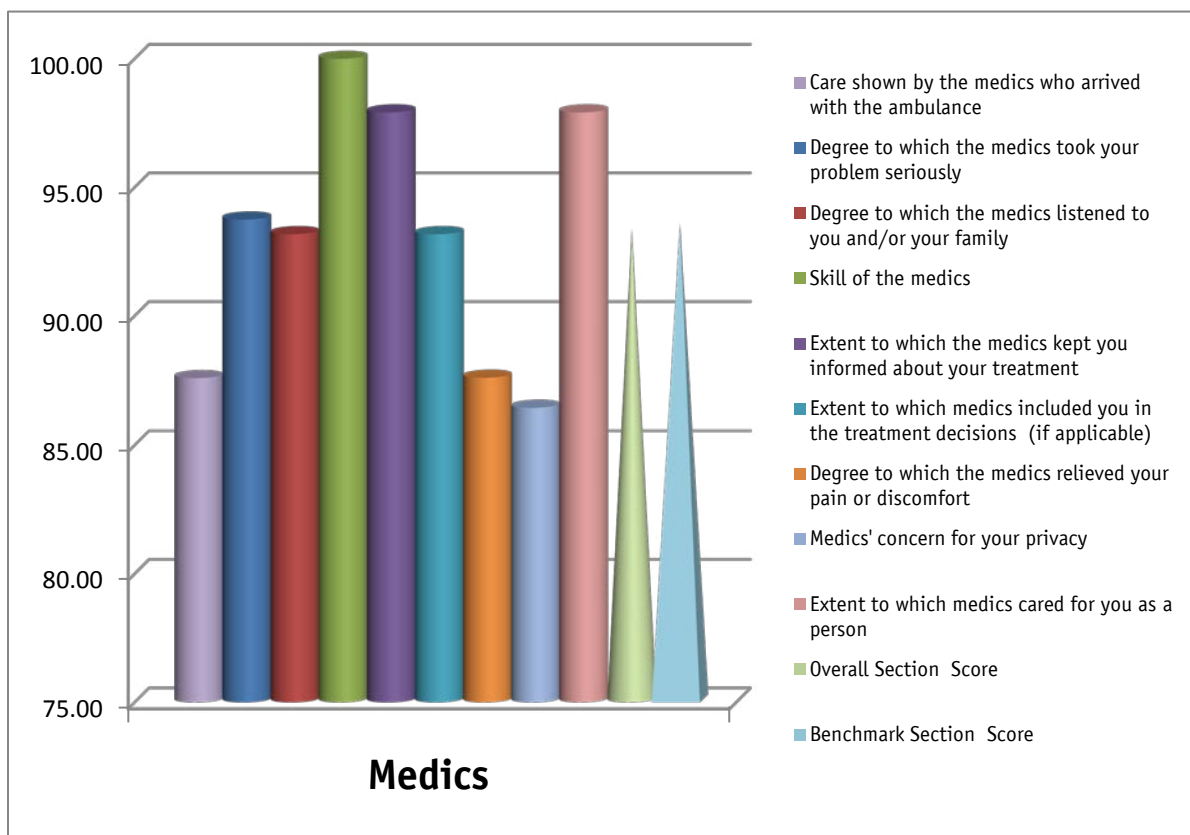




Medic Analysis

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	87.58	94.60	-7.01
Degree to which the medics took your problem seriously	93.75	94.38	-0.63
Degree to which the medics listened to you and/or your family	93.18	94.05	-0.87
Skill of the medics	100.00	94.20	5.80
Extent to which the medics kept you informed about your treatment	97.92	92.73	5.19
Extent to which medics included you in the treatment decisions (if applicable)	93.18	92.21	0.97
Degree to which the medics relieved your pain or discomfort	87.60	90.77	-3.17
Medics' concern for your privacy	86.45	93.02	-6.56
Extent to which medics cared for you as a person	97.92	94.48	3.43

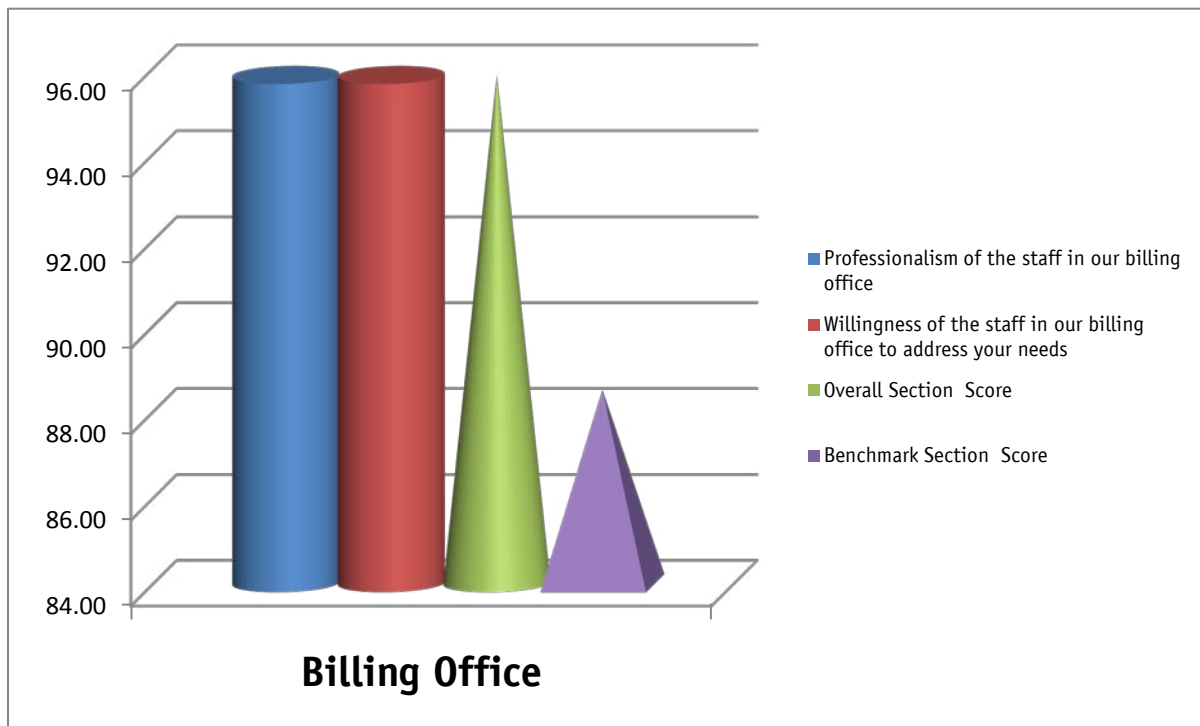




Office Staff Analysis

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	95.83	88.52	7.32
Willingness of the staff in our billing office to address your needs	95.83	88.48	7.36

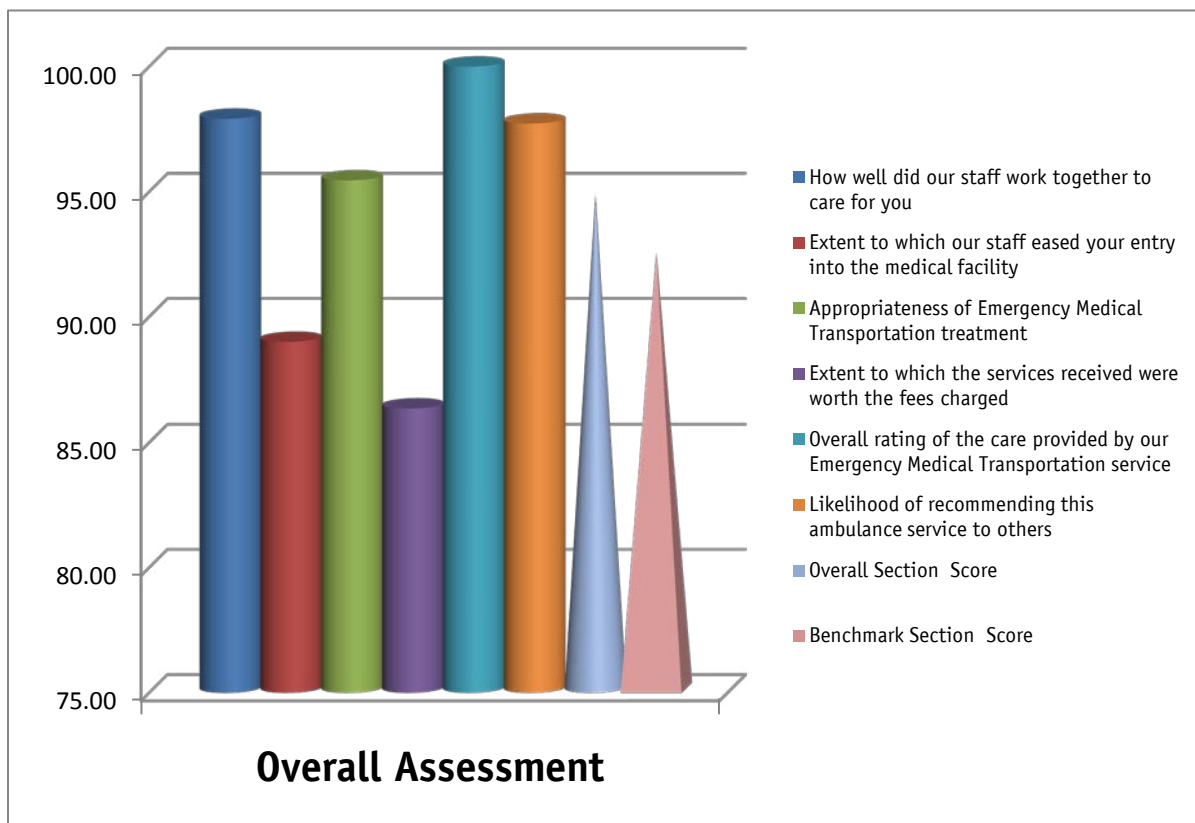




Overall Assessment Analysis

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	97.92	93.27	4.65
Extent to which our staff eased your entry into the medical facility	89.00	93.63	-4.63
Appropriateness of Emergency Medical Transportation treatment	95.45	93.18	2.28
Extent to which the services received were worth the fees charged	86.36	86.46	-0.09
Overall rating of the care provided by our Emergency Medical Transportation service	100.00	93.56	6.44
Likelihood of recommending this ambulance service to others	97.73	93.13	4.60





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	93.75	92.86	0.89
Concern shown by the person you called for ambulance service	93.75	92.68	1.07
Extent to which you were told what to do until the ambulance arrived	89.00	90.87	-1.87
Extent to which the ambulance arrived in a timely manner	94.44	92.32	2.13
Cleanliness of the ambulance	90.00	94.24	-4.24
Comfort of the ride	90.00	87.99	2.01
Skill of the person driving the ambulance	88.73	93.63	-4.91
Care shown by the medics who arrived with the ambulance	87.58	94.60	-7.01
Degree to which the medics took your problem seriously	93.75	94.38	-0.63
Degree to which the medics listened to you and/or your family	93.18	94.05	-0.87
Skill of the medics	100.00	94.20	5.80
Extent to which the medics kept you informed about your treatment	97.92	92.73	5.19
Extent to which medics included you in the treatment decisions (if applicable)	93.18	92.21	0.97
Degree to which the medics relieved your pain or discomfort	87.60	90.77	-3.17
Medics' concern for your privacy	86.45	93.02	-6.56
Extent to which medics cared for you as a person	97.92	94.48	3.43
Professionalism of the staff in our billing office	95.83	88.52	7.32
Willingness of the staff in our billing office to address your needs	95.83	88.48	7.36
How well did our staff work together to care for you	97.92	93.27	4.65
Extent to which our staff eased your entry into the medical facility	89.00	93.63	-4.63
Appropriateness of Emergency Medical Transportation treatment	95.45	93.18	2.28
Extent to which the services received were worth the fees charged	86.36	86.46	-0.09
Overall rating of the care provided by our Emergency Medical Transportation service	100.00	93.56	6.44
Likelihood of recommending this ambulance service to others	97.73	93.13	4.60
Overall Survey Rating	93.22	92.55	0.67



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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	Dec-09	Jan-10	Feb-10	May-10	Jun-10	Oct-10	Jan-11	Feb-11
Helpfulness of the person you called for ambulance service	96.78	96.88	91.67	97.22	100.00	100.00		93.75
Concern shown by the person you called for ambulance service	96.72	96.88	83.33	97.45	100.00	100.00	100.00	93.75
Extent to which you were told what to do until the ambulance arrived	94.92	100.00	83.33	94.05	100.00	100.00	100.00	89.00
Extent to which the ambulance arrived in a timely manner	95.16	96.88	87.50	96.72	100.00	100.00	100.00	94.44
Cleanliness of the ambulance	96.84	96.43	93.75	98.96	100.00		100.00	90.00
Comfort of the ride	95.25	100.00	87.50	94.39	100.00		100.00	90.00
Skill of the person driving the ambulance	96.44	100.00	100.00	96.28	100.00		100.00	88.73
Care shown by the medics who arrived with the ambulance	98.46	100.00	100.00	97.32	100.00	100.00	100.00	87.58
Degree to which the medics took your problem seriously	98.53	100.00	100.00	98.44	100.00	100.00	100.00	93.75
Degree to which the medics listened to you and/or your family	98.16	100.00	100.00	97.18	100.00	100.00	100.00	93.18
Skill of the medics	98.90	100.00	100.00	97.54	100.00	100.00	100.00	100.00
Extent to which the medics kept you informed about your treatment	97.98	100.00	100.00	95.56	100.00	100.00	100.00	97.92
Extent to which medics included you in the treatment decisions (if applicable)	98.00	100.00	100.00	94.68	100.00	100.00	100.00	93.18
Degree to which the medics relieved your pain or discomfort	96.67	91.67	100.00	92.67	100.00	100.00	100.00	87.60
Medics' concern for your privacy	97.95	100.00	100.00	95.09	100.00	100.00	100.00	86.45
Extent to which medics cared for you as a person	99.26	100.00	100.00	98.39	100.00	100.00	100.00	97.92
Professionalism of the staff in our billing office	91.49			89.39	100.00		100.00	95.83
Willingness of the staff in our billing office to address your needs	91.69			86.36	100.00		100.00	95.83
How well did our staff work together to care for you	97.74	100.00	100.00	97.03	100.00	100.00	100.00	97.92
Extent to which our staff eased your entry into the medical facility	96.11	100.00	100.00	97.00	100.00		100.00	89.00
Appropriateness of Emergency Medical Transportation treatment	97.19	100.00	100.00	96.70	100.00		100.00	95.45
Extent to which the services received were worth the fees charged	92.23	85.00	87.50	92.19	100.00	100.00	100.00	86.36
Overall rating of the care provided by our Emergency Medical Transportation service	96.41	100.00	100.00	97.50	100.00	100.00	100.00	100.00
Likelihood of recommending this ambulance service to others	95.93	100.00	75.00	96.67	100.00	100.00	100.00	97.73
San Juan Island Survey Rating	96.62	98.39	94.58	95.97	100.00	100.00	100.00	93.22
Responses	78	8	4	72	3	1	1	13



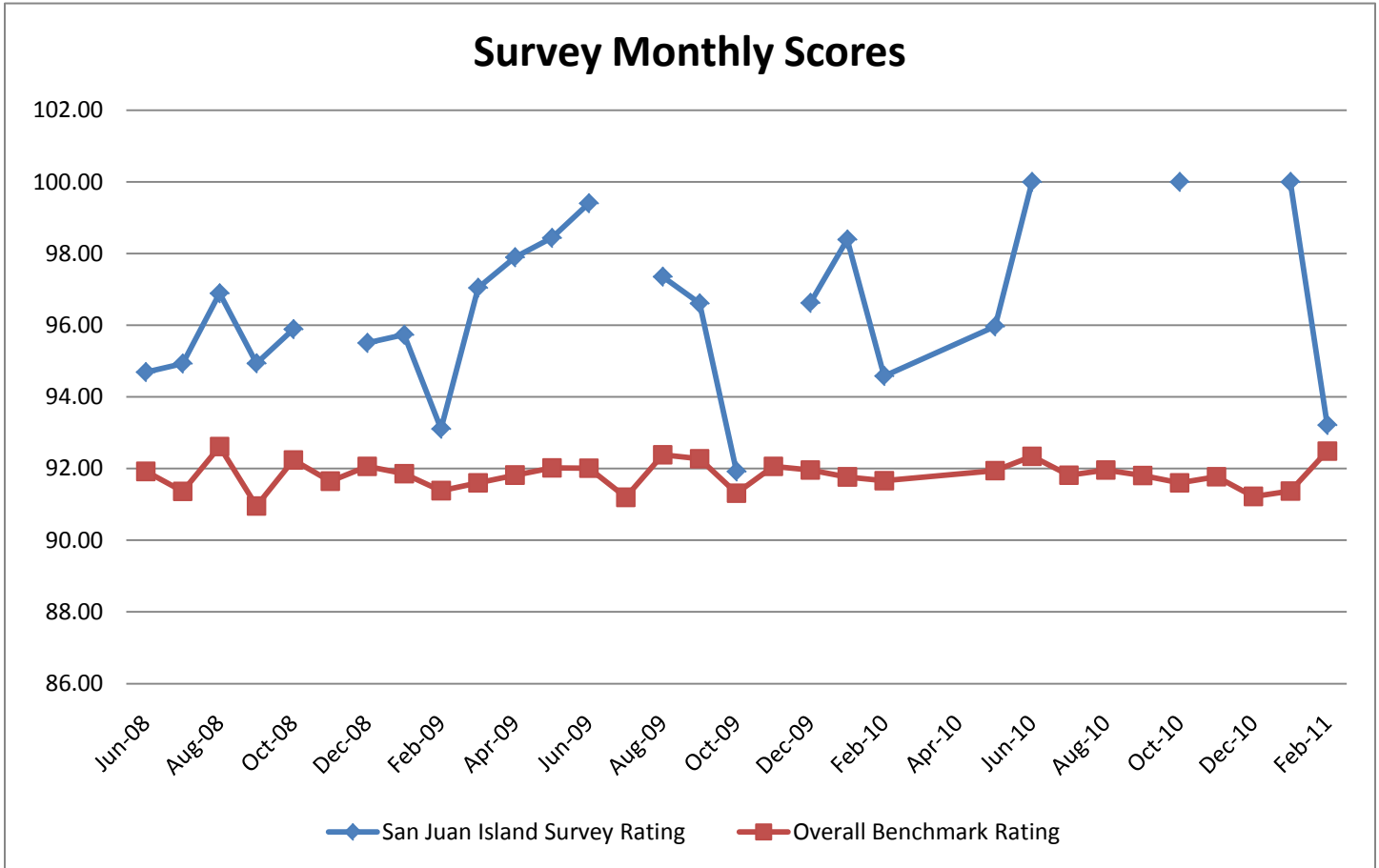
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Monthly Graphic Comparison of Overall Score

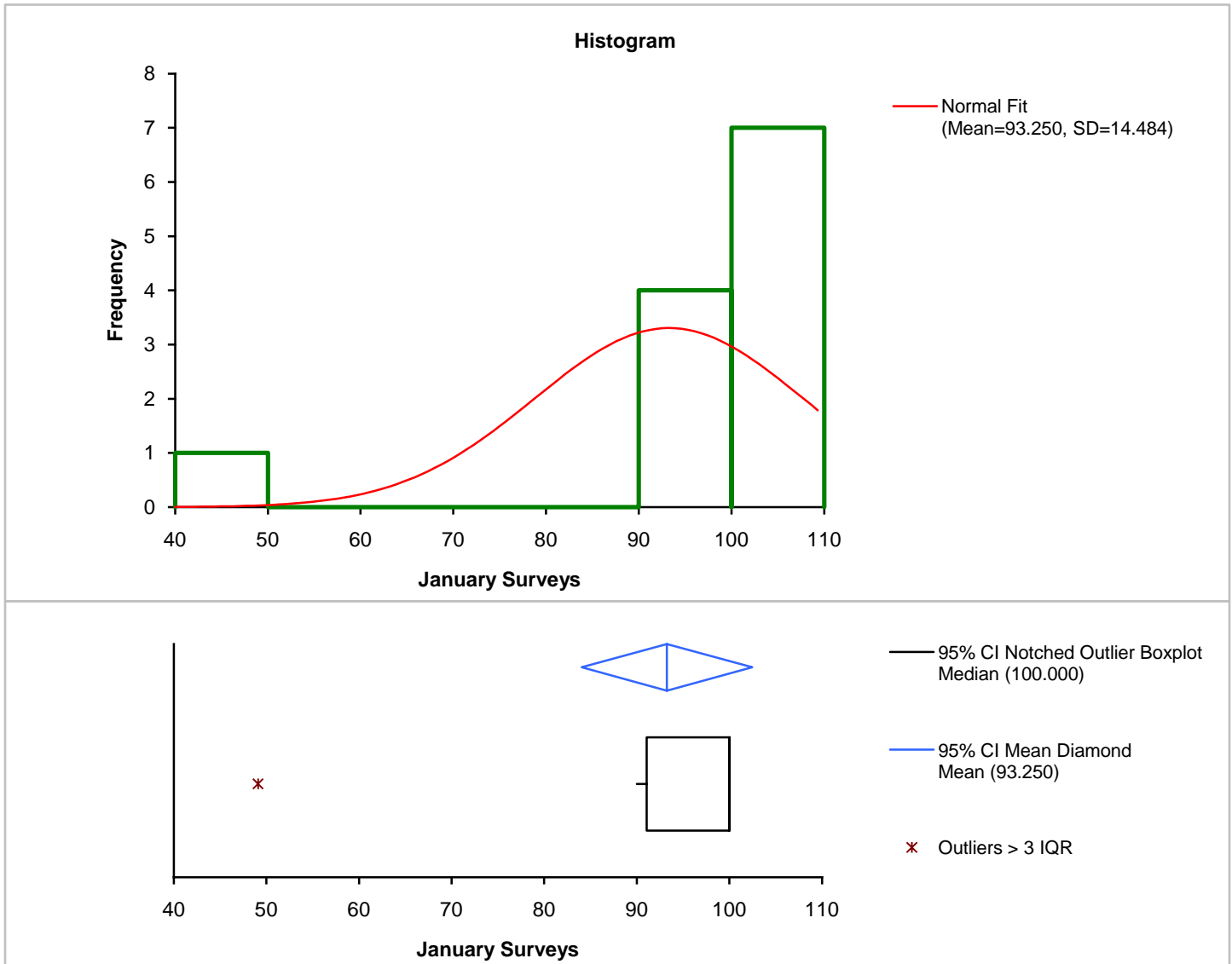
Below are the monthly scores for your service. It details the overall score for each month as well as the overall benchmark score for that month.





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	93.75	16.54
Concern shown by the person you called for ambulance service	93.75	16.54
Extent to which you were told what to do until the ambulance arrived	89.00	31.11
Extent to which the ambulance arrived in a timely manner	94.44	10.39
Cleanliness of the ambulance	90.00	16.58
Comfort of the ride	90.00	16.58
Skill of the person driving the ambulance	88.73	28.65
Care shown by the medics who arrived with the ambulance	87.58	27.69
Degree to which the medics took your problem seriously	93.75	20.73
Degree to which the medics listened to you and/or your family	93.18	21.56
Skill of the medics	100.00	0.00
Extent to which the medics kept you informed about your treatment	97.92	6.91
Extent to which medics included you in the treatment decisions (if applicable)	93.18	15.41
Degree to which the medics relieved your pain or discomfort	87.60	29.81
Medics' concern for your privacy	86.45	28.66
Extent to which medics cared for you as a person	97.92	6.91
Professionalism of the staff in our billing office	95.83	9.32
Willingness of the staff in our billing office to address your needs	95.83	9.32
How well did our staff work together to care for you	97.92	6.91
Extent to which our staff eased your entry into the medical facility	89.00	31.11
Appropriateness of Emergency Medical Transportation treatment	95.45	9.64
Extent to which the services received were worth the fees charged	86.36	28.93
Overall rating of the care provided by our Emergency Medical Transportation service	100.00	0.00
Likelihood of recommending this ambulance service to others	97.73	7.19

Overall Survey Rating 93.22 13.87



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