

Assess your vital signs.



San Juan Island EMS

Client
8901

EMS System Report



Number of Your Patients in this Report:

29

April, 2012
Monthly Score

97.54

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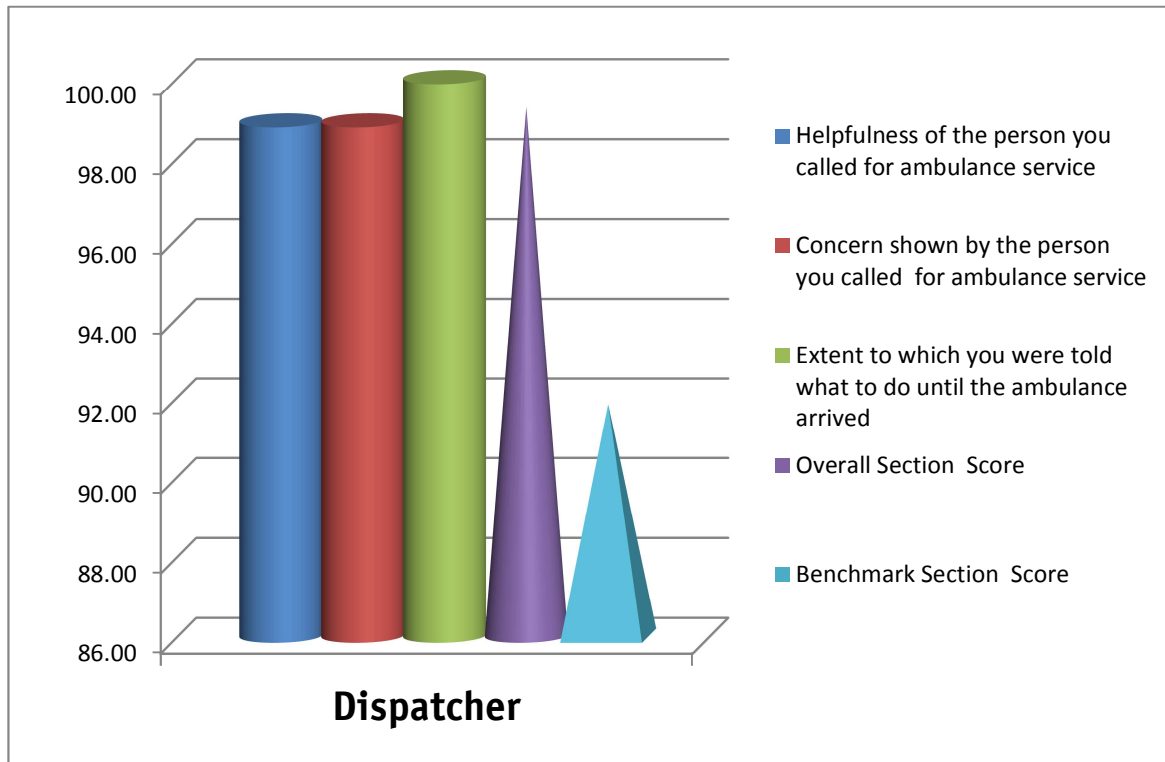
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Dispatch Analysis

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	98.91	91.81	7.10
Concern shown by the person you called for ambulance service	98.91	91.84	7.07
Extent to which you were told what to do until the ambulance arrived	100.00	90.46	9.54

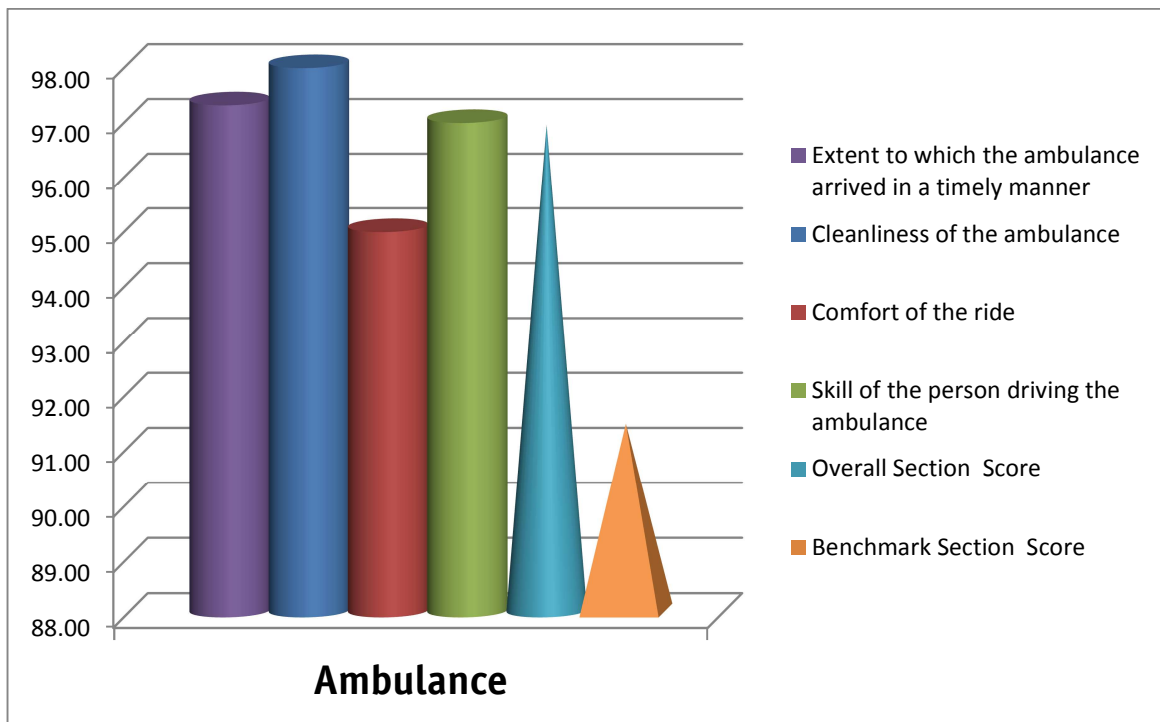




Ambulance Analysis

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	97.32	91.41	5.91
Cleanliness of the ambulance	98.00	93.76	4.24
Comfort of the ride	95.00	87.07	7.93
Skill of the person driving the ambulance	97.00	93.31	3.69

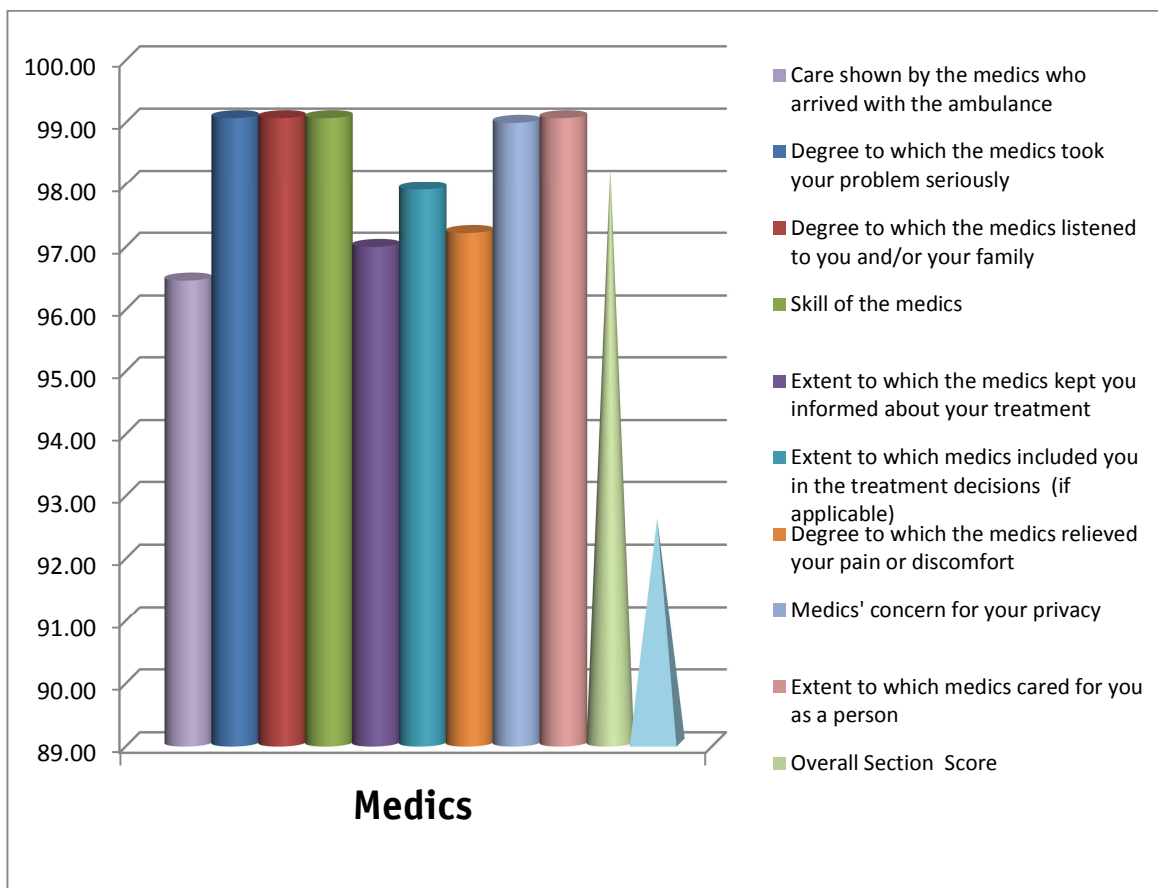




Medic Analysis

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	96.46	93.79	2.68
Degree to which the medics took your problem seriously	99.07	93.90	5.18
Degree to which the medics listened to you and/or your family	99.07	93.25	5.82
Skill of the medics	99.07	93.63	5.44
Extent to which the medics kept you informed about your treatment	97.00	92.02	4.98
Extent to which medics included you in the treatment decisions (if applicable)	97.92	91.23	6.68
Degree to which the medics relieved your pain or discomfort	97.22	89.93	7.29
Medics' concern for your privacy	99.00	92.49	6.51
Extent to which medics cared for you as a person	99.07	93.62	5.45



Assess your vital signs.

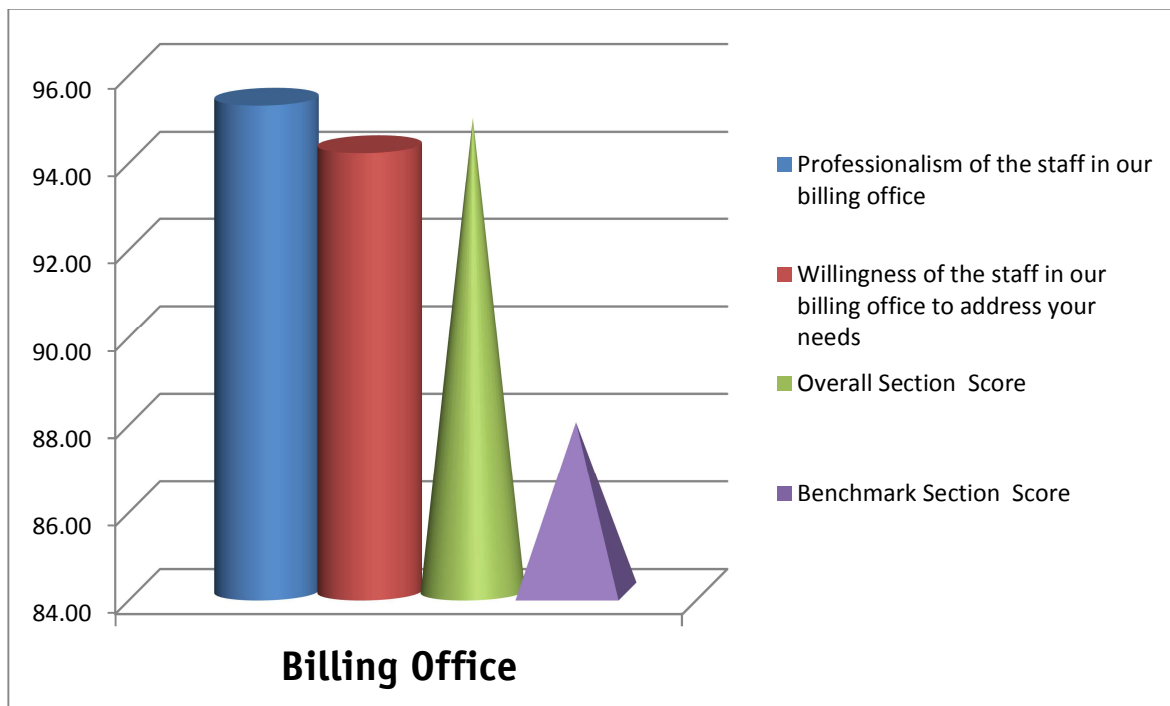
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Office Staff Analysis

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	95.31	88.60	6.72
Willingness of the staff in our billing office to address your needs	94.23	88.42	5.81

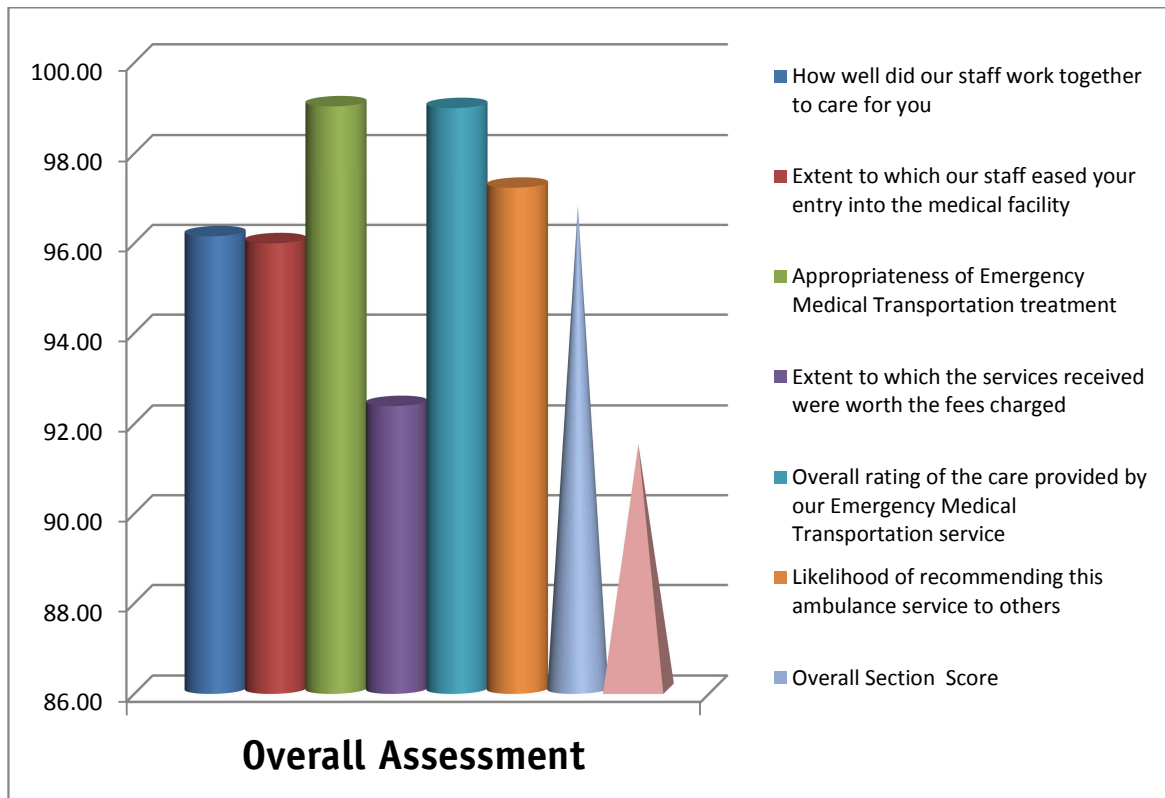




Overall Assessment Analysis

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	96.15	92.93	3.22
Extent to which our staff eased your entry into the medical facility	96.00	92.80	3.20
Appropriateness of Emergency Medical Transportation treatment	99.04	92.49	6.55
Extent to which the services received were worth the fees charged	92.39	85.47	6.92
Overall rating of the care provided by our Emergency Medical Transportation service	99.00	92.43	6.57
Likelihood of recommending this ambulance service to others	97.22	92.29	4.93





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	98.91	91.81	7.10
Concern shown by the person you called for ambulance service	98.91	91.84	7.07
Extent to which you were told what to do until the ambulance arrived	100.00	90.46	9.54
Extent to which the ambulance arrived in a timely manner	97.32	91.41	5.91
Cleanliness of the ambulance	98.00	93.76	4.24
Comfort of the ride	95.00	87.07	7.93
Skill of the person driving the ambulance	97.00	93.31	3.69
Care shown by the medics who arrived with the ambulance	96.46	93.79	2.68
Degree to which the medics took your problem seriously	99.07	93.90	5.18
Degree to which the medics listened to you and/or your family	99.07	93.25	5.82
Skill of the medics	99.07	93.63	5.44
Extent to which the medics kept you informed about your treatment	97.00	92.02	4.98
Extent to which medics included you in the treatment decisions (if applicable)	97.92	91.23	6.68
Degree to which the medics relieved your pain or discomfort	97.22	89.93	7.29
Medics' concern for your privacy	99.00	92.49	6.51
Extent to which medics cared for you as a person	99.07	93.62	5.45
Professionalism of the staff in our billing office	95.31	88.60	6.72
Willingness of the staff in our billing office to address your needs	94.23	88.42	5.81
How well did our staff work together to care for you	96.15	92.93	3.22
Extent to which our staff eased your entry into the medical facility	96.00	92.80	3.20
Appropriateness of Emergency Medical Transportation treatment	99.04	92.49	6.55
Extent to which the services received were worth the fees charged	92.39	85.47	6.92
Overall rating of the care provided by our Emergency Medical Transportation service	99.00	92.43	6.57
Likelihood of recommending this ambulance service to others	97.22	92.29	4.93
Overall Survey Rating	97.54	91.87	5.67



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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	A	D	E	F	G	San Juan Island	R	U	V	W
Small Volume Services (<110 Responses per quarter)											
Total Score	91.87	90.87	83.60	91.64	90.51	89.73	97.54	86.42	93.99	93.30	93.29
Helpfulness of the person you called for ambulance service	91.81	90.00	89.71	91.89	91.18	95.59	98.91	88.33	94.44	91.70	96.32
Concern shown by the person you called for ambulance service	91.84	89.47	89.06	92.36	86.76	88.94	98.91	88.33	93.33	91.70	95.59
Extent to which you were told what to do until the ambulance arrived	90.46	90.63	86.00	91.67	81.31	94.12	100.00	86.67	93.02	94.44	93.75
Extent to which the ambulance arrived in a timely manner	91.41	90.82	85.58	88.32	92.55	86.25	97.32	88.33	95.59	91.16	92.71
Cleanliness of the ambulance	93.76	94.39	90.28	94.32	94.44	90.79	98.00	90.00	95.59	95.83	97.45
Comfort of the ride	87.07	88.78	82.00	86.90	91.67	81.58	95.00	88.46	90.31	90.83	92.88
Skill of the person driving the ambulance	93.31	90.82	82.00	93.45	91.67	90.79	97.00	88.46	94.00	95.00	94.39
Care shown by the medics who arrived with the ambulance	93.79	94.12	82.88	94.32	92.11	88.75	96.46	88.89	95.59	94.20	94.50
Degree to which the medics took your problem seriously	93.90	94.12	82.88	95.00	92.11	88.75	99.07	87.50	94.61	94.20	94.39
Degree to which the medics listened to you and/or your family	93.25	92.16	80.07	92.24	89.47	91.25	99.07	87.50	95.50	94.20	93.88
Skill of the medics	93.63	91.67	89.06	94.19	93.42	92.11	99.07	91.18	94.00	94.86	94.39
Extent to which the medics kept you informed about your treatment	92.02	90.96	81.73	89.13	91.67	90.79	97.00	88.24	93.62	92.04	91.28
Extent to which medics included you in the treatment decisions	91.23	90.48	77.00	86.06	90.28	91.18	97.92	84.38	92.65	89.04	92.76
Degree to which the medics relieved your pain or discomfort	89.93	87.21	75.07	91.43	90.79	88.89	97.22	79.69	92.11	92.89	89.77
Medics' concern for your privacy	92.49	90.76	82.88	93.13	91.67	95.59	99.00	86.17	93.75	91.41	95.56
Extent to which medics cared for you as a person	93.62	92.50	81.31	93.60	92.11	91.25	99.07	87.50	95.21	94.20	94.50
Professionalism of the staff in our billing office	88.60	87.16	90.00	88.39	90.38	96.88	95.31	90.63	90.38	92.50	91.00
Willingness of the staff in our billing office to address your needs	88.42	87.86	88.89	87.96	90.38	96.43	94.23	86.11	93.48	90.63	90.00
How well did our staff work together to care for you	92.93	92.50	85.00	93.45	89.71	91.67	96.15	87.50	95.21	94.83	92.02
Extent to which our staff eased your entry into the medical facility	92.80	91.00	84.00	93.29	93.33	93.06	96.00	88.33	95.00	94.83	93.23
Appropriateness of Emergency Medical Transportation treatment	92.49	91.33	82.88	92.50	89.06	89.71	99.04	89.06	94.19	94.83	93.23
Extent to which the services received were worth the fees charged	85.47	83.70	73.29	87.50	84.38	76.63	92.39	68.14	89.02	88.54	87.18
Overall rating of the care provided by our Emergency Medical service	92.43	92.65	82.81	93.29	89.06	86.84	99.00	83.82	95.92	95.69	92.50
Likelihood of recommending this ambulance service to others	92.29	92.00	82.41	90.48	90.28	84.26	97.22	80.43	95.41	95.54	92.55
Number of Surveys for the period	3627	55	22	50	22	20	29	21	54	33	53
Small Volume Service Ranking		6	11	5	7	8	1	10	2	3	4
Overall rank for all companies in the Database		21	29	15	22	24	1	28	2	5	6



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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	May-11	Jun-11	Jul-11	Aug-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
Helpfulness of the person you called for ambulance service	95.45	94.44	100.00	100.00	100.00	97.20	93.75	100.00	100.00	98.91	98.91
Concern shown by the person you called for ambulance service	95.45	93.08	87.50	100.00	100.00	96.36	89.29	75.00	100.00	97.62	98.91
Extent to which you were told what to do until the ambulance arrived	97.50	92.17	87.50	75.00	100.00	94.06	89.29	100.00	100.00	95.45	100.00
Extent to which the ambulance arrived in a timely manner	96.43	95.63	87.50	87.50	100.00	95.91	94.44	75.00	100.00	99.11	97.32
Cleanliness of the ambulance	96.43	97.22	87.50	100.00	100.00	97.52	100.00	100.00	100.00	99.04	98.00
Comfort of the ride	94.23	94.44	87.50	100.00	100.00	94.64	94.44	100.00	100.00	96.00	95.00
Skill of the person driving the ambulance	96.15	97.22	87.50	100.00	100.00	96.46	97.22	100.00	100.00	99.00	97.00
Care shown by the medics who arrived with the ambulance	91.67	97.02	100.00	91.67	100.00	97.62	100.00	100.00	100.00	98.21	96.46
Degree to which the medics took your problem seriously	93.33	96.61	100.00	83.33	100.00	97.38	97.50	100.00	100.00	99.14	99.07
Degree to which the medics listened to you and/or your family	94.64	94.91	91.67	91.67	100.00	96.53	97.50	100.00	100.00	97.41	99.07
Skill of the medics	95.00	97.16	91.67	91.67	100.00	98.45	100.00	100.00	100.00	97.41	99.07
Extent to which the medics kept you informed about your treatment	94.64	94.40	91.67	91.67	91.67	97.12	94.44	100.00	100.00	98.21	97.00
Extent to which medics included you in the treatment decisions (if applicable)	95.45	94.12	83.33	91.67	100.00	95.80	96.88	100.00	100.00	97.12	97.92
Degree to which the medics relieved your pain or discomfort	89.58	92.97	87.50	91.67	95.00	94.70	90.63	100.00	100.00	94.64	97.22
Medics' concern for your privacy	93.75	94.34	83.33	91.67	100.00	95.75	94.44		100.00	93.79	99.00
Extent to which medics cared for you as a person	95.00	97.09	91.67	83.33	100.00	97.52	97.50	100.00	100.00	97.50	99.07
Professionalism of the staff in our billing office	87.50	89.72	75.00	83.33	100.00	90.92	80.56	75.00		85.58	95.31
Willingness of the staff in our billing office to address your needs	86.11	92.35	75.00	100.00	100.00	90.78	80.56	50.00		86.89	94.23
How well did our staff work together to care for you	96.43	96.43	87.50	83.33	100.00	97.27	95.00	100.00	100.00	97.22	96.15
Extent to which our staff eased your entry into the medical facility	92.31	93.95	75.00	83.33	100.00	95.65	94.44	100.00	100.00	97.92	96.00
Appropriateness of Emergency Medical Transportation treatment	94.23	97.50	75.00	83.33	100.00	95.89	97.22	100.00	100.00	97.22	99.04
Extent to which the services received were worth the fees charged	86.54	90.47	75.00	42.00	95.00	90.49	87.50	50.00	100.00	92.39	92.39
Overall rating of the care provided by our Emergency Medical Transportation service	89.29	96.95	75.00	83.33	100.00	97.64	100.00	75.00	100.00	97.32	99.00
Likelihood of recommending this ambulance service to others	91.67	95.86	87.50	83.33	100.00	96.97	100.00	100.00	100.00	98.21	97.22
San Juan Island Survey Rating	93.44	95.01	88.50	87.13	99.23	96.01	94.53	91.30	100.00	96.58	97.54
Responses	16	44	3	3	6	128	11	1	1	34	29



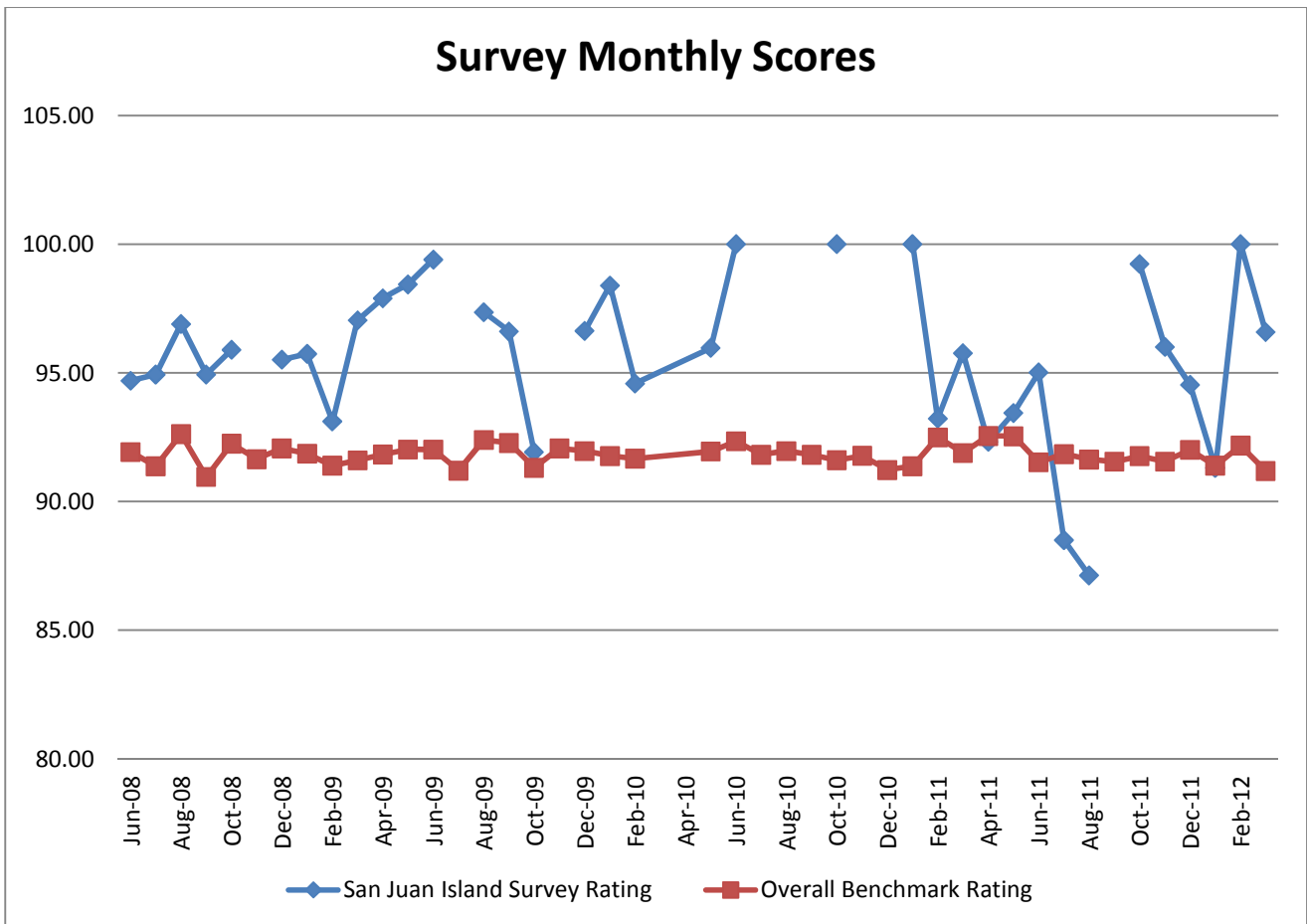
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Monthly Graphic Comparison of Overall Score

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.



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