

Assess your vital signs.



San Juan Island EMS

Client  
8901

## EMS System Report



Number of Your Patients in this Report:

128

November, 2011  
Monthly Score

96.01

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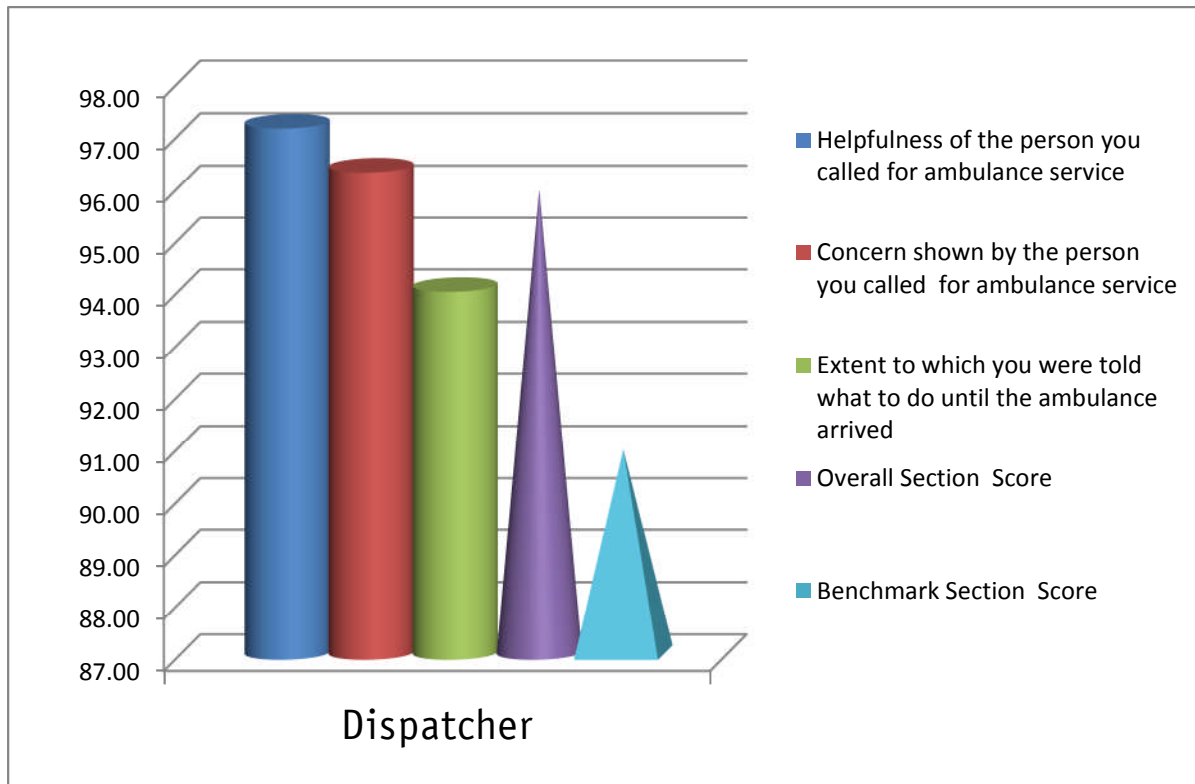




### Dispatch Analysis

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	<b>97.20</b>	<b>91.53</b>	<b>5.67</b>
Concern shown by the person you called for ambulance service	<b>96.36</b>	<b>91.50</b>	<b>4.85</b>
Extent to which you were told what to do until the ambulance arrived	<b>94.06</b>	<b>89.60</b>	<b>4.46</b>

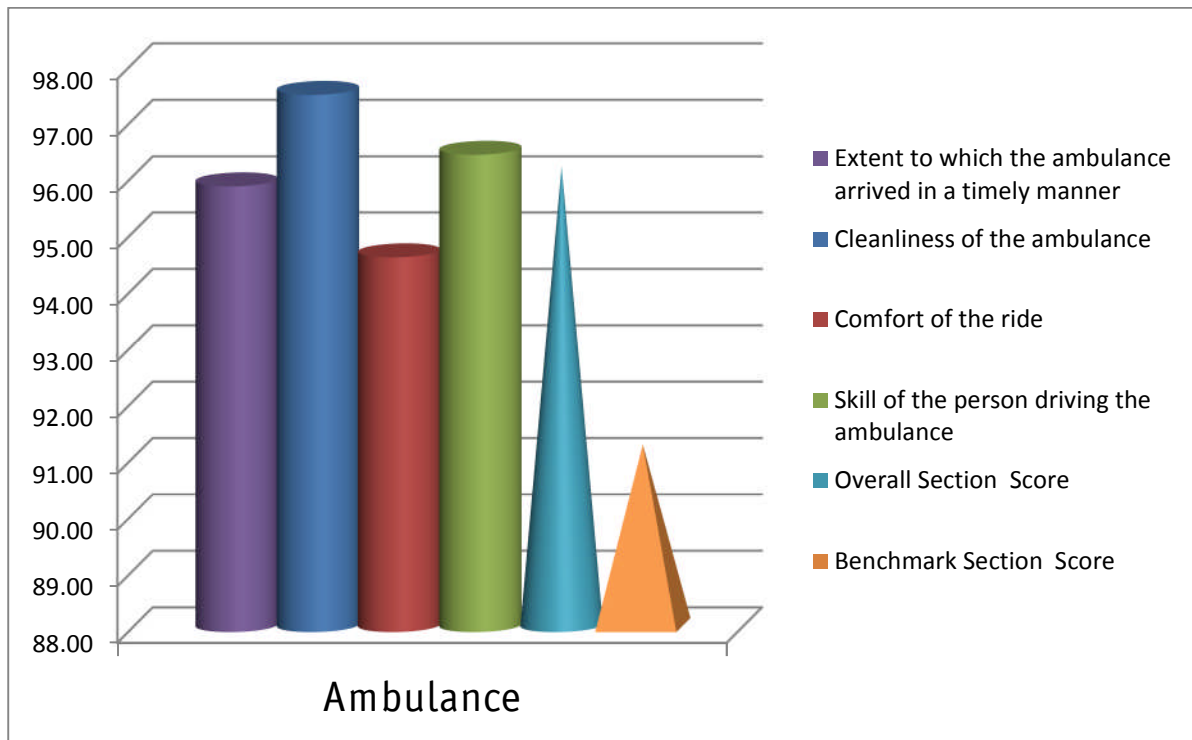




### Ambulance Analysis

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	<b>95.91</b>	<b>91.19</b>	<b>4.71</b>
Cleanliness of the ambulance	<b>97.52</b>	<b>93.71</b>	<b>3.82</b>
Comfort of the ride	<b>94.64</b>	<b>86.69</b>	<b>7.96</b>
Skill of the person driving the ambulance	<b>96.46</b>	<b>92.86</b>	<b>3.60</b>

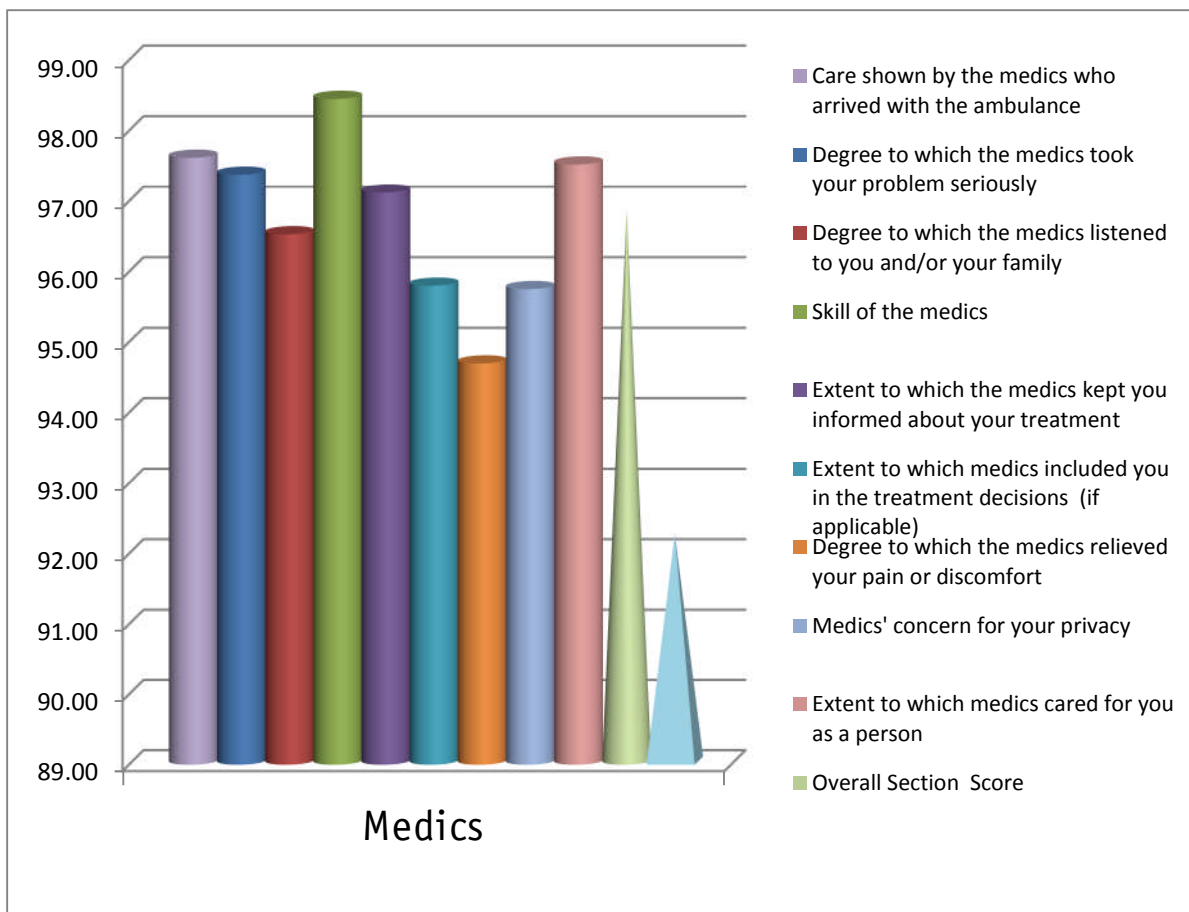




### Medic Analysis

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	97.62	93.14	4.48
Degree to which the medics took your problem seriously	97.38	93.16	4.21
Degree to which the medics listened to you and/or your family	96.53	92.71	3.82
Skill of the medics	98.45	93.44	5.02
Extent to which the medics kept you informed about your treatment	97.12	91.45	5.67
Extent to which medics included you in the treatment decisions (if applicable)	95.80	90.57	5.24
Degree to which the medics relieved your pain or discomfort	94.70	89.81	4.89
Medics' concern for your privacy	95.75	91.96	3.79
Extent to which medics cared for you as a person	97.52	93.06	4.46



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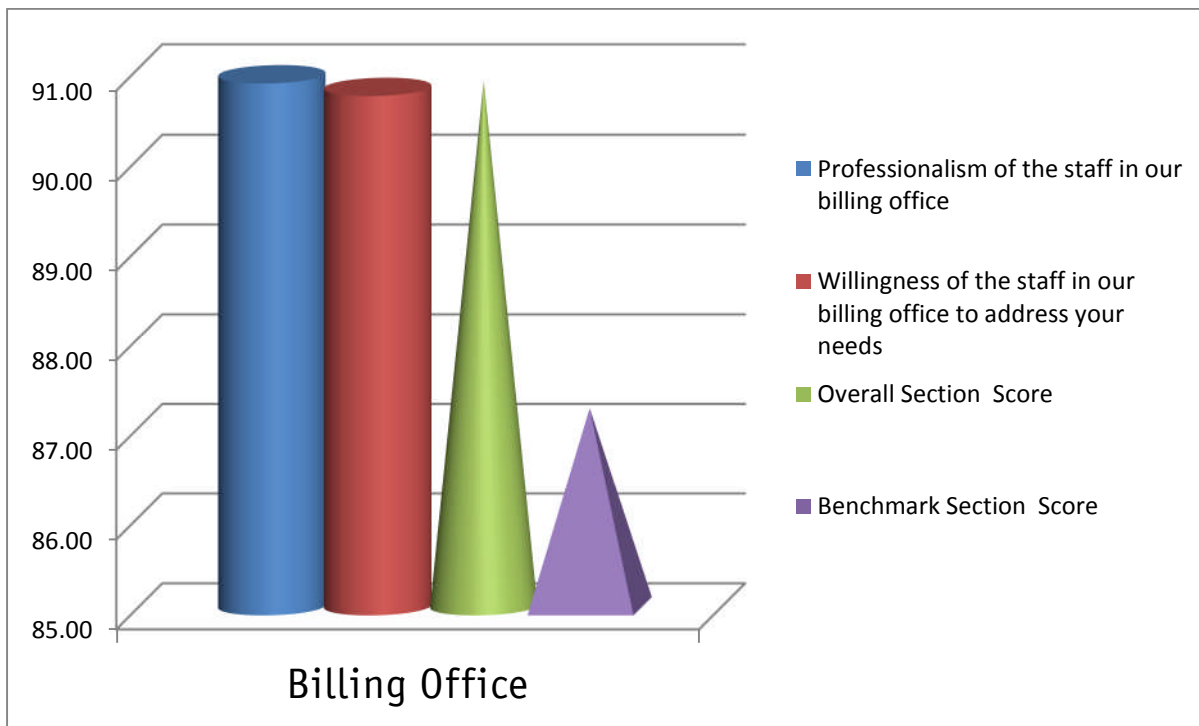
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### Office Staff Analysis

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	90.92	87.15	3.77
Willingness of the staff in our billing office to address your needs	90.78	87.26	3.52

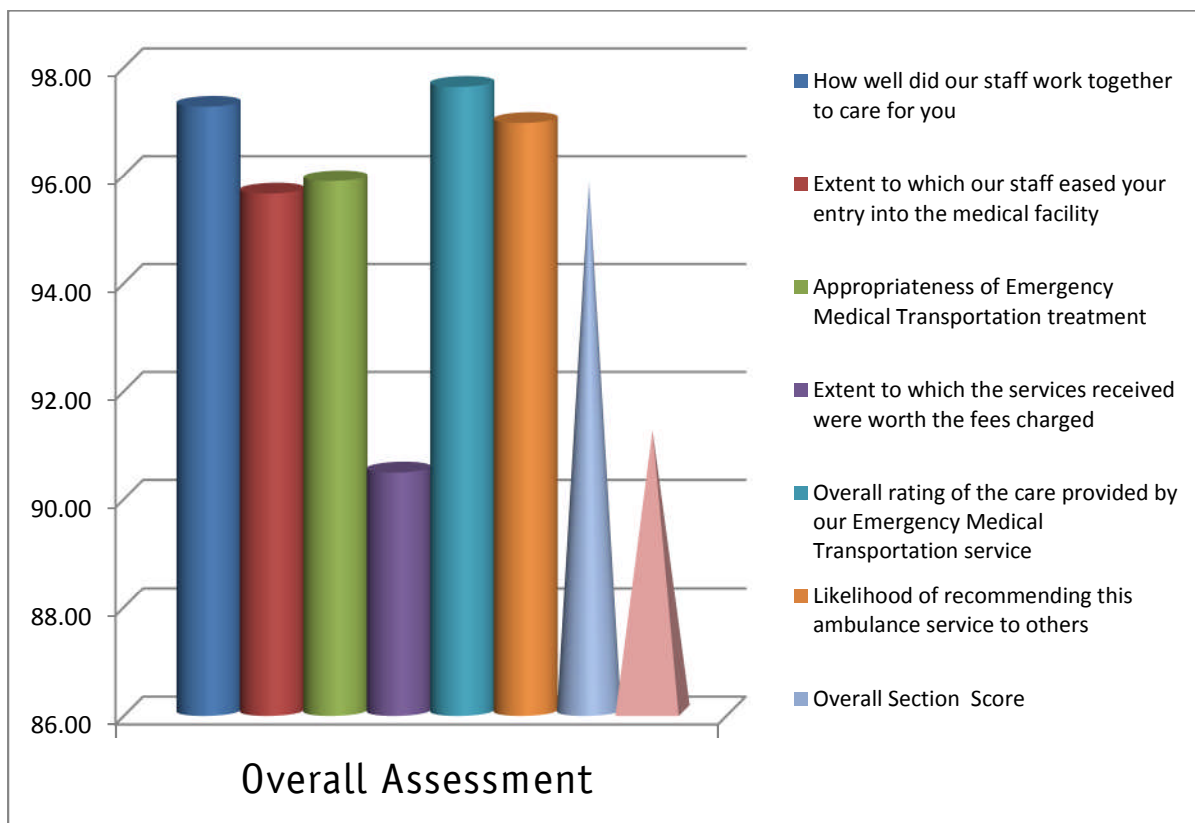




### Overall Assessment Analysis

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	<b>97.27</b>	<b>92.51</b>	<b>4.76</b>
Extent to which our staff eased your entry into the medical facility	<b>95.65</b>	<b>92.18</b>	<b>3.47</b>
Appropriateness of Emergency Medical Transportation treatment	<b>95.89</b>	<b>91.98</b>	<b>3.90</b>
Extent to which the services received were worth the fees charged	<b>90.49</b>	<b>85.07</b>	<b>5.42</b>
Overall rating of the care provided by our Emergency Medical Transportation service	<b>97.64</b>	<b>92.59</b>	<b>5.05</b>
Likelihood of recommending this ambulance service to others	<b>96.97</b>	<b>91.70</b>	<b>5.27</b>





### 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	97.20	91.53	5.67
Concern shown by the person you called for ambulance service	96.36	91.50	4.85
Extent to which you were told what to do until the ambulance arrived	94.06	89.60	4.46
Extent to which the ambulance arrived in a timely manner	95.91	91.19	4.71
Cleanliness of the ambulance	97.52	93.71	3.82
Comfort of the ride	94.64	86.69	7.96
Skill of the person driving the ambulance	96.46	92.86	3.60
Care shown by the medics who arrived with the ambulance	97.62	93.14	4.48
Degree to which the medics took your problem seriously	97.38	93.16	4.21
Degree to which the medics listened to you and/or your family	96.53	92.71	3.82
Skill of the medics	98.45	93.44	5.02
Extent to which the medics kept you informed about your treatment	97.12	91.45	5.67
Extent to which medics included you in the treatment decisions (if applicable)	95.80	90.57	5.24
Degree to which the medics relieved your pain or discomfort	94.70	89.81	4.89
Medics' concern for your privacy	95.75	91.96	3.79
Extent to which medics cared for you as a person	97.52	93.06	4.46
Professionalism of the staff in our billing office	90.92	87.15	3.77
Willingness of the staff in our billing office to address your needs	90.78	87.26	3.52
How well did our staff work together to care for you	97.27	92.51	4.76
Extent to which our staff eased your entry into the medical facility	95.65	92.18	3.47
Appropriateness of Emergency Medical Transportation treatment	95.89	91.98	3.90
Extent to which the services received were worth the fees charged	90.49	85.07	5.42
Overall rating of the care provided by our Emergency Medical Transportation service	97.64	92.59	5.05
Likelihood of recommending this ambulance service to others	96.97	91.70	5.27
Overall Survey Rating	96.01	91.39	4.62



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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	C	D	E	F	G	San Juan Island	R	U	V
Small Volume Services (<110 Responses)											
Total Score	91.39	91.84	88.75	87.59	96.05	91.28	91.51	96.01	90.30	80.31	88.76
Helpfulness of the person you called for ambulance service	91.53	90.63	89.15	85.71	100.00	89.66	93.75	97.20	92.19	84.62	90.38
Concern shown by the person you called for ambulance service	91.50	90.63	87.53	91.67	100.00	89.29	96.88	96.36	93.75	81.25	92.31
Extent to which you were told what to do until the ambulance arrived	89.60	93.48	86.01	83.33	100.00	88.00	96.43	94.06	87.50	85.42	88.46
Extent to which the ambulance arrived in a timely manner	91.19	87.93	88.74	85.71	100.00	89.63	95.00	95.91	91.67	81.67	86.54
Cleanliness of the ambulance	93.71	95.00	93.51	89.29	100.00	93.90	95.00	97.52	93.06	83.93	90.91
Comfort of the ride	86.69	86.67	84.27	85.71	87.50	88.46	95.00	94.64	83.82	83.33	87.50
Skill of the person driving the ambulance	92.86	91.70	90.88	85.71	100.00	94.23	95.00	96.46	91.18	86.67	88.89
Care shown by the medics who arrived with the ambulance	93.14	92.28	89.79	89.29	100.00	97.30	87.58	97.62	92.11	78.40	90.91
Degree to which the medics took your problem seriously	93.16	93.14	89.55	89.29	100.00	97.30	89.58	97.38	93.42	75.07	86.36
Degree to which the medics listened to you and/or your family	92.71	92.53	88.87	89.29	100.00	96.71	85.50	96.53	94.44	78.64	93.18
Skill of the medics	93.44	92.89	90.77	89.29	100.00	95.95	91.67	98.45	91.67	80.07	93.18
Extent to which the medics kept you informed about your treatment	91.45	92.35	87.88	83.33	93.75	93.24	92.50	97.12	90.63	78.40	83.33
Extent to which medics included you in the treatment decisions	90.57	90.95	86.62	95.00	91.67	92.19	90.91	95.80	90.38	77.17	85.71
Degree to which the medics relieved your pain or discomfort	89.81	91.71	85.89	95.83	91.67	93.57	85.10	94.70	88.33	80.43	87.50
Medics' concern for your privacy	91.96	91.38	89.44	80.00	91.67	94.12	89.58	95.75	90.28	76.73	85.00
Extent to which medics cared for you as a person	93.06	92.89	89.71	85.71	100.00	94.74	89.58	97.52	94.44	75.07	86.11
Professionalism of the staff in our billing office	87.15	81.91	86.35	100.00	100.00	80.77	83.50	90.92	80.00	75.00	87.50
Willingness of the staff in our billing office to address your needs	87.26	82.60	86.76	100.00	100.00	82.29	91.67	90.78	80.56	84.38	83.33
How well did our staff work together to care for you	92.51	94.64	90.08	87.50	93.75	90.31	91.67	97.27	94.74	80.07	88.89
Extent to which our staff eased your entry into the medical facility	92.18	94.64	90.09	79.17	91.67	90.94	94.44	95.65	92.65	80.07	91.67
Appropriateness of Emergency Medical Transportation treatment	91.98	94.44	91.49	85.71	91.67	90.47	95.00	95.89	92.65	80.07	91.67
Extent to which the services received were worth the fees charged	85.07	90.22	85.07	83.33	83.33	78.19	86.11	90.49	73.15	80.00	82.50
Overall rating of the care provided by our Emergency Medical service	92.59	94.64	89.94	89.29	91.67	93.24	95.00	97.64	91.67	80.07	90.00
Likelihood of recommending this ambulance service to others	91.70	92.59	88.39	89.29	93.75	86.17	92.50	96.97	87.50	81.73	92.50
Number of Surveys for the period	2780	32	175	8	5	43	12	128	20	17	13
Small Volume Service Ranking		3	8	9	1	5	4	2	6	11	7
Overall rank for all companies in the Database		9	24	26	1	12	11	2	21	28	23



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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	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Oct-11	Nov-11
Helpfulness of the person you called for ambulance service	93.75	96.97	95.00	95.45	94.44	100.00	100.00	100.00	97.20
Concern shown by the person you called for ambulance service	93.75	96.25	94.44	95.45	93.08	87.50	100.00	100.00	96.36
Extent to which you were told what to do until the ambulance arrived	89.00	95.92	93.75	97.50	92.17	87.50	75.00	100.00	94.06
Extent to which the ambulance arrived in a timely manner	94.44	97.15	97.73	96.43	95.63	87.50	87.50	100.00	95.91
Cleanliness of the ambulance	90.00	97.66	100.00	96.43	97.22	87.50	100.00	100.00	97.52
Comfort of the ride	90.00	94.11	100.00	94.23	94.44	87.50	100.00	100.00	94.64
Skill of the person driving the ambulance	88.73	97.25	100.00	96.15	97.22	87.50	100.00	100.00	96.46
Care shown by the medics who arrived with the ambulance	87.58	95.99	92.86	91.67	97.02	100.00	91.67	100.00	97.62
Degree to which the medics took your problem seriously	93.75	97.12	90.46	93.33	96.61	100.00	83.33	100.00	97.38
Degree to which the medics listened to you and/or your family	93.18	96.25	85.50	94.64	94.91	91.67	91.67	100.00	96.53
Skill of the medics	100.00	97.52	87.50	95.00	97.16	91.67	91.67	100.00	98.45
Extent to which the medics kept you informed about your treatment	97.92	96.07	86.62	94.64	94.40	91.67	91.67	91.67	97.12
Extent to which medics included you in the treatment decisions (if applicable)	93.18	96.10	87.58	95.45	94.12	83.33	91.67	100.00	95.80
Degree to which the medics relieved your pain or discomfort	87.60	95.06	91.07	89.58	92.97	87.50	91.67	95.00	94.70
Medics' concern for your privacy	86.45	95.53	86.45	93.75	94.34	83.33	91.67	100.00	95.75
Extent to which medics cared for you as a person	97.92	96.91	92.31	95.00	97.09	91.67	83.33	100.00	97.52
Professionalism of the staff in our billing office	95.83	89.74	85.42	87.50	89.72	75.00	83.33	100.00	90.92
Willingness of the staff in our billing office to address your needs	95.83	91.45	85.42	86.11	92.35	75.00	100.00	100.00	90.78
How well did our staff work together to care for you	97.92	95.55	92.86	96.43	96.43	87.50	83.33	100.00	97.27
Extent to which our staff eased your entry into the medical facility	89.00	97.69	100.00	92.31	93.95	75.00	83.33	100.00	95.65
Appropriateness of Emergency Medical Transportation treatment	95.45	95.25	95.45	94.23	97.50	75.00	83.33	100.00	95.89
Extent to which the services received were worth the fees charged	86.36	88.34	89.58	86.54	90.47	75.00	42.00	95.00	90.49
Overall rating of the care provided by our Emergency Medical Transportation service	100.00	97.92	95.83	89.29	96.95	75.00	83.33	100.00	97.64
Likelihood of recommending this ambulance service to others	97.73	96.68	97.73	91.67	95.86	87.50	83.33	100.00	96.97
San Juan Island Survey Rating	93.22	95.77	92.31	93.44	95.01	88.50	87.13	99.23	96.01
Responses	13	128	18	16	44	3	3	6	128



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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.

