

Assess your vital signs.



Friday Harbor, WA  
Client 8901

## EMS System Report

Quarterly Report for July-September 2012



Number of Your Patients in this Report:

86

Number of Patients in All EMS DB:

9334

Number of Transport Services in All EMS DB:

41

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





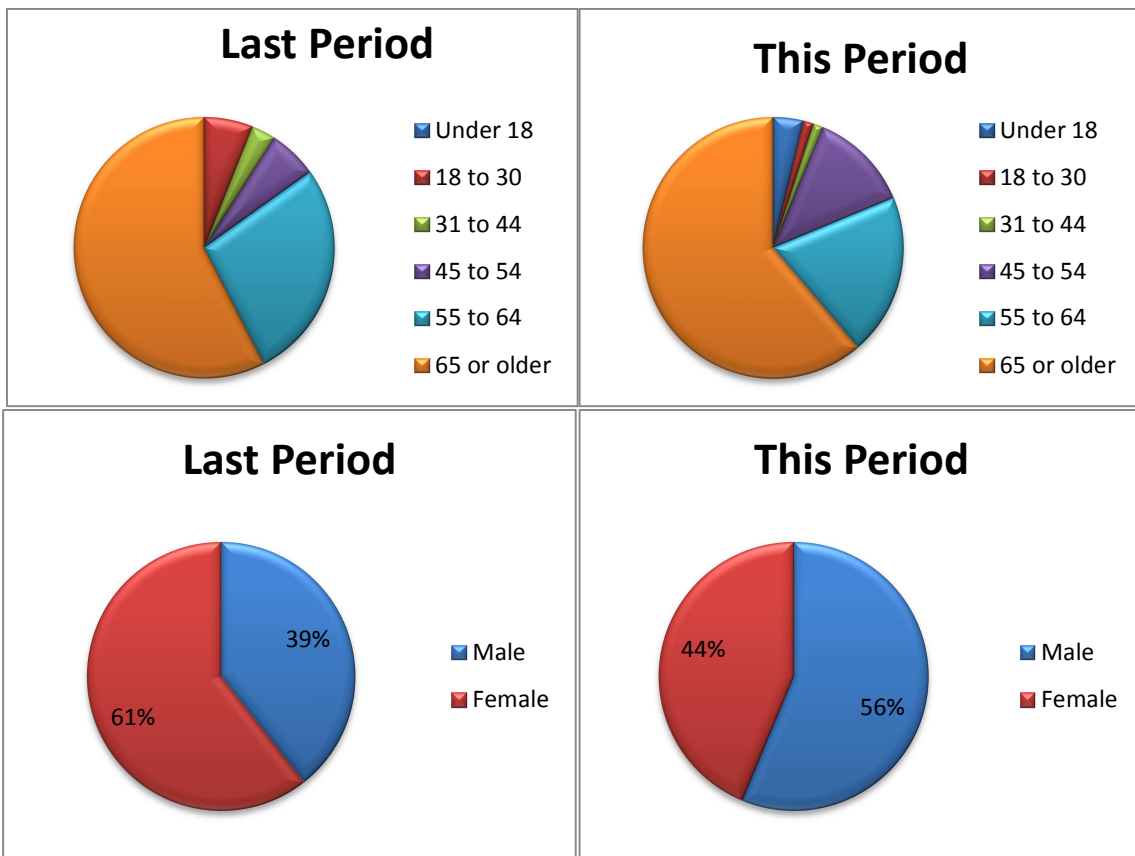
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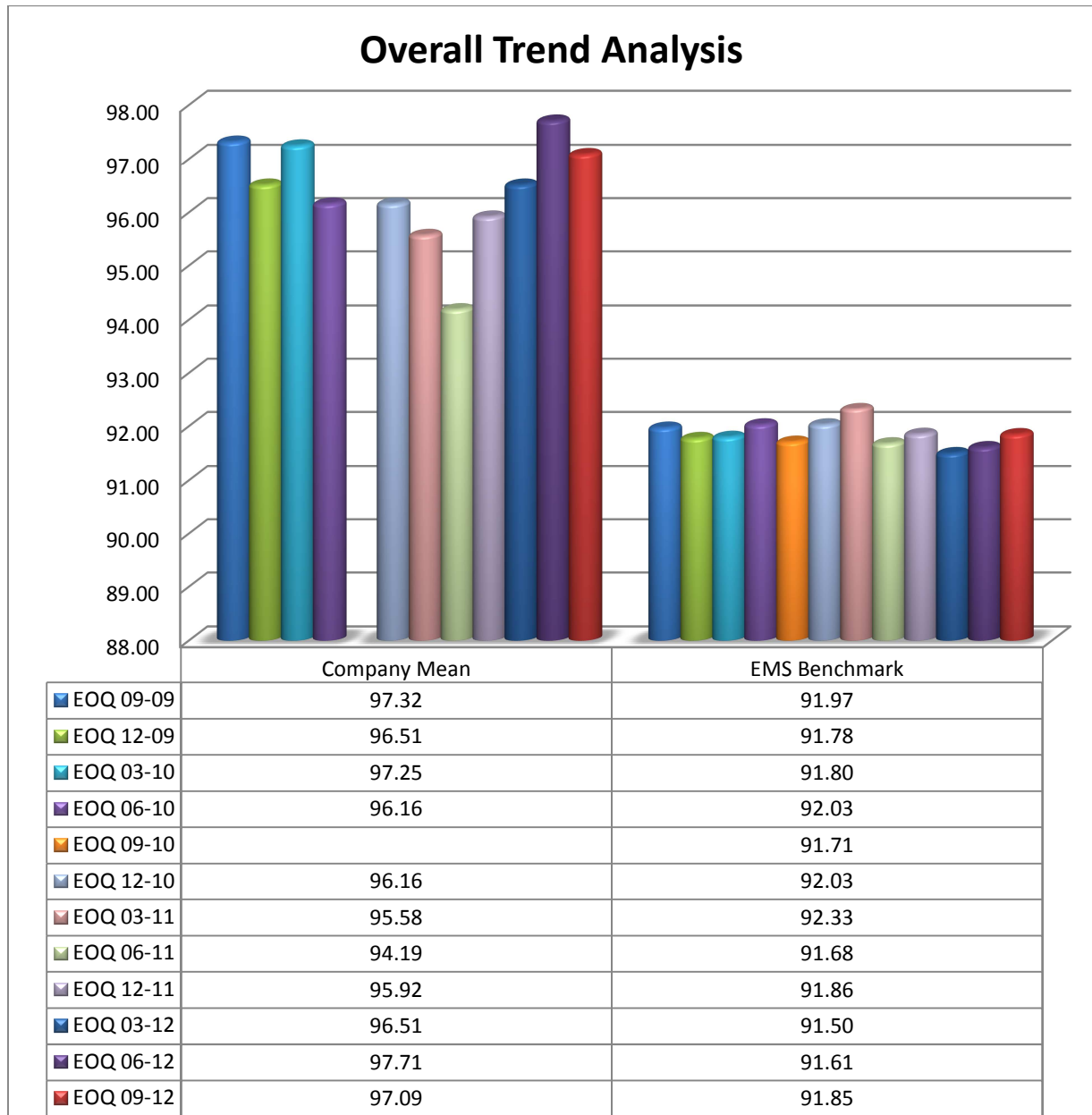
This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the "Background Questions" section of the questionnaire. Compare this demographic data to your eligible population. Generally, the demographic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

		Last Period		This Period		
		Male	Female	Male	Female	
Under 18	-	-	-	3	2	1
18 to 30	2	2	-	1	-	1
31 to 44	1	-	1	1	-	1
45 to 54	2	1	1	10	5	5
55 to 64	9	4	5	16	8	8
65 or older	19	6	13	49	30	19
<b>Total</b>	<b>33</b>	<b>13</b>	<b>20</b>	<b>80</b>	<b>45</b>	<b>35</b>





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.

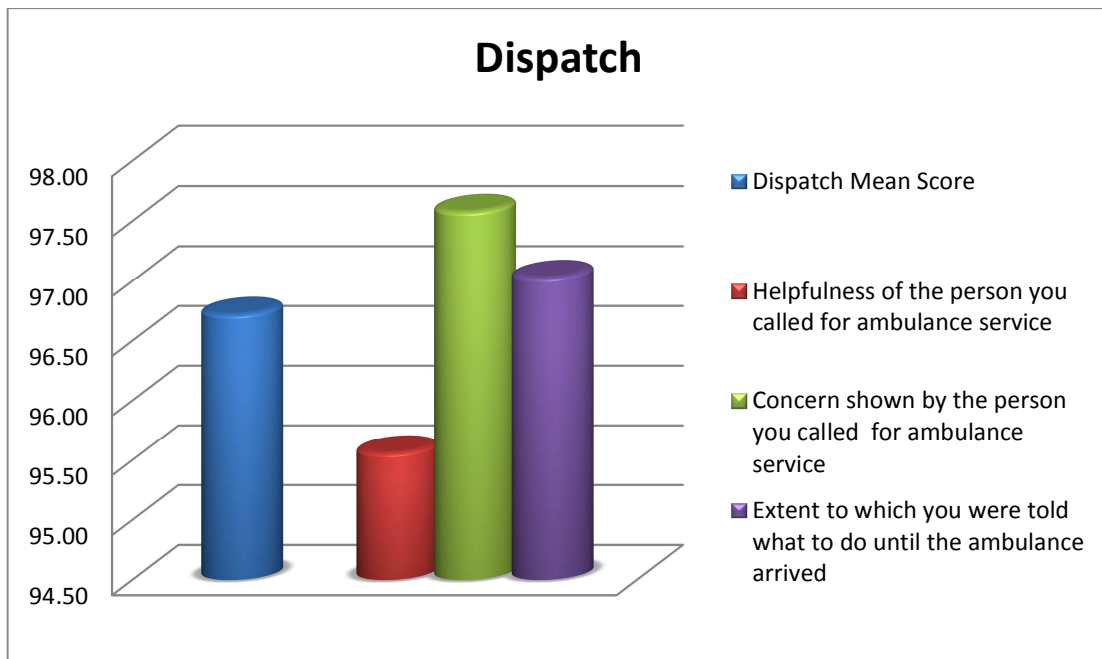
	Last Period	Change	This Period	All Facilities in Database
Helpfulness of the person you called for ambulance service	99.04	-3.48	95.56	92.08
Concern shown by the person you called for ambulance service	98.08	-0.50	97.58	91.76
Extent to which you were told what to do until the ambulance arrived	98.96	-1.93	97.03	90.53
Extent to which the ambulance arrived in a timely manner	97.58	-0.84	96.74	91.61
Cleanliness of the ambulance	98.15	0.66	98.81	93.78
Comfort of the ride	95.37	-2.79	92.58	87.20
Skill of the person driving the ambulance	97.22	0.40	97.62	93.03
Care shown by the medics who arrived with the ambulance	96.13	2.46	98.59	93.70
Degree to which the medics took your problem seriously	99.19	-0.83	98.36	93.67
Degree to which the medics listened to you and/or your family	99.19	-1.19	98.00	93.31
Skill of the medics	99.19	-0.81	98.38	93.70
Extent to which the medics kept you informed about your treatment	97.41	0.97	98.38	91.97
Extent to which medics included you in the treatment decisions	98.21	0.25	98.46	91.34
Degree to which the medics relieved your pain or discomfort	97.58	-0.08	97.50	90.20
Medics' concern for your privacy	99.14	-2.52	96.62	92.60
Extent to which medics cared for you as a person	99.22	-0.50	98.72	93.62
Professionalism of the staff in our billing office	95.83	-2.97	92.86	88.07
Willingness of the staff in our billing office to address your needs	95.00	-0.62	94.38	88.03
How well did our staff work together to care for you	96.55	0.75	97.30	92.52
Extent to which our staff eased your entry into the medical facility	96.30	0.97	97.27	92.73
Appropriateness of Emergency Medical Transportation treatment	99.14	-2.11	97.03	92.51
Extent to which the services received were worth the fees charged	93.00	0.88	93.88	85.53
Overall rating of the care provided by our Emergency Medical Transportation service	99.11	-2.01	97.10	92.74
Likelihood of recommending this ambulance service to others	97.66	-0.44	97.22	92.36
<b>Overall Facility Rating</b>	<b>97.71</b>	<b>-0.62</b>	<b>97.09</b>	<b>91.85</b>



## 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
<b>Dispatch Mean Score</b>	0	0	0	24	159	96.72	86.90%	100.00%
<b>Helpfulness of the person you called for ambulance service</b>	-	-	-	11	51	95.56	82.30%	100.00%
<b>Concern shown by the person you called for ambulance service</b>	-	-	-	6	56	97.58	90.30%	100.00%
<b>Extent to which you were told what to do until the ambulance arrived</b>	-	-	-	7	52	97.03	88.10%	100.00%

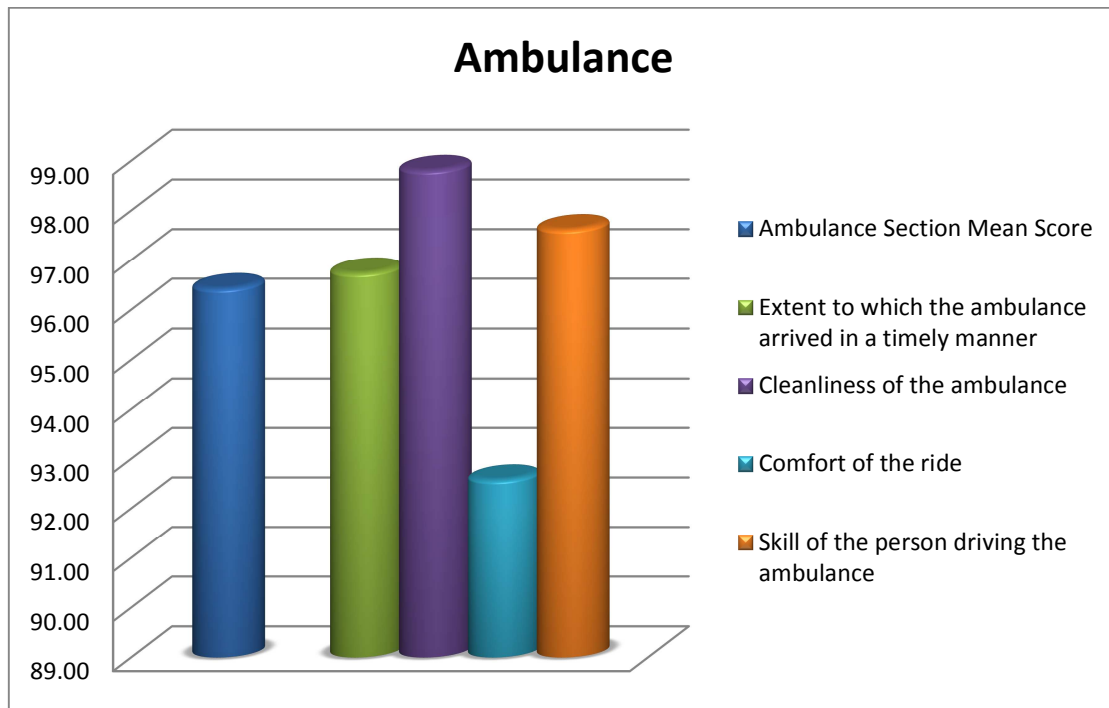




### Ambulance Analysis

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.

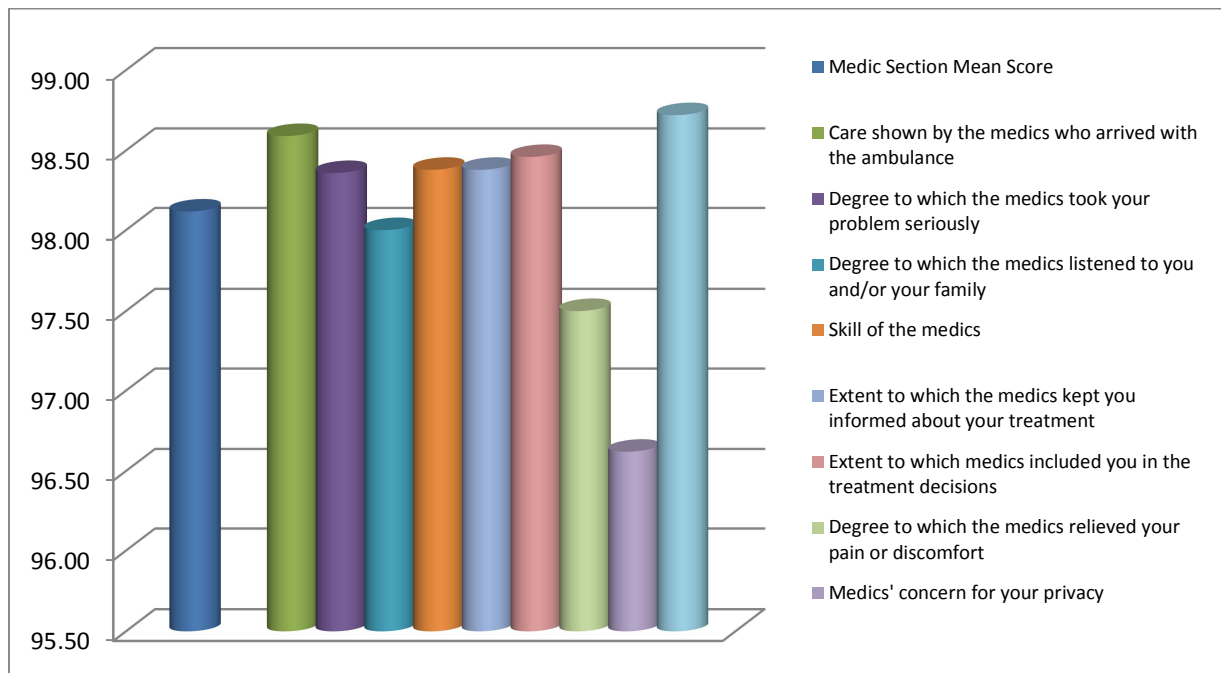
	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
<b>Ambulance Section Mean Score</b>	0	2	4	23	230	96.43	88.80%	99.20%
<b>Extent to which the ambulance arrived in a timely manner</b>	-	2	-	3	64	96.74	92.80%	97.10%
<b>Cleanliness of the ambulance</b>	-	-	-	3	60	98.81	95.20%	100.00%
<b>Comfort of the ride</b>	-	-	3	13	48	92.58	75.00%	100.00%
<b>Skill of the person driving the ambulance</b>	-	-	1	4	58	97.62	92.10%	100.00%





### Medic Analysis

Medic Section Mean Score	Very				Very Good	Mean	Top Box	% Positive
	Poor 0	Poor 0	Fair 1	Good 48				
Care shown by the medics who arrived with the ambulance	-	-	-	4	67	98.59	94.40%	100.00%
Degree to which the medics took your problem seriously	-	-	-	5	71	98.36	93.40%	100.00%
Degree to which the medics listened to you and/or your family	-	-	-	6	69	98.00	92.00%	100.00%
Skill of the medics	-	-	-	5	72	98.38	93.50%	100.00%
Extent to which the medics kept you informed about your treatment	-	-	-	5	72	98.38	93.50%	100.00%
Extent to which medics included you in the treatment decisions	-	-	1	2	62	98.46	95.40%	100.00%
Degree to which the medics relieved your pain or discomfort	-	-	-	7	63	97.50	90.00%	100.00%
Medics' concern for your privacy	-	-	-	10	64	96.62	86.50%	100.00%
Extent to which medics cared for you as a person	-	-	-	4	74	98.72	94.90%	100.00%



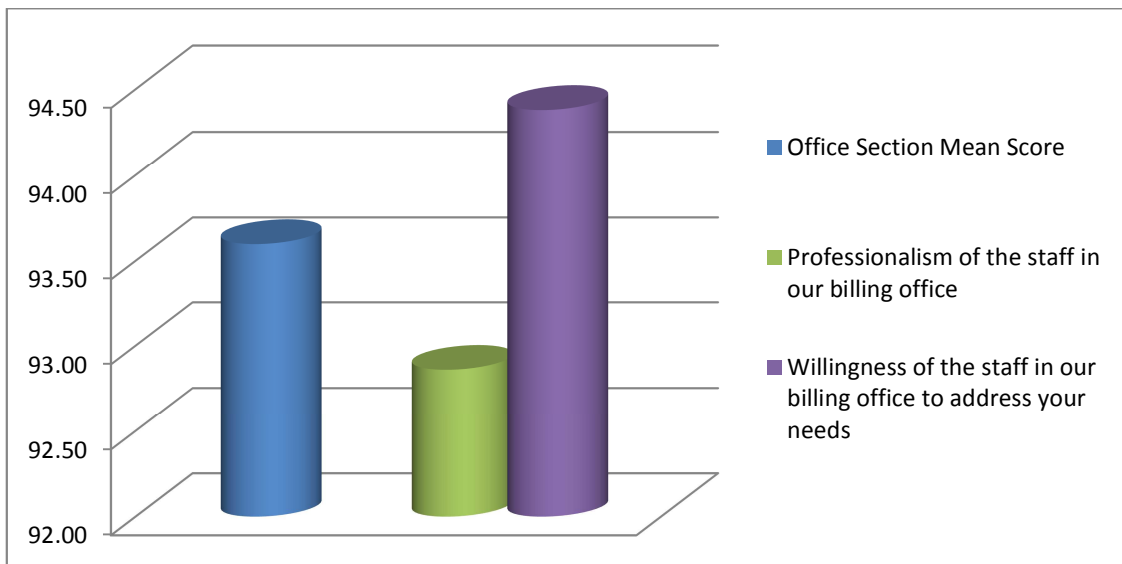




### Office Staff Analysis

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
<b>Office Section Mean Score</b>	0	0	4	13	65	93.60	79.30%	100.00%
<b>Professionalism of the staff in our billing office</b>	-	-	2	8	32	92.86	76.20%	100.00%
<b>Willingness of the staff in our billing office to address your needs</b>	-	-	2	5	33	94.38	82.50%	100.00%

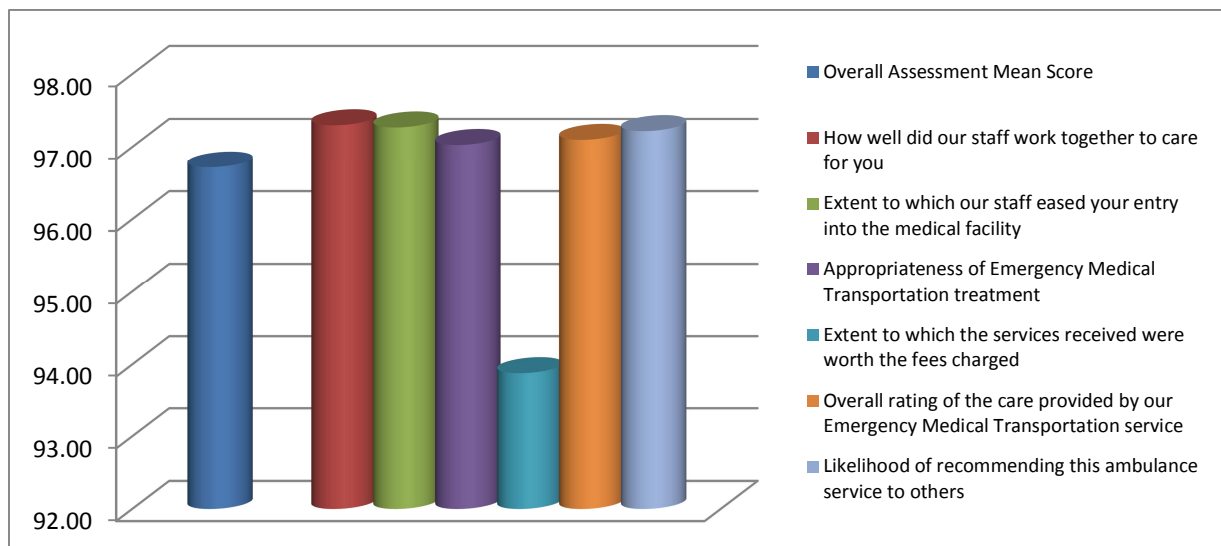




### Overall Assessment Analysis

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
<b>Overall Assessment Mean Score</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>38</b>	<b>360</b>	<b>96.72</b>	<b>89.30%</b>	<b>99.30%</b>
<b>How well did our staff work together to care for you</b>	-	-	-	8	66	97.30	89.20%	100.00%
<b>Extent to which our staff eased your entry into the medical facility</b>	-	-	-	7	57	97.27	89.10%	100.00%
<b>Appropriateness of Emergency Medical Transportation treatment</b>	1	-	-	4	62	97.03	92.50%	98.50%
<b>Extent to which the services received were worth the fees charged</b>	1	-	2	6	48	93.88	84.20%	98.20%
<b>Overall rating of the care provided by our Emergency Medical Transportation service</b>	-	-	-	8	61	97.10	88.40%	100.00%
<b>Likelihood of recommending this ambulance service to others</b>	-	1	-	5	66	97.22	91.70%	98.60%





### 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 (<150 Responses per quarter)										
Total Score	91.86	93.84	92.66	91.81	89.33	92.67	97.09	90.67	90.06	90.44
Helpfulness of the person you called for ambulance service	92.08	93.89	93.18	91.19	91.67	90.48	95.56	91.09	89.87	90.68
Concern shown by the person you called for ambulance service	91.76	93.33	92.05	91.25	90.00	92.86	97.58	90.30	88.99	90.73
Extent to which you were told what to do until the ambulance arrived	90.53	91.48	94.05	88.65	86.25	88.10	97.03	89.83	89.59	91.10
Extent to which the ambulance arrived in a timely manner	91.62	92.92	94.00	89.96	91.67	95.65	96.74	91.30	91.26	89.90
Cleanliness of the ambulance	93.79	95.10	95.19	94.23	93.18	94.05	98.81	91.52	93.70	90.90
Comfort of the ride	87.20	89.24	88.46	89.49	89.77	86.90	92.58	86.07	85.62	85.81
Skill of the person driving the ambulance	93.03	95.59	96.15	93.71	95.45	94.05	97.62	92.08	91.24	91.48
Care shown by the medics who arrived with the ambulance	93.71	97.12	94.79	93.22	89.81	93.18	98.59	92.45	92.59	92.49
Degree to which the medics took your problem seriously	93.69	98.08	93.75	93.37	89.81	95.24	98.36	93.32	92.56	91.97
Degree to which the medics listened to you and/or your family	93.32	95.10	93.48	93.26	89.04	96.25	98.00	91.98	91.48	91.67
Skill of the medics	93.70	97.06	93.48	93.62	93.00	95.00	98.38	92.31	91.74	92.22
Extent to which the medics kept you informed about your treatment	91.98	94.02	92.39	89.81	89.82	96.05	98.38	90.93	91.03	88.37
Extent to which medics included you in the treatment decisions	91.34	94.59	93.06	87.83	89.77	95.31	98.46	90.04	88.91	88.74
Degree to which the medics relieved your pain or discomfort	90.21	91.33	91.25	88.38	81.86	94.44	97.50	90.42	88.09	88.61
Medics' concern for your privacy	92.60	95.31	90.48	92.13	88.00	90.79	96.62	91.57	92.07	90.58
Extent to which medics cared for you as a person	93.64	95.41	94.79	93.05	89.46	95.00	98.72	93.53	91.67	92.41
Professionalism of the staff in our billing office	88.09	87.50	88.24	92.19	84.78	91.67	92.86	84.09	86.16	88.93
Willingness of the staff in our billing office to address your needs	88.05	88.54	88.24	92.21	84.78	94.44	94.38	83.43	85.78	88.79
How well did our staff work together to care for you	92.53	94.61	92.00	92.57	89.42	91.67	97.30	91.67	89.19	91.42
Extent to which our staff eased your entry into the medical facility	92.75	95.00	93.00	94.30	88.04	94.32	97.27	92.10	89.93	90.98
Appropriateness of Emergency Medical Transportation treatment	92.53	94.39	92.00	93.87	92.39	91.25	97.03	91.63	89.50	90.90
Extent to which the services received were worth the fees charged	85.55	86.05	89.29	86.51	80.48	83.39	93.88	82.55	83.50	85.49
Overall rating of the care provided by our Emergency Medical service	92.75	95.28	92.00	93.05	91.67	93.18	97.10	92.71	90.51	90.97
Likelihood of recommending this ambulance service to others	92.38	93.75	95.00	92.23	90.78	90.91	97.22	91.25	91.48	91.61
Number of Surveys for the period	9334	59	29	142	28	23	86	186	146	151
Small Volume Service Ranking		2	4	6	10	3	1	7	9	8
Overall rank for all companies in the Database		3	9	16	29	8	1	24	28	27



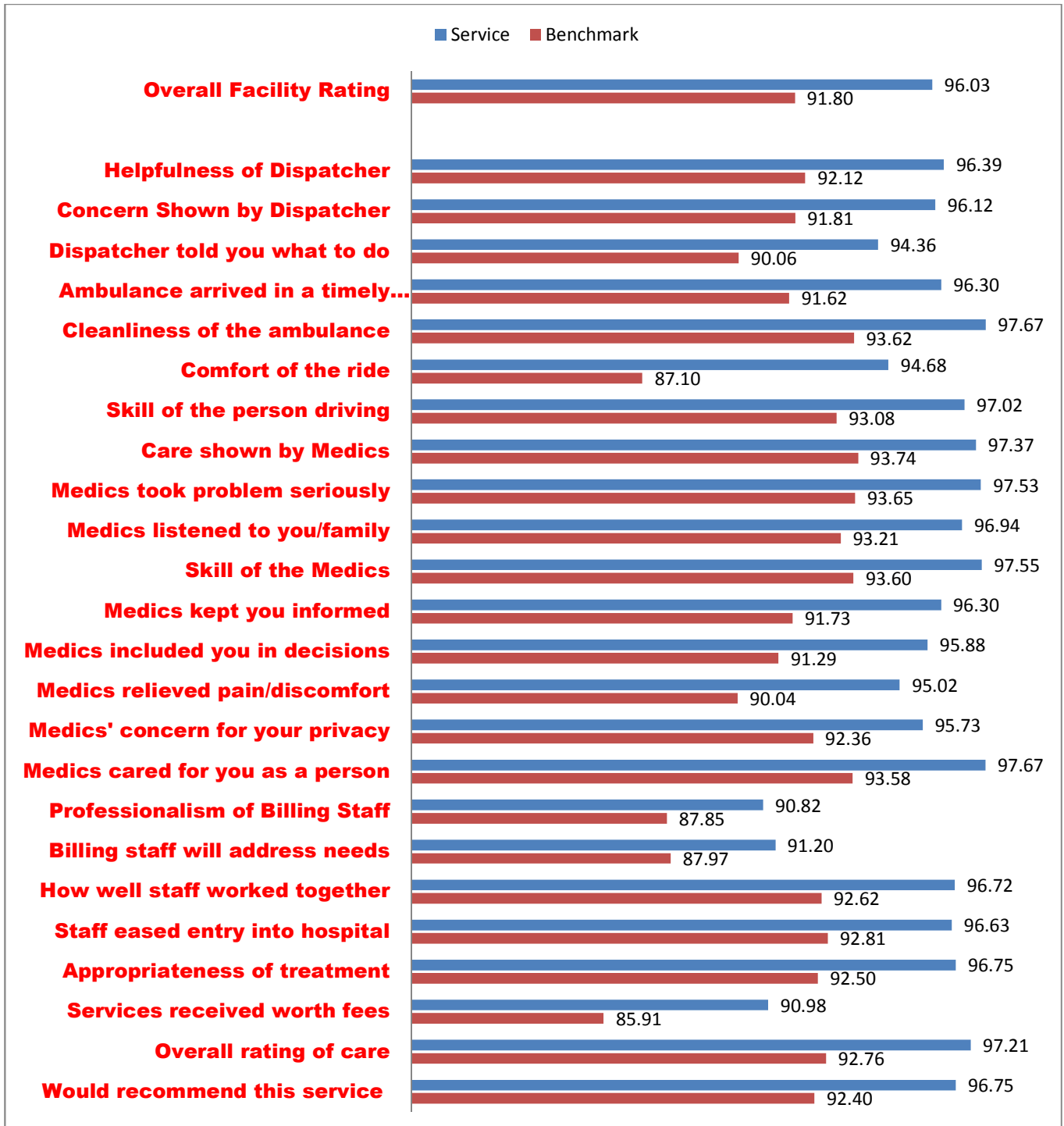
## Top Box Comparisons

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
<b>Overall Company Rating</b>	<b>2</b>	<b>3</b>	<b>11</b>	<b>146</b>	<b>1428</b>	<b>89.80%</b>	<b>74.00%</b>
Helpfulness of the person you called for ambulance service	-	-	-	11	51	82.30%	73.50%
Concern shown by the person you called for ambulance service	-	-	-	6	56	90.30%	72.80%
Extent to which you were told what to do until the ambulance arrived	-	-	-	7	52	88.10%	70.50%
Extent to which the ambulance arrived in a timely manner	-	2	-	3	64	92.80%	72.60%
Cleanliness of the ambulance	-	-	-	3	60	95.20%	77.50%
Comfort of the ride	-	-	3	13	48	75.00%	62.70%
Skill of the person driving the ambulance	-	-	1	4	58	92.10%	75.70%
Care shown by the medics who arrived with the ambulance	-	-	-	4	67	94.40%	79.50%
Degree to which the medics took your problem seriously	-	-	-	5	71	93.40%	79.90%
Degree to which the medics listened to you and/or your family	-	-	-	6	69	92.00%	78.90%
Skill of the medics	-	-	-	5	72	93.50%	79.00%
Extent to which the medics kept you informed about your treatment	-	-	-	5	72	93.50%	74.50%
Extent to which medics included you in the treatment decisions	-	-	1	2	62	95.40%	73.50%
Degree to which the medics relieved your pain or discomfort	-	-	-	7	63	90.00%	70.40%
Medics' concern for your privacy	-	-	-	10	64	86.50%	75.20%
Extent to which medics cared for you as a person	-	-	-	4	74	94.90%	79.60%
Professionalism of the staff in our billing office	-	-	2	8	32	76.20%	60.40%
Willingness of the staff in our billing office to address your needs	-	-	2	5	33	82.50%	60.80%
How well did our staff work together to care for you	-	-	-	8	66	89.20%	75.00%
Extent to which our staff eased your entry into the medical facility	-	-	-	7	57	89.10%	75.80%
Appropriateness of Emergency Medical Transportation treatment	1	-	-	4	62	92.50%	75.50%
Extent to which the services received were worth the fees charged	1	-	2	6	48	84.20%	61.30%
Overall rating of the care provided by our Emergency Medical Service	-	-	-	8	61	88.40%	76.70%
Likelihood of recommending this ambulance service to others	-	1	-	5	66	91.70%	76.50%



**Cumulative Totals**





## Facilities in Database

Albion Community Ambulance	Albion, MI	LifeCare of Branch County	Coldwater, MI
Alliance Mobile Health	Troy, MI	LifeNet EMS	Texarkana, TX
Carilion Clinic, Patient Transportation	Roanoke, VA	Medic EMS	Davenport, IA
Cetronia Ambulance Corps	Allentown, PA	Medstar Ambulance	Clinton Twp, MI
Columbus Connection	Columbus, OH	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	Nature Coast EMS	Lecanto, FL
Hennepin County Medical Center	Minneapolis, MN	North Memorial EMS	Brooklyn Center, MN
Humboldt General Hospital	Winnemucca, NV	North Shore LIJ EMS	Syosset, NY
Huron Valley Ambulance	Ann Arbor, MI	Patient Transport Services	Milford, OH
Jackson Community Ambulance	Jackson, MI	Pearland EMS	Pearland, TX
Lenawee Community Ambulance	Adrian, MI	Portage Co. EMS	Portage, WI
Life EMS Ambulance	Grand Rapids, MI	Professional MedTeam	Muskegon, MI
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	Yoe Ambulance Service	Yoe, PA
LifeCare Ambulance	Battle Creek, MI		

Assess your vital signs.



Friday Harbor, WA  
Client 8901

## EMS Executive Summary

# EMS System Report

Quarterly Report for July-September 2012



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86

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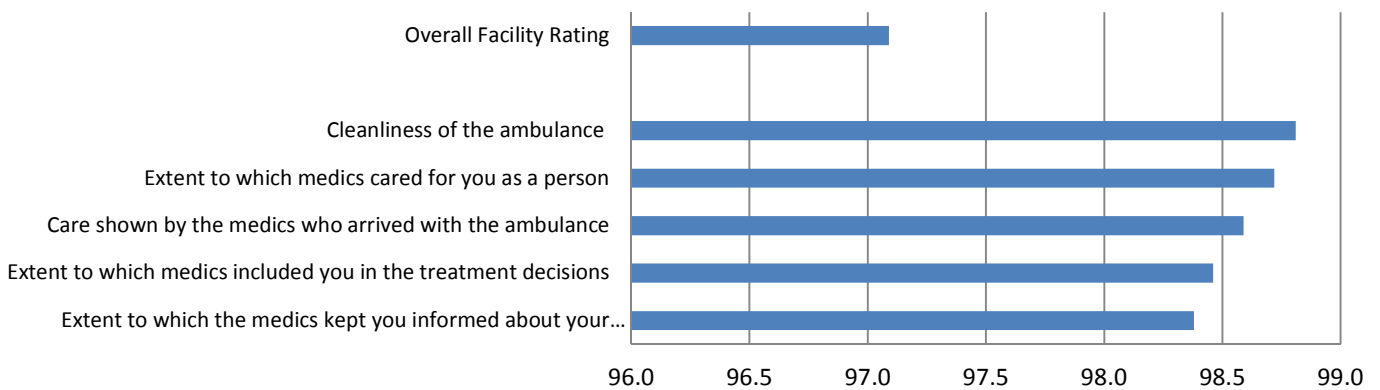


### 1.0 Overall Performance Summary

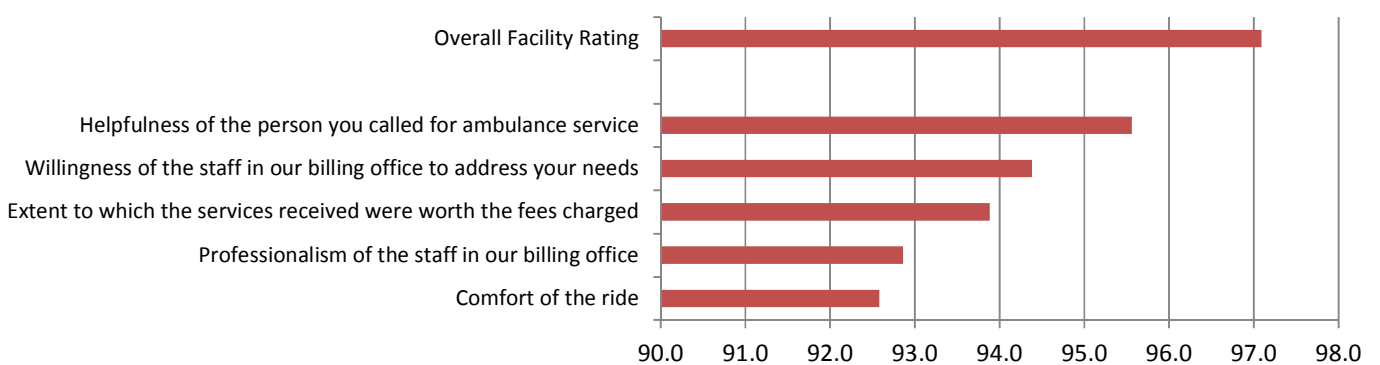
- This report contains data from 86 San Juan Island EMS patients who returned a questionnaire between 07/01/2012 and 09/30/2012.
- The overall mean score for the standard questions was 97.09; this is 5.24 points higher than the overall EMS database score 91.85.
- This current score of 97.09 is the highest company score for this quarter.
- 89.8% of responses to standard questions had a rating of Very Good, the highest rating. 99.7% 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

<b>Decreases</b>	<b>Last Period</b>	<b>This Period</b>	<b>Change</b>	<b>Total DB Score</b>
Helpfulness of the person you called for ambulance service	99.04	95.56	-3.48	92.08
Professionalism of the staff in our billing office	95.83	92.86	-2.97	88.07
Comfort of the ride	95.37	92.58	-2.79	87.20
Medics' concern for your privacy	99.14	96.62	-2.52	92.60
Appropriateness of Emergency Medical Transportation treatment	99.14	97.03	-2.11	92.51
Overall rating of the care provided by our Emergency Medical Transportation service	99.11	97.10	-2.01	92.74
Extent to which you were told what to do until the ambulance arrived	98.96	97.03	-1.93	90.53
Degree to which the medics listened to you and/or your family	99.19	98.00	-1.19	93.31
Extent to which the ambulance arrived in a timely manner	97.58	96.74	-0.84	91.61
Degree to which the medics took your problem seriously	99.19	98.36	-0.83	93.67

<b>Increases</b>	<b>Last Period</b>	<b>This Period</b>	<b>Change</b>	<b>Total DB Score</b>
Care shown by the medics who arrived with the ambulance	96.13	98.59	2.46	93.70
Extent to which our staff eased your entry into the medical facility	96.30	97.27	0.97	92.73
Extent to which the medics kept you informed about your treatment	97.41	98.38	0.97	91.97
Extent to which the services received were worth the fees charged	93.00	93.88	0.88	85.53
How well did our staff work together to care for you	96.55	97.30	0.75	92.52
Cleanliness of the ambulance	98.15	98.81	0.66	93.78
Skill of the person driving the ambulance	97.22	97.62	0.40	93.03
Extent to which medics included you in the treatment decisions	98.21	98.46	0.25	91.34

### 4.0 Greatest Scores above Database by Question

<b>Highest above Benchmark</b>	<b>This Period</b>	<b>Variance</b>	<b>Total DB Score</b>
Extent to which the services received were worth the fees charged	93.88	8.35	85.53
Degree to which the medics relieved your pain or discomfort	97.50	7.30	90.20
Extent to which medics included you in the treatment decisions	98.46	7.12	91.34
Extent to which you were told what to do until the ambulance arrived	97.03	6.50	90.53
Extent to which the medics kept you informed about your treatment	98.38	6.41	91.97
Willingness of the staff in our billing office to address your needs	94.38	6.35	88.03
Concern shown by the person you called for ambulance service	97.58	5.82	91.76
Comfort of the ride	92.58	5.38	87.20
Extent to which the ambulance arrived in a timely manner	96.74	5.13	91.61
Extent to which medics cared for you as a person	98.72	5.10	93.62



5.0 Monthly Tracking of Overall Survey Score

