

Assess your vital signs.



Eastern Division  
Tulsa, OK  
Client 6799

## EMS System Report

Quarterly Report for January-March 2014



Number of Your Patients in this Report:	29
Number of Patients in All EMS DB:	12666
Number of Transport Services in All EMS DB:	69

### Quarterly Score

**87.16**

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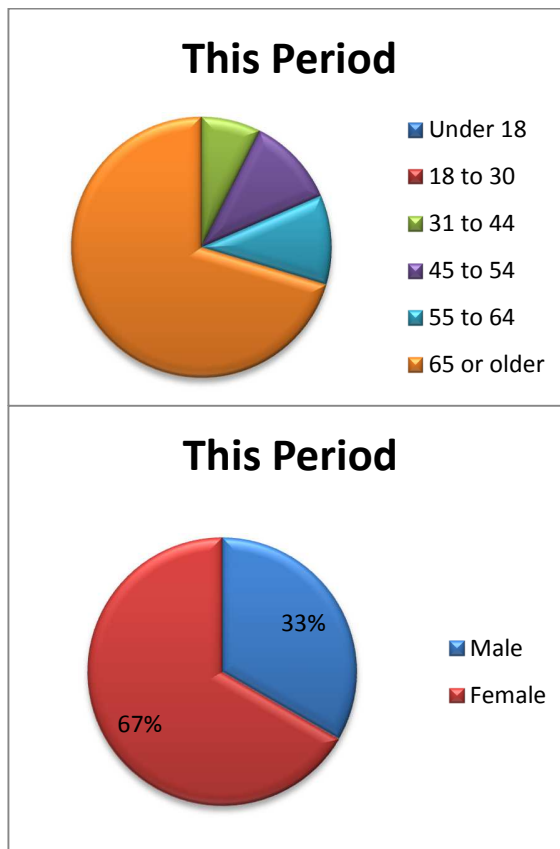
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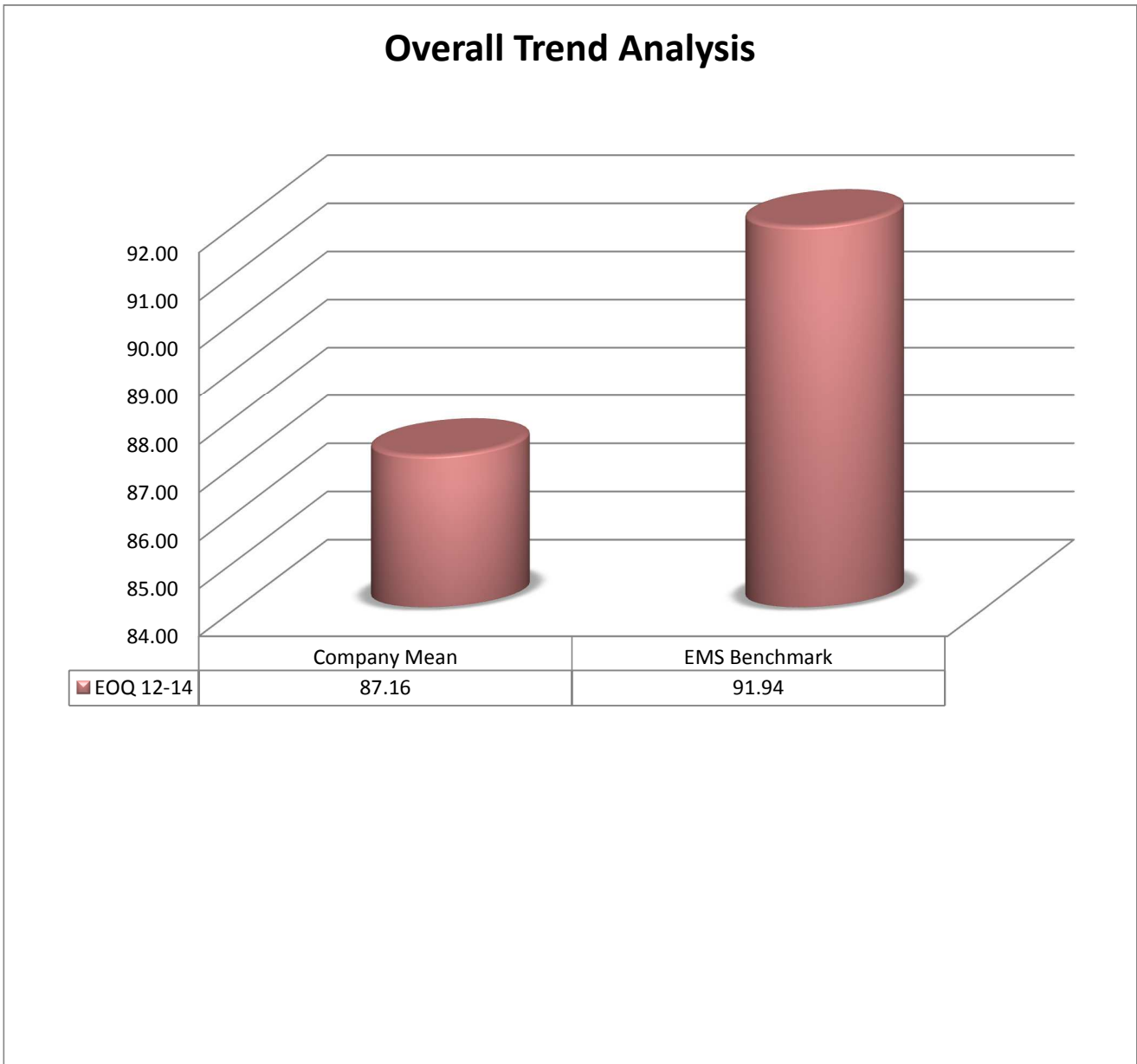
This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the "Background Questions" section of the questionnaire. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population. There were no surveys received during the previous quarter, therefore, no comparison is possible. **First Report - No comparison available.**

		Last Period			This Period	
		Male	Female		Male	Female
Under 18	0	0	0	-	-	-
18 to 30	0	0	0	-	-	-
31 to 44	0	0	0	2	1	1
45 to 54	0	0	0	3	1	2
55 to 64	0	0	0	3	1	2
65 or older	0	0	0	19	6	13
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>9</b>	<b>18</b>





This chart shows your facility's overall mean score, based on the standard questions over the last five survey periods. 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. There were no survey responses during the second quarter.





## 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. **First Report – No comparison available.**

	Last Period	Change	This Period	All Facilities in Database
Helpfulness of the person you called for ambulance service	0.00	85.63	85.63	92.25
Concern shown by the person you called for ambulance service	0.00	83.00	83.00	91.99
Extent to which you were told what to do until the ambulance arrived	0.00	83.00	83.00	90.19
Extent to which the ambulance arrived in a timely manner	0.00	84.00	84.00	91.29
Cleanliness of the ambulance	0.00	91.04	91.04	93.79
Comfort of the ride	0.00	77.13	77.13	86.72
Skill of the person driving the ambulance	0.00	90.78	90.78	93.15
Care shown by the medics who arrived with the ambulance	0.00	89.04	89.04	93.92
Degree to which the medics took your problem seriously	0.00	90.42	90.42	93.76
Degree to which the medics listened to you and/or your family	0.00	91.38	91.38	93.32
Skill of the medics	0.00	91.38	91.38	93.85
Extent to which the medics kept you informed about your treatment	0.00	87.54	87.54	92.05
Extent to which medics included you in the treatment decisions (if applicable)	0.00	86.95	86.95	91.64
Degree to which the medics relieved your pain or discomfort	0.00	83.74	83.74	89.90
Medics' concern for your privacy	0.00	89.04	89.04	92.54
Extent to which medics cared for you as a person	0.00	92.35	92.35	93.86
Professionalism of the staff in our billing office	0.00	80.67	80.67	88.00
Willingness of the staff in our billing office to address your needs	0.00	81.38	81.38	88.37
How well did our staff work together to care for you	0.00	88.04	88.04	92.85
Extent to which our staff eased your entry into the medical facility	0.00	85.04	85.04	93.09
Appropriateness of Emergency Medical Transportation treatment	0.00	88.04	88.04	92.71
Extent to which the services received were worth the fees charged	0.00	82.19	82.19	86.65
Overall rating of the care provided by our Emergency Medical Transportation service	0.00	87.04	87.04	92.81
Likelihood of recommending this ambulance service to others	0.00	90.42	90.42	92.39
<b>Overall Facility Rating</b>	<b>0.00</b>	<b>87.16</b>	<b>87.16</b>	<b>91.94</b>



### Question Comparison

This section lists detailed information about your individual questions and overall scores for this reporting period and comparisons to the scores from the total database benchmark. The variance is listed in the third column of data. To ensure confidentiality, data for questions are provided only when the questions are asked by seven or more facilities.

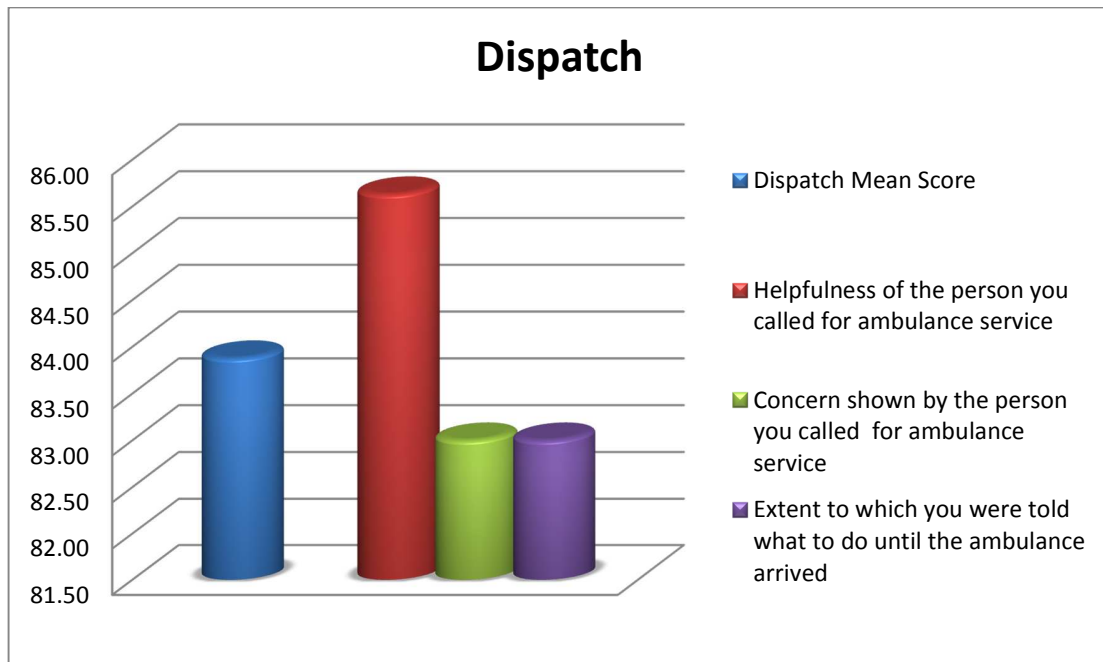
	EMSA	Benchmark Database	Variance
	EOQ 12-14	EOQ 12-14	
Helpfulness of the person you called for ambulance service	85.63	92.25	-6.62
Concern shown by the person you called for ambulance service	83.00	91.99	-8.99
Extent to which you were told what to do until the ambulance arrived	83.00	90.19	-7.19
Extent to which the ambulance arrived in a timely manner	84.00	91.29	-7.29
Cleanliness of the ambulance	91.04	93.79	-2.75
Comfort of the ride	77.13	86.72	-9.59
Skill of the person driving the ambulance	90.78	93.15	-2.37
Care shown by the medics who arrived with the ambulance	89.04	93.92	-4.88
Degree to which the medics took your problem seriously	90.42	93.76	-3.34
Degree to which the medics listened to you and/or your family	91.38	93.32	-1.94
Skill of the medics	91.38	93.85	-2.47
Extent to which the medics kept you informed about your treatment	87.54	92.05	-4.51
Extent to which medics included you in the treatment decisions (if applicable)	86.95	91.64	-4.69
Degree to which the medics relieved your pain or discomfort	83.74	89.90	-6.16
Medics' concern for your privacy	89.04	92.54	-3.50
Extent to which medics cared for you as a person	92.35	93.86	-1.51
Professionalism of the staff in our billing office	80.67	88.00	-7.33
Willingness of the staff in our billing office to address your needs	81.38	88.37	-6.99
How well did our staff work together to care for you	88.04	92.85	-4.81
Extent to which our staff eased your entry into the medical facility	85.04	93.09	-8.05
Appropriateness of Emergency Medical Transportation treatment	88.04	92.71	-4.67
Extent to which the services received were worth the fees charged	82.19	86.65	-4.46
Overall rating of the care provided by our Emergency Medical Transportation service	87.04	92.81	-5.77
Likelihood of recommending this ambulance service to others	90.42	92.39	-1.97
<b>Overall Facility Rating</b>	<b>87.16</b>	<b>91.94</b>	<b>-4.78</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>	<b>6</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>41</b>	<b>83.88</b>	<b>71.90%</b>	<b>89.50%</b>
Helpfulness of the person you called for ambulance service	2	-	1	1	15	85.63	78.90%	89.50%
Concern shown by the person you called for ambulance service	2	-	1	3	13	83.00	68.40%	89.50%
Extent to which you were told what to do until the ambulance arrived	2	-	1	3	13	83.00	68.40%	89.50%

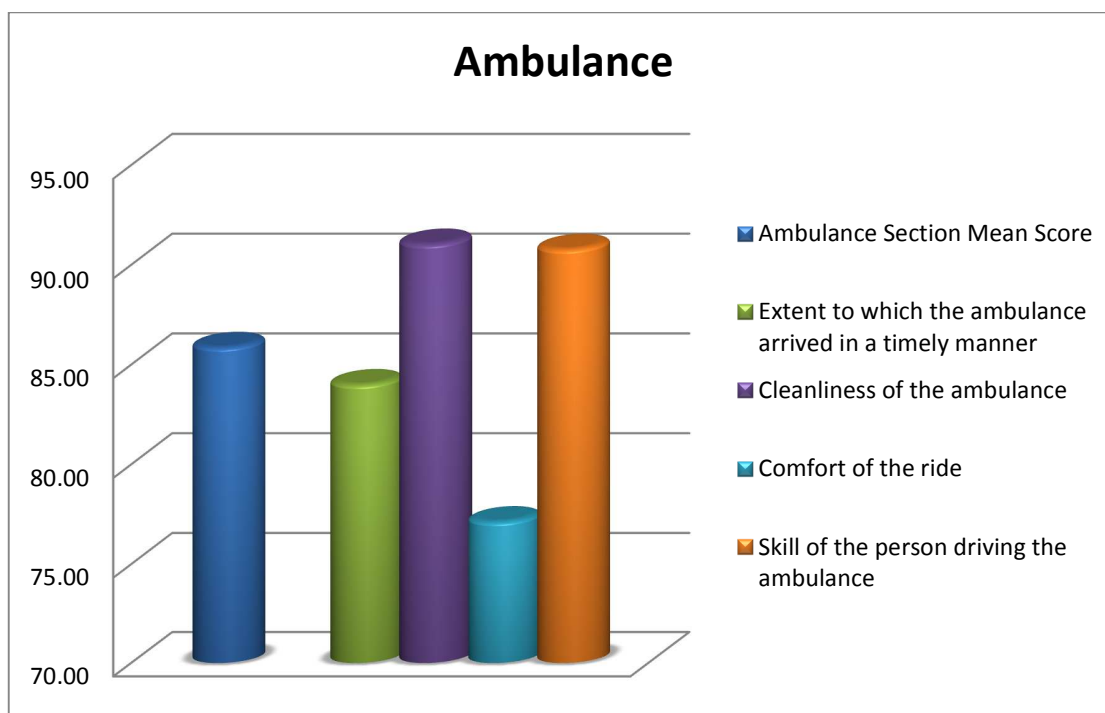




### Ambulance Analysis

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>	5	2	4	25	68	85.87	65.40%	93.30%
<b>Extent to which the ambulance arrived in a timely manner</b>	2	-	3	4	19	84.00	67.90%	92.90%
<b>Cleanliness of the ambulance</b>	1	-	-	5	19	91.04	76.00%	96.00%
<b>Comfort of the ride</b>	1	2	1	10	10	77.13	41.70%	87.50%
<b>Skill of the person driving the ambulance</b>	1	-	-	6	20	90.78	74.10%	96.30%

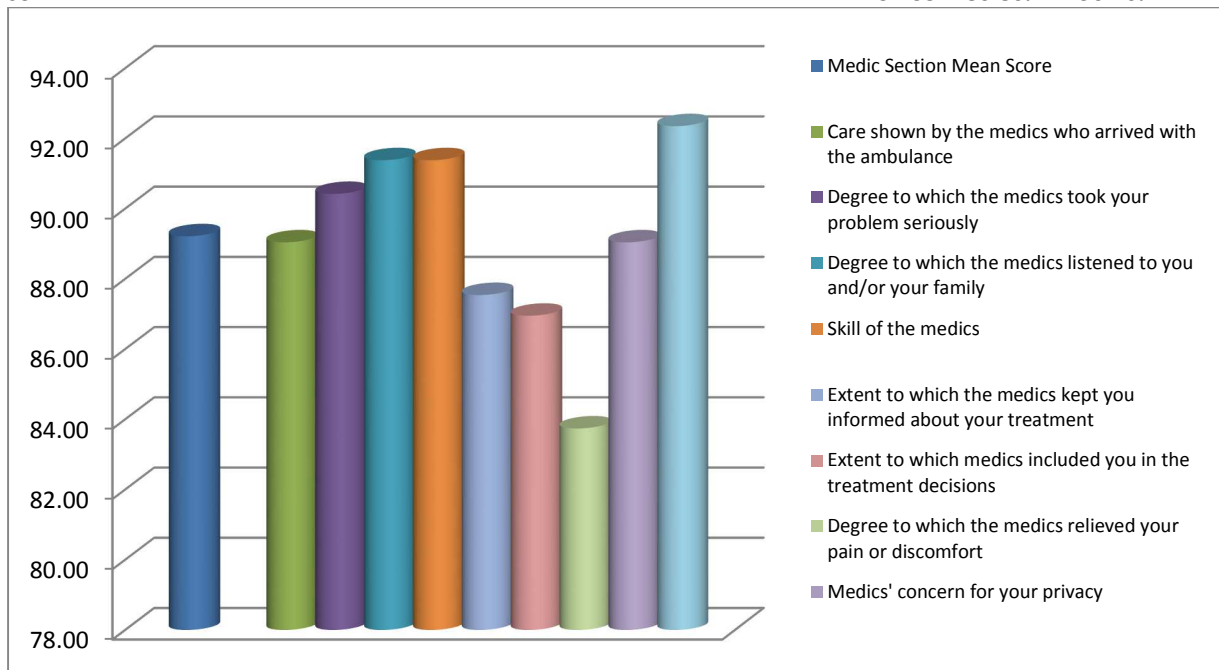






### Medic Analysis

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
<b>Medic Section Mean Score</b>	9	0	2	57	156	89.21	69.60%	96.00%
Care shown by the medics who arrived with the ambulance	1	-	-	7	17	89.04	68.00%	96.00%
Degree to which the medics took your problem seriously	1	-	-	6	19	90.42	73.10%	96.20%
Degree to which the medics listened to you and/or your family	1	-	-	5	20	91.38	76.90%	96.20%
Skill of the medics	1	-	-	5	20	91.38	76.90%	96.20%
Extent to which the medics kept you informed about your treatment	1	-	-	9	16	87.54	61.50%	96.20%
Extent to which medics included you in the treatment decisions	1	-	-	7	13	86.95	61.90%	95.20%
Degree to which the medics relieved your pain or discomfort	1	-	1	9	12	83.74	52.20%	95.70%
Medics' concern for your privacy	1	-	1	5	18	89.04	72.00%	96.00%
Extent to which medics cared for you as a person	1	-	-	4	21	92.35	80.80%	96.20%

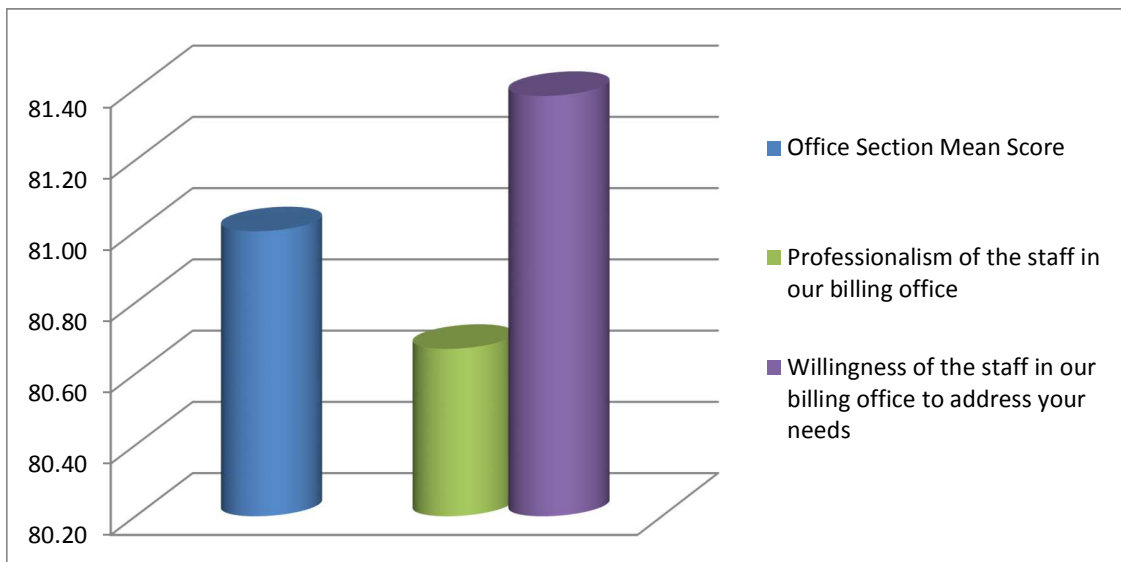




### Office Staff Analysis

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>	2	0	0	5	10	81.00	58.80%	88.20%
<b>Professionalism of the staff in our billing office</b>	1	-	-	3	5	80.67	55.60%	88.90%
<b>Willingness of the staff in our billing office to address your needs</b>	1	-	-	2	5	81.38	62.50%	87.50%

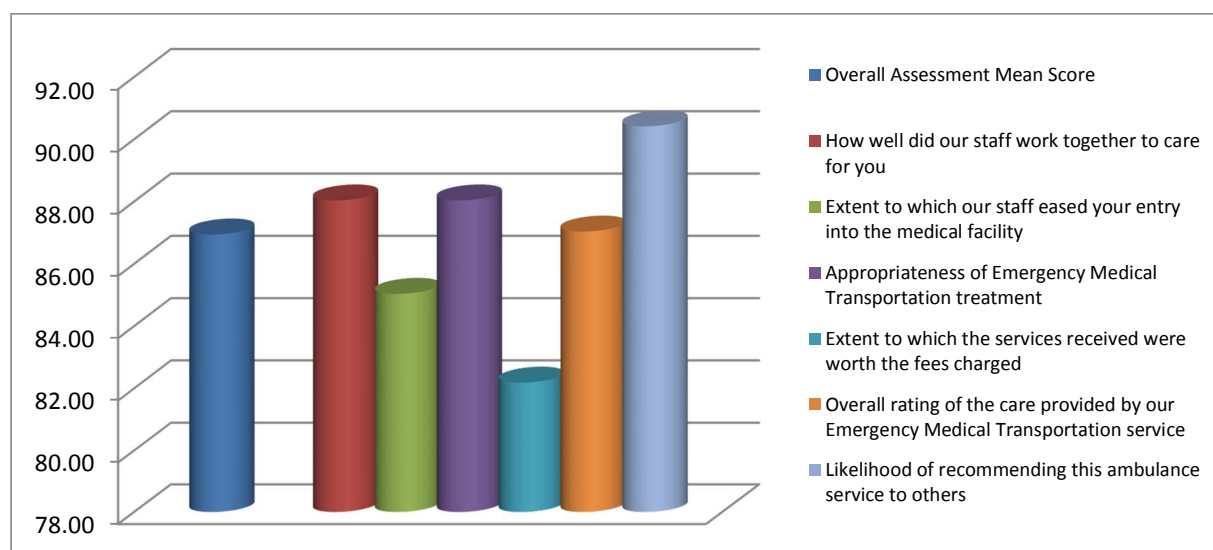




### Overall Assessment Analysis

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>6</b>	<b>0</b>	<b>1</b>	<b>51</b>	<b>89</b>	<b>86.95</b>	<b>60.50%</b>	<b>95.90%</b>
How well did our staff work together to care for you	1	-	-	8	16	88.04	64.00%	96.00%
Extent to which our staff eased your entry into the medical facility	1	-	-	11	13	85.04	52.00%	96.00%
Appropriateness of Emergency Medical Transportation treatment	1	-	-	8	16	88.04	64.00%	96.00%
Extent to which the services received were worth the fees charged	1	-	1	9	10	82.19	47.60%	95.20%
Overall rating of the care provided by our Emergency Medical Transportation service	1	-	-	9	15	87.04	60.00%	96.00%
Likelihood of recommending this ambulance service to others	1	-	-	6	19	90.42	73.10%	96.20%





## Company Comparisons

The following chart gives a comparison of the mean score for each question as scored by all MHR 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.

	National DB	A	P	Y	AA	AB	AF	AJ	AK	AL	EMSA Eastern
Small Volume Services (<150 Responses per quarter)											
Total Score	91.94	91.33	94.32	92.28	92.56	95.37	93.30	90.87	91.98	96.07	87.16
Helpfulness of the person you called for ambulance service	92.25	89.88	93.75	95.35	89.86	94.29	94.64	93.45	92.86	96.9	85.63
Concern shown by the person you called for ambulance service	91.99	93.75	90.67	95.93	90.54	97.34	94.64	93.75	92.86	96.78	83.00
Extent to which you were told what to do until the ambulance arrived	90.19	87.07	90.52	90.27	88.19	93.89	87.96	92.86	92.31	94.68	83.00
Extent to which the ambulance arrived in a timely manner	91.29	87.52	93.14	91.68	91.85	95.39	90.91	90.69	90.63	96.08	84.00
Cleanliness of the ambulance	93.79	92.50	94.83	94.81	93.33	97.28	92.97	93.48	93.75	98.19	91.04
Comfort of the ride	86.72	80.84	93.37	86.29	86.98	97.14	79.72	86.39	70.13	94.67	77.13
Skill of the person driving the ambulance	93.15	91.28	97.41	91.83	94.15	90.71	93.75	90.34	93.33	98.36	90.78
Care shown by the medics who arrived with the ambulance	93.92	93.13	97.50	95.55	94.77	97.22	96.67	91.33	96.67	97.31	89.04
Degree to which the medics took your problem seriously	93.76	93.90	98.33	93.32	95.00	98.53	96.67	91.69	96.67	97.09	90.42
Degree to which the medics listened to you and/or your family	93.32	93.29	95.03	92.88	94.32	95.02	95.83	91.10	95.00	96.6	91.38
Skill of the medics	93.85	94.38	95.69	92.75	94.89	96.59	96.67	91.50	95.00	97.56	91.38
Extent to which the medics kept you informed about your treatment	92.05	91.45	92.89	93.75	93.29	95.52	95.00	91.89	96.43	95.3	87.54
Extent to which medics included you in the treatment decisions	91.64	92.86	97.00	93.29	93.57	96.45	94.44	90.83	97.50	94.08	86.95
Degree to which the medics relieved your pain or discomfort	89.90	90.00	92.35	91.07	91.03	93.50	95.19	88.54	88.46	95.64	83.74
Medics' concern for your privacy	92.54	92.86	91.11	93.27	93.45	93.78	96.30	91.03	93.33	96.09	89.04
Extent to which medics cared for you as a person	93.86	94.87	96.77	95.37	95.93	93.63	95.83	93.13	93.33	97.13	92.35
Professionalism of the staff in our billing office	88.00	87.50	86.30	88.64	89.52	95.23	93.06	92.00	85.71	90.34	80.67
Willingness of the staff in our billing office to address your needs	88.37	87.50	90.00	87.90	90.32	95.33	88.21	92.71	85.71	91.36	81.38
How well did our staff work together to care for you	92.85	91.89	96.55	92.45	94.19	88.94	91.11	90.91	91.67	97.75	88.04
Extent to which our staff eased your entry into the medical facility	93.09	92.57	97.22	94.00	93.18	82.88	95.54	89.66	92.86	98.14	85.04
Appropriateness of Emergency Medical Transportation treatment	92.71	94.59	97.41	93.77	93.75	96.43	92.50	88.21	91.07	97.23	88.04
Extent to which the services received were worth the fees charged	86.65	86.11	89.04	83.36	86.88	96.51	91.30	86.39	93.18	85.99	82.19
Overall rating of the care provided by our Emergency Medical service	92.81	93.90	96.55	91.69	94.44	97.78	95.83	90.58	93.33	97.54	87.04
Likelihood of recommending this ambulance service to others	92.39	94.23	93.56	91.37	95.00	96.00	96.25	88.91	91.07	96.57	90.42
Number of Surveys for the period	12666	48	36	59	52	54	33	60	16	144	29
Small Volume Service Ranking		15	3	10	8	2	4	18	12	1	24
Overall National Rank		32	5	24	14	3	9	38	7	2	55





### Correlation Coefficients

This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Correlation Coefficient
Extent to which medics cared for you as a person	0.975404825
Extent to which medics included you in the treatment decisions (if applicable)	0.972587768
Extent to which our staff eased your entry into the medical facility	0.960777452
How well did our staff work together to care for you	0.957848208
Extent to which the medics kept you informed about your treatment	0.953896619
Likelihood of recommending this ambulance service to others	0.944614795
Medics' concern for your privacy	0.929365731
Degree to which the medics took your problem seriously	0.927450449
Degree to which the medics listened to you and/or your family	0.925521239
Skill of the medics	0.925521239
Care shown by the medics who arrived with the ambulance	0.923598424
Skill of the person driving the ambulance	0.91842836
Appropriateness of Emergency Medical Transportation treatment	0.918072234
Overall rating of the care provided by our Emergency Medical Transportation service	0.913618177
Cleanliness of the ambulance	0.901782536
Degree to which the medics relieved your pain or discomfort	0.879725801
Extent to which the services received were worth the fees charged	0.856991263
Medics attempted to relieve pain or discomfort	0.847442882
Helpfulness of the person you called for ambulance service	0.80258926
Concern shown by the person you called for ambulance service	0.789788801
Extent to which you were told what to do until the ambulance arrived	0.787752609
Extent to which the ambulance arrived in a timely manner	0.743205259
Comfort of the ride	0.732849407



### Top Box Comparisons

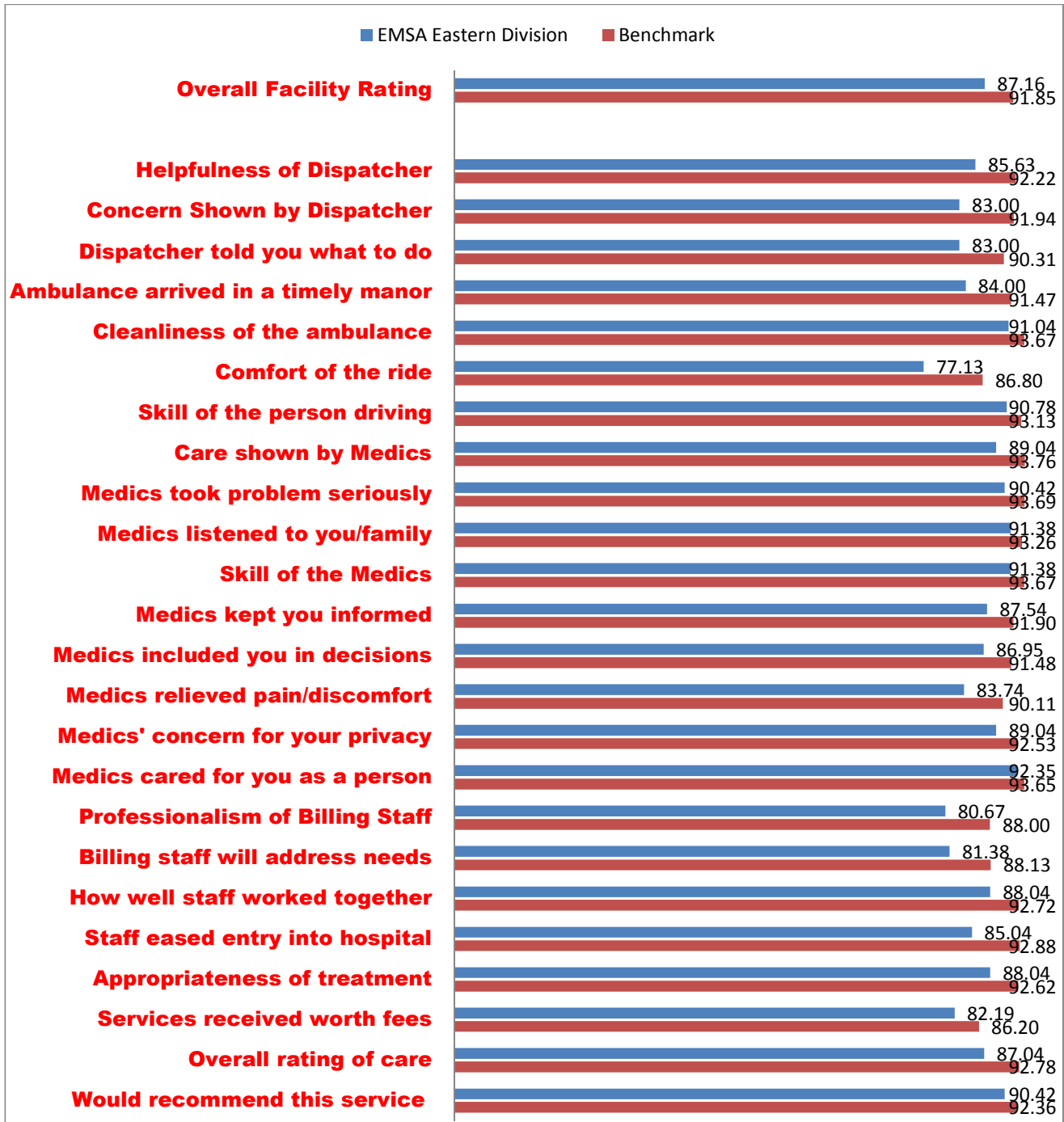
The Top Box Analysis displays the number of responses for the entire survey by question and rating. The Top Box itself shows the percentage of “Very Good” responses, the highest rating, for each question. Next to the company rating is the entire EMS DB rating for those same questions.

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	28	2	10	145	364	66.30%	74.20%
Helpfulness of the person you called for ambulance service	2	-	1	1	15	78.90%	74.40%
Concern shown by the person you called for ambulance service	2	-	1	3	13	68.40%	73.30%
Extent to which you were told what to do until the ambulance arrived	2	-	1	3	13	68.40%	69.60%
Extent to which the ambulance arrived in a timely manner	2	-	3	4	19	67.90%	72.00%
Cleanliness of the ambulance	1	-	-	5	19	76.00%	77.30%
Comfort of the ride	1	2	1	10	10	41.70%	62.10%
Skill of the person driving the ambulance	1	-	-	6	20	74.10%	76.20%
Care shown by the medics who arrived with the ambulance	1	-	-	7	17	68.00%	79.60%
Degree to which the medics took your problem seriously	1	-	-	6	19	73.10%	80.10%
Degree to which the medics listened to you and/or your family	1	-	-	5	20	76.90%	78.40%
Skill of the medics	1	-	-	5	20	76.90%	79.20%
Extent to which the medics kept you informed about your treatment	1	-	-	9	16	61.50%	74.60%
Extent to which medics included you in the treatment decisions	1	-	-	7	13	61.90%	74.10%
Degree to which the medics relieved your pain or discomfort	1	-	1	9	12	52.20%	70.00%
Medics' concern for your privacy	1	-	1	5	18	72.00%	75.10%
Extent to which medics cared for you as a person	1	-	-	4	21	80.80%	80.30%
Professionalism of the staff in our billing office	1	-	-	3	5	55.60%	61.00%
Willingness of the staff in our billing office to address your needs	1	-	-	2	5	62.50%	62.30%
How well did our staff work together to care for you	1	-	-	8	16	64.00%	75.60%
Extent to which our staff eased your entry into the medical facility	1	-	-	11	13	52.00%	76.50%
Appropriateness of Emergency Medical Transportation treatment	1	-	-	8	16	64.00%	75.70%
Extent to which the services received were worth the fees charged	1	-	1	9	10	47.60%	63.80%
Overall rating of the care provided by our Emergency Medical Service	1	-	-	9	15	60.00%	76.70%
Likelihood of recommending this ambulance service to others	1	-	-	6	19	73.10%	76.90%





## Cumulative Rating





## Facilities in Database

Adair County	Kirkville, MO	LifeCare Ambulance	Battle Creek, MI
Advanced Medical Transport	Peoria, IL	LifeCare of Branch County	Coldwater, MI
Albion Community Ambulance	Albion, MI	LifeNet EMS	Texarkana, TX
Alliance Mobile Health	Troy, MI	MedCare Ambulance	Columbus, OH
Beaumont Medical Transportation	Southfield, MI	Medic 1 Ambulance	Benton Harbor, MI
Carilion Clinic, Patient Transportation	Roanoke, VA	Medic EMS	Davenport, IA
Cetronia Ambulance Corps	Allentown, PA	Medstar Ambulance	Clinton Twp., MI
City of Bay Village Fire Dept.	Bay Village, OH	Medstar EMS	Fort Worth, TX
City of Palo Alto Fire Department	Palo Alto, CA	Mercy Health Medical Transportation	Cincinnati, OH
Columbus Connection	Columbus, OH	Metro West Ambulance	Hillsboro, OR
Community EMS	Southfield, MI	Mobile Medical Response	Saginaw, MI
Community EMS Ohio	Columbus, OH	Monroe Community Ambulance	Monroe, MI
Cy-Fair Volunteer Fire Department	Houston, TX	Montgomery County Hospital District	Conroe, TX
Cypress Creek EMS	Houston, TX	Nature Coast EMS	Lecanto, FL
DMCare	Detroit, MI	North Memorial EMS	Brooklyn Center, MN
Edward Ambulance Service	Naperville, IL	North Shore LIJ EMS	Syosset, NY
EMSA	Tulsa, OK	Oceana County EMS	Hart, MI
Gold Cross Ambulance	Menasha, WI	Patient Transport Services	Milford, OH
Guilford County EMS	Greensboro, NC	Pearland EMS	Pearland, TX
Harris County Emergency Corps	Houston, TX	Portage Co. EMS	Portage, WI
Health Link Medical Transportation Services	Taylor, MI	Professional MedTeam	Muskegon, MI
Hennepin County Medical Center	Minneapolis, MN	Prompt Ambulance Central	Highland, IN
Humboldt General Hospital	Winnemucca, NV	Regional EMS	Flint, MI
Huron Valley Ambulance	Ann Arbor, MI	REMSA	Reno, NV
Jackson Community Ambulance	Jackson, MI	San Juan Island EMS	Friday Harbor, WA
Lenawee Community Ambulance	Adrian, MI	Scott & White Emergency Medical Services	Temple, TX
Life EMS Ambulance	Grand Rapids, MI	Siouxland Paramedics	Sioux City, IA
Life EMS Ambulance of Allegan County	Allegan, MI	Snohomish County Fire District 7	Snohomish, WA
Life EMS Ambulance of Ionia County	Ionia, MI	Southwestern Michigan Community Ambulance	Niles, MI
Life EMS Ambulance of Kalamazoo/Portage	Kalamazoo, MI	St. Charles County Amb District	St Peters, MO
Life EMS Ambulance of Lake County	Baldwin, MI	Suburban EMS	Easton, PA
Life EMS Ambulance of Mason County	Ludington, MI	Swartz Ambulance	Flint, MI
Life EMS Ambulance of Newaygo County	Newaygo, MI	Tri-Hospital EMS	Port Huron, MI
Life EMS Ambulance of Van Buren County	Gobles, MI	Van Buren EMS	Paw Paw, MI
		York Regional EMS	Yoe, PA



Assess your vital signs.



## EMS Executive Summary

Eastern Division

# EMS System Report

Quarterly Report for October-December 2014



Number of Your Patients in this Report:	27
Number of Patients in All EMS DB:	12666
Number of Transport Services in All EMS DB:	69

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Lansing, MI 48096  
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www.EMSSurveyTeam.com



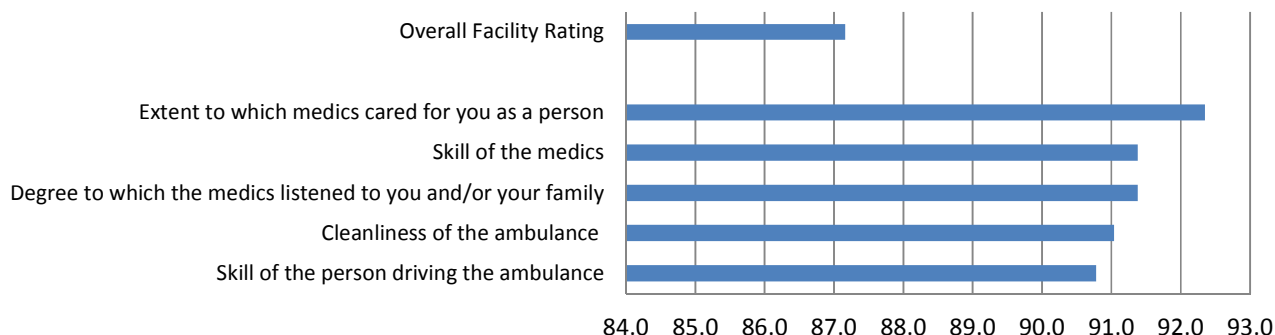


### 1.0 Overall Performance Summary

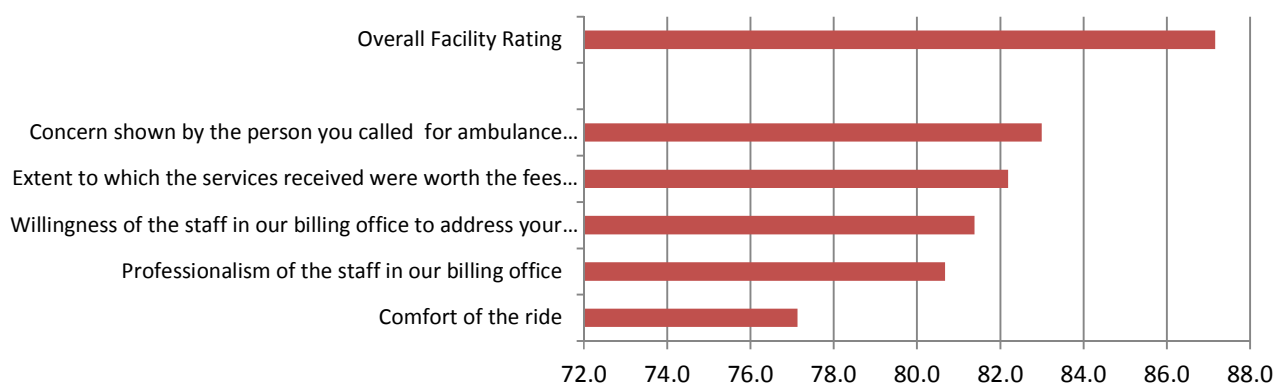
- This report contains data from 29 Emergency Medical Services Authority patients who returned a questionnaire between 10/01/2014 and 12/31/2014.
- The overall mean score for the standard questions was 87.16.
- The current quarterly score is 4.78 points lower than the All EMS Facility DB external benchmark standard question score of 91.94. Your score ranked 24<sup>th</sup> among similarly sized service providers, and ranked 55<sup>th</sup> among all companies in the database.
- 66.30% of responses to standard questions had a rating of Very Good, the highest rating, compared to the 74.20% for the All EMS DB. 94.50% of all responses were positive.

### 2.0 Comparisons of Highest and Lowest Scores

#### 5 Highest Scores



#### 5 Lowest Scores





### 3.0 Greatest Increase and Decrease in Scores from Previous Period

#### Decreases

Last Period	This Period	Change	Total DB Score
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First Report, No Comparison Available

#### Increases

Last Period	This Period	Change	Total DB Score
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First Report, No Comparison Available

### 4.0 Greatest Scores Above Benchmark by Question

#### Highest above Benchmark

This Period	Variance	Total DB Score
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n.a.



### 5.0 Monthly Tracking of Overall Survey Score

