

AMR San Diego

San Diego, CA
Client 3141



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Patient Experience Report

October 1, 2023 to December 31, 2023

Your Score

97.74

Your Patients in this Report

37

Total Patients in this Report

15,718

Total EMS Organizations

228





Executive Summary

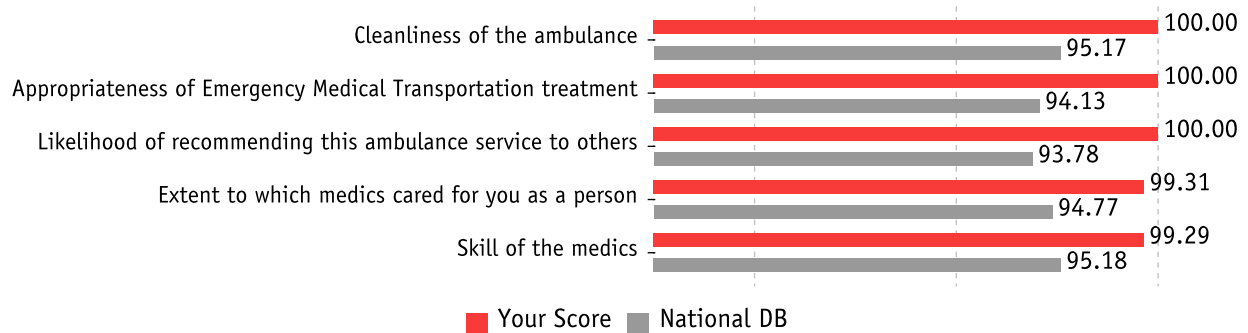
Your overall score for the time period selected is **97.74**. This is a difference of **4.83** from your previous period's score of **92.91**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **92.26%**.

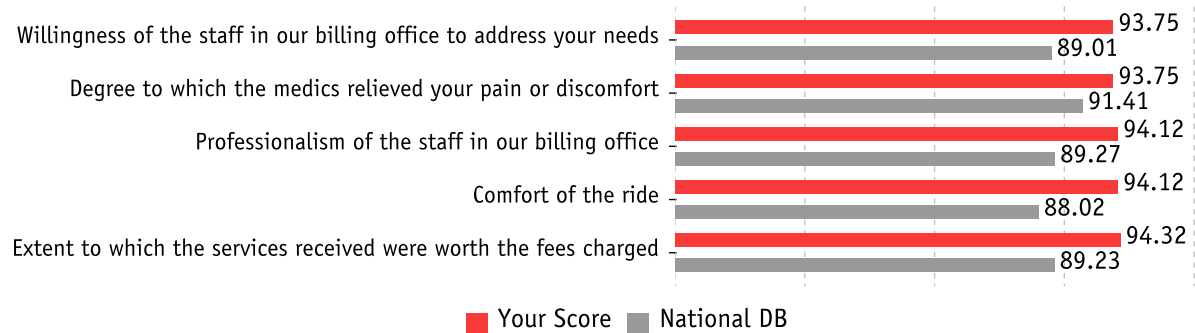
In addition, your rolling 12- month score of **95.45** is a difference of **1.94** from the national database score of **93.51**.

When compared to all organizations in the national database, your score of **95.45** is ranked **12th** and **1st** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

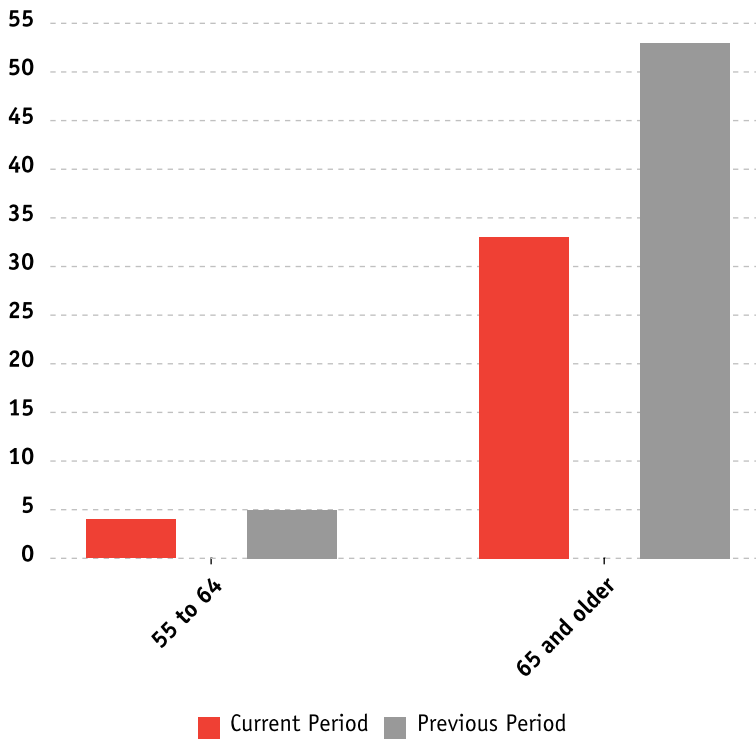




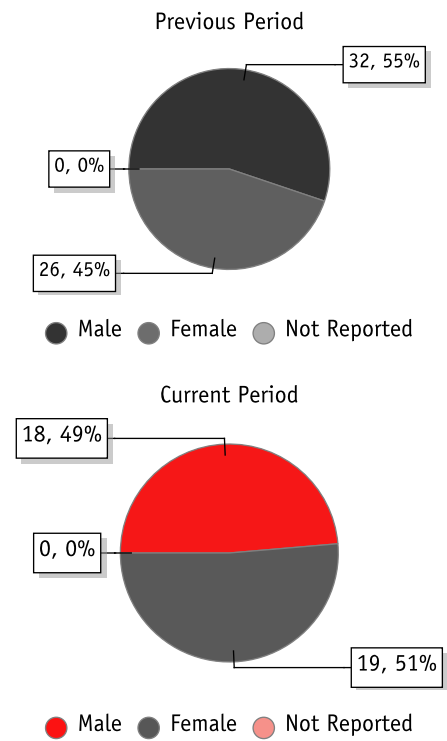
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Not Reported	Total	Current Period		
		Male	Female	Not Reported			Male	Female	Not Reported
55 to 64	5	4	1	0	4	4	0	0	
65 and older	53	28	25	0	33	14	19	0	
Total	58	32	26	0	37	18	19	0	

Age Ranges



Gender





Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



Overall Composite Score





Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Composite Score





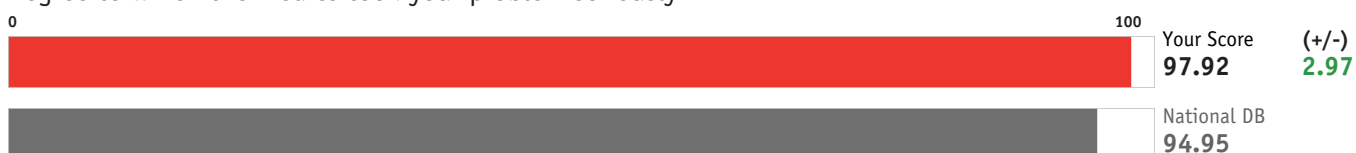
Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



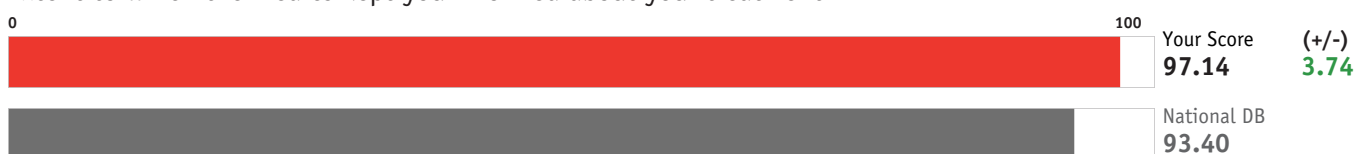
Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Composite Score





Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



Willingness of the staff in our billing office to address your needs



Overall Composite Score





Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



Overall Composite Score





Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

Dispatch Composite

	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	97.79	93.20	4.59	93.97
Concern shown by the person you called for ambulance service	98.53	94.09	4.44	93.78
Extent to which you were told what to do until the ambulance arrived	95.45	92.73	2.72	92.35

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	98.61	93.95	4.66	92.77
Cleanliness of the ambulance	100.00	93.53	6.47	95.17
Comfort of the ride	94.12	89.24	4.88	88.02
Skill of the person driving the ambulance	99.22	92.67	6.55	94.51

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	99.29	93.53	5.76	95.06
Degree to which the medics took your problem seriously	97.92	94.58	3.34	94.95
Degree to which the medics listened to you and/or your family	98.61	94.83	3.78	94.67
Skill of the medics	99.29	93.97	5.32	95.18
Extent to which the medics kept you informed about your treatment	97.14	94.74	2.40	93.40
Extent to which medics included you in the treatment decisions (if applicable)	95.83	93.23	2.60	93.13
Degree to which the medics relieved your pain or discomfort	93.75	91.20	2.55	91.41
Medics' concern for your privacy	97.14	92.75	4.39	94.11
Extent to which medics cared for you as a person	99.31	94.91	4.40	94.77

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	94.12	86.36	7.76	89.27
Willingness of the staff in our billing office to address your needs	93.75	86.36	7.39	89.01



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	99.19	93.64	5.55	94.13
Extent to which our staff eased your entry into the medical facility	97.79	94.49	3.30	94.23
Appropriateness of Emergency Medical Transportation treatment	100.00	93.30	6.70	94.13
Extent to which the services received were worth the fees charged	94.32	88.13	6.19	89.23
Overall rating of the care provided by our Emergency Medical Transportation	99.24	93.53	5.71	94.26
Likelihood of recommending this ambulance service to others	100.00	91.08	8.92	93.78



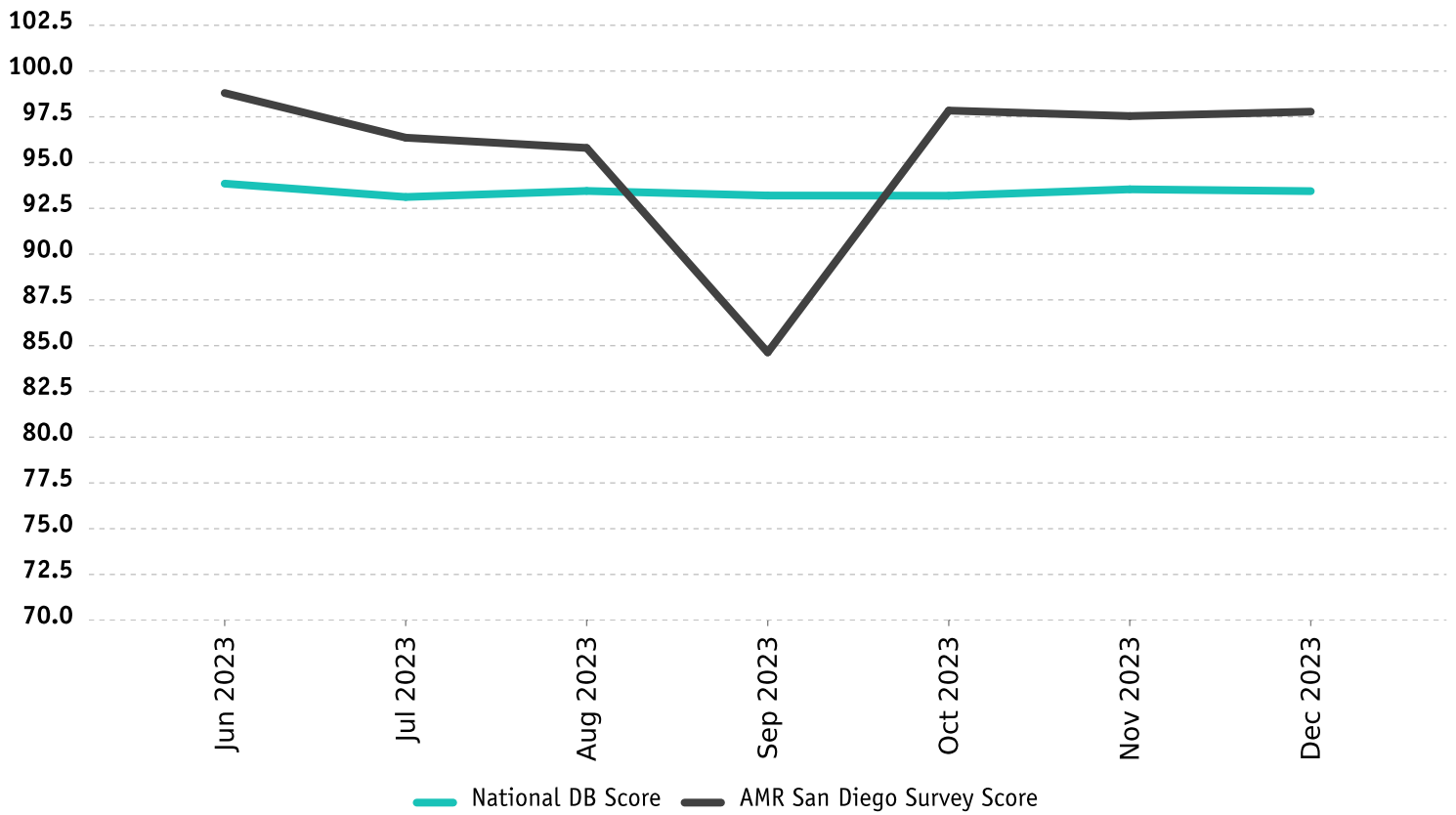
Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Helpfulness of the person you called for ambulance service	90.10	97.06	96.74	83.40	98.33	95.45	100.00
Concern shown by the person you called for ambulance service	100.00	98.44	96.74	85.94	98.33	97.73	100.00
Extent to which you were told what to do until the ambulance arrived	100.00	94.12	95.65	86.67	98.33	87.50	100.00
Extent to which the ambulance arrived in a timely manner	97.73	97.06	94.64	89.71	98.44	97.73	100.00
Cleanliness of the ambulance	100.00	97.06	95.37	85.71	100.00	100.00	100.00
Comfort of the ride	96.15	93.75	92.59	78.40	92.19	100.00	91.67
Skill of the person driving the ambulance	98.08	95.31	95.19	85.94	98.33	100.00	100.00
Care shown by the medics who arrived with the ambulance	100.00	96.67	96.30	85.94	100.00	97.73	100.00
Degree to which the medics took your problem seriously	98.08	97.06	96.30	89.06	98.33	97.73	97.50
Degree to which the medics listened to you and/or your family	100.00	97.06	98.00	87.50	100.00	97.73	97.50
Skill of the medics	100.00	97.06	97.00	85.94	98.33	100.00	100.00
Extent to which the medics kept you informed about your treatment	100.00	97.06	98.96	85.94	98.21	95.45	97.50
Extent to which medics included you in the treatment decisions (if	95.83	94.23	97.83	83.33	96.15	94.44	96.88
Degree to which the medics relieved your pain or discomfort	97.92	96.15	96.74	78.40	91.67	94.44	96.88
Medics' concern for your privacy	100.00	96.88	95.83	83.40	98.33	95.45	97.22
Extent to which medics cared for you as a person	100.00	96.67	97.92	88.33	100.00	100.00	97.50
Professionalism of the staff in our billing office	100.00	87.50	93.75	78.13	96.43	95.00	90.00
Willingness of the staff in our billing office to address your needs	100.00	87.50	93.75	78.13	95.83	95.00	90.00
How well did our staff work together to care for you	100.00	97.06	96.30	85.00	100.00	100.00	96.88
Extent to which our staff eased your entry into the medical facility	100.00	97.06	96.30	88.33	96.67	100.00	97.50
Appropriateness of Emergency Medical Transportation treatment	98.08	98.44	95.00	85.00	100.00	100.00	100.00
Extent to which the services received were worth the fees charged	100.00	94.23	86.76	82.50	92.50	100.00	92.86
Overall rating of the care provided by our Emergency Medical Transportation	100.00	98.53	95.00	85.94	98.33	100.00	100.00
Likelihood of recommending this ambulance service to others	100.00	98.44	95.65	75.14	100.00	100.00	100.00
Overall Score	98.80	96.36	95.80	84.63	97.84	97.54	97.78
Respondents	13	19	29	17	16	11	10



Monthly Overall Survey Score





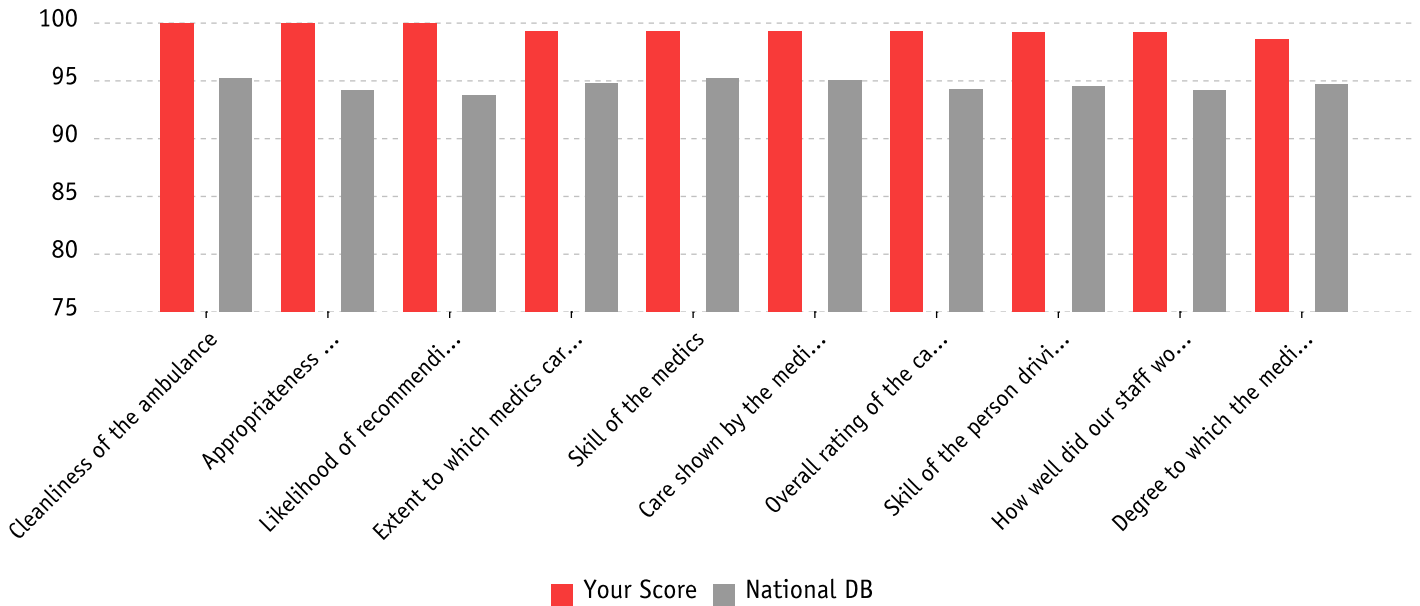
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Likelihood of recommending this ambulance service to others	100.00	91.08	8.92	93.78
Professionalism of the staff in our billing office	94.12	86.36	7.75	89.27
Willingness of the staff in our billing office to address your needs	93.75	86.36	7.39	89.01
Appropriateness of Emergency Medical Transportation treatment	100.00	93.30	6.70	94.13
Skill of the person driving the ambulance	99.22	92.67	6.55	94.51
Cleanliness of the ambulance	100.00	93.53	6.47	95.17
Extent to which the services received were worth the fees charged	94.32	88.12	6.19	89.23
Care shown by the medics who arrived with the ambulance	99.29	93.53	5.75	95.06
Overall rating of the care provided by our Emergency Medical Transportation service	99.24	93.53	5.71	94.26
How well did our staff work together to care for you	99.19	93.64	5.55	94.13



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Cleanliness of the ambulance	100.00	4.83	95.17
Appropriateness of Emergency Medical Transportation treatment	100.00	5.87	94.13
Likelihood of recommending this ambulance service to others	100.00	6.22	93.78
Extent to which medics cared for you as a person	99.31	4.53	94.77
Skill of the medics	99.29	4.10	95.18
Care shown by the medics who arrived with the ambulance	99.29	4.23	95.06
Overall rating of the care provided by our Emergency Medical Transportation service	99.24	4.98	94.26
Skill of the person driving the ambulance	99.22	4.71	94.51
How well did our staff work together to care for you	99.19	5.06	94.13
Degree to which the medics listened to you and/or your family	98.61	3.94	94.67





Highest and Lowest Scores

Highest Scores	Current	Previous	(+/-)	National DB
Appropriateness of Emergency Medical Transportation treatment	100.00	93.30	6.70	94.13
Likelihood of recommending this ambulance service to others	100.00	91.08	8.92	93.78
Cleanliness of the ambulance	100.00	93.53	6.47	95.17
Extent to which medics cared for you as a person	99.31	94.91	4.40	94.77
Skill of the medics	99.29	93.97	5.32	95.18

Lowest Scores	Current	Previous	(+/-)	National DB
Degree to which the medics relieved your pain or discomfort	93.75	91.20	2.55	91.41
Willingness of the staff in our billing office to address your needs	93.75	86.36	7.39	89.01
Comfort of the ride	94.12	89.24	4.88	88.02
Professionalism of the staff in our billing office	94.12	86.36	7.76	89.27
Extent to which the services received were worth the fees charged	94.32	88.13	6.19	89.23



Key Drivers — 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	Your Score	Correlation Coefficient
Extent to which the services received were worth the fees charged	94.32	.933216682
Medics' concern for your privacy	97.14	.871836845
Concern shown by the person you called for ambulance service	98.53	.801330513
Extent to which the ambulance arrived in a timely manner	98.61	.800944316
Willingness of the staff in our billing office to address your needs	93.75	.796298821
Degree to which the medics listened to you and/or your family	98.61	.787262625
Extent to which the medics kept you informed about your treatment	97.14	.771071421
Professionalism of the staff in our billing office	94.12	.7709625
Degree to which the medics took your problem seriously	97.92	.719827366
Helpfulness of the person you called for ambulance service	97.79	.669716474
Extent to which our staff eased your entry into the medical facility	97.79	.641753087
Extent to which you were told what to do until the ambulance arrived	95.45	.626411435
Extent to which medics included you in the treatment decisions (if applicable)	95.83	.613454773
Extent to which medics cared for you as a person	99.31	.606718462
Degree to which the medics relieved your pain or discomfort	93.75	.600312999
Care shown by the medics who arrived with the ambulance	99.29	.497258942
Skill of the person driving the ambulance	99.22	.475807171
Comfort of the ride	94.12	.387848167
How well did our staff work together to care for you	99.19	.334129832
Skill of the medics	99.29	.215536978



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.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	97.79	100.00	95.03	92.48	91.86	94.54	0
Concern shown by the person you called for ambulance service	98.53	100.00	95.54	92.14	92.23	95.00	0
Extent to which you were told what to do until the ambulance	95.45	100.00	93.95	87.32	92.04	92.13	0
Extent to which the ambulance arrived in a timely manner	98.61	100.00	94.47	93.94	93.00	98.33	0
Cleanliness of the ambulance	100.00	100.00	95.76	94.64	94.92	97.50	0
Comfort of the ride	94.12	100.00	89.31	88.60	90.13	91.25	0
Skill of the person driving the ambulance	99.22	100.00	94.90	95.15	93.02	98.72	0
Care shown by the medics who arrived with the ambulance	99.29	100.00	97.18	94.94	92.17	97.09	0
Degree to which the medics took your problem seriously	97.92	100.00	96.45	95.51	92.63	97.02	0
Degree to which the medics listened to you and/or your family	98.61	100.00	96.53	92.43	89.87	96.51	0
Skill of the medics	99.29	100.00	97.12	93.04	93.65	96.51	0
Extent to which the medics kept you informed about your	97.14	100.00	96.18	91.67	92.33	94.05	0
Extent to which medics included you in the treatment decisions (if	95.83	100.00	95.97	91.39	92.24	95.39	0
Degree to which the medics relieved your pain or discomfort	93.75	100.00	94.88	90.53	90.24	91.67	0
Medics' concern for your privacy	97.14	100.00	96.82	93.38	93.89	96.34	0
Extent to which medics cared for you as a person	99.31	100.00	96.98	94.33	95.37	95.35	0
Professionalism of the staff in our billing office	94.12	100.00	88.58	89.29	88.68	93.33	0
Willingness of the staff in our billing office to address your needs	93.75	100.00	89.82	88.75	85.05	95.00	0
How well did our staff work together to care for you	99.19	100.00	96.82	92.57	93.25	97.50	0
Extent to which our staff eased your entry into the medical facility	97.79	100.00	96.18	92.86	91.88	96.71	0
Appropriateness of Emergency Medical Transportation treatment	100.00	100.00	96.90	94.37	93.20	97.30	0
Extent to which the services received were worth the fees charged	94.32	100.00	93.97	87.72	83.39	95.97	0
Overall rating of the care provided by our Emergency Medical	99.24	100.00	96.98	93.24	92.04	96.88	0
Likelihood of recommending this ambulance service to others	100.00	100.00	95.76	92.81	93.65	97.37	0

Overall score 97.74



Benchmark Comparison

	Your Company	Total DB	Similar Sized
Helpfulness of the person you called for ambulance service	97.79	93.97	93.83
Concern shown by the person you called for ambulance service	98.53	93.78	93.61
Extent to which you were told what to do until the ambulance	95.45	92.35	92.39
Extent to which the ambulance arrived in a timely manner	98.61	92.77	92.48
Cleanliness of the ambulance	100.00	95.17	94.92
Comfort of the ride	94.12	88.02	87.45
Skill of the person driving the ambulance	99.22	94.51	94.15
Care shown by the medics who arrived with the ambulance	99.29	95.06	94.80
Degree to which the medics took your problem seriously	97.92	94.95	94.70
Degree to which the medics listened to you and/or your family	98.61	94.67	94.47
Skill of the medics	99.29	95.18	94.86
Extent to which the medics kept you informed about your	97.14	93.40	93.22
Extent to which medics included you in the treatment decisions	95.83	93.13	93.03
Degree to which the medics relieved your pain or discomfort	93.75	91.41	91.12
Medics' concern for your privacy	97.14	94.11	93.84
Extent to which medics cared for you as a person	99.31	94.77	94.51
Professionalism of the staff in our billing office	94.12	89.27	89.00
Willingness of the staff in our billing office to address your	93.75	89.01	88.85
How well did our staff work together to care for you	99.19	94.13	93.95
Extent to which our staff eased your entry into the medical	97.79	94.23	93.95
Appropriateness of Emergency Medical Transportation treatment	100.00	94.13	93.85
Extent to which the services received were worth the fees	94.32	89.23	88.97
Overall rating of the care provided by our Emergency Medical	99.24	94.26	94.06
Likelihood of recommending this ambulance service to others	100.00	93.78	93.50
Overall Score	97.74	93.14	92.90



Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	Total DB	Similar Sized
Number of organizations in compare group		228	57
Minimum Score	83.69	1.00	1.00
Maximum Score	100	100	100
Mean Score	95.45	93.55	93.37
Your Percentile		87th	100th
Your Rank		12	1

Minimum Score - This is the lowest score in the benchmark group.

Maximum Score - This is the highest score in the benchmark group.

Mean Score - This is where your mean score ranks against others in the compare group.

Your Percentile - This is the percentage of scores that fall below your mean score.

Your Rank - This is where your mean score ranks against others in the compare group.



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	0	1	8	50	703	92.26%	79.12%
Dispatch	0	0	1	9	91	90.10%	78.79%
Helpfulness of the person you called for ambulance service	0	0	0	3	31	91.18%	80.48%
Concern shown by the person you called for ambulance service	0	0	0	2	32	94.12%	79.51%
Extent to which you were told what to do until the ambulance arrived	0	0	1	4	28	84.85%	76.39%
Ambulance	0	1	1	6	127	94.07%	76.94%
Extent to which the ambulance arrived in a timely manner	0	0	0	2	34	94.44%	77.20%
Cleanliness of the ambulance	0	0	0	0	33	100.00%	82.74%
Comfort of the ride	0	1	1	3	29	85.29%	66.27%
Skill of the person driving the ambulance	0	0	0	1	31	96.88%	81.55%
Medic	0	0	2	25	283	91.29%	82.40%
Care shown by the medics who arrived with the ambulance	0	0	0	1	34	97.14%	85.07%
Degree to which the medics took your problem seriously	0	0	0	3	33	91.67%	85.30%
Degree to which the medics listened to you and/or your family	0	0	0	2	34	94.44%	84.56%
Skill of the medics	0	0	0	1	34	97.14%	84.88%
Extent to which the medics kept you informed about your treatment	0	0	0	4	31	88.57%	80.38%


Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	0	1	8	50	703	92.26%	79.12%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	0	5	25	83.33%	80.17%
Degree to which the medics relieved your pain or discomfort	0	0	1	6	25	78.12%	75.53%
Medics' concern for your privacy	0	0	1	2	32	91.43%	81.05%
Extent to which medics cared for you as a person	0	0	0	1	35	97.22%	84.65%
Billing Office Staff	0	0	2	4	27	81.82%	66.29%
Professionalism of the staff in our billing office	0	0	1	2	14	82.35%	66.50%
Willingness of the staff in our billing office to address your needs	0	0	1	2	13	81.25%	66.09%
Overall Experience	0	0	2	6	175	95.63%	80.08%
How well did our staff work together to care for you	0	0	0	1	30	96.77%	81.47%
Extent to which our staff eased your entry into the medical facility	0	0	0	3	31	91.18%	81.61%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	0	33	100.00%	81.67%
Extent to which the services received were worth the fees charged	0	0	2	1	19	86.36%	70.84%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	0	1	32	96.97%	82.66%
Likelihood of recommending this ambulance service to others	0	0	0	0	30	100.00%	82.22%