

Assess your vital signs.



LINCOLN FIRE DEPARTMENT

Lincoln, MA
Client 6907

EMS System Report

01/01/2010 – 03/31/2010



Number of Your Patients in this Report:

48

Number of Patients in All EMS DB:

5563

Number of Transport Services in All EMS DB:

38

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





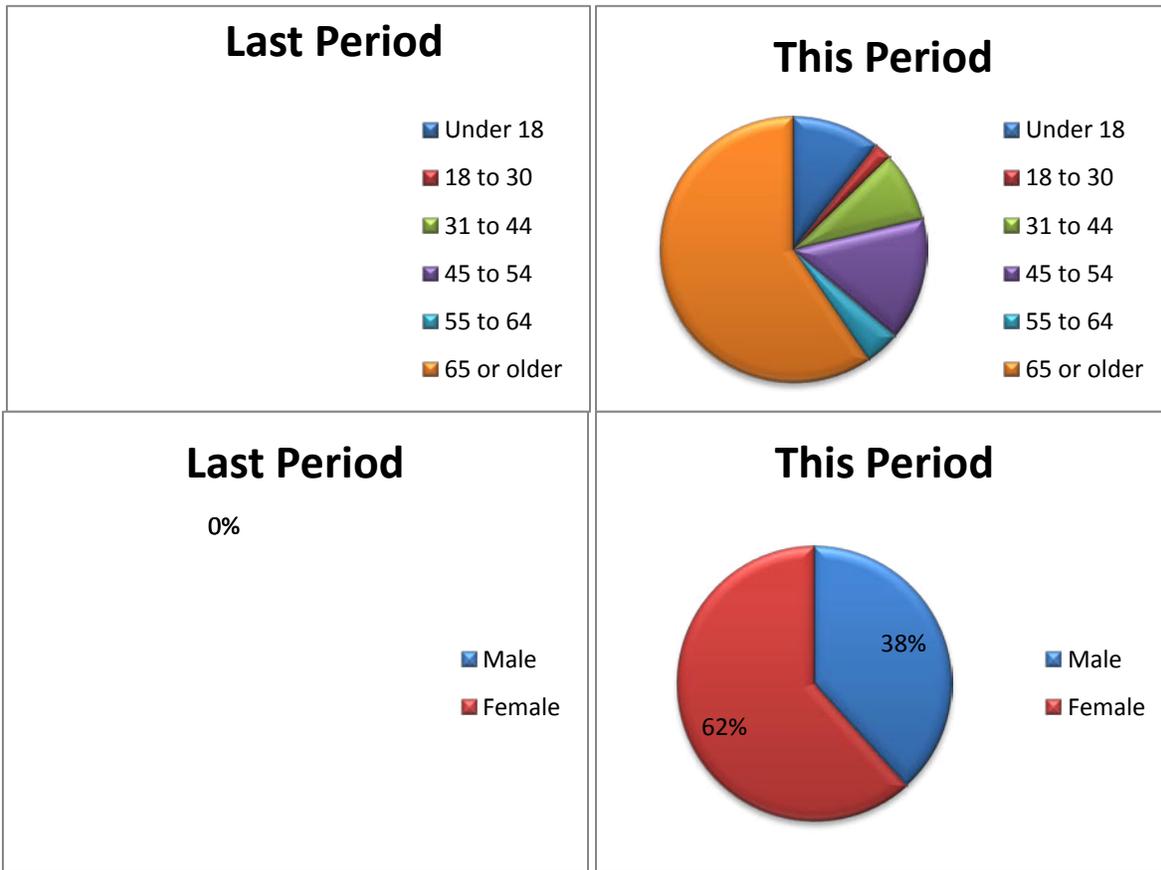
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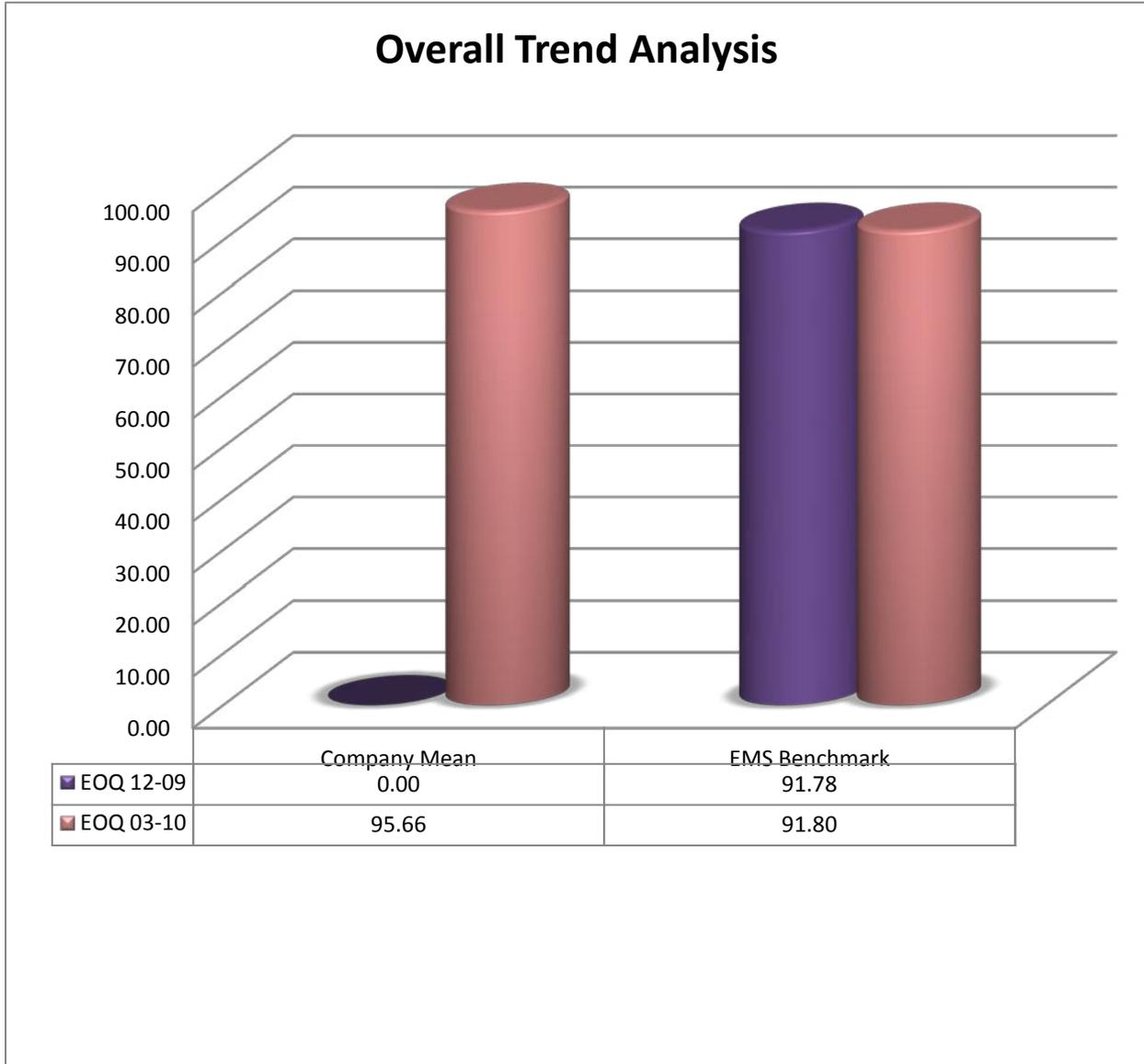
This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the "Background Questions" section of the questionnaire. Compare this demographic data to your eligible population. Generally, the demographic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

		Last Period		This Period		
		Male	Female	Male	Female	
Under 18	0	0	0	5	3	2
18 to 30	0	0	0	1	-	1
31 to 44	0	0	0	4	-	4
45 to 54	0	0	0	7	4	3
55 to 64	0	0	0	2	1	1
65 or older	0	0	0	28	10	18
Total	0	0	0	47	18	29





This chart shows your facility's overall mean score, based on the standard questions over the last 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. Since there were no surveys conducted during the previous periods, those areas are blank for this quarter report.





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.

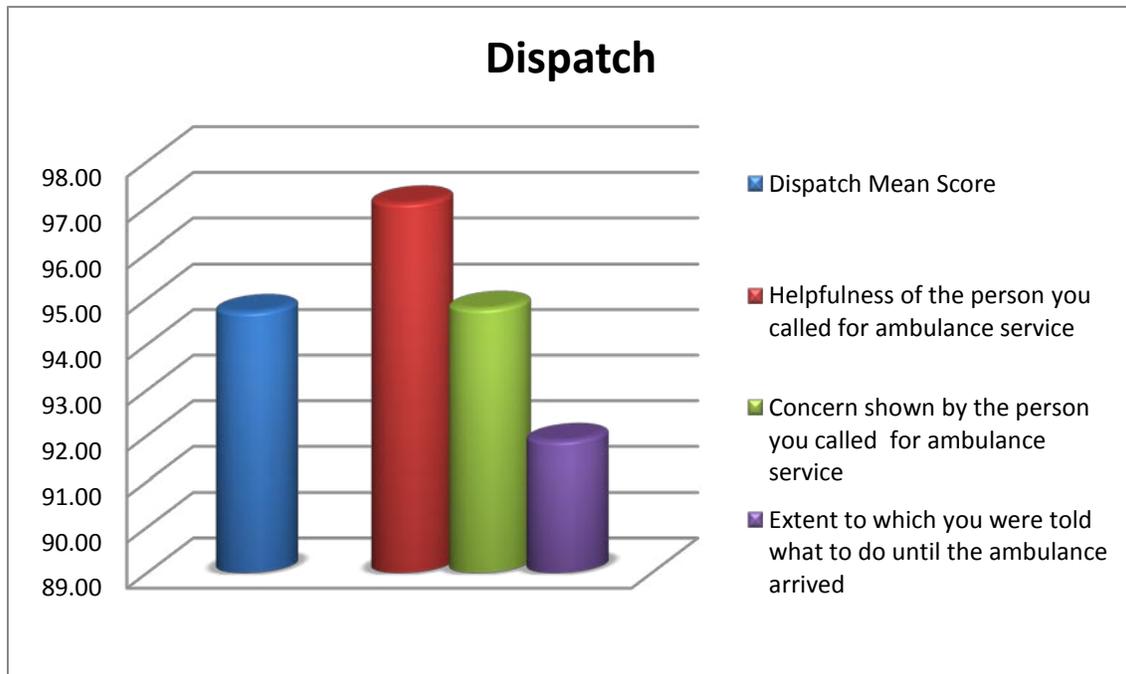
	Last Period	Change	This Period	All Facilities in Database
Extent to which you were told what to do until the ambulance arrived	0.00	91.89	91.89	92.17
Extent to which the ambulance arrived in a timely manner	0.00	96.81	96.81	91.53
Helpfulness of the person you called for ambulance service	0.00	97.09	97.09	89.56
Concern shown by the person you called for ambulance service	0.00	94.79	94.79	91.52
Professionalism of the staff in our billing office	0.00	94.05	94.05	93.35
Extent to which medics cared for you as a person	0.00	97.37	97.37	87.08
Degree to which the medics relieved your pain or discomfort	0.00	94.53	94.53	93.26
Extent to which the services received were worth the fees charged	0.00	93.94	93.94	93.63
Willingness of the staff in our billing office to address your needs	0.00	93.75	93.75	93.65
Extent to which the medics kept you informed about your treatment	0.00	95.51	95.51	93.22
Medics' concern for your privacy	0.00	94.23	94.23	93.72
Degree to which the medics listened to you and/or your family	0.00	97.02	97.02	91.58
Overall rating of the care provided by our Emergency Medical Transportation service	0.00	96.02	96.02	91.33
Skill of the person driving the ambulance	0.00	95.93	95.93	90.22
Skill of the medics	0.00	95.93	95.93	92.52
Comfort of the ride	0.00	93.45	93.45	93.69
Cleanliness of the ambulance	0.00	95.73	95.73	87.84
Degree to which the medics took your problem seriously	0.00	96.67	96.67	87.92
Extent to which our staff eased your entry into the medical facility	0.00	95.63	95.63	92.63
How well did our staff work together to care for you	0.00	96.02	96.02	92.87
Likelihood of recommending this ambulance service to others	0.00	96.34	96.34	92.43
Care shown by the medics who arrived with the ambulance	0.00	97.22	97.22	85.95
Extent to which medics included you in the treatment decisions	0.00	96.88	96.88	92.95
Appropriateness of Emergency Medical Transportation treatment	0.00	96.25	96.25	92.67
Overall Facility Rating	0.00	95.66	95.66	91.80



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
Dispatch Mean Score	1	1	-	19	102	94.72	82.90%	98.40%
Helpfulness of the person you called for ambulance service	-	-	-	5	38	97.09	88.40%	100.00%
Concern shown by the person you called for ambulance service	1	-	-	5	37	94.79	86.00%	97.70%
Extent to which you were told what to do until the ambulance arrived	-	1	-	9	27	91.89	73.00%	97.30%

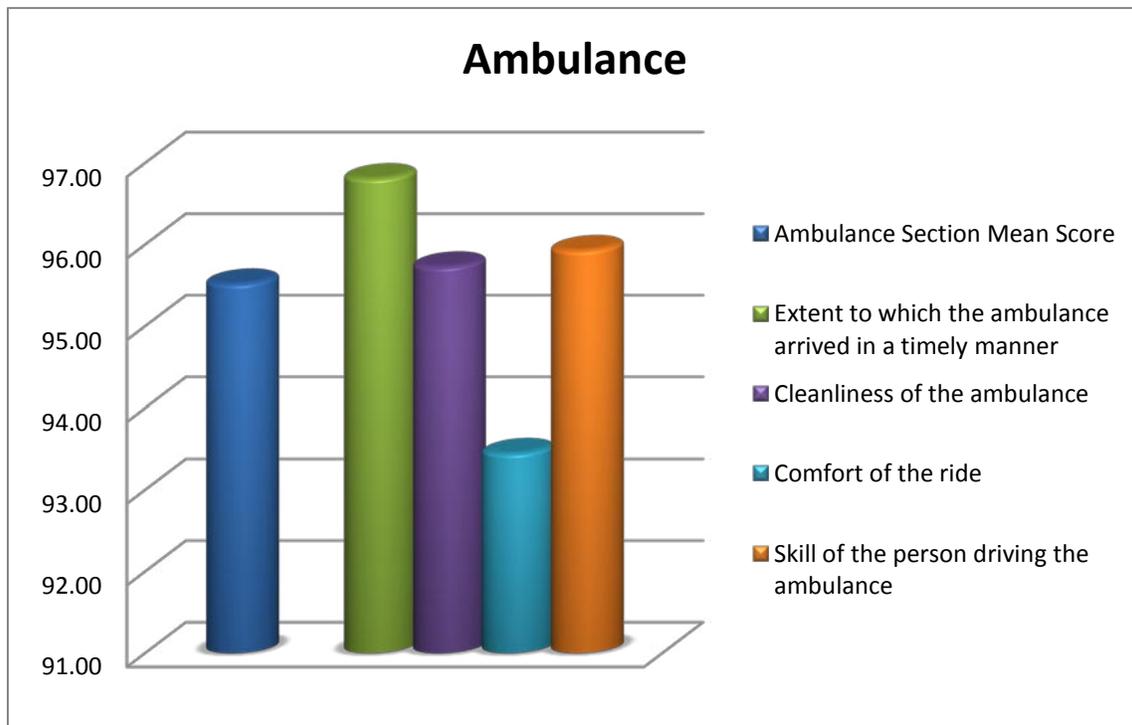




Ambulance Analysis

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.

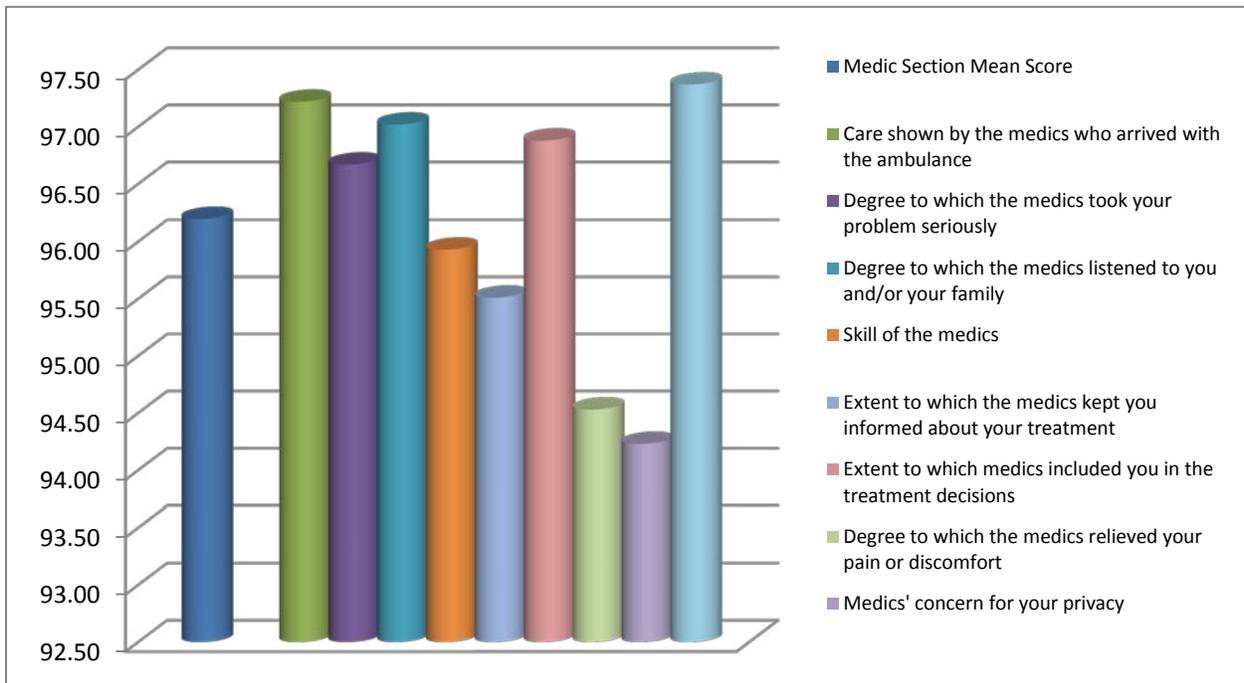
	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Ambulance Section Mean Score	-	-	3	25	145	95.52	83.80%	100.00%
Extent to which the ambulance arrived in a timely manner	-	-	-	6	41	96.81	87.20%	100.00%
Cleanliness of the ambulance	-	-	-	7	34	95.73	82.90%	100.00%
Comfort of the ride	-	-	2	7	33	93.45	78.60%	100.00%
Skill of the person driving the ambulance	-	-	1	5	37	95.93	86.00%	100.00%





Medic Analysis

	Very Poor	Poor	Fair	Good	Very Good	Mean	Top Box	% Positive
Medic Section Mean Score	-	-	6	42	307	96.20	86.50%	100.00%
Care shown by the medics who arrived with the ambulance	-	-	-	5	40	97.22	88.90%	100.00%
Degree to which the medics took your problem seriously	-	-	1	4	40	96.67	88.90%	100.00%
Degree to which the medics listened to you and/or your family	-	-	1	3	38	97.02	90.50%	100.00%
Skill of the medics	-	-	1	5	37	95.93	86.00%	100.00%
Extent to which the medics kept you informed about your treatment	-	-	2	3	34	95.51	87.20%	100.00%
Extent to which medics included you in the treatment decisions	-	-	-	4	28	96.88	87.50%	100.00%
Degree to which the medics relieved your pain or discomfort	-	-	1	5	26	94.53	81.30%	100.00%
Medics' concern for your privacy	-	-	-	9	30	94.23	76.90%	100.00%
Extent to which medics cared for you as a person	-	-	-	4	34	97.37	89.50%	100.00%

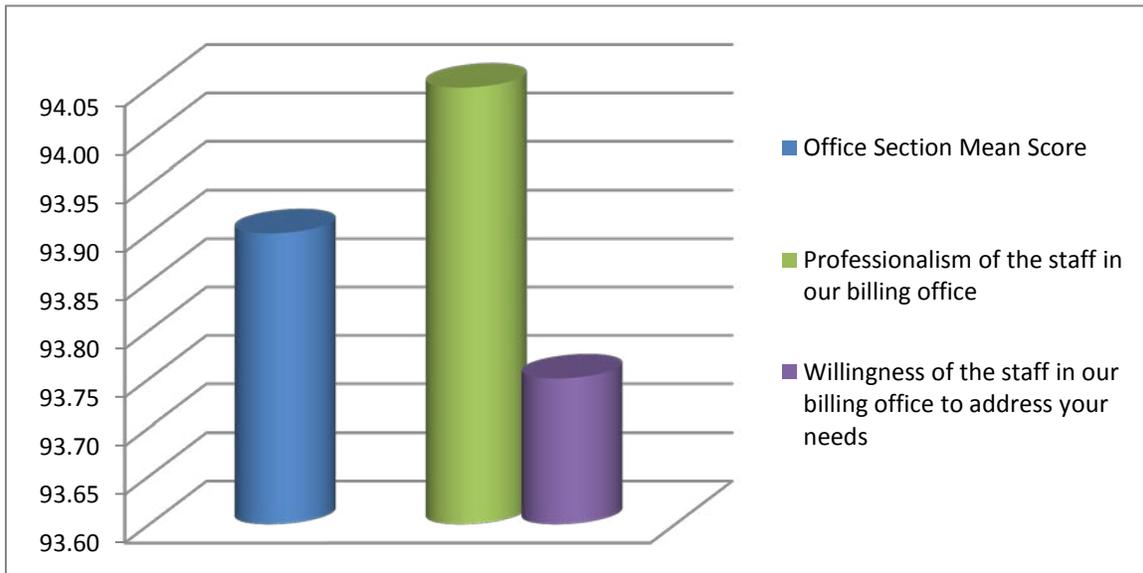




Office Staff Analysis

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
Office Section Mean Score	-	-	-	10	31	93.90	75.60%	100.00%
Professionalism of the staff in our billing office	-	-	-	5	16	94.05	76.20%	100.00%
Willingness of the staff in our billing office to address your needs	-	-	-	5	15	93.75	75.00%	100.00%

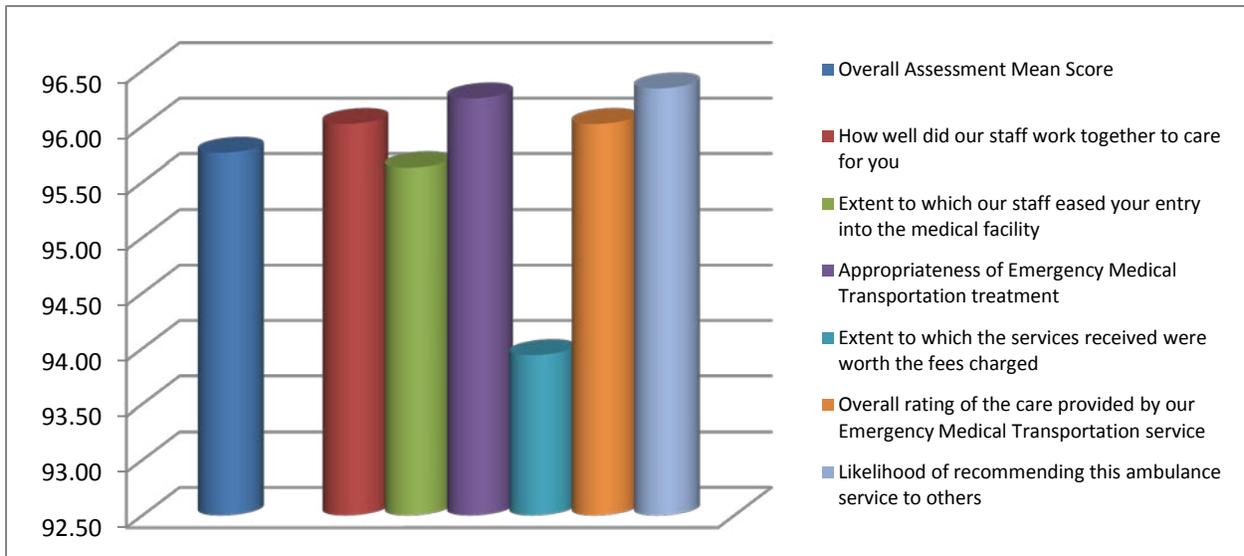




Overall Assessment Analysis

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
Overall Assessment Mean Score	-	-	5	31	206	95.76	85.10%	100.00%
How well did our staff work together to care for you	-	-	-	7	37	96.02	84.10%	100.00%
Extent to which our staff eased your entry into the medical facility	-	-	1	5	34	95.63	85.00%	100.00%
Appropriateness of Emergency Medical Transportation treatment	-	-	-	6	34	96.25	85.00%	100.00%
Extent to which the services received were worth the fees charged	-	-	2	4	27	93.94	81.80%	100.00%
Overall rating of the care provided by our Emergency Medical Transportation service	-	-	1	5	38	96.02	86.40%	100.00%
Likelihood of recommending this ambulance service to others	-	-	1	4	36	96.34	87.80%	100.00%





Company Comparisons

The following chart gives a comparison of the mean score for each question as scored by up to ten 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.

Survey Component	Total DB	E	R	S	T	U	V	X	Lincoln FD
Overall Rank		5	2	8	7	22	16	13	1
Total Score	91.78	93.81	94.79	93.11	93.36	89.61	90.69	91.50	95.66
Helpfulness of the person you called for ambulance service	92.41	96.28	96.43	93.85	92.77	90.04	92.50	87.50	97.09
Concern shown by the person you called for ambulance service	91.99	95.83	92.86	92.42	92.49	88.04	93.33	86.96	94.79
Extent to which you were told what to do until the ambulance arrived	89.72	94.03	94.23	91.28	89.36	85.62	91.94	82.19	91.89
Extent to which the ambulance arrived in a timely manner	91.74	89.77	94.44	93.75	93.71	92.65	91.41	90.03	96.81
Cleanliness of the ambulance	93.66	94.39	94.44	95.21	95.31	94.53	96.77	93.33	95.73
Comfort of the ride	87.20	85.95	85.29	91.04	91.07	85.19	89.66	89.17	93.45
Skill of the person driving the ambulance	93.42	93.81	98.53	94.74	94.85	92.97	93.97	94.35	95.93
Care shown by the medics who arrived with the ambulance	93.83	95.54	95.83	94.50	94.37	95.71	89.85	90.03	97.22
Degree to which the medics took your problem seriously	93.59	96.21	97.22	94.12	94.20	96.32	89.85	91.70	96.67
Degree to which the medics listened to you and/or your family	93.11	95.10	97.22	92.33	94.78	92.42	89.46	90.03	97.02
Skill of the medics	93.55	96.35	97.06	94.01	95.27	93.57	91.67	91.38	95.93
Extent to which the medics kept you informed about your treatment	91.43	95.43	94.12	92.59	91.80	91.18	87.50	92.59	95.51
Extent to which medics included you in the treatment decisions	91.30	94.23	100.00	91.57	90.98	90.74	88.10	93.27	96.88
Degree to which the medics relieved your pain or discomfort	89.70	93.30	94.23	91.72	92.06	90.83	89.46	92.86	94.53
Medics' concern for your privacy	92.05	95.65	96.15	93.08	94.15	91.91	91.67	93.75	94.23
Extent to which medics cared for you as a person	93.42	96.35	95.59	93.49	94.56	96.43	89.85	92.53	97.37
Professionalism of the staff in our billing office	87.80	91.36	93.18	90.58	92.76	68.88	93.33	91.30	94.05
Willingness of the staff in our billing office to address your needs	87.96	91.83	92.50	90.18	92.71	71.96	91.67	94.57	93.75
How well did our staff work together to care for you	92.57	94.64	95.83	94.51	94.26	86.72	88.58	93.75	96.02
Extent to which our staff eased your entry into the medical facility	92.83	93.34	97.06	94.11	94.30	89.06	90.63	92.59	95.63
Appropriateness of Emergency Medical Transportation treatment	92.73	95.22	95.83	93.54	94.06	89.20	91.00	93.97	96.25
Extent to which the services received were worth the fees charged	85.93	84.63	83.82	90.35	90.10	77.04	78.62	91.11	93.94
Overall rating of the care provided by our Emergency Medical service	92.81	95.36	97.22	93.79	94.58	90.94	90.04	95.69	96.02
Likelihood of recommending this ambulance service to others	92.24	94.70	95.59	94.16	93.68	93.18	91.70	88.37	96.34



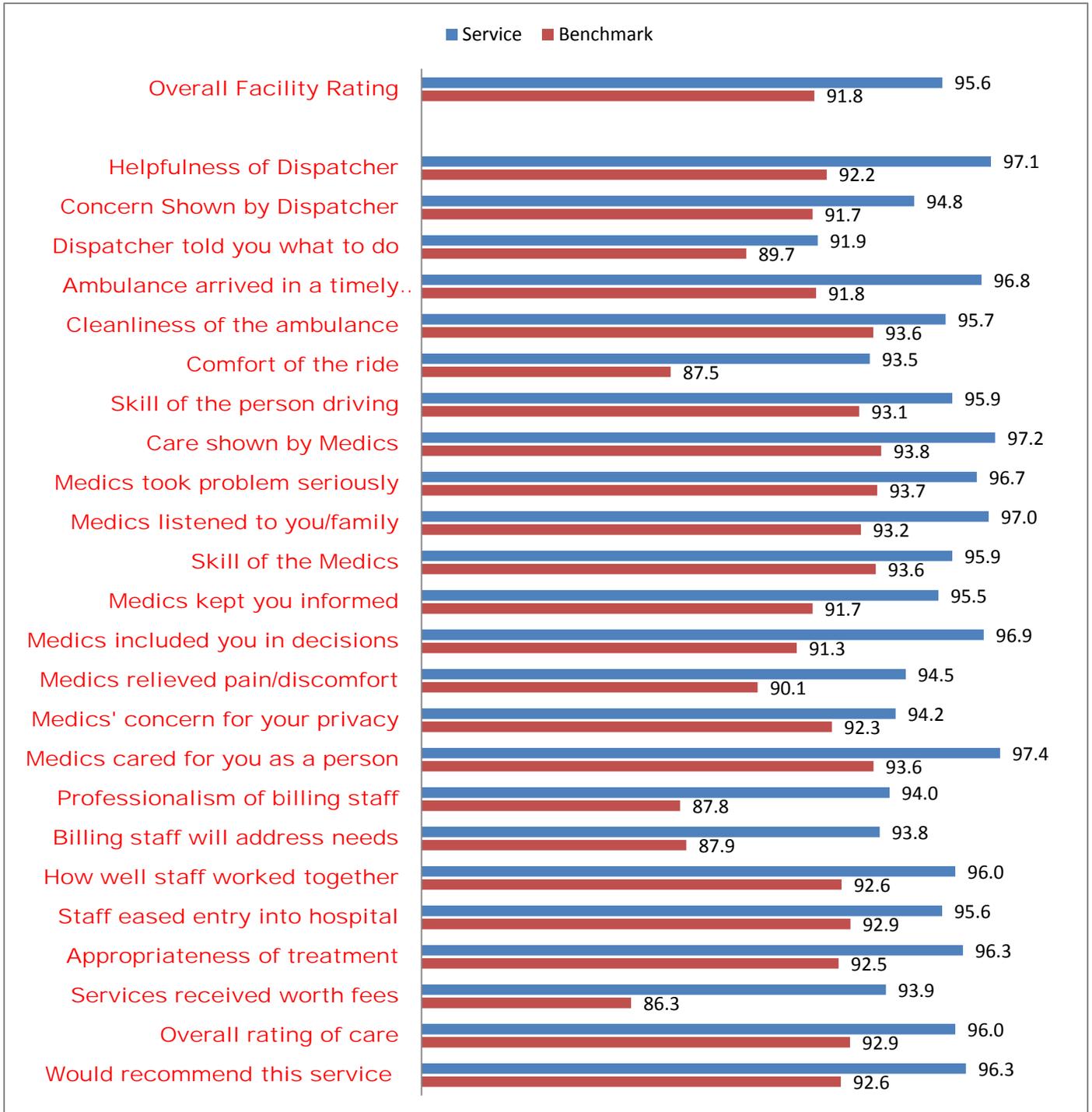
Top Box Comparisons

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	1	1	14	127	791	84.70%	73.50%
Helpfulness of the person you called for ambulance service	-	-	-	5	38	88.40%	73.40%
Concern shown by the person you called for ambulance service	1	-	-	5	37	86.00%	71.40%
Extent to which you were told what to do until the ambulance arrived	-	1	-	9	27	73.00%	67.00%
Extent to which the ambulance arrived in a timely manner	-	-	-	6	41	87.20%	72.40%
Cleanliness of the ambulance	-	-	-	7	34	82.90%	75.80%
Comfort of the ride	-	-	2	7	33	78.60%	61.50%
Skill of the person driving the ambulance	-	-	1	5	37	86.00%	76.10%
Care shown by the medics who arrived with the ambulance	-	-	-	5	40	88.90%	78.90%
Degree to which the medics took your problem seriously	-	-	1	4	40	88.90%	79.40%
Degree to which the medics listened to you and/or your family	-	-	1	3	38	90.50%	78.40%
Skill of the medics	-	-	1	5	37	86.00%	78.70%
Extent to which the medics kept you informed about your treatment	-	-	2	3	34	87.20%	73.60%
Extent to which medics included you in the treatment decisions	-	-	-	4	28	87.50%	73.20%
Degree to which the medics relieved your pain or discomfort	-	-	1	5	26	81.30%	70.60%
Medics' concern for your privacy	-	-	-	9	30	76.90%	74.50%
Extent to which medics cared for you as a person	-	-	-	4	34	89.50%	79.70%
Professionalism of the staff in our billing office	-	-	-	5	16	76.20%	60.00%
Willingness of the staff in our billing office to address your needs	-	-	-	5	15	75.00%	60.80%
How well did our staff work together to care for you	-	-	-	7	37	84.10%	74.60%
Extent to which our staff eased your entry into the medical facility	-	-	1	5	34	85.00%	75.80%
Appropriateness of Emergency Medical Transportation treatment	-	-	-	6	34	85.00%	75.00%
Extent to which the services received were worth the fees charged	-	-	2	4	27	81.80%	62.40%
Overall rating of the care provided by our Emergency Medical Service	-	-	1	5	38	86.40%	76.80%
Likelihood of recommending this ambulance service to others	-	-	1	4	36	87.80%	77.10%



Cumulative Totals





Facilities in Database

Albion Community Ambulance	Albion, MI
Bay State Health	Springfield, MA
Cetronia Ambulance Corps	Allentown, PA
Cypress Creek EMS	Houston, TX
Guilford County EMS	Greensboro, NC
Howard County EMS	Nashville, AR
Humboldt General Hospital	Winnemucca, NV
Huron Valley Ambulance	Ann Arbor, MI
Jackson Community Ambulance	Jackson, MI
Lenawee Community Ambulance	Adrian, MI
Life Care Medical	Sterling, CO
Life EMS Ambulance	Grand Rapids, MI
Life EMS Ambulance of Allegan County	Allegan, MI
Life EMS Ambulance of Ionia County	Ionia, MI
Life EMS Ambulance of Kalamazoo/Portage	Kalamazoo, MI
Life EMS Ambulance of Lake County	Baldwin, MI
Life EMS Ambulance of Mason County	Ludington, MI
Life EMS Ambulance of Newaygo County	Newaygo, MI
LifeCare Ambulance	Battle Creek, MI
LifeCare of Branch County	Coldwater, MI
LifeNet EMS	Texarkana, TX
Lincoln Fire Department	Lincoln, MA
Medic EMS	Davenport, IA
Medstar Ambulance	Clinton Twp, MI
Mercy Flights Inc.	Medford, OR
Mobile Medical Response	Saginaw, MI
Monroe Community Ambulance	Monroe, MI
Montgomery County Hospital District	Conroe, TX
Nature Coast EMS	Lecanto, FL
North Memorial EMS	Brooklyn Center, MN
Patient Transport Services	Milford, OH
Pearland EMS	Pearland, TX
Professional Ambulance Service	Cambridge, MA
Professional MedTeam	Muskegon, MI
Puckett EMS	Austell, GA
San Juan Island EMS	Friday Harbor, WA
Siouxland Paramedics	Sioux City, IA
St. Charles County Amb District	St Peters, MO
Swartz Ambulance	Flint, MI
Tri-Hospital EMS	Port Huron, MI

Assess your vital signs.



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EMS Executive Summary

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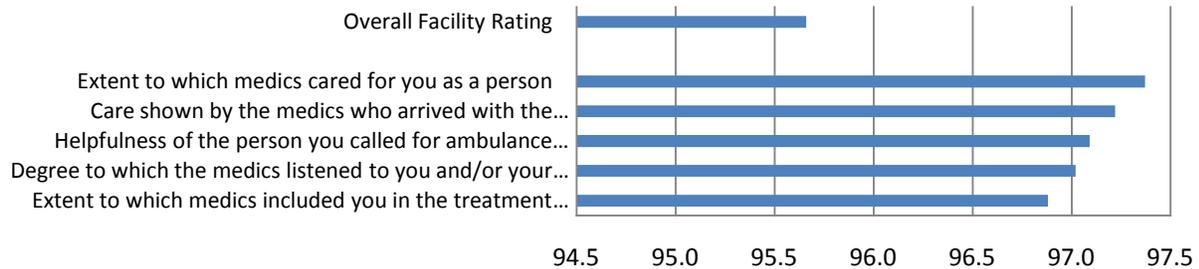


1.0 Overall Performance Summary

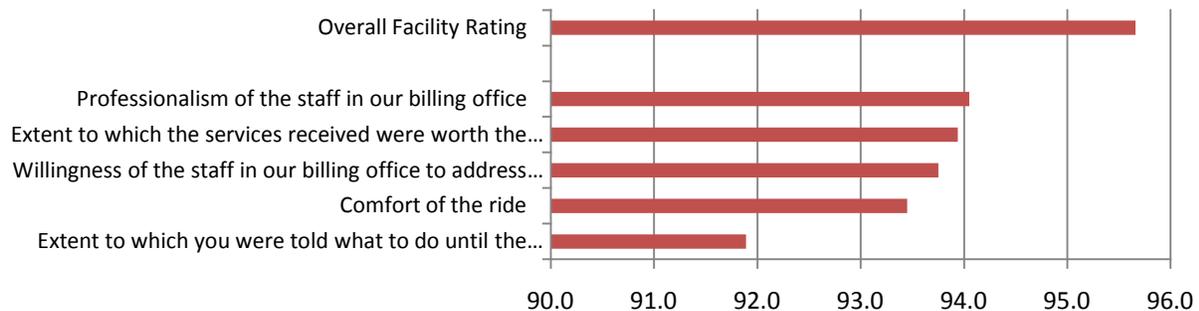
- This report contains data from 48 Lincoln Fire Department patients who returned a questionnaire between 01/01/2010 and 03/31/2010
- The overall mean score for the standard questions was 95.66.
- Your current score is 3.86 points higher than the All EMS Facility DB external benchmark standard question score of 91.80. This was the highest score for all companies in the database for the quarter.
- 84.7% of your responses to standard questions had a rating of Very Good, the highest rating. Overall, Professional Ambulance had a 99.8% positive rating.

2.0 Comparisons of Highest and Lowest Scores

5 Highest Scores



5 Lowest Scores





3.0 Greatest Increases and Decreases by Question

Decreases	Last Period	This Period	Change	Total DB Score
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Increases	Last Period	This Period	Change	Total DB Score
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4.0 Greatest Scores Above Benchmark by Question

Highest above Benchmark	This Period	Variance	Total DB Score
Care shown by the medics who arrived with the ambulance	97.22	11.27	85.95
Extent to which medics cared for you as a person	97.37	10.29	87.08
Degree to which the medics took your problem seriously	96.67	8.75	87.92
Cleanliness of the ambulance	95.73	7.89	87.84
Helpfulness of the person you called for ambulance service	97.09	7.53	89.56
Skill of the person driving the ambulance	95.93	5.71	90.22
Degree to which the medics listened to you and/or your family	97.02	5.44	91.58
Extent to which the ambulance arrived in a timely manner	96.81	5.28	91.53





5.0 Monthly Tracking of Overall Survey Score

