

Feedback Innovations

AMBULANCE PATIENT SATISFACTION

BENCHMARK REPORT FOR 2016

(PUBLISHED JANUARY 2017)



BENCHMARK REPORT

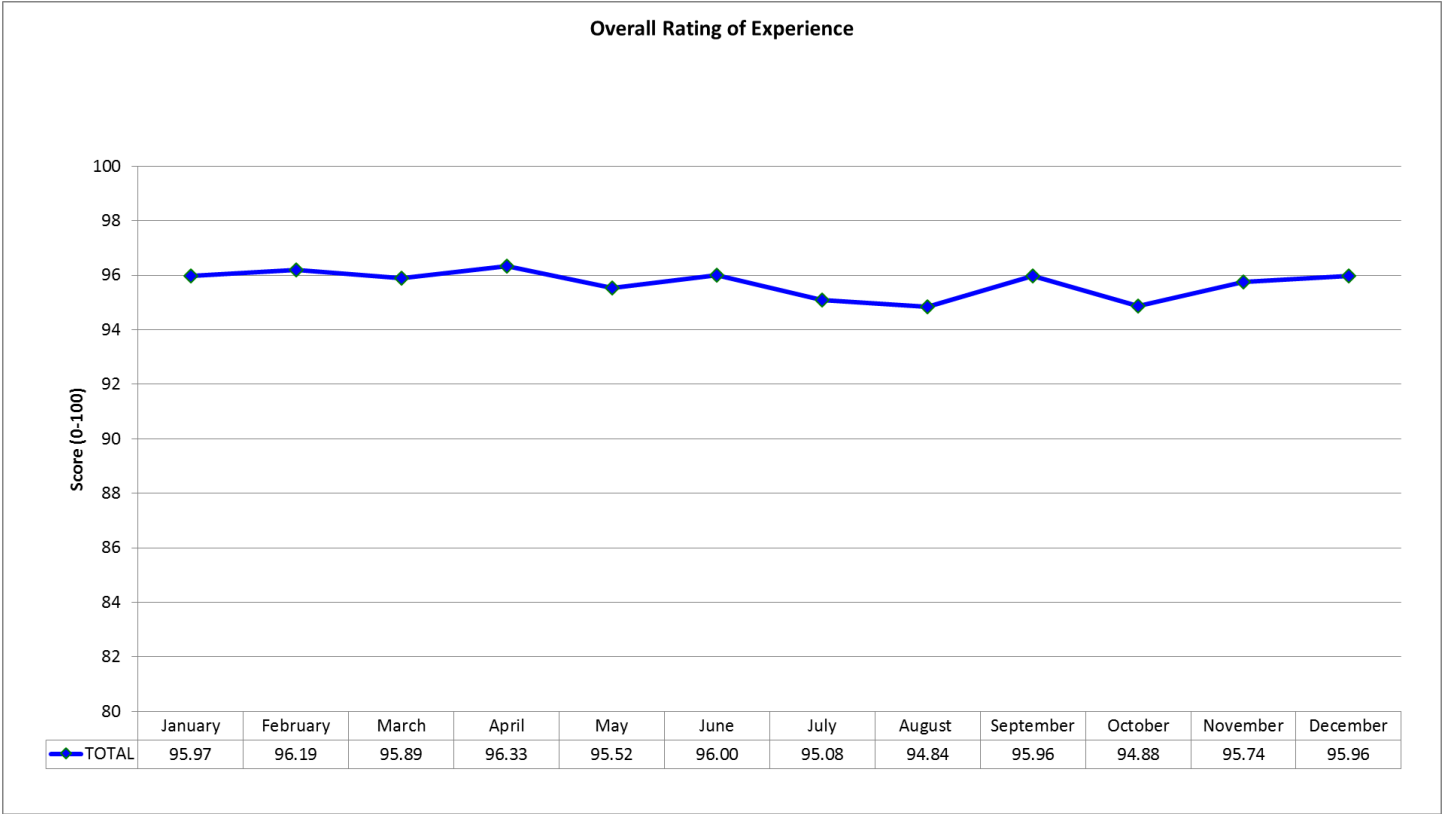
ENHANCE AMBULANCE OPERATIONS AND IMPROVE PATIENT CARE

- Welcome to the sixth installment of the yearly newsletter. This document will provide you with information about the state of pre-hospital patient satisfaction.
- This report provides the quantitative data in aggregate in order to maintain the anonymity of the providers involved. The data in this report was collected January through December of 2016.
- Surveys were collected from patients who utilized private ambulance services (including hospital based and non-profit) as well as municipal ambulance services (including volunteer, third service and fire based).
- The survey tool consists of twenty-one standard questions organized into six sections. Data is provided here for each section.
- Clients are provided with comprehensive data for each question, a compilation of patient comments, and comparative employee data.
- For more information,
please visit our website at www.Feedback-Innovations.com
or contact us at: customer.inquiries@feedback-innovations.com

1.0 Executive Summary

- The Overall Score was steady through 2016. Municipal based EMS services scored 3% higher on average than other services. This gap was down from 5% in 2015.
- Overall Score was up 2.8% over 2015. Considering that scores are already in the 90's this improvement was very impressive, and shows EMS's commitment to improving the patient experience.
- Breakdown
 - Highest rated section: *Communication*
 - Lowest rated section: *Billing*
 - *Billing* had the largest increase for the year

TOTAL
95.70

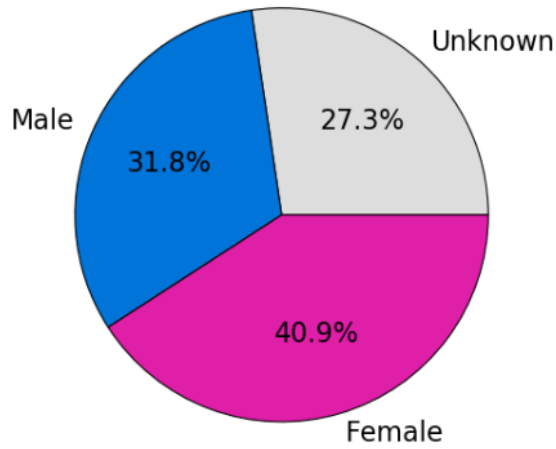


2.0 TABLE OF CONTENTS

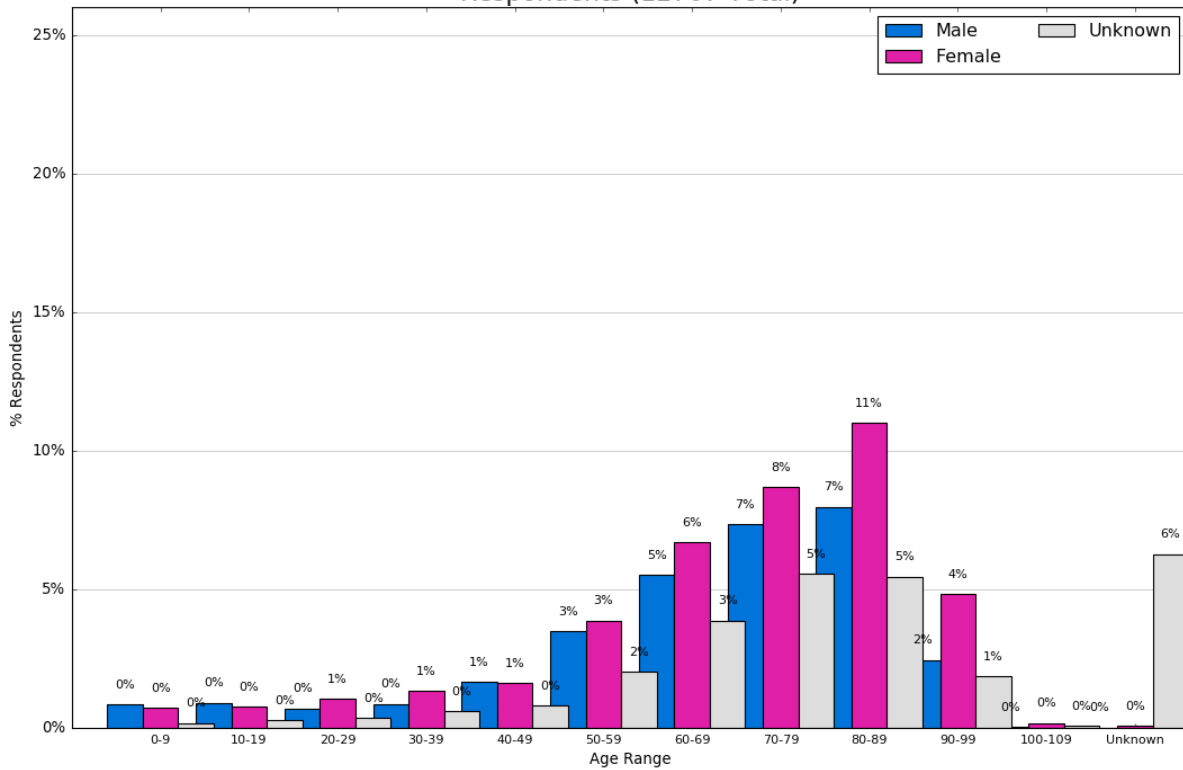
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3.0 DEMOGRAPHIC INFORMATION

Respondents (12707 Total)



Respondents (12707 Total)



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4.0 Improvement Priority Ranking

Improvement Priority Ranking

Rank	Question
1	Professionalism of person on the phone Profesionalidad de la persona al teléfono
2	Ability of person on phone to meet your needs Capacidad de la persona al teléfono para satisfacer sus necesidades
3	Speed in which person on the phone dispatched help Velocidad en que la persona al teléfono envió la ayuda
4	Information given prior to ambulance arrival Información ofrecida antes de la llegada de la ambulancia
5	Helpfulness of billing personnel Amabilidad del personal de facturación
6	Ability of billing personnel to meet your needs Capacidad del personal de facturación para satisfacer sus necesidades
7	Responsiveness of billing personnel to billing issues Capacidad de respuesta a los problemas de facturación
8	Cleanliness of ambulance Limpieza de la ambulancia
9	Wait time to get an ambulance Tiempo de espera para conseguir una ambulancia
10	Degree to which service was worth the fees Grado en que el servicio es digno de los honorarios

The Improvement Priority Ranking uses a combination of score and correlation to overall satisfaction to determine the most important areas for improvement. The closer to 1 the more important it is to the patients that this aspect of care be improved upon.

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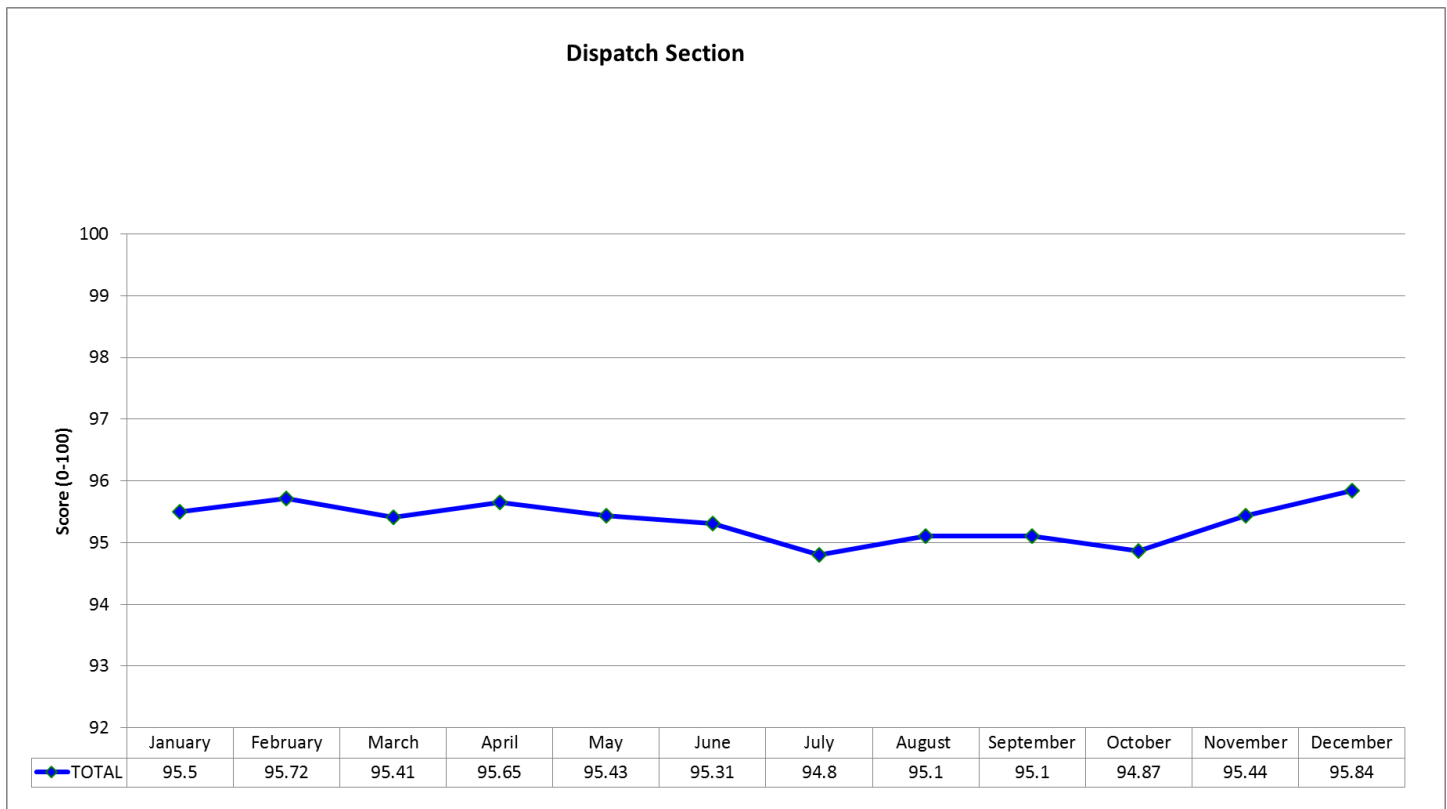
5.0 SURVEY SECTIONS

5.1 Dispatch

- This section is based on responses to four questions where patients can rate their total experience prior to ambulance arrival.
- Scores for this section were fairly consistent, with small depression in July through August scores. Municipal services outperformed other EMS services in this section by 3%.
- This section increased 1.2% over 2015, which is further evidence of this section's stability.

TOTAL

95.35



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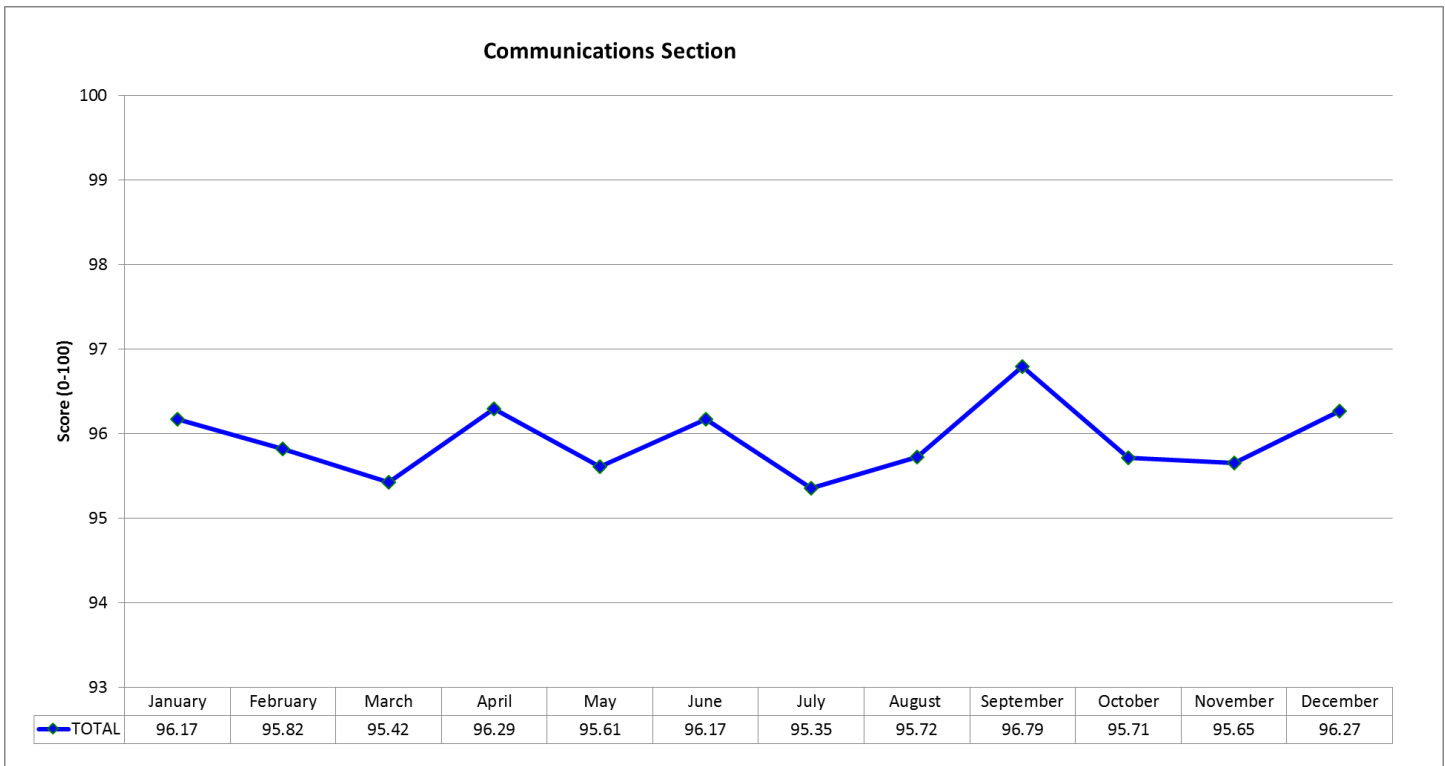
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5.2 Communication

- In this section the communication skills of the ambulance staff are measured using four different questions.
- This section fluctuated throughout the, but ended on a strong note. Municipal ambulance services outperformed the benchmark for this section by 2%.
- This section was up 1.2% on average compared to 2015.

TOTAL
95.91



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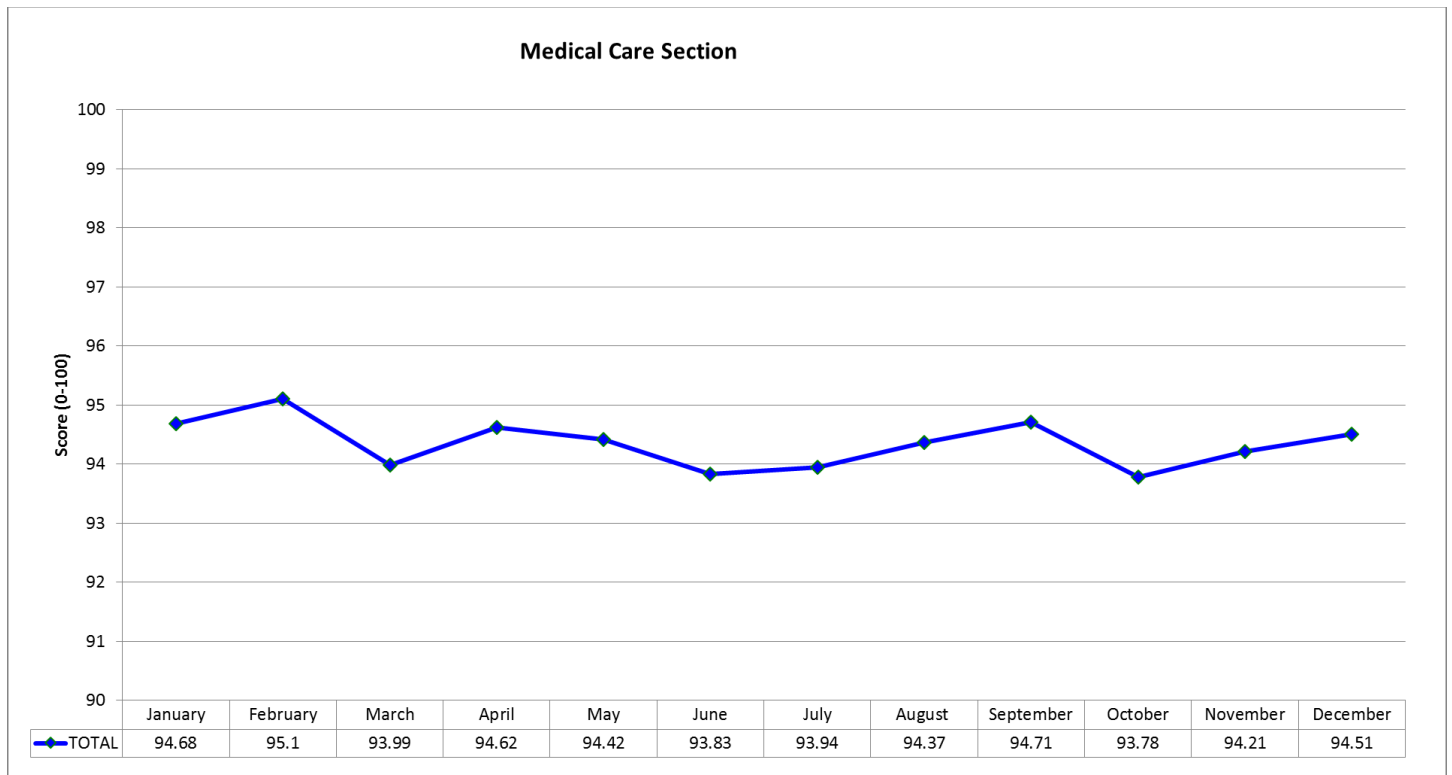
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5.3 Medical Care

- Due to the importance of the medical care provided, scores in this section are based on five questions that reflect the patients' satisfaction with the full spectrum of care.
- Despite a promising start to the year this section experienced a long period of depressed scores from March through August, but ended on an upward trend. Municipal services outperformed the benchmark by 2%, a much narrower gap than 2015's 5%.
- This section improved 1.2% compared to 2015, which is an impressive increase considering the already very high scores.

TOTAL

94.35



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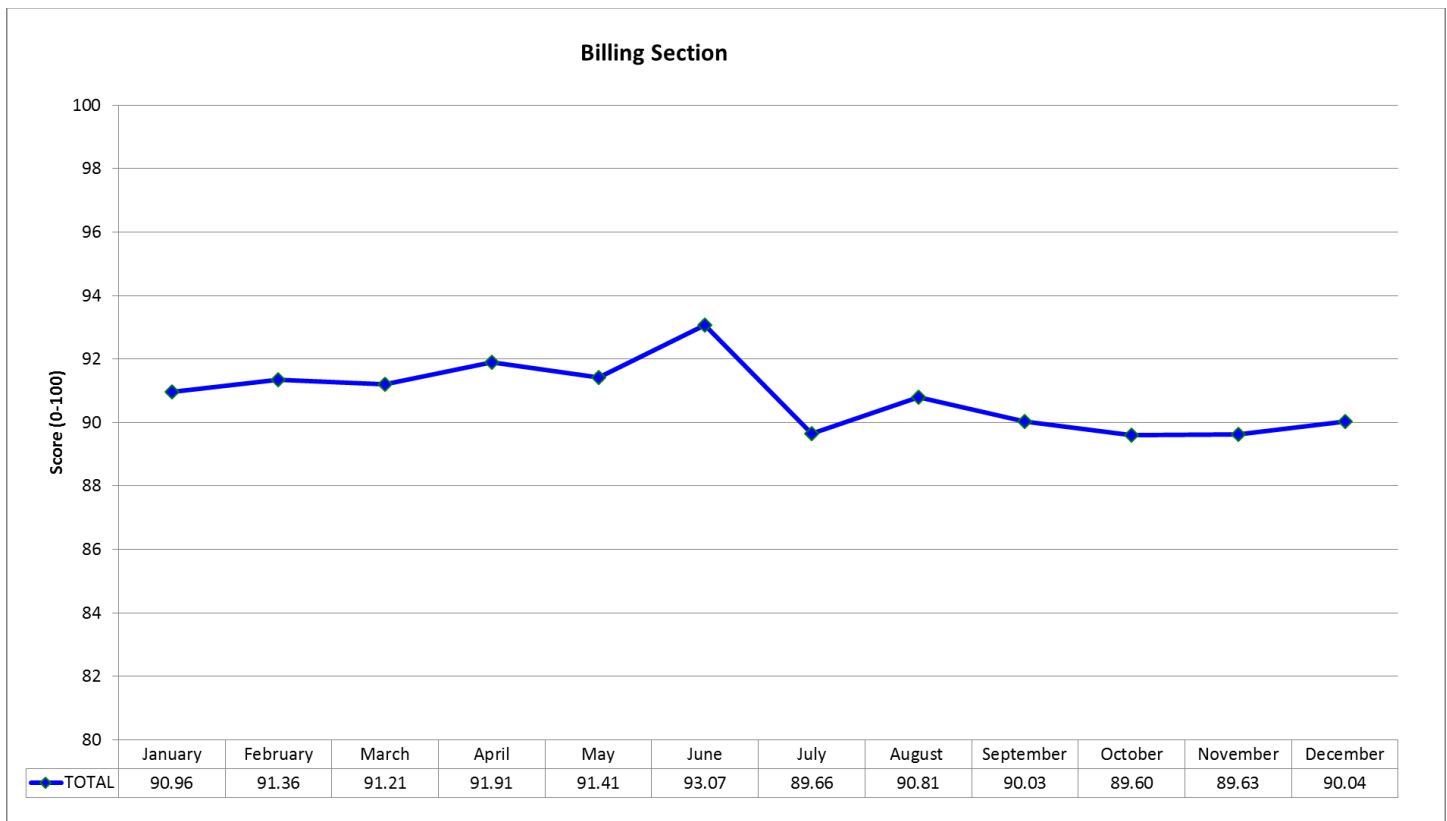
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5.4 Billing

- Billing is a crucial part of any service. It determines a service's ability to survive financially, yet it has to be done in a manner that maintains the positive relationship between the ambulance service and the patient. This section uses three questions to analyze the billing process.
- Despite a small downward spike in July, 2016 was the year of *Billing*. Scores in this section had historically been in the mid 80's, but in 2016 were in the 90's for all but three months and averaged over 90 for the year.
- This section increased 1.9% over 2015. The most of any section. Evidence that EMS is committed to improving all aspects of the patient experience.

TOTAL
90.81



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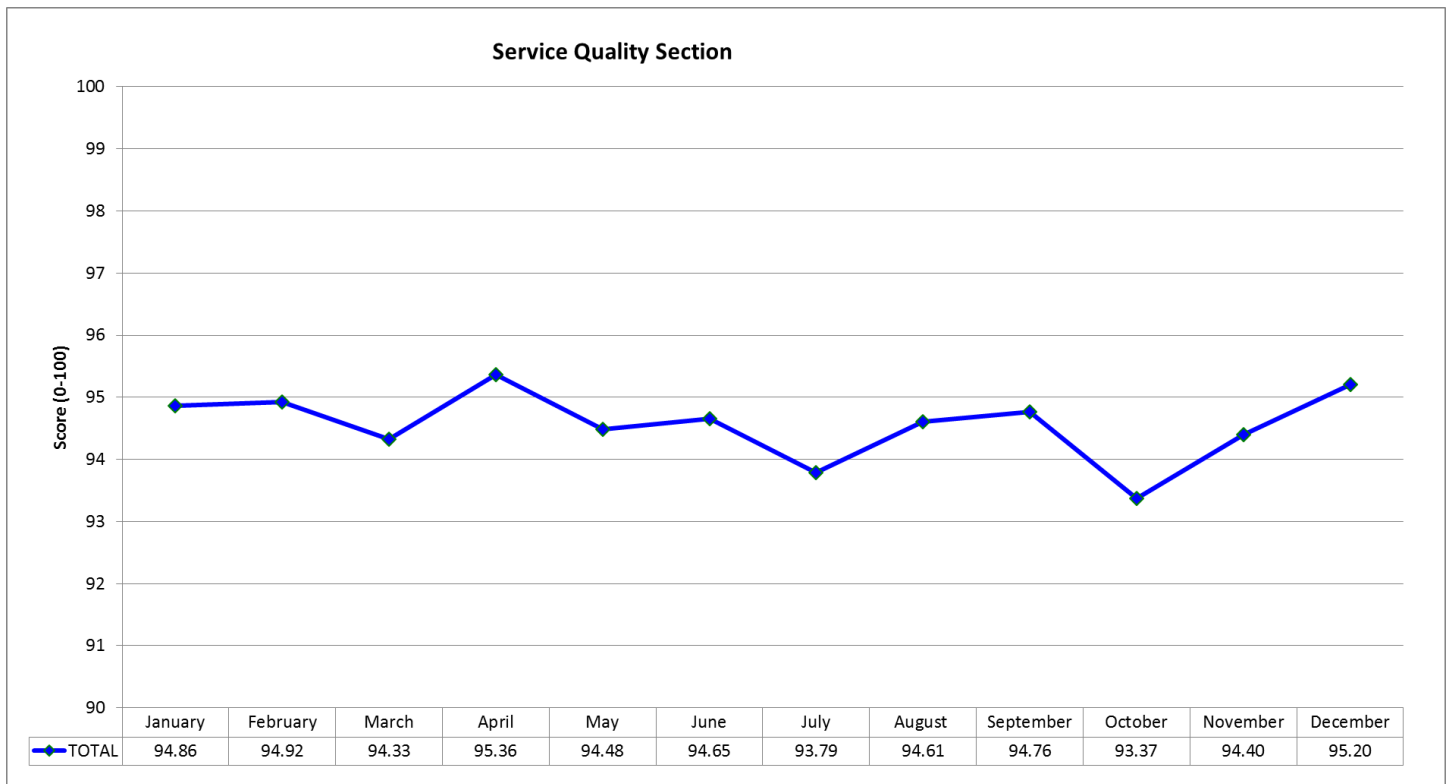
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5.5 Service Quality

- This section reviews four aspects of the overall quality of ambulance operations.
- This section experienced some of the most volatile scores during 2016 with a higher standard deviation than all but one other section.
- Despite the inconsistency this section increased 1.7% compared to 2015.

TOTAL

94.56



6.0 Statistical Commentary

- Scores are determined by assigning values as follows:
 - Very Poor = 0
 - Poor = 25
 - Fair = 50
 - Good = 75
 - Very Good = 100
- The mean average of all responses in a month for a question determines the score for that month. The question scores are averaged to determine the mean for each section.



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