

Professional Ambulance Provider Overview Report

For January 1, 2014 through January 31, 2014

P.O. Box 1158, Burlington, MA 01803 | 617-697-6988 | Feedback-Innovations.com

Provider Overview Report

1.0. Executive Summary

• Scores are collected and presented here in aggregate per employee. Since a single score/survey applies to all employees on the ambulance all employees are given the same score for that survey

Providers	Ambulance staff's concern for your privacy	Degree ambulance staff took your condition seriously	Ambulance staff's efforts to inform you about treatment	Degree to which the ambulance staff worked together to care for you	Your confidence in skill of ambulance staff	Ambulance staff cared for you as a person	How well your pain was controlled	Your comfort when moved by ambulance staff	Comfort of ambulance ride	Cleanliness of ambulance	Wait time to get an ambulance	Degree to which service was worth the fees	Likelihood of recommending ambulance service	Overall rating of experience
Jacobson, Joel (3)	100.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	83.33	100.00	91.67	100.00	100.00	100.00
Keane, Ryan (1)	100.00	100.00	100.00	100.00	100.00	100.00		100.00	100.00	100.00	100.00		100.00	100.00
Skye, Jennifer (4)	75.00	83.33	87.50	100.00	91.67	91.67	75.00	87.50	100.00	91.67	91.67	87.50	87.50	91.67
Stuart, George (7)	85.71	92.86	91.67	91.67	89.29	92.86	90.00	96.43	96.43	89.29	95.83	90.00	87.50	92.86
Ferrigno, Nicholas (12)	95.45	95.83	93.18	91.67	95.83	93.75	90.91	93.75	91.67	95.83	93.75	91.67	92.50	91.67
Knott, Patrick (2)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00		100.00	100.00
Wylde, Bethany (2)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Dubreuil, Nathan (6)	95.83	100.00	87.50	95.83	95.83	91.67	81.25	95.83	95.83	95.00	100.00	100.00	95.83	95.83	
-------------------------	-------	--------	-------	-------	-------	-------	-------	-------	-------	-------	--------	--------	-------	-------	--

Providers	Ambulance staff's concern for your privacy	Degree ambulance staff took your condition seriously	Ambulance staff's efforts to inform you about treatment	Degree to which the ambulance staff worked together to care for you	Your confidence in skill of ambulance staff	Ambulance staff cared for you as a person	How well your pain was controlled	Your comfort when moved by ambulance staff	Comfort of ambulance ride	Cleanliness of ambulance	Wait time to get an ambulance	Degree to which service was worth the fees	Likelihood of recommending ambulance service	Overall rating of experience
Mosgrove, Cameron (3)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	87.50	100.00	100.00
Bassett, Colin (9)	94.44	97.22	90.63	94.44	93.75	93.75	83.33	96.88	90.63	91.67	96.88	93.75	91.67	94.44
Thibedeau, Katherine (10)	91.67	94.44	88.89	88.89	88.89	91.67	81.25	94.44	91.67	91.67	88.89	87.50	91.67	93.75
Scherbarth, Andrew (7)	92.86	92.86	75.00	89.29	85.71	82.14	75.00	89.29	85.71	92.86	80.00	68.75	85.71	82.14
Roberts, Colin (4)	75.00	87.50	87.50	81.25	81.25	81.25	68.75	87.50	87.50	81.25	81.25	83.33	81.25	83.33
Bourgeois, Nicole (5)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	93.75	100.00	100.00	100.00	100.00	93.75
Cotton, Michael (4)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	100.00	100.00	100.00	91.67
Abisla, Christopher (5)	90.00	80.00	65.00	85.00	85.00	80.00	91.67	75.00	75.00	90.00	70.00	50.00	75.00	80.00

Providers	Ambulance staff's concern for your privacy	Degree ambulance staff took your condition seriously	Ambulance staff's efforts to inform you about treatment	Degree to which the ambulance staff worked together to care for you	Your confidence in skill of ambulance staff	Ambulance staff cared for you as a person	How well your pain was controlled	Your comfort when moved by ambulance staff	Comfort of ambulance ride	Cleanliness of ambulance	Wait time to get an ambulance	Degree to which service was worth the fees	Likelihood of recommending ambulance service	Overall rating of experience
White, Stephen (1)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Meyer, Lee Allen (3)	83.33	83.33	58.33	83.33	91.67	91.67	75.00	75.00	83.33	91.67	83.33	75.00	91.67	91.67
Hatzberger, Rachel (1)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Martinez, Brian (3)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	87.50	100.00	87.50
Davison, Matthew (3)	87.50	91.67	87.50	91.67	91.67	91.67	100.00	66.67	83.33	91.67	91.67	100.00	100.00	91.67
Fitzgerald, Donald (2)	100.00	100.00	87.50	100.00	100.00	100.00	87.50	100.00	100.00	87.50	100.00	75.00	87.50	100.00
Gutoski, Gregory (3)	100.00	100.00	87.50	100.00	100.00	100.00	75.00	91.67	83.33	100.00	100.00	100.00	100.00	100.00
O'Neill, Trevor (6)	100.00	100.00	100.00	100.00	100.00	100.00	95.00	100.00	91.67	100.00	95.83	95.00	95.83	100.00

Providers	Ambulance staff's concern for your privacy	Degree ambulance staff took your condition seriously	Ambulance staff's efforts to inform you about treatment	Degree to which the ambulance staff worked together to care for you	Your confidence in skill of ambulance staff	Ambulance staff cared for you as a person	How well your pain was controlled	Your comfort when moved by ambulance staff	Comfort of ambulance ride	Cleanliness of ambulance	Wait time to get an ambulance	Degree to which service was worth the fees	Likelihood of recommending ambulance service	Overall rating of experience
Borrelli, Kristina (4)	100.00	81.25	75.00	93.75	87.50	93.75	91.67	87.50	87.50	91.67	91.67	91.67	91.67	91.67
Cokely, Dana (3)	87.50	91.67	87.50	100.00	100.00	100.00	100.00	83.33	100.00	100.00	91.67	100.00	100.00	91.67
Gartland, Jeremy (2)	100.00	100.00	100.00	100.00	100.00	100.00	87.50	100.00	87.50	100.00	100.00	62.50	87.50	100.00
Tanger, Priscilla (4)	100.00	87.50	81.25	100.00	93.75	100.00	100.00	93.75	93.75	100.00	100.00	100.00	100.00	100.00
Bowman, Cynthia (4)	100.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	93.75	100.00	100.00	75.00	93.75	100.00
Marrache, Jeremy (5)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Jones, Travis (2)	87.50	100.00	87.50	100.00	87.50	87.50	87.50	87.50	87.50	87.50	87.50	87.50	87.50	100.00
Estes, Joel (5)	95.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	93.75	100.00	95.00	100.00	100.00	100.00

Providers	Ambulance staff's concern for your privacy	Degree ambulance staff took your condition seriously	Ambulance staff's efforts to inform you about treatment	Degree to which the ambulance staff worked together to care for you	Your confidence in skill of ambulance staff	Ambulance staff cared for you as a person	How well your pain was controlled	Your comfort when moved by ambulance staff	Comfort of ambulance ride	Cleanliness of ambulance	Wait time to get an ambulance	Degree to which service was worth the fees	Likelihood of recommending ambulance service	Overall rating of experience
Johnson, Robert (5)	93.75	95.00	90.00	85.00	95.00	90.00	87.50	90.00	85.00	95.00	90.00	87.50	91.67	85.00
Doherty, Sean (5)	85.00	90.00	85.00	90.00	85.00	85.00	87.50	80.00	80.00	81.25	85.00	75.00	87.50	90.00
Collar, Clare Rose (4)	100.00	93.75	87.50	93.75	93.75	93.75	83.33	93.75	81.25	100.00	91.67	75.00	87.50	93.75
Rabickow, Carl (2)	87.50	87.50	87.50	100.00	100.00	87.50	75.00	100.00	100.00	87.50	87.50	87.50	87.50	87.50
<none> (11)</none>	97.73	97.73	92.50	100.00	100.00	100.00	100.00	100.00	100.00	100.00	90.91	88.89	100.00	88.64
Saravia-Palomo, Christiane (1)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Kelley, Brian (3)	100.00	91.67	83.33	91.67	91.67	91.67	83.33	91.67	75.00	100.00	91.67	75.00	83.33	91.67
Grubman, Joanna (1)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Providers	Ambulance staff's concern for your privacy	Degree ambulance staff took your condition seriously	Ambulance staff's efforts to inform you about treatment	Degree to which the ambulance staff worked together to care for you	Your confidence in skill of ambulance staff	Ambulance staff cared for you as a person	How well your pain was controlled	Your comfort when moved by ambulance staff	Comfort of ambulance ride	Cleanliness of ambulance	Wait time to get an ambulance	Degree to which service was worth the fees	Likelihood of recommending ambulance service	Overall rating of experience
Shanahan, Adam (1)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			100.00
Maisonneuve, Nicole (5)	90.00	90.00	83.33	95.00	95.00	95.00	87.50	95.00	95.00	93.75	90.00	93.75	93.75	90.00
Menard, Nicholas (2)	100.00	100.00	87.50	100.00	100.00	100.00	87.50	100.00	100.00	87.50	100.00	75.00	87.50	100.00
Total	95.13	95.47	91.06	96.33	95.81	95.49	90.55	94.24	92.67	95.68	94.26	88.67	93.88	94.69