



## City of Melrose Vital Signs Patient Satisfaction Report

Results of Patient Surveys 07-01-2014 through 09-30-2014



P.O. Box 100, Andover, MA 01810 | (844) 340-6060 | [Feedback-Innovations.com](http://Feedback-Innovations.com)

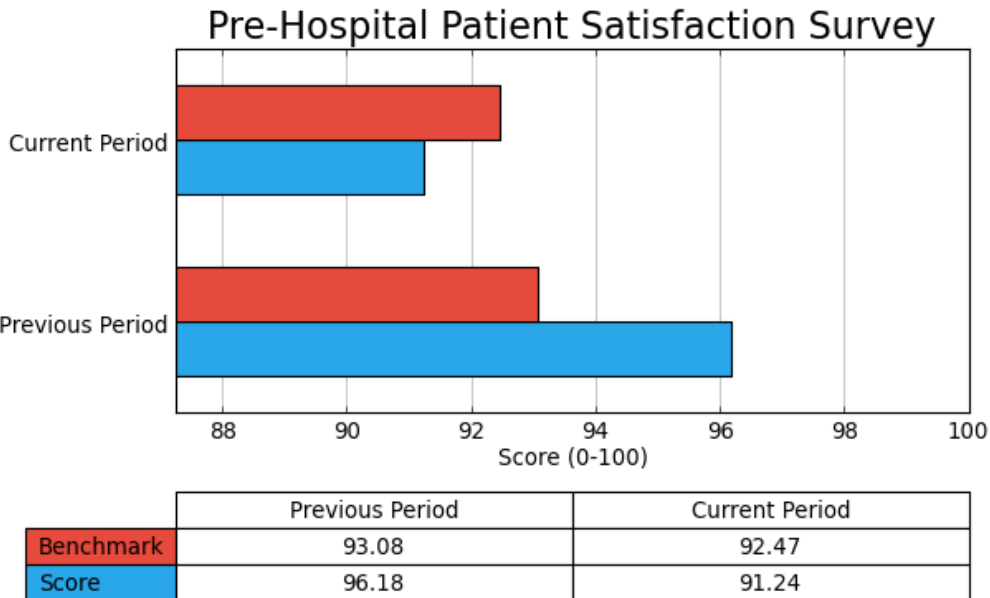
# Vital Signs Patient Satisfaction Report

## 1.0. Executive Summary

City of Melrose received a total of 60 responses for this period. The highest rated section was *Communication*, with a total score of 92.61. The lowest rated section was *Billing*, with a total score of 86.95.

- The Communication section had a 5.49% decrease this period in *Degree to which the ambulance staff worked together to care for you*. This shows opportunity for improvement in all areas of the section.
- The Billing section had a 4.70% decrease this period in *Responsiveness of billing personnel to billing issues*. This question and section may be specific priorities for improvement.
- Percentile ranking this period is 45%

**Cumulative Score: 91.24**



The benchmark is the mean average of all responses for all services in the Feedback Innovations database.

## Improvement Priority Ranking

Rank	Question
1	Professionalism of person on the phone
2	Wait time to get an ambulance
3	Ability of person on phone to meet your needs
4	Cleanliness of ambulance
5	Your confidence in skill of ambulance staff
6	Degree to which the ambulance staff worked together to care for you
7	Helpfulness of billing personnel
8	Degree to which service was worth the fees
9	Responsiveness of billing personnel to billing issues
10	Likelihood of recommending ambulance service
11	Degree ambulance staff took your condition seriously
12	Comfort of ambulance ride
13	Ambulance staff's efforts to inform you about treatment
14	Ability of billing personnel to meet your needs
15	Information given prior to ambulance arrival
16	Ambulance staff's concern for your privacy
17	How well your pain was controlled
18	Speed in which person on the phone dispatched help
19	Ambulance staff cared for you as a person
20	Your comfort when moved by ambulance staff

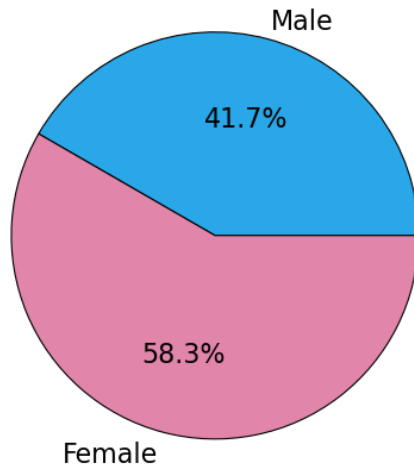
*The Improvement Priority Ranking uses a combination of score and correlation to overall satisfaction to determine the most important areas for improvement. The closer to 1 the more important it is to your patients that this aspect of your service be improved upon.*

## 2.0. Table of Contents

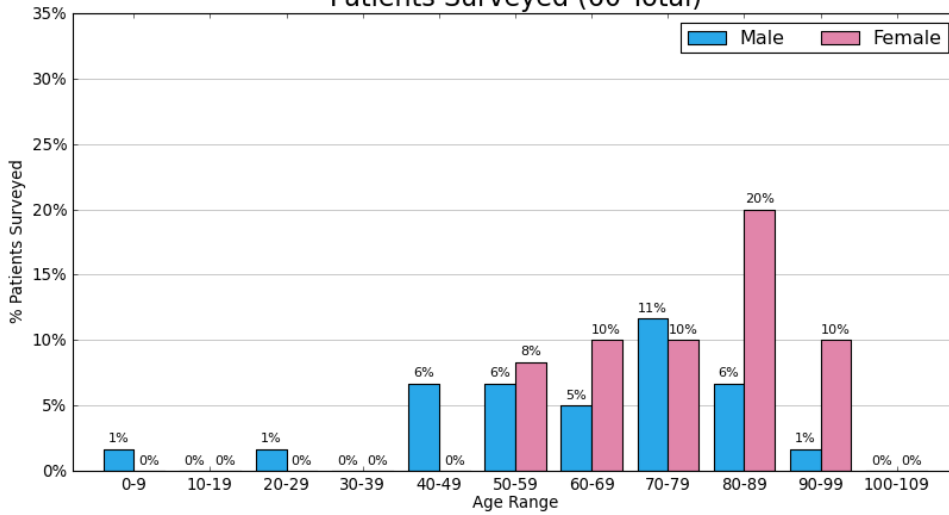
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### 3.0. Demographic Information

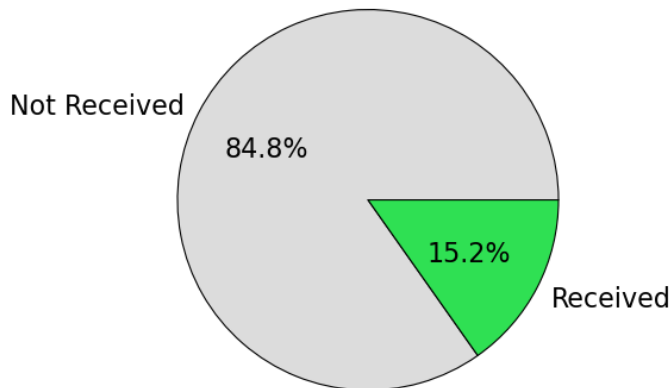
Patients Surveyed (60 Total)



Patients Surveyed (60 Total)



394 total surveys: Received (60) vs. Not Received (334)



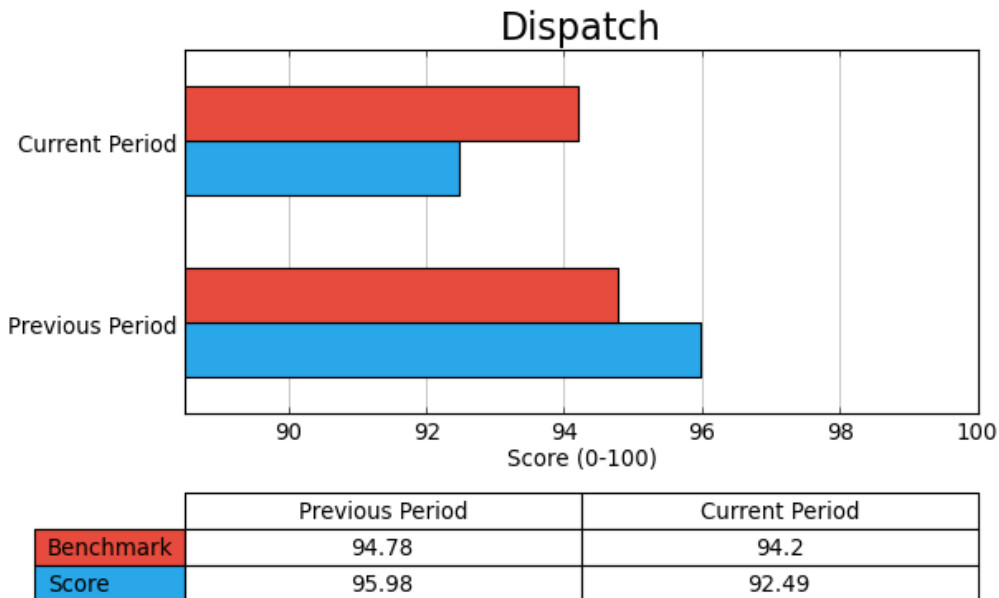
## 4.0. Sections

### 4.1. Dispatch

Percentile ranking this period is lower 33%

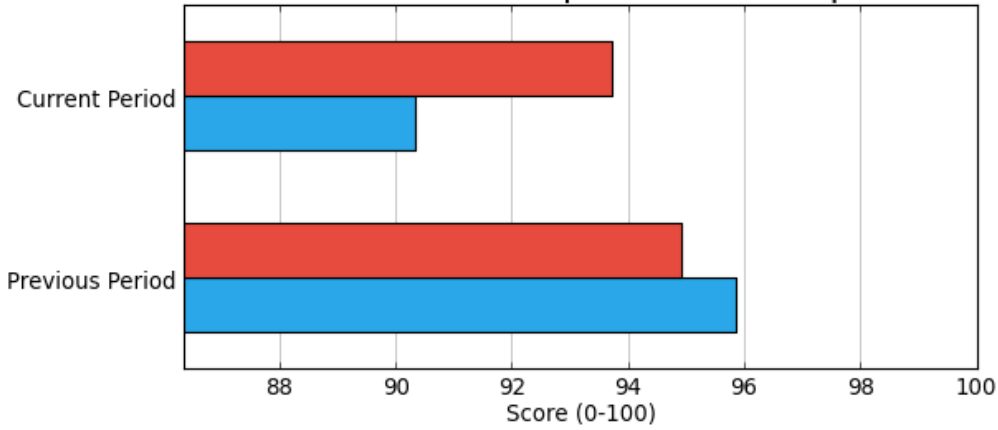
The Dispatch section showed a 3.49% decrease overall from Previous Period to Current Period, with a total score of **92.49**. Drilling down by question for the Dispatch section:

- There was a 5.51% decrease for Professionalism of person on the phone.
- There was a 4.66% decrease for Ability of person on phone to meet your needs.
- There was a 1.73% decrease for Speed in which person on the phone dispatched help.
- There was a 2.09% decrease for Information given prior to ambulance arrival.



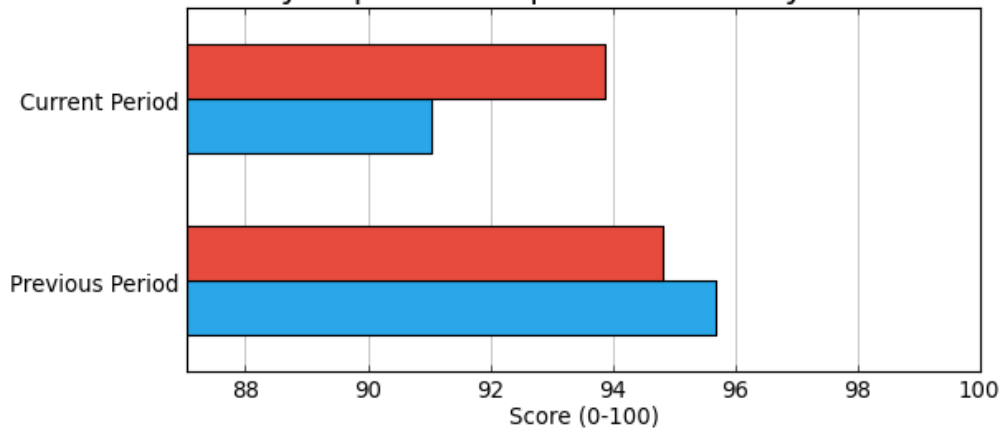
## Results for Questions in Dispatch Section:

### Professionalism of person on the phone



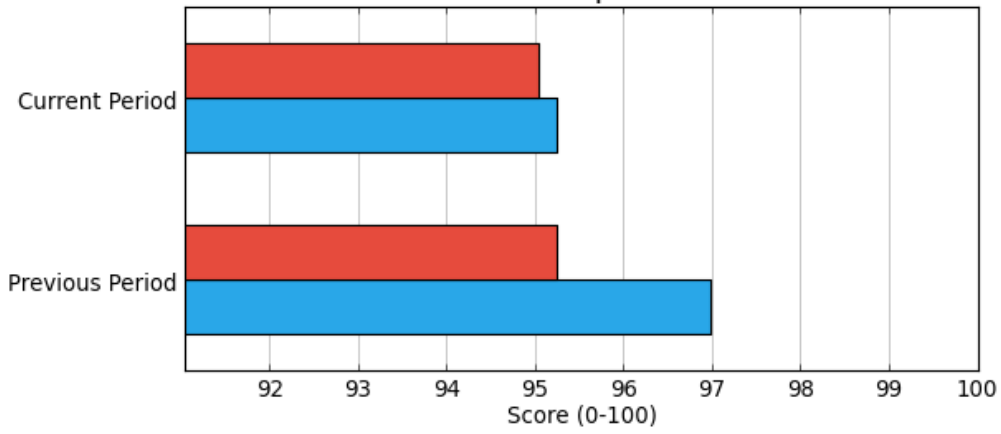
	Previous Period	Current Period
Benchmark	94.91	93.73
Score	95.85	90.34

### Ability of person on phone to meet your needs



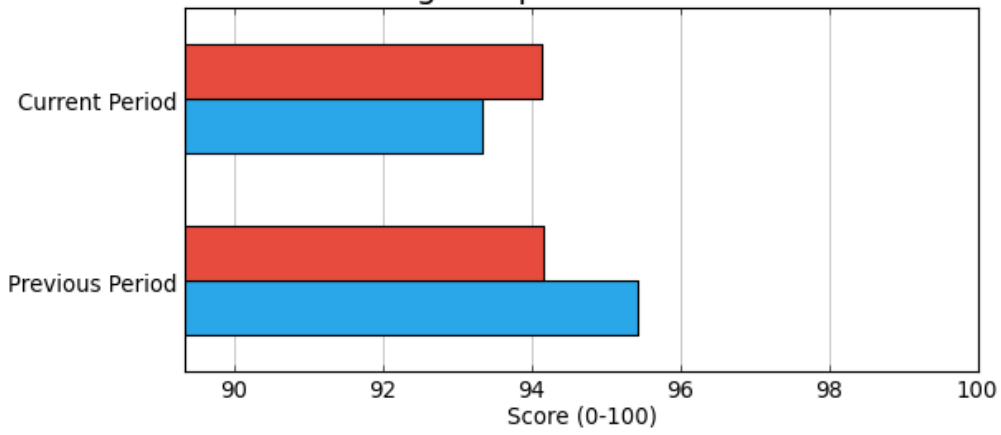
	Previous Period	Current Period
Benchmark	94.82	93.87
Score	95.69	91.03

### Speed in which person on the phone dispatched help



	Previous Period	Current Period
Benchmark	95.25	95.04
Score	96.98	95.25

### Information given prior to ambulance arrival



	Previous Period	Current Period
Benchmark	94.16	94.15
Score	95.42	93.33

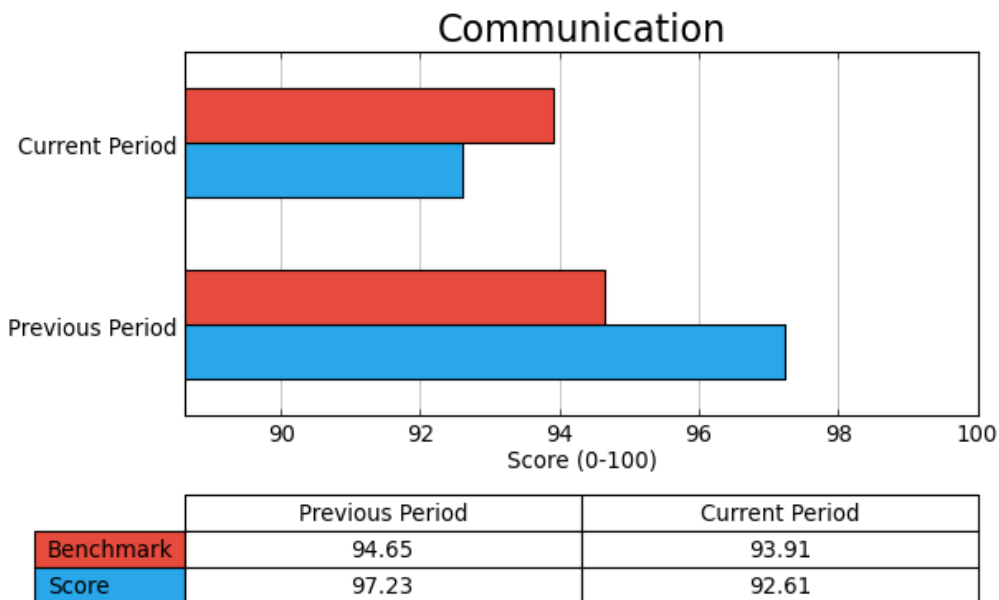


## 4.2. Communication

Percentile ranking this period is 45%

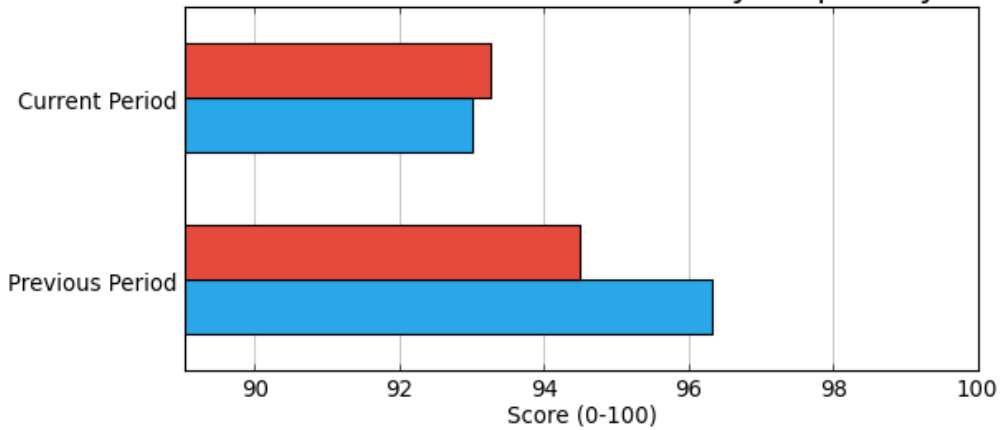
The Communication section showed a 4.62% decrease overall from Previous Period to Current Period, with a total score of **92.61**. Drilling down by question for the Communication section:

- There was a 3.31% decrease for Ambulance staff's concern for your privacy.
- There was a 4.98% decrease for Degree ambulance staff took your condition seriously.
- There was a 4.71% decrease for Ambulance staff's efforts to inform you about treatment.
- There was a 5.49% decrease for Degree to which the ambulance staff worked together to care for you.



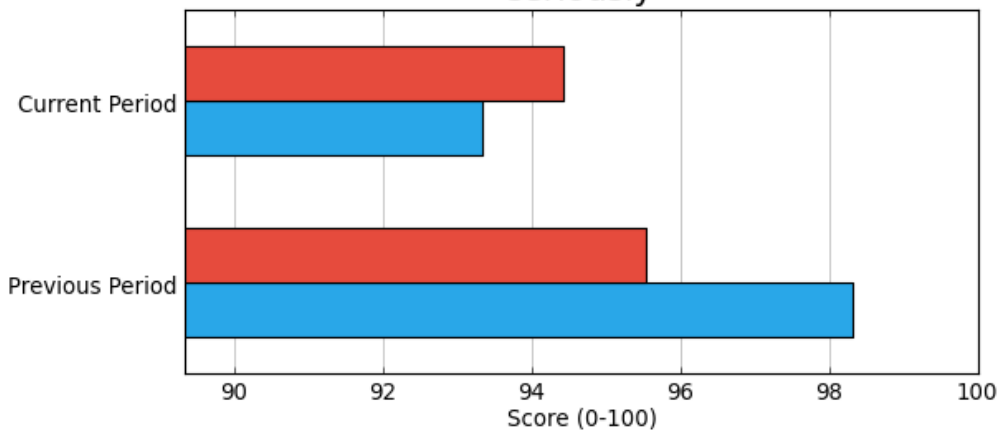
## Results for Questions in Communication Section:

### Ambulance staff's concern for your privacy



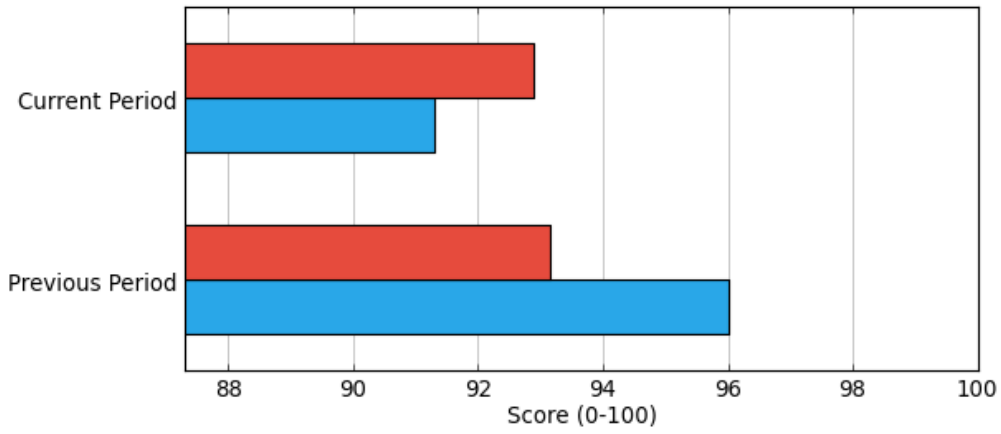
	Previous Period	Current Period
Benchmark	94.49	93.25
Score	96.33	93.02

### Degree ambulance staff took your condition seriously



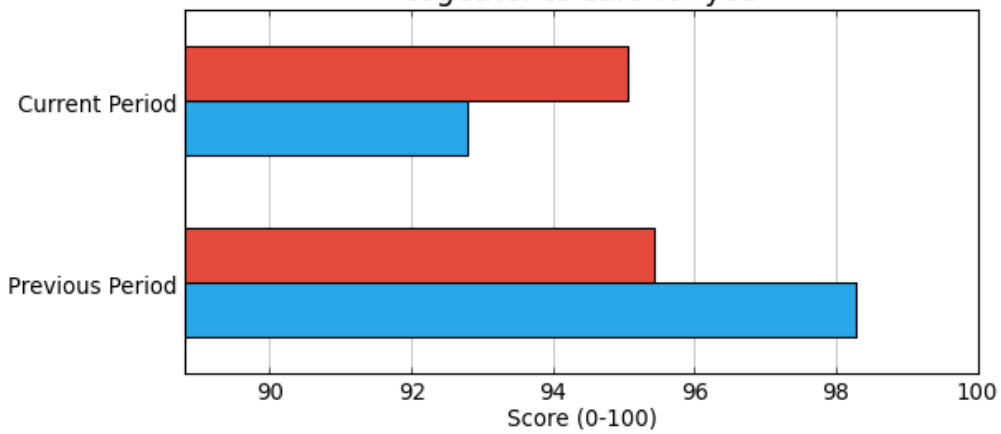
	Previous Period	Current Period
Benchmark	95.53	94.44
Score	98.31	93.33

### Ambulance staff's efforts to inform you about treatment



	Previous Period	Current Period
<b>Benchmark</b>	93.15	92.88
<b>Score</b>	96.0	91.29

### Degree to which the ambulance staff worked together to care for you



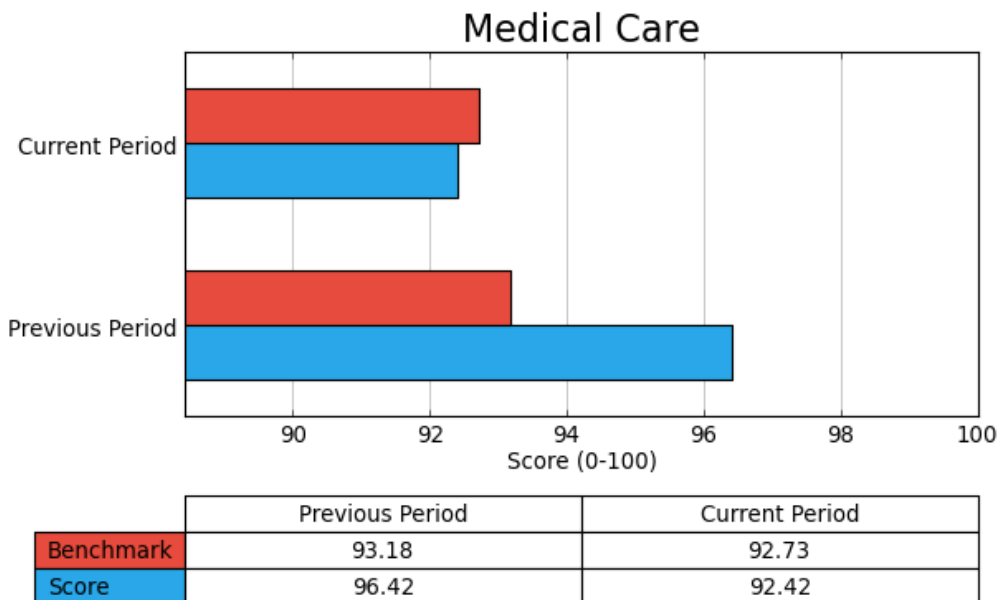
	Previous Period	Current Period
<b>Benchmark</b>	95.44	95.06
<b>Score</b>	98.28	92.79

### 4.3. Medical Care

Percentile ranking this period is 45%

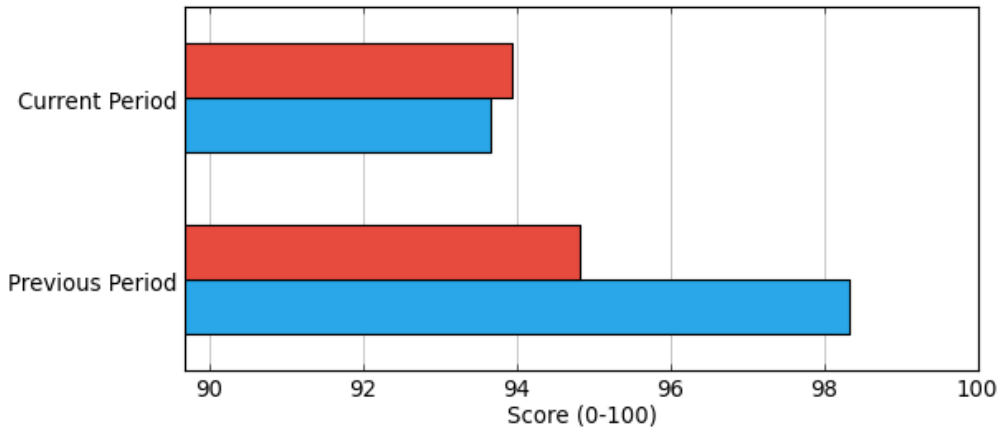
The Medical Care section showed a 4.00% decrease overall from Previous Period to Current Period, with a total score of **92.42**. Drilling down by question for the Medical Care section:

- There was a 4.66% decrease for Your confidence in skill of ambulance staff.
- There was a 3.74% decrease for Ambulance staff cared for you as a person.
- There was a 2.67% decrease for How well your pain was controlled.
- There was a 4.96% decrease for Your comfort when moved by ambulance staff.
- There was a 3.97% decrease for Comfort of ambulance ride.



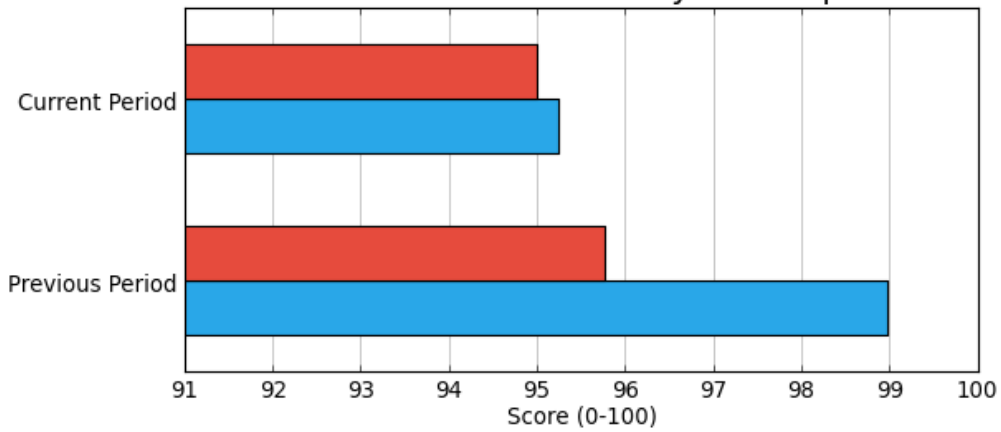
## Results for Questions in Medical Care Section:

### Your confidence in skill of ambulance staff



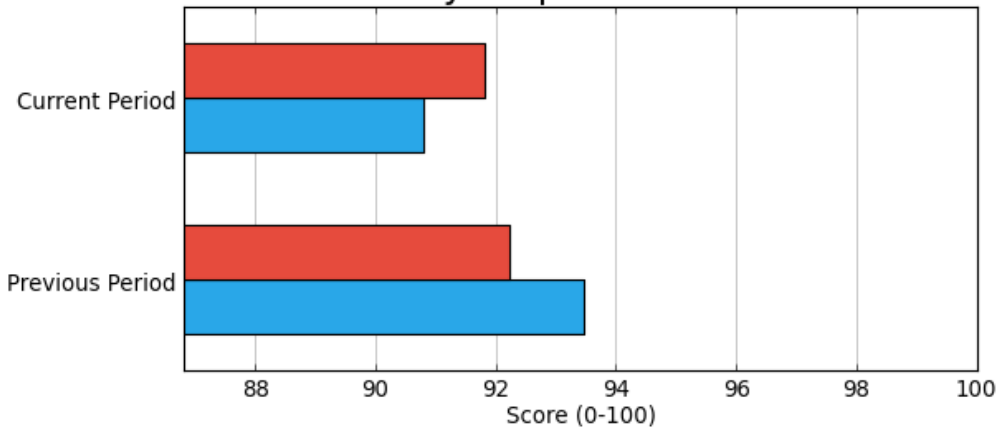
	Previous Period	Current Period
Benchmark	94.82	93.93
Score	98.33	93.67

### Ambulance staff cared for you as a person



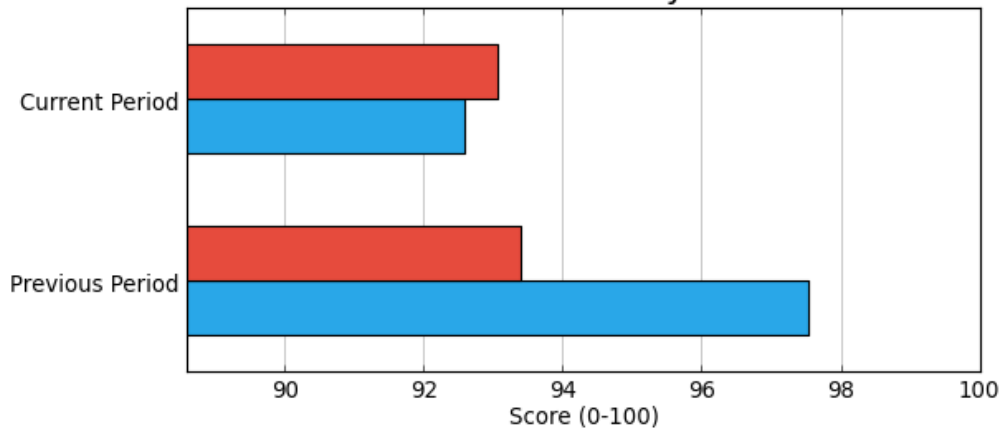
	Previous Period	Current Period
Benchmark	95.77	95.0
Score	98.98	95.24

### How well your pain was controlled



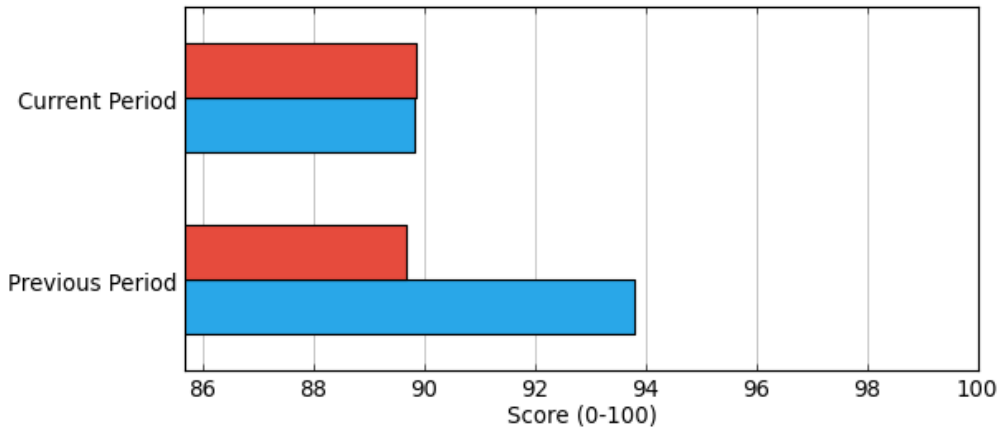
	Previous Period	Current Period
Benchmark	92.24	91.82
Score	93.47	90.8

### Your comfort when moved by ambulance staff



	Previous Period	Current Period
Benchmark	93.39	93.06
Score	97.54	92.58

### Comfort of ambulance ride



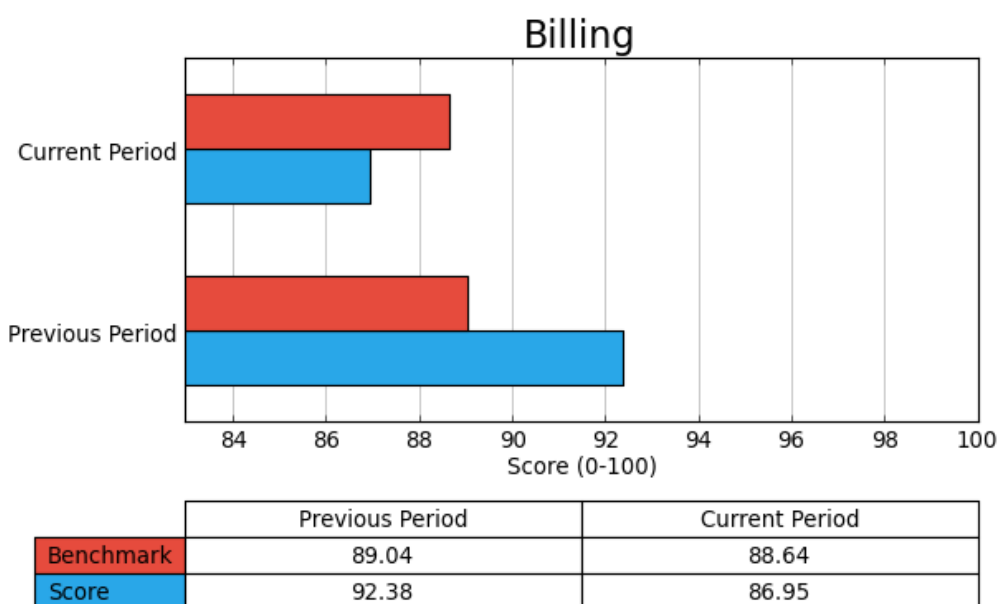
	Previous Period	Current Period
Benchmark	89.67	89.85
Score	93.79	89.82

## 4.4. Billing

Percentile ranking this period is lower 33%

The Billing section showed a 5.43% decrease overall from Previous Period to Current Period, with a total score of **86.95**. Drilling down by question for the Billing section:

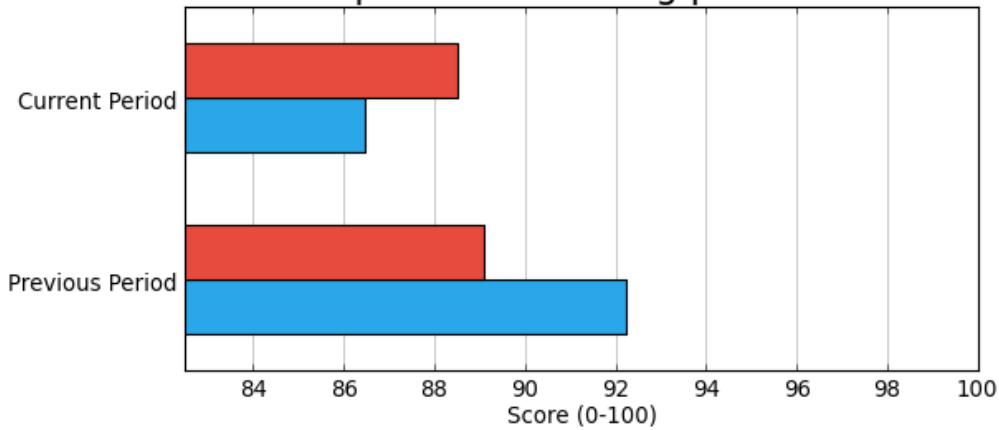
- There was a 5.75% decrease for Helpfulness of billing personnel.
- There was a 5.83% decrease for Ability of billing personnel to meet your needs.
- There was a 4.70% decrease for Responsiveness of billing personnel to billing issues.





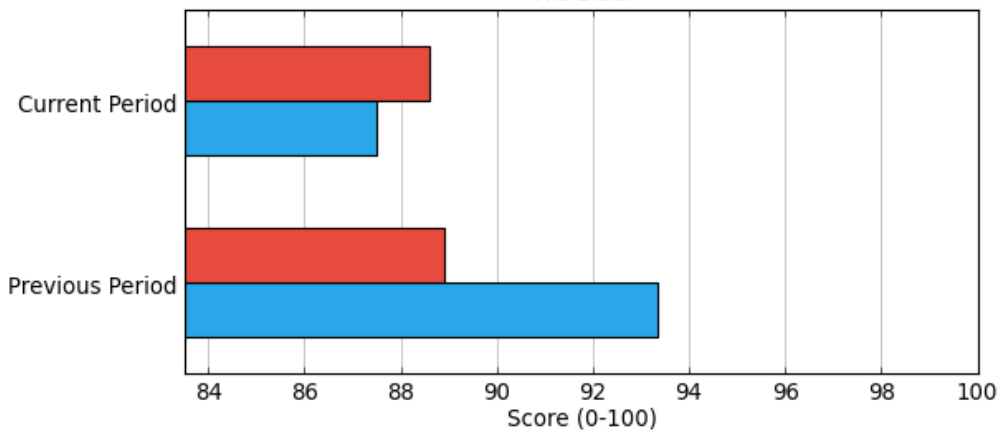
## Results for Questions in Billing Section:

### Helpfulness of billing personnel



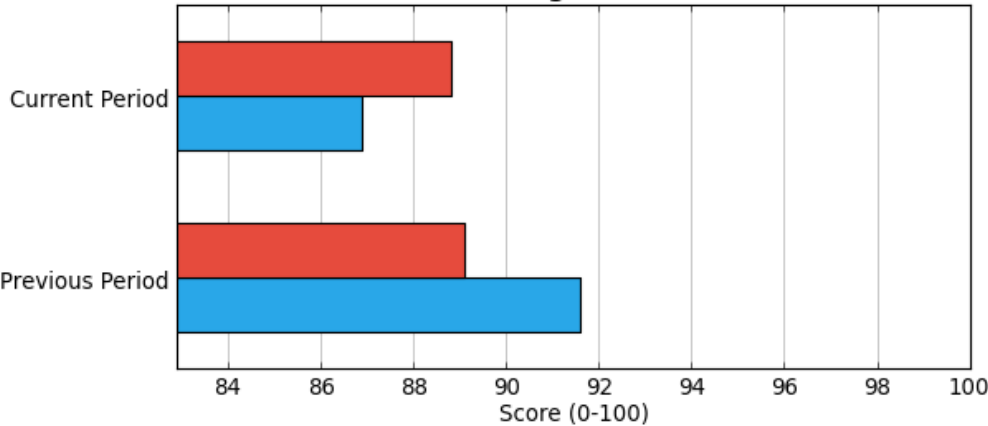
	Previous Period	Current Period
Benchmark	89.11	88.51
Score	92.22	86.47

### Ability of billing personnel to meet your needs



	Previous Period	Current Period
Benchmark	88.91	88.59
Score	93.33	87.5

### Responsiveness of billing personnel to billing issues



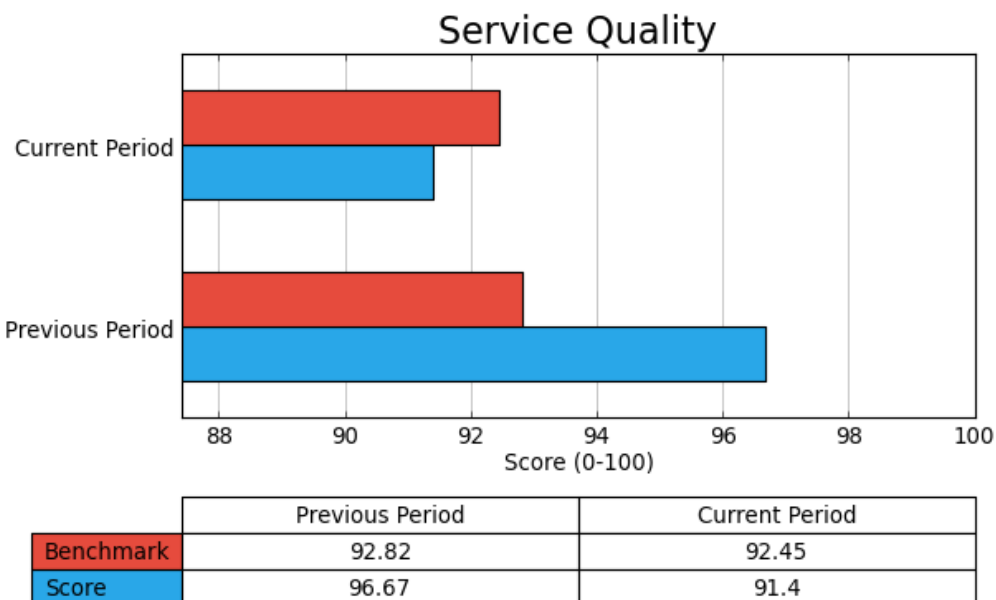
	Previous Period	Current Period
Benchmark	89.09	88.81
Score	91.58	86.88

## 4.5. Service Quality

Percentile ranking this period is 45%

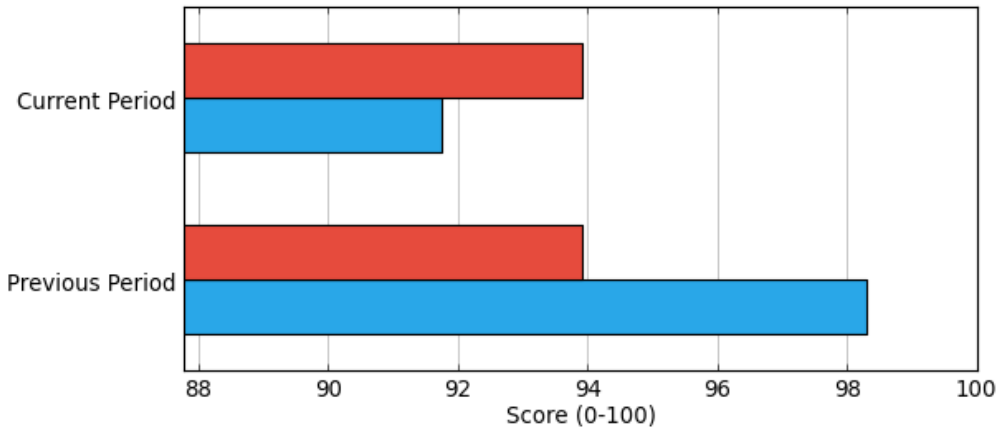
The Service Quality section showed a 5.27% decrease overall from Previous Period to Current Period, with a total score of **91.40**. Drilling down by question for the Service Quality section:

- There was a 6.54% decrease for Cleanliness of ambulance.
- There was a 7.96% decrease for Wait time to get an ambulance.
- There was a 4.05% decrease for Degree to which service was worth the fees.
- There was a 2.54% decrease for Likelihood of recommending ambulance service.



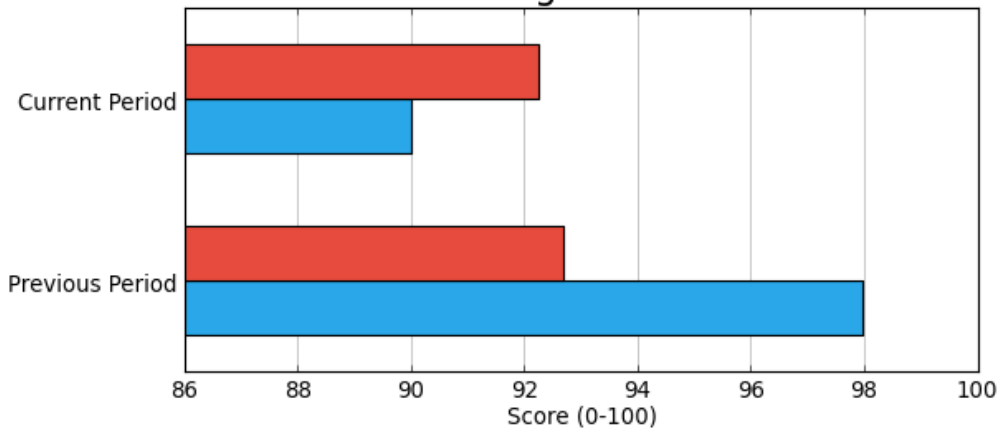
## Results for Questions in Service Quality Section:

### Cleanliness of ambulance



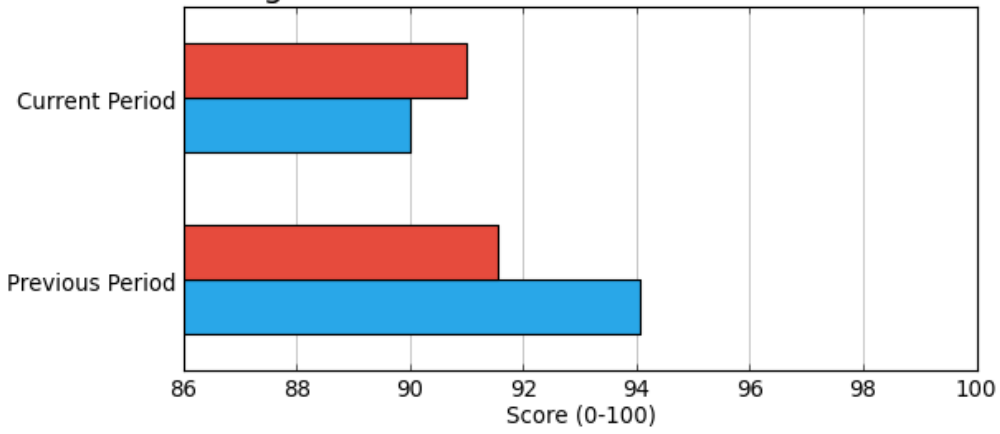
	Previous Period	Current Period
Benchmark	93.91	93.91
Score	98.3	91.76

### Wait time to get an ambulance



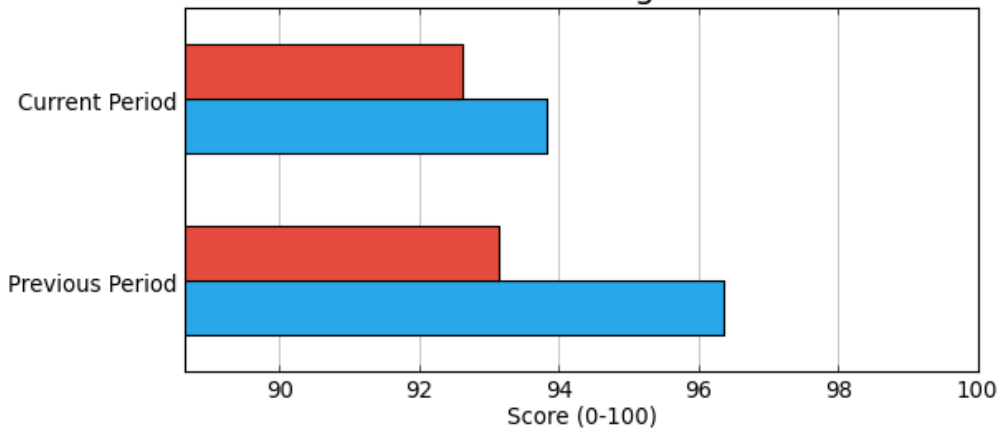
	Previous Period	Current Period
Benchmark	92.69	92.25
Score	97.96	90.0

### Degree to which service was worth the fees



	Previous Period	Current Period
Benchmark	91.56	91.0
Score	94.05	90.0

### Likelihood of recommending ambulance service



	Previous Period	Current Period
Benchmark	93.14	92.63
Score	96.36	93.82

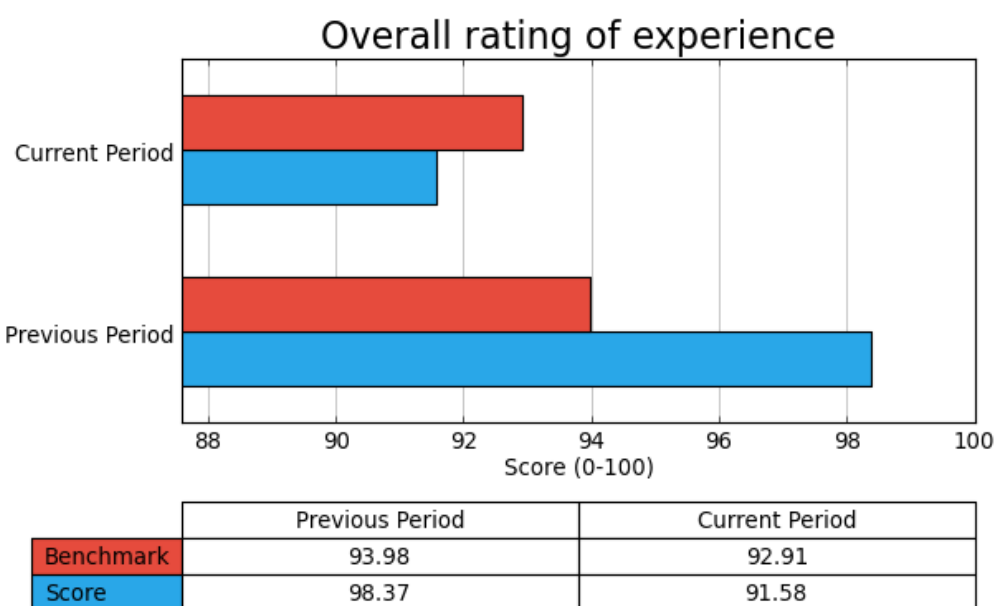
## 4.6. Overall

Percentile ranking this period is 45%

The Overall section showed a 6.79% decrease overall from Previous Period to Current Period, with a total score of **91.58**. Drilling down by question for the Overall section:

- There was a 6.79% decrease for Overall rating of experience.

### Results for Questions in Overall Section:



## 5.0. 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 for a question during a given period determines the score for that period. The question scores are then averaged to determine the mean for each section. Section scores are averaged to determine the mean overall score.

Note that the Improvement Priority Ranking requires 90 days of data to be calculated. Therefore, for reports less than 90 days the Improvement Priority Ranking is based on the most recent 90 days.