HARRIS COUNTY EMERGENCY SERVICES DISTRICT No. 11

Spring, TX
Client 2805

PATIENT EXPERIENCE REPORT

July 1, 2022 to July 31, 2022

Your Score

93.41

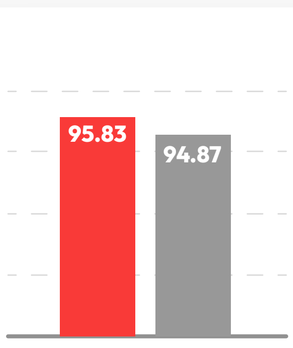
Your Patients in this Report	**45**
Total Patients in this Report	**4,614**
Total EMS Organizations	**215**

EXECUTIVE SUMMARY

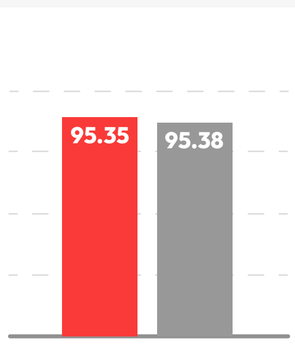
- Your overall score for the time period selected is **93.41.** This is a difference of **-4.48** from your previous period's score of **97.89.**
- Your overall. Top Box score, which represents the percentage of the highest possible rating Very Good, is **75.98%.**
- In addition, your rolling 12- month score of **93.98** is a difference of **0.85** from the national database score of 93.13.
- When compared to all organizations in the national. database, your score of 93.98 is ranked 29th and 5th for comparably sized organizations.

5 HIGHEST SCORES

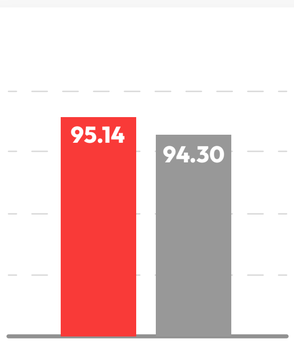
Your Score National DB



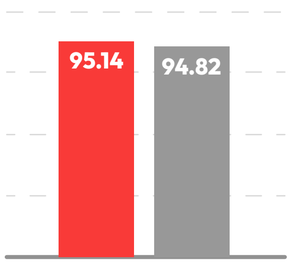
Extent to which medics cared for you as a person 2



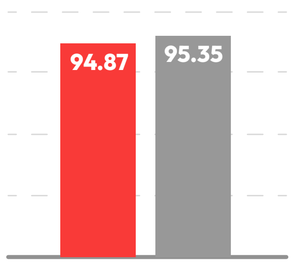
Cleanliness of the ambulance



Medics' concern for your privacy



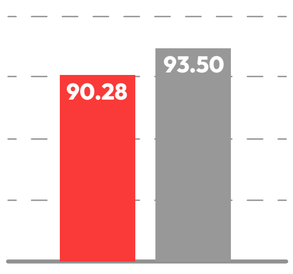
Overall. rating of the care provided by our Emergency Medical Transportation



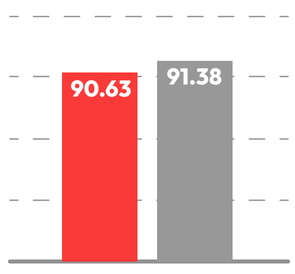
Care shown by the medics who arrived with the ambulance

5 LOWEST SCORES

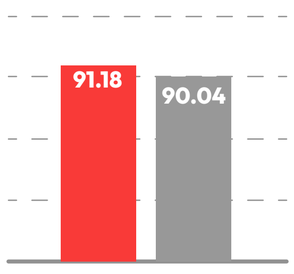
Your Score National DB



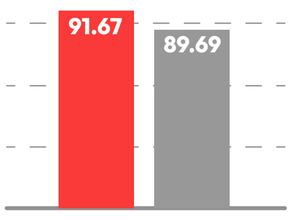
Extent to which medics included you in the treatment decisions



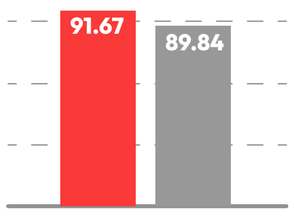
Degree to which the medics relieved your pain or discomfort



Extent to which the services received were worth the fees charged



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



Professionalism of the staff in our billing office