

HARRIS COUNTY EMERGENCY SERVICES DISTRICT No. 11

Spring, TX Client 2805



PATIENT EXPERIENCE REPORT

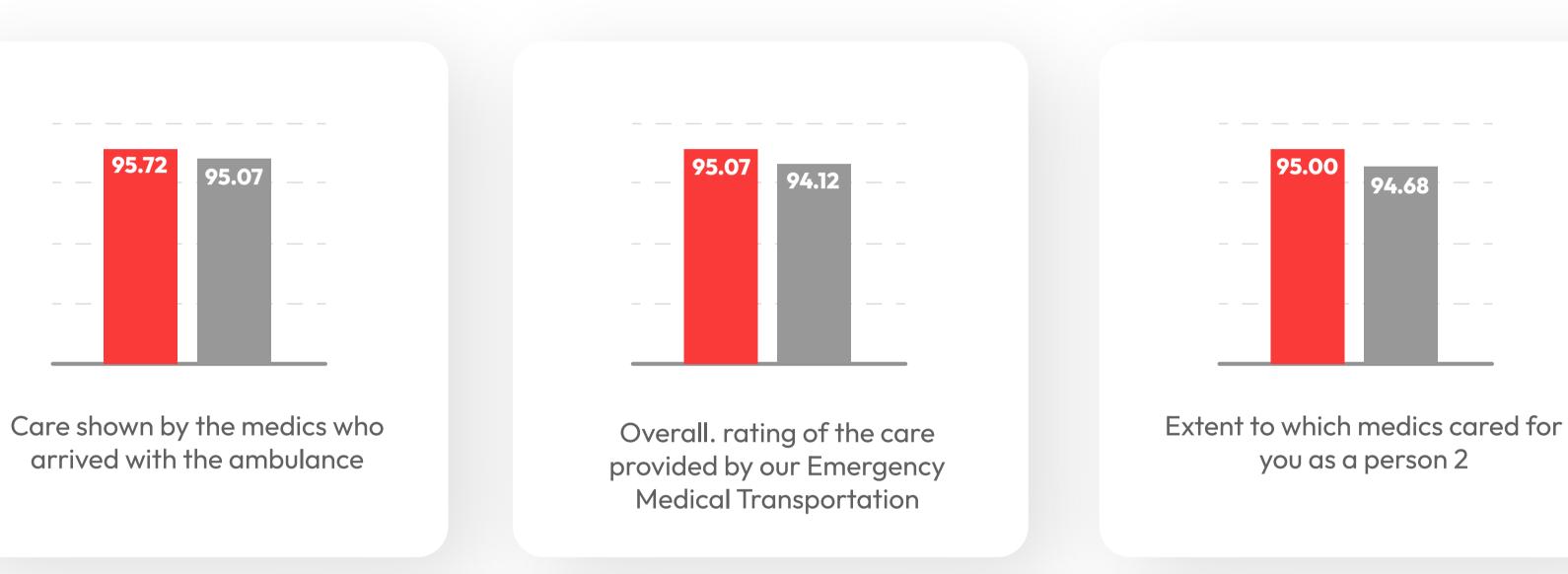
July 1, 2022 to September 30, 2022

Your Score 92.86

EXECUTIVE SUMMARY

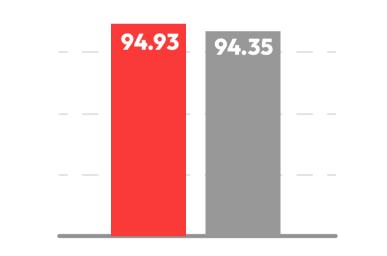
- Your overall score for the time period selected is **92.86**. This is a difference of -0.96 from your previous period's score of **93.82**.
- Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **76.47%**.
- In addition, your rolling 12- month score of **93.98** is a difference of **1.01** from the national database score of **92.97**.
- 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





Degree to which the medics relieved your pain or discomfort

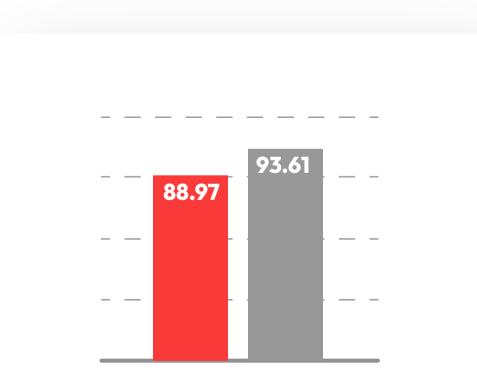


Extent to which our staff eased your entry into the medical facility

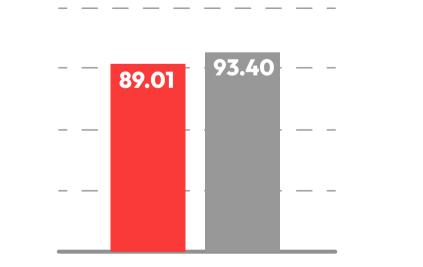
5 LOWEST SCORES



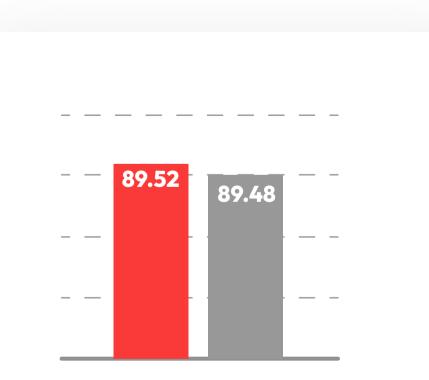




Helpfulness of the person you called for ambulance service

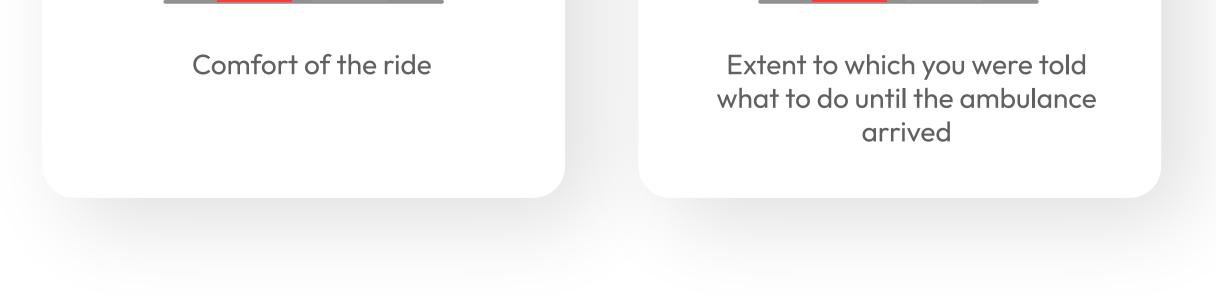


Concern shown by the person you called for ambulance service



Extent to which the services received were worth the fees charged





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