2002 Rice EMS Patient Survey Results (through November)

- **TCO Efficiency of Response:**
  - Outstanding: 46
  - Very Good: 15
  - Good: 5
  - Unsatisfactory: 0
  - Poor: 1

- **Professionalism:**
  - Outstanding: 49
  - Very Good: 19
  - Good: 0
  - Unsatisfactory: 2
  - Poor: 0

- **Quality of Care:**
  - Outstanding: 47
  - Very Good: 18
  - Good: 2
  - Unsatisfactory: 0
  - Poor: 0

- **Value of REMS to the University:**
  - Outstanding: 61
  - Very Good: 7
  - Good: 0
  - Unsatisfactory: 0
  - Poor: 0