

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

October 1, 2016 to December 31, 2016

Your Score

96.79

Number of Your Patients in this Report

367

Number of Patients in this Report

15,840

Number of Transport Services in All EMS DB

135





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	92.92	2.41	95.33	92.45
Concern shown by the person you called for ambulance service	92.87	2.79	95.66	92.40
Extent to which you were told what to do until the ambulance arrived	92.06	3.15	95.21	90.80

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.73	4.75	96.48	91.84
Cleanliness of the ambulance	94.16	3.31	97.47	94.29
Comfort of the ride	85.67	7.03	92.70	87.62
Skill of the person driving the ambulance	92.67	5.14	97.81	93.64

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	92.60	4.42	97.02	94.37
Degree to which the medics took your problem seriously	92.57	5.15	97.72	94.23
Degree to which the medics listened to you and/or your family	92.63	3.91	96.54	93.91
Skill of the medics	93.09	4.52	97.61	94.31
Extent to which the medics kept you informed about your treatment	92.04	5.79	97.83	92.74
Extent to which medics included you in the treatment decisions (if applicable)	90.40	6.76	97.16	92.33
Degree to which the medics relieved your pain or discomfort	89.01	6.62	95.63	90.59
Medics' concern for your privacy	91.34	6.50	97.84	93.39
Extent to which medics cared for you as a person	92.43	5.17	97.60	94.23

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	85.29	6.25	91.54	88.41
Willingness of the staff in our billing office to address your needs	83.82	7.87	91.69	88.38



Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. **Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.**

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	95.33	94.04	93.41	93.97	90.55	93.86	93.47
Concern shown by the person you called for ambulance service	95.66	92.80	92.43	94.51	90.94	93.98	94.09
Extent to which you were told what to do until the ambulance	95.21	90.60	91.82	92.34	88.86	92.67	93.93
Extent to which the ambulance arrived in a timely manner	96.48	89.42	91.31	94.13	90.50	91.63	93.99
Cleanliness of the ambulance	97.47	94.02	94.86	95.53	93.47	95.38	95.30
Comfort of the ride	92.70	85.41	86.92	90.42	88.19	89.96	89.20
Skill of the person driving the ambulance	97.81	92.55	93.66	94.81	92.59	94.25	95.34
Care shown by the medics who arrived with the ambulance	97.02	93.56	94.84	94.33	92.84	94.41	94.33
Degree to which the medics took your problem seriously	97.72	94.09	94.97	95.04	92.59	94.71	94.37
Degree to which the medics listened to you and/or your family	96.54	93.35	94.45	95.11	92.42	93.97	94.41
Skill of the medics	97.61	93.73	94.92	94.96	93.55	94.62	94.87
Extent to which the medics kept you informed about your	97.83	92.34	93.12	93.58	92.51	92.74	92.85
Extent to which medics included you in the treatment decisions (if	97.16	92.36	92.60	92.87	92.12	91.51	93.13
Degree to which the medics relieved your pain or discomfort	95.63	90.53	90.89	91.82	88.38	91.11	92.45
Medics' concern for your privacy	97.84	93.51	93.28	94.02	92.32	94.08	93.69
Extent to which medics cared for you as a person	97.60	94.43	94.62	95.18	94.26	94.99	94.41
Professionalism of the staff in our billing office	91.54	88.36	89.70	89.38	87.01	90.37	90.50
Willingness of the staff in our billing office to address your needs	91.69	89.34	90.20	89.12	86.73	90.45	91.07
How well did our staff work together to care for you	97.39	93.83	93.50	93.63	92.47	94.13	92.96
Extent to which our staff eased your entry into the medical facility	97.96	93.24	93.69	93.65	91.96	94.94	94.80
Appropriateness of Emergency Medical Transportation treatment	98.00	93.95	93.07	92.96	92.39	94.39	93.98
Extent to which the services received were worth the fees charged	94.64	89.03	88.45	89.42	87.35	90.50	88.30
Overall rating of the care provided by our Emergency Medical	97.45	93.19	93.42	93.59	92.26	94.05	94.20
Likelihood of recommending this ambulance service to others	96.49	93.12	94.34	92.32	91.96	94.49	94.48

Overall score	96.79	92.31	92.85	93.43	91.39	93.36	93.48
National Rank	5	48	41	35	67	37	33
Comparable Size (Large) Company Rank	1	11	9	6	18	7	5



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	96.79	92.51	92.54	93.76	92.08
Helpfulness of the person you called for ambulance service	95.33	92.45	92.52	94.09	92.01
Concern shown by the person you called for ambulance service	95.66	92.40	92.61	94.04	92.18
Extent to which you were told what to do until the ambulance	95.21	90.80	91.02	92.79	90.56
Extent to which the ambulance arrived in a timely manner	96.48	91.84	92.08	93.94	91.30
Cleanliness of the ambulance	97.47	94.29	94.51	95.74	94.00
Comfort of the ride	92.70	87.62	88.04	90.01	87.06
Skill of the person driving the ambulance	97.81	93.64	93.91	95.29	93.51
Care shown by the medics who arrived with the ambulance	97.02	94.37	94.54	95.38	94.18
Degree to which the medics took your problem seriously	97.72	94.23	94.46	95.24	94.13
Degree to which the medics listened to you and/or your family	96.54	93.91	94.13	95.00	93.77
Skill of the medics	97.61	94.31	94.50	95.56	94.16
Extent to which the medics kept you informed about your	97.83	92.74	93.01	94.18	92.54
Extent to which medics included you in the treatment decisions	97.16	92.33	92.51	93.82	92.13
Degree to which the medics relieved your pain or discomfort	95.63	90.59	90.65	92.30	90.26
Medics' concern for your privacy	97.84	93.39	93.59	94.89	93.09
Extent to which medics cared for you as a person	97.60	94.23	94.55	95.25	94.14
Professionalism of the staff in our billing office	91.54	88.41	89.00	89.21	88.71
Willingness of the staff in our billing office to address your	91.69	88.38	89.03	89.47	88.80
How well did our staff work together to care for you	97.39	93.59	93.73	94.87	93.40
Extent to which our staff eased your entry into the medical	97.96	93.56	93.90	95.18	93.50
Appropriateness of Emergency Medical Transportation treatment	98.00	93.22	93.64	94.70	93.16
Extent to which the services received were worth the fees	94.64	87.36	88.15	90.19	87.46
Overall rating of the care provided by our Emergency Medical	97.45	93.34	93.67	94.74	93.18
Likelihood of recommending this ambulance service to others	96.49	92.75	93.13	94.31	92.76
Number of Surveys for the period	367				



Facilities in Database

Adair	null	Adair EMS	Kirksville, MO
Air San Juan Island	Friday Harbor, WA	Alliance Mobile Health	Troy, MI
AMT	Peoria, IL	Ava	Springfield, MO
Bay State	Springfield, MA	Bay Village	Bay Village, OH
Beaumont	Troy, MI	Beaumont Medical	Troy, MI
Birmingham Fire	Birmingham, MI	Bloomfield Township	Bloomfield Hills, MI
Burnsville Fire Department	Burnsville, MN	Care Flight Operations,	Reno, NV
Carilion Clinic	Roanoke, VA	Cetronia	Allentown, PA
Christian County	Springfield, MO	City of Palo Alto	Palo Alto, CA
Columbus Connection	Cols, OH	Community Ambulance	Macon, GA
Community Care EMS	Ashtabula, OH	Community EMS MI	Southfield, MI
Community EMS OH	Columbus, OH	CoxHealth EMS	Springfield, MO
Cumberland	Carlisle, PA	Cy-Fair	Houston, TX
Cypress Creek	Spring, TX	Dade County	Springfield, MO
DMC Care	Detroit, MI	Edward	Naperville, IL
Emergent Health Partners	Ann Arbor, MI	Emergent Health Partners	null
EMSA	Oklahoma City, OK	EMS Float	Springfield, MO
Escalon Ambulance Service	Escalon, CA	Falck Rocky Mountain Inc	Aurora, CO
Ferndale Fire and Rescue	Ferndale, MI	F-M Ambulance	Moorhead, MN
Genesis Community	Zanesville, OH	Gold Cross	Menasha, WI
Greene County	Springfield, MO	Guilford EMS	Greensboro, NC
Harris County Emergency	Houston, TX	Health East	St. Paul, MN
Health Link	Taylor, MI	HEMSI	Hunsville, AL
Hennepin County EMS	Minneapolis, MN	Hillsboro	Moorhead, MN
Hot Springs	Hot Springs, AR	Hot Springs Village	Hot Springs, AR
Howard County	Nashville, AR	Humboldt	Winnemucca, NV
Iosco County EMS	East Tawas, MI	Lassen County Ambulance	Susanville, CA
LifeCare Ambulance	Battle Creek, MI	LifeCare Medical EMS	Sterling, CO
Life EMS Ambulance	Grand Rapids, MI	LifeNet EMS	Texarkana, TX
Loyola Medicine Transport	Melrose Park, IL	Madison Heights Fire	Madison Heights, MI
Malvern	Malvern, AR	McCormick Ambulance	Torrance, CA
MCHD	Conroe, TX	McKinney Fire Department	McKinney, TX
Medcare Ambulance	Columbus, OH	Medic 1 Ambulance	Canton, MI
Medic Ambulance Service	Vallejo, CA	Medic Ambulance Service	Vallejo, CA
Medic EMS	Davenport, IA	Medstar	Clinton Twp., MI
Medstar Mobile Healthcare	Fort Worth, TX	Medstar Mobile Healthcare	null
Mercy Flights	Medford, OR	Mercy Ohio	Cincinnati, OH
Metro West	Hillsboro, OR	Mobile Life Support	New Windsor, NY
Mobile Life Support	New Windsor, NY	Mobile Medical Response	Saginaw, MI
MONOC	Neptune, NJ	Nature Coast	Lecanto, FL
North Memorial	Robbinsdale, MN	Northwell Health	Syosset, NY
Oceana	Hart, MI	Patterson District	Patterson, CA
Pearland EMS	Pearland, TX	Portage County	Stevens Point, WI
Pro EMS	Cambridge, MA	ProMed	Muskegon, MI