

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

1515 Center Street

Lansing, Mi 48096

1 (877) 583-3100

service@EMSSurveyTeam.com

www.EMSSurveyTeam.com

EMS System Report

October 1, 2015 to October 31, 2015

Your Score

89.84

Number of Your Patients in this Report

126

Number of Patients in this Report

5,566

Number of Transport Services in All EMS DB

90





Executive Summary

This report contains data from **126 Medstar Mobile Healthcare** patients who returned a questionnaire between **10/01/2015** and **10/31/2015**.

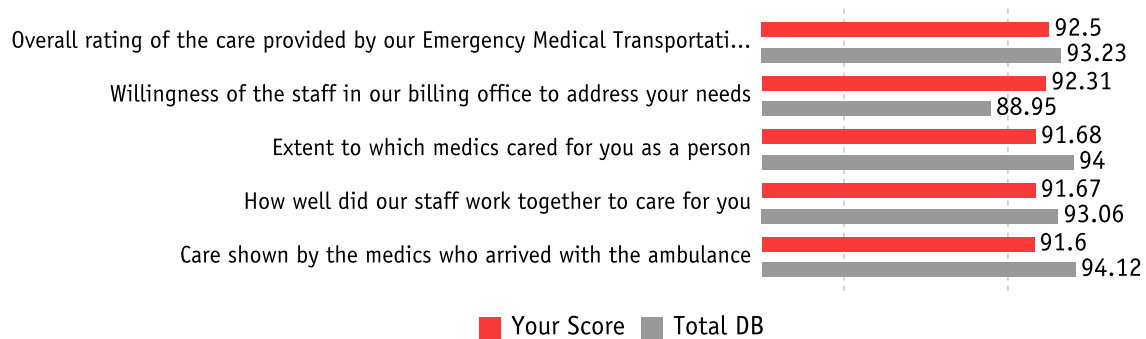
The overall mean score for the standard questions was **89.84**; this is a difference of **-2.45** points from the overall EMS database score of **92.29**.

The current score of **89.84** is a change of **-6.34** points from last period's score of **96.18**. This was the **53rd** highest overall score for all companies in the database.

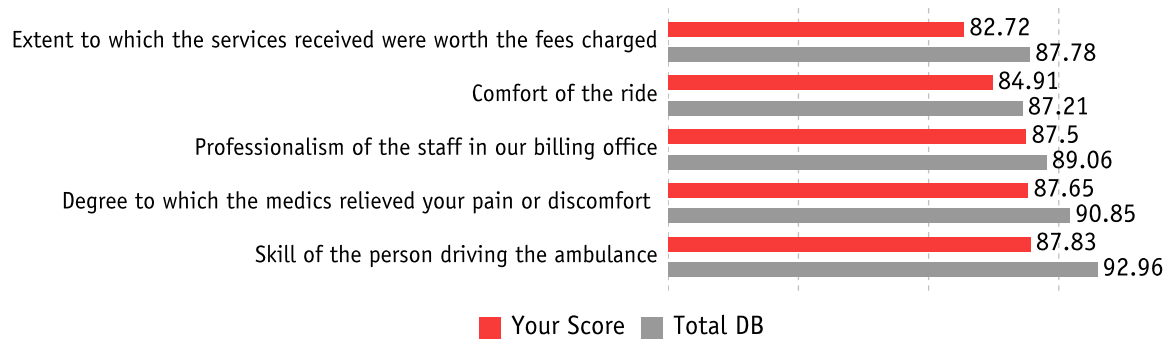
You are ranked **19th** for comparably sized companies in the system.

65.57% of responses to standard questions had a rating of Very Good, the highest rating. **98.48%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

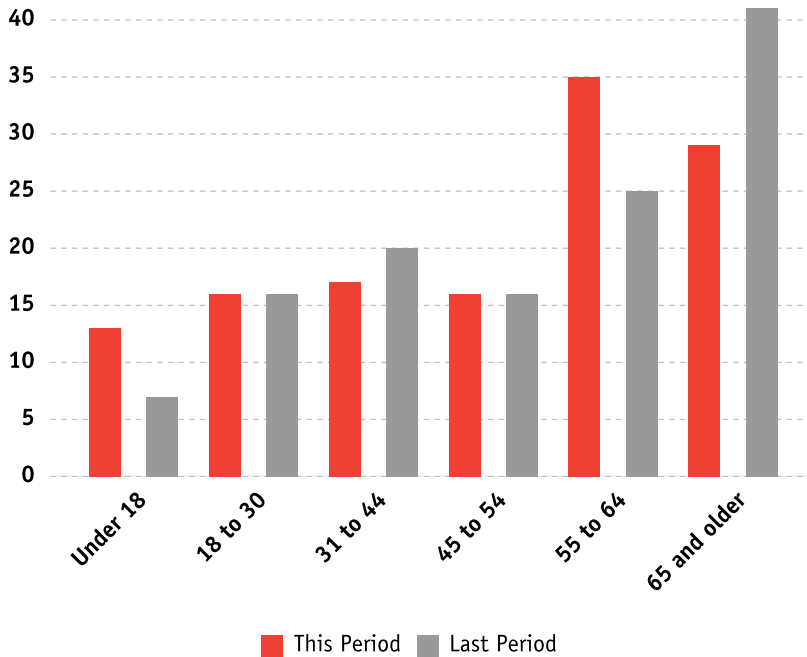




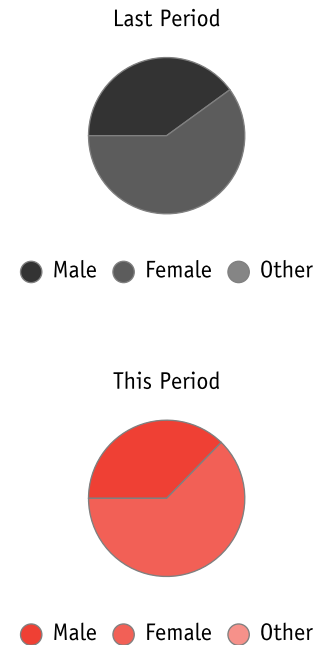
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate your service population.

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	7	3	4	0	13	8	5	0
18 to 30	16	5	11	0	16	4	12	0
31 to 44	20	6	14	0	17	5	12	0
45 to 54	16	9	7	0	16	6	10	0
55 to 64	25	12	13	0	35	16	19	0
65 and older	41	15	26	0	29	8	21	0
Total	125	50	75	0	126	47	79	0

Age Ranges



Gender





Dispatch Analysis

This analysis details the section results that concern dispatcher operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



Overall Section Score





Ambulance Analysis

This analysis details the section results that concern ambulance operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Section Score





Medic Analysis

This analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





Medic Analysis

This analysis details the section results that concern medic operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

This analysis details the section results that concern office operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

Professionalism of the staff in our billing office



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



Overall Section Score





Overall Assessment Analysis

This analysis details the section results that concern assessment of operations. The analysis contains the mean scores for each survey question. The first column shows the company score and the total database score, the second column is your variance from the database score.

How well did our staff work together to care for you



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



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



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



Likelihood of recommending this ambulance service to others



Overall Section Score





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	96.62	-6.82	89.80	92.11
Concern shown by the person you called for ambulance service	96.88	-6.88	90.00	91.70
Extent to which you were told what to do until the ambulance arrived	96.58	-7.63	88.95	90.07

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.45	-6.80	88.65	91.71
Cleanliness of the ambulance	96.23	-4.95	91.28	93.88
Comfort of the ride	92.74	-7.83	84.91	87.21
Skill of the person driving the ambulance	94.87	-7.04	87.83	92.96

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.46	-4.86	91.60	94.12
Degree to which the medics took your problem seriously	97.20	-6.00	91.20	93.94
Degree to which the medics listened to you and/or your family	96.52	-6.56	89.96	93.74
Skill of the medics	96.40	-5.34	91.06	94.11
Extent to which the medics kept you informed about your treatment	97.37	-7.18	90.19	92.60
Extent to which medics included you in the treatment decisions (if applicable)	97.64	-8.32	89.32	92.27
Degree to which the medics relieved your pain or discomfort	95.91	-8.26	87.65	90.85
Medics' concern for your privacy	96.03	-5.01	91.02	93.29
Extent to which medics cared for you as a person	96.46	-4.78	91.68	94.00

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	100.00	-12.50	87.50	89.06
Willingness of the staff in our billing office to address your needs	100.00	-7.69	92.31	88.95



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.58	-4.91	91.67	93.06
Extent to which our staff eased your entry into the medical facility	96.46	-6.32	90.14	93.17
Appropriateness of Emergency Medical Transportation treatment	96.62	-5.62	91.00	93.00
Extent to which the services received were worth the fees charged	94.71	-11.99	82.72	87.78
Overall rating of the care provided by our Emergency Medical Transportation	97.75	-5.25	92.50	93.23
Likelihood of recommending this ambulance service to others	94.54	-4.53	90.01	92.71



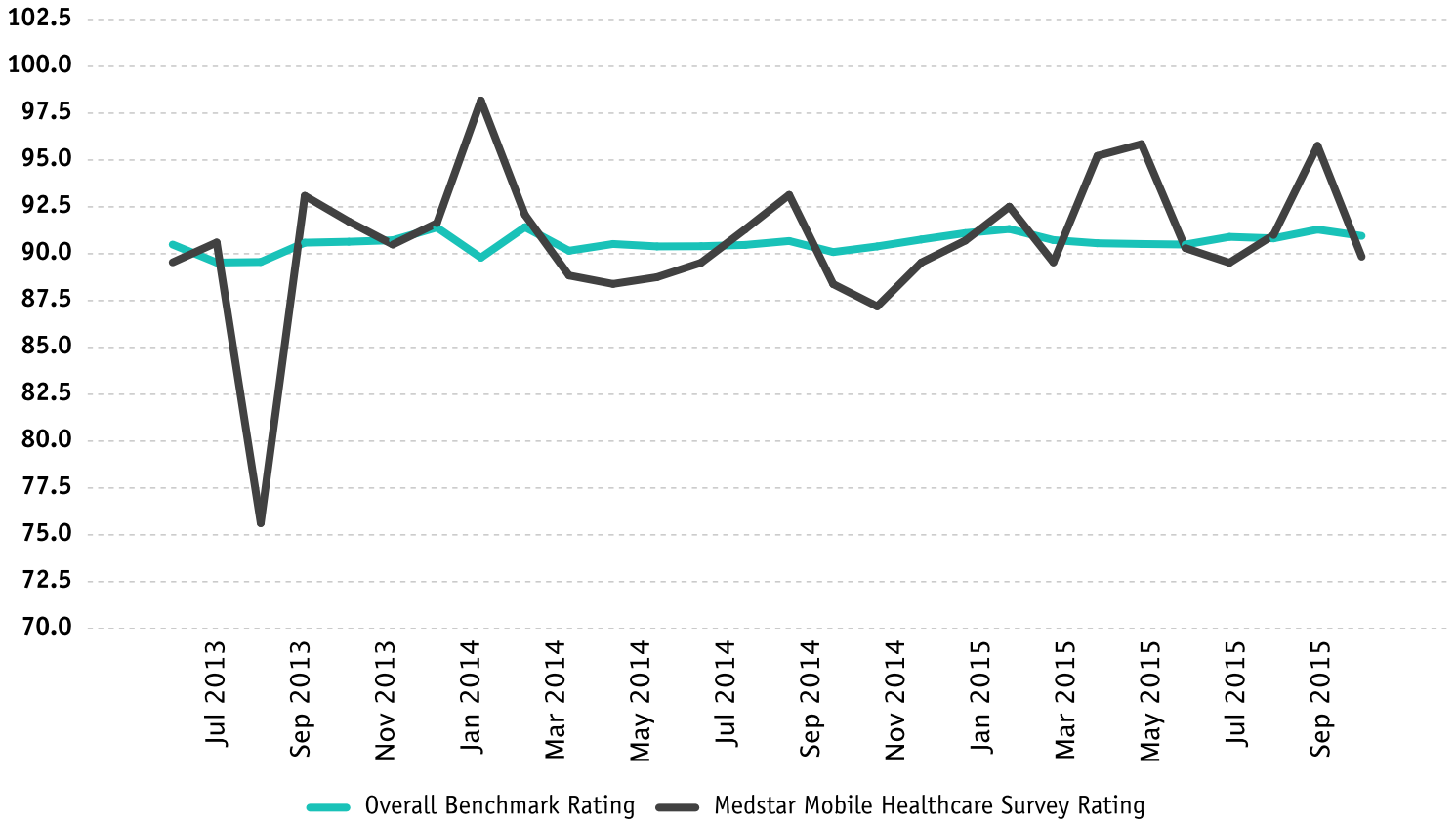
Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015
Helpfulness of the person you called for ambulance service	89.60	93.10	88.16	89.69	93.75	93.33	94.64	94.14	93.40	88.25	93.24	96.62	89.80
Concern shown by the person you called for ambulance service	88.20	93.10	89.58	90.17	94.18	94.92	95.09	93.38	94.12	90.93	92.36	96.88	90.00
Extent to which you were told what to do until the ambulance	89.35	91.96	86.81	88.61	91.93	92.41	89.70	91.29	93.14	89.70	93.38	96.58	88.95
Extent to which the ambulance arrived in a timely manner	89.02	88.71	89.80	92.37	91.87	91.18	96.14	97.11	90.32	89.86	90.45	95.45	88.65
Cleanliness of the ambulance	90.34	95.16	93.29	94.07	94.85	94.64	97.92	97.63	93.97	92.94	93.13	96.23	91.28
Comfort of the ride	81.18	85.03	85.42	85.50	85.40	85.99	93.99	94.91	83.83	88.22	86.94	92.74	84.91
Skill of the person driving the ambulance	88.15	91.07	93.92	91.31	91.89	92.14	95.40	96.85	88.62	92.56	89.44	94.87	87.83
Care shown by the medics who arrived with the ambulance	91.80	91.13	91.69	91.50	94.67	90.26	95.45	95.96	93.52	91.59	92.76	96.46	91.60
Degree to which the medics took your problem seriously	89.09	90.35	92.88	92.58	94.02	92.87	96.24	95.54	92.89	92.87	91.29	97.20	91.20
Degree to which the medics listened to you and/or your family	89.88	90.32	91.10	91.32	94.50	92.03	95.65	95.65	91.67	92.86	91.99	96.52	89.96
Skill of the medics	91.81	91.13	91.10	92.14	95.55	93.08	96.21	96.33	92.96	91.77	90.40	96.40	91.06
Extent to which the medics kept you informed about your	90.61	90.00	87.21	88.32	92.85	88.38	96.01	95.39	91.40	92.86	90.01	97.37	90.19
Extent to which medics included you in the treatment decisions	89.85	88.89	88.74	88.66	91.87	88.21	95.81	95.32	92.13	91.22	93.49	97.64	89.32
Degree to which the medics relieved your pain or discomfort	85.92	87.50	86.83	86.23	87.27	81.78	91.14	94.21	89.94	88.65	88.11	95.91	87.65
Medics' concern for your privacy	89.94	90.83	91.90	91.40	94.23	91.08	96.83	96.66	94.19	92.00	92.16	96.03	91.02
Extent to which medics cared for you as a person	90.11	91.13	92.71	91.64	94.63	90.58	96.44	96.48	92.66	93.17	92.24	96.46	91.68
Professionalism of the staff in our billing office	82.95	85.00	85.91	84.00	88.24	76.80	93.75	92.86	84.21	92.86	90.63	100.00	87.50
Willingness of the staff in our billing office to address your	81.63	85.42	85.76	83.64	86.67	71.57	90.63	85.71	85.71	86.54	90.63	100.00	92.31
How well did our staff work together to care for you	91.03	90.32	89.13	92.87	93.63	91.19	95.41	96.34	93.57	90.98	93.21	96.58	91.67
Extent to which our staff eased your entry into the medical	89.53	91.96	90.31	91.30	92.18	89.74	95.36	96.74	91.39	90.82	92.65	96.46	90.14
Appropriateness of Emergency Medical Transportation treatment	89.13	89.66	94.12	91.34	92.43	91.60	97.18	98.35	93.10	91.58	92.69	96.62	91.00
Extent to which the services received were worth the fees	79.91	80.07	86.03	85.34	87.76	87.09	88.97	93.93	85.59	87.73	89.66	94.71	82.72
Overall rating of the care provided by our Emergency Medical	88.13	91.94	91.47	91.73	92.99	90.05	96.20	96.49	93.76	91.59	92.35	97.75	92.50
Likelihood of recommending this ambulance service to others	87.35	90.32	89.22	90.62	92.85	91.54	95.90	96.47	94.60	93.41	90.06	94.54	90.01
Your Master Score	88.32	89.98	89.93	90.16	92.50	90.31	95.35	95.84	91.79	91.31	91.35	96.18	89.84
Your Total Responses	68	34	45	205	147	125	126	124	124	124	126	125	126



Monthly tracking of Overall Survey Score





Key Drivers — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Degree to which the medics relieved your pain or discomfort	87.65	.885875367
Skill of the medics	91.06	.882034037
Extent to which medics cared for you as a person	91.68	.870419037
Extent to which the medics kept you informed about your treatment	90.19	.866627291
Degree to which the medics took your problem seriously	91.20	.851937064
Care shown by the medics who arrived with the ambulance	91.60	.836239663
Extent to which medics included you in the treatment decisions (if applicable)	89.32	.825939108
Overall rating of the care provided by our Emergency Medical Transportation service	92.50	.81102292
Degree to which the medics listened to you and/or your family	89.96	.809870822
How well did our staff work together to care for you	91.67	.784836295
Appropriateness of Emergency Medical Transportation treatment	91.00	.768429422
Extent to which our staff eased your entry into the medical facility	90.14	.760381567
Likelihood of recommending this ambulance service to others	90.01	.700452566
Medics' concern for your privacy	91.02	.684110728
Extent to which the services received were worth the fees charged	82.72	.671667125
Professionalism of the staff in our billing office	87.50	.663438627
Concern shown by the person you called for ambulance service	90.00	.642640053
Extent to which you were told what to do until the ambulance arrived	88.95	.633568088
Comfort of the ride	84.91	.603609809
Extent to which the ambulance arrived in a timely manner	88.65	.59508342
Willingness of the staff in our billing office to address your needs	92.31	.561244201
Skill of the person driving the ambulance	87.83	.554903286
Cleanliness of the ambulance	91.28	.483052698
Helpfulness of the person you called for ambulance service	89.80	.37194464



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.

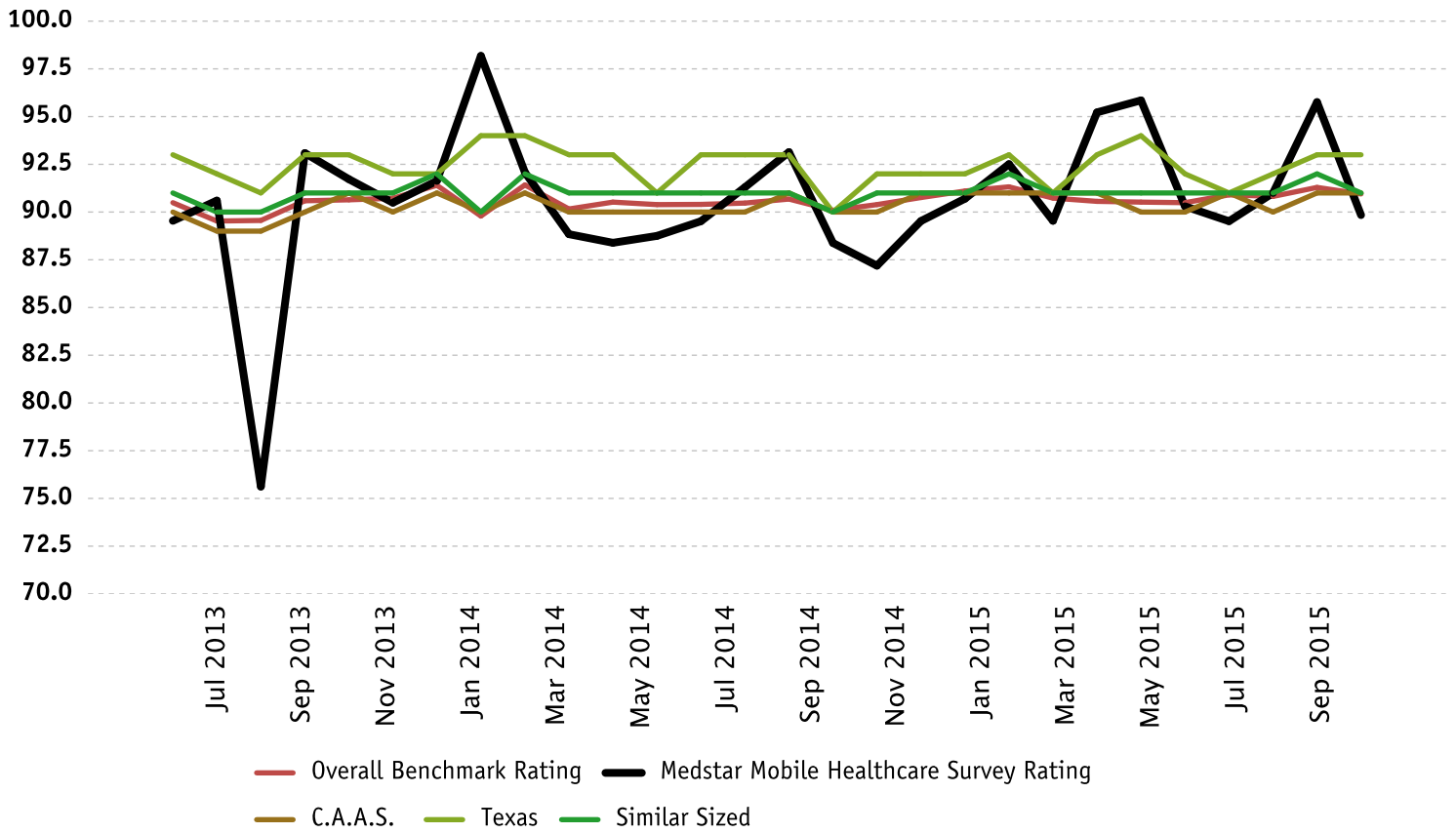
	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	89.80	93.23	91.34	94.15	96.88	91.46	93.60
Concern shown by the person you called for ambulance service	90.00	92.97	92.28	92.96	95.31	91.52	91.68
Extent to which you were told what to do until the ambulance	88.95	90.83	90.07	90.72	95.31	90.50	91.02
Extent to which the ambulance arrived in a timely manner	88.65	90.68	91.71	93.86	90.79	89.07	93.22
Cleanliness of the ambulance	91.28	92.89	93.88	95.11	92.11	93.35	95.40
Comfort of the ride	84.91	83.02	85.41	87.68	88.16	87.18	87.43
Skill of the person driving the ambulance	87.83	91.59	93.31	94.15	87.56	92.34	94.72
Care shown by the medics who arrived with the ambulance	91.60	91.04	94.72	94.33	88.21	92.15	95.74
Degree to which the medics took your problem seriously	91.20	90.37	94.31	94.68	85.63	92.16	95.19
Degree to which the medics listened to you and/or your family	89.96	89.67	94.74	94.10	85.63	92.71	94.72
Skill of the medics	91.06	90.16	94.69	94.29	88.21	93.75	94.52
Extent to which the medics kept you informed about your	90.19	86.61	93.51	93.14	88.94	93.16	93.61
Extent to which medics included you in the treatment decisions (if	89.32	86.26	94.30	91.94	86.00	91.90	95.10
Degree to which the medics relieved your pain or discomfort	87.65	86.66	92.76	90.90	86.82	92.36	91.87
Medics' concern for your privacy	91.02	89.65	94.45	93.78	88.21	94.13	94.47
Extent to which medics cared for you as a person	91.68	90.23	94.32	95.10	88.21	93.86	95.50
Professionalism of the staff in our billing office	87.50	89.17	89.30	90.75	95.45	88.62	93.75
Willingness of the staff in our billing office to address your needs	92.31	90.20	90.06	91.49	95.45	87.83	93.46
How well did our staff work together to care for you	91.67	90.73	93.95	94.06	89.53	90.34	93.85
Extent to which our staff eased your entry into the medical facility	90.14	91.06	93.79	94.83	88.21	91.75	95.52
Appropriateness of Emergency Medical Transportation treatment	91.00	90.86	94.58	93.72	85.63	92.32	94.60
Extent to which the services received were worth the fees charged	82.72	86.88	89.07	87.29	87.56	89.10	91.37
Overall rating of the care provided by our Emergency Medical	92.50	91.51	93.28	93.75	84.32	92.87	93.81
Likelihood of recommending this ambulance service to others	90.01	91.17	92.84	93.88	84.32	93.02	94.11
Overall score	89.84	89.97	92.73	93.10	88.95	91.66	93.71
National Rank	53	50	28	23	57	42	16
Comparable Size (Large) Company Rank	19	17	9	7	20	15	4



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	89.84	92.06	92.18	92.73	91.61
Helpfulness of the person you called for ambulance service	89.80	92.11	92.36	92.83	91.89
Concern shown by the person you called for ambulance service	90.00	91.70	91.88	92.45	91.42
Extent to which you were told what to do until the ambulance	88.95	90.07	90.12	92.39	89.48
Extent to which the ambulance arrived in a timely manner	88.65	91.71	91.86	92.28	91.25
Cleanliness of the ambulance	91.28	93.88	94.00	94.75	93.56
Comfort of the ride	84.91	87.21	87.23	89.56	86.53
Skill of the person driving the ambulance	87.83	92.96	93.08	92.94	92.62
Care shown by the medics who arrived with the ambulance	91.60	94.12	94.31	94.26	93.78
Degree to which the medics took your problem seriously	91.20	93.94	94.05	93.74	93.62
Degree to which the medics listened to you and/or your family	89.96	93.74	93.72	93.74	93.44
Skill of the medics	91.06	94.11	94.26	94.26	93.78
Extent to which the medics kept you informed about your	90.19	92.60	92.81	93.47	92.09
Extent to which medics included you in the treatment decisions	89.32	92.27	92.40	92.68	91.75
Degree to which the medics relieved your pain or discomfort	87.65	90.85	91.01	91.77	90.26
Medics' concern for your privacy	91.02	93.29	93.32	94.02	92.85
Extent to which medics cared for you as a person	91.68	94.00	94.14	94.25	93.57
Professionalism of the staff in our billing office	87.50	89.06	89.07	90.32	88.69
Willingness of the staff in our billing office to address your	92.31	88.95	89.15	90.16	88.57
How well did our staff work together to care for you	91.67	93.06	93.11	93.39	92.53
Extent to which our staff eased your entry into the medical	90.14	93.17	93.33	93.35	92.69
Appropriateness of Emergency Medical Transportation treatment	91.00	93.00	93.13	93.57	92.55
Extent to which the services received were worth the fees	82.72	87.78	87.79	88.16	86.82
Overall rating of the care provided by our Emergency Medical	92.50	93.23	93.29	94.08	92.74
Likelihood of recommending this ambulance service to others	90.01	92.71	92.96	92.99	92.16
Number of Surveys for the period	126				

Benchmark Trending Graphic - Below are the monthly scores for your service. It details the overall score for each month as well as your subscribed benchmarks for that month.





Top Box Comparisons

The Top Box Analysis displays the number of responses for the entire survey by question and rating. The Top Box itself shows the percentage of "Very Good" responses, the highest rating, for each question. Next to the company rating is the entire EMS DB rating for those same questions.

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	8	25	61	651	1419	65.57%	74.97%
Dispatch	1	0	2	45	79	62.20%	72.86%
Helpfulness of the person you called for ambulance service	1	0	1	12	30	68.18%	74.69%
Concern shown by the person you called for ambulance service	0	0	0	16	24	60.00%	73.51%
Extent to which you were told what to do until the ambulance arrived	0	0	1	17	25	58.14%	70.37%
Ambulance	1	2	15	167	253	57.76%	72.74%
Extent to which the ambulance arrived in a timely manner	1	1	2	39	67	60.91%	73.25%
Cleanliness of the ambulance	0	0	2	34	73	66.97%	78.17%
Comfort of the ride	0	0	10	44	52	49.06%	63.32%
Skill of the person driving the ambulance	0	1	1	50	61	53.98%	76.24%
Medic	3	20	23	243	660	69.55%	78.55%
Care shown by the medics who arrived with the ambulance	0	2	3	28	86	72.27%	80.69%
Degree to which the medics took your problem seriously	0	3	2	25	78	72.22%	81.13%
Degree to which the medics listened to you and/or your family	1	2	3	27	74	69.16%	80.17%
Skill of the medics	0	3	2	26	78	71.56%	80.64%
Extent to which the medics kept you informed about your treatment	0	2	3	30	72	67.29%	76.51%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	8	25	61	651	1419	65.57%	74.97%
Extent to which medics included you in the treatment decisions (if applicable)	0	2	3	29	62	64.58%	76.39%
Degree to which the medics relieved your pain or discomfort	1	4	4	20	60	67.42%	72.85%
Medics' concern for your privacy	0	1	2	30	70	67.96%	77.46%
Extent to which medics cared for you as a person	1	1	1	28	80	72.07%	81.08%
Billing Staff Assessment	0	0	2	7	18	66.67%	64.72%
Professionalism of the staff in our billing office	0	0	2	3	9	64.29%	64.39%
Willingness of the staff in our billing office to address your needs	0	0	0	4	9	69.23%	65.06%
Overall Assessment	3	3	19	189	409	65.65%	75.55%
How well did our staff work together to care for you	0	0	3	31	77	69.37%	76.86%
Extent to which our staff eased your entry into the medical facility	0	0	1	39	64	61.54%	76.97%
Appropriateness of Emergency Medical Transportation treatment	0	0	2	32	66	66.00%	77.13%
Extent to which the services received were worth the fees charged	2	3	4	29	40	51.28%	66.02%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	5	26	89	74.17%	78.30%
Likelihood of recommending this ambulance service to others	1	0	4	32	73	66.36%	78.04%



Standard Deviation by Question

	Your Score	Total DB	Company Standard Deviation	Database Standard Deviation	SD Variance
Helpfulness of the person you called for ambulance service	89.80	92.11	18.598	15.893	-2.71
Concern shown by the person you called for ambulance service	90.00	91.70	12.247	16.175	3.93
Extent to which you were told what to do until the ambulance arrived	88.95	90.07	13.535	18.347	4.81
Extent to which the ambulance arrived in a timely manner	88.65	91.71	16.684	15.933	-0.75
Cleanliness of the ambulance	91.28	93.88	12.84	12.679	-0.16
Comfort of the ride	84.91	87.21	16.354	20.10	3.75
Skill of the person driving the ambulance	87.83	92.96	14.156	14.457	0.30
Care shown by the medics who arrived with the ambulance	91.60	94.12	15.297	13.854	-1.44
Degree to which the medics took your problem seriously	91.20	93.94	16.427	14.733	-1.69
Degree to which the medics listened to you and/or your family	89.96	93.74	17.994	14.738	-3.26
Skill of the medics	91.06	94.11	16.424	13.791	-2.63
Extent to which the medics kept you informed about your	90.19	92.60	15.943	15.507	-0.44
Extent to which medics included you in the treatment decisions (if applicable)	89.32	92.27	16.435	16.415	-0.02
Degree to which the medics relieved your pain or discomfort	87.65	90.85	21.523	17.849	-3.67
Medics' concern for your privacy	91.02	93.29	14.302	14.291	-0.01
Extent to which medics cared for you as a person	91.68	94.00	15.807	14.66	-1.15
Professionalism of the staff in our billing office	87.50	89.06	18.298	17.173	-1.13
Willingness of the staff in our billing office to address your needs	92.31	88.95	11.538	18.058	6.52
How well did our staff work together to care for you	91.67	93.06	13.14	14.521	1.38
Extent to which our staff eased your entry into the medical facility	90.14	93.17	12.699	14.37	1.67
Appropriateness of Emergency Medical Transportation treatment	91.00	93.00	13.00	14.978	1.98
Extent to which the services received were worth the fees charged	82.72	87.78	23.012	20.641	-2.37
Overall rating of the care provided by our Emergency Medical Transportation service	92.50	93.23	13.54	15.058	1.52
Likelihood of recommending this ambulance service to others	90.01	92.71	16.187	16.635	0.45
Overall Survey Rating	89.84	92.30	15.67	15.87	0.2



Responses vs Score Histogram — This graph shows the number of responses on the Y axis vs the average score on the X axis.

