

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



1515 Center Street
Lansing, Mi 48096
1 (877) 583-3100
service@EMSSurveyTeam.com
www.EMSSurveyTeam.com

EMS System Report

March 1, 2016 to March 31, 2016

Your Score

90.49

Number of Your Patients in this Report

127

Number of Patients in this Report

5,891

Number of Transport Services in All EMS DB

114





Executive Summary

This report contains data from **127 Medstar Mobile Healthcare** patients who returned a questionnaire between **03/01/2016** and **03/31/2016**.

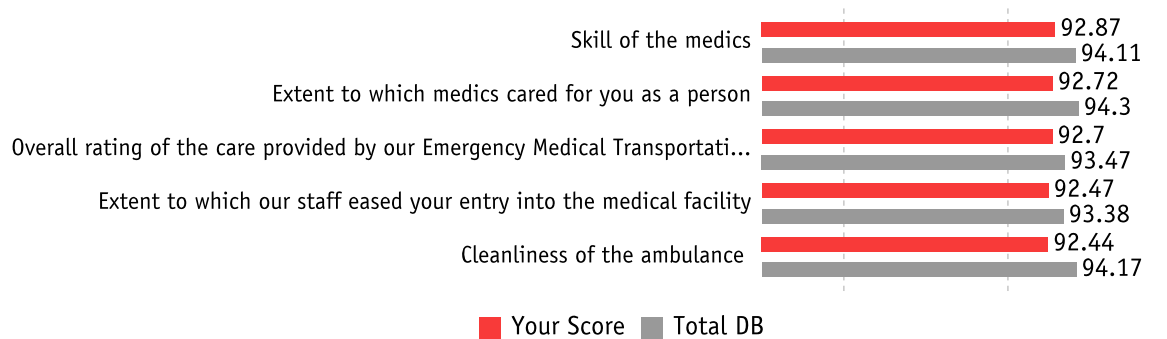
The overall mean score for the standard questions was **90.49**; this is a difference of **-2.07** points from the overall EMS database score of **92.56**.

The current score of **90.49** is a change of **-2.01** points from last period's score of **92.50**. This was the **63rd** highest overall score for all companies in the database.

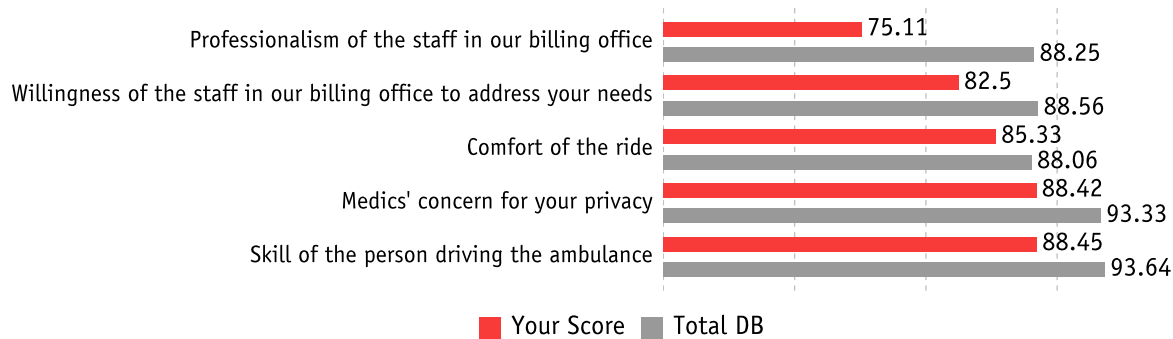
You are ranked **19th** for comparably sized companies in the system.

69.73% of responses to standard questions had a rating of Very Good, the highest rating. **97.65%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

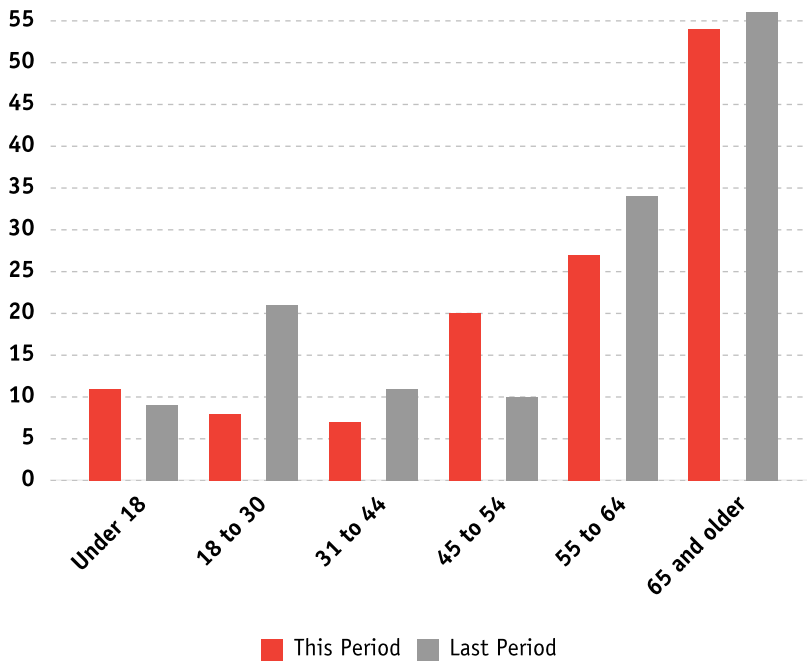




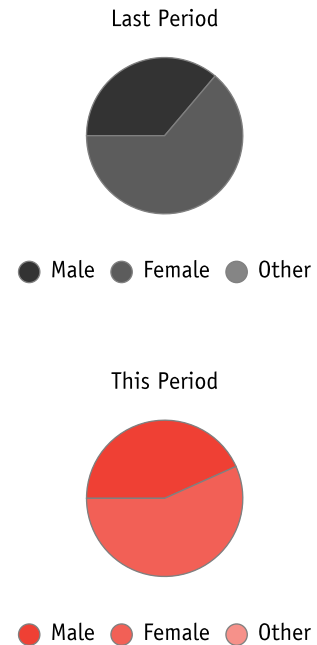
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	9	5	4	0	11	5	6	0
18 to 30	21	8	13	0	8	3	5	0
31 to 44	11	2	9	0	7	2	5	0
45 to 54	10	3	7	0	20	9	11	0
55 to 64	34	15	19	0	27	13	14	0
65 and older	56	18	38	0	54	23	31	0
Total	141	51	90	0	127	55	72	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	92.23	-3.66	88.57	92.89
Concern shown by the person you called for ambulance service	92.24	-1.08	91.16	92.73
Extent to which you were told what to do until the ambulance arrived	92.47	-2.92	89.55	91.04

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.73	0.01	91.74	92.17
Cleanliness of the ambulance	93.28	-0.84	92.44	94.17
Comfort of the ride	88.44	-3.11	85.33	88.06
Skill of the person driving the ambulance	93.22	-4.77	88.45	93.64

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	93.53	-1.18	92.35	94.15
Degree to which the medics took your problem seriously	93.56	-2.52	91.04	94.07
Degree to which the medics listened to you and/or your family	93.95	-4.28	89.67	93.77
Skill of the medics	92.78	0.09	92.87	94.11
Extent to which the medics kept you informed about your treatment	91.94	-2.08	89.86	92.78
Extent to which medics included you in the treatment decisions (if applicable)	91.38	-1.65	89.73	92.35
Degree to which the medics relieved your pain or discomfort	88.50	0.28	88.78	90.82
Medics' concern for your privacy	93.30	-4.88	88.42	93.33
Extent to which medics cared for you as a person	92.95	-0.23	92.72	94.30

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	94.23	-19.12	75.11	88.25
Willingness of the staff in our billing office to address your needs	94.23	-11.73	82.50	88.56



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.47	-2.95	90.52	93.33
Extent to which our staff eased your entry into the medical facility	93.02	-0.55	92.47	93.38
Appropriateness of Emergency Medical Transportation treatment	93.80	-2.22	91.58	93.18
Extent to which the services received were worth the fees charged	90.58	-2.00	88.58	87.58
Overall rating of the care provided by our Emergency Medical Transportation	93.04	-0.34	92.70	93.47
Likelihood of recommending this ambulance service to others	93.22	-2.45	90.77	93.08



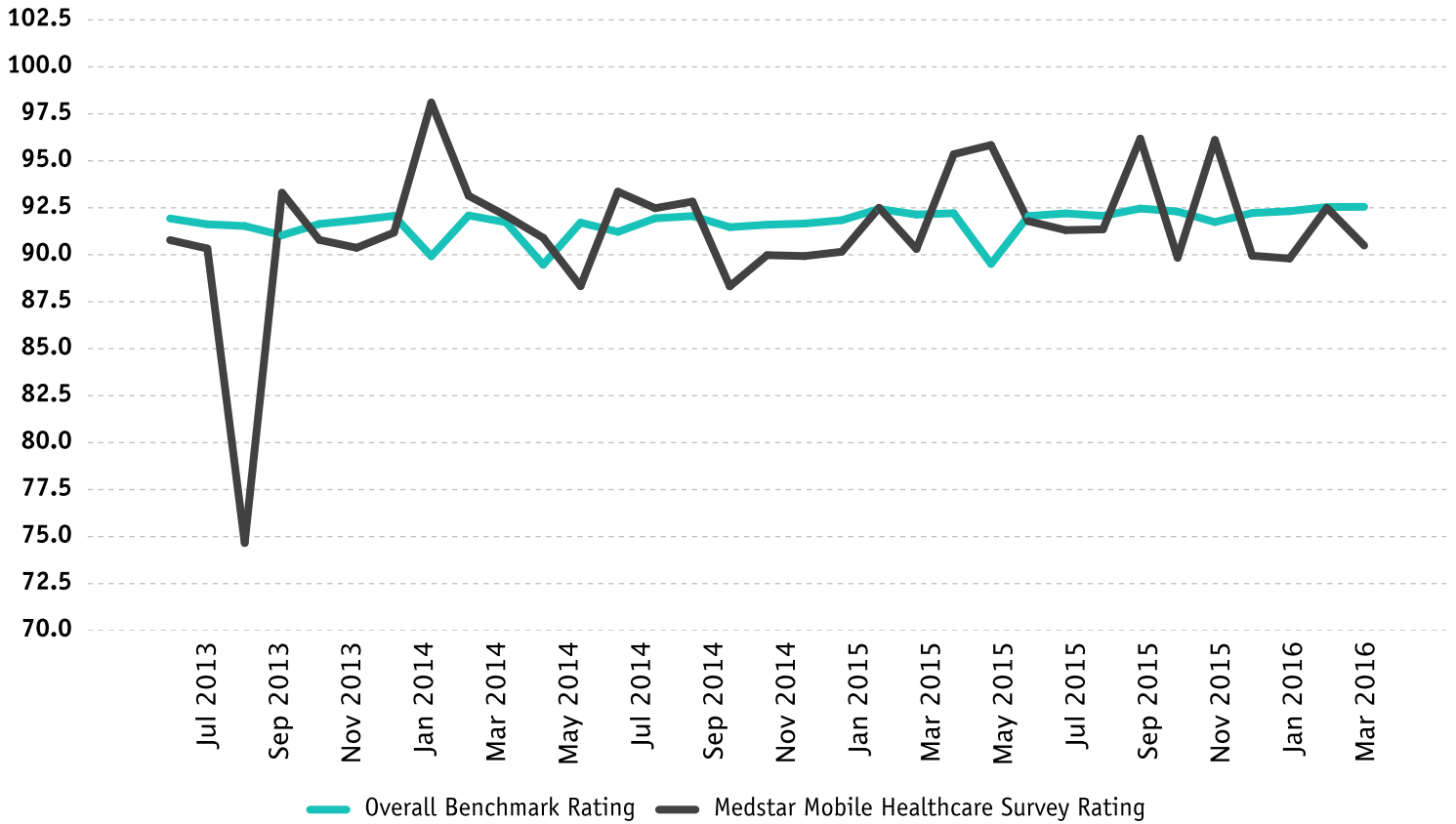
Monthly Breakdown

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.

	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016
Helpfulness of the person you called for ambulance service	93.33	94.64	94.14	93.40	88.25	93.24	96.62	89.80	95.83	93.92	88.67	92.23	88.57
Concern shown by the person you called for ambulance service	94.92	95.09	93.38	94.12	90.93	92.36	96.88	90.00	95.42	92.74	88.89	92.24	91.16
Extent to which you were told what to do until the ambulance	92.41	89.70	91.29	93.14	89.70	93.38	96.58	88.95	96.48	93.33	88.49	92.47	89.55
Extent to which the ambulance arrived in a timely manner	91.18	96.14	97.11	90.32	89.86	90.45	95.45	88.65	95.55	88.97	88.66	91.73	91.74
Cleanliness of the ambulance	94.64	97.92	97.63	93.97	92.94	93.13	96.23	91.28	95.30	90.59	90.14	93.28	92.44
Comfort of the ride	85.99	93.99	94.91	83.83	88.22	86.94	92.74	84.91	92.95	82.66	83.36	88.44	85.33
Skill of the person driving the ambulance	92.14	95.40	96.85	88.62	92.56	89.44	94.87	87.83	96.12	89.50	89.29	93.22	88.45
Care shown by the medics who arrived with the ambulance	90.26	95.45	95.96	93.52	91.59	92.76	96.46	91.60	96.34	92.79	91.46	93.53	92.35
Degree to which the medics took your problem seriously	92.87	96.24	95.54	92.89	92.87	91.29	97.20	91.20	97.07	89.25	91.09	93.56	91.04
Degree to which the medics listened to you and/or your family	92.03	95.65	95.65	91.67	92.86	91.99	96.52	89.96	97.05	89.47	90.65	93.95	89.67
Skill of the medics	93.08	96.21	96.33	92.96	91.77	90.40	96.40	91.06	95.09	91.93	90.81	92.78	92.87
Extent to which the medics kept you informed about your	88.38	96.01	95.39	91.40	92.86	90.01	97.37	90.19	96.85	89.04	89.87	91.94	89.86
Extent to which medics included you in the treatment decisions	88.21	95.81	95.32	92.13	91.22	93.49	97.64	89.32	97.45	89.46	90.77	91.38	89.73
Degree to which the medics relieved your pain or discomfort	81.78	91.14	94.21	89.94	88.65	88.11	95.91	87.65	96.36	85.94	89.72	88.50	88.78
Medics' concern for your privacy	91.08	96.83	96.66	94.19	92.00	92.16	96.03	91.02	96.50	92.13	89.64	93.30	88.42
Extent to which medics cared for you as a person	90.58	96.44	96.48	92.66	93.17	92.24	96.46	91.68	96.30	93.28	90.38	92.95	92.72
Professionalism of the staff in our billing office	76.80	93.75	92.86	84.21	92.86	90.63	100.00	87.50	100.00	77.17	91.67	94.23	75.11
Willingness of the staff in our billing office to address your	71.57	90.63	85.71	85.71	86.54	90.63	100.00	92.31	100.00	77.36	87.50	94.23	82.50
How well did our staff work together to care for you	91.19	95.41	96.34	93.57	90.98	93.21	96.58	91.67	95.83	92.92	90.52	93.47	90.52
Extent to which our staff eased your entry into the medical	89.74	95.36	96.74	91.39	90.82	92.65	96.46	90.14	96.12	89.74	89.91	93.02	92.47
Appropriateness of Emergency Medical Transportation treatment	91.60	97.18	98.35	93.10	91.58	92.69	96.62	91.00	96.65	88.27	90.09	93.80	91.58
Extent to which the services received were worth the fees	87.09	88.97	93.93	85.59	87.73	89.66	94.71	82.72	97.02	84.23	88.27	90.58	88.58
Overall rating of the care provided by our Emergency Medical	90.05	96.20	96.49	93.76	91.59	92.35	97.75	92.50	96.28	92.86	91.74	93.04	92.70
Likelihood of recommending this ambulance service to others	91.54	95.90	96.47	94.60	93.41	90.06	94.54	90.01	96.09	91.06	90.87	93.22	90.77
Your Master Score	90.31	95.35	95.84	91.79	91.31	91.35	96.18	89.84	96.11	89.95	89.80	92.50	90.49
Your Total Responses	125	126	124	124	124	126	125	126	123	125	125	141	127



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
Medics' concern for your privacy	88.42	.924695157
Degree to which the medics listened to you and/or your family	89.67	.923023233
Professionalism of the staff in our billing office	75.11	.898515974
Extent to which medics included you in the treatment decisions (if applicable)	89.73	.892860431
How well did our staff work together to care for you	90.52	.892086973
Likelihood of recommending this ambulance service to others	90.77	.888676976
Concern shown by the person you called for ambulance service	91.16	.885291068
Degree to which the medics relieved your pain or discomfort	88.78	.882217573
Extent to which you were told what to do until the ambulance arrived	89.55	.872942737
Degree to which the medics took your problem seriously	91.04	.8726354
Overall rating of the care provided by our Emergency Medical Transportation service	92.70	.86614108
Extent to which medics cared for you as a person	92.72	.862805569
Extent to which the services received were worth the fees charged	88.58	.852686061
Care shown by the medics who arrived with the ambulance	92.35	.835899018
Willingness of the staff in our billing office to address your needs	82.50	.828536362
Appropriateness of Emergency Medical Transportation treatment	91.58	.816121348
Helpfulness of the person you called for ambulance service	88.57	.811210299
Extent to which the medics kept you informed about your treatment	89.86	.804826568
Skill of the person driving the ambulance	88.45	.796875935
Skill of the medics	92.87	.783299353
Extent to which our staff eased your entry into the medical facility	92.47	.667647187
Extent to which the ambulance arrived in a timely manner	91.74	.666054237
Comfort of the ride	85.33	.630236036
Cleanliness of the ambulance	92.44	.456289836



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.

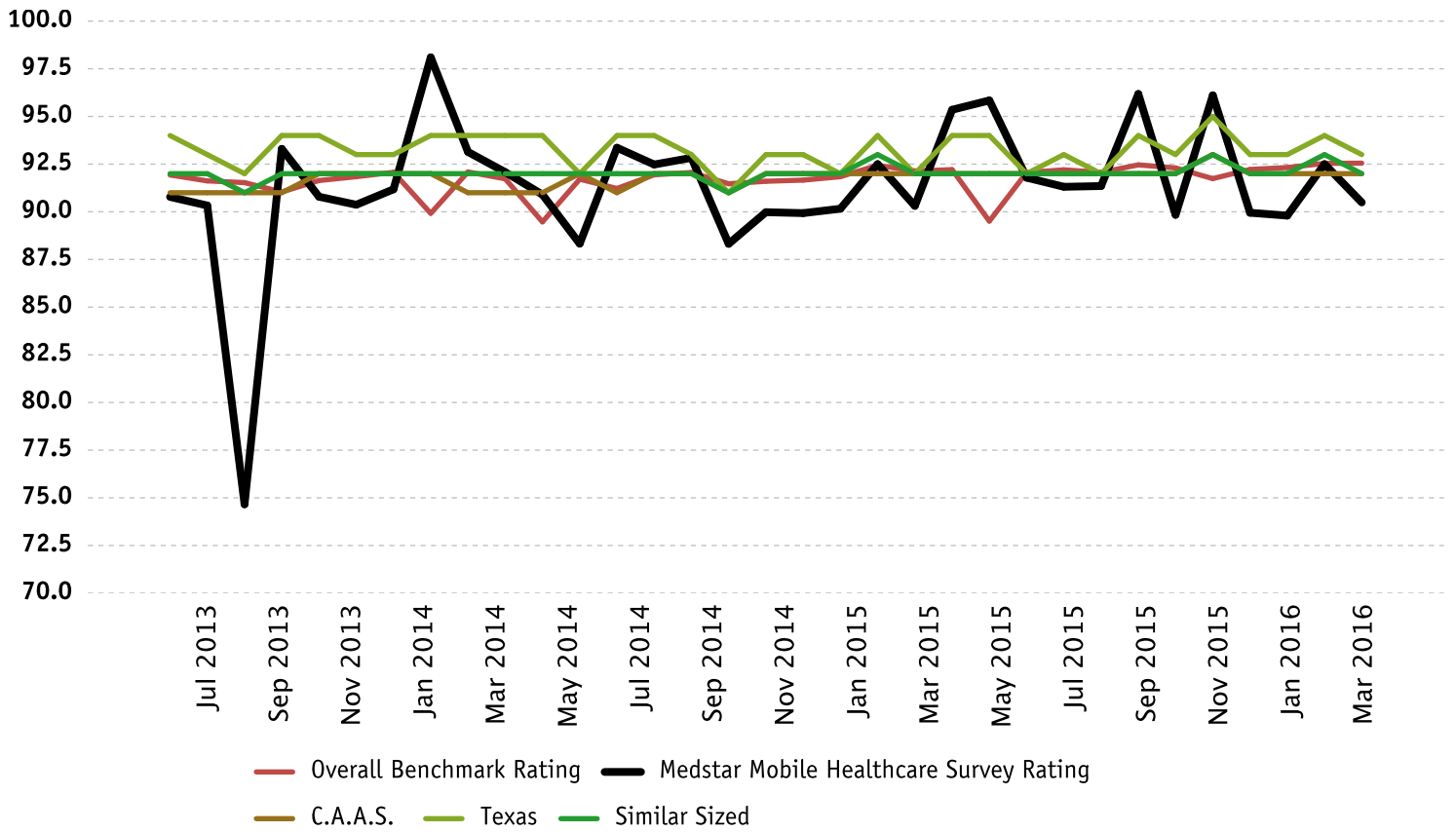
	Your Company	Comparison Companies						
		A	B	C	D	E	F	
Helpfulness of the person you called for ambulance service	88.57	94.85	94.08	91.67	92.50	92.65	95.52	
Concern shown by the person you called for ambulance service	91.16	93.01	93.44	95.65	95.54	92.17	95.14	
Extent to which you were told what to do until the ambulance	89.55	92.59	90.99	90.63	91.07	92.26	90.85	
Extent to which the ambulance arrived in a timely manner	91.74	91.56	90.68	97.12	91.03	92.69	94.39	
Cleanliness of the ambulance	92.44	95.07	94.68	98.00	95.71	94.92	95.07	
Comfort of the ride	85.33	87.05	88.09	95.83	90.44	87.53	89.58	
Skill of the person driving the ambulance	88.45	95.83	93.80	98.00	94.12	94.17	95.56	
Care shown by the medics who arrived with the ambulance	92.35	95.27	95.62	95.00	96.21	95.00	96.38	
Degree to which the medics took your problem seriously	91.04	96.67	95.43	96.00	96.97	96.04	95.59	
Degree to which the medics listened to you and/or your family	89.67	96.48	95.37	96.00	96.77	95.22	96.01	
Skill of the medics	92.87	95.21	95.61	95.00	96.88	95.05	95.17	
Extent to which the medics kept you informed about your	89.86	94.40	94.47	96.00	96.30	94.92	94.06	
Extent to which medics included you in the treatment decisions (if	89.73	94.17	93.19	96.00	93.79	93.26	92.42	
Degree to which the medics relieved your pain or discomfort	88.78	93.75	91.41	95.83	93.79	92.33	93.00	
Medics' concern for your privacy	88.42	96.09	94.38	96.74	94.83	95.61	94.72	
Extent to which medics cared for you as a person	92.72	96.79	95.35	97.92	96.09	95.60	95.54	
Professionalism of the staff in our billing office	75.11	93.75	88.10	98.08	93.75	91.79	86.32	
Willingness of the staff in our billing office to address your needs	82.50	94.74	88.46	98.08	93.75	91.20	89.92	
How well did our staff work together to care for you	90.52	96.69	94.93	97.00	93.55	93.53	95.04	
Extent to which our staff eased your entry into the medical facility	92.47	95.59	95.33	97.00	96.55	94.08	94.94	
Appropriateness of Emergency Medical Transportation treatment	91.58	96.21	94.94	97.00	93.97	93.49	94.41	
Extent to which the services received were worth the fees charged	88.58	92.08	88.85	92.71	93.52	90.07	87.30	
Overall rating of the care provided by our Emergency Medical	92.70	94.85	95.11	98.00	96.09	94.37	95.31	
Likelihood of recommending this ambulance service to others	90.77	97.06	92.63	98.96	95.16	93.39	93.34	
Overall score		90.49	94.56	93.34	96.11	94.54	93.48	93.95
National Rank		63	19	32	12	20	30	25
Comparable Size (Large) Company Rank		19	3	9	1	4	7	6



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	90.49	92.56	92.22	92.88	92.20
Helpfulness of the person you called for ambulance service	88.57	92.89	92.85	93.39	92.77
Concern shown by the person you called for ambulance service	91.16	92.73	92.66	93.32	92.51
Extent to which you were told what to do until the ambulance	89.55	91.04	90.66	92.60	90.66
Extent to which the ambulance arrived in a timely manner	91.74	92.17	92.24	93.60	91.89
Cleanliness of the ambulance	92.44	94.17	93.94	95.06	93.78
Comfort of the ride	85.33	88.06	87.80	89.00	87.51
Skill of the person driving the ambulance	88.45	93.64	93.53	94.04	93.15
Care shown by the medics who arrived with the ambulance	92.35	94.15	94.07	94.51	94.01
Degree to which the medics took your problem seriously	91.04	94.07	94.04	94.49	94.02
Degree to which the medics listened to you and/or your family	89.67	93.77	93.56	93.39	93.62
Skill of the medics	92.87	94.11	94.05	94.77	93.85
Extent to which the medics kept you informed about your	89.86	92.78	92.68	93.58	92.69
Extent to which medics included you in the treatment decisions	89.73	92.35	92.23	92.75	92.14
Degree to which the medics relieved your pain or discomfort	88.78	90.82	90.77	92.12	90.70
Medics' concern for your privacy	88.42	93.33	93.04	93.21	93.17
Extent to which medics cared for you as a person	92.72	94.30	94.16	94.53	94.26
Professionalism of the staff in our billing office	75.11	88.25	88.49	89.71	88.80
Willingness of the staff in our billing office to address your	82.50	88.56	88.96	89.87	89.21
How well did our staff work together to care for you	90.52	93.33	93.18	93.08	93.30
Extent to which our staff eased your entry into the medical	92.47	93.38	93.41	94.27	93.38
Appropriateness of Emergency Medical Transportation treatment	91.58	93.18	92.97	93.54	93.08
Extent to which the services received were worth the fees	88.58	87.58	87.52	87.96	87.83
Overall rating of the care provided by our Emergency Medical	92.70	93.47	93.50	93.54	93.49
Likelihood of recommending this ambulance service to others	90.77	93.08	93.09	92.84	93.03
Number of Surveys for the period	127				

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	23	22	37	498	1336	69.73%	75.98%
Dispatch	2	2	3	20	70	72.16%	74.91%
Helpfulness of the person you called for ambulance service	0	2	2	6	25	71.43%	76.41%
Concern shown by the person you called for ambulance service	1	0	0	7	23	74.19%	76.20%
Extent to which you were told what to do until the ambulance arrived	1	0	1	7	22	70.97%	72.11%
Ambulance	1	3	16	114	246	64.74%	74.78%
Extent to which the ambulance arrived in a timely manner	0	1	2	29	77	70.64%	75.37%
Cleanliness of the ambulance	0	0	1	24	61	70.93%	79.32%
Comfort of the ride	0	1	11	29	51	55.43%	65.67%
Skill of the person driving the ambulance	1	1	2	32	57	61.29%	78.76%
Medic	15	6	11	217	603	70.77%	79.30%
Care shown by the medics who arrived with the ambulance	1	0	0	30	80	72.07%	81.28%
Degree to which the medics took your problem seriously	2	1	2	22	76	73.79%	81.85%
Degree to which the medics listened to you and/or your family	2	0	5	23	69	69.70%	80.76%
Skill of the medics	1	0	0	24	73	74.49%	81.02%
Extent to which the medics kept you informed about your treatment	2	1	3	22	68	70.83%	77.47%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	23	22	37	498	1336	69.73%	75.98%
Extent to which medics included you in the treatment decisions (if applicable)	2	2	1	19	61	71.76%	77.27%
Degree to which the medics relieved your pain or discomfort	2	0	0	28	50	62.50%	73.26%
Medics' concern for your privacy	2	1	0	28	53	63.10%	78.17%
Extent to which medics cared for you as a person	1	1	0	21	73	76.04%	82.58%
Billing Staff Assessment	1	1	2	5	10	52.63%	62.85%
Professionalism of the staff in our billing office	1	0	1	3	4	44.44%	62.30%
Willingness of the staff in our billing office to address your needs	0	1	1	2	6	60.00%	63.41%
Overall Assessment	4	10	5	142	407	71.65%	76.72%
How well did our staff work together to care for you	1	2	1	29	75	69.44%	78.18%
Extent to which our staff eased your entry into the medical facility	0	1	2	21	69	74.19%	78.24%
Appropriateness of Emergency Medical Transportation treatment	0	1	1	27	66	69.47%	78.23%
Extent to which the services received were worth the fees charged	1	1	0	20	37	62.71%	66.74%
Overall rating of the care provided by our Emergency Medical Transportation service	0	3	0	24	86	76.11%	79.46%
Likelihood of recommending this ambulance service to others	2	2	1	21	74	74.00%	79.47%



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	88.57	92.89	20.996	14.709	-6.29
Concern shown by the person you called for ambulance service	91.16	92.73	19.472	15.074	-4.40
Extent to which you were told what to do until the ambulance arrived	89.55	91.04	20.705	16.859	-3.85
Extent to which the ambulance arrived in a timely manner	91.74	92.17	13.985	16.006	2.02
Cleanliness of the ambulance	92.44	94.17	12.098	12.563	0.46
Comfort of the ride	85.33	88.06	18.486	19.684	1.20
Skill of the person driving the ambulance	88.45	93.64	17.359	14.19	-3.17
Care shown by the medics who arrived with the ambulance	92.35	94.15	14.097	14.195	0.10
Degree to which the medics took your problem seriously	91.04	94.07	18.619	14.834	-3.78
Degree to which the medics listened to you and/or your family	89.67	93.77	19.044	15.097	-3.95
Skill of the medics	92.87	94.11	14.22	14.149	-0.07
Extent to which the medics kept you informed about your	89.86	92.78	19.53	15.672	-3.86
Extent to which medics included you in the treatment decisions (if applicable)	89.73	92.35	20.654	16.811	-3.84
Degree to which the medics relieved your pain or discomfort	88.78	90.82	18.379	18.199	-0.18
Medics' concern for your privacy	88.42	93.33	19.352	14.509	-4.84
Extent to which medics cared for you as a person	92.72	94.30	15.633	14.699	-0.93
Professionalism of the staff in our billing office	75.11	88.25	30.914	17.932	-12.98
Willingness of the staff in our billing office to address your needs	82.50	88.56	25.125	17.70	-7.43
How well did our staff work together to care for you	90.52	93.33	17.204	14.659	-2.55
Extent to which our staff eased your entry into the medical facility	92.47	93.38	14.097	14.471	0.37
Appropriateness of Emergency Medical Transportation treatment	91.58	93.18	13.865	15.267	1.40
Extent to which the services received were worth the fees charged	88.58	87.58	18.515	21.377	2.86
Overall rating of the care provided by our Emergency Medical Transportation service	92.70	93.47	15.125	15.209	0.08
Likelihood of recommending this ambulance service to others	90.77	93.08	19.483	16.528	-2.95
Overall Survey Rating	90.49	92.56	18.21	15.85	-2.36



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

