

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

April 1, 2016 to April 30, 2016

Your Score

91.40

Number of Your Patients in this Report

125

Number of Patients in this Report

5,896

Number of Transport Services in All EMS DB

116





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **04/01/2016** and **04/30/2016**.

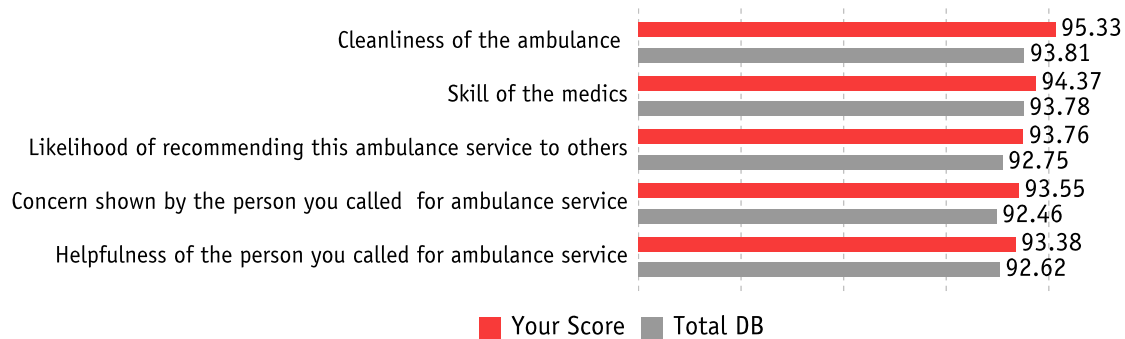
The overall mean score for the standard questions was **91.40**; this is a difference of **-0.79** points from the overall EMS database score of **92.19**.

The current score of **91.40** is a change of **0.91** points from last period's score of **90.49**. This was the **57th** highest overall score for all companies in the database.

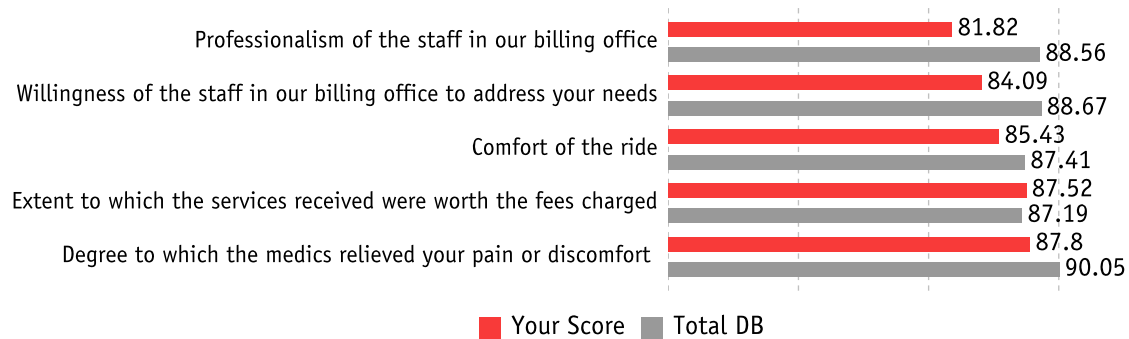
You are ranked **14th** for comparably sized companies in the system.

72.83% of responses to standard questions had a rating of Very Good, the highest rating. **98.52%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

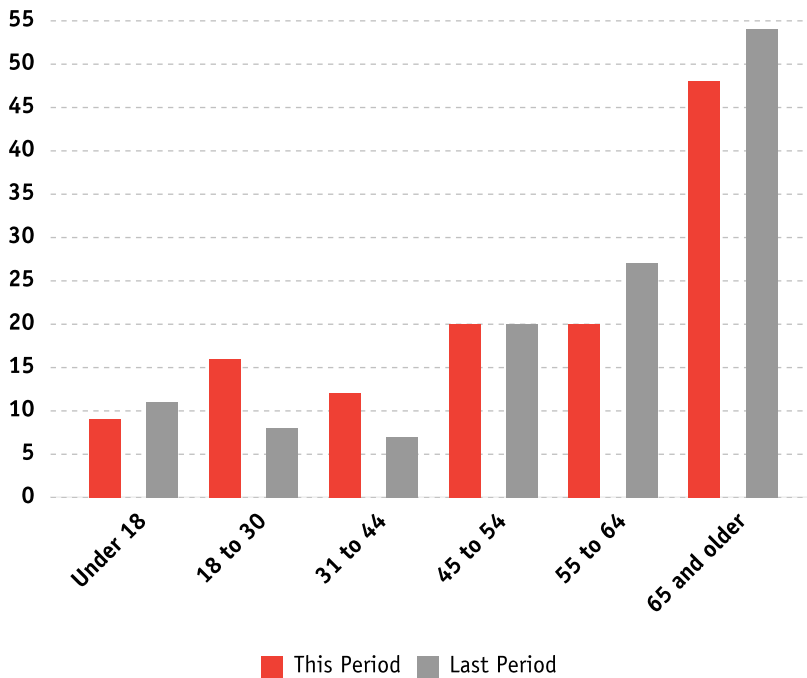




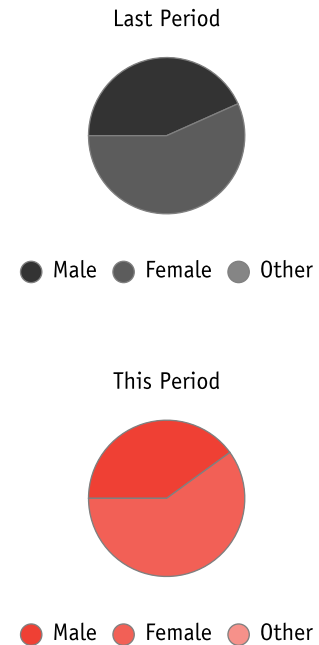
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	11	5	6	0	9	6	3	0
18 to 30	8	3	5	0	16	7	9	0
31 to 44	7	2	5	0	12	3	9	0
45 to 54	20	9	11	0	20	10	10	0
55 to 64	27	13	14	0	20	5	15	0
65 and older	54	23	31	0	48	19	29	0
Total	127	55	72	0	125	50	75	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	88.57	4.81	93.38	92.62
Concern shown by the person you called for ambulance service	91.16	2.39	93.55	92.46
Extent to which you were told what to do until the ambulance arrived	89.55	1.86	91.41	90.83

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	91.74	-0.22	91.52	91.87
Cleanliness of the ambulance	92.44	2.89	95.33	93.81
Comfort of the ride	85.33	0.10	85.43	87.41
Skill of the person driving the ambulance	88.45	1.87	90.32	93.47

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	92.35	0.30	92.65	93.82
Degree to which the medics took your problem seriously	91.04	0.77	91.81	93.59
Degree to which the medics listened to you and/or your family	89.67	3.35	93.02	93.50
Skill of the medics	92.87	1.50	94.37	93.78
Extent to which the medics kept you informed about your treatment	89.86	-0.93	88.93	92.08
Extent to which medics included you in the treatment decisions (if applicable)	89.73	-0.09	89.64	91.91
Degree to which the medics relieved your pain or discomfort	88.78	-0.98	87.80	90.05
Medics' concern for your privacy	88.42	2.42	90.84	92.74
Extent to which medics cared for you as a person	92.72	-1.58	91.14	93.54

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	75.11	6.71	81.82	88.56
Willingness of the staff in our billing office to address your needs	82.50	1.59	84.09	88.67



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	90.52	2.34	92.86	93.10
Extent to which our staff eased your entry into the medical facility	92.47	-0.05	92.42	93.04
Appropriateness of Emergency Medical Transportation treatment	91.58	-0.42	91.16	93.06
Extent to which the services received were worth the fees charged	88.58	-1.06	87.52	87.19
Overall rating of the care provided by our Emergency Medical Transportation	92.70	0.29	92.99	93.25
Likelihood of recommending this ambulance service to others	90.77	2.99	93.76	92.75



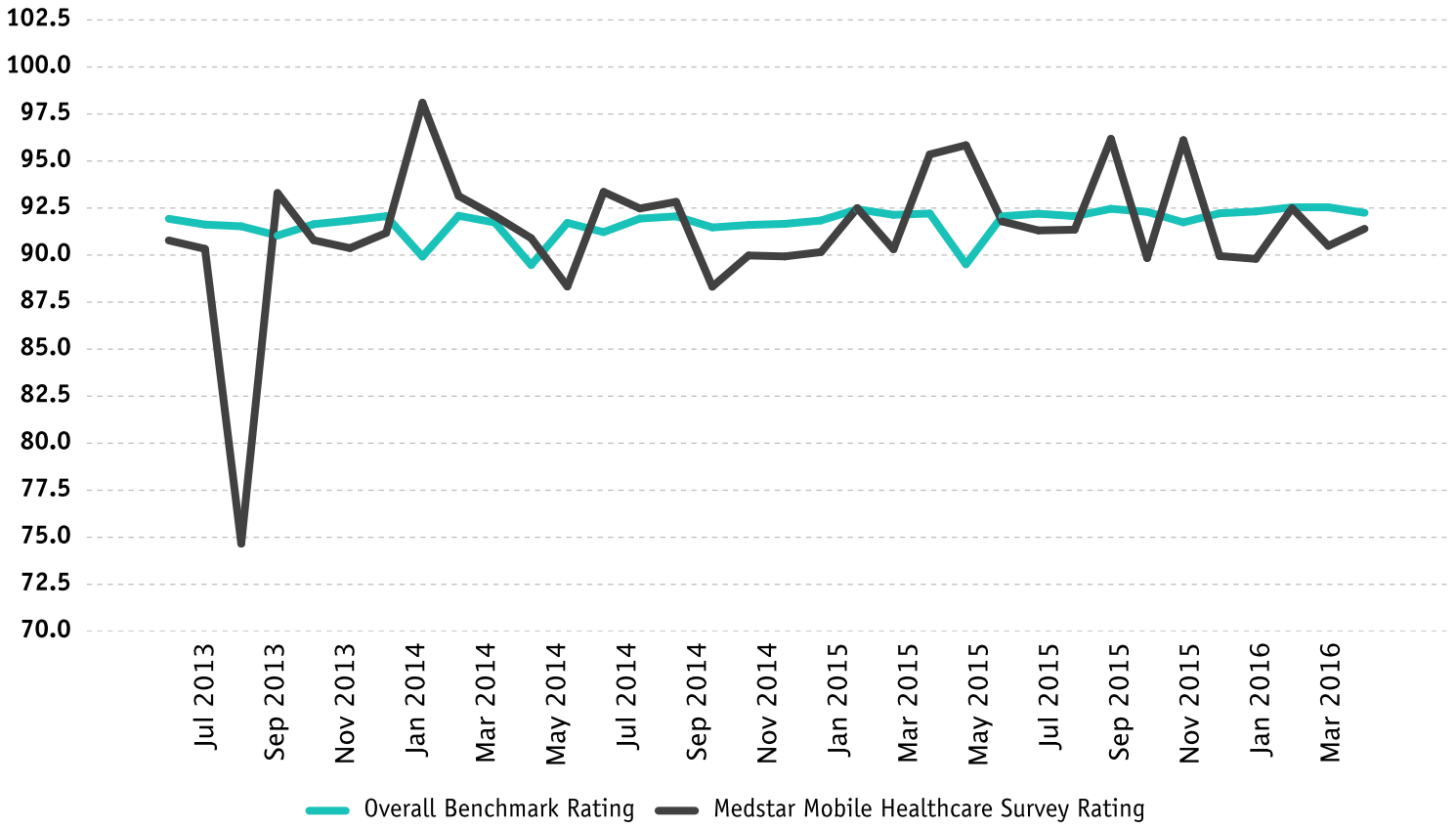
Monthly Breakdown

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.

	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016
Helpfulness of the person you called for ambulance service	94.64	94.14	93.40	88.25	93.24	96.62	89.80	95.83	93.92	88.67	92.23	88.57	93.38
Concern shown by the person you called for ambulance service	95.09	93.38	94.12	90.93	92.36	96.88	90.00	95.42	92.74	88.89	92.24	91.16	93.55
Extent to which you were told what to do until the ambulance	89.70	91.29	93.14	89.70	93.38	96.58	88.95	96.48	93.33	88.49	92.47	89.55	91.41
Extent to which the ambulance arrived in a timely manner	96.14	97.11	90.32	89.86	90.45	95.45	88.65	95.55	88.97	88.66	91.73	91.74	91.52
Cleanliness of the ambulance	97.92	97.63	93.97	92.94	93.13	96.23	91.28	95.30	90.59	90.14	93.28	92.44	95.33
Comfort of the ride	93.99	94.91	83.83	88.22	86.94	92.74	84.91	92.95	82.66	83.36	88.44	85.33	85.43
Skill of the person driving the ambulance	95.40	96.85	88.62	92.56	89.44	94.87	87.83	96.12	89.50	89.29	93.22	88.45	90.32
Care shown by the medics who arrived with the ambulance	95.45	95.96	93.52	91.59	92.76	96.46	91.60	96.34	92.79	91.46	93.53	92.35	92.65
Degree to which the medics took your problem seriously	96.24	95.54	92.89	92.87	91.29	97.20	91.20	97.07	89.25	91.09	93.56	91.04	91.81
Degree to which the medics listened to you and/or your family	95.65	95.65	91.67	92.86	91.99	96.52	89.96	97.05	89.47	90.65	93.95	89.67	93.02
Skill of the medics	96.21	96.33	92.96	91.77	90.40	96.40	91.06	95.09	91.93	90.81	92.78	92.87	94.37
Extent to which the medics kept you informed about your	96.01	95.39	91.40	92.86	90.01	97.37	90.19	96.85	89.04	89.87	91.94	89.86	88.93
Extent to which medics included you in the treatment decisions	95.81	95.32	92.13	91.22	93.49	97.64	89.32	97.45	89.46	90.77	91.38	89.73	89.64
Degree to which the medics relieved your pain or discomfort	91.14	94.21	89.94	88.65	88.11	95.91	87.65	96.36	85.94	89.72	88.50	88.78	87.80
Medics' concern for your privacy	96.83	96.66	94.19	92.00	92.16	96.03	91.02	96.50	92.13	89.64	93.30	88.42	90.84
Extent to which medics cared for you as a person	96.44	96.48	92.66	93.17	92.24	96.46	91.68	96.30	93.28	90.38	92.95	92.72	91.14
Professionalism of the staff in our billing office	93.75	92.86	84.21	92.86	90.63	100.00	87.50	100.00	77.17	91.67	94.23	75.11	81.82
Willingness of the staff in our billing office to address your	90.63	85.71	85.71	86.54	90.63	100.00	92.31	100.00	77.36	87.50	94.23	82.50	84.09
How well did our staff work together to care for you	95.41	96.34	93.57	90.98	93.21	96.58	91.67	95.83	92.92	90.52	93.47	90.52	92.86
Extent to which our staff eased your entry into the medical	95.36	96.74	91.39	90.82	92.65	96.46	90.14	96.12	89.74	89.91	93.02	92.47	92.42
Appropriateness of Emergency Medical Transportation treatment	97.18	98.35	93.10	91.58	92.69	96.62	91.00	96.65	88.27	90.09	93.80	91.58	91.16
Extent to which the services received were worth the fees	88.97	93.93	85.59	87.73	89.66	94.71	82.72	97.02	84.23	88.27	90.58	88.58	87.52
Overall rating of the care provided by our Emergency Medical	96.20	96.49	93.76	91.59	92.35	97.75	92.50	96.28	92.86	91.74	93.04	92.70	92.99
Likelihood of recommending this ambulance service to others	95.90	96.47	94.60	93.41	90.06	94.54	90.01	96.09	91.06	90.87	93.22	90.77	93.76
Your Master Score	95.35	95.84	91.79	91.31	91.35	96.18	89.84	96.11	89.95	89.80	92.50	90.49	91.40
Your Total Responses	126	124	124	124	126	125	126	123	125	125	141	127	125



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
Extent to which medics included you in the treatment decisions (if applicable)	89.64	.909258264
Degree to which the medics listened to you and/or your family	93.02	.886395347
Overall rating of the care provided by our Emergency Medical Transportation service	92.99	.873456126
Degree to which the medics took your problem seriously	91.81	.870323119
Care shown by the medics who arrived with the ambulance	92.65	.854576825
Extent to which medics cared for you as a person	91.14	.854222973
Extent to which the services received were worth the fees charged	87.52	.841795106
Extent to which our staff eased your entry into the medical facility	92.42	.826878371
Extent to which the medics kept you informed about your treatment	88.93	.82293219
Medics' concern for your privacy	90.84	.803451716
Appropriateness of Emergency Medical Transportation treatment	91.16	.799480728
Helpfulness of the person you called for ambulance service	93.38	.78594656
How well did our staff work together to care for you	92.86	.779439945
Degree to which the medics relieved your pain or discomfort	87.80	.760755773
Likelihood of recommending this ambulance service to others	93.76	.758481832
Skill of the medics	94.37	.695516858
Cleanliness of the ambulance	95.33	.655317615
Extent to which the ambulance arrived in a timely manner	91.52	.650470629
Skill of the person driving the ambulance	90.32	.598334727
Extent to which you were told what to do until the ambulance arrived	91.41	.558255177
Concern shown by the person you called for ambulance service	93.55	.538137524
Comfort of the ride	85.43	.485045976
Willingness of the staff in our billing office to address your needs	84.09	.440114427
Professionalism of the staff in our billing office	81.82	.325794782



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	93.38	90.97	94.29	92.98	90.43	92.87	98.33
Concern shown by the person you called for ambulance service	93.55	91.41	93.82	93.19	88.04	92.75	98.33
Extent to which you were told what to do until the ambulance	91.41	91.76	93.26	91.43	89.53	91.33	93.33
Extent to which the ambulance arrived in a timely manner	91.52	91.75	92.49	93.69	90.00	91.13	94.12
Cleanliness of the ambulance	95.33	92.33	95.26	94.49	91.33	92.19	97.06
Comfort of the ride	85.43	88.61	82.43	87.56	88.78	86.93	95.31
Skill of the person driving the ambulance	90.32	92.96	94.79	94.68	92.19	91.49	94.12
Care shown by the medics who arrived with the ambulance	92.65	94.70	93.12	94.61	91.17	93.46	96.88
Degree to which the medics took your problem seriously	91.81	94.70	92.70	94.35	89.60	94.57	98.44
Degree to which the medics listened to you and/or your family	93.02	95.96	93.20	94.71	89.89	94.28	96.88
Skill of the medics	94.37	94.64	93.56	93.64	90.43	93.81	98.44
Extent to which the medics kept you informed about your	88.93	92.97	91.48	92.58	88.89	91.32	96.67
Extent to which medics included you in the treatment decisions (if	89.64	92.11	91.44	91.38	91.43	91.52	100.00
Degree to which the medics relieved your pain or discomfort	87.80	89.72	89.77	90.58	85.39	90.53	90.00
Medics' concern for your privacy	90.84	94.09	93.55	92.56	89.38	92.53	94.64
Extent to which medics cared for you as a person	91.14	95.45	94.63	94.18	89.70	92.99	96.67
Professionalism of the staff in our billing office	81.82	91.35	92.27	89.24	87.50	89.81	100.00
Willingness of the staff in our billing office to address your needs	84.09	92.41	90.71	89.04	87.93	89.10	100.00
How well did our staff work together to care for you	92.86	94.02	91.93	93.81	91.67	93.34	96.88
Extent to which our staff eased your entry into the medical facility	92.42	93.75	93.11	93.49	91.85	92.62	98.33
Appropriateness of Emergency Medical Transportation treatment	91.16	92.54	94.02	94.14	91.67	91.47	98.33
Extent to which the services received were worth the fees charged	87.52	88.16	85.04	89.12	88.69	89.57	98.08
Overall rating of the care provided by our Emergency Medical	92.99	93.95	93.05	93.81	92.22	94.34	96.67
Likelihood of recommending this ambulance service to others	93.76	94.60	92.30	94.29	92.05	93.77	98.44
Overall score	91.40	92.79	92.24	92.84	90.07	92.08	96.79
National Rank	57	44	48	43	64	50	6
Comparable Size (Large) Company Rank	14	9	10	8	17	12	1

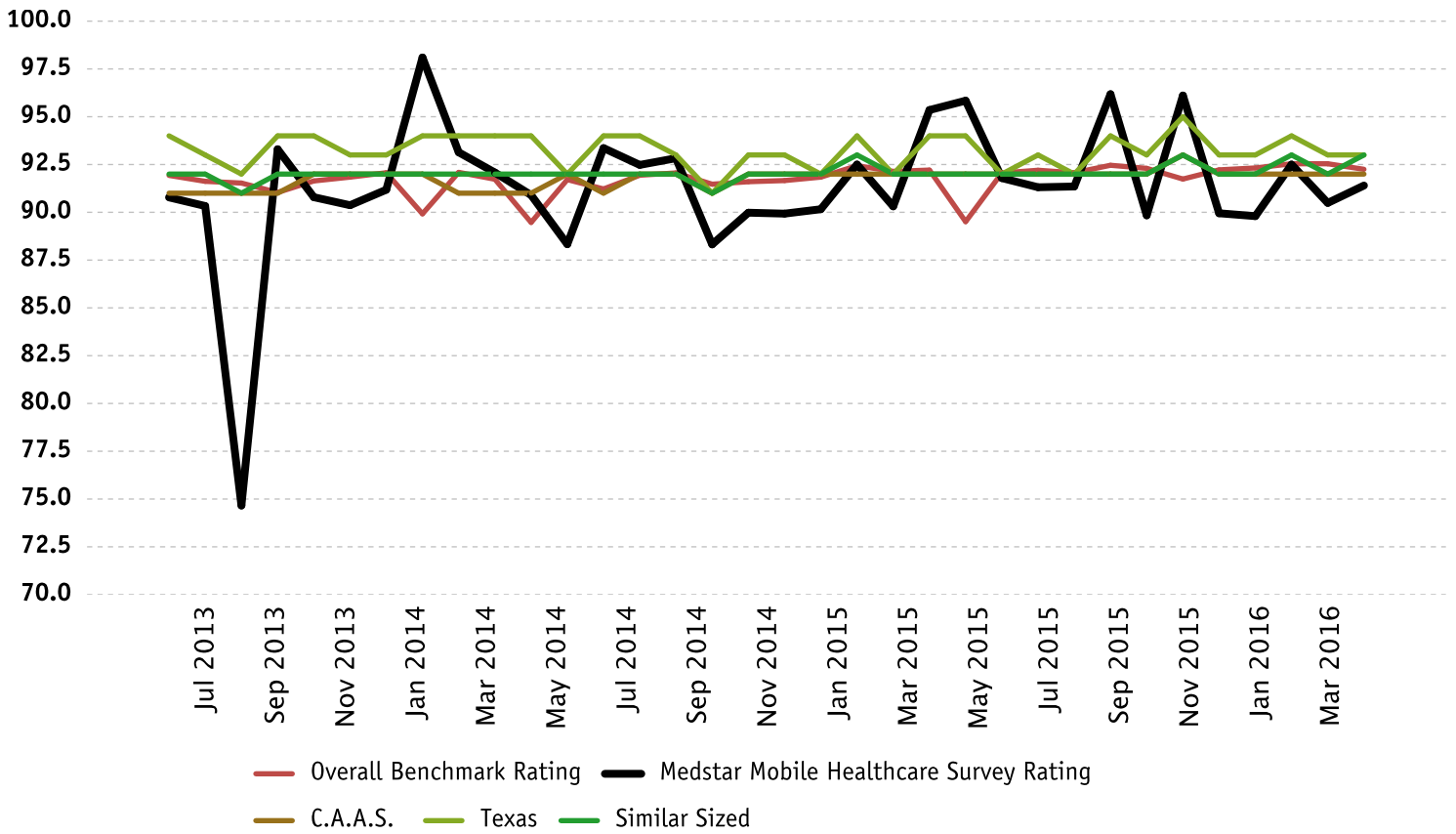


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	91.40	92.19	92.13	92.55	91.91
Helpfulness of the person you called for ambulance service	93.38	92.62	92.99	93.61	92.61
Concern shown by the person you called for ambulance service	93.55	92.46	92.80	93.79	92.47
Extent to which you were told what to do until the ambulance	91.41	90.83	91.16	93.05	90.55
Extent to which the ambulance arrived in a timely manner	91.52	91.87	92.43	93.48	91.60
Cleanliness of the ambulance	95.33	93.81	94.12	95.23	93.67
Comfort of the ride	85.43	87.41	87.45	89.02	86.94
Skill of the person driving the ambulance	90.32	93.47	93.55	93.63	93.37
Care shown by the medics who arrived with the ambulance	92.65	93.82	93.93	93.89	93.82
Degree to which the medics took your problem seriously	91.81	93.59	93.75	93.59	93.77
Degree to which the medics listened to you and/or your family	93.02	93.50	93.74	93.94	93.52
Skill of the medics	94.37	93.78	93.79	94.79	93.79
Extent to which the medics kept you informed about your	88.93	92.08	92.11	92.20	92.06
Extent to which medics included you in the treatment decisions	89.64	91.91	92.13	92.00	91.94
Degree to which the medics relieved your pain or discomfort	87.80	90.05	90.08	90.89	89.84
Medics' concern for your privacy	90.84	92.74	92.74	92.96	92.78
Extent to which medics cared for you as a person	91.14	93.54	93.58	93.37	93.49
Professionalism of the staff in our billing office	81.82	88.56	88.66	88.21	88.56
Willingness of the staff in our billing office to address your	84.09	88.67	88.71	88.58	88.53
How well did our staff work together to care for you	92.86	93.10	93.06	93.73	92.85
Extent to which our staff eased your entry into the medical	92.42	93.04	93.02	93.38	92.92
Appropriateness of Emergency Medical Transportation treatment	91.16	93.06	92.99	92.72	93.04
Extent to which the services received were worth the fees	87.52	87.19	87.67	87.84	87.59
Overall rating of the care provided by our Emergency Medical	92.99	93.25	93.27	93.69	93.15
Likelihood of recommending this ambulance service to others	93.76	92.75	93.34	93.53	92.93
Number of Surveys for the period	125				

Medstar Mobile Healthcare
 April 1, 2016 to April 30, 2016

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	22	79	443	1480	72.83%	74.78%
Dispatch	0	1	4	17	75	77.32%	73.62%
Helpfulness of the person you called for ambulance service	0	0	1	7	26	76.47%	75.32%
Concern shown by the person you called for ambulance service	0	0	1	6	24	77.42%	74.56%
Extent to which you were told what to do until the ambulance arrived	0	1	2	4	25	78.12%	70.98%
Ambulance	2	1	17	101	268	68.89%	73.37%
Extent to which the ambulance arrived in a timely manner	1	1	3	24	80	73.39%	74.15%
Cleanliness of the ambulance	0	0	0	17	74	81.32%	77.85%
Comfort of the ride	1	0	11	30	54	56.25%	63.82%
Skill of the person driving the ambulance	0	0	3	30	60	64.52%	77.68%
Medic	4	15	39	196	705	73.51%	77.68%
Care shown by the medics who arrived with the ambulance	0	2	4	21	92	77.31%	80.28%
Degree to which the medics took your problem seriously	0	1	8	20	90	75.63%	80.46%
Degree to which the medics listened to you and/or your family	0	1	5	18	87	78.38%	80.20%
Skill of the medics	0	0	2	21	88	79.28%	79.90%
Extent to which the medics kept you informed about your treatment	2	2	5	23	74	69.81%	75.63%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	8	22	79	443	1480	72.83%	74.78%
Extent to which medics included you in the treatment decisions (if applicable)	1	2	3	23	65	69.15%	75.42%
Degree to which the medics relieved your pain or discomfort	1	2	6	21	58	65.91%	70.95%
Medics' concern for your privacy	0	2	2	27	70	69.31%	76.24%
Extent to which medics cared for you as a person	0	3	4	22	81	73.64%	80.05%
Billing Staff Assessment	0	0	1	13	8	36.36%	63.43%
Professionalism of the staff in our billing office	0	0	1	6	4	36.36%	63.02%
Willingness of the staff in our billing office to address your needs	0	0	0	7	4	36.36%	63.83%
Overall Assessment	2	5	18	116	424	75.04%	75.74%
How well did our staff work together to care for you	0	1	3	23	85	75.89%	77.15%
Extent to which our staff eased your entry into the medical facility	0	1	3	21	74	74.75%	77.14%
Appropriateness of Emergency Medical Transportation treatment	0	0	5	25	69	69.70%	77.30%
Extent to which the services received were worth the fees charged	1	0	4	10	29	65.91%	65.60%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	2	23	81	75.70%	78.53%
Likelihood of recommending this ambulance service to others	1	2	1	14	86	82.69%	78.72%



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	93.38	92.62	12.586	14.656	2.07
Concern shown by the person you called for ambulance service	93.55	92.46	12.649	14.475	1.83
Extent to which you were told what to do until the ambulance arrived	91.41	90.83	18.339	16.612	-1.73
Extent to which the ambulance arrived in a timely manner	91.52	91.87	16.616	16.064	-0.55
Cleanliness of the ambulance	95.33	93.81	9.744	12.579	2.84
Comfort of the ride	85.43	87.41	19.274	19.897	0.62
Skill of the person driving the ambulance	90.32	93.47	13.733	13.736	0.00
Care shown by the medics who arrived with the ambulance	92.65	93.82	15.323	14.527	-0.80
Degree to which the medics took your problem seriously	91.81	93.59	15.914	15.389	-0.52
Degree to which the medics listened to you and/or your family	93.02	93.50	14.693	15.496	0.80
Skill of the medics	94.37	93.78	11.471	14.314	2.84
Extent to which the medics kept you informed about your	88.93	92.08	20.546	16.341	-4.21
Extent to which medics included you in the treatment decisions (if applicable)	89.64	91.91	18.689	16.66	-2.03
Degree to which the medics relieved your pain or discomfort	87.80	90.05	20.245	18.633	-1.61
Medics' concern for your privacy	90.84	92.74	15.623	15.015	-0.61
Extent to which medics cared for you as a person	91.14	93.54	17.052	15.26	-1.79
Professionalism of the staff in our billing office	81.82	88.56	15.414	17.546	2.13
Willingness of the staff in our billing office to address your needs	84.09	88.67	12.026	17.809	5.78
How well did our staff work together to care for you	92.86	93.10	13.947	14.576	0.63
Extent to which our staff eased your entry into the medical facility	92.42	93.04	14.414	14.68	0.27
Appropriateness of Emergency Medical Transportation treatment	91.16	93.06	14.352	14.855	0.50
Extent to which the services received were worth the fees charged	87.52	87.19	20.89	21.412	0.52
Overall rating of the care provided by our Emergency Medical Transportation service	92.99	93.25	13.584	15.201	1.62
Likelihood of recommending this ambulance service to others	93.76	92.75	16.482	16.812	0.33
Overall Survey Rating	91.40	92.19	15.57	15.94	0.37



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

