

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

July 1, 2016 to July 31, 2016

Your Score

90.60

Number of Your Patients in this Report

125

Number of Patients in this Report

6,643

Number of Transport Services in All EMS DB

128





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **07/01/2016** and **07/31/2016**.

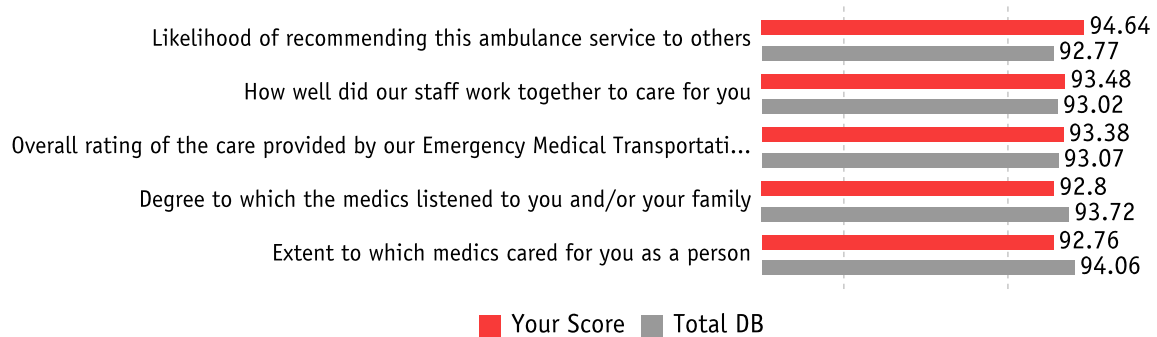
The overall mean score for the standard questions was **90.60**; this is a difference of **-1.71** points from the overall EMS database score of **92.31**.

The current score of **90.60** is a change of **-1.25** points from last period's score of **91.85**. This was the **71st** highest overall score for all companies in the database.

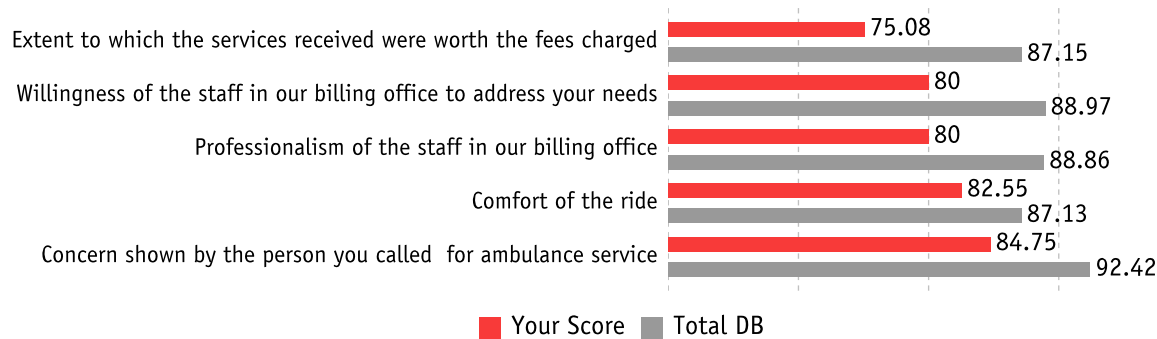
You are ranked **17th** for comparably sized companies in the system.

68.29% of responses to standard questions had a rating of Very Good, the highest rating. **98.68%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

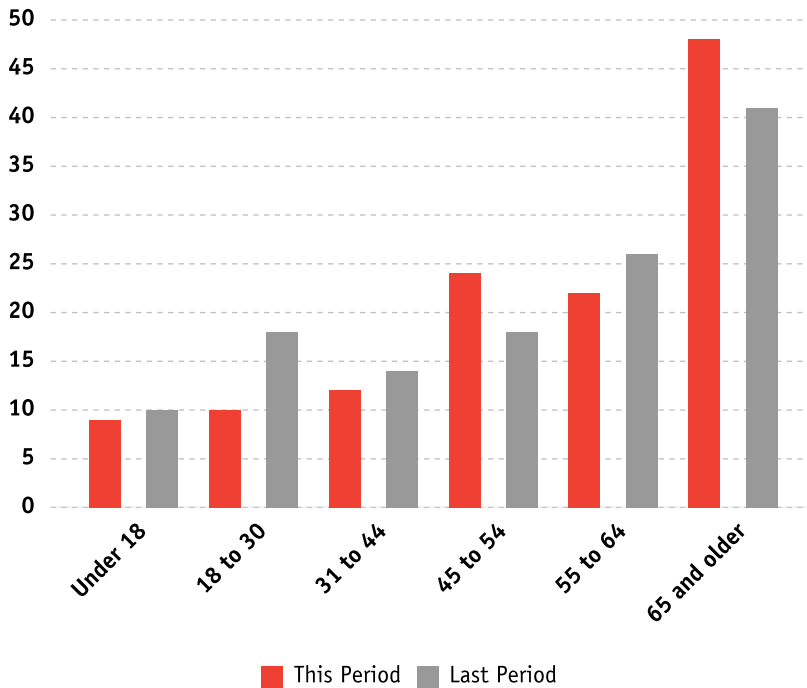




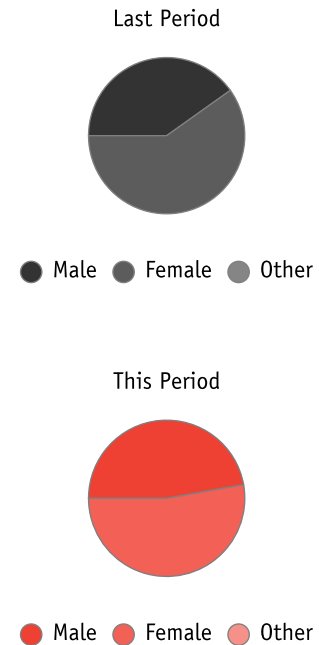
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	10	4	6	0	9	5	4	0
18 to 30	18	7	11	0	10	6	4	0
31 to 44	14	6	8	0	12	3	9	0
45 to 54	18	8	10	0	24	12	12	0
55 to 64	26	12	14	0	22	13	9	0
65 and older	41	14	27	0	48	20	28	0
Total	127	51	76	0	125	59	66	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



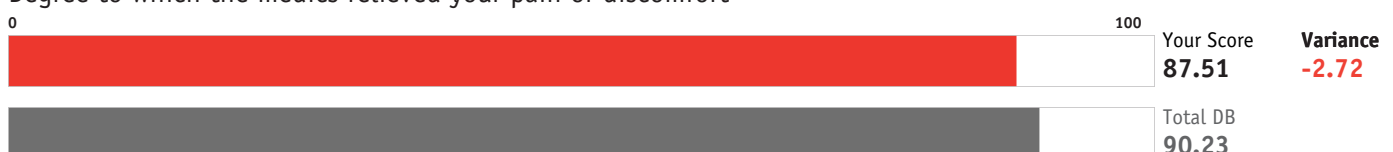
Extent to which the medics kept you informed about your treatment



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	93.90	-5.06	88.84	92.63
Concern shown by the person you called for ambulance service	92.11	-7.36	84.75	92.42
Extent to which you were told what to do until the ambulance arrived	88.49	2.92	91.41	90.70

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	90.53	-1.96	88.57	91.65
Cleanliness of the ambulance	92.66	-0.91	91.75	94.22
Comfort of the ride	84.07	-1.52	82.55	87.13
Skill of the person driving the ambulance	91.59	-3.13	88.46	93.42

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.21	-2.27	91.94	93.97
Degree to which the medics took your problem seriously	93.30	-0.59	92.71	94.06
Degree to which the medics listened to you and/or your family	93.45	-0.65	92.80	93.72
Skill of the medics	93.80	-2.06	91.74	93.96
Extent to which the medics kept you informed about your treatment	91.28	0.99	92.27	92.46
Extent to which medics included you in the treatment decisions (if applicable)	90.34	0.32	90.66	92.52
Degree to which the medics relieved your pain or discomfort	88.17	-0.66	87.51	90.23
Medics' concern for your privacy	91.11	-0.62	90.49	93.23
Extent to which medics cared for you as a person	95.51	-2.75	92.76	94.06

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	90.00	-10.00	80.00	88.86
Willingness of the staff in our billing office to address your needs	80.00	-0.00	80.00	88.97



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	93.48	-0.00	93.48	93.02
Extent to which our staff eased your entry into the medical facility	91.42	-0.98	90.44	93.28
Appropriateness of Emergency Medical Transportation treatment	92.00	-1.31	90.69	92.98
Extent to which the services received were worth the fees charged	70.00	5.08	75.08	87.15
Overall rating of the care provided by our Emergency Medical Transportation	94.52	-1.14	93.38	93.07
Likelihood of recommending this ambulance service to others	94.95	-0.31	94.64	92.77



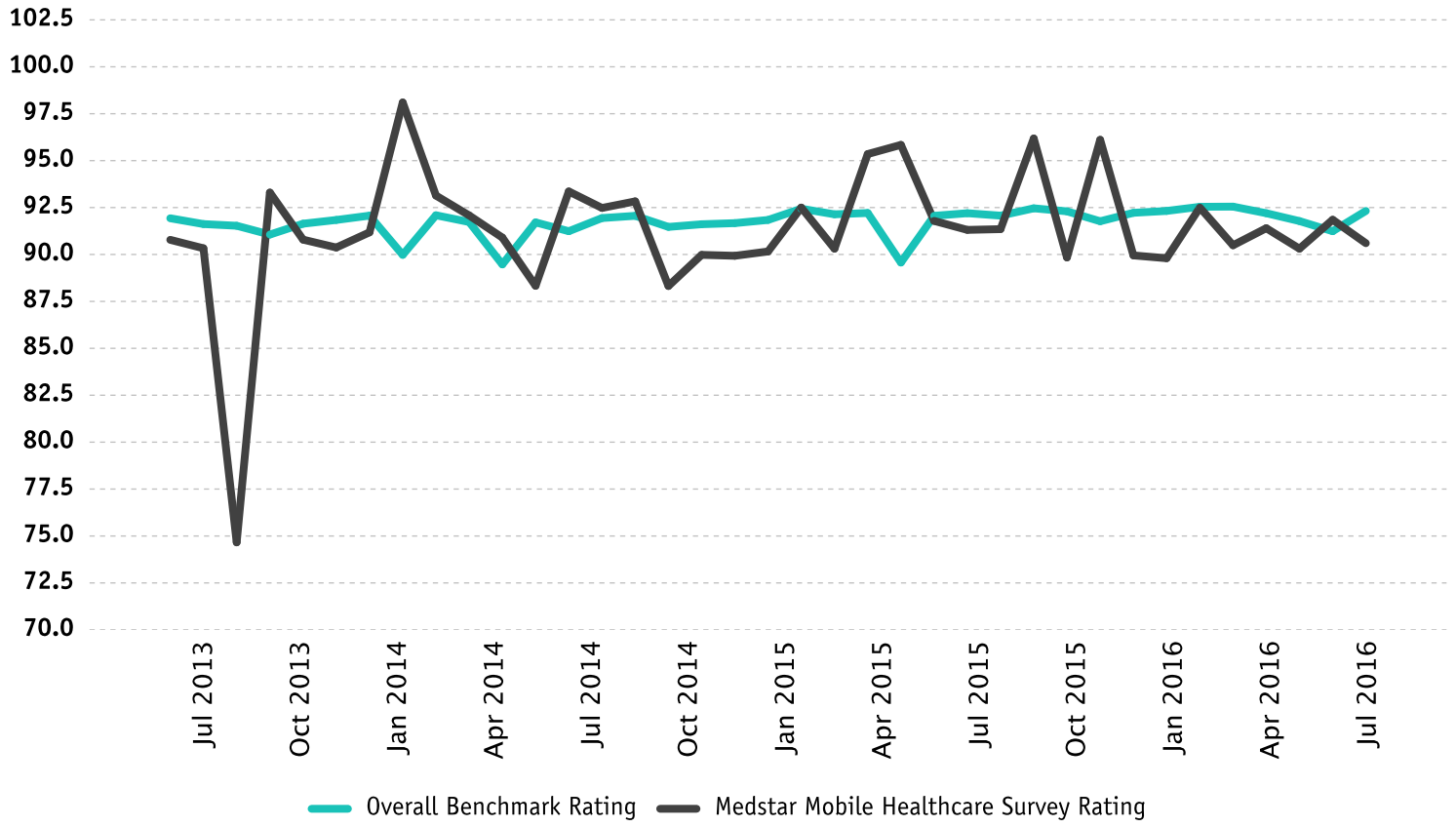
Monthly Breakdown

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.

	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
Helpfulness of the person you called for ambulance service	88.25	93.24	96.62	89.80	95.83	93.92	88.67	92.23	88.57	93.38	88.19	93.90	88.84
Concern shown by the person you called for ambulance service	90.93	92.36	96.88	90.00	95.42	92.74	88.89	92.24	91.16	93.55	88.89	92.11	84.75
Extent to which you were told what to do until the ambulance	89.70	93.38	96.58	88.95	96.48	93.33	88.49	92.47	89.55	91.41	90.83	88.49	91.41
Extent to which the ambulance arrived in a timely manner	89.86	90.45	95.45	88.65	95.55	88.97	88.66	91.73	91.74	91.52	92.67	90.53	88.57
Cleanliness of the ambulance	92.94	93.13	96.23	91.28	95.30	90.59	90.14	93.28	92.44	95.33	90.95	92.66	91.75
Comfort of the ride	88.22	86.94	92.74	84.91	92.95	82.66	83.36	88.44	85.33	85.43	81.76	84.07	82.55
Skill of the person driving the ambulance	92.56	89.44	94.87	87.83	96.12	89.50	89.29	93.22	88.45	90.32	88.48	91.59	88.46
Care shown by the medics who arrived with the ambulance	91.59	92.76	96.46	91.60	96.34	92.79	91.46	93.53	92.35	92.65	90.97	94.21	91.94
Degree to which the medics took your problem seriously	92.87	91.29	97.20	91.20	97.07	89.25	91.09	93.56	91.04	91.81	91.53	93.30	92.71
Degree to which the medics listened to you and/or your family	92.86	91.99	96.52	89.96	97.05	89.47	90.65	93.95	89.67	93.02	90.75	93.45	92.80
Skill of the medics	91.77	90.40	96.40	91.06	95.09	91.93	90.81	92.78	92.87	94.37	92.10	93.80	91.74
Extent to which the medics kept you informed about your	92.86	90.01	97.37	90.19	96.85	89.04	89.87	91.94	89.86	88.93	90.70	91.28	92.27
Extent to which medics included you in the treatment decisions	91.22	93.49	97.64	89.32	97.45	89.46	90.77	91.38	89.73	89.64	92.41	90.34	90.66
Degree to which the medics relieved your pain or discomfort	88.65	88.11	95.91	87.65	96.36	85.94	89.72	88.50	88.78	87.80	88.72	88.17	87.51
Medics' concern for your privacy	92.00	92.16	96.03	91.02	96.50	92.13	89.64	93.30	88.42	90.84	91.33	91.11	90.49
Extent to which medics cared for you as a person	93.17	92.24	96.46	91.68	96.30	93.28	90.38	92.95	92.72	91.14	91.75	95.51	92.76
Professionalism of the staff in our billing office	92.86	90.63	100.00	87.50	100.00	77.17	91.67	94.23	75.11	81.82	90.00	90.00	80.00
Willingness of the staff in our billing office to address your	86.54	90.63	100.00	92.31	100.00	77.36	87.50	94.23	82.50	84.09	86.62	80.00	80.00
How well did our staff work together to care for you	90.98	93.21	96.58	91.67	95.83	92.92	90.52	93.47	90.52	92.86	92.98	93.48	93.48
Extent to which our staff eased your entry into the medical	90.82	92.65	96.46	90.14	96.12	89.74	89.91	93.02	92.47	92.42	88.92	91.42	90.44
Appropriateness of Emergency Medical Transportation treatment	91.58	92.69	96.62	91.00	96.65	88.27	90.09	93.80	91.58	91.16	90.18	92.00	90.69
Extent to which the services received were worth the fees	87.73	89.66	94.71	82.72	97.02	84.23	88.27	90.58	88.58	87.52	75.07	70.00	75.08
Overall rating of the care provided by our Emergency Medical	91.59	92.35	97.75	92.50	96.28	92.86	91.74	93.04	92.70	92.99	91.81	94.52	93.38
Likelihood of recommending this ambulance service to others	93.41	90.06	94.54	90.01	96.09	91.06	90.87	93.22	90.77	93.76	93.23	94.95	94.64
Your Master Score	91.31	91.35	96.18	89.84	96.11	89.95	89.80	92.50	90.49	91.40	90.31	91.85	90.60
Your Total Responses	124	126	125	126	123	125	125	141	127	125	125	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
Skill of the medics	91.74	.895579963
Extent to which you were told what to do until the ambulance arrived	91.41	.872373518
Extent to which the medics kept you informed about your treatment	92.27	.855943316
Degree to which the medics listened to you and/or your family	92.80	.851164606
Extent to which medics included you in the treatment decisions (if applicable)	90.66	.845836772
Extent to which medics cared for you as a person	92.76	.841910064
Degree to which the medics took your problem seriously	92.71	.841867753
Care shown by the medics who arrived with the ambulance	91.94	.84132978
Medics' concern for your privacy	90.49	.83291948
Skill of the person driving the ambulance	88.46	.822603125
Degree to which the medics relieved your pain or discomfort	87.51	.814997939
Appropriateness of Emergency Medical Transportation treatment	90.69	.81071839
Extent to which our staff eased your entry into the medical facility	90.44	.771964005
How well did our staff work together to care for you	93.48	.761243776
Extent to which the services received were worth the fees charged	75.08	.722442516
Helpfulness of the person you called for ambulance service	88.84	.709159833
Professionalism of the staff in our billing office	80.00	.694760247
Willingness of the staff in our billing office to address your needs	80.00	.694760247
Extent to which the ambulance arrived in a timely manner	88.57	.686554957
Concern shown by the person you called for ambulance service	84.75	.644264455
Comfort of the ride	82.55	.614854331
Cleanliness of the ambulance	91.75	.511356923



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	88.84	89.25	91.25	92.96	93.09	95.95	91.67
Concern shown by the person you called for ambulance service	84.75	89.01	90.94	92.50	93.38	95.25	92.19
Extent to which you were told what to do until the ambulance	91.41	87.24	88.76	90.35	89.15	95.83	88.20
Extent to which the ambulance arrived in a timely manner	88.57	88.52	89.01	88.83	93.76	93.06	91.73
Cleanliness of the ambulance	91.75	92.70	93.35	93.97	95.42	94.51	92.52
Comfort of the ride	82.55	85.93	85.01	86.27	91.67	90.60	86.76
Skill of the person driving the ambulance	88.46	93.48	93.01	92.90	96.38	95.20	91.09
Care shown by the medics who arrived with the ambulance	91.94	92.90	92.69	93.03	93.13	95.86	92.21
Degree to which the medics took your problem seriously	92.71	92.99	92.07	93.16	94.22	95.72	91.60
Degree to which the medics listened to you and/or your family	92.80	93.54	92.12	93.28	92.09	95.49	91.60
Skill of the medics	91.74	92.72	92.69	93.82	93.76	95.28	92.28
Extent to which the medics kept you informed about your	92.27	90.75	89.80	92.23	91.44	93.99	91.81
Extent to which medics included you in the treatment decisions (if	90.66	89.20	89.20	92.30	91.22	94.80	91.75
Degree to which the medics relieved your pain or discomfort	87.51	88.45	88.55	87.52	90.02	93.61	88.25
Medics' concern for your privacy	90.49	92.02	91.36	92.15	94.94	94.89	92.64
Extent to which medics cared for you as a person	92.76	93.71	93.38	93.02	95.03	95.74	92.10
Professionalism of the staff in our billing office	80.00	89.49	88.44	89.47	88.46	91.19	84.63
Willingness of the staff in our billing office to address your needs	80.00	89.33	88.78	88.59	84.29	91.11	85.44
How well did our staff work together to care for you	93.48	92.52	92.10	93.03	95.08	94.37	92.83
Extent to which our staff eased your entry into the medical facility	90.44	92.96	92.59	93.23	91.81	95.47	92.70
Appropriateness of Emergency Medical Transportation treatment	90.69	92.78	92.03	92.08	90.67	94.45	91.08
Extent to which the services received were worth the fees charged	75.08	87.20	86.30	86.96	90.69	90.29	85.97
Overall rating of the care provided by our Emergency Medical	93.38	91.83	92.73	92.57	93.67	94.46	91.16
Likelihood of recommending this ambulance service to others	94.64	92.74	92.01	92.11	91.84	95.26	91.75
Overall score	90.60	91.03	90.88	91.68	92.59	94.37	90.94
National Rank	71	62	68	58	47	27	65
Comparable Size (Large) Company Rank	17	14	16	12	8	3	15

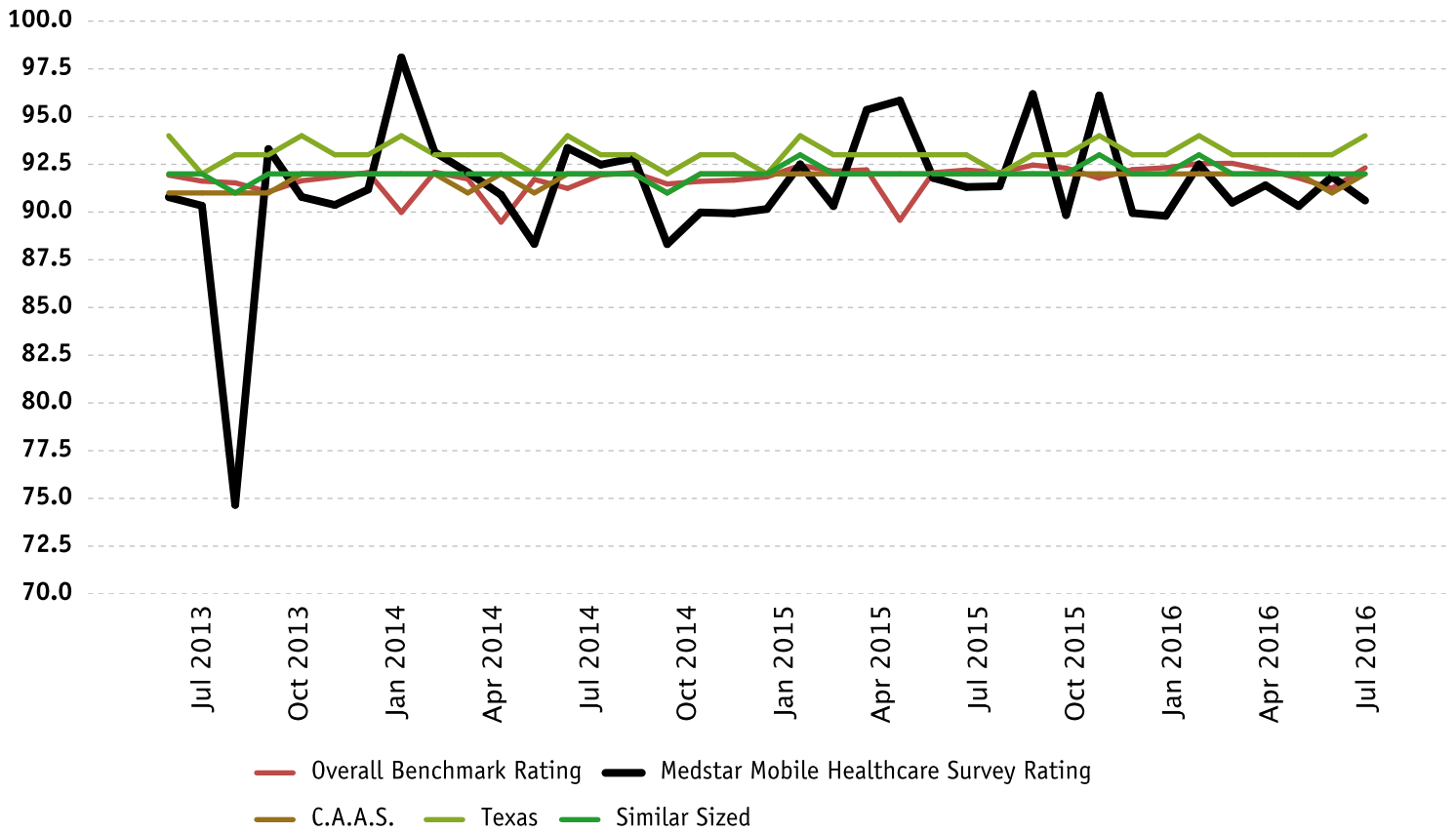


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	90.60	92.31	92.11	93.48	91.59
Helpfulness of the person you called for ambulance service	88.84	92.63	92.69	94.08	92.23
Concern shown by the person you called for ambulance service	84.75	92.42	92.48	93.55	92.08
Extent to which you were told what to do until the ambulance	91.41	90.70	90.89	93.21	90.26
Extent to which the ambulance arrived in a timely manner	88.57	91.65	91.62	92.88	90.81
Cleanliness of the ambulance	91.75	94.22	94.23	95.07	93.83
Comfort of the ride	82.55	87.13	86.81	88.94	86.17
Skill of the person driving the ambulance	88.46	93.42	93.57	94.28	92.97
Care shown by the medics who arrived with the ambulance	91.94	93.97	93.84	94.70	93.52
Degree to which the medics took your problem seriously	92.71	94.06	94.07	95.08	93.59
Degree to which the medics listened to you and/or your family	92.80	93.72	93.68	94.59	93.36
Skill of the medics	91.74	93.96	93.87	94.93	93.45
Extent to which the medics kept you informed about your	92.27	92.46	92.37	93.83	91.96
Extent to which medics included you in the treatment decisions	90.66	92.52	92.40	93.76	92.02
Degree to which the medics relieved your pain or discomfort	87.51	90.23	89.90	91.25	89.64
Medics' concern for your privacy	90.49	93.23	93.11	94.21	92.64
Extent to which medics cared for you as a person	92.76	94.06	94.14	94.66	93.65
Professionalism of the staff in our billing office	80.00	88.86	89.00	91.34	88.32
Willingness of the staff in our billing office to address your	80.00	88.97	89.13	91.65	88.27
How well did our staff work together to care for you	93.48	93.02	93.08	94.42	92.61
Extent to which our staff eased your entry into the medical	90.44	93.28	93.32	94.34	92.92
Appropriateness of Emergency Medical Transportation treatment	90.69	92.98	92.83	93.82	92.60
Extent to which the services received were worth the fees	75.08	87.15	87.61	90.13	86.42
Overall rating of the care provided by our Emergency Medical	93.38	93.07	93.04	94.22	92.46
Likelihood of recommending this ambulance service to others	94.64	92.77	92.94	94.50	92.28
Number of Surveys for the period	125				

Medstar Mobile Healthcare
 July 1, 2016 to July 31, 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	20	62	585	1454	68.29%	75.11%
Dispatch	2	2	2	32	68	64.15%	74.03%
Helpfulness of the person you called for ambulance service	1	1	0	10	26	68.42%	76.00%
Concern shown by the person you called for ambulance service	1	1	1	13	20	55.56%	75.03%
Extent to which you were told what to do until the ambulance arrived	0	0	1	9	22	68.75%	71.07%
Ambulance	3	5	20	145	263	60.32%	73.53%
Extent to which the ambulance arrived in a timely manner	3	0	3	37	77	64.17%	73.79%
Cleanliness of the ambulance	0	1	1	30	74	69.81%	79.13%
Comfort of the ride	0	3	12	41	50	47.17%	63.53%
Skill of the person driving the ambulance	0	1	4	37	62	59.62%	77.67%
Medic	1	9	22	264	706	70.46%	78.43%
Care shown by the medics who arrived with the ambulance	0	1	3	30	87	71.90%	80.58%
Degree to which the medics took your problem seriously	0	1	2	28	89	74.17%	81.62%
Degree to which the medics listened to you and/or your family	0	0	2	30	86	72.88%	80.34%
Skill of the medics	0	1	1	33	80	69.57%	80.11%
Extent to which the medics kept you informed about your treatment	0	1	2	27	80	72.73%	76.24%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	8	20	62	585	1454	68.29%	75.11%
Extent to which medics included you in the treatment decisions (if applicable)	0	2	3	25	69	69.70%	76.66%
Degree to which the medics relieved your pain or discomfort	1	3	2	29	57	61.96%	71.57%
Medics' concern for your privacy	0	0	4	35	74	65.49%	77.53%
Extent to which medics cared for you as a person	0	0	3	27	84	73.68%	81.19%
Billing Staff Assessment	0	0	4	8	8	40.00%	63.67%
Professionalism of the staff in our billing office	0	0	2	4	4	40.00%	63.27%
Willingness of the staff in our billing office to address your needs	0	0	2	4	4	40.00%	64.07%
Overall Assessment	2	4	14	136	409	72.39%	75.52%
How well did our staff work together to care for you	0	0	2	26	87	75.65%	76.88%
Extent to which our staff eased your entry into the medical facility	0	1	4	28	69	67.65%	77.57%
Appropriateness of Emergency Medical Transportation treatment	0	0	2	31	61	64.89%	77.10%
Extent to which the services received were worth the fees charged	2	2	2	7	12	48.00%	65.32%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	1	26	89	76.07%	77.91%
Likelihood of recommending this ambulance service to others	0	0	3	18	91	81.25%	78.35%



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	88.84	92.63	21.117	15.346	-5.77
Concern shown by the person you called for ambulance service	84.75	92.42	22.16	15.102	-7.06
Extent to which you were told what to do until the ambulance arrived	91.41	90.70	13.418	17.189	3.77
Extent to which the ambulance arrived in a timely manner	88.57	91.65	19.223	16.332	-2.89
Cleanliness of the ambulance	91.75	94.22	13.616	12.256	-1.36
Comfort of the ride	82.55	87.13	19.477	20.34	0.86
Skill of the person driving the ambulance	88.46	93.42	15.474	13.908	-1.57
Care shown by the medics who arrived with the ambulance	91.94	93.97	14.089	14.261	0.17
Degree to which the medics took your problem seriously	92.71	94.06	13.461	14.72	1.26
Degree to which the medics listened to you and/or your family	92.80	93.72	12.222	14.955	2.73
Skill of the medics	91.74	93.96	13.482	13.959	0.48
Extent to which the medics kept you informed about your	92.27	92.46	13.795	15.808	2.01
Extent to which medics included you in the treatment decisions (if applicable)	90.66	92.52	16.122	15.888	-0.23
Degree to which the medics relieved your pain or discomfort	87.51	90.23	19.63	18.562	-1.07
Medics' concern for your privacy	90.49	93.23	13.841	14.307	0.47
Extent to which medics cared for you as a person	92.76	94.06	12.706	14.457	1.75
Professionalism of the staff in our billing office	80.00	88.86	18.708	16.932	-1.78
Willingness of the staff in our billing office to address your needs	80.00	88.97	18.708	17.126	-1.58
How well did our staff work together to care for you	93.48	93.02	11.927	14.636	2.71
Extent to which our staff eased your entry into the medical facility	90.44	93.28	15.277	14.31	-0.97
Appropriateness of Emergency Medical Transportation treatment	90.69	92.98	13.14	15.022	1.88
Extent to which the services received were worth the fees charged	75.08	87.15	31.434	21.275	-10.16
Overall rating of the care provided by our Emergency Medical Transportation service	93.38	93.07	12.824	15.291	2.47
Likelihood of recommending this ambulance service to others	94.64	92.77	11.778	16.58	4.80
Overall Survey Rating	90.60	92.32	16.15	15.77	-0.38



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

