

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



*Assess Your Vitals*

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## EMS System Report

September 1, 2016 to September 30, 2016

Your Score

**94.36**

Number of Your Patients in this Report

**140**

Number of Patients in this Report

**5,145**

Number of Transport Services in All EMS DB

**131**





## Executive Summary

This report contains data from **140 Medstar Mobile Healthcare** patients who returned a questionnaire between **09/01/2016** and **09/30/2016**.

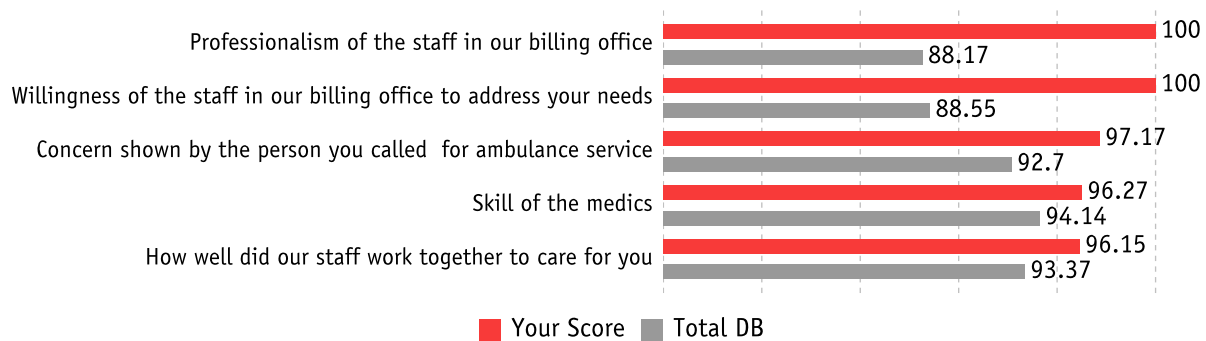
The overall mean score for the standard questions was **94.36**; this is a difference of **1.82** points from the overall EMS database score of **92.54**.

The current score of **94.36** is a change of **2.14** points from last period's score of **92.22**. This was the **25th** highest overall score for all companies in the database.

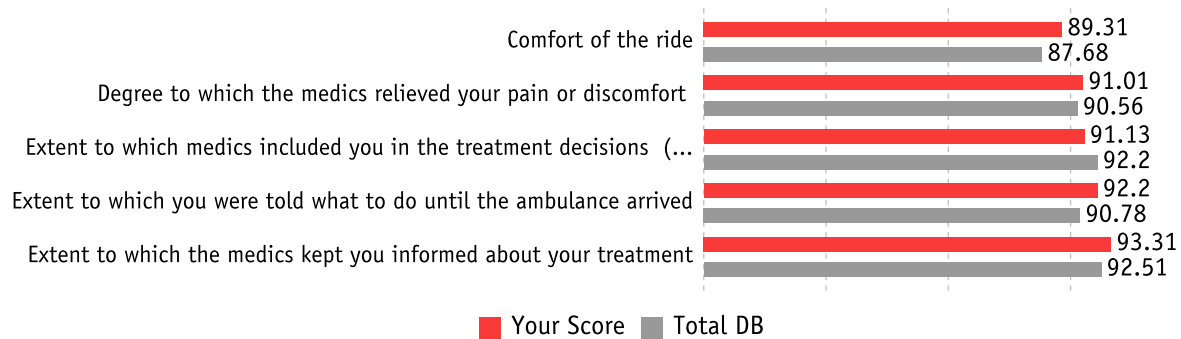
You are ranked **2nd** for comparably sized companies in the system.

**84.76%** of responses to standard questions had a rating of Very Good, the highest rating. **98.13%** of all responses were positive.

### 5 Highest Scores



### 5 Lowest Scores

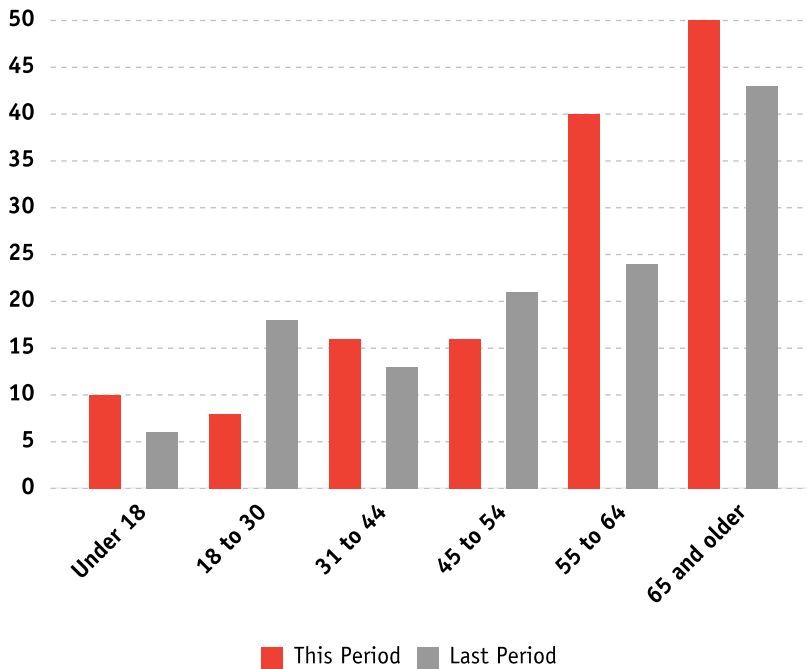




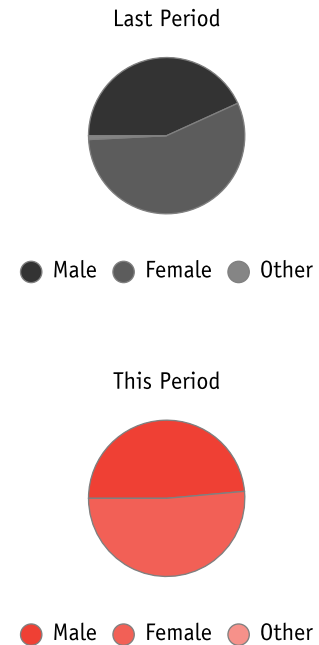
**Demographics** — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	6	3	3	0	10	6	4	0
18 to 30	18	7	11	0	8	2	6	0
31 to 44	13	4	9	0	16	8	8	0
45 to 54	21	8	12	1	16	6	10	0
55 to 64	24	13	11	0	40	21	19	0
65 and older	43	19	24	0	50	25	25	0
<b>Total</b>	<b>125</b>	<b>54</b>	<b>70</b>	<b>1</b>	<b>140</b>	<b>68</b>	<b>72</b>	<b>0</b>

### 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	92.57	2.97	95.54	92.67
Concern shown by the person you called for ambulance service	94.70	2.47	97.17	92.70
Extent to which you were told what to do until the ambulance arrived	93.10	-0.90	92.20	90.78

#### Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.21	-1.41	93.80	92.03
Cleanliness of the ambulance	95.94	0.15	96.09	94.31
Comfort of the ride	86.28	3.03	89.31	87.68
Skill of the person driving the ambulance	95.89	-0.73	95.16	93.71

#### Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	91.94	2.60	94.54	94.18
Degree to which the medics took your problem seriously	90.97	3.49	94.46	94.13
Degree to which the medics listened to you and/or your family	90.33	4.37	94.70	94.01
Skill of the medics	91.60	4.67	96.27	94.14
Extent to which the medics kept you informed about your treatment	90.41	2.90	93.31	92.51
Extent to which medics included you in the treatment decisions (if applicable)	90.51	0.62	91.13	92.20
Degree to which the medics relieved your pain or discomfort	88.32	2.69	91.01	90.56
Medics' concern for your privacy	89.57	5.16	94.73	93.24
Extent to which medics cared for you as a person	90.81	3.05	93.86	94.28

#### Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	87.50	12.50	100.00	88.17
Willingness of the staff in our billing office to address your needs	81.25	18.75	100.00	88.55



**Question Analysis (Continued)**

**Overall Assessment Analysis**

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.36	0.79	96.15	93.37
Extent to which our staff eased your entry into the medical facility	93.28	2.69	95.97	93.61
Appropriateness of Emergency Medical Transportation treatment	94.57	0.18	94.75	93.30
Extent to which the services received were worth the fees charged	91.30	3.23	94.53	87.63
Overall rating of the care provided by our Emergency Medical Transportation	93.01	2.67	95.68	93.35
Likelihood of recommending this ambulance service to others	93.37	2.41	95.78	93.06



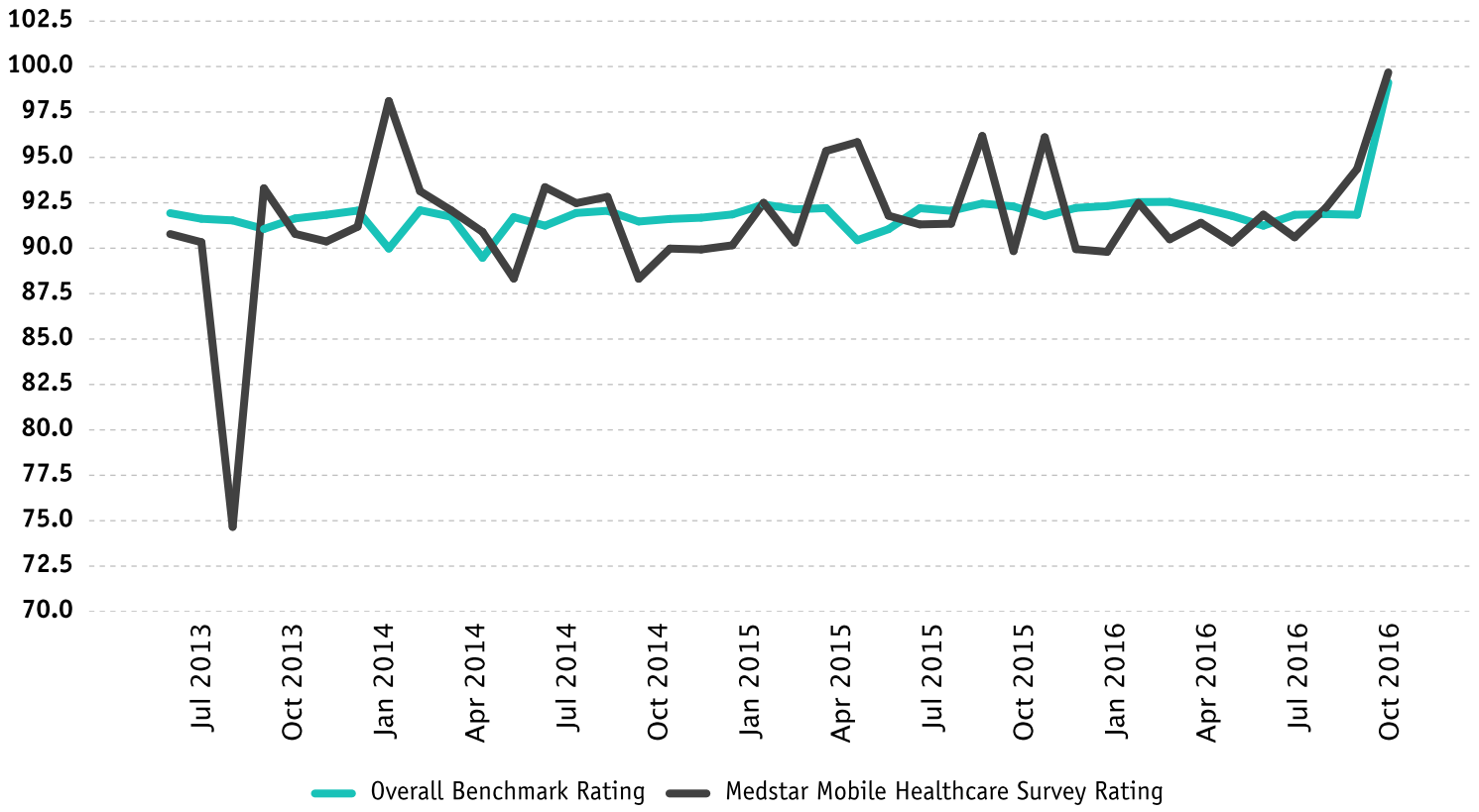
### Monthly Breakdown

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.

	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016
Helpfulness of the person you called for ambulance service	96.62	89.80	95.83	93.92	88.67	92.23	88.57	93.38	88.19	93.90	88.84	92.57	95.54
Concern shown by the person you called for ambulance service	96.88	90.00	95.42	92.74	88.89	92.24	91.16	93.55	88.89	92.11	84.75	94.70	97.17
Extent to which you were told what to do until the ambulance	96.58	88.95	96.48	93.33	88.49	92.47	89.55	91.41	90.83	88.49	91.41	93.10	92.20
Extent to which the ambulance arrived in a timely manner	95.45	88.65	95.55	88.97	88.66	91.73	91.74	91.52	92.67	90.53	88.57	95.21	93.80
Cleanliness of the ambulance	96.23	91.28	95.30	90.59	90.14	93.28	92.44	95.33	90.95	92.66	91.75	95.94	96.09
Comfort of the ride	92.74	84.91	92.95	82.66	83.36	88.44	85.33	85.43	81.76	84.07	82.55	86.28	89.31
Skill of the person driving the ambulance	94.87	87.83	96.12	89.50	89.29	93.22	88.45	90.32	88.48	91.59	88.46	95.89	95.16
Care shown by the medics who arrived with the ambulance	96.46	91.60	96.34	92.79	91.46	93.53	92.35	92.65	90.97	94.21	91.94	91.94	94.54
Degree to which the medics took your problem seriously	97.20	91.20	97.07	89.25	91.09	93.56	91.04	91.81	91.53	93.30	92.71	90.97	94.46
Degree to which the medics listened to you and/or your family	96.52	89.96	97.05	89.47	90.65	93.95	89.67	93.02	90.75	93.45	92.80	90.33	94.70
Skill of the medics	96.40	91.06	95.09	91.93	90.81	92.78	92.87	94.37	92.10	93.80	91.74	91.60	96.27
Extent to which the medics kept you informed about your	97.37	90.19	96.85	89.04	89.87	91.94	89.86	88.93	90.70	91.28	92.27	90.41	93.31
Extent to which medics included you in the treatment decisions	97.64	89.32	97.45	89.46	90.77	91.38	89.73	89.64	92.41	90.34	90.66	90.51	91.13
Degree to which the medics relieved your pain or discomfort	95.91	87.65	96.36	85.94	89.72	88.50	88.78	87.80	88.72	88.17	87.51	88.32	91.01
Medics' concern for your privacy	96.03	91.02	96.50	92.13	89.64	93.30	88.42	90.84	91.33	91.11	90.49	89.57	94.73
Extent to which medics cared for you as a person	96.46	91.68	96.30	93.28	90.38	92.95	92.72	91.14	91.75	95.51	92.76	90.81	93.86
Professionalism of the staff in our billing office	100.00	87.50	100.00	77.17	91.67	94.23	75.11	81.82	90.00	90.00	80.00	87.50	100.00
Willingness of the staff in our billing office to address your	100.00	92.31	100.00	77.36	87.50	94.23	82.50	84.09	86.62	80.00	80.00	81.25	100.00
How well did our staff work together to care for you	96.58	91.67	95.83	92.92	90.52	93.47	90.52	92.86	92.98	93.48	93.48	95.36	96.15
Extent to which our staff eased your entry into the medical	96.46	90.14	96.12	89.74	89.91	93.02	92.47	92.42	88.92	91.42	90.44	93.28	95.97
Appropriateness of Emergency Medical Transportation treatment	96.62	91.00	96.65	88.27	90.09	93.80	91.58	91.16	90.18	92.00	90.69	94.57	94.75
Extent to which the services received were worth the fees	94.71	82.72	97.02	84.23	88.27	90.58	88.58	87.52	75.07	70.00	75.08	91.30	94.53
Overall rating of the care provided by our Emergency Medical	97.75	92.50	96.28	92.86	91.74	93.04	92.70	92.99	91.81	94.52	93.38	93.01	95.68
Likelihood of recommending this ambulance service to others	94.54	90.01	96.09	91.06	90.87	93.22	90.77	93.76	93.23	94.95	94.64	93.37	95.78
Your Master Score	96.18	89.84	96.11	89.95	89.80	92.50	90.49	91.40	90.31	91.85	90.60	92.22	94.36
Your Total Responses	125	126	123	125	125	141	127	125	125	127	125	125	140



### 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)	91.13	.859435965
Appropriateness of Emergency Medical Transportation treatment	94.75	.811012486
How well did our staff work together to care for you	96.15	.780640662
Degree to which the medics took your problem seriously	94.46	.772151242
Degree to which the medics listened to you and/or your family	94.70	.770936088
Extent to which medics cared for you as a person	93.86	.758080329
Medics' concern for your privacy	94.73	.737827687
Care shown by the medics who arrived with the ambulance	94.54	.714357406
Skill of the person driving the ambulance	95.16	.709580474
Extent to which the medics kept you informed about your treatment	93.31	.689297959
Extent to which our staff eased your entry into the medical facility	95.97	.678711434
Extent to which the services received were worth the fees charged	94.53	.672962396
Degree to which the medics relieved your pain or discomfort	91.01	.666803732
Concern shown by the person you called for ambulance service	97.17	.647541735
Skill of the medics	96.27	.645251973
Extent to which you were told what to do until the ambulance arrived	92.20	.586043415
Helpfulness of the person you called for ambulance service	95.54	.53625722
Comfort of the ride	89.31	.469984053
Cleanliness of the ambulance	96.09	.41216789
Extent to which the ambulance arrived in a timely manner	93.80	.410627599



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

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	95.54	86.31	91.34	92.96	85.79	93.75	93.46
Concern shown by the person you called for ambulance service	97.17	87.65	90.57	92.12	94.23	93.75	93.33
Extent to which you were told what to do until the ambulance	92.20	86.66	89.16	91.21	88.46	91.67	92.00
Extent to which the ambulance arrived in a timely manner	93.80	86.79	89.88	92.20	89.47	95.83	89.22
Cleanliness of the ambulance	96.09	93.51	93.97	93.54	91.18	100.00	93.29
Comfort of the ride	89.31	84.44	86.04	87.77	91.18	80.00	88.02
Skill of the person driving the ambulance	95.16	90.00	92.07	93.32	92.65	95.00	92.89
Care shown by the medics who arrived with the ambulance	94.54	91.68	94.72	94.58	91.67	95.83	92.18
Degree to which the medics took your problem seriously	94.46	91.43	93.80	95.07	92.65	95.83	92.14
Degree to which the medics listened to you and/or your family	94.70	91.50	94.24	95.17	94.12	95.00	92.19
Skill of the medics	96.27	91.33	92.56	94.81	94.44	95.00	91.75
Extent to which the medics kept you informed about your	93.31	89.23	91.23	93.20	91.18	90.00	90.81
Extent to which medics included you in the treatment decisions (if	91.13	89.83	91.45	94.06	91.07	90.00	89.23
Degree to which the medics relieved your pain or discomfort	91.01	86.94	88.23	92.67	89.06	81.25	87.72
Medics' concern for your privacy	94.73	92.25	92.08	94.07	89.06	93.75	92.21
Extent to which medics cared for you as a person	93.86	92.46	94.14	95.25	94.44	100.00	91.23
Professionalism of the staff in our billing office	100.00	83.19	87.51	90.34	83.33	100.00	89.58
Willingness of the staff in our billing office to address your needs	100.00	83.36	88.28	89.52	81.25	100.00	91.82
How well did our staff work together to care for you	96.15	88.69	92.65	94.51	90.63	90.00	90.58
Extent to which our staff eased your entry into the medical facility	95.97	91.14	93.43	94.26	91.18	95.00	91.53
Appropriateness of Emergency Medical Transportation treatment	94.75	90.77	92.46	94.31	89.06	90.00	91.18
Extent to which the services received were worth the fees charged	94.53	86.17	87.35	92.03	87.50	90.00	87.11
Overall rating of the care provided by our Emergency Medical	95.68	90.54	92.39	94.77	91.67	95.00	91.34
Likelihood of recommending this ambulance service to others	95.78	91.95	92.51	94.86	92.65	95.00	90.49
<b>Overall score</b>	94.36	89.36	91.59	93.35	90.74	93.30	91.10
<b>National Rank</b>	25	73	56	32	67	33	62
<b>Comparable Size (Large) Company Rank</b>	2	19	13	6	18	7	16

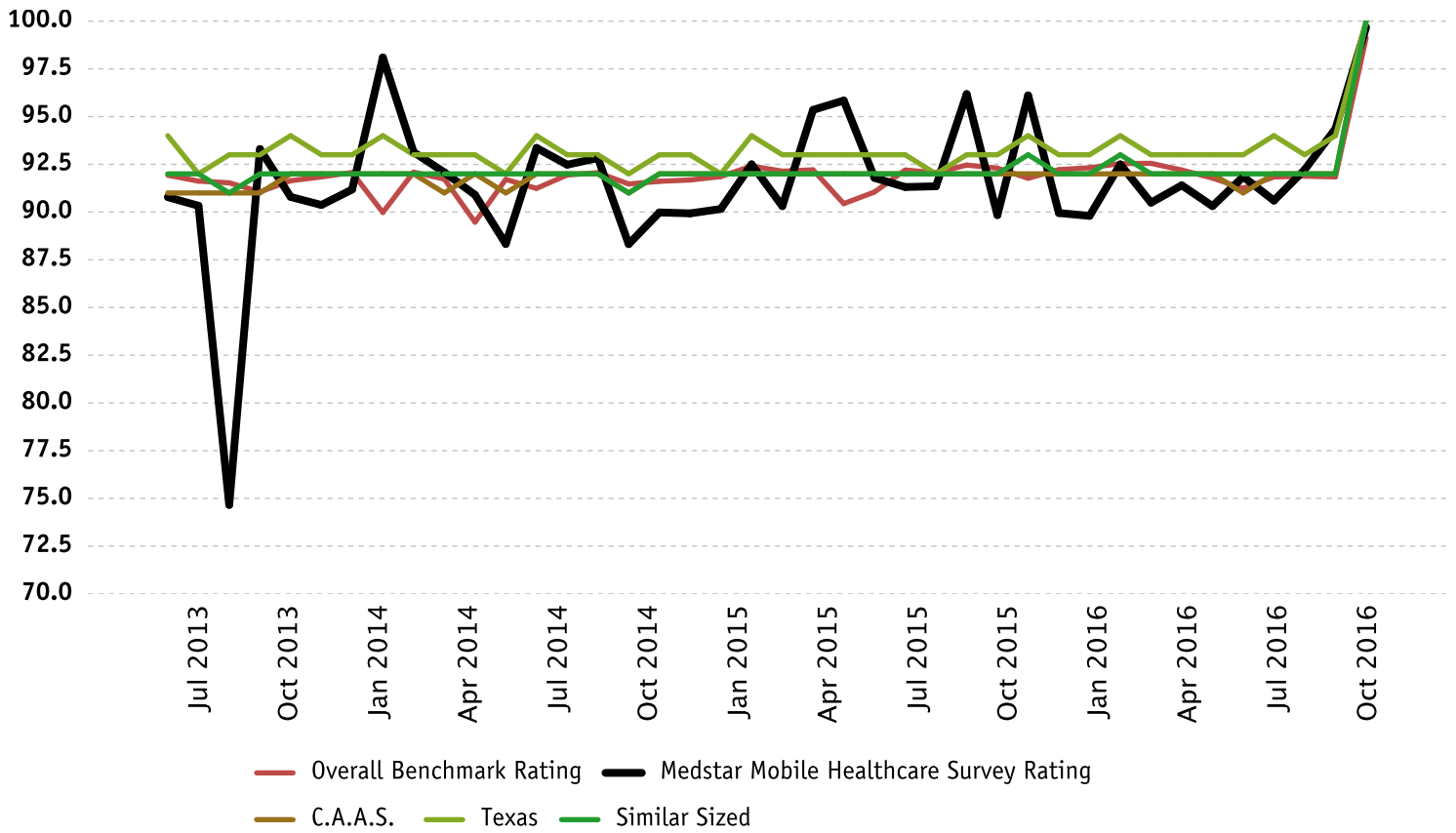


**Benchmark Comparison**

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
<b>Total Score</b>	<b>94.36</b>	92.54	92.14	93.56	91.95
Helpfulness of the person you called for ambulance service	95.54	92.67	92.68	94.46	92.31
Concern shown by the person you called for ambulance service	97.17	92.70	92.59	94.11	92.41
Extent to which you were told what to do until the ambulance	92.20	90.78	90.85	92.47	90.45
Extent to which the ambulance arrived in a timely manner	93.80	92.03	91.92	93.65	91.27
Cleanliness of the ambulance	96.09	94.31	94.43	94.95	94.22
Comfort of the ride	89.31	87.68	87.36	89.36	87.05
Skill of the person driving the ambulance	95.16	93.71	93.35	94.40	93.38
Care shown by the medics who arrived with the ambulance	94.54	94.18	93.99	95.03	93.85
Degree to which the medics took your problem seriously	94.46	94.13	93.92	95.14	93.74
Degree to which the medics listened to you and/or your family	94.70	94.01	93.95	95.41	93.70
Skill of the medics	96.27	94.14	93.96	95.71	93.73
Extent to which the medics kept you informed about your	93.31	92.51	92.41	93.93	92.20
Extent to which medics included you in the treatment decisions	91.13	92.20	92.11	93.39	91.70
Degree to which the medics relieved your pain or discomfort	91.01	90.56	90.57	92.10	90.36
Medics' concern for your privacy	94.73	93.24	93.16	94.37	93.01
Extent to which medics cared for you as a person	93.86	94.28	94.10	95.07	93.82
Professionalism of the staff in our billing office	100.00	88.17	87.60	89.60	88.06
Willingness of the staff in our billing office to address your	100.00	88.55	88.01	89.10	88.72
How well did our staff work together to care for you	96.15	93.37	93.19	94.68	92.93
Extent to which our staff eased your entry into the medical	95.97	93.61	93.65	94.99	93.20
Appropriateness of Emergency Medical Transportation treatment	94.75	93.30	93.15	94.48	92.93
Extent to which the services received were worth the fees	94.53	87.63	87.77	90.03	87.86
Overall rating of the care provided by our Emergency Medical	95.68	93.35	93.31	94.46	93.05
Likelihood of recommending this ambulance service to others	95.78	93.06	93.23	94.46	92.92
<b>Number of Surveys for the period</b>	<b>140</b>				



**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
<b>Overall Company Rating</b>	<b>22</b>	<b>25</b>	<b>69</b>	<b>267</b>	<b>2130</b>	<b>84.76%</b>	<b>75.44%</b>
<b>Dispatch</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>14</b>	<b>139</b>	<b>86.88%</b>	<b>74.43%</b>
Helpfulness of the person you called for ambulance service	0	0	2	6	48	85.71%	75.95%
Concern shown by the person you called for ambulance service	0	0	1	4	48	90.57%	75.78%
Extent to which you were told what to do until the ambulance arrived	2	0	2	4	43	84.31%	71.55%
<b>Ambulance</b>	<b>0</b>	<b>4</b>	<b>24</b>	<b>70</b>	<b>411</b>	<b>80.75%</b>	<b>74.00%</b>
Extent to which the ambulance arrived in a timely manner	0	1	7	16	109	81.95%	74.05%
Cleanliness of the ambulance	0	0	1	18	109	85.16%	79.38%
Comfort of the ride	0	2	13	21	88	70.97%	64.33%
Skill of the person driving the ambulance	0	1	3	15	105	84.68%	78.24%
<b>Medic</b>	<b>16</b>	<b>15</b>	<b>24</b>	<b>128</b>	<b>970</b>	<b>84.13%</b>	<b>78.64%</b>
Care shown by the medics who arrived with the ambulance	2	1	1	17	116	84.67%	80.76%
Degree to which the medics took your problem seriously	2	1	2	15	115	85.19%	81.68%
Degree to which the medics listened to you and/or your family	2	1	2	12	110	86.61%	81.05%
Skill of the medics	0	2	0	14	118	88.06%	80.50%
Extent to which the medics kept you informed about your treatment	0	4	6	10	107	84.25%	76.54%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>22</b>	<b>25</b>	<b>69</b>	<b>267</b>	<b>2130</b>	<b>84.76%</b>	<b>75.44%</b>
Extent to which medics included you in the treatment decisions (if applicable)	3	3	4	13	95	80.51%	75.99%
Degree to which the medics relieved your pain or discomfort	3	1	7	15	96	78.69%	71.85%
Medics' concern for your privacy	2	0	1	16	104	84.55%	77.47%
Extent to which medics cared for you as a person	2	2	1	16	109	83.85%	81.87%
<b>Billing Staff Assessment</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>100.00%</b>	<b>62.50%</b>
Professionalism of the staff in our billing office	0	0	0	0	4	100.00%	61.62%
Willingness of the staff in our billing office to address your needs	0	0	0	0	4	100.00%	63.38%
<b>Overall Assessment</b>	<b>4</b>	<b>6</b>	<b>16</b>	<b>55</b>	<b>602</b>	<b>88.14%</b>	<b>76.43%</b>
How well did our staff work together to care for you	0	1	4	9	116	89.23%	77.91%
Extent to which our staff eased your entry into the medical facility	0	2	0	13	103	87.29%	78.48%
Appropriateness of Emergency Medical Transportation treatment	1	2	4	6	101	88.60%	77.88%
Extent to which the services received were worth the fees charged	0	0	3	8	53	82.81%	66.72%
Overall rating of the care provided by our Emergency Medical Transportation service	1	1	3	10	118	88.72%	78.60%
Likelihood of recommending this ambulance service to others	2	0	2	9	111	89.52%	78.98%



### 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	95.54	92.67	11.676	15.066	3.39
Concern shown by the person you called for ambulance service	97.17	92.70	9.291	14.725	5.43
Extent to which you were told what to do until the ambulance arrived	92.20	90.78	21.691	17.188	-4.50
Extent to which the ambulance arrived in a timely manner	93.80	92.03	14.511	15.511	1.00
Cleanliness of the ambulance	96.09	94.31	9.60	12.109	2.51
Comfort of the ride	89.31	87.68	18.56	19.64	1.08
Skill of the person driving the ambulance	95.16	93.71	12.571	13.408	0.84
Care shown by the medics who arrived with the ambulance	94.54	94.18	15.816	13.733	-2.08
Degree to which the medics took your problem seriously	94.46	94.13	16.206	14.464	-1.74
Degree to which the medics listened to you and/or your family	94.70	94.01	16.401	14.416	-1.98
Skill of the medics	96.27	94.14	11.633	13.578	1.94
Extent to which the medics kept you informed about your	93.31	92.51	17.312	15.76	-1.55
Extent to which medics included you in the treatment decisions (if applicable)	91.13	92.20	21.612	16.417	-5.19
Degree to which the medics relieved your pain or discomfort	91.01	90.56	20.653	18.00	-2.65
Medics' concern for your privacy	94.73	93.24	15.272	14.549	-0.72
Extent to which medics cared for you as a person	93.86	94.28	17.199	14.267	-2.93
Professionalism of the staff in our billing office	100.00	88.17	0.00	17.86	17.86
Willingness of the staff in our billing office to address your needs	100.00	88.55	0.00	17.926	17.93
How well did our staff work together to care for you	96.15	93.37	12.193	14.207	2.01
Extent to which our staff eased your entry into the medical facility	95.97	93.61	12.165	13.886	1.72
Appropriateness of Emergency Medical Transportation treatment	94.75	93.30	16.663	14.507	-2.16
Extent to which the services received were worth the fees charged	94.53	87.63	12.861	21.114	8.25
Overall rating of the care provided by our Emergency Medical Transportation service	95.68	93.35	14.168	14.792	0.62
Likelihood of recommending this ambulance service to others	95.78	93.06	15.033	16.116	1.08
<b>Overall Survey Rating</b>	94.36	92.54	13.88	15.55	1.67



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

