

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

October 1, 2016 to October 31, 2016

Your Score

98.38

Number of Your Patients in this Report

125

Number of Patients in this Report

6,872

Number of Transport Services in All

131





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **10/01/2016** and **10/31/2016**.

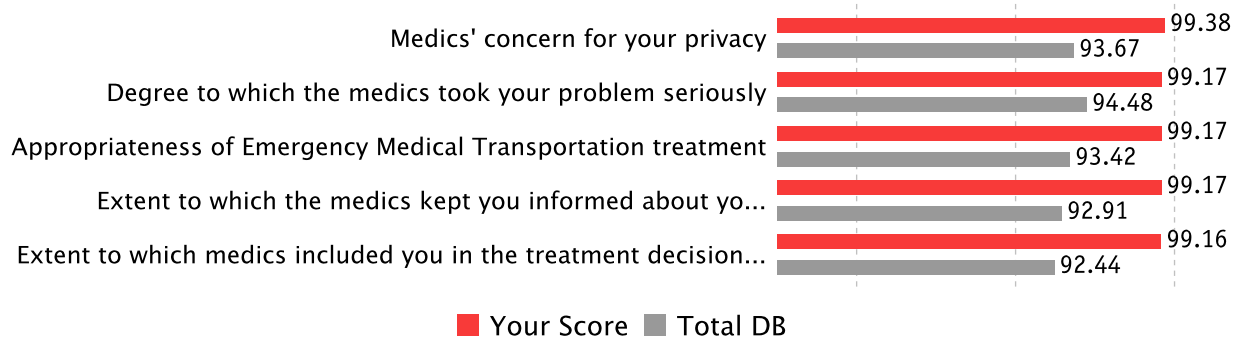
The overall mean score for the standard questions was **98.38**; this is a difference of **5.69** points from the overall EMS database score of **92.69**.

The current score of **98.38** is a change of **3.98** points from last period's score of **94.40**. This was the **6th** highest overall score for all companies in the database.

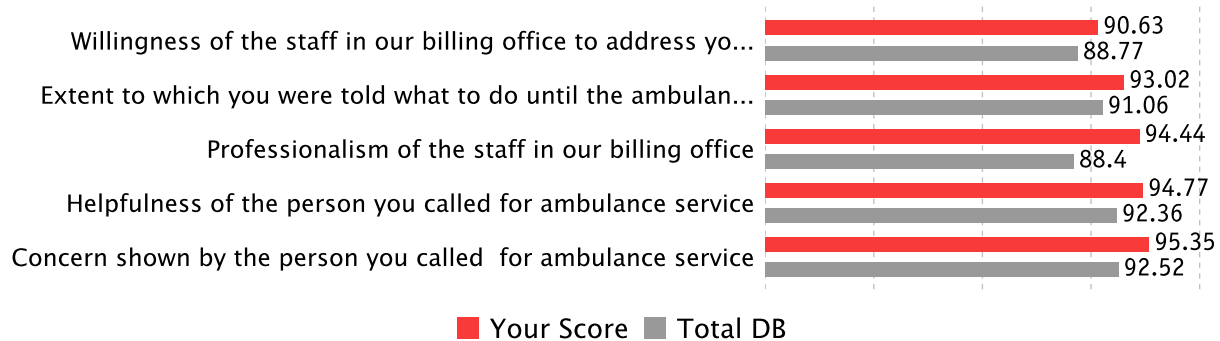
You are ranked **2nd** for comparably sized companies in the system.

94.87% of responses to standard questions had a rating of Very Good, the highest rating. **99.71%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

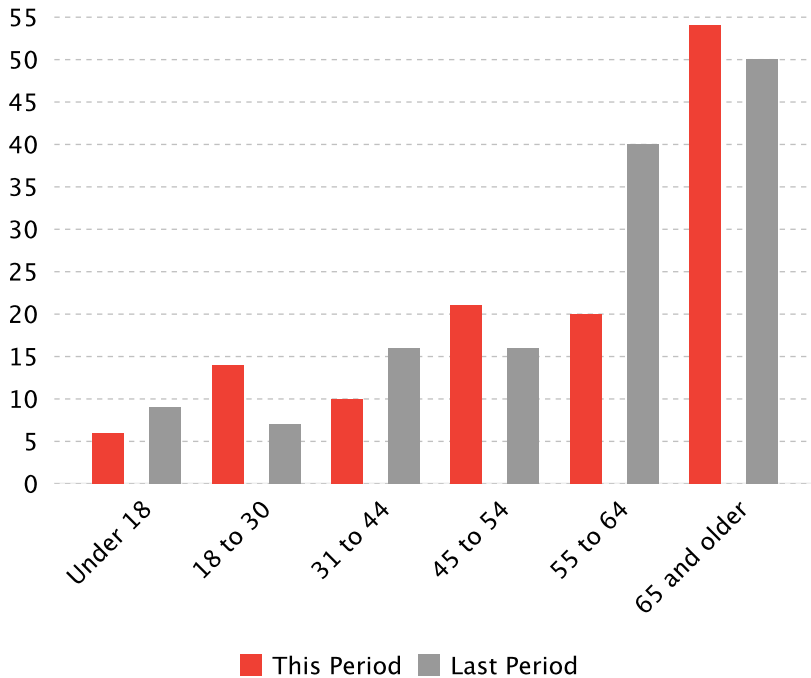




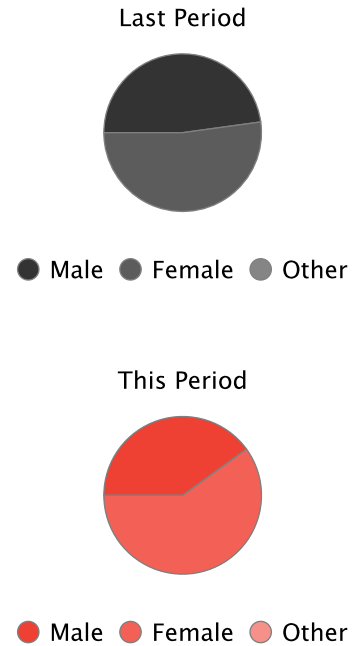
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	9	5	4	0	6	4	2	0
18 to 30	7	2	5	0	14	6	8	0
31 to 44	16	8	8	0	10	3	7	0
45 to 54	16	6	10	0	21	12	9	0
55 to 64	40	21	19	0	20	7	13	0
65 and older	50	24	26	0	54	18	36	0
Total	138	66	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



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	95.61	-0.84	94.77	92.36
Concern shown by the person you called for ambulance service	97.22	-1.87	95.35	92.52
Extent to which you were told what to do until the ambulance arrived	92.35	0.67	93.02	91.06

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	93.89	4.36	98.25	92.11
Cleanliness of the ambulance	96.09	3.03	99.12	94.43
Comfort of the ride	89.43	7.25	96.68	87.45
Skill of the person driving the ambulance	95.20	3.24	98.44	93.83

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.64	4.15	98.79	94.64
Degree to which the medics took your problem seriously	94.42	4.75	99.17	94.48
Degree to which the medics listened to you and/or your family	94.90	3.09	97.99	94.26
Skill of the medics	96.24	2.33	98.57	94.33
Extent to which the medics kept you informed about your treatment	93.31	5.86	99.17	92.91
Extent to which medics included you in the treatment decisions (if	91.20	7.96	99.16	92.44
Degree to which the medics relieved your pain or discomfort	91.01	6.68	97.69	91.05
Medics' concern for your privacy	94.73	4.65	99.38	93.67
Extent to which medics cared for you as a person	93.96	5.20	99.16	94.49



Question Analysis (Continued)

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	100.00	-5.56	94.44	88.40
Willingness of the staff in our billing office to address your needs	100.00	-9.37	90.63	88.77

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	96.09	2.87	98.96	93.80
Extent to which our staff eased your entry into the medical facility	95.97	2.55	98.52	93.71
Appropriateness of Emergency Medical Transportation treatment	94.70	4.47	99.17	93.42
Extent to which the services received were worth the fees charged	94.62	3.78	98.40	87.56
Overall rating of the care provided by our Emergency Medical	95.81	2.94	98.75	93.59
Likelihood of recommending this ambulance service to others	95.78	3.18	98.96	93.00



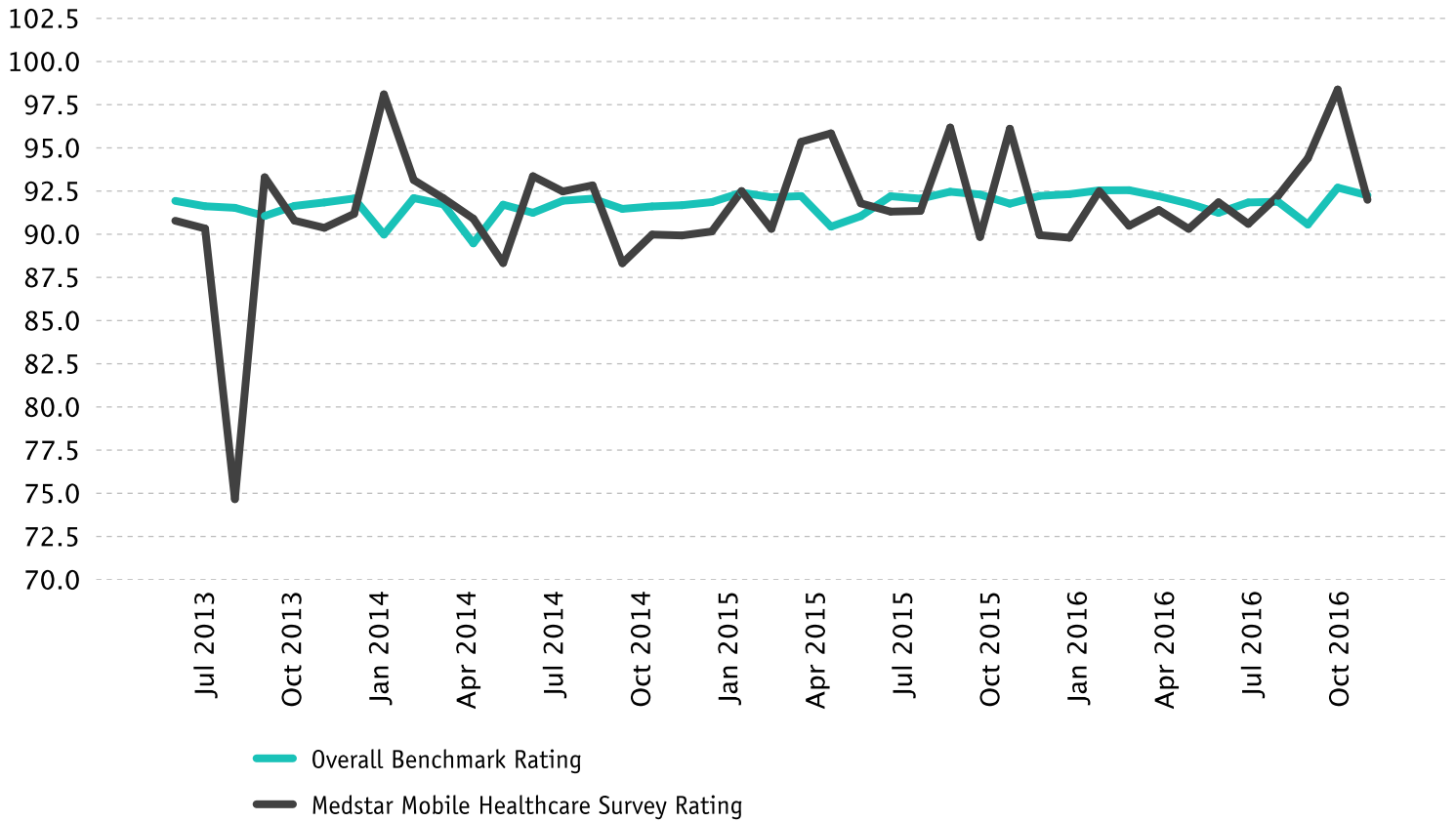
Monthly Breakdown

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

	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016
Helpfulness of the person you called for ambulance	89.80	95.83	93.92	88.67	92.23	88.57	93.38	88.19	93.90	88.84	92.57	95.61	94.77
Concern shown by the person you called for	90.00	95.42	92.74	88.89	92.24	91.16	93.55	88.89	92.11	84.75	94.70	97.22	95.35
Extent to which you were told what to do until the	88.95	96.48	93.33	88.49	92.47	89.55	91.41	90.83	88.49	91.41	93.10	92.35	93.02
Extent to which the ambulance arrived in a timely	88.65	95.55	88.97	88.66	91.73	91.74	91.52	92.67	90.53	88.57	95.21	93.89	98.25
Cleanliness of the ambulance	91.28	95.30	90.59	90.14	93.28	92.44	95.33	90.95	92.66	91.75	95.94	96.09	99.12
Comfort of the ride	84.91	92.95	82.66	83.36	88.44	85.33	85.43	81.76	84.07	82.55	86.28	89.43	96.68
Skill of the person driving the ambulance	87.83	96.12	89.50	89.29	93.22	88.45	90.32	88.48	91.59	88.46	95.89	95.20	98.44
Care shown by the medics who arrived with the	91.60	96.34	92.79	91.46	93.53	92.35	92.65	90.97	94.21	91.94	91.94	94.64	98.79
Degree to which the medics took your problem	91.20	97.07	89.25	91.09	93.56	91.04	91.81	91.53	93.30	92.71	90.97	94.42	99.17
Degree to which the medics listened to you and/or	89.96	97.05	89.47	90.65	93.95	89.67	93.02	90.75	93.45	92.80	90.33	94.90	97.99
Skill of the medics	91.06	95.09	91.93	90.81	92.78	92.87	94.37	92.10	93.80	91.74	91.60	96.24	98.57
Extent to which the medics kept you informed about	90.19	96.85	89.04	89.87	91.94	89.86	88.93	90.70	91.28	92.27	90.41	93.31	99.17
Extent to which medics included you in the treatment	89.32	97.45	89.46	90.77	91.38	89.73	89.64	92.41	90.34	90.66	90.51	91.20	99.16
Degree to which the medics relieved your pain or	87.65	96.36	85.94	89.72	88.50	88.78	87.80	88.72	88.17	87.51	88.32	91.01	97.69
Medics' concern for your privacy	91.02	96.50	92.13	89.64	93.30	88.42	90.84	91.33	91.11	90.49	89.57	94.73	99.38
Extent to which medics cared for you as a person	91.68	96.30	93.28	90.38	92.95	92.72	91.14	91.75	95.51	92.76	90.81	93.96	99.16
Professionalism of the staff in our billing office	87.50	100.0	77.17	91.67	94.23	75.11	81.82	90.00	90.00	80.00	87.50	100.0	94.44
Willingness of the staff in our billing office to address	92.31	100.0	77.36	87.50	94.23	82.50	84.09	86.62	80.00	80.00	81.25	100.0	90.63
How well did our staff work together to care for you	91.67	95.83	92.92	90.52	93.47	90.52	92.86	92.98	93.48	93.48	95.36	96.09	98.96
Extent to which our staff eased your entry into the	90.14	96.12	89.74	89.91	93.02	92.47	92.42	88.92	91.42	90.44	93.28	95.97	98.52
Appropriateness of Emergency Medical	91.00	96.65	88.27	90.09	93.80	91.58	91.16	90.18	92.00	90.69	94.57	94.70	99.17
Extent to which the services received were worth the	82.72	97.02	84.23	88.27	90.58	88.58	87.52	75.07	70.00	75.08	91.30	94.62	98.40
Overall rating of the care provided by our Emergency	92.50	96.28	92.86	91.74	93.04	92.70	92.99	91.81	94.52	93.38	93.01	95.81	98.75
Likelihood of recommending this ambulance service	90.01	96.09	91.06	90.87	93.22	90.77	93.76	93.23	94.95	94.64	93.37	95.78	98.96
Your Master Score	89.84	96.11	89.95	89.80	92.50	90.49	91.40	90.31	91.85	90.60	92.22	94.40	98.38
Your Total Responses	126	123	125	125	141	127	125	125	127	125	125	138	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

Question	Your	Correlation Coefficient
Professionalism of the staff in our billing office	94.44	.969770478
Willingness of the staff in our billing office to address your needs	90.63	.951052965
Extent to which medics cared for you as a person	99.16	.940552284
Extent to which medics included you in the treatment decisions (if applicable)	99.16	.940552284
Extent to which the medics kept you informed about your treatment	99.17	.938974277
Appropriateness of Emergency Medical Transportation treatment	99.17	.938974277
Degree to which the medics took your problem seriously	99.17	.938952453
How well did our staff work together to care for you	98.96	.891972085
Skill of the medics	98.57	.888760248
Degree to which the medics listened to you and/or your family	97.99	.80281628
Medics' concern for your privacy	99.38	.800002822
Skill of the person driving the ambulance	98.44	.773278963
Cleanliness of the ambulance	99.12	.758760126
Care shown by the medics who arrived with the ambulance	98.79	.757353898
Degree to which the medics relieved your pain or discomfort	97.69	.745629123
Extent to which you were told what to do until the ambulance arrived	93.02	.73914096
Concern shown by the person you called for ambulance service	95.35	.699432985
Helpfulness of the person you called for ambulance service	94.77	.655654832
Extent to which the ambulance arrived in a timely manner	98.25	.561400399
Extent to which our staff eased your entry into the medical facility	98.52	.519529405
Comfort of the ride	96.68	.512038463
Extent to which the services received were worth the fees charged	98.40	.471098264



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

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance	94.77	93.59	93.56	95.24	87.26	93.77	94.00
Concern shown by the person you called for ambulance	95.35	91.56	92.56	95.79	88.85	94.06	95.14
Extent to which you were told what to do until the	93.02	87.91	91.16	94.68	88.07	93.70	94.95
Extent to which the ambulance arrived in a timely	98.25	89.70	90.49	95.22	91.04	91.60	94.64
Cleanliness of the ambulance	99.12	94.78	94.58	97.14	92.31	96.03	95.44
Comfort of the ride	96.68	86.16	85.31	91.44	87.02	89.77	90.66
Skill of the person driving the ambulance	98.44	92.86	92.54	96.11	91.18	94.59	95.53
Care shown by the medics who arrived with the	98.79	95.34	94.83	95.83	92.93	95.84	94.93
Degree to which the medics took your problem seriously	99.17	94.46	95.34	95.64	91.30	95.19	95.13
Degree to which the medics listened to you and/or your	97.99	94.67	94.00	96.50	90.56	95.19	95.22
Skill of the medics	98.57	93.96	94.43	95.71	90.12	95.10	96.08
Extent to which the medics kept you informed about	99.17	94.36	92.66	94.95	89.47	94.30	93.76
Extent to which medics included you in the treatment	99.16	92.41	91.21	93.62	88.57	92.72	93.96
Degree to which the medics relieved your pain or	97.69	91.01	91.18	93.35	87.50	91.28	92.95
Medics' concern for your privacy	99.38	94.08	93.29	95.91	91.25	95.16	93.44
Extent to which medics cared for you as a person	99.16	95.80	94.26	95.72	92.39	95.34	95.22
Professionalism of the staff in our billing office	94.44	88.18	88.72	90.84	86.61	88.78	90.37
Willingness of the staff in our billing office to address	90.63	88.18	89.55	90.84	85.71	88.59	91.07
How well did our staff work together to care for you	98.96	94.20	93.32	94.66	90.00	94.46	93.03
Extent to which our staff eased your entry into the	98.52	93.60	93.71	95.39	90.56	95.29	94.79
Appropriateness of Emergency Medical Transportation	99.17	93.98	92.78	93.76	89.63	96.04	94.71
Extent to which the services received were worth the	98.40	89.80	87.61	91.58	88.19	91.16	91.16
Overall rating of the care provided by our Emergency	98.75	93.54	93.19	94.35	90.00	95.69	95.01
Likelihood of recommending this ambulance service to	98.96	92.63	94.52	92.81	90.91	94.64	95.52
Overall score	98.38	92.64	92.46	94.67	89.81	93.91	94.21
National Rank	6	50	52	29	79	40	32
Comparable Size (Large) Company Rank	2	12	13	5	20	7	6

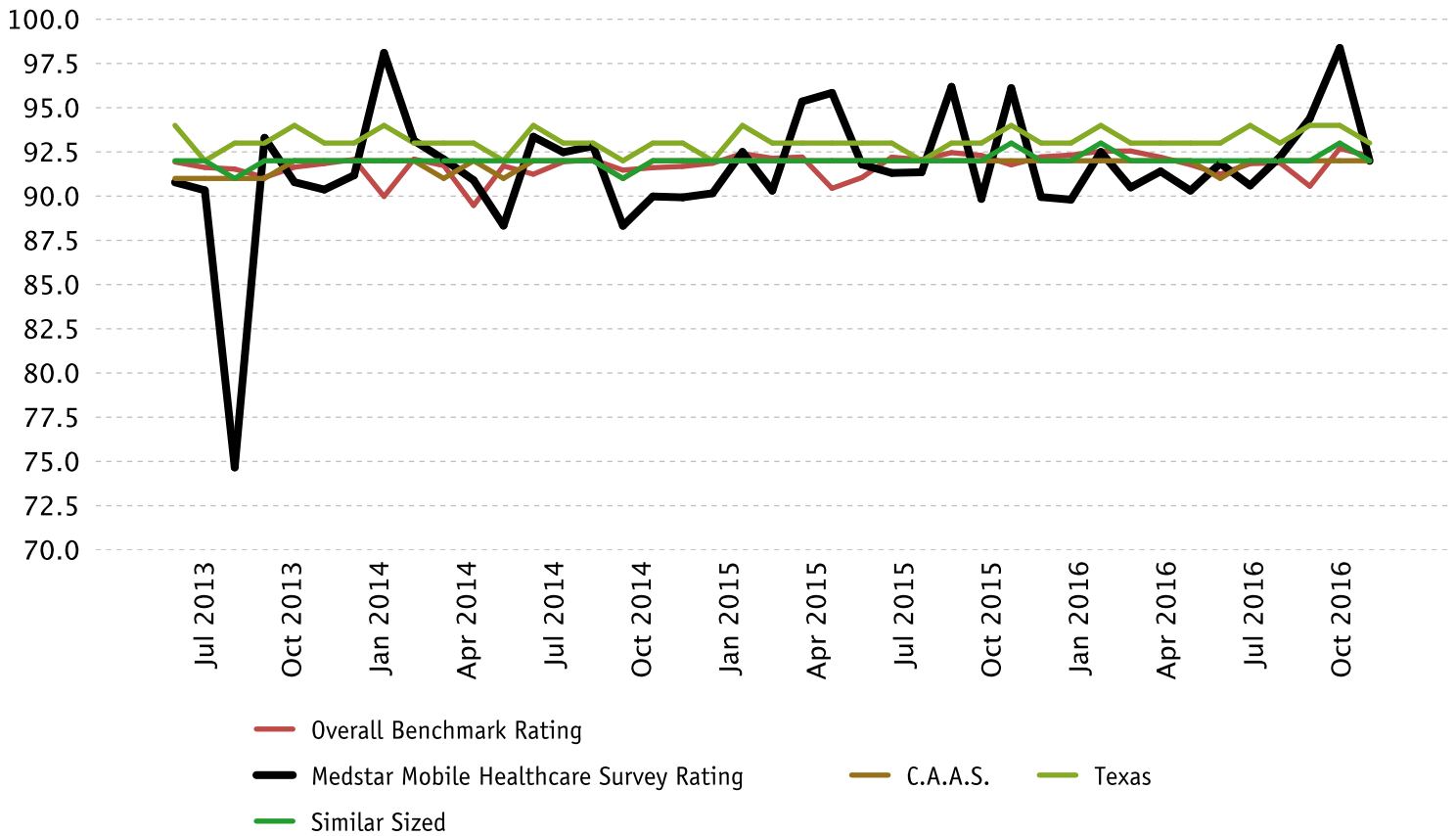


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	98.38	92.69	92.57	94.12	92.24
Helpfulness of the person you called for ambulance	94.77	92.36	92.12	93.82	91.81
Concern shown by the person you called for	95.35	92.52	92.45	94.00	92.20
Extent to which you were told what to do until the	93.02	91.06	91.06	92.81	90.70
Extent to which the ambulance arrived in a timely	98.25	92.11	92.06	94.66	91.54
Cleanliness of the ambulance	99.12	94.43	94.49	95.97	94.18
Comfort of the ride	96.68	87.45	87.87	90.90	87.18
Skill of the person driving the ambulance	98.44	93.83	93.87	95.64	93.65
Care shown by the medics who arrived with the	98.79	94.64	94.59	95.85	94.48
Degree to which the medics took your problem	99.17	94.48	94.45	95.42	94.39
Degree to which the medics listened to you and/or	97.99	94.26	94.29	95.43	94.08
Skill of the medics	98.57	94.33	94.33	95.59	94.09
Extent to which the medics kept you informed about	99.17	92.91	93.08	94.65	92.66
Extent to which medics included you in the treatment	99.16	92.44	92.54	94.06	92.23
Degree to which the medics relieved your pain or	97.69	91.05	91.22	92.56	90.85
Medics' concern for your privacy	99.38	93.67	93.85	95.31	93.44
Extent to which medics cared for you as a person	99.16	94.49	94.52	95.67	94.29
Professionalism of the staff in our billing office	94.44	88.40	88.84	89.92	88.48
Willingness of the staff in our billing office to address	90.63	88.77	89.36	90.28	88.93
How well did our staff work together to care for you	98.96	93.80	93.73	95.32	93.58
Extent to which our staff eased your entry into the	98.52	93.71	93.92	95.36	93.61
Appropriateness of Emergency Medical Transportation	99.17	93.42	93.61	95.07	93.35
Extent to which the services received were worth the	98.40	87.56	88.54	90.85	87.80
Overall rating of the care provided by our Emergency	98.75	93.59	93.73	95.01	93.39
Likelihood of recommending this ambulance service	98.96	93.00	93.19	94.66	92.85
Number of Surveys for the period	125				

Medstar Mobile Healthcare
October 1, 2016 to October 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	2	5	16	99	2255	94.87%	76.12%
Dispatch	0	1	5	16	107	82.95%	74.20%
Helpfulness of the person you called for ambulance service	0	0	2	5	36	83.72%	75.47%
Concern shown by the person you called for ambulance service	0	0	1	6	36	83.72%	75.30%
Extent to which you were told what to do until the ambulance arrived	0	1	2	5	35	81.40%	71.83%
Ambulance	0	3	1	23	425	94.03%	74.41%
Extent to which the ambulance arrived in a timely manner	0	1	0	5	108	94.74%	74.95%
Cleanliness of the ambulance	0	0	0	4	109	96.46%	79.69%
Comfort of the ride	0	2	1	7	103	91.15%	64.37%
Skill of the person driving the ambulance	0	0	0	7	105	93.75%	78.61%
Medic	1	1	4	38	1044	95.96%	79.74%
Care shown by the medics who arrived with the ambulance	0	0	0	6	118	95.16%	82.25%
Degree to which the medics took your problem seriously	0	0	0	4	117	96.69%	82.64%
Degree to which the medics listened to you and/or your family	1	0	1	4	118	95.16%	81.95%
Skill of the medics	0	0	2	3	117	95.90%	81.38%
Extent to which the medics kept you informed about your treatment	0	0	0	4	116	96.67%	77.74%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	2	5	16	99	2255	94.87%	76.12%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	0	4	115	96.64%	77.06%
Degree to which the medics relieved your pain or discomfort	0	1	1	6	111	93.28%	73.28%
Medics' concern for your privacy	0	0	0	3	117	97.50%	78.88%
Extent to which medics cared for you as a person	0	0	0	4	115	96.64%	82.46%
Billing Staff Assessment	0	0	1	3	13	76.47%	63.00%
Professionalism of the staff in our billing office	0	0	0	2	7	77.78%	62.40%
Willingness of the staff in our billing office to address your needs	0	0	1	1	6	75.00%	63.61%
Overall Assessment	1	0	5	19	666	96.38%	77.17%
How well did our staff work together to care for you	0	0	1	3	116	96.67%	79.30%
Extent to which our staff eased your entry into the medical facility	0	0	1	5	112	94.92%	79.25%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	4	116	96.67%	78.84%
Extent to which the services received were worth the fees charged	1	0	0	2	90	96.77%	66.85%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	2	2	116	96.67%	79.72%
Likelihood of recommending this ambulance service to others	0	0	1	3	116	96.67%	79.04%



Standard Deviation by Question

	Your Score	Total DB	Company Standard	Database Standard	SD Variance
Helpfulness of the person you called for ambulance service	94.77	92.36	12.711	15.811	3.10
Concern shown by the person you called for ambulance service	95.35	92.52	11.123	15.022	3.90
Extent to which you were told what to do until the ambulance arrived	93.02	91.06	16.465	16.709	0.24
Extent to which the ambulance arrived in a timely manner	98.25	92.11	8.584	15.777	7.19
Cleanliness of the ambulance	99.12	94.43	4.62	11.837	7.22
Comfort of the ride	96.68	87.45	12.222	20.043	7.82
Skill of the person driving the ambulance	98.44	93.83	6.052	13.209	7.16
Care shown by the medics who arrived with the ambulance	98.79	94.64	5.365	13.227	7.86
Degree to which the medics took your problem seriously	99.17	94.48	4.47	14.104	9.63
Degree to which the medics listened to you and/or your family	97.99	94.26	10.739	14.249	3.51
Skill of the medics	98.57	94.33	7.369	13.545	6.18
Extent to which the medics kept you informed about your treatment	99.17	92.91	4.488	15.373	10.89
Extent to which medics included you in the treatment decisions (if applicable)	99.16	92.44	4.506	16.472	11.97
Degree to which the medics relieved your pain or discomfort	97.69	91.05	9.719	17.545	7.83
Medics' concern for your privacy	99.38	93.67	3.903	13.961	10.06
Extent to which medics cared for you as a person	99.16	94.49	4.506	14.016	9.51
Professionalism of the staff in our billing office	94.44	88.40	10.393	17.492	7.10
Willingness of the staff in our billing office to address your needs	90.62	88.77	17.399	17.38	-0.02
How well did our staff work together to care for you	98.96	93.80	5.948	13.812	7.86
Extent to which our staff eased your entry into the medical facility	98.52	93.71	6.743	14.216	7.47
Appropriateness of Emergency Medical Transportation treatment	99.17	93.42	4.488	14.816	10.33
Extent to which the services received were worth the fees charged	98.40	87.56	10.782	21.428	10.65
Overall rating of the care provided by our Emergency Medical Transportation service	98.75	93.59	7.108	14.941	7.83
Likelihood of recommending this ambulance service to others	98.96	93.00	5.948	16.357	10.41

Overall Survey Rating

98.38

92.69

8.15

15.47

7.32



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

