

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

November 1, 2016 to November 30, 2016

Your Score

95.69

Number of Your Patients in this Report

125

Number of Patients in this Report

4,357

Number of Transport Services in All

135





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **11/01/2016** and **11/30/2016**.

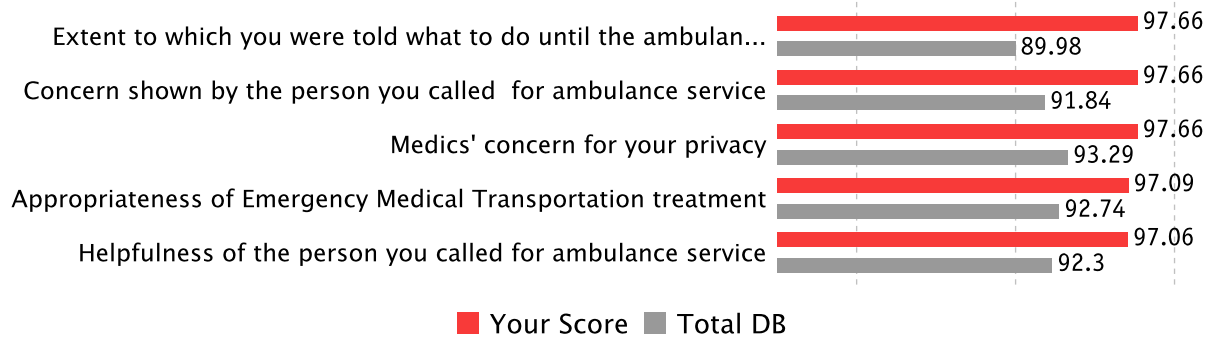
The overall mean score for the standard questions was **95.69**; this is a difference of **3.53** points from the overall EMS database score of **92.16**.

The current score of **95.69** is a change of **-2.69** points from last period's score of **98.38**. This was the **17th** highest overall score for all companies in the database.

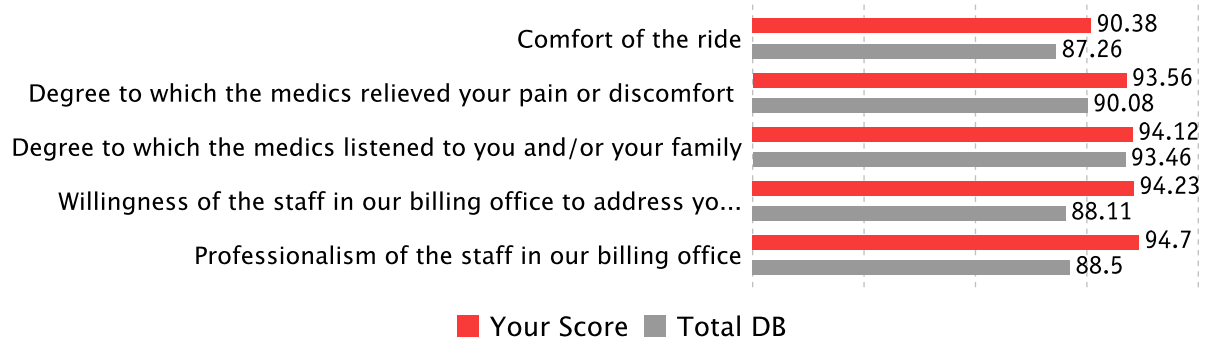
You are ranked **1st** for comparably sized companies in the system.

86.52% of responses to standard questions had a rating of Very Good, the highest rating. **99.07%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

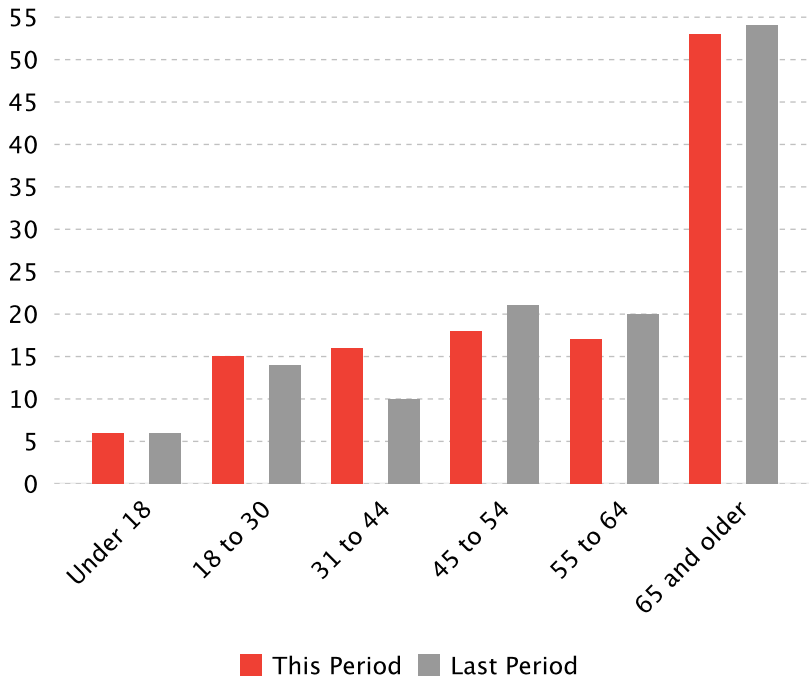




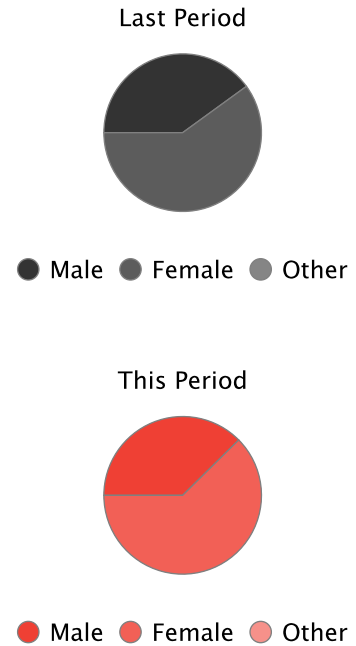
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	6	4	2	0	6	2	4	0
18 to 30	14	6	8	0	15	4	11	0
31 to 44	10	3	7	0	16	8	8	0
45 to 54	21	12	9	0	18	8	10	0
55 to 64	20	7	13	0	17	10	7	0
65 and older	54	18	36	0	53	15	38	0
Total	125	50	75	0	125	47	78	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	94.77	2.29	97.06	92.30
Concern shown by the person you called for ambulance service	95.35	2.31	97.66	91.84
Extent to which you were told what to do until the ambulance arrived	93.02	4.64	97.66	89.98

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	98.25	-3.00	95.25	91.56
Cleanliness of the ambulance	99.12	-2.34	96.78	94.26
Comfort of the ride	96.68	-6.30	90.38	87.26
Skill of the person driving the ambulance	98.44	-1.70	96.74	93.44

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	98.79	-3.26	95.53	93.97
Degree to which the medics took your problem seriously	99.17	-3.37	95.80	93.84
Degree to which the medics listened to you and/or your family	97.99	-3.87	94.12	93.46
Skill of the medics	98.57	-2.11	96.46	94.13
Extent to which the medics kept you informed about your treatment	99.17	-2.82	96.35	92.39
Extent to which medics included you in the treatment decisions (if	99.16	-3.28	95.88	92.15
Degree to which the medics relieved your pain or discomfort	97.69	-4.13	93.56	90.08
Medics' concern for your privacy	99.38	-1.72	97.66	93.29
Extent to which medics cared for you as a person	99.16	-2.77	96.39	93.84



Question Analysis (Continued)

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	94.44	0.26	94.70	88.50
Willingness of the staff in our billing office to address your needs	90.63	3.60	94.23	88.11

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	98.96	-3.17	95.79	93.23
Extent to which our staff eased your entry into the medical facility	98.52	-1.58	96.94	93.22
Appropriateness of Emergency Medical Transportation treatment	99.17	-2.08	97.09	92.74
Extent to which the services received were worth the fees charged	98.40	-2.77	95.63	86.64
Overall rating of the care provided by our Emergency Medical	98.75	-2.07	96.68	92.81
Likelihood of recommending this ambulance service to others	98.96	-4.16	94.80	92.25



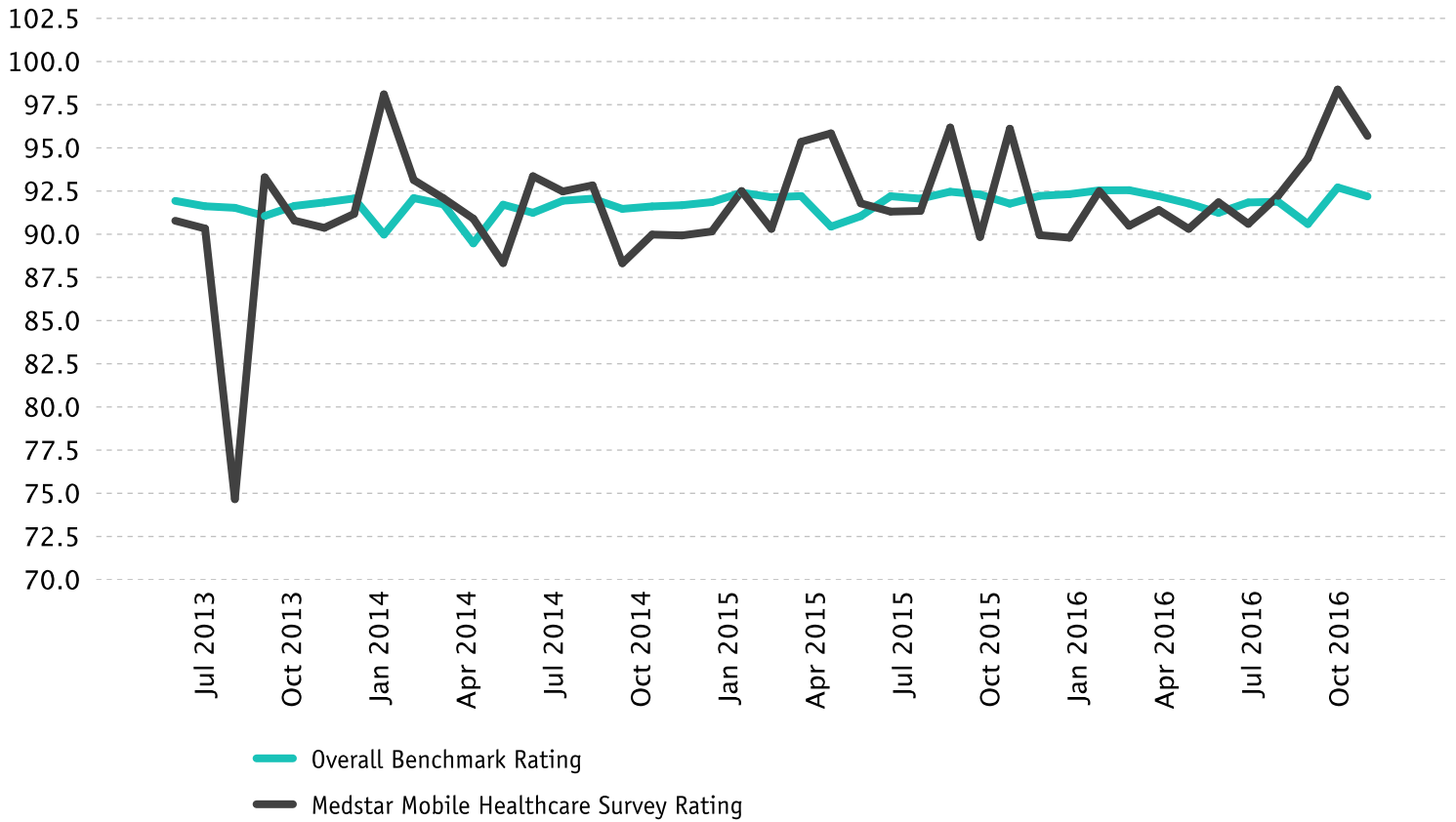
Monthly Breakdown

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.

	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016
Helpfulness of the person you called for ambulance	95.83	93.92	88.67	92.23	88.57	93.38	88.19	93.90	88.84	92.57	95.61	94.77	97.06
Concern shown by the person you called for	95.42	92.74	88.89	92.24	91.16	93.55	88.89	92.11	84.75	94.70	97.22	95.35	97.66
Extent to which you were told what to do until the	96.48	93.33	88.49	92.47	89.55	91.41	90.83	88.49	91.41	93.10	92.35	93.02	97.66
Extent to which the ambulance arrived in a timely	95.55	88.97	88.66	91.73	91.74	91.52	92.67	90.53	88.57	95.21	93.89	98.25	95.25
Cleanliness of the ambulance	95.30	90.59	90.14	93.28	92.44	95.33	90.95	92.66	91.75	95.94	96.09	99.12	96.78
Comfort of the ride	92.95	82.66	83.36	88.44	85.33	85.43	81.76	84.07	82.55	86.28	89.43	96.68	90.38
Skill of the person driving the ambulance	96.12	89.50	89.29	93.22	88.45	90.32	88.48	91.59	88.46	95.89	95.20	98.44	96.74
Care shown by the medics who arrived with the	96.34	92.79	91.46	93.53	92.35	92.65	90.97	94.21	91.94	91.94	94.64	98.79	95.53
Degree to which the medics took your problem	97.07	89.25	91.09	93.56	91.04	91.81	91.53	93.30	92.71	90.97	94.42	99.17	95.80
Degree to which the medics listened to you and/or	97.05	89.47	90.65	93.95	89.67	93.02	90.75	93.45	92.80	90.33	94.90	97.99	94.12
Skill of the medics	95.09	91.93	90.81	92.78	92.87	94.37	92.10	93.80	91.74	91.60	96.24	98.57	96.46
Extent to which the medics kept you informed about	96.85	89.04	89.87	91.94	89.86	88.93	90.70	91.28	92.27	90.41	93.31	99.17	96.35
Extent to which medics included you in the treatment	97.45	89.46	90.77	91.38	89.73	89.64	92.41	90.34	90.66	90.51	91.20	99.16	95.88
Degree to which the medics relieved your pain or	96.36	85.94	89.72	88.50	88.78	87.80	88.72	88.17	87.51	88.32	91.01	97.69	93.56
Medics' concern for your privacy	96.50	92.13	89.64	93.30	88.42	90.84	91.33	91.11	90.49	89.57	94.73	99.38	97.66
Extent to which medics cared for you as a person	96.30	93.28	90.38	92.95	92.72	91.14	91.75	95.51	92.76	90.81	93.96	99.16	96.39
Professionalism of the staff in our billing office	100.0	77.17	91.67	94.23	75.11	81.82	90.00	90.00	80.00	87.50	100.0	94.44	94.70
Willingness of the staff in our billing office to address	100.0	77.36	87.50	94.23	82.50	84.09	86.62	80.00	80.00	81.25	100.0	90.63	94.23
How well did our staff work together to care for you	95.83	92.92	90.52	93.47	90.52	92.86	92.98	93.48	93.48	95.36	96.09	98.96	95.79
Extent to which our staff eased your entry into the	96.12	89.74	89.91	93.02	92.47	92.42	88.92	91.42	90.44	93.28	95.97	98.52	96.94
Appropriateness of Emergency Medical	96.65	88.27	90.09	93.80	91.58	91.16	90.18	92.00	90.69	94.57	94.70	99.17	97.09
Extent to which the services received were worth the	97.02	84.23	88.27	90.58	88.58	87.52	75.07	70.00	75.08	91.30	94.62	98.40	95.63
Overall rating of the care provided by our Emergency	96.28	92.86	91.74	93.04	92.70	92.99	91.81	94.52	93.38	93.01	95.81	98.75	96.68
Likelihood of recommending this ambulance service	96.09	91.06	90.87	93.22	90.77	93.76	93.23	94.95	94.64	93.37	95.78	98.96	94.80
Your Master Score	96.11	89.95	89.80	92.50	90.49	91.40	90.31	91.85	90.60	92.22	94.40	98.38	95.69
Your Total Responses	123	125	125	141	127	125	125	127	125	125	138	125	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
Extent to which medics cared for you as a person	96.39	.871075405
Extent to which our staff eased your entry into the medical facility	96.94	.870426401
Appropriateness of Emergency Medical Transportation treatment	97.09	.867201786
Extent to which the ambulance arrived in a timely manner	95.25	.830081541
Extent to which medics included you in the treatment decisions (if applicable)	95.88	.821839531
Skill of the medics	96.46	.814465386
Extent to which the services received were worth the fees charged	95.63	.806316099
How well did our staff work together to care for you	95.79	.806273144
Extent to which the medics kept you informed about your treatment	96.35	.792260793
Degree to which the medics listened to you and/or your family	94.12	.788266184
Degree to which the medics took your problem seriously	95.80	.73631586
Concern shown by the person you called for ambulance service	97.66	.704864065
Medics' concern for your privacy	97.66	.69367663
Care shown by the medics who arrived with the ambulance	95.53	.693305202
Willingness of the staff in our billing office to address your needs	94.23	.686134431
Degree to which the medics relieved your pain or discomfort	93.56	.672624293
Helpfulness of the person you called for ambulance service	97.06	.648579484
Cleanliness of the ambulance	96.78	.643801511
Comfort of the ride	90.38	.607522943
Skill of the person driving the ambulance	96.74	.606497402
Professionalism of the staff in our billing office	94.70	.533456617
Extent to which you were told what to do until the ambulance arrived	97.66	.423847049



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	97.06	95.00	94.38	93.59	92.65	93.33	92.57
Concern shown by the person you called for ambulance	97.66	93.13	93.55	93.18	93.38	93.51	91.67
Extent to which you were told what to do until the	97.66	93.06	92.50	91.78	89.00	91.59	91.67
Extent to which the ambulance arrived in a timely	95.25	89.50	92.79	92.98	89.74	92.74	92.93
Cleanliness of the ambulance	96.78	93.89	95.87	95.69	93.75	94.63	96.35
Comfort of the ride	90.38	78.48	90.24	89.18	88.19	92.14	85.96
Skill of the person driving the ambulance	96.74	91.50	95.10	94.32	94.29	93.52	95.74
Care shown by the medics who arrived with the	95.53	92.41	94.76	94.58	90.74	93.99	92.57
Degree to which the medics took your problem seriously	95.80	93.36	94.17	95.18	90.77	95.37	92.23
Degree to which the medics listened to you and/or your	94.12	91.69	94.36	94.88	91.49	93.52	92.21
Skill of the medics	96.46	93.75	95.87	95.06	93.38	94.10	91.71
Extent to which the medics kept you informed about	96.35	90.72	94.85	93.05	93.58	91.68	90.80
Extent to which medics included you in the treatment	95.88	93.94	92.30	92.49	97.00	92.29	90.90
Degree to which the medics relieved your pain or	93.56	88.54	91.16	92.29	85.90	92.18	91.30
Medics' concern for your privacy	97.66	92.86	94.59	94.16	93.38	94.36	94.04
Extent to which medics cared for you as a person	96.39	92.64	95.24	95.63	94.15	94.34	92.23
Professionalism of the staff in our billing office	94.70	84.14	90.82	87.50	88.33	89.75	92.19
Willingness of the staff in our billing office to address	94.23	89.29	90.31	87.50	86.54	90.35	93.00
How well did our staff work together to care for you	95.79	92.07	92.57	92.76	92.97	95.10	92.41
Extent to which our staff eased your entry into the	96.94	90.36	93.23	92.41	90.66	95.10	94.70
Appropriateness of Emergency Medical Transportation	97.09	92.64	92.71	91.79	92.74	94.31	91.87
Extent to which the services received were worth the	95.63	84.34	88.99	87.28	85.62	90.60	81.98
Overall rating of the care provided by our Emergency	96.68	92.41	93.38	93.44	87.91	93.81	91.89
Likelihood of recommending this ambulance service to	94.80	92.88	94.33	91.58	87.16	95.24	91.52
Overall score	95.69	91.13	93.44	92.93	91.17	93.38	91.89
National Rank	17	62	32	38	61	33	54
Comparable Size (Large) Company Rank	1	17	4	7	16	5	12

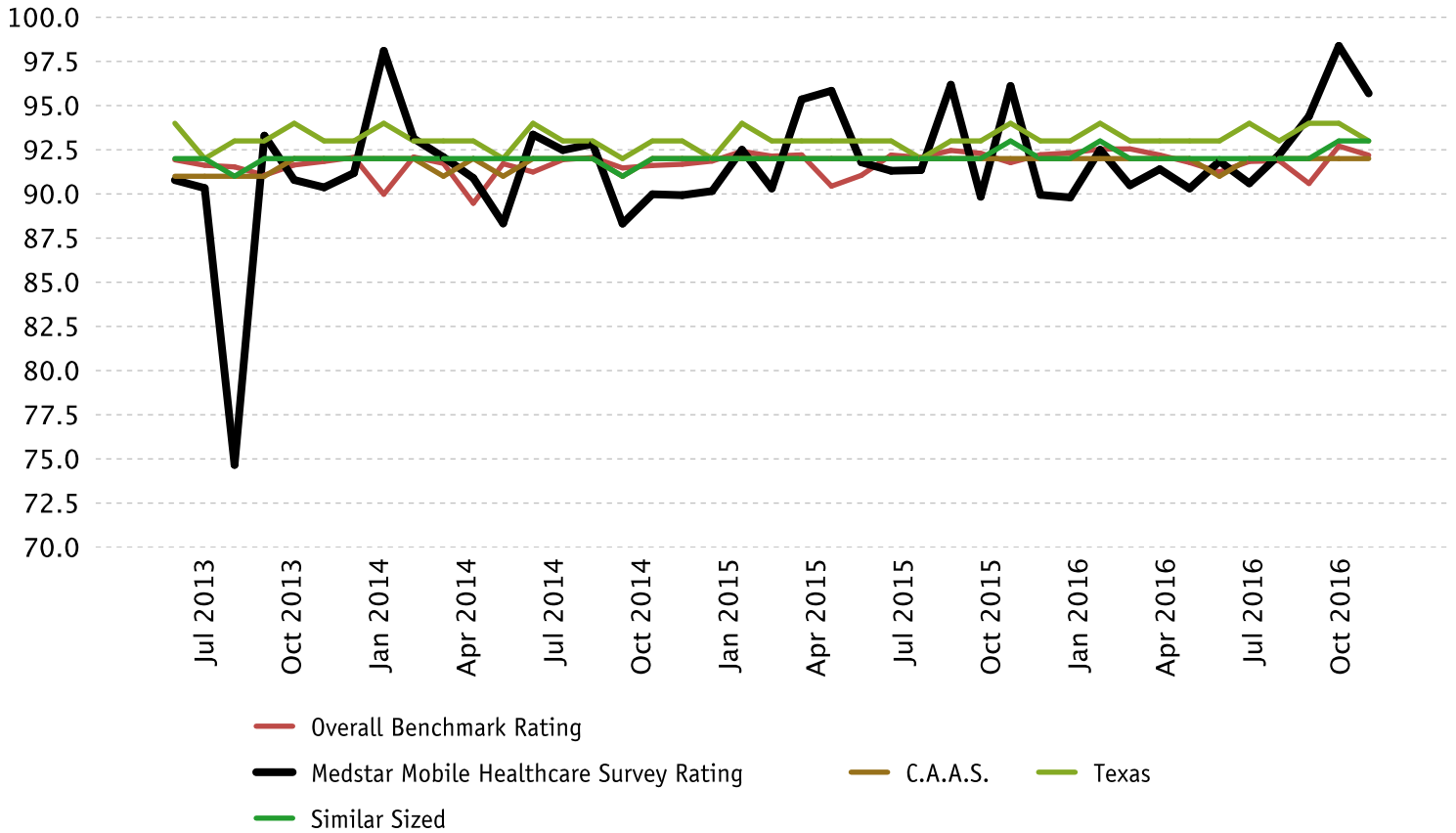


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	95.69	92.16	92.26	93.18	91.79
Helpfulness of the person you called for ambulance	97.06	92.30	92.66	93.62	91.90
Concern shown by the person you called for	97.66	91.84	92.41	92.98	91.79
Extent to which you were told what to do until the	97.66	89.98	90.63	91.47	90.06
Extent to which the ambulance arrived in a timely	95.25	91.56	92.02	93.24	90.95
Cleanliness of the ambulance	96.78	94.26	94.59	95.25	93.91
Comfort of the ride	90.38	87.26	87.39	89.20	86.29
Skill of the person driving the ambulance	96.74	93.44	93.69	94.34	93.18
Care shown by the medics who arrived with the	95.53	93.97	94.17	94.78	93.74
Degree to which the medics took your problem	95.80	93.84	94.24	94.79	93.75
Degree to which the medics listened to you and/or	94.12	93.46	93.53	94.09	93.21
Skill of the medics	96.46	94.13	94.41	95.23	94.07
Extent to which the medics kept you informed about	96.35	92.39	92.65	93.57	92.19
Extent to which medics included you in the treatment	95.88	92.15	92.08	93.53	92.03
Degree to which the medics relieved your pain or	93.56	90.08	89.87	92.10	89.66
Medics' concern for your privacy	97.66	93.29	93.66	94.46	93.08
Extent to which medics cared for you as a person	96.39	93.84	94.36	94.52	93.89
Professionalism of the staff in our billing office	94.70	88.50	89.23	88.80	89.07
Willingness of the staff in our billing office to address	94.23	88.11	89.12	89.41	89.11
How well did our staff work together to care for you	95.79	93.23	93.57	94.38	93.06
Extent to which our staff eased your entry into the	96.94	93.22	93.68	94.75	93.20
Appropriateness of Emergency Medical Transportation	97.09	92.74	93.45	94.26	92.68
Extent to which the services received were worth the	95.63	86.64	86.97	89.25	86.94
Overall rating of the care provided by our Emergency	96.68	92.81	93.19	94.50	92.70
Likelihood of recommending this ambulance service	94.80	92.25	92.75	93.79	92.55
Number of Surveys for the period	125				

Medstar Mobile Healthcare
 November 1, 2016 to November 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	6	13	33	223	1765	86.52%	75.59%
Dispatch	0	0	0	10	88	89.80%	73.39%
Helpfulness of the person you called for ambulance service	0	0	0	4	30	88.24%	75.41%
Concern shown by the person you called for ambulance service	0	0	0	3	29	90.62%	74.34%
Extent to which you were told what to do until the ambulance arrived	0	0	0	3	29	90.62%	70.41%
Ambulance	1	2	13	49	337	83.83%	74.20%
Extent to which the ambulance arrived in a timely manner	1	1	1	11	91	86.67%	74.17%
Cleanliness of the ambulance	0	0	1	11	89	88.12%	79.60%
Comfort of the ride	0	1	10	17	76	73.08%	64.75%
Skill of the person driving the ambulance	0	0	1	10	81	88.04%	78.28%
Medic	4	4	16	101	814	86.69%	79.13%
Care shown by the medics who arrived with the ambulance	0	1	3	13	106	86.18%	81.46%
Degree to which the medics took your problem seriously	1	0	1	12	93	86.92%	81.71%
Degree to which the medics listened to you and/or your family	2	0	4	13	104	84.55%	80.76%
Skill of the medics	0	0	2	12	99	87.61%	81.65%
Extent to which the medics kept you informed about your treatment	0	1	2	7	86	89.58%	77.27%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	6	13	33	223	1765	86.52%	75.59%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	2	11	78	85.71%	76.90%
Degree to which the medics relieved your pain or discomfort	1	1	1	15	75	80.65%	72.02%
Medics' concern for your privacy	0	0	0	9	87	90.62%	78.40%
Extent to which medics cared for you as a person	0	1	1	9	86	88.66%	82.01%
Billing Staff Assessment	0	0	2	9	48	81.36%	63.67%
Professionalism of the staff in our billing office	0	0	1	5	27	81.82%	63.43%
Willingness of the staff in our billing office to address your needs	0	0	1	4	21	80.77%	63.91%
Overall Assessment	1	7	2	54	478	88.19%	76.28%
How well did our staff work together to care for you	0	3	0	8	90	89.11%	78.63%
Extent to which our staff eased your entry into the medical facility	0	0	0	12	86	87.76%	78.65%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	10	76	88.37%	77.47%
Extent to which the services received were worth the fees charged	0	1	1	6	55	87.30%	65.62%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	1	8	88	89.80%	78.73%
Likelihood of recommending this ambulance service to others	1	2	0	10	83	86.46%	78.61%



Standard Deviation by Question

	Your Score	Total DB	Company Standard	Database Standard	SD Variance
Helpfulness of the person you called for ambulance service	97.06	92.30	8.055	15.631	7.58
Concern shown by the person you called for ambulance service	97.66	91.84	7.287	16.236	8.95
Extent to which you were told what to do until the ambulance arrived	97.66	89.98	7.287	18.602	11.32
Extent to which the ambulance arrived in a timely manner	95.25	91.56	14.616	16.87	2.25
Cleanliness of the ambulance	96.78	94.26	9.081	12.309	3.23
Comfort of the ride	90.38	87.26	17.441	20.675	3.23
Skill of the person driving the ambulance	96.74	93.44	9.191	14.302	5.11
Care shown by the medics who arrived with the ambulance	95.53	93.97	12.36	14.871	2.51
Degree to which the medics took your problem seriously	95.80	93.84	12.94	15.56	2.62
Degree to which the medics listened to you and/or your family	94.12	93.46	16.498	16.038	-0.46
Skill of the medics	96.46	94.13	9.904	14.562	4.66
Extent to which the medics kept you informed about your treatment	96.35	92.39	11.957	16.732	4.78
Extent to which medics included you in the treatment decisions (if applicable)	95.88	92.15	10.654	17.229	6.57
Degree to which the medics relieved your pain or discomfort	93.56	90.08	15.877	19.198	3.32
Medics' concern for your privacy	97.66	93.29	7.287	14.875	7.59
Extent to which medics cared for you as a person	96.39	93.84	11.346	15.723	4.38
Professionalism of the staff in our billing office	94.70	88.50	11.93	18.011	6.08
Willingness of the staff in our billing office to address your needs	94.23	88.11	12.61	19.382	6.77
How well did our staff work together to care for you	95.79	93.23	14.102	15.137	1.04
Extent to which our staff eased your entry into the medical facility	96.94	93.22	8.195	15.242	7.05
Appropriateness of Emergency Medical Transportation treatment	97.09	92.74	8.014	16.088	8.07
Extent to which the services received were worth the fees charged	95.63	86.64	13.017	22.754	9.74
Overall rating of the care provided by our Emergency Medical Transportation service	96.68	92.81	11.087	16.552	5.46
Likelihood of recommending this ambulance service to others	94.80	92.25	16.043	18.17	2.13

Overall Survey Rating

95.69

92.16

11.53

16.7

5.17



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

