

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



Assess Your Vitals

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EMS System Report

January 1, 2017 to January 31, 2017

Your Score

97.87

Number of Your Patients in this Report

125

Number of Patients in this Report

6,764

Number of Transport Services in All EMS DB

136





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2017** and **01/31/2017**.

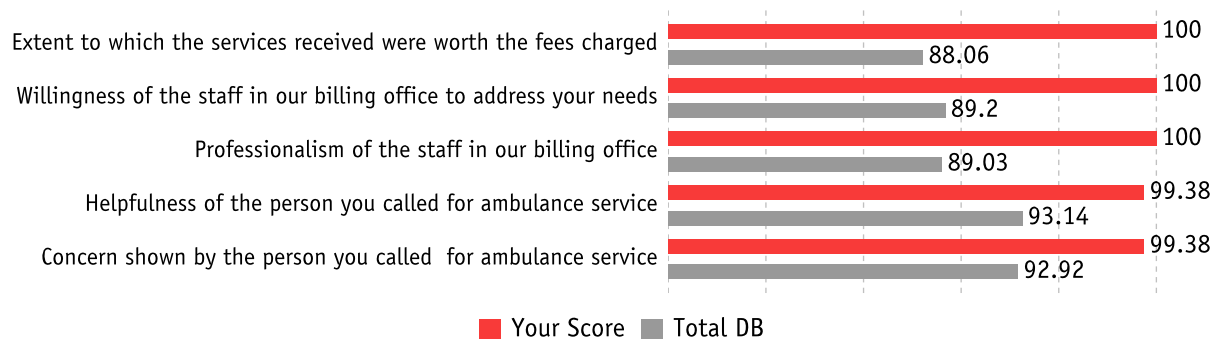
The overall mean score for the standard questions was **97.87**; this is a difference of **4.99** points from the overall EMS database score of **92.88**.

The current score of **97.87** is a change of **1.74** points from last period's score of **96.13**. This was the **6th** highest overall score for all companies in the database.

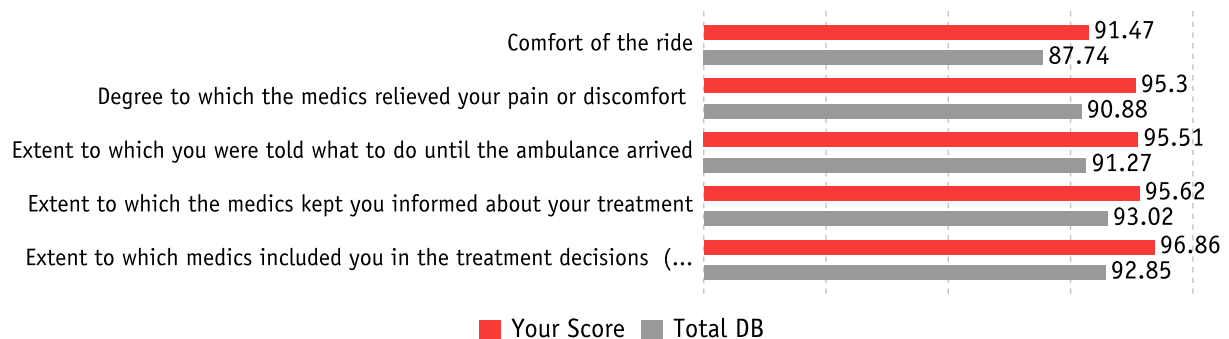
You are ranked **2nd** for comparably sized companies in the system.

94.63% of responses to standard questions had a rating of Very Good, the highest rating. **99.19%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

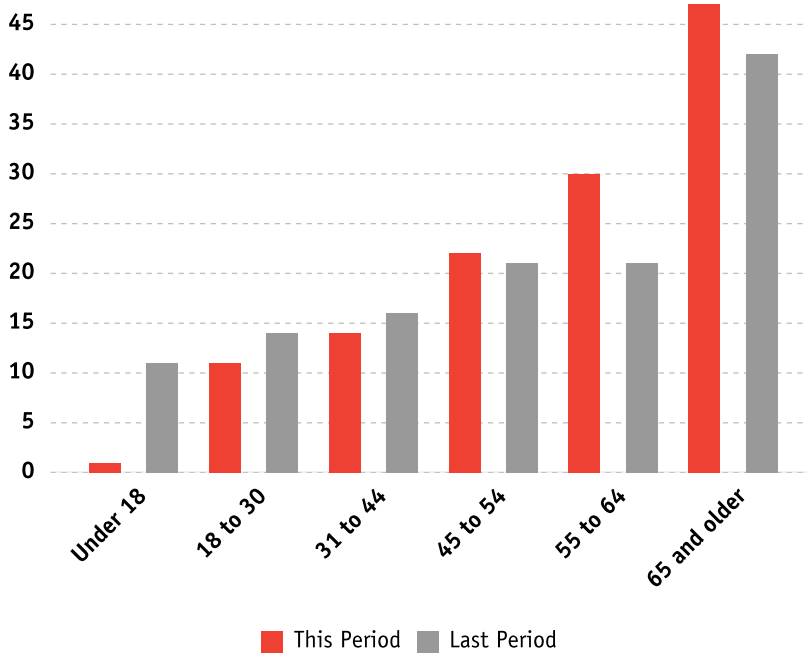




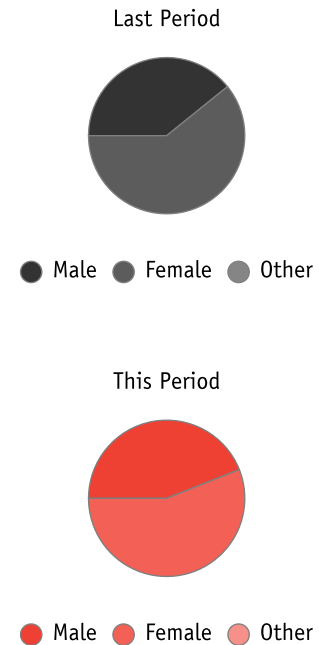
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	11	5	6	0	1	1	0	0
18 to 30	14	7	7	0	11	4	7	0
31 to 44	16	6	10	0	14	5	9	0
45 to 54	21	9	12	0	22	12	10	0
55 to 64	21	5	16	0	30	16	14	0
65 and older	42	17	25	0	47	17	30	0
Total	125	49	76	0	125	55	70	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	94.81	4.57	99.38	93.14
Concern shown by the person you called for ambulance service	94.79	4.59	99.38	92.92
Extent to which you were told what to do until the ambulance arrived	95.74	-0.23	95.51	91.27

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.76	2.27	98.03	92.38
Cleanliness of the ambulance	96.30	2.82	99.12	94.37
Comfort of the ride	90.55	0.92	91.47	87.74
Skill of the person driving the ambulance	97.95	0.70	98.65	94.12

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.91	2.24	99.15	94.50
Degree to which the medics took your problem seriously	98.09	0.63	98.72	94.54
Degree to which the medics listened to you and/or your family	97.73	0.58	98.31	94.26
Skill of the medics	97.88	0.02	97.90	94.59
Extent to which the medics kept you informed about your treatment	97.81	-2.19	95.62	93.02
Extent to which medics included you in the treatment decisions (if applicable)	96.25	0.61	96.86	92.85
Degree to which the medics relieved your pain or discomfort	94.11	1.19	95.30	90.88
Medics' concern for your privacy	96.34	1.59	97.93	93.69
Extent to which medics cared for you as a person	97.18	1.93	99.11	94.40

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	82.21	17.79	100.00	89.03
Willingness of the staff in our billing office to address your needs	86.45	13.55	100.00	89.20



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	97.35	0.96	98.31	93.69
Extent to which our staff eased your entry into the medical facility	98.18	1.14	99.32	93.78
Appropriateness of Emergency Medical Transportation treatment	97.45	1.30	98.75	93.72
Extent to which the services received were worth the fees charged	86.87	13.13	100.00	88.06
Overall rating of the care provided by our Emergency Medical Transportation	96.93	1.79	98.72	93.67
Likelihood of recommending this ambulance service to others	95.55	3.10	98.65	93.37



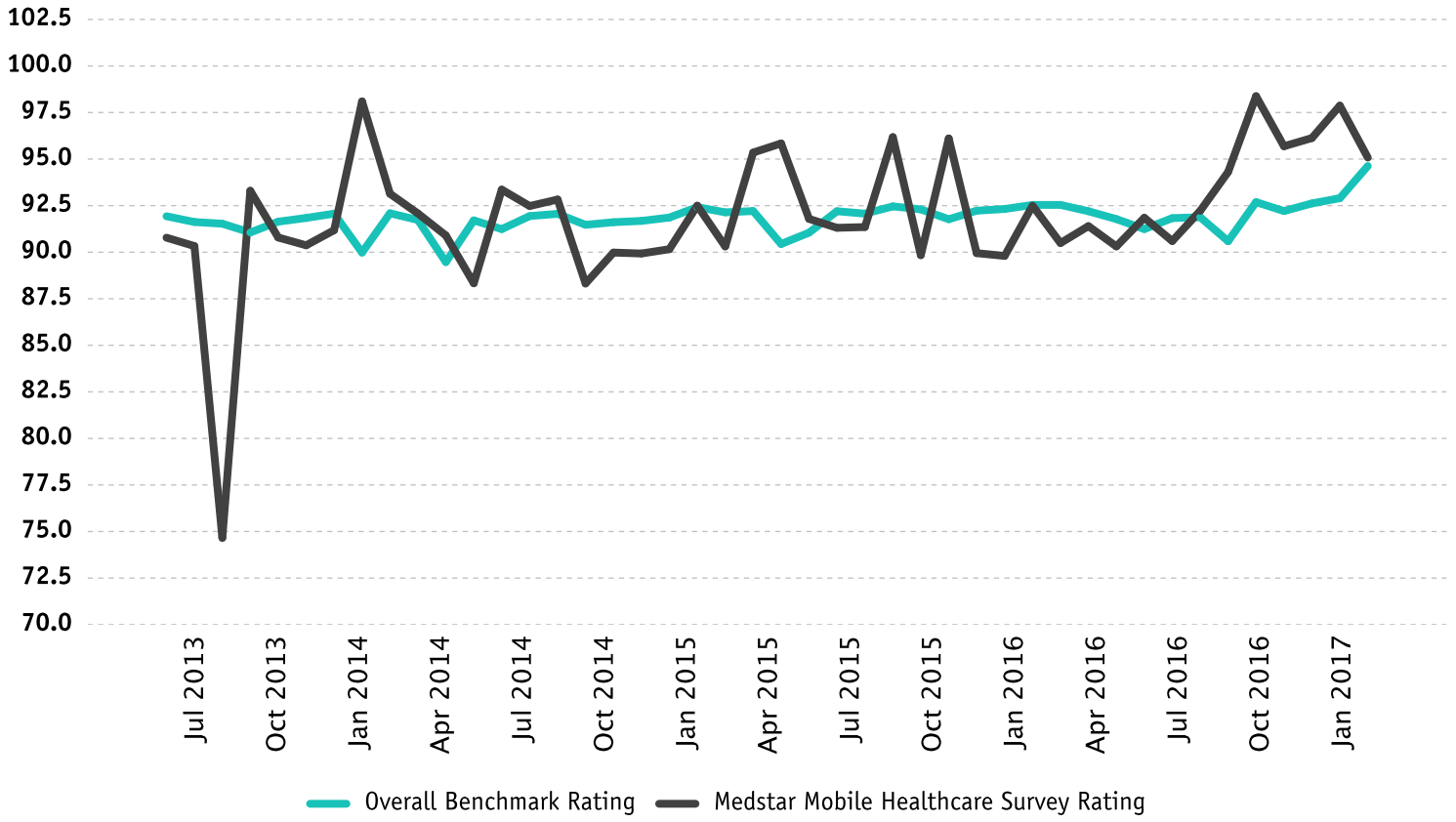
Monthly Breakdown

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.

	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017
Helpfulness of the person you called for ambulance service	88.67	92.23	88.57	93.38	88.19	93.90	88.84	92.57	95.54	94.77	97.06	94.81	99.38
Concern shown by the person you called for ambulance service	88.89	92.24	91.16	93.55	88.89	92.11	84.75	94.70	97.17	95.35	97.66	94.79	99.38
Extent to which you were told what to do until the ambulance	88.49	92.47	89.55	91.41	90.83	88.49	91.41	93.10	92.20	93.02	97.66	95.74	95.51
Extent to which the ambulance arrived in a timely manner	88.66	91.73	91.74	91.52	92.67	90.53	88.57	95.21	93.80	98.25	95.25	95.76	98.03
Cleanliness of the ambulance	90.14	93.28	92.44	95.33	90.95	92.66	91.75	95.94	96.03	99.12	96.78	96.30	99.12
Comfort of the ride	83.36	88.44	85.33	85.43	81.76	84.07	82.55	86.28	89.26	96.68	90.38	90.55	91.47
Skill of the person driving the ambulance	89.29	93.22	88.45	90.32	88.48	91.59	88.46	95.89	95.12	98.44	96.74	97.95	98.65
Care shown by the medics who arrived with the ambulance	91.46	93.53	92.35	92.65	90.97	94.21	91.94	91.94	94.56	98.79	95.53	96.91	99.15
Degree to which the medics took your problem seriously	91.09	93.56	91.04	91.81	91.53	93.30	92.71	90.97	94.33	99.17	95.80	98.09	98.72
Degree to which the medics listened to you and/or your family	90.65	93.95	89.67	93.02	90.75	93.45	92.80	90.33	94.82	97.99	94.12	97.73	98.31
Skill of the medics	90.81	92.78	92.87	94.37	92.10	93.80	91.74	91.60	96.18	98.57	96.46	97.88	97.90
Extent to which the medics kept you informed about your	89.87	91.94	89.86	88.93	90.70	91.28	92.27	90.41	93.20	99.17	96.35	97.81	95.62
Extent to which medics included you in the treatment decisions	90.77	91.38	89.73	89.64	92.41	90.34	90.66	90.51	91.05	99.16	95.88	96.25	96.86
Degree to which the medics relieved your pain or discomfort	89.72	88.50	88.78	87.80	88.72	88.17	87.51	88.32	90.86	97.69	93.56	94.11	95.30
Medics' concern for your privacy	89.64	93.30	88.42	90.84	91.33	91.11	90.49	89.57	94.64	99.38	97.66	96.34	97.93
Extent to which medics cared for you as a person	90.38	92.95	92.72	91.14	91.75	95.51	92.76	90.81	93.87	99.16	96.39	97.18	99.11
Professionalism of the staff in our billing office	91.67	94.23	75.11	81.82	90.00	90.00	80.00	87.50	100.00	94.44	94.70	82.21	100.00
Willingness of the staff in our billing office to address your	87.50	94.23	82.50	84.09	86.62	80.00	80.00	81.25	100.00	90.63	94.23	86.45	100.00
How well did our staff work together to care for you	90.52	93.47	90.52	92.86	92.98	93.48	93.48	95.36	96.03	98.96	95.79	97.35	98.31
Extent to which our staff eased your entry into the medical	89.91	93.02	92.47	92.42	88.92	91.42	90.44	93.28	95.91	98.52	96.94	98.18	99.32
Appropriateness of Emergency Medical Transportation treatment	90.09	93.80	91.58	91.16	90.18	92.00	90.69	94.57	94.60	99.17	97.09	97.45	98.75
Extent to which the services received were worth the fees	88.27	90.58	88.58	87.52	75.07	70.00	75.08	91.30	94.44	98.40	95.63	86.87	100.00
Overall rating of the care provided by our Emergency Medical	91.74	93.04	92.70	92.99	91.81	94.52	93.38	93.01	95.74	98.75	96.68	96.93	98.72
Likelihood of recommending this ambulance service to others	90.87	93.22	90.77	93.76	93.23	94.95	94.64	93.37	95.71	98.96	94.80	95.55	98.65
Your Master Score	89.80	92.50	90.49	91.40	90.31	91.85	90.60	92.22	94.31	98.38	95.69	96.13	97.87
Your Total Responses	125	141	127	125	125	127	125	125	136	125	125	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 importance value.

Question	Your Score	Correlation Coefficient
Appropriateness of Emergency Medical Transportation treatment	98.75	.885869145
Degree to which the medics relieved your pain or discomfort	95.30	.811805642
Skill of the medics	97.90	.785504282
Degree to which the medics listened to you and/or your family	98.31	.782045818
Extent to which our staff eased your entry into the medical facility	99.32	.690422777
Extent to which the medics kept you informed about your treatment	95.62	.66438462
Degree to which the medics took your problem seriously	98.72	.649661062
Comfort of the ride	91.47	.630429917
Extent to which medics included you in the treatment decisions (if applicable)	96.86	.627724396
Care shown by the medics who arrived with the ambulance	99.15	.599336628
Cleanliness of the ambulance	99.12	.596514279
Extent to which medics cared for you as a person	99.11	.593546263
How well did our staff work together to care for you	98.31	.566233114
Skill of the person driving the ambulance	98.65	.557773108
Medics' concern for your privacy	97.93	.37252436
Extent to which you were told what to do until the ambulance arrived	95.51	.31040696
Extent to which the ambulance arrived in a timely manner	98.03	.156704196
Concern shown by the person you called for ambulance service	99.38	.13672535
Helpfulness of the person you called for ambulance service	99.38	.13672535



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	99.38	88.32	92.25	93.04	93.31	93.94	93.02
Concern shown by the person you called for ambulance service	99.38	87.90	93.11	93.48	92.50	94.50	93.61
Extent to which you were told what to do until the ambulance	95.51	86.23	91.29	94.24	92.65	94.19	91.03
Extent to which the ambulance arrived in a timely manner	98.03	86.38	90.31	92.39	92.31	93.86	92.88
Cleanliness of the ambulance	99.12	91.36	93.96	92.59	94.55	94.68	95.50
Comfort of the ride	91.47	80.92	87.45	88.20	89.29	90.10	89.74
Skill of the person driving the ambulance	98.65	91.26	94.21	93.91	94.23	94.16	95.07
Care shown by the medics who arrived with the ambulance	99.15	90.80	94.81	96.05	95.00	94.34	95.62
Degree to which the medics took your problem seriously	98.72	90.55	94.06	96.19	95.67	95.48	95.94
Degree to which the medics listened to you and/or your family	98.31	88.38	94.54	94.68	95.00	94.86	95.17
Skill of the medics	97.90	90.29	94.68	94.67	96.33	97.30	96.01
Extent to which the medics kept you informed about your	95.62	86.01	92.71	95.23	92.67	95.00	94.80
Extent to which medics included you in the treatment decisions (if	96.86	86.05	92.59	94.81	92.19	95.51	94.71
Degree to which the medics relieved your pain or discomfort	95.30	85.63	91.53	93.46	93.21	94.95	93.18
Medics' concern for your privacy	97.93	89.34	93.55	94.50	93.84	95.36	94.43
Extent to which medics cared for you as a person	99.11	89.25	94.33	94.97	94.93	96.29	95.67
Professionalism of the staff in our billing office	100.00	87.75	86.88	92.14	89.89	92.92	91.67
Willingness of the staff in our billing office to address your needs	100.00	87.24	87.77	91.69	89.67	91.95	92.29
How well did our staff work together to care for you	98.31	90.35	93.09	95.40	91.91	96.53	95.07
Extent to which our staff eased your entry into the medical facility	99.32	89.50	94.23	95.18	93.58	96.53	94.79
Appropriateness of Emergency Medical Transportation treatment	98.75	90.50	94.24	94.23	93.26	95.00	95.43
Extent to which the services received were worth the fees charged	100.00	85.38	87.68	88.18	88.64	91.76	91.98
Overall rating of the care provided by our Emergency Medical	98.72	89.71	93.60	95.09	94.67	95.39	95.31
Likelihood of recommending this ambulance service to others	98.65	91.09	93.23	94.39	95.67	95.54	94.99
Overall score	97.87	88.43	92.61	93.78	93.26	94.66	94.23
National Rank	6	85	52	34	42	21	27
Comparable Size (Large) Company Rank	2	20	15	10	13	3	6

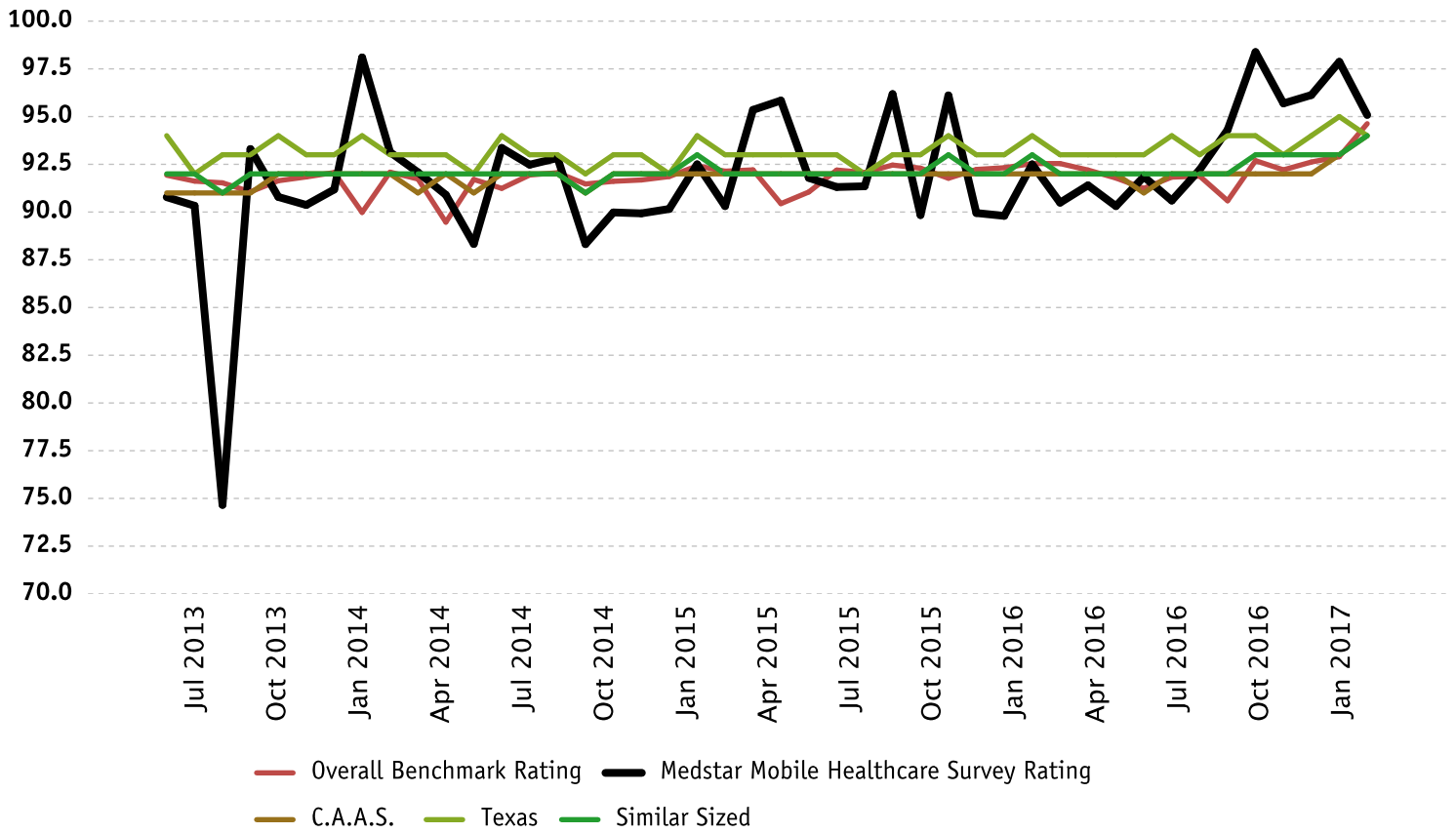


Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	97.87	92.88	92.97	94.35	92.36
Helpfulness of the person you called for ambulance service	99.38	93.14	93.25	94.77	92.54
Concern shown by the person you called for ambulance service	99.38	92.92	93.24	94.33	92.52
Extent to which you were told what to do until the ambulance	95.51	91.27	91.79	93.52	91.01
Extent to which the ambulance arrived in a timely manner	98.03	92.38	92.55	94.89	91.76
Cleanliness of the ambulance	99.12	94.37	94.42	95.98	93.97
Comfort of the ride	91.47	87.74	88.02	90.09	87.17
Skill of the person driving the ambulance	98.65	94.12	94.45	95.34	94.01
Care shown by the medics who arrived with the ambulance	99.15	94.50	94.69	95.53	94.19
Degree to which the medics took your problem seriously	98.72	94.54	94.85	95.77	94.24
Degree to which the medics listened to you and/or your family	98.31	94.26	94.49	95.48	93.94
Skill of the medics	97.90	94.59	94.91	95.88	94.33
Extent to which the medics kept you informed about your	95.62	93.02	93.15	94.49	92.74
Extent to which medics included you in the treatment decisions	96.86	92.85	93.16	94.77	92.62
Degree to which the medics relieved your pain or discomfort	95.30	90.88	91.18	93.10	90.58
Medics' concern for your privacy	97.93	93.69	93.88	95.22	93.34
Extent to which medics cared for you as a person	99.11	94.40	94.74	95.86	94.14
Professionalism of the staff in our billing office	100.00	89.03	89.71	91.87	89.01
Willingness of the staff in our billing office to address your	100.00	89.20	90.00	91.46	89.53
How well did our staff work together to care for you	98.31	93.69	93.86	95.30	93.40
Extent to which our staff eased your entry into the medical	99.32	93.78	94.21	95.87	93.60
Appropriateness of Emergency Medical Transportation treatment	98.75	93.72	94.05	95.40	93.49
Extent to which the services received were worth the fees	100.00	88.06	88.76	89.81	88.02
Overall rating of the care provided by our Emergency Medical	98.72	93.67	94.07	94.99	93.41
Likelihood of recommending this ambulance service to others	98.65	93.37	93.76	94.79	93.08
Number of Surveys for the period	125				

Medstar Mobile Healthcare
January 1, 2017 to January 31, 2017

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	9	9	25	76	2095	94.63%	76.58%
Dispatch	0	0	3	3	113	94.96%	75.27%
Helpfulness of the person you called for ambulance service	0	0	0	1	39	97.50%	77.03%
Concern shown by the person you called for ambulance service	0	0	0	1	39	97.50%	76.05%
Extent to which you were told what to do until the ambulance arrived	0	0	3	1	35	89.74%	72.73%
Ambulance	3	3	8	21	417	92.26%	74.94%
Extent to which the ambulance arrived in a timely manner	0	1	1	4	108	94.74%	75.63%
Cleanliness of the ambulance	0	0	0	4	109	96.46%	79.62%
Comfort of the ride	3	2	7	7	95	83.33%	64.94%
Skill of the person driving the ambulance	0	0	0	6	105	94.59%	79.57%
Medic	6	4	10	38	953	94.26%	79.78%
Care shown by the medics who arrived with the ambulance	0	0	1	2	115	97.46%	82.02%
Degree to which the medics took your problem seriously	0	0	1	4	112	95.73%	82.65%
Degree to which the medics listened to you and/or your family	0	0	1	6	111	94.07%	81.68%
Skill of the medics	0	0	2	5	100	93.46%	81.98%
Extent to which the medics kept you informed about your treatment	1	2	3	4	104	91.23%	77.80%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	9	9	25	76	2095	94.63%	76.58%
Extent to which medics included you in the treatment decisions (if applicable)	2	0	1	4	104	93.69%	77.64%
Degree to which the medics relieved your pain or discomfort	2	2	0	6	96	90.57%	72.86%
Medics' concern for your privacy	1	0	0	5	102	94.44%	79.03%
Extent to which medics cared for you as a person	0	0	1	2	109	97.32%	82.37%
Billing Staff Assessment	0	0	0	0	16	100.00%	64.66%
Professionalism of the staff in our billing office	0	0	0	0	10	100.00%	64.24%
Willingness of the staff in our billing office to address your needs	0	0	0	0	6	100.00%	65.07%
Overall Assessment	0	2	4	14	596	96.75%	77.49%
How well did our staff work together to care for you	0	1	1	3	113	95.76%	79.00%
Extent to which our staff eased your entry into the medical facility	0	0	0	3	107	97.27%	79.12%
Appropriateness of Emergency Medical Transportation treatment	0	0	1	3	96	96.00%	79.33%
Extent to which the services received were worth the fees charged	0	0	0	0	60	100.00%	67.61%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	2	2	113	96.58%	79.97%
Likelihood of recommending this ambulance service to others	0	1	0	3	107	96.40%	79.92%



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	99.38	93.14	3.903	14.334	10.43
Concern shown by the person you called for ambulance service	99.38	92.92	3.903	14.152	10.25
Extent to which you were told what to do until the ambulance arrived	95.51	91.27	13.719	16.559	2.84
Extent to which the ambulance arrived in a timely manner	98.03	92.38	9.45	15.346	5.90
Cleanliness of the ambulance	99.12	94.37	4.62	11.999	7.38
Comfort of the ride	91.47	87.74	21.813	19.871	-1.94
Skill of the person driving the ambulance	98.65	94.12	5.653	12.891	7.24
Care shown by the medics who arrived with the ambulance	99.15	94.50	5.573	13.572	8.00
Degree to which the medics took your problem seriously	98.72	94.54	6.41	13.883	7.47
Degree to which the medics listened to you and/or your family	98.31	94.26	7.078	14.038	6.96
Skill of the medics	97.90	94.59	8.457	13.095	4.64
Extent to which the medics kept you informed about your	95.62	93.02	15.913	15.161	-0.75
Extent to which medics included you in the treatment decisions (if applicable)	96.86	92.85	14.554	15.563	1.01
Degree to which the medics relieved your pain or discomfort	95.30	90.88	17.446	17.811	0.36
Medics' concern for your privacy	97.93	93.69	10.742	14.019	3.28
Extent to which medics cared for you as a person	99.11	94.40	5.717	14.194	8.48
Professionalism of the staff in our billing office	100.00	89.03	0.00	17.059	17.06
Willingness of the staff in our billing office to address your needs	100.00	89.20	0.00	17.11	17.11
How well did our staff work together to care for you	98.31	93.69	9.048	13.925	4.88
Extent to which our staff eased your entry into the medical facility	99.32	93.78	4.072	13.592	9.52
Appropriateness of Emergency Medical Transportation treatment	98.75	93.72	6.495	14.195	7.70
Extent to which the services received were worth the fees charged	100.00	88.06	0.00	20.81	20.81
Overall rating of the care provided by our Emergency Medical Transportation service	98.72	93.67	7.195	14.751	7.56
Likelihood of recommending this ambulance service to others	98.65	93.37	8.108	15.838	7.73
Overall Survey Rating	97.87	92.89	7.91	15.16	7.25



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

