

Medstar Mobile Healthcare

Fort Worth, TX
Client 6511



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EMS System Report

March 1, 2018 to March 31, 2018

Your Score

95.61

Number of Your Patients in this Report

125

Number of Patients in this Report

6,801

Number of Transport Services in All EMS DB

145





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **03/01/2018** and **03/31/2018**.

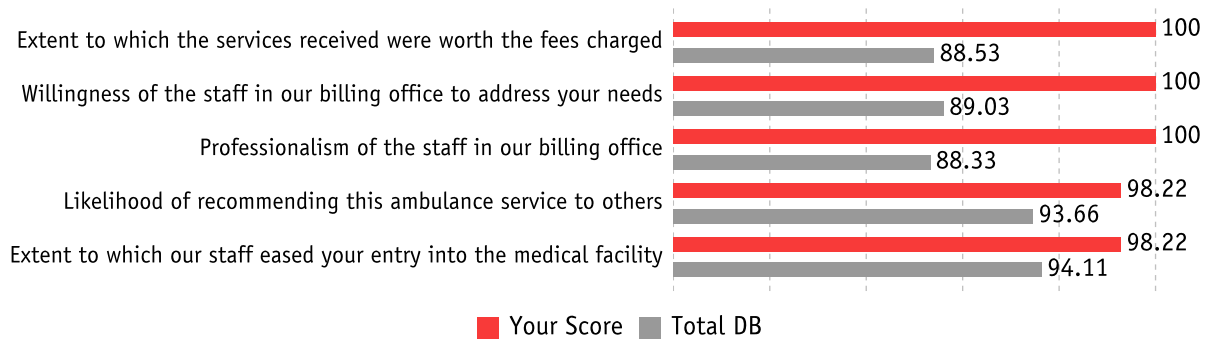
The overall mean score for the standard questions was **95.61**; this is a difference of **2.65** points from the overall EMS database score of **92.96**.

The current score of **95.61** is a change of **3.88** points from last period's score of **91.73**. This was the **27th** highest overall score for all companies in the database.

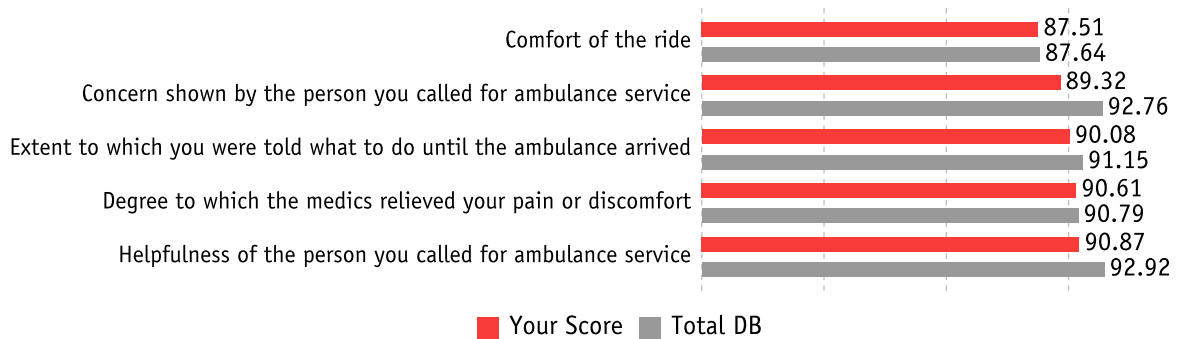
You are ranked **2nd** for comparably sized companies in the system.

89.38% of responses to standard questions had a rating of Very Good, the highest rating. **98.17%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

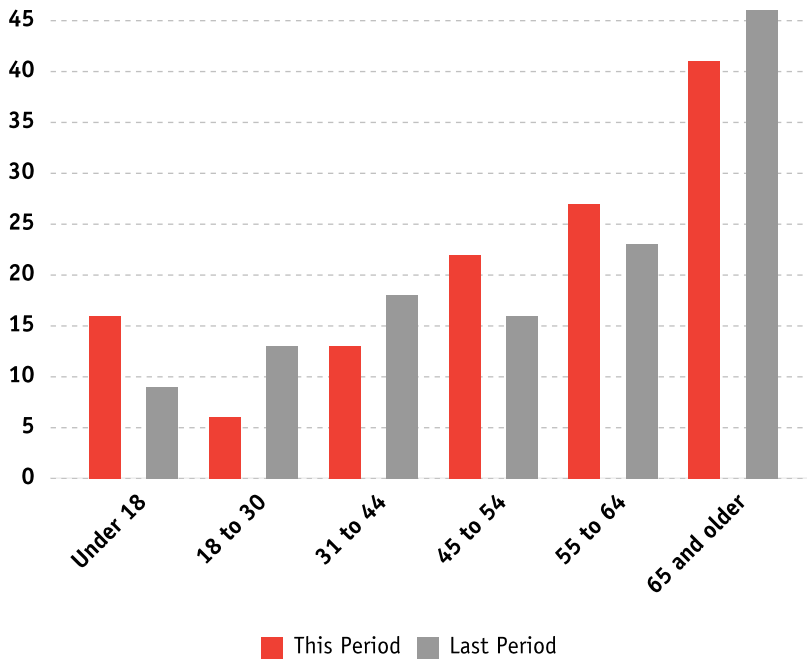




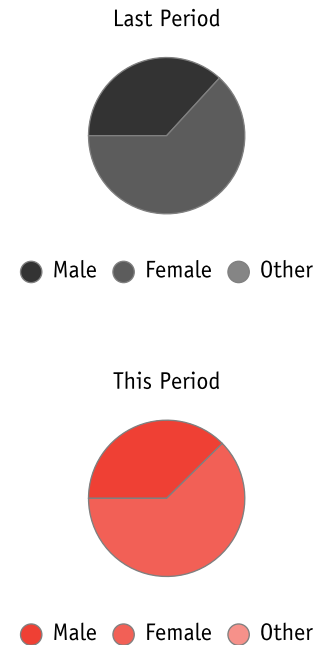
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	9	2	7	0	16	8	8	0
18 to 30	13	5	8	0	6	2	4	0
31 to 44	18	5	13	0	13	7	6	0
45 to 54	16	5	11	0	22	6	16	0
55 to 64	23	11	12	0	27	12	15	0
65 and older	46	18	28	0	41	12	29	0
Total	125	46	79	0	125	47	78	0

Age Ranges



Gender





Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference 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 report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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 report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference 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	88.18	2.69	90.87	92.92
Concern shown by the person you called for ambulance service	83.36	5.96	89.32	92.76
Extent to which you were told what to do until the ambulance arrived	89.22	0.86	90.08	91.15

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	90.07	2.30	92.37	92.62
Cleanliness of the ambulance	95.31	2.71	98.02	94.56
Comfort of the ride	85.99	1.52	87.51	87.64
Skill of the person driving the ambulance	94.66	1.14	95.80	94.14

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	91.55	4.43	95.98	94.79
Degree to which the medics took your problem seriously	90.93	5.86	96.79	94.63
Degree to which the medics listened to you and/or your family	91.63	5.54	97.17	94.35
Skill of the medics	93.08	3.65	96.73	94.83
Extent to which the medics kept you informed about your treatment	90.93	4.21	95.14	93.09
Extent to which medics included you in the treatment decisions (if applicable)	93.05	0.70	93.75	92.51
Degree to which the medics relieved your pain or discomfort	84.36	6.25	90.61	90.79
Medics' concern for your privacy	94.74	2.66	97.40	93.57
Extent to which medics cared for you as a person	90.73	6.02	96.75	94.49

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	100.00	-0.00	100.00	88.33
Willingness of the staff in our billing office to address your needs	100.00	-0.00	100.00	89.03



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	94.91	1.96	96.87	93.95
Extent to which our staff eased your entry into the medical facility	95.67	2.55	98.22	94.11
Appropriateness of Emergency Medical Transportation treatment	93.64	2.97	96.61	93.81
Extent to which the services received were worth the fees charged	75.20	24.80	100.00	88.53
Overall rating of the care provided by our Emergency Medical Transportation	92.85	5.05	97.90	93.85
Likelihood of recommending this ambulance service to others	92.62	5.60	98.22	93.66



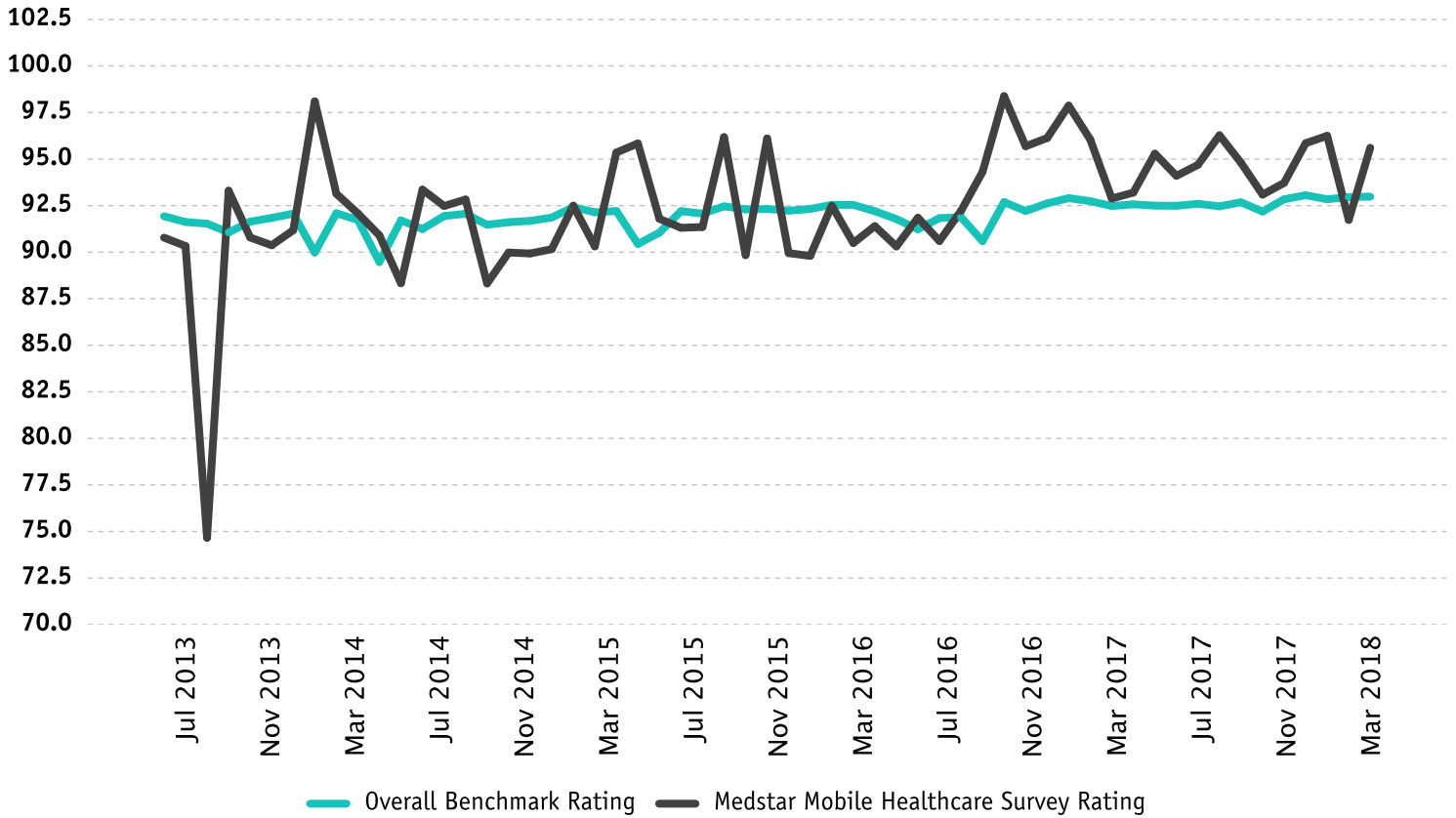
Monthly Breakdown

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.

	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Helpfulness of the person you called for ambulance service	86.30	91.32	95.93	92.13	95.00	89.95	94.76	90.47	96.43	92.57	95.97	88.18	90.87
Concern shown by the person you called for ambulance service	89.93	91.29	96.43	91.06	95.93	92.86	96.53	92.65	93.42	90.63	97.41	83.36	89.32
Extent to which you were told what to do until the ambulance	87.33	84.59	96.79	92.94	97.62	92.17	95.03	94.53	92.11	93.18	97.50	89.22	90.08
Extent to which the ambulance arrived in a timely manner	92.68	92.66	95.53	95.61	92.78	92.52	96.03	94.81	93.52	94.92	94.25	90.07	92.37
Cleanliness of the ambulance	95.00	94.16	96.83	96.27	97.79	97.22	97.14	93.63	95.51	98.67	99.45	95.31	98.02
Comfort of the ride	86.52	88.69	88.32	88.82	89.17	92.62	90.09	87.27	85.50	93.07	90.05	85.99	87.51
Skill of the person driving the ambulance	93.04	94.42	94.44	93.86	95.19	98.38	94.40	92.42	93.67	97.04	97.65	94.66	95.80
Care shown by the medics who arrived with the ambulance	95.80	95.05	96.03	94.89	94.83	98.15	95.09	92.19	94.43	97.31	96.96	91.55	95.98
Degree to which the medics took your problem seriously	96.37	95.35	96.45	94.38	96.25	97.72	95.39	91.98	94.72	96.85	98.09	90.93	96.79
Degree to which the medics listened to you and/or your family	94.76	94.40	95.53	95.33	95.31	98.13	95.83	94.41	94.75	97.27	97.23	91.63	97.17
Skill of the medics	95.70	96.40	95.61	95.98	96.40	97.22	95.09	92.96	94.96	96.93	97.12	93.08	96.73
Extent to which the medics kept you informed about your	92.29	91.82	94.85	94.09	94.25	95.62	93.29	91.37	94.83	95.62	95.17	90.93	95.14
Extent to which medics included you in the treatment decisions	90.76	91.91	94.67	95.98	95.46	95.76	95.47	92.93	92.51	93.85	94.48	93.05	93.75
Degree to which the medics relieved your pain or discomfort	87.19	88.35	87.92	89.68	87.52	94.14	89.98	90.78	88.40	90.57	90.86	84.36	90.61
Medics' concern for your privacy	95.49	95.47	95.69	95.23	96.43	98.02	96.46	93.95	93.70	97.12	97.71	94.74	97.40
Extent to which medics cared for you as a person	95.87	95.66	96.00	95.81	96.64	98.04	95.65	93.94	94.46	96.03	97.62	90.73	96.75
Professionalism of the staff in our billing office	88.79	94.05	100.00	84.69	82.21	100.00	89.67	95.83	96.43	94.23	93.18	100.00	100.00
Willingness of the staff in our billing office to address your	87.93	98.75	90.63	83.42	92.31	100.00	91.75	91.67	96.43	94.23	93.18	100.00	100.00
How well did our staff work together to care for you	95.53	94.80	96.70	95.05	96.28	97.27	95.61	94.28	94.75	96.79	96.88	94.91	96.87
Extent to which our staff eased your entry into the medical	94.28	93.42	96.74	95.84	95.83	97.41	96.13	96.14	96.20	97.52	97.62	95.67	98.22
Appropriateness of Emergency Medical Transportation treatment	95.34	94.61	98.09	95.78	95.54	97.99	97.92	94.96	95.68	97.19	95.90	93.64	96.61
Extent to which the services received were worth the fees	84.91	88.43	94.83	84.94	76.93	92.39	89.25	89.17	91.97	92.24	100.00	75.20	100.00
Overall rating of the care provided by our Emergency Medical	94.76	94.13	97.03	94.14	96.22	94.89	94.28	94.81	94.79	96.65	95.48	92.85	97.90
Likelihood of recommending this ambulance service to others	94.88	93.65	96.80	96.11	97.92	97.77	95.30	94.73	95.35	96.29	97.99	92.62	98.22
Your Master Score	92.88	93.20	95.29	94.10	94.69	96.28	94.80	93.09	93.72	95.85	96.25	91.73	95.61
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





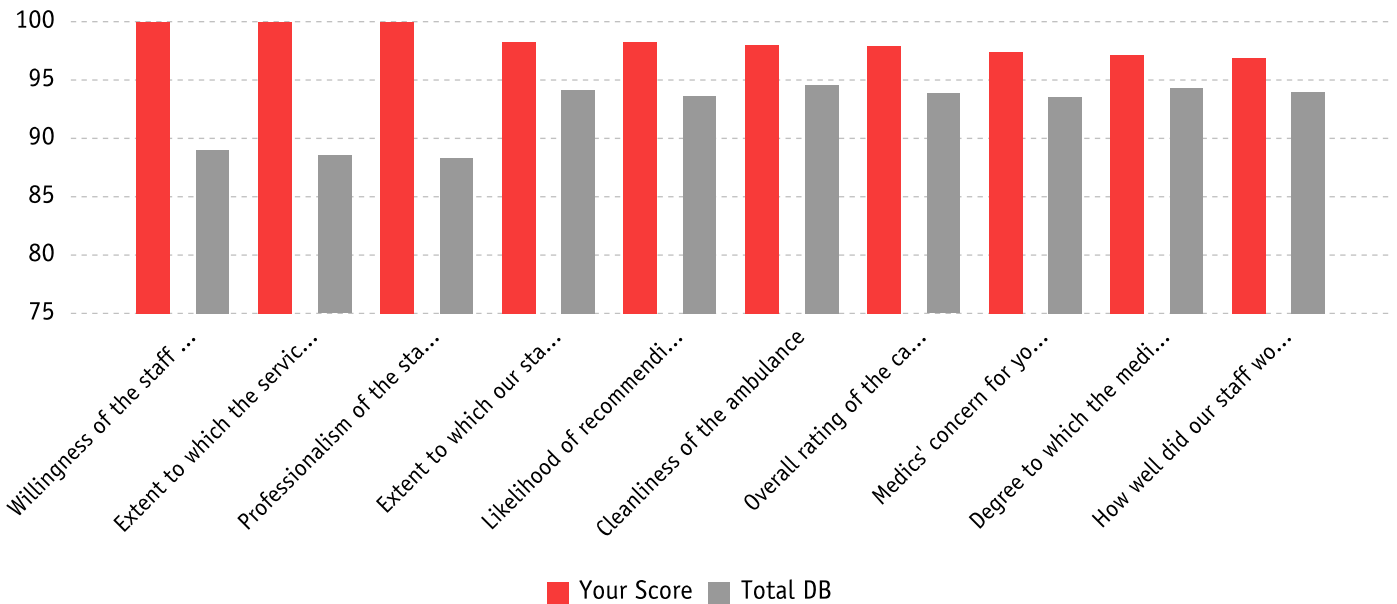
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the services received were worth the fees charged	75.20	100.00	24.80	88.53
Degree to which the medics relieved your pain or discomfort	84.36	90.61	6.25	90.79
Extent to which medics cared for you as a person	90.73	96.75	6.02	94.49
Concern shown by the person you called for ambulance service	83.36	89.32	5.96	92.76
Degree to which the medics took your problem seriously	90.93	96.79	5.86	94.63
Likelihood of recommending this ambulance service to others	92.62	98.22	5.61	93.66
Degree to which the medics listened to you and/or your family	91.63	97.17	5.54	94.35
Overall rating of the care provided by our Emergency Medical Transportation service	92.85	97.90	5.05	93.85
Care shown by the medics who arrived with the ambulance	91.55	95.98	4.44	94.79
Extent to which the medics kept you informed about your treatment	90.93	95.14	4.21	93.09



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Willingness of the staff in our billing office to address your needs	100.00	10.97	89.03
Extent to which the services received were worth the fees charged	100.00	11.47	88.53
Professionalism of the staff in our billing office	100.00	11.67	88.33
Extent to which our staff eased your entry into the medical facility	98.22	4.11	94.11
Likelihood of recommending this ambulance service to others	98.22	4.57	93.66
Cleanliness of the ambulance	98.02	3.46	94.56
Overall rating of the care provided by our Emergency Medical Transportation service	97.90	4.05	93.85
Medics' concern for your privacy	97.40	3.83	93.57
Degree to which the medics listened to you and/or your family	97.17	2.82	94.35
How well did our staff work together to care for you	96.87	2.92	93.95





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	96.61	.961521139
Extent to which you were told what to do until the ambulance arrived	90.08	.955422745
Degree to which the medics listened to you and/or your family	97.17	.952931923
Degree to which the medics took your problem seriously	96.79	.950207306
Care shown by the medics who arrived with the ambulance	95.98	.940892748
Skill of the medics	96.73	.93181435
How well did our staff work together to care for you	96.87	.915035758
Extent to which medics cared for you as a person	96.75	.908594415
Medics' concern for your privacy	97.40	.895542999
Skill of the person driving the ambulance	95.80	.852843595
Extent to which the medics kept you informed about your treatment	95.14	.831627726
Degree to which the medics relieved your pain or discomfort	90.61	.803345348
Cleanliness of the ambulance	98.02	.777454869
Extent to which medics included you in the treatment decisions (if applicable)	93.75	.745061495
Concern shown by the person you called for ambulance service	89.32	.728694782
Helpfulness of the person you called for ambulance service	90.87	.719200473
Extent to which the ambulance arrived in a timely manner	92.37	.689247372
Extent to which our staff eased your entry into the medical facility	98.22	.65625686
Comfort of the ride	87.51	.628185086



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	90.87	93.18	91.28	92.80	92.33	91.67	94.08
Concern shown by the person you called for ambulance service	89.32	92.78	91.48	92.12	91.98	92.25	93.43
Extent to which you were told what to do until the ambulance	90.08	88.40	88.93	90.50	91.23	90.77	92.60
Extent to which the ambulance arrived in a timely manner	92.37	92.39	88.97	92.49	92.38	92.11	93.39
Cleanliness of the ambulance	98.02	95.56	92.55	93.82	94.94	93.79	95.66
Comfort of the ride	87.51	90.34	84.14	86.43	90.11	87.59	90.37
Skill of the person driving the ambulance	95.80	96.02	91.49	93.40	94.00	93.00	95.94
Care shown by the medics who arrived with the ambulance	95.98	98.13	93.88	93.51	94.86	93.36	96.60
Degree to which the medics took your problem seriously	96.79	98.75	92.72	92.95	94.00	92.50	97.11
Degree to which the medics listened to you and/or your family	97.17	98.13	92.23	92.52	93.79	93.57	96.60
Skill of the medics	96.73	98.13	94.96	93.24	94.65	92.94	97.14
Extent to which the medics kept you informed about your	95.14	96.25	92.34	90.79	93.48	92.04	95.59
Extent to which medics included you in the treatment decisions (if	93.75	96.88	88.10	90.93	93.12	91.10	95.45
Degree to which the medics relieved your pain or discomfort	90.61	93.57	87.41	89.43	91.38	89.78	92.73
Medics' concern for your privacy	97.40	93.92	91.67	91.68	94.35	92.60	95.28
Extent to which medics cared for you as a person	96.75	96.71	92.36	92.63	93.40	93.26	96.73
Professionalism of the staff in our billing office	100.00	94.23	87.51	85.41	91.67	92.63	91.95
Willingness of the staff in our billing office to address your needs	100.00	95.83	87.70	86.51	91.48	91.88	93.41
How well did our staff work together to care for you	96.87	98.08	92.67	92.77	93.93	93.17	95.39
Extent to which our staff eased your entry into the medical facility	98.22	96.88	91.99	93.41	94.67	93.57	96.49
Appropriateness of Emergency Medical Transportation treatment	96.61	97.44	92.26	92.01	94.66	93.00	95.97
Extent to which the services received were worth the fees charged	100.00	97.58	88.34	86.83	91.08	90.19	90.70
Overall rating of the care provided by our Emergency Medical	97.90	97.56	92.60	92.27	94.36	93.53	96.35
Likelihood of recommending this ambulance service to others	98.22	98.03	91.75	91.62	94.12	94.53	95.86
Overall score	95.61	95.53	91.01	91.56	93.27	92.31	94.95
National Rank	27	28	75	70	50	60	34
Comparable Size (Large) Company Rank	2	3	21	18	9	14	6



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	95.61	92.96	92.62	94.43	92.17
Helpfulness of the person you called for ambulance service	90.87	92.92	92.82	94.11	92.52
Concern shown by the person you called for ambulance service	89.32	92.76	92.76	94.15	92.15
Extent to which you were told what to do until the ambulance	90.08	91.15	90.96	93.52	90.19
Extent to which the ambulance arrived in a timely manner	92.37	92.62	92.58	94.90	91.86
Cleanliness of the ambulance	98.02	94.56	94.60	96.39	94.04
Comfort of the ride	87.51	87.64	87.81	90.45	86.64
Skill of the person driving the ambulance	95.80	94.14	94.13	95.31	93.73
Care shown by the medics who arrived with the ambulance	95.98	94.79	94.67	95.45	94.48
Degree to which the medics took your problem seriously	96.79	94.63	94.37	95.28	94.34
Degree to which the medics listened to you and/or your family	97.17	94.35	94.30	95.34	94.19
Skill of the medics	96.73	94.83	94.68	95.46	94.57
Extent to which the medics kept you informed about your	95.14	93.09	93.09	94.25	92.69
Extent to which medics included you in the treatment decisions	93.75	92.51	92.10	94.01	91.64
Degree to which the medics relieved your pain or discomfort	90.61	90.79	90.45	92.47	89.89
Medics' concern for your privacy	97.40	93.57	93.46	95.21	93.09
Extent to which medics cared for you as a person	96.75	94.49	94.29	95.57	94.11
Professionalism of the staff in our billing office	100.00	88.33	88.61	91.52	88.21
Willingness of the staff in our billing office to address your	100.00	89.03	89.32	93.12	88.64
How well did our staff work together to care for you	96.87	93.95	93.84	95.74	93.43
Extent to which our staff eased your entry into the medical	98.22	94.11	94.16	95.78	93.70
Appropriateness of Emergency Medical Transportation treatment	96.61	93.81	93.66	95.54	93.27
Extent to which the services received were worth the fees	100.00	88.53	88.87	91.37	88.09
Overall rating of the care provided by our Emergency Medical	97.90	93.85	93.88	95.55	93.48
Likelihood of recommending this ambulance service to others	98.22	93.66	93.57	95.85	93.24
Number of Surveys for the period	125				



Cumulative Comparisons

This section lists a synopsis of the information about your individual questions and overall scores over the entire lifetime of the dataset. The first column shows the company score and the second column details the total database score.

	Your Score	Total DB
Overall Facility Rating	92.51	91.86
Dispatch	92.28	91.64
Helpfulness of the person you called for ambulance service	92.51	92.36
Concern shown by the person you called for ambulance service	92.60	92.11
Extent to which you were told what to do until the ambulance	91.74	90.46
Ambulance	92.38	91.44
Extent to which the ambulance arrived in a timely manner	93.06	91.76
Cleanliness of the ambulance	95.01	93.98
Comfort of the ride	88.06	87.12
Skill of the person driving the ambulance	93.39	92.91
Medic	93.33	92.86
Care shown by the medics who arrived with the ambulance	94.12	93.89
Degree to which the medics took your problem seriously	94.13	93.80
Degree to which the medics listened to you and/or your family	93.87	93.51
Skill of the medics	94.45	93.92
Extent to which the medics kept you informed about your treatment	92.81	92.03
Extent to which medics included you in the treatment decisions (if	92.62	91.81
Degree to which the medics relieved your pain or discomfort	89.69	90.19
Medics' concern for your privacy	94.03	92.80
Extent to which medics cared for you as a person	94.26	93.76
Billing Staff Assessment	87.63	88.26



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.51	91.86
Billing Staff Assessment	87.63	88.26
Professionalism of the staff in our billing office	87.61	88.21
Willingness of the staff in our billing office to address your needs	87.65	88.30
Overall Assessment	93.12	91.97
How well did our staff work together to care for you	94.19	92.98
Extent to which our staff eased your entry into the medical facility	93.92	93.16
Appropriateness of Emergency Medical Transportation treatment	94.11	92.92
Extent to which the services received were worth the fees charged	88.43	86.98
Overall rating of the care provided by our Emergency Medical	94.04	93.07
Likelihood of recommending this ambulance service to others	94.01	92.69



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	30	8	39	143	1852	89.38%	77.30%
Dispatch	4	1	1	12	65	78.31%	75.15%
Helpfulness of the person you called for ambulance service	1	0	1	5	23	76.67%	76.89%
Concern shown by the person you called for ambulance service	1	1	0	5	21	75.00%	75.95%
Extent to which you were told what to do until the ambulance arrived	2	0	0	2	21	84.00%	72.59%
Ambulance	4	1	15	63	336	80.19%	75.20%
Extent to which the ambulance arrived in a timely manner	2	0	7	15	97	80.17%	76.29%
Cleanliness of the ambulance	0	0	1	6	94	93.07%	80.34%
Comfort of the ride	1	1	6	32	62	60.78%	64.29%
Skill of the person driving the ambulance	1	0	1	10	83	87.37%	79.87%
Medic	14	4	20	56	895	90.50%	80.72%
Care shown by the medics who arrived with the ambulance	2	1	0	9	112	90.32%	83.31%
Degree to which the medics took your problem seriously	2	1	1	3	117	94.35%	84.00%
Degree to which the medics listened to you and/or your family	2	1	1	1	118	95.93%	82.80%
Skill of the medics	1	1	1	7	112	91.80%	83.37%
Extent to which the medics kept you informed about your treatment	1	0	4	11	102	86.44%	78.76%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	30	8	39	143	1852	89.38%	77.30%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	2	8	38	79.17%	77.57%
Degree to which the medics relieved your pain or discomfort	2	0	9	9	73	78.49%	73.63%
Medics' concern for your privacy	1	0	2	4	108	93.91%	79.50%
Extent to which medics cared for you as a person	3	0	0	4	115	94.26%	83.56%
Billing Staff Assessment	0	0	0	0	6	100.00%	64.34%
Professionalism of the staff in our billing office	0	0	0	0	3	100.00%	63.56%
Willingness of the staff in our billing office to address your needs	0	0	0	0	3	100.00%	65.12%
Overall Assessment	8	2	3	12	550	95.65%	78.97%
How well did our staff work together to care for you	2	1	1	2	113	94.96%	80.58%
Extent to which our staff eased your entry into the medical facility	1	1	0	1	109	97.32%	80.97%
Appropriateness of Emergency Medical Transportation treatment	2	0	1	5	102	92.73%	80.60%
Extent to which the services received were worth the fees charged	0	0	0	0	4	100.00%	69.06%
Overall rating of the care provided by our Emergency Medical Transportation service	2	0	0	2	114	96.61%	81.21%
Likelihood of recommending this ambulance service to others	1	0	1	2	108	96.43%	81.40%