

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

September 1, 2019 to September 30, 2019

Your Score

97.12

Number of Your Patients in this Report

125

Number of Patients in this Report

6,414

Number of Transport Services in All EMS DB

156





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **09/01/2019** and **09/30/2019**.

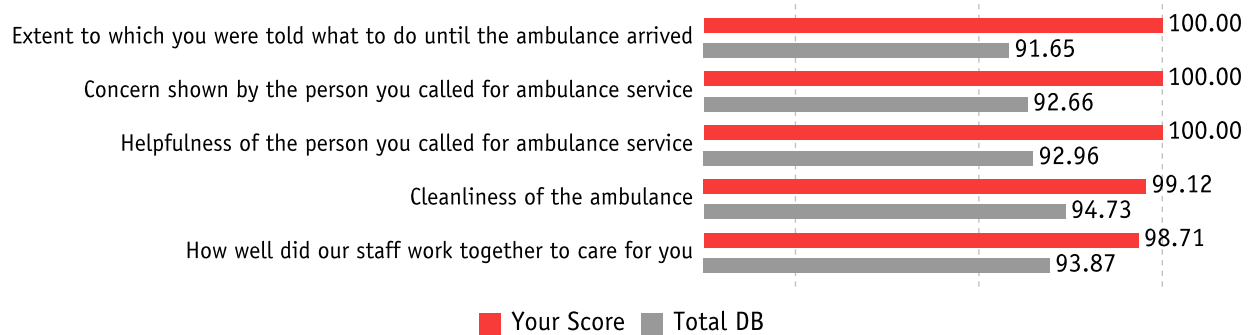
The overall mean score for the standard questions was **97.12**; this is a difference of **4.17** points from the overall EMS database score of **92.95**.

The current score of **97.12** is a change of **3.04** points from last period's score of **94.08**. This was the **12th** highest overall score for all companies in the database.

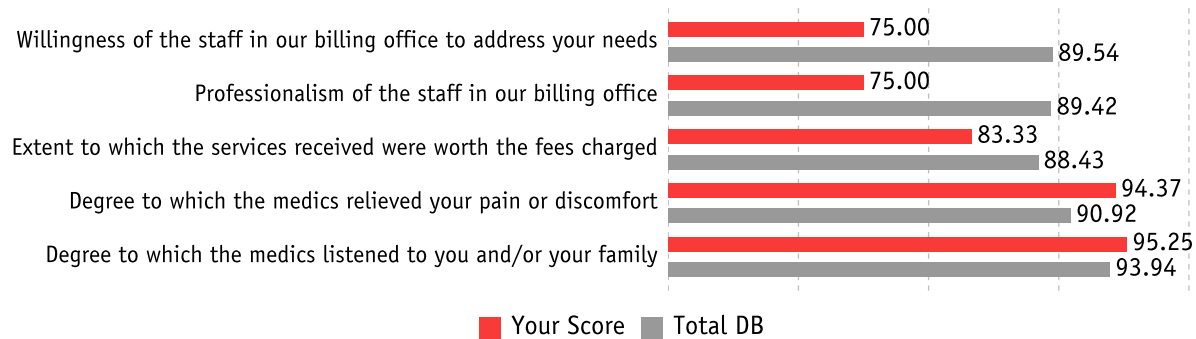
You are ranked **1st** for comparably sized companies in the system.

91.39% of responses to standard questions had a rating of Very Good, the highest rating. **99.44%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

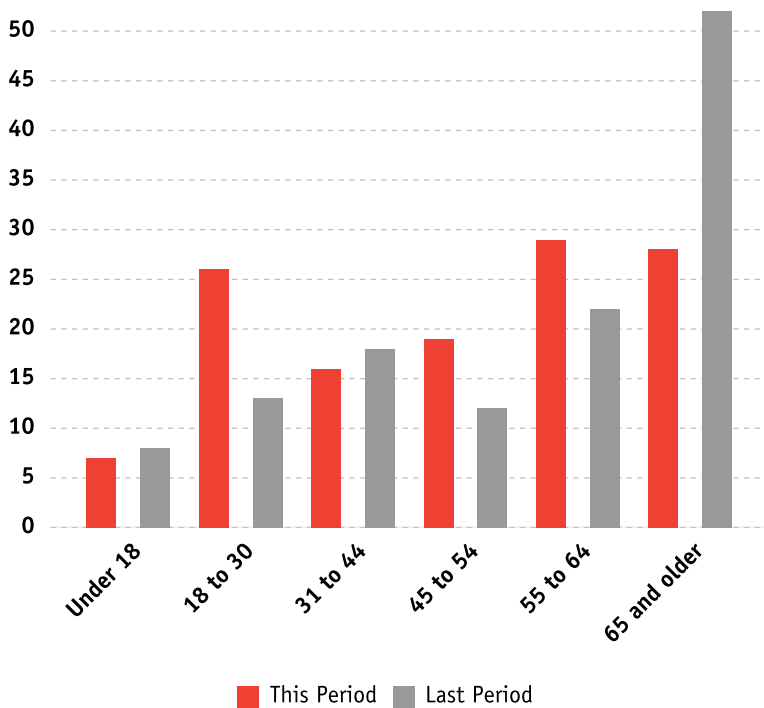




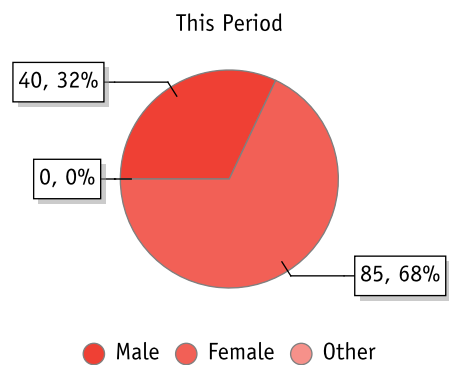
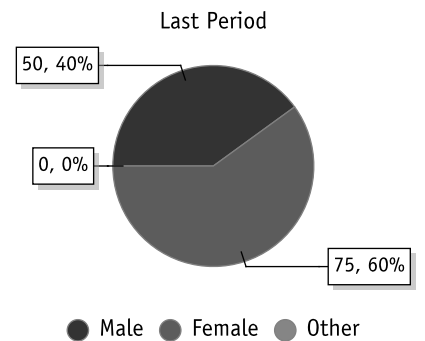
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	8	4	4	0	7	4	3	0
18 to 30	13	4	9	0	26	10	16	0
31 to 44	18	7	11	0	16	5	11	0
45 to 54	12	9	3	0	19	4	15	0
55 to 64	22	9	13	0	29	9	20	0
65 and older	52	17	35	0	28	8	20	0
Total	125	50	75	0	125	40	85	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	94.62	5.38	100.00	92.96
Concern shown by the person you called for ambulance service	94.62	5.38	100.00	92.66
Extent to which you were told what to do until the ambulance arrived	94.15	5.85	100.00	91.65

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	94.19	2.59	96.78	92.24
Cleanliness of the ambulance	96.04	3.08	99.12	94.73
Comfort of the ride	89.58	5.85	95.43	87.89
Skill of the person driving the ambulance	94.52	2.93	97.45	94.06

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	94.53	3.47	98.00	94.51
Degree to which the medics took your problem seriously	94.33	1.03	95.36	94.33
Degree to which the medics listened to you and/or your family	93.66	1.59	95.25	93.94
Skill of the medics	95.22	1.71	96.93	94.55
Extent to which the medics kept you informed about your treatment	93.20	3.70	96.90	92.85
Extent to which medics included you in the treatment decisions (if applicable)	92.57	4.88	97.45	92.67
Degree to which the medics relieved your pain or discomfort	92.20	2.17	94.37	90.92
Medics' concern for your privacy	95.73	2.84	98.57	93.75
Extent to which medics cared for you as a person	95.30	1.27	96.57	94.31

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	75.00	-0.00	75.00	89.42
Willingness of the staff in our billing office to address your needs	75.00	-0.00	75.00	89.54



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	94.73	3.98	98.71	93.87
Extent to which our staff eased your entry into the medical facility	94.14	4.51	98.65	93.95
Appropriateness of Emergency Medical Transportation treatment	93.34	2.78	96.12	93.75
Extent to which the services received were worth the fees charged	100.00	-16.67	83.33	88.43
Overall rating of the care provided by our Emergency Medical Transportation	94.73	2.17	96.90	93.93
Likelihood of recommending this ambulance service to others	94.79	2.62	97.41	93.20



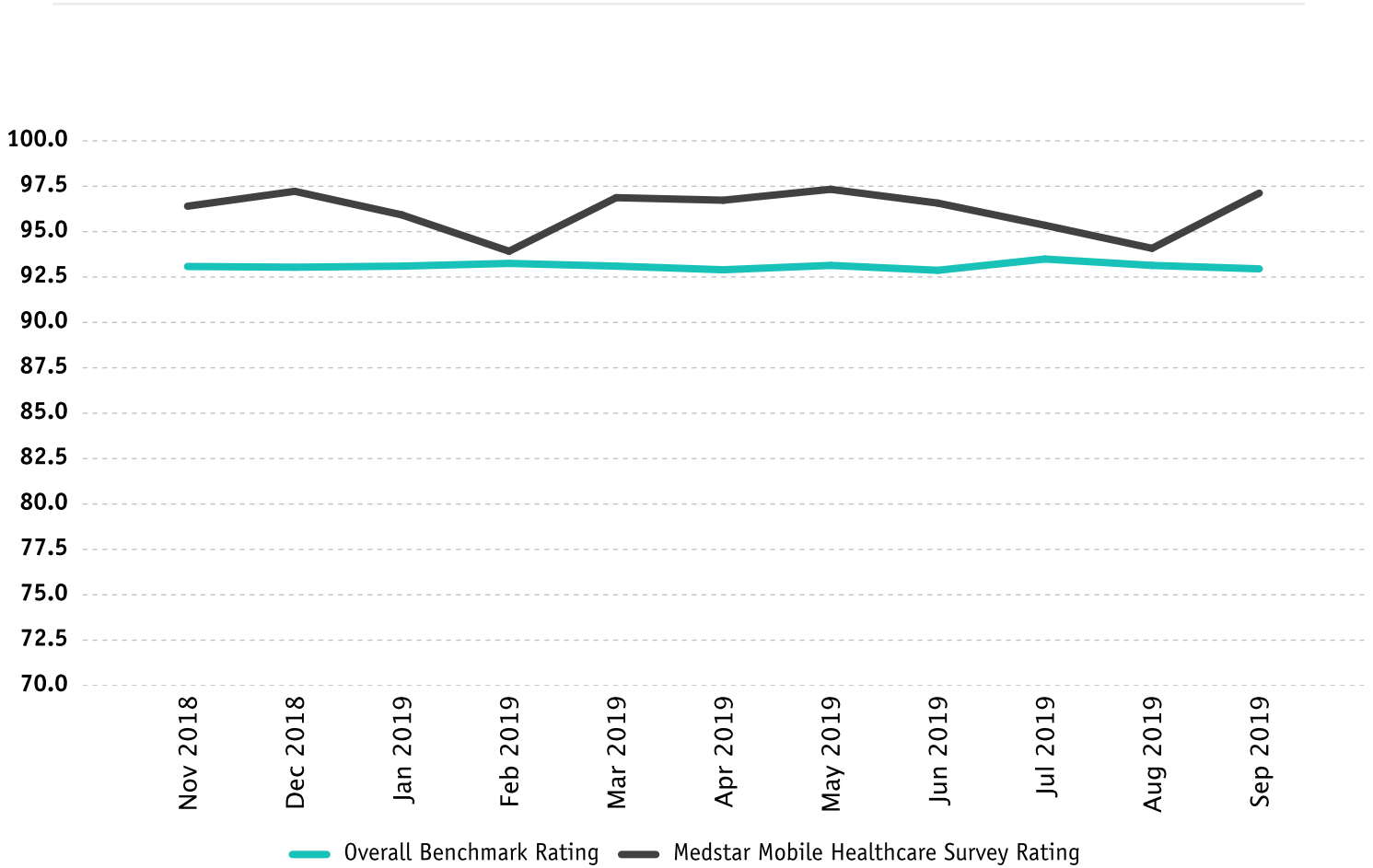
Monthly Breakdown

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 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019
Helpfulness of the person you called for ambulance service	96.67	97.22	99.00	96.74	89.58	93.75	95.31	95.37	93.58	95.97	94.62	100.00
Concern shown by the person you called for ambulance service	94.51	96.59	96.00	96.74	90.97	90.79	92.74	95.37	93.58	95.97	94.62	100.00
Extent to which you were told what to do until the ambulance arrived	98.81	96.43	96.25	93.42	92.42	92.11	94.05	91.67	94.00	94.39	94.15	100.00
Extent to which the ambulance arrived in a timely manner	94.65	95.34	95.58	96.43	90.86	95.00	95.90	96.82	95.94	95.54	94.19	96.78
Cleanliness of the ambulance	97.94	98.45	98.48	98.79	95.87	99.07	99.07	98.80	99.75	97.77	96.04	99.12
Comfort of the ride	92.25	88.98	89.95	85.64	87.62	92.19	89.26	91.07	93.04	90.34	89.58	95.43
Skill of the person driving the ambulance	96.68	96.68	96.01	94.91	92.70	97.79	98.51	97.33	98.45	94.80	94.52	97.45
Care shown by the medics who arrived with the ambulance	95.18	97.32	97.79	96.98	95.29	98.59	97.79	98.59	97.18	96.31	94.53	98.00
Degree to which the medics took your problem seriously	95.10	97.01	97.99	98.19	95.26	96.61	97.79	98.60	98.00	95.33	94.33	95.36
Degree to which the medics listened to you and/or your family	94.07	96.76	97.97	97.52	95.18	97.98	96.98	97.69	96.34	95.22	93.66	95.25
Skill of the medics	95.46	97.34	98.96	95.98	96.19	98.14	96.68	98.58	96.77	96.40	95.22	96.93
Extent to which the medics kept you informed about your treatment	94.72	96.23	98.29	96.67	94.92	97.06	95.52	97.29	95.09	93.98	93.20	96.90
Extent to which medics included you in the treatment decisions (if	93.77	93.21	97.39	90.91	93.30	96.39	94.37	96.76	96.67	95.11	92.57	97.45
Degree to which the medics relieved your pain or discomfort	91.04	91.77	94.55	91.77	89.42	92.80	95.22	91.78	91.43	92.21	92.20	94.37
Medics' concern for your privacy	98.31	98.86	96.99	96.72	95.79	98.43	97.85	99.56	96.12	97.71	95.73	98.57
Extent to which medics cared for you as a person	96.15	97.92	98.36	97.54	95.66	98.55	97.72	98.99	97.20	96.47	95.30	96.57
Professionalism of the staff in our billing office	100.00	100.00	100.00	100.00	66.67	100.00		50.00	100.00	100.00	75.00	75.00
Willingness of the staff in our billing office to address your needs	100.00	100.00	91.67	100.00	75.00	100.00		50.00	100.00	100.00	75.00	75.00
How well did our staff work together to care for you	95.50	96.95	97.90	98.14	96.67	97.67	98.54	98.76	97.54	96.55	94.73	98.71
Extent to which our staff eased your entry into the medical facility	96.88	98.04	99.57	97.51	96.49	98.62	99.35	98.74	98.08	97.07	94.14	98.65
Appropriateness of Emergency Medical Transportation treatment	94.09	96.55	96.94	96.05	95.09	96.79	96.86	97.41	97.03	95.83	93.34	96.12
Extent to which the services received were worth the fees charged	65.20	95.45	91.67	91.67	96.15	93.75	100.00	66.67		62.50	100.00	83.33
Overall rating of the care provided by our Emergency Medical Transportation	96.46	97.36	97.49	96.29	94.55	97.27	97.53	98.36	96.98	95.09	94.73	96.90
Likelihood of recommending this ambulance service to others	95.49	97.63	98.28	97.07	92.40	96.46	97.18	98.88	98.04	94.73	94.79	97.41
Your Master Score	95.26	96.40	97.22	95.92	93.92	96.87	96.73	97.33	96.57	95.35	94.08	97.12
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





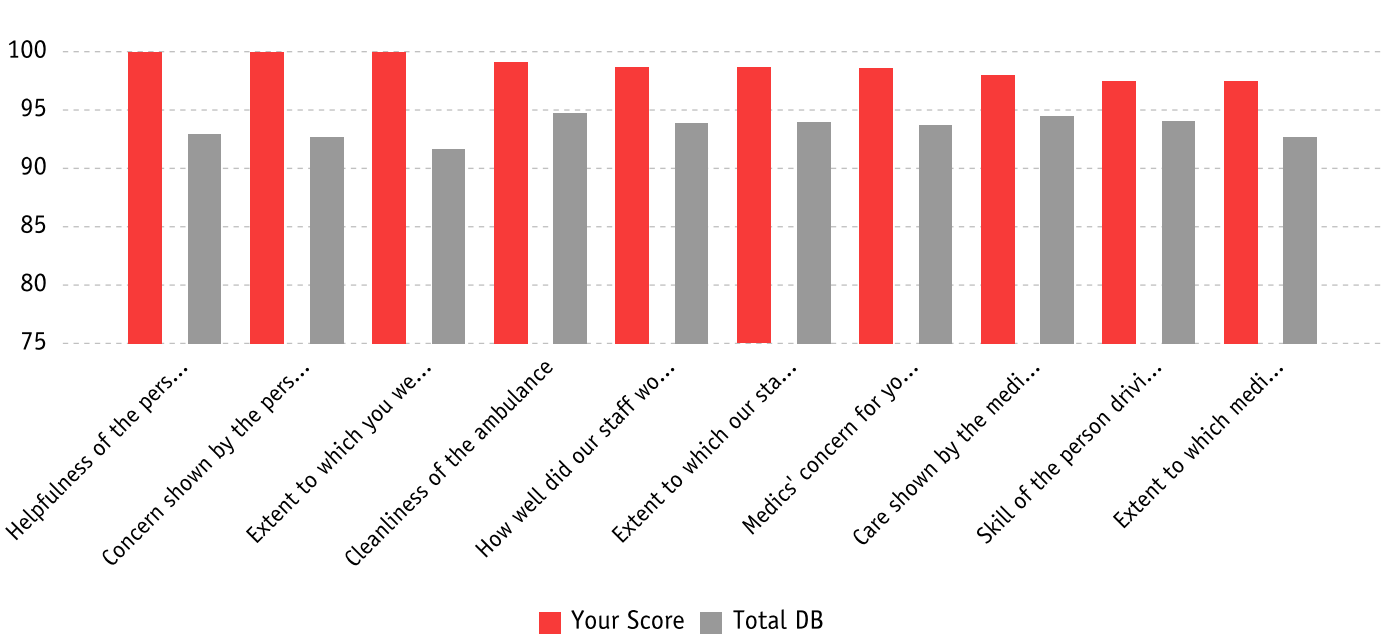
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Comfort of the ride	89.58	95.43	5.85	87.89
Extent to which you were told what to do until the ambulance arrived	94.15	100.00	5.85	91.65
Helpfulness of the person you called for ambulance service	94.62	100.00	5.38	92.96
Concern shown by the person you called for ambulance service	94.62	100.00	5.38	92.66
Extent to which medics included you in the treatment decisions (if applicable)	92.57	97.45	4.89	92.67
Extent to which our staff eased your entry into the medical facility	94.14	98.65	4.51	93.95
How well did our staff work together to care for you	94.73	98.71	3.98	93.87
Extent to which the medics kept you informed about your treatment	93.20	96.90	3.70	92.85
Care shown by the medics who arrived with the ambulance	94.53	98.00	3.47	94.51
Cleanliness of the ambulance	96.04	99.12	3.08	94.73
Decreases				
Extent to which the services received were worth the fees charged	100.00	83.33	-16.67	88.43



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Helpfulness of the person you called for ambulance service	100.00	7.04	92.96
Concern shown by the person you called for ambulance service	100.00	7.34	92.66
Extent to which you were told what to do until the ambulance arrived	100.00	8.35	91.65
Cleanliness of the ambulance	99.12	4.39	94.73
How well did our staff work together to care for you	98.71	4.84	93.87
Extent to which our staff eased your entry into the medical facility	98.65	4.70	93.95
Medics' concern for your privacy	98.57	4.83	93.75
Care shown by the medics who arrived with the ambulance	98.00	3.49	94.51
Skill of the person driving the ambulance	97.45	3.40	94.06
Extent to which medics included you in the treatment decisions (if applicable)	97.45	4.79	92.67





Key Drivers — This section shows the relative importance of each question to the respondents' overall satisfaction. The greater the coefficient number, the more important the issue is to your patients' overall satisfaction. The questions are arranged based on their weighted importance value.

Question	Your Score	Correlation Coefficient
Extent to which the services received were worth the fees charged	83.33	1.000000
Appropriateness of Emergency Medical Transportation treatment	96.12	.887232582
Extent to which medics cared for you as a person	96.57	.849782683
Degree to which the medics listened to you and/or your family	95.25	.84253977
Degree to which the medics took your problem seriously	95.36	.815660812
Extent to which the medics kept you informed about your treatment	96.90	.814903112
Extent to which medics included you in the treatment decisions (if applicable)	97.45	.806428351
Skill of the medics	96.93	.789339335
How well did our staff work together to care for you	98.71	.735535005
Degree to which the medics relieved your pain or discomfort	94.37	.72789225
Skill of the person driving the ambulance	97.45	.675657168
Care shown by the medics who arrived with the ambulance	98.00	.667146684
Medics' concern for your privacy	98.57	.664866547
Extent to which our staff eased your entry into the medical facility	98.65	.556884817
Cleanliness of the ambulance	99.12	.546948321
Comfort of the ride	95.43	.541628426
Extent to which the ambulance arrived in a timely manner	96.78	.293262963



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	100.00	92.80	91.83	94.83	94.92	92.54	94.32
Concern shown by the person you called for ambulance service	100.00	92.67	92.16	94.92	95.27	93.66	93.43
Extent to which you were told what to do until the ambulance	100.00	90.02	90.21	93.40	93.14	94.23	92.40
Extent to which the ambulance arrived in a timely manner	96.78	87.86	90.93	91.81	93.15	90.86	92.54
Cleanliness of the ambulance	99.12	94.05	94.20	92.92	95.59	94.86	95.12
Comfort of the ride	95.43	85.00	87.12	85.85	91.53	90.29	87.29
Skill of the person driving the ambulance	97.45	92.92	93.94	92.69	95.91	94.93	93.83
Care shown by the medics who arrived with the ambulance	98.00	91.44	94.02	93.35	93.81	95.45	94.40
Degree to which the medics took your problem seriously	95.36	90.61	94.41	92.52	92.31	95.77	95.43
Degree to which the medics listened to you and/or your family	95.25	90.61	93.63	92.52	93.02	94.23	95.26
Skill of the medics	96.93	92.82	94.31	93.24	94.03	95.77	94.30
Extent to which the medics kept you informed about your	96.90	91.94	92.64	90.69	92.13	95.56	93.50
Extent to which medics included you in the treatment decisions (if	97.45	90.47	91.91	91.85	90.24	95.24	94.51
Degree to which the medics relieved your pain or discomfort	94.37	89.30	90.20	90.40	90.54	93.24	93.84
Medics' concern for your privacy	98.57	93.20	93.91	92.43	93.65	92.97	93.44
Extent to which medics cared for you as a person	96.57	92.44	94.10	93.66	94.53	95.31	93.14
Professionalism of the staff in our billing office	75.00	89.52	89.65	90.15	90.74	88.69	87.83
Willingness of the staff in our billing office to address your needs	75.00	88.79	89.31	88.71	90.38	90.48	89.19
How well did our staff work together to care for you	98.71	93.75	94.12	94.30	94.32	92.06	93.79
Extent to which our staff eased your entry into the medical facility	98.65	92.12	93.20	93.42	95.10	94.78	94.91
Appropriateness of Emergency Medical Transportation treatment	96.12	91.83	93.57	94.91	95.19	95.40	94.78
Extent to which the services received were worth the fees charged	83.33	88.02	88.51	87.23	88.97	91.97	88.09
Overall rating of the care provided by our Emergency Medical	96.90	92.71	93.46	92.98	94.58	94.63	95.22
Likelihood of recommending this ambulance service to others	97.41	92.20	92.63	92.41	94.31	94.69	91.56
Overall score	97.12	91.25	92.43	92.27	93.43	93.76	93.25
National Rank	12	74	53	58	39	35	42
Comparable Size (Large) Company Rank	1	19	11	14	7	6	8



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Helpfulness of the person you called for ambulance service	100.00	92.96	93.06	94.79	92.58
Concern shown by the person you called for ambulance service	100.00	92.66	92.83	94.86	92.32
Extent to which you were told what to do until the ambulance	100.00	91.65	91.62	94.72	90.90
Extent to which the ambulance arrived in a timely manner	96.78	92.24	92.06	94.77	91.61
Cleanliness of the ambulance	99.12	94.73	94.84	96.10	94.51
Comfort of the ride	95.43	87.89	87.67	91.78	86.87
Skill of the person driving the ambulance	97.45	94.06	94.05	95.82	93.69
Care shown by the medics who arrived with the ambulance	98.00	94.51	94.56	96.33	94.40
Degree to which the medics took your problem seriously	95.36	94.33	94.38	95.95	94.29
Degree to which the medics listened to you and/or your family	95.25	93.94	94.00	95.81	93.79
Skill of the medics	96.93	94.55	94.55	96.23	94.37
Extent to which the medics kept you informed about your	96.90	92.85	93.05	95.06	92.83
Extent to which medics included you in the treatment decisions	97.45	92.67	92.64	95.00	92.51
Degree to which the medics relieved your pain or discomfort	94.37	90.92	90.76	92.82	90.65
Medics' concern for your privacy	98.57	93.75	93.71	95.23	93.74
Extent to which medics cared for you as a person	96.57	94.31	94.33	95.79	94.19
Professionalism of the staff in our billing office	75.00	89.42	89.19	90.38	88.64
Willingness of the staff in our billing office to address your	75.00	89.54	89.14	90.25	88.86
How well did our staff work together to care for you	98.71	93.87	94.05	95.04	93.92
Extent to which our staff eased your entry into the medical	98.65	93.95	94.01	95.46	93.87
Appropriateness of Emergency Medical Transportation treatment	96.12	93.75	93.82	95.43	93.50
Extent to which the services received were worth the fees	83.33	88.43	88.22	89.45	88.18
Overall rating of the care provided by our Emergency Medical	96.90	93.93	94.07	95.40	93.84
Likelihood of recommending this ambulance service to others	97.41	93.20	93.24	95.47	92.96
Number of Surveys for the period	125				
Overall Score	97.12	92.67	92.66	94.50	92.38



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	93.07	92.05
Dispatch	92.72	91.84
Helpfulness of the person you called for ambulance service	92.97	92.51
Concern shown by the person you called for ambulance service	92.94	92.28
Extent to which you were told what to do until the ambulance	92.24	90.72
Ambulance	93.04	91.59
Extent to which the ambulance arrived in a timely manner	93.63	91.89
Cleanliness of the ambulance	95.87	94.14
Comfort of the ride	88.50	87.25
Skill of the person driving the ambulance	94.18	93.08
Medic	93.95	93.03
Care shown by the medics who arrived with the ambulance	94.72	94.06
Degree to which the medics took your problem seriously	94.72	93.97
Degree to which the medics listened to you and/or your family	94.43	93.68
Skill of the medics	95.01	94.08
Extent to which the medics kept you informed about your treatment	93.48	92.23
Extent to which medics included you in the treatment decisions (if	93.06	92.00
Degree to which the medics relieved your pain or discomfort	90.34	90.34
Medics' concern for your privacy	94.88	93.01
Extent to which medics cared for you as a person	94.91	93.94
Billing Staff Assessment	87.65	88.48



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.07	92.05
Billing Staff Assessment	87.65	88.48
Professionalism of the staff in our billing office	87.62	88.42
Willingness of the staff in our billing office to address your needs	87.68	88.55
Overall Assessment	93.74	92.17
How well did our staff work together to care for you	94.99	93.17
Extent to which our staff eased your entry into the medical facility	95.00	93.35
Appropriateness of Emergency Medical Transportation treatment	94.58	93.10
Extent to which the services received were worth the fees charged	88.50	87.29
Overall rating of the care provided by our Emergency Medical	94.66	93.25
Likelihood of recommending this ambulance service to others	94.68	92.86



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	10	37	137	1975	91.39%	76.96%
Dispatch	0	0	0	0	115	100.00%	75.30%
Helpfulness of the person you called for ambulance service	0	0	0	0	40	100.00%	76.83%
Concern shown by the person you called for ambulance service	0	0	0	0	40	100.00%	75.96%
Extent to which you were told what to do until the ambulance arrived	0	0	0	0	35	100.00%	73.12%
Ambulance	1	1	9	27	422	91.74%	75.57%
Extent to which the ambulance arrived in a timely manner	1	0	0	12	111	89.52%	75.60%
Cleanliness of the ambulance	0	0	0	4	109	96.46%	80.98%
Comfort of the ride	0	0	7	7	101	87.83%	65.87%
Skill of the person driving the ambulance	0	1	2	4	101	93.52%	79.83%
Medic	1	9	19	72	942	90.32%	79.95%
Care shown by the medics who arrived with the ambulance	0	0	1	8	116	92.80%	82.65%
Degree to which the medics took your problem seriously	0	3	3	8	110	88.71%	82.85%
Degree to which the medics listened to you and/or your family	0	2	5	7	107	88.43%	81.46%
Skill of the medics	0	1	2	8	111	90.98%	82.36%
Extent to which the medics kept you informed about your treatment	0	0	2	11	108	89.26%	78.11%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	2	10	37	137	1975	91.39%	76.96%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	1	9	98	90.74%	77.53%
Degree to which the medics relieved your pain or discomfort	1	2	3	5	82	88.17%	72.99%
Medics' concern for your privacy	0	0	0	6	99	94.29%	79.15%
Extent to which medics cared for you as a person	0	1	2	10	111	89.52%	82.45%
Billing Staff Assessment	0	0	0	2	0	0.00%	65.50%
Professionalism of the staff in our billing office	0	0	0	1	0	0.00%	65.40%
Willingness of the staff in our billing office to address your needs	0	0	0	1	0	0.00%	65.60%
Overall Assessment	0	0	9	36	496	91.68%	78.06%
How well did our staff work together to care for you	0	0	1	4	111	95.69%	79.55%
Extent to which our staff eased your entry into the medical facility	0	0	0	6	105	94.59%	80.33%
Appropriateness of Emergency Medical Transportation treatment	0	0	3	10	90	87.38%	79.79%
Extent to which the services received were worth the fees charged	0	0	1	0	2	66.67%	68.55%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	2	11	108	89.26%	80.60%
Likelihood of recommending this ambulance service to others	0	0	2	5	80	91.95%	79.54%