

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

October 1, 2019 to October 31, 2019

Your Score

95.14

Number of Your Patients in this Report

125

Number of Patients in this Report

7,645

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 **10/01/2019** and **10/31/2019**.

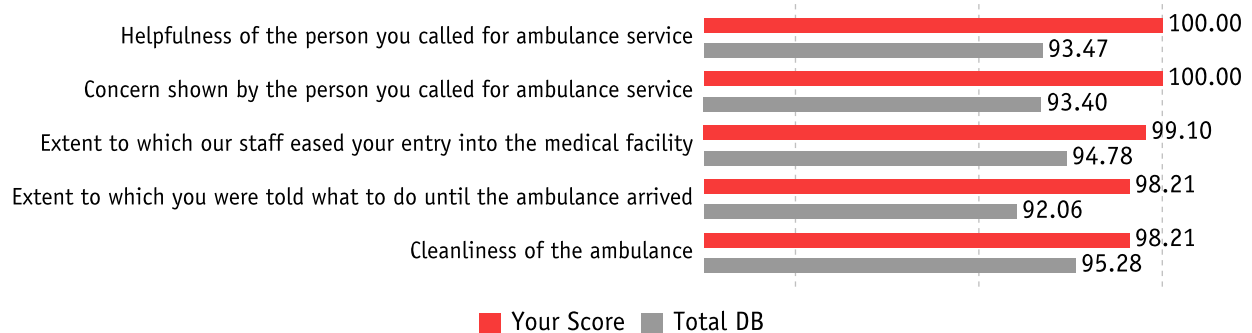
The overall mean score for the standard questions was **95.14**; this is a difference of **1.64** points from the overall EMS database score of **93.50**.

The current score of **95.14** is a change of **-1.98** points from last period's score of **97.12**. This was the **26th** highest overall score for all companies in the database.

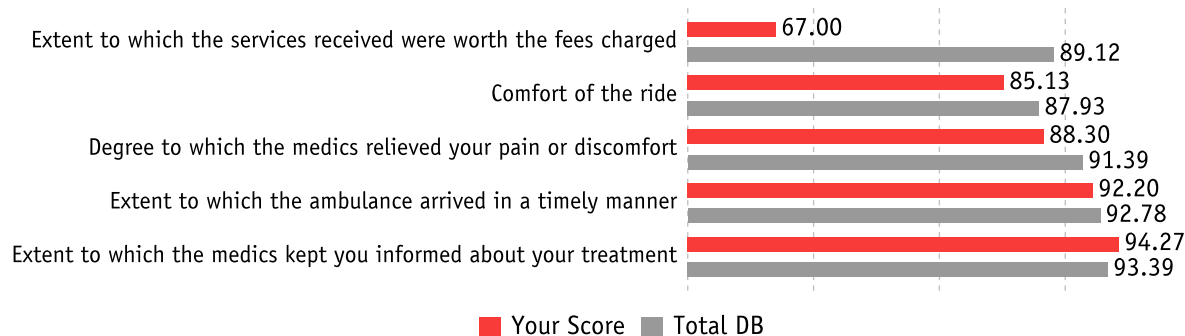
You are ranked **3rd** for comparably sized companies in the system.

87.33% of responses to standard questions had a rating of Very Good, the highest rating. **98.07%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

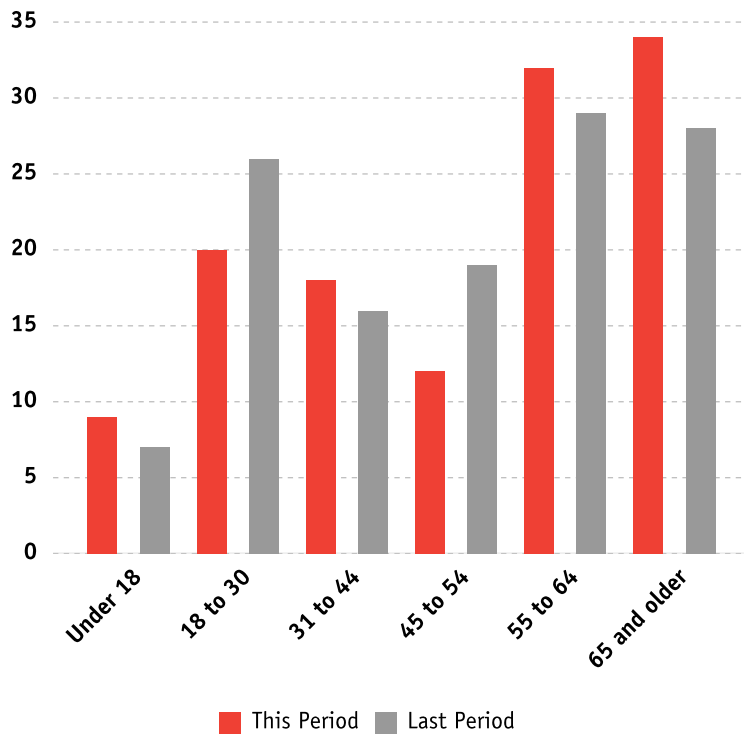




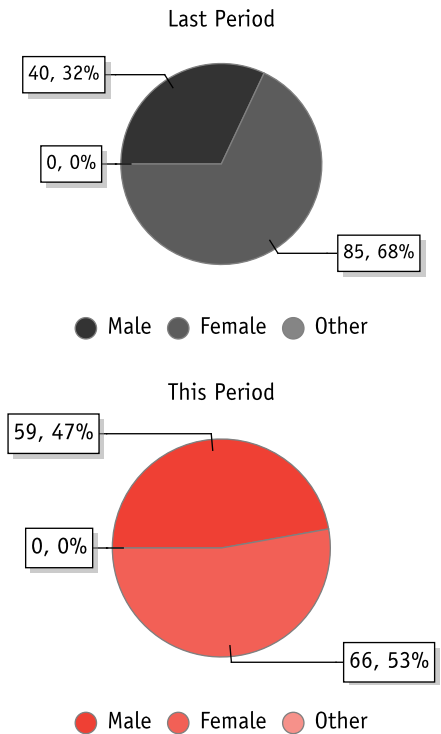
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	7	4	3	0	9	3	6	0
18 to 30	26	10	16	0	20	11	9	0
31 to 44	16	5	11	0	18	5	13	0
45 to 54	19	4	15	0	12	8	4	0
55 to 64	29	9	20	0	32	17	15	0
65 and older	28	8	20	0	34	15	19	0
Total	125	40	85	0	125	59	66	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





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	100.00	-0.00	100.00	93.47
Concern shown by the person you called for ambulance service	100.00	-0.00	100.00	93.40
Extent to which you were told what to do until the ambulance arrived	100.00	-1.79	98.21	92.06

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	96.78	-4.58	92.20	92.78
Cleanliness of the ambulance	99.12	-0.91	98.21	95.28
Comfort of the ride	95.43	-10.30	85.13	87.93
Skill of the person driving the ambulance	97.45	-2.65	94.80	94.48

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	98.00	-2.44	95.56	94.94
Degree to which the medics took your problem seriously	95.36	0.21	95.57	94.97
Degree to which the medics listened to you and/or your family	95.25	0.01	95.26	94.58
Skill of the medics	96.93	-1.40	95.53	94.94
Extent to which the medics kept you informed about your treatment	96.90	-2.63	94.27	93.39
Extent to which medics included you in the treatment decisions (if applicable)	97.45	-2.95	94.50	93.32
Degree to which the medics relieved your pain or discomfort	94.37	-6.07	88.30	91.39
Medics' concern for your privacy	98.57	-0.47	98.10	94.38
Extent to which medics cared for you as a person	96.57	0.13	96.70	94.98

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	75.00	-		89.38
Willingness of the staff in our billing office to address your needs	75.00	-		89.23



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	98.71	-0.85	97.86	94.59
Extent to which our staff eased your entry into the medical facility	98.65	0.45	99.10	94.78
Appropriateness of Emergency Medical Transportation treatment	96.12	-0.73	95.39	94.27
Extent to which the services received were worth the fees charged	83.33	-16.33	67.00	89.12
Overall rating of the care provided by our Emergency Medical Transportation	96.90	-1.03	95.87	94.40
Likelihood of recommending this ambulance service to others	97.41	-2.57	94.84	94.17



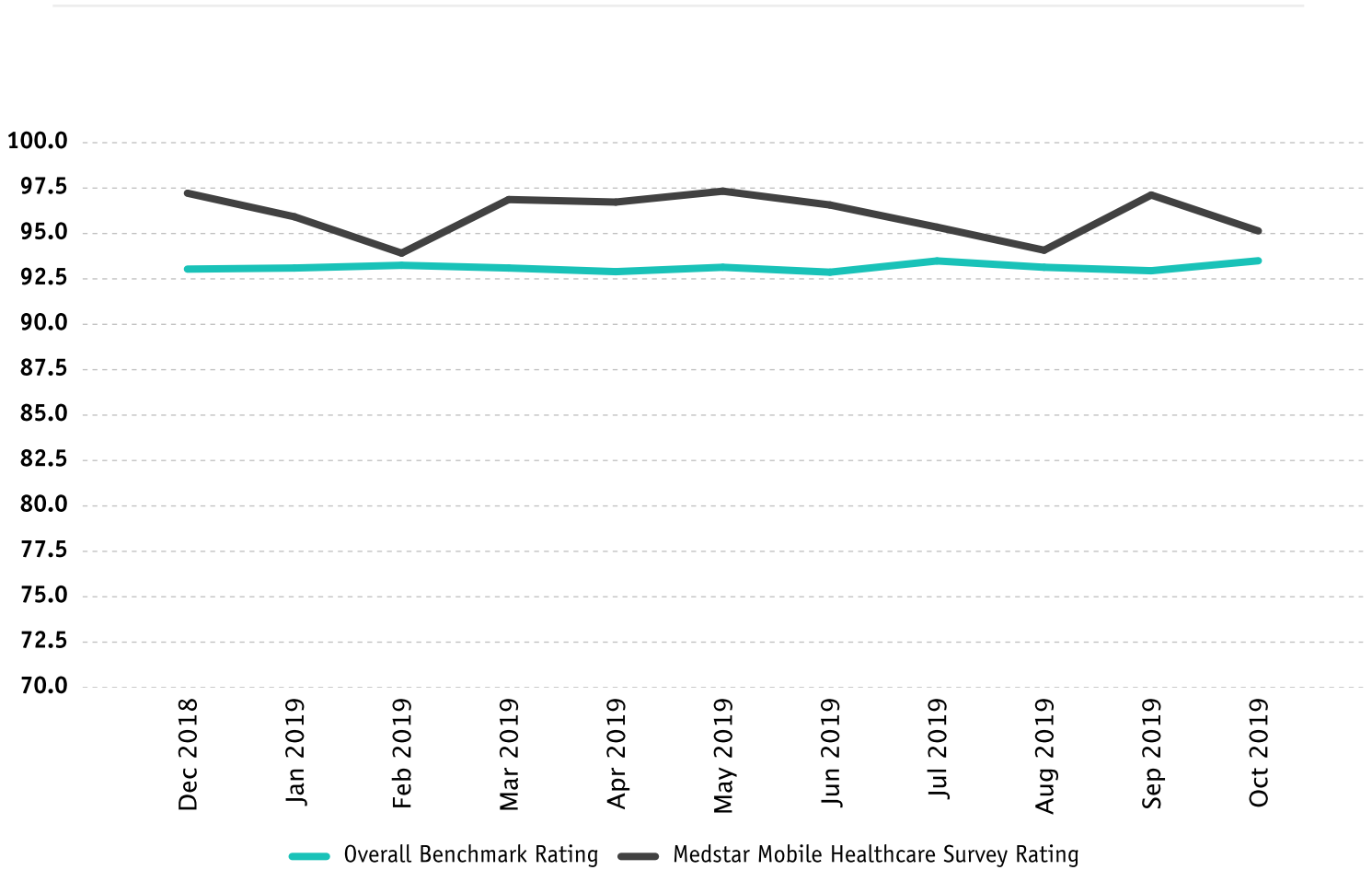
Monthly Breakdown

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 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019
Helpfulness of the person you called for ambulance service	97.22	99.00	96.74	89.58	93.75	95.31	95.37	93.58	95.97	94.62	100.00	100.00
Concern shown by the person you called for ambulance service	96.59	96.00	96.74	90.97	90.79	92.74	95.37	93.58	95.97	94.62	100.00	100.00
Extent to which you were told what to do until the ambulance arrived	96.43	96.25	93.42	92.42	92.11	94.05	91.67	94.00	94.39	94.15	100.00	98.21
Extent to which the ambulance arrived in a timely manner	95.34	95.58	96.43	90.86	95.00	95.90	96.82	95.94	95.54	94.19	96.78	92.20
Cleanliness of the ambulance	98.45	98.48	98.79	95.87	99.07	99.07	98.80	99.75	97.77	96.04	99.12	98.21
Comfort of the ride	88.98	89.95	85.64	87.62	92.19	89.26	91.07	93.04	90.34	89.58	95.43	85.13
Skill of the person driving the ambulance	96.68	96.01	94.91	92.70	97.79	98.51	97.33	98.45	94.80	94.52	97.45	94.80
Care shown by the medics who arrived with the ambulance	97.32	97.79	96.98	95.29	98.59	97.79	98.59	97.18	96.31	94.53	98.00	95.56
Degree to which the medics took your problem seriously	97.01	97.99	98.19	95.26	96.61	97.79	98.60	98.00	95.33	94.33	95.36	95.57
Degree to which the medics listened to you and/or your family	96.76	97.97	97.52	95.18	97.98	96.98	97.69	96.34	95.22	93.66	95.25	95.26
Skill of the medics	97.34	98.96	95.98	96.19	98.14	96.68	98.58	96.77	96.40	95.22	96.93	95.53
Extent to which the medics kept you informed about your treatment	96.23	98.29	96.67	94.92	97.06	95.52	97.29	95.09	93.98	93.20	96.90	94.27
Extent to which medics included you in the treatment decisions (if	93.21	97.39	90.91	93.30	96.39	94.37	96.76	96.67	95.11	92.57	97.45	94.50
Degree to which the medics relieved your pain or discomfort	91.77	94.55	91.77	89.42	92.80	95.22	91.78	91.43	92.21	92.20	94.37	88.30
Medics' concern for your privacy	98.86	96.99	96.72	95.79	98.43	97.85	99.56	96.12	97.71	95.73	98.57	98.10
Extent to which medics cared for you as a person	97.92	98.36	97.54	95.66	98.55	97.72	98.99	97.20	96.47	95.30	96.57	96.70
Professionalism of the staff in our billing office	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	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	96.95	97.90	98.14	96.67	97.67	98.54	98.76	97.54	96.55	94.73	98.71	97.86
Extent to which our staff eased your entry into the medical facility	98.04	99.57	97.51	96.49	98.62	99.35	98.74	98.08	97.07	94.14	98.65	99.10
Appropriateness of Emergency Medical Transportation treatment	96.55	96.94	96.05	95.09	96.79	96.86	97.41	97.03	95.83	93.34	96.12	95.39
Extent to which the services received were worth the fees charged	95.45	91.67	91.67	96.15	93.75	100.00	66.67		62.50	100.00	83.33	67.00
Overall rating of the care provided by our Emergency Medical Transportation	97.36	97.49	96.29	94.55	97.27	97.53	98.36	96.98	95.09	94.73	96.90	95.87
Likelihood of recommending this ambulance service to others	97.63	98.28	97.07	92.40	96.46	97.18	98.88	98.04	94.73	94.79	97.41	94.84
Your Master Score	96.40	97.22	95.92	93.92	96.87	96.73	97.33	96.57	95.35	94.08	97.12	95.14
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





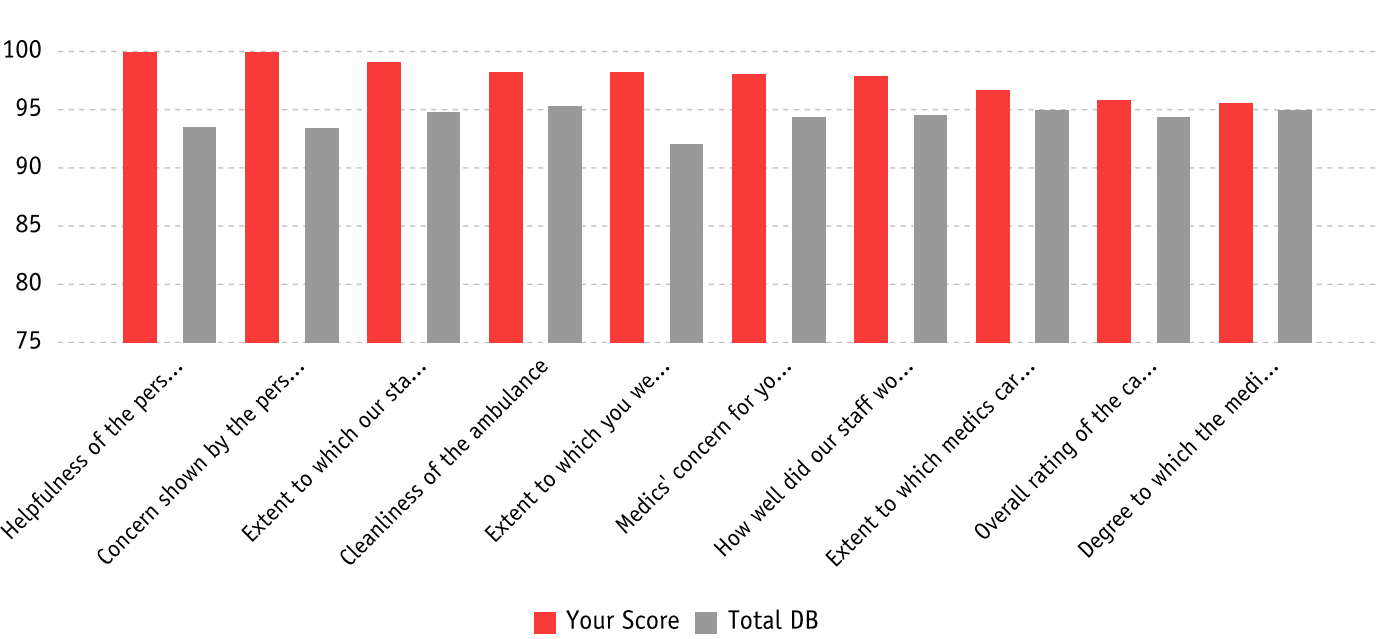
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which our staff eased your entry into the medical facility	98.65	99.10	0.45	94.78
Degree to which the medics took your problem seriously	95.36	95.57	0.21	94.97
Extent to which medics cared for you as a person	96.57	96.70	0.13	94.98
Degree to which the medics listened to you and/or your family	95.25	95.26	0.01	94.58
Decreases				
Extent to which the services received were worth the fees charged	83.33	67.00	-16.33	89.12
Comfort of the ride	95.43	85.13	-10.30	87.93
Degree to which the medics relieved your pain or discomfort	94.37	88.30	-6.06	91.39
Extent to which the ambulance arrived in a timely manner	96.78	92.20	-4.58	92.78
Extent to which medics included you in the treatment decisions (if applicable)	97.45	94.50	-2.95	93.32
Skill of the person driving the ambulance	97.45	94.80	-2.65	94.48
Extent to which the medics kept you informed about your treatment	96.90	94.27	-2.63	93.39
Likelihood of recommending this ambulance service to others	97.41	94.84	-2.58	94.17
Care shown by the medics who arrived with the ambulance	98.00	95.56	-2.44	94.94
Extent to which you were told what to do until the ambulance arrived	100.00	98.21	-1.79	92.06



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	6.53	93.47
Concern shown by the person you called for ambulance service	100.00	6.60	93.40
Extent to which our staff eased your entry into the medical facility	99.10	4.32	94.78
Cleanliness of the ambulance	98.21	2.93	95.28
Extent to which you were told what to do until the ambulance arrived	98.21	6.16	92.06
Medics' concern for your privacy	98.10	3.73	94.38
How well did our staff work together to care for you	97.86	3.28	94.59
Extent to which medics cared for you as a person	96.70	1.73	94.98
Overall rating of the care provided by our Emergency Medical Transportation service	95.87	1.47	94.40
Degree to which the medics took your problem seriously	95.57	0.60	94.97





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	67.00	1.0000000
Skill of the medics	95.53	.931968746
Degree to which the medics took your problem seriously	95.57	.90555884
Extent to which the medics kept you informed about your treatment	94.27	.896346155
Appropriateness of Emergency Medical Transportation treatment	95.39	.893970268
Extent to which medics included you in the treatment decisions (if applicable)	94.50	.893602064
Extent to which medics cared for you as a person	96.70	.881698218
Degree to which the medics listened to you and/or your family	95.26	.871146628
Care shown by the medics who arrived with the ambulance	95.56	.859303067
Skill of the person driving the ambulance	94.80	.78927379
Extent to which our staff eased your entry into the medical facility	99.10	.75531153
How well did our staff work together to care for you	97.86	.745815825
Medics' concern for your privacy	98.10	.729977879
Degree to which the medics relieved your pain or discomfort	88.30	.720042788
Extent to which the ambulance arrived in a timely manner	92.20	.596781582
Comfort of the ride	85.13	.569620722
Cleanliness of the ambulance	98.21	.416600851
Extent to which you were told what to do until the ambulance arrived	98.21	.266777707



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	94.16	91.97	93.27	92.35	94.53	93.24
Concern shown by the person you called for ambulance service	100.00	93.60	91.53	93.69	91.38	95.49	93.92
Extent to which you were told what to do until the ambulance	98.21	90.61	90.20	91.52	93.04	93.50	91.55
Extent to which the ambulance arrived in a timely manner	92.20	89.94	89.55	92.40	91.70	93.78	92.71
Cleanliness of the ambulance	98.21	95.03	93.37	94.43	95.00	96.92	96.38
Comfort of the ride	85.13	87.50	83.09	88.15	90.63	86.72	89.23
Skill of the person driving the ambulance	94.80	94.74	92.07	94.20	93.00	94.59	94.91
Care shown by the medics who arrived with the ambulance	95.56	94.68	91.85	94.39	91.70	96.96	94.85
Degree to which the medics took your problem seriously	95.57	95.36	91.96	94.34	92.35	96.97	95.25
Degree to which the medics listened to you and/or your family	95.26	94.70	91.37	94.68	88.93	96.21	95.75
Skill of the medics	95.53	95.05	91.68	94.17	92.35	96.52	93.99
Extent to which the medics kept you informed about your	94.27	93.84	90.44	92.74	90.78	94.68	93.68
Extent to which medics included you in the treatment decisions (if	94.50	94.06	90.15	93.18	83.38	95.32	94.69
Degree to which the medics relieved your pain or discomfort	88.30	92.03	88.35	91.33	88.68	92.16	92.69
Medics' concern for your privacy	98.10	94.40	91.41	94.10	90.67	97.16	93.67
Extent to which medics cared for you as a person	96.70	95.05	92.00	94.53	91.04	97.13	94.26
Professionalism of the staff in our billing office	0	88.01	86.39	89.02	90.00	91.07	91.35
Willingness of the staff in our billing office to address your needs	0	87.87	86.42	88.48	87.50	91.07	90.88
How well did our staff work together to care for you	97.86	94.32	91.88	94.02	94.23	96.63	93.40
Extent to which our staff eased your entry into the medical facility	99.10	95.26	91.38	93.98	92.00	95.94	94.84
Appropriateness of Emergency Medical Transportation treatment	95.39	93.45	91.71	93.33	88.89	95.85	93.87
Extent to which the services received were worth the fees charged	67.00	91.12	86.97	88.88	90.04	93.16	88.90
Overall rating of the care provided by our Emergency Medical	95.87	94.78	91.48	93.62	88.00	95.50	94.14
Likelihood of recommending this ambulance service to others	94.84	95.26	91.36	92.76	87.54	96.35	93.44
Overall score	95.14	93.48	90.56	92.95	90.75	95.04	93.54
National Rank	26	52	77	60	75	29	51
Comparable Size (Large) Company Rank	3	10	19	12	18	4	9



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Helpfulness of the person you called for ambulance service	100.00	93.47	93.20	94.59	93.11
Concern shown by the person you called for ambulance service	100.00	93.40	93.21	94.52	93.13
Extent to which you were told what to do until the ambulance	98.21	92.06	91.54	94.17	91.30
Extent to which the ambulance arrived in a timely manner	92.20	92.78	92.34	94.48	92.13
Cleanliness of the ambulance	98.21	95.28	95.20	96.38	95.11
Comfort of the ride	85.13	87.93	87.67	89.70	87.14
Skill of the person driving the ambulance	94.80	94.48	94.27	94.73	94.24
Care shown by the medics who arrived with the ambulance	95.56	94.94	94.72	95.68	94.74
Degree to which the medics took your problem seriously	95.57	94.97	94.88	95.69	94.79
Degree to which the medics listened to you and/or your family	95.26	94.58	94.51	95.39	94.46
Skill of the medics	95.53	94.94	94.79	95.66	94.80
Extent to which the medics kept you informed about your	94.27	93.39	93.13	94.26	92.97
Extent to which medics included you in the treatment decisions	94.50	93.32	93.13	94.37	93.04
Degree to which the medics relieved your pain or discomfort	88.30	91.39	91.09	92.04	90.98
Medics' concern for your privacy	98.10	94.38	94.19	95.34	94.24
Extent to which medics cared for you as a person	96.70	94.98	94.90	95.88	94.82
Professionalism of the staff in our billing office		89.38	88.74	90.98	88.36
Willingness of the staff in our billing office to address your		89.23	88.65	90.63	88.26
How well did our staff work together to care for you	97.86	94.59	94.53	95.53	94.43
Extent to which our staff eased your entry into the medical	99.10	94.78	94.72	95.31	94.83
Appropriateness of Emergency Medical Transportation treatment	95.39	94.27	94.20	95.28	93.97
Extent to which the services received were worth the fees	67.00	89.12	88.96	90.56	88.66
Overall rating of the care provided by our Emergency Medical	95.87	94.40	94.25	95.07	94.12
Likelihood of recommending this ambulance service to others	94.84	94.17	93.96	95.38	93.96
Number of Surveys for the period	125				
Overall Score	95.14	93.18	92.95	94.23	92.82



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	93.08	92.06
Dispatch	92.77	91.85
Helpfulness of the person you called for ambulance service	93.03	92.52
Concern shown by the person you called for ambulance service	93.00	92.30
Extent to which you were told what to do until the ambulance	92.29	90.74
Ambulance	93.04	91.6
Extent to which the ambulance arrived in a timely manner	93.61	91.91
Cleanliness of the ambulance	95.90	94.16
Comfort of the ride	88.45	87.26
Skill of the person driving the ambulance	94.19	93.09
Medic	93.97	93.05
Care shown by the medics who arrived with the ambulance	94.73	94.07
Degree to which the medics took your problem seriously	94.74	93.99
Degree to which the medics listened to you and/or your family	94.44	93.69
Skill of the medics	95.02	94.09
Extent to which the medics kept you informed about your treatment	93.49	92.25
Extent to which medics included you in the treatment decisions (if	93.09	92.02
Degree to which the medics relieved your pain or discomfort	90.32	90.35
Medics' concern for your privacy	94.93	93.03
Extent to which medics cared for you as a person	94.94	93.95
Billing Staff Assessment	87.65	88.5


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.08	92.06
Billing Staff Assessment	87.65	88.5
Professionalism of the staff in our billing office	87.62	88.43
Willingness of the staff in our billing office to address your needs	87.68	88.56
Overall Assessment	93.76	92.18
How well did our staff work together to care for you	95.03	93.19
Extent to which our staff eased your entry into the medical facility	95.07	93.37
Appropriateness of Emergency Medical Transportation treatment	94.59	93.11
Extent to which the services received were worth the fees charged	88.48	87.31
Overall rating of the care provided by our Emergency Medical	94.68	93.26
Likelihood of recommending this ambulance service to others	94.69	92.87



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	17	23	44	179	1812	87.33%	78.33%
Dispatch	0	0	1	0	85	98.84%	77.07%
Helpfulness of the person you called for ambulance service	0	0	0	0	29	100.00%	78.46%
Concern shown by the person you called for ambulance service	0	0	0	0	29	100.00%	77.84%
Extent to which you were told what to do until the ambulance arrived	0	0	1	0	27	96.43%	74.90%
Ambulance	7	4	17	48	332	81.37%	76.49%
Extent to which the ambulance arrived in a timely manner	3	2	5	8	97	84.35%	77.12%
Cleanliness of the ambulance	0	0	1	5	92	93.88%	82.67%
Comfort of the ride	3	2	10	21	63	63.64%	65.39%
Skill of the person driving the ambulance	1	0	1	14	80	83.33%	80.79%
Medic	9	15	18	85	896	87.59%	81.45%
Care shown by the medics who arrived with the ambulance	0	1	2	15	106	85.48%	83.45%
Degree to which the medics took your problem seriously	1	2	2	8	111	89.52%	84.27%
Degree to which the medics listened to you and/or your family	1	1	3	10	106	87.60%	82.98%
Skill of the medics	0	3	1	11	108	87.80%	83.49%
Extent to which the medics kept you informed about your treatment	1	2	3	12	104	85.25%	79.35%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	17	23	44	179	1812	87.33%	78.33%
Extent to which medics included you in the treatment decisions (if applicable)	0	2	3	10	85	85.00%	79.06%
Degree to which the medics relieved your pain or discomfort	4	2	4	9	64	77.11%	74.79%
Medics' concern for your privacy	1	0	0	4	100	95.24%	81.23%
Extent to which medics cared for you as a person	1	2	0	6	112	92.56%	84.40%
Billing Staff Assessment	0	0	0	0	0		65.21%
Professionalism of the staff in our billing office	0	0	0	0	0		65.28%
Willingness of the staff in our billing office to address your needs	0	0	0	0	0		65.14%
Overall Assessment	1	4	8	46	499	89.43%	79.87%
How well did our staff work together to care for you	0	0	1	8	108	92.31%	81.70%
Extent to which our staff eased your entry into the medical facility	0	0	0	4	107	96.40%	82.35%
Appropriateness of Emergency Medical Transportation treatment	0	1	4	10	99	86.84%	81.13%
Extent to which the services received were worth the fees charged	1	0	0	0	2	66.67%	70.19%
Overall rating of the care provided by our Emergency Medical Transportation service	0	1	2	13	105	86.78%	81.76%
Likelihood of recommending this ambulance service to others	0	2	1	11	78	84.78%	82.10%