

As many of you know, MedStar uses an outside agency, the EMS Survey Team (EMSST), to conduct patient experience surveys for the patients we encounter on EMS calls.

MedStar's 4th Quarter EMSST results are simply outstanding... Our overall patient satisfaction rating for the 375 patients randomly surveyed is an amazing 96.01!

Medstar Mobile Healthcare

Fort Worth, TX
Client 6511



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EMS System Report

October 1, 2019 to December 31, 2019

Your Score
96.01

Number of Your Patients in this Report

375

Number of Patients in this Report

21,883

Number of Transport Services in All EMS DB

160

Below you will find MedStar's scores as compared to the benchmark scores for all 160 other EMS agencies who use EMSST for their patient satisfaction ratings.

Medstar Mobile Healthcare

October 1, 2019 to December 31, 2019



Greatest Scores Above Benchmarks by Question

	This Period	Variance	Total DB Score
Highest Above Benchmark			
Helpfulness of the person you called for ambulance service	98.74	5.52	93.22
Concern shown by the person you called for ambulance service	98.74	5.67	93.07
Cleanliness of the ambulance	98.57	3.48	95.09
Extent to which our staff eased your entry into the medical facility	98.43	3.96	94.47
Medics' concern for your privacy	98.04	3.88	94.16
Extent to which you were told what to do until the ambulance arrived	97.92	6.08	91.84
Extent to which medics cared for you as a person	97.54	2.57	94.96
How well did our staff work together to care for you	97.33	3.01	94.32
Care shown by the medics who arrived with the ambulance	96.73	1.77	94.95
Skill of the medics	96.69	1.74	94.96

You will note below how our team members scored in these categories, compared to the national benchmark.

We are exceptionally proud of our entire team, and the way they work together to help assure our patients have the best possible experience, during the potentially worst moment in their lives!

	Your Score	Total DB
Dispatch	92.88	91.87
Helpfulness of the person you called for ambulance service	93.13	92.54
Concern shown by the person you called for ambulance service	93.11	92.31
Extent to which you were told what to do until the ambulance	92.40	90.77
Ambulance	93.08	91.63
Extent to which the ambulance arrived in a timely manner	93.62	91.93
Cleanliness of the ambulance	95.98	94.18
Comfort of the ride	88.46	87.29
Skill of the person driving the ambulance	94.28	93.11
Medic	94.05	93.07
Care shown by the medics who arrived with the ambulance	94.81	94.09
Degree to which the medics took your problem seriously	94.81	94.01
Degree to which the medics listened to you and/or your family	94.51	93.71
Skill of the medics	95.09	94.11
Extent to which the medics kept you informed about your treatment	93.60	92.27
Extent to which medics included you in the treatment decisions (if	93.21	92.05
Degree to which the medics relieved your pain or discomfort	90.39	90.37
Medics' concern for your privacy	95.01	93.05
Extent to which medics cared for you as a person	95.03	93.98
Billing Staff Assessment	87.62	88.53
Professionalism of the staff in our billing office	87.60	88.46
Willingness of the staff in our billing office to address your needs	87.63	88.60
Overall Assessment	93.8	92.21
How well did our staff work together to care for you	95.09	93.21
Extent to which our staff eased your entry into the medical facility	95.16	93.39
Appropriateness of Emergency Medical Transportation treatment	94.65	93.14
Extent to which the services received were worth the fees charged	88.47	87.35
Overall rating of the care provided by our Emergency Medical	94.72	93.28
Likelihood of recommending this ambulance service to others	94.71	92.90