

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

February 1, 2021 to February 28, 2021

Your Score

95.50

Number of Your Patients in this Report

125

Number of Patients in this Report

6,936

Number of Transport Services in All EMS DB

170





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **02/01/2021** and **02/28/2021**.

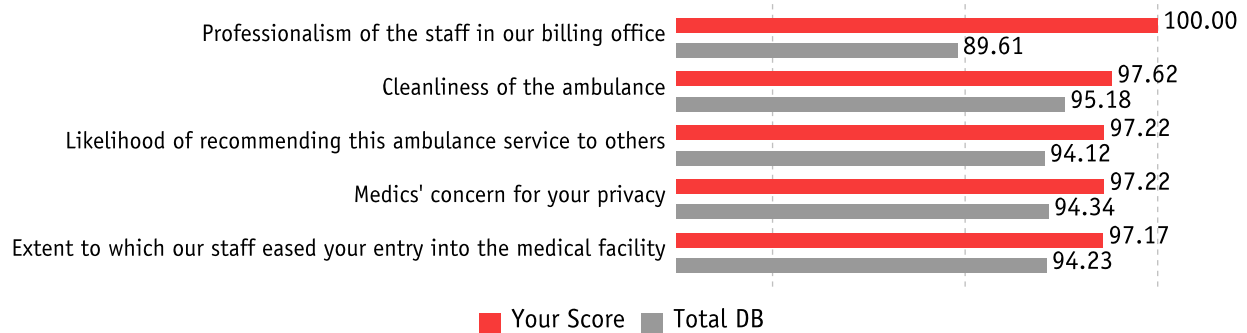
The overall mean score for the standard questions was **95.50**; this is a difference of **1.88** points from the overall EMS database score of **93.62**.

The current score of **95.50** is a change of **2.31** points from last period's score of **93.19**. This was the **27th** highest overall score for all companies in the database.

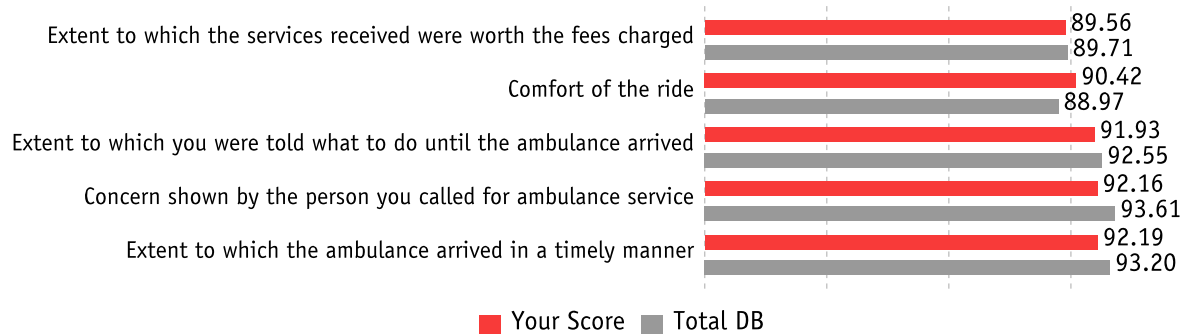
You are ranked **4th** for comparably sized companies in the system.

85.19% 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

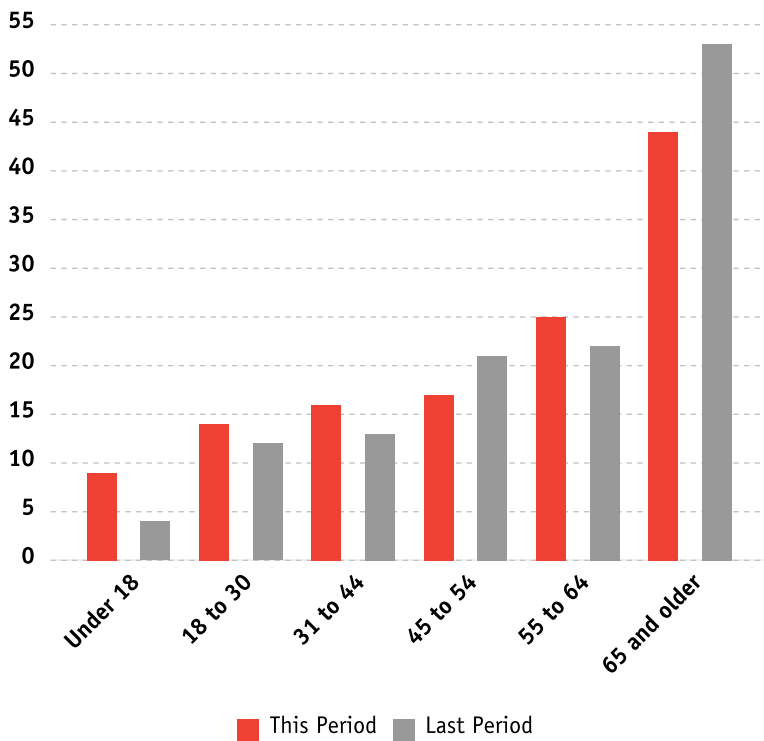




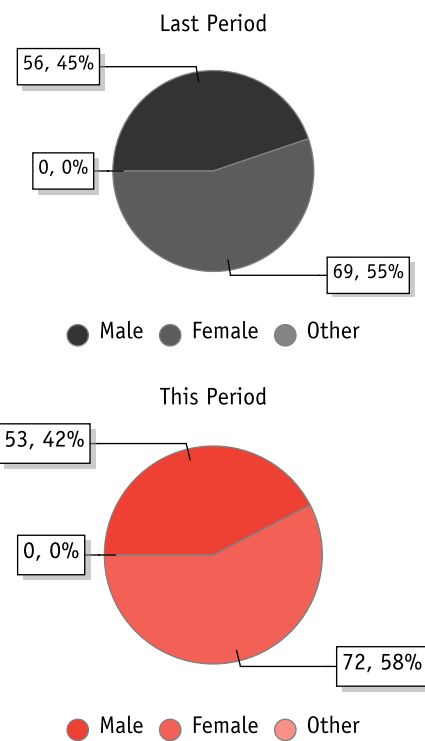
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	4	3	1	0	9	6	3	0
18 to 30	12	6	6	0	14	6	8	0
31 to 44	13	5	8	0	16	5	11	0
45 to 54	21	10	11	0	17	8	9	0
55 to 64	22	13	9	0	25	13	12	0
65 and older	53	19	34	0	44	15	29	0
Total	125	56	69	0	125	53	72	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



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



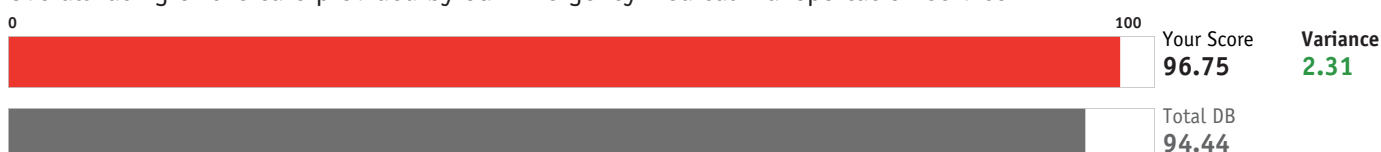
Appropriateness of Emergency Medical Transportation treatment



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	93.75	-1.48	92.27	93.86
Concern shown by the person you called for ambulance service	94.09	-1.93	92.16	93.61
Extent to which you were told what to do until the ambulance arrived	96.76	-4.83	91.93	92.55

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	90.54	1.65	92.19	93.20
Cleanliness of the ambulance	96.91	0.71	97.62	95.18
Comfort of the ride	88.92	1.50	90.42	88.97
Skill of the person driving the ambulance	93.89	2.95	96.84	94.68

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	92.75	3.25	96.00	95.11
Degree to which the medics took your problem seriously	93.87	2.67	96.54	95.06
Degree to which the medics listened to you and/or your family	93.81	2.47	96.28	94.75
Skill of the medics	93.91	2.86	96.77	95.27
Extent to which the medics kept you informed about your treatment	93.61	2.58	96.19	93.46
Extent to which medics included you in the treatment decisions (if applicable)	94.49	1.94	96.43	93.29
Degree to which the medics relieved your pain or discomfort	88.15	5.39	93.54	92.05
Medics' concern for your privacy	95.32	1.90	97.22	94.34
Extent to which medics cared for you as a person	92.63	3.37	96.00	95.10

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	83.33	16.67	100.00	89.61
Willingness of the staff in our billing office to address your needs	75.00	-		89.66



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	95.23	1.88	97.11	94.29
Extent to which our staff eased your entry into the medical facility	93.88	3.29	97.17	94.23
Appropriateness of Emergency Medical Transportation treatment	94.31	2.38	96.69	94.24
Extent to which the services received were worth the fees charged	83.66	5.90	89.56	89.71
Overall rating of the care provided by our Emergency Medical Transportation	92.36	4.39	96.75	94.44
Likelihood of recommending this ambulance service to others	95.12	2.10	97.22	94.12



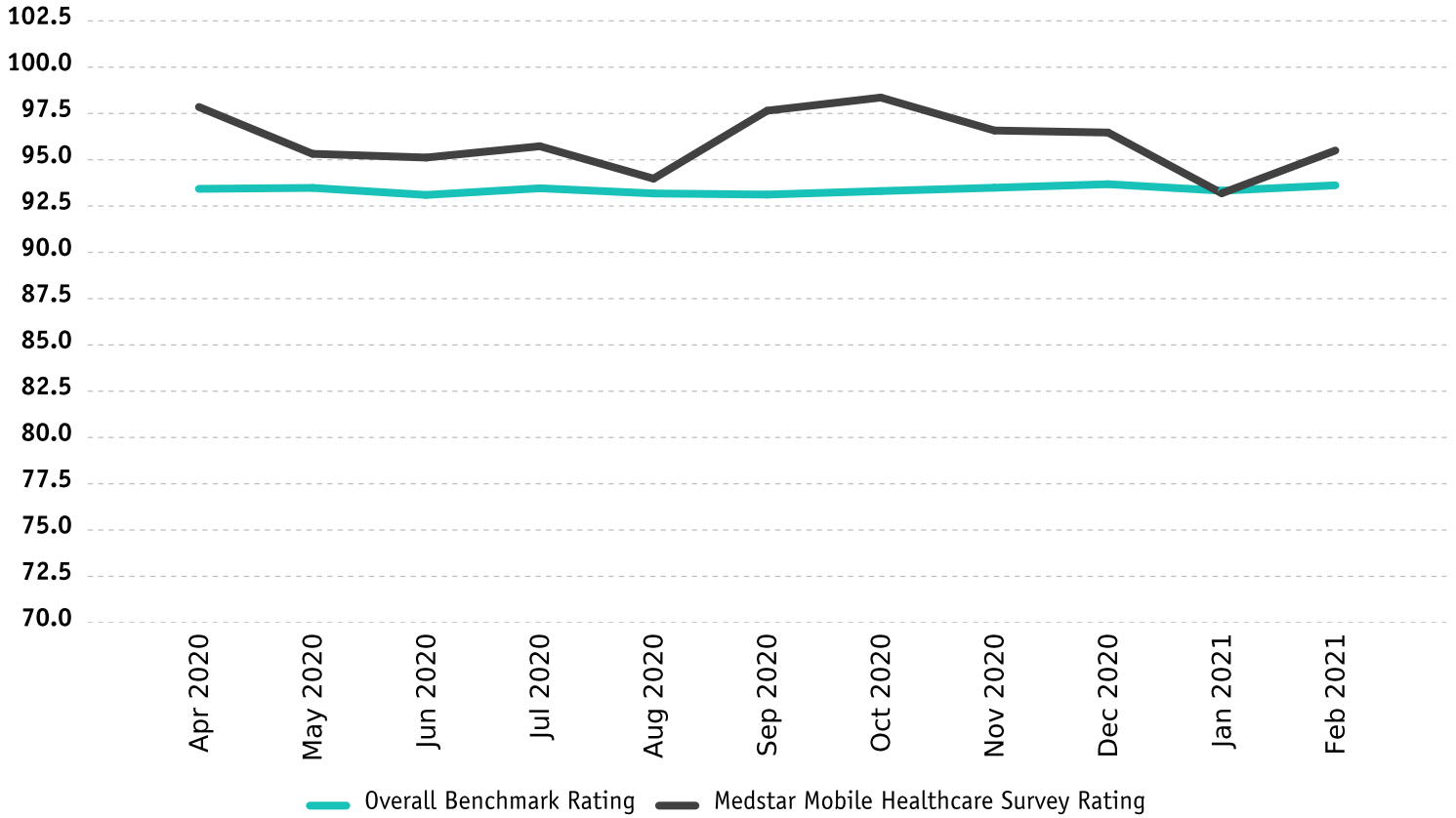
Monthly Breakdown

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 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021
Helpfulness of the person you called for ambulance service	97.86	98.86	95.59	95.97	97.44	95.14	98.75	99.59	96.69	93.18	93.75	92.27
Concern shown by the person you called for ambulance service	96.53	98.86	95.59	95.97	97.44	95.14	98.68	100.00	96.32	94.32	94.09	92.16
Extent to which you were told what to do until the ambulance arrived	97.79	98.86	95.10	95.97	97.44	95.14	97.86	99.58	98.13	95.24	96.76	91.93
Extent to which the ambulance arrived in a timely manner	98.13	98.19	94.11	95.34	93.30	92.59	93.69	96.71	96.77	91.81	90.54	92.19
Cleanliness of the ambulance	98.88	99.52	98.36	97.94	98.10	96.07	99.46	99.50	99.08	98.25	96.91	97.62
Comfort of the ride	94.59	92.88	89.15	85.29	85.93	91.15	93.61	92.79	91.59	88.60	88.92	90.42
Skill of the person driving the ambulance	97.28	97.52	95.29	94.38	95.57	93.93	97.94	97.98	97.79	97.52	93.89	96.84
Care shown by the medics who arrived with the ambulance	98.40	98.79	95.98	96.77	97.40	95.01	97.63	99.36	97.18	97.98	92.75	96.00
Degree to which the medics took your problem seriously	98.20	99.60	97.19	96.40	96.20	94.41	97.50	98.06	96.17	97.00	93.87	96.54
Degree to which the medics listened to you and/or your family	97.78	98.79	96.98	95.49	95.73	93.76	97.60	98.68	95.53	97.56	93.81	96.28
Skill of the medics	97.78	98.60	96.61	97.00	97.58	95.21	98.28	99.55	97.38	98.20	93.91	96.77
Extent to which the medics kept you informed about your treatment	97.13	96.77	96.35	95.17	95.25	93.35	97.14	98.11	97.00	96.95	93.61	96.19
Extent to which medics included you in the treatment decisions (if	96.74	97.35	95.69	92.82	95.04	94.13	98.26	98.28	94.95	98.58	94.49	96.43
Degree to which the medics relieved your pain or discomfort	93.20	95.15	89.34	83.90	86.69	89.65	95.49	97.53	93.43	93.11	88.15	93.54
Medics' concern for your privacy	98.48	97.82	96.44	95.75	97.36	94.60	98.44	98.32	97.34	97.69	95.32	97.22
Extent to which medics cared for you as a person	97.78	98.33	96.52	96.98	96.75	95.05	97.39	98.84	97.00	97.75	92.63	96.00
Professionalism of the staff in our billing office	83.44	100.00	81.25	100.00		67.00	95.45	96.88			83.33	100.00
Willingness of the staff in our billing office to address your needs	83.44	100.00	81.25	100.00		67.00	100.00	100.00	100.00		75.00	
How well did our staff work together to care for you	98.36	97.92	96.35	97.41	98.31	95.81	99.11	98.75	97.76	98.59	95.23	97.11
Extent to which our staff eased your entry into the medical facility	98.26	99.11	97.28	98.08	98.82	96.75	98.45	99.11	97.50	97.86	93.88	97.17
Appropriateness of Emergency Medical Transportation treatment	98.14	97.69	95.63	96.52	96.93	94.30	98.55	98.71	96.95	97.73	94.31	96.69
Extent to which the services received were worth the fees charged	86.17	75.25	50.13	50.00	100.00	92.82	98.68	100.00	97.08	90.32	83.66	89.56
Overall rating of the care provided by our Emergency Medical Transportation	97.52	97.71	95.26	96.55	97.29	92.79	98.71	97.71	96.75	97.15	92.36	96.75
Likelihood of recommending this ambulance service to others	97.71	98.11	95.50	96.55	96.67	93.55	98.79	98.44	96.88	97.59	95.12	97.22
Your Master Score	97.31	97.85	95.32	95.12	95.73	93.98	97.65	98.36	96.58	96.47	93.19	95.50
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





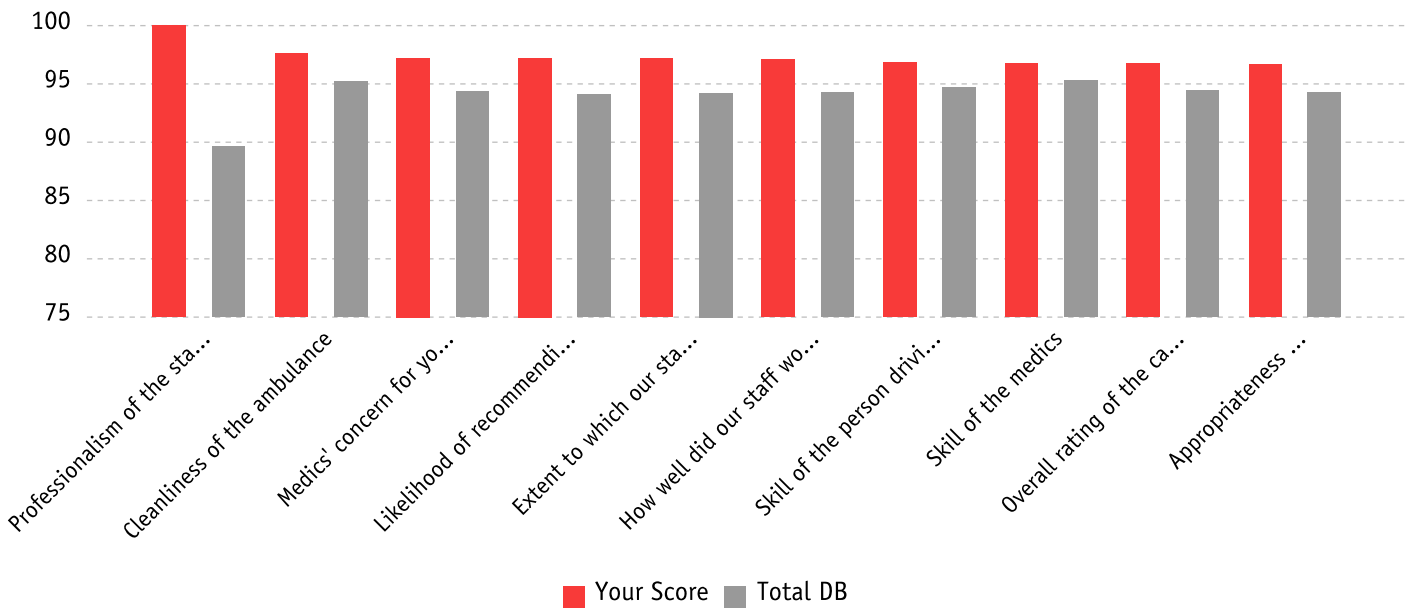
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Professionalism of the staff in our billing office	83.33	100.00	16.67	89.61
Extent to which the services received were worth the fees charged	83.66	89.56	5.91	89.71
Degree to which the medics relieved your pain or discomfort	88.15	93.54	5.39	92.05
Overall rating of the care provided by our Emergency Medical Transportation service	92.36	96.75	4.38	94.44
Extent to which medics cared for you as a person	92.63	96.00	3.37	95.10
Extent to which our staff eased your entry into the medical facility	93.88	97.17	3.29	94.23
Care shown by the medics who arrived with the ambulance	92.75	96.00	3.25	95.11
Skill of the person driving the ambulance	93.89	96.84	2.96	94.68
Skill of the medics	93.91	96.77	2.86	95.27
Decreases				
Extent to which you were told what to do until the ambulance arrived	96.76	91.93	-4.83	92.55
Concern shown by the person you called for ambulance service	94.09	92.16	-1.93	93.61
Helpfulness of the person you called for ambulance service	93.75	92.27	-1.48	93.86



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Professionalism of the staff in our billing office	100.00	10.39	89.61
Cleanliness of the ambulance	97.62	2.43	95.18
Medics' concern for your privacy	97.22	2.88	94.34
Likelihood of recommending this ambulance service to others	97.22	3.11	94.12
Extent to which our staff eased your entry into the medical facility	97.17	2.95	94.23
How well did our staff work together to care for you	97.11	2.81	94.29
Skill of the person driving the ambulance	96.84	2.16	94.68
Skill of the medics	96.77	1.51	95.27
Overall rating of the care provided by our Emergency Medical Transportation service	96.75	2.31	94.44
Appropriateness of Emergency Medical Transportation treatment	96.69	2.45	94.24





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
Medics' concern for your privacy	97.22	.884191595
How well did our staff work together to care for you	97.11	.861695352
Skill of the medics	96.77	.848122735
Extent to which medics included you in the treatment decisions (if applicable)	96.43	.843762892
Extent to which our staff eased your entry into the medical facility	97.17	.841549335
Skill of the person driving the ambulance	96.84	.821384216
Helpfulness of the person you called for ambulance service	92.27	.811059583
Concern shown by the person you called for ambulance service	92.16	.810395592
Appropriateness of Emergency Medical Transportation treatment	96.69	.805860323
Degree to which the medics took your problem seriously	96.54	.805409351
Care shown by the medics who arrived with the ambulance	96.00	.804104193
Extent to which medics cared for you as a person	96.00	.804104193
Extent to which the medics kept you informed about your treatment	96.19	.766092478
Extent to which you were told what to do until the ambulance arrived	91.93	.761882589
Degree to which the medics relieved your pain or discomfort	93.54	.759039906
Degree to which the medics listened to you and/or your family	96.28	.739145436
Cleanliness of the ambulance	97.62	.72841228
Comfort of the ride	90.42	.660963537
Extent to which the ambulance arrived in a timely manner	92.19	.5007426
Extent to which the services received were worth the fees charged	89.56	.480431502



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	92.27	93.97	93.29	93.61	94.32	92.03	96.22
Concern shown by the person you called for ambulance service	92.16	93.99	92.68	93.35	94.77	92.90	95.27
Extent to which you were told what to do until the ambulance	91.93	92.70	92.34	91.86	93.54	91.82	93.06
Extent to which the ambulance arrived in a timely manner	92.19	94.12	90.55	93.68	91.86	89.97	93.44
Cleanliness of the ambulance	97.62	94.65	93.34	94.73	94.12	95.35	95.00
Comfort of the ride	90.42	89.66	86.61	89.50	86.19	87.04	89.80
Skill of the person driving the ambulance	96.84	94.25	93.22	95.03	93.00	93.90	95.49
Care shown by the medics who arrived with the ambulance	96.00	94.67	94.07	94.58	92.95	93.76	95.42
Degree to which the medics took your problem seriously	96.54	93.89	94.39	94.39	93.17	93.25	93.94
Degree to which the medics listened to you and/or your family	96.28	93.89	93.97	94.34	93.67	93.60	93.40
Skill of the medics	96.77	95.14	94.43	94.47	94.21	95.25	94.92
Extent to which the medics kept you informed about your	96.19	92.03	91.68	92.70	92.72	93.43	92.80
Extent to which medics included you in the treatment decisions (if	96.43	92.17	91.55	92.22	91.91	92.97	93.10
Degree to which the medics relieved your pain or discomfort	93.54	91.28	90.25	92.69	89.76	91.13	92.58
Medics' concern for your privacy	97.22	92.86	93.17	93.74	92.72	93.53	93.97
Extent to which medics cared for you as a person	96.00	93.61	94.31	94.68	93.14	93.50	93.87
Professionalism of the staff in our billing office	100.00	91.19	88.59	88.39	89.58	93.53	92.26
Willingness of the staff in our billing office to address your needs	0	90.33	88.76	88.00	90.00	92.41	92.26
How well did our staff work together to care for you	97.11	93.27	93.45	94.28	93.27	93.04	93.71
Extent to which our staff eased your entry into the medical facility	97.17	93.13	93.41	94.31	92.32	93.05	94.21
Appropriateness of Emergency Medical Transportation treatment	96.69	93.79	92.80	94.02	92.64	93.20	93.19
Extent to which the services received were worth the fees charged	89.56	87.01	88.11	90.46	88.93	89.22	90.44
Overall rating of the care provided by our Emergency Medical	96.75	93.71	93.20	94.65	92.30	92.87	94.38
Likelihood of recommending this ambulance service to others	97.22	93.46	93.96	93.73	93.06	94.67	94.26
Overall score	95.50	93.00	92.36	93.36	92.43	92.74	93.74
National Rank	27	61	69	52	68	65	47
Comparable Size (Large) Company Rank	4	15	18	12	17	16	11



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Degree to which the medics relieved your pain or discomfort	93.54	92.05	92.24	93.05	92.17	92.86
Comfort of the ride	90.42	88.97	88.71	90.47	88.73	91.07
Extent to which the medics kept you informed about your	96.19	93.46	93.49	94.72	93.50	95.33
Extent to which our staff eased your entry into the medical	97.17	94.23	94.42	95.08	94.48	95.94
Skill of the person driving the ambulance	96.84	94.68	94.68	95.42	94.79	96.02
Appropriateness of Emergency Medical Transportation treatment	96.69	94.24	94.35	95.24	94.44	95.93
Extent to which the ambulance arrived in a timely manner	92.19	93.20	92.96	94.30	93.09	95.01
Cleanliness of the ambulance	97.62	95.18	95.16	96.29	95.29	97.13
Medics' concern for your privacy	97.22	94.34	94.31	95.28	94.40	95.98
Skill of the medics	96.77	95.27	95.11	96.53	95.32	97.17
Care shown by the medics who arrived with the ambulance	96.00	95.11	95.06	95.80	95.18	96.28
Extent to which medics included you in the treatment decisions	96.43	93.29	93.41	94.54	93.40	94.88
Extent to which the services received were worth the fees	89.56	89.71	89.86	90.19	90.02	90.64
Extent to which you were told what to do until the ambulance	91.93	92.55	92.73	93.93	92.70	94.71
Concern shown by the person you called for ambulance service	92.16	93.61	93.86	94.84	93.71	94.96
Likelihood of recommending this ambulance service to others	97.22	94.12	94.14	95.68	94.28	95.99
Degree to which the medics took your problem seriously	96.54	95.06	95.04	95.78	95.14	96.35
Willingness of the staff in our billing office to address your		89.66	90.63	91.63	90.11	91.71
How well did our staff work together to care for you	97.11	94.29	94.37	95.11	94.47	95.70
Helpfulness of the person you called for ambulance service	92.27	93.86	93.99	94.91	94.00	95.30
Degree to which the medics listened to you and/or your family	96.28	94.75	94.73	95.64	94.80	96.08
Extent to which medics cared for you as a person	96.00	95.10	95.05	95.88	95.14	96.44
Professionalism of the staff in our billing office	100.00	89.61	90.57	91.58	90.19	92.24
Overall rating of the care provided by our Emergency Medical	96.75	94.44	94.49	95.33	94.60	96.19
Number of Surveys for the period	125					
Overall Score	95.50	93.37	93.47	94.47	93.50	95.00



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	93.51	92.25
Dispatch	93.43	92.05
Helpfulness of the person you called for ambulance service	93.61	92.69
Concern shown by the person you called for ambulance service	93.61	92.45
Extent to which you were told what to do until the ambulance	93.08	91.00
Ambulance	93.4	91.88
Extent to which the ambulance arrived in a timely manner	93.83	92.08
Cleanliness of the ambulance	96.38	94.33
Comfort of the ride	88.76	87.45
Skill of the person driving the ambulance	94.65	93.67
Medic	94.41	93.21
Care shown by the medics who arrived with the ambulance	95.18	94.22
Degree to which the medics took your problem seriously	95.15	94.14
Degree to which the medics listened to you and/or your family	94.84	93.83
Skill of the medics	95.45	94.23
Extent to which the medics kept you informed about your treatment	94.04	92.43
Extent to which medics included you in the treatment decisions (if	93.70	92.21
Degree to which the medics relieved your pain or discomfort	90.62	90.52
Medics' concern for your privacy	95.36	93.20
Extent to which medics cared for you as a person	95.35	94.11
Billing Staff Assessment	87.78	88.62


Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.51	92.25
Billing Staff Assessment	87.78	88.62
Professionalism of the staff in our billing office	87.75	88.57
Willingness of the staff in our billing office to address your needs	87.81	88.66
Overall Assessment	94.17	92.38
How well did our staff work together to care for you	95.52	93.35
Extent to which our staff eased your entry into the medical facility	95.60	93.50
Appropriateness of Emergency Medical Transportation treatment	95.05	93.27
Extent to which the services received were worth the fees charged	88.79	87.65
Overall rating of the care provided by our Emergency Medical	95.00	93.43
Likelihood of recommending this ambulance service to others	95.08	93.05



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	4	9	44	287	1978	85.19%	79.08%
Dispatch	3	0	6	42	158	75.60%	78.31%
Helpfulness of the person you called for ambulance service	1	0	2	14	54	76.06%	79.91%
Concern shown by the person you called for ambulance service	1	0	2	14	53	75.71%	78.62%
Extent to which you were told what to do until the ambulance arrived	1	0	2	14	51	75.00%	76.40%
Ambulance	0	6	10	61	350	81.97%	77.48%
Extent to which the ambulance arrived in a timely manner	0	4	4	15	89	79.46%	78.17%
Cleanliness of the ambulance	0	0	0	10	95	90.48%	82.66%
Comfort of the ride	0	2	5	25	75	70.09%	67.59%
Skill of the person driving the ambulance	0	0	1	11	91	88.35%	81.48%
Medic	0	1	17	121	894	86.54%	82.14%
Care shown by the medics who arrived with the ambulance	0	0	3	14	108	86.40%	84.40%
Degree to which the medics took your problem seriously	0	0	1	15	107	86.99%	84.78%
Degree to which the medics listened to you and/or your family	0	1	0	15	105	86.78%	83.91%
Skill of the medics	0	0	1	14	109	87.90%	84.53%
Extent to which the medics kept you informed about your treatment	0	0	3	12	103	87.29%	79.68%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	4	9	44	287	1978	85.19%	79.08%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	1	11	79	86.81%	79.39%
Degree to which the medics relieved your pain or discomfort	0	0	4	15	70	78.65%	76.17%
Medics' concern for your privacy	0	0	1	11	105	89.74%	81.52%
Extent to which medics cared for you as a person	0	0	3	14	108	86.40%	84.88%
Billing Staff Assessment	0	0	0	0	1	100.00%	67.08%
Professionalism of the staff in our billing office	0	0	0	0	1	100.00%	66.71%
Willingness of the staff in our billing office to address your needs	0	0	0	0	0		67.44%
Overall Assessment	1	2	11	63	575	88.19%	79.93%
How well did our staff work together to care for you	0	0	1	12	108	89.26%	81.39%
Extent to which our staff eased your entry into the medical facility	0	0	2	9	104	90.43%	80.95%
Appropriateness of Emergency Medical Transportation treatment	0	0	2	12	107	88.43%	81.45%
Extent to which the services received were worth the fees charged	1	2	4	5	43	78.18%	71.46%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	1	14	108	87.80%	82.24%
Likelihood of recommending this ambulance service to others	0	0	1	11	105	89.74%	82.09%