

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

January 1, 2021 to March 31, 2021

Your Score

94.72

Number of Your Patients in this Report

375

Number of Patients in this Report

21,742

Number of Transport Services in All EMS DB

170





Executive Summary

This report contains data from **375 Medstar Mobile Healthcare** patients who returned a questionnaire between **01/01/2021** and **03/31/2021**.

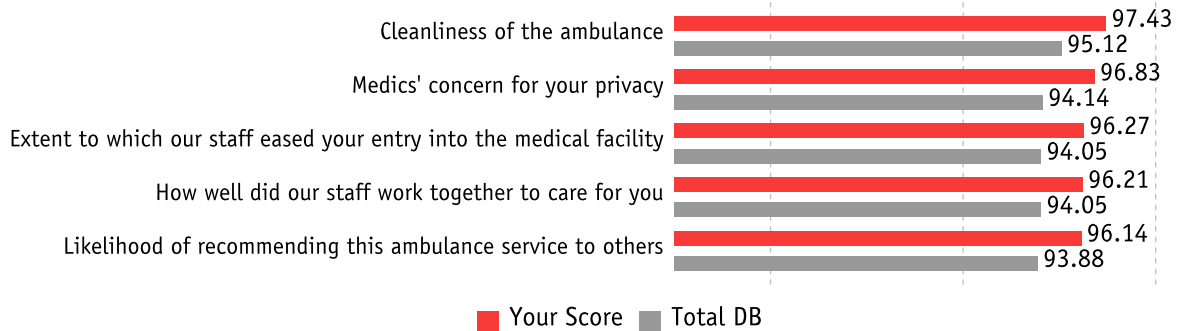
The overall mean score for the standard questions was **94.72**; this is a difference of **1.26** points from the overall EMS database score of **93.46**.

The current score of **94.72** is a change of **-2.39** points from last period's score of **97.11**. This was the **30th** highest overall score for all companies in the database.

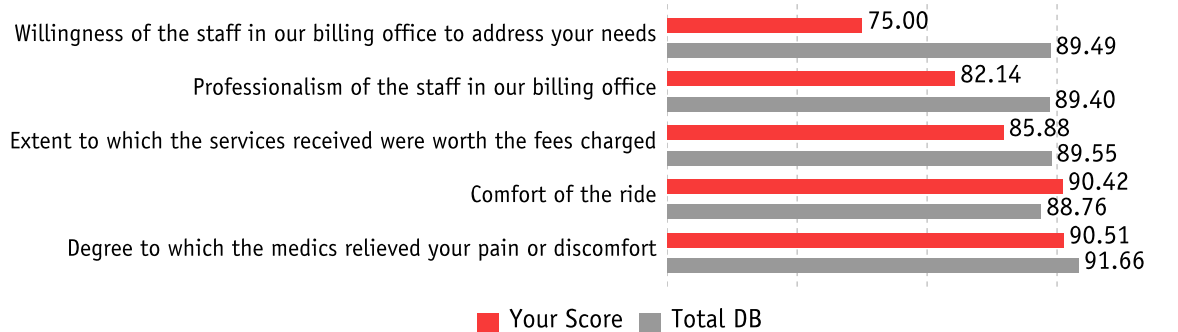
You are ranked **4th** for comparably sized companies in the system.

85.19% of responses to standard questions had a rating of Very Good, the highest rating. **98.27%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

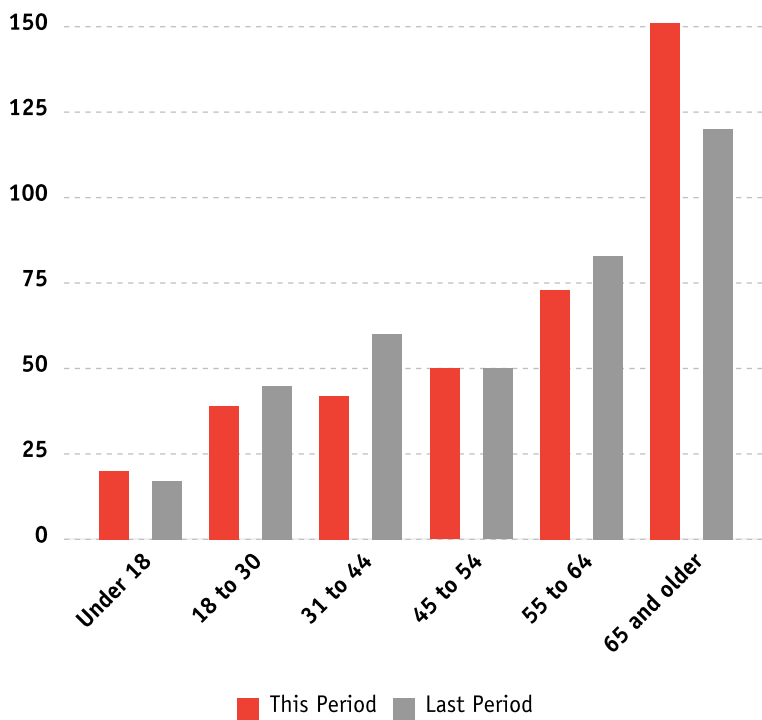




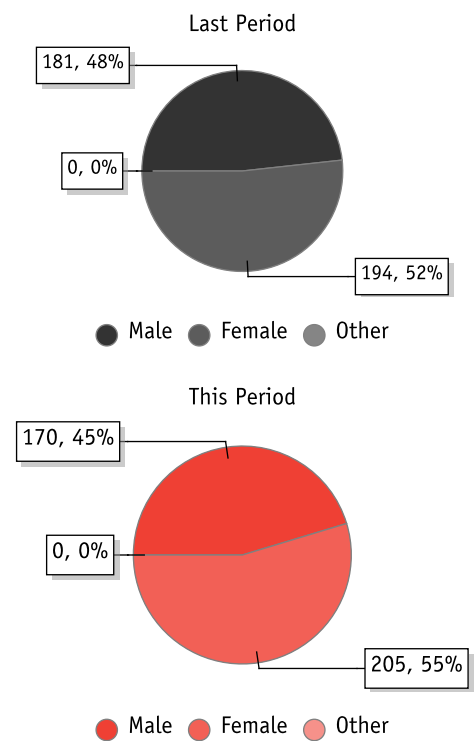
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	17	11	6	0	20	13	7	0
18 to 30	45	19	26	0	39	18	21	0
31 to 44	60	26	34	0	42	17	25	0
45 to 54	50	25	25	0	50	25	25	0
55 to 64	83	41	42	0	73	38	35	0
65 and older	120	59	61	0	151	59	92	0
Total	375	181	194	0	375	170	205	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	96.82	-3.23	93.59	93.73
Concern shown by the person you called for ambulance service	97.11	-3.62	93.49	93.48
Extent to which you were told what to do until the ambulance arrived	97.93	-3.60	94.33	92.57

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	95.02	-3.37	91.65	93.12
Cleanliness of the ambulance	98.92	-1.49	97.43	95.12
Comfort of the ride	90.91	-0.49	90.42	88.76
Skill of the person driving the ambulance	97.76	-2.09	95.67	94.49

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	98.15	-3.09	95.06	94.95
Degree to which the medics took your problem seriously	97.05	-1.23	95.82	94.88
Degree to which the medics listened to you and/or your family	97.22	-1.68	95.54	94.52
Skill of the medics	98.33	-2.37	95.96	95.04
Extent to which the medics kept you informed about your treatment	97.32	-2.38	94.94	93.44
Extent to which medics included you in the treatment decisions (if applicable)	97.16	-2.39	94.77	93.13
Degree to which the medics relieved your pain or discomfort	94.67	-4.16	90.51	91.66
Medics' concern for your privacy	97.75	-0.92	96.83	94.14
Extent to which medics cared for you as a person	97.82	-2.57	95.25	94.80

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	96.88	-14.74	82.14	89.40
Willingness of the staff in our billing office to address your needs	100.00	-25.00	75.00	89.49



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	98.36	-2.15	96.21	94.05
Extent to which our staff eased your entry into the medical facility	98.14	-1.87	96.27	94.05
Appropriateness of Emergency Medical Transportation treatment	97.78	-1.81	95.97	94.05
Extent to which the services received were worth the fees charged	96.88	-11.00	85.88	89.55
Overall rating of the care provided by our Emergency Medical Transportation	97.20	-2.33	94.87	94.28
Likelihood of recommending this ambulance service to others	97.58	-1.44	96.14	93.88



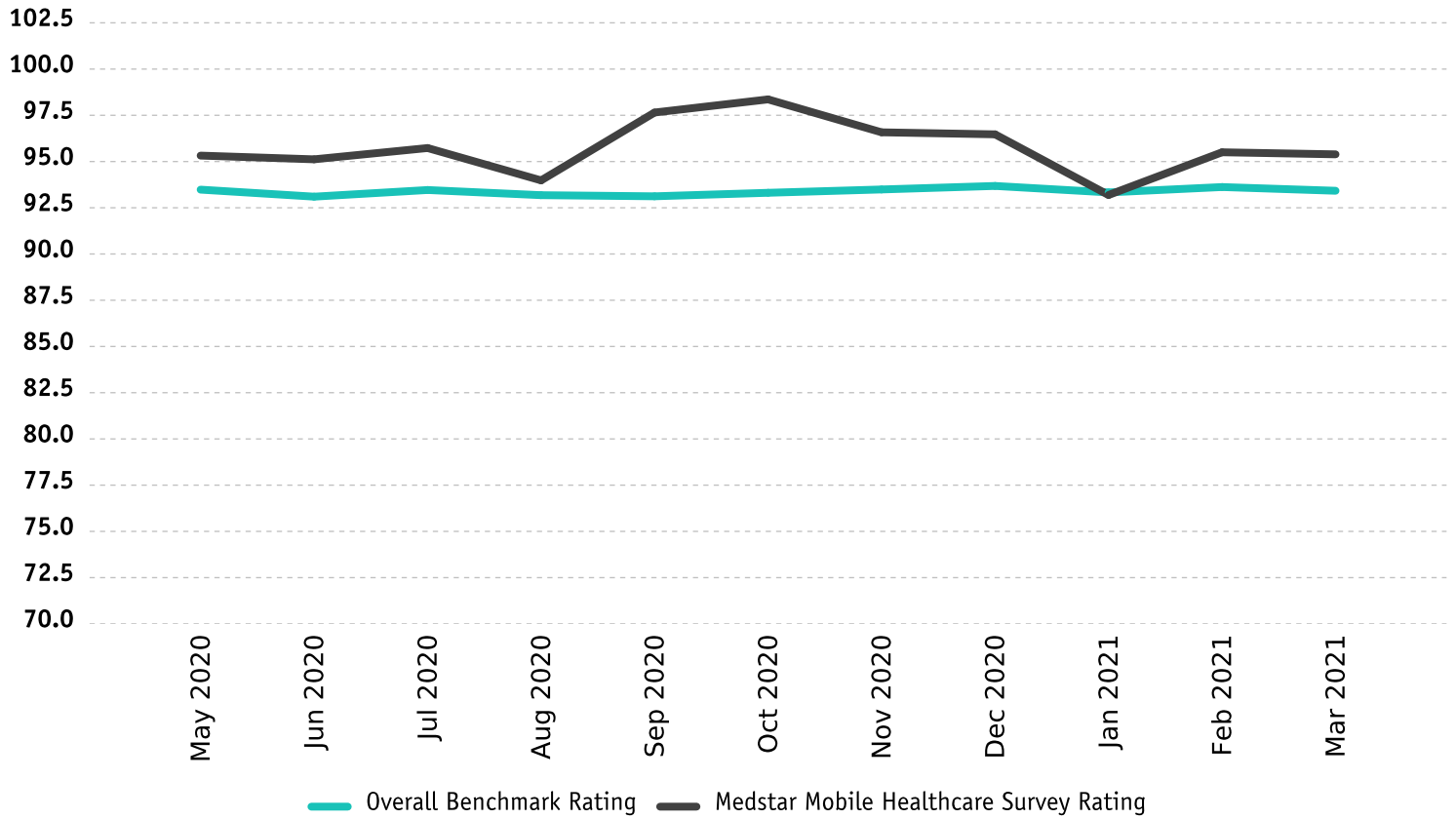
Monthly Breakdown

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.

	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021
Helpfulness of the person you called for ambulance service	98.86	95.59	95.97	97.44	95.14	98.75	99.59	96.69	93.18	93.75	92.27	94.92
Concern shown by the person you called for ambulance service	98.86	95.59	95.97	97.44	95.14	98.68	100.00	96.32	94.32	94.09	92.16	94.44
Extent to which you were told what to do until the ambulance arrived	98.86	95.10	95.97	97.44	95.14	97.86	99.58	98.13	95.24	96.76	91.93	94.84
Extent to which the ambulance arrived in a timely manner	98.19	94.11	95.34	93.30	92.59	93.69	96.71	96.77	91.81	90.54	92.19	92.23
Cleanliness of the ambulance	99.52	98.36	97.94	98.10	96.07	99.46	99.50	99.08	98.25	96.91	97.62	97.73
Comfort of the ride	92.88	89.15	85.29	85.93	91.15	93.61	92.79	91.59	88.60	88.92	90.42	91.81
Skill of the person driving the ambulance	97.52	95.29	94.38	95.57	93.93	97.94	97.98	97.79	97.52	93.89	96.84	96.28
Care shown by the medics who arrived with the ambulance	98.79	95.98	96.77	97.40	95.01	97.63	99.36	97.18	97.98	92.75	96.00	96.41
Degree to which the medics took your problem seriously	99.60	97.19	96.40	96.20	94.41	97.50	98.06	96.17	97.00	93.87	96.54	97.00
Degree to which the medics listened to you and/or your family	98.79	96.98	95.49	95.73	93.76	97.60	98.68	95.53	97.56	93.81	96.28	96.52
Skill of the medics	98.60	96.61	97.00	97.58	95.21	98.28	99.55	97.38	98.20	93.91	96.77	97.18
Extent to which the medics kept you informed about your treatment	96.77	96.35	95.17	95.25	93.35	97.14	98.11	97.00	96.95	93.61	96.19	95.01
Extent to which medics included you in the treatment decisions (if	97.35	95.69	92.82	95.04	94.13	98.26	98.28	94.95	98.58	94.49	96.43	93.51
Degree to which the medics relieved your pain or discomfort	95.15	89.34	83.90	86.69	89.65	95.49	97.53	93.43	93.11	88.15	93.54	89.70
Medics' concern for your privacy	97.82	96.44	95.75	97.36	94.60	98.44	98.32	97.34	97.69	95.32	97.22	97.88
Extent to which medics cared for you as a person	98.33	96.52	96.98	96.75	95.05	97.39	98.84	97.00	97.75	92.63	96.00	97.12
Professionalism of the staff in our billing office	100.00	81.25	100.00		67.00	95.45	96.88			83.33	100.00	75.00
Willingness of the staff in our billing office to address your needs	100.00	81.25	100.00		67.00	100.00	100.00	100.00		75.00		75.00
How well did our staff work together to care for you	97.92	96.35	97.41	98.31	95.81	99.11	98.75	97.76	98.59	95.23	97.11	96.25
Extent to which our staff eased your entry into the medical facility	99.11	97.28	98.08	98.82	96.75	98.45	99.11	97.50	97.86	93.88	97.17	97.63
Appropriateness of Emergency Medical Transportation treatment	97.69	95.63	96.52	96.93	94.30	98.55	98.71	96.95	97.73	94.31	96.69	96.82
Extent to which the services received were worth the fees charged	75.25	50.13	50.00	100.00	92.82	98.68	100.00	97.08	90.32	83.66	89.56	83.59
Overall rating of the care provided by our Emergency Medical Transportation	97.71	95.26	96.55	97.29	92.79	98.71	97.71	96.75	97.15	92.36	96.75	95.45
Likelihood of recommending this ambulance service to others	98.11	95.50	96.55	96.67	93.55	98.79	98.44	96.88	97.59	95.12	97.22	95.94
Your Master Score	97.85	95.32	95.12	95.73	93.98	97.65	98.36	96.58	96.47	93.19	95.50	95.39
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





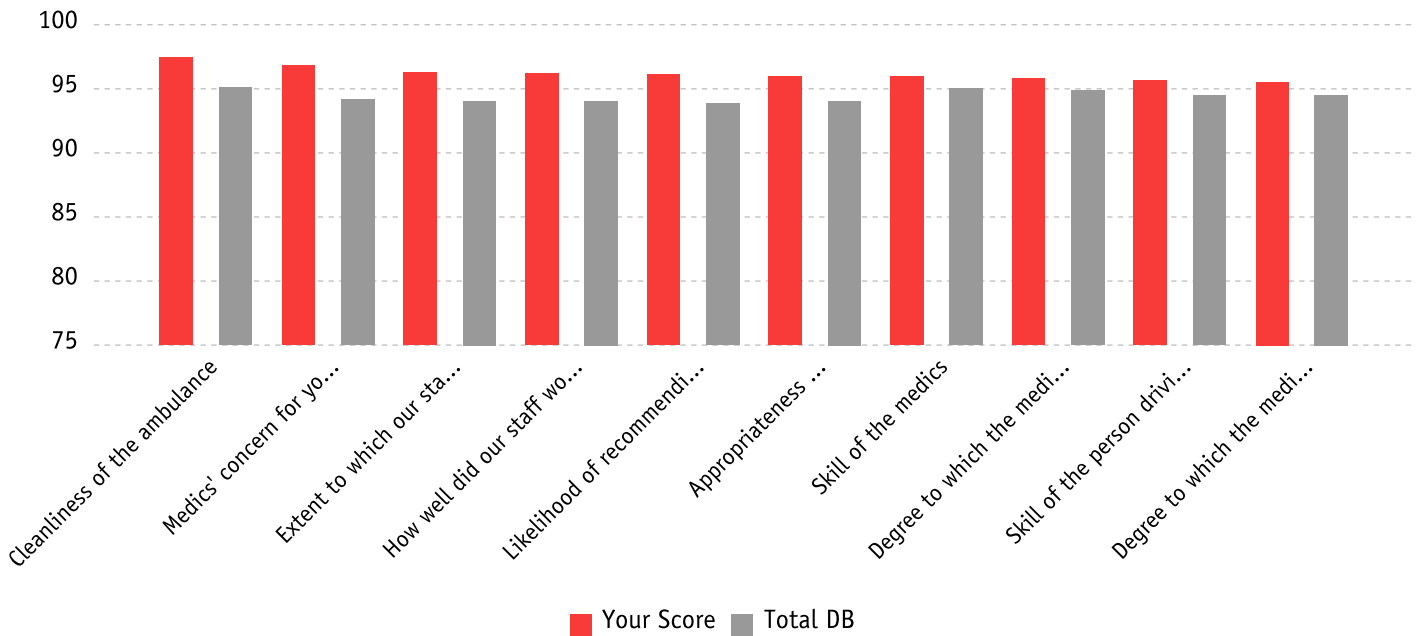
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Decreases				
Willingness of the staff in our billing office to address your needs	100.00	75.00	-25.00	89.49
Professionalism of the staff in our billing office	96.88	82.14	-14.73	89.40
Extent to which the services received were worth the fees charged	96.88	85.88	-10.99	89.55
Degree to which the medics relieved your pain or discomfort	94.67	90.51	-4.16	91.66
Concern shown by the person you called for ambulance service	97.11	93.49	-3.62	93.48
Extent to which you were told what to do until the ambulance arrived	97.93	94.33	-3.60	92.57
Extent to which the ambulance arrived in a timely manner	95.02	91.65	-3.37	93.12
Helpfulness of the person you called for ambulance service	96.82	93.59	-3.23	93.73
Care shown by the medics who arrived with the ambulance	98.15	95.06	-3.09	94.95
Extent to which medics cared for you as a person	97.82	95.25	-2.57	94.80



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Cleanliness of the ambulance	97.42	2.31	95.12
Medics' concern for your privacy	96.83	2.69	94.14
Extent to which our staff eased your entry into the medical facility	96.27	2.22	94.05
How well did our staff work together to care for you	96.21	2.16	94.05
Likelihood of recommending this ambulance service to others	96.14	2.26	93.88
Appropriateness of Emergency Medical Transportation treatment	95.97	1.92	94.05
Skill of the medics	95.96	0.92	95.04
Degree to which the medics took your problem seriously	95.82	0.94	94.88
Skill of the person driving the ambulance	95.67	1.18	94.49
Degree to which the medics listened to you and/or your family	95.54	1.02	94.52





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
Willingness of the staff in our billing office to address your needs	75.00	.971813096
Professionalism of the staff in our billing office	82.14	.914749463
Degree to which the medics listened to you and/or your family	95.54	.897515921
Skill of the medics	95.96	.893285247
Care shown by the medics who arrived with the ambulance	95.06	.889262635
Appropriateness of Emergency Medical Transportation treatment	95.97	.885668075
Extent to which medics cared for you as a person	95.25	.881000907
Degree to which the medics took your problem seriously	95.82	.872346926
How well did our staff work together to care for you	96.21	.868829996
Extent to which the medics kept you informed about your treatment	94.94	.842020793
Extent to which our staff eased your entry into the medical facility	96.27	.809315167
Medics' concern for your privacy	96.83	.806146729
Extent to which medics included you in the treatment decisions (if applicable)	94.77	.802683985
Skill of the person driving the ambulance	95.67	.772042986
Cleanliness of the ambulance	97.43	.738012949
Degree to which the medics relieved your pain or discomfort	90.51	.737851381
Helpfulness of the person you called for ambulance service	93.59	.702080563
Concern shown by the person you called for ambulance service	93.49	.699545676
Extent to which the services received were worth the fees charged	85.88	.67710172
Comfort of the ride	90.42	.633388741
Extent to which you were told what to do until the ambulance arrived	94.33	.613778738
Extent to which the ambulance arrived in a timely manner	91.65	.555594167



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	93.59	93.65	92.79	92.77	93.56	93.70	95.17
Concern shown by the person you called for ambulance service	93.49	93.44	92.46	92.70	94.03	94.07	94.89
Extent to which you were told what to do until the ambulance	94.33	92.65	91.73	91.24	92.53	93.53	92.94
Extent to which the ambulance arrived in a timely manner	91.65	93.53	90.82	93.43	91.47	91.69	93.20
Cleanliness of the ambulance	97.43	94.70	93.13	94.79	95.02	95.28	95.31
Comfort of the ride	90.42	89.49	85.74	89.64	86.85	88.37	89.90
Skill of the person driving the ambulance	95.67	93.93	92.90	94.56	94.30	94.42	95.14
Care shown by the medics who arrived with the ambulance	95.06	94.20	94.09	94.69	93.52	94.69	94.83
Degree to which the medics took your problem seriously	95.82	93.96	93.93	94.37	94.51	94.19	94.03
Degree to which the medics listened to you and/or your family	95.54	93.71	93.39	93.99	94.13	94.24	93.73
Skill of the medics	95.96	94.52	93.80	94.32	94.88	95.30	95.08
Extent to which the medics kept you informed about your	94.94	92.47	91.56	92.45	93.59	94.22	93.14
Extent to which medics included you in the treatment decisions (if	94.77	91.75	90.89	92.40	92.60	93.21	93.33
Degree to which the medics relieved your pain or discomfort	90.51	90.22	90.11	91.71	90.18	91.70	91.66
Medics' concern for your privacy	96.83	92.70	92.39	93.66	93.05	94.25	94.78
Extent to which medics cared for you as a person	95.25	93.55	93.31	94.47	93.74	94.67	94.97
Professionalism of the staff in our billing office	82.14	87.85	88.46	88.14	91.15	91.81	91.31
Willingness of the staff in our billing office to address your needs	75.00	87.91	88.11	88.11	90.83	91.89	91.11
How well did our staff work together to care for you	96.21	92.68	92.56	93.73	92.34	93.64	94.44
Extent to which our staff eased your entry into the medical facility	96.27	92.80	92.88	94.21	93.24	93.65	94.39
Appropriateness of Emergency Medical Transportation treatment	95.97	93.60	92.58	93.91	93.49	93.45	93.78
Extent to which the services received were worth the fees charged	85.88	87.20	87.61	89.33	89.15	89.76	90.01
Overall rating of the care provided by our Emergency Medical	94.87	93.12	92.70	94.19	92.83	93.56	94.53
Likelihood of recommending this ambulance service to others	96.14	92.44	92.70	93.34	93.06	93.99	93.81
Overall score	94.72	92.58	91.88	93.05	92.80	93.39	93.72
National Rank	30	63	71	54	57	47	41
Comparable Size (Large) Company Rank	4	15	17	12	13	9	7



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	93.59	93.73	93.64	94.73	93.73	95.05
Concern shown by the person you called for ambulance service	93.49	93.48	93.53	94.67	93.45	94.60
Extent to which you were told what to do until the ambulance	94.33	92.57	92.52	94.01	92.59	94.26
Extent to which the ambulance arrived in a timely manner	91.65	93.12	92.75	94.16	93.01	94.90
Cleanliness of the ambulance	97.43	95.12	94.99	96.05	95.17	96.61
Comfort of the ride	90.42	88.76	88.65	90.54	88.58	90.19
Skill of the person driving the ambulance	95.67	94.49	94.31	95.30	94.51	95.57
Care shown by the medics who arrived with the ambulance	95.06	94.95	94.81	95.44	95.00	96.05
Degree to which the medics took your problem seriously	95.82	94.88	94.73	95.35	94.90	95.93
Degree to which the medics listened to you and/or your family	95.54	94.52	94.39	95.28	94.51	95.78
Skill of the medics	95.96	95.04	94.94	95.92	95.04	96.22
Extent to which the medics kept you informed about your	94.94	93.44	93.34	94.44	93.48	94.93
Extent to which medics included you in the treatment decisions	94.77	93.13	93.06	94.22	93.15	94.64
Degree to which the medics relieved your pain or discomfort	90.51	91.66	91.45	92.82	91.54	92.76
Medics' concern for your privacy	96.83	94.14	94.01	95.12	94.15	95.60
Extent to which medics cared for you as a person	95.25	94.80	94.65	95.51	94.81	95.97
Professionalism of the staff in our billing office	82.14	89.40	89.68	91.78	89.51	91.20
Willingness of the staff in our billing office to address your	75.00	89.49	89.71	91.49	89.59	91.02
How well did our staff work together to care for you	96.21	94.05	93.84	94.97	94.10	95.37
Extent to which our staff eased your entry into the medical	96.27	94.05	94.03	94.96	94.13	95.18
Appropriateness of Emergency Medical Transportation treatment	95.97	94.05	94.01	94.96	94.09	95.28
Extent to which the services received were worth the fees	85.88	89.55	89.42	90.22	89.67	90.59
Overall rating of the care provided by our Emergency Medical	94.87	94.28	94.17	94.85	94.34	95.60
Likelihood of recommending this ambulance service to others	96.14	93.88	93.76	94.83	94.01	95.45
Number of Surveys for the period	375					
Overall Score	94.72	93.19	93.10	94.23	93.21	94.53



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	93.52	92.26
Dispatch	93.45	92.06
Helpfulness of the person you called for ambulance service	93.63	92.70
Concern shown by the person you called for ambulance service	93.62	92.47
Extent to which you were told what to do until the ambulance	93.11	91.02
Ambulance	93.42	91.9
Extent to which the ambulance arrived in a timely manner	93.81	92.10
Cleanliness of the ambulance	96.39	94.34
Comfort of the ride	88.80	87.46
Skill of the person driving the ambulance	94.67	93.68
Medic	94.42	93.22
Care shown by the medics who arrived with the ambulance	95.19	94.23
Degree to which the medics took your problem seriously	95.17	94.14
Degree to which the medics listened to you and/or your family	94.86	93.84
Skill of the medics	95.47	94.24
Extent to which the medics kept you informed about your treatment	94.05	92.44
Extent to which medics included you in the treatment decisions (if	93.69	92.22
Degree to which the medics relieved your pain or discomfort	90.61	90.53
Medics' concern for your privacy	95.40	93.21
Extent to which medics cared for you as a person	95.37	94.12
Billing Staff Assessment	87.76	88.62



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.52	92.26
Billing Staff Assessment	87.76	88.62
Professionalism of the staff in our billing office	87.72	88.58
Willingness of the staff in our billing office to address your needs	87.79	88.67
Overall Assessment	94.18	92.39
How well did our staff work together to care for you	95.53	93.36
Extent to which our staff eased your entry into the medical facility	95.62	93.51
Appropriateness of Emergency Medical Transportation treatment	95.07	93.28
Extent to which the services received were worth the fees charged	88.75	87.67
Overall rating of the care provided by our Emergency Medical	95.01	93.44
Likelihood of recommending this ambulance service to others	95.09	93.06



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	40	79	159	740	5858	85.19%	78.69%
Dispatch	3	5	12	89	455	80.67%	78.04%
Helpfulness of the person you called for ambulance service	1	2	4	31	153	80.10%	79.49%
Concern shown by the person you called for ambulance service	1	2	4	31	150	79.79%	78.36%
Extent to which you were told what to do until the ambulance arrived	1	1	4	27	152	82.16%	76.26%
Ambulance	8	15	40	173	1080	82.07%	77.12%
Extent to which the ambulance arrived in a timely manner	3	7	16	51	270	77.81%	77.92%
Cleanliness of the ambulance	1	0	2	25	292	91.25%	82.42%
Comfort of the ride	1	7	17	66	235	72.09%	67.15%
Skill of the person driving the ambulance	3	1	5	31	283	87.62%	81.00%
Medic	19	35	56	312	2667	86.34%	81.78%
Care shown by the medics who arrived with the ambulance	2	5	7	37	323	86.36%	83.97%
Degree to which the medics took your problem seriously	2	4	4	34	326	88.11%	84.56%
Degree to which the medics listened to you and/or your family	1	5	4	38	316	86.81%	83.51%
Skill of the medics	1	4	5	34	327	88.14%	83.97%
Extent to which the medics kept you informed about your treatment	3	3	8	35	306	86.20%	79.78%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	40	79	159	740	5858	85.19%	78.69%
Extent to which medics included you in the treatment decisions (if applicable)	2	3	7	27	238	85.92%	79.32%
Degree to which the medics relieved your pain or discomfort	5	6	10	42	200	76.05%	75.77%
Medics' concern for your privacy	1	0	5	30	311	89.63%	80.94%
Extent to which medics cared for you as a person	2	5	6	35	320	86.96%	84.25%
Billing Staff Assessment	0	0	4	1	6	54.55%	66.34%
Professionalism of the staff in our billing office	0	0	2	1	4	57.14%	65.93%
Willingness of the staff in our billing office to address your needs	0	0	2	0	2	50.00%	66.76%
Overall Assessment	10	24	47	165	1650	87.03%	79.55%
How well did our staff work together to care for you	1	2	8	28	317	89.04%	80.84%
Extent to which our staff eased your entry into the medical facility	2	3	5	24	307	90.03%	80.50%
Appropriateness of Emergency Medical Transportation treatment	1	4	5	31	312	88.39%	80.96%
Extent to which the services received were worth the fees charged	3	8	15	16	103	71.03%	71.15%
Overall rating of the care provided by our Emergency Medical Transportation service	1	6	8	37	313	85.75%	82.02%
Likelihood of recommending this ambulance service to others	2	1	6	29	298	88.69%	81.81%