

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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## Patient Experience Report

February 1, 2022 to February 28, 2022

Your Score

**91.01**

Your Patients in this Report

**145**

Total Patients in this Report

**6,599**

Total EMS Organizations

**192**





## Executive Summary

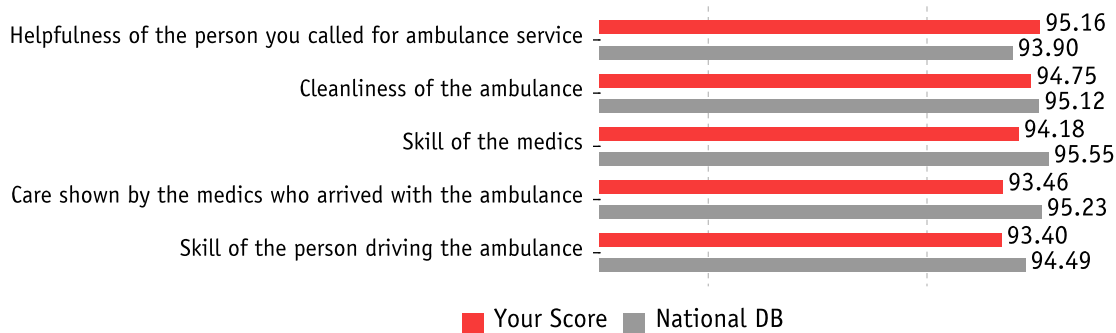
Your overall score for the time period selected is **91.01**. This is a difference of **91.01** from your previous period's score of **0**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **77.01%**.

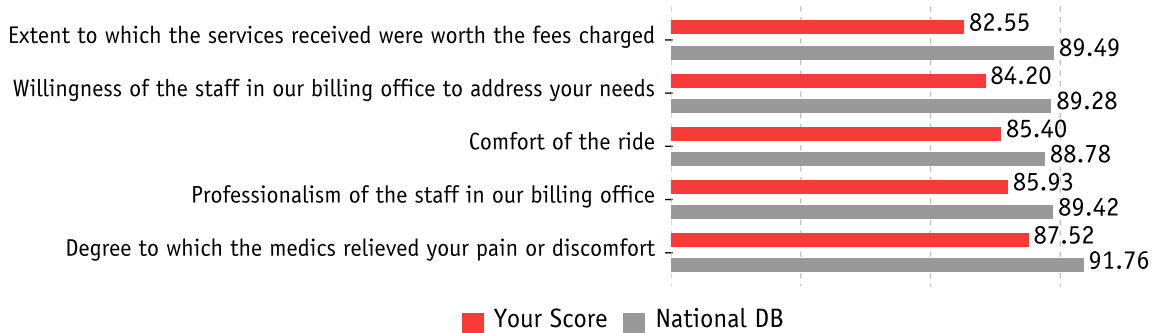
In addition, your rolling 12- month score of **95.03** is a difference of **2.27** from the national database score of **92.76**.

When compared to all organizations in the national database, your score of **95.03** is ranked **15th** and **1st** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

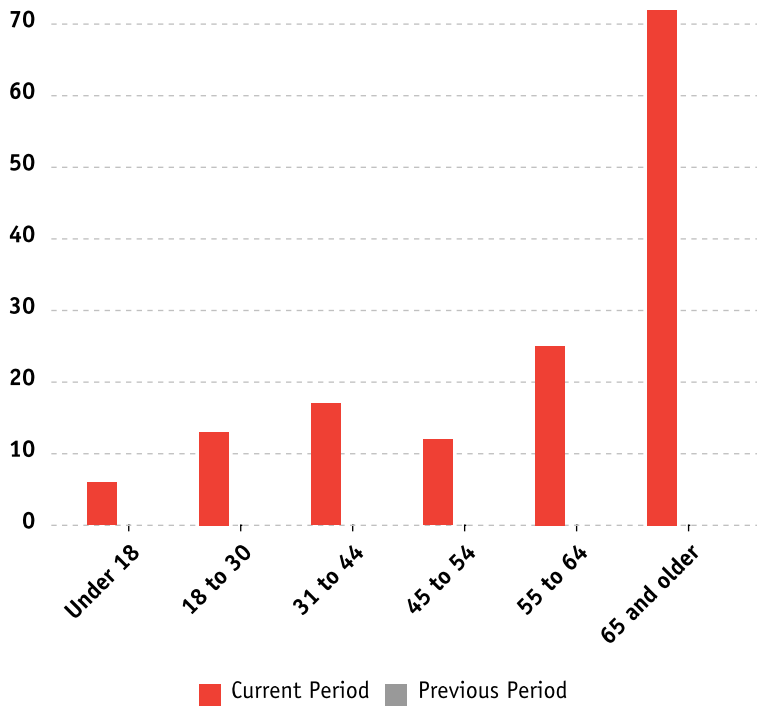




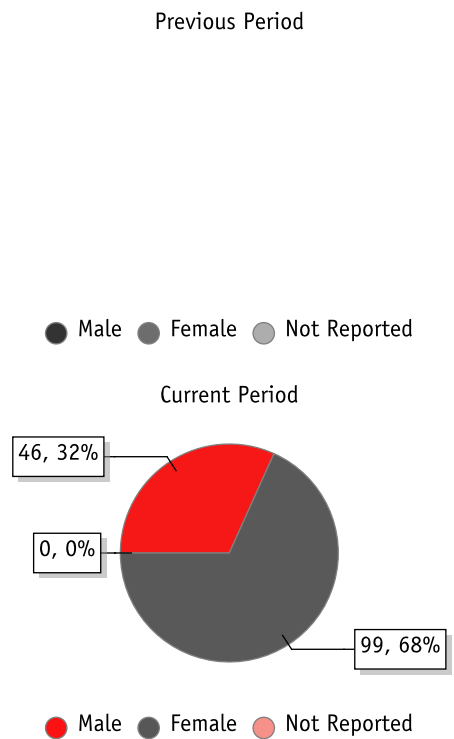
**Demographics** — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18		0	0	0	6	4	2	0
18 to 30		0	0	0	13	4	9	0
31 to 44		0	0	0	17	6	11	0
45 to 54		0	0	0	12	3	9	0
55 to 64		0	0	0	25	6	19	0
65 and older		0	0	0	72	23	49	0
<b>Total</b>		0	0	0	145	46	99	0

**Age Ranges**



**Gender**





### Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



### Overall Composite Score





### Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



Willingness of the staff in our billing office to address your needs



### Overall Composite Score







### Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

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 Composite Score





### Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

#### Dispatch Composite

	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	95.16		-	93.90
Concern shown by the person you called for ambulance service	92.70		-	93.74
Extent to which you were told what to do until the ambulance arrived	90.69		-	92.48

#### Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	92.34		-	92.85
Cleanliness of the ambulance	94.75		-	95.12
Comfort of the ride	85.40		-	88.78
Skill of the person driving the ambulance	93.40		-	94.49

#### Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	93.46		-	95.23
Degree to which the medics took your problem seriously	92.83		-	95.11
Degree to which the medics listened to you and/or your family	92.63		-	94.79
Skill of the medics	94.18		-	95.55
Extent to which the medics kept you informed about your treatment	90.61		-	93.51
Extent to which medics included you in the treatment decisions (if applicable)	90.61		-	93.28
Degree to which the medics relieved your pain or discomfort	87.52		-	91.76
Medics' concern for your privacy	91.38		-	94.18
Extent to which medics cared for you as a person	91.93		-	94.96

#### Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	85.93		-	89.42
Willingness of the staff in our billing office to address your needs	84.20		-	89.28



**Question Analysis (Continued)**

<b>Overall Experience Composite</b>	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	<b>92.49</b>		-	<b>94.24</b>
Extent to which our staff eased your entry into the medical facility	<b>91.57</b>		-	<b>94.15</b>
Appropriateness of Emergency Medical Transportation treatment	<b>90.92</b>		-	<b>94.31</b>
Extent to which the services received were worth the fees charged	<b>82.55</b>		-	<b>89.49</b>
Overall rating of the care provided by our Emergency Medical Transportation	<b>91.70</b>		-	<b>94.24</b>
Likelihood of recommending this ambulance service to others	<b>90.71</b>		-	<b>94.10</b>



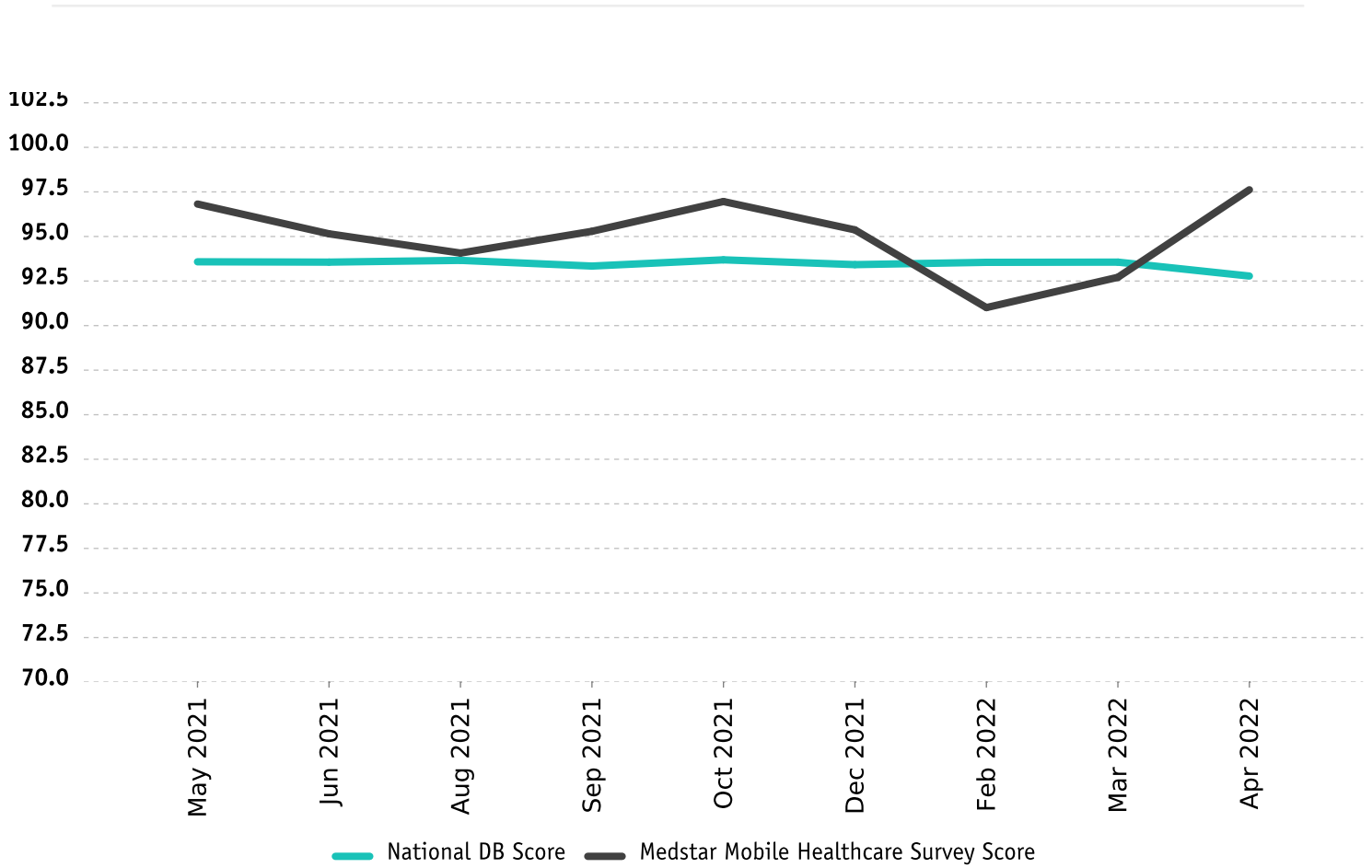
## Monthly Breakdown

This report provides individual item scores by month, your overall organization monthly score, and the number of survey respondents.

	Mar 2021	Apr 2021	May 2021	Jun 2021	Aug 2021	Sep 2021	Oct 2021	Dec 2021	Feb 2022
Helpfulness of the person you called for ambulance service	94.92	94.92	95.61	95.93	94.09	94.14	95.10	98.08	95.16
Concern shown by the person you called for ambulance service	94.44	94.92	95.83	95.35	93.40	94.02	95.59	98.04	92.70
Extent to which you were told what to do until the ambulance arrived	94.84	96.55	96.15	95.12	95.10	95.23	94.61	97.00	90.69
Extent to which the ambulance arrived in a timely manner	92.23	93.54	94.64	94.78	91.17	93.91	94.28	89.81	92.34
Cleanliness of the ambulance	97.73	98.50	98.08	97.09	96.43	96.72	98.27	98.71	94.75
Comfort of the ride	91.81	89.22	91.42	90.72	91.83	90.94	95.52	88.85	85.40
Skill of the person driving the ambulance	96.28	95.83	98.28	95.72	94.86	95.26	97.50	96.96	93.40
Care shown by the medics who arrived with the ambulance	96.41	97.00	97.00	95.61	94.88	96.18	96.80	96.41	93.46
Degree to which the medics took your problem seriously	97.00	97.00	97.20	95.61	94.64	95.94	97.38	94.82	92.83
Degree to which the medics listened to you and/or your family	96.52	95.30	96.34	95.05	93.60	95.95	96.98	94.53	92.63
Skill of the medics	97.18	98.00	98.16	96.35	94.85	96.35	98.00	96.98	94.18
Extent to which the medics kept you informed about your treatment	95.01	96.34	97.29	94.83	93.86	95.27	96.85	94.18	90.61
Extent to which medics included you in the treatment decisions (if	93.51	96.17	96.60	94.24	90.82	94.72	97.42	93.06	90.61
Degree to which the medics relieved your pain or discomfort	89.70	92.79	95.51	90.50	88.01	91.01	93.57	89.78	87.52
Medics' concern for your privacy	97.88	97.06	98.70	95.50	95.72	96.83	97.07	98.04	91.38
Extent to which medics cared for you as a person	97.12	97.76	98.57	96.15	96.34	96.05	97.93	97.78	91.93
Professionalism of the staff in our billing office	75.00		25.00	100.00	100.00		100.00	100.00	85.93
Willingness of the staff in our billing office to address your needs	75.00		25.00	100.00	100.00		100.00	100.00	84.20
How well did our staff work together to care for you	96.25	98.37	98.53	96.34	97.06	96.65	97.54	97.16	92.49
Extent to which our staff eased your entry into the medical facility	97.63	98.18	97.92	95.88	95.23	94.93	97.38	96.50	91.57
Appropriateness of Emergency Medical Transportation treatment	96.82	97.31	98.52	96.41	94.52	95.85	97.46	97.13	90.92
Extent to which the services received were worth the fees charged	83.59	89.74	80.83	87.55	78.95	75.00	91.67	91.35	82.55
Overall rating of the care provided by our Emergency Medical Transportation	95.45	97.75	98.17	95.60	94.35	96.68	98.39	96.00	91.70
Likelihood of recommending this ambulance service to others	95.94	97.69	97.54	95.52	94.02	96.69	98.09	95.90	90.71
Overall Score	95.39	96.22	96.82	95.15	94.07	95.29	96.96	95.37	91.01
Respondents	125	125	125	125	126	125	125	125	145



### Monthly Overall Survey Score





### Greatest Increase and Decrease in Scores by Question

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First Report. No Comparison Available

Current

Previous

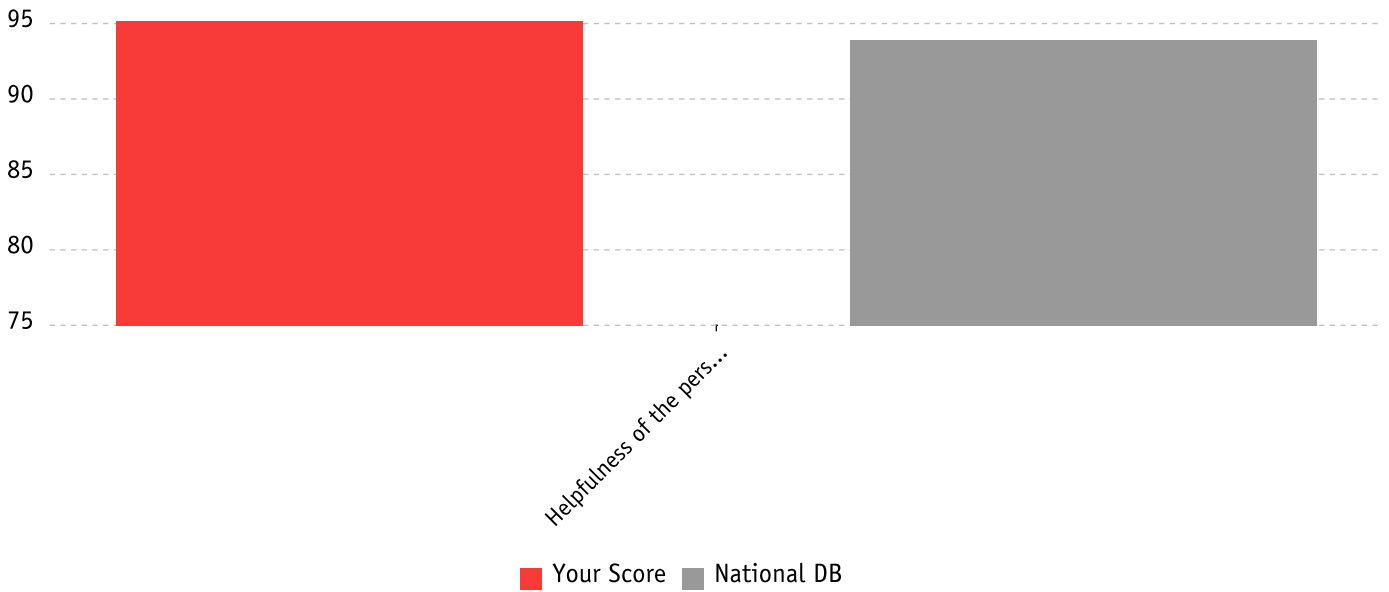
(+/-)

National DB



### Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Helpfulness of the person you called for ambulance service	95.16	1.26	93.90





**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
How well did our staff work together to care for you	92.49	.914919363
Care shown by the medics who arrived with the ambulance	93.46	.914530521
Extent to which medics cared for you as a person	91.93	.913178471
Extent to which medics included you in the treatment decisions (if applicable)	90.61	.902965228
Degree to which the medics listened to you and/or your family	92.63	.896225197
Skill of the medics	94.18	.88989259
Extent to which the medics kept you informed about your treatment	90.61	.887193266
Degree to which the medics took your problem seriously	92.83	.872858554
Medics' concern for your privacy	91.38	.86848226
Appropriateness of Emergency Medical Transportation treatment	90.92	.866288354
Degree to which the medics relieved your pain or discomfort	87.52	.855511241
Skill of the person driving the ambulance	93.40	.852925601
Extent to which our staff eased your entry into the medical facility	91.57	.841680538
Helpfulness of the person you called for ambulance service	95.16	.815642066
Cleanliness of the ambulance	94.75	.814125323
Extent to which the ambulance arrived in a timely manner	92.34	.789844982
Extent to which the services received were worth the fees charged	82.55	.776525158
Concern shown by the person you called for ambulance service	92.70	.751032441
Professionalism of the staff in our billing office	85.93	.717256976
Willingness of the staff in our billing office to address your needs	84.20	.698917959
Comfort of the ride	85.40	.667284185
Extent to which you were told what to do until the ambulance arrived	90.69	.606911371





**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	95.16	93.46	94.09	94.46	94.41	92.39	94.17	
Concern shown by the person you called for ambulance service	92.70	92.06	93.90	94.45	93.48	93.64	93.12	
Extent to which you were told what to do until the ambulance	90.69	91.27	91.97	92.92	91.57	93.58	92.30	
Extent to which the ambulance arrived in a timely manner	92.34	92.86	91.09	92.67	92.90	88.56	93.11	
Cleanliness of the ambulance	94.75	93.32	94.57	95.71	94.22	96.88	94.07	
Comfort of the ride	85.40	85.08	87.58	86.22	90.02	90.63	88.15	
Skill of the person driving the ambulance	93.40	93.06	93.99	94.48	93.30	96.19	93.86	
Care shown by the medics who arrived with the ambulance	93.46	94.18	96.02	95.16	94.69	95.21	95.52	
Degree to which the medics took your problem seriously	92.83	94.11	96.84	95.23	94.75	94.65	94.34	
Degree to which the medics listened to you and/or your family	92.63	92.79	95.75	95.20	93.96	95.37	94.02	
Skill of the medics	94.18	94.88	96.20	95.64	95.54	95.31	94.92	
Extent to which the medics kept you informed about your	90.61	92.26	94.31	94.01	94.78	93.68	93.24	
Extent to which medics included you in the treatment decisions (if	90.61	90.20	94.43	93.34	93.05	92.94	93.35	
Degree to which the medics relieved your pain or discomfort	87.52	90.17	91.59	91.77	92.18	94.17	92.59	
Medics' concern for your privacy	91.38	93.32	94.38	94.71	93.76	94.21	94.54	
Extent to which medics cared for you as a person	91.93	93.69	95.40	94.75	95.52	94.75	95.24	
Professionalism of the staff in our billing office	85.93	90.00	90.37	90.74	85.92	88.72	90.79	
Willingness of the staff in our billing office to address your needs	84.20	87.53	90.31	90.48	83.36	89.04	91.96	
How well did our staff work together to care for you	92.49	93.69	94.91	94.83	92.95	93.56	94.24	
Extent to which our staff eased your entry into the medical facility	91.57	93.76	95.27	94.53	92.83	94.21	94.33	
Appropriateness of Emergency Medical Transportation treatment	90.92	93.18	95.28	94.35	93.55	94.68	93.65	
Extent to which the services received were worth the fees charged	82.55	86.05	89.32	91.51	88.82	90.40	90.41	
Overall rating of the care provided by our Emergency Medical	91.70	93.12	95.41	94.58	93.28	94.60	93.20	
Likelihood of recommending this ambulance service to others	90.71	93.36	95.08	94.41	94.03	93.96	93.55	
<b>Overall score</b>		91.01	92.20	93.86	93.83	93.10	93.58	93.41



### Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	95.16	93.90	94.08	94.80	93.88	94.69
Concern shown by the person you called for ambulance service	92.70	93.74	93.70	94.57	93.71	94.76
Extent to which you were told what to do until the ambulance	90.69	92.48	92.40	93.60	92.38	93.45
Extent to which the ambulance arrived in a timely manner	92.34	92.85	92.56	94.20	92.45	94.49
Cleanliness of the ambulance	94.75	95.12	95.14	96.19	94.91	95.81
Comfort of the ride	85.40	88.78	88.51	90.03	88.17	90.06
Skill of the person driving the ambulance	93.40	94.49	94.51	94.77	94.31	94.90
Care shown by the medics who arrived with the ambulance	93.46	95.23	95.28	95.91	95.02	95.42
Degree to which the medics took your problem seriously	92.83	95.11	95.21	95.69	94.92	95.34
Degree to which the medics listened to you and/or your family	92.63	94.79	94.79	95.54	94.62	95.35
Skill of the medics	94.18	95.55	95.45	95.98	95.41	96.17
Extent to which the medics kept you informed about your	90.61	93.51	93.33	94.59	93.24	93.97
Extent to which medics included you in the treatment decisions	90.61	93.28	93.19	93.94	92.98	93.30
Degree to which the medics relieved your pain or discomfort	87.52	91.76	91.92	92.47	91.37	91.95
Medics' concern for your privacy	91.38	94.18	94.14	94.31	93.88	94.19
Extent to which medics cared for you as a person	91.93	94.96	95.07	95.52	94.70	95.18
Professionalism of the staff in our billing office	85.93	89.42	89.89	88.63	89.46	89.05
Willingness of the staff in our billing office to address your	84.20	89.28	89.86	88.98	89.47	88.77
How well did our staff work together to care for you	92.49	94.24	94.31	94.95	94.17	94.73
Extent to which our staff eased your entry into the medical	91.57	94.15	94.29	94.59	94.14	94.75
Appropriateness of Emergency Medical Transportation treatment	90.92	94.31	94.22	94.84	94.19	94.92
Extent to which the services received were worth the fees	82.55	89.49	89.74	89.46	89.26	88.94
Overall rating of the care provided by our Emergency Medical	91.70	94.24	94.26	94.87	94.01	94.54
Likelihood of recommending this ambulance service to others	90.71	94.10	94.13	94.66	93.87	94.30
<b>Overall Score</b>	<b>91.01</b>	<b>93.29</b>	<b>93.33</b>	<b>93.88</b>	<b>93.10</b>	<b>93.71</b>



### Benchmark Comparison

This section of the report is based off your overall score for the YTD 12-month time period, compared to other benchmark compare groups. An aggregate rolling score is needed to provide stability to the overall score ranking for more meaningful comparisons to other benchmark groups. Each month, the last month in the 12 month period is dropped and the newest month is added. An organization must have a minimum of 100 surveys to be eligible for ranking.

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
<b>Number of organizations in compare group</b>		192	27	19	47	13
<b>Minimum Score</b>	1	1.00	1.00	1.00	1.00	1.00
<b>Maximum Score</b>	100	100	100	100	100	100
<b>Mean Score</b>	95.03	92.76	92.96	93.40	92.69	92.84
<b>Your Percentile</b>		83rd	100th	N/A	86th	80th
<b>Your Rank</b>		15	1	N/A	6	3

**Minimum Score** - This is the lowest score in the benchmark group.

**Maximum Score** - This is the highest score in the benchmark group.

**Mean Score** - This is where your mean score ranks against others in the compare group.

**Your Percentile** - This is the percentage of scores that fall below your mean score.

**Your Rank** - This is where your mean score ranks against others in the compare group.



## 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
<b>Overall Facility Rating</b>	<b>93.54</b>	<b>92.37</b>
<b>Dispatch</b>	<b>93.58</b>	<b>92.2</b>
Helpfulness of the person you called for ambulance service	93.86	92.83
Concern shown by the person you called for ambulance service	93.72	92.59
Extent to which you were told what to do until the ambulance	93.16	91.17
<b>Ambulance</b>	<b>93.47</b>	<b>92</b>
Extent to which the ambulance arrived in a timely manner	93.74	92.19
Cleanliness of the ambulance	96.45	94.45
Comfort of the ride	88.93	87.60
Skill of the person driving the ambulance	94.77	93.78
<b>Medic</b>	<b>94.46</b>	<b>93.32</b>
Care shown by the medics who arrived with the ambulance	95.24	94.33
Degree to which the medics took your problem seriously	95.21	94.24
Degree to which the medics listened to you and/or your family	94.86	93.93
Skill of the medics	95.56	94.34
Extent to which the medics kept you informed about your treatment	94.09	92.55
Extent to which medics included you in the treatment decisions (if	93.72	92.33
Degree to which the medics relieved your pain or discomfort	90.61	90.65
Medics' concern for your privacy	95.44	93.32
Extent to which medics cared for you as a person	95.44	94.21
<b>Billing Office Staff</b>	<b>87.6</b>	<b>88.72</b>



**Cumulative Comparisons (Continued)**

	Your Score	Total DB
<b>Overall Facility Rating</b>	<b>93.54</b>	<b>92.37</b>
<b>Billing Office Staff</b>	<b>87.6</b>	<b>88.72</b>
Professionalism of the staff in our billing office	87.63	88.69
Willingness of the staff in our billing office to address your needs	87.57	88.75
<b>Overall Experience</b>	<b>94.15</b>	<b>92.5</b>
How well did our staff work together to care for you	95.61	93.46
Extent to which our staff eased your entry into the medical facility	95.62	93.59
Appropriateness of Emergency Medical Transportation treatment	95.15	93.37
Extent to which the services received were worth the fees charged	88.39	87.85
Overall rating of the care provided by our Emergency Medical	95.06	93.54
Likelihood of recommending this ambulance service to others	95.09	93.17



### 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
<b>Overall Company Rating</b>	<b>84</b>	<b>25</b>	<b>117</b>	<b>511</b>	<b>2469</b>	<b>77.01%</b>	<b>79.58%</b>
<b>Dispatch</b>	<b>7</b>	<b>1</b>	<b>11</b>	<b>65</b>	<b>329</b>	<b>79.66%</b>	<b>78.73%</b>
Helpfulness of the person you called for ambulance service	2	0	1	17	119	85.61%	80.43%
Concern shown by the person you called for ambulance service	3	0	4	21	112	80.00%	79.40%
Extent to which you were told what to do until the ambulance arrived	2	1	6	27	98	73.13%	76.35%
<b>Ambulance</b>	<b>10</b>	<b>3</b>	<b>17</b>	<b>103</b>	<b>411</b>	<b>75.55%</b>	<b>77.40%</b>
Extent to which the ambulance arrived in a timely manner	2	0	2	31	105	75.00%	78.00%
Cleanliness of the ambulance	2	0	2	16	113	84.96%	82.73%
Comfort of the ride	4	3	11	32	85	62.96%	67.66%
Skill of the person driving the ambulance	2	0	2	24	108	79.41%	81.20%
<b>Medic</b>	<b>32</b>	<b>11</b>	<b>38</b>	<b>172</b>	<b>979</b>	<b>79.46%</b>	<b>82.84%</b>
Care shown by the medics who arrived with the ambulance	3	1	3	16	118	83.69%	85.40%
Degree to which the medics took your problem seriously	4	1	4	13	117	84.17%	85.70%
Degree to which the medics listened to you and/or your family	4	0	5	16	117	82.39%	84.65%
Skill of the medics	2	1	2	17	115	83.94%	85.71%
Extent to which the medics kept you informed about your treatment	4	1	4	25	104	75.36%	80.32%



**Top Box Comparisons (Continued)**

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
<b>Overall Company Rating</b>	<b>84</b>	<b>25</b>	<b>117</b>	<b>511</b>	<b>2469</b>	<b>77.01%</b>	<b>79.58%</b>
Extent to which medics included you in the treatment decisions (if applicable)	4	1	5	20	100	76.92%	80.07%
Degree to which the medics relieved your pain or discomfort	3	3	8	28	88	67.69%	76.53%
Medics' concern for your privacy	4	1	4	19	105	78.95%	81.74%
Extent to which medics cared for you as a person	4	2	3	18	115	80.99%	85.48%
<b>Billing Office Staff</b>	<b>8</b>	<b>2</b>	<b>19</b>	<b>45</b>	<b>128</b>	<b>63.37%</b>	<b>67.12%</b>
Professionalism of the staff in our billing office	4	1	7	24	65	64.36%	67.17%
Willingness of the staff in our billing office to address your needs	4	1	12	21	63	62.38%	67.06%
<b>Overall Experience</b>	<b>27</b>	<b>8</b>	<b>32</b>	<b>126</b>	<b>622</b>	<b>76.32%</b>	<b>80.74%</b>
How well did our staff work together to care for you	3	0	4	21	108	79.41%	82.01%
Extent to which our staff eased your entry into the medical facility	4	1	2	23	106	77.94%	81.62%
Appropriateness of Emergency Medical Transportation treatment	4	3	4	18	111	79.29%	82.44%
Extent to which the services received were worth the fees charged	6	3	13	25	73	60.83%	72.06%
Overall rating of the care provided by our Emergency Medical Transportation service	4	1	3	22	111	78.72%	83.01%
Likelihood of recommending this ambulance service to others	6	0	6	17	113	79.58%	83.29%