

Medstar Mobile Healthcare

Fort Worth, TX

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Patient Experience Report

June 1, 2022 to June 30, 2022

Your Score

91.99

Your Patients in this Report

140

Total Patients in this Report

4,819

Total EMS Organizations

204





Executive Summary

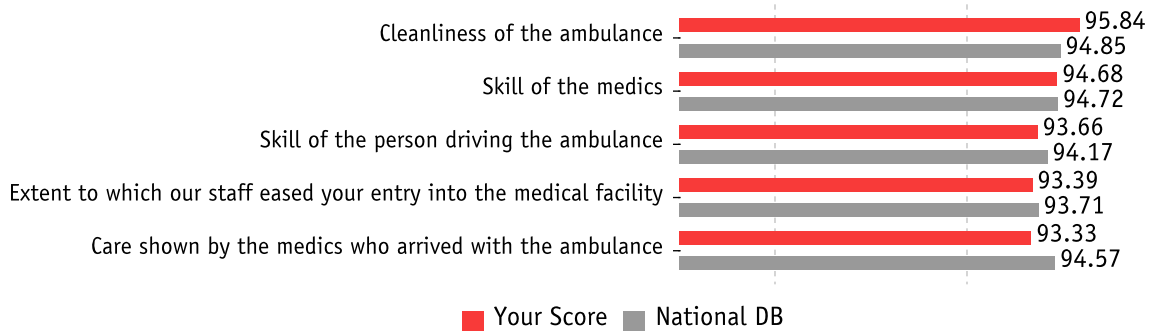
Your overall score for the time period selected is **91.99**. This is a difference of **2.65** from your previous period's score of **89.34**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80.33%**.

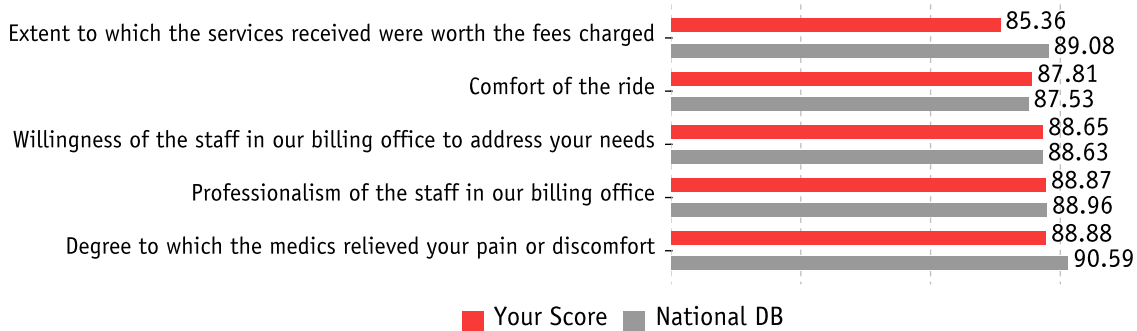
In addition, your rolling 12- month score of **93.05** is a difference of **0.28** from the national database score of **92.77**.

When compared to all organizations in the national database, your score of **93.05** is ranked **41st** and **8th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

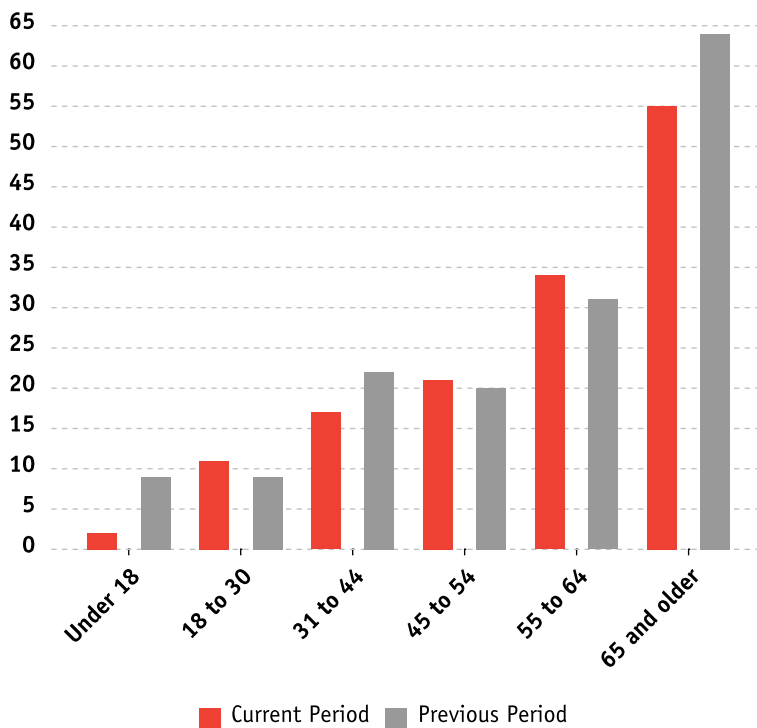




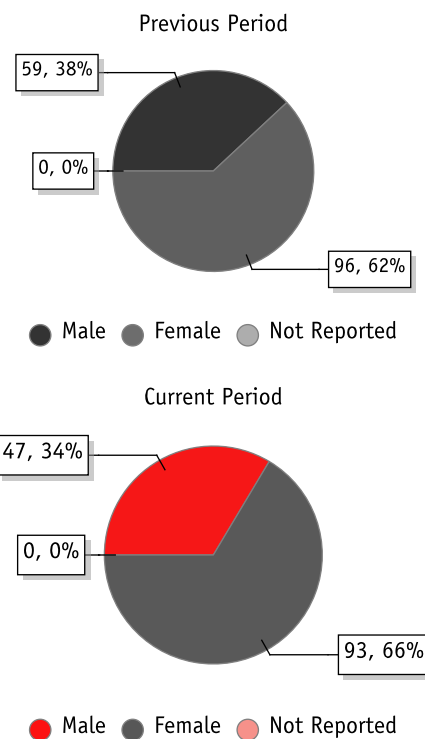
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	9	4	5	0	2	1	1	0
18 to 30	9	2	7	0	11	3	8	0
31 to 44	22	4	18	0	17	7	10	0
45 to 54	20	8	12	0	21	7	14	0
55 to 64	31	14	17	0	34	13	21	0
65 and older	64	27	37	0	55	16	39	0
Total	155	59	96	0	140	47	93	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	92.00	91.25	0.75	93.20
Concern shown by the person you called for ambulance service	92.06	91.64	0.42	92.89
Extent to which you were told what to do until the ambulance arrived	91.06	90.03	1.03	91.70
Ambulance Composite	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	92.84	90.06	2.78	92.34
Cleanliness of the ambulance	95.84	91.63	4.21	94.85
Comfort of the ride	87.81	85.69	2.12	87.53
Skill of the person driving the ambulance	93.66	90.43	3.23	94.17
Medic Composite	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	93.33	91.65	1.68	94.57
Degree to which the medics took your problem seriously	92.48	91.17	1.31	94.49
Degree to which the medics listened to you and/or your family	92.91	91.05	1.86	94.15
Skill of the medics	94.68	91.01	3.67	94.72
Extent to which the medics kept you informed about your treatment	91.57	89.93	1.64	92.92
Extent to which medics included you in the treatment decisions (if applicable)	92.65	89.23	3.42	92.86
Degree to which the medics relieved your pain or discomfort	88.88	84.33	4.55	90.59
Medics' concern for your privacy	92.62	89.53	3.09	93.66
Extent to which medics cared for you as a person	92.78	91.15	1.63	94.36
Billing Office Staff Composite	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	88.87	86.99	1.88	88.96
Willingness of the staff in our billing office to address your needs	88.65	86.86	1.79	88.63



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	93.22	90.41	2.81	93.84
Extent to which our staff eased your entry into the medical facility	93.39	89.28	4.11	93.71
Appropriateness of Emergency Medical Transportation treatment	93.26	89.13	4.13	93.57
Extent to which the services received were worth the fees charged	85.36	80.36	5.00	89.08
Overall rating of the care provided by our Emergency Medical Transportation	92.56	89.71	2.85	93.50
Likelihood of recommending this ambulance service to others	92.42	88.48	3.94	93.41



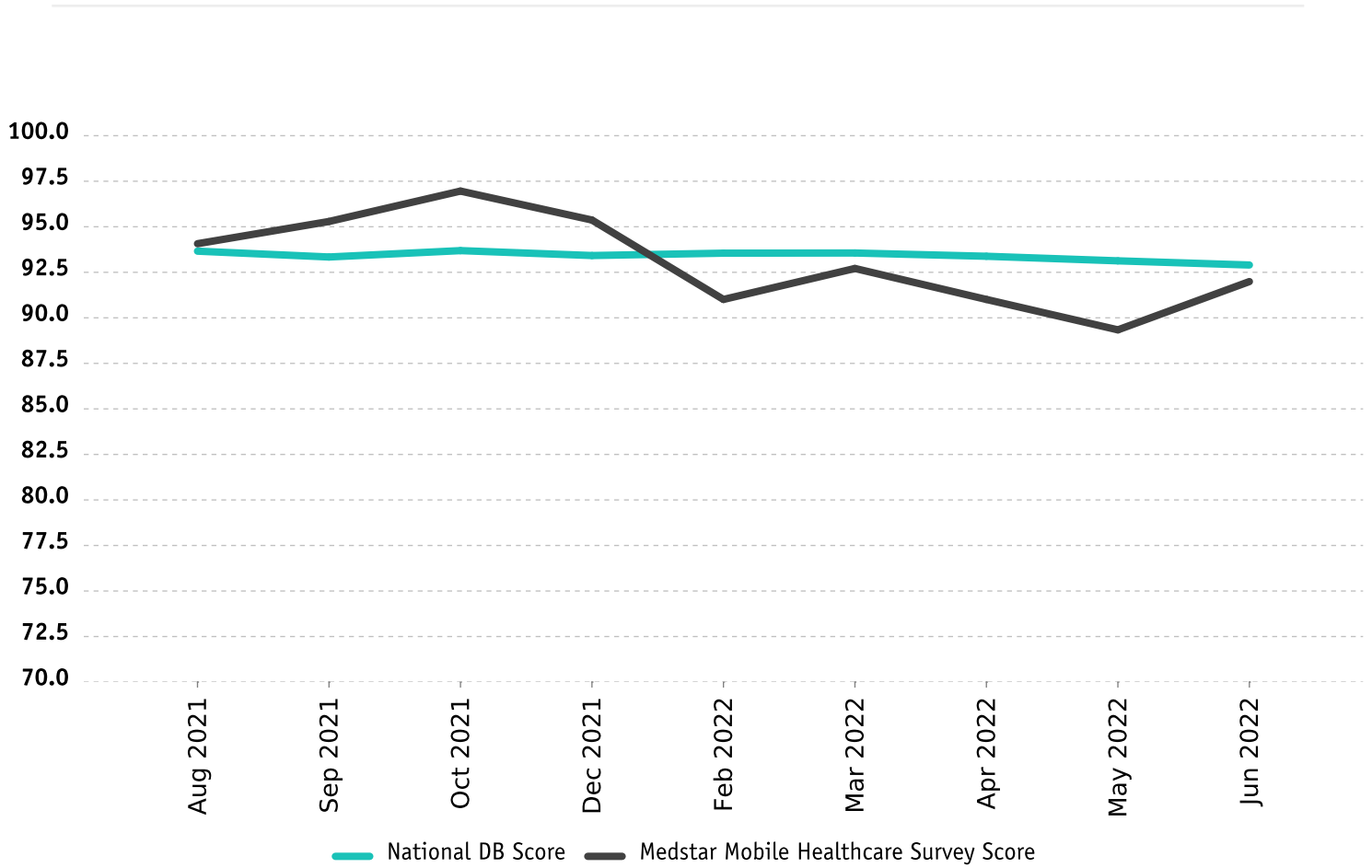
Monthly Breakdown

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

	Aug 2021	Sep 2021	Oct 2021	Dec 2021	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Helpfulness of the person you called for ambulance service	94.09	94.14	95.10	98.08	95.16	95.45	92.06	91.25	92.00
Concern shown by the person you called for ambulance service	93.40	94.02	95.59	98.04	92.70	93.57	92.10	91.64	92.06
Extent to which you were told what to do until the ambulance arrived	95.10	95.23	94.61	97.00	90.69	90.78	89.34	90.03	91.06
Extent to which the ambulance arrived in a timely manner	91.17	93.91	94.28	89.81	92.34	93.36	90.47	90.06	92.84
Cleanliness of the ambulance	96.43	96.72	98.27	98.71	94.75	95.16	95.63	91.63	95.84
Comfort of the ride	91.83	90.94	95.52	88.85	85.40	88.67	86.60	85.69	87.81
Skill of the person driving the ambulance	94.86	95.26	97.50	96.96	93.40	94.49	93.45	90.43	93.66
Care shown by the medics who arrived with the ambulance	94.88	96.18	96.80	96.41	93.46	94.43	93.46	91.65	93.33
Degree to which the medics took your problem seriously	94.64	95.94	97.38	94.82	92.83	94.39	93.03	91.17	92.48
Degree to which the medics listened to you and/or your family	93.60	95.95	96.98	94.53	92.63	93.73	92.34	91.05	92.91
Skill of the medics	94.85	96.35	98.00	96.98	94.18	94.58	93.90	91.01	94.68
Extent to which the medics kept you informed about your treatment	93.86	95.27	96.85	94.18	90.61	91.65	91.33	89.93	91.57
Extent to which medics included you in the treatment decisions (if	90.82	94.72	97.42	93.06	90.61	92.71	91.69	89.23	92.65
Degree to which the medics relieved your pain or discomfort	88.01	91.01	93.57	89.78	87.52	89.43	85.71	84.33	88.88
Medics' concern for your privacy	95.72	96.83	97.07	98.04	91.38	93.76	92.34	89.53	92.62
Extent to which medics cared for you as a person	96.34	96.05	97.93	97.78	91.93	93.33	93.24	91.15	92.78
Professionalism of the staff in our billing office	100.00		100.00	100.00	85.93	88.08	85.80	86.99	88.87
Willingness of the staff in our billing office to address your needs	100.00		100.00	100.00	84.20	88.33	85.18	86.86	88.65
How well did our staff work together to care for you	97.06	96.65	97.54	97.16	92.49	93.97	92.36	90.41	93.22
Extent to which our staff eased your entry into the medical facility	95.23	94.93	97.38	96.50	91.57	94.38	92.12	89.28	93.39
Appropriateness of Emergency Medical Transportation treatment	94.52	95.85	97.46	97.13	90.92	95.04	91.81	89.13	93.26
Extent to which the services received were worth the fees charged	78.95	75.00	91.67	91.35	82.55	86.79	81.10	80.36	85.36
Overall rating of the care provided by our Emergency Medical Transportation	94.35	96.68	98.39	96.00	91.70	92.38	92.05	89.71	92.56
Likelihood of recommending this ambulance service to others	94.02	96.69	98.09	95.90	90.71	91.91	91.58	88.48	92.42
Overall Score	94.07	95.29	96.96	95.37	91.01	92.71	91.01	89.34	91.99
Respondents	126	125	125	125	145	161	144	155	140



Monthly Overall Survey Score





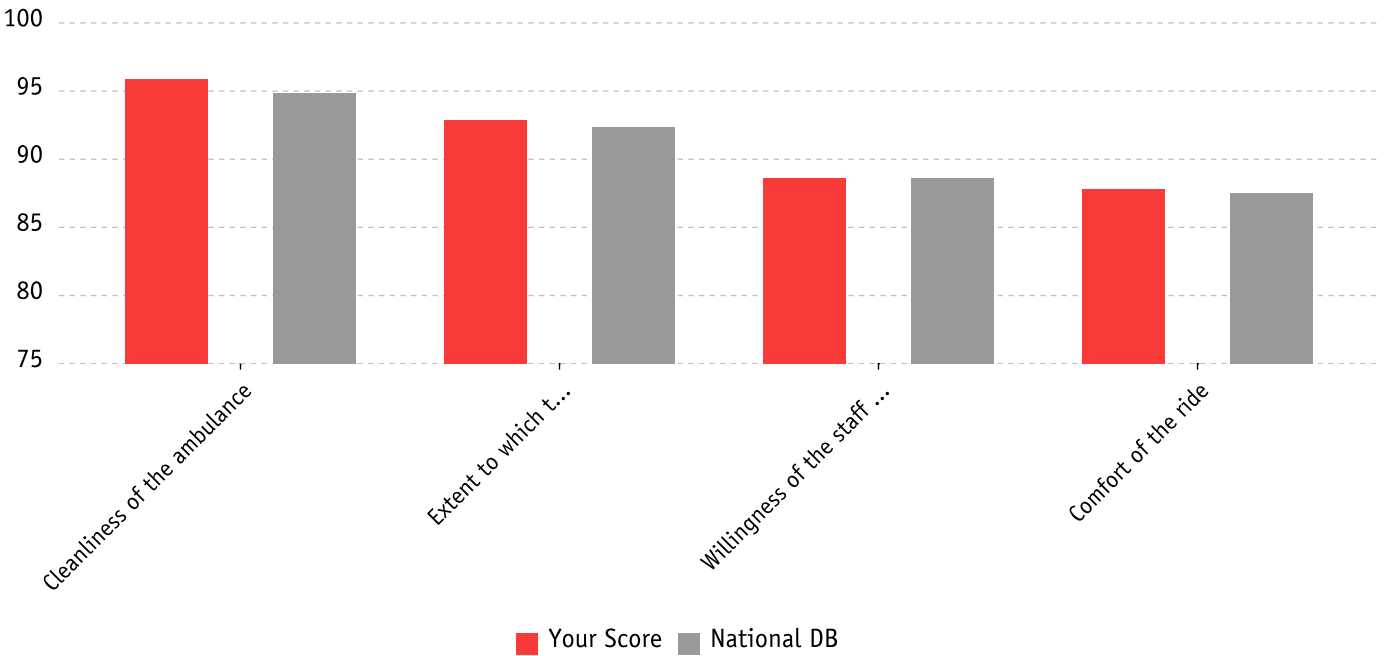
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	85.36	80.36	5.00	89.08
Degree to which the medics relieved your pain or discomfort	88.88	84.33	4.55	90.59
Cleanliness of the ambulance	95.84	91.63	4.21	94.85
Appropriateness of Emergency Medical Transportation treatment	93.26	89.13	4.13	93.57
Extent to which our staff eased your entry into the medical facility	93.39	89.28	4.11	93.71
Likelihood of recommending this ambulance service to others	92.42	88.48	3.94	93.41
Skill of the medics	94.68	91.01	3.67	94.72
Extent to which medics included you in the treatment decisions (if applicable)	92.65	89.23	3.42	92.86
Skill of the person driving the ambulance	93.66	90.43	3.23	94.17
Medics' concern for your privacy	92.62	89.53	3.09	93.66



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Cleanliness of the ambulance	95.84	0.99	94.85
Extent to which the ambulance arrived in a timely manner	92.84	0.50	92.34
Willingness of the staff in our billing office to address your needs	88.65	0.02	88.63
Comfort of the ride	87.81	0.28	87.53





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 medics kept you informed about your treatment	91.57	.950069206
Extent to which medics cared for you as a person	92.78	.934272433
Care shown by the medics who arrived with the ambulance	93.33	.931980227
Degree to which the medics took your problem seriously	92.48	.924287298
How well did our staff work together to care for you	93.22	.922981776
Extent to which our staff eased your entry into the medical facility	93.39	.922799002
Extent to which medics included you in the treatment decisions (if applicable)	92.65	.919491261
Appropriateness of Emergency Medical Transportation treatment	93.26	.91911151
Skill of the medics	94.68	.912080465
Degree to which the medics listened to you and/or your family	92.91	.909194188
Medics' concern for your privacy	92.62	.906264716
Degree to which the medics relieved your pain or discomfort	88.88	.901858818
Extent to which the services received were worth the fees charged	85.36	.869781441
Concern shown by the person you called for ambulance service	92.06	.841537326
Skill of the person driving the ambulance	93.66	.841159185
Cleanliness of the ambulance	95.84	.823752475
Helpfulness of the person you called for ambulance service	92.00	.809589331
Willingness of the staff in our billing office to address your needs	88.65	.796323812
Professionalism of the staff in our billing office	88.87	.788532057
Comfort of the ride	87.81	.772542053
Extent to which you were told what to do until the ambulance arrived	91.06	.721887459
Extent to which the ambulance arrived in a timely manner	92.84	.707986294



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	92.00	93.27	93.93	93.84	93.97	93.48	94.27
Concern shown by the person you called for ambulance service	92.06	92.26	93.75	93.23	95.98	91.30	95.56
Extent to which you were told what to do until the ambulance	91.06	90.36	91.82	92.51	92.79	91.67	92.22
Extent to which the ambulance arrived in a timely manner	92.84	93.67	90.61	91.65	91.95	87.50	94.77
Cleanliness of the ambulance	95.84	94.54	94.94	94.90	95.42	91.67	95.00
Comfort of the ride	87.81	89.70	86.26	86.78	86.42	75.04	88.67
Skill of the person driving the ambulance	93.66	94.64	94.54	94.41	94.40	90.26	93.80
Care shown by the medics who arrived with the ambulance	93.33	93.04	93.95	94.59	97.27	90.26	95.58
Degree to which the medics took your problem seriously	92.48	93.44	93.68	94.87	97.22	87.55	95.36
Degree to which the medics listened to you and/or your family	92.91	92.42	93.91	94.29	97.69	89.82	94.82
Skill of the medics	94.68	92.74	94.65	94.64	97.17	90.91	94.66
Extent to which the medics kept you informed about your	91.57	90.78	92.91	93.03	96.00	89.82	93.66
Extent to which medics included you in the treatment decisions (if	92.65	90.94	92.14	94.11	93.60	88.14	93.25
Degree to which the medics relieved your pain or discomfort	88.88	89.64	89.87	91.12	95.11	86.41	89.96
Medics' concern for your privacy	92.62	91.98	93.15	93.98	96.08	92.86	94.30
Extent to which medics cared for you as a person	92.78	92.38	94.19	94.33	95.83	90.95	95.25
Professionalism of the staff in our billing office	88.87	85.91	88.30	90.61	87.96	77.68	90.67
Willingness of the staff in our billing office to address your needs	88.65	85.87	87.93	90.75	87.07	75.06	90.77
How well did our staff work together to care for you	93.22	92.63	93.41	94.67	94.81	86.96	94.35
Extent to which our staff eased your entry into the medical facility	93.39	93.21	93.59	94.41	94.90	84.78	94.79
Appropriateness of Emergency Medical Transportation treatment	93.26	91.89	93.80	94.21	95.31	89.13	94.93
Extent to which the services received were worth the fees charged	85.36	84.59	88.29	91.18	90.85	77.63	94.59
Overall rating of the care provided by our Emergency Medical	92.56	92.04	93.40	94.37	95.83	86.36	95.54
Likelihood of recommending this ambulance service to others	92.42	90.97	93.22	93.80	94.81	82.65	95.74
Overall score	91.99	91.69	92.57	93.34	94.37	87.19	94.01



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	92.00	93.20	93.61	93.46	93.28	93.15
Concern shown by the person you called for ambulance service	92.06	92.89	93.36	92.55	92.88	92.61
Extent to which you were told what to do until the ambulance	91.06	91.70	91.87	92.19	91.54	92.11
Extent to which the ambulance arrived in a timely manner	92.84	92.34	92.25	94.32	91.99	92.84
Cleanliness of the ambulance	95.84	94.85	94.84	95.73	94.63	95.39
Comfort of the ride	87.81	87.53	87.40	88.32	87.15	88.43
Skill of the person driving the ambulance	93.66	94.17	94.20	94.70	93.90	94.15
Care shown by the medics who arrived with the ambulance	93.33	94.57	94.69	94.65	94.37	94.42
Degree to which the medics took your problem seriously	92.48	94.49	94.70	94.32	94.34	93.97
Degree to which the medics listened to you and/or your family	92.91	94.15	94.39	94.47	94.00	93.62
Skill of the medics	94.68	94.72	94.79	94.93	94.51	95.03
Extent to which the medics kept you informed about your	91.57	92.92	93.24	93.47	92.68	91.68
Extent to which medics included you in the treatment decisions	92.65	92.86	93.06	93.13	92.49	92.42
Degree to which the medics relieved your pain or discomfort	88.88	90.59	91.14	91.03	90.20	89.23
Medics' concern for your privacy	92.62	93.66	93.87	93.84	93.40	93.29
Extent to which medics cared for you as a person	92.78	94.36	94.58	94.74	94.19	93.59
Professionalism of the staff in our billing office	88.87	88.96	89.09	88.93	88.67	88.97
Willingness of the staff in our billing office to address your	88.65	88.63	88.95	88.92	88.38	87.93
How well did our staff work together to care for you	93.22	93.84	93.99	93.76	93.67	93.51
Extent to which our staff eased your entry into the medical	93.39	93.71	93.94	93.77	93.60	94.26
Appropriateness of Emergency Medical Transportation treatment	93.26	93.57	93.80	93.28	93.39	93.26
Extent to which the services received were worth the fees	85.36	89.08	89.29	87.96	88.48	87.57
Overall rating of the care provided by our Emergency Medical	92.56	93.50	93.81	93.80	93.26	93.31
Likelihood of recommending this ambulance service to others	92.42	93.41	93.61	93.38	93.07	93.21
Overall Score	91.99	92.65	92.85	92.90	92.42	92.41



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
Number of organizations in compare group		204	29	19	47	13
Minimum Score	1	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	93.04	92.76	93.54	93.28	92.18	92.59
Your Percentile		49th	61st	N/A	52nd	44th
Your Rank		41	8	N/A	17	6

- 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
Overall Facility Rating	93.39	92.38
Dispatch	93.39	92.21
Helpfulness of the person you called for ambulance service	93.70	92.84
Concern shown by the person you called for ambulance service	93.57	92.60
Extent to which you were told what to do until the ambulance	92.91	91.18
Ambulance	93.38	92.02
Extent to which the ambulance arrived in a timely manner	93.64	92.20
Cleanliness of the ambulance	96.36	94.46
Comfort of the ride	88.84	87.61
Skill of the person driving the ambulance	94.67	93.79
Medic	94.34	93.33
Care shown by the medics who arrived with the ambulance	95.15	94.34
Degree to which the medics took your problem seriously	95.09	94.25
Degree to which the medics listened to you and/or your family	94.75	93.94
Skill of the medics	95.47	94.35
Extent to which the medics kept you informed about your treatment	93.97	92.57
Extent to which medics included you in the treatment decisions (if	93.60	92.34
Degree to which the medics relieved your pain or discomfort	90.42	90.65
Medics' concern for your privacy	95.28	93.33
Extent to which medics cared for you as a person	95.32	94.22
Billing Office Staff	87.5	88.72



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.39	92.38
Billing Office Staff	87.5	88.72
Professionalism of the staff in our billing office	87.55	88.70
Willingness of the staff in our billing office to address your needs	87.44	88.74
Overall Experience	93.95	92.51
How well did our staff work together to care for you	95.48	93.47
Extent to which our staff eased your entry into the medical facility	95.46	93.60
Appropriateness of Emergency Medical Transportation treatment	95.00	93.38
Extent to which the services received were worth the fees charged	87.91	87.87
Overall rating of the care provided by our Emergency Medical	94.92	93.55
Likelihood of recommending this ambulance service to others	94.92	93.18



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	69	30	124	394	2520	80.33%	77.26%
Dispatch	8	4	15	60	316	78.41%	76.16%
Helpfulness of the person you called for ambulance service	3	2	2	21	106	79.10%	78.12%
Concern shown by the person you called for ambulance service	3	1	5	18	108	80.00%	76.56%
Extent to which you were told what to do until the ambulance arrived	2	1	8	21	102	76.12%	73.79%
Ambulance	6	3	18	89	413	78.07%	75.30%
Extent to which the ambulance arrived in a timely manner	1	2	4	21	108	79.41%	75.76%
Cleanliness of the ambulance	1	0	1	16	114	86.36%	81.09%
Comfort of the ride	3	0	11	30	87	66.41%	64.80%
Skill of the person driving the ambulance	1	1	2	22	104	80.00%	79.56%
Medic	31	16	38	121	1012	83.09%	80.51%
Care shown by the medics who arrived with the ambulance	4	2	3	9	120	86.96%	83.36%
Degree to which the medics took your problem seriously	5	2	3	10	119	85.61%	83.61%
Degree to which the medics listened to you and/or your family	3	1	6	12	115	83.94%	82.45%
Skill of the medics	1	1	5	12	117	86.03%	82.81%
Extent to which the medics kept you informed about your treatment	4	2	4	16	110	80.88%	78.41%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	69	30	124	394	2520	80.33%	77.26%
Extent to which medics included you in the treatment decisions (if applicable)	2	2	5	14	106	82.17%	78.31%
Degree to which the medics relieved your pain or discomfort	4	4	4	22	96	73.85%	72.92%
Medics' concern for your privacy	4	0	3	18	110	81.48%	79.17%
Extent to which medics cared for you as a person	4	2	5	8	119	86.23%	83.56%
Billing Office Staff	2	1	22	35	140	70.00%	64.42%
Professionalism of the staff in our billing office	1	1	10	18	71	70.30%	64.57%
Willingness of the staff in our billing office to address your needs	1	0	12	17	69	69.70%	64.27%
Overall Experience	22	6	31	89	639	81.19%	78.52%
How well did our staff work together to care for you	3	1	3	16	113	83.09%	79.98%
Extent to which our staff eased your entry into the medical facility	2	0	6	15	109	82.58%	79.65%
Appropriateness of Emergency Medical Transportation treatment	4	1	3	11	114	85.71%	79.87%
Extent to which the services received were worth the fees charged	6	1	11	18	78	68.42%	70.34%
Overall rating of the care provided by our Emergency Medical Transportation service	3	3	2	15	111	82.84%	80.38%
Likelihood of recommending this ambulance service to others	4	0	6	14	114	82.61%	80.90%