

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

August 1, 2022 to August 31, 2022

Your Score

89.80

Your Patients in this Report

174

Total Patients in this Report

4,267

Total EMS Organizations

217





Executive Summary

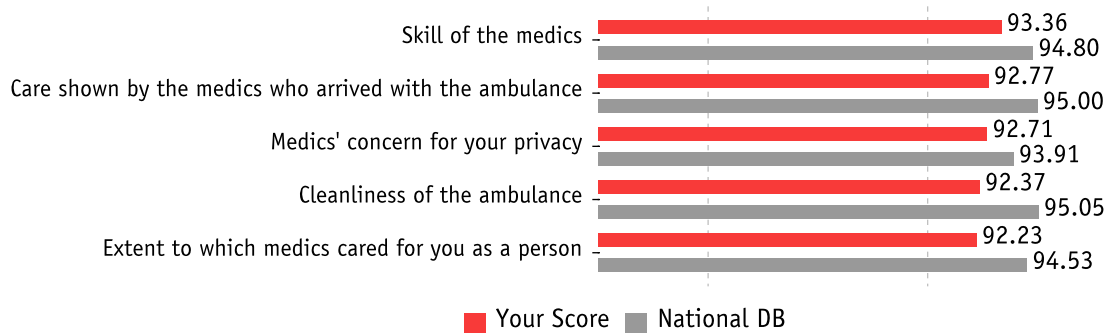
Your overall score for the time period selected is **89.80**. This is a difference of **-2.07** from your previous period's score of **91.87**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **71.58%**.

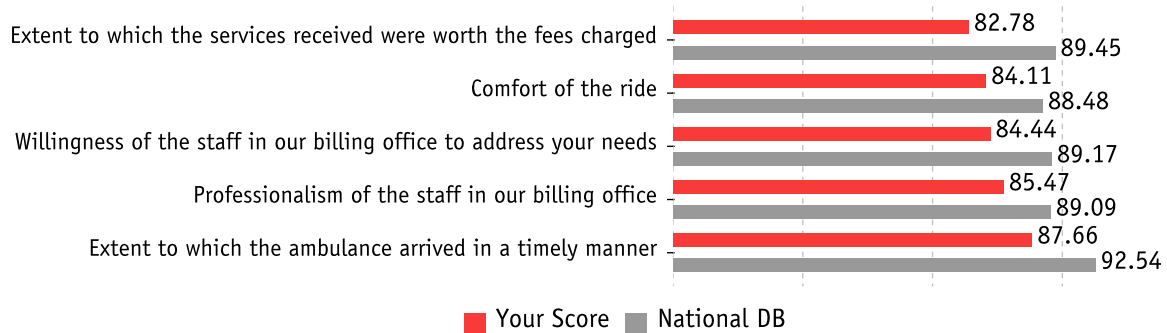
In addition, your rolling 12- month score of **92.54** is a difference of **-0.01** from the national database score of **92.55**.

When compared to all organizations in the national database, your score of **92.54** is ranked **45th** and **10th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

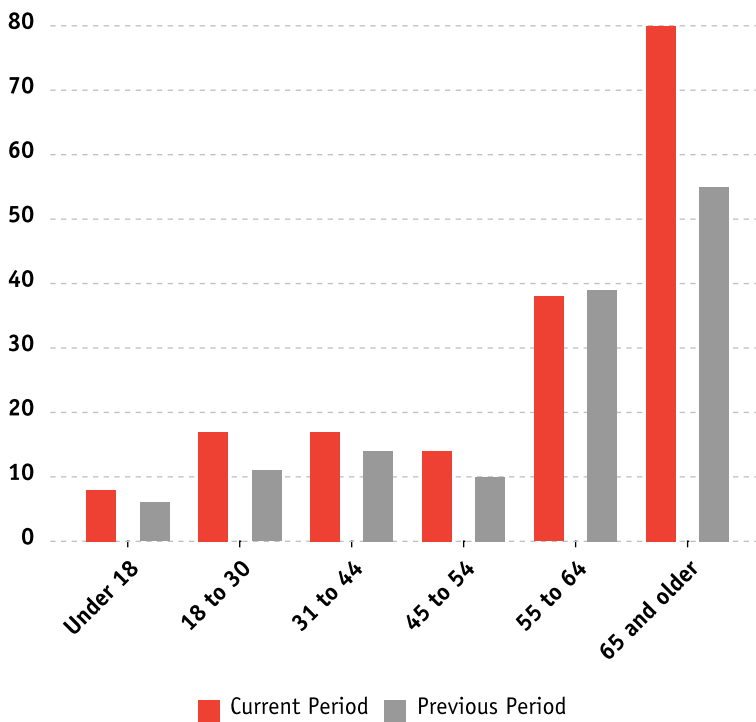




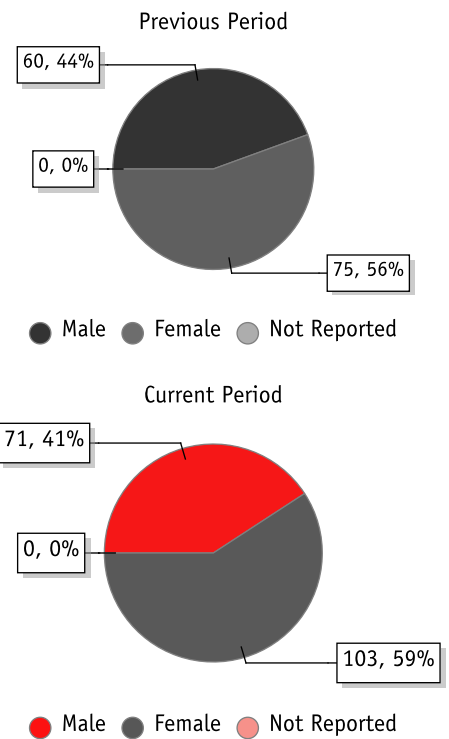
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	6	3	3	0	8	3	5	0
18 to 30	11	3	8	0	17	9	8	0
31 to 44	14	4	10	0	17	7	10	0
45 to 54	10	3	7	0	14	6	8	0
55 to 64	39	20	19	0	38	12	26	0
65 and older	55	27	28	0	80	34	46	0
Total	135	60	75	0	174	71	103	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	90.67	94.27	-3.60	93.59
Concern shown by the person you called for ambulance service	88.21	93.27	-5.06	93.40
Extent to which you were told what to do until the ambulance arrived	89.39	91.07	-1.68	92.03

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	87.66	90.02	-2.36	92.54
Cleanliness of the ambulance	92.37	94.09	-1.72	95.05
Comfort of the ride	84.11	86.34	-2.23	88.48
Skill of the person driving the ambulance	90.41	93.07	-2.66	94.37

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	92.77	93.53	-0.76	95.00
Degree to which the medics took your problem seriously	92.03	94.10	-2.07	94.93
Degree to which the medics listened to you and/or your family	91.35	92.38	-1.03	94.36
Skill of the medics	93.36	94.89	-1.53	94.80
Extent to which the medics kept you informed about your treatment	90.07	92.00	-1.93	93.13
Extent to which medics included you in the treatment decisions (if applicable)	90.22	92.15	-1.93	93.00
Degree to which the medics relieved your pain or discomfort	88.94	86.87	2.07	91.06
Medics' concern for your privacy	92.71	92.39	0.32	93.91
Extent to which medics cared for you as a person	92.23	93.57	-1.34	94.53

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	85.47	85.73	-0.26	89.09
Willingness of the staff in our billing office to address your needs	84.44	86.03	-1.59	89.17



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	90.89	94.73	-3.84	93.94
Extent to which our staff eased your entry into the medical facility	91.33	94.88	-3.55	94.21
Appropriateness of Emergency Medical Transportation treatment	90.42	93.81	-3.39	93.83
Extent to which the services received were worth the fees charged	82.78	84.52	-1.74	89.45
Overall rating of the care provided by our Emergency Medical Transportation	89.88	93.90	-4.02	93.90
Likelihood of recommending this ambulance service to others	89.28	92.52	-3.24	93.57



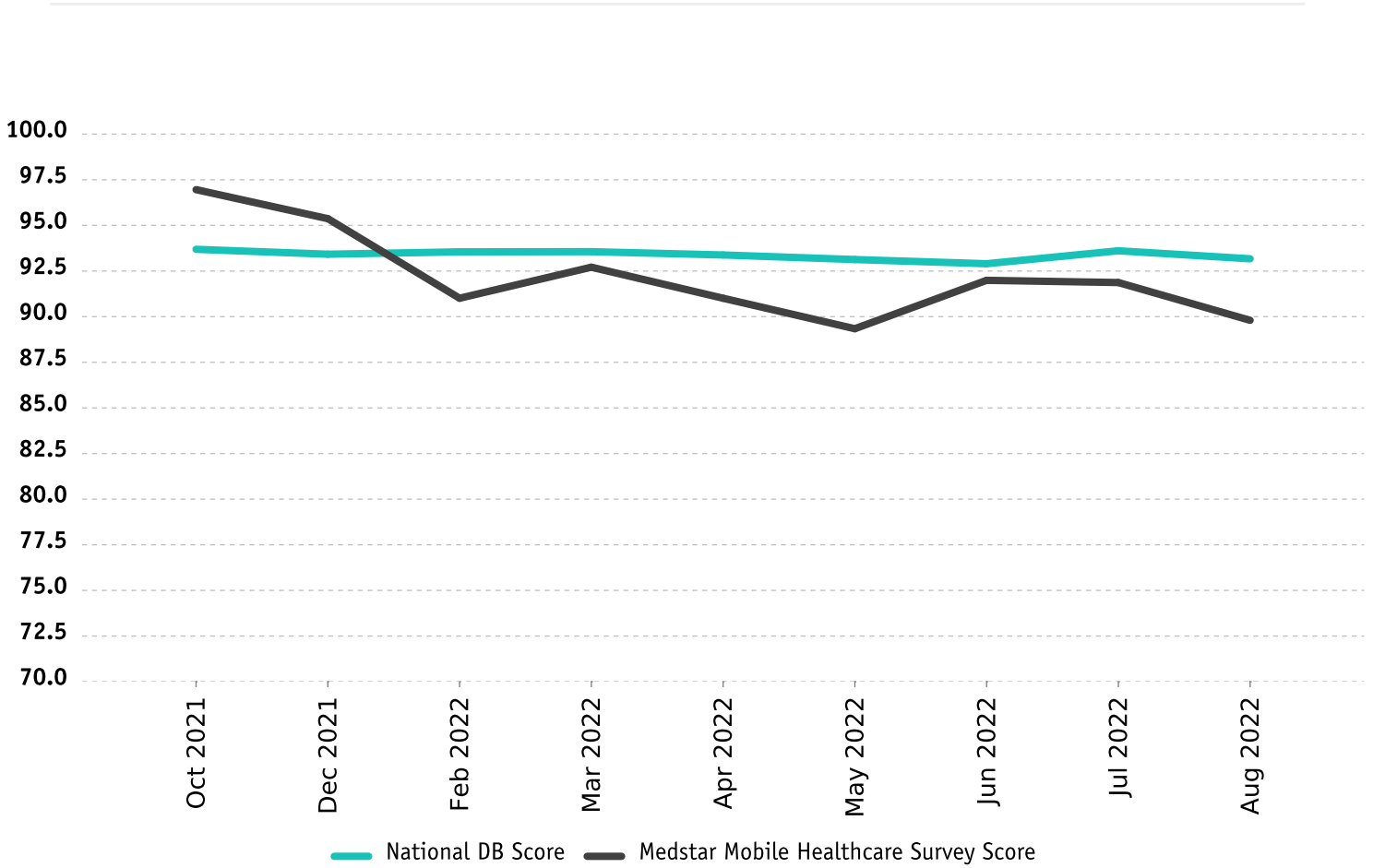
Monthly Breakdown

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

	Sep 2021	Oct 2021	Dec 2021	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022
Helpfulness of the person you called for ambulance service	94.14	95.10	98.08	95.16	95.45	92.06	91.25	92.00	94.27	90.67
Concern shown by the person you called for ambulance service	94.02	95.59	98.04	92.70	93.57	92.10	91.64	92.06	93.27	88.21
Extent to which you were told what to do until the ambulance arrived	95.23	94.61	97.00	90.69	90.78	89.34	90.03	91.06	91.07	89.39
Extent to which the ambulance arrived in a timely manner	93.91	94.28	89.81	92.34	93.36	90.47	90.06	92.84	90.02	87.66
Cleanliness of the ambulance	96.72	98.27	98.71	94.75	95.16	95.63	91.63	95.84	94.09	92.37
Comfort of the ride	90.94	95.52	88.85	85.40	88.67	86.60	85.69	87.81	86.34	84.11
Skill of the person driving the ambulance	95.26	97.50	96.96	93.40	94.49	93.45	90.43	93.66	93.07	90.41
Care shown by the medics who arrived with the ambulance	96.18	96.80	96.41	93.46	94.43	93.46	91.65	93.33	93.53	92.77
Degree to which the medics took your problem seriously	95.94	97.38	94.82	92.83	94.39	93.03	91.17	92.48	94.10	92.03
Degree to which the medics listened to you and/or your family	95.95	96.98	94.53	92.63	93.73	92.34	91.05	92.91	92.38	91.35
Skill of the medics	96.35	98.00	96.98	94.18	94.58	93.90	91.01	94.68	94.89	93.36
Extent to which the medics kept you informed about your treatment	95.27	96.85	94.18	90.61	91.65	91.33	89.93	91.57	92.00	90.07
Extent to which medics included you in the treatment decisions (if	94.72	97.42	93.06	90.61	92.71	91.69	89.23	92.65	92.15	90.22
Degree to which the medics relieved your pain or discomfort	91.01	93.57	89.78	87.52	89.43	85.71	84.33	88.88	86.87	88.94
Medics' concern for your privacy	96.83	97.07	98.04	91.38	93.76	92.34	89.53	92.62	92.39	92.71
Extent to which medics cared for you as a person	96.05	97.93	97.78	91.93	93.33	93.24	91.15	92.78	93.57	92.23
Professionalism of the staff in our billing office		100.00	100.00	85.93	88.08	85.80	86.99	88.87	85.73	85.47
Willingness of the staff in our billing office to address your needs		100.00	100.00	84.20	88.33	85.18	86.86	88.65	86.03	84.44
How well did our staff work together to care for you	96.65	97.54	97.16	92.49	93.97	92.36	90.41	93.22	94.73	90.89
Extent to which our staff eased your entry into the medical facility	94.93	97.38	96.50	91.57	94.38	92.12	89.28	93.39	94.88	91.33
Appropriateness of Emergency Medical Transportation treatment	95.85	97.46	97.13	90.92	95.04	91.81	89.13	93.26	93.81	90.42
Extent to which the services received were worth the fees charged	75.00	91.67	91.35	82.55	86.79	81.10	80.36	85.36	84.52	82.78
Overall rating of the care provided by our Emergency Medical Transportation	96.68	98.39	96.00	91.70	92.38	92.05	89.71	92.56	93.90	89.88
Likelihood of recommending this ambulance service to others	96.69	98.09	95.90	90.71	91.91	91.58	88.48	92.42	92.52	89.28
Overall Score	95.29	96.96	95.37	91.01	92.71	91.01	89.34	91.99	91.87	89.80
Respondents	125	125	125	145	161	144	155	140	135	174



Monthly Overall Survey Score





Greatest Increase and Decrease in Scores by Question

	Current	Previous	(+/-)	National DB
Increases				
Degree to which the medics relieved your pain or discomfort	88.94	86.87	2.07	91.06
Medics' concern for your privacy	92.71	92.39	0.32	93.91
Decreases				
Concern shown by the person you called for ambulance service	88.21	93.27	-5.06	93.40
Overall rating of the care provided by our Emergency Medical Transportation service	89.88	93.90	-4.02	93.90
How well did our staff work together to care for you	90.89	94.73	-3.84	93.94
Helpfulness of the person you called for ambulance service	90.67	94.27	-3.61	93.59
Extent to which our staff eased your entry into the medical facility	91.33	94.88	-3.55	94.21
Appropriateness of Emergency Medical Transportation treatment	90.42	93.81	-3.39	93.83
Likelihood of recommending this ambulance service to others	89.28	92.52	-3.24	93.57
Skill of the person driving the ambulance	90.41	93.07	-2.66	94.37
Extent to which the ambulance arrived in a timely manner	87.66	90.02	-2.36	92.54
Comfort of the ride	84.11	86.34	-2.24	88.48



Greatest Scores Above Benchmarks by Question

No scores above benchmark for this period.



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
Appropriateness of Emergency Medical Transportation treatment	90.42	.922361189
Extent to which medics included you in the treatment decisions (if applicable)	90.22	.903538315
Degree to which the medics listened to you and/or your family	91.35	.89913521
Extent to which medics cared for you as a person	92.23	.896245134
How well did our staff work together to care for you	90.89	.893818515
Degree to which the medics took your problem seriously	92.03	.884853744
Extent to which our staff eased your entry into the medical facility	91.33	.876752906
Extent to which the medics kept you informed about your treatment	90.07	.871334936
Care shown by the medics who arrived with the ambulance	92.77	.866544961
Medics' concern for your privacy	92.71	.8627048
Degree to which the medics relieved your pain or discomfort	88.94	.858838951
Skill of the medics	93.36	.856469439
Skill of the person driving the ambulance	90.41	.840895606
Extent to which the services received were worth the fees charged	82.78	.827445284
Concern shown by the person you called for ambulance service	88.21	.824752664
Helpfulness of the person you called for ambulance service	90.67	.819161815
Extent to which you were told what to do until the ambulance arrived	89.39	.775170163
Comfort of the ride	84.11	.738924711
Extent to which the ambulance arrived in a timely manner	87.66	.722068448
Professionalism of the staff in our billing office	85.47	.710184499
Willingness of the staff in our billing office to address your needs	84.44	.693647719
Cleanliness of the ambulance	92.37	.678038315



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	90.67	94.40	92.86	91.96	95.16	93.59	93.09
Concern shown by the person you called for ambulance service	88.21	94.40	92.35	92.04	95.16	92.45	95.00
Extent to which you were told what to do until the ambulance	89.39	93.18	91.20	91.51	94.58	91.08	91.20
Extent to which the ambulance arrived in a timely manner	87.66	94.38	89.96	89.37	94.62	90.90	93.97
Cleanliness of the ambulance	92.37	94.79	94.17	94.03	95.31	94.32	93.90
Comfort of the ride	84.11	85.11	84.85	85.82	91.27	86.65	88.44
Skill of the person driving the ambulance	90.41	91.79	92.76	92.73	96.03	94.36	94.38
Care shown by the medics who arrived with the ambulance	92.77	95.55	94.77	93.97	93.66	95.06	94.55
Degree to which the medics took your problem seriously	92.03	94.93	95.31	93.53	93.98	93.52	94.26
Degree to which the medics listened to you and/or your family	91.35	94.52	94.10	94.09	93.88	93.72	94.59
Skill of the medics	93.36	94.10	94.25	95.80	93.66	93.40	93.10
Extent to which the medics kept you informed about your	90.07	92.25	92.30	93.52	91.69	91.68	91.89
Extent to which medics included you in the treatment decisions (if	90.22	90.91	92.41	92.46	91.69	90.62	92.81
Degree to which the medics relieved your pain or discomfort	88.94	84.60	89.06	91.91	93.11	88.60	91.89
Medics' concern for your privacy	92.71	91.25	93.00	92.26	94.32	92.91	94.14
Extent to which medics cared for you as a person	92.23	93.85	94.16	93.69	94.08	94.05	92.78
Professionalism of the staff in our billing office	85.47	85.47	88.52	85.56	90.32	88.24	89.47
Willingness of the staff in our billing office to address your needs	84.44	87.50	89.20	81.71	90.83	88.00	88.82
How well did our staff work together to care for you	90.89	92.16	93.79	93.52	93.65	93.98	93.59
Extent to which our staff eased your entry into the medical facility	91.33	93.85	93.75	92.46	93.89	93.94	93.59
Appropriateness of Emergency Medical Transportation treatment	90.42	93.86	92.34	92.64	93.16	93.21	94.67
Extent to which the services received were worth the fees charged	82.78	89.00	87.42	91.80	91.87	88.04	91.67
Overall rating of the care provided by our Emergency Medical	89.88	94.30	93.46	93.10	92.61	93.83	93.83
Likelihood of recommending this ambulance service to others	89.28	93.77	92.72	92.15	93.32	93.55	94.44
Overall score	89.80	92.37	92.20	92.14	93.60	92.25	93.12



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	90.67	93.59	93.77	94.18	93.37	93.95
Concern shown by the person you called for ambulance service	88.21	93.40	93.40	93.49	93.02	93.60
Extent to which you were told what to do until the ambulance	89.39	92.03	92.09	92.91	91.55	92.71
Extent to which the ambulance arrived in a timely manner	87.66	92.54	92.38	93.11	92.02	93.20
Cleanliness of the ambulance	92.37	95.05	94.87	95.45	94.72	95.45
Comfort of the ride	84.11	88.48	87.99	89.78	87.78	89.74
Skill of the person driving the ambulance	90.41	94.37	94.05	94.81	94.07	94.72
Care shown by the medics who arrived with the ambulance	92.77	95.00	95.09	95.38	94.75	94.64
Degree to which the medics took your problem seriously	92.03	94.93	94.93	95.01	94.60	94.72
Degree to which the medics listened to you and/or your family	91.35	94.36	94.59	94.54	94.26	94.19
Skill of the medics	93.36	94.80	94.77	95.10	94.67	95.25
Extent to which the medics kept you informed about your	90.07	93.13	93.18	93.32	92.76	92.98
Extent to which medics included you in the treatment decisions	90.22	93.00	93.12	92.86	92.68	92.68
Degree to which the medics relieved your pain or discomfort	88.94	91.06	91.08	91.49	90.59	91.16
Medics' concern for your privacy	92.71	93.91	94.11	94.47	93.82	94.28
Extent to which medics cared for you as a person	92.23	94.53	94.56	94.74	94.31	94.48
Professionalism of the staff in our billing office	85.47	89.09	88.93	89.32	88.79	89.59
Willingness of the staff in our billing office to address your	84.44	89.17	88.72	89.04	88.80	89.24
How well did our staff work together to care for you	90.89	93.94	93.80	93.94	93.68	93.83
Extent to which our staff eased your entry into the medical	91.33	94.21	94.05	94.16	94.10	94.14
Appropriateness of Emergency Medical Transportation treatment	90.42	93.83	93.35	93.87	93.41	93.83
Extent to which the services received were worth the fees	82.78	89.45	88.99	88.65	89.21	88.67
Overall rating of the care provided by our Emergency Medical	89.88	93.90	93.71	93.83	93.64	93.52
Likelihood of recommending this ambulance service to others	89.28	93.57	93.36	93.54	93.25	93.20
Overall Score	89.80	92.97	92.87	93.21	92.66	93.07



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		217	51	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	92.53	92.54	91.79	91.48	93.09	91.87
Your Percentile		42nd	44th	N/A	41st	33rd
Your Rank		45	10	N/A	20	7

- 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	93.29	92.39
Dispatch	93.26	92.22
Helpfulness of the person you called for ambulance service	93.62	92.85
Concern shown by the person you called for ambulance service	93.41	92.61
Extent to which you were told what to do until the ambulance	92.76	91.19
Ambulance	93.27	92.02
Extent to which the ambulance arrived in a timely manner	93.51	92.21
Cleanliness of the ambulance	96.26	94.47
Comfort of the ride	88.73	87.62
Skill of the person driving the ambulance	94.58	93.80
Medic	94.28	93.34
Care shown by the medics who arrived with the ambulance	95.10	94.35
Degree to which the medics took your problem seriously	95.04	94.26
Degree to which the medics listened to you and/or your family	94.68	93.95
Skill of the medics	95.43	94.36
Extent to which the medics kept you informed about your treatment	93.89	92.58
Extent to which medics included you in the treatment decisions (if	93.53	92.35
Degree to which the medics relieved your pain or discomfort	90.35	90.66
Medics' concern for your privacy	95.21	93.34
Extent to which medics cared for you as a person	95.26	94.23
Billing Office Staff	87.25	88.73



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.29	92.39
Billing Office Staff	87.25	88.73
Professionalism of the staff in our billing office	87.33	88.71
Willingness of the staff in our billing office to address your needs	87.17	88.75
Overall Experience	93.84	92.52
How well did our staff work together to care for you	95.40	93.47
Extent to which our staff eased your entry into the medical facility	95.39	93.61
Appropriateness of Emergency Medical Transportation treatment	94.91	93.39
Extent to which the services received were worth the fees charged	87.69	87.89
Overall rating of the care provided by our Emergency Medical	94.84	93.56
Likelihood of recommending this ambulance service to others	94.81	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	77	41	167	810	2758	71.58%	78.65%
Dispatch	12	11	14	98	353	72.34%	78.05%
Helpfulness of the person you called for ambulance service	4	1	5	32	121	74.23%	79.62%
Concern shown by the person you called for ambulance service	5	5	4	35	116	70.30%	78.87%
Extent to which you were told what to do until the ambulance arrived	3	5	5	31	116	72.50%	75.64%
Ambulance	12	10	37	155	460	68.25%	76.74%
Extent to which the ambulance arrived in a timely manner	2	6	8	42	112	65.88%	76.84%
Cleanliness of the ambulance	1	2	4	33	127	76.05%	82.23%
Comfort of the ride	5	0	20	47	96	57.14%	66.77%
Skill of the person driving the ambulance	4	2	5	33	125	73.96%	81.14%
Medic	25	14	56	250	1143	76.81%	81.77%
Care shown by the medics who arrived with the ambulance	3	1	5	24	136	80.47%	84.56%
Degree to which the medics took your problem seriously	4	3	3	24	138	80.23%	85.07%
Degree to which the medics listened to you and/or your family	4	3	5	24	134	78.82%	83.54%
Skill of the medics	2	2	3	25	137	81.07%	83.92%
Extent to which the medics kept you informed about your treatment	1	2	12	32	119	71.69%	79.42%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	77	41	167	810	2758	71.58%	78.65%
Extent to which medics included you in the treatment decisions (if applicable)	3	0	7	34	109	71.24%	79.54%
Degree to which the medics relieved your pain or discomfort	3	2	8	36	109	68.99%	74.84%
Medics' concern for your privacy	1	1	6	28	125	77.64%	80.95%
Extent to which medics cared for you as a person	4	0	7	23	136	80.00%	84.12%
Billing Office Staff	4	0	21	89	130	53.28%	65.89%
Professionalism of the staff in our billing office	2	0	9	45	66	54.10%	65.55%
Willingness of the staff in our billing office to address your needs	2	0	12	44	64	52.46%	66.23%
Overall Experience	24	6	39	218	672	70.07%	79.80%
How well did our staff work together to care for you	3	0	4	41	119	71.26%	80.95%
Extent to which our staff eased your entry into the medical facility	3	1	3	36	121	73.78%	81.83%
Appropriateness of Emergency Medical Transportation treatment	4	0	3	41	116	70.73%	80.96%
Extent to which the services received were worth the fees charged	4	2	17	33	73	56.59%	71.17%
Overall rating of the care provided by our Emergency Medical Transportation service	4	2	8	31	125	73.53%	82.24%
Likelihood of recommending this ambulance service to others	6	1	4	36	118	71.52%	81.68%