

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

January 1, 2024 to January 31, 2024

Your Score

91.64

Your Patients in this Report

175

Total Patients in this Report

5,945

Total EMS Organizations

228





Executive Summary

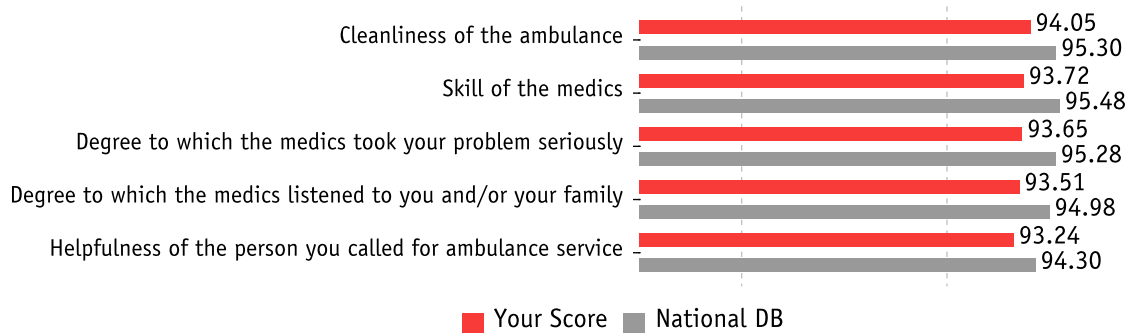
Your overall score for the time period selected is **91.64**. This is a difference of **3.20** from your previous period's score of **88.44**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **75.28%**.

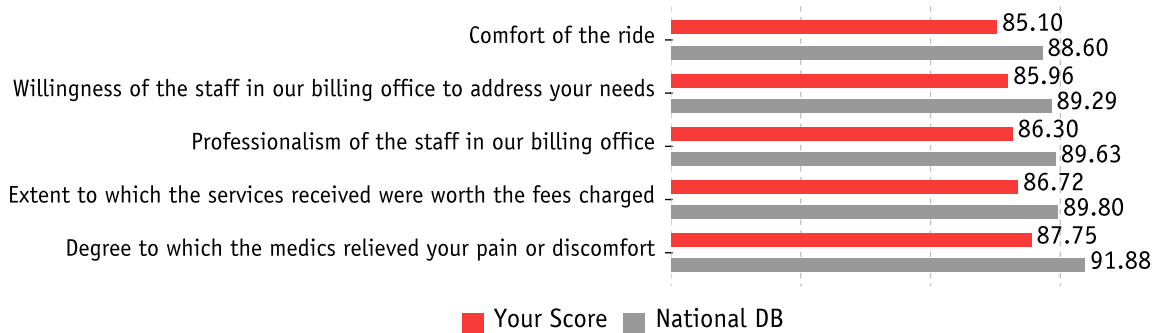
In addition, your rolling 12- month score of **90.65** is a difference of **-3.36** from the national database score of **94.01**.

When compared to all organizations in the national database, your score of **90.65** is ranked **81st** and **28th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

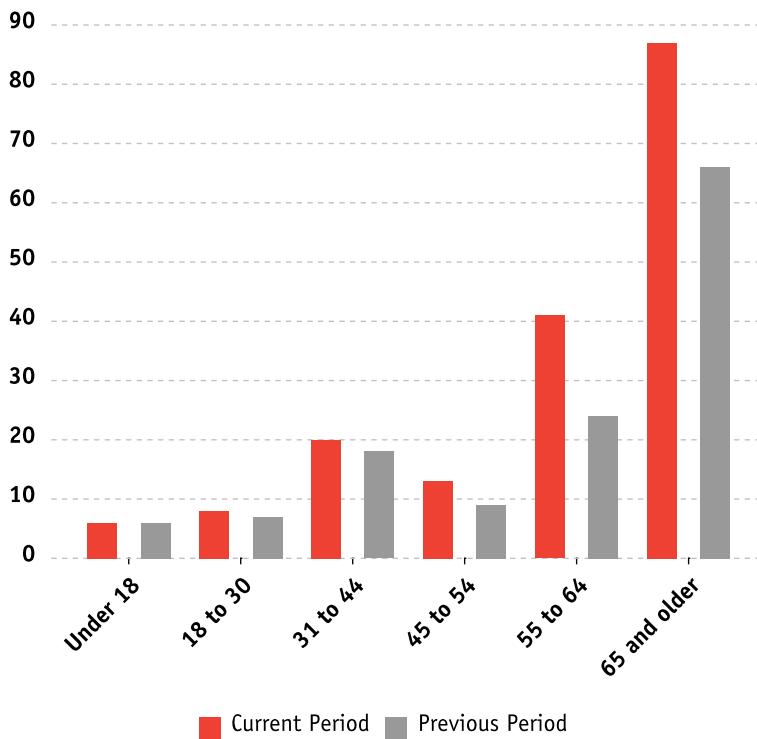




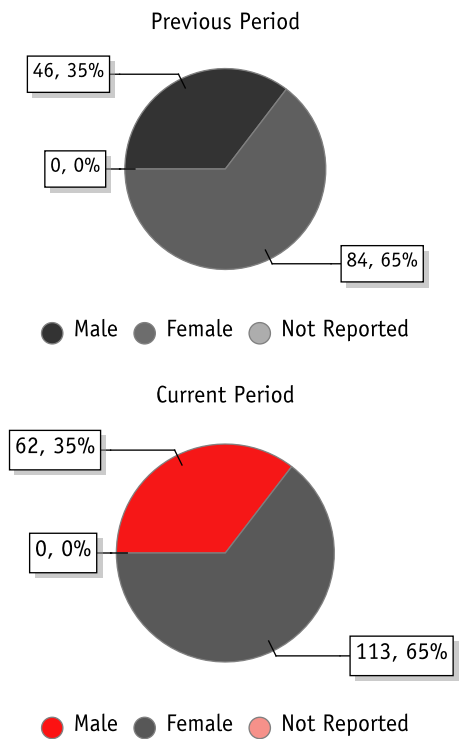
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	6	4	2	0	6	4	2	0
18 to 30	7	1	6	0	8	5	3	0
31 to 44	18	8	10	0	20	5	15	0
45 to 54	9	3	6	0	13	2	11	0
55 to 64	24	10	14	0	41	13	28	0
65 and older	66	20	46	0	87	33	54	0
Total	130	46	84	0	175	62	113	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



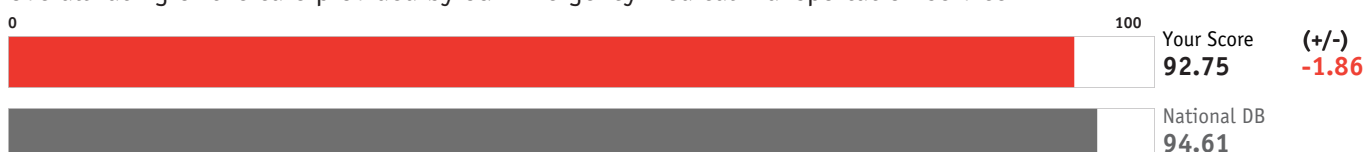
Appropriateness of Emergency Medical Transportation treatment



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	93.24	91.68	1.56	94.30
Concern shown by the person you called for ambulance service	91.62	91.48	0.14	94.19
Extent to which you were told what to do until the ambulance arrived	91.56	89.61	1.95	93.18

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	92.11	88.20	3.91	93.32
Cleanliness of the ambulance	94.05	94.00	0.05	95.30
Comfort of the ride	85.10	82.06	3.04	88.60
Skill of the person driving the ambulance	92.56	89.23	3.33	94.80

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	93.10	91.18	1.92	95.52
Degree to which the medics took your problem seriously	93.65	89.28	4.37	95.28
Degree to which the medics listened to you and/or your family	93.51	88.91	4.60	94.98
Skill of the medics	93.72	91.49	2.23	95.48
Extent to which the medics kept you informed about your treatment	92.06	87.35	4.71	94.03
Extent to which medics included you in the treatment decisions (if applicable)	92.64	87.97	4.67	93.60
Degree to which the medics relieved your pain or discomfort	87.75	85.55	2.20	91.88
Medics' concern for your privacy	92.70	88.82	3.88	94.50
Extent to which medics cared for you as a person	93.03	88.54	4.49	95.23

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	86.30	80.88	5.42	89.63
Willingness of the staff in our billing office to address your needs	85.96	80.09	5.87	89.29



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	92.92	90.43	2.49	94.74
Extent to which our staff eased your entry into the medical facility	92.47	91.48	0.99	95.05
Appropriateness of Emergency Medical Transportation treatment	93.22	88.45	4.77	94.77
Extent to which the services received were worth the fees charged	86.72	81.72	5.00	89.80
Overall rating of the care provided by our Emergency Medical Transportation	92.75	89.62	3.13	94.61
Likelihood of recommending this ambulance service to others	91.83	88.04	3.79	94.30



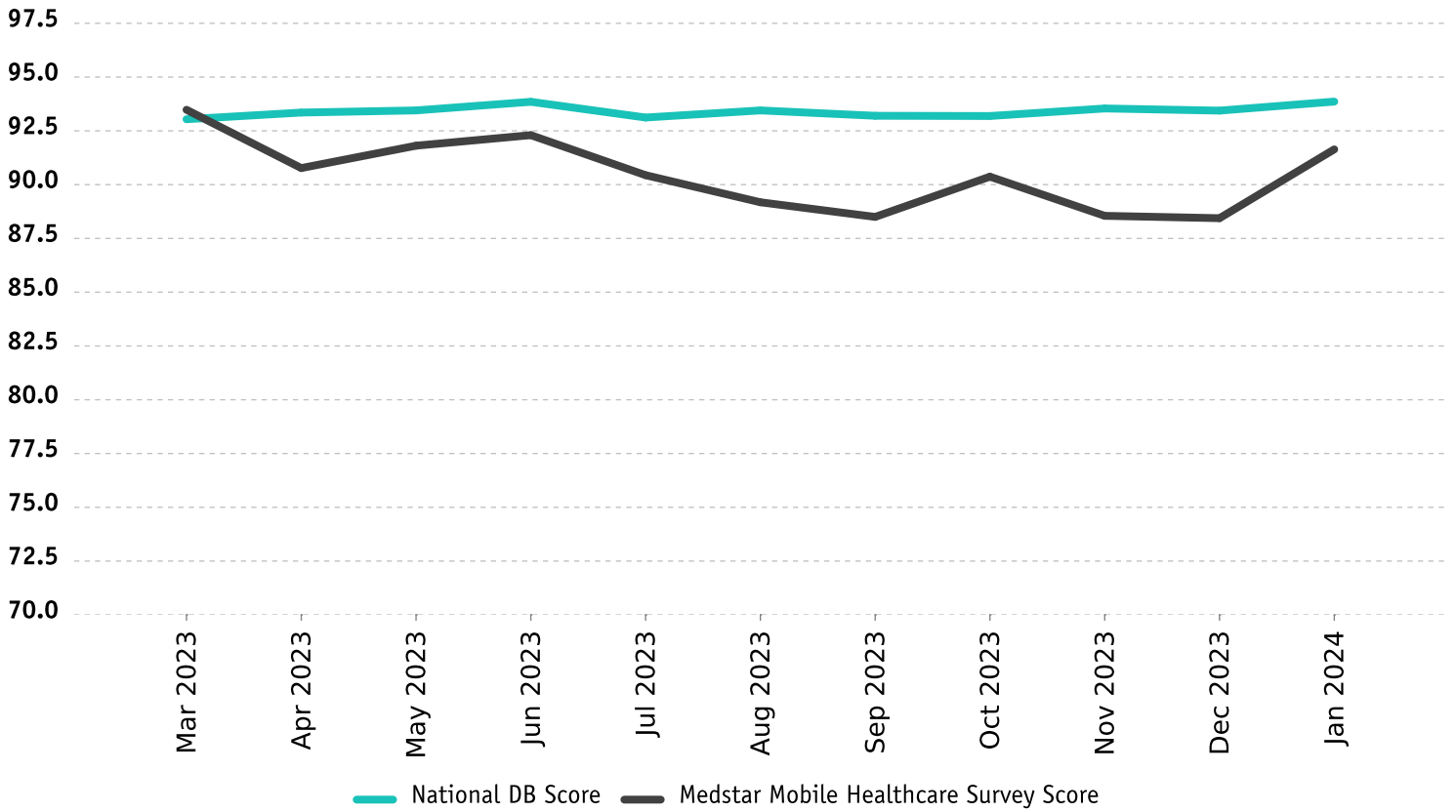
Monthly Breakdown

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

	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024
Helpfulness of the person you called for ambulance service	95.60	96.00	94.78	94.15	94.06	94.16	92.22	88.72	92.56	91.46	91.68	93.24
Concern shown by the person you called for ambulance service	93.76	94.68	92.53	92.81	92.22	94.09	90.05	87.15	89.51	89.33	91.48	91.62
Extent to which you were told what to do until the ambulance arrived	93.83	93.75	92.45	91.19	91.37	92.29	89.48	87.53	89.71	89.48	89.61	91.56
Extent to which the ambulance arrived in a timely manner	92.74	91.42	89.16	89.93	92.93	88.90	87.53	87.64	90.87	87.41	88.20	92.11
Cleanliness of the ambulance	94.19	95.75	93.61	94.86	93.97	94.06	92.53	92.41	94.04	92.93	94.00	94.05
Comfort of the ride	86.48	88.44	85.67	83.14	85.36	86.15	80.87	83.17	83.31	84.61	82.06	85.10
Skill of the person driving the ambulance	94.12	94.80	93.23	92.59	92.66	91.31	89.49	89.34	90.35	92.30	89.23	92.56
Care shown by the medics who arrived with the ambulance	92.08	96.96	93.81	94.48	95.69	93.13	91.70	91.33	92.28	90.05	91.18	93.10
Degree to which the medics took your problem seriously	91.02	95.92	92.26	94.13	94.87	91.00	92.60	90.32	92.55	89.46	89.28	93.65
Degree to which the medics listened to you and/or your family	93.05	95.92	92.32	94.83	94.76	91.43	91.54	90.12	92.24	89.57	88.91	93.51
Skill of the medics	93.92	95.60	92.90	93.80	94.86	92.00	91.70	91.76	92.44	90.10	91.49	93.72
Extent to which the medics kept you informed about your treatment	91.30	94.48	90.67	92.82	92.64	89.58	88.32	90.02	91.03	88.45	87.35	92.06
Extent to which medics included you in the treatment decisions (if	90.53	94.36	90.34	93.05	92.04	90.17	88.75	88.50	92.10	86.76	87.97	92.64
Degree to which the medics relieved your pain or discomfort	84.74	90.82	86.83	88.75	89.58	87.12	86.11	84.55	85.34	83.45	85.55	87.75
Medics' concern for your privacy	91.79	94.09	91.31	93.27	93.67	90.22	90.12	90.61	92.11	89.59	88.82	92.70
Extent to which medics cared for you as a person	93.05	94.69	91.33	93.87	93.33	91.80	91.03	90.13	91.31	88.57	88.54	93.03
Professionalism of the staff in our billing office	88.85	89.29	87.38	85.86	88.72	84.63	83.38	85.36	87.08	83.56	80.88	86.30
Willingness of the staff in our billing office to address your needs	89.45	87.62	84.88	85.28	87.39	84.26	83.98	84.98	86.62	83.98	80.09	85.96
How well did our staff work together to care for you	92.29	92.99	91.69	93.49	93.22	91.35	90.55	89.67	92.62	89.89	90.43	92.92
Extent to which our staff eased your entry into the medical facility	92.40	94.27	91.31	93.79	92.91	92.79	90.94	90.03	91.67	90.99	91.48	92.47
Appropriateness of Emergency Medical Transportation treatment	93.05	92.58	91.96	92.34	93.63	90.91	89.90	89.47	90.93	88.89	88.45	93.22
Extent to which the services received were worth the fees charged	86.33	87.01	82.43	84.40	87.21	83.19	82.11	81.48	84.25	81.71	81.72	86.72
Overall rating of the care provided by our Emergency Medical Transportation	92.47	93.51	91.31	92.51	92.24	90.80	90.80	88.24	91.03	89.05	89.62	92.75
Likelihood of recommending this ambulance service to others	92.19	94.13	90.36	92.78	93.12	90.45	90.44	88.04	89.96	88.78	88.04	91.83
Overall Score	91.74	93.48	90.77	91.81	92.30	90.44	89.18	88.50	90.37	88.55	88.44	91.64
Respondents	86	159	132	190	149	161	112	131	160	124	130	175



Monthly Overall Survey Score





Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Willingness of the staff in our billing office to address your needs	85.96	80.09	5.88	89.29
Professionalism of the staff in our billing office	86.30	80.88	5.43	89.63
Extent to which the services received were worth the fees charged	86.72	81.72	5.00	89.80
Appropriateness of Emergency Medical Transportation treatment	93.22	88.45	4.77	94.77
Extent to which the medics kept you informed about your treatment	92.06	87.35	4.71	94.03
Extent to which medics included you in the treatment decisions (if applicable)	92.64	87.97	4.68	93.60
Degree to which the medics listened to you and/or your family	93.51	88.91	4.59	94.98
Extent to which medics cared for you as a person	93.03	88.54	4.50	95.23
Degree to which the medics took your problem seriously	93.65	89.28	4.37	95.28
Extent to which the ambulance arrived in a timely manner	92.11	88.20	3.90	93.32



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
Extent to which the medics kept you informed about your treatment	92.06	.916902117
Extent to which medics included you in the treatment decisions (if applicable)	92.64	.909963313
How well did our staff work together to care for you	92.92	.900926571
Care shown by the medics who arrived with the ambulance	93.10	.89769726
Skill of the medics	93.72	.892890401
Extent to which medics cared for you as a person	93.03	.890033209
Degree to which the medics took your problem seriously	93.65	.884923279
Appropriateness of Emergency Medical Transportation treatment	93.22	.877713675
Degree to which the medics listened to you and/or your family	93.51	.877109448
Extent to which our staff eased your entry into the medical facility	92.47	.876923286
Cleanliness of the ambulance	94.05	.873526128
Skill of the person driving the ambulance	92.56	.866803328
Medics' concern for your privacy	92.70	.866300936
Concern shown by the person you called for ambulance service	91.62	.85371753
Helpfulness of the person you called for ambulance service	93.24	.836744485
Extent to which the services received were worth the fees charged	86.72	.816865943
Degree to which the medics relieved your pain or discomfort	87.75	.794680524
Extent to which the ambulance arrived in a timely manner	92.11	.757157911
Willingness of the staff in our billing office to address your needs	85.96	.720725336
Professionalism of the staff in our billing office	86.30	.709329011
Comfort of the ride	85.10	.66591402
Extent to which you were told what to do until the ambulance arrived	91.56	.636357331



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	93.24	0	93.52	86.54	93.23	93.07	94.56
Concern shown by the person you called for ambulance service	91.62	0	93.13	80.92	94.68	92.84	94.41
Extent to which you were told what to do until the ambulance	91.56	0	92.43	90.38	92.44	91.01	92.38
Extent to which the ambulance arrived in a timely manner	92.11	0	90.61	95.00	91.35	92.54	91.58
Cleanliness of the ambulance	94.05	0	95.66	98.21	95.19	94.78	95.19
Comfort of the ride	85.10	0	86.33	88.46	92.02	89.45	87.35
Skill of the person driving the ambulance	92.56	0	94.86	100.00	95.50	95.00	93.95
Care shown by the medics who arrived with the ambulance	93.10	0	95.64	96.15	93.64	93.43	94.61
Degree to which the medics took your problem seriously	93.65	0	95.37	92.38	93.98	93.29	94.34
Degree to which the medics listened to you and/or your family	93.51	0	94.95	92.38	92.59	92.87	94.13
Skill of the medics	93.72	0	95.07	100.00	92.59	93.80	94.05
Extent to which the medics kept you informed about your	92.06	0	94.30	94.23	91.35	91.61	91.98
Extent to which medics included you in the treatment decisions (if	92.64	0	93.80	92.38	91.11	91.40	92.03
Degree to which the medics relieved your pain or discomfort	87.75	0	91.24	92.38	89.06	89.58	91.18
Medics' concern for your privacy	92.70	0	94.57	96.15	92.45	92.20	93.34
Extent to which medics cared for you as a person	93.03	0	95.24	92.38	93.50	94.24	93.88
Professionalism of the staff in our billing office	86.30	0	91.23	95.00	91.67	87.51	90.08
Willingness of the staff in our billing office to address your needs	85.96	0	91.21	85.10	90.00	86.46	89.30
How well did our staff work together to care for you	92.92	0	95.16	98.08	91.67	93.51	93.11
Extent to which our staff eased your entry into the medical facility	92.47	0	95.68	97.92	93.14	93.76	93.52
Appropriateness of Emergency Medical Transportation treatment	93.22	0	94.75	97.73	95.31	93.50	92.78
Extent to which the services received were worth the fees charged	86.72	0	89.05	93.18	91.49	89.41	89.62
Overall rating of the care provided by our Emergency Medical	92.75	0	94.73	91.67	94.12	93.71	94.22
Likelihood of recommending this ambulance service to others	91.83	0	94.45	91.67	95.31	93.07	93.22
Overall score	91.64		93.61	93.32	92.89	92.37	92.89



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	93.24	94.30	94.02	94.89	93.75	94.60
Concern shown by the person you called for ambulance service	91.62	94.19	93.93	94.55	93.67	94.71
Extent to which you were told what to do until the ambulance	91.56	93.18	93.12	94.01	92.56	93.30
Extent to which the ambulance arrived in a timely manner	92.11	93.32	92.94	94.56	92.55	94.11
Cleanliness of the ambulance	94.05	95.30	95.08	95.43	95.03	95.34
Comfort of the ride	85.10	88.60	88.15	89.20	87.76	89.13
Skill of the person driving the ambulance	92.56	94.80	94.50	94.93	94.53	94.84
Care shown by the medics who arrived with the ambulance	93.10	95.52	95.30	95.30	95.05	95.38
Degree to which the medics took your problem seriously	93.65	95.28	95.04	94.97	94.84	95.06
Degree to which the medics listened to you and/or your family	93.51	94.98	94.74	94.92	94.48	94.94
Skill of the medics	93.72	95.48	95.10	95.29	95.18	95.95
Extent to which the medics kept you informed about your	92.06	94.03	93.74	94.07	93.62	94.03
Extent to which medics included you in the treatment decisions	92.64	93.60	93.25	93.48	93.03	93.23
Degree to which the medics relieved your pain or discomfort	87.75	91.88	91.57	91.75	91.47	91.82
Medics' concern for your privacy	92.70	94.50	94.25	94.41	94.24	94.49
Extent to which medics cared for you as a person	93.03	95.23	94.96	95.33	94.95	95.16
Professionalism of the staff in our billing office	86.30	89.63	89.49	88.92	89.58	89.36
Willingness of the staff in our billing office to address your	85.96	89.29	88.84	88.32	89.18	89.13
How well did our staff work together to care for you	92.92	94.74	94.46	94.94	94.54	94.98
Extent to which our staff eased your entry into the medical	92.47	95.05	94.78	95.03	94.85	95.47
Appropriateness of Emergency Medical Transportation treatment	93.22	94.77	94.45	94.75	94.55	95.26
Extent to which the services received were worth the fees	86.72	89.80	89.48	89.96	89.02	89.06
Overall rating of the care provided by our Emergency Medical	92.75	94.61	94.46	95.06	94.28	94.56
Likelihood of recommending this ambulance service to others	91.83	94.30	94.06	94.21	93.94	93.94
Overall Score	91.64	93.60	93.32	93.68	93.19	93.66



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		228	57	15	47	13
Minimum Score	33.88	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	90.64	94.01	93.13	94.45	93.54	94.31
Your Percentile		6th	7th	N/A	13th	20th
Your Rank		81	28	N/A	27	9

- 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	92.74	92.47
Dispatch	92.89	92.32
Helpfulness of the person you called for ambulance service	93.51	92.95
Concern shown by the person you called for ambulance service	92.91	92.72
Extent to which you were told what to do until the ambulance	92.26	91.30
Ambulance	92.74	92.09
Extent to which the ambulance arrived in a timely manner	92.93	92.27
Cleanliness of the ambulance	95.88	94.54
Comfort of the ride	88.04	87.69
Skill of the person driving the ambulance	94.13	93.87
Medic	93.81	93.41
Care shown by the medics who arrived with the ambulance	94.77	94.42
Degree to which the medics took your problem seriously	94.60	94.33
Degree to which the medics listened to you and/or your family	94.33	94.02
Skill of the medics	95.02	94.43
Extent to which the medics kept you informed about your treatment	93.41	92.66
Extent to which medics included you in the treatment decisions (if	93.05	92.43
Degree to which the medics relieved your pain or discomfort	89.75	90.73
Medics' concern for your privacy	94.62	93.41
Extent to which medics cared for you as a person	94.72	94.29
Billing Office Staff	86.41	88.8



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.74	92.47
Billing Office Staff	86.41	88.8
Professionalism of the staff in our billing office	86.60	88.79
Willingness of the staff in our billing office to address your needs	86.22	88.80
Overall Experience	93.18	92.59
How well did our staff work together to care for you	94.84	93.54
Extent to which our staff eased your entry into the medical facility	94.82	93.67
Appropriateness of Emergency Medical Transportation treatment	94.33	93.47
Extent to which the services received were worth the fees charged	86.68	88.00
Overall rating of the care provided by our Emergency Medical	94.27	93.62
Likelihood of recommending this ambulance service to others	94.14	93.24



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	26	43	176	718	2932	75.28%	80.48%
Dispatch	1	3	21	103	375	74.55%	80.56%
Helpfulness of the person you called for ambulance service	0	2	5	30	133	78.24%	81.92%
Concern shown by the person you called for ambulance service	1	1	8	34	126	74.12%	81.15%
Extent to which you were told what to do until the ambulance arrived	0	0	8	39	116	71.17%	78.62%
Ambulance	7	7	30	136	496	73.37%	78.22%
Extent to which the ambulance arrived in a timely manner	0	1	5	41	124	72.51%	79.06%
Cleanliness of the ambulance	0	1	7	23	137	81.55%	83.63%
Comfort of the ride	7	4	12	37	109	64.50%	67.44%
Skill of the person driving the ambulance	0	1	6	35	126	75.00%	82.74%
Medic	15	14	55	248	1196	78.27%	83.60%
Care shown by the medics who arrived with the ambulance	2	1	5	26	136	80.00%	86.29%
Degree to which the medics took your problem seriously	1	1	6	25	140	80.92%	86.33%
Degree to which the medics listened to you and/or your family	2	1	4	26	140	80.92%	85.51%
Skill of the medics	1	1	3	30	136	79.53%	85.79%
Extent to which the medics kept you informed about your treatment	1	2	12	20	135	79.41%	82.09%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	26	43	176	718	2932	75.28%	80.48%
Extent to which medics included you in the treatment decisions (if applicable)	1	2	5	28	127	77.91%	80.96%
Degree to which the medics relieved your pain or discomfort	4	4	12	29	116	70.30%	76.64%
Medics' concern for your privacy	1	1	3	37	129	75.44%	82.76%
Extent to which medics cared for you as a person	2	1	5	27	137	79.65%	86.06%
Billing Office Staff	0	2	24	73	130	56.77%	67.03%
Professionalism of the staff in our billing office	0	1	12	36	66	57.39%	67.28%
Willingness of the staff in our billing office to address your needs	0	1	12	37	64	56.14%	66.78%
Overall Experience	3	17	46	158	735	76.64%	81.74%
How well did our staff work together to care for you	0	3	7	24	132	79.52%	83.28%
Extent to which our staff eased your entry into the medical facility	0	3	7	27	129	77.71%	83.76%
Appropriateness of Emergency Medical Transportation treatment	1	1	6	25	129	79.63%	83.44%
Extent to which the services received were worth the fees charged	0	5	13	27	83	64.84%	72.50%
Overall rating of the care provided by our Emergency Medical Transportation service	0	3	6	28	132	78.11%	83.80%
Likelihood of recommending this ambulance service to others	2	2	7	27	130	77.38%	83.64%