

Medstar Mobile Healthcare

Fort Worth, TX
Client 6511



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EMS System Report

June 1, 2018 to June 30, 2018

Your Score

92.93

Number of Your Patients in this Report

125

Number of Patients in this Report

6,876

Number of Transport Services in All EMS DB

147





Executive Summary

This report contains data from **125 Medstar Mobile Healthcare** patients who returned a questionnaire between **06/01/2018** and **06/30/2018**.

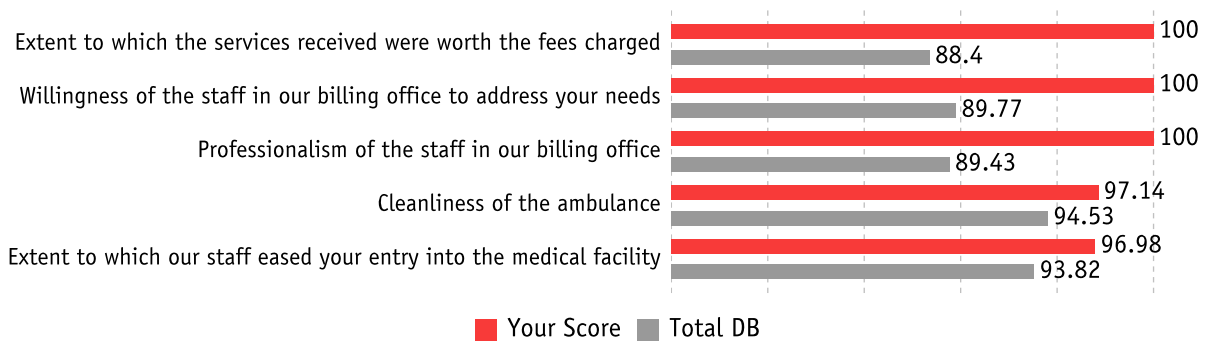
The overall mean score for the standard questions was **92.93**; this is a difference of **0.11** points from the overall EMS database score of **92.82**.

The current score of **92.93** is a change of **-3.90** points from last period's score of **96.83**. This was the **48th** highest overall score for all companies in the database.

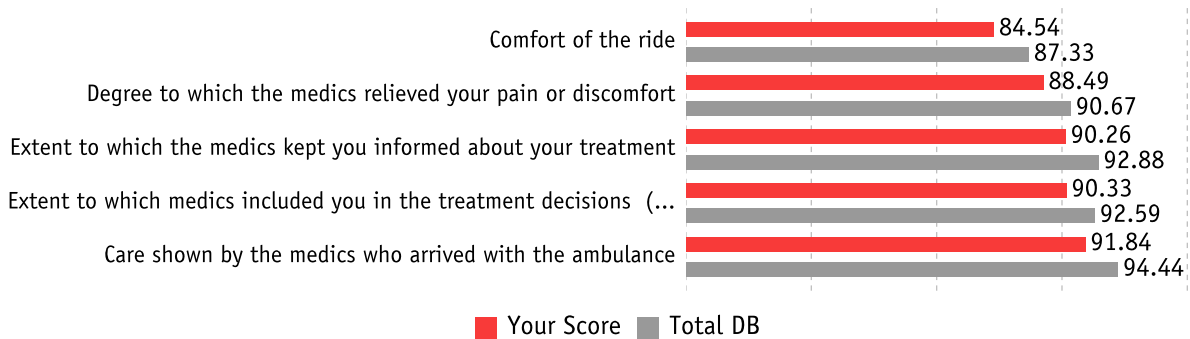
You are ranked **9th** for comparably sized companies in the system.

85.68% of responses to standard questions had a rating of Very Good, the highest rating. **94.95%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

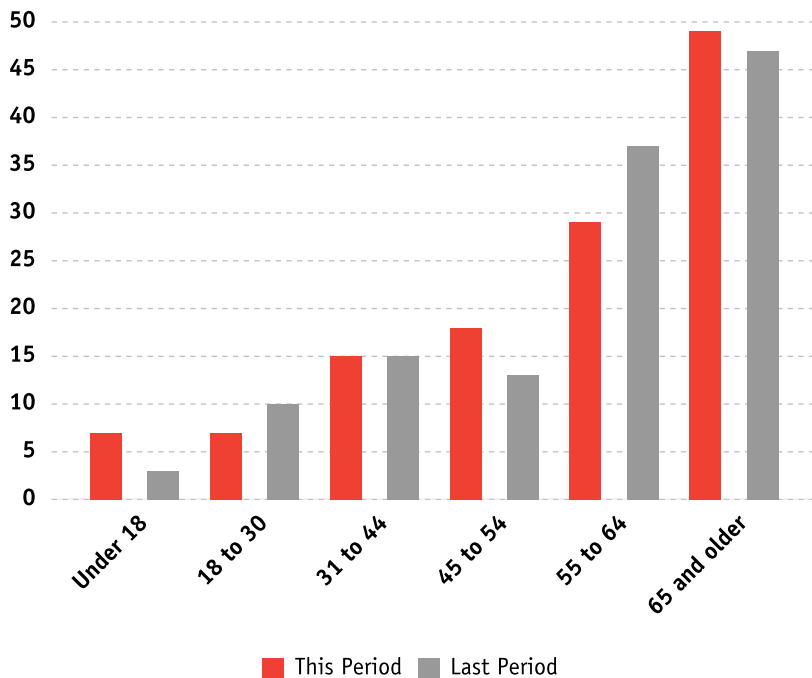




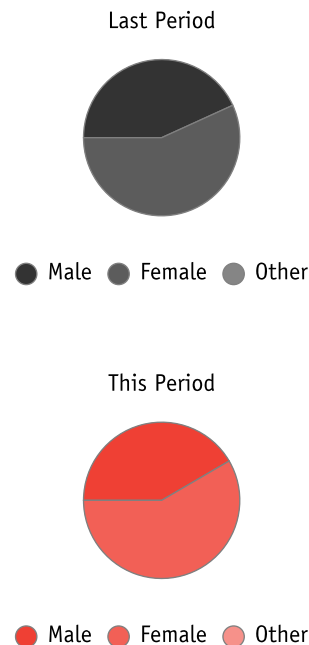
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic profile will approximate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

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	3	3	0	0	7	4	3	0
18 to 30	10	4	6	0	7	3	4	0
31 to 44	15	6	9	0	15	2	13	0
45 to 54	13	4	9	0	18	9	9	0
55 to 64	37	21	16	0	29	12	17	0
65 and older	47	16	31	0	49	22	27	0
Total	125	54	71	0	125	52	73	0

Age Ranges



Gender





Dispatch Analysis

This report details results concerning dispatch performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total EMS national database score; the second column is your difference from the database score.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



Extent to which you were told what to do until the ambulance arrived



Overall Section Score





Ambulance Analysis

This report details the section results that concern ambulance performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Section Score





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



Degree to which the medics listened to you and/or your family



Skill of the medics



Extent to which the medics kept you informed about your treatment



Extent to which medics included you in the treatment decisions (if applicable)



Degree to which the medics relieved your pain or discomfort





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Section Score





Billing Staff Assessment Analysis

This report details the section results that concern office performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Professionalism of the staff in our billing office



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



Overall Section Score





Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

How well did our staff work together to care for you



Extent to which our staff eased your entry into the medical facility



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



Overall rating of the care provided by our Emergency Medical Transportation service



Likelihood of recommending this ambulance service to others



Overall Section Score





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Dispatch Analysis

	Last Period	Change	This Period	Total DB
Helpfulness of the person you called for ambulance service	97.06	-3.04	94.02	92.68
Concern shown by the person you called for ambulance service	95.59	-2.71	92.88	92.81
Extent to which you were told what to do until the ambulance arrived	96.88	-4.08	92.80	91.50

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	97.54	-3.04	94.50	92.29
Cleanliness of the ambulance	98.81	-1.67	97.14	94.53
Comfort of the ride	86.72	-2.18	84.54	87.33
Skill of the person driving the ambulance	96.27	-1.94	94.33	93.92

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.96	-5.12	91.84	94.44
Degree to which the medics took your problem seriously	98.39	-5.21	93.18	94.37
Degree to which the medics listened to you and/or your family	97.57	-4.85	92.72	94.23
Skill of the medics	97.95	-4.85	93.10	94.38
Extent to which the medics kept you informed about your treatment	95.14	-4.88	90.26	92.88
Extent to which medics included you in the treatment decisions (if applicable)	94.07	-3.74	90.33	92.59
Degree to which the medics relieved your pain or discomfort	93.87	-5.38	88.49	90.67
Medics' concern for your privacy	98.13	-5.08	93.05	93.58
Extent to which medics cared for you as a person	97.51	-4.74	92.77	94.36

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office		-	100.00	89.43
Willingness of the staff in our billing office to address your needs		-	100.00	89.77



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	97.91	-3.18	94.73	93.59
Extent to which our staff eased your entry into the medical facility	98.49	-1.51	96.98	93.82
Appropriateness of Emergency Medical Transportation treatment	97.18	-3.09	94.09	93.49
Extent to which the services received were worth the fees charged	25.00	75.00	100.00	88.40
Overall rating of the care provided by our Emergency Medical Transportation	98.96	-6.20	92.76	93.70
Likelihood of recommending this ambulance service to others	99.54	-4.37	95.17	93.29



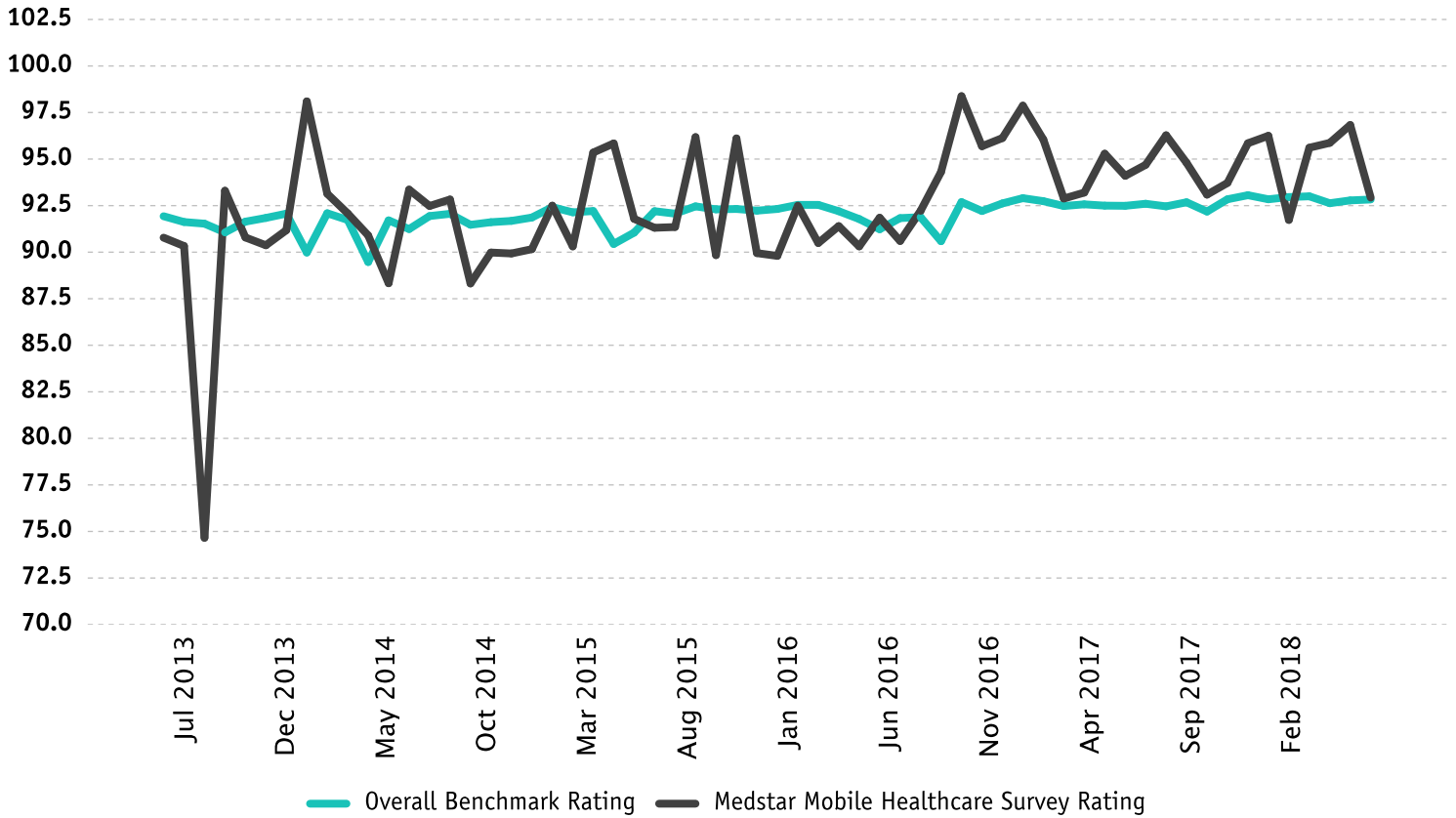
Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018
Helpfulness of the person you called for ambulance service	92.13	95.00	89.95	94.76	90.47	96.43	92.57	95.97	88.18	90.87	95.65	97.06	94.02
Concern shown by the person you called for ambulance service	91.06	95.93	92.86	96.53	92.65	93.42	90.63	97.41	83.36	89.32	93.48	95.59	92.88
Extent to which you were told what to do until the ambulance	92.94	97.62	92.17	95.03	94.53	92.11	93.18	97.50	89.22	90.08	93.89	96.88	92.80
Extent to which the ambulance arrived in a timely manner	95.61	92.78	92.52	96.03	94.81	93.52	94.92	94.25	90.07	92.37	95.83	97.54	94.50
Cleanliness of the ambulance	96.27	97.79	97.22	97.14	93.63	95.51	98.67	99.45	95.31	98.02	99.09	98.81	97.14
Comfort of the ride	88.82	89.17	92.62	90.09	87.27	85.50	93.07	90.05	85.99	87.51	90.45	86.72	84.54
Skill of the person driving the ambulance	93.86	95.19	98.38	94.40	92.42	93.67	97.04	97.65	94.66	95.80	96.56	96.27	94.33
Care shown by the medics who arrived with the ambulance	94.89	94.83	98.15	95.09	92.19	94.43	97.31	96.96	91.55	95.98	96.75	96.96	91.84
Degree to which the medics took your problem seriously	94.38	96.25	97.72	95.39	91.98	94.72	96.85	98.09	90.93	96.79	96.58	98.39	93.18
Degree to which the medics listened to you and/or your family	95.33	95.31	98.13	95.83	94.41	94.75	97.27	97.23	91.63	97.17	96.36	97.57	92.72
Skill of the medics	95.98	96.40	97.22	95.09	92.96	94.96	96.93	97.12	93.08	96.73	96.96	97.95	93.10
Extent to which the medics kept you informed about your	94.09	94.25	95.62	93.29	91.37	94.83	95.62	95.17	90.93	95.14	95.66	95.14	90.26
Extent to which medics included you in the treatment decisions	95.98	95.46	95.76	95.47	92.93	92.51	93.85	94.48	93.05	93.75	94.77	94.07	90.33
Degree to which the medics relieved your pain or discomfort	89.68	87.52	94.14	89.98	90.78	88.40	90.57	90.86	84.36	90.61	94.11	93.87	88.49
Medics' concern for your privacy	95.23	96.43	98.02	96.46	93.95	93.70	97.12	97.71	94.74	97.40	96.78	98.13	93.05
Extent to which medics cared for you as a person	95.81	96.64	98.04	95.65	93.94	94.46	96.03	97.62	90.73	96.75	96.33	97.51	92.77
Professionalism of the staff in our billing office	84.69	82.21	100.00	89.67	95.83	96.43	94.23	93.18	100.00	100.00	96.43		100.00
Willingness of the staff in our billing office to address your	83.42	92.31	100.00	91.75	91.67	96.43	94.23	93.18	100.00	100.00	96.43		100.00
How well did our staff work together to care for you	95.05	96.28	97.27	95.61	94.28	94.75	96.79	96.88	94.91	96.87	96.88	97.91	94.73
Extent to which our staff eased your entry into the medical	95.84	95.83	97.41	96.13	96.14	96.20	97.52	97.62	95.67	98.22	97.58	98.49	96.98
Appropriateness of Emergency Medical Transportation treatment	95.78	95.54	97.99	97.92	94.96	95.68	97.19	95.90	93.64	96.61	96.36	97.18	94.09
Extent to which the services received were worth the fees	84.94	76.93	92.39	89.25	89.17	91.97	92.24	100.00	75.20	100.00	81.42	25.00	100.00
Overall rating of the care provided by our Emergency Medical	94.14	96.22	94.89	94.28	94.81	94.79	96.65	95.48	92.85	97.90	96.04	98.96	92.76
Likelihood of recommending this ambulance service to others	96.11	97.92	97.77	95.30	94.73	95.35	96.29	97.99	92.62	98.22	95.33	99.54	95.17
Your Master Score	94.10	94.69	96.28	94.80	93.09	93.72	95.85	96.25	91.73	95.61	95.87	96.83	92.93
Your Total Responses	125	125	125	125	125	125	125	125	125	125	125	125	125



Monthly tracking of Overall Survey Score





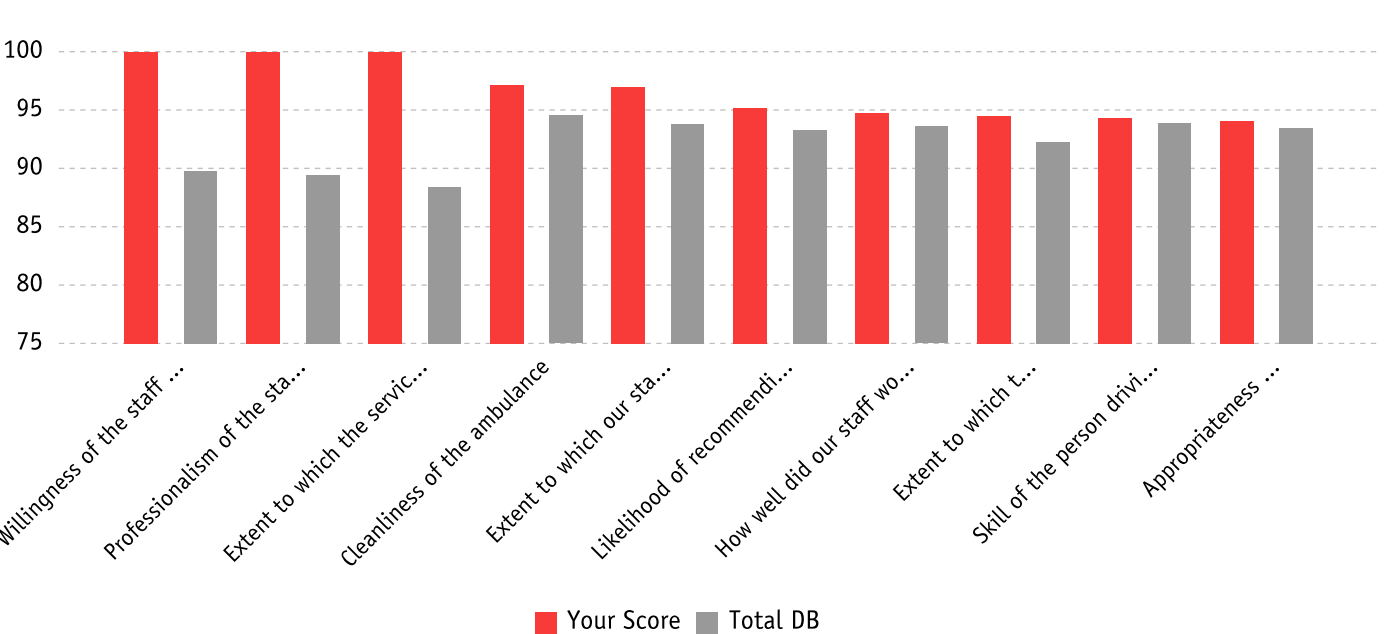
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Extent to which the services received were worth the fees charged	25.00	100.00	75.00	88.40
Decreases				
Overall rating of the care provided by our Emergency Medical Transportation service	98.96	92.76	-6.20	93.70
Degree to which the medics relieved your pain or discomfort	93.87	88.49	-5.38	90.67
Degree to which the medics took your problem seriously	98.39	93.18	-5.21	94.37
Care shown by the medics who arrived with the ambulance	96.96	91.84	-5.12	94.44
Medics' concern for your privacy	98.13	93.05	-5.08	93.58
Extent to which the medics kept you informed about your treatment	95.14	90.26	-4.87	92.88
Degree to which the medics listened to you and/or your family	97.57	92.72	-4.85	94.23
Skill of the medics	97.95	93.10	-4.85	94.38
Extent to which medics cared for you as a person	97.51	92.77	-4.74	94.36
Likelihood of recommending this ambulance service to others	99.54	95.17	-4.37	93.29



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Willingness of the staff in our billing office to address your needs	100.00	10.23	89.77
Professionalism of the staff in our billing office	100.00	10.57	89.43
Extent to which the services received were worth the fees charged	100.00	11.60	88.40
Cleanliness of the ambulance	97.14	2.60	94.53
Extent to which our staff eased your entry into the medical facility	96.98	3.16	93.82
Likelihood of recommending this ambulance service to others	95.17	1.87	93.29
How well did our staff work together to care for you	94.73	1.14	93.59
Extent to which the ambulance arrived in a timely manner	94.50	2.21	92.29
Skill of the person driving the ambulance	94.33	0.41	93.92
Appropriateness of Emergency Medical Transportation treatment	94.09	0.60	93.49





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 medics included you in the treatment decisions (if applicable)	90.33	.965982671
Skill of the medics	93.10	.963609504
Extent to which the medics kept you informed about your treatment	90.26	.954582545
Medics' concern for your privacy	93.05	.95323463
Appropriateness of Emergency Medical Transportation treatment	94.09	.934902396
Care shown by the medics who arrived with the ambulance	91.84	.931811115
Extent to which medics cared for you as a person	92.77	.926601937
Degree to which the medics took your problem seriously	93.18	.917903983
How well did our staff work together to care for you	94.73	.907901664
Degree to which the medics listened to you and/or your family	92.72	.892969964
Extent to which our staff eased your entry into the medical facility	96.98	.88224504
Cleanliness of the ambulance	97.14	.874228259
Degree to which the medics relieved your pain or discomfort	88.49	.831661099
Extent to which the ambulance arrived in a timely manner	94.50	.790321748
Skill of the person driving the ambulance	94.33	.790295479
Comfort of the ride	84.54	.735786087
Concern shown by the person you called for ambulance service	92.88	.718457561
Helpfulness of the person you called for ambulance service	94.02	.696970961
Extent to which you were told what to do until the ambulance arrived	92.80	.617772965



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	94.02	91.37	91.76	94.11	91.48	95.11	93.53
Concern shown by the person you called for ambulance service	92.88	91.20	92.11	93.50	90.66	95.15	93.55
Extent to which you were told what to do until the ambulance	92.80	87.87	91.20	91.73	89.51	95.76	87.96
Extent to which the ambulance arrived in a timely manner	94.50	87.40	89.93	92.99	89.43	92.58	91.09
Cleanliness of the ambulance	97.14	94.07	93.61	93.45	91.92	96.03	95.22
Comfort of the ride	84.54	86.23	85.50	87.92	85.32	90.52	89.18
Skill of the person driving the ambulance	94.33	92.65	92.88	94.13	91.58	96.20	94.57
Care shown by the medics who arrived with the ambulance	91.84	91.89	94.44	94.32	91.76	96.49	96.69
Degree to which the medics took your problem seriously	93.18	90.86	94.15	94.66	91.93	95.90	96.64
Degree to which the medics listened to you and/or your family	92.72	90.86	93.86	95.01	91.51	95.83	94.49
Skill of the medics	93.10	92.78	94.50	95.09	91.85	95.17	95.15
Extent to which the medics kept you informed about your	90.26	89.89	92.69	92.72	90.87	94.40	93.94
Extent to which medics included you in the treatment decisions (if	90.33	89.39	91.82	93.13	91.79	94.37	94.64
Degree to which the medics relieved your pain or discomfort	88.49	86.00	90.58	92.58	88.44	92.74	93.22
Medics' concern for your privacy	93.05	92.25	92.98	94.15	92.04	95.34	95.77
Extent to which medics cared for you as a person	92.77	91.97	94.25	94.07	92.38	94.92	95.52
Professionalism of the staff in our billing office	100.00	90.35	89.79	89.38	88.19	93.84	93.18
Willingness of the staff in our billing office to address your needs	100.00	89.11	90.54	90.07	86.49	94.40	91.94
How well did our staff work together to care for you	94.73	91.48	92.24	94.81	90.64	94.36	93.95
Extent to which our staff eased your entry into the medical facility	96.98	92.18	93.98	94.48	91.59	94.92	93.15
Appropriateness of Emergency Medical Transportation treatment	94.09	91.10	93.00	94.23	90.27	94.40	93.85
Extent to which the services received were worth the fees charged	100.00	89.34	88.09	90.09	85.46	91.76	85.24
Overall rating of the care provided by our Emergency Medical	92.76	91.75	92.88	93.76	90.11	94.84	92.59
Likelihood of recommending this ambulance service to others	95.17	89.93	92.52	94.08	89.54	95.77	92.20
Overall score	92.93	90.58	92.16	93.29	90.42	94.65	93.37
National Rank	48	79	59	42	81	28	41
Comparable Size (Large) Company Rank	9	21	13	6	22	2	5



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	C.A.A.S.
Total Score	92.93	92.82	92.19	94.07	91.87
Helpfulness of the person you called for ambulance service	94.02	92.68	92.65	94.68	92.11
Concern shown by the person you called for ambulance service	92.88	92.81	92.74	94.72	92.34
Extent to which you were told what to do until the ambulance	92.80	91.50	91.02	93.78	90.81
Extent to which the ambulance arrived in a timely manner	94.50	92.29	91.86	94.15	91.27
Cleanliness of the ambulance	97.14	94.53	94.24	96.07	93.85
Comfort of the ride	84.54	87.33	87.18	89.51	86.38
Skill of the person driving the ambulance	94.33	93.92	93.60	95.57	93.06
Care shown by the medics who arrived with the ambulance	91.84	94.44	94.01	95.26	93.77
Degree to which the medics took your problem seriously	93.18	94.37	93.92	95.30	93.68
Degree to which the medics listened to you and/or your family	92.72	94.23	93.78	95.19	93.44
Skill of the medics	93.10	94.38	93.93	95.31	93.71
Extent to which the medics kept you informed about your	90.26	92.88	92.33	93.77	92.04
Extent to which medics included you in the treatment decisions	90.33	92.59	91.96	94.54	91.44
Degree to which the medics relieved your pain or discomfort	88.49	90.67	90.31	91.79	89.93
Medics' concern for your privacy	93.05	93.58	93.15	94.61	92.91
Extent to which medics cared for you as a person	92.77	94.36	93.96	94.81	93.73
Professionalism of the staff in our billing office	100.00	89.43	89.08	90.61	89.14
Willingness of the staff in our billing office to address your	100.00	89.77	89.40	91.76	89.57
How well did our staff work together to care for you	94.73	93.59	93.05	94.93	92.81
Extent to which our staff eased your entry into the medical	96.98	93.82	93.43	95.14	93.28
Appropriateness of Emergency Medical Transportation treatment	94.09	93.49	93.08	94.78	92.84
Extent to which the services received were worth the fees	100.00	88.40	87.90	90.87	87.46
Overall rating of the care provided by our Emergency Medical	92.76	93.70	93.21	94.56	92.90
Likelihood of recommending this ambulance service to others	95.17	93.29	92.86	95.93	92.38
Number of Surveys for the period	125				



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	92.61	91.89
Dispatch	92.35	91.67
Helpfulness of the person you called for ambulance service	92.61	92.38
Concern shown by the person you called for ambulance service	92.63	92.14
Extent to which you were told what to do until the ambulance	91.82	90.50
Ambulance	92.48	91.46
Extent to which the ambulance arrived in a timely manner	93.23	91.78
Cleanliness of the ambulance	95.18	94.00
Comfort of the ride	88.01	87.13
Skill of the person driving the ambulance	93.51	92.93
Medic	93.42	92.88
Care shown by the medics who arrived with the ambulance	94.18	93.91
Degree to which the medics took your problem seriously	94.25	93.83
Degree to which the medics listened to you and/or your family	93.97	93.54
Skill of the medics	94.55	93.95
Extent to which the medics kept you informed about your treatment	92.87	92.06
Extent to which medics included you in the treatment decisions (if	92.64	91.84
Degree to which the medics relieved your pain or discomfort	89.85	90.20
Medics' concern for your privacy	94.15	92.83
Extent to which medics cared for you as a person	94.34	93.78
Billing Staff Assessment	87.71	88.3



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	92.61	91.89
Billing Staff Assessment	87.71	88.3
Professionalism of the staff in our billing office	87.69	88.24
Willingness of the staff in our billing office to address your needs	87.73	88.35
Overall Assessment	93.23	92
How well did our staff work together to care for you	94.32	93.01
Extent to which our staff eased your entry into the medical facility	94.14	93.19
Appropriateness of Emergency Medical Transportation treatment	94.21	92.94
Extent to which the services received were worth the fees charged	88.41	87.04
Overall rating of the care provided by our Emergency Medical	94.15	93.09
Likelihood of recommending this ambulance service to others	94.16	92.71



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	56	47	25	164	1747	85.68%	76.84%
Dispatch	3	4	1	13	123	85.42%	75.29%
Helpfulness of the person you called for ambulance service	1	1	1	3	44	88.00%	76.49%
Concern shown by the person you called for ambulance service	1	1	0	7	40	81.63%	76.15%
Extent to which you were told what to do until the ambulance arrived	1	2	0	3	39	86.67%	73.24%
Ambulance	6	10	8	41	311	82.71%	74.82%
Extent to which the ambulance arrived in a timely manner	1	2	0	14	92	84.40%	75.70%
Cleanliness of the ambulance	1	1	0	3	82	94.25%	80.33%
Comfort of the ride	3	5	6	18	60	65.22%	63.98%
Skill of the person driving the ambulance	1	2	2	6	77	87.50%	79.27%
Medic	35	26	10	76	824	84.86%	79.88%
Care shown by the medics who arrived with the ambulance	5	3	2	8	107	85.60%	82.35%
Degree to which the medics took your problem seriously	4	2	3	6	109	87.90%	82.70%
Degree to which the medics listened to you and/or your family	4	2	2	10	105	85.37%	82.33%
Skill of the medics	4	3	1	6	105	88.24%	81.93%
Extent to which the medics kept you informed about your treatment	4	5	0	12	89	80.91%	77.84%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	56	47	25	164	1747	85.68%	76.84%
Extent to which medics included you in the treatment decisions (if applicable)	1	4	0	3	41	83.67%	77.44%
Degree to which the medics relieved your pain or discomfort	5	3	1	12	72	77.42%	72.93%
Medics' concern for your privacy	4	2	0	9	96	86.49%	78.86%
Extent to which medics cared for you as a person	4	2	1	10	100	85.47%	82.54%
Billing Staff Assessment	0	0	0	0	4	100.00%	65.91%
Professionalism of the staff in our billing office	0	0	0	0	2	100.00%	65.21%
Willingness of the staff in our billing office to address your needs	0	0	0	0	2	100.00%	66.61%
Overall Assessment	12	7	6	34	485	89.15%	78.06%
How well did our staff work together to care for you	3	2	0	7	106	89.83%	79.48%
Extent to which our staff eased your entry into the medical facility	1	1	0	5	92	92.93%	79.73%
Appropriateness of Emergency Medical Transportation treatment	2	1	2	8	84	86.60%	79.56%
Extent to which the services received were worth the fees charged	0	0	0	0	5	100.00%	68.32%
Overall rating of the care provided by our Emergency Medical Transportation service	3	2	3	10	99	84.62%	80.78%
Likelihood of recommending this ambulance service to others	3	1	1	4	99	91.67%	80.50%