

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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EMS System Report

July 1, 2021 to September 30, 2021

Your Score

94.67

Number of Your Patients in this Report

251

Number of Patients in this Report

19,182

Number of Transport Services in All EMS DB

179





Executive Summary

This report contains data from **251 Medstar Mobile Healthcare** patients who returned a questionnaire between **07/01/2021** and **09/30/2021**.

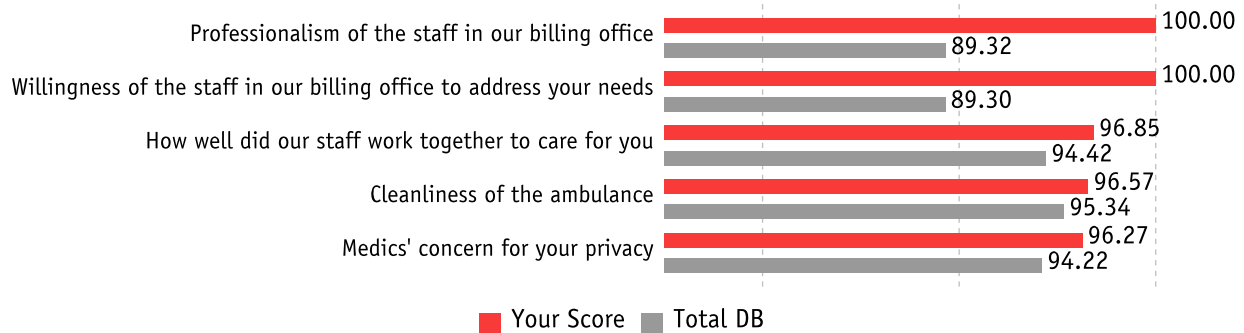
The overall mean score for the standard questions was **94.67**; this is a difference of **1.16** points from the overall EMS database score of **93.51**.

The current score of **94.67** is a change of **-1.41** points from last period's score of **96.08**. This was the **26th** highest overall score for all companies in the database.

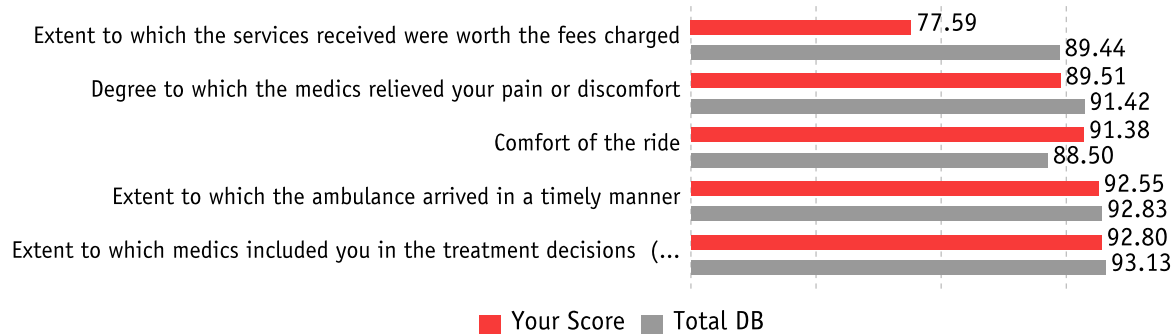
You are ranked **3rd** for comparably sized companies in the system.

84.51% of responses to standard questions had a rating of Very Good, the highest rating. **98.41%** of all responses were positive.

5 Highest Scores



5 Lowest Scores

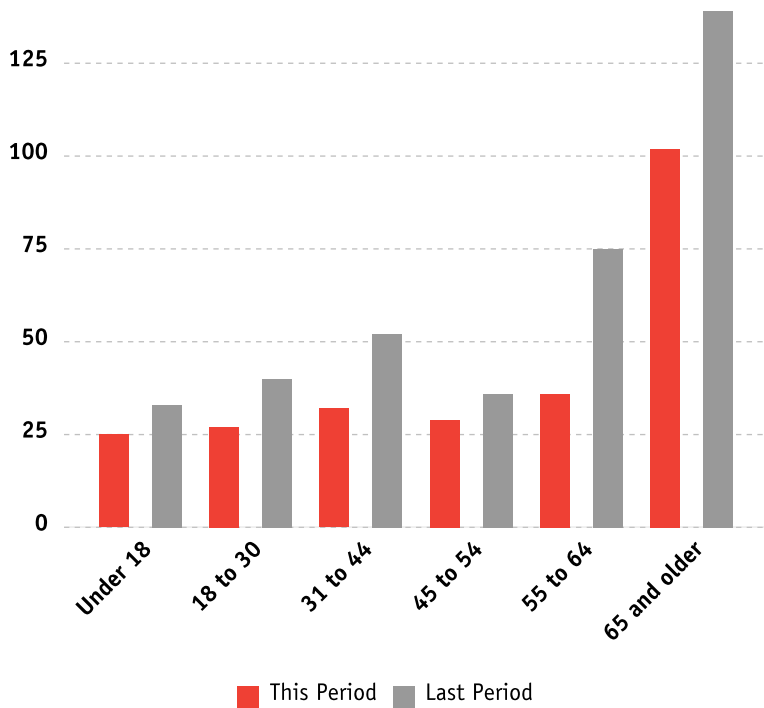




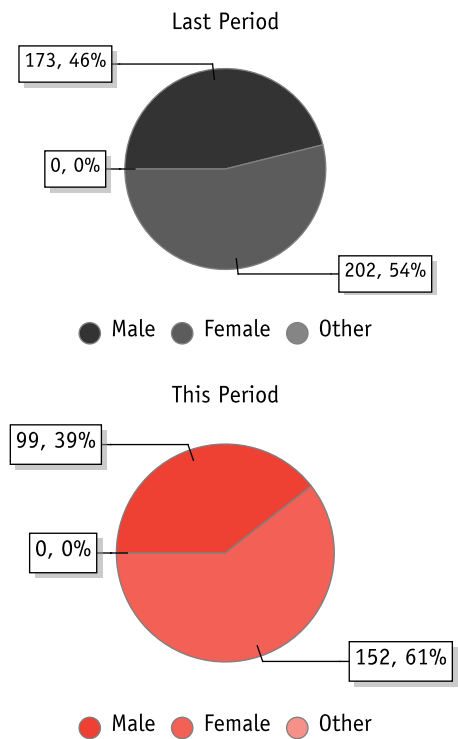
Demographics — This section provides demographic information about the patients who responded to the survey for the current and the previous periods. The information comes from the data you submitted. Compare this demographic data to your eligible population. Generally, the demographic

	Last Period				This Period			
	Total	Male	Female	Other	Total	Male	Female	Other
Under 18	33	17	16	0	25	11	14	0
18 to 30	40	17	23	0	27	7	20	0
31 to 44	52	24	28	0	32	12	20	0
45 to 54	36	19	17	0	29	11	18	0
55 to 64	75	45	30	0	36	16	20	0
65 and older	139	51	88	0	102	42	60	0
Total	375	173	202	0	251	99	152	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	95.44	-1.33	94.11	93.80
Concern shown by the person you called for ambulance service	95.35	-1.65	93.70	93.46
Extent to which you were told what to do until the ambulance arrived	96.03	-0.87	95.16	92.24

Ambulance Analysis

	Last Period	Change	This Period	Total DB
Extent to which the ambulance arrived in a timely manner	94.31	-1.76	92.55	92.83
Cleanliness of the ambulance	97.88	-1.31	96.57	95.34
Comfort of the ride	90.43	0.95	91.38	88.50
Skill of the person driving the ambulance	96.62	-1.56	95.06	94.60

Medic Analysis

	Last Period	Change	This Period	Total DB
Care shown by the medics who arrived with the ambulance	96.54	-1.01	95.53	95.11
Degree to which the medics took your problem seriously	96.60	-1.31	95.29	95.00
Degree to which the medics listened to you and/or your family	95.57	-0.82	94.75	94.63
Skill of the medics	97.50	-1.91	95.59	95.17
Extent to which the medics kept you informed about your treatment	96.19	-1.63	94.56	93.47
Extent to which medics included you in the treatment decisions (if applicable)	95.72	-2.92	92.80	93.13
Degree to which the medics relieved your pain or discomfort	92.98	-3.47	89.51	91.42
Medics' concern for your privacy	97.10	-0.83	96.27	94.22
Extent to which medics cared for you as a person	97.49	-1.29	96.20	95.07

Billing Staff Assessment Analysis

	Last Period	Change	This Period	Total DB
Professionalism of the staff in our billing office	62.50	37.50	100.00	89.32
Willingness of the staff in our billing office to address your needs	62.50	37.50	100.00	89.30



Question Analysis (Continued)

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How well did our staff work together to care for you	97.77	-0.92	96.85	94.42
Extent to which our staff eased your entry into the medical facility	97.36	-2.28	95.08	94.21
Appropriateness of Emergency Medical Transportation treatment	97.43	-2.25	95.18	94.04
Extent to which the services received were worth the fees charged	86.25	-8.66	77.59	89.44
Overall rating of the care provided by our Emergency Medical Transportation	97.19	-1.69	95.50	94.37
Likelihood of recommending this ambulance service to others	96.93	-1.60	95.33	94.01



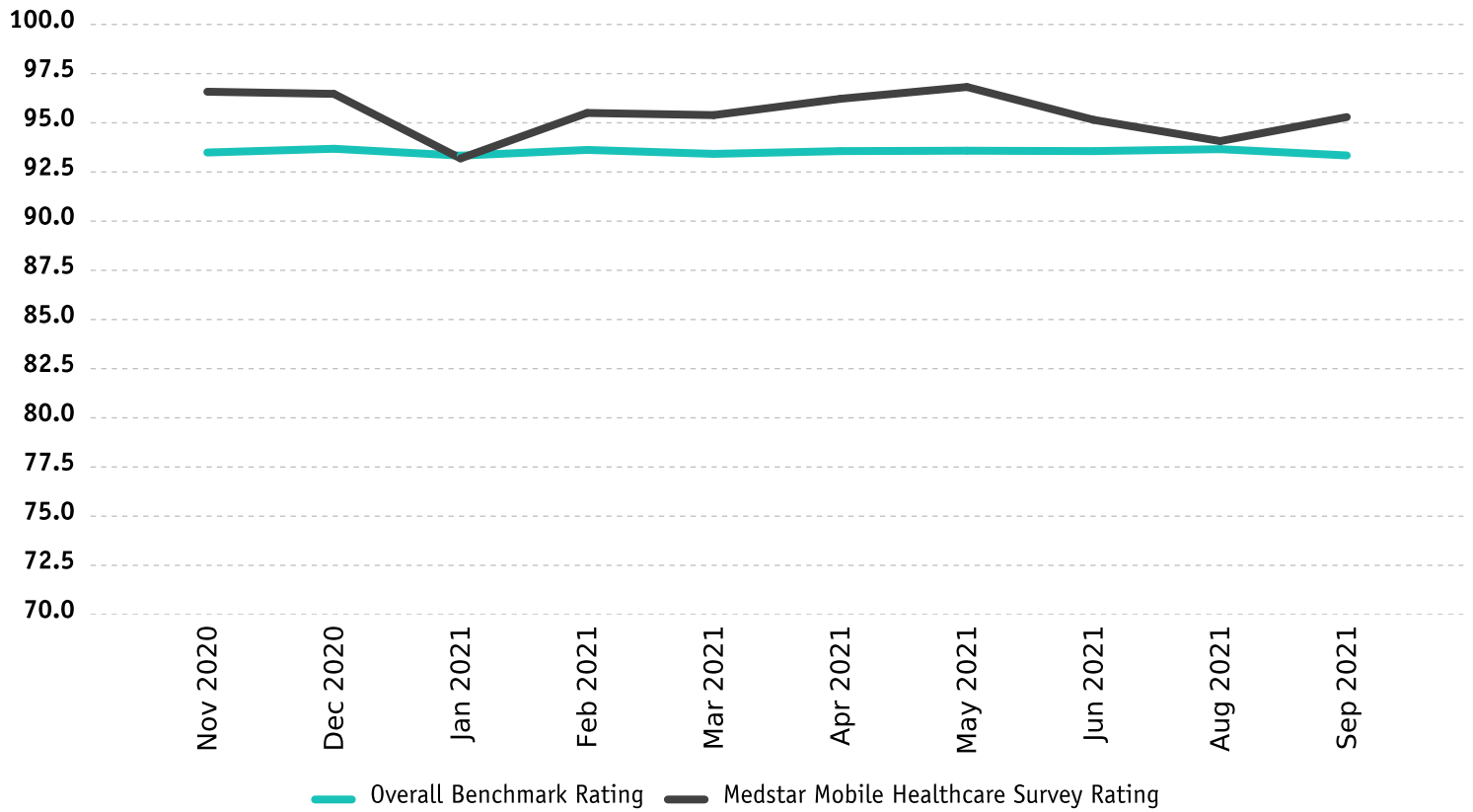
Monthly Breakdown

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.

	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Aug 2021	Sep 2021
Helpfulness of the person you called for ambulance service	99.59	96.69	93.18	93.75	92.27	94.92	94.92	95.61	95.93	94.09	94.14
Concern shown by the person you called for ambulance service	100.00	96.32	94.32	94.09	92.16	94.44	94.92	95.83	95.35	93.40	94.02
Extent to which you were told what to do until the ambulance arrived	99.58	98.13	95.24	96.76	91.93	94.84	96.55	96.15	95.12	95.10	95.23
Extent to which the ambulance arrived in a timely manner	96.71	96.77	91.81	90.54	92.19	92.23	93.54	94.64	94.78	91.17	93.91
Cleanliness of the ambulance	99.50	99.08	98.25	96.91	97.62	97.73	98.50	98.08	97.09	96.43	96.72
Comfort of the ride	92.79	91.59	88.60	88.92	90.42	91.81	89.22	91.42	90.72	91.83	90.94
Skill of the person driving the ambulance	97.98	97.79	97.52	93.89	96.84	96.28	95.83	98.28	95.72	94.86	95.26
Care shown by the medics who arrived with the ambulance	99.36	97.18	97.98	92.75	96.00	96.41	97.00	97.00	95.61	94.88	96.18
Degree to which the medics took your problem seriously	98.06	96.17	97.00	93.87	96.54	97.00	97.00	97.20	95.61	94.64	95.94
Degree to which the medics listened to you and/or your family	98.68	95.53	97.56	93.81	96.28	96.52	95.30	96.34	95.05	93.60	95.95
Skill of the medics	99.55	97.38	98.20	93.91	96.77	97.18	98.00	98.16	96.35	94.85	96.35
Extent to which the medics kept you informed about your treatment	98.11	97.00	96.95	93.61	96.19	95.01	96.34	97.29	94.83	93.86	95.27
Extent to which medics included you in the treatment decisions (if	98.28	94.95	98.58	94.49	96.43	93.51	96.17	96.60	94.24	90.82	94.72
Degree to which the medics relieved your pain or discomfort	97.53	93.43	93.11	88.15	93.54	89.70	92.79	95.51	90.50	88.01	91.01
Medics' concern for your privacy	98.32	97.34	97.69	95.32	97.22	97.88	97.06	98.70	95.50	95.72	96.83
Extent to which medics cared for you as a person	98.84	97.00	97.75	92.63	96.00	97.12	97.76	98.57	96.15	96.34	96.05
Professionalism of the staff in our billing office	96.88			83.33	100.00	75.00		25.00	100.00	100.00	
Willingness of the staff in our billing office to address your needs	100.00	100.00		75.00		75.00		25.00	100.00	100.00	
How well did our staff work together to care for you	98.75	97.76	98.59	95.23	97.11	96.25	98.37	98.53	96.34	97.06	96.65
Extent to which our staff eased your entry into the medical facility	99.11	97.50	97.86	93.88	97.17	97.63	98.18	97.92	95.88	95.23	94.93
Appropriateness of Emergency Medical Transportation treatment	98.71	96.95	97.73	94.31	96.69	96.82	97.31	98.52	96.41	94.52	95.85
Extent to which the services received were worth the fees charged	100.00	97.08	90.32	83.66	89.56	83.59	89.74	80.83	87.55	78.95	75.00
Overall rating of the care provided by our Emergency Medical Transportation	97.71	96.75	97.15	92.36	96.75	95.45	97.75	98.17	95.60	94.35	96.68
Likelihood of recommending this ambulance service to others	98.44	96.88	97.59	95.12	97.22	95.94	97.69	97.54	95.52	94.02	96.69
Your Master Score	98.36	96.58	96.47	93.19	95.50	95.39	96.22	96.82	95.15	94.07	95.29
Your Total Responses	125	125	125	125	125	125	125	125	125	126	125



Monthly tracking of Overall Survey Score





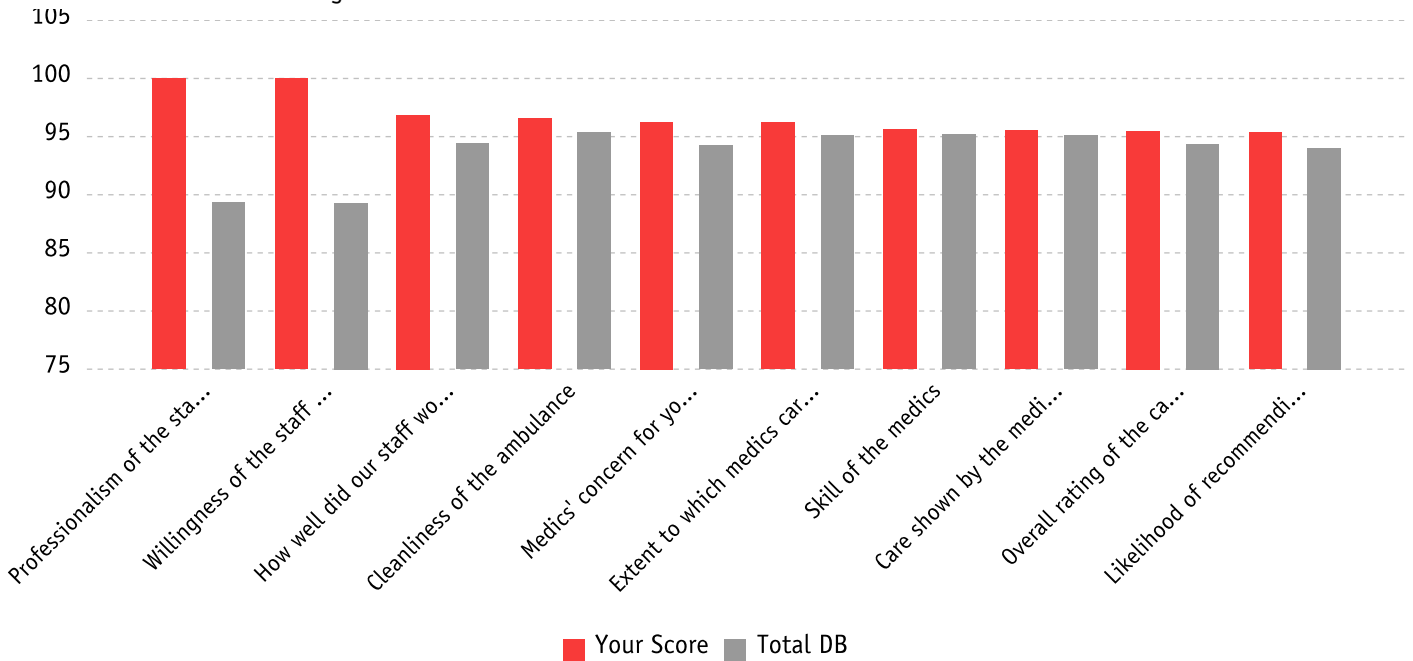
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
Increases				
Professionalism of the staff in our billing office	62.50	100.00	37.50	89.32
Willingness of the staff in our billing office to address your needs	62.50	100.00	37.50	89.30
Comfort of the ride	90.43	91.38	0.95	88.50
Decreases				
Extent to which the services received were worth the fees charged	86.25	77.59	-8.66	89.44
Degree to which the medics relieved your pain or discomfort	92.98	89.51	-3.46	91.42
Extent to which medics included you in the treatment decisions (if applicable)	95.72	92.80	-2.92	93.13
Extent to which our staff eased your entry into the medical facility	97.36	95.08	-2.28	94.21
Appropriateness of Emergency Medical Transportation treatment	97.43	95.18	-2.25	94.04
Skill of the medics	97.50	95.59	-1.91	95.17
Extent to which the ambulance arrived in a timely manner	94.31	92.55	-1.76	92.83
Overall rating of the care provided by our Emergency Medical Transportation service	97.19	95.50	-1.69	94.37
Concern shown by the person you called for ambulance service	95.35	93.70	-1.65	93.46
Extent to which the medics kept you informed about your treatment	96.19	94.56	-1.63	93.47



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
Professionalism of the staff in our billing office	100.00	10.68	89.32
Willingness of the staff in our billing office to address your needs	100.00	10.70	89.30
How well did our staff work together to care for you	96.85	2.43	94.42
Cleanliness of the ambulance	96.57	1.23	95.34
Medics' concern for your privacy	96.27	2.05	94.22
Extent to which medics cared for you as a person	96.20	1.12	95.07
Skill of the medics	95.59	0.42	95.17
Care shown by the medics who arrived with the ambulance	95.53	0.42	95.11
Overall rating of the care provided by our Emergency Medical Transportation service	95.50	1.13	94.37
Likelihood of recommending this ambulance service to others	95.33	1.32	94.01





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	95.18	.892201074
Skill of the medics	95.59	.87080973
Degree to which the medics listened to you and/or your family	94.75	.864329401
Degree to which the medics took your problem seriously	95.29	.862782987
Extent to which our staff eased your entry into the medical facility	95.08	.856559983
Extent to which medics cared for you as a person	96.20	.809366142
How well did our staff work together to care for you	96.85	.802213666
Extent to which the medics kept you informed about your treatment	94.56	.796800088
Care shown by the medics who arrived with the ambulance	95.53	.792461246
Degree to which the medics relieved your pain or discomfort	89.51	.77872551
Extent to which medics included you in the treatment decisions (if applicable)	92.80	.770385403
Medics' concern for your privacy	96.27	.760724611
Cleanliness of the ambulance	96.57	.740841401
Skill of the person driving the ambulance	95.06	.722258727
Extent to which the ambulance arrived in a timely manner	92.55	.664841939
Comfort of the ride	91.38	.619976355
Extent to which you were told what to do until the ambulance arrived	95.16	.610814684
Helpfulness of the person you called for ambulance service	94.11	.566255598
Extent to which the services received were worth the fees charged	77.59	.548549501
Concern shown by the person you called for ambulance service	93.70	.538810826



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	94.11	92.60	93.45	94.23	95.15	93.74	94.60
Concern shown by the person you called for ambulance service	93.70	91.86	93.57	91.35	95.19	94.29	93.98
Extent to which you were told what to do until the ambulance	95.16	91.32	91.63	91.02	93.86	93.83	92.26
Extent to which the ambulance arrived in a timely manner	92.55	93.85	90.94	92.86	92.15	92.16	93.19
Cleanliness of the ambulance	96.57	94.59	95.18	94.23	95.13	94.48	95.61
Comfort of the ride	91.38	89.93	85.66	83.37	89.42	89.72	89.02
Skill of the person driving the ambulance	95.06	94.17	94.53	88.96	94.27	94.66	94.21
Care shown by the medics who arrived with the ambulance	95.53	94.00	95.06	93.65	94.67	94.84	95.38
Degree to which the medics took your problem seriously	95.29	94.01	94.85	93.07	94.03	94.80	95.61
Degree to which the medics listened to you and/or your family	94.75	93.05	94.78	93.06	94.21	95.07	95.27
Skill of the medics	95.59	93.48	95.13	92.59	94.60	95.03	95.81
Extent to which the medics kept you informed about your	94.56	91.56	92.92	91.18	93.60	93.52	94.11
Extent to which medics included you in the treatment decisions (if	92.80	91.38	93.02	91.11	92.99	92.98	93.82
Degree to which the medics relieved your pain or discomfort	89.51	89.58	91.11	84.84	91.58	92.02	91.95
Medics' concern for your privacy	96.27	92.50	93.88	91.67	93.85	94.55	94.73
Extent to which medics cared for you as a person	96.20	93.45	94.84	92.94	94.16	95.05	95.87
Professionalism of the staff in our billing office	100.00	85.43	89.10	90.18	90.59	91.24	92.31
Willingness of the staff in our billing office to address your needs	100.00	85.36	89.15	90.18	90.56	91.28	91.76
How well did our staff work together to care for you	96.85	92.21	94.41	92.50	94.87	94.42	94.81
Extent to which our staff eased your entry into the medical facility	95.08	93.12	94.46	92.50	94.87	94.13	95.13
Appropriateness of Emergency Medical Transportation treatment	95.18	92.47	93.91	91.67	94.28	93.96	95.29
Extent to which the services received were worth the fees charged	77.59	86.63	89.59	84.17	89.18	91.99	89.54
Overall rating of the care provided by our Emergency Medical	95.50	92.96	94.05	92.00	94.08	94.77	95.17
Likelihood of recommending this ambulance service to others	95.33	92.03	94.03	91.18	94.22	95.47	95.26
Overall score	94.67	92.05	93.09	91.15	93.58	93.78	94.10
National Rank	26	62	50	73	43	39	31
Comparable Size (Large) Company Rank	3	17	14	19	8	7	5



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	94.11	93.80	93.81	94.53	93.68	94.89
Concern shown by the person you called for ambulance service	93.70	93.46	93.52	94.37	93.36	94.60
Extent to which you were told what to do until the ambulance	95.16	92.24	92.14	93.64	92.10	94.25
Extent to which the ambulance arrived in a timely manner	92.55	92.83	92.62	94.30	92.59	94.38
Cleanliness of the ambulance	96.57	95.34	95.07	96.07	95.17	96.20
Comfort of the ride	91.38	88.50	88.30	90.91	87.87	89.90
Skill of the person driving the ambulance	95.06	94.60	94.51	95.44	94.49	95.35
Care shown by the medics who arrived with the ambulance	95.53	95.11	94.98	95.96	95.00	96.23
Degree to which the medics took your problem seriously	95.29	95.00	94.93	95.76	94.96	96.05
Degree to which the medics listened to you and/or your family	94.75	94.63	94.62	95.45	94.54	95.43
Skill of the medics	95.59	95.17	95.10	95.91	95.02	96.20
Extent to which the medics kept you informed about your	94.56	93.47	93.42	94.54	93.35	95.02
Extent to which medics included you in the treatment decisions	92.80	93.13	93.05	94.31	92.94	94.19
Degree to which the medics relieved your pain or discomfort	89.51	91.42	91.40	92.73	91.23	92.65
Medics' concern for your privacy	96.27	94.22	94.11	95.25	94.12	95.54
Extent to which medics cared for you as a person	96.20	95.07	95.03	96.01	94.99	96.26
Professionalism of the staff in our billing office	100.00	89.32	89.49	91.32	89.37	90.92
Willingness of the staff in our billing office to address your	100.00	89.30	89.46	91.67	89.25	91.17
How well did our staff work together to care for you	96.85	94.42	94.25	95.56	94.28	95.92
Extent to which our staff eased your entry into the medical	95.08	94.21	94.28	95.04	94.04	95.02
Appropriateness of Emergency Medical Transportation treatment	95.18	94.04	93.94	95.05	93.88	95.29
Extent to which the services received were worth the fees	77.59	89.44	89.37	91.35	89.20	90.39
Overall rating of the care provided by our Emergency Medical	95.50	94.37	94.24	95.26	94.24	95.64
Likelihood of recommending this ambulance service to others	95.33	94.01	93.95	95.26	93.96	95.14
Number of Surveys for the period	251					
Overall Score	94.67	93.21	93.15	94.40	93.07	94.44



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	93.57	92.32
Dispatch	93.55	92.13
Helpfulness of the person you called for ambulance service	93.71	92.77
Concern shown by the person you called for ambulance service	93.68	92.53
Extent to which you were told what to do until the ambulance	93.25	91.10
Ambulance	93.48	91.96
Extent to which the ambulance arrived in a timely manner	93.80	92.15
Cleanliness of the ambulance	96.45	94.40
Comfort of the ride	88.91	87.53
Skill of the person driving the ambulance	94.74	93.74
Medic	94.49	93.27
Care shown by the medics who arrived with the ambulance	95.25	94.28
Degree to which the medics took your problem seriously	95.23	94.19
Degree to which the medics listened to you and/or your family	94.88	93.88
Skill of the medics	95.55	94.29
Extent to which the medics kept you informed about your treatment	94.14	92.50
Extent to which medics included you in the treatment decisions (if	93.75	92.27
Degree to which the medics relieved your pain or discomfort	90.66	90.59
Medics' concern for your privacy	95.48	93.27
Extent to which medics cared for you as a person	95.46	94.17
Billing Staff Assessment	87.74	88.68



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.57	92.32
Billing Staff Assessment	87.74	88.68
Professionalism of the staff in our billing office	87.71	88.64
Willingness of the staff in our billing office to address your needs	87.77	88.72
Overall Assessment	94.22	92.45
How well did our staff work together to care for you	95.64	93.42
Extent to which our staff eased your entry into the medical facility	95.67	93.56
Appropriateness of Emergency Medical Transportation treatment	95.16	93.33
Extent to which the services received were worth the fees charged	88.60	87.77
Overall rating of the care provided by our Emergency Medical	95.10	93.49
Likelihood of recommending this ambulance service to others	95.16	93.12



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	89	513	3661	84.51%	79.08%
Dispatch	3	5	4	35	260	84.69%	78.19%
Helpfulness of the person you called for ambulance service	1	2	1	13	89	83.96%	79.87%
Concern shown by the person you called for ambulance service	1	3	1	11	87	84.47%	78.76%
Extent to which you were told what to do until the ambulance arrived	1	0	2	11	84	85.71%	75.94%
Ambulance	5	6	26	114	674	81.70%	77.59%
Extent to which the ambulance arrived in a timely manner	2	3	8	35	180	78.95%	77.74%
Cleanliness of the ambulance	0	1	2	20	174	88.32%	83.43%
Comfort of the ride	1	2	10	40	150	73.89%	67.45%
Skill of the person driving the ambulance	2	0	6	19	170	86.29%	81.75%
Medic	11	24	39	226	1707	85.05%	82.23%
Care shown by the medics who arrived with the ambulance	1	2	6	22	215	87.40%	84.77%
Degree to which the medics took your problem seriously	1	2	7	23	216	86.75%	85.05%
Degree to which the medics listened to you and/or your family	1	3	5	27	202	84.87%	84.01%
Skill of the medics	2	1	4	25	217	87.15%	84.53%
Extent to which the medics kept you informed about your treatment	1	4	3	29	197	84.19%	80.00%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	26	43	89	513	3661	84.51%	79.08%
Extent to which medics included you in the treatment decisions (if applicable)	1	4	4	27	141	79.66%	79.37%
Degree to which the medics relieved your pain or discomfort	2	5	7	26	110	73.33%	75.55%
Medics' concern for your privacy	1	1	0	26	193	87.33%	81.46%
Extent to which medics cared for you as a person	1	2	3	21	216	88.89%	85.33%
Billing Staff Assessment	0	0	0	0	6	100.00%	66.06%
Professionalism of the staff in our billing office	0	0	0	0	3	100.00%	65.85%
Willingness of the staff in our billing office to address your needs	0	0	0	0	3	100.00%	66.26%
Overall Assessment	7	8	20	138	1014	85.43%	80.15%
How well did our staff work together to care for you	1	0	2	22	213	89.50%	81.88%
Extent to which our staff eased your entry into the medical facility	2	1	2	28	185	84.86%	81.29%
Appropriateness of Emergency Medical Transportation treatment	2	1	5	23	197	86.40%	81.24%
Extent to which the services received were worth the fees charged	0	3	6	5	15	51.72%	71.52%
Overall rating of the care provided by our Emergency Medical Transportation service	1	1	3	31	208	85.25%	82.72%
Likelihood of recommending this ambulance service to others	1	2	2	29	196	85.22%	82.23%