

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

March 1, 2022 to March 31, 2022

Your Score

92.71

Your Patients in this Report

161

Total Patients in this Report

9,467

Total EMS Organizations

192





Executive Summary

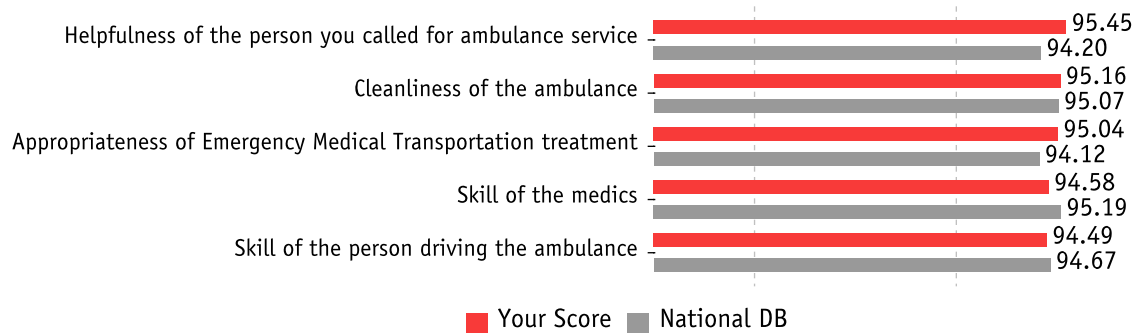
Your overall score for the time period selected is **92.71**. This is a difference of **1.70** from your previous period's score of **91.01**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **80.52%**.

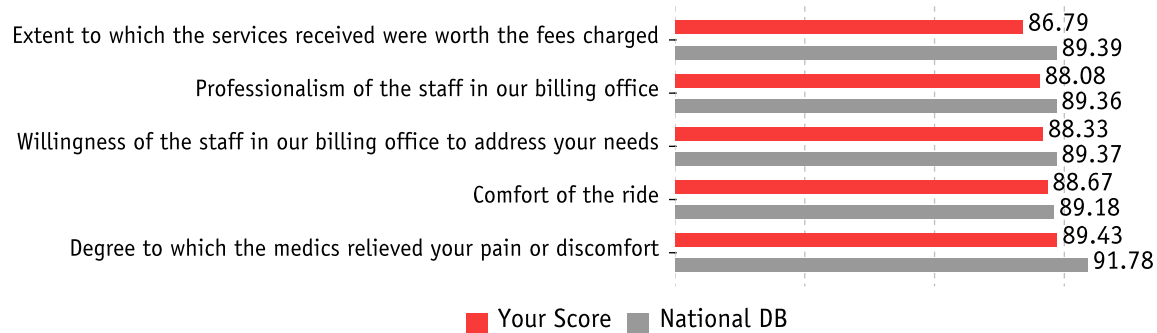
In addition, your rolling 12- month score of **94.71** is a difference of **1.49** from the national database score of **93.22**.

When compared to all organizations in the national database, your score of **94.71** is ranked **19th** and **1st** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

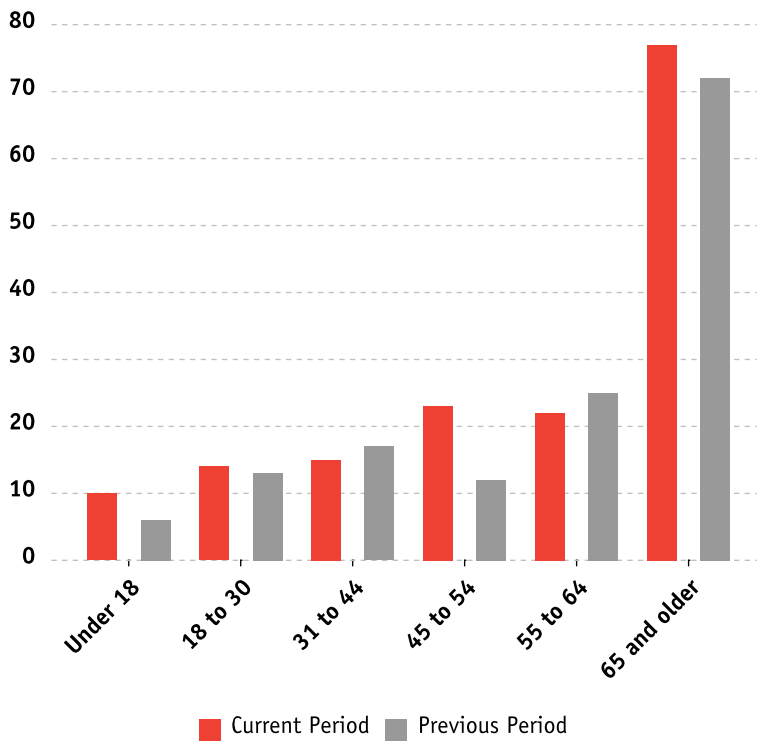




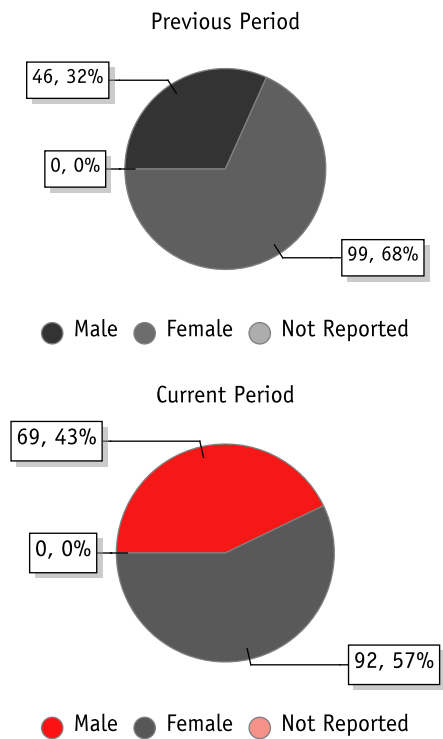
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Total	Current Period		
		Male	Female	Not Reported		Male	Female	Not Reported
Under 18	6	4	2	0	10	7	3	0
18 to 30	13	4	9	0	14	4	10	0
31 to 44	17	6	11	0	15	7	8	0
45 to 54	12	3	9	0	23	10	13	0
55 to 64	25	6	19	0	22	8	14	0
65 and older	72	23	49	0	77	33	44	0
Total	145	46	99	0	161	69	92	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	95.45	95.16	0.29	94.20
Concern shown by the person you called for ambulance service	93.57	92.70	0.87	94.00
Extent to which you were told what to do until the ambulance arrived	90.78	90.69	0.09	92.39
Ambulance Composite				
	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	93.36	92.34	1.02	93.26
Cleanliness of the ambulance	95.16	94.75	0.41	95.07
Comfort of the ride	88.67	85.40	3.27	89.18
Skill of the person driving the ambulance	94.49	93.40	1.09	94.67
Medic Composite				
	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	94.43	93.46	0.97	95.18
Degree to which the medics took your problem seriously	94.39	92.83	1.56	94.97
Degree to which the medics listened to you and/or your family	93.73	92.63	1.10	94.69
Skill of the medics	94.58	94.18	0.40	95.19
Extent to which the medics kept you informed about your treatment	91.65	90.61	1.04	93.49
Extent to which medics included you in the treatment decisions (if applicable)	92.71	90.61	2.10	93.36
Degree to which the medics relieved your pain or discomfort	89.43	87.52	1.91	91.78
Medics' concern for your privacy	93.76	91.38	2.38	94.13
Extent to which medics cared for you as a person	93.33	91.93	1.40	94.96
Billing Office Staff Composite				
	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	88.08	85.93	2.15	89.36
Willingness of the staff in our billing office to address your needs	88.33	84.20	4.13	89.37



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	93.97	92.49	1.48	94.10
Extent to which our staff eased your entry into the medical facility	94.38	91.57	2.81	94.21
Appropriateness of Emergency Medical Transportation treatment	95.04	90.92	4.12	94.12
Extent to which the services received were worth the fees charged	86.79	82.55	4.24	89.39
Overall rating of the care provided by our Emergency Medical Transportation	92.38	91.70	0.68	94.25
Likelihood of recommending this ambulance service to others	91.91	90.71	1.20	93.96



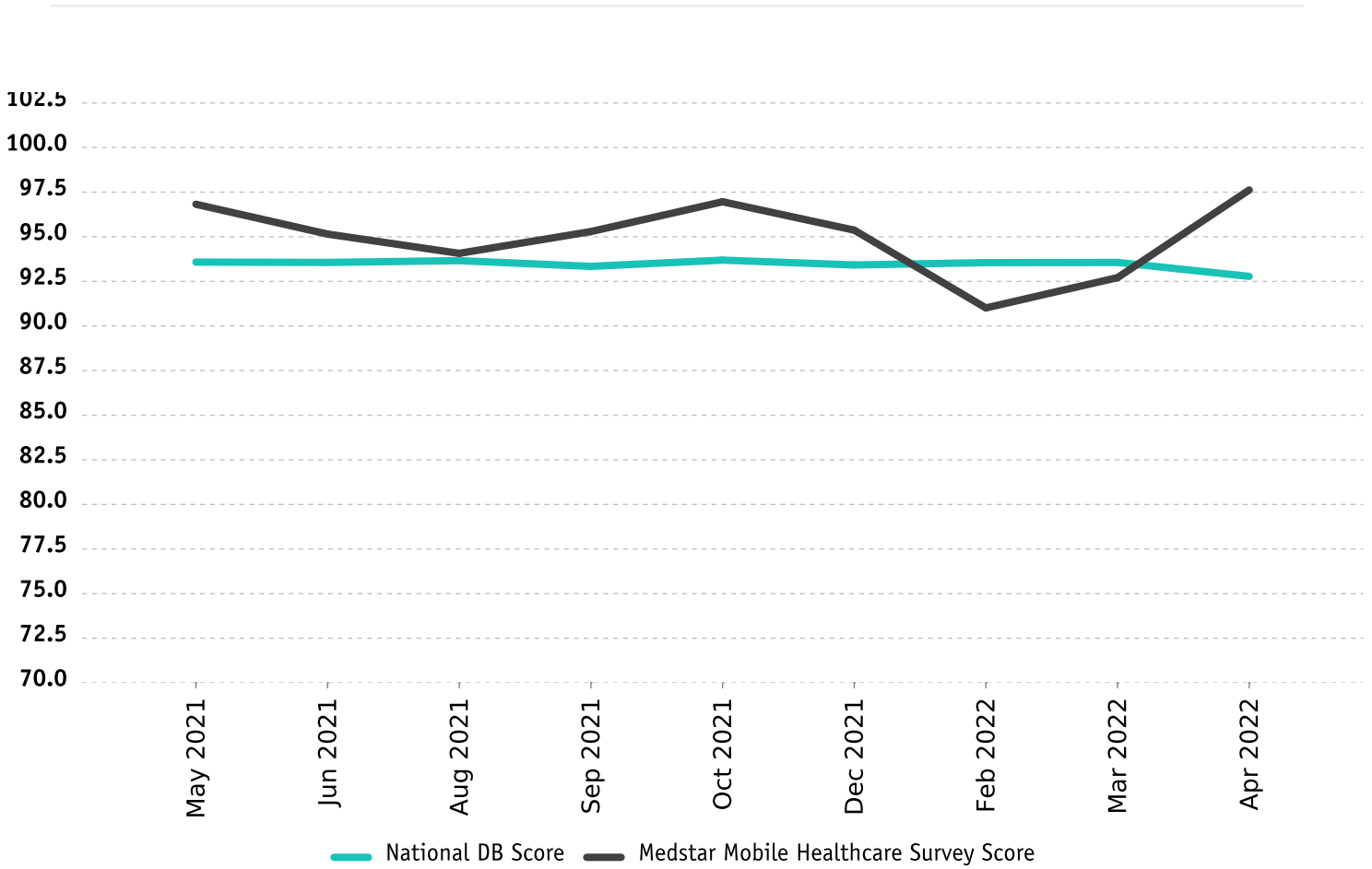
Monthly Breakdown

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

	Apr 2021	May 2021	Jun 2021	Aug 2021	Sep 2021	Oct 2021	Dec 2021	Feb 2022	Mar 2022
Helpfulness of the person you called for ambulance service	94.92	95.61	95.93	94.09	94.14	95.10	98.08	95.16	95.45
Concern shown by the person you called for ambulance service	94.92	95.83	95.35	93.40	94.02	95.59	98.04	92.70	93.57
Extent to which you were told what to do until the ambulance arrived	96.55	96.15	95.12	95.10	95.23	94.61	97.00	90.69	90.78
Extent to which the ambulance arrived in a timely manner	93.54	94.64	94.78	91.17	93.91	94.28	89.81	92.34	93.36
Cleanliness of the ambulance	98.50	98.08	97.09	96.43	96.72	98.27	98.71	94.75	95.16
Comfort of the ride	89.22	91.42	90.72	91.83	90.94	95.52	88.85	85.40	88.67
Skill of the person driving the ambulance	95.83	98.28	95.72	94.86	95.26	97.50	96.96	93.40	94.49
Care shown by the medics who arrived with the ambulance	97.00	97.00	95.61	94.88	96.18	96.80	96.41	93.46	94.43
Degree to which the medics took your problem seriously	97.00	97.20	95.61	94.64	95.94	97.38	94.82	92.83	94.39
Degree to which the medics listened to you and/or your family	95.30	96.34	95.05	93.60	95.95	96.98	94.53	92.63	93.73
Skill of the medics	98.00	98.16	96.35	94.85	96.35	98.00	96.98	94.18	94.58
Extent to which the medics kept you informed about your treatment	96.34	97.29	94.83	93.86	95.27	96.85	94.18	90.61	91.65
Extent to which medics included you in the treatment decisions (if	96.17	96.60	94.24	90.82	94.72	97.42	93.06	90.61	92.71
Degree to which the medics relieved your pain or discomfort	92.79	95.51	90.50	88.01	91.01	93.57	89.78	87.52	89.43
Medics' concern for your privacy	97.06	98.70	95.50	95.72	96.83	97.07	98.04	91.38	93.76
Extent to which medics cared for you as a person	97.76	98.57	96.15	96.34	96.05	97.93	97.78	91.93	93.33
Professionalism of the staff in our billing office		25.00	100.00	100.00		100.00	100.00	85.93	88.08
Willingness of the staff in our billing office to address your needs		25.00	100.00	100.00		100.00	100.00	84.20	88.33
How well did our staff work together to care for you	98.37	98.53	96.34	97.06	96.65	97.54	97.16	92.49	93.97
Extent to which our staff eased your entry into the medical facility	98.18	97.92	95.88	95.23	94.93	97.38	96.50	91.57	94.38
Appropriateness of Emergency Medical Transportation treatment	97.31	98.52	96.41	94.52	95.85	97.46	97.13	90.92	95.04
Extent to which the services received were worth the fees charged	89.74	80.83	87.55	78.95	75.00	91.67	91.35	82.55	86.79
Overall rating of the care provided by our Emergency Medical Transportation	97.75	98.17	95.60	94.35	96.68	98.39	96.00	91.70	92.38
Likelihood of recommending this ambulance service to others	97.69	97.54	95.52	94.02	96.69	98.09	95.90	90.71	91.91
Overall Score	96.22	96.82	95.15	94.07	95.29	96.96	95.37	91.01	92.71
Respondents	125	125	125	126	125	125	125	145	161



Monthly Overall Survey Score





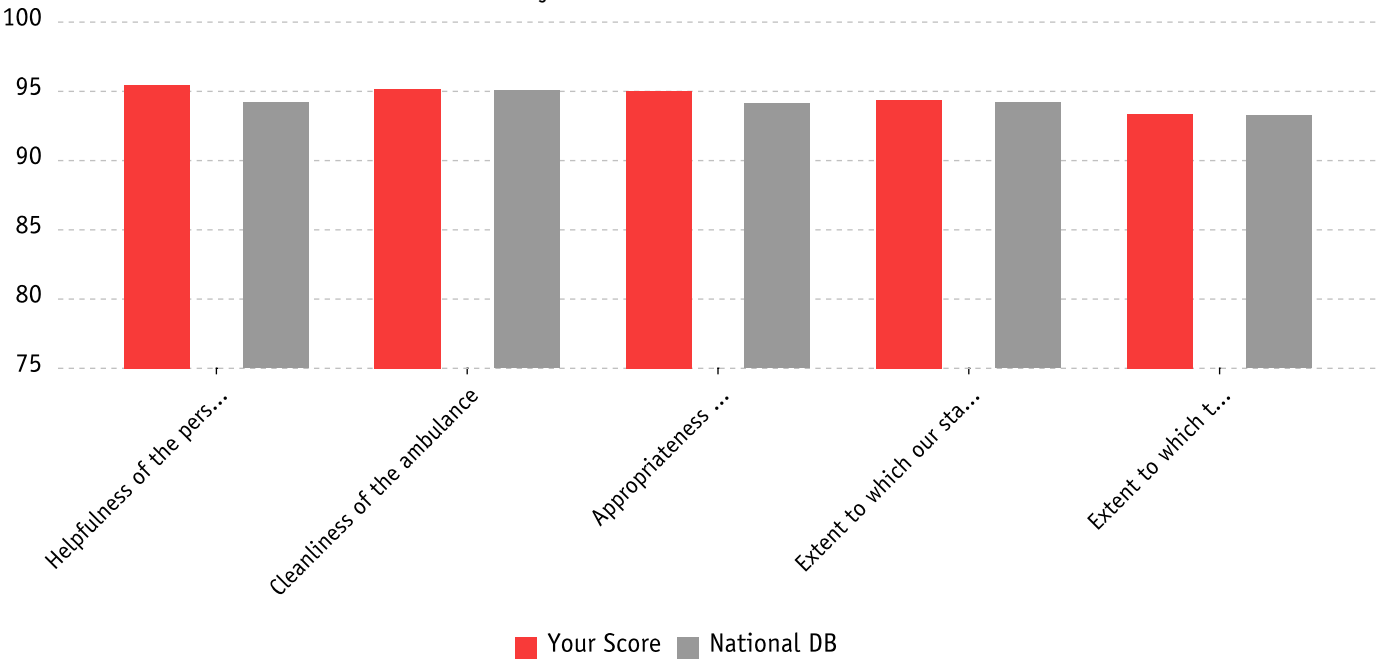
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	86.79	82.55	4.24	89.39
Willingness of the staff in our billing office to address your needs	88.33	84.20	4.14	89.37
Appropriateness of Emergency Medical Transportation treatment	95.04	90.92	4.12	94.12
Comfort of the ride	88.67	85.40	3.27	89.18
Extent to which our staff eased your entry into the medical facility	94.38	91.57	2.80	94.21
Medics' concern for your privacy	93.76	91.38	2.37	94.13
Professionalism of the staff in our billing office	88.08	85.93	2.15	89.36
Extent to which medics included you in the treatment decisions (if applicable)	92.71	90.61	2.10	93.36
Degree to which the medics relieved your pain or discomfort	89.43	87.52	1.91	91.78
Degree to which the medics took your problem seriously	94.39	92.83	1.56	94.97



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Helpfulness of the person you called for ambulance service	95.45	1.25	94.20
Cleanliness of the ambulance	95.16	0.09	95.07
Appropriateness of Emergency Medical Transportation treatment	95.04	0.92	94.12
Extent to which our staff eased your entry into the medical facility	94.38	0.17	94.21
Extent to which the ambulance arrived in a timely manner	93.36	0.10	93.26





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)	92.71	.936190703
Skill of the medics	94.58	.925318869
Extent to which the medics kept you informed about your treatment	91.65	.916582911
How well did our staff work together to care for you	93.97	.904075629
Care shown by the medics who arrived with the ambulance	94.43	.891027975
Degree to which the medics took your problem seriously	94.39	.878027006
Extent to which medics cared for you as a person	93.33	.873988507
Degree to which the medics listened to you and/or your family	93.73	.864004583
Medics' concern for your privacy	93.76	.847606184
Extent to which our staff eased your entry into the medical facility	94.38	.846330316
Concern shown by the person you called for ambulance service	93.57	.835262471
Degree to which the medics relieved your pain or discomfort	89.43	.818301136
Extent to which the services received were worth the fees charged	86.79	.78943499
Helpfulness of the person you called for ambulance service	95.45	.762242048
Appropriateness of Emergency Medical Transportation treatment	95.04	.741355719
Skill of the person driving the ambulance	94.49	.735024475
Cleanliness of the ambulance	95.16	.663445957
Willingness of the staff in our billing office to address your needs	88.33	.649214266
Comfort of the ride	88.67	.648026087
Extent to which the ambulance arrived in a timely manner	93.36	.610707086
Professionalism of the staff in our billing office	88.08	.590696142
Extent to which you were told what to do until the ambulance arrived	90.78	.578842129



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	95.45	94.28	94.02	93.85	92.20	92.52	95.69	
Concern shown by the person you called for ambulance service	93.57	93.31	93.59	93.55	92.08	92.94	95.42	
Extent to which you were told what to do until the ambulance	90.78	91.61	91.77	92.18	91.97	92.71	92.73	
Extent to which the ambulance arrived in a timely manner	93.36	93.06	90.17	92.62	90.40	89.96	94.43	
Cleanliness of the ambulance	95.16	94.61	94.31	94.61	94.26	94.89	95.89	
Comfort of the ride	88.67	90.63	89.05	86.45	88.54	89.07	90.38	
Skill of the person driving the ambulance	94.49	94.51	94.38	94.00	93.44	95.15	96.01	
Care shown by the medics who arrived with the ambulance	94.43	93.69	95.24	94.83	93.00	95.98	96.23	
Degree to which the medics took your problem seriously	94.39	93.27	94.97	95.18	93.29	95.57	96.06	
Degree to which the medics listened to you and/or your family	93.73	92.89	94.99	94.57	93.00	95.40	95.78	
Skill of the medics	94.58	93.91	94.22	95.08	95.24	95.63	96.45	
Extent to which the medics kept you informed about your	91.65	91.41	93.35	93.32	92.39	94.26	94.69	
Extent to which medics included you in the treatment decisions (if	92.71	90.51	93.51	92.76	91.53	94.48	95.34	
Degree to which the medics relieved your pain or discomfort	89.43	90.13	92.00	90.52	93.32	93.32	95.36	
Medics' concern for your privacy	93.76	91.88	94.48	93.13	93.77	95.36	95.95	
Extent to which medics cared for you as a person	93.33	93.56	95.15	94.48	95.10	95.70	96.79	
Professionalism of the staff in our billing office	88.08	84.63	88.79	87.76	88.00	90.75	93.76	
Willingness of the staff in our billing office to address your needs	88.33	84.55	88.75	87.70	92.00	91.85	94.09	
How well did our staff work together to care for you	93.97	92.26	93.99	93.41	93.03	94.50	96.00	
Extent to which our staff eased your entry into the medical facility	94.38	92.01	94.35	93.06	94.92	93.65	96.50	
Appropriateness of Emergency Medical Transportation treatment	95.04	92.43	94.24	93.63	93.12	94.21	96.33	
Extent to which the services received were worth the fees charged	86.79	86.13	89.19	88.29	90.58	90.44	93.19	
Overall rating of the care provided by our Emergency Medical	92.38	92.89	94.22	94.36	94.69	94.92	95.73	
Likelihood of recommending this ambulance service to others	91.91	91.80	94.34	94.40	95.43	95.29	95.89	
Overall score		92.71	92.02	93.24	93.01	92.88	93.78	95.30



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	95.45	94.20	94.22	94.87	94.12	94.95
Concern shown by the person you called for ambulance service	93.57	94.00	93.98	94.56	93.84	94.68
Extent to which you were told what to do until the ambulance	90.78	92.39	92.36	93.30	92.16	93.16
Extent to which the ambulance arrived in a timely manner	93.36	93.26	93.12	94.52	93.09	94.98
Cleanliness of the ambulance	95.16	95.07	94.95	95.91	94.88	95.72
Comfort of the ride	88.67	89.18	89.02	91.25	88.76	90.15
Skill of the person driving the ambulance	94.49	94.67	94.60	95.67	94.61	95.07
Care shown by the medics who arrived with the ambulance	94.43	95.18	95.07	95.78	94.96	95.55
Degree to which the medics took your problem seriously	94.39	94.97	94.94	95.52	94.83	95.36
Degree to which the medics listened to you and/or your family	93.73	94.69	94.73	95.21	94.55	95.01
Skill of the medics	94.58	95.19	95.00	95.88	94.90	95.78
Extent to which the medics kept you informed about your	91.65	93.49	93.22	93.88	93.15	93.91
Extent to which medics included you in the treatment decisions	92.71	93.36	93.12	94.13	93.01	94.07
Degree to which the medics relieved your pain or discomfort	89.43	91.78	91.63	92.32	91.41	91.74
Medics' concern for your privacy	93.76	94.13	94.02	95.05	93.83	94.73
Extent to which medics cared for you as a person	93.33	94.96	94.89	95.33	94.75	95.07
Professionalism of the staff in our billing office	88.08	89.36	89.22	90.96	89.16	90.62
Willingness of the staff in our billing office to address your	88.33	89.37	89.17	90.91	89.02	89.99
How well did our staff work together to care for you	93.97	94.10	94.03	94.81	93.97	94.83
Extent to which our staff eased your entry into the medical	94.38	94.21	94.10	94.96	94.01	95.10
Appropriateness of Emergency Medical Transportation treatment	95.04	94.12	94.03	95.17	93.87	94.96
Extent to which the services received were worth the fees	86.79	89.39	89.18	90.32	89.09	89.22
Overall rating of the care provided by our Emergency Medical	92.38	94.25	94.14	94.72	94.04	94.44
Likelihood of recommending this ambulance service to others	91.91	93.96	93.95	94.77	93.75	94.25
Overall Score	92.71	93.30	93.20	94.16	93.07	93.89



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		192	27	19	47	13
Minimum Score	25.33	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	94.71	93.22	93.49	93.21	92.45	92.98
Your Percentile		79th	100th	N/A	84th	80th
Your Rank		19	1	N/A	7	3

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	93.54	92.37
Dispatch	93.58	92.2
Helpfulness of the person you called for ambulance service	93.86	92.83
Concern shown by the person you called for ambulance service	93.72	92.59
Extent to which you were told what to do until the ambulance	93.16	91.17
Ambulance	93.47	92
Extent to which the ambulance arrived in a timely manner	93.74	92.19
Cleanliness of the ambulance	96.45	94.45
Comfort of the ride	88.93	87.60
Skill of the person driving the ambulance	94.77	93.78
Medic	94.46	93.32
Care shown by the medics who arrived with the ambulance	95.24	94.33
Degree to which the medics took your problem seriously	95.21	94.24
Degree to which the medics listened to you and/or your family	94.86	93.93
Skill of the medics	95.56	94.34
Extent to which the medics kept you informed about your treatment	94.09	92.55
Extent to which medics included you in the treatment decisions (if	93.72	92.33
Degree to which the medics relieved your pain or discomfort	90.61	90.65
Medics' concern for your privacy	95.44	93.32
Extent to which medics cared for you as a person	95.44	94.21
Billing Office Staff	87.6	88.72



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.54	92.37
Billing Office Staff	87.6	88.72
Professionalism of the staff in our billing office	87.63	88.69
Willingness of the staff in our billing office to address your needs	87.57	88.75
Overall Experience	94.15	92.5
How well did our staff work together to care for you	95.61	93.46
Extent to which our staff eased your entry into the medical facility	95.62	93.59
Appropriateness of Emergency Medical Transportation treatment	95.15	93.37
Extent to which the services received were worth the fees charged	88.39	87.85
Overall rating of the care provided by our Emergency Medical	95.06	93.54
Likelihood of recommending this ambulance service to others	95.09	93.17



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	57	33	114	497	2898	80.52%	79.50%
Dispatch	8	3	11	65	388	81.68%	79.39%
Helpfulness of the person you called for ambulance service	2	0	1	19	137	86.16%	81.24%
Concern shown by the person you called for ambulance service	3	1	2	22	131	82.39%	80.35%
Extent to which you were told what to do until the ambulance arrived	3	2	8	24	120	76.43%	76.59%
Ambulance	5	5	21	98	490	79.16%	77.71%
Extent to which the ambulance arrived in a timely manner	1	1	5	25	126	79.75%	78.26%
Cleanliness of the ambulance	0	1	2	23	129	83.23%	82.35%
Comfort of the ride	3	2	12	27	108	71.05%	68.37%
Skill of the person driving the ambulance	1	1	2	23	127	82.47%	81.84%
Medic	29	13	40	153	1175	83.33%	82.69%
Care shown by the medics who arrived with the ambulance	4	0	3	14	140	86.96%	85.51%
Degree to which the medics took your problem seriously	3	2	3	12	140	87.50%	85.44%
Degree to which the medics listened to you and/or your family	3	3	3	13	137	86.16%	84.49%
Skill of the medics	3	1	3	14	140	86.96%	84.76%
Extent to which the medics kept you informed about your treatment	5	1	5	20	127	80.38%	80.53%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	57	33	114	497	2898	80.52%	79.50%
Extent to which medics included you in the treatment decisions (if applicable)	3	0	5	21	118	80.27%	80.32%
Degree to which the medics relieved your pain or discomfort	4	4	9	18	116	76.82%	76.26%
Medics' concern for your privacy	1	1	5	22	127	81.41%	81.50%
Extent to which medics cared for you as a person	3	1	4	19	130	82.80%	85.37%
Billing Office Staff	0	1	22	53	136	64.15%	66.64%
Professionalism of the staff in our billing office	0	0	12	27	68	63.55%	66.35%
Willingness of the staff in our billing office to address your needs	0	1	10	26	68	64.76%	66.93%
Overall Experience	15	11	20	128	709	80.29%	80.25%
How well did our staff work together to care for you	2	1	3	20	127	83.01%	81.43%
Extent to which our staff eased your entry into the medical facility	1	1	4	19	126	83.44%	81.60%
Appropriateness of Emergency Medical Transportation treatment	1	1	2	19	128	84.77%	81.72%
Extent to which the services received were worth the fees charged	4	4	5	24	80	68.38%	71.25%
Overall rating of the care provided by our Emergency Medical Transportation service	3	2	3	24	125	79.62%	82.75%
Likelihood of recommending this ambulance service to others	4	2	3	22	123	79.87%	82.74%