

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

April 1, 2022 to April 30, 2022

Your Score

91.01

Your Patients in this Report

144

Total Patients in this Report

5,890

Total EMS Organizations

193





Executive Summary

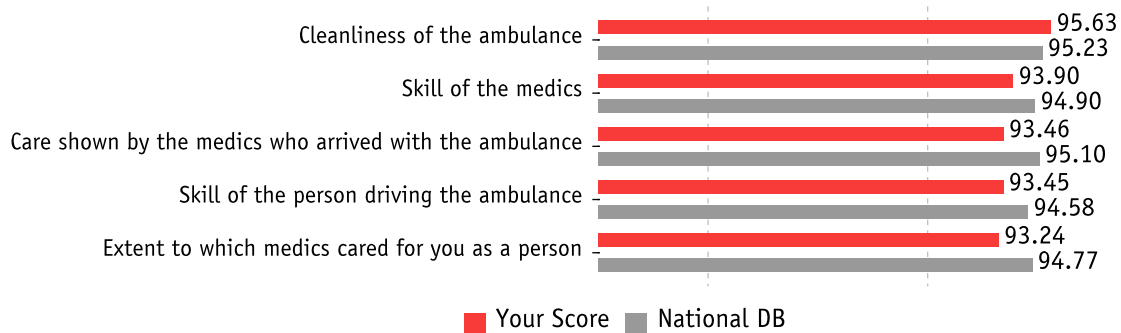
Your overall score for the time period selected is **91.01**. This is a difference of **-1.70** from your previous period's score of **92.71**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **77.29%**.

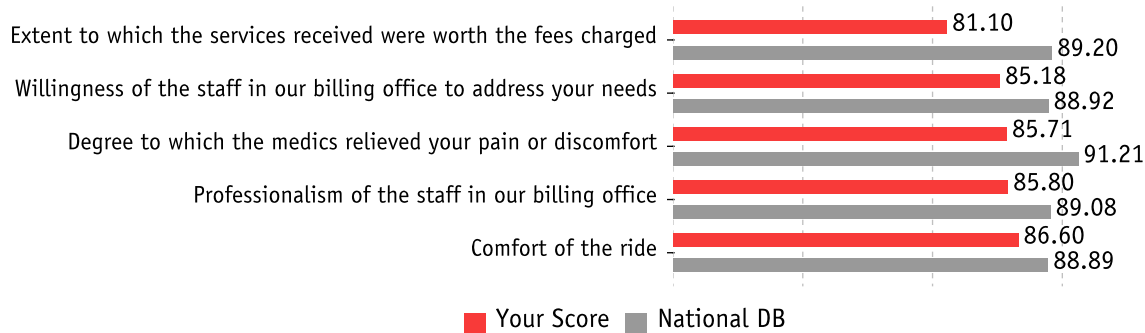
In addition, your rolling 12- month score of **94.10** is a difference of **1.38** from the national database score of **92.72**.

When compared to all organizations in the national database, your score of **94.10** is ranked **25th** and **3rd** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

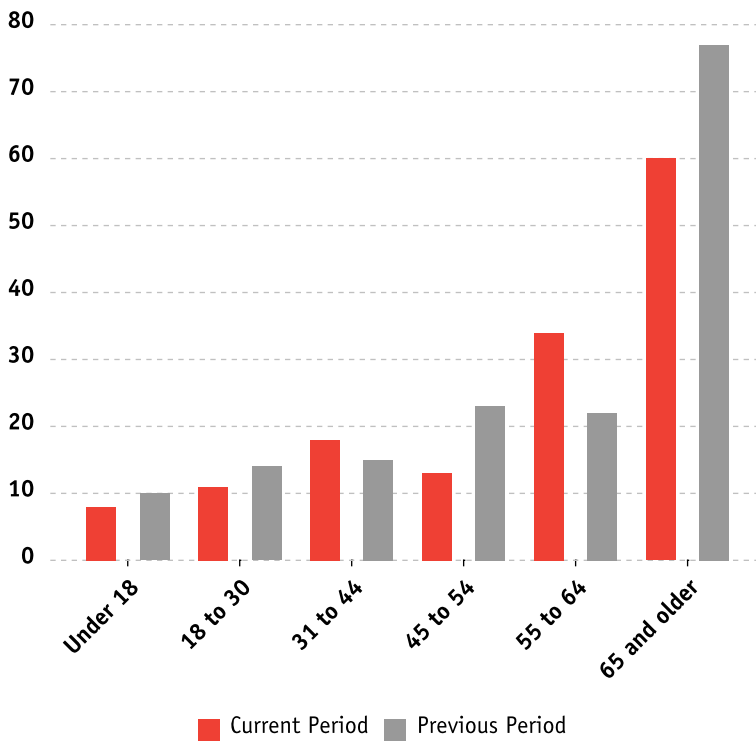




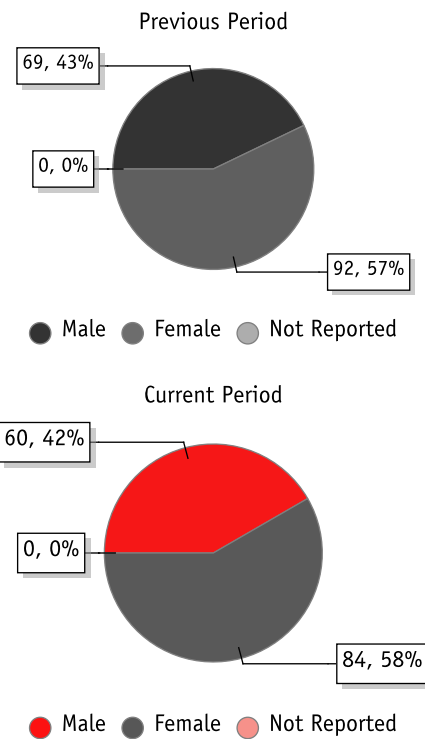
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Not Reported	Total	Current Period		
		Male	Female	Not Reported			Male	Female	Not Reported
Under 18	10	7	3	0	8	5	3	0	
18 to 30	14	4	10	0	11	5	6	0	
31 to 44	15	7	8	0	18	7	11	0	
45 to 54	23	10	13	0	13	7	6	0	
55 to 64	22	8	14	0	34	12	22	0	
65 and older	77	33	44	0	60	24	36	0	
Total	161	69	92	0	144	60	84	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	92.06	95.45	-3.39	93.88
Concern shown by the person you called for ambulance service	92.10	93.57	-1.47	93.68
Extent to which you were told what to do until the ambulance arrived	89.34	90.78	-1.44	92.23
Ambulance Composite	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	90.47	93.36	-2.89	92.85
Cleanliness of the ambulance	95.63	95.16	0.47	95.23
Comfort of the ride	86.60	88.67	-2.07	88.89
Skill of the person driving the ambulance	93.45	94.49	-1.04	94.58
Medic Composite	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	93.46	94.43	-0.97	95.10
Degree to which the medics took your problem seriously	93.03	94.39	-1.36	94.95
Degree to which the medics listened to you and/or your family	92.34	93.73	-1.39	94.45
Skill of the medics	93.90	94.58	-0.68	94.90
Extent to which the medics kept you informed about your treatment	91.33	91.65	-0.32	93.24
Extent to which medics included you in the treatment decisions (if applicable)	91.69	92.71	-1.02	93.06
Degree to which the medics relieved your pain or discomfort	85.71	89.43	-3.72	91.21
Medics' concern for your privacy	92.34	93.76	-1.42	93.97
Extent to which medics cared for you as a person	93.24	93.33	-0.09	94.77
Billing Office Staff Composite	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	85.80	88.08	-2.28	89.08
Willingness of the staff in our billing office to address your needs	85.18	88.33	-3.15	88.92



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	92.36	93.97	-1.61	94.14
Extent to which our staff eased your entry into the medical facility	92.12	94.38	-2.26	94.28
Appropriateness of Emergency Medical Transportation treatment	91.81	95.04	-3.23	94.24
Extent to which the services received were worth the fees charged	81.10	86.79	-5.69	89.20
Overall rating of the care provided by our Emergency Medical Transportation	92.05	92.38	-0.33	94.28
Likelihood of recommending this ambulance service to others	91.58	91.91	-0.33	94.06



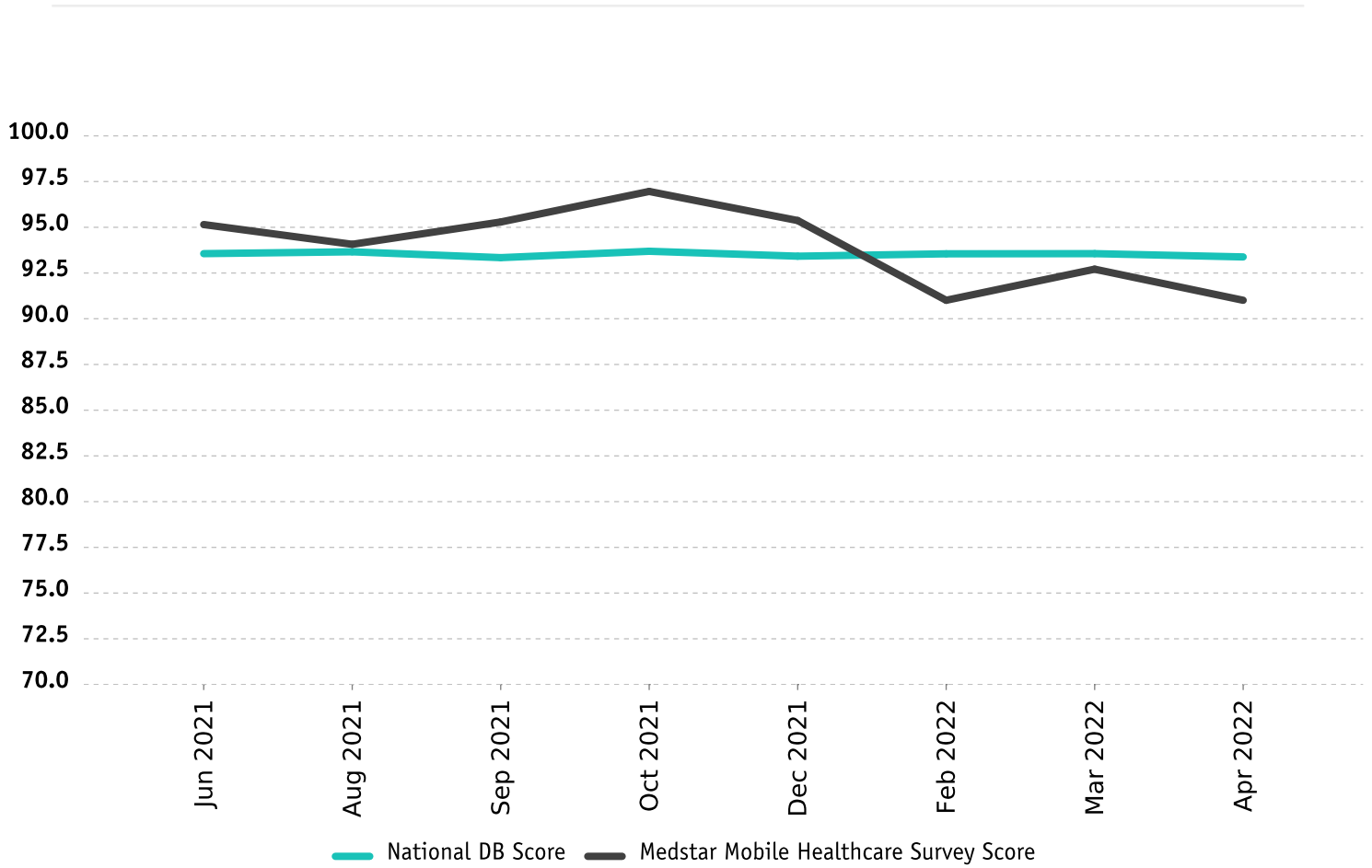
Monthly Breakdown

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

	May 2021	Jun 2021	Aug 2021	Sep 2021	Oct 2021	Dec 2021	Feb 2022	Mar 2022	Apr 2022
Helpfulness of the person you called for ambulance service	95.61	95.93	94.09	94.14	95.10	98.08	95.16	95.45	92.06
Concern shown by the person you called for ambulance service	95.83	95.35	93.40	94.02	95.59	98.04	92.70	93.57	92.10
Extent to which you were told what to do until the ambulance arrived	96.15	95.12	95.10	95.23	94.61	97.00	90.69	90.78	89.34
Extent to which the ambulance arrived in a timely manner	94.64	94.78	91.17	93.91	94.28	89.81	92.34	93.36	90.47
Cleanliness of the ambulance	98.08	97.09	96.43	96.72	98.27	98.71	94.75	95.16	95.63
Comfort of the ride	91.42	90.72	91.83	90.94	95.52	88.85	85.40	88.67	86.60
Skill of the person driving the ambulance	98.28	95.72	94.86	95.26	97.50	96.96	93.40	94.49	93.45
Care shown by the medics who arrived with the ambulance	97.00	95.61	94.88	96.18	96.80	96.41	93.46	94.43	93.46
Degree to which the medics took your problem seriously	97.20	95.61	94.64	95.94	97.38	94.82	92.83	94.39	93.03
Degree to which the medics listened to you and/or your family	96.34	95.05	93.60	95.95	96.98	94.53	92.63	93.73	92.34
Skill of the medics	98.16	96.35	94.85	96.35	98.00	96.98	94.18	94.58	93.90
Extent to which the medics kept you informed about your treatment	97.29	94.83	93.86	95.27	96.85	94.18	90.61	91.65	91.33
Extent to which medics included you in the treatment decisions (if	96.60	94.24	90.82	94.72	97.42	93.06	90.61	92.71	91.69
Degree to which the medics relieved your pain or discomfort	95.51	90.50	88.01	91.01	93.57	89.78	87.52	89.43	85.71
Medics' concern for your privacy	98.70	95.50	95.72	96.83	97.07	98.04	91.38	93.76	92.34
Extent to which medics cared for you as a person	98.57	96.15	96.34	96.05	97.93	97.78	91.93	93.33	93.24
Professionalism of the staff in our billing office	25.00	100.00	100.00		100.00	100.00	85.93	88.08	85.80
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	85.18
How well did our staff work together to care for you	98.53	96.34	97.06	96.65	97.54	97.16	92.49	93.97	92.36
Extent to which our staff eased your entry into the medical facility	97.92	95.88	95.23	94.93	97.38	96.50	91.57	94.38	92.12
Appropriateness of Emergency Medical Transportation treatment	98.52	96.41	94.52	95.85	97.46	97.13	90.92	95.04	91.81
Extent to which the services received were worth the fees charged	80.83	87.55	78.95	75.00	91.67	91.35	82.55	86.79	81.10
Overall rating of the care provided by our Emergency Medical Transportation	98.17	95.60	94.35	96.68	98.39	96.00	91.70	92.38	92.05
Likelihood of recommending this ambulance service to others	97.54	95.52	94.02	96.69	98.09	95.90	90.71	91.91	91.58
Overall Score	96.82	95.15	94.07	95.29	96.96	95.37	91.01	92.71	91.01
Respondents	125	125	126	125	125	125	145	161	144



Monthly Overall Survey Score





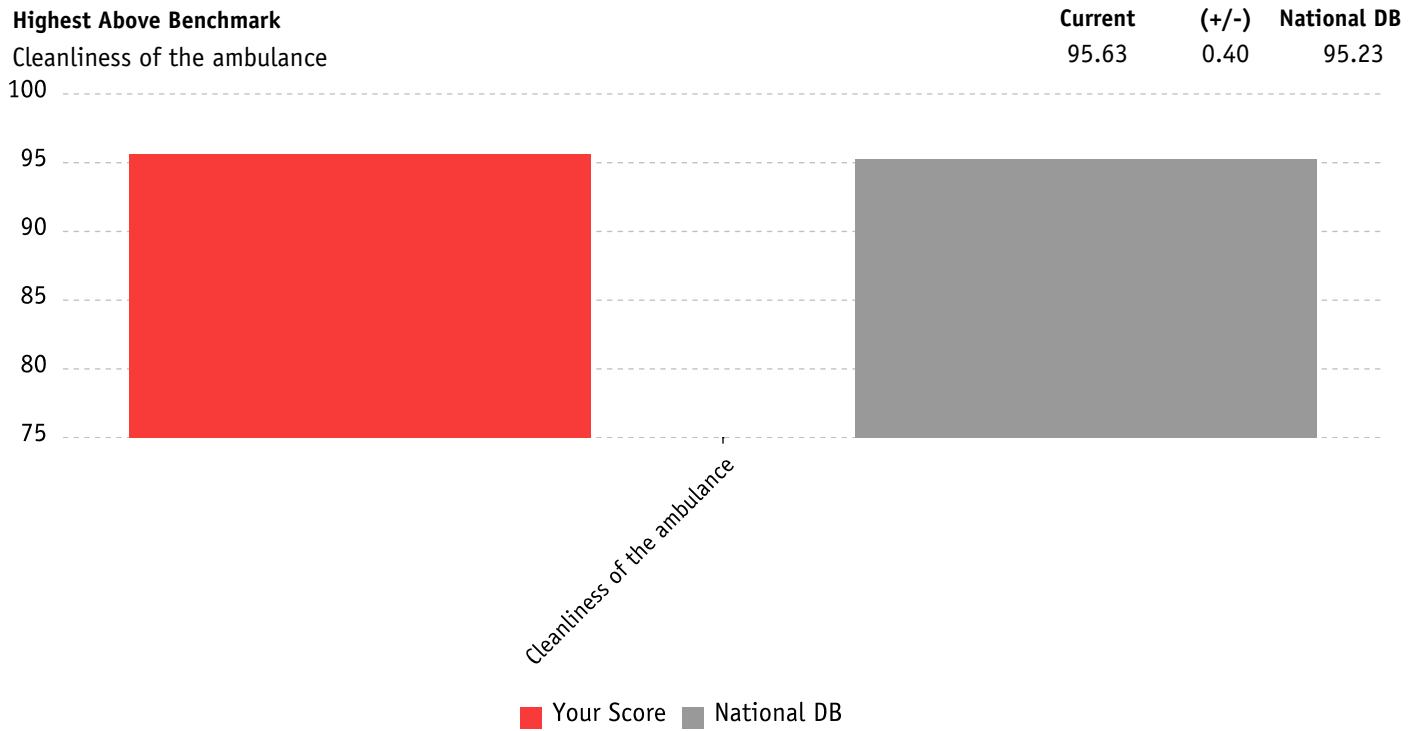
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Cleanliness of the ambulance	95.63	95.16	0.47	95.23

Decreases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	81.10	86.79	-5.68	89.20
Degree to which the medics relieved your pain or discomfort	85.71	89.43	-3.72	91.21
Helpfulness of the person you called for ambulance service	92.06	95.45	-3.40	93.88
Appropriateness of Emergency Medical Transportation treatment	91.81	95.04	-3.23	94.24
Willingness of the staff in our billing office to address your needs	85.18	88.33	-3.16	88.92
Extent to which the ambulance arrived in a timely manner	90.47	93.36	-2.89	92.85
Professionalism of the staff in our billing office	85.80	88.08	-2.28	89.08
Extent to which our staff eased your entry into the medical facility	92.12	94.38	-2.26	94.28
Comfort of the ride	86.60	88.67	-2.08	88.89
How well did our staff work together to care for you	92.36	93.97	-1.61	94.14



Greatest Scores Above Benchmarks by Question





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
Care shown by the medics who arrived with the ambulance	93.46	.940594229
Extent to which medics cared for you as a person	93.24	.932024776
How well did our staff work together to care for you	92.36	.920499499
Degree to which the medics took your problem seriously	93.03	.917423628
Concern shown by the person you called for ambulance service	92.10	.915723953
Skill of the medics	93.90	.913795021
Degree to which the medics listened to you and/or your family	92.34	.90873848
Extent to which our staff eased your entry into the medical facility	92.12	.908162181
Extent to which medics included you in the treatment decisions (if applicable)	91.69	.901042804
Appropriateness of Emergency Medical Transportation treatment	91.81	.898890989
Extent to which the medics kept you informed about your treatment	91.33	.894255151
Medics' concern for your privacy	92.34	.877956427
Cleanliness of the ambulance	95.63	.834068175
Extent to which you were told what to do until the ambulance arrived	89.34	.826495167
Degree to which the medics relieved your pain or discomfort	85.71	.82635031
Extent to which the ambulance arrived in a timely manner	90.47	.821880316
Helpfulness of the person you called for ambulance service	92.06	.817357063
Extent to which the services received were worth the fees charged	81.10	.799858859
Skill of the person driving the ambulance	93.45	.770833437
Professionalism of the staff in our billing office	85.80	.761363774
Willingness of the staff in our billing office to address your needs	85.18	.756642577
Comfort of the ride	86.60	.754740061



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	92.06	93.07	92.45	95.19	94.23	93.77	94.38
Concern shown by the person you called for ambulance service	92.10	92.51	92.29	94.81	93.27	94.02	94.66
Extent to which you were told what to do until the ambulance	89.34	91.09	91.59	94.26	90.79	93.39	90.79
Extent to which the ambulance arrived in a timely manner	90.47	93.51	89.77	92.87	91.48	90.79	92.66
Cleanliness of the ambulance	95.63	95.03	93.46	95.59	95.22	95.67	95.17
Comfort of the ride	86.60	90.05	84.48	88.07	88.22	88.94	90.60
Skill of the person driving the ambulance	93.45	94.42	92.51	95.10	95.90	94.23	95.23
Care shown by the medics who arrived with the ambulance	93.46	93.93	94.47	96.24	93.53	93.65	95.32
Degree to which the medics took your problem seriously	93.03	93.80	94.78	96.14	93.43	93.20	95.26
Degree to which the medics listened to you and/or your family	92.34	93.63	94.43	95.00	93.01	93.42	94.75
Skill of the medics	93.90	94.50	94.11	96.00	93.93	93.54	94.85
Extent to which the medics kept you informed about your	91.33	92.61	92.19	93.88	90.31	93.02	93.22
Extent to which medics included you in the treatment decisions (if	91.69	93.45	92.90	92.97	89.95	92.07	93.00
Degree to which the medics relieved your pain or discomfort	85.71	90.97	89.07	92.02	92.44	94.02	90.38
Medics' concern for your privacy	92.34	94.10	92.62	95.23	93.68	94.50	93.88
Extent to which medics cared for you as a person	93.24	93.98	94.16	96.18	92.36	94.11	94.43
Professionalism of the staff in our billing office	85.80	85.27	88.97	90.29	90.35	88.26	91.17
Willingness of the staff in our billing office to address your needs	85.18	85.77	89.44	89.27	92.00	88.26	91.26
How well did our staff work together to care for you	92.36	92.40	93.72	95.75	95.24	92.45	93.60
Extent to which our staff eased your entry into the medical facility	92.12	93.63	93.48	95.35	94.33	94.90	94.25
Appropriateness of Emergency Medical Transportation treatment	91.81	94.46	93.54	95.42	95.09	92.33	93.05
Extent to which the services received were worth the fees charged	81.10	88.00	87.88	91.50	89.67	89.20	90.53
Overall rating of the care provided by our Emergency Medical	92.05	93.51	93.93	95.98	94.73	94.91	94.00
Likelihood of recommending this ambulance service to others	91.58	92.91	93.84	95.79	92.84	93.75	94.16
Overall score	91.01	92.66	92.23	94.42	92.85	92.92	93.50



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	92.06	93.88	93.48	94.03	93.62	93.65
Concern shown by the person you called for ambulance service	92.10	93.68	93.53	93.68	93.46	93.48
Extent to which you were told what to do until the ambulance	89.34	92.23	91.91	92.96	91.72	91.85
Extent to which the ambulance arrived in a timely manner	90.47	92.85	92.53	93.72	92.54	92.99
Cleanliness of the ambulance	95.63	95.23	94.94	96.05	94.85	95.81
Comfort of the ride	86.60	88.89	88.45	90.51	88.12	89.96
Skill of the person driving the ambulance	93.45	94.58	94.37	94.67	94.12	94.65
Care shown by the medics who arrived with the ambulance	93.46	95.10	94.78	95.13	94.86	94.90
Degree to which the medics took your problem seriously	93.03	94.95	94.78	94.98	94.82	94.80
Degree to which the medics listened to you and/or your family	92.34	94.45	94.24	94.94	94.30	94.63
Skill of the medics	93.90	94.90	94.62	95.27	94.67	95.00
Extent to which the medics kept you informed about your	91.33	93.24	93.04	94.18	93.01	93.56
Extent to which medics included you in the treatment decisions	91.69	93.06	92.78	93.88	92.71	93.03
Degree to which the medics relieved your pain or discomfort	85.71	91.21	90.90	91.81	90.84	90.53
Medics' concern for your privacy	92.34	93.97	93.81	94.59	93.78	93.82
Extent to which medics cared for you as a person	93.24	94.77	94.54	95.13	94.61	94.68
Professionalism of the staff in our billing office	85.80	89.08	89.11	88.95	88.63	88.45
Willingness of the staff in our billing office to address your	85.18	88.92	89.01	88.29	88.49	87.68
How well did our staff work together to care for you	92.36	94.14	93.82	94.37	93.70	93.86
Extent to which our staff eased your entry into the medical	92.12	94.28	94.17	94.22	94.10	94.14
Appropriateness of Emergency Medical Transportation treatment	91.81	94.24	94.15	94.11	94.00	93.68
Extent to which the services received were worth the fees	81.10	89.20	88.82	87.70	88.69	87.01
Overall rating of the care provided by our Emergency Medical	92.05	94.28	94.12	94.51	94.06	94.04
Likelihood of recommending this ambulance service to others	91.58	94.06	93.78	93.67	93.68	93.55
Overall Score	91.01	93.13	92.90	93.39	92.81	92.91



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		193	28	19	47	13
Minimum Score	1	1.00	1.00	1.00	1.00	1.00
Maximum Score	100	100	100	100	100	100
Mean Score	94.09	92.72	92.35	92.19	92.74	92.17
Your Percentile		71st	89th	N/A	77th	50th
Your Rank		25	3	N/A	9	6

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	93.48	92.38
Dispatch	93.51	92.2
Helpfulness of the person you called for ambulance service	93.81	92.84
Concern shown by the person you called for ambulance service	93.67	92.60
Extent to which you were told what to do until the ambulance	93.05	91.17
Ambulance	93.44	92.02
Extent to which the ambulance arrived in a timely manner	93.70	92.20
Cleanliness of the ambulance	96.43	94.46
Comfort of the ride	88.90	87.61
Skill of the person driving the ambulance	94.75	93.79
Medic	94.43	93.33
Care shown by the medics who arrived with the ambulance	95.22	94.33
Degree to which the medics took your problem seriously	95.18	94.25
Degree to which the medics listened to you and/or your family	94.83	93.94
Skill of the medics	95.54	94.35
Extent to which the medics kept you informed about your treatment	94.05	92.56
Extent to which medics included you in the treatment decisions (if	93.68	92.33
Degree to which the medics relieved your pain or discomfort	90.54	90.65
Medics' concern for your privacy	95.40	93.33
Extent to which medics cared for you as a person	95.41	94.22
Billing Office Staff	87.45	88.72



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.48	92.38
Billing Office Staff	87.45	88.72
Professionalism of the staff in our billing office	87.50	88.69
Willingness of the staff in our billing office to address your needs	87.40	88.74
Overall Experience	94.08	92.5
How well did our staff work together to care for you	95.57	93.46
Extent to which our staff eased your entry into the medical facility	95.58	93.59
Appropriateness of Emergency Medical Transportation treatment	95.10	93.38
Extent to which the services received were worth the fees charged	88.20	87.86
Overall rating of the care provided by our Emergency Medical	95.02	93.55
Likelihood of recommending this ambulance service to others	95.04	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	79	28	139	489	2502	77.29%	78.69%
Dispatch	12	3	12	68	326	77.43%	78.61%
Helpfulness of the person you called for ambulance service	5	1	2	18	115	81.56%	80.38%
Concern shown by the person you called for ambulance service	3	0	5	23	111	78.17%	79.34%
Extent to which you were told what to do until the ambulance arrived	4	2	5	27	100	72.46%	76.12%
Ambulance	11	3	22	90	425	77.13%	77.45%
Extent to which the ambulance arrived in a timely manner	6	0	7	16	112	79.43%	77.73%
Cleanliness of the ambulance	1	0	1	18	117	85.40%	82.82%
Comfort of the ride	2	3	13	30	88	64.71%	67.76%
Skill of the person driving the ambulance	2	0	1	26	108	78.83%	81.50%
Medic	31	12	43	163	1013	80.27%	81.61%
Care shown by the medics who arrived with the ambulance	3	1	6	10	121	85.82%	84.86%
Degree to which the medics took your problem seriously	3	2	4	14	120	83.92%	84.79%
Degree to which the medics listened to you and/or your family	5	1	1	19	117	81.82%	83.23%
Skill of the medics	3	0	1	21	118	82.52%	83.91%
Extent to which the medics kept you informed about your treatment	3	1	6	22	109	77.30%	79.26%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	79	28	139	489	2502	77.29%	78.69%
Extent to which medics included you in the treatment decisions (if applicable)	3	2	5	17	108	80.00%	79.20%
Degree to which the medics relieved your pain or discomfort	6	2	14	20	94	69.12%	74.80%
Medics' concern for your privacy	2	1	5	22	110	78.57%	80.28%
Extent to which medics cared for you as a person	3	2	1	18	116	82.86%	84.19%
Billing Office Staff	5	1	22	51	124	61.08%	64.90%
Professionalism of the staff in our billing office	2	0	13	24	63	61.76%	64.79%
Willingness of the staff in our billing office to address your needs	3	1	9	27	61	60.40%	65.00%
Overall Experience	20	9	40	117	614	76.75%	79.76%
How well did our staff work together to care for you	3	1	4	19	110	80.29%	81.23%
Extent to which our staff eased your entry into the medical facility	3	0	3	25	105	77.21%	81.24%
Appropriateness of Emergency Medical Transportation treatment	3	0	5	23	106	77.37%	81.42%
Extent to which the services received were worth the fees charged	3	5	18	18	63	58.88%	70.02%
Overall rating of the care provided by our Emergency Medical Transportation service	4	2	5	13	117	82.98%	82.20%
Likelihood of recommending this ambulance service to others	4	1	5	19	113	79.58%	82.44%