

Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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Patient Experience Report

September 1, 2022 to September 30, 2022

Your Score

90.97

Your Patients in this Report

84

Total Patients in this Report

4,636

Total EMS Organizations

217





Executive Summary

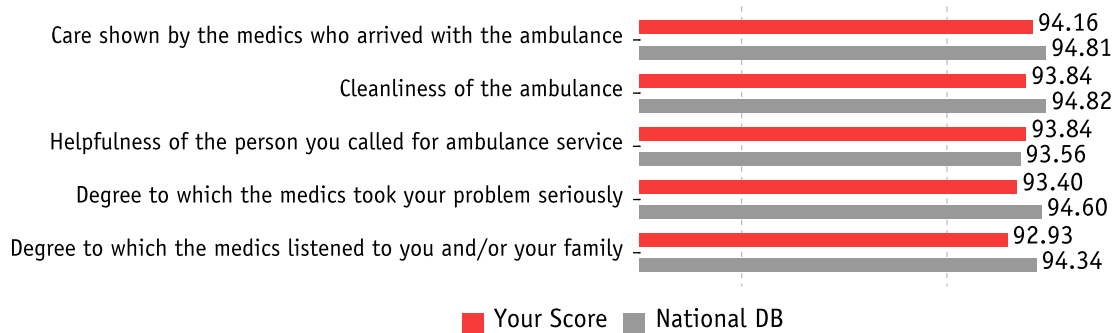
Your overall score for the time period selected is **90.97**. This is a difference of **1.17** from your previous period's score of **89.80**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **76.24%**.

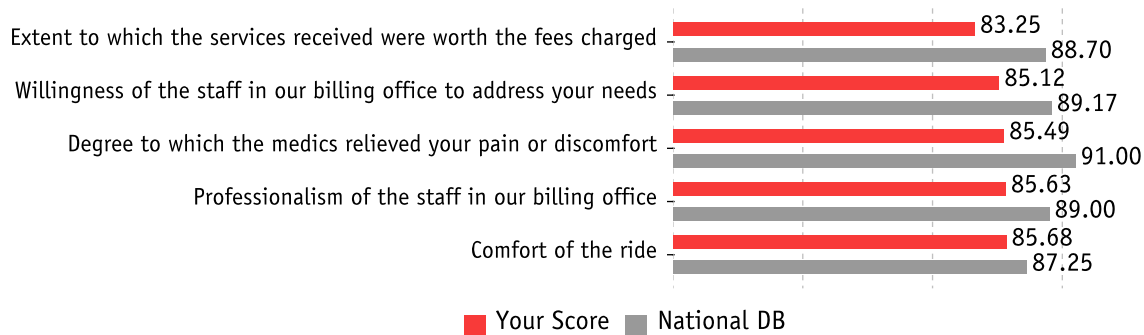
In addition, your rolling 12- month score of **92.10** is a difference of **-1.44** from the national database score of **93.54**.

When compared to all organizations in the national database, your score of **92.10** is ranked **54th** and **13th** for comparably sized organizations.

5 Highest Scores



5 Lowest Scores

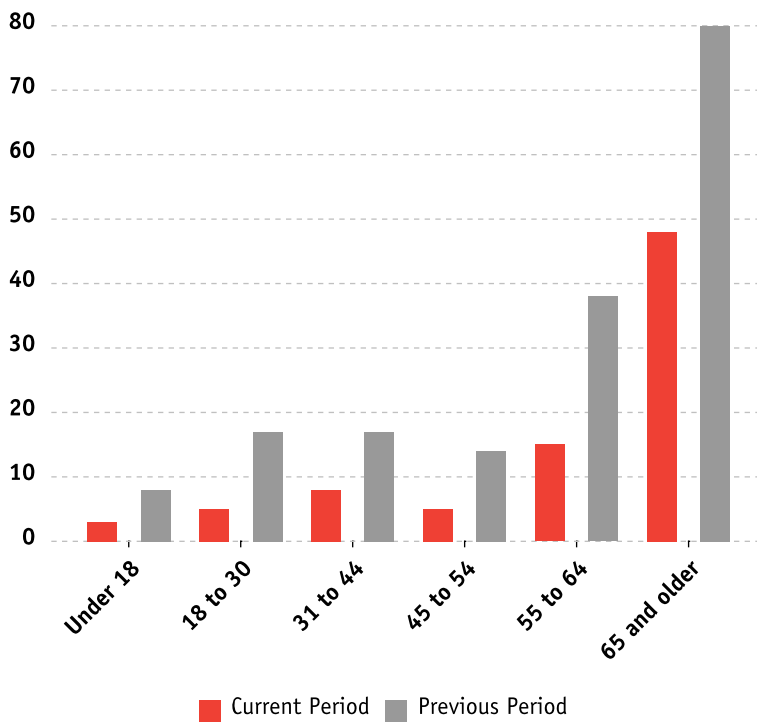




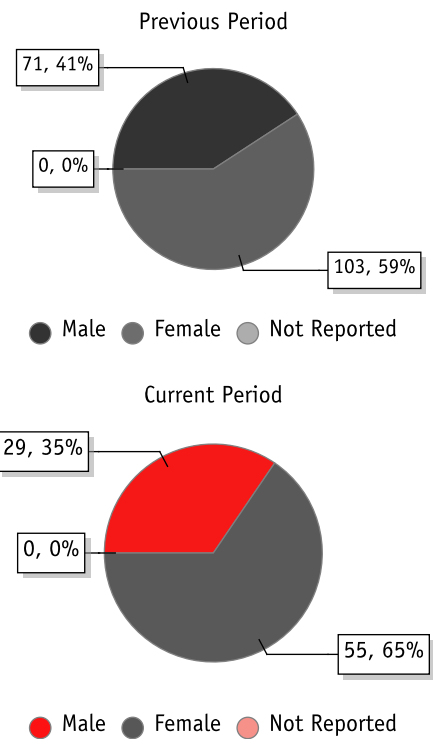
Demographics — This report provides basic information about the patient's age and gender.

	Total	Previous Period			Not Reported	Total	Current Period		
		Male	Female	Not Reported			Male	Female	Not Reported
Under 18	8	3	5	0	3	1	2	0	
18 to 30	17	9	8	0	5	0	5	0	
31 to 44	17	7	10	0	8	1	7	0	
45 to 54	14	6	8	0	5	2	3	0	
55 to 64	38	12	26	0	15	5	10	0	
65 and older	80	34	46	0	48	20	28	0	
Total	174	71	103	0	84	29	55	0	

Age Ranges



Gender





Dispatch Composite

This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Helpfulness of the person you called for ambulance service



Concern shown by the person you called for ambulance service



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



Overall Composite Score





Ambulance Composite

This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Extent to which the ambulance arrived in a timely manner



Cleanliness of the ambulance



Comfort of the ride



Skill of the person driving the ambulance



Overall Composite Score





Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Care shown by the medics who arrived with the ambulance



Degree to which the medics took your problem seriously



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



Skill of the medics



Extent to which the medics kept you informed about your treatment



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



Degree to which the medics relieved your pain or discomfort





Medic Composite

This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Medics' concern for your privacy



Extent to which medics cared for you as a person



Overall Composite Score





Billing Office Staff Composite

This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

Professionalism of the staff in our billing office



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



Overall Composite Score





Overall Experience Composite

This report shows mean scores for each Overall Experience survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.

How well did our staff work together to care for you



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



Appropriateness of Emergency Medical Transportation treatment



Extent to which the services received were worth the fees charged



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



Likelihood of recommending this ambulance service to others



Overall Composite Score





Question Analysis

This report shows your current score for the time period selected compared to the corresponding previous time period and the change between the two periods. The national DB score is included for reference

Dispatch Composite

	Current	Previous	(+/-)	National DB
Helpfulness of the person you called for ambulance service	93.84	90.67	3.17	93.56
Concern shown by the person you called for ambulance service	92.30	88.21	4.09	93.10
Extent to which you were told what to do until the ambulance arrived	92.32	89.39	2.93	91.73

Ambulance Composite

	Current	Previous	(+/-)	National DB
Extent to which the ambulance arrived in a timely manner	90.75	87.66	3.09	92.06
Cleanliness of the ambulance	93.84	92.37	1.47	94.82
Comfort of the ride	85.68	84.11	1.57	87.25
Skill of the person driving the ambulance	92.33	90.41	1.92	93.95

Medic Composite

	Current	Previous	(+/-)	National DB
Care shown by the medics who arrived with the ambulance	94.16	92.77	1.39	94.81
Degree to which the medics took your problem seriously	93.40	92.03	1.37	94.60
Degree to which the medics listened to you and/or your family	92.93	91.35	1.58	94.34
Skill of the medics	92.80	93.36	-0.56	94.85
Extent to which the medics kept you informed about your treatment	91.18	90.07	1.11	93.04
Extent to which medics included you in the treatment decisions (if applicable)	92.69	90.22	2.47	92.77
Degree to which the medics relieved your pain or discomfort	85.49	88.94	-3.45	91.00
Medics' concern for your privacy	92.11	92.71	-0.60	93.85
Extent to which medics cared for you as a person	92.58	92.23	0.35	94.59

Billing Office Staff Composite

	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	85.63	85.47	0.16	89.00
Willingness of the staff in our billing office to address your needs	85.12	84.44	0.68	89.17



Question Analysis (Continued)

Overall Experience Composite	Current	Previous	(+/-)	National DB
How well did our staff work together to care for you	92.21	90.89	1.32	93.91
Extent to which our staff eased your entry into the medical facility	91.16	91.33	-0.17	94.04
Appropriateness of Emergency Medical Transportation treatment	91.90	90.42	1.48	93.82
Extent to which the services received were worth the fees charged	83.25	82.78	0.47	88.70
Overall rating of the care provided by our Emergency Medical Transportation	91.38	89.88	1.50	93.91
Likelihood of recommending this ambulance service to others	89.13	89.28	-0.15	93.37



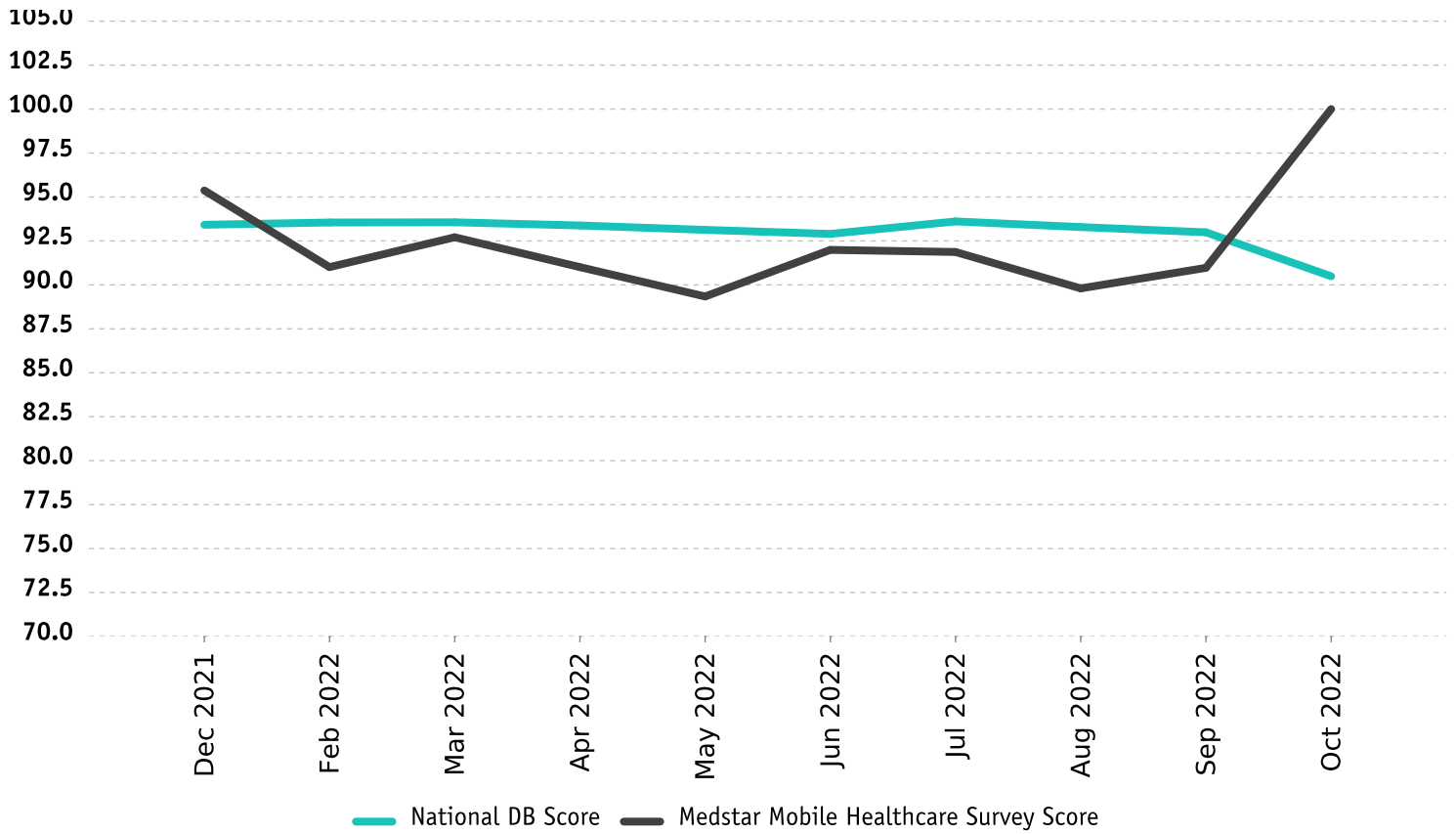
Monthly Breakdown

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

	Oct 2021	Dec 2021	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Helpfulness of the person you called for ambulance service	95.10	98.08	95.16	95.45	92.06	91.25	92.00	94.27	90.67	93.84
Concern shown by the person you called for ambulance service	95.59	98.04	92.70	93.57	92.10	91.64	92.06	93.27	88.21	92.30
Extent to which you were told what to do until the ambulance arrived	94.61	97.00	90.69	90.78	89.34	90.03	91.06	91.07	89.39	92.32
Extent to which the ambulance arrived in a timely manner	94.28	89.81	92.34	93.36	90.47	90.06	92.84	90.02	87.66	90.75
Cleanliness of the ambulance	98.27	98.71	94.75	95.16	95.63	91.63	95.84	94.09	92.37	93.84
Comfort of the ride	95.52	88.85	85.40	88.67	86.60	85.69	87.81	86.34	84.11	85.68
Skill of the person driving the ambulance	97.50	96.96	93.40	94.49	93.45	90.43	93.66	93.07	90.41	92.33
Care shown by the medics who arrived with the ambulance	96.80	96.41	93.46	94.43	93.46	91.65	93.33	93.53	92.77	94.16
Degree to which the medics took your problem seriously	97.38	94.82	92.83	94.39	93.03	91.17	92.48	94.10	92.03	93.40
Degree to which the medics listened to you and/or your family	96.98	94.53	92.63	93.73	92.34	91.05	92.91	92.38	91.35	92.93
Skill of the medics	98.00	96.98	94.18	94.58	93.90	91.01	94.68	94.89	93.36	92.80
Extent to which the medics kept you informed about your treatment	96.85	94.18	90.61	91.65	91.33	89.93	91.57	92.00	90.07	91.18
Extent to which medics included you in the treatment decisions (if	97.42	93.06	90.61	92.71	91.69	89.23	92.65	92.15	90.22	92.69
Degree to which the medics relieved your pain or discomfort	93.57	89.78	87.52	89.43	85.71	84.33	88.88	86.87	88.94	85.49
Medics' concern for your privacy	97.07	98.04	91.38	93.76	92.34	89.53	92.62	92.39	92.71	92.11
Extent to which medics cared for you as a person	97.93	97.78	91.93	93.33	93.24	91.15	92.78	93.57	92.23	92.58
Professionalism of the staff in our billing office	100.00	100.00	85.93	88.08	85.80	86.99	88.87	85.73	85.47	85.63
Willingness of the staff in our billing office to address your needs	100.00	100.00	84.20	88.33	85.18	86.86	88.65	86.03	84.44	85.12
How well did our staff work together to care for you	97.54	97.16	92.49	93.97	92.36	90.41	93.22	94.73	90.89	92.21
Extent to which our staff eased your entry into the medical facility	97.38	96.50	91.57	94.38	92.12	89.28	93.39	94.88	91.33	91.16
Appropriateness of Emergency Medical Transportation treatment	97.46	97.13	90.92	95.04	91.81	89.13	93.26	93.81	90.42	91.90
Extent to which the services received were worth the fees charged	91.67	91.35	82.55	86.79	81.10	80.36	85.36	84.52	82.78	83.25
Overall rating of the care provided by our Emergency Medical Transportation	98.39	96.00	91.70	92.38	92.05	89.71	92.56	93.90	89.88	91.38
Likelihood of recommending this ambulance service to others	98.09	95.90	90.71	91.91	91.58	88.48	92.42	92.52	89.28	89.13
Overall Score	96.96	95.37	91.01	92.71	91.01	89.34	91.99	91.87	89.80	90.97
Respondents	125	125	145	161	144	155	140	135	174	84



Monthly Overall Survey Score





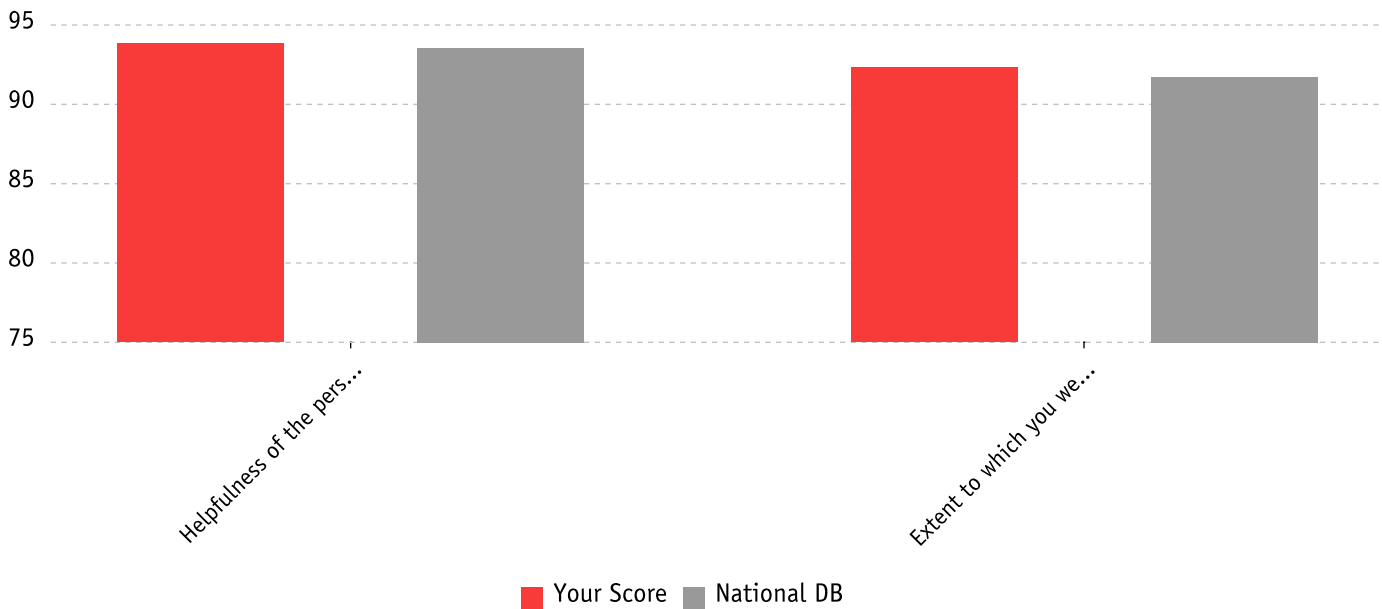
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Concern shown by the person you called for ambulance service	92.30	88.21	4.08	93.10
Helpfulness of the person you called for ambulance service	93.84	90.67	3.17	93.56
Extent to which the ambulance arrived in a timely manner	90.75	87.66	3.09	92.06
Extent to which you were told what to do until the ambulance arrived	92.32	89.39	2.93	91.73
Extent to which medics included you in the treatment decisions (if applicable)	92.69	90.22	2.48	92.77
Skill of the person driving the ambulance	92.33	90.41	1.93	93.95
Degree to which the medics listened to you and/or your family	92.93	91.35	1.58	94.34
Comfort of the ride	85.68	84.11	1.57	87.25
Overall rating of the care provided by our Emergency Medical Transportation service	91.38	89.88	1.51	93.91
Appropriateness of Emergency Medical Transportation treatment	91.90	90.42	1.48	93.82
Decreases	Current	Previous	(+/-)	National DB
Degree to which the medics relieved your pain or discomfort	85.49	88.94	-3.45	91.00
Medics' concern for your privacy	92.11	92.71	-0.59	93.85
Skill of the medics	92.80	93.36	-0.56	94.85
Extent to which our staff eased your entry into the medical facility	91.16	91.33	-0.16	94.04
Likelihood of recommending this ambulance service to others	89.13	89.28	-0.15	93.37



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	Current	(+/-)	National DB
Helpfulness of the person you called for ambulance service	93.84	0.28	93.56
Extent to which you were told what to do until the ambulance arrived	92.32	0.59	91.73





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)	92.69	.943285828
Medics' concern for your privacy	92.11	.93594321
Extent to which medics cared for you as a person	92.58	.920707679
Degree to which the medics listened to you and/or your family	92.93	.919816469
Skill of the medics	92.80	.919303285
How well did our staff work together to care for you	92.21	.914464903
Extent to which the medics kept you informed about your treatment	91.18	.912670327
Degree to which the medics took your problem seriously	93.40	.906573719
Care shown by the medics who arrived with the ambulance	94.16	.903076041
Appropriateness of Emergency Medical Transportation treatment	91.90	.902488233
Skill of the person driving the ambulance	92.33	.879959234
Extent to which our staff eased your entry into the medical facility	91.16	.862829918
Helpfulness of the person you called for ambulance service	93.84	.804006477
Concern shown by the person you called for ambulance service	92.30	.785403614
Extent to which the services received were worth the fees charged	83.25	.783816393
Extent to which you were told what to do until the ambulance arrived	92.32	.781762706
Cleanliness of the ambulance	93.84	.751081335
Degree to which the medics relieved your pain or discomfort	85.49	.727794281
Professionalism of the staff in our billing office	85.63	.726773845
Willingness of the staff in our billing office to address your needs	85.12	.720354118
Extent to which the ambulance arrived in a timely manner	90.75	.71325525
Comfort of the ride	85.68	.624738798



Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies					
		A	B	C	D	E	F
Helpfulness of the person you called for ambulance service	93.84	97.50	93.67	90.91	100.00	93.60	95.83
Concern shown by the person you called for ambulance service	92.30	91.67	93.65	91.29	100.00	93.02	96.88
Extent to which you were told what to do until the ambulance	92.32	91.67	92.63	88.93	100.00	94.32	95.16
Extent to which the ambulance arrived in a timely manner	90.75	97.92	91.14	88.97	91.67	90.34	94.74
Cleanliness of the ambulance	93.84	97.73	94.93	94.49	91.67	95.73	96.67
Comfort of the ride	85.68	90.00	86.15	85.78	91.67	89.02	89.00
Skill of the person driving the ambulance	92.33	95.00	94.55	92.86	91.67	95.83	96.67
Care shown by the medics who arrived with the ambulance	94.16	97.73	95.55	89.83	93.75	93.15	97.26
Degree to which the medics took your problem seriously	93.40	100.00	95.46	90.73	93.75	94.40	96.92
Degree to which the medics listened to you and/or your family	92.93	97.50	95.23	89.46	93.75	94.40	97.57
Skill of the medics	92.80	97.73	96.23	91.56	91.67	96.15	97.57
Extent to which the medics kept you informed about your	91.18	95.00	93.92	88.59	91.67	91.05	96.53
Extent to which medics included you in the treatment decisions (if	92.69	94.44	94.68	86.05	91.67	91.92	97.13
Degree to which the medics relieved your pain or discomfort	85.49	94.44	91.67	86.51	91.67	91.00	95.77
Medics' concern for your privacy	92.11	95.00	94.03	89.55	91.67	94.87	96.83
Extent to which medics cared for you as a person	92.58	97.50	95.62	89.69	93.75	94.76	97.22
Professionalism of the staff in our billing office	85.63	96.88	89.51	80.83	100.00	90.04	91.67
Willingness of the staff in our billing office to address your needs	85.12	95.83	90.22	80.83	100.00	91.04	93.18
How well did our staff work together to care for you	92.21	97.73	93.99	90.91	93.75	94.08	97.50
Extent to which our staff eased your entry into the medical facility	91.16	100.00	94.46	90.16	91.67	96.79	97.10
Appropriateness of Emergency Medical Transportation treatment	91.90	100.00	93.84	88.90	91.67	93.27	96.43
Extent to which the services received were worth the fees charged	83.25	95.00	87.37	90.00	100.00	85.19	94.23
Overall rating of the care provided by our Emergency Medical	91.38	97.50	94.07	89.63	100.00	92.53	97.18
Likelihood of recommending this ambulance service to others	89.13	97.50	93.26	89.15	87.50	92.71	96.83
Overall score	90.97	96.40	93.32	89.40	93.84	92.98	96.08



Benchmark Comparison

	Your Company	Total DB	Similar Sized	Texas	CAAS	ACE
Helpfulness of the person you called for ambulance service	93.84	93.56	93.23	94.35	93.13	94.89
Concern shown by the person you called for ambulance service	92.30	93.10	92.91	93.44	92.67	94.18
Extent to which you were told what to do until the ambulance	92.32	91.73	91.68	93.39	91.57	93.58
Extent to which the ambulance arrived in a timely manner	90.75	92.06	91.44	93.43	91.42	93.55
Cleanliness of the ambulance	93.84	94.82	94.61	95.80	94.49	95.81
Comfort of the ride	85.68	87.25	86.47	90.86	86.41	89.86
Skill of the person driving the ambulance	92.33	93.95	93.63	95.19	93.47	94.83
Care shown by the medics who arrived with the ambulance	94.16	94.81	94.44	95.95	94.38	95.55
Degree to which the medics took your problem seriously	93.40	94.60	94.11	95.45	94.12	95.32
Degree to which the medics listened to you and/or your family	92.93	94.34	93.83	95.36	93.92	94.91
Skill of the medics	92.80	94.85	94.42	95.68	94.35	95.66
Extent to which the medics kept you informed about your	91.18	93.04	92.52	93.94	92.41	93.76
Extent to which medics included you in the treatment decisions	92.69	92.77	92.35	93.99	92.05	93.43
Degree to which the medics relieved your pain or discomfort	85.49	91.00	90.68	92.21	90.28	91.04
Medics' concern for your privacy	92.11	93.85	93.31	94.52	93.31	94.04
Extent to which medics cared for you as a person	92.58	94.59	94.30	95.25	94.16	95.06
Professionalism of the staff in our billing office	85.63	89.00	88.36	89.09	88.54	89.33
Willingness of the staff in our billing office to address your	85.12	89.17	88.57	89.13	88.58	89.65
How well did our staff work together to care for you	92.21	93.91	93.35	94.67	93.39	94.72
Extent to which our staff eased your entry into the medical	91.16	94.04	93.71	94.82	93.80	94.98
Appropriateness of Emergency Medical Transportation treatment	91.90	93.82	93.23	94.38	93.24	94.57
Extent to which the services received were worth the fees	83.25	88.70	87.98	88.76	88.05	88.93
Overall rating of the care provided by our Emergency Medical	91.38	93.91	93.23	94.49	93.34	94.40
Likelihood of recommending this ambulance service to others	89.13	93.37	92.71	94.03	92.87	93.70
Overall Score	90.97	92.76	92.29	93.67	92.25	93.57



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		217	51	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	92.09	93.53	93.03	94.12	92.53	92.40
Your Percentile		31st	29th	N/A	29th	38th
Your Rank		54	13	N/A	23	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	93.27	92.39
Dispatch	93.26	92.22
Helpfulness of the person you called for ambulance service	93.63	92.85
Concern shown by the person you called for ambulance service	93.40	92.62
Extent to which you were told what to do until the ambulance	92.76	91.19
Ambulance	93.26	92.02
Extent to which the ambulance arrived in a timely manner	93.49	92.21
Cleanliness of the ambulance	96.25	94.47
Comfort of the ride	88.71	87.62
Skill of the person driving the ambulance	94.57	93.80
Medic	94.26	93.34
Care shown by the medics who arrived with the ambulance	95.09	94.35
Degree to which the medics took your problem seriously	95.03	94.26
Degree to which the medics listened to you and/or your family	94.67	93.95
Skill of the medics	95.41	94.37
Extent to which the medics kept you informed about your treatment	93.87	92.58
Extent to which medics included you in the treatment decisions (if	93.52	92.35
Degree to which the medics relieved your pain or discomfort	90.31	90.66
Medics' concern for your privacy	95.19	93.35
Extent to which medics cared for you as a person	95.24	94.23
Billing Office Staff	87.2	88.74



Cumulative Comparisons (Continued)

	Your Score	Total DB
Overall Facility Rating	93.27	92.39
Billing Office Staff	87.2	88.74
Professionalism of the staff in our billing office	87.28	88.71
Willingness of the staff in our billing office to address your needs	87.12	88.76
Overall Experience	93.81	92.52
How well did our staff work together to care for you	95.38	93.48
Extent to which our staff eased your entry into the medical facility	95.36	93.61
Appropriateness of Emergency Medical Transportation treatment	94.89	93.40
Extent to which the services received were worth the fees charged	87.64	87.90
Overall rating of the care provided by our Emergency Medical	94.82	93.56
Likelihood of recommending this ambulance service to others	94.77	93.19



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	45	6	84	306	1415	76.24%	77.70%
Dispatch	3	1	8	38	190	79.17%	76.90%
Helpfulness of the person you called for ambulance service	1	0	2	12	66	81.48%	79.04%
Concern shown by the person you called for ambulance service	1	0	3	15	62	76.54%	77.33%
Extent to which you were told what to do until the ambulance arrived	1	1	3	11	62	79.49%	74.32%
Ambulance	5	3	11	65	227	72.99%	74.99%
Extent to which the ambulance arrived in a timely manner	1	1	5	13	61	75.31%	75.50%
Cleanliness of the ambulance	1	0	1	13	62	80.52%	81.34%
Comfort of the ride	1	2	5	23	44	58.67%	64.03%
Skill of the person driving the ambulance	2	0	0	16	60	76.92%	79.07%
Medic	20	0	31	93	583	80.19%	81.16%
Care shown by the medics who arrived with the ambulance	2	0	2	7	70	86.42%	84.04%
Degree to which the medics took your problem seriously	2	0	3	8	70	84.34%	83.97%
Degree to which the medics listened to you and/or your family	2	0	3	9	67	82.72%	83.15%
Skill of the medics	2	0	2	12	67	80.72%	83.63%
Extent to which the medics kept you informed about your treatment	2	0	4	13	63	76.83%	78.69%



Top Box Comparisons (Continued)

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	EMS DB % Very Good
Overall Company Rating	45	6	84	306	1415	76.24%	77.70%
Extent to which medics included you in the treatment decisions (if applicable)	2	0	2	10	61	81.33%	78.56%
Degree to which the medics relieved your pain or discomfort	4	0	8	14	53	67.09%	74.49%
Medics' concern for your privacy	2	0	3	11	63	79.75%	79.96%
Extent to which medics cared for you as a person	2	0	4	9	69	82.14%	83.94%
Billing Office Staff	4	0	12	28	72	62.07%	65.59%
Professionalism of the staff in our billing office	2	0	6	14	37	62.71%	65.29%
Willingness of the staff in our billing office to address your needs	2	0	6	14	35	61.40%	65.89%
Overall Experience	13	2	22	82	343	74.24%	78.75%
How well did our staff work together to care for you	2	0	2	13	63	78.75%	80.31%
Extent to which our staff eased your entry into the medical facility	2	0	3	14	60	75.95%	80.54%
Appropriateness of Emergency Medical Transportation treatment	2	0	2	14	62	77.50%	80.44%
Extent to which the services received were worth the fees charged	3	1	9	10	41	64.06%	69.17%
Overall rating of the care provided by our Emergency Medical Transportation service	2	0	1	18	60	74.07%	81.08%
Likelihood of recommending this ambulance service to others	2	1	5	13	57	73.08%	80.98%