

# Medstar Mobile Healthcare

Fort Worth, TX

Client 6511



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## Patient Experience Report

July 1, 2023 to July 31, 2023

Your Score

**90.44**

Your Patients in this Report

**161**

Total Patients in this Report

**4,989**

Total EMS Organizations

**226**





## Executive Summary

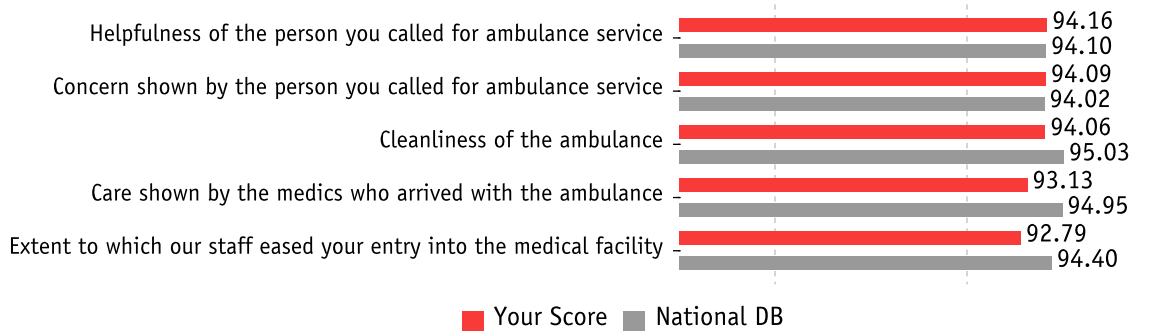
Your overall score for the time period selected is **90.44**. This is a difference of **-1.86** from your previous period's score of **92.30**.

Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **77.80%**.

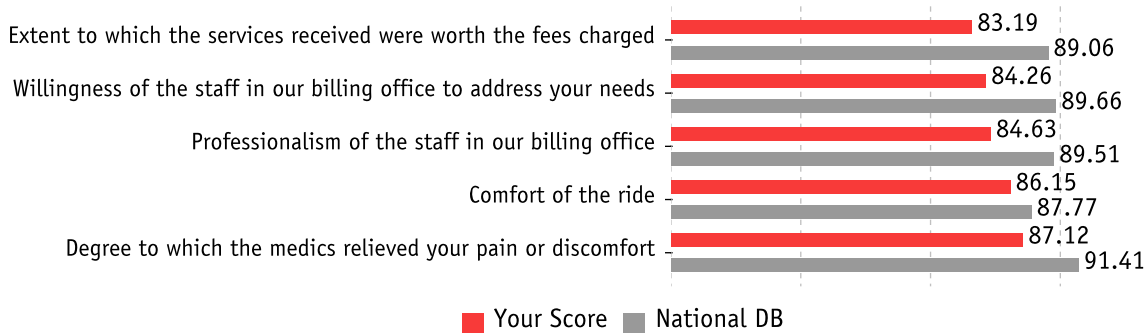
In addition, your rolling 12- month score of **91.12** is a difference of **-2.32** from the national database score of **93.44**.

When compared to all organizations in the national database, your score of **91.12** is ranked **72nd** and **23rd** for comparably sized organizations.

### 5 Highest Scores



### 5 Lowest Scores

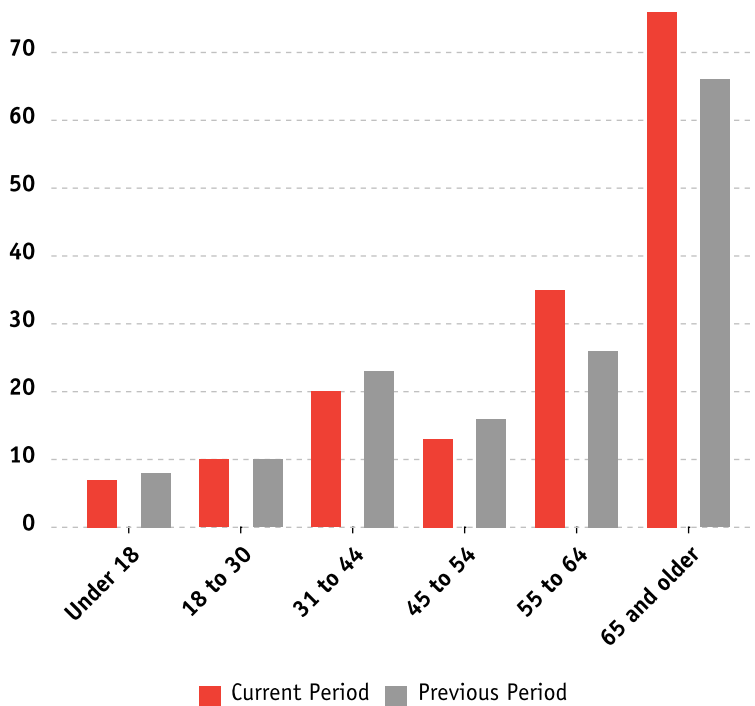




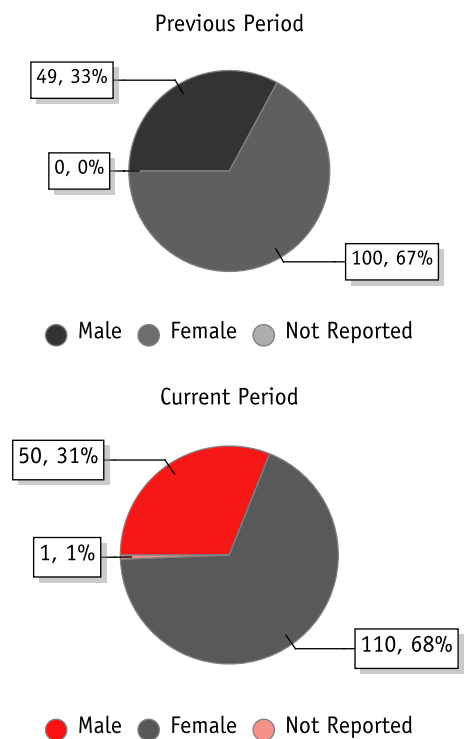
**Demographics** — This report provides basic information about the patient's age and gender.

|              | Total      | Previous Period |            |              | Total      | Current Period |            |              |
|--------------|------------|-----------------|------------|--------------|------------|----------------|------------|--------------|
|              |            | Male            | Female     | Not Reported |            | Male           | Female     | Not Reported |
| Under 18     | 8          | 4               | 4          | 0            | 7          | 3              | 4          | 0            |
| 18 to 30     | 10         | 4               | 6          | 0            | 10         | 3              | 7          | 0            |
| 31 to 44     | 23         | 8               | 15         | 0            | 20         | 8              | 12         | 0            |
| 45 to 54     | 16         | 5               | 11         | 0            | 13         | 1              | 12         | 0            |
| 55 to 64     | 26         | 7               | 19         | 0            | 35         | 8              | 27         | 0            |
| 65 and older | 66         | 21              | 45         | 0            | 76         | 27             | 48         | 1            |
| <b>Total</b> | <b>149</b> | <b>49</b>       | <b>100</b> | <b>0</b>     | <b>161</b> | <b>50</b>      | <b>110</b> | <b>1</b>     |

**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

| <b>Dispatch Composite</b>  | Current      | Previous     | (+/-)        | National DB  |
|--|--------------|--------------|--------------|--------------|
| Helpfulness of the person you called for ambulance service                     | <b>94.16</b> | <b>94.06</b> | <b>0.10</b>  | <b>94.10</b> |
| Concern shown by the person you called for ambulance service                   | <b>94.09</b> | <b>92.22</b> | <b>1.87</b>  | <b>94.02</b> |
| Extent to which you were told what to do until the ambulance arrived           | <b>92.29</b> | <b>91.37</b> | <b>0.92</b>  | <b>92.61</b> |
| <b>Ambulance Composite</b>   |              |              |              |              |
|  | Current      | Previous     | (+/-)        | National DB  |
| Extent to which the ambulance arrived in a timely manner                       | <b>88.90</b> | <b>92.93</b> | <b>-4.03</b> | <b>92.61</b> |
| Cleanliness of the ambulance   | <b>94.06</b> | <b>93.97</b> | <b>0.09</b>  | <b>95.03</b> |
| Comfort of the ride  | <b>86.15</b> | <b>85.36</b> | <b>0.79</b>  | <b>87.77</b> |
| Skill of the person driving the ambulance                                      | <b>91.31</b> | <b>92.66</b> | <b>-1.35</b> | <b>94.06</b> |
| <b>Medic Composite</b>   |              |              |              |              |
|  | Current      | Previous     | (+/-)        | National DB  |
| Care shown by the medics who arrived with the ambulance                        | <b>93.13</b> | <b>95.69</b> | <b>-2.56</b> | <b>94.95</b> |
| Degree to which the medics took your problem seriously                         | <b>91.00</b> | <b>94.87</b> | <b>-3.87</b> | <b>94.90</b> |
| Degree to which the medics listened to you and/or your family                  | <b>91.43</b> | <b>94.76</b> | <b>-3.33</b> | <b>94.78</b> |
| Skill of the medics  | <b>92.00</b> | <b>94.86</b> | <b>-2.86</b> | <b>95.10</b> |
| Extent to which the medics kept you informed about your treatment              | <b>89.58</b> | <b>92.64</b> | <b>-3.06</b> | <b>93.50</b> |
| Extent to which medics included you in the treatment decisions (if applicable) | <b>90.17</b> | <b>92.04</b> | <b>-1.87</b> | <b>93.41</b> |
| Degree to which the medics relieved your pain or discomfort                    | <b>87.12</b> | <b>89.58</b> | <b>-2.46</b> | <b>91.41</b> |
| Medics' concern for your privacy   | <b>90.22</b> | <b>93.67</b> | <b>-3.45</b> | <b>94.02</b> |
| Extent to which medics cared for you as a person                               | <b>91.80</b> | <b>93.33</b> | <b>-1.53</b> | <b>94.78</b> |
| <b>Billing Office Staff Composite</b>  |              |              |              |              |
|  | Current      | Previous     | (+/-)        | National DB  |
| Professionalism of the staff in our billing office                             | <b>84.63</b> | <b>88.72</b> | <b>-4.09</b> | <b>89.51</b> |
| Willingness of the staff in our billing office to address your needs           | <b>84.26</b> | <b>87.39</b> | <b>-3.13</b> | <b>89.66</b> |



**Question Analysis (Continued)**

| <b>Overall Experience Composite</b>   | Current | Previous | (+/-) | National DB |
|---|---------|----------|-------|-------------|
| How well did our staff work together to care for you                        | 91.35   | 93.22    | -1.87 | 94.20       |
| Extent to which our staff eased your entry into the medical facility        | 92.79   | 92.91    | -0.12 | 94.40       |
| Appropriateness of Emergency Medical Transportation treatment               | 90.91   | 93.63    | -2.72 | 94.15       |
| Extent to which the services received were worth the fees charged           | 83.19   | 87.21    | -4.02 | 89.06       |
| Overall rating of the care provided by our Emergency Medical Transportation | 90.80   | 92.24    | -1.44 | 94.24       |
| Likelihood of recommending this ambulance service to others                 | 90.45   | 93.12    | -2.67 | 93.74       |



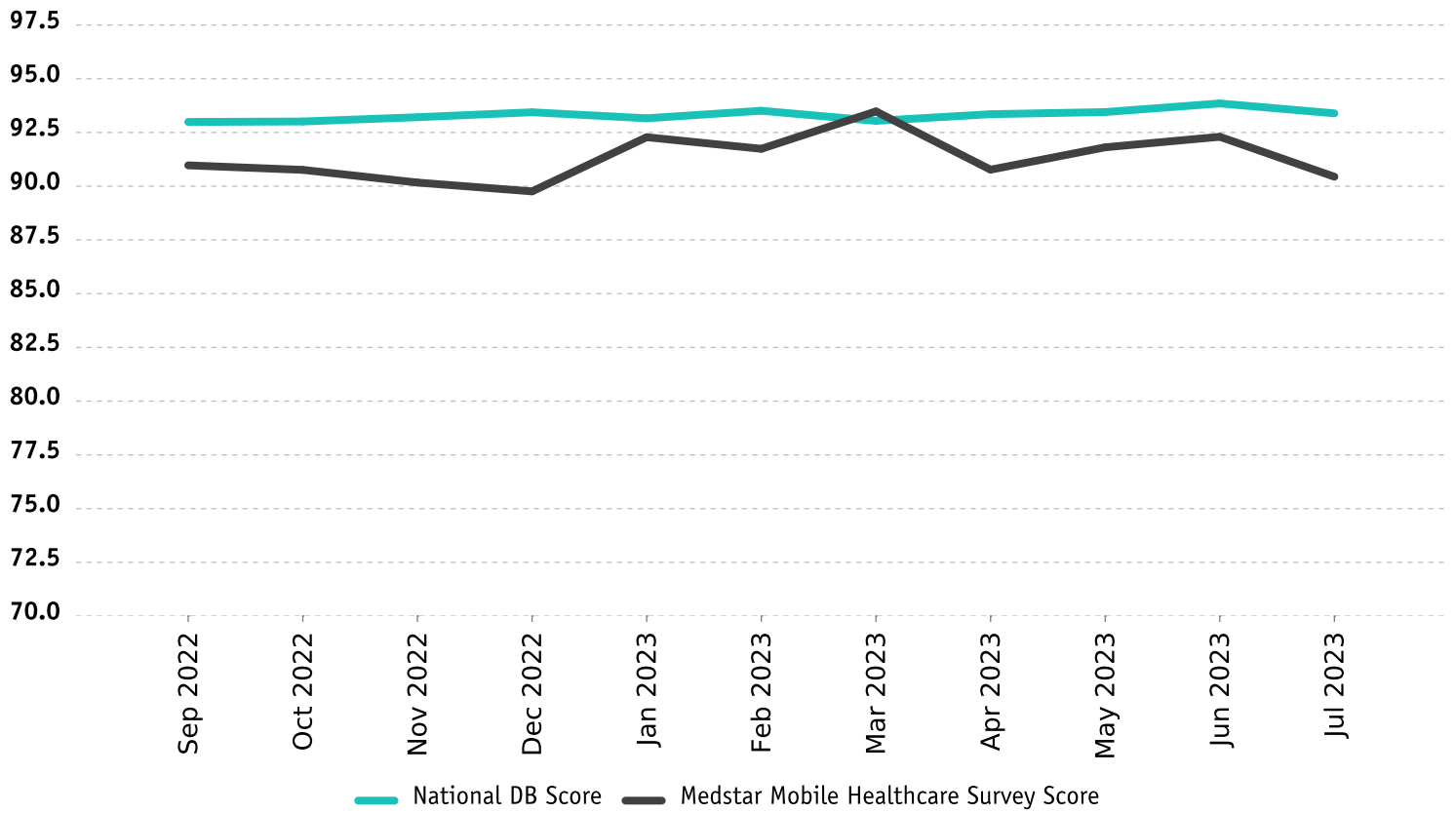
### Monthly Breakdown

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

|   | Aug<br>2022 | Sep<br>2022 | Oct<br>2022 | Nov<br>2022 | Dec<br>2022 | Jan<br>2023 | Feb<br>2023 | Mar<br>2023 | Apr<br>2023 | May<br>2023 | Jun<br>2023 | Jul<br>2023 |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Helpfulness of the person you called for ambulance service                  | 90.67       | 93.84       | 93.08       | 93.10       | 91.94       | 93.61       | 95.60       | 96.00       | 94.78       | 94.15       | 94.06       | 94.16       |
| Concern shown by the person you called for ambulance service                | 88.21       | 92.30       | 92.26       | 91.93       | 90.18       | 92.02       | 93.76       | 94.68       | 92.53       | 92.81       | 92.22       | 94.09       |
| Extent to which you were told what to do until the ambulance arrived        | 89.39       | 92.32       | 92.45       | 92.47       | 86.69       | 91.63       | 93.83       | 93.75       | 92.45       | 91.19       | 91.37       | 92.29       |
| Extent to which the ambulance arrived in a timely manner                    | 87.66       | 90.75       | 90.69       | 88.49       | 88.65       | 92.45       | 92.74       | 91.42       | 89.16       | 89.93       | 92.93       | 88.90       |
| Cleanliness of the ambulance  | 92.37       | 93.84       | 94.96       | 94.69       | 93.02       | 95.38       | 94.19       | 95.75       | 93.61       | 94.86       | 93.97       | 94.06       |
| Comfort of the ride   | 84.11       | 85.68       | 84.80       | 86.55       | 82.23       | 86.99       | 86.48       | 88.44       | 85.67       | 83.14       | 85.36       | 86.15       |
| Skill of the person driving the ambulance                                   | 90.41       | 92.33       | 92.20       | 91.62       | 92.14       | 94.37       | 94.12       | 94.80       | 93.23       | 92.59       | 92.66       | 91.31       |
| Care shown by the medics who arrived with the ambulance                     | 92.77       | 94.16       | 92.07       | 91.75       | 92.60       | 93.97       | 92.08       | 96.96       | 93.81       | 94.48       | 95.69       | 93.13       |
| Degree to which the medics took your problem seriously                      | 92.03       | 93.40       | 91.33       | 91.19       | 91.88       | 93.73       | 91.02       | 95.92       | 92.26       | 94.13       | 94.87       | 91.00       |
| Degree to which the medics listened to you and/or your family               | 91.35       | 92.93       | 92.13       | 91.69       | 92.18       | 94.28       | 93.05       | 95.92       | 92.32       | 94.83       | 94.76       | 91.43       |
| Skill of the medics   | 93.36       | 92.80       | 92.19       | 92.51       | 92.68       | 94.37       | 93.92       | 95.60       | 92.90       | 93.80       | 94.86       | 92.00       |
| Extent to which the medics kept you informed about your treatment           | 90.07       | 91.18       | 91.42       | 90.70       | 90.59       | 92.77       | 91.30       | 94.48       | 90.67       | 92.82       | 92.64       | 89.58       |
| Extent to which medics included you in the treatment decisions (if          | 90.22       | 92.69       | 90.53       | 89.40       | 89.27       | 93.65       | 90.53       | 94.36       | 90.34       | 93.05       | 92.04       | 90.17       |
| Degree to which the medics relieved your pain or discomfort                 | 88.94       | 85.49       | 87.43       | 85.96       | 86.86       | 89.84       | 84.74       | 90.82       | 86.83       | 88.75       | 89.58       | 87.12       |
| Medics' concern for your privacy  | 92.71       | 92.11       | 91.15       | 91.58       | 91.38       | 93.47       | 91.79       | 94.09       | 91.31       | 93.27       | 93.67       | 90.22       |
| Extent to which medics cared for you as a person                            | 92.23       | 92.58       | 91.20       | 90.95       | 91.58       | 95.02       | 93.05       | 94.69       | 91.33       | 93.87       | 93.33       | 91.80       |
| Professionalism of the staff in our billing office                          | 85.47       | 85.63       | 86.84       | 85.20       | 83.03       | 84.94       | 88.85       | 89.29       | 87.38       | 85.86       | 88.72       | 84.63       |
| Willingness of the staff in our billing office to address your needs        | 84.44       | 85.12       | 87.11       | 84.82       | 82.10       | 84.17       | 89.45       | 87.62       | 84.88       | 85.28       | 87.39       | 84.26       |
| How well did our staff work together to care for you                        | 90.89       | 92.21       | 90.84       | 91.57       | 91.44       | 93.54       | 92.29       | 92.99       | 91.69       | 93.49       | 93.22       | 91.35       |
| Extent to which our staff eased your entry into the medical facility        | 91.33       | 91.16       | 91.42       | 91.70       | 91.20       | 92.66       | 92.40       | 94.27       | 91.31       | 93.79       | 92.91       | 92.79       |
| Appropriateness of Emergency Medical Transportation treatment               | 90.42       | 91.90       | 90.44       | 90.72       | 91.82       | 93.69       | 93.05       | 92.58       | 91.96       | 92.34       | 93.63       | 90.91       |
| Extent to which the services received were worth the fees charged           | 82.78       | 83.25       | 87.05       | 82.52       | 83.06       | 84.21       | 86.33       | 87.01       | 82.43       | 84.40       | 87.21       | 83.19       |
| Overall rating of the care provided by our Emergency Medical Transportation | 89.88       | 91.38       | 90.58       | 89.91       | 91.20       | 93.80       | 92.47       | 93.51       | 91.31       | 92.51       | 92.24       | 90.80       |
| Likelihood of recommending this ambulance service to others                 | 89.28       | 89.13       | 90.59       | 88.88       | 91.21       | 93.63       | 92.19       | 94.13       | 90.36       | 92.78       | 93.12       | 90.45       |
| Overall Score   | 89.80       | 90.97       | 90.76       | 90.17       | 89.76       | 92.28       | 91.74       | 93.48       | 90.77       | 91.81       | 92.30       | 90.44       |
| Respondents   | 174         | 84          | 135         | 145         | 138         | 181         | 86          | 159         | 132         | 190         | 149         | 161         |



### Monthly Overall Survey Score





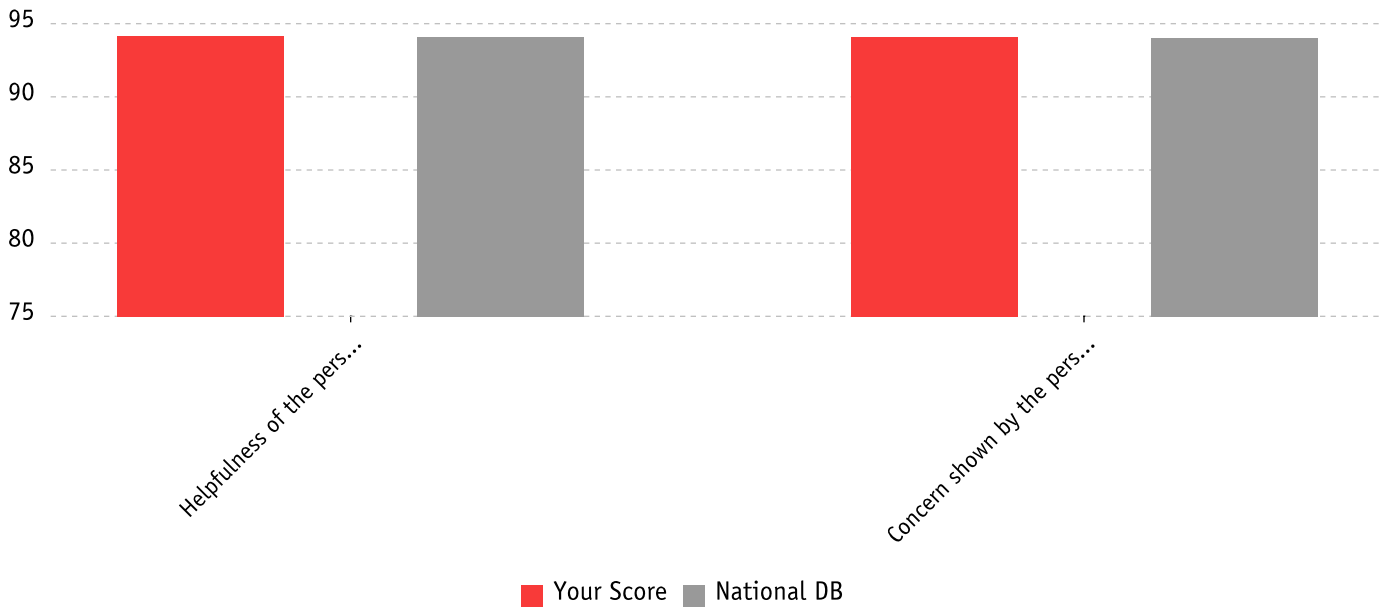
### Greatest Increase and Decrease in Scores by Question

| Increases  | Current        | Previous        | (+/-)        | National DB        |
|--|----------------|-----------------|--------------|--------------------|
| Concern shown by the person you called for ambulance service         | 94.09          | 92.22           | 1.87         | 94.02              |
| Extent to which you were told what to do until the ambulance arrived | 92.29          | 91.37           | 0.92         | 92.61              |
| Comfort of the ride  | 86.15          | 85.36           | 0.79         | 87.77              |
| Helpfulness of the person you called for ambulance service           | 94.16          | 94.06           | 0.10         | 94.10              |
| Cleanliness of the ambulance   | 94.06          | 93.97           | 0.09         | 95.03              |
| <b>Decreases</b>   | <b>Current</b> | <b>Previous</b> | <b>(+/-)</b> | <b>National DB</b> |
| Professionalism of the staff in our billing office                   | 84.62          | 88.72           | -4.09        | 89.51              |
| Extent to which the ambulance arrived in a timely manner             | 88.90          | 92.93           | -4.03        | 92.61              |
| Extent to which the services received were worth the fees charged    | 83.19          | 87.21           | -4.02        | 89.06              |
| Degree to which the medics took your problem seriously               | 91.00          | 94.87           | -3.87        | 94.90              |
| Medics' concern for your privacy                                     | 90.22          | 93.67           | -3.44        | 94.02              |
| Degree to which the medics listened to you and/or your family        | 91.42          | 94.76           | -3.34        | 94.78              |
| Willingness of the staff in our billing office to address your needs | 84.26          | 87.39           | -3.13        | 89.66              |
| Extent to which the medics kept you informed about your treatment    | 89.58          | 92.64           | -3.05        | 93.50              |
| Skill of the medics  | 92.00          | 94.86           | -2.86        | 95.10              |
| Appropriateness of Emergency Medical Transportation treatment        | 90.91          | 93.63           | -2.71        | 94.15              |



**Greatest Scores Above Benchmarks by Question**

| Highest Above Benchmark                                      | Current | (+/-) | National DB |
|--|---------|-------|-------------|
| Helpfulness of the person you called for ambulance service   | 94.16   | 0.06  | 94.10       |
| Concern shown by the person you called for ambulance service | 94.09   | 0.07  | 94.02       |





**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                  | 90.91      | .940311421              |
| Degree to which the medics listened to you and/or your family                  | 91.43      | .937803287              |
| Skill of the medics  | 92.00      | .936875643              |
| Extent to which medics cared for you as a person                               | 91.80      | .924904489              |
| Extent to which our staff eased your entry into the medical facility           | 92.79      | .922066048              |
| Extent to which the medics kept you informed about your treatment              | 89.58      | .919552992              |
| Medics' concern for your privacy   | 90.22      | .918560514              |
| Extent to which medics included you in the treatment decisions (if applicable) | 90.17      | .918522412              |
| Care shown by the medics who arrived with the ambulance                        | 93.13      | .914927723              |
| Degree to which the medics took your problem seriously                         | 91.00      | .902252943              |
| Degree to which the medics relieved your pain or discomfort                    | 87.12      | .895848497              |
| How well did our staff work together to care for you                           | 91.35      | .890526637              |
| Extent to which the services received were worth the fees charged              | 83.19      | .848559793              |
| Willingness of the staff in our billing office to address your needs           | 84.26      | .835920626              |
| Skill of the person driving the ambulance                                      | 91.31      | .83226189               |
| Professionalism of the staff in our billing office                             | 84.63      | .824040864              |
| Concern shown by the person you called for ambulance service                   | 94.09      | .796585889              |
| Extent to which you were told what to do until the ambulance arrived           | 92.29      | .792050794              |
| Helpfulness of the person you called for ambulance service                     | 94.16      | .76181322               |
| Extent to which the ambulance arrived in a timely manner                       | 88.90      | .761079419              |
| Comfort of the ride  | 86.15      | .716361364              |
| Cleanliness of the ambulance   | 94.06      | .630736676              |





**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           | <b>94.16</b> | 0                    | 93.67 | 94.21 | 92.92 | 94.83 | 94.55 |
| Concern shown by the person you called for ambulance service         | <b>94.09</b> | 0                    | 93.71 | 93.42 | 91.25 | 95.54 | 93.65 |
| Extent to which you were told what to do until the ambulance         | <b>92.29</b> | 0                    | 92.15 | 93.06 | 90.00 | 96.43 | 93.49 |
| Extent to which the ambulance arrived in a timely manner             | <b>88.90</b> | 0                    | 92.14 | 87.42 | 88.85 | 92.50 | 91.94 |
| Cleanliness of the ambulance   | <b>94.06</b> | 0                    | 94.87 | 93.53 | 92.80 | 94.17 | 95.02 |
| Comfort of the ride  | <b>86.15</b> | 0                    | 84.50 | 83.26 | 87.50 | 85.83 | 87.94 |
| Skill of the person driving the ambulance                            | <b>91.31</b> | 0                    | 93.64 | 92.82 | 91.67 | 94.17 | 93.69 |
| Care shown by the medics who arrived with the ambulance              | <b>93.13</b> | 0                    | 94.62 | 93.69 | 92.80 | 96.43 | 95.68 |
| Degree to which the medics took your problem seriously               | <b>91.00</b> | 0                    | 94.65 | 94.72 | 93.42 | 96.43 | 95.90 |
| Degree to which the medics listened to you and/or your family        | <b>91.43</b> | 0                    | 94.66 | 94.72 | 93.30 | 94.64 | 95.72 |
| Skill of the medics  | <b>92.00</b> | 0                    | 94.54 | 94.63 | 95.09 | 98.15 | 95.84 |
| Extent to which the medics kept you informed about your              | <b>89.58</b> | 0                    | 93.14 | 92.58 | 92.86 | 95.19 | 94.29 |
| Extent to which medics included you in the treatment decisions (if   | <b>90.17</b> | 0                    | 93.30 | 94.32 | 92.44 | 91.00 | 94.09 |
| Degree to which the medics relieved your pain or discomfort          | <b>87.12</b> | 0                    | 90.61 | 90.00 | 92.05 | 94.00 | 93.51 |
| Medics' concern for your privacy                                     | <b>90.22</b> | 0                    | 93.92 | 93.33 | 89.22 | 92.35 | 95.35 |
| Extent to which medics cared for you as a person                     | <b>91.80</b> | 0                    | 94.75 | 94.77 | 92.73 | 96.30 | 95.56 |
| Professionalism of the staff in our billing office                   | <b>84.63</b> | 0                    | 88.83 | 91.00 | 91.38 | 92.19 | 91.09 |
| Willingness of the staff in our billing office to address your needs | <b>84.26</b> | 0                    | 89.49 | 91.15 | 91.96 | 93.75 | 91.34 |
| How well did our staff work together to care for you                 | <b>91.35</b> | 0                    | 93.25 | 94.10 | 93.86 | 96.00 | 95.10 |
| Extent to which our staff eased your entry into the medical facility | <b>92.79</b> | 0                    | 93.49 | 93.57 | 93.88 | 95.83 | 94.93 |
| Appropriateness of Emergency Medical Transportation treatment        | <b>90.91</b> | 0                    | 93.44 | 94.06 | 93.40 | 94.79 | 93.79 |
| Extent to which the services received were worth the fees charged    | <b>83.19</b> | 0                    | 88.67 | 89.60 | 86.13 | 90.48 | 89.05 |
| Overall rating of the care provided by our Emergency Medical         | <b>90.80</b> | 0                    | 93.34 | 93.22 | 93.10 | 96.00 | 95.64 |
| Likelihood of recommending this ambulance service to others          | <b>90.45</b> | 0                    | 93.75 | 92.08 | 92.43 | 95.83 | 94.50 |
| <b>Overall score</b>   | 90.44        |                      | 92.78 | 92.53 | 91.91 | 94.32 | 93.99 |



### Benchmark Comparison

|  | Your Company | Total DB     | Similar Sized | Texas        | CAAS         | ACE          |
|--|--------------|--------------|---------------|--------------|--------------|--------------|
| Helpfulness of the person you called for ambulance service     | 94.16        | 94.10        | 93.86         | 94.71        | 93.68        | 93.36        |
| Concern shown by the person you called for ambulance service   | 94.09        | 94.02        | 93.75         | 94.91        | 93.68        | 94.32        |
| Extent to which you were told what to do until the ambulance   | 92.29        | 92.61        | 92.27         | 93.88        | 92.07        | 92.46        |
| Extent to which the ambulance arrived in a timely manner       | 88.90        | 92.61        | 91.88         | 93.46        | 91.87        | 92.48        |
| Cleanliness of the ambulance                                   | 94.06        | 95.03        | 94.65         | 95.89        | 94.60        | 95.09        |
| Comfort of the ride  | 86.15        | 87.77        | 86.73         | 89.18        | 86.66        | 89.43        |
| Skill of the person driving the ambulance                      | 91.31        | 94.06        | 93.52         | 94.01        | 93.62        | 93.59        |
| Care shown by the medics who arrived with the ambulance        | 93.13        | 94.95        | 94.44         | 94.98        | 94.45        | 94.53        |
| Degree to which the medics took your problem seriously         | 91.00        | 94.90        | 94.36         | 94.48        | 94.37        | 93.94        |
| Degree to which the medics listened to you and/or your family  | 91.43        | 94.78        | 94.27         | 94.50        | 94.22        | 93.90        |
| Skill of the medics  | 92.00        | 95.10        | 94.55         | 94.96        | 94.54        | 94.81        |
| Extent to which the medics kept you informed about your        | 89.58        | 93.50        | 92.81         | 93.42        | 92.76        | 92.94        |
| Extent to which medics included you in the treatment decisions | 90.17        | 93.41        | 92.80         | 93.12        | 92.79        | 92.64        |
| Degree to which the medics relieved your pain or discomfort    | 87.12        | 91.41        | 90.92         | 91.57        | 90.60        | 90.30        |
| Medics' concern for your privacy                               | 90.22        | 94.02        | 93.38         | 93.26        | 93.50        | 92.79        |
| Extent to which medics cared for you as a person               | 91.80        | 94.78        | 94.26         | 94.31        | 94.22        | 93.68        |
| Professionalism of the staff in our billing office             | 84.63        | 89.51        | 89.20         | 88.24        | 89.02        | 87.22        |
| Willingness of the staff in our billing office to address your | 84.26        | 89.66        | 89.42         | 88.49        | 89.40        | 87.54        |
| How well did our staff work together to care for you           | 91.35        | 94.20        | 93.65         | 93.92        | 93.63        | 93.28        |
| Extent to which our staff eased your entry into the medical    | 92.79        | 94.40        | 93.94         | 94.17        | 93.97        | 94.15        |
| Appropriateness of Emergency Medical Transportation treatment  | 90.91        | 94.15        | 93.65         | 94.37        | 93.64        | 94.16        |
| Extent to which the services received were worth the fees      | 83.19        | 89.06        | 88.27         | 87.87        | 88.30        | 86.98        |
| Overall rating of the care provided by our Emergency Medical   | 90.80        | 94.24        | 93.62         | 94.33        | 93.70        | 93.56        |
| Likelihood of recommending this ambulance service to others    | 90.45        | 93.74        | 93.15         | 93.76        | 93.26        | 93.36        |
| <b>Overall Score</b>   | <b>90.44</b> | <b>93.17</b> | <b>92.64</b>  | <b>93.16</b> | <b>92.61</b> | <b>92.52</b> |



**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   |
|---|--------------|----------|---------------|-------|-------|-------|
| <b>Number of organizations in compare group</b> |              | 226      | 57            | 19    | 47    | 13    |
| <b>Minimum Score</b>                            | 1            | 1.00     | 1.00          | 1.00  | 1.00  | 1.00  |
| <b>Maximum Score</b>                            | 100          | 100      | 100           | 100   | 100   | 100   |
| <b>Mean Score</b>                               | 91.12        | 93.44    | 91.81         | 94.69 | 92.09 | 92.88 |
| <b>Your Percentile</b>                          |              | 15th     | 19th          | N/A   | 17th  | 22nd  |
| <b>Your Rank</b>                                |              | 72       | 23            | N/A   | 26    | 8     |

- 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     |
|--|--------------|--------------|
| <b>Overall Facility Rating</b>                                     | <b>92.99</b> | <b>92.44</b> |
| <b>Dispatch</b>  | <b>93.17</b> | <b>92.29</b> |
| Helpfulness of the person you called for ambulance service         | 93.70        | 92.92        |
| Concern shown by the person you called for ambulance service       | 93.25        | 92.68        |
| Extent to which you were told what to do until the ambulance       | 92.55        | 91.26        |
| <b>Ambulance</b>   | <b>92.98</b> | <b>92.07</b> |
| Extent to which the ambulance arrived in a timely manner           | 93.16        | 92.25        |
| Cleanliness of the ambulance                                       | 96.04        | 94.52        |
| Comfort of the ride  | 88.34        | 87.67        |
| Skill of the person driving the ambulance                          | 94.36        | 93.84        |
| <b>Medic</b>   | <b>94.03</b> | <b>93.39</b> |
| Care shown by the medics who arrived with the ambulance            | 94.96        | 94.40        |
| Degree to which the medics took your problem seriously             | 94.80        | 94.31        |
| Degree to which the medics listened to you and/or your family      | 94.52        | 94.00        |
| Skill of the medics  | 95.21        | 94.41        |
| Extent to which the medics kept you informed about your treatment  | 93.64        | 92.63        |
| Extent to which medics included you in the treatment decisions (if | 93.27        | 92.40        |
| Degree to which the medics relieved your pain or discomfort        | 90.04        | 90.70        |
| Medics' concern for your privacy                                   | 94.86        | 93.38        |
| Extent to which medics cared for you as a person                   | 94.97        | 94.27        |
| <b>Billing Office Staff</b>  | <b>86.76</b> | <b>88.78</b> |



**Cumulative Comparisons (Continued)**

|  | Your Score   | Total DB     |
|--|--------------|--------------|
| <b>Overall Facility Rating</b>                                       | <b>92.99</b> | <b>92.44</b> |
| <b>Billing Office Staff</b>  | <b>86.76</b> | <b>88.78</b> |
| Professionalism of the staff in our billing office                   | 86.97        | 88.77        |
| Willingness of the staff in our billing office to address your needs | 86.56        | 88.79        |
| <b>Overall Experience</b>  | <b>93.44</b> | <b>92.56</b> |
| How well did our staff work together to care for you                 | 95.06        | 93.51        |
| Extent to which our staff eased your entry into the medical facility | 95.04        | 93.65        |
| Appropriateness of Emergency Medical Transportation treatment        | 94.58        | 93.44        |
| Extent to which the services received were worth the fees charged    | 87.05        | 87.96        |
| Overall rating of the care provided by our Emergency Medical         | 94.50        | 93.60        |
| Likelihood of recommending this ambulance service to others          | 94.43        | 93.22        |



### 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 |
|--|-----------|-----------|------------|------------|-------------|---------------------|--------------------|
| <b>Overall Company Rating</b>  | <b>93</b> | <b>59</b> | <b>181</b> | <b>463</b> | <b>2789</b> | <b>77.8%</b>        | <b>79.27%</b>      |
| <b>Dispatch</b>  | <b>9</b>  | <b>0</b>  | <b>11</b>  | <b>63</b>  | <b>383</b>  | <b>82.19%</b>       | <b>79.25%</b>      |
| Helpfulness of the person you called for ambulance service           | 3         | 0         | 4          | 17         | 134         | 84.81%              | 80.86%             |
| Concern shown by the person you called for ambulance service         | 3         | 0         | 3          | 19         | 131         | 83.97%              | 80.02%             |
| Extent to which you were told what to do until the ambulance arrived | 3         | 0         | 4          | 27         | 118         | 77.63%              | 76.87%             |
| <b>Ambulance</b>   | <b>13</b> | <b>11</b> | <b>37</b>  | <b>86</b>  | <b>469</b>  | <b>76.14%</b>       | <b>76.53%</b>      |
| Extent to which the ambulance arrived in a timely manner             | 4         | 5         | 8          | 22         | 116         | 74.84%              | 77.44%             |
| Cleanliness of the ambulance   | 3         | 0         | 3          | 18         | 127         | 84.11%              | 82.48%             |
| Comfort of the ride  | 3         | 4         | 18         | 26         | 104         | 67.10%              | 65.93%             |
| Skill of the person driving the ambulance                            | 3         | 2         | 8          | 20         | 122         | 78.71%              | 80.27%             |
| <b>Medic</b>   | <b>37</b> | <b>34</b> | <b>59</b>  | <b>150</b> | <b>1116</b> | <b>79.94%</b>       | <b>82.52%</b>      |
| Care shown by the medics who arrived with the ambulance              | 3         | 3         | 6          | 10         | 134         | 85.90%              | 84.57%             |
| Degree to which the medics took your problem seriously               | 3         | 6         | 6          | 15         | 128         | 81.01%              | 85.26%             |
| Degree to which the medics listened to you and/or your family        | 3         | 6         | 6          | 13         | 132         | 82.50%              | 84.52%             |
| Skill of the medics  | 3         | 4         | 7          | 13         | 132         | 83.02%              | 84.78%             |
| Extent to which the medics kept you informed about your treatment    | 4         | 5         | 7          | 21         | 121         | 76.58%              | 80.75%             |



**Top Box Comparisons (Continued)**

|   | Very Poor | Poor      | Fair       | Good       | Very Good   | Company % Very Good | EMS DB % Very Good |
|---|-----------|-----------|------------|------------|-------------|---------------------|--------------------|
| <b>Overall Company Rating</b>   | <b>93</b> | <b>59</b> | <b>181</b> | <b>463</b> | <b>2789</b> | <b>77.8%</b>        | <b>79.27%</b>      |
| Extent to which medics included you in the treatment decisions (if applicable)      | 5         | 3         | 7          | 15         | 117         | 79.59%              | 80.76%             |
| Degree to which the medics relieved your pain or discomfort                         | 7         | 4         | 7          | 22         | 107         | 72.79%              | 75.83%             |
| Medics' concern for your privacy  | 4         | 2         | 7          | 24         | 116         | 75.82%              | 81.28%             |
| Extent to which medics cared for you as a person                                    | 5         | 1         | 6          | 17         | 129         | 81.65%              | 84.98%             |
| <b>Billing Office Staff</b>   | <b>6</b>  | <b>0</b>  | <b>34</b>  | <b>47</b>  | <b>136</b>  | <b>60.99%</b>       | <b>67.38%</b>      |
| Professionalism of the staff in our billing office                                  | 3         | 0         | 16         | 25         | 68          | 60.71%              | 66.92%             |
| Willingness of the staff in our billing office to address your needs                | 3         | 0         | 18         | 22         | 68          | 61.26%              | 67.83%             |
| <b>Overall Experience</b>   | <b>28</b> | <b>14</b> | <b>40</b>  | <b>117</b> | <b>685</b>  | <b>77.49%</b>       | <b>80.19%</b>      |
| How well did our staff work together to care for you                                | 5         | 1         | 4          | 19         | 115         | 79.86%              | 81.45%             |
| Extent to which our staff eased your entry into the medical facility                | 4         | 1         | 5          | 15         | 127         | 83.55%              | 81.90%             |
| Appropriateness of Emergency Medical Transportation treatment                       | 3         | 4         | 8          | 15         | 121         | 80.13%              | 81.88%             |
| Extent to which the services received were worth the fees charged                   | 7         | 4         | 9          | 27         | 79          | 62.70%              | 70.83%             |
| Overall rating of the care provided by our Emergency Medical Transportation service | 5         | 2         | 4          | 24         | 122         | 77.71%              | 82.93%             |
| Likelihood of recommending this ambulance service to others                         | 4         | 2         | 10         | 17         | 121         | 78.57%              | 82.13%             |