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EMS System Report

February 1, 2021 to February 28, 2021

Your Score

100.00

Number of Your Patients in this Report

1

Number of Patients in this Report

18

Number of Transport Services in All EMS DB

170





Executive Summary

This report contains data from **1 Medstar Mobile Healthcare MIH** patients who returned a questionnaire between **02/01/2021** and **02/28/2021**.

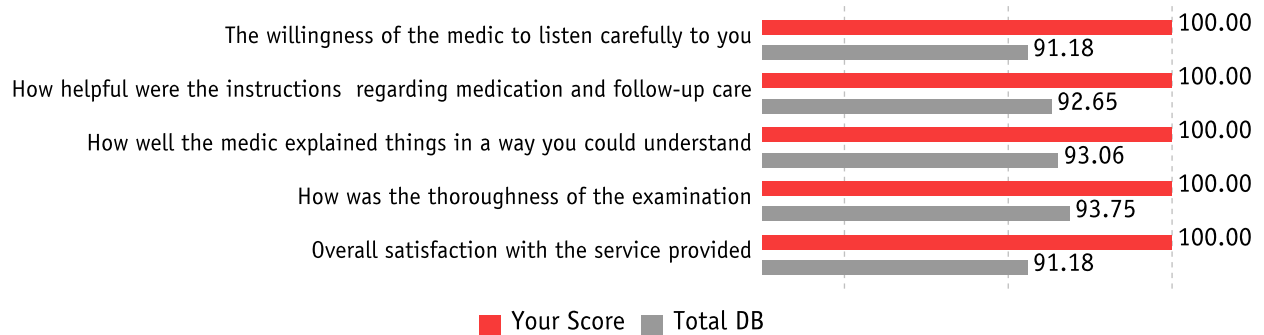
The overall mean score for the standard questions was **100.00**; this is a difference of **6.38** points from the overall EMS database score of **93.62**.

The current score of **100.00** is a change of **0.81** points from last period's score of **99.19**. This was the **1st** highest overall score for all companies in the database.

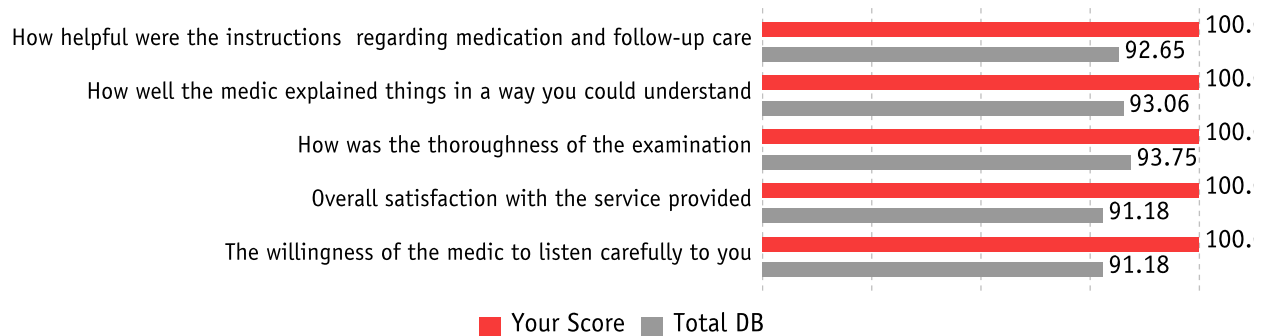
You are ranked **null** for comparably sized companies in the system.

100.00% of responses to standard questions had a rating of Very Good, the highest rating. **100.00%** of all responses were positive.

5 Highest Scores



5 Lowest Scores





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

The willingness of the medic to listen carefully to you



The amount of time taken to answer your questions



The overall rating of the amount of time spent with you



How well the medic explained things in a way you could understand



How helpful were the instructions regarding medication and follow-up care



How was the thoroughness of the examination



How was the advice given to you on how to stay healthy





Medic Analysis

This report details the section results that concern medic performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

Overall Section Score





Overall Assessment Analysis

This report details the section results that concern assessment of performance. The report contains the mean scores for each survey item. The first column shows the organization score and the total database score, the second column is your difference from the database score.

How would you rate the quality of the medical care/evaluation you received



Overall satisfaction with the service provided



Overall Section Score





Question Analysis

This section lists a synopsis of the information about your individual questions and overall scores for this monthly reporting period. The first column shows the company score from the previous period, the second column shows the change, the third column shows your score for this period and the fourth column shows the total Database score.

Medic Analysis

	Last Period	Change	This Period	Total DB
The willingness of the medic to listen carefully to you	100.00	-0.00	100.00	91.18
The amount of time taken to answer your questions	100.00	-0.00	100.00	91.67
The overall rating of the amount of time spent with you	100.00	-0.00	100.00	93.06
How well the medic explained things in a way you could understand	100.00	-0.00	100.00	93.06
How helpful were the instructions regarding medication and follow-up care	100.00	-0.00	100.00	92.65
How was the thoroughness of the examination	100.00	-0.00	100.00	93.75
How was the advice given to you on how to stay healthy	100.00	-0.00	100.00	93.33
Do you feel your overall health has improved with this service	90.00	-		93.33

Overall Assessment Analysis

	Last Period	Change	This Period	Total DB
How would you rate the quality of the medical care/evaluation you received	100.00	-0.00	100.00	94.12
Overall satisfaction with the service provided	100.00	-0.00	100.00	91.18
Likelihood of recommending this service to others	100.00	-		95.83



Monthly Breakdown

Below are the monthly responses that have been received for your service. It details the individual score for each question as well as the overall company score for that month.

	Mar 2020	Apr 2020	Jun 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021
The willingness of the medic to listen carefully to you	97.92	100.00	100.00	100.00	100.00	100.00	100.00	90.63	100.00	100.00
The amount of time taken to answer your questions	100.00	100.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	100.00
The overall rating of the amount of time spent with you	100.00	100.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	100.00
How well the medic explained things in a way you could understand	100.00	100.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	100.00
How helpful were the instructions regarding medication and follow-up care	97.92	100.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	100.00
How was the thoroughness of the examination	100.00	100.00	100.00	100.00	100.00	100.00	90.00	91.67	100.00	100.00
How was the advice given to you on how to stay healthy	97.92	100.00	100.00	100.00	100.00	100.00	90.00	96.88	100.00	100.00
Do you feel your overall health has improved with this service	100.00	100.00	100.00	100.00	100.00	100.00	87.50	80.67	90.00	
How would you rate the quality of the medical care/evaluation you received	100.00	100.00	100.00	100.00	100.00	100.00	100.00	91.67	100.00	100.00
Overall satisfaction with the service provided	97.92	100.00	100.00	100.00	100.00	100.00	100.00	86.22	100.00	100.00
Likelihood of recommending this service to others	97.92	100.00	100.00	100.00	100.00	100.00	100.00	90.63	100.00	
Your Master Score	99.05	100.00	100.00	100.00	100.00	100.00	96.94	90.39	99.19	100.00
Your Total Responses	12	4	1	7	5	3	5	9	6	1



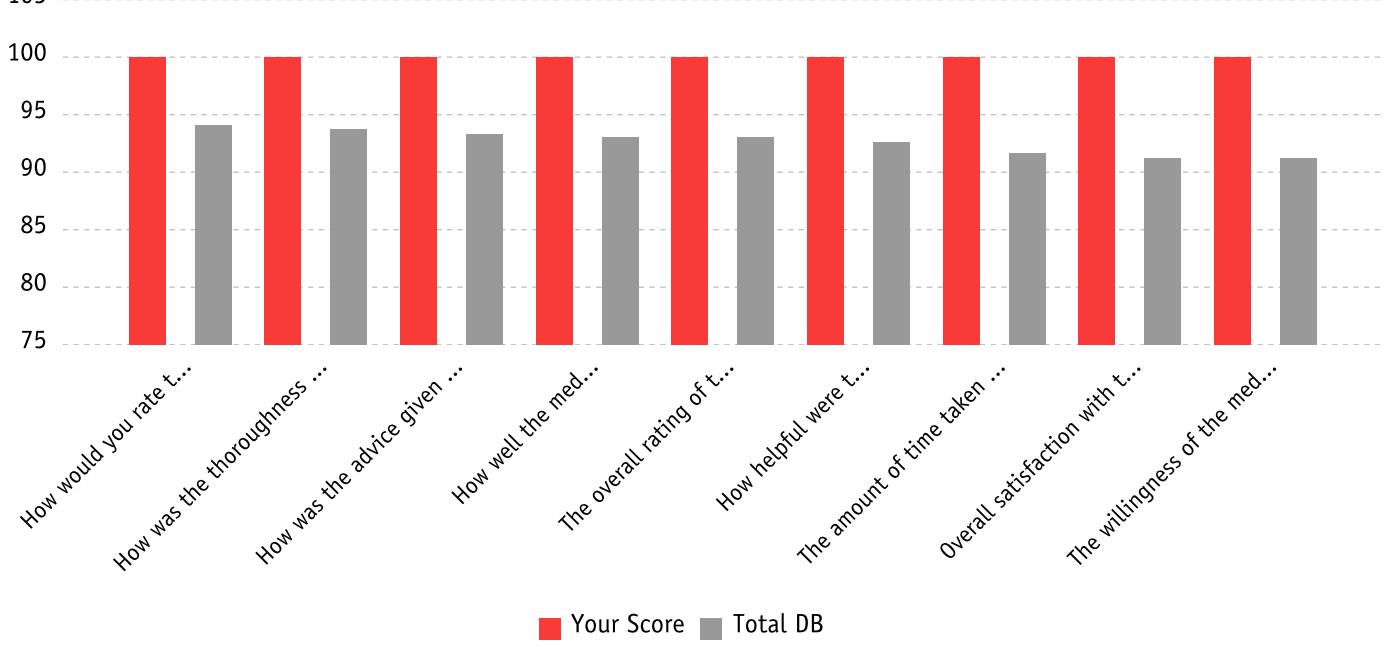
Greatest Increase and Decrease in Scores by Question

	Last Period	This Period	Change	Total DB Score
First Report. No Comparison Available				



Greatest Scores Above Benchmarks by Question

Highest Above Benchmark	This Period	Variance	Total DB Score
How would you rate the quality of the medical care/evaluation you received	100.00	5.88	94.12
How was the thoroughness of the examination	100.00	6.25	93.75
How was the advice given to you on how to stay healthy	100.00	6.67	93.33
How well the medic explained things in a way you could understand	100.00	6.94	93.06
The overall rating of the amount of time spent with you	100.00	6.94	93.06
How helpful were the instructions regarding medication and follow-up care	100.00	7.35	92.65
The amount of time taken to answer your questions	100.00	8.33	91.67
Overall satisfaction with the service provided	100.00	8.82	91.18
The willingness of the medic to listen carefully to you	100.00	8.82	91.18





Highest and Lowest Scores

	Last Period	This Period	Change	Total DB Score
Highest Scores				
How helpful were the instructions regarding medication and follow-up care	100.00	100.00	0.00	92.65
How was the advice given to you on how to stay healthy	100.00	100.00	0.00	93.33
How was the thoroughness of the examination	100.00	100.00	0.00	93.75
How well the medic explained things in a way you could understand	100.00	100.00	0.00	93.06
How would you rate the quality of the medical care/evaluation you received	100.00	100.00	0.00	94.12

	Last Period	This Period	Change	Total DB Score
Lowest Scores				
How helpful were the instructions regarding medication and follow-up care	100.00	100.00	0.00	92.65
How was the advice given to you on how to stay healthy	100.00	100.00	0.00	93.33
How was the thoroughness of the examination	100.00	100.00	0.00	93.75
How well the medic explained things in a way you could understand	100.00	100.00	0.00	93.06
How would you rate the quality of the medical care/evaluation you received	100.00	100.00	0.00	94.12



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.

Not enough data for Key Drivers.



Benchmark Comparison

	Your Company	MIH DB
Total Score	100.00	93.01
The willingness of the medic to listen carefully to you	100.00	91.18
The amount of time taken to answer your questions	100.00	91.67
The overall rating of the amount of time spent with you	100.00	93.06
How well the medic explained things in a way you could	100.00	93.06
How helpful were the instructions regarding medication and	100.00	92.65
How was the thoroughness of the examination	100.00	93.75
How was the advice given to you on how to stay healthy	100.00	93.33
How would you rate the quality of the medical care/evaluation	100.00	94.12
Do you feel your overall health has improved with this service		93.33
Overall satisfaction with the service provided	100.00	91.18
Likelihood of recommending this service to others		95.83
Number of Surveys for the period	1	

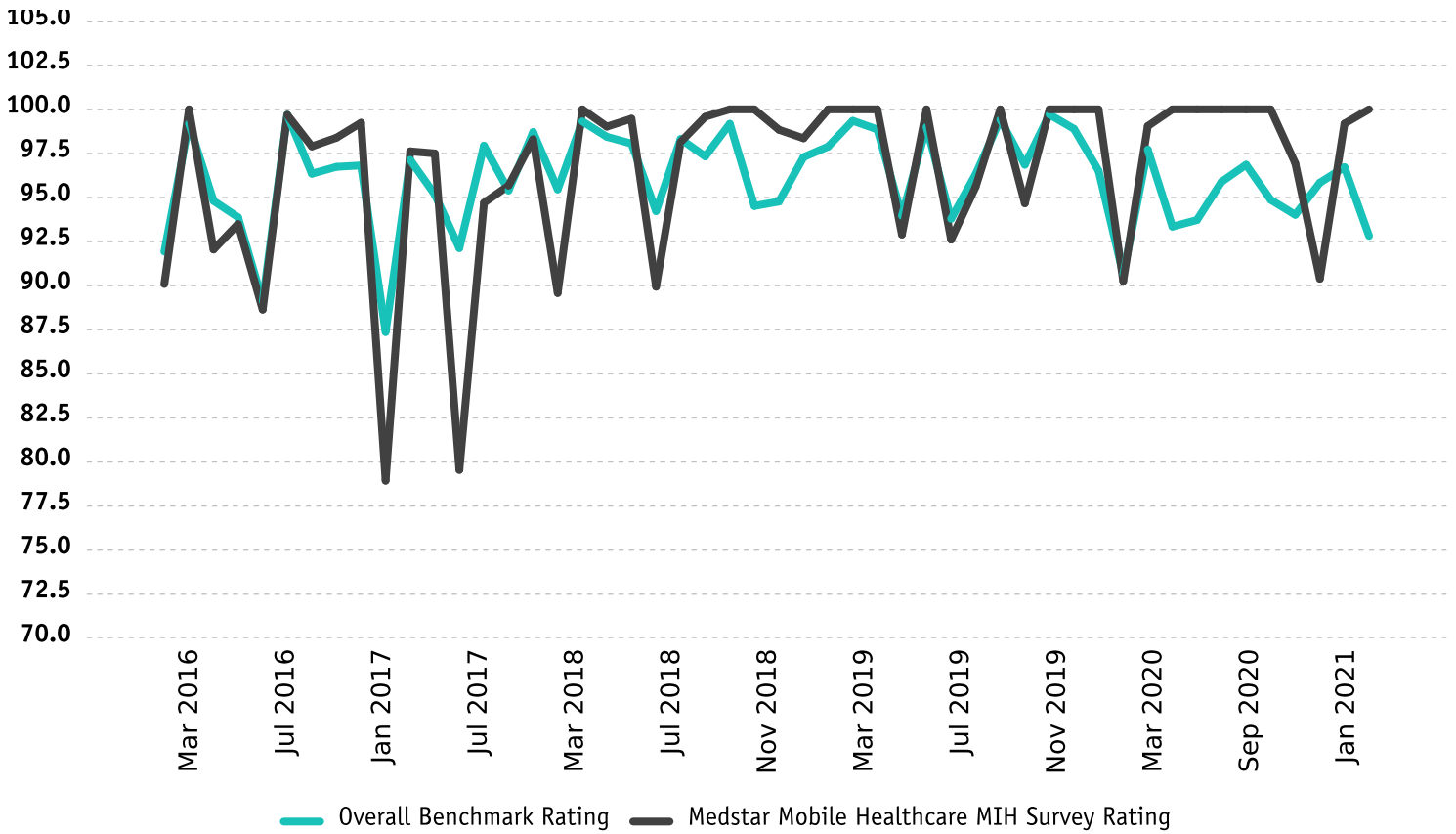


Company Comparisons — The following chart gives a comparison of the mean score for each question as scored by comparable companies. Your company is highlighted. There is also a green-shaded highlight of the highest score for each question. This will show how you compare to similar companies.

	Your Company	Comparison Companies	
		A	C
The willingness of the medic to listen carefully to you	100.00	95.00	88.64
The amount of time taken to answer your questions	100.00	95.00	89.58
The overall rating of the amount of time spent with you	100.00	95.00	91.67
How well the medic explained things in a way you could understand	100.00	95.00	91.67
How helpful were the instructions regarding medication and	100.00	95.00	90.91
How was the thoroughness of the examination	100.00	100.00	90.91
How was the advice given to you on how to stay healthy	100.00	100.00	90.91
How would you rate the quality of the medical care/evaluation you	100.00	100.00	91.67
Do you feel your overall health has improved with this service	0	100.00	90.91
Overall satisfaction with the service provided	100.00	95.00	88.64
Likelihood of recommending this service to others	0		95.83
Overall score	100.00	96.67	90.83



Monthly tracking of Overall Survey Score





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	0	0	0	0	9	100%	79.06%
Medic	0	0	0	0	7	100.00%	78.44%
The willingness of the medic to listen carefully to you	0	0	0	0	1	100.00%	76.47%
The amount of time taken to answer your questions	0	0	0	0	1	100.00%	77.78%
The overall rating of the amount of time spent with you	0	0	0	0	1	100.00%	77.78%
How well the medic explained things in a way you could understand	0	0	0	0	1	100.00%	77.78%
How helpful were the instructions regarding medication and follow-up care	0	0	0	0	1	100.00%	76.47%
How was the thoroughness of the examination	0	0	0	0	1	100.00%	81.25%
How was the advice given to you on how to stay healthy	0	0	0	0	1	100.00%	80.00%
Do you feel your overall health has improved with this service	0	0	0	0	0		80.00%
Overall Assessment	0	0	0	0	2	100.00%	80.72%
How would you rate the quality of the medical care/evaluation you received	0	0	0	0	1	100.00%	82.35%
Overall satisfaction with the service provided	0	0	0	0	1	100.00%	76.47%
Likelihood of recommending this service to others	0	0	0	0	0		83.33%