

Medstar

Clinton Twp., MI
Client 3835



1515 Center Street
Lansing, MI 48096
(517) 318-3800
support@EMSSurveyTeam.com
www.EMSSurveyTeam.com

Patient Experience Report

July 01, 2024 to July 31, 2024

Division: Clinton

Your Score

95.77

Your Patients in this Report

63

Total Patients in this Report

5032

Total EMS Organizations

233



Executive Summary

Your overall score for the period selected is **95.77**, a difference of **-1.94**, compared to your score from the previous year, **97.71**.

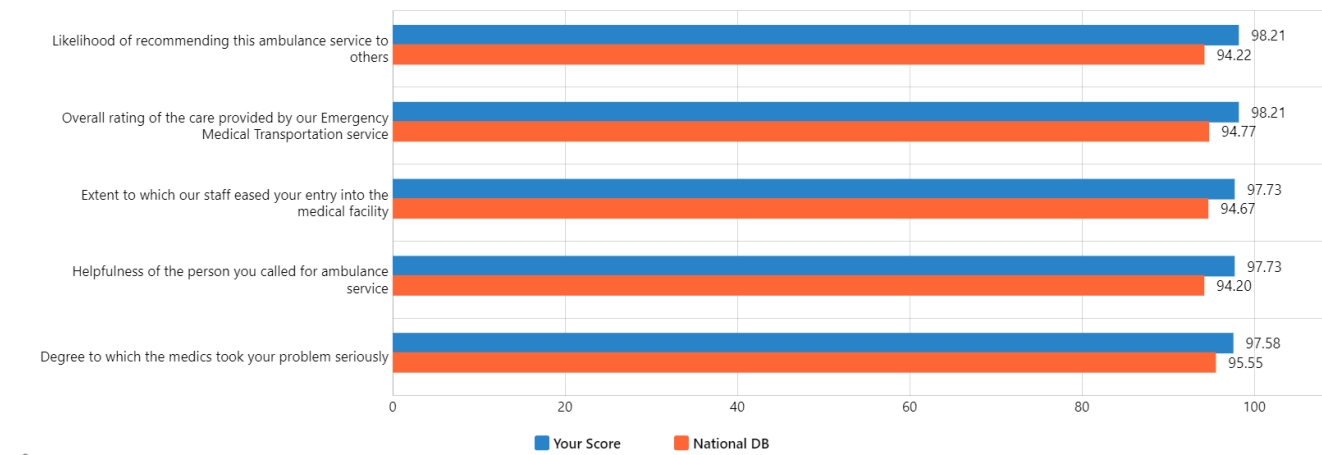
Your overall Top Box score, which represents the percentage of the highest possible rating Very Good, is **85.60%**.

In addition, your rolling **12-** month score of **93.67** is a difference of **-0.04** from the national database score of **93.71**.

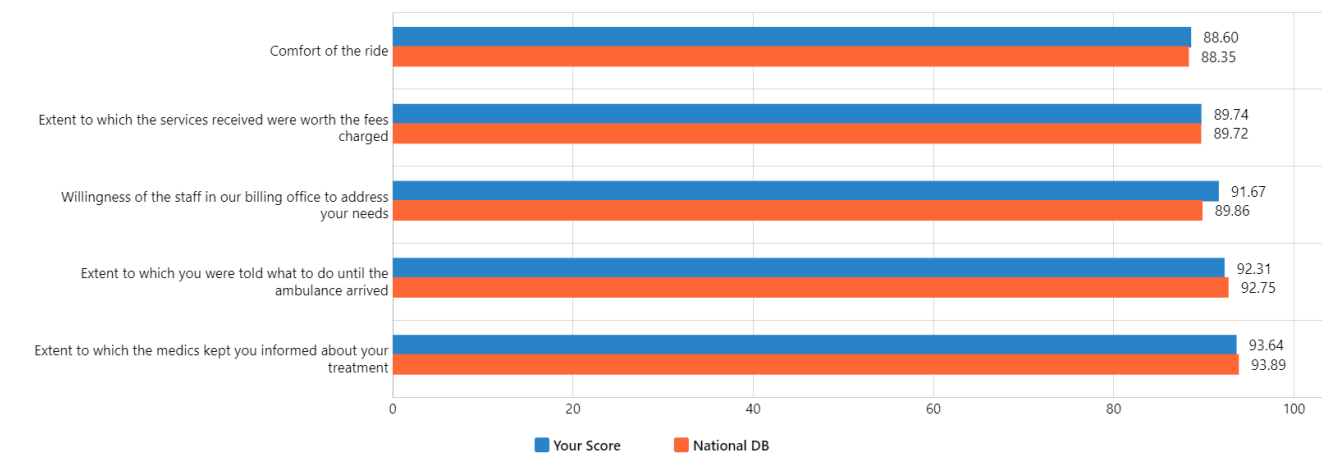
When compared to all organizations in the national database, your score of **93.67** is ranked **34th**.

Highest and Lowest Scores

5 Highest Scores



5 Lowest Scores

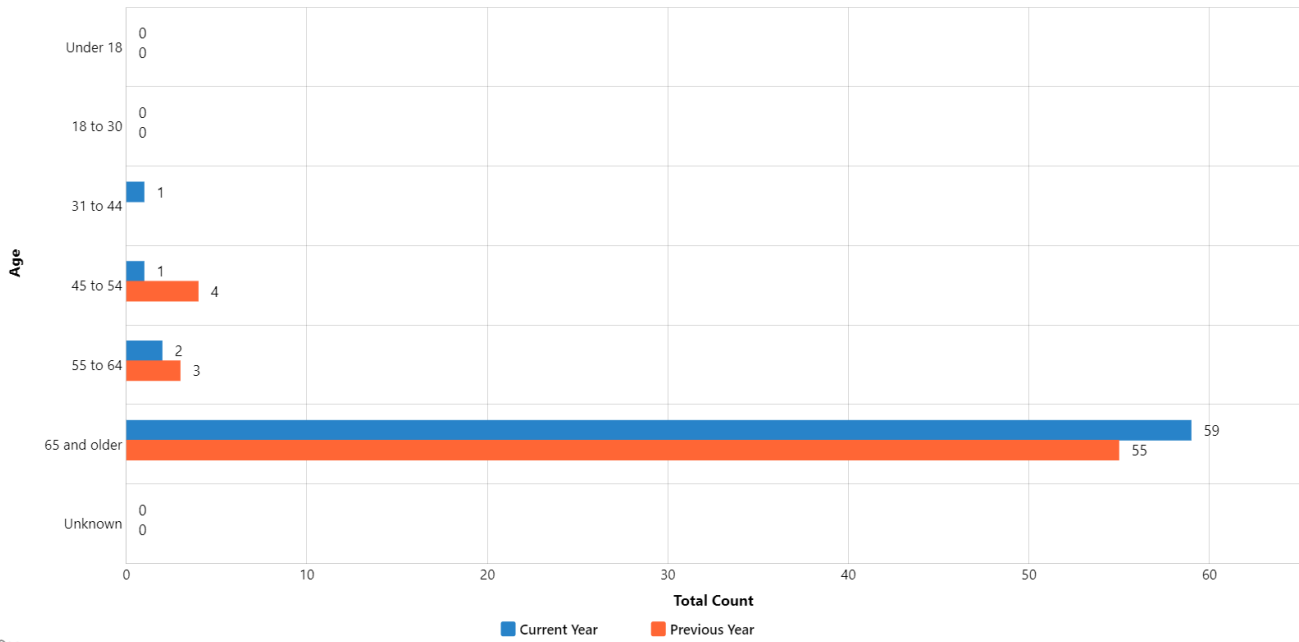




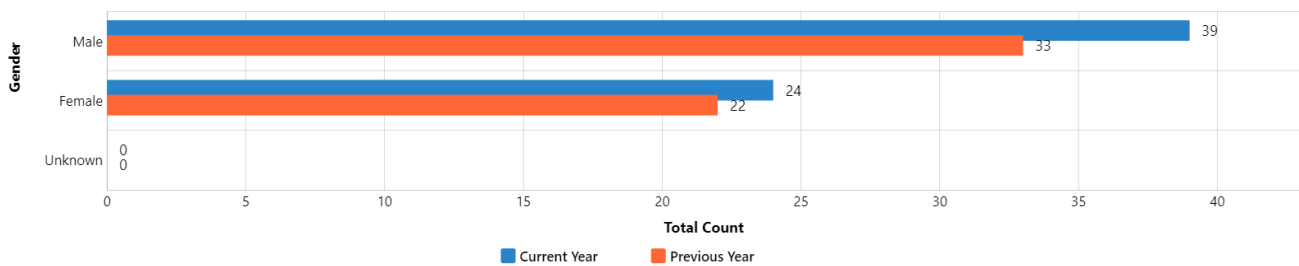
Demographics

— This report provides basic information about the patients age and gender.

Age Score



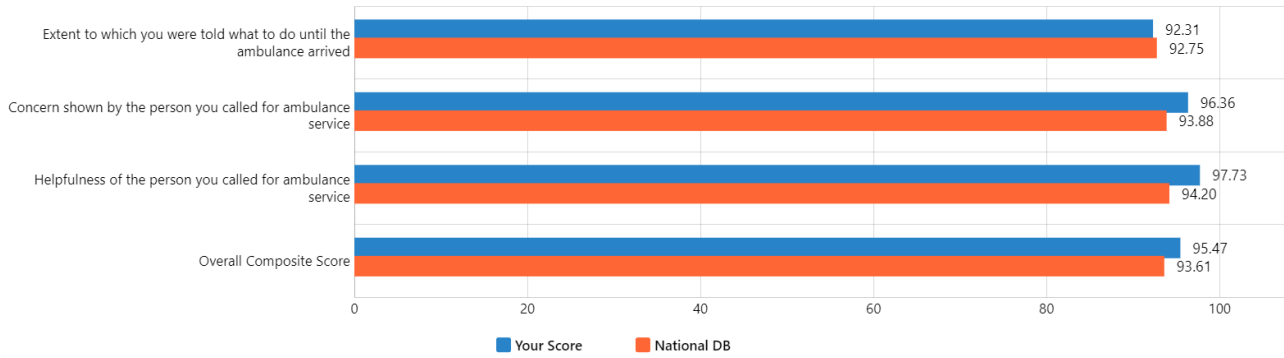
Gender Scores





Dispatch Composite

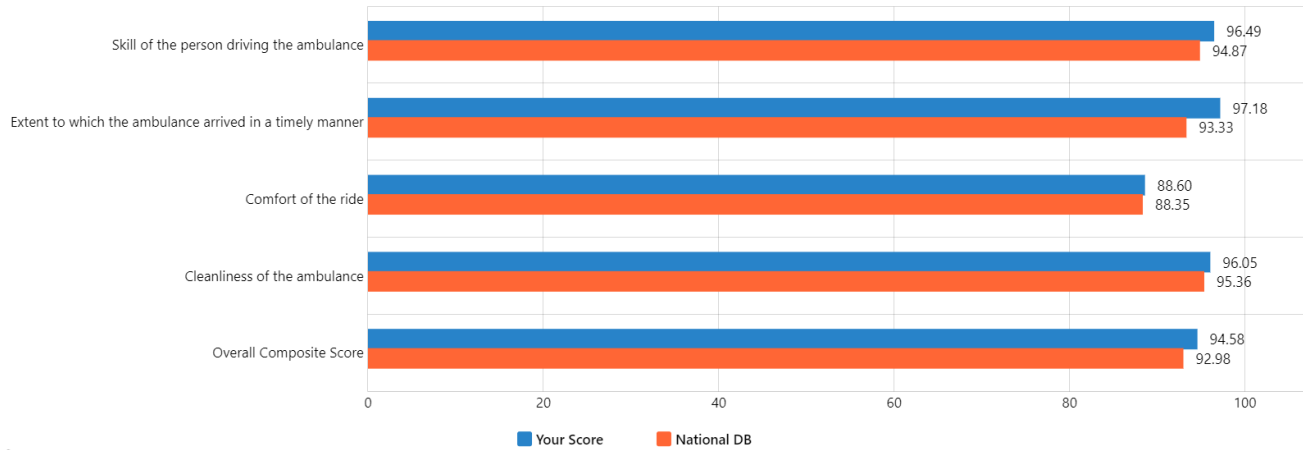
This report shows mean scores for each Dispatch survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.





Ambulance Composite

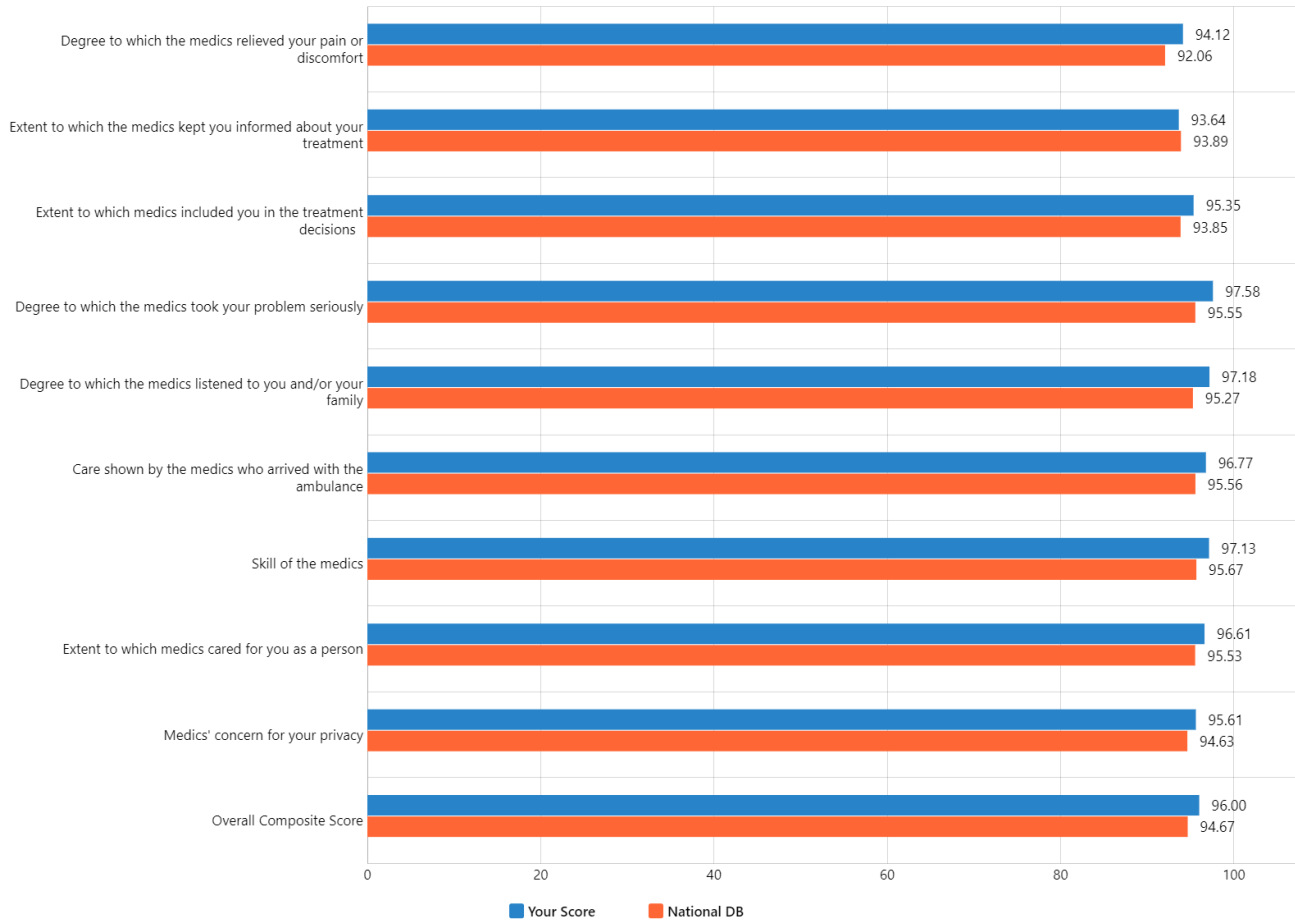
This report shows mean scores for each Ambulance survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.





Medic Composite

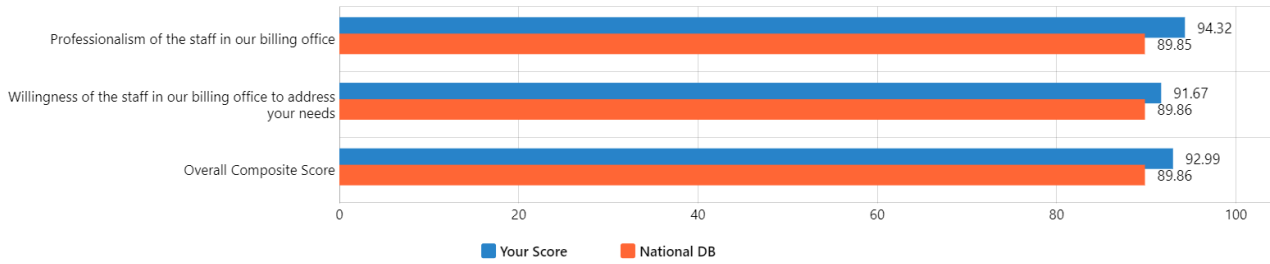
This report shows mean scores for each Medic survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.





Billing Office Staff Composite

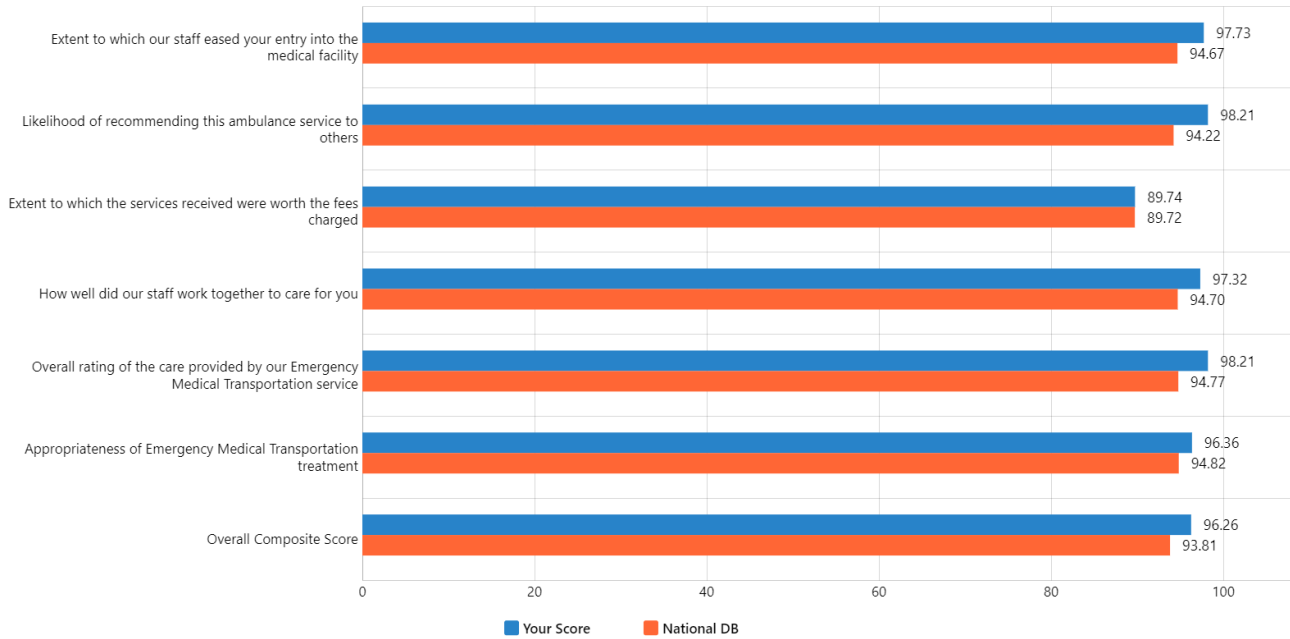
This report shows mean scores for each Billing Office Staff survey item and the overall composite score. The first column shows your organization score with the national database score below it. The second column is the difference between your score and the database mean.





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.





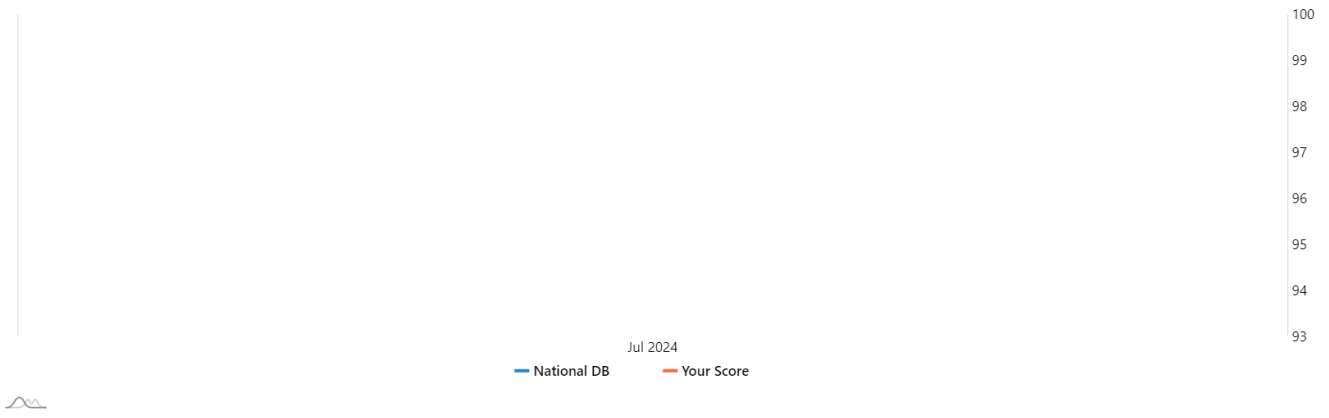
Greatest Increase and Decrease in Scores by Question

Increases	Current	Previous	(+/-)	National DB
Professionalism of the staff in our billing office	94.32	91.30	+3.01	89.90
Extent to which the ambulance arrived in a timely manner	97.18	97.15	+0.03	93.34

Decreases	Current	Previous	(+/-)	National DB
Extent to which the services received were worth the fees charged	89.74	95.73	-5.99	89.71
Degree to which the medics relieved your pain or discomfort	94.12	98.56	-4.44	92.04
Extent to which the medics kept you informed about your treatment	93.64	97.81	-4.16	93.89
Medics' concern for your privacy	95.61	99.53	-3.91	94.63
Comfort of the ride	88.60	92.26	-3.66	88.35
Extent to which medics included you in the treatment decisions (if applicable)	95.35	98.53	-3.18	93.86
Extent to which you were told what to do until the ambulance arrived	92.31	95.28	-2.98	92.75
Appropriateness of Emergency Medical Transportation treatment	96.36	99.11	-2.74	94.81
Cleanliness of the ambulance	96.05	98.66	-2.61	95.37
Extent to which medics cared for you as a person	96.61	99.12	-2.51	95.54



Monthly Overall Survey Score





Monthly Breakdown

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

	Jul 2024
Helpfulness of the person you called for ambulance service	97.73
Concern shown by the person you called for ambulance service	96.36
Extent to which you were told what to do until the ambulance arrived	92.31
Extent to which the ambulance arrived in a timely manner	97.18
Cleanliness of the ambulance	96.05
Comfort of the ride	88.60
Skill of the person driving the ambulance	96.49
Care shown by the medics who arrived with the ambulance	96.77
Degree to which the medics took your problem seriously	97.58
Degree to which the medics listened to you and/or your family	97.18
Skill of the medics	97.13
Extent to which the medics kept you informed about your treatment	93.64
Extent to which medics included you in the treatment decisions (if applicable)	95.35
Degree to which the medics relieved your pain or discomfort	94.12
Medics' concern for your privacy	95.61
Extent to which medics cared for you as a person	96.61
Professionalism of the staff in our billing office	94.32
Willingness of the staff in our billing office to address your needs	91.67



	Jul 2024
How well did our staff work together to care for you	97.32
Extent to which our staff eased your entry into the medical facility	97.73
Appropriateness of Emergency Medical Transportation treatment	96.36
Extent to which the services received were worth the fees charged	89.74
Overall rating of the care provided by our Emergency Medical Transportation service	98.21
Likelihood of recommending this ambulance service to others	98.21
Respondents	63
Overall Score	95.77



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	National DB % Very Good
Overall Company Total	0	2	28	153	1088	86%	76%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Ambulance	0	1	6	35	191	82%	76%
Extent to which the ambulance arrived in a timely manner	0	0	0	7	55	89%	77%
Cleanliness of the ambulance	0	0	0	9	48	84%	82%
Comfort of the ride	0	1	5	13	38	67%	67%
Skill of the person driving the ambulance	0	0	1	6	50	88%	81%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Billing Office Staff	0	0	1	10	32	74%	66%
Professionalism of the staff in our billing office	0	0	0	5	17	77%	66%
Willingness of the staff in our billing office to address your needs	0	0	1	5	15	71%	66%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Dispatch	0	0	3	23	136	83%	77%
Helpfulness of the person you called for ambulance service	0	0	0	5	50	91%	79%
Concern shown by the person you called for ambulance service	0	0	0	8	47	85%	78%
Extent to which you were told what to do until the ambulance arrived	0	0	3	10	39	75%	76%



	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Medic	0	1	11	56	448	86%	81%
Care shown by the medics who arrived with the ambulance	0	0	1	6	55	89%	84%
Degree to which the medics took your problem seriously	0	0	0	6	56	90%	85%
Degree to which the medics listened to you and/or your family	0	0	1	5	56	90%	84%
Skill of the medics	0	0	0	7	54	89%	84%
Extent to which the medics kept you informed about your treatment	0	1	2	8	48	81%	80%
Extent to which medics included you in the treatment decisions (if applicable)	0	0	2	4	37	86%	79%
Degree to which the medics relieved your pain or discomfort	0	0	3	6	42	82%	75%
Medics' concern for your privacy	0	0	1	8	48	84%	81%
Extent to which medics cared for you as a person	0	0	1	6	52	88%	85%

	Very Poor	Poor	Fair	Good	Very Good	Company % Very Good	National DB % Very Good
Overall Experience	0	0	7	29	281	87%	79%
How well did our staff work together to care for you	0	0	1	4	51	91%	81%
Extent to which our staff eased your entry into the medical facility	0	0	0	5	50	91%	81%
Appropriateness of Emergency Medical Transportation treatment	0	0	0	8	47	85%	81%
Extent to which the services received were worth the fees charged	0	0	5	6	28	72%	70%
Overall rating of the care provided by our Emergency Medical Transportation service	0	0	1	2	53	95%	82%
Likelihood of recommending this ambulance service to others	0	0	0	4	52	93%	82%



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

Overall Experience Composite

	Client Score	Change	Last Period	Total Score
Extent to which our staff eased your entry into the medical facility	97.73	-1.34	99.07	94.67
Likelihood of recommending this ambulance service to others	98.21	-1.36	99.57	94.22
Extent to which the services received were worth the fees charged	89.74	-5.99	95.73	89.72
How well did our staff work together to care for you	97.32	-0.89	98.21	94.70
Overall rating of the care provided by our Emergency Medical Transportation service	98.21	-0.52	98.73	94.77
Appropriateness of Emergency Medical Transportation treatment	96.36	-2.75	99.11	94.82
Overall Composite Score	96.26	-2.14	98.40	93.81

Ambulance Composite

	Client Score	Change	Last Period	Total Score
Skill of the person driving the ambulance	96.49	-0.49	96.98	94.87
Extent to which the ambulance arrived in a timely manner	97.18	+0.03	97.15	93.33
Comfort of the ride	88.60	-3.66	92.26	88.35
Cleanliness of the ambulance	96.05	-2.61	98.66	95.36
Overall Composite Score	94.58	-1.68	96.26	92.98

Dispatch Composite

	Client Score	Change	Last Period	Total Score
Extent to which you were told what to do until the ambulance arrived	92.31	-2.97	95.28	92.75
Concern shown by the person you called for ambulance service	96.36	-0.46	96.82	93.88
Helpfulness of the person you called for ambulance service	97.73	+0.00	97.73	94.20
Overall Composite Score	95.47	-1.14	96.61	93.61

Medic Composite

	Client Score	Change	Last Period	Total Score
Degree to which the medics relieved your pain or discomfort	94.12	-4.44	98.56	92.06
Extent to which the medics kept you informed about your treatment	93.64	-4.17	97.81	93.89
Extent to which medics included you in the treatment decisions (if applicable)	95.35	-3.18	98.53	93.85
Degree to which the medics took your problem seriously	97.58	-1.56	99.14	95.55



	Client Score	Change	Last Period	Total Score
Degree to which the medics listened to you and/or your family	97.18	-1.96	99.14	95.27
Care shown by the medics who arrived with the ambulance	96.77	-1.51	98.28	95.56
Skill of the medics	97.13	-1.58	98.71	95.67
Extent to which medics cared for you as a person	96.61	-2.51	99.12	95.53
Medics' concern for your privacy	95.61	-3.92	99.53	94.63
Overall Composite Score	96.00	-2.76	98.76	94.67

Billing Office Staff Composite

	Client Score	Change	Last Period	Total Score
Professionalism of the staff in our billing office	94.32	+3.02	91.30	89.85
Willingness of the staff in our billing office to address your needs	91.67	+0.00	91.67	89.86
Overall Composite Score	92.99	+1.50	91.49	89.86



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.

Ambulance	Your Score	Total DB
Extent to which the ambulance arrived in a timely manner	96.93	92.73
Cleanliness of the ambulance	95.91	94.93
Comfort of the ride	89.09	87.72
Skill of the person driving the ambulance	96.76	94.40

Billing Office Staff	Your Score	Total DB
Professionalism of the staff in our billing office	93.75	89.49
Willingness of the staff in our billing office to address your needs	90.79	89.42

Dispatch	Your Score	Total DB
Helpfulness of the person you called for ambulance service	97.55	93.67
Concern shown by the person you called for ambulance service	96.15	93.34
Extent to which you were told what to do until the ambulance arrived	92.00	92.21

Medic	Your Score	Total DB
Care shown by the medics who arrived with the ambulance	96.55	95.07
Degree to which the medics took your problem seriously	97.37	95.02
Degree to which the medics listened to you and/or your family	96.93	94.72
Skill of the medics	96.93	95.21
Extent to which the medics kept you informed about your treatment	93.18	93.31
Extent to which medics included you in the treatment decisions (if applicable)	95.00	93.28
Degree to which the medics relieved your pain or discomfort	93.88	91.47
Medics' concern for your privacy	95.67	94.16
Extent to which medics cared for you as a person	96.76	94.98

Overall Experience	Your Score	Total DB
How well did our staff work together to care for you	97.12	94.16
Extent to which our staff eased your entry into the medical facility	97.60	94.11
Appropriateness of Emergency Medical Transportation treatment	96.15	94.25
Extent to which the services received were worth the fees charged	90.54	88.93
Overall rating of the care provided by our Emergency Medical Transportation service	98.15	94.20
Likelihood of recommending this ambulance service to others	98.15	93.63



Benchmark Comparison By Question

	Your Score	CAAS	MHR	Michigan
Appropriateness of Emergency Medical Transportation treatment	96.36	94.42	94.25	94.42
Care shown by the medics who arrived with the ambulance	96.77	95.04	95.04	95.24
Cleanliness of the ambulance	96.05	94.88	94.79	95.01
Comfort of the ride	88.60	87.72	86.53	87.12
Concern shown by the person you called for ambulance service	96.36	93.70	93.73	94.04
Degree to which the medics listened to you and/or your family	97.18	94.73	95.10	95.25
Degree to which the medics relieved your pain or discomfort	94.12	91.35	91.69	91.92
Degree to which the medics took your problem seriously	97.58	94.99	95.16	95.38
Extent to which medics cared for you as a person	96.61	95.07	95.40	95.57
Extent to which medics included you in the treatment decisions (if applicable)	95.35	93.26	93.17	93.56
Extent to which our staff eased your entry into the medical facility	97.73	94.28	94.30	94.46
Extent to which the ambulance arrived in a timely manner	97.18	92.75	92.64	92.87
Extent to which the medics kept you informed about your treatment	93.64	93.40	93.70	93.98
Extent to which the services received were worth the fees charged	89.74	88.88	88.80	89.12
Extent to which you were told what to do until the ambulance arrived	92.31	92.34	91.72	92.09
Helpfulness of the person you called for ambulance service	97.73	93.84	93.78	94.14
How well did our staff work together to care for you	97.32	94.19	94.45	94.59
Likelihood of recommending this ambulance service to others	98.21	93.62	93.80	94.02
Medics' concern for your privacy	95.61	94.07	94.22	94.36
Overall rating of the care provided by our Emergency Medical Transportation service	98.21	94.23	94.53	94.63
Professionalism of the staff in our billing office	94.32	89.12	89.22	89.23
Skill of the medics	97.13	95.19	95.35	95.45
Skill of the person driving the ambulance	96.49	94.61	94.60	94.76
Willingness of the staff in our billing office to address your needs	91.67	89.24	89.66	89.62
Overall Score	95.51	93.12	93.15	93.37



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	National DB
NUMBER OF ORGANIZATIONS IN COMPARE GROUP		233
MINIMUM SCORE	14.22	1.00
MAXIMUM SCORE	100.00	100.00
MEAN SCORE	93.12	93.74
YOUR PERCENTILE		59th
YOUR RANK		32

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.