



2025 Careholder Report



Raw Data

911
Responses:
93,085

Transports:
66,090

Cancellation
Rate: 29%

Emergency
transport
rate: 4.2%

Average
Response
Time: 5.75

Mutual Aid
Request Rate:
2.02%

EMS System Design and Safety Leadership

- Medstar continues to lead conversations about modern EMS system design.
 - In March, we hosted the EMS Safety and System Design Summit, bringing together 116 elected officials, EMS leaders, hospital partners, and physicians from across the state to meet and learn from national EMS system physicians and system design leaders.
 - Together, we focused on safer response models, sustainability, and using data to guide decisions to reduce risk and improve patient outcomes.
 - Worked with MCAs and communities to shift focus from response time to clinical outcomes, patient experience, and response & transport safety.



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POSITION STATEMENTS

JOINT POSITION STATEMENT ON EMS PERFORMANCE MEASURES BEYOND RESPONSE TIMES

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Keywords: quality, quality measures, quality metrics, emergency medical services, EMS, paramedicine

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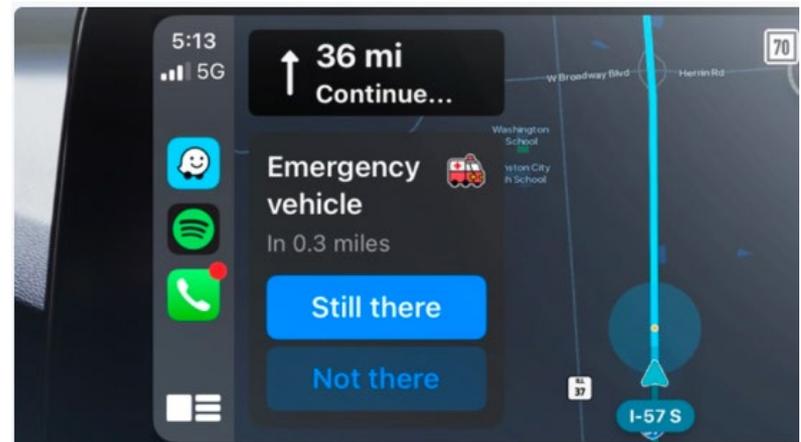
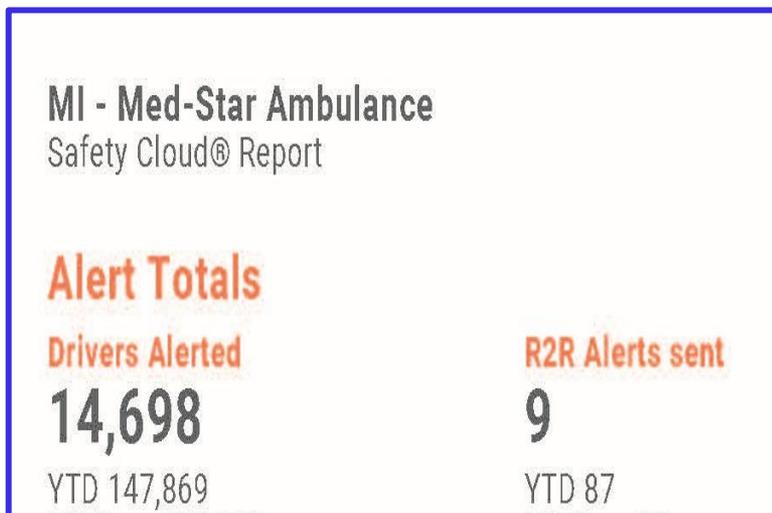
Emergency Medical Services (EMS) exist to provide safe and effective out-of-hospital medical care to communities. Historically, response time has been the primary measure used to assess the performance of an emergency medical services (EMS) system/agency. Public policymakers have adopted response time because it is objective, quantifiable, and easily understood, however, this standard is derived from the need to respond quickly to cardiac arrest and time-sensitive conditions. While it is essential to continue to monitor and promote effective response, the majority of 911 EMS responses do not require a response time under ten minutes (Murray & Kuc, 2017). Reliance solely on response time performance increases the cost of EMS and the risk of EMS vehicle crashes. It also prevents communities from evaluating other EMS system quality measures that demonstrate system effectiveness for patient care, experience, and outcomes.

Response Safety

Patient, responder and public safety remain a key performance objective.

In 2025, Medstar became the first EMS agency in Michigan to implement HAAS Alert on all ambulances.

Vehicle incidents and accidents decreased 21% from previous year.





Workforce Development

- During 2025, Medstar graduated 23 new paramedics and 54 new EMTs through our education programs in Clinton Township and Detroit.
- We are proud to be the one of the only EMS agencies in Michigan with nationally accredited paramedic education.

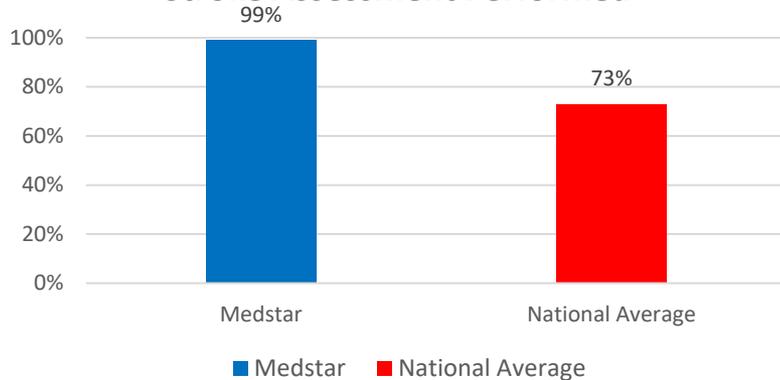


Clinical Performance

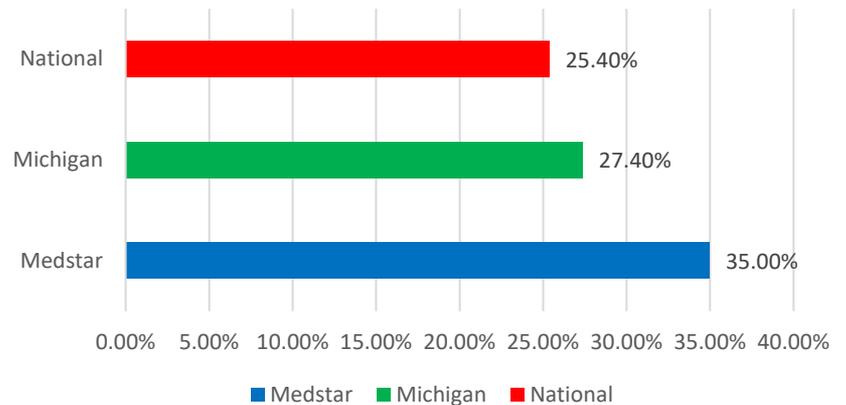
We expanded our stroke alert system, consistently exceeding national averages for early identification and notification.

We also enhanced cardiac arrest quality assurance processes, contributing to survival rates above national benchmarks.

Stroke Assessment Performed



Overall ROSC Rate



Whole Blood Program



December 2025 brought a major clinical milestone, as we implemented a prehospital whole blood program after 2+ years of research and development.



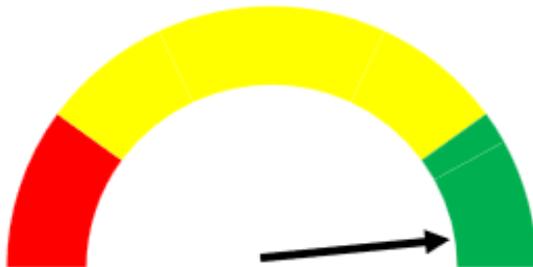
We are the first EMS agency in Southeast Michigan and among fewer than 2 percent of EMS agencies nationwide with this capability.



In December, we hosted a national Whole Blood Summit to share lessons learned and advance best practices. 138 physicians, EMS agency and hospital leaders came together to discuss improving trauma patient outcomes.



Patient Experience



97.4% Top Box Patient Experience

✓ Medstar uses an external, 24 question, nationally benchmarked patient experience survey sent to every emergency patient we serve.

✓ We are proud of a 97.4 % top box* satisfaction score (95.5% very good) reflecting the compassion, clinical care, and professionalism of our clinical and support team members.

✓ Medstar outperformed Michigan benchmarked EMS agencies on every survey question.

✓ Feedback is shared with staff and used to improve training, dispatch, billing engagement, and clinical processes.

Shock and Save Initiative



During the year, we donated 24 automated external defibrillators and trained approximately 480 community members in CPR.

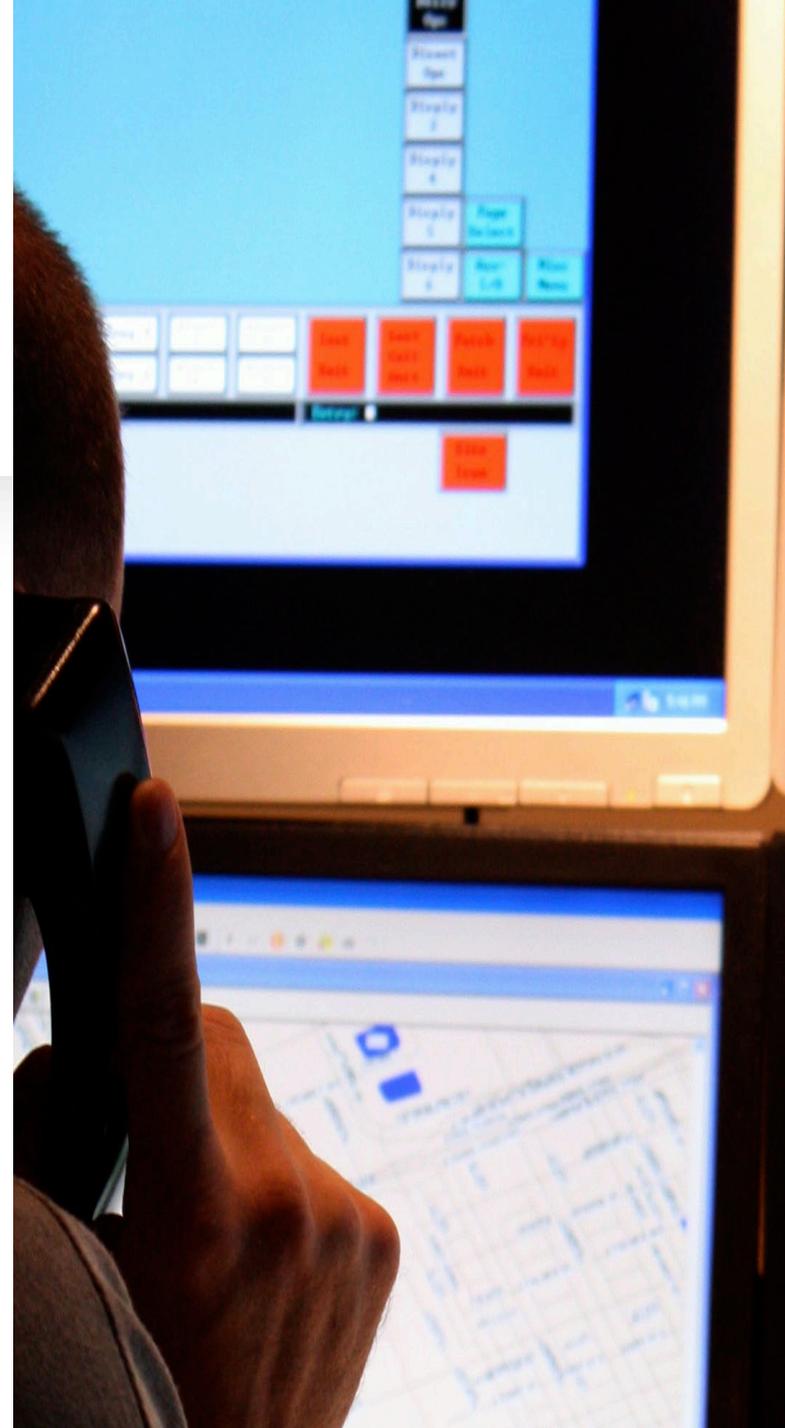


These efforts strengthen early intervention and improve survival when emergencies occur.

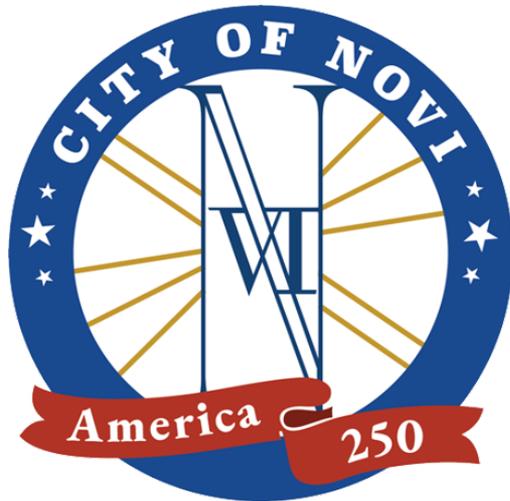
System Modernization

\$1.6M in new computer-aided dispatch and patient care reporting systems.

These upgrades improve call triage, unit deployment, and automated reporting for our community partners.

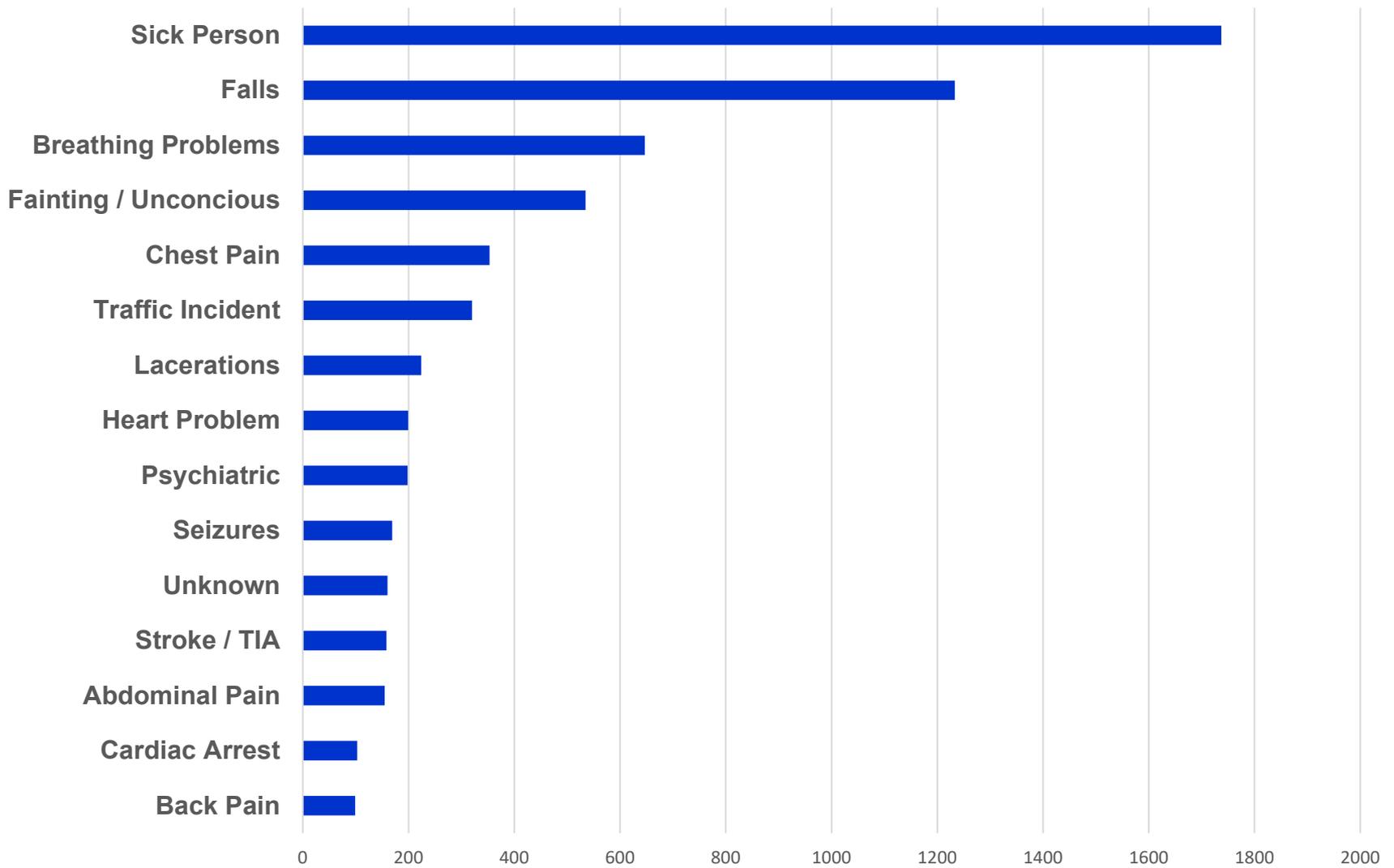


Community Quality Report 2025

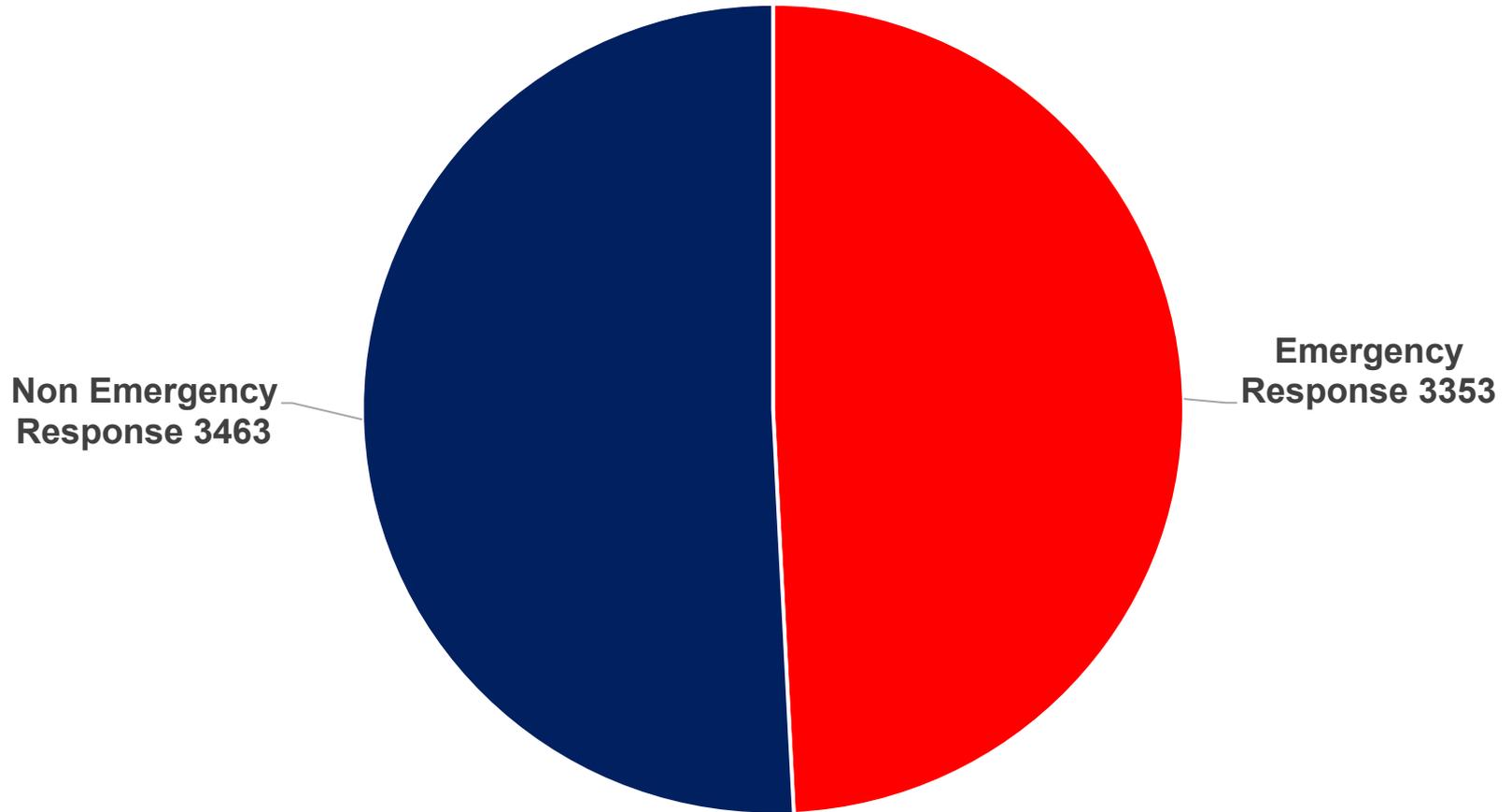




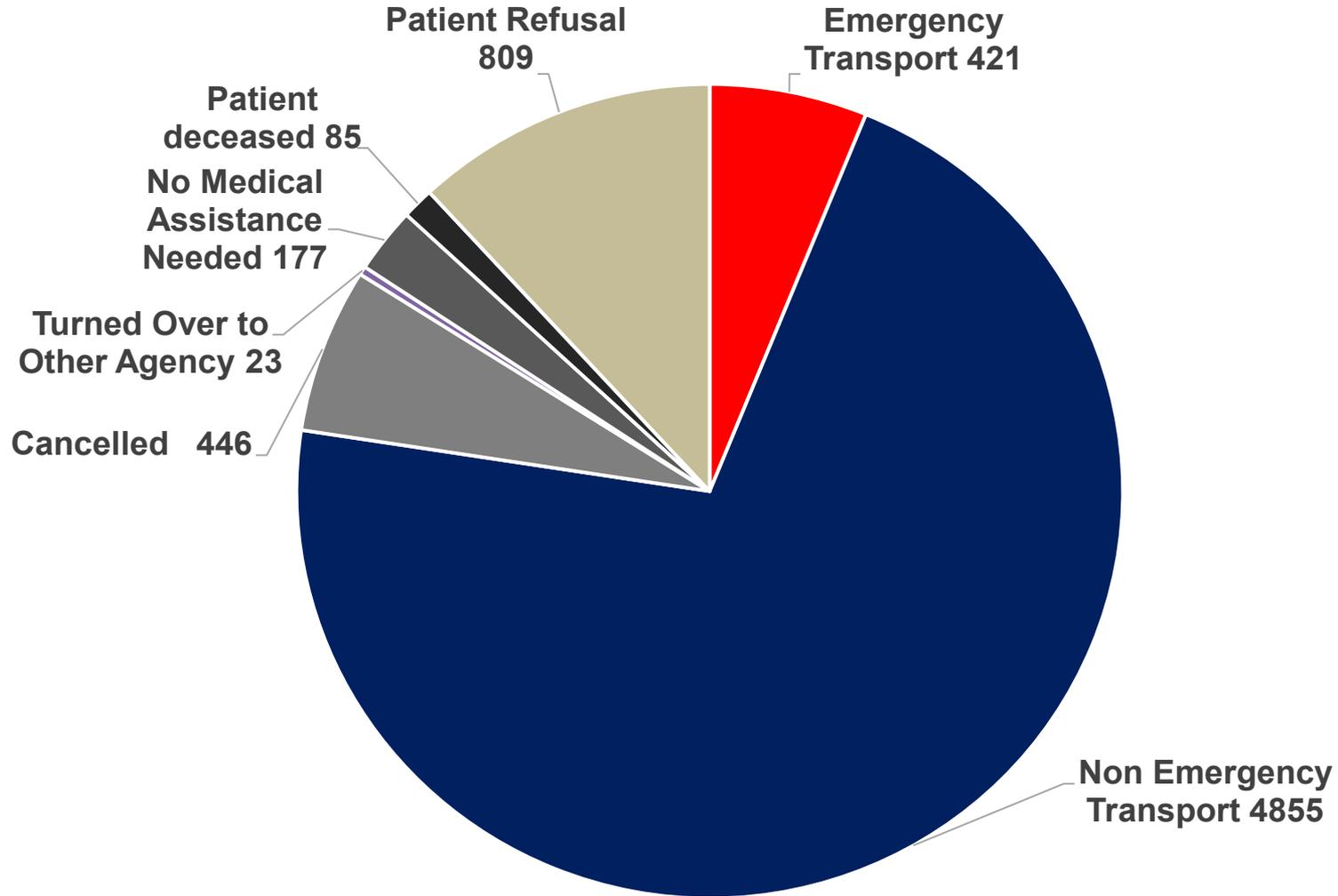
Request Reasons



Response Mode

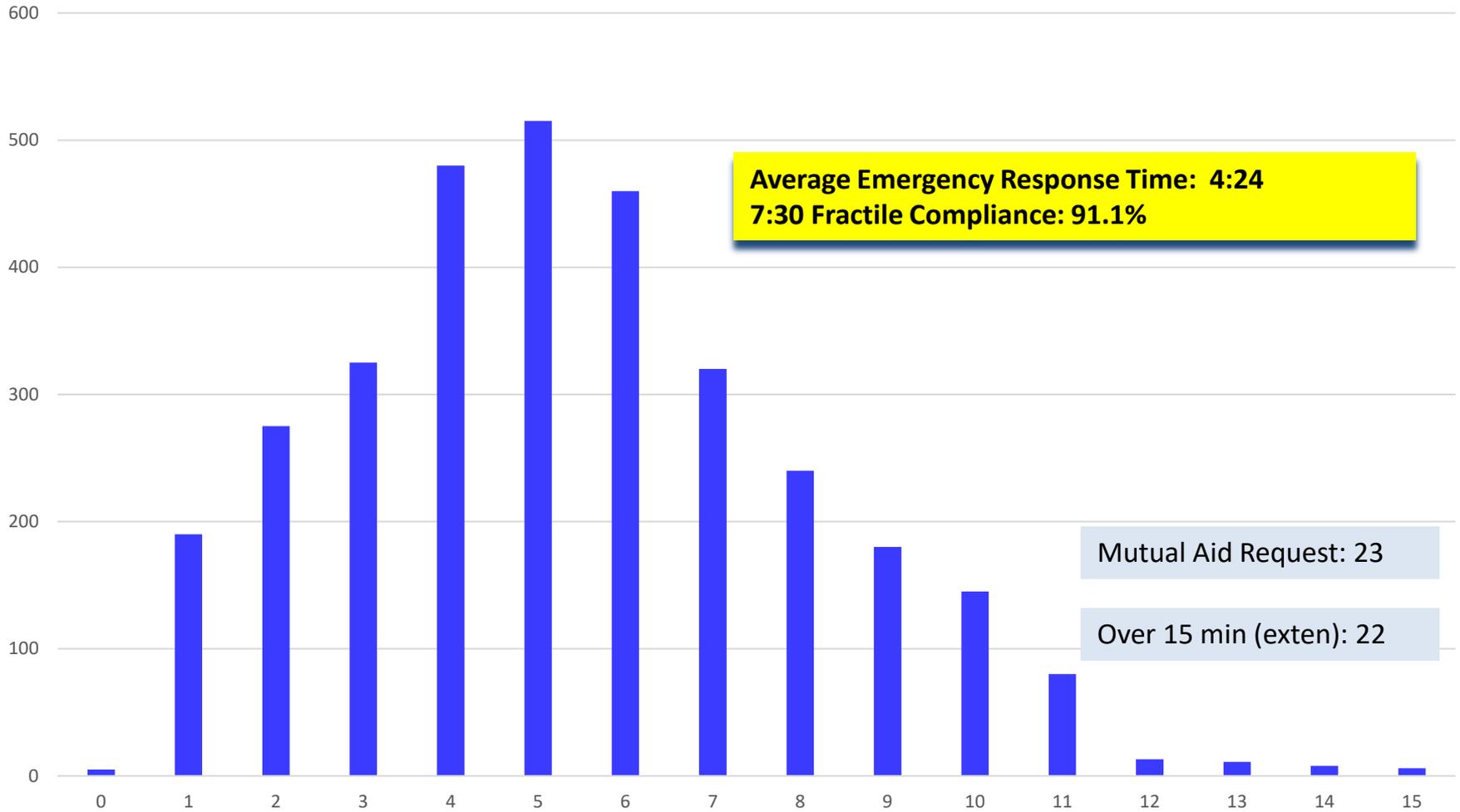


Response Outcome





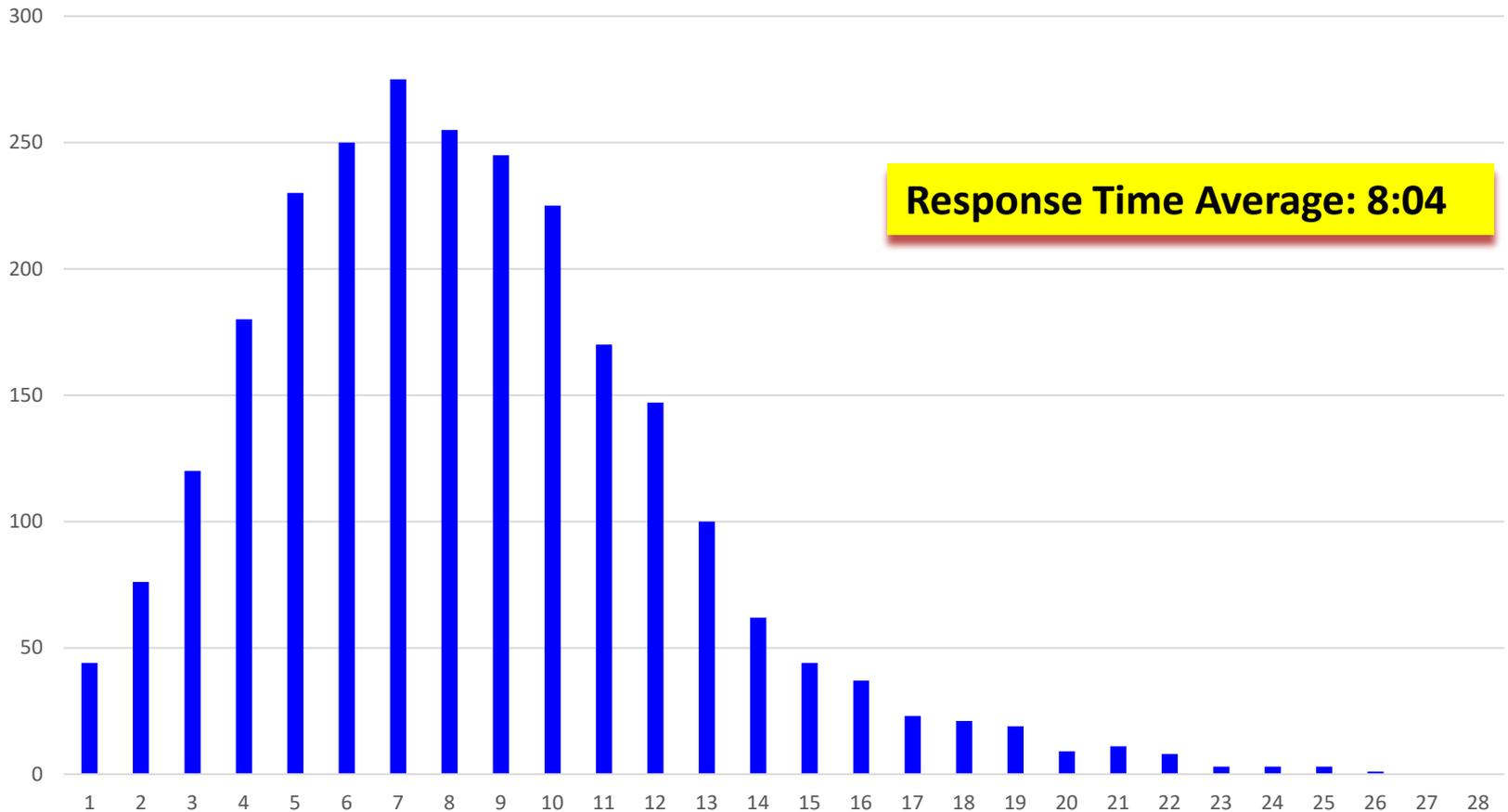
Emergency Response Time Performance (Count of Minute)





Non-Emergency Response Time Performance (Count of Minute)

Response Time By Minute - Non-Emergency
(Count)



Response Time Average: 8:04

Patient Experience Survey

Medstar
Clinton Twp., MI
Client 3835



EMS SURVEY TEAM

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Lansing, MI 48096
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Patient Experience Report
January 01, 2025 to December 31, 2025

| | |
|---|------------------------------|
| Your Score | Your Patients in this Report |
| 97.42 | 2679 |
| Number of National Database Patients in this Report | Total EMS Organizations |
| 58133 | 255 |

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Patient experience survey completed by EMS Survey Team, Inc.

Mailed to all* patients served

96.84% Top Box Satisfaction for Novi Patients

-Top box satisfaction is summary of all positive response categories.

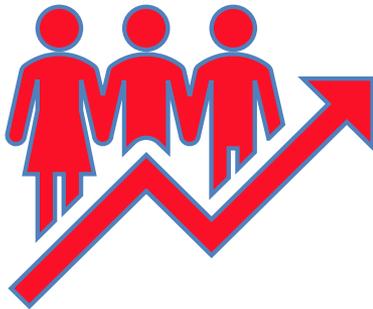
Patient Experience Issues

Complaints received during 2025

1. Destination dispute (closer hospital required by protocol.) Positive patient outcome.
2. Crew interaction with patient (discipline)



Looking Ahead



- In 2026, our priorities continue:
 - Enhance patient outcomes
 - Deliver a consistent, positive patient experience
 - Expand patient, responder, and public safety activities
 - Expand workforce development initiatives
 - Implement community-based programs that support early intervention, reduce emergency needs
 - Enhance communication with community and healthcare leaders

Knock and Check Program

LAUNCHING IN THE FIRST QUARTER OF 2026, THE KNOCK AND CHECK PROGRAM PROVIDES PROACTIVE, NON-EMERGENCY WELLNESS CHECKS FOR INDIVIDUALS AT HIGH RISK OR FREQUENT 911 SYSTEM UTILIZATION.

THE PROGRAM HELPS IDENTIFY CONCERNS EARLY, OFFERS REASSURANCE TO FAMILIES, CONNECTS PATIENTS WITH CARE, AND REDUCES AVOIDABLE EMERGENCY RESPONSES WHILE IMPROVING PATIENT SAFETY.





- Builds on CPR / AED initiative
- Provides free training for any gathering space: schools, churches, civic and community centers, etc.
- Training for AED, CPR, overdose, and major bleeding.
 - Train the trainer available for interested organizations.



SAVE A LIFE



Advancing EMS Conversations

Medstar will expand regular communication channels with elected officials, community leaders, and healthcare partners.

- Share data-driven insights on system design, clinical care, safety, and outcomes.
- Share EMS system enhancements from around the country
- Publish clinical data comparisons between benchmarks and national datasets
- Share examples of local initiative successes
- Goal is to continue to move EMS systems toward measurable effectiveness and patient-centered performance.

Questions