

Operational Compliance Report

December 2022

Frank Gresh

Interim Chief Operating Officer



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

December 2022 Compliance Summary – Combined

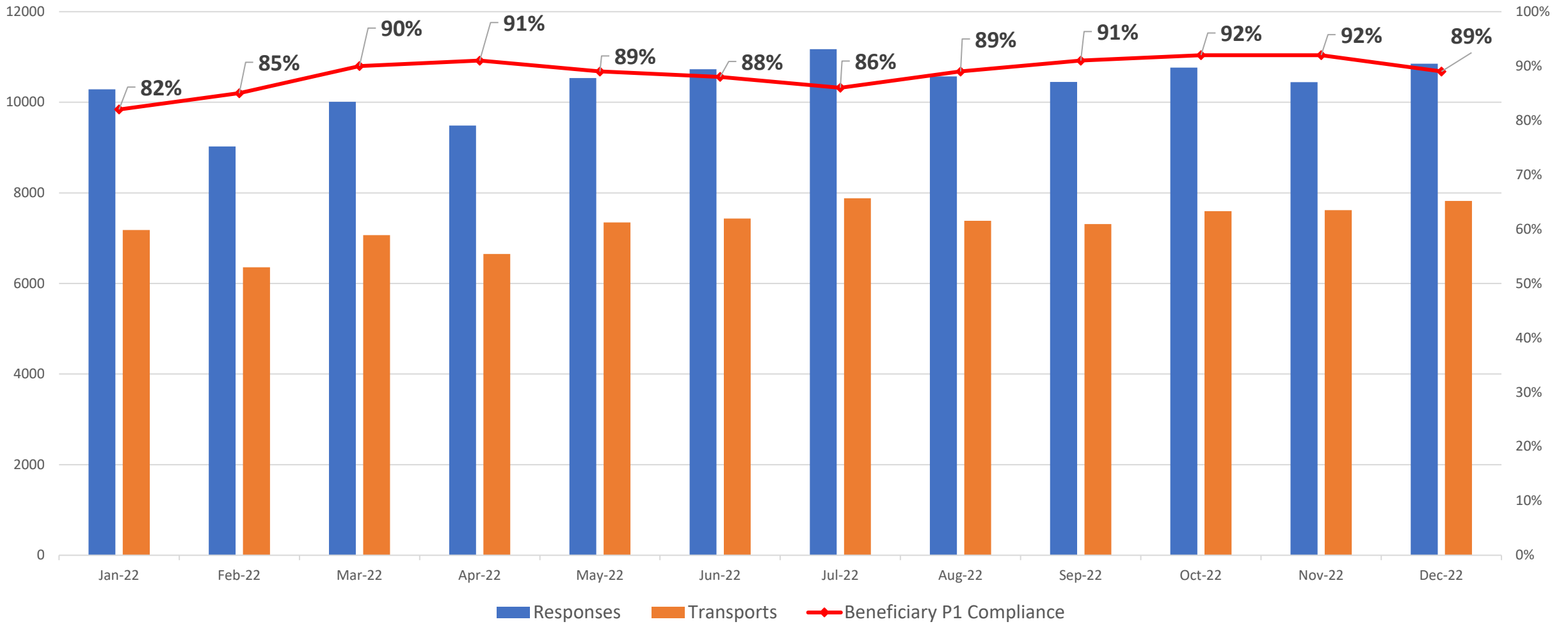
| | Priority 1 | Priority 2 | Priority 3 | Priority 4 |
|-----------------|--------------|------------|------------|------------|
| East Ben. Total | 89% | 94% | 71% | 86% |
| East NB Total | Priority 1&2 | 74% | N/A | N/A |
| West Ben. Total | 76% | 91% | 73% | 83% |
| West NB Total | Priority 1&2 | 85% | 100% | N/A |



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P1 Compliance Trends – EASTERN DIVISION

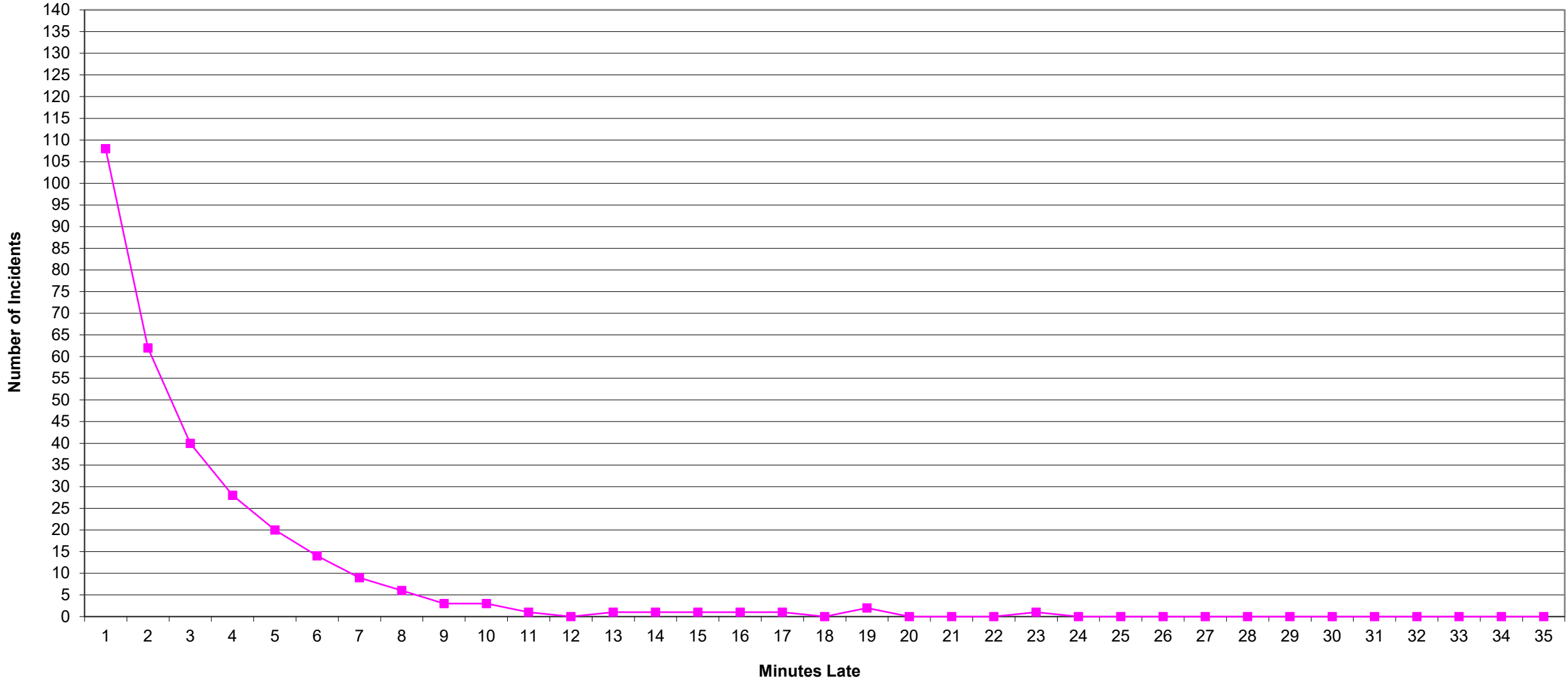
East Beneficiary Response Time Compliance with Response and Transport Totals



■ Responses ■ Transports ● Beneficiary P1 Compliance



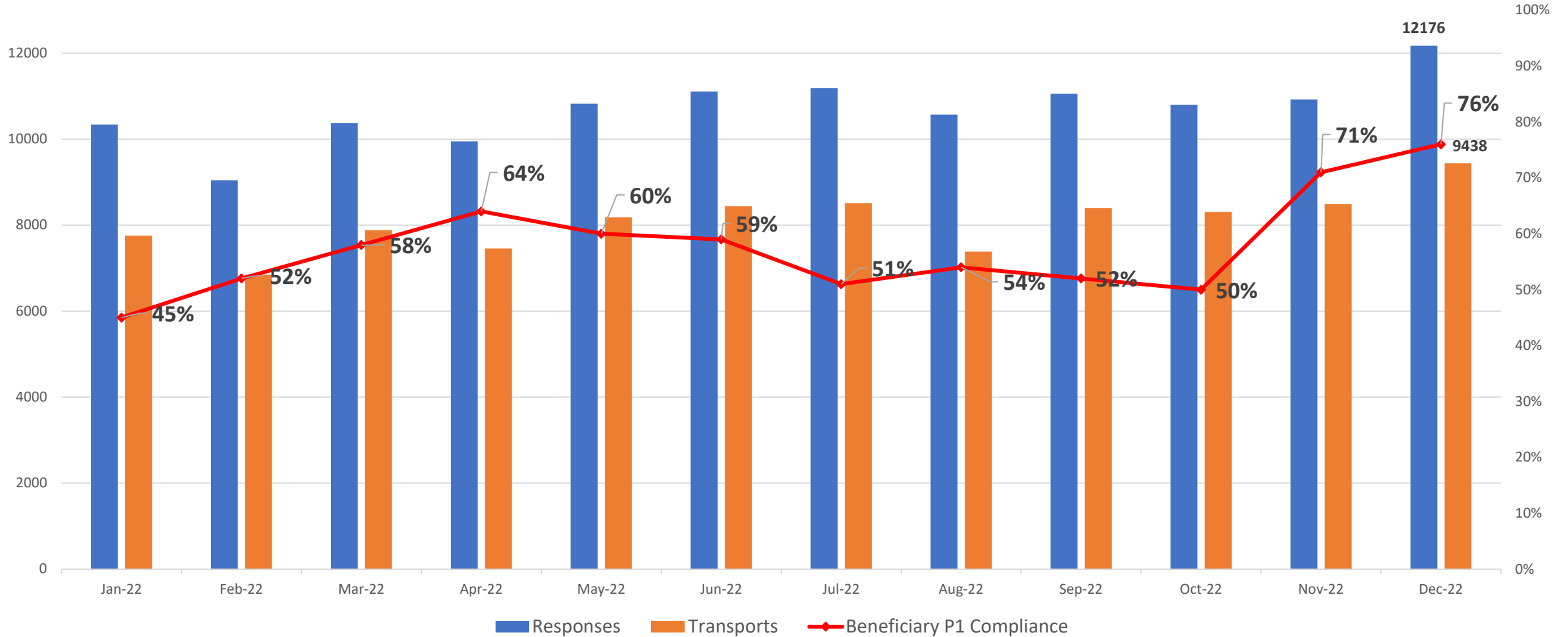
Eastern Division Priority 1 Late Calls December 2022



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P1 Compliance Trends – WESTERN DIVISION

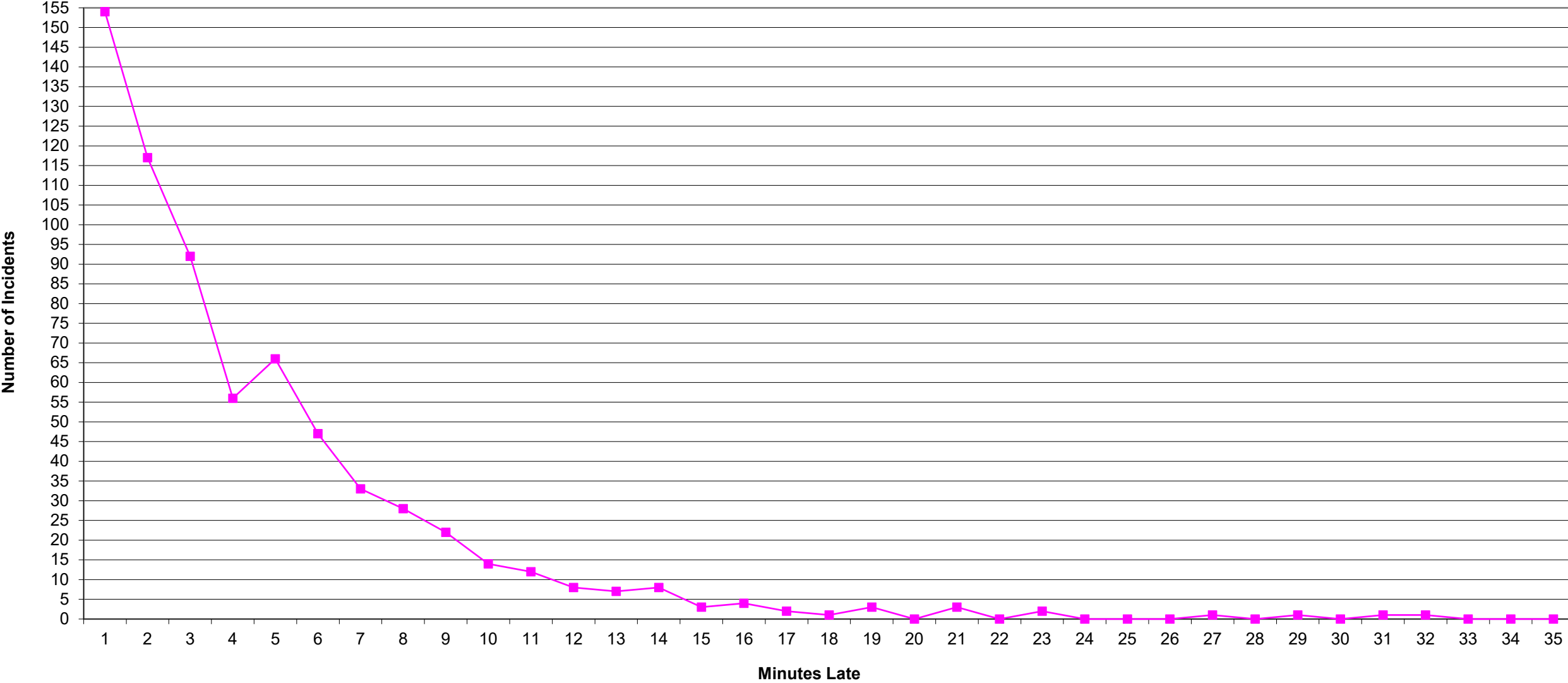
West Beneficiary Response Time Compliance with Response and Transport Totals



■ Responses ■ Transports ◆ Beneficiary P1 Compliance



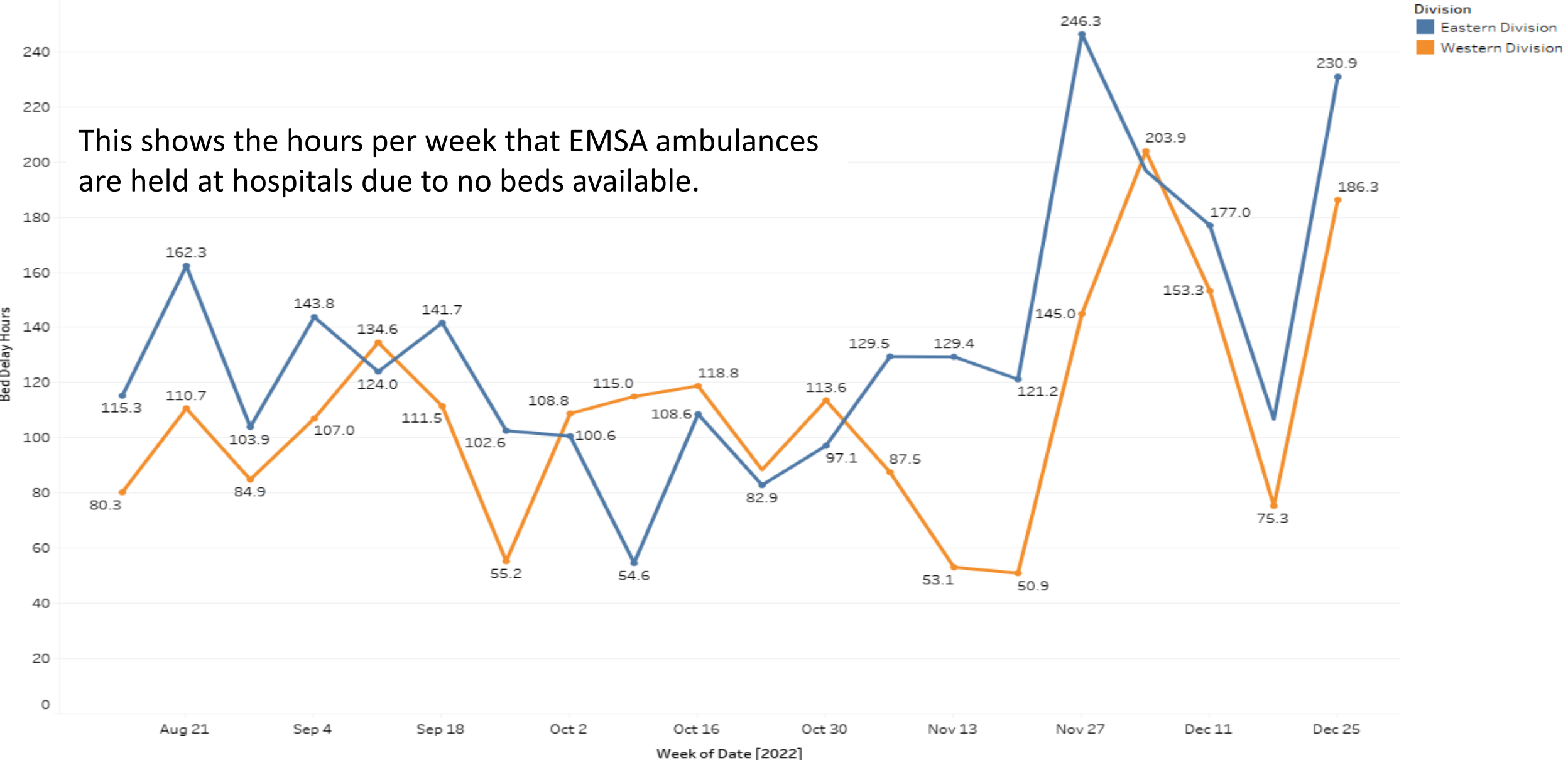
**Western Division Priority 1 Late Calls
December 2022**



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BED DELAY – BOTH DIVISIONS

This shows the hours per week that EMSA ambulances are held at hospitals due to no beds available.



Year over Year Volume – Both Divisions

