

# Operational Compliance Report

## December 2020

*Frank Gresh*

*Chief Information Officer*



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

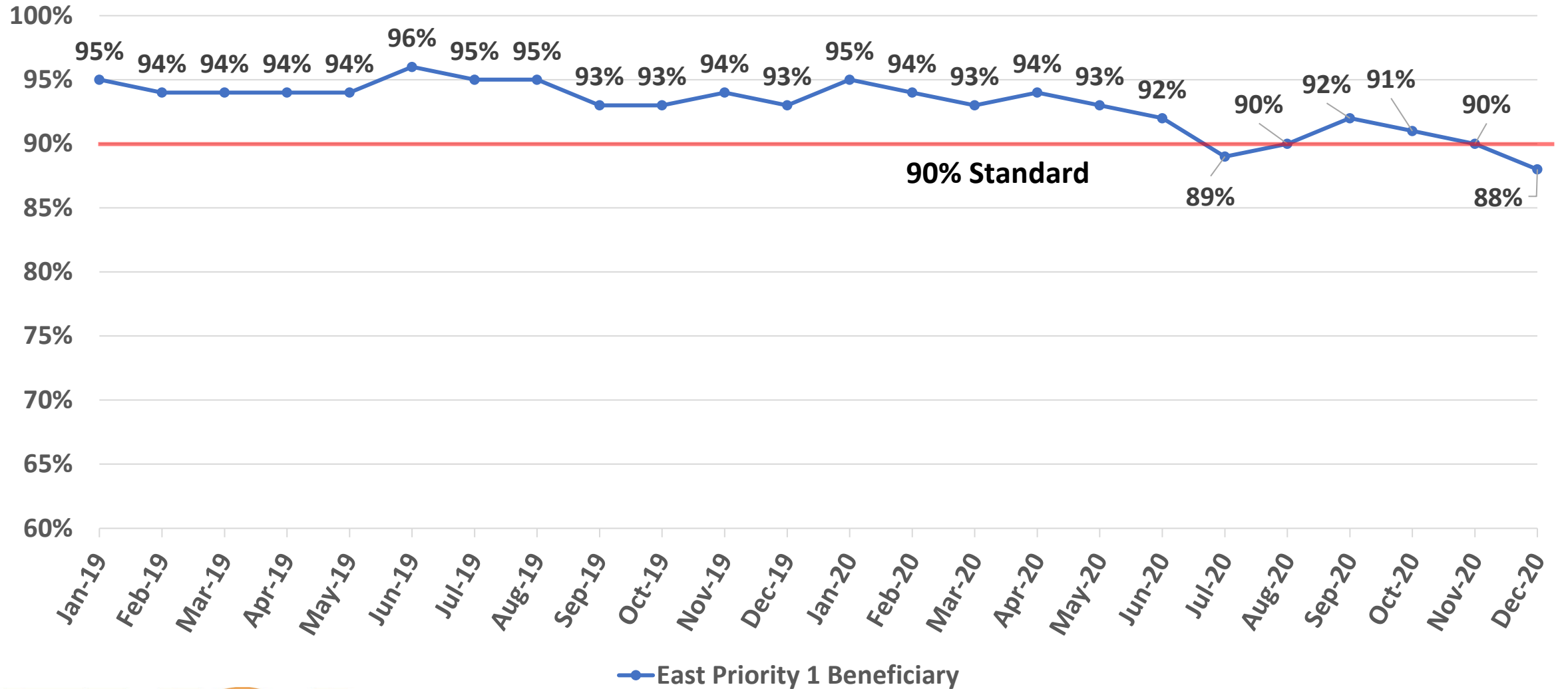
## December 2020 Compliance Summary – Combined

	Priority 1	Priority 2	Priority 3	Priority 4
East Ben. Total	<b>88%</b>	94%	<b>73%</b>	90%
East NB Total	Priority 1&2	<b>81%</b>	100%	N/A
West Ben. Total	<b>63%</b>	<b>80%</b>	<b>47%</b>	<b>69%</b>
West NB Total	Priority 1&2	<b>59%</b>	100%	N/A



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# East Beneficiary Response Time Compliance

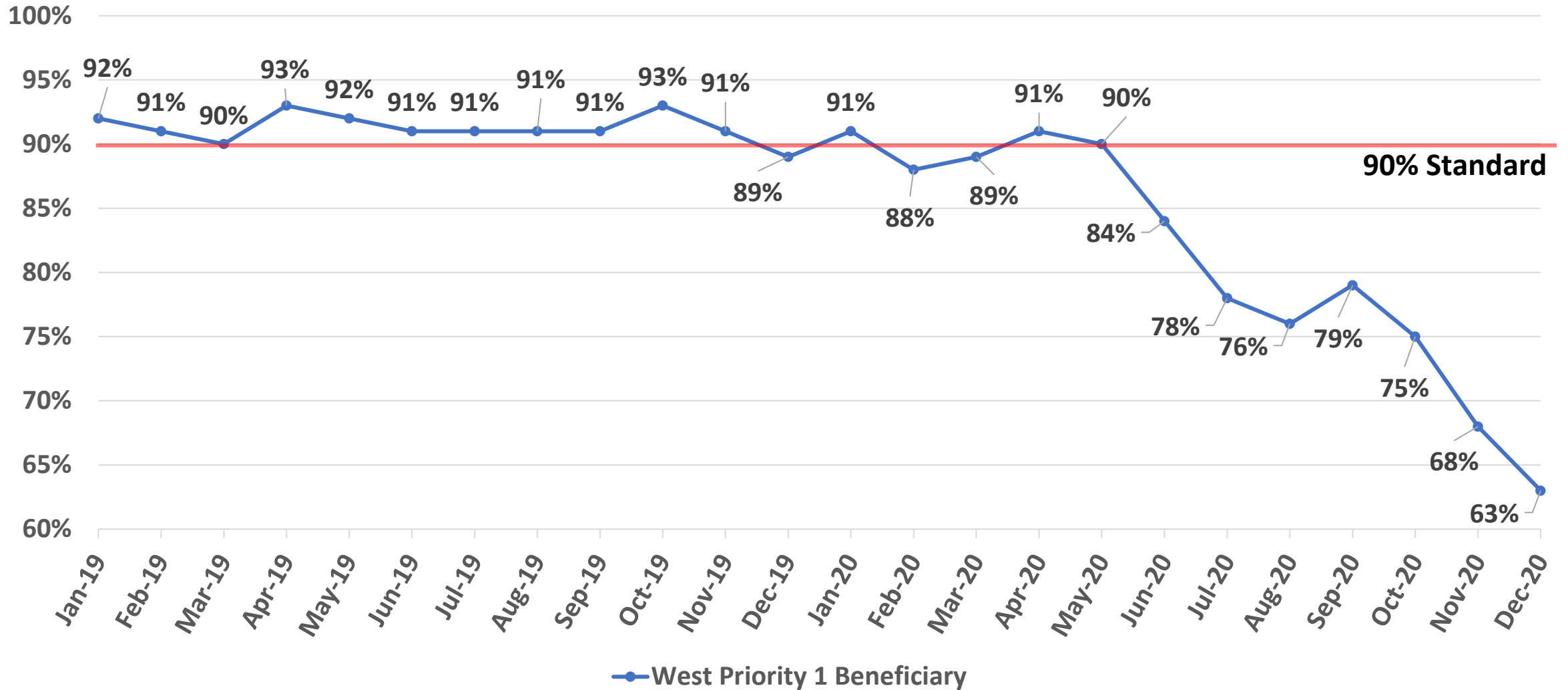


— East Priority 1 Beneficiary



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# West Beneficiary Response Time Compliance



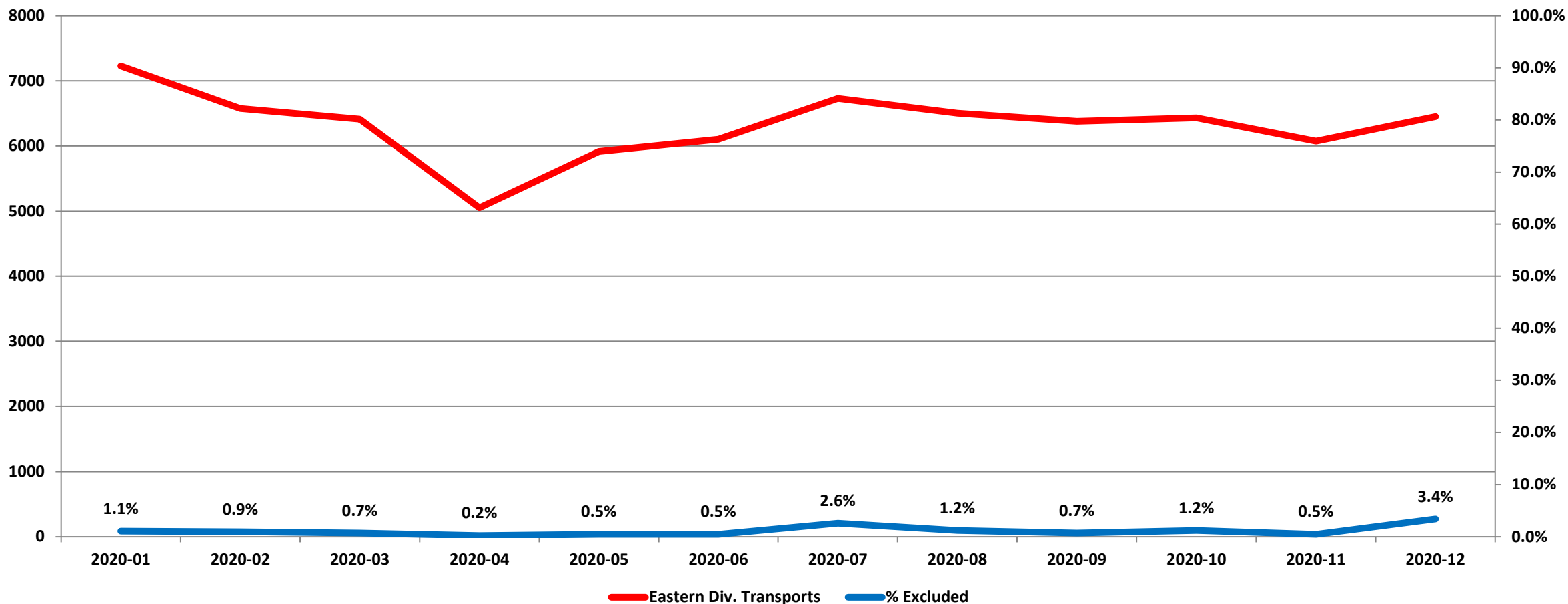
— West Priority 1 Beneficiary



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# Exclusions

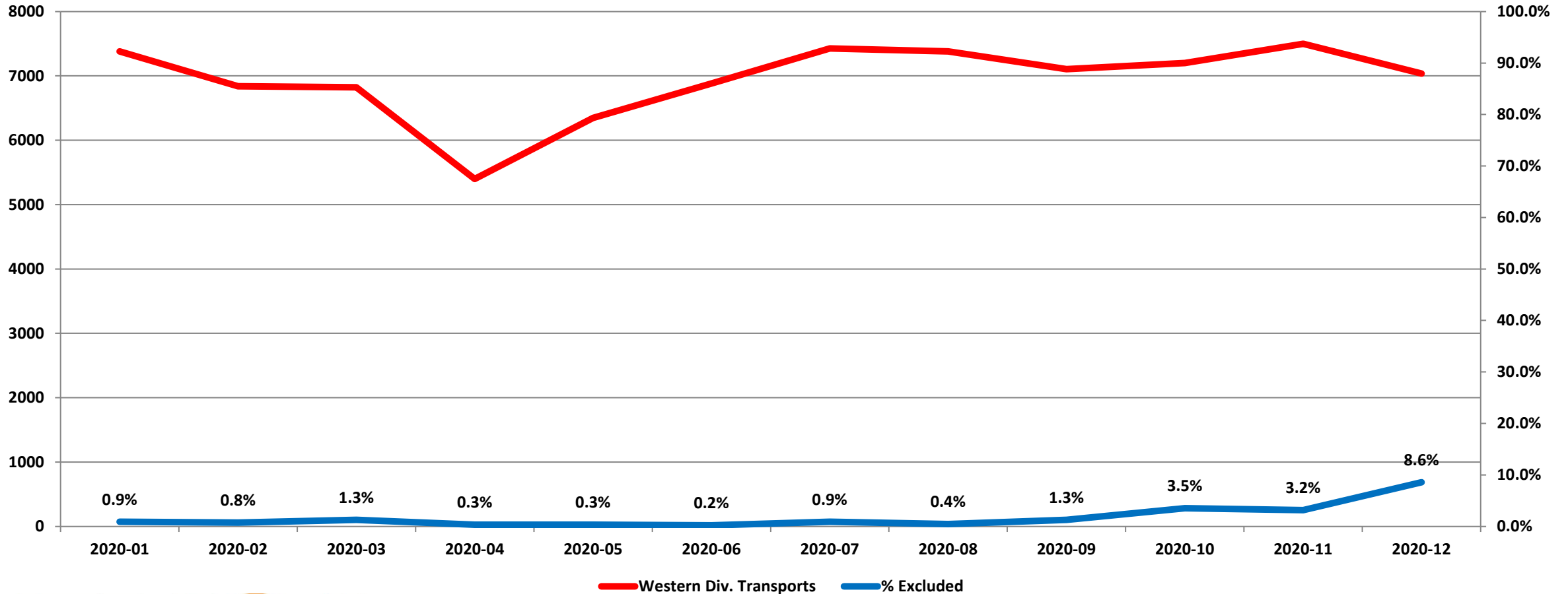
## Eastern Division Response Time Exclusions Twelve Months ending December, 2020



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# Exclusions

## Western Division Response Time Exclusions Twelve Months ending December, 2020



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