

EMSA



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

Operational Compliance Report August 2023

Johna Easley
President & CEO



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

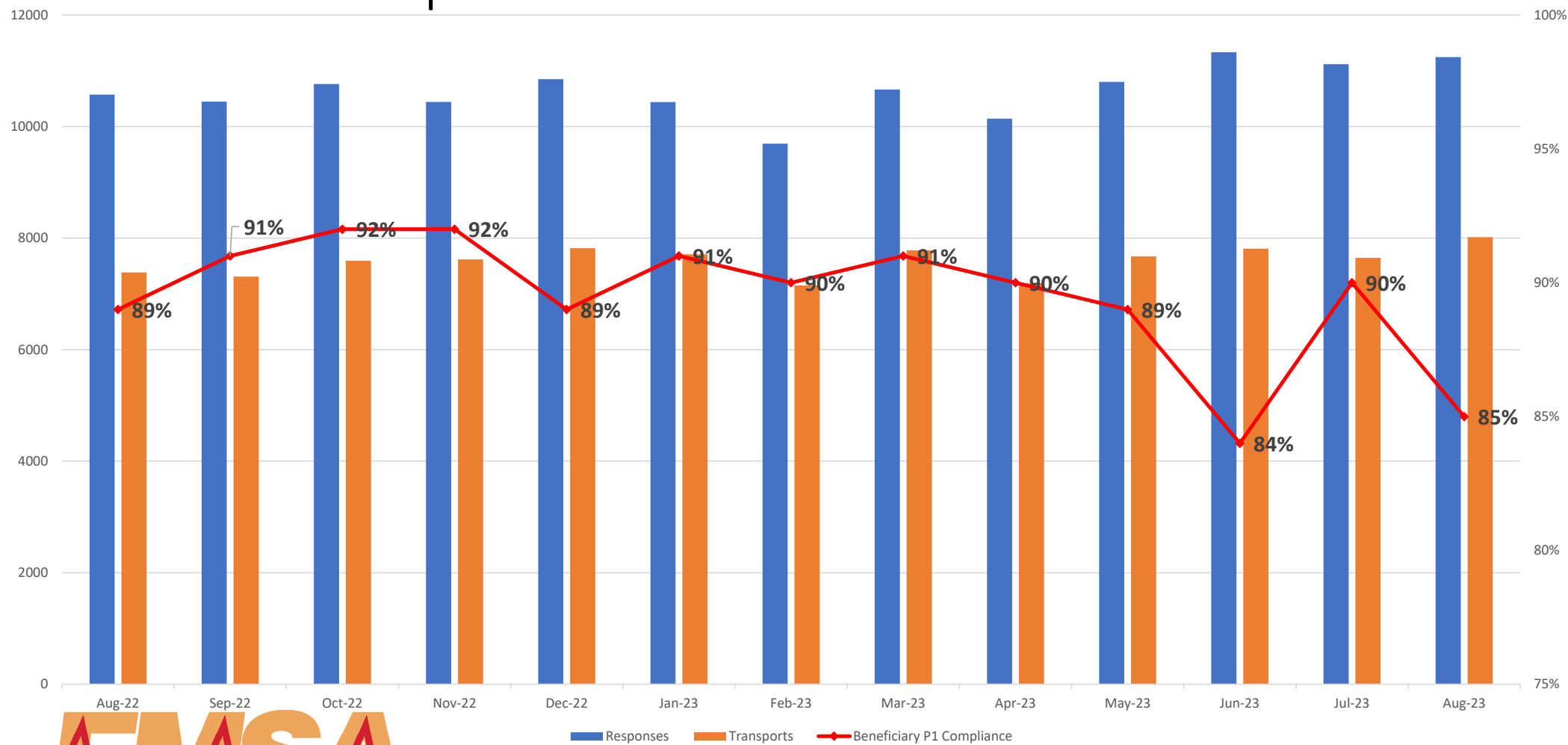
August 2023 Compliance Summary – Combined

| | Priority 1 | Priority 2 | Priority 3 | Priority 4 |
|-----------------|--------------|------------|------------|------------|
| East Ben. Total | 85% | 88% | 75% | 100% |
| East NB Total | Priority 1&2 | 67% | N/A | N/A |
| West Ben. Total | 87% | 96% | 84% | 100% |
| West NB Total | 82% | 93% | 85% | 100% |



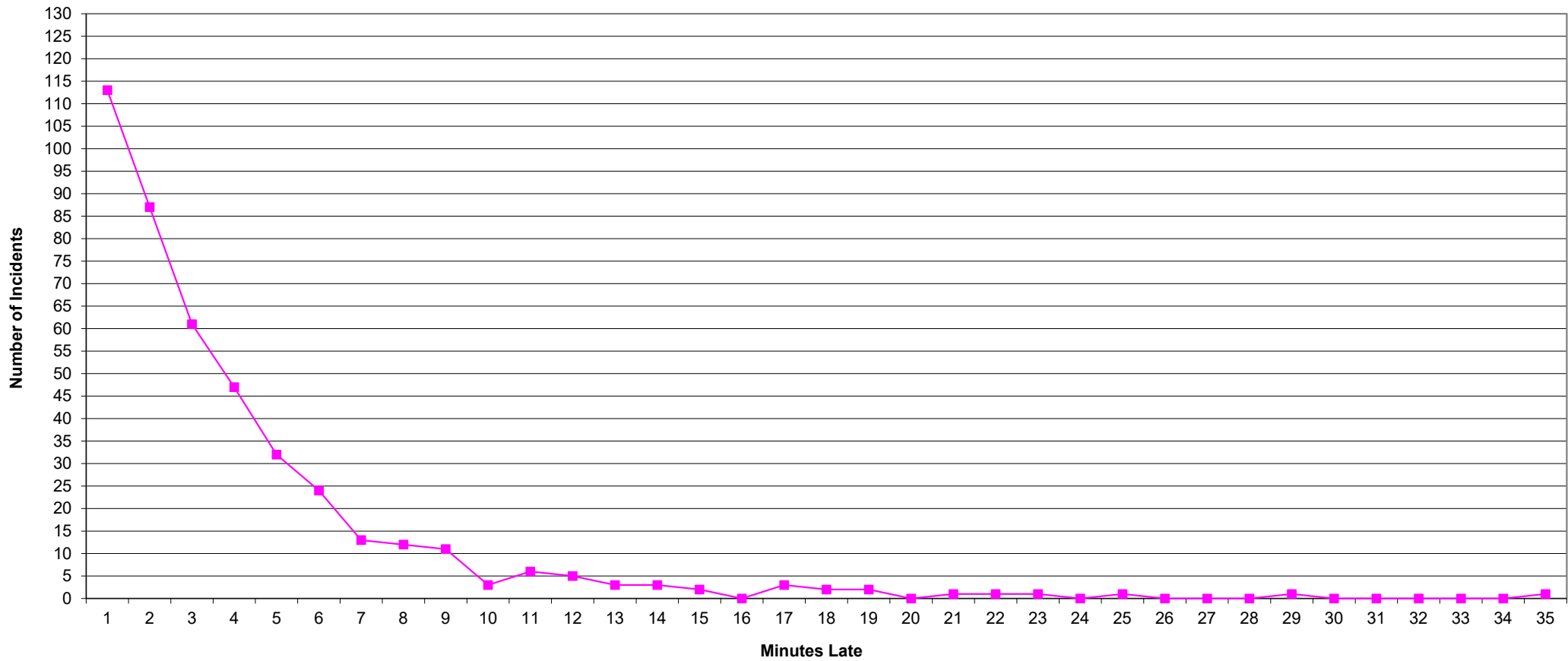
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P1 Compliance Trends – EASTERN DIVISION



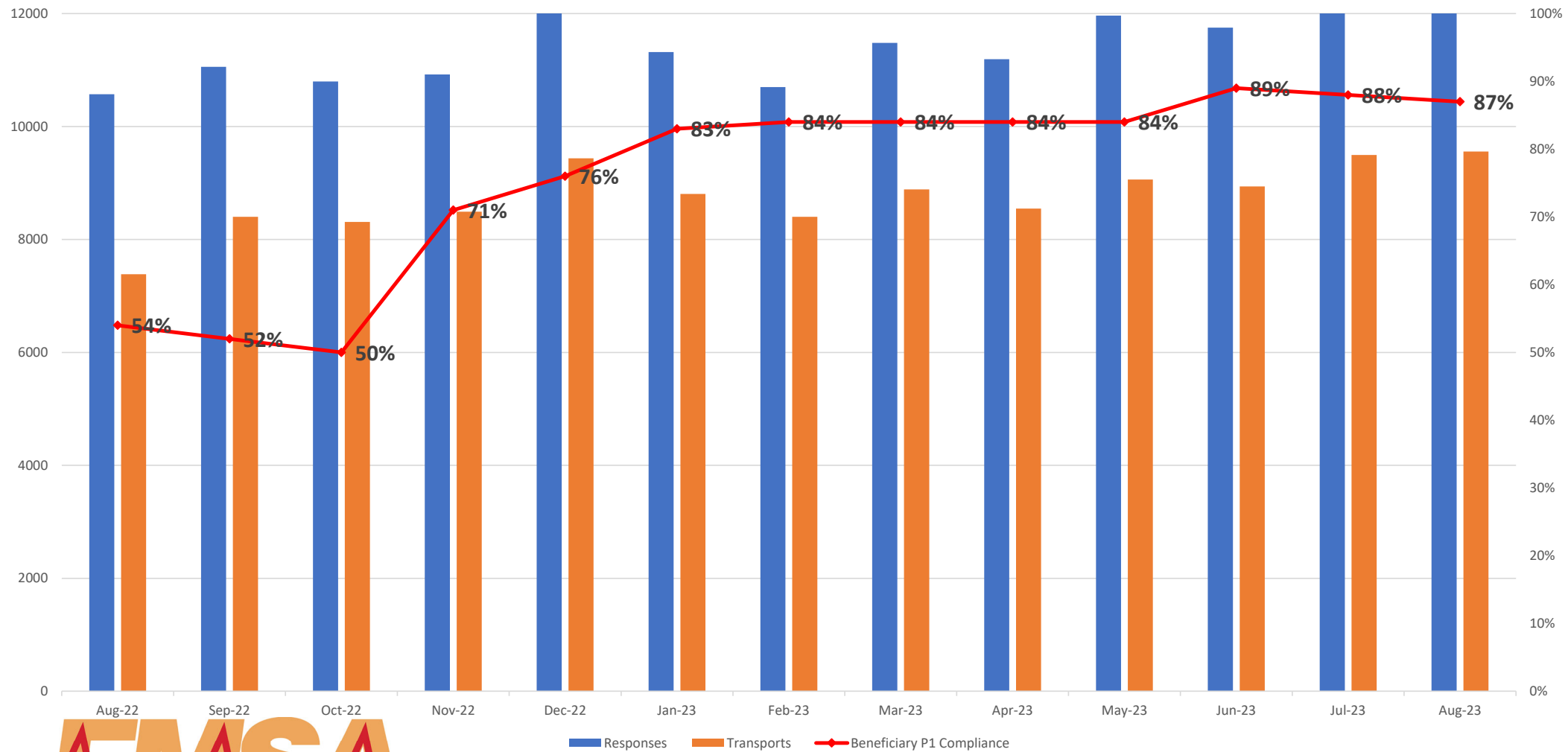
■ Responses ■ Transports ◆ Beneficiary P1 Compliance

Eastern Division Priority 1 Late Calls August 2023



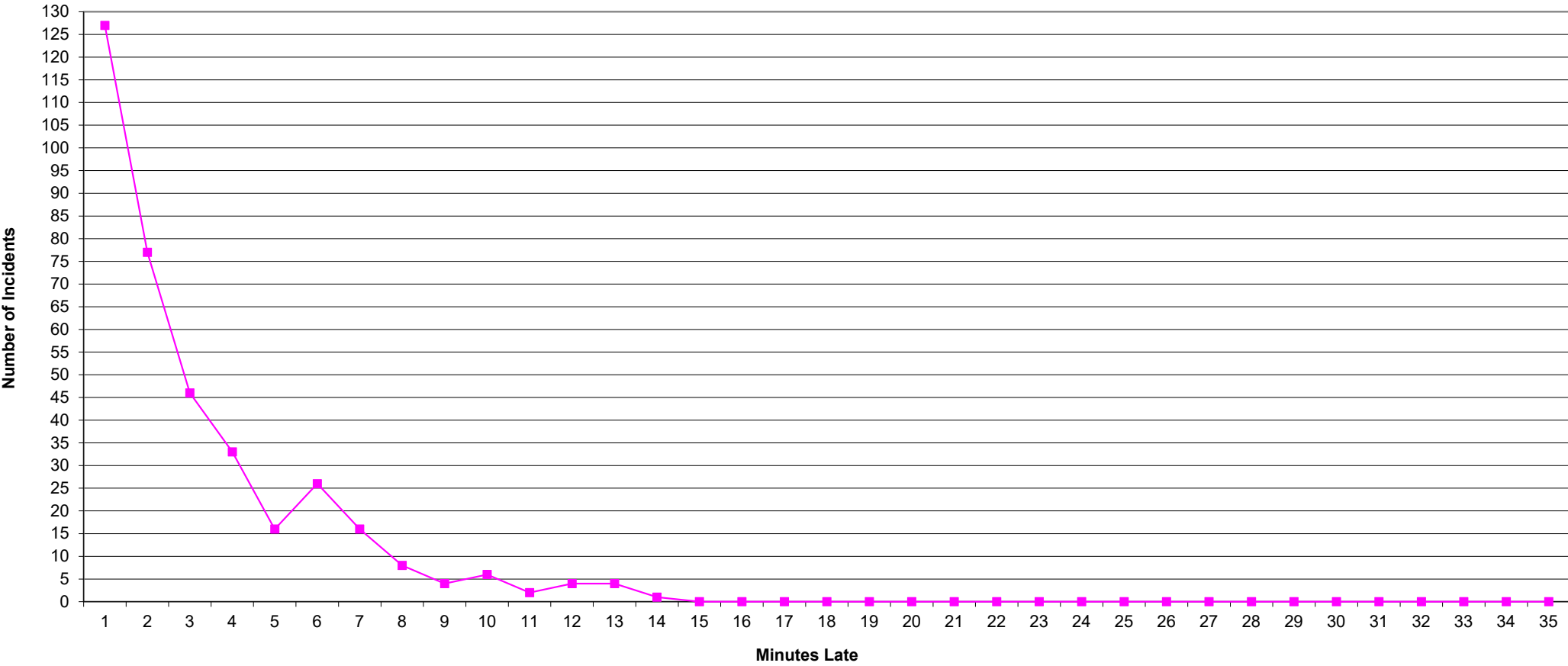
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P1 Compliance Trends – WESTERN DIVISION



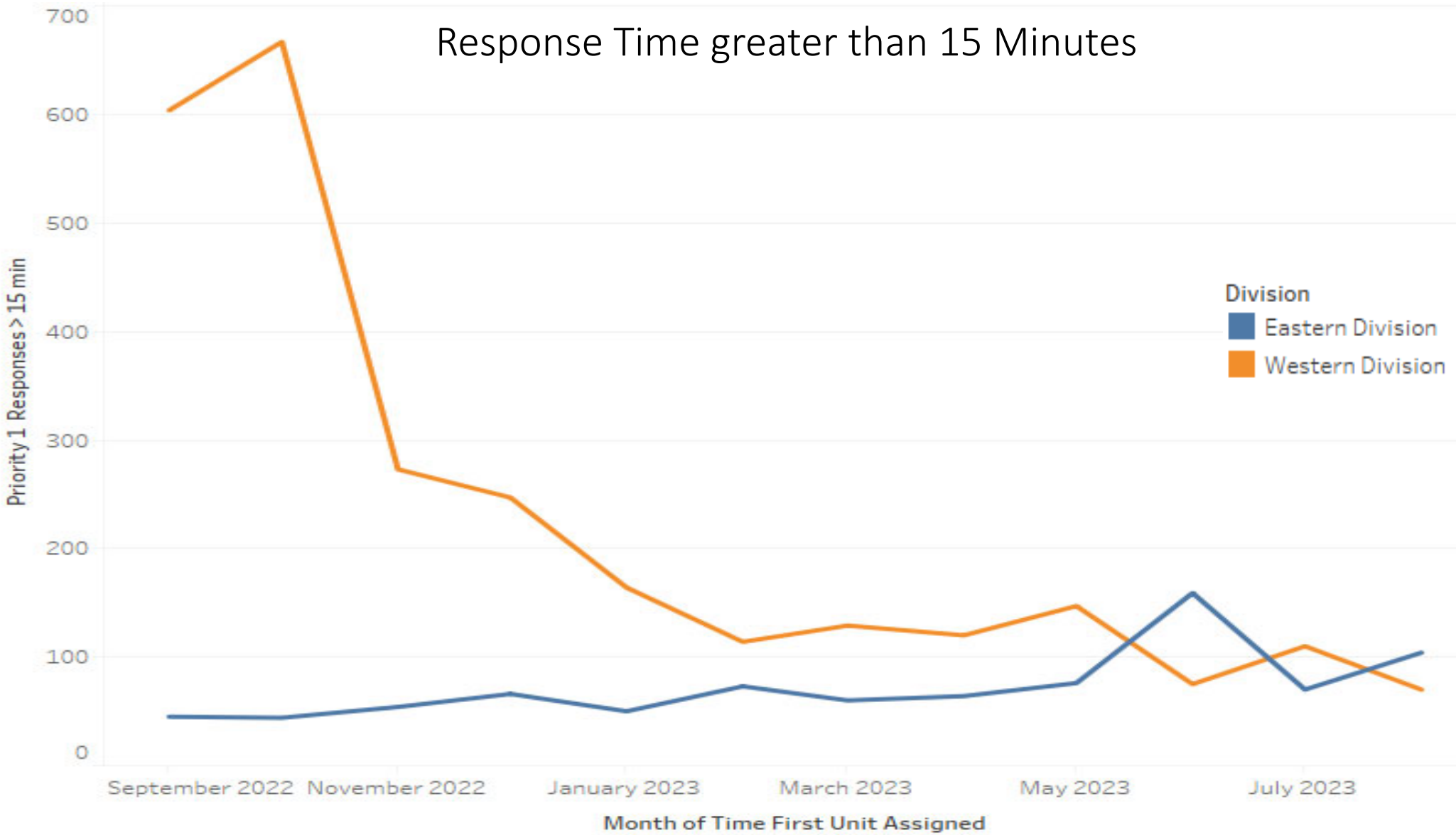
■ Responses ■ Transports ◆ Beneficiary P1 Compliance

**Western Division Priority 1 Late Calls
August 2023**

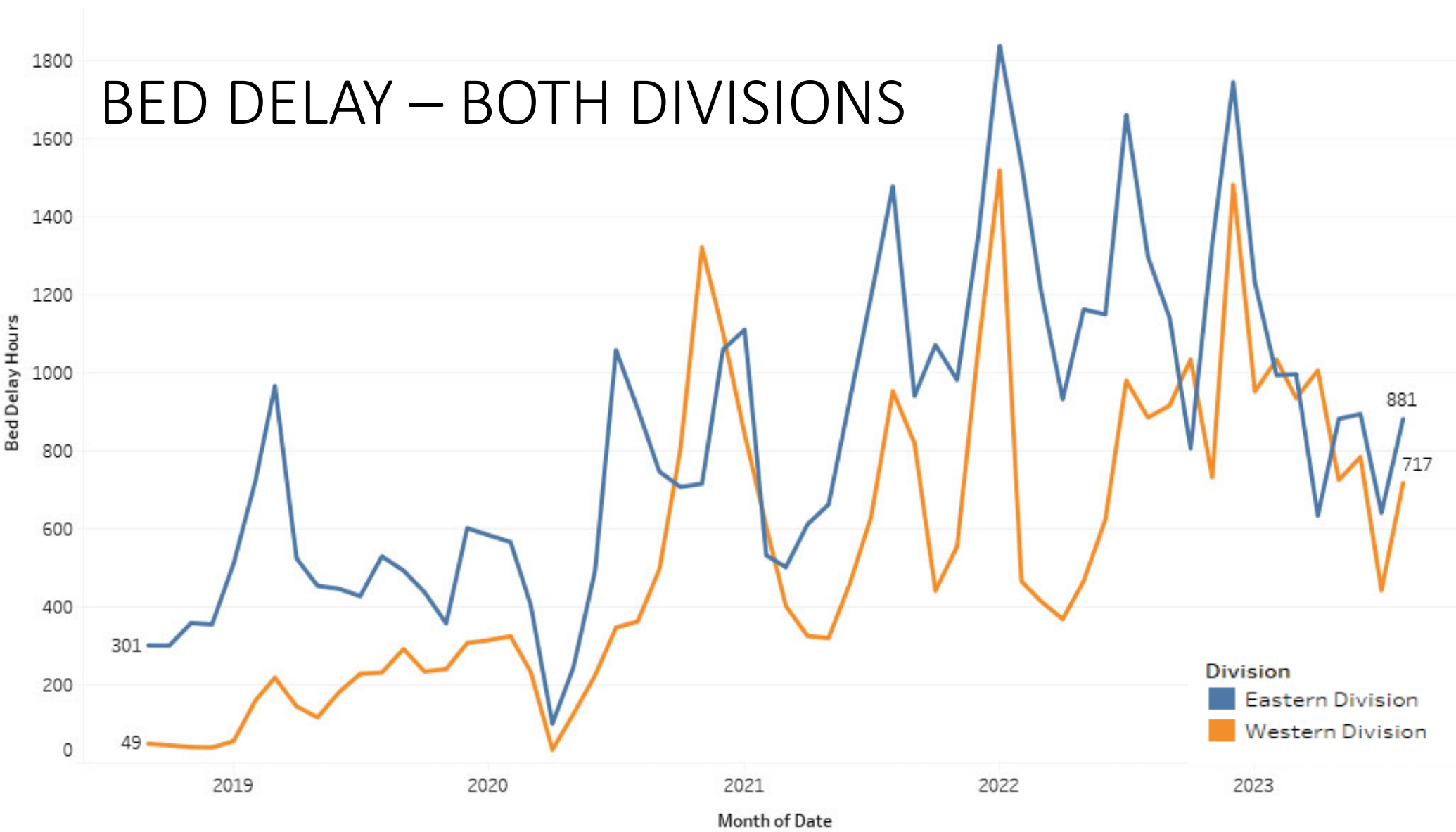


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Response Time greater than 15 Minutes



BED DELAY – BOTH DIVISIONS



Division
■ Eastern Division
■ Western Division

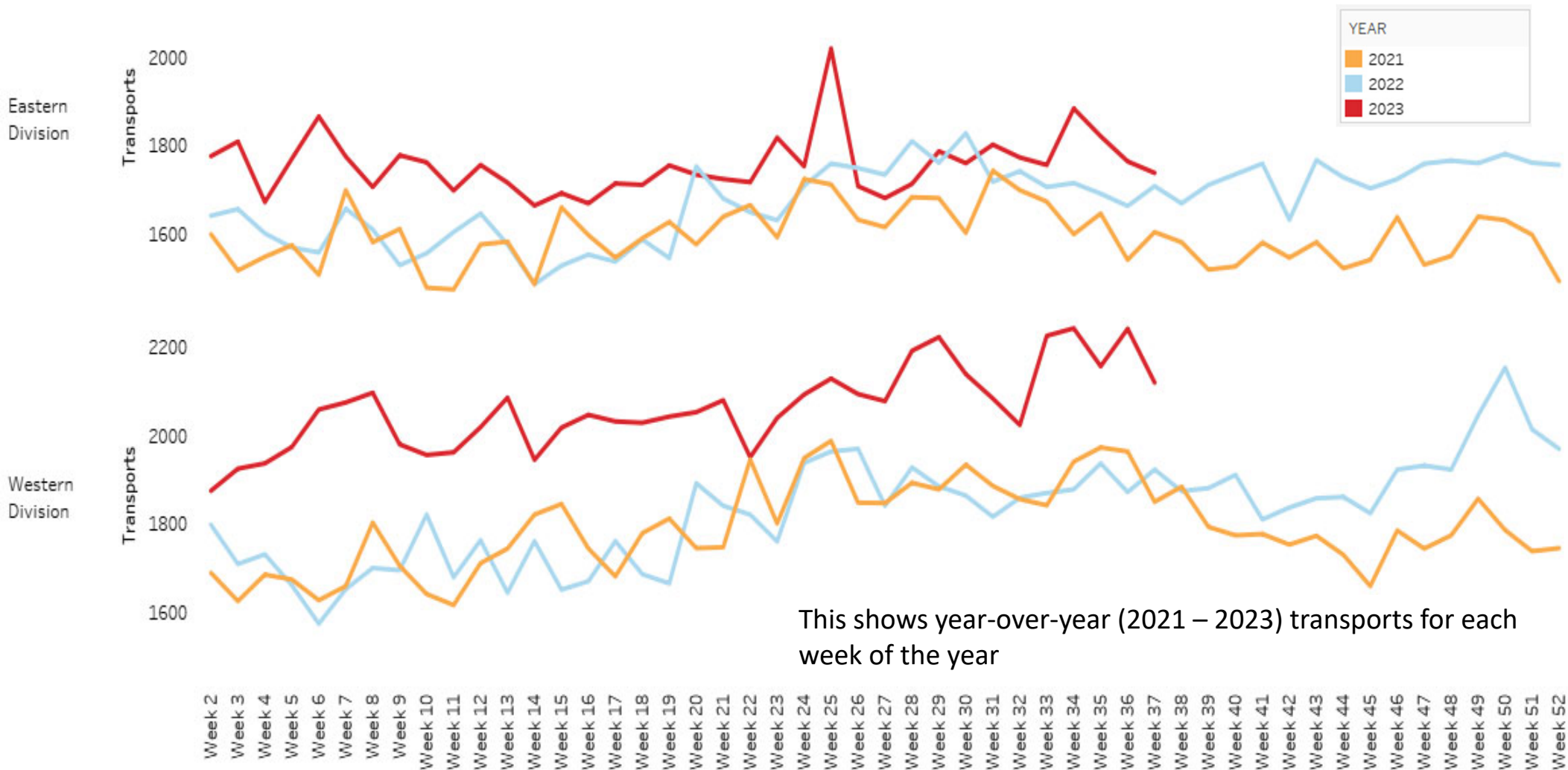
301

49

881

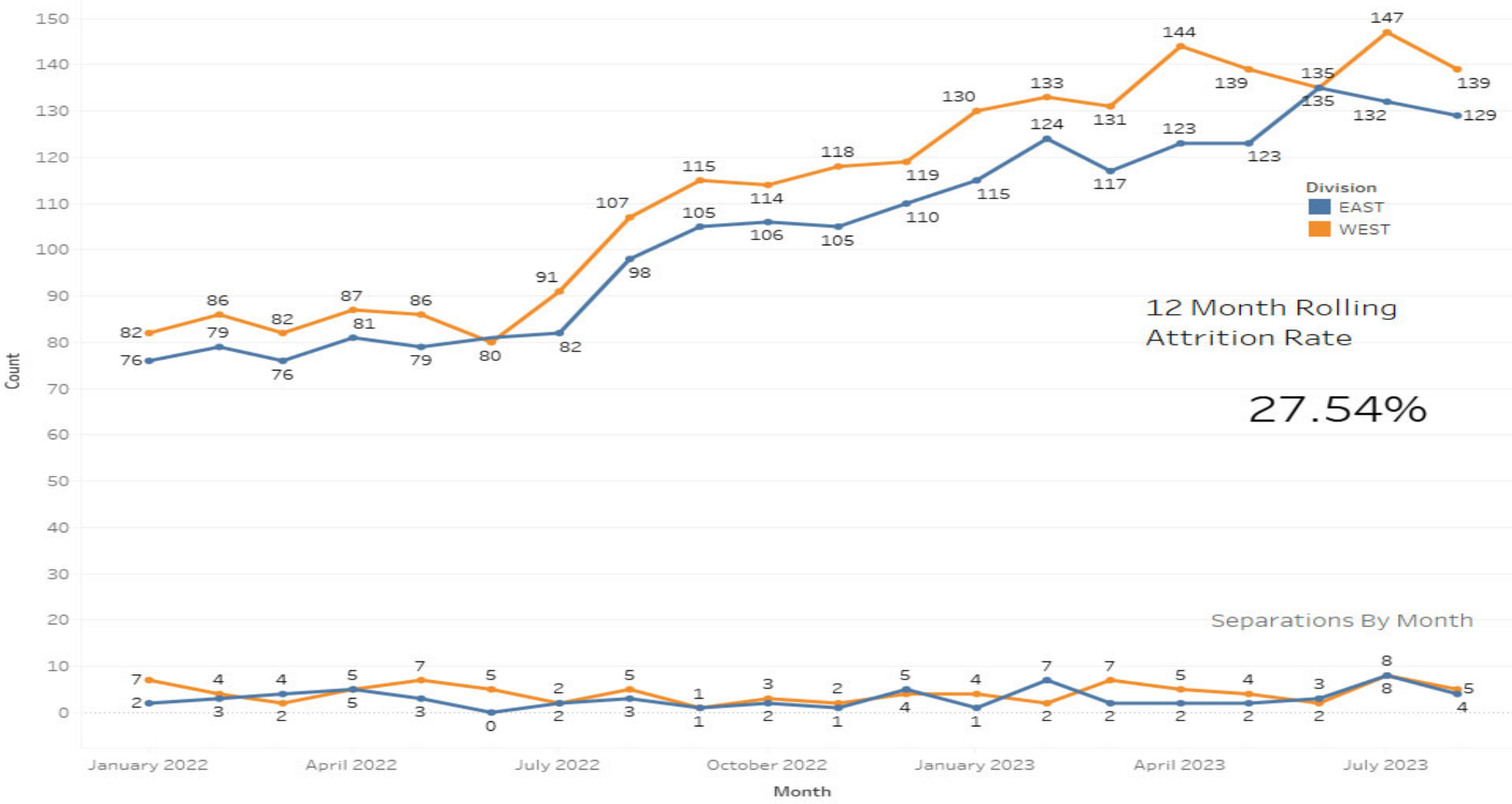
717

Year over Year Volume – Both Divisions

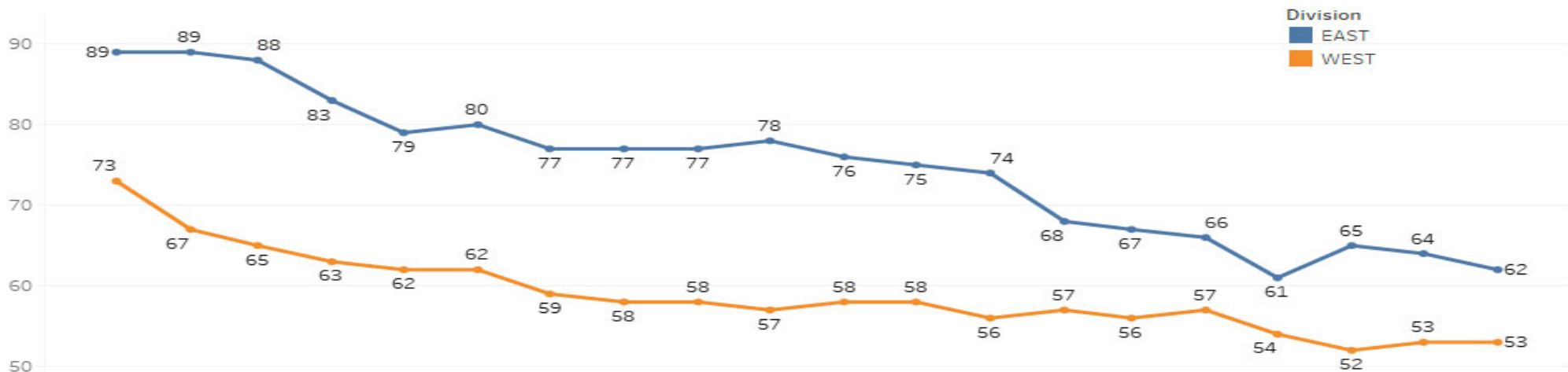


This shows year-over-year (2021 – 2023) transports for each week of the year

EMT Headcount Over Time



Paramedic Headcount over time



12 Month Rolling Attrition Rate

30.85%

Separations By Month



Headcount Dashboard



| | | FT Goal | Full Time | PT | Headcount Percent |
|-------------|----------------|---------|-----------|----|-------------------|
| EAST | 911 - EMT | 89 | 106 | 4 | 121% |
| | Communications | 23 | 18 | 0 | 78% |
| | IFT - EMT | 16 | 2 | 2 | 19% |
| | Logistics | 22 | 24 | 0 | 109% |
| | Paramedic | 75 | 59 | 13 | 87% |
| | Total | 225 | 209 | 19 | 97% |
| WEST | 911 - EMT | 98 | 113 | 19 | 125% |
| | Communications | 23 | 17 | 1 | 76% |
| | IFT - EMT | 20 | 2 | 1 | 13% |
| | Logistics | 22 | 21 | 5 | 107% |
| | Paramedic | 80 | 52 | 6 | 69% |
| | Total | 243 | 205 | 32 | 91% |
| Grand Total | | 468 | 414 | 51 | 94% |



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