

EMSA



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

Operational Compliance Report September 2023

Johna Easley
President & CEO



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

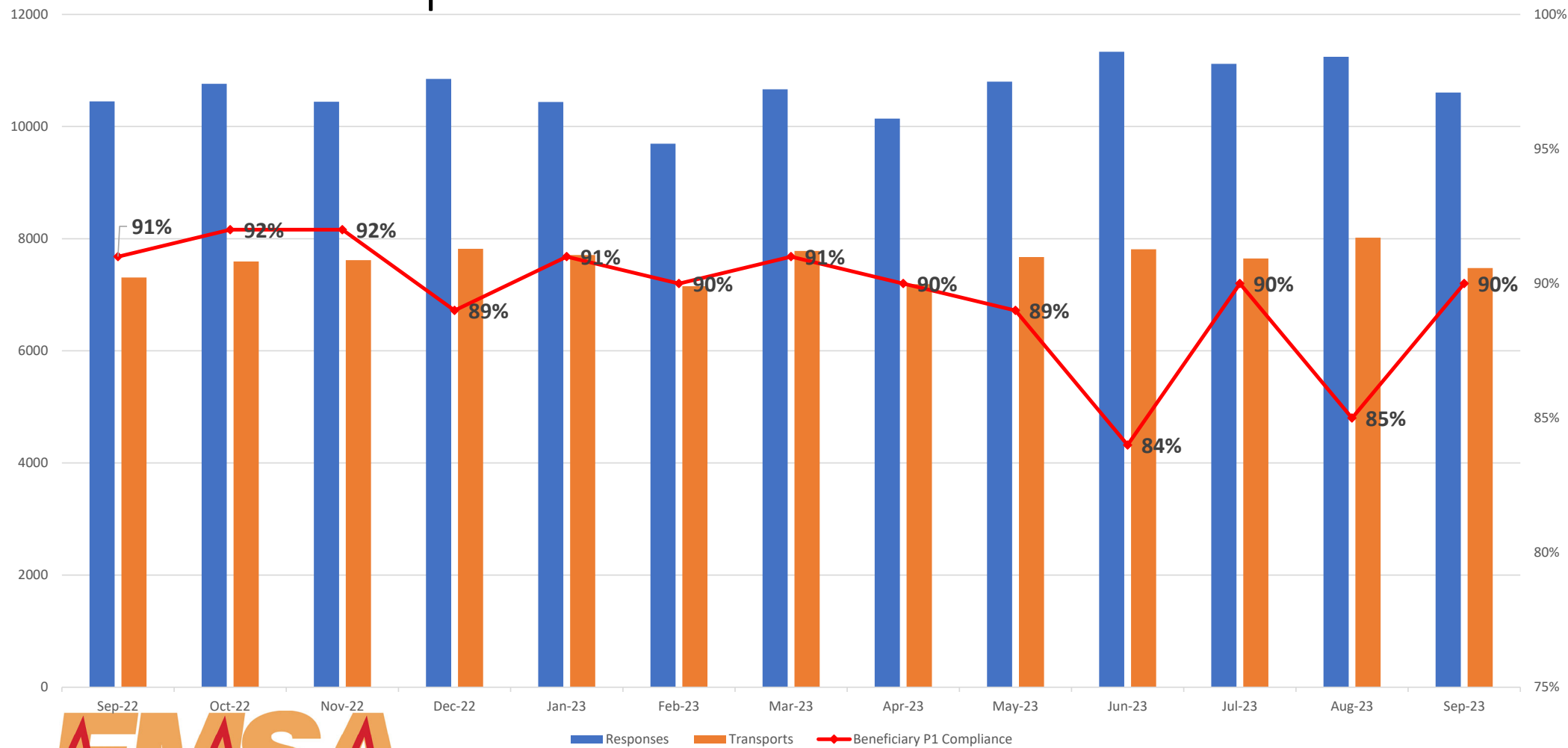
September 2023 Compliance Summary – Combined

	Priority 1	Priority 2	Priority 3	Priority 4
East Ben. Total	90%	93%	81%	87% (16/2)
East NB Total	Priority 1&2	75%	100%	N/A
West Ben. Total	87%	96%	88%	66% (15/5)
West NB Total	82%	90%	88%	100%



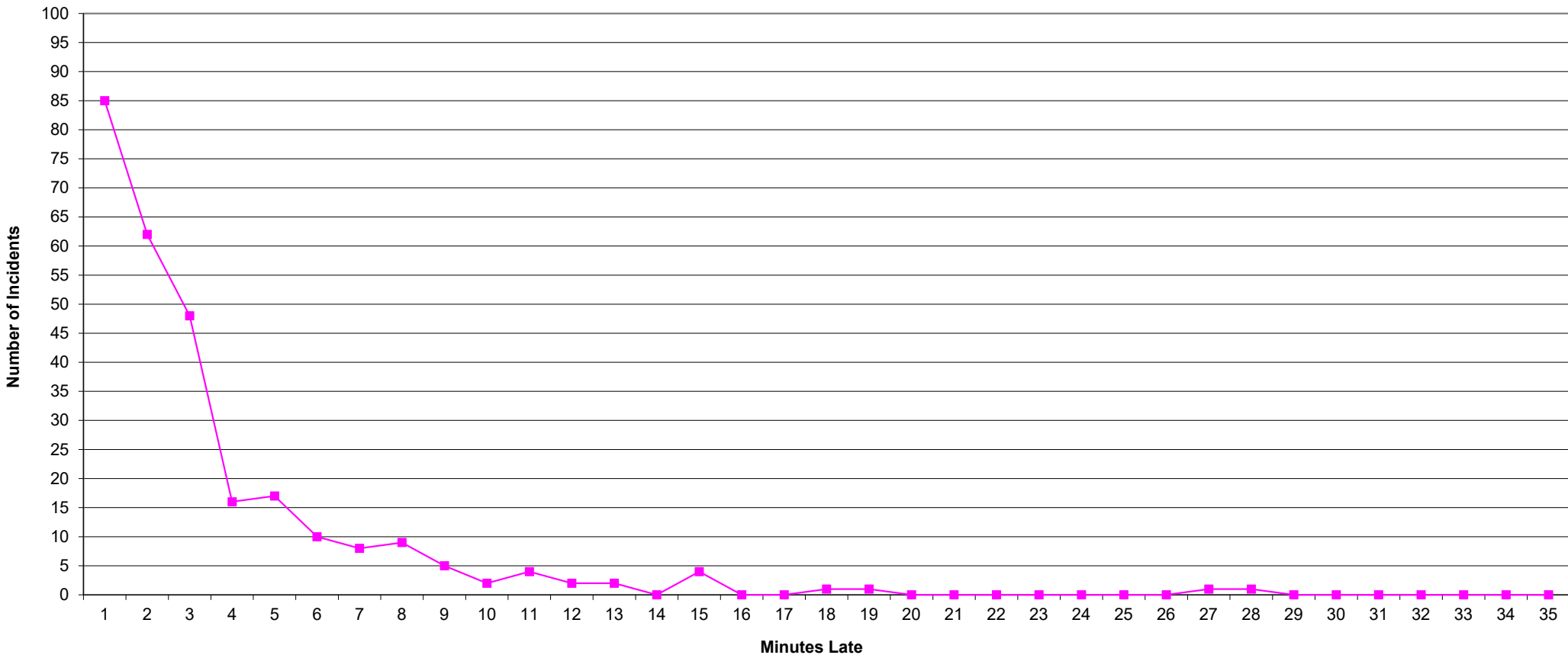
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P1 Compliance Trends – EASTERN DIVISION



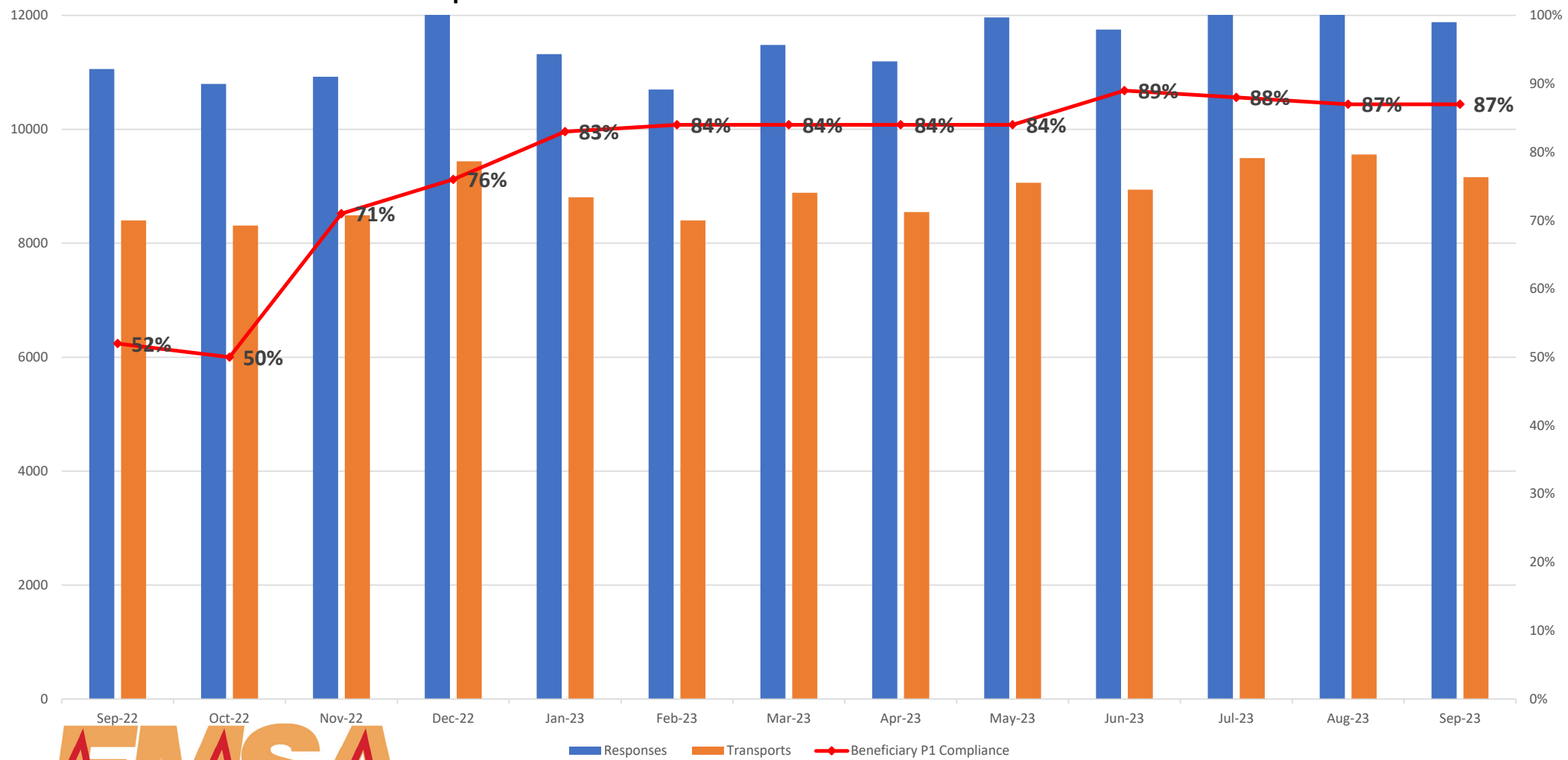
■ Responses ■ Transports —●— Beneficiary P1 Compliance

Eastern Division Priority 1 Late Calls September 2023



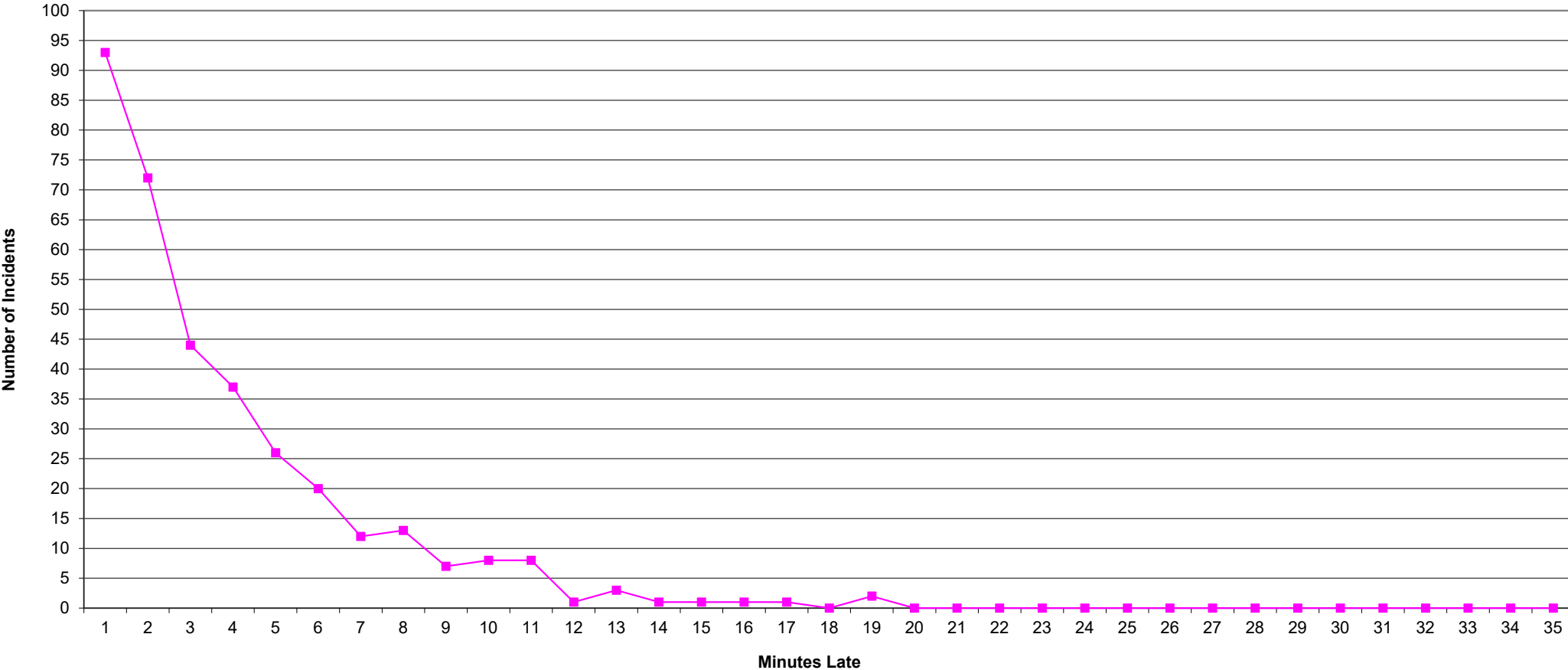
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P1 Compliance Trends – WESTERN DIVISION



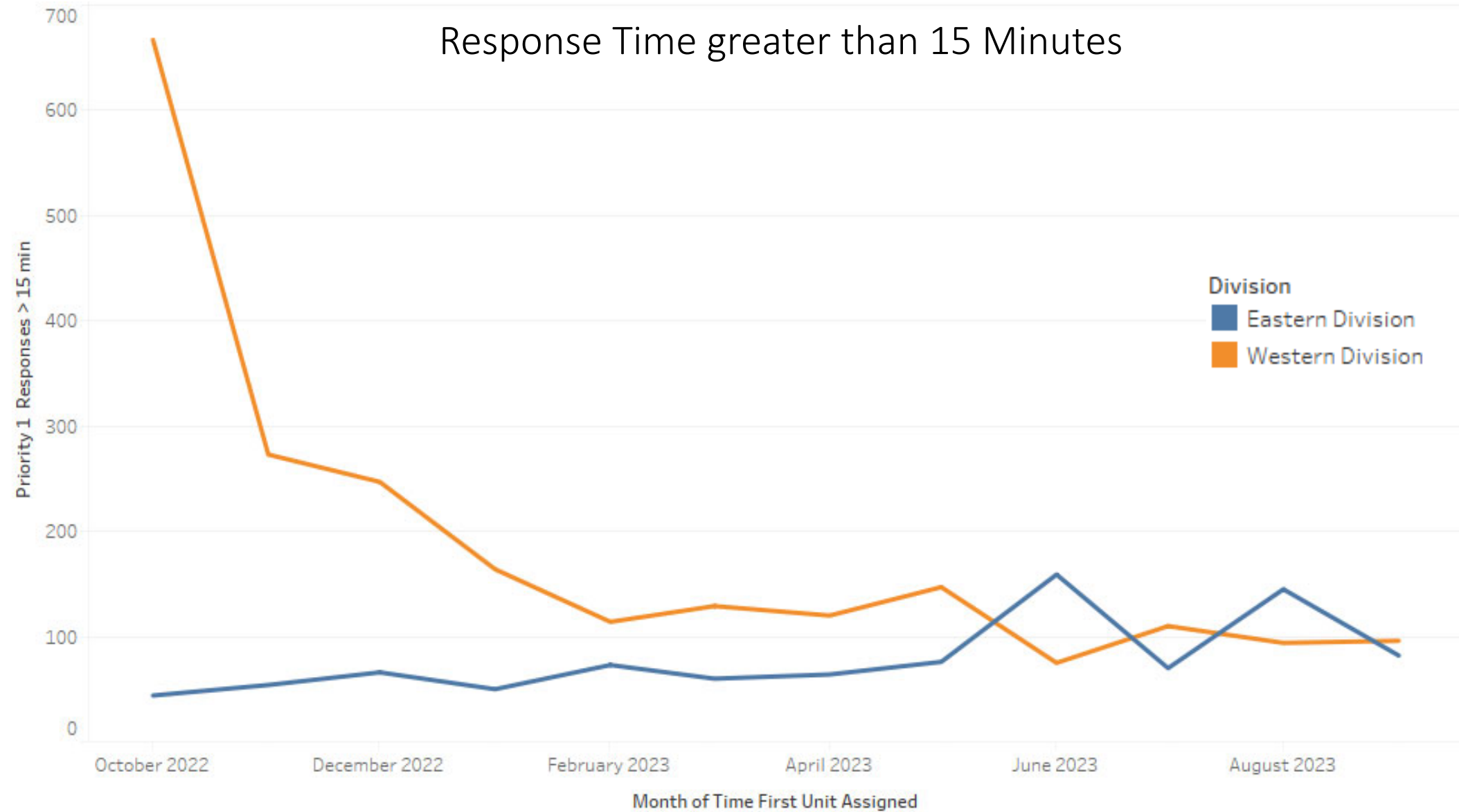
■ Responses ■ Transports —●— Beneficiary P1 Compliance

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

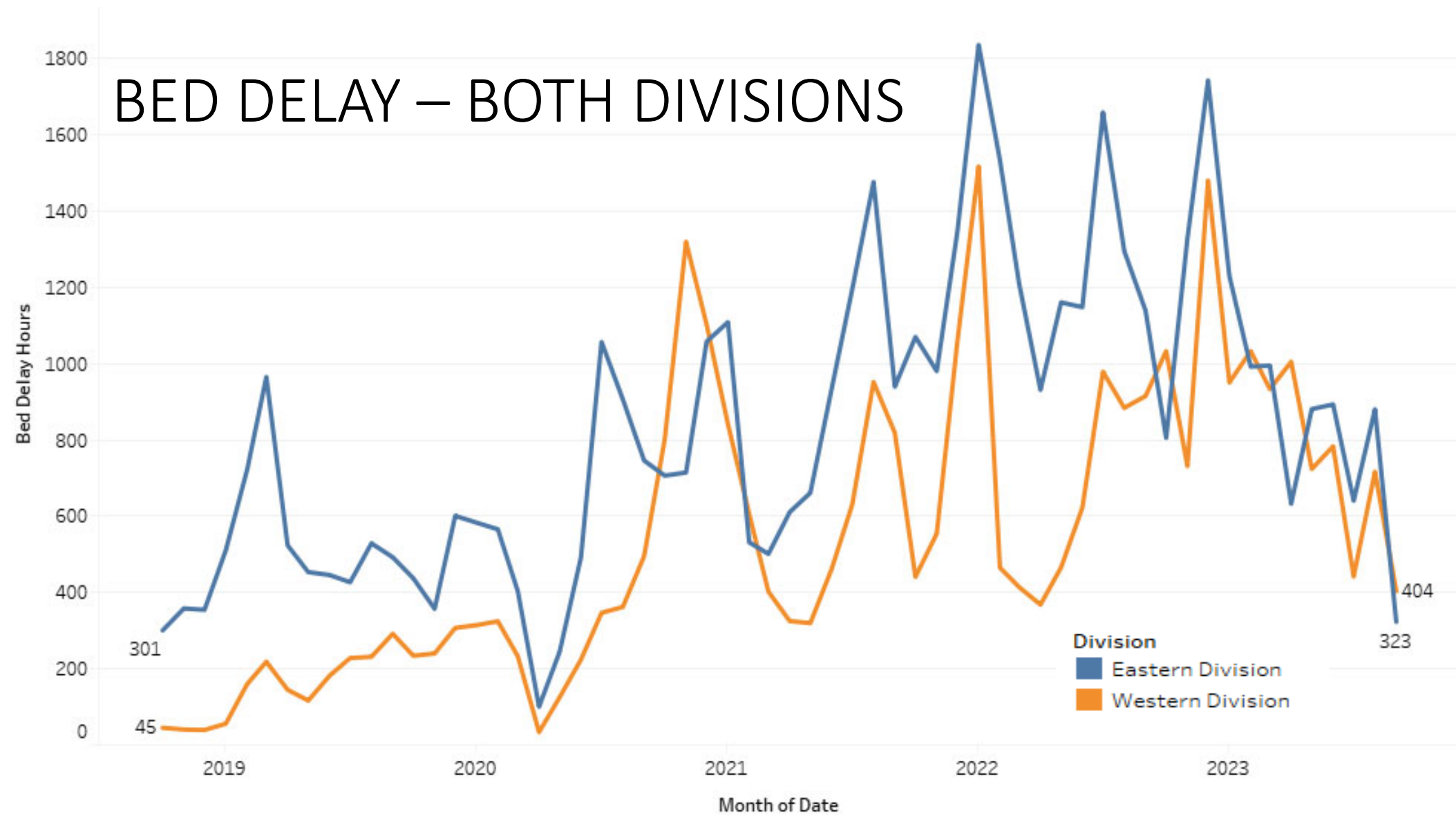


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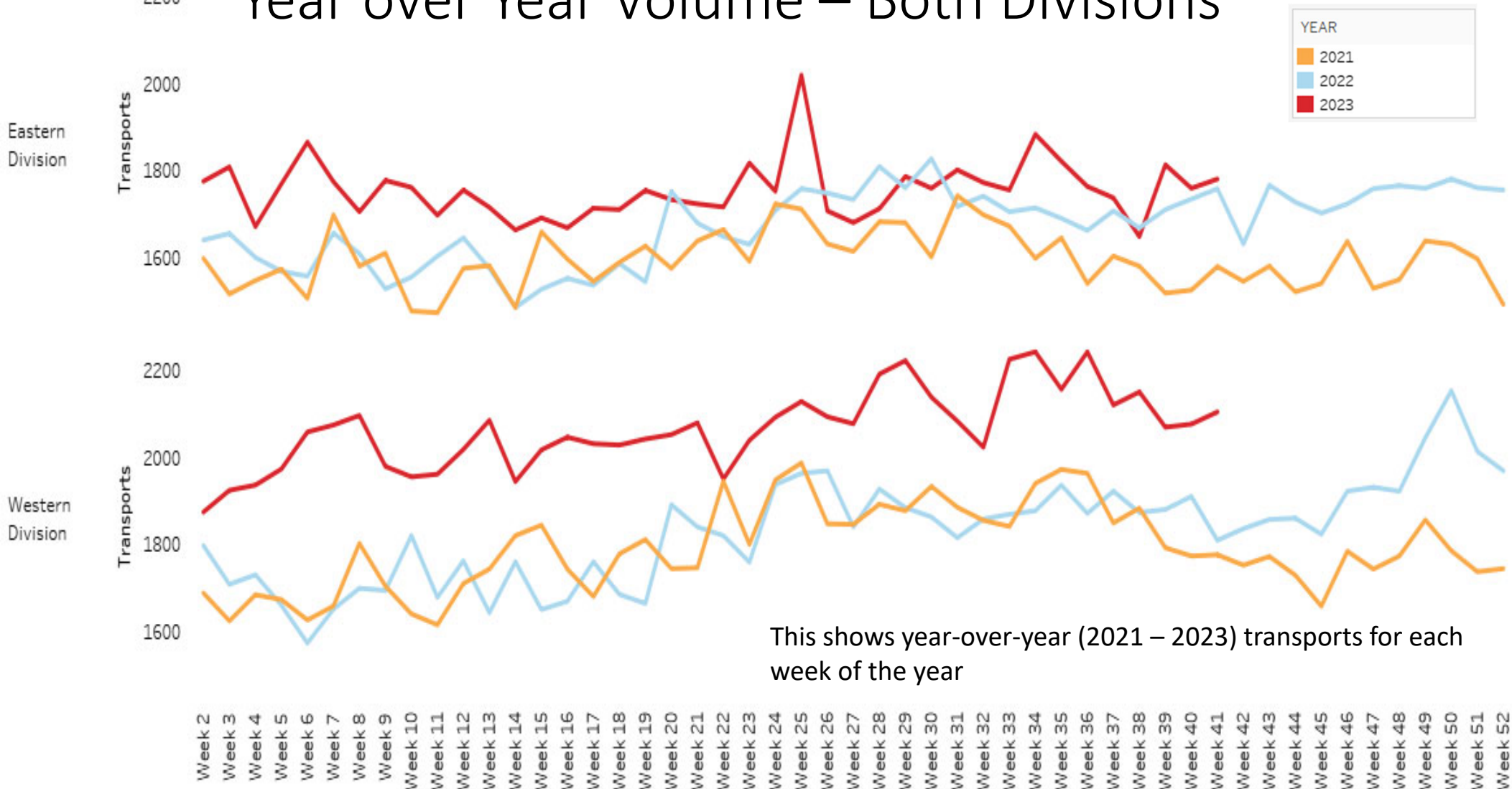
Response Time greater than 15 Minutes



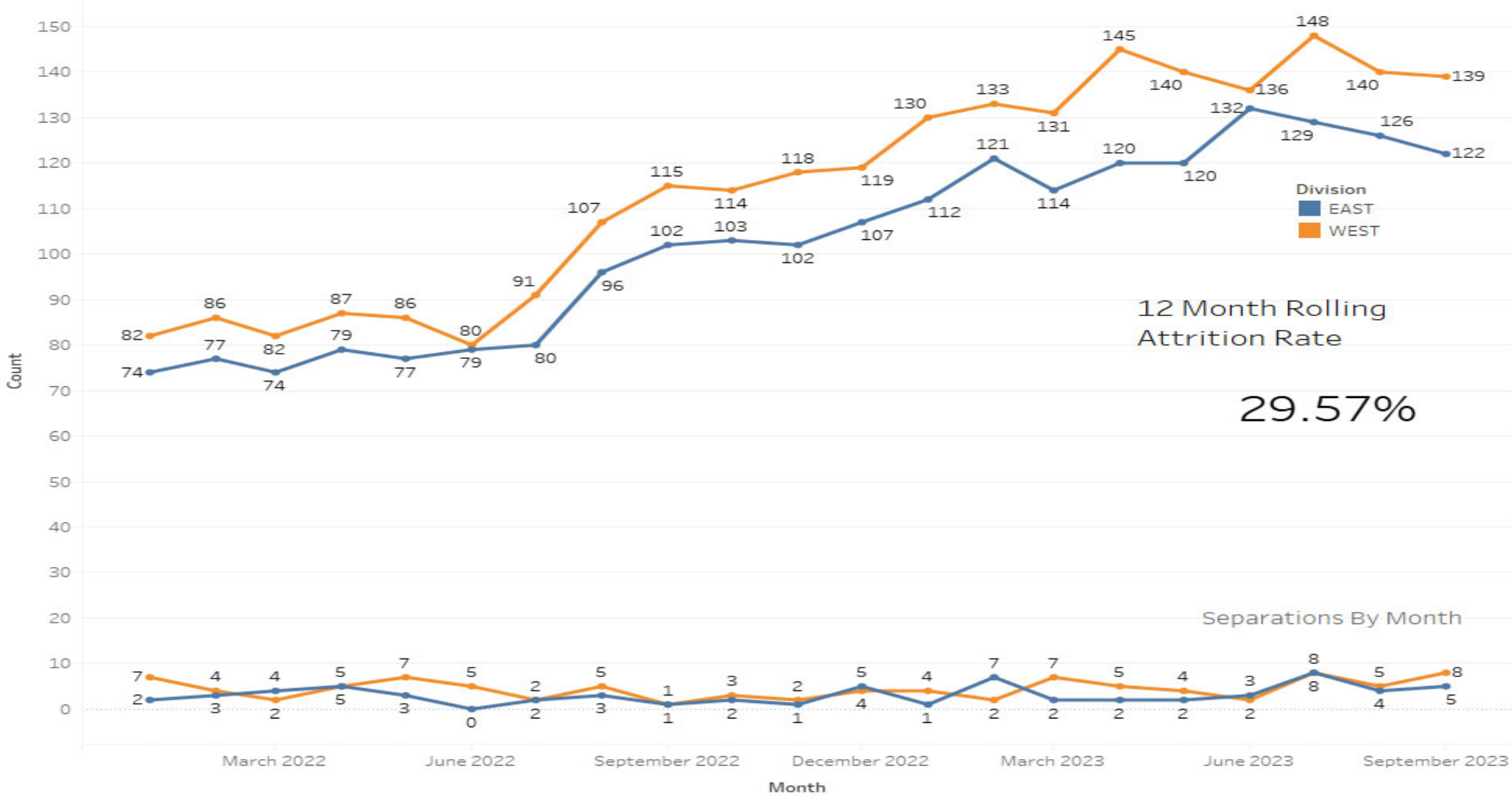
BED DELAY – BOTH DIVISIONS



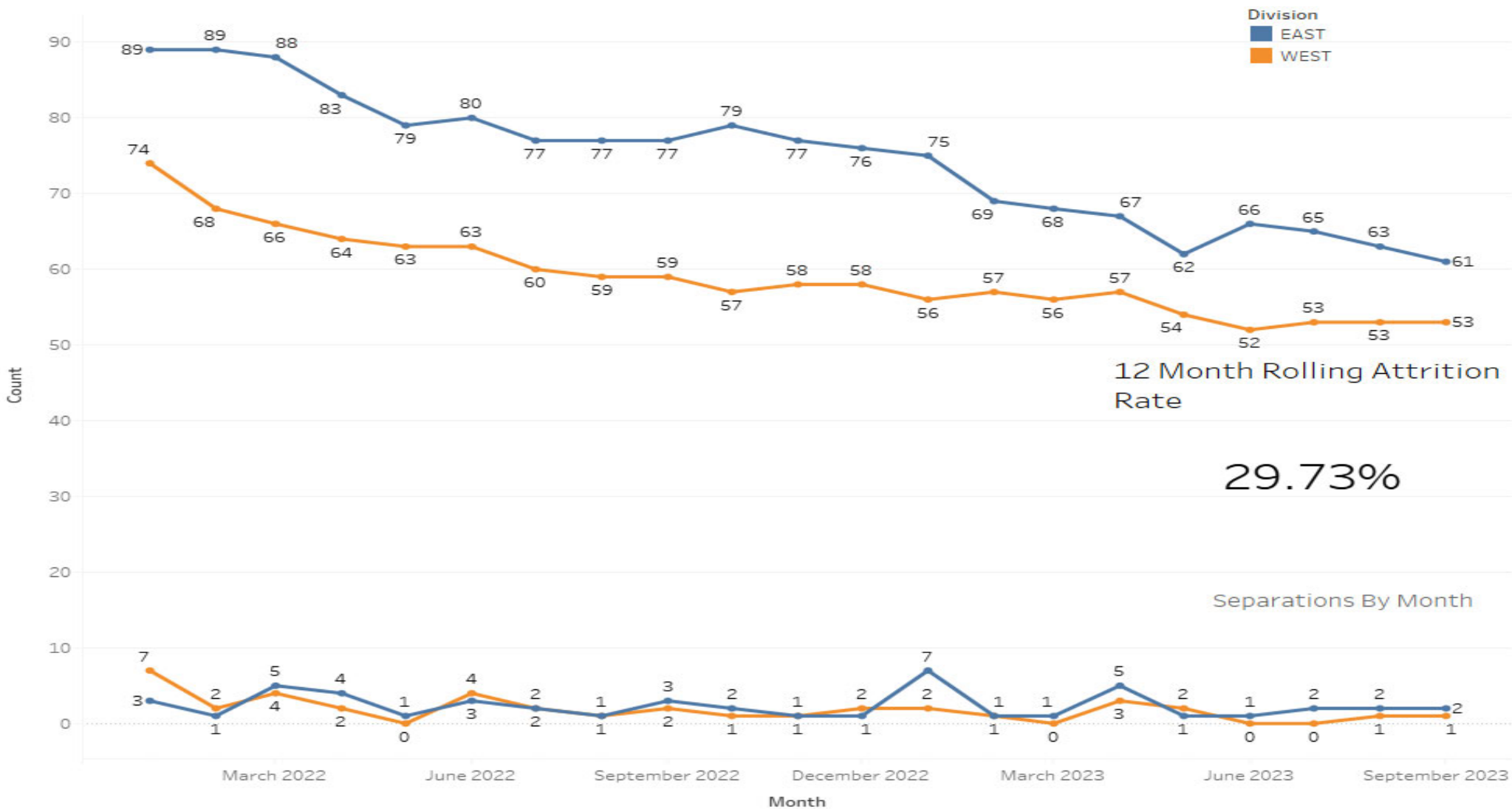
Year over Year Volume – Both Divisions



EMT Headcount Over Time



Paramedic Headcount over time



Headcount Dashboard



		FT Goal	Full Time	PT	Headcount Percent
EAST	911 - EMT	89	104	4	119%
	Communications	26	20	0	77%
	IFT - EMT	16	5	2	38%
	Logistics	22	24	0	109%
	Paramedic	75	60	12	88%
	Total	228	213	18	97%
WEST	911 - EMT	98	113	22	127%
	Communications	26	16	1	63%
	IFT - EMT	20	1	2	10%
	Logistics	22	20	5	102%
	Paramedic	80	52	6	69%
	Total	246	202	36	89%
Grand Total		474	415	54	93%



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