

# EMSA



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

# Operational Compliance Report December 2023

*Johna Easley*  
*President & CEO*



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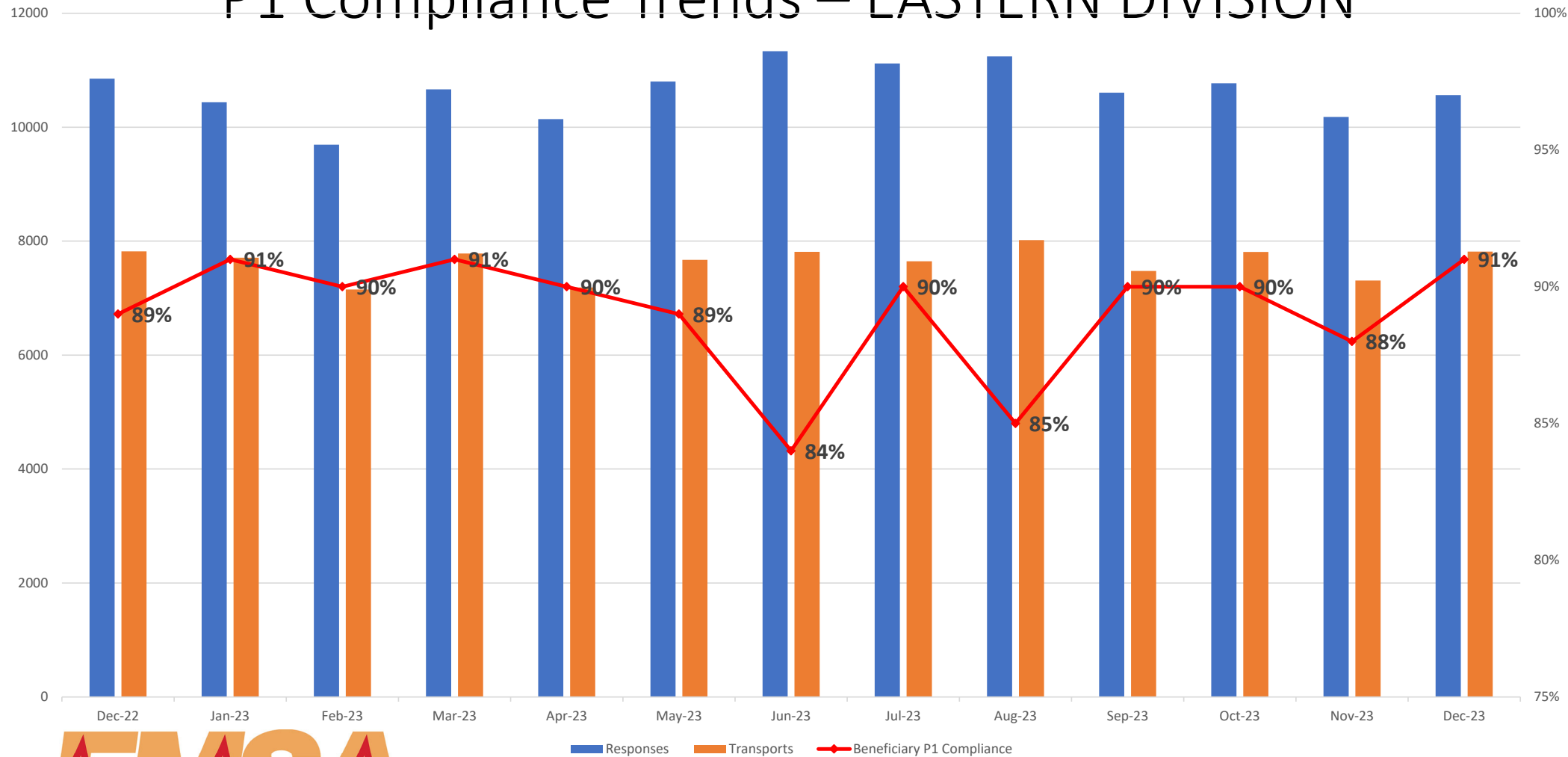
## November 2023 Compliance Summary – Combined

	Priority 1	Priority 2	Priority 3	Priority 4
East Ben. Total	91%	95%	92%	100%
East NB Total	Priority 1&2	78%	100%	N/A
West Ben. Total	84%	93%	91%	100%
West NB Total	78%	86%	86%	100%



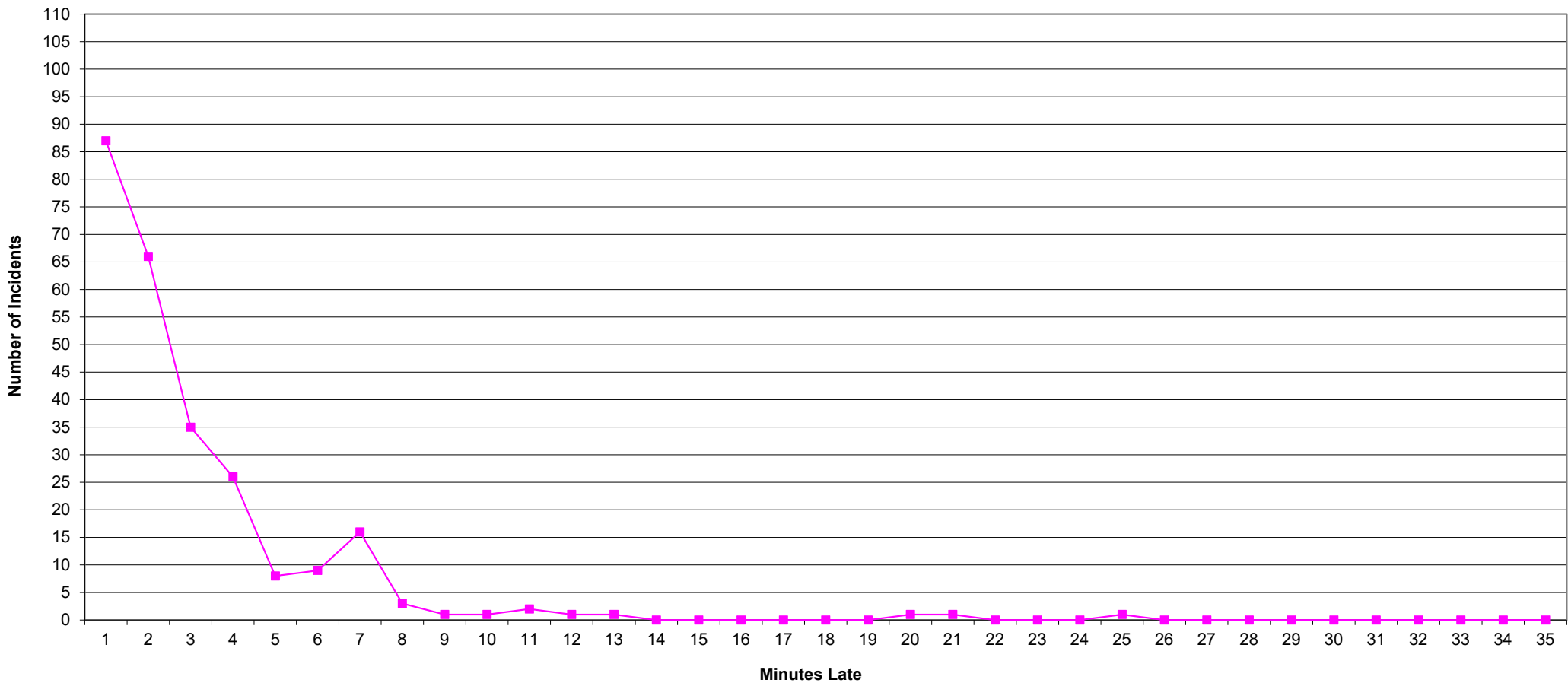
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# P1 Compliance Trends – EASTERN DIVISION



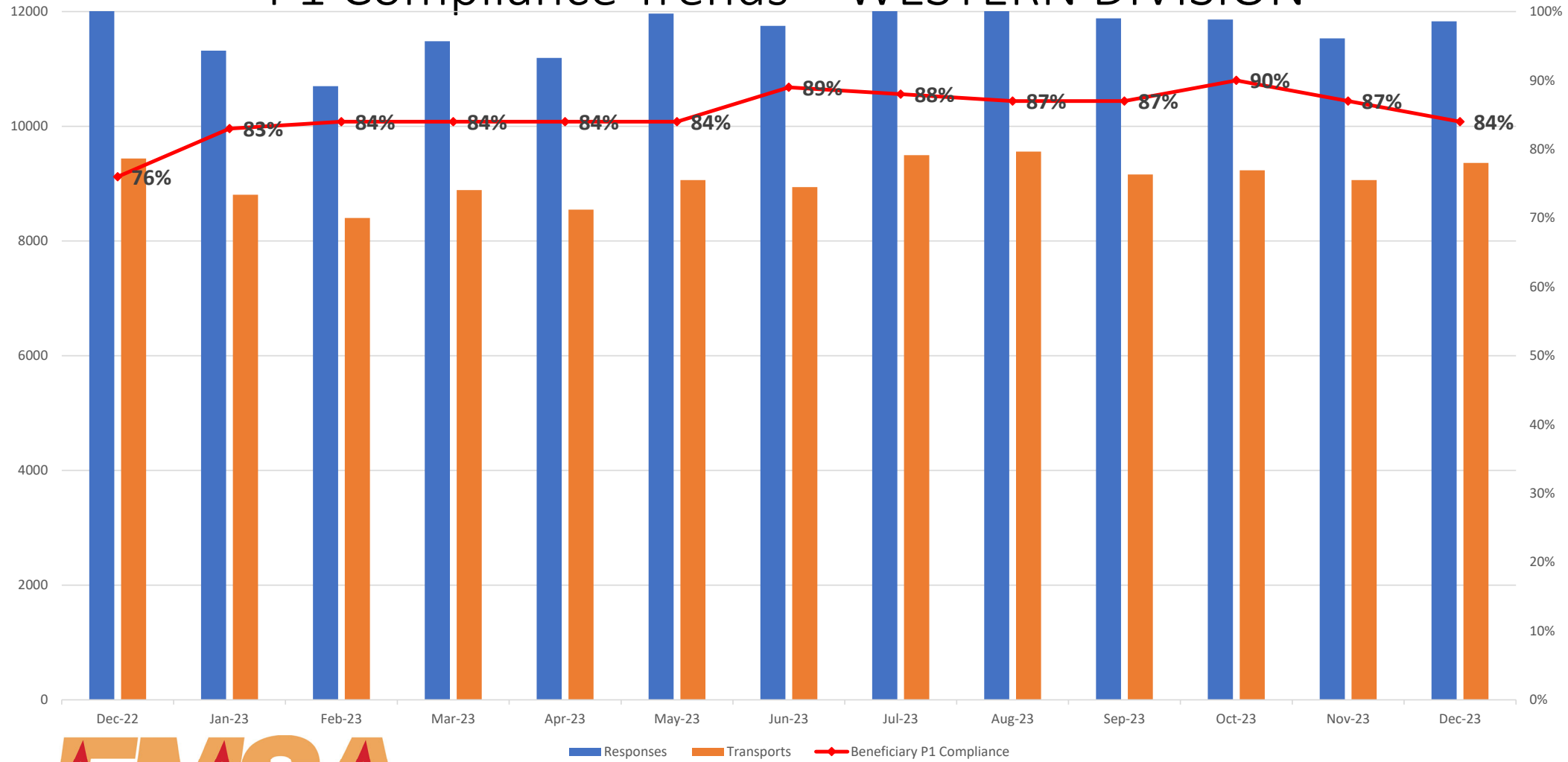
■ Responses   ■ Transports   ● Beneficiary P1 Compliance

### Eastern Division Priority 1 Late Calls December 2023



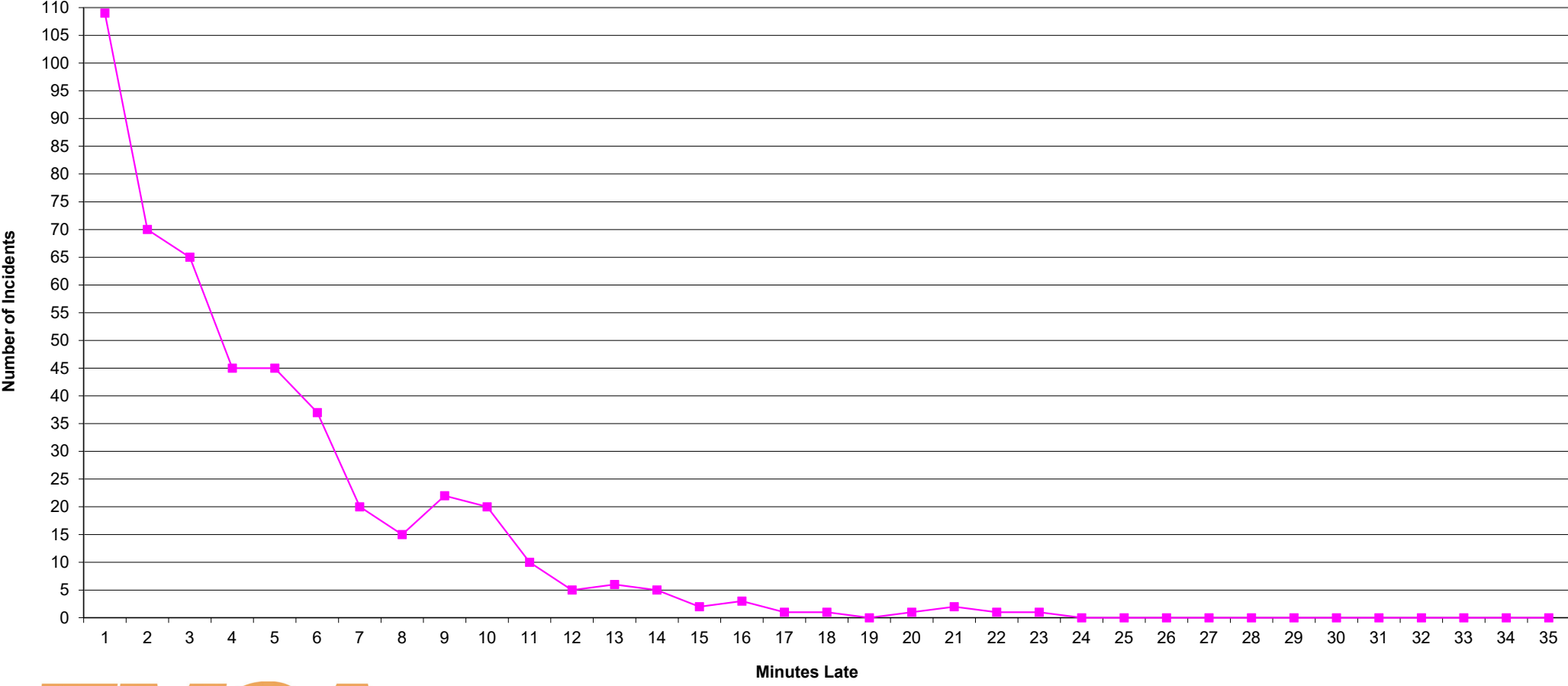
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# P1 Compliance Trends – WESTERN DIVISION



■ Responses   ■ Transports   ● Beneficiary P1 Compliance

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

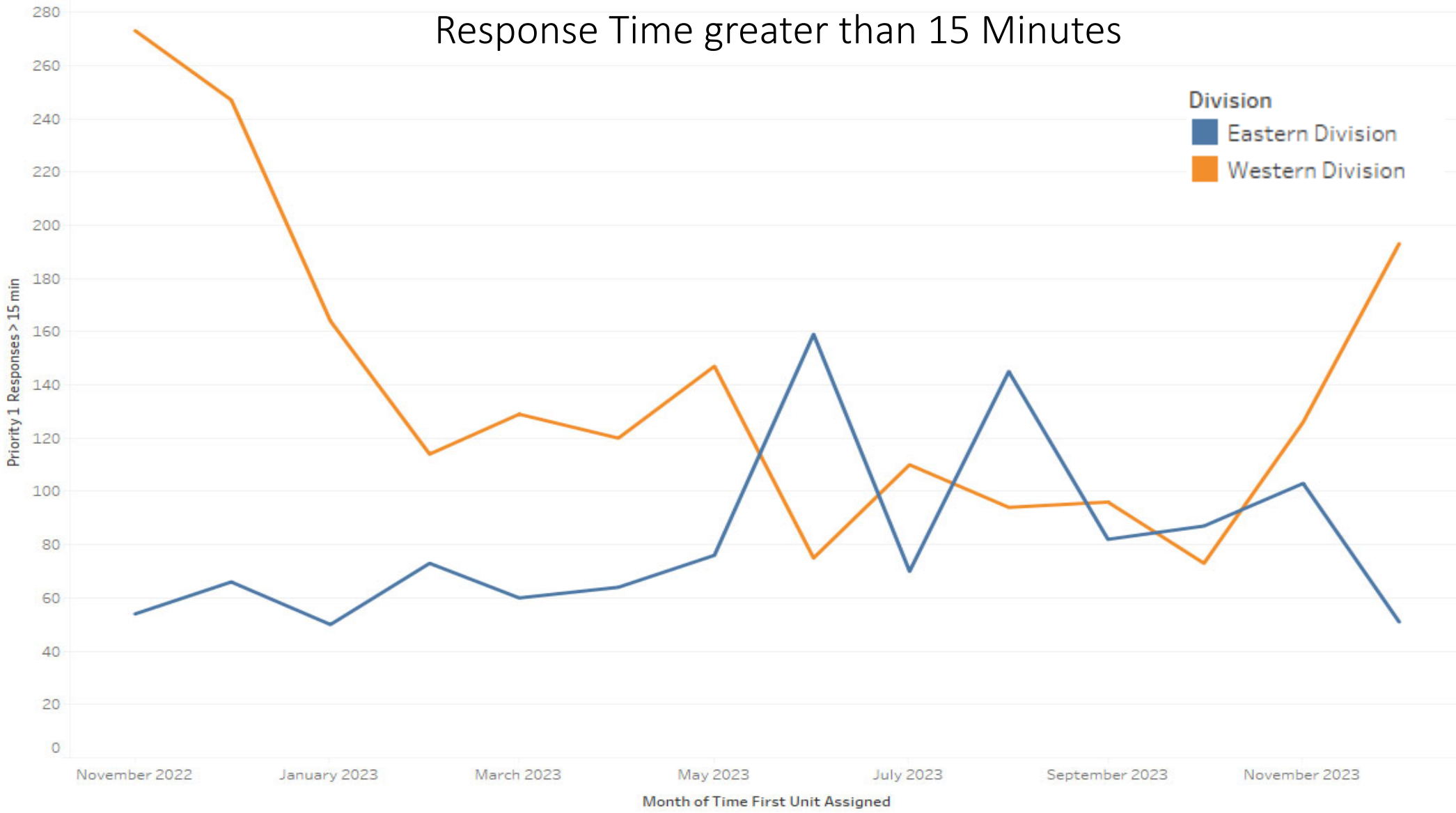


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# Response Time greater than 15 Minutes

## Division

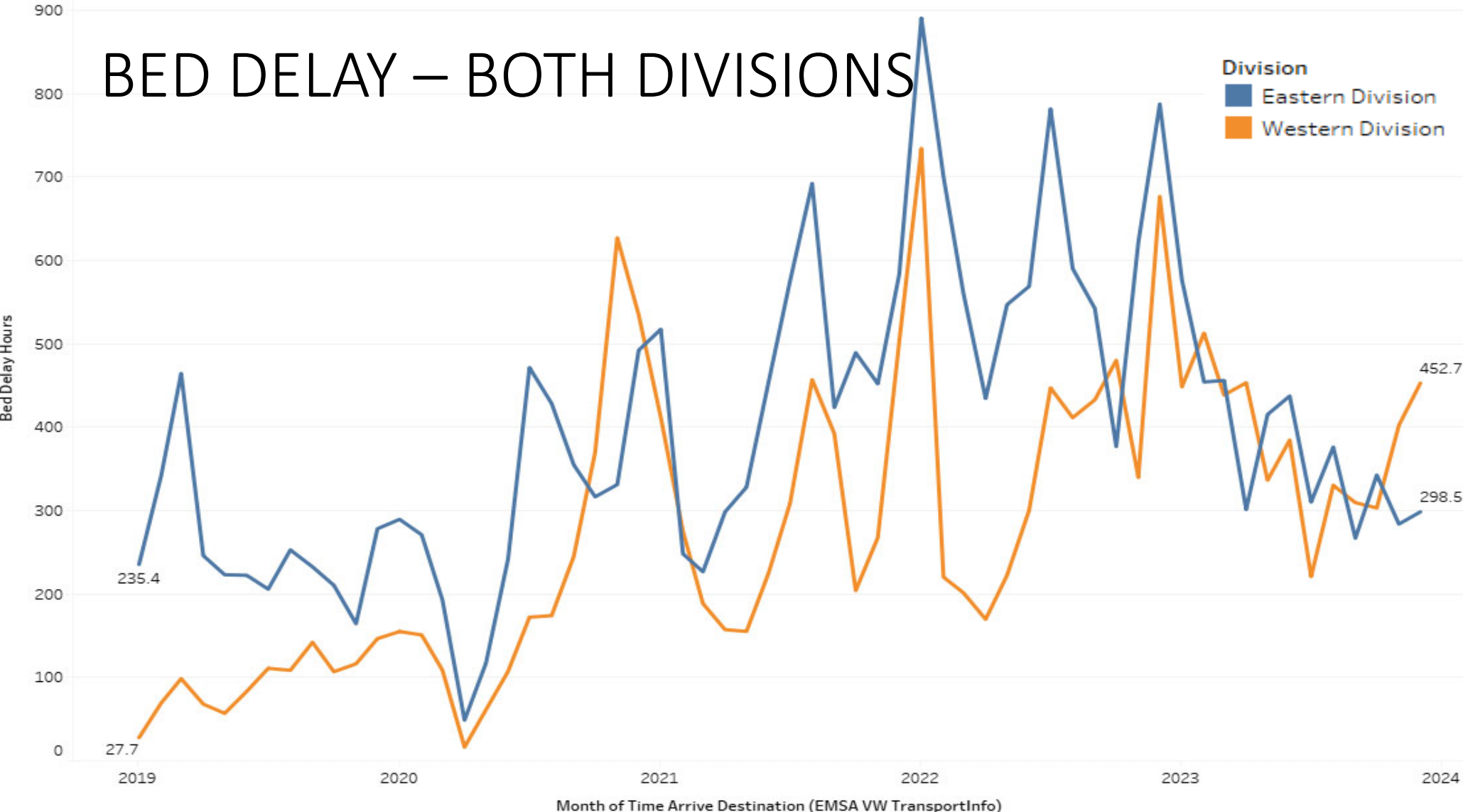
- Eastern Division
- Western Division



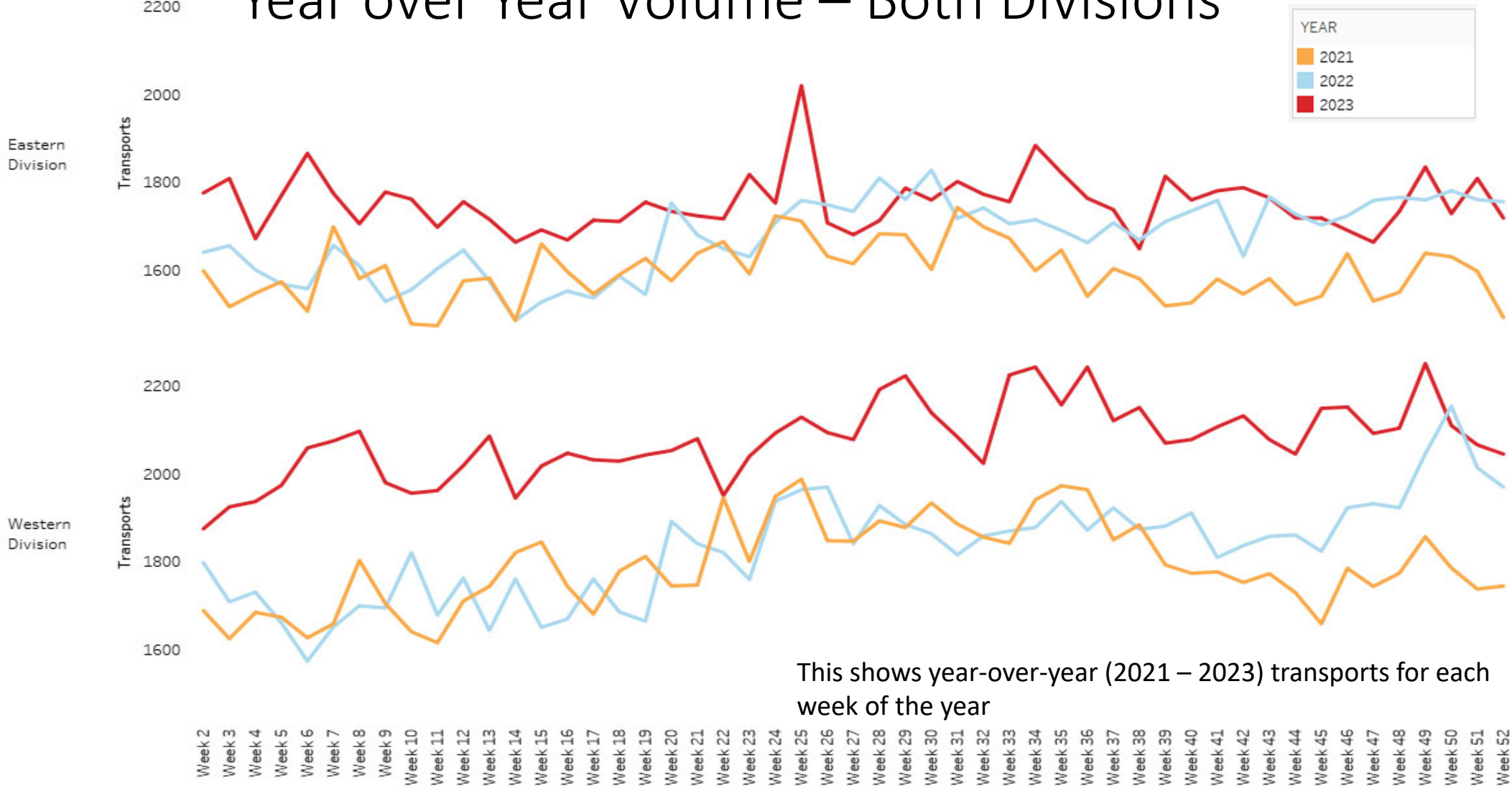


# BED DELAY – BOTH DIVISIONS

Division  
■ Eastern Division  
■ Western Division

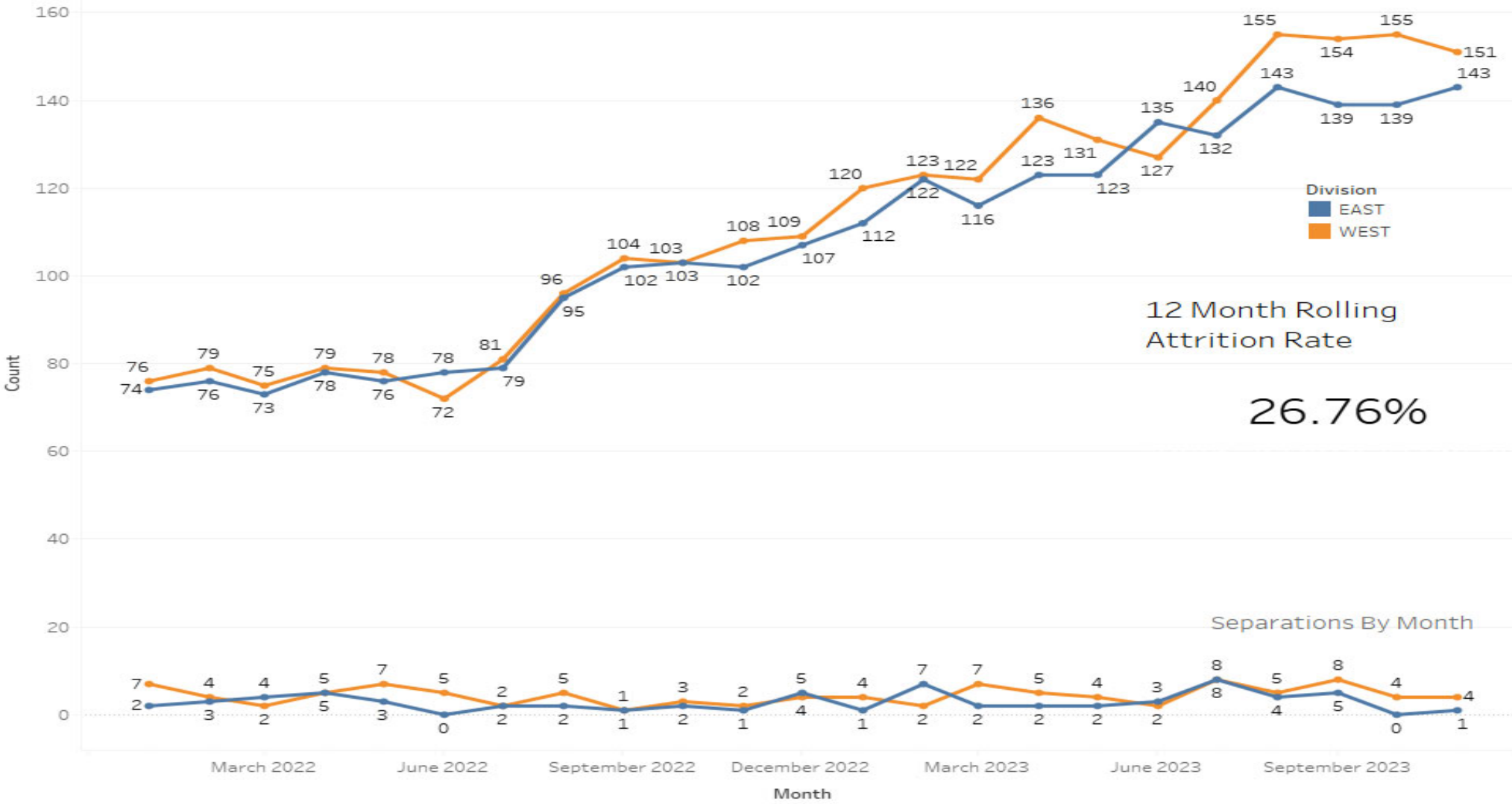


# Year over Year Volume – Both Divisions

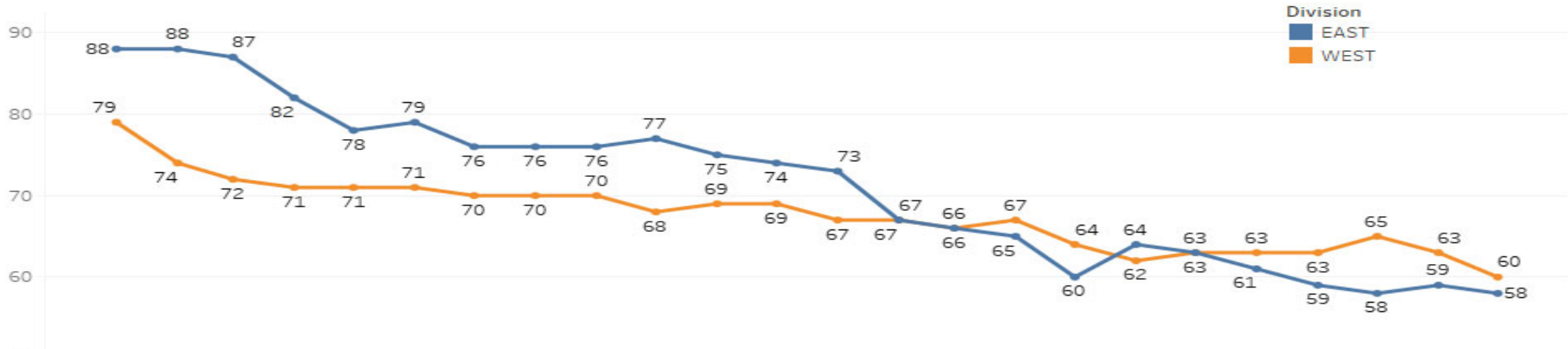


This shows year-over-year (2021 – 2023) transports for each week of the year

### EMT Headcount Over Time



### Paramedic Headcount over time



12 Month Rolling Attrition Rate

30.89%

Separations By Month



# Headcount Dashboard



		FT Goal	Full Time	PT	Headcount Percent	Last Goal	Percent Increase
EAST	911 - EMT	105	118	4	114%	89	17%
	Communications	26	18	0	69%	26	NC
	IFT - EMT	16	5	1	34%	16	NC
	Logistics	22	23	0	105%	22	NC
	Paramedic	92	54	12	65%	75	22%
	<b>Total</b>	<b>261</b>	<b>218</b>	<b>17</b>	<b>87%</b>	<b>228</b>	<b>14%</b>
WEST	911 - EMT	121	130	18	115%	98	23%
	Communications	26	16	1	63%	26	NC
	IFT - EMT	16	3	1	22%	20	-20%
	Logistics	22	19	6	100%	22	NC
	Paramedic	108	58	8	57%	80	35%
	<b>Total</b>	<b>293</b>	<b>226</b>	<b>34</b>	<b>83%</b>	<b>246</b>	<b>19%</b>
<b>Grand Total</b>		<b>554</b>	<b>444</b>	<b>51</b>	<b>85%</b>	<b>474</b>	<b>16%</b>



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