

Adam Paluka
Chief Public Affairs Officer

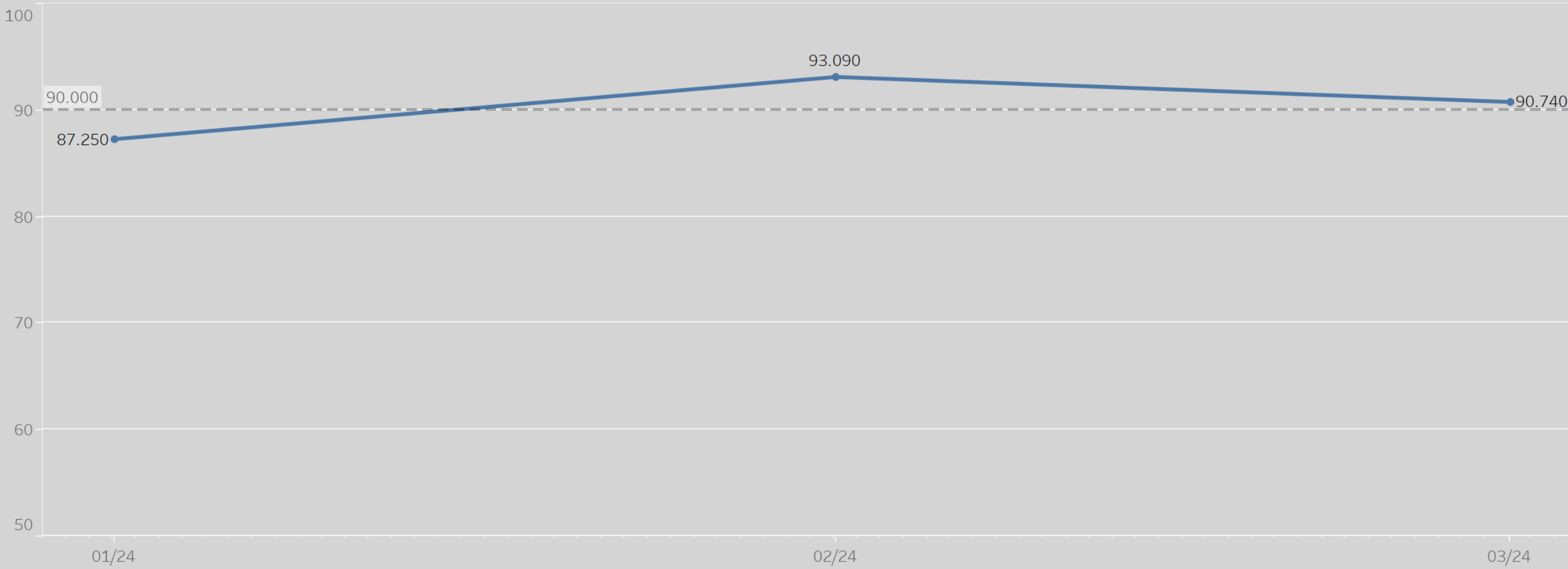
Patient Satisfaction KPIs

March 2024



Overall Patient Satisfaction Eastern Division

March 2024



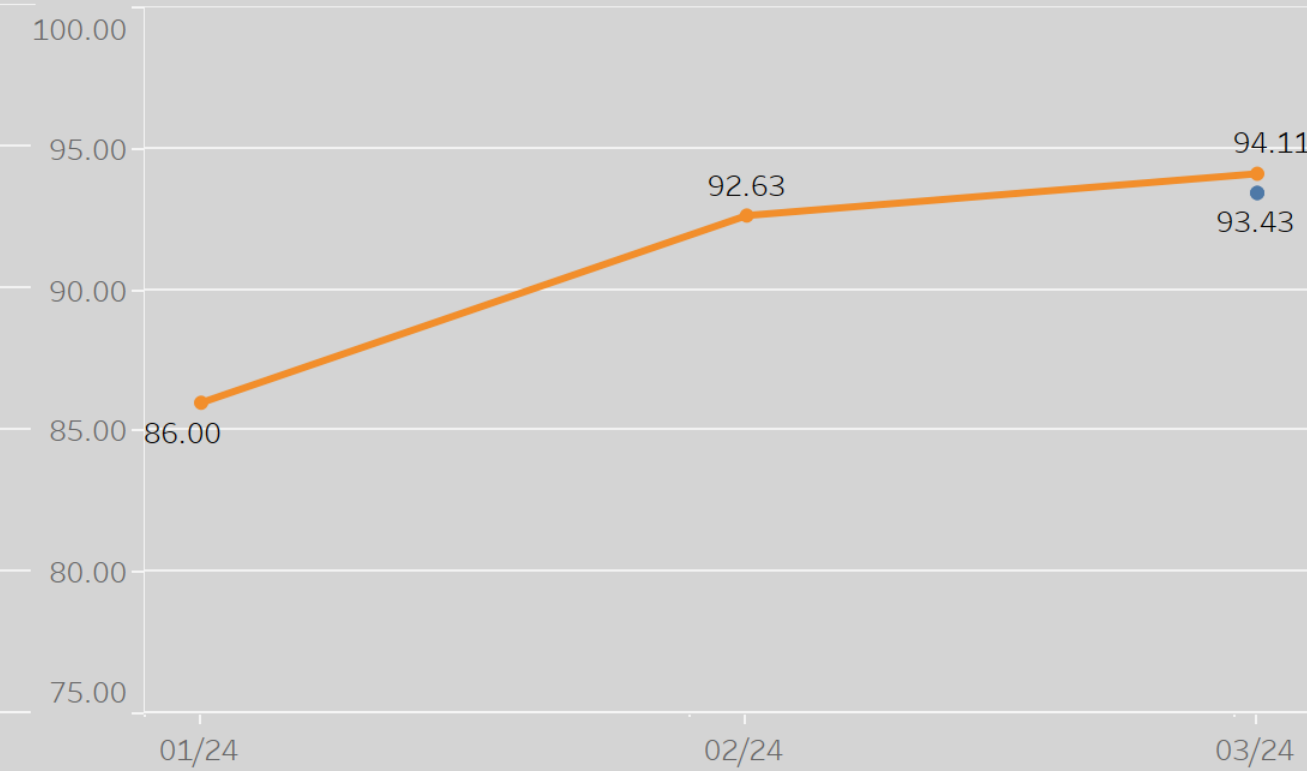
Eastern Division Patient Satisfaction ended the month of March at 90.74 percent. The highest scores were in the Dispatch subsection at 93.98%. EMSA scored highest on the provider question "Degree to which the medics listened to your or your family." EMSA did score low on the comfort of the ambulance section, 77.74%, 11 points lower than the national average.

Database Score
EMSA Score

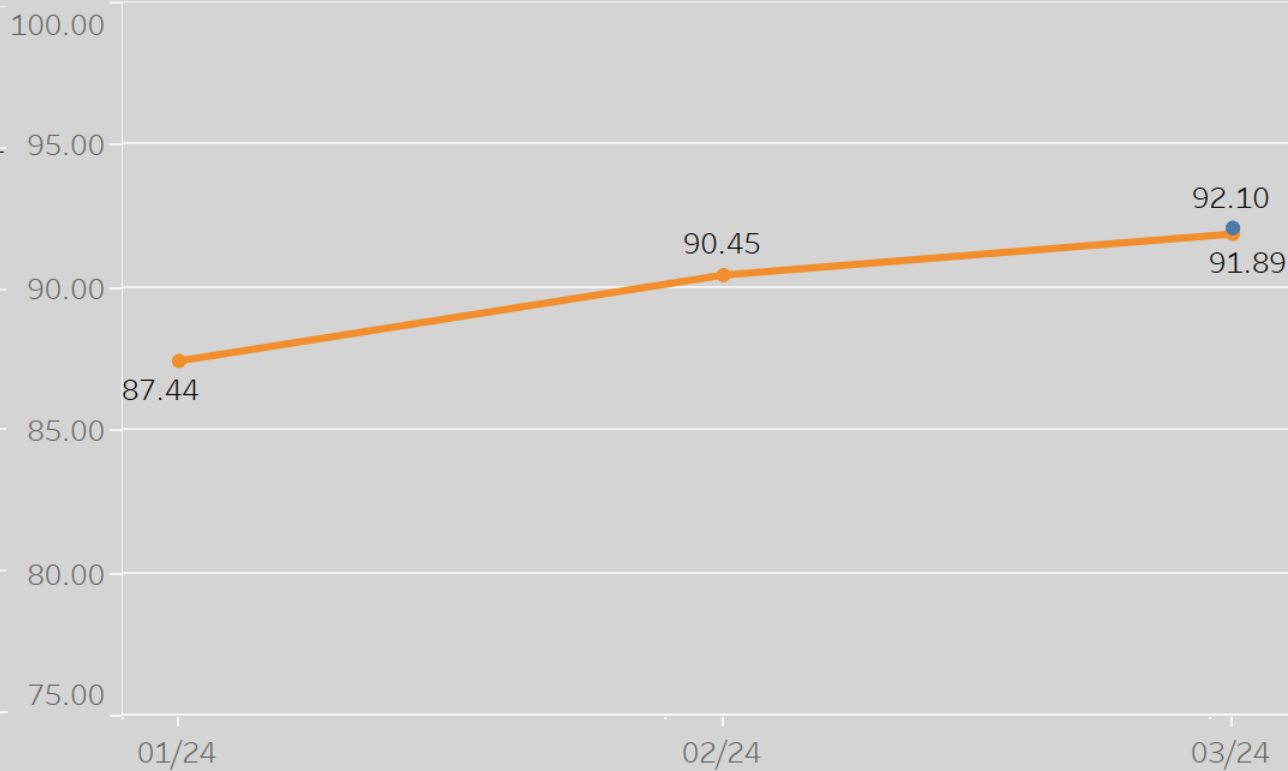
Dispatch Services



Care Provider



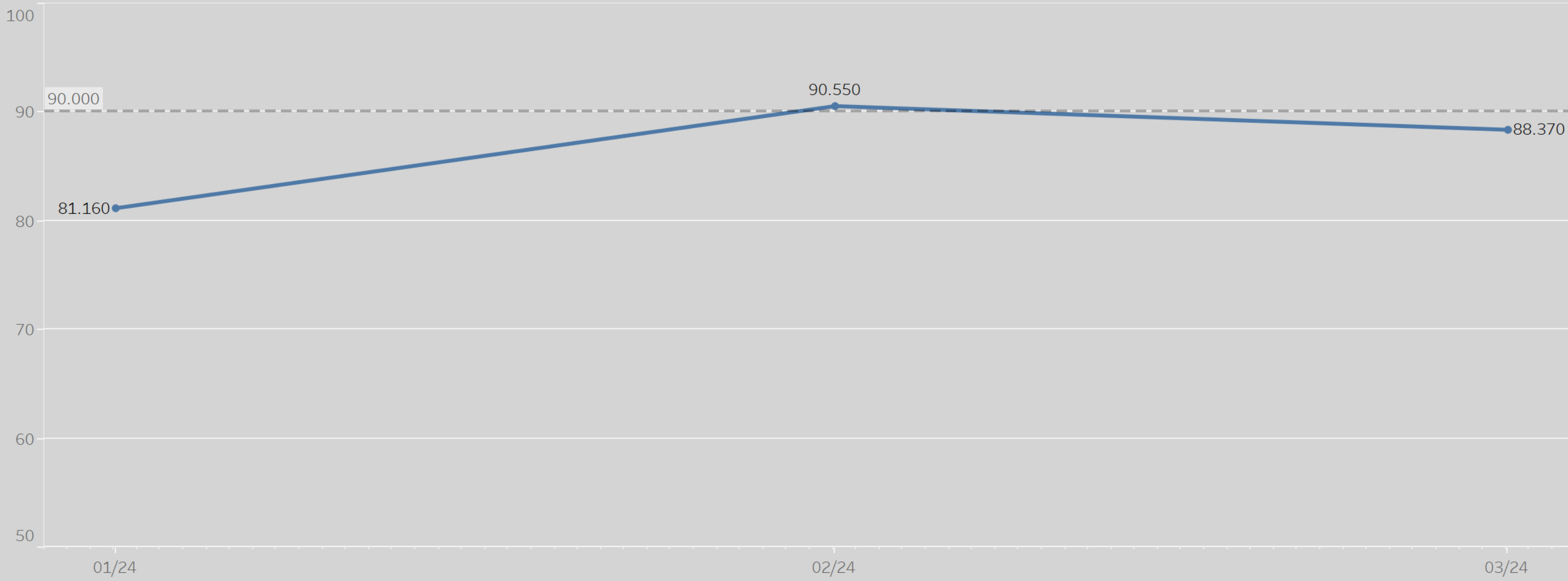
Ambulance Services



Overall Patient Satisfaction Western Division

March 2024

88.37



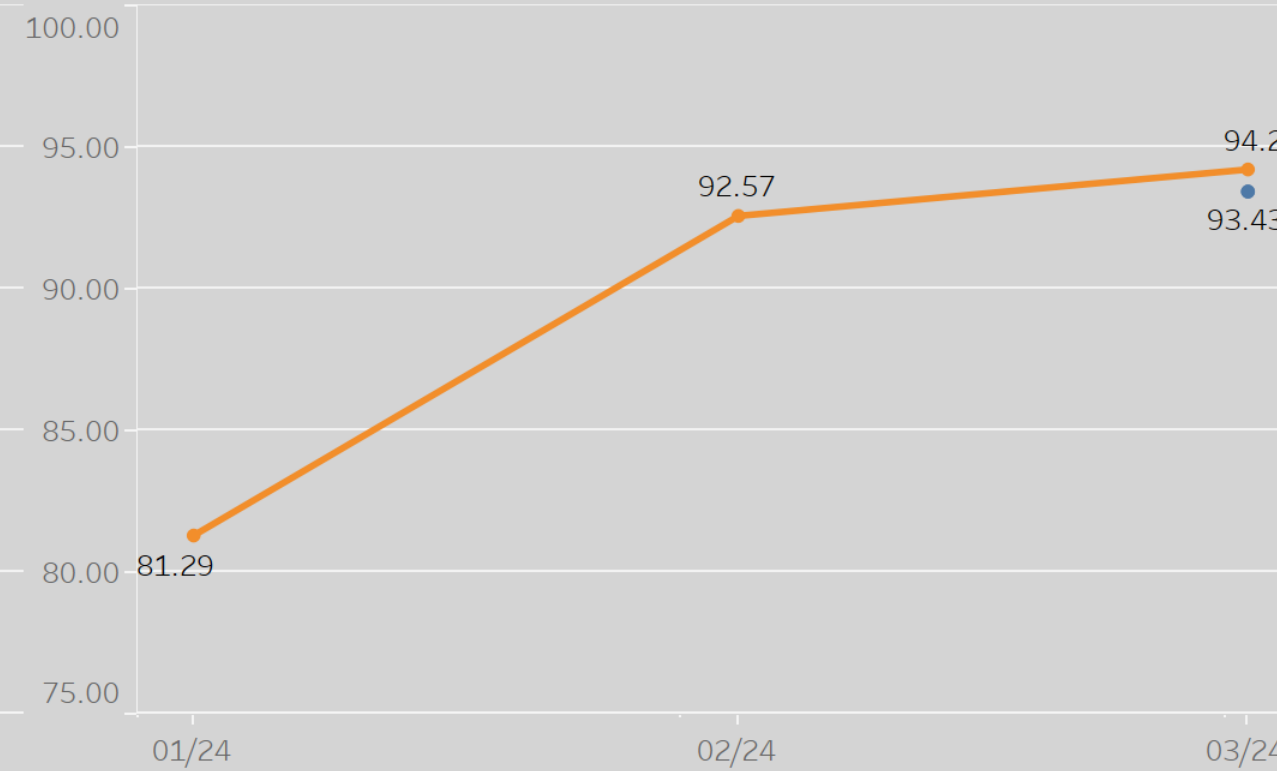
Western Division Patient Satisfaction ended the month of March at 88.37%. EMSA scored above the national average in the Dispatch subsection at 93.82%. EMSA scored highest on the provider question "Extent to which medics cared for you as a person" EMSA did score low on the comfort of the ambulance section, 84.41%.

Database Score
EMSA Score

Dispatch Services



Care Provider



Ambulance Services

