

EMSA
EMERGENCY MEDICAL SERVICES AUTHORITY

Adam Paluka
Chief Public Affairs Officer

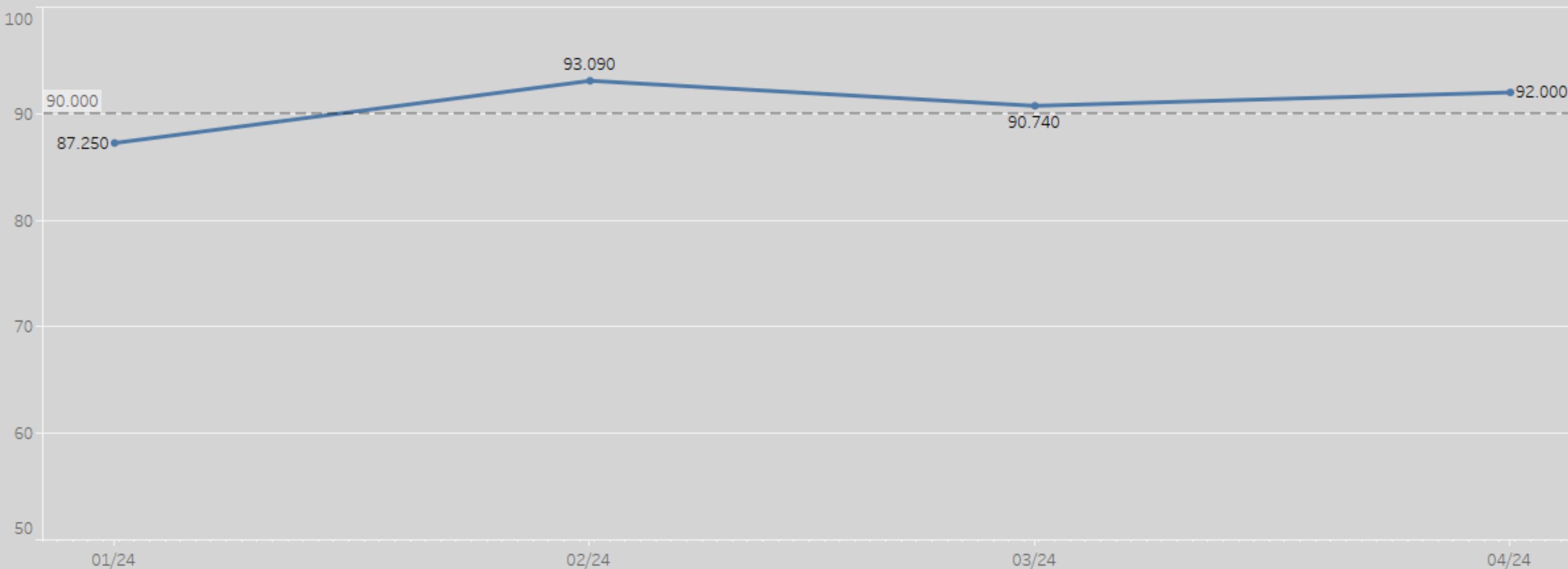
Patient Satisfaction KPIs

April 2024



Overall Patient Satisfaction Eastern Division

April 2024



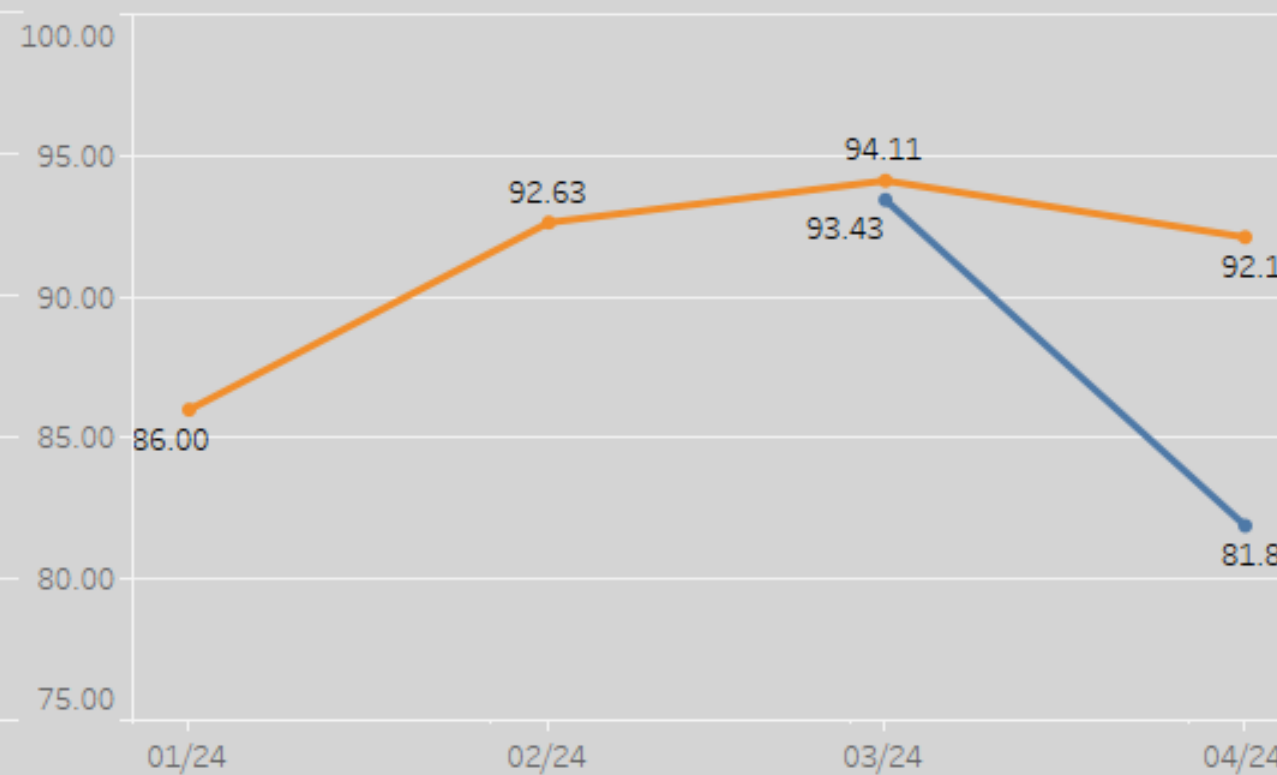
Eastern Division Patient Satisfaction ended the month of March at 90.74 percent. The highest scores were in the Dispatch subsection at 93.98%. EMSA scored highest on the provider question "Degree to which the medics listened to your or your family." EMSA did score low on the comfort of the ambulance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

Database Score
EMSA Score

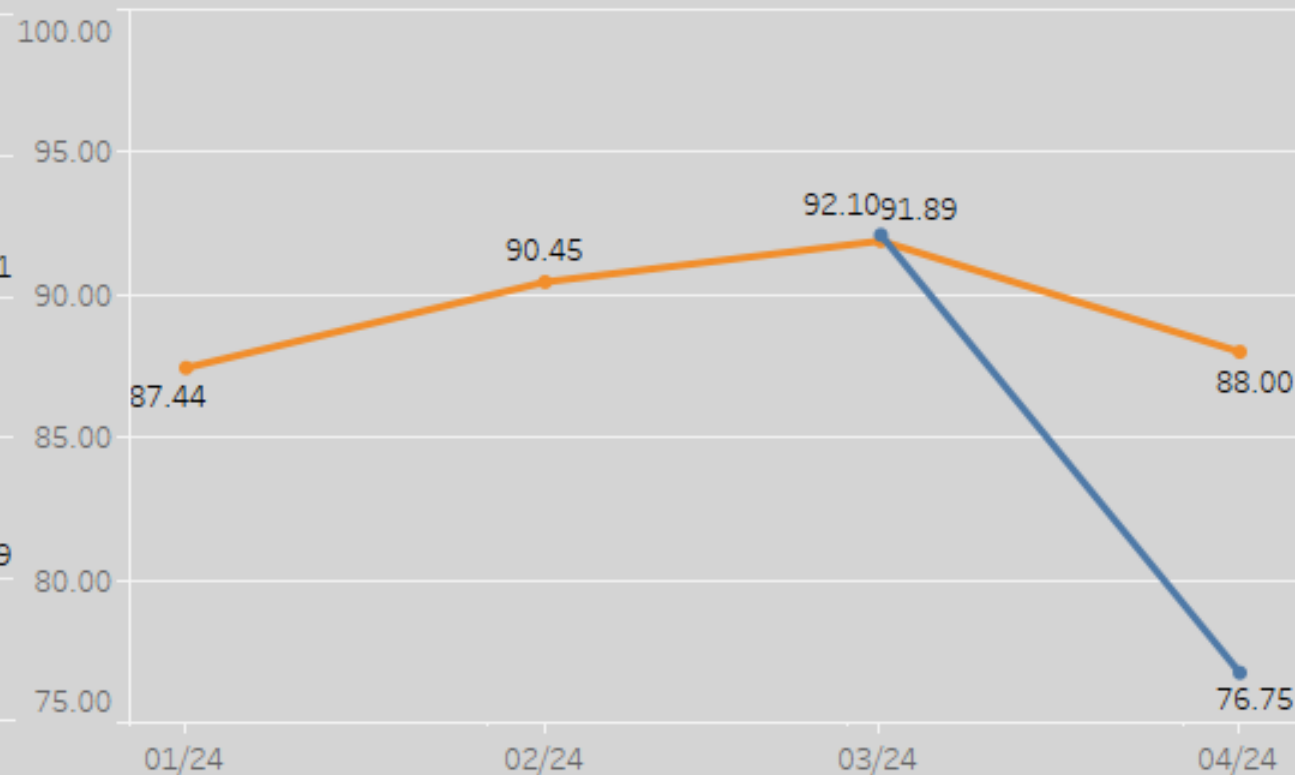
Dispatch Services



Care Provider



Ambulance Services

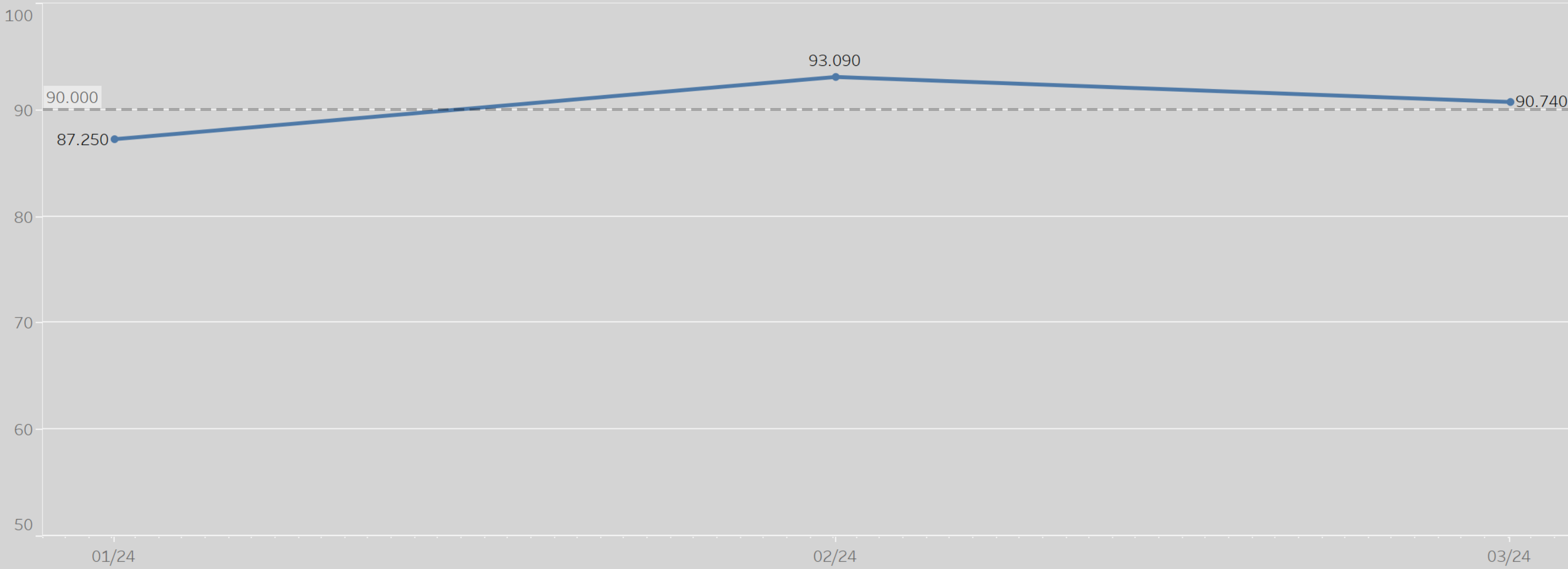


Overall Patient Satisfaction Eastern Division

March 2024



These scores are duplicates of the patient satisfaction scores reported for March 2024. Due to vendor software updates, April 2024 patient satisfaction data is unavailable. We plan to report April and May 2024 patient satisfaction scores at the June Board of Trustees meeting.

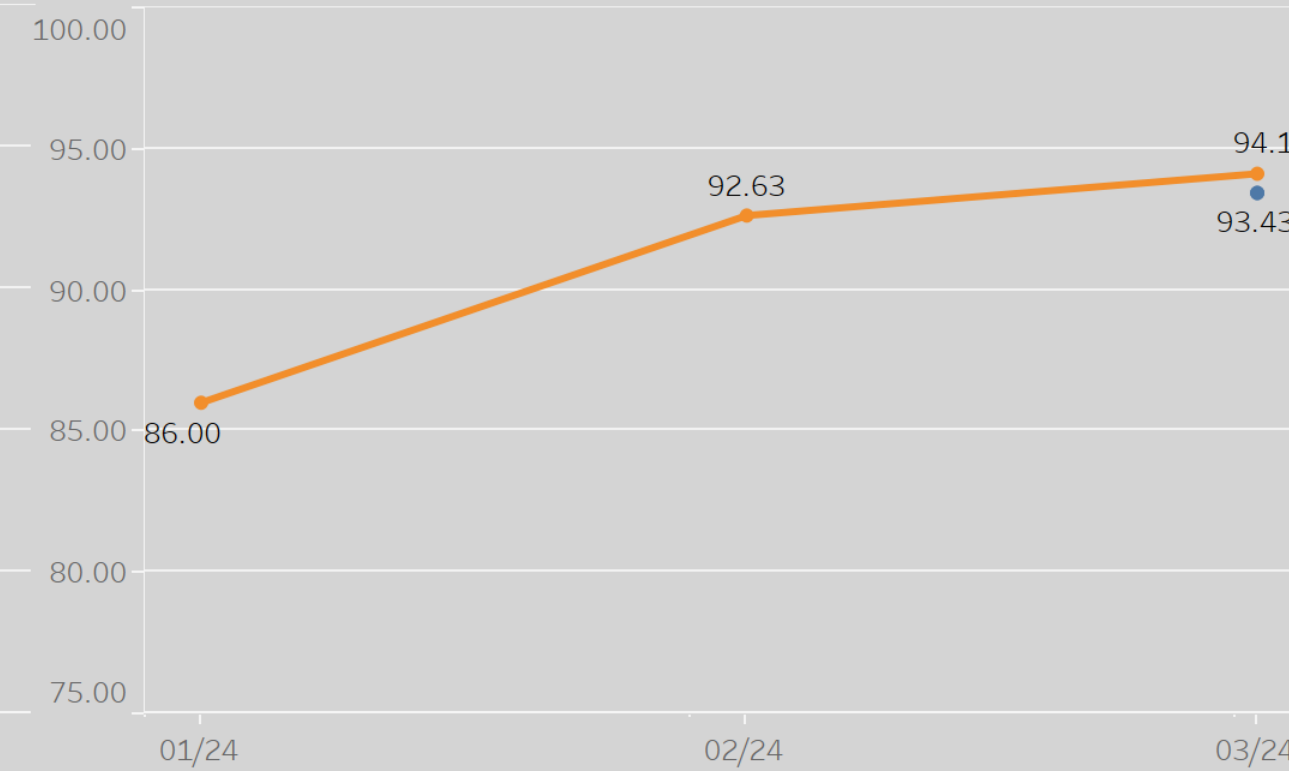


Database Score
EMSA Score

Dispatch Services



Care Provider



Ambulance Services

