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Patient Satisfaction KPIs

May 2024



Patient Satisfaction KPIs

- **Survey technology issues are ongoing for the second consecutive month.**
 - **Wrong survey questions were sent to EMSA patients in April and May.**
 - **Survey data missing from monthly reports.**
 - **Incorrect benchmarking data presented.**
- **EMSA is meeting with EMS Survey Team (survey vendor) weekly.**
- **Current estimated time to resolve survey issues is between 30 and 60 days.**

