

Adam Paluka
Chief Public Affairs Officer

Patient Satisfaction

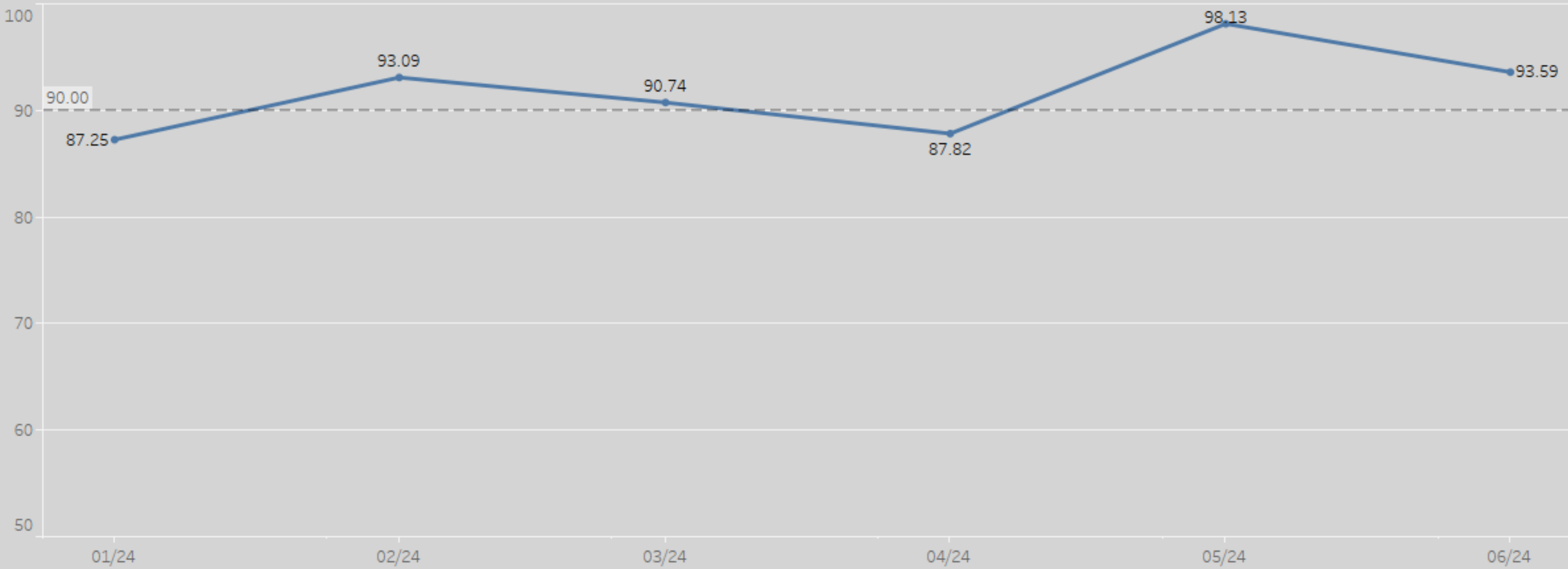
KPIs

June 2024



Overall Patient Satisfaction Eastern Division

June 2024



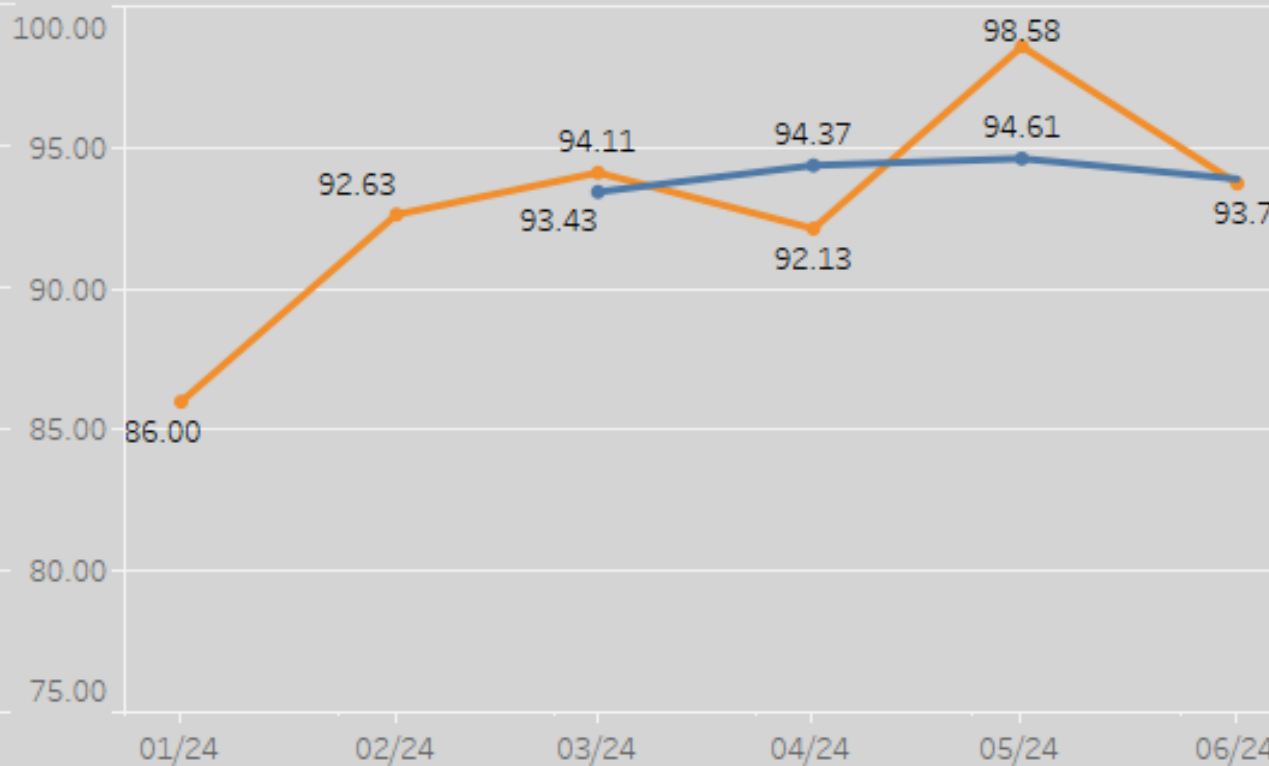
Patient Satisfaction scores for the month of June in the Eastern Division averaged 93.59, which is above the goal metric of 90. EMSA's ambulance service score was two points higher than other EMS systems surveyed. Dispatch and Patient Care marks were at or near industry averages. The vendor has corrected system issues that prevented EMSA from reporting Patient Satisfaction scores in May.

■ Database Score
■ EMSA Score

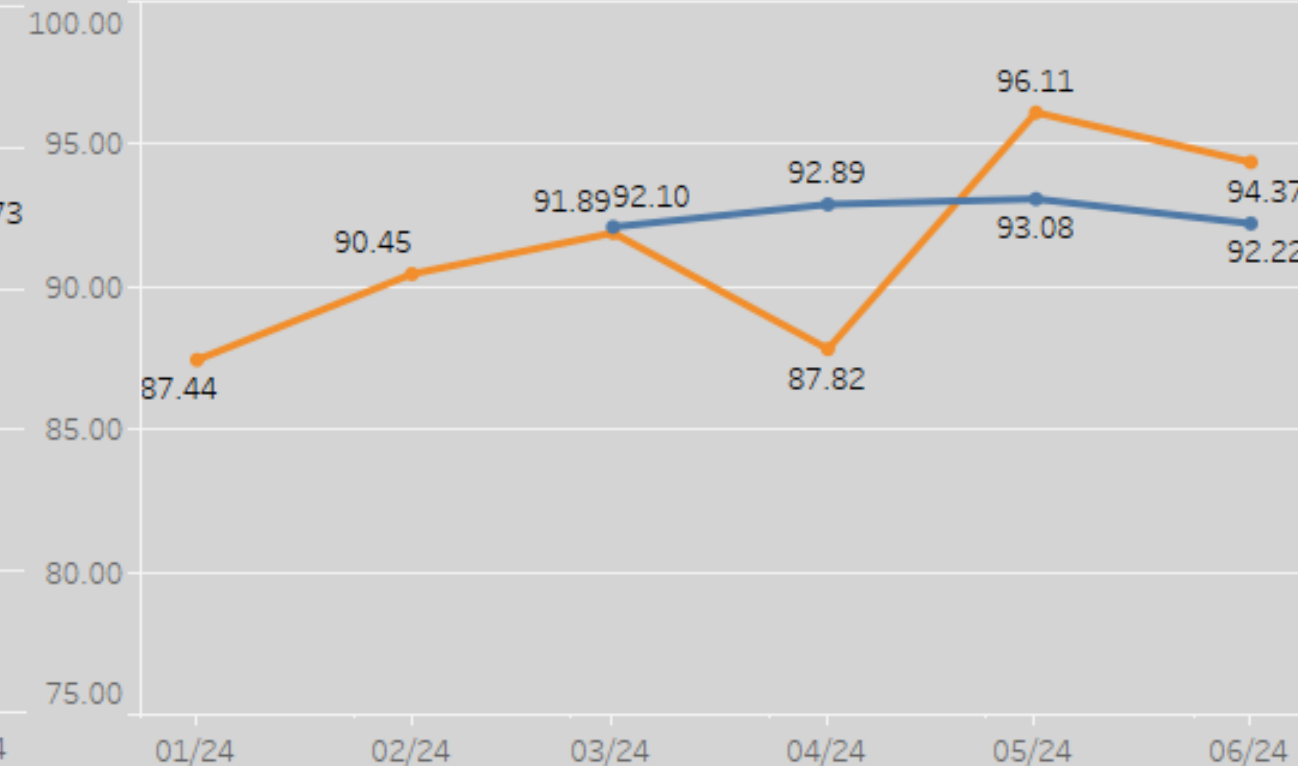
Dispatch Services



Care Provider



Ambulance Services

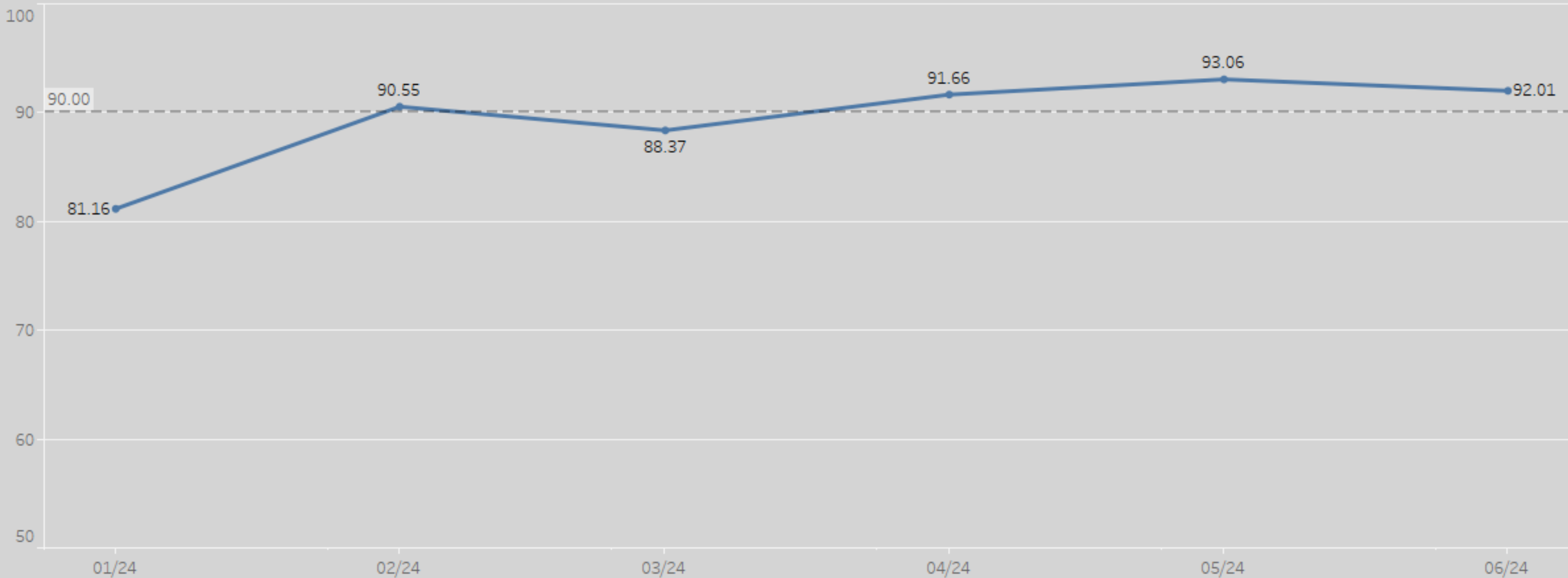


Overall Patient Satisfaction Western Division

June 2024



In the Western Division, Patient Satisfaction scores for the month of June averaged 92.01, above the goal mark of 90. EMSA's dispatch service score was two points higher than other comparable agencies surveyed. Ambulance and Patient Care marks were slightly below EMS industry averages. The vendor has corrected system issues that prevented E..

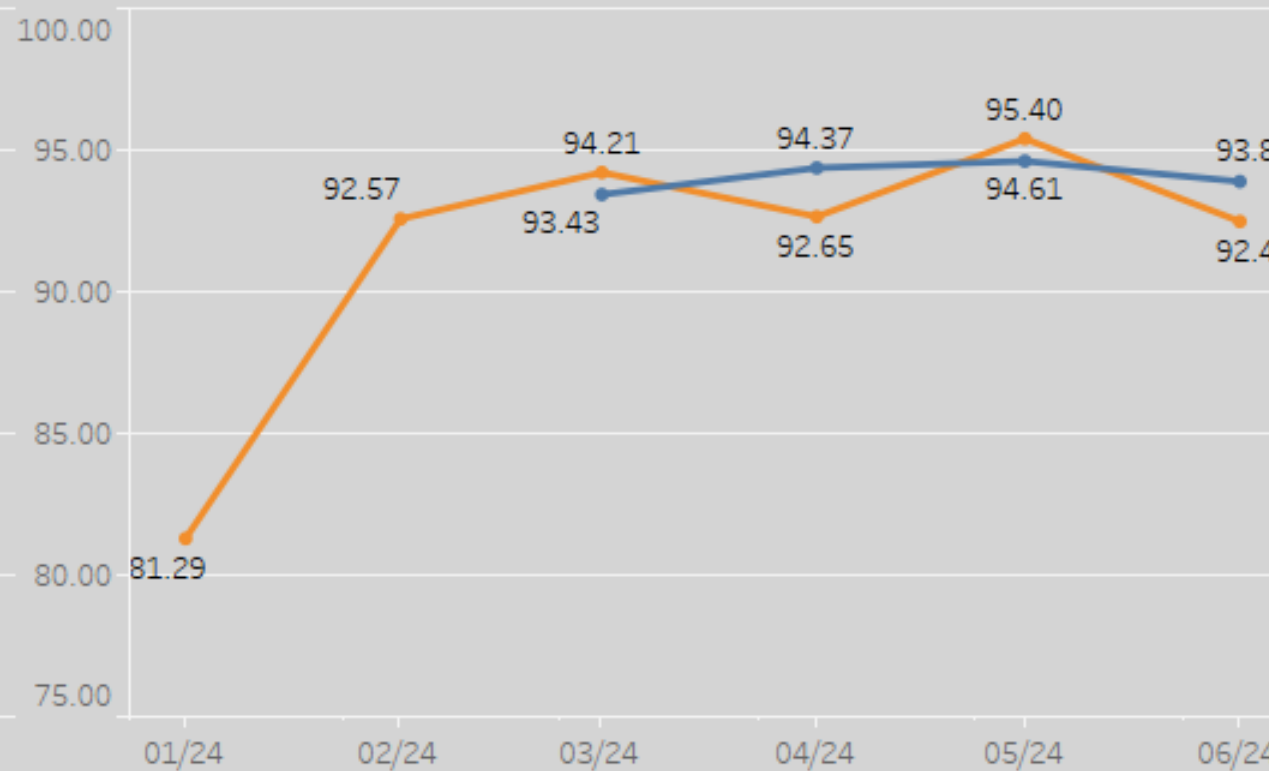


Database Score
EMSA Score

Dispatch Services



Care Provider



Ambulance Services

