



**EMSA**

**BOARD OF  
TRUSTEES  
MEETING**

**August 2024**

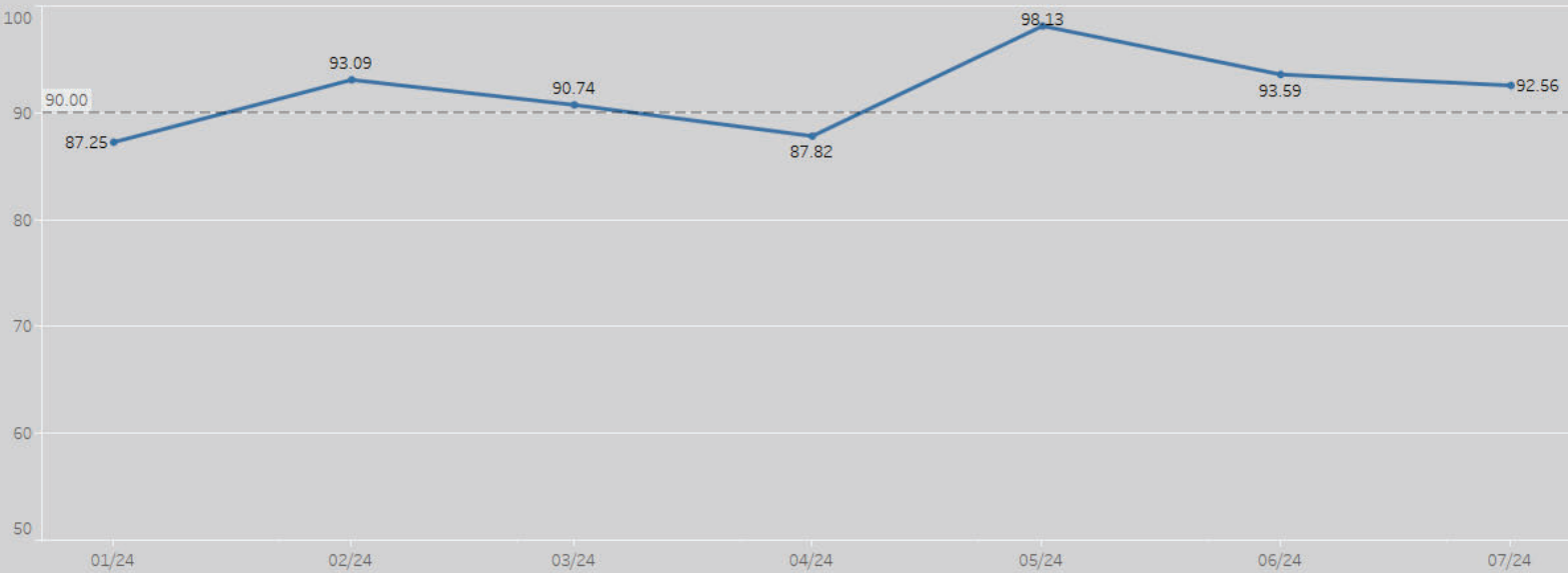
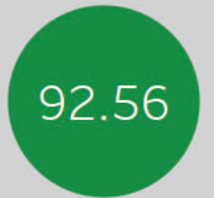
**Adam Paluka**  
**Chief Public Affairs Officer**

# **Patient Satisfaction KPIs August 2024**



# Overall Patient Satisfaction Eastern Division

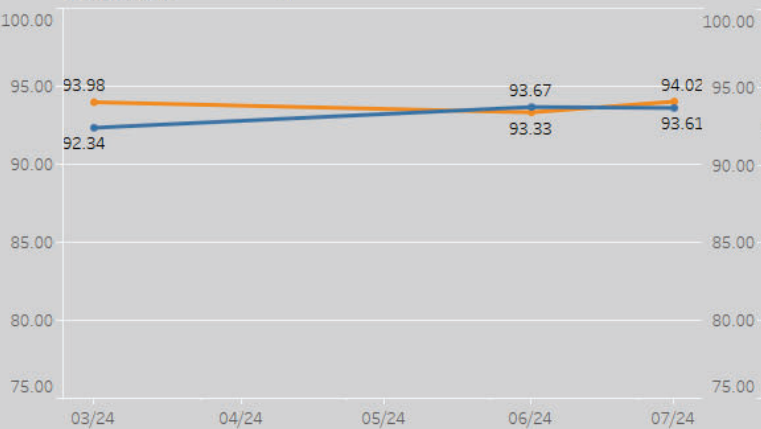
July 2024



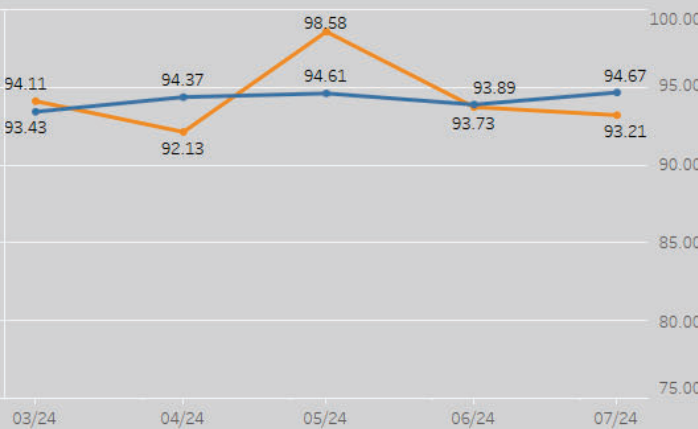
In the Eastern Division, EMSA's overall patient experience score for July 2024 was 92.56. EMSA's dispatch composite score for July 2024 is 94.02, slightly higher than the previous month. Respondents scored their EMSA medics at 93.71, slightly lower than in June. The ambulance subsection scored 90.70, lower than the previous month, due to low marks for comfort of the ambulance ride.

Database Score  
EMSA Score

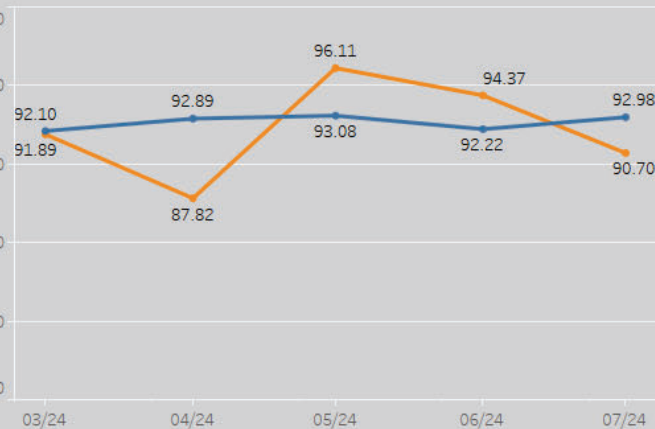
## Dispatch Services



## Care Provider

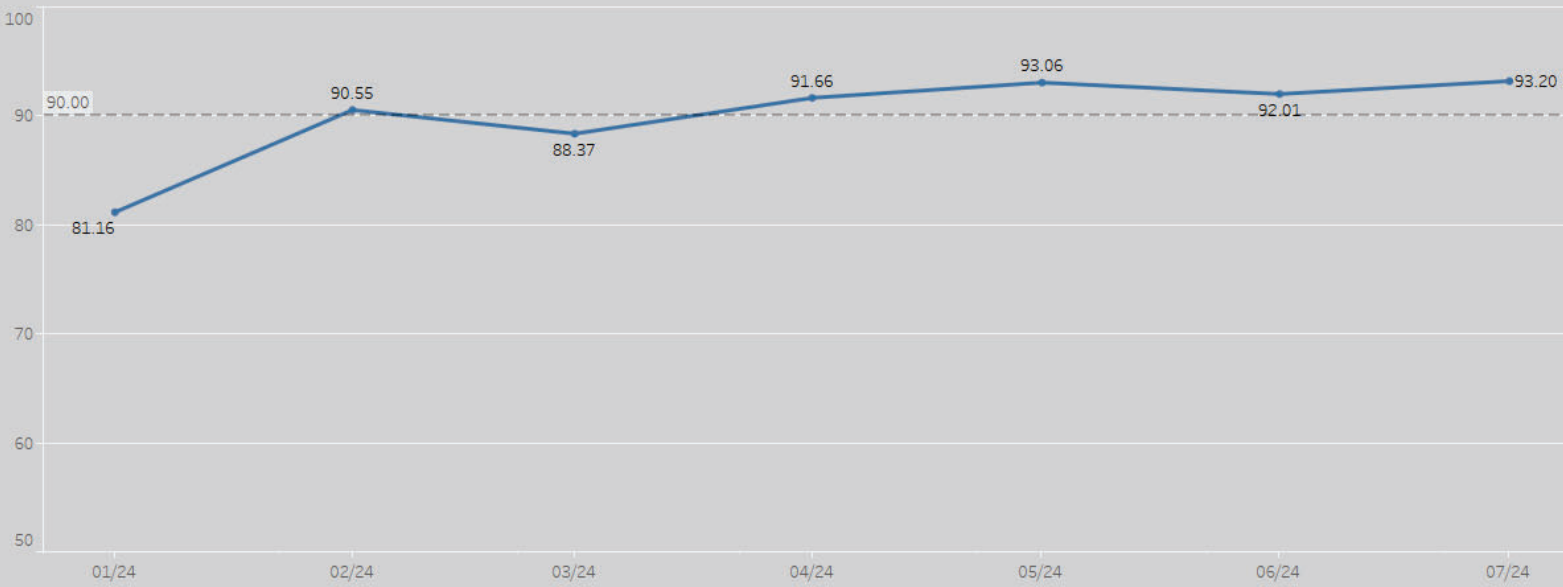


## Ambulance Services



# Overall Patient Satisfaction Western Division

July 2024



In the West, EMSA's overall patient experience score for July 2024 was 93.20. EMSA's dispatch composite score for July 2024 is 89.61 and respondents scored their EMSA medics at 89.73. These two scores are lower than the previous month's subsection scores, and there is not enough data to explain this trend. The ambulance subsection scored at 87.36 due to low marks for comfort of the ambulance ride.

