

Adam Paluka
Chief Public Affairs Officer

Patient Satisfaction Update



Patient Satisfaction Update

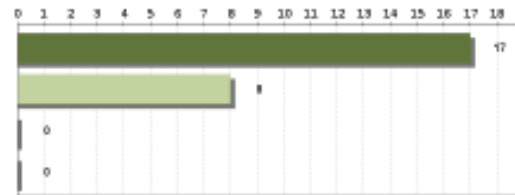
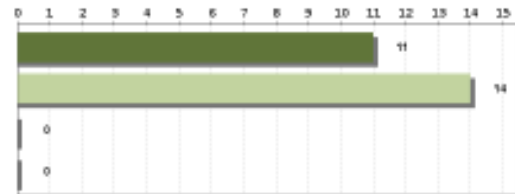
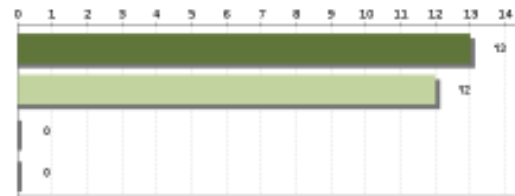
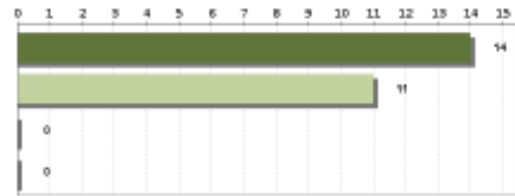


- **New Patient Satisfaction/Experience Survey Vendor**
 - **100 EMS Entities**
 - **100% Phone Calls with Live Operators**
 - **Custom Data Delivery/Questions**
 - **Ability to dial down to zip-code**
 - **Goal: 500 surveys per Division per month to start**



Patient Satisfaction Update

How Satisfied You With the Following:

	Very Satisfied ■	Satisfied ■	Dissatisfied ■	Very Dissatisfied ■		Response total
1. 911 Instructions	68% (17)	32% (8)	0% (0)	0% (0)		25
2. EMS Response To Your Emergency	68% (17)	32% (8)	0% (0)	0% (0)		25
3. Keeping You Informed	44% (11)	56% (14)	0% (0)	0% (0)		25
4. Concerned and Caring	52% (13)	48% (12)	0% (0)	0% (0)		25
5. Ability Manage Condition	56% (14)	44% (11)	0% (0)	0% (0)		25

Statistics based on 25 respondents;



Patient Satisfaction Update

How likely would you tell a family member or friend you had a positive experience with EMSA?

		Response percent	Response total
10 - Promoter		40%	10
9 - Promoter		44%	11
8 - Passive		16%	4
7 - Passive		0%	0
6 - Distracter		0%	0
5 - Distracter		0%	0
4 - Distracter		0%	0
3 - Distracter		0%	0
2 - Distracter		0%	0
1 - Distracter		0%	0

[Export Graph](#)

Statistics based on 25 respondents;



EMSAcare 2024 Open Enrollment Update

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EMSAcare 2024

Open Enrollment Update

Final 2024 City of Tulsa Enrollment Changes

- **New Opt-ins - 1631**
- **New Opt-outs - 464**

2023 City of Tulsa Enrollment Changes

- **New Opt-ins - 287**
- **New Opt-outs - 399**

