

Adam Paluka

Chief Public Affairs Officer

Patient Satisfaction Update



Patient Satisfaction Survey Update



- **New Patient Satisfaction/Experience Survey Vendor**
 - Completing September Patient Surveys This Week
 - Will Report both September and October Results at our November Board Meeting
- **Update from Baldrige Group**
 - More than 350 surveys have been completed.
 - High level of EMSA recognition when call patients
 - Zero issues or complaints from patients when calling to get their input



EMSAcare 2024

Open Enrollment Results

2024 City of OKC

SFH EMSAcare Enrollment Results

- New Opt-ins: 742
- New Opt-outs: 320

2024 City of Tulsa

SFH EMSAcare Enrollment Results

- New Opt-in: 1641
- New Opt-outs: 464



PRSA Tulsa Silver Link Awards



▪ Best in Show – Campaigns

- 2023 Tulsa EMSAcare Open Enrollment Marketing Campaign

• Silver Link Awards:

- 2023 EMSA Annual Report
- 2023 Tulsa EMSAcare Open Enrollment Marketing Campaign

