

Overall Patient Satisfaction Eastern Division

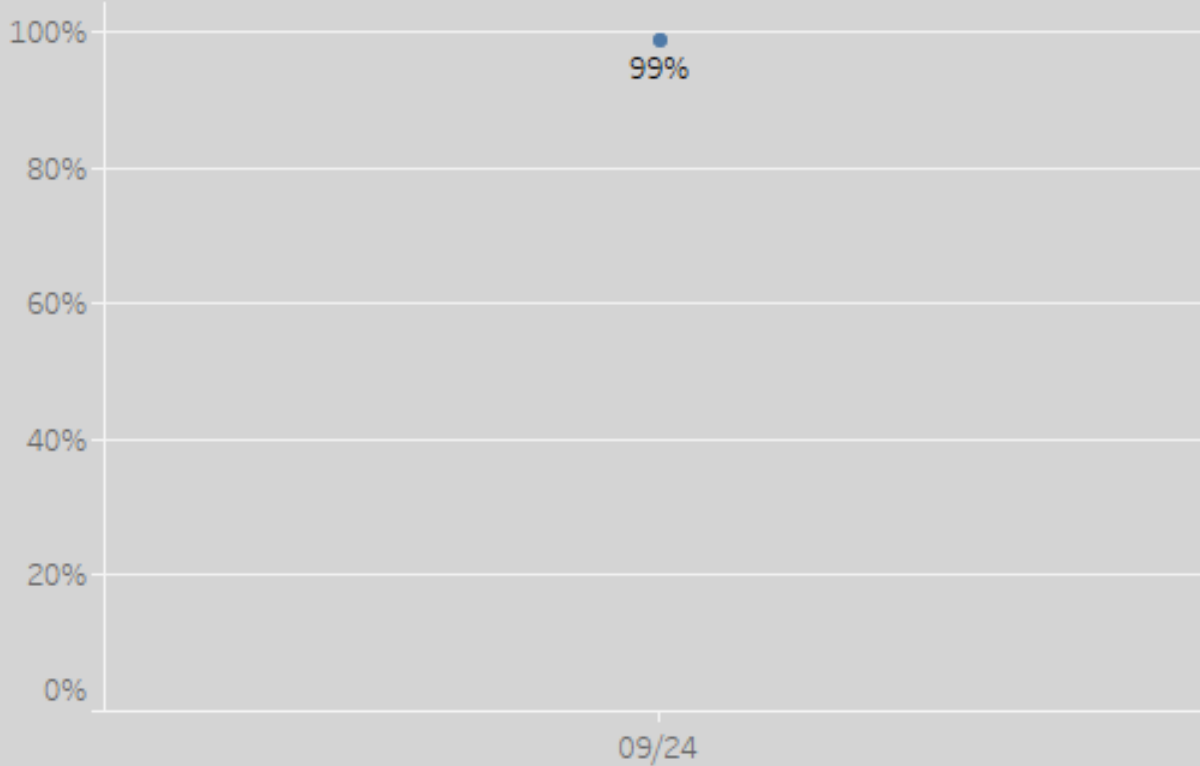
September 2024



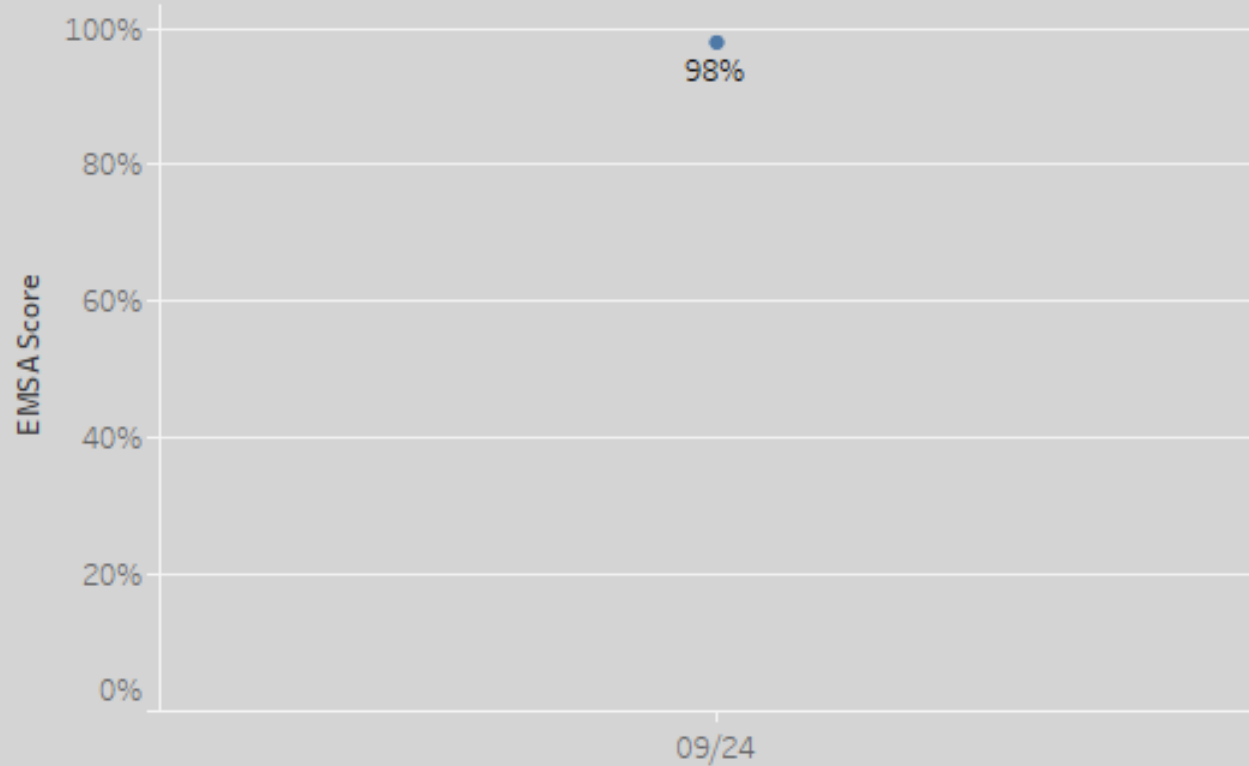
This was the first month for EMSA's new Patient Satisfaction Survey Vendor, Baldrige Group, LLC and as result, there is no prior data to benchmark this month's scores against. During September 2024, EMSA scored a 98% on Patient Satisfaction for the Eastern Division. EMSA scored a 99% on dispatch services, 98% on care provider, and 98% on ambulance services.



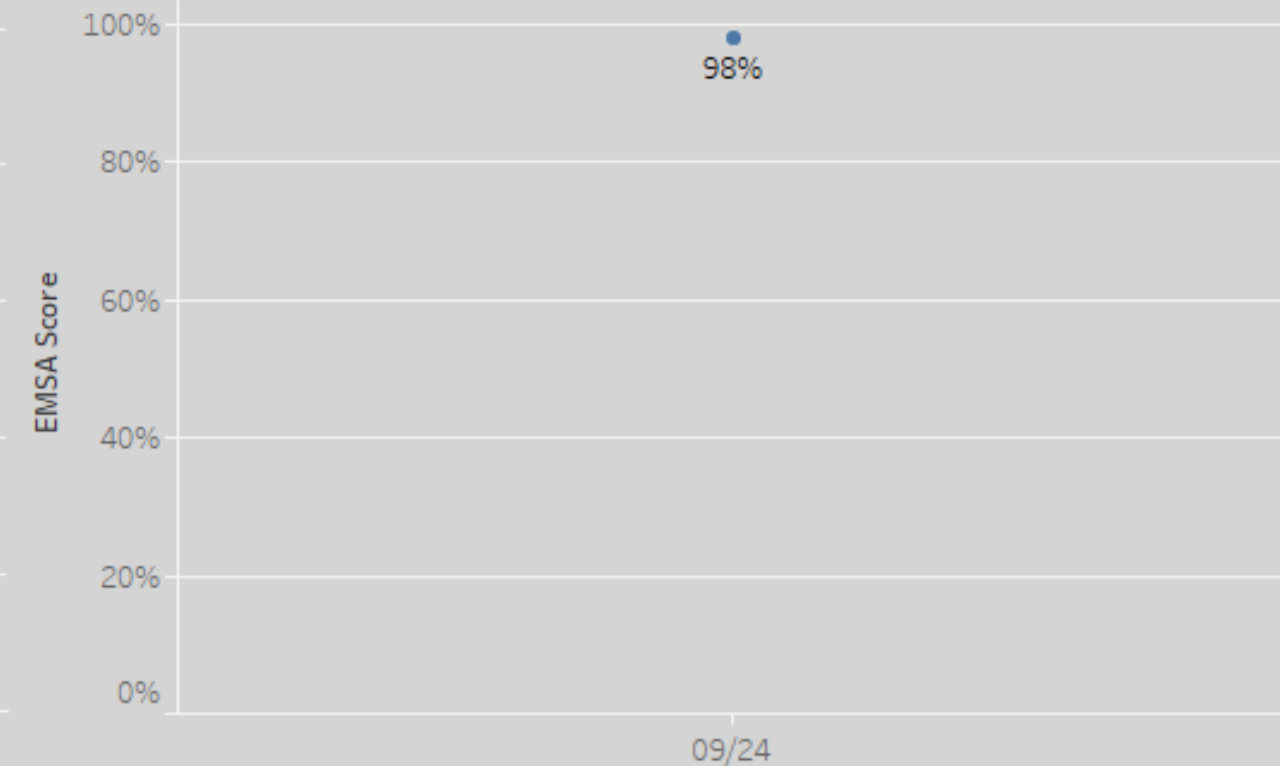
Dispatch Services



Care Provider



Ambulance Services



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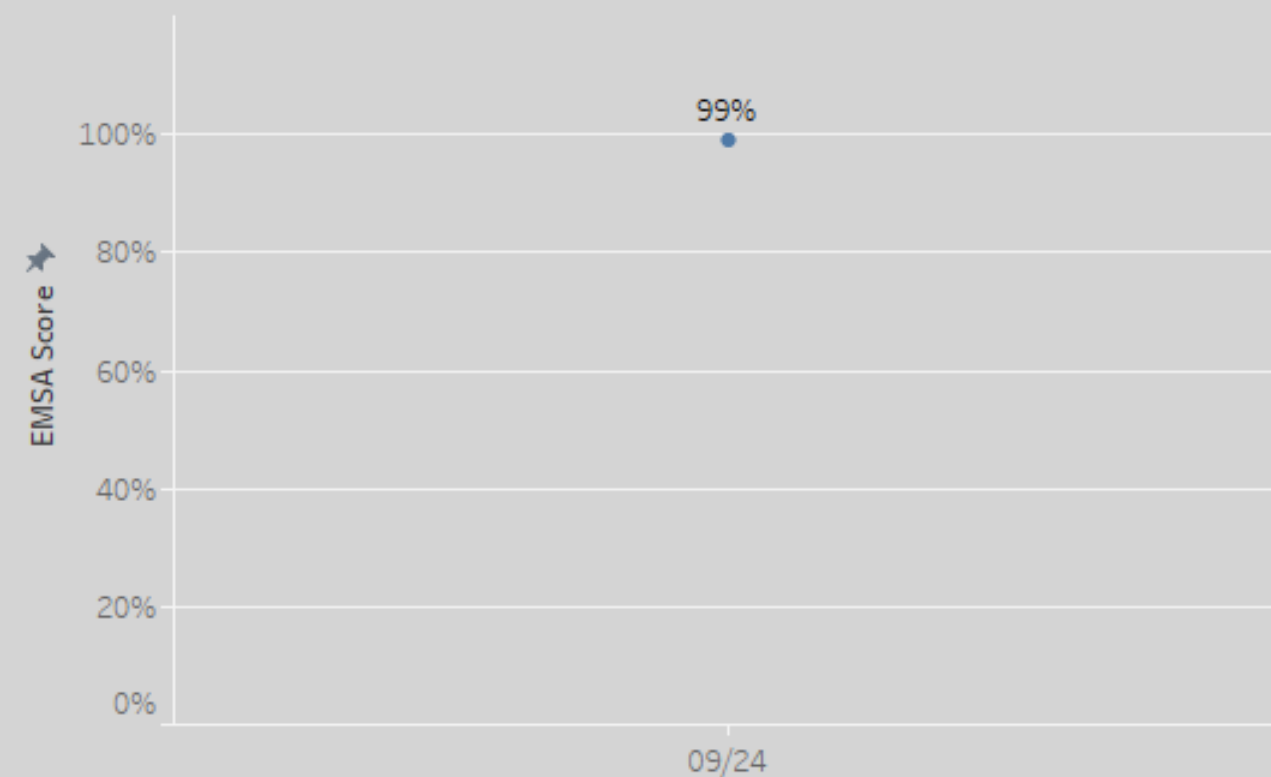
September 2024



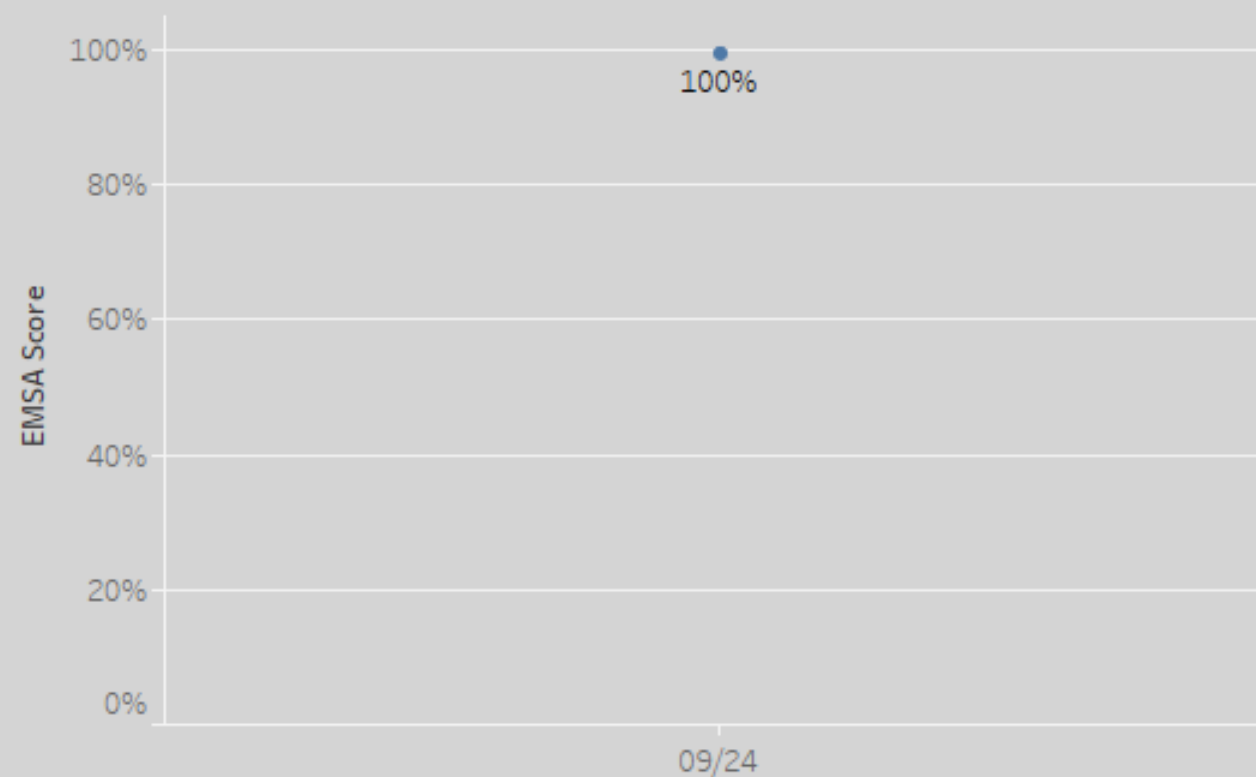
99%

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Dispatch Services



Care Provider



Ambulance Services

