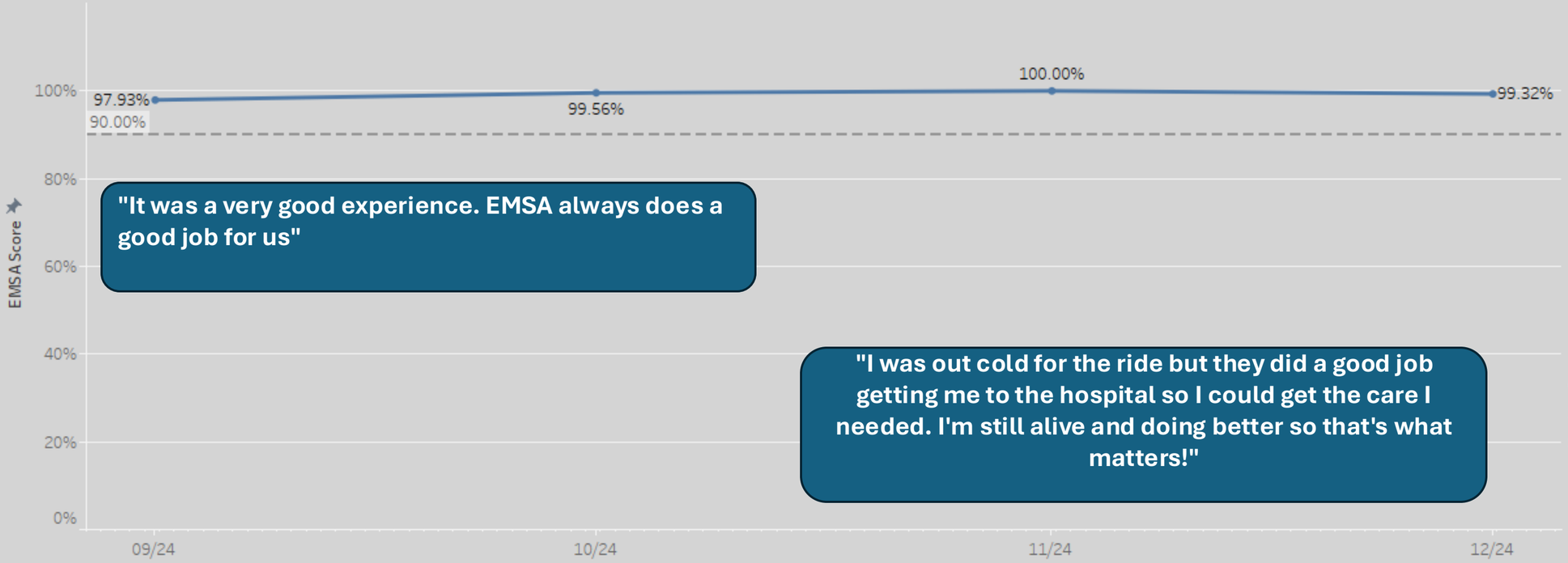
Adam Paluka

Chief Public Affairs Officer

Patient Satisfaction KPIs
September 2024

Overall Patient Satisfaction Eastern Division



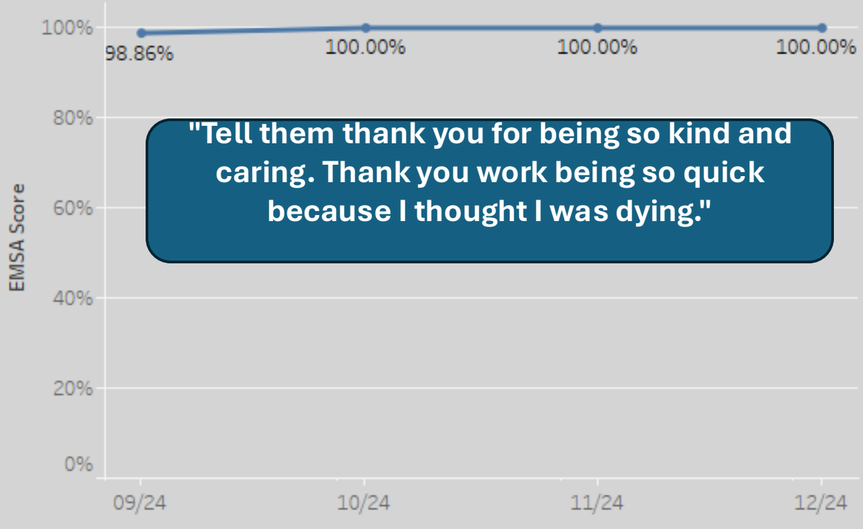
"It was a very good experience. EMSA always does a good job for us"

"I was out cold for the ride but they did a good job getting me to the hospital so I could get the care I needed. I'm still alive and doing better so that's what matters!"

December 2024

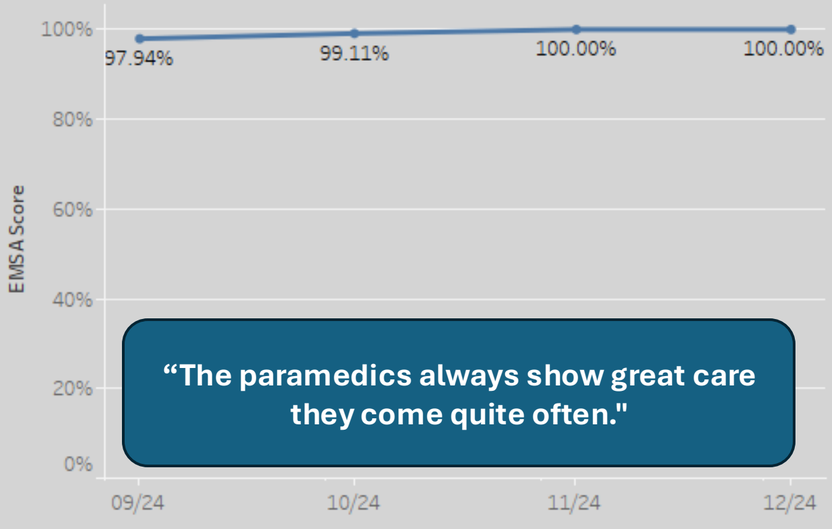
In December 2024, EMSA scored a 98.75% on Patient Satisfaction for the Eastern Division. This composite score aligns almost exactly with September's score in the OKC service area. EMSA scored a 100% on Dispatch Services, 100% on Care Provider, and 97.30% on ambulance services.

Dispatch Services



"Tell them thank you for being so kind and caring. Thank you work being so quick because I thought I was dying."

Care Provider

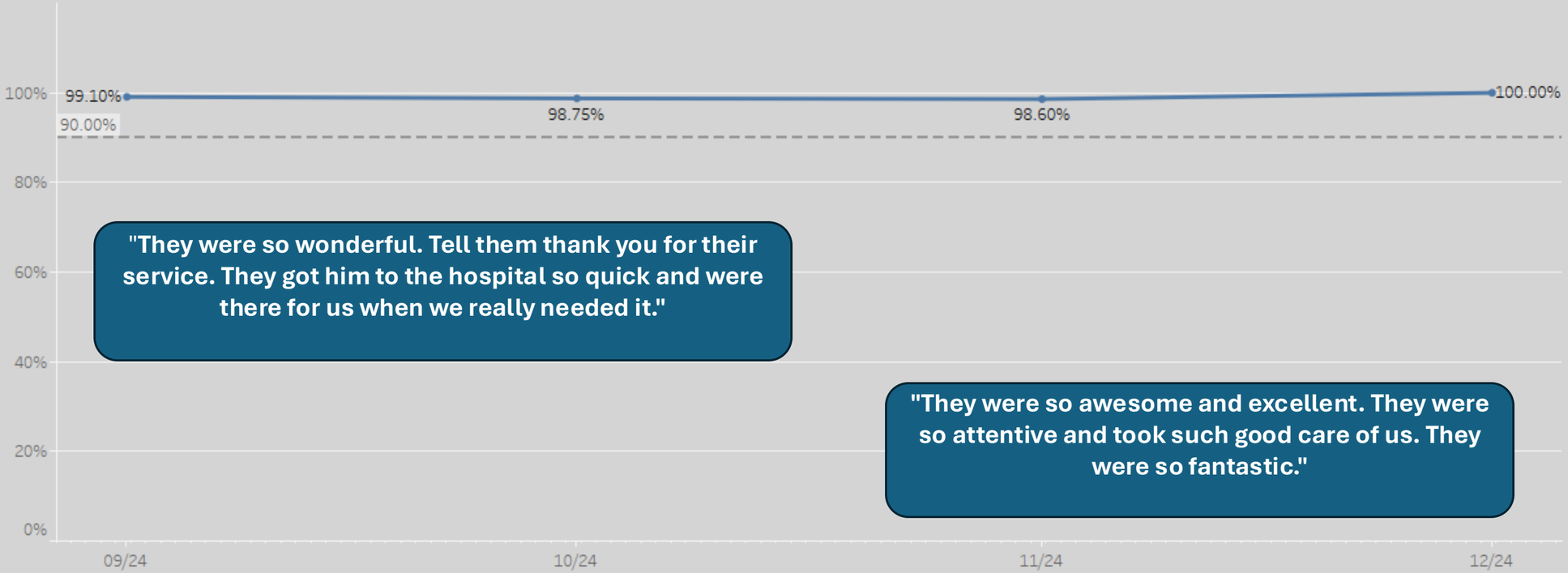


"The paramedics always show great care they come quite often."

Ambulance Services

"Tell them I really appreciate what they did for me. It was great to have such a good crew during a time like that."

Overall Patient Satisfaction Western Division



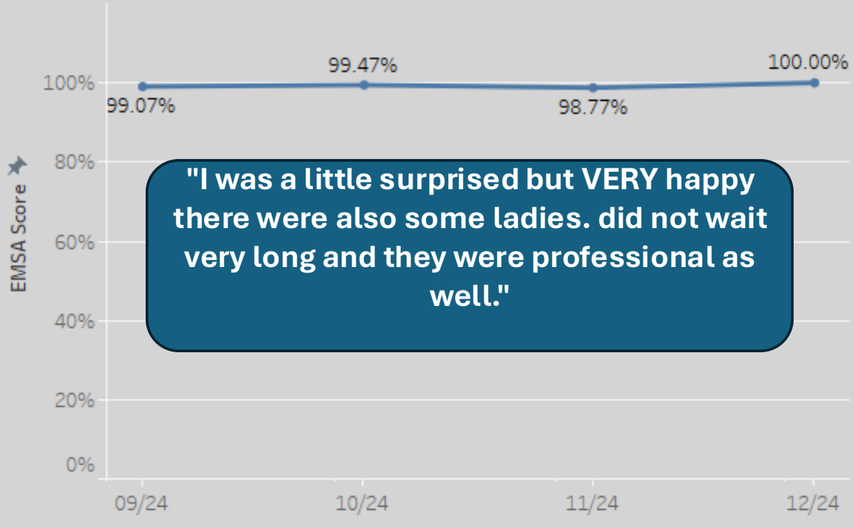
"They were so wonderful. Tell them thank you for their service. They got him to the hospital so quick and were there for us when we really needed it."

"They were so awesome and excellent. They were so attentive and took such good care of us. They were so fantastic."

December 2024

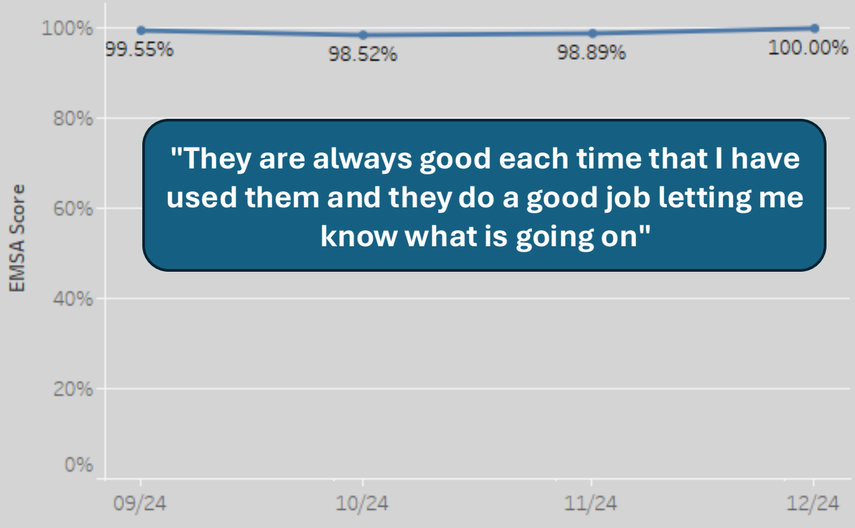
In December 2024, EMSA scored a 100% on Patient Satisfaction for the Western Division. This composite score aligns almost exactly with September's score in the OKC service area. EMSA scored a 100% on Dispatch Services, 100% on Care Provider, and 100% on ambulance services.

Dispatch Services



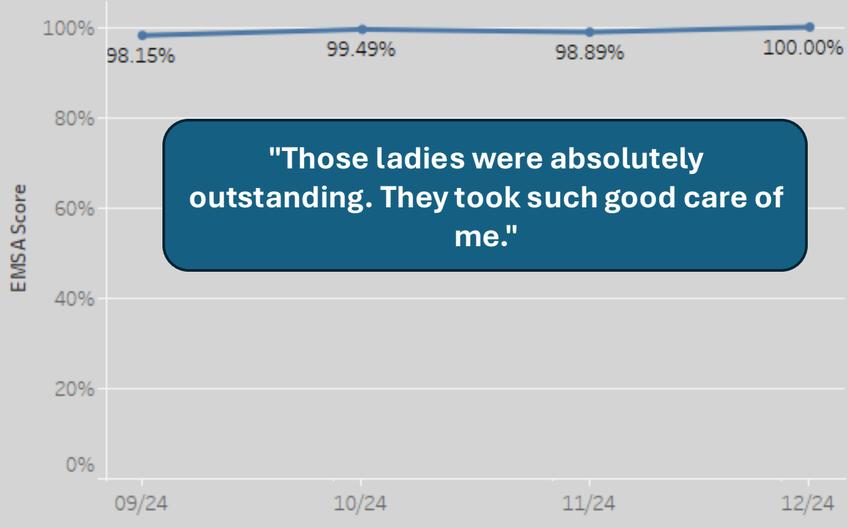
"I was a little surprised but VERY happy there were also some ladies. did not wait very long and they were professional as well."

Care Provider



"They are always good each time that I have used them and they do a good job letting me know what is going on"

Ambulance Services



"Those ladies were absolutely outstanding. They took such good care of me."