

EMS Patient Experience Survey Results

For Patients Served by AHS Direct Delivery

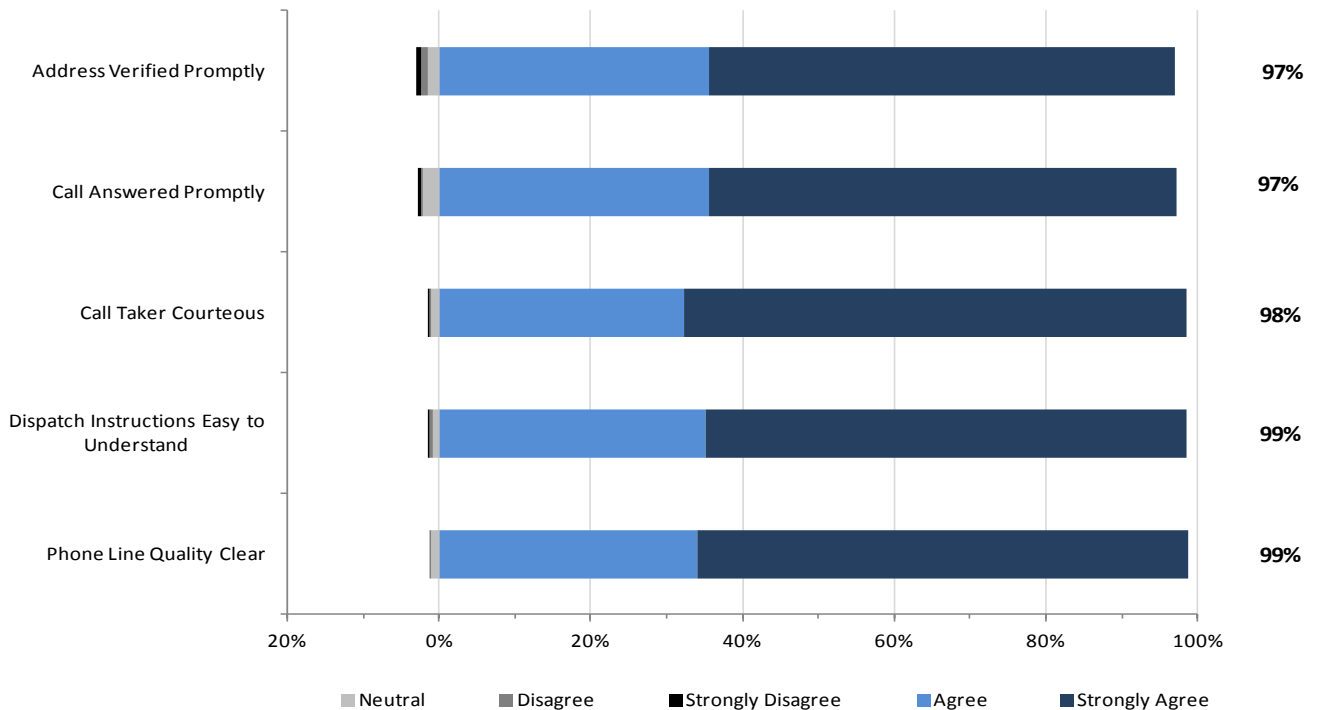
Q4 2012/13

AHS is pleased to report the Q4 2012/13 results for the AHS EMS patient experience survey.

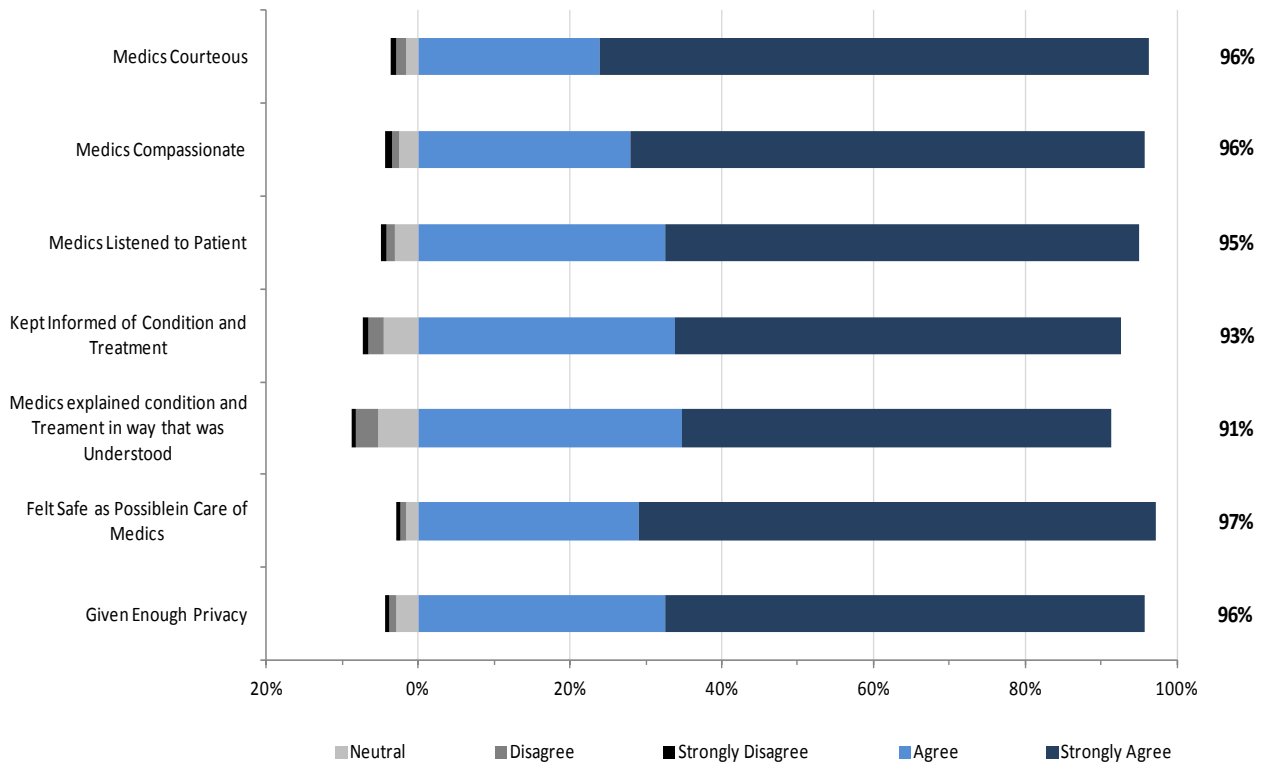
The first section presents the results for AHS overall including responses specific to dispatch services. This is followed by the results specific to each AHS Zone. The Edmonton and Calgary Zones each include two EMS operational areas – Metro and Suburban/Rural. The Metro results are for the Cities of Edmonton and Calgary. The Suburban/Rural results encompass the rest of the respective Zone.

1. AHS Overall Results

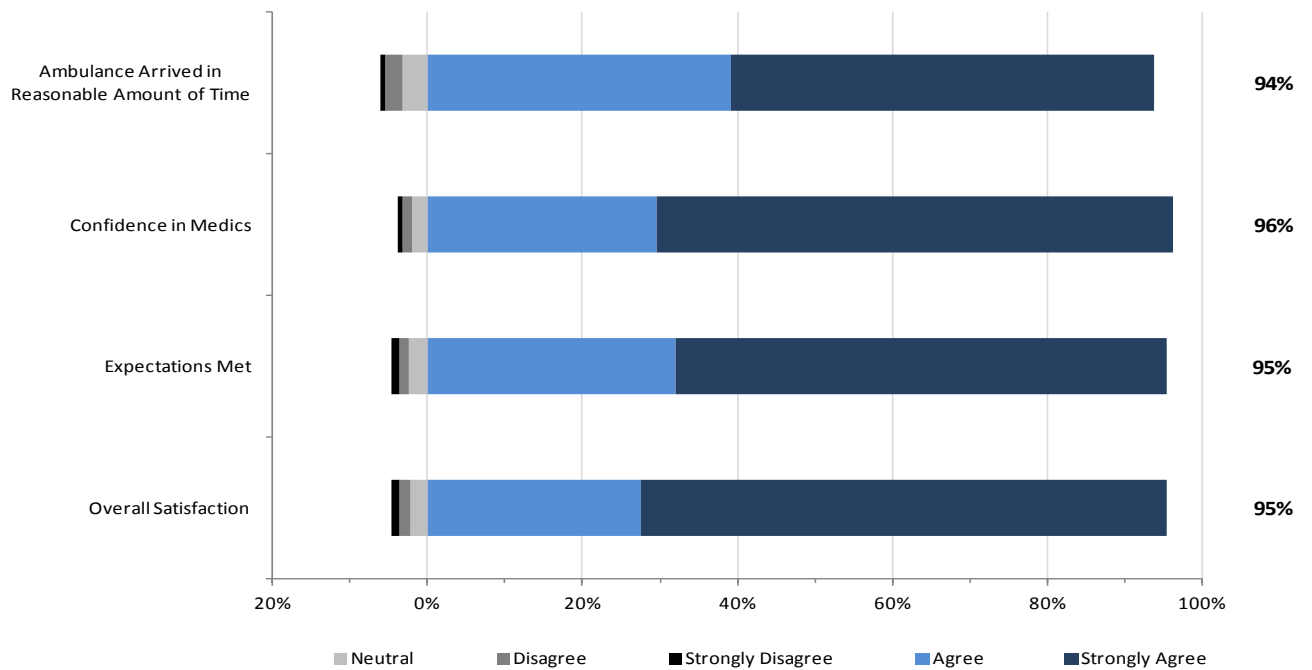
AHS: Dispatch Measures



AHS: EMS Staff Performance

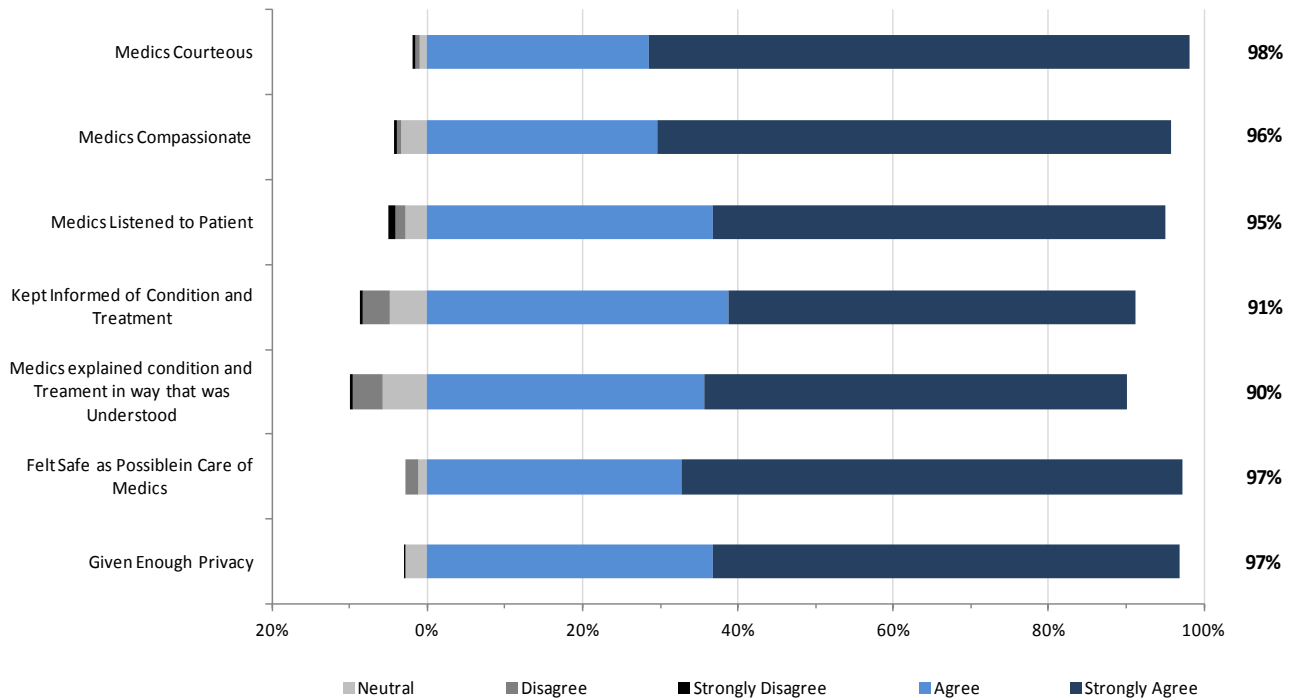


AHS: Overall Expectations & Satisfaction

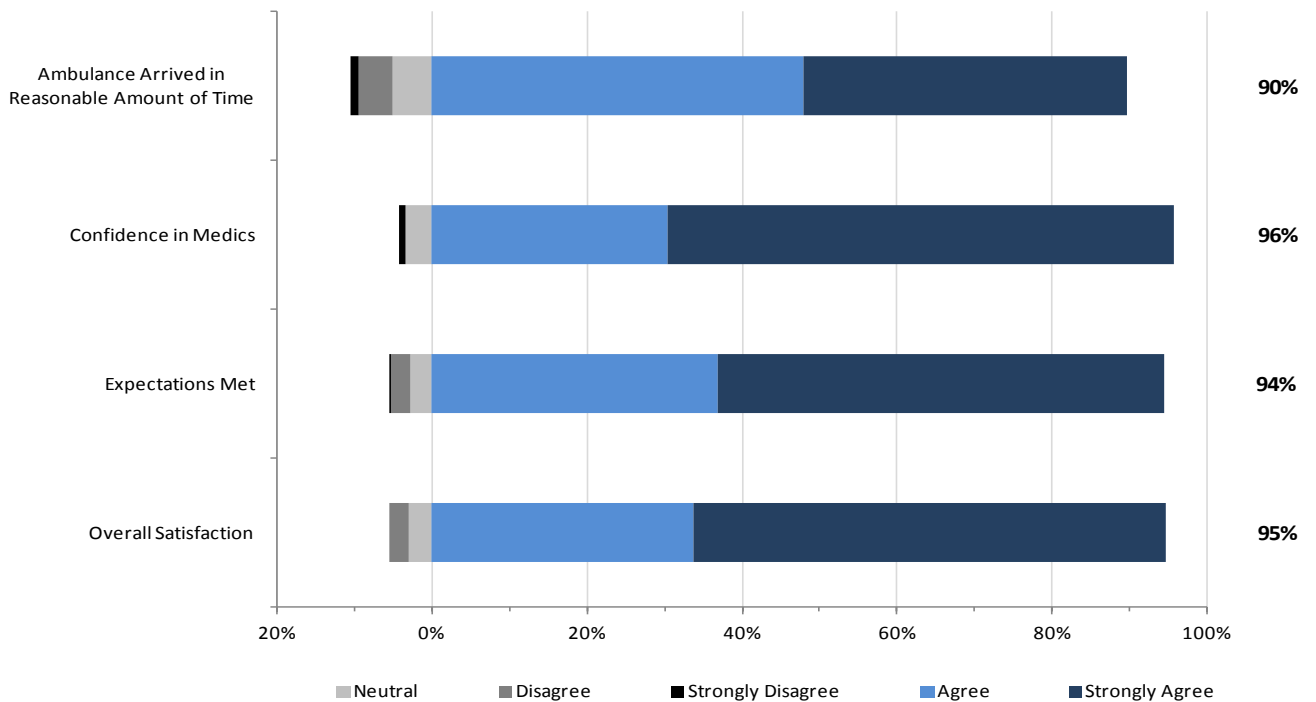


2. North Zone Results

North Zone: EMS Staff Performance

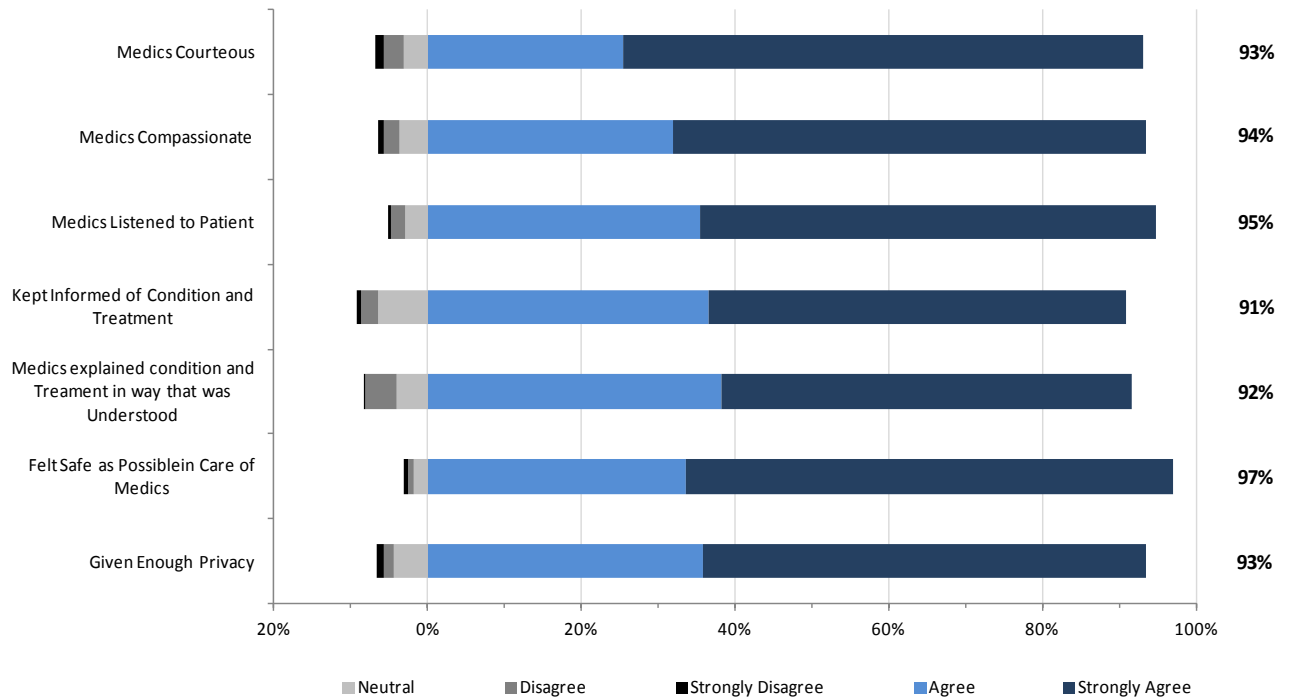


North Zone: Overall Expectations and Satisfaction

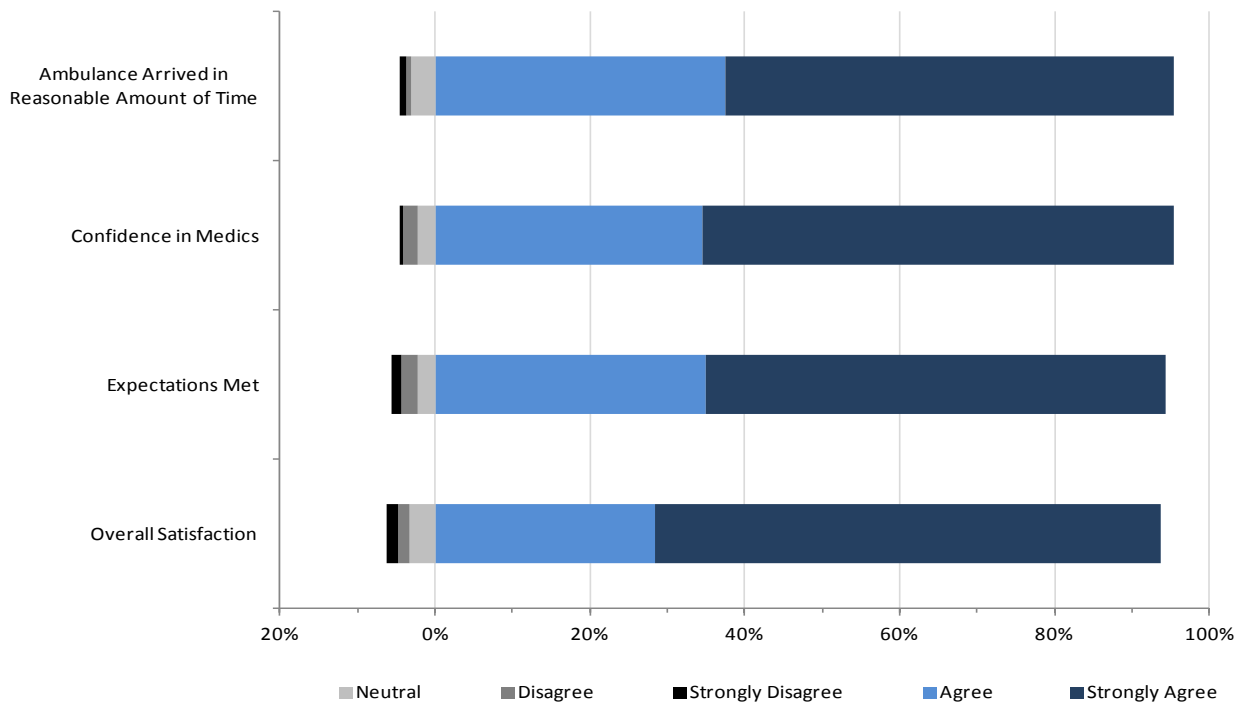


3. Edmonton Zone: Edmonton Metro Results

Edmonton Metro: EMS Staff Performance

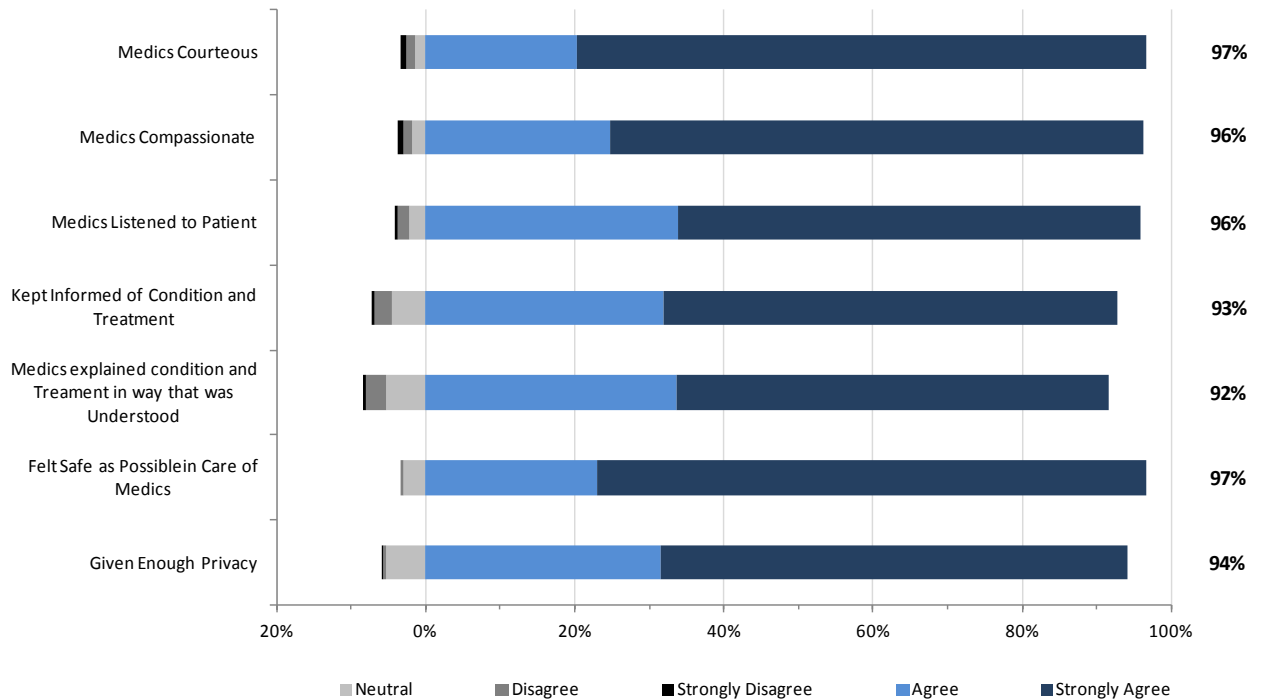


Edmonton Metro: Overall Expectations and Satisfaction

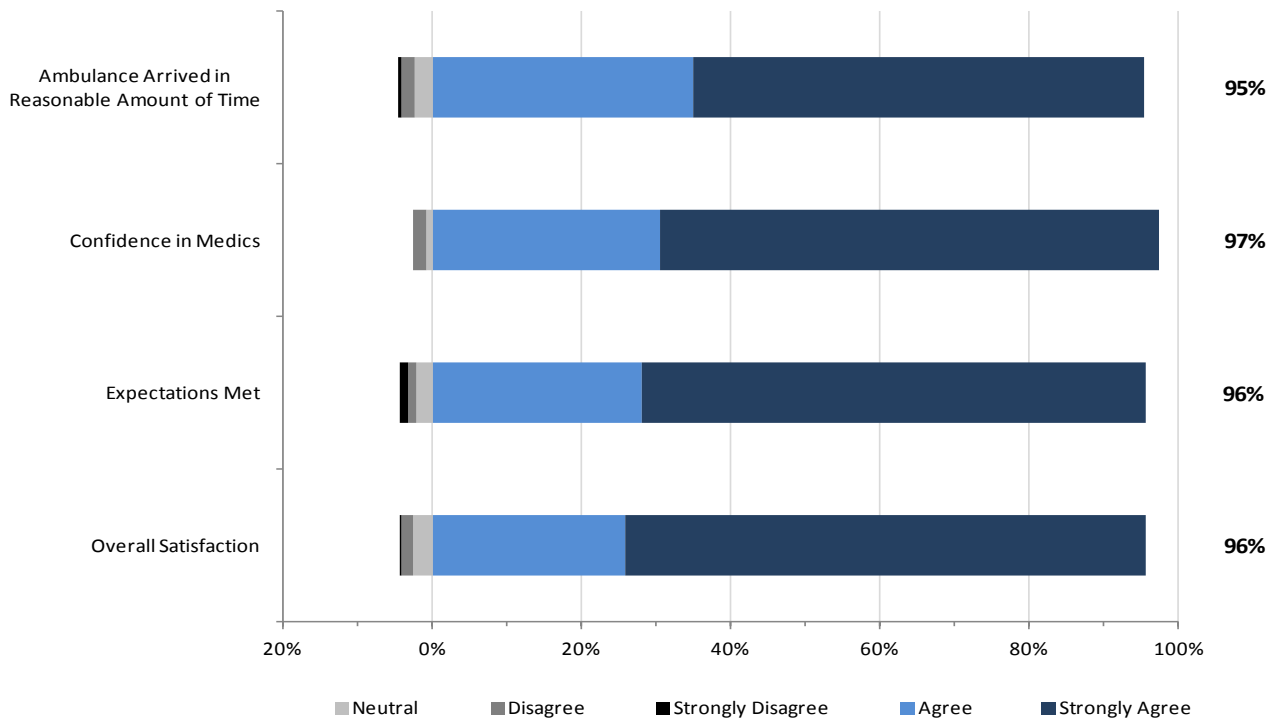


4. Edmonton Zone: Edmonton Suburban/Rural Results

Edmonton Suburban/Rural: EMS Staff Performance

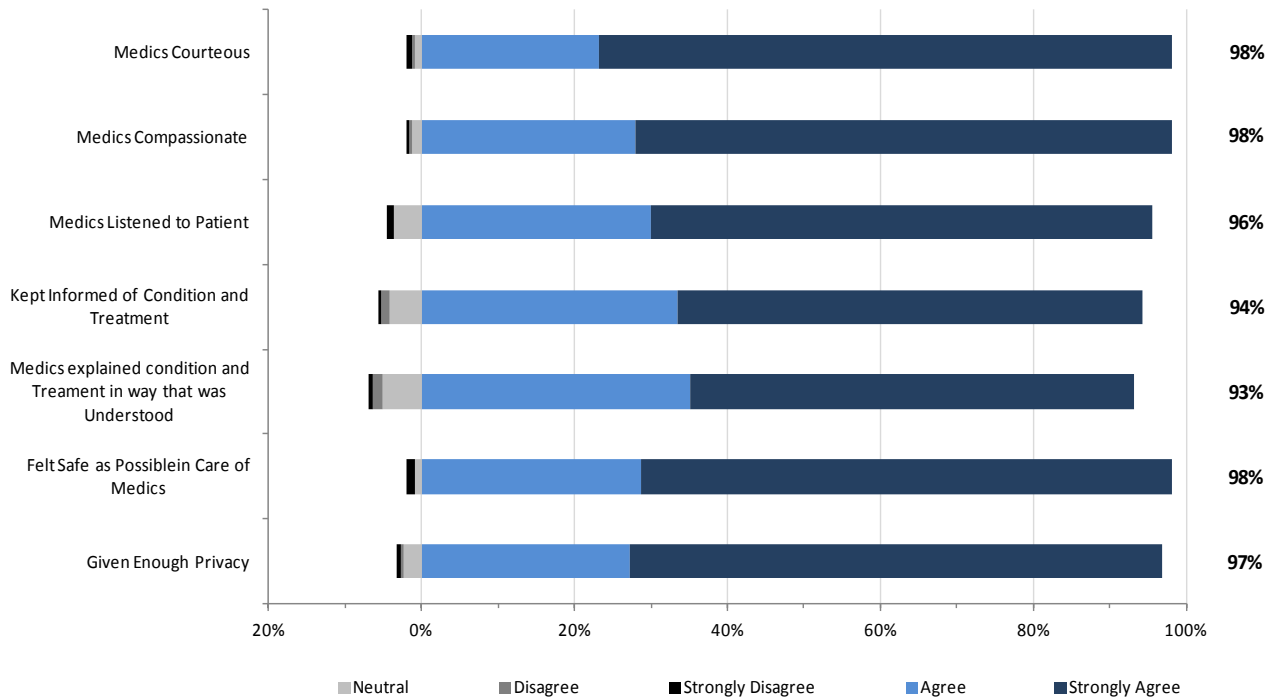


Edmonton Suburban/Rural: Overall Expectations and Satisfaction

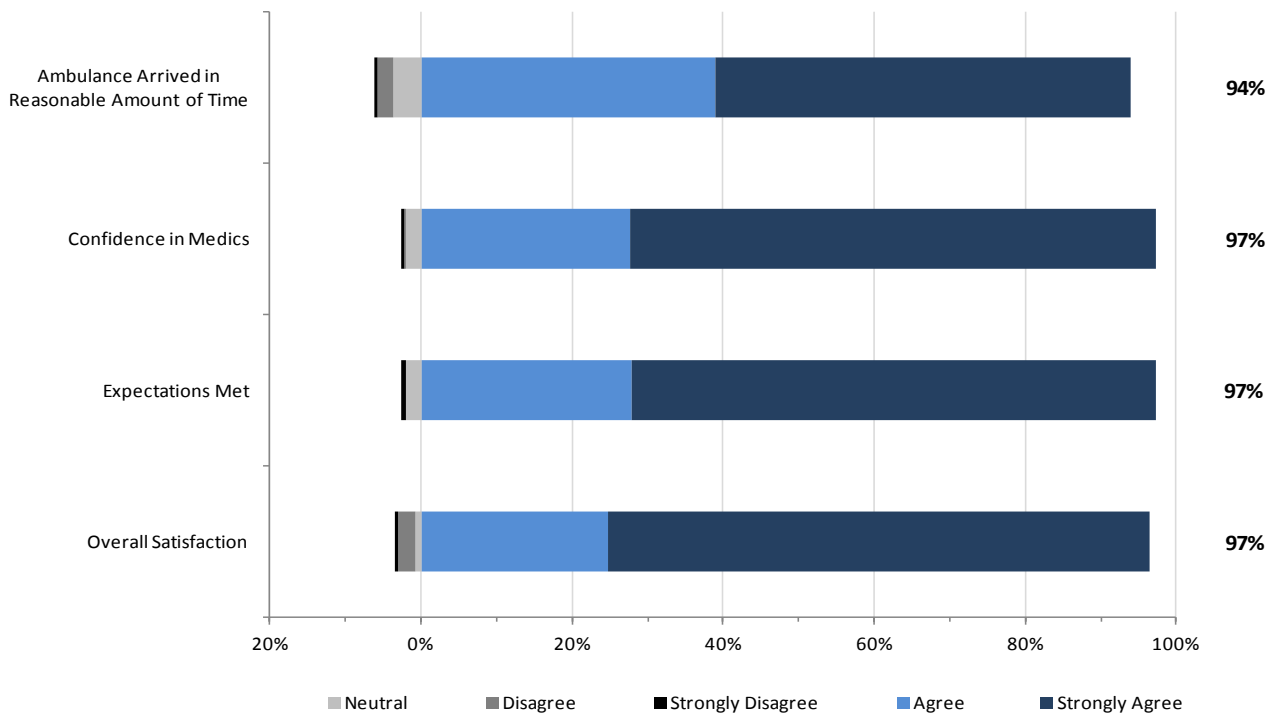


5. Central Zone Results

Central: EMS Staff Performance

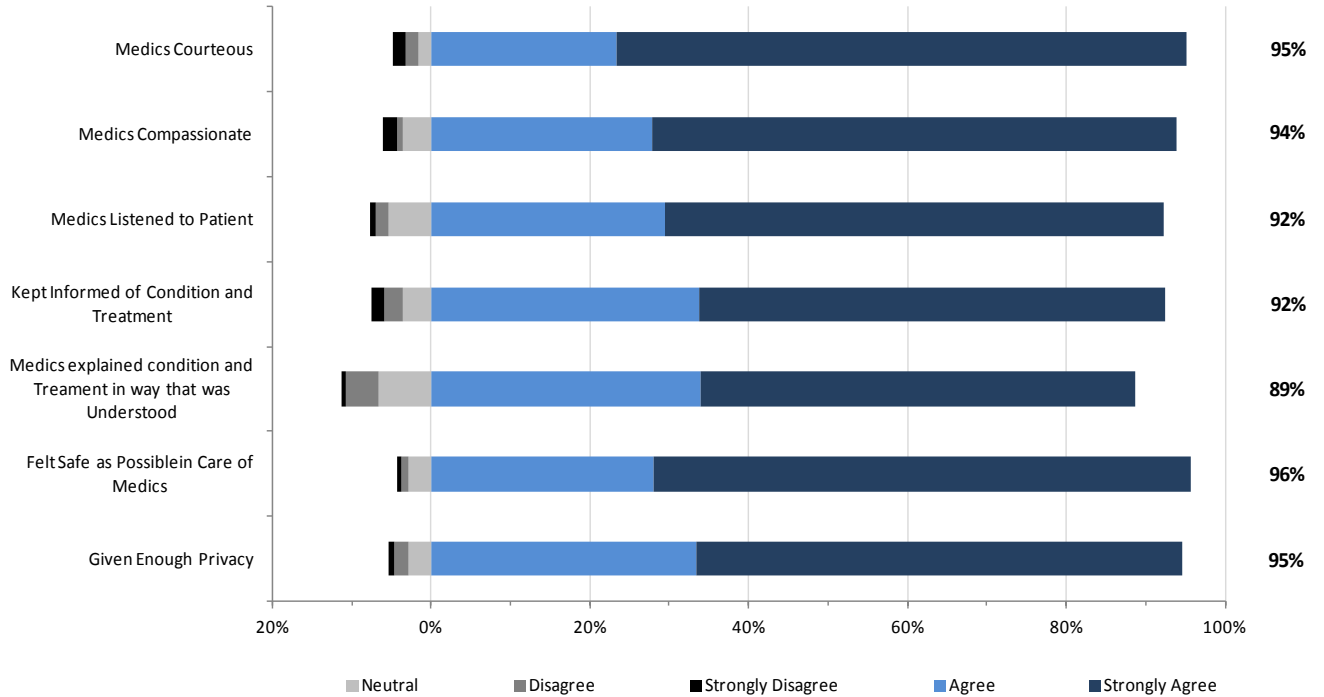


Central: Overall Expectations and Experience

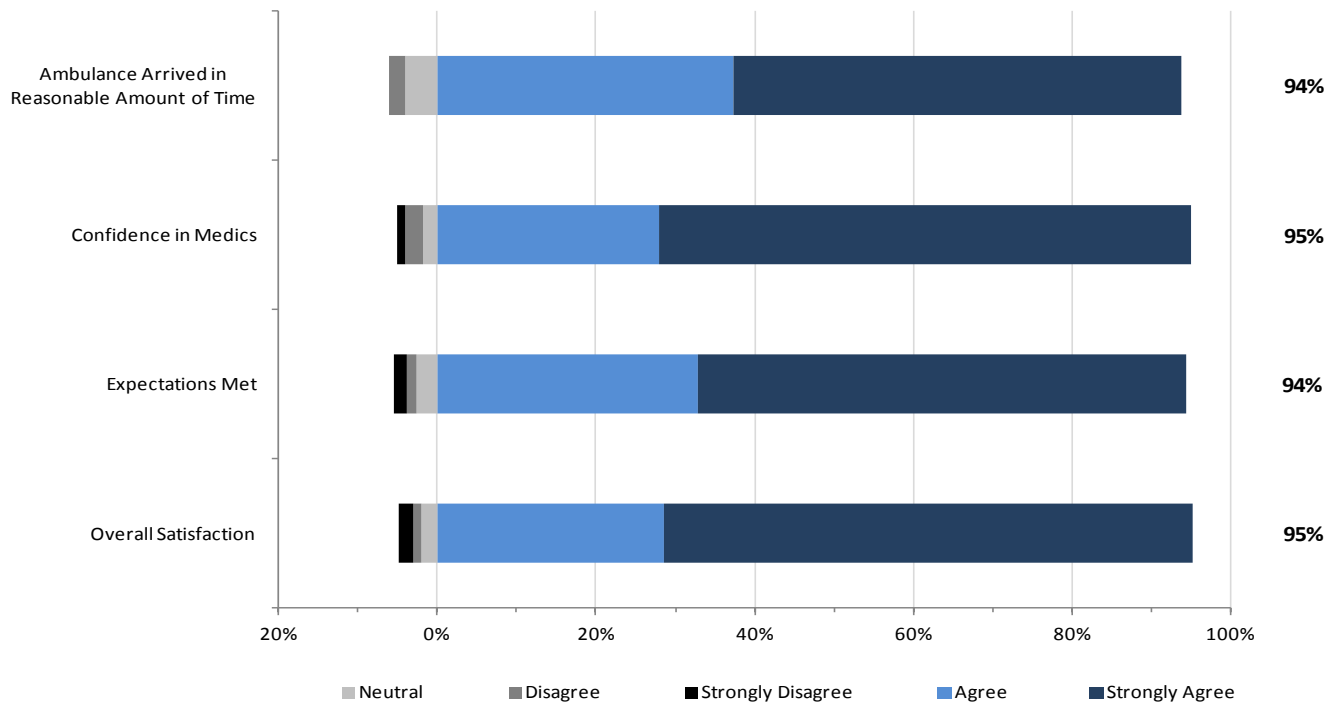


6. Calgary Zone: Calgary Metro Results

Calgary Metro: EMS Staff Performance

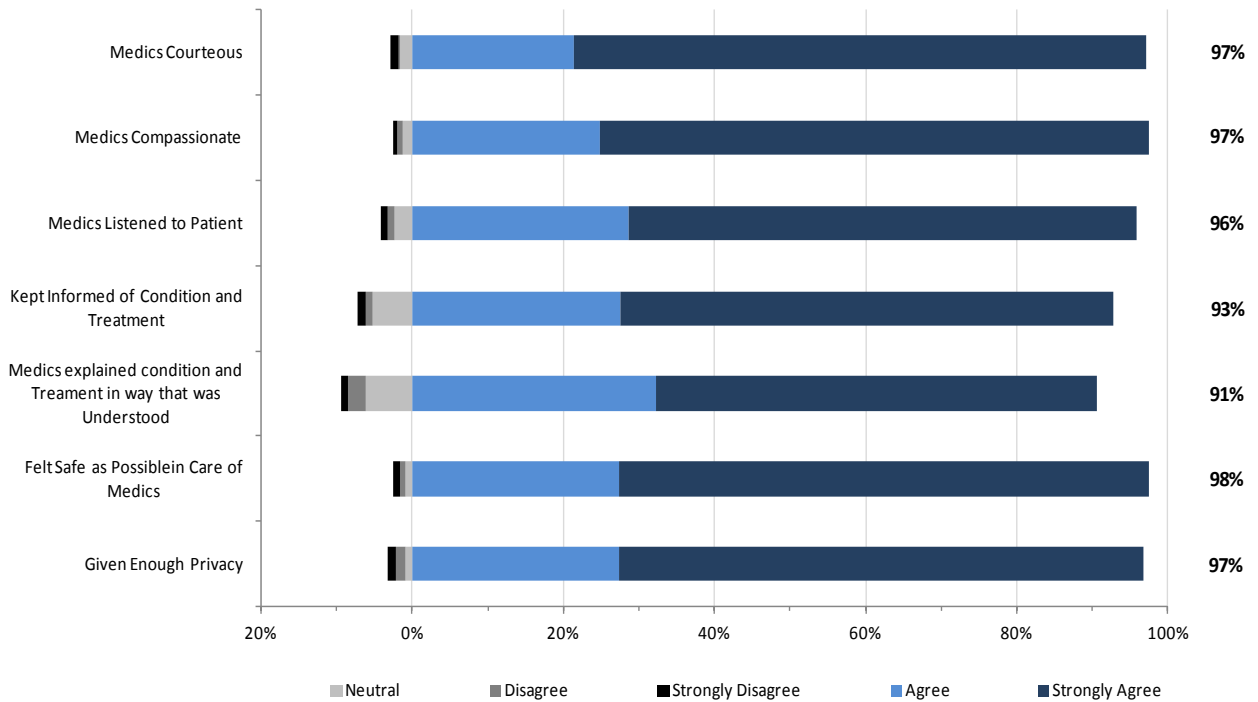


Calgary Metro: Overall Expectations and Satisfaction

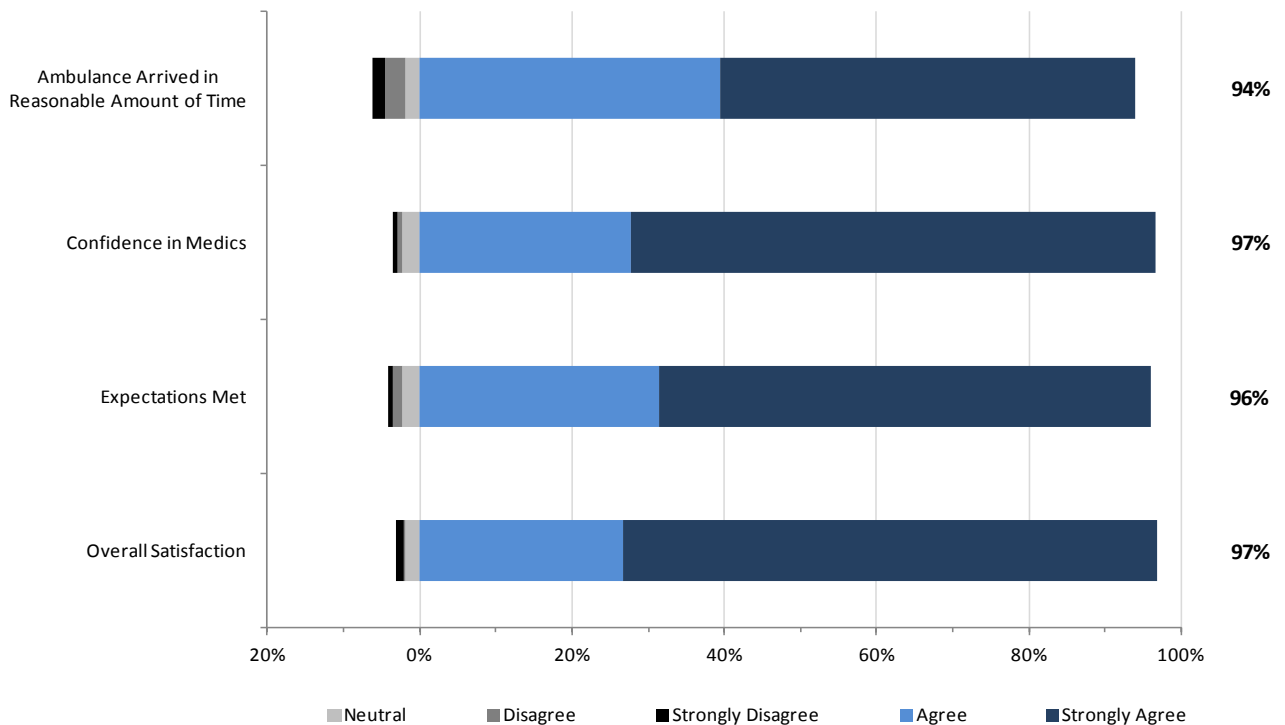


7. Calgary Zone: Calgary Suburban/Rural Results

Calgary Suburban/Rural: EMS Staff Performance

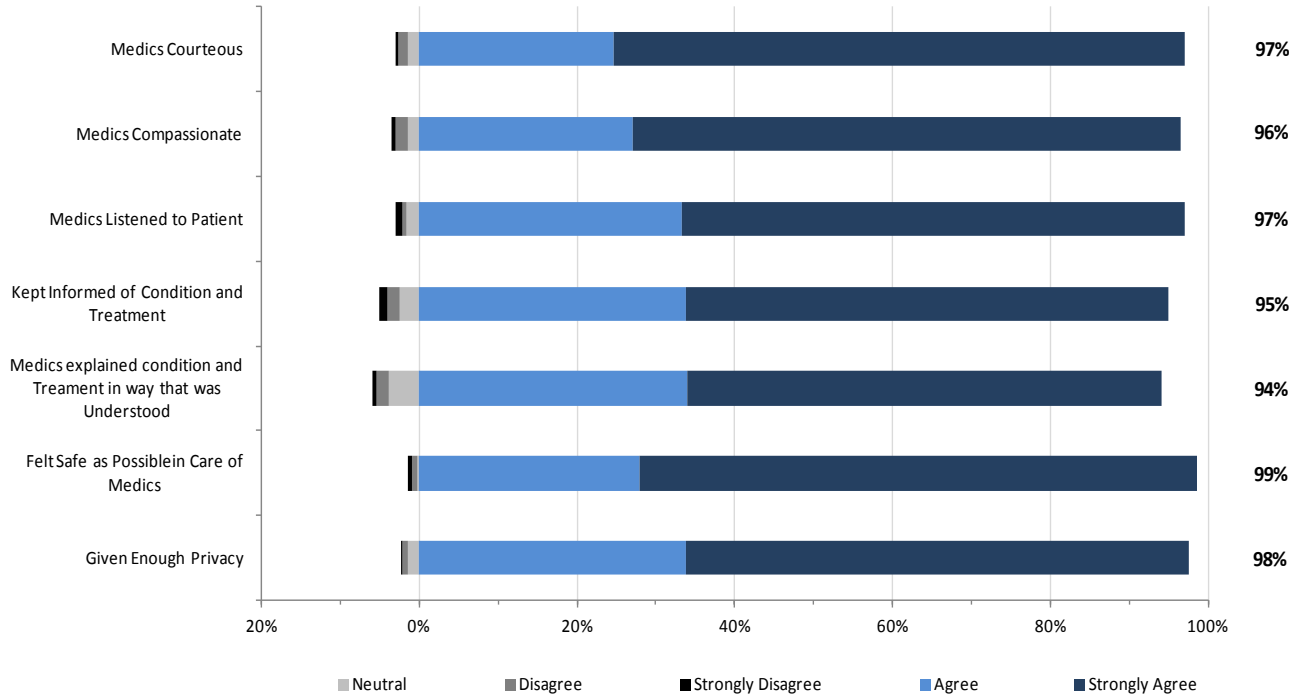


Calgary Suburban/Rural: Overall Expectations and Satisfaction



8. South Zone Results

South: EMS Staff Performance



South: Overall Expectations and Performance

