

AHS EMS Patient Experience Survey Results

For Patients Served by AHS Direct Delivery

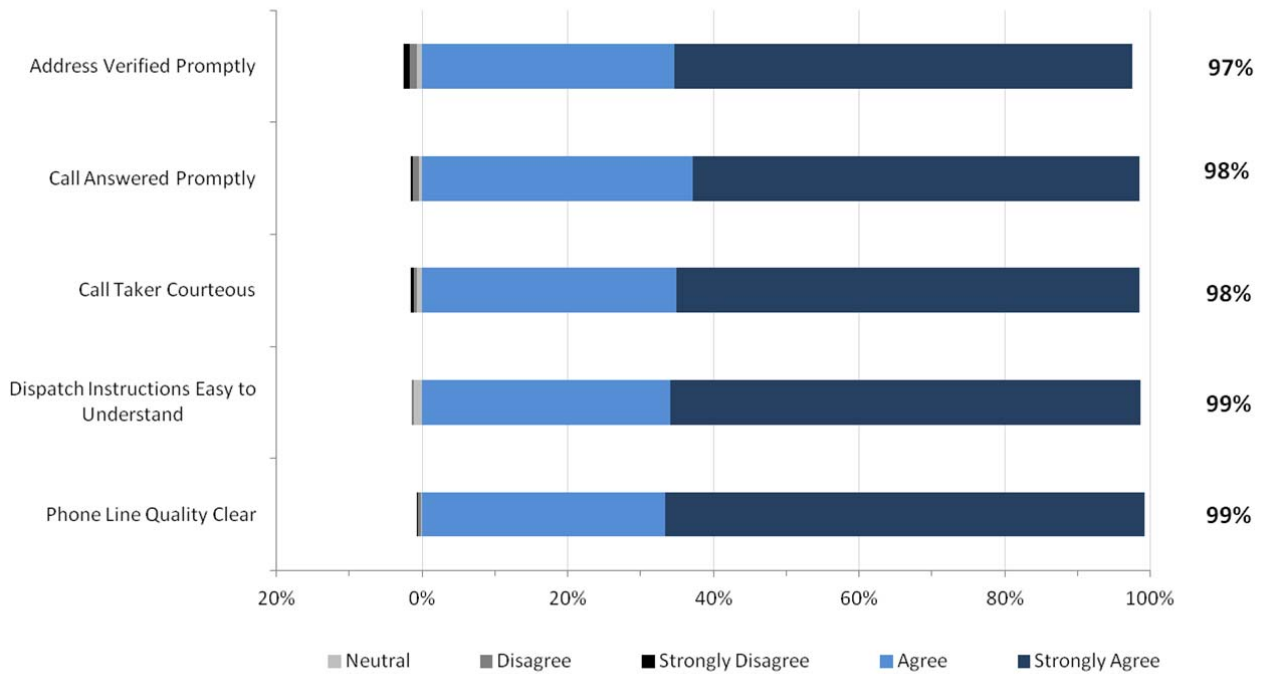
Q3 2013/14

AHS is pleased to report the Q3 2013/14 results for the AHS EMS patient experience survey. Two thousand and twenty (2,020) EMS patients served in Q3 completed the survey.

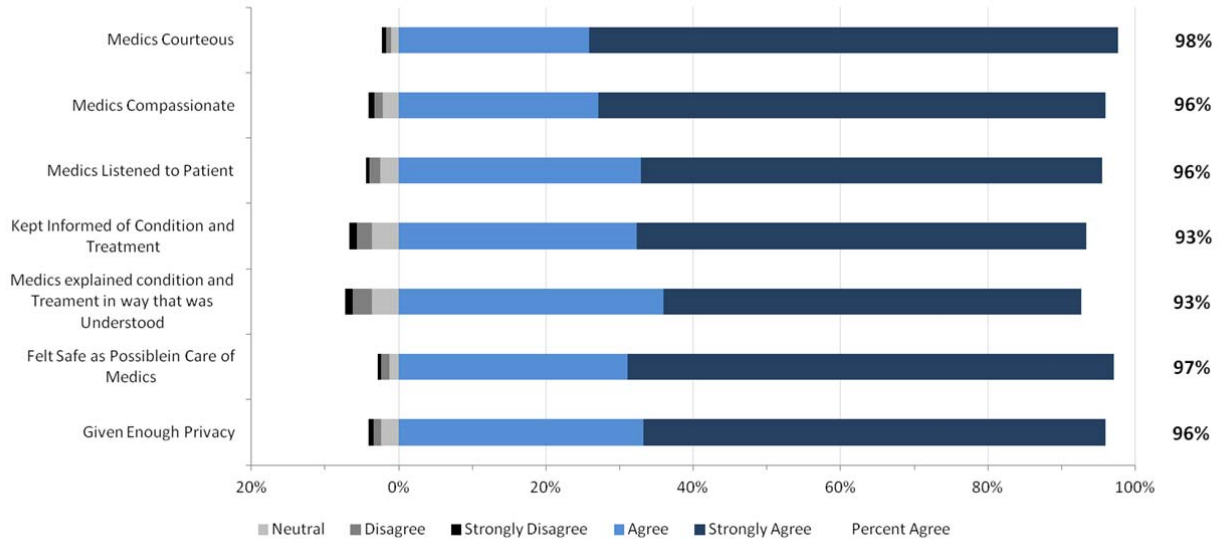
The first section presents the results for AHS overall including responses specific to Dispatch Services. This is followed by the results specific to each AHS Zone. The Edmonton and Calgary Zone each include two EMS operational areas – Metro and Suburban/Rural. The Metro results are for the cities of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

1.1 *AHS Overall Results*

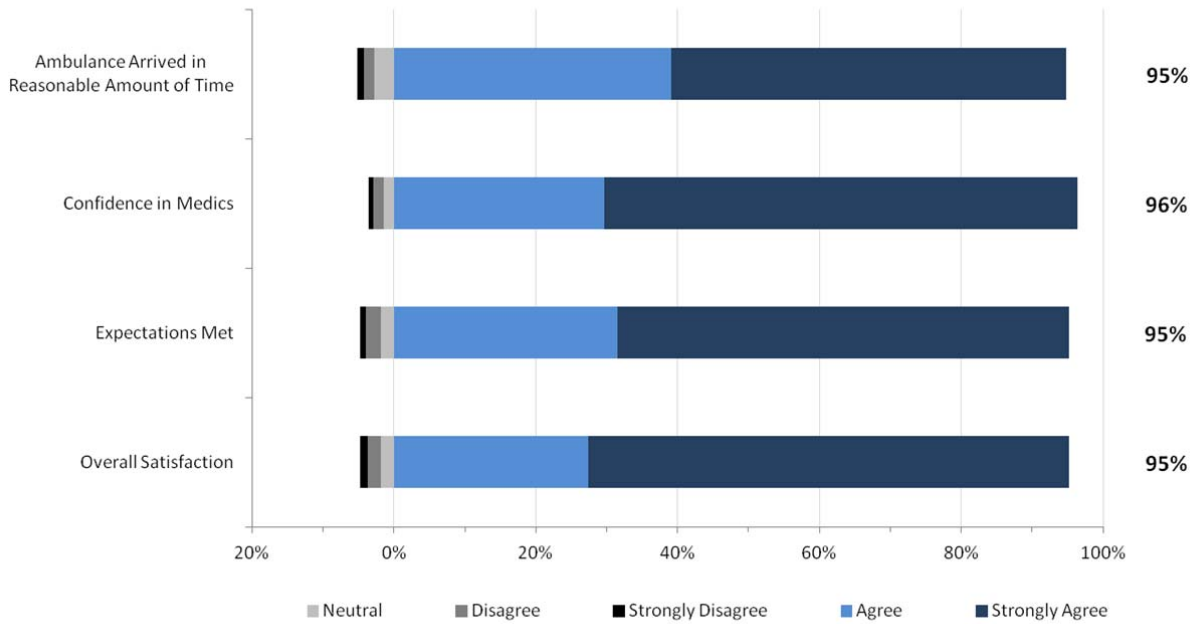
AHS: Dispatch Measures



AHS: EMS Staff Performance



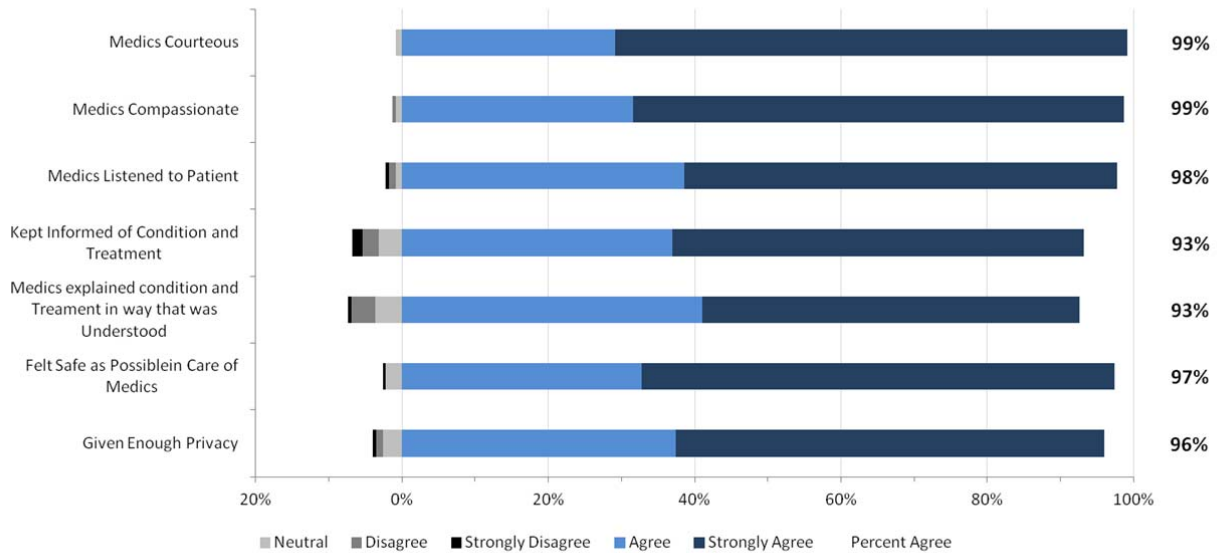
AHS: Overall Expectations & Satisfaction



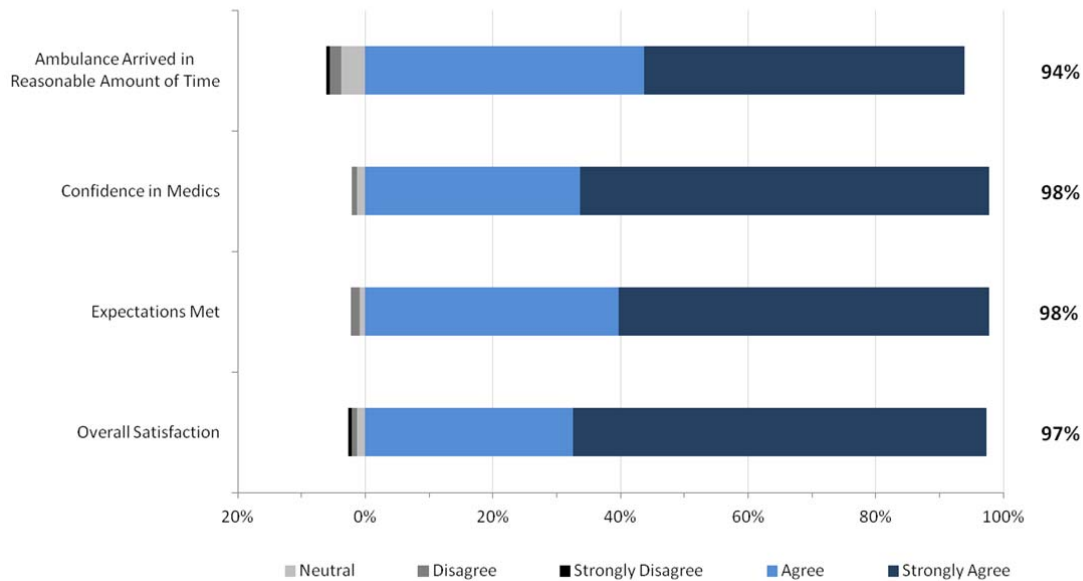
2. North Results

The staff performance and overall results from respondents in the North Zone are provided in the two graphs below.

North Zone: EMS Staff Performance



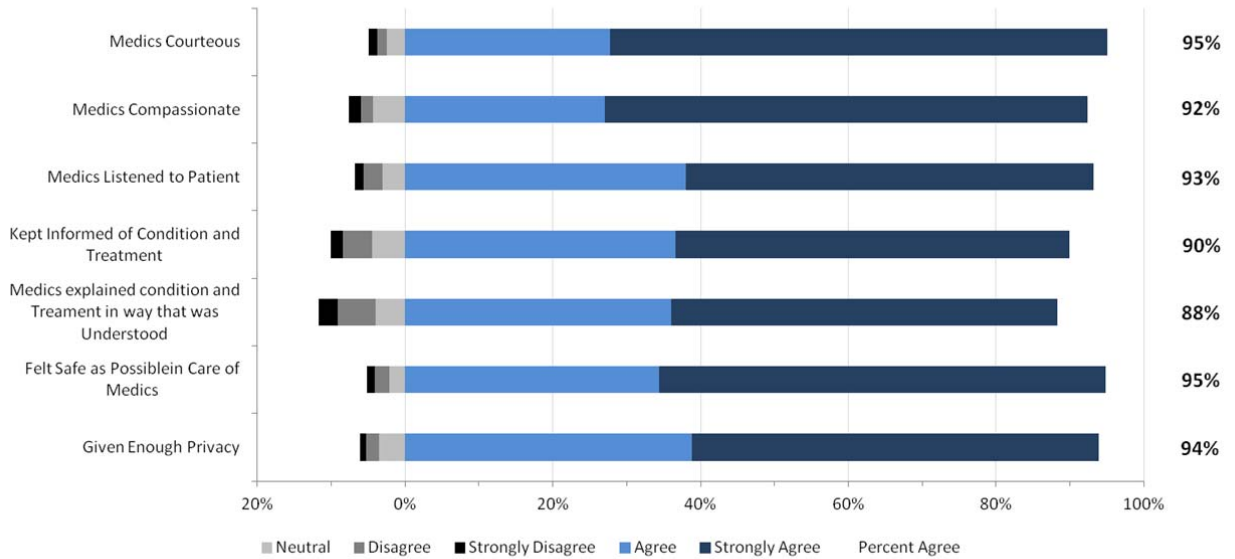
North Zone: Overall Expectations and Satisfaction



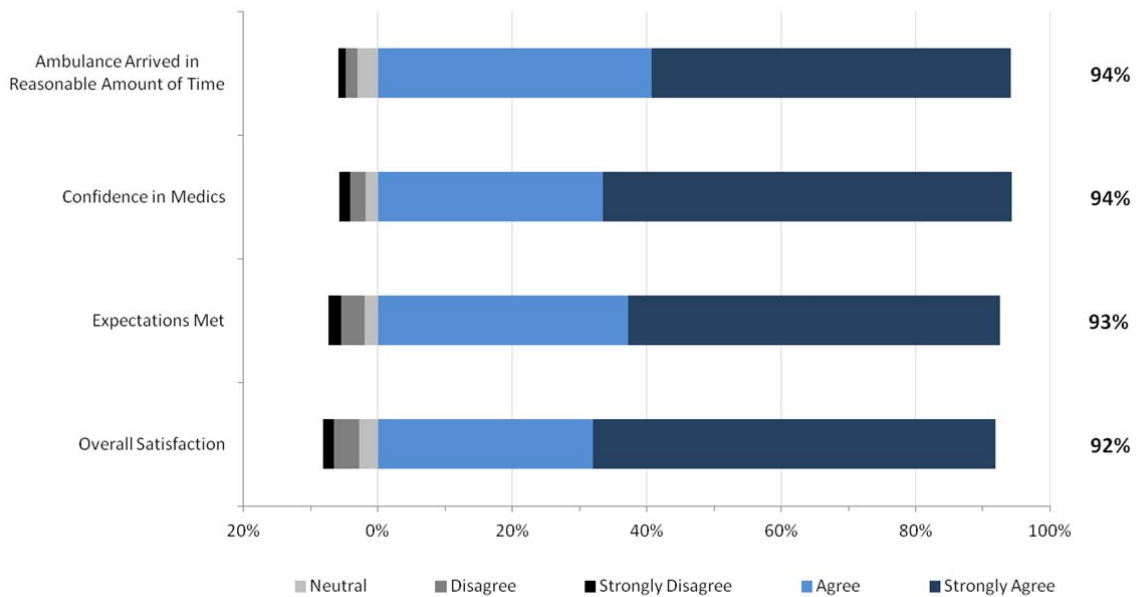
3. Edmonton Metro Results

The staff performance and overall results from respondents in the Edmonton Metro are provided in the two graphs below.

Edmonton Metro: EMS Staff Performance



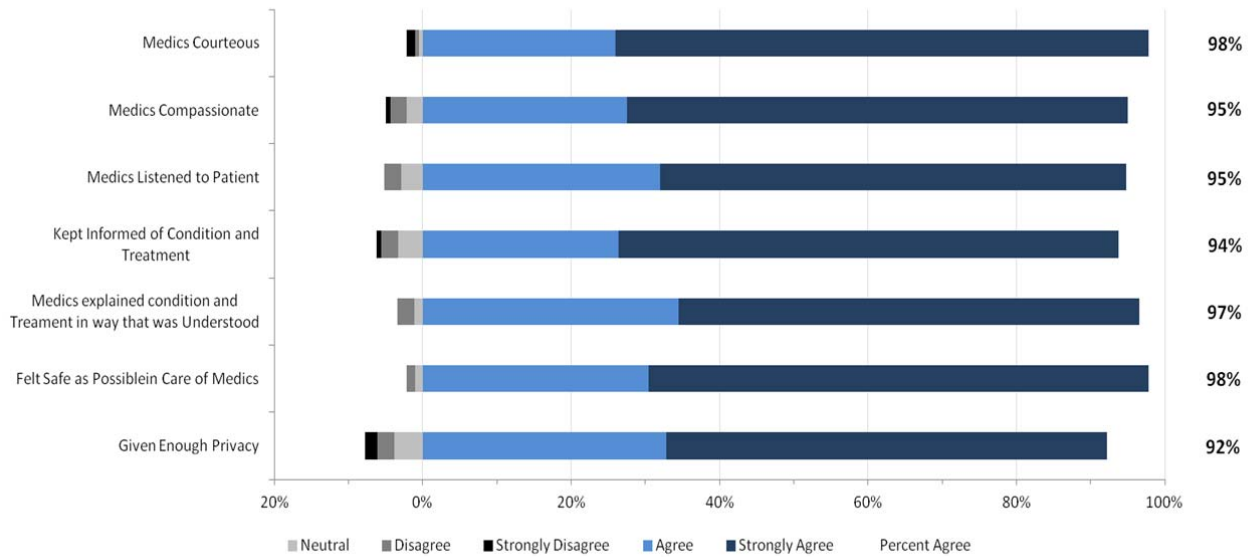
Edmonton Metro: Overall Expectations and Satisfaction



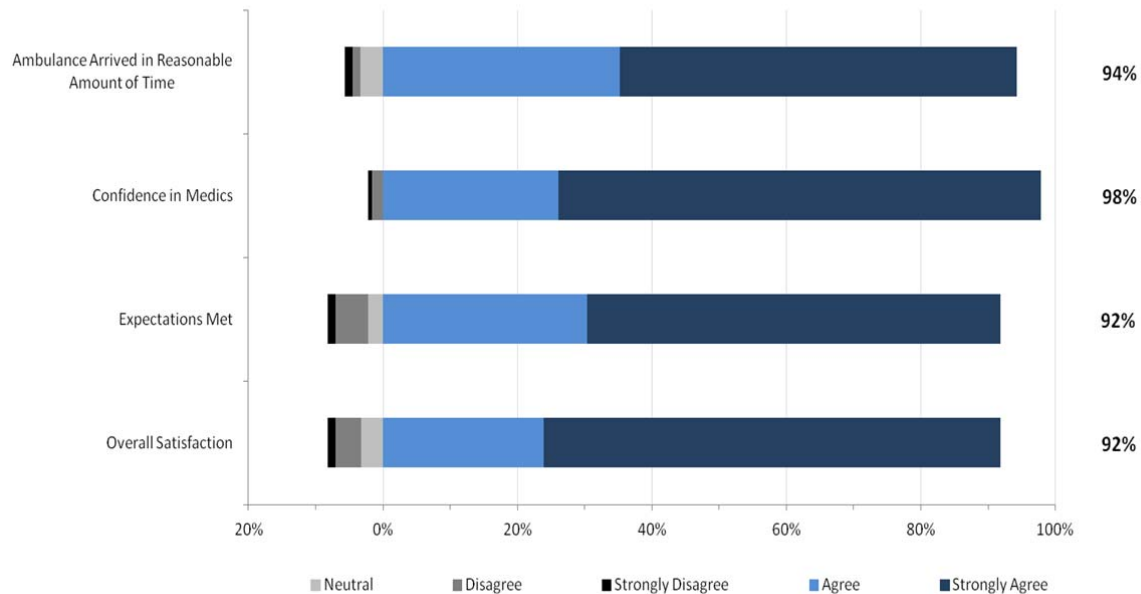
4. Edmonton Suburban/Rural Results

The staff performance and overall results from respondents in the Edmonton Suburban/Rural Zone are provided in the two graphs below.

Edmonton Suburban/Rural: EMS Staff Performance



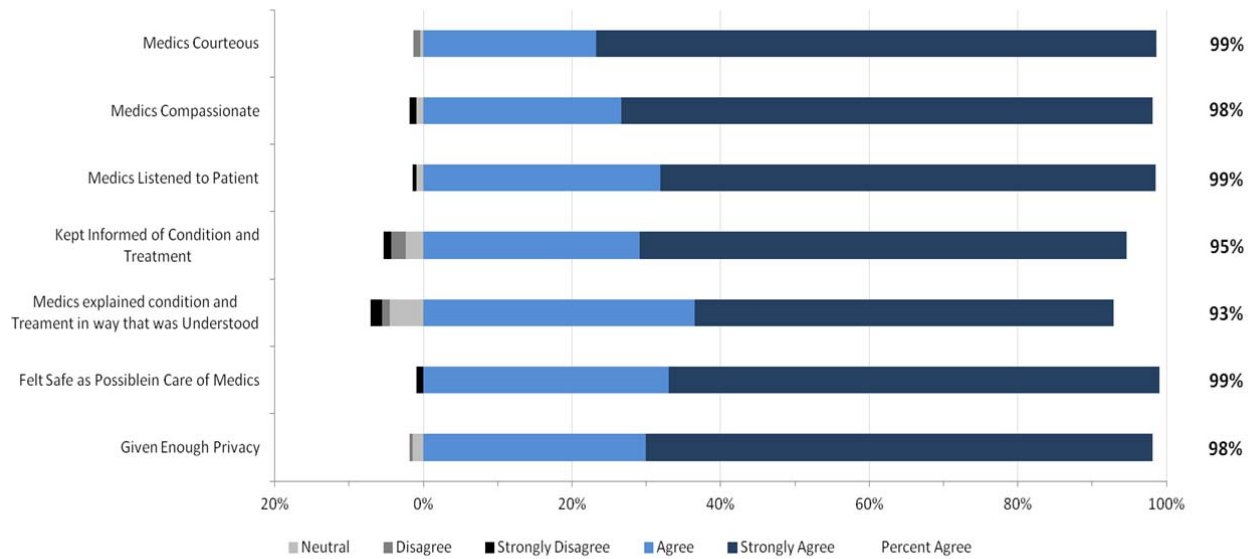
Edmonton Suburban/Rural: Overall Expectations and Satisfaction



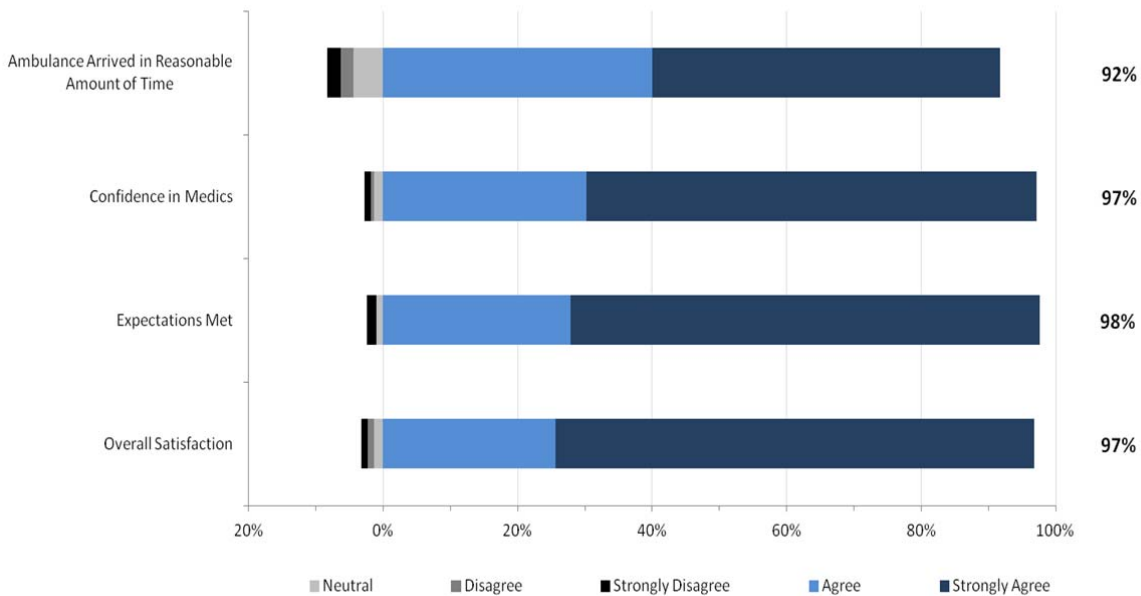
5. Central Results

The staff performance and overall results from respondents in the Central Zone are provided in the two graphs below.

Central: EMS Staff Performance



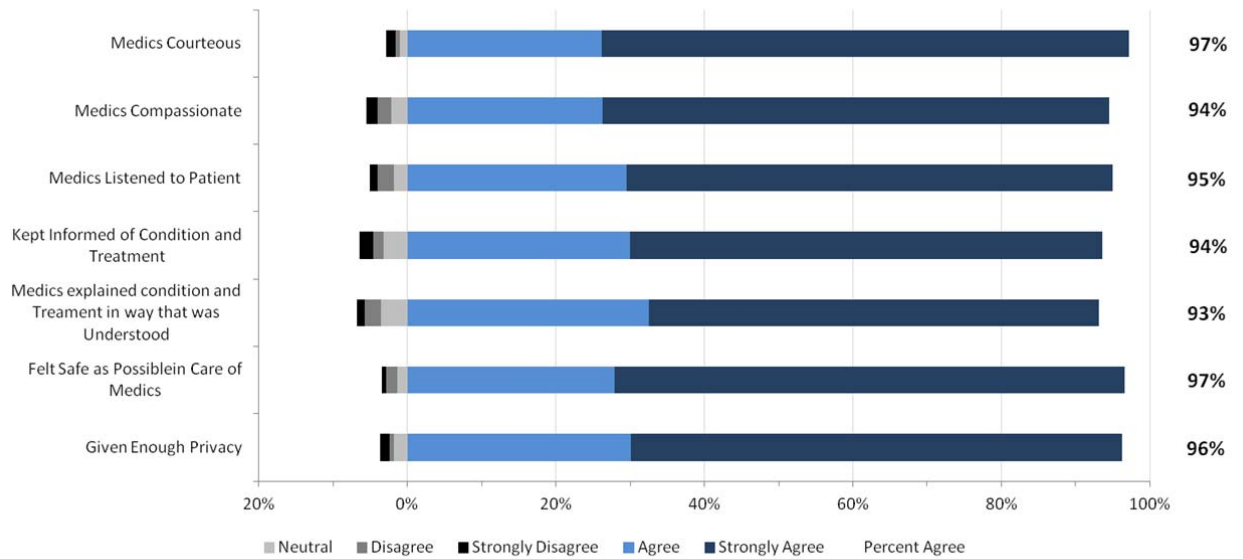
Central: Overall Expectations and Experience



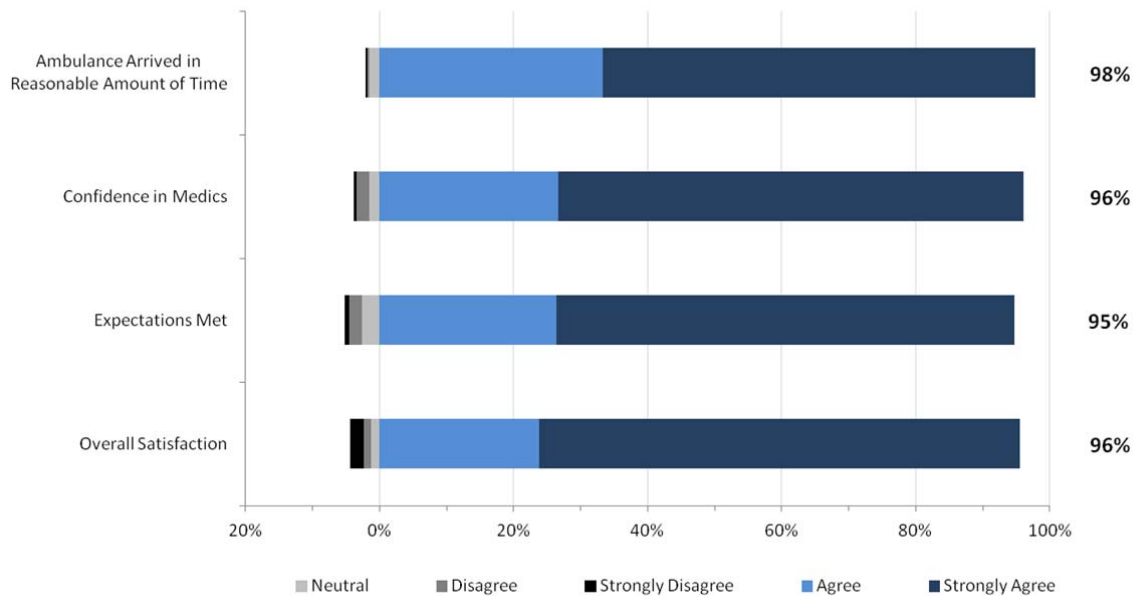
6. Calgary Metro Results

The staff performance and overall results from respondents in the Calgary Metro are provided in the two graphs below.

Calgary Metro: EMS Staff Performance



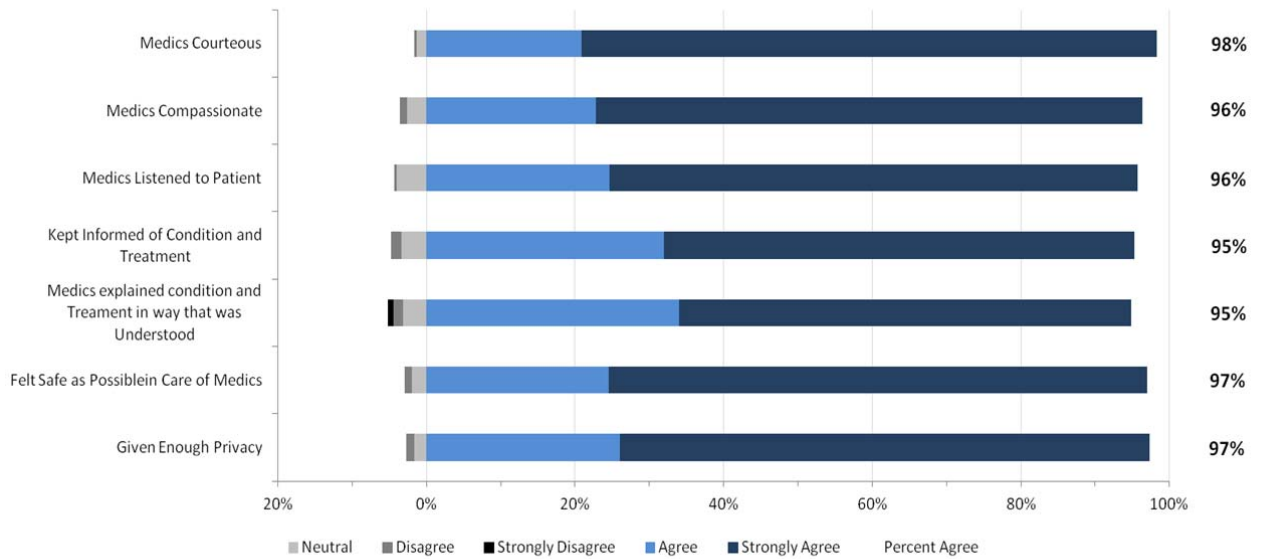
Calgary Metro: Overall Expectations and Satisfaction



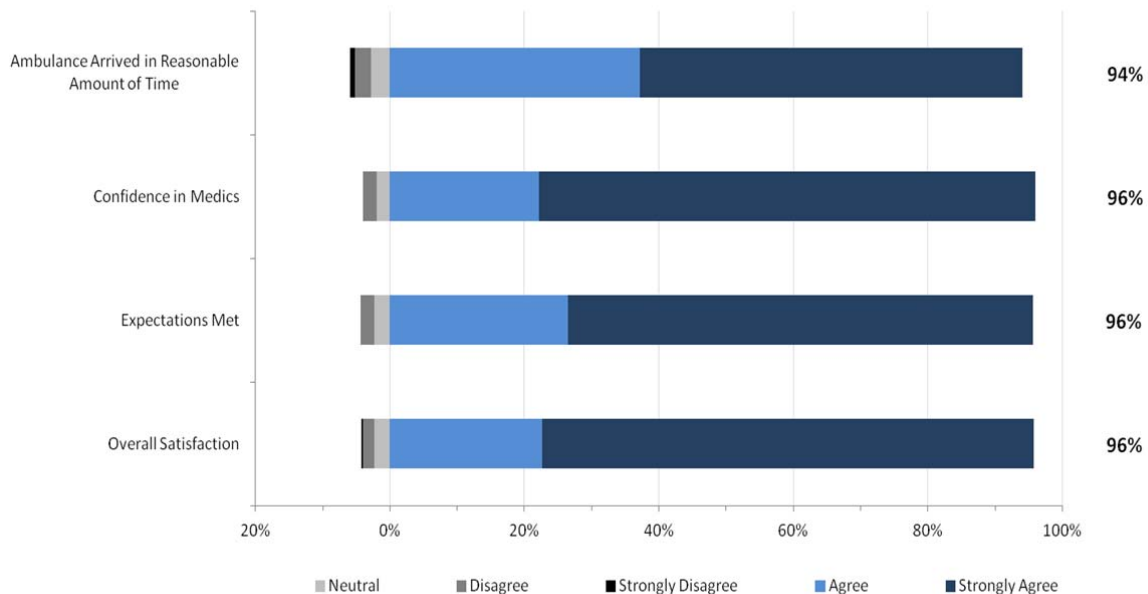
7. Calgary Suburban/Rural Results

The staff performance and overall results from respondents in the Calgary Suburban/Rural Zone are provided in the two graphs below.

Calgary Suburban/Rural: EMS Staff Performance



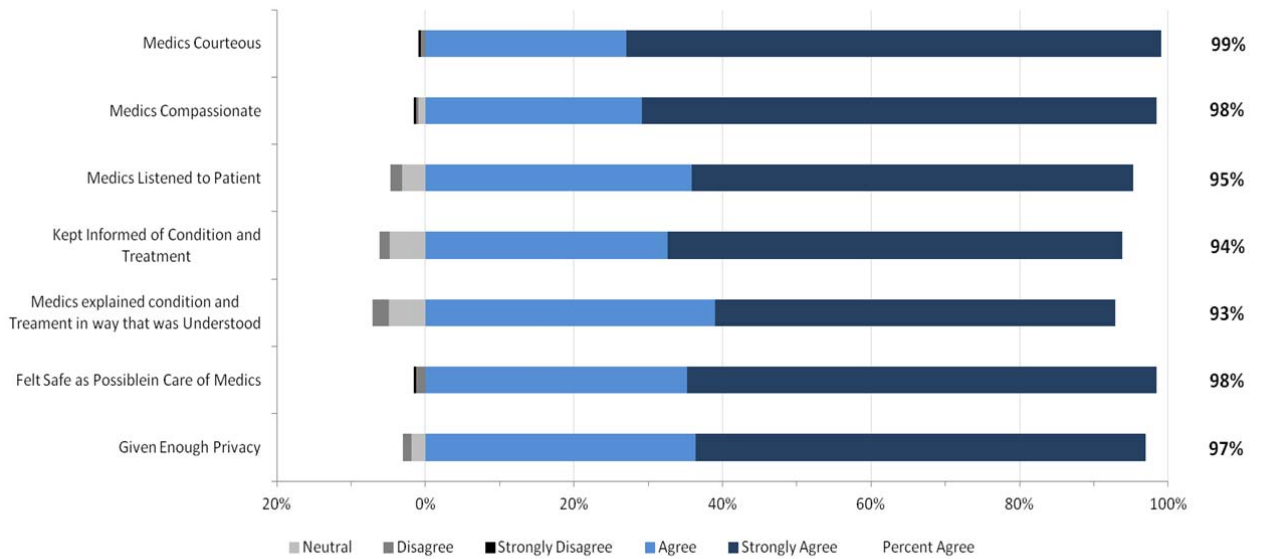
Calgary Suburban/Rural: Overall Expectations and Satisfaction



8. South Results

The staff performance and overall results from respondents in the South Zone are provided in the two graphs below.

South: EMS Staff Performance



South: Overall Expectations and Performance

