

Category	Indicator	Apr-17	Range Key		
Financials			Celebrate	Monitor	Act Now
	Cash on hand vs. budget	>2.5%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	>5%	< budget	> 1-5%	> 5%+
	Patient receipts vs. budget	>6%	> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	>1%	> budget	< 1-5%	< 5%+
Patient Financials			Celebrate	Monitor	Act Now
	Coding productivity				
	Avg. # of new claims billed per day	579	> 550	550-525	< 525
	Pre-verifying productivity				
	Avg. # of new claims worked per day	578	> 570	570-545	< 545
	Overall productivity**				
	Avg. days to bill*	8	< 7	7-12	> 12
<i>** Must be reported several months behind to calculate data</i>					
Patient Satisfaction			Celebrate	Monitor	Act Now
	Overall satisfaction survey score - East*	92.47%	> 90%	90%	<90%
	Overall satisfaction survey score - West*	94.85%	> 90%	90%	<90%
<i>*Top box excellent score for Jan - March 2017</i>					
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	5:03	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	12:01	<13 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours	0	0	0	> 0
Marketing/Communications/EMSAcare			Celebrate	Monitor	Act Now
	Public engagement				
	Media hits	129	> 175	125-175	< 125
	Website visits	21,519	> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	82	> 75	50-75	< 50
	Community events - East	23	> 10	8-10	< 8
	Community events - West	14	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	16	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1
	EMSAcare				
	Utility program EMSAcare subscribers-Tulsa (Oct.'16)	80.37%			
	Utility program EMSAcare subscribers-OKC (Oct.'16)	72.7%			