

Category	Indicator	Mar-18	Range Key		
Financials -			Celebrate	Monitor	Act Now
	Cash on hand vs. budget	<10%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	<1%	< budget	> 1-5%	> 5%+
	Patient receipts vs. budget	>4%	> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	>3%	> budget	< 1-5%	< 5%+
Patient Financials -			Celebrate	Monitor	Act Now
	Coding productivity				
	Avg. # of new claims billed per day	665	>= 550	549-525	<= 524
	Pre-verifying productivity				
	Avg. # of new claims worked per day	739	>= 570	569-545	<= 544
	Overall productivity**				
	Avg. days to bill*	11	<=8	9-12	> 13
<i>** Must be reported several months behind to calculate data</i>					
Patient Satisfaction			Celebrate	Monitor	Act Now
	Overall satisfaction survey score - East*	92.77%	> 90%	90%	<90%
	Overall satisfaction survey score - West*	95.65%	> 90%	90%	<90%
<i>*Top box excellent score for Nov. '17 - Jan. '18</i>					
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	8:02	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	25:02	<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	290	> 175	125-175	< 125
	Website visits	24000	> 10000	7000-10000	< 7000
	Social Media Impressions	31910	> 10000	7,000-10,000	<7,000
	Community events - East	13	> 10	8-10	< 8
	Community events - West	11	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	11	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1
	EMSAcare				
	Utility program EMSAcare subscribers-Tulsa (Oct.'17)	79.30%			
	Utility program EMSAcare subscribers-OKC (Oct.'17)	72.00%			