

Category	Indicator	May-18		Range Key		
Financials				Celebrate	Monitor	Act Now
	Cash on hand vs. budget	>4%	> budget	< 1-10%	< 10%+	
	Operating expenses vs. budget	<2%	< budget	> 1-5%	> 5%+	
	Patient receipts vs. budget	>5%	> 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	708	>= 550	549-525	<= 524	
	Pre-verifying productivity					
	Avg. # of new claims worked per day	649	>= 570	569-545	<= 544	
	Overall productivity**					
	Avg. days to bill*	12	<=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*	93.88%	> 90%	90%	<90%	
	Overall satisfaction survey score - West*	93.26%	> 90%	90%	<90%	
<i>*Top box excellent score for Dec. '17 - Feb. '18</i>						
Technology				Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	6:22	<13 hrs	13-24 hrs	>24 hrs	
	Lost unit hours due to IT issues - West	11:18	<13 hrs	13-24 hrs	>24 hrs	
	Critical system downtime during working hours	1	0	0	> 0	
Marketing/Communications/EMSAcare				Celebrate	Monitor	Act Now
	Public engagement					
	Media hits	383	> 175	125-175	< 125	
	Website visits	30588	> 10000	7000-10000	< 7000	
	Social Media Impressions	14100	> 10000	7,000 - 10,000	< 7000	
	Community events - East	23	> 10	8-10	< 8	
	Community events - West	17	> 10	8-10	< 8	
	Civic engagement					
	Newsletters/meetings (beneficiary cities)	12	> 8	3-8	< 3	
	Newsletters/meetings (non-ben cities)	4	> 1	1	< 1	
	EMSAcare					
	Utility program EMSAcare subscribers-Tulsa (Oct.'17)	79.30%%				
	Utility program EMSAcare subscribers-OKC (Oct.'17)	72.00%%				