

Key Performance Indicators May 2018

Category	Indicator	May-18	Range Key		
Financials			Celebrate	Monitor	Act Now
	Cash on hand vs. budget	>11%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	<2%	< budget	> 1-5%	> 5%+
	Patient receipts vs. budget	>7%	> 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	627	>= 550	549-525	<= 524
Pre-verifying productivity					
	Avg. # of new claims worked per day	606	>= 570	569-545	<= 544
Overall productivity**					
	Avg. days to bill*	8	<=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	95.30%	> 90%	90%	<90%
	Overall satisfaction survey score - West	93.65%	> 90%	90%	<90%
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	8:27	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	12:34	<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	383	> 175	125-175	< 125
	Website visits	18100	> 10000	7000-10000	< 7000
	Social Media Impressions	47230	> 10000	7,000 - 10,000	< 7000
	Community events - East	19	> 10	8-10	< 8
	Community events - West	18	> 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 EMSAcare subscribers-Tulsa (Oct.'17)	79.30%%			
	Utility EMSAcare subscribers-OKC (Oct.'17)	72.00%%			