

Key Performance Indicators

August 2018

Category	Indicator	Aug-18	Range Key		
Financials			Celebrate	Monitor	Act Now
	Cash on hand vs. budget	<2%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	>.2%	< budget	> 1-5%	> 5%+
	Patient receipts vs. budget	>4%	> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	>5%	> budget	< 1-5%	< 5%+
Patient Financials			Celebrate	Monitor	Act Now
	Coding productivity				
	Avg. # of new claims billed per day	563	>/= 550	549-525	</= 524
	Pre-verifying productivity				
	Avg. # of new claims worked per day	673	>/= 570	569-545	</= 544
	Overall productivity**				
	Avg. days to bill*	7	</= 8	9 - 12	> 13
<i>**Must report several months behind to calculate data</i>					
Patient Satisfaction			Celebrate	Monitor	Act Now
	Overall patient satisfaction survey score - East	91.32%	>90%	90%	<90%
	Overall patient satisfaction survey score - West	95.76%	>90%	90%	<90%
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	9:25	<13 hrs	13 - 24 hours	>24 hrs
	Lost unit hours due to IT issues - West	12:35	<13 hrs	13 - 24 hours	>24 hrs
	Critical system downtime during working hours*	0	0	0	>0
Marketing/Communications/EMSACare			Celebrate	Monitor	Act Now
	Public engagement				
	Media hits	176	>100	75-100	<75
	Website visits	20,963	>10,000	7,000 - 10,000	<7,000
	Social media impressions	20,460	>10,000	7,000 - 10,000	<7,000
	Community events - East	13	> 10	8-10	< 8
	Community events - West	10	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	10	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)	3	> 1	1	< 1
	EMSACare				
	Utility EMSACare subscribers-Tulsa (Oct. 17)	79.30%			
	Utility program EMSACare subscribers-OKC (Oct. 17)	72.0%			