

Key Performance Indicators

November 2018

Category	Indicator	Nov-18	Range Key		
Patient Satisfaction			Celebrate	Monitor	Act Now
	Overall patient satisfaction survey score - East	96.04%	>90%	90%	<90%
	Overall patient satisfaction survey score - West	92.08%	>90%	90%	<90%
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	7:40	<13 hrs	13 - 24 hours	>24 hrs
	Lost unit hours due to IT issues - West	5:54	<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	156	> 100	75-100	<75
	Website visits	19,878	>10,000	7,000 - 10,000	<7,000
	Social media impressions	32,371	>10,000	7,000 - 10,000	<7,000
	Community events - East	6	> 10	8-10	< 8
	Community events - West	2	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	11	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1
	EMSACare				
	Utility EMSACare subscribers-Tulsa (Oct. 18)	78.69%			
	Utility EMSACare subscribers-OKC (Oct. 18)	72.0%			