

Category	Indicator	Jan-15		Range Key		
Financials - numbers not reported for July				Celebrate	Monitor	Act Now
	Cash on hand vs. budget			> budget	< 1-10%	< 10%+
	Operating expenses vs. budget			< budget	> 1-5%	> 5%+
	Past due (120+) receivables vs. prior year	>23%		< prior yr	> 1-5%	> 5%+
	Patient receipts vs. budget	<.4%		> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	<1.6%		> budget	< 1-5%	< 5%+
Patient Financials				Celebrate	Monitor	Act Now
	Coding productivity					
	Avg. # of new claims billed per day	575		> 525	549-525	< 525
	Pre-verifying productivity					
	Avg. # of new claims worked per day	641		> 569	569-545	< 545
	Overall productivity**					
	Avg. days to bill*	8		< 11	11-14	> 14
<i>** Must be reported several months behind to calculate data</i>						
<i>*This might change as we take on the RTA process</i>						
Patient Satisfaction				Celebrate	Monitor	Act Now
	Overall quality of care survey score - East*	87.16%		> 92%	92%	<92%
	Overall quality of care survey score - West*	90.63%		> 92%	92%	<92%
	*Dec 2014					
<i>*Percent very good score for the last full calendar quarter (current number is for Dec 2014 only)</i>						
Board/Governance				Celebrate	Monitor	Act Now
	Attendance at board meetings					
	Quorum at board meetings					
	Board effectiveness (from survey)					
Technology				Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	3:37		<12 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	12:37		<12 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours*	1**		0	0	> 0
	** This was a planned outage due to the upgrade that is in progress.					
<i>*CAD is 24/7, Billing is M-F 7a-7p</i>						
Marketing/Communications/EMSAcare				Celebrate	Monitor	Act Now
	Public engagement					
	Media hits	176		> 175	125-175	< 125
	Website visits	8,722		> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	76		> 75	50-75	< 50
	Community events - East	14		> 10	8-10	< 8
	Community events - West	13		> 10	8-10	< 8
	Civic engagement					
	Newsletters/meetings (beneficiary cities)	13		> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	2		> 1	1	< 1
	EMSAcare					
	Utility program EMSAcare subscribers-Tulsa (Oct. '14)	83.15%				
	Utility program EMSAcare subscribers-OKC (Oct. '14)	74.6%				