

Category	Indicator	Mar-15		Range Key	
Financials			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		< prior yr	> 1-5%	> 5%+
	Patient receipts vs. budget		> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	<1%	> budget	< 1-5%	< 5%+
Patient Financials			Celebrate	Monitor	Act Now
	Coding productivity				
	Avg. # of new claims billed per day	526	> 525	549-525	< 525
	Pre-verifying productivity				
	Avg. # of new claims worked per day	550	> 569	569-545	< 545
	Overall productivity**				
	Avg. days to bill*	11	< 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*	84%	> 92%	92%	<92%
	Overall quality of care survey score - West*	90%	> 92%	92%	<92%
	<i>*Percent very good score for the last full calendar quarter (current is Jan-Mar 2015)</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	2:25	<12 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West**	18:16	<12 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours*	1	0	0	> 0
	<i>**Primarily toughbook battery related. Add'tl batteries ordered. New charging process being developed as well.</i>				
	<i>*CAD is 24/7, Billing is M-F 7a-7p - Planned major system upgrade had the CAD system down for several hours</i>				
Marketing/Communications/EMSAcare			Celebrate	Monitor	Act Now
	Public engagement				
	Media hits	135	> 175	125-175	< 125
	Website visits	13,433	> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	87	> 75	50-75	< 50
	Community events - East	30	> 10	8-10	< 8
	Community events - West	26	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	10	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	1	> 1	1	< 1
	EMSAcare				
	Utility program EMSAcare subscribers-Tulsa (Oct. '14)	83.15%			
	Utility program EMSAcare subscribers-OKC (Oct. '14)	74.6%			