

Category	Indicator	Nov-15	Range Key		
<b>Financials</b>			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		> budget	< 1-5%	< 5%+
<b>Patient Financials</b>			Celebrate	Monitor	Act Now
	<b>Coding productivity</b>				
	Avg. # of new claims billed per day	540	> 525	549-525	< 525
	<b>Pre-verifying productivity</b>				
	Avg. # of new claims worked per day	572	> 569	569-545	< 545
	<b>Overall productivity**</b>				
	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>					
<b>Patient Satisfaction</b>			Celebrate	Monitor	Act Now
	Overall quality of care survey score - East*	88%	> 90%	90%	<90%
	Overall quality of care survey score - West*	92%	> 90%	90%	<90%
<i>*Top box excellent score for Jul - Sept 2015</i>					
<b>Board/Governance</b>			Celebrate	Monitor	Act Now
	Attendance at board meetings				
	Quorum at board meetings				
	Board effectiveness (from survey)				
<b>Technology</b>			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	2:27	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	20:50	<13 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours	0	0	0	> 0
<b>Marketing/Communications/EMSAcare</b>			Celebrate	Monitor	Act Now
	<b>Public engagement</b>				
	Media hits	112	> 175	125-175	< 125
	Website visits	7,188	> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	100	> 75	50-75	< 50
	Community events - East	11	> 10	8-10	< 8
	Community events - West	10	> 10	8-10	< 8
	<b>Civic engagement</b>				
	Newsletters/meetings (beneficiary cities)	13	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	16	> 1	1	< 1
	<b>EMSAcare</b>				
	Utility program EMSAcare subscribers-Tulsa (Nov.'15)	73.50%			
	Utility program EMSAcare subscribers-OKC (Nov.'15)	73.0%			