

Category	Indicator	Sep-16	Range Key		
Financials			Celebrate	Monitor	Act Now
	Cash on hand vs. budget	>6%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	>4%	< budget	> 1-5%	> 5%+
	Patient receipts vs. budget	>4%	> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	>2%	> budget	< 1-5%	< 5%+
Patient Financials			Celebrate	Monitor	Act Now
	Coding productivity				
	Avg. # of new claims billed per day	582	> 549	549-525	< 525
	Pre-verifying productivity				
	Avg. # of new claims worked per day	586	> 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>					
Patient Satisfaction			Celebrate	Monitor	Act Now
	Overall satisfaction survey score - East*	91.4%	> 90%	90%	<90%
	Overall satisfaction survey score - West*	91.4%	> 90%	90%	<90%
<i>*Top box excellent score for July - Sept 2016</i>					
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	2:51	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	20:14	<13 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours	0	0	0	> 0
Marketing/Communications/EMSAcare			Celebrate	Monitor	Act Now
	Public engagement				
	Media hits	182	> 175	125-175	< 125
	Website visits	13,503	> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	83	> 75	50-75	< 50
	Community events - East	18	> 10	8-10	< 8
	Community events - West	20	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	18	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	4	> 1	1	< 1
	EMSAcare				
	Utility program EMSAcare subscribers-Tulsa (Nov.'15)	73.50%			
	Utility program EMSAcare subscribers-OKC (Oct.'16)	72.7%			