

Key Performance Indicators July 2022

Adam Paluka
Chief Public Affairs Officer

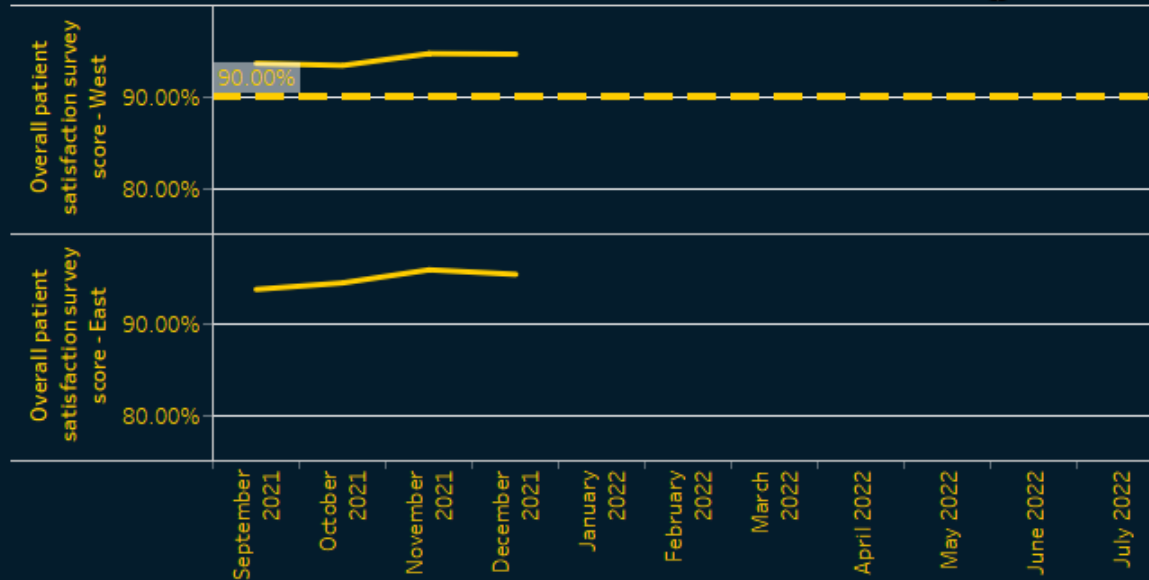


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

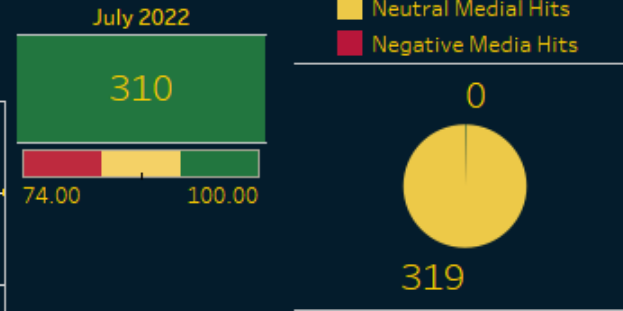
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



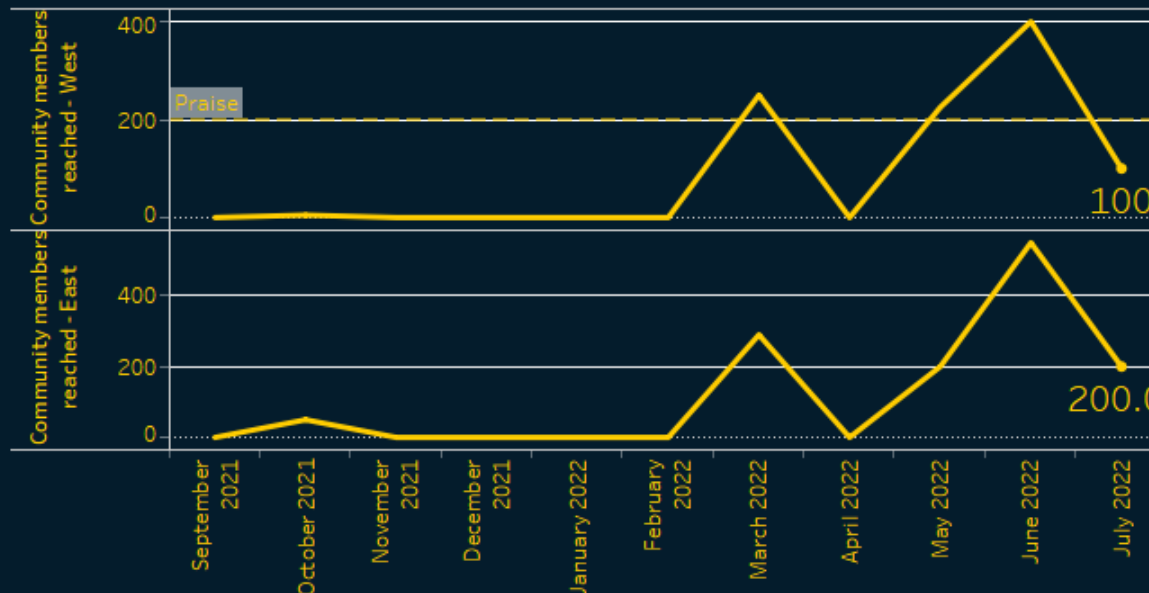
Media Hits



Website and Social Media Performance

	July 2022	12 Month Average
Website visits	10,503	14,630
Social media impressions	26,101	117,308

Community Outreach



Technology

	July 2022	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	01:12:00	00:26:06
Sum of Lost unit hours due to IT issues - West	00:00:00	00:29:55