

# Key Performance Indicators January 2022

*Adam Paluka*

*Chief Public Affairs Officer*

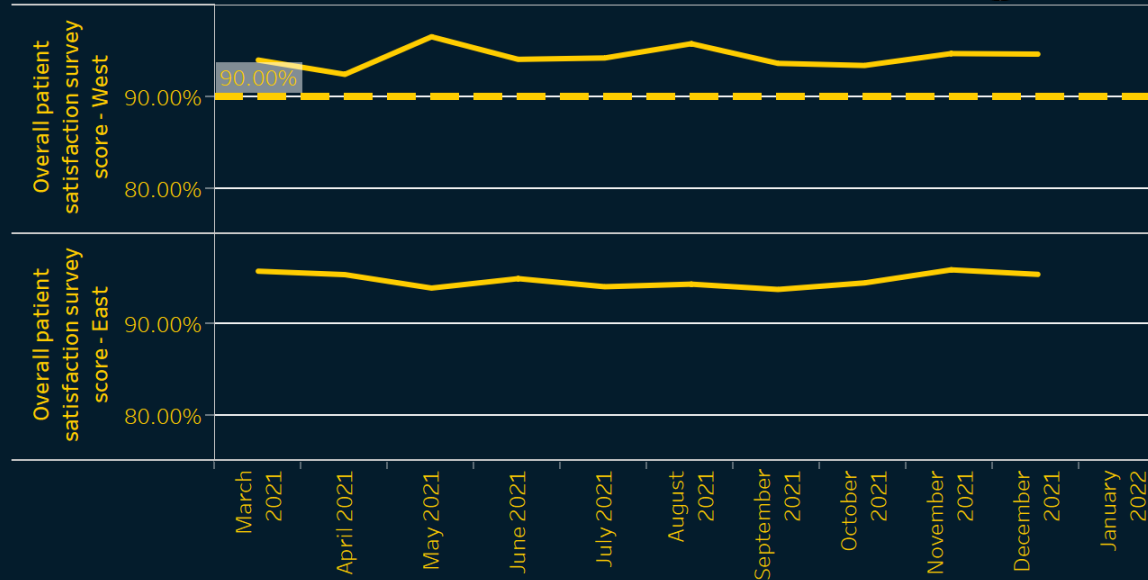


**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

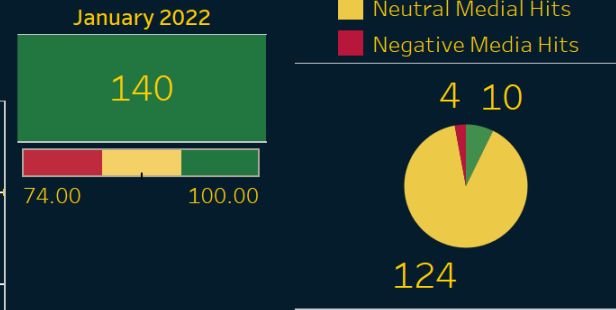
# Key Performance Indicator Dashboard



## Overall patient satisfaction survey scores



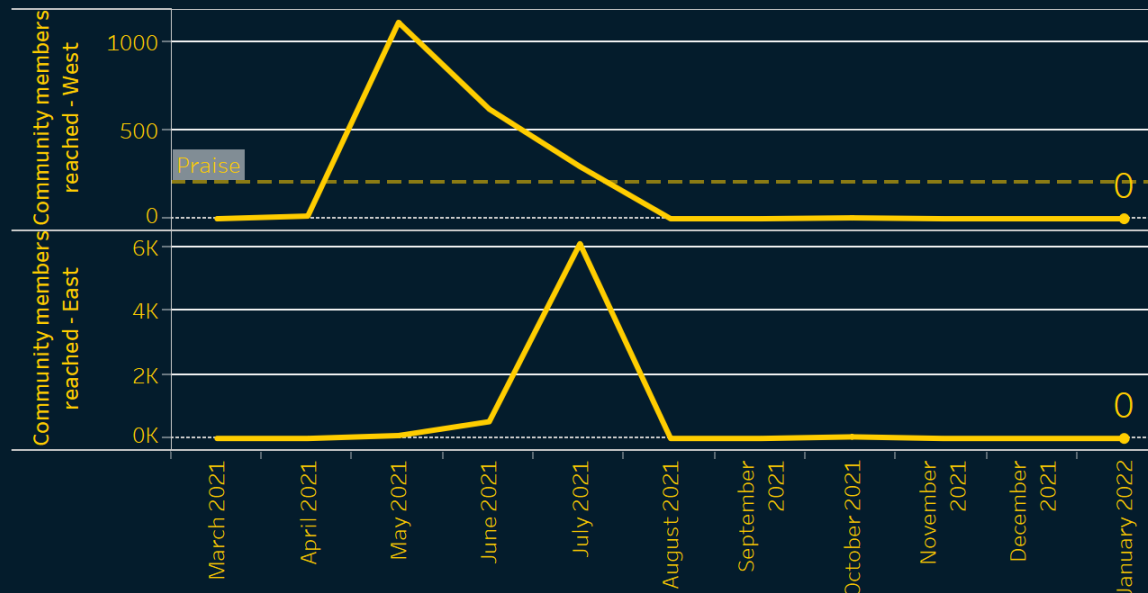
## Media Hits



## Website and Social Media Performance

	January 2022	12 Month Average
Website visits	12,194	17,853
Social media impressions	9,182	108,099

## Community Outreach



## Technology

	January 2022	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	00:26:00	00:30:30
Sum of Lost unit hours due to IT issues - West	00:32:00	00:54:10