

Key Performance Indicators June 2022

Adam Paluka
Chief Public Affairs Officer

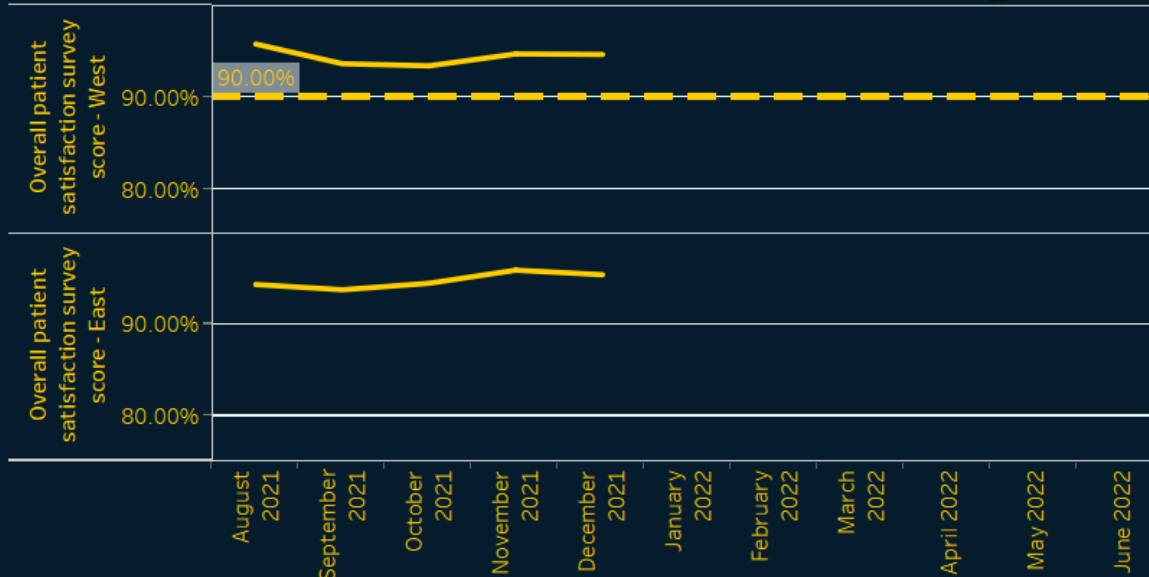


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

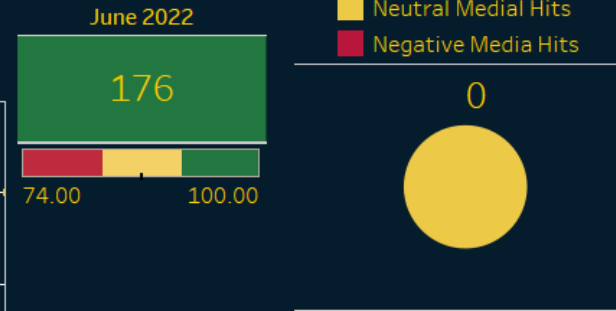
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



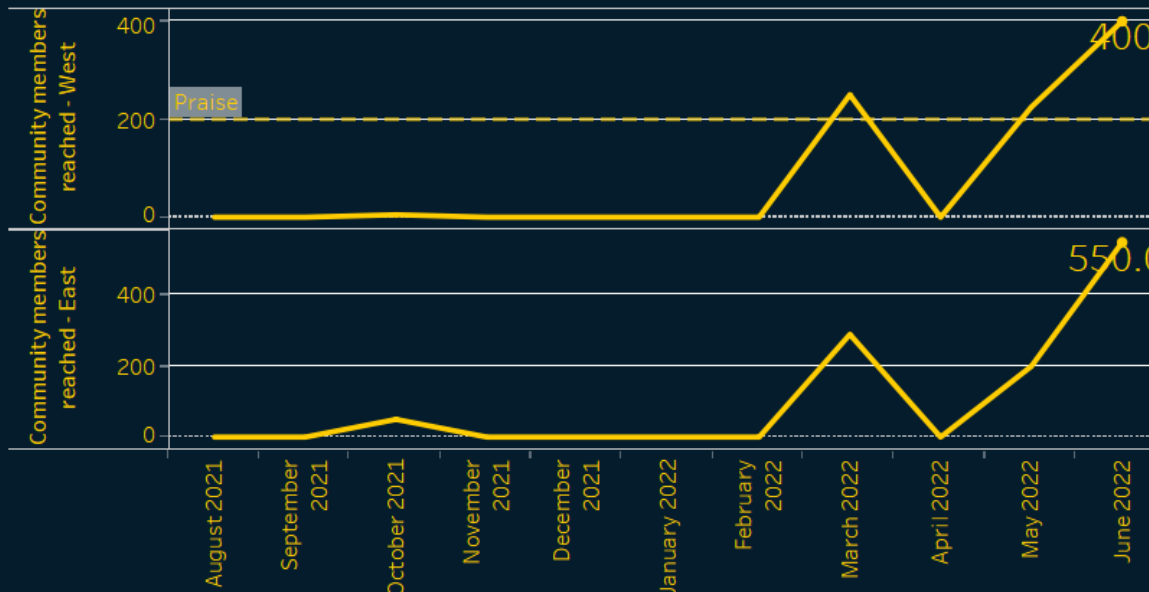
Media Hits



Website and Social Media Performance

	June 2022	12 Month Average
Website visits	11,222	15,712
Social media impressions	51,932	116,574

Community Outreach



Technology

	June 2022	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	00:40:00	00:26:54
Sum of Lost unit hours due to IT issues - West	00:57:00	00:31:33