

Key Performance Indicators

May 2021

Adam Paluka

Chief Public Affairs Officer

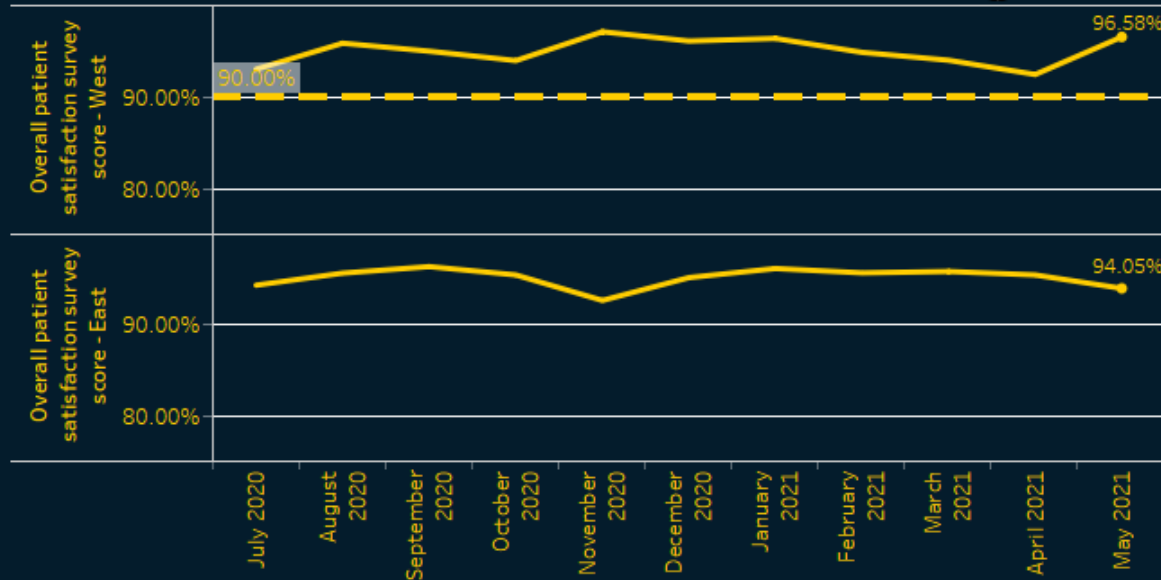


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

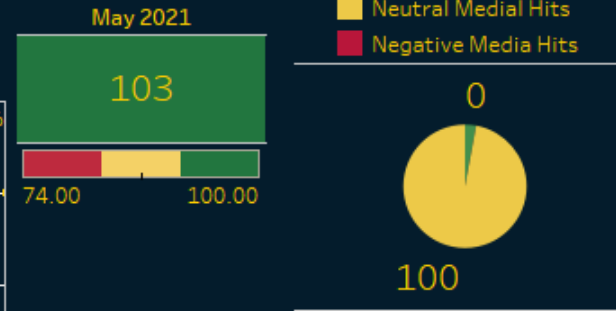
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



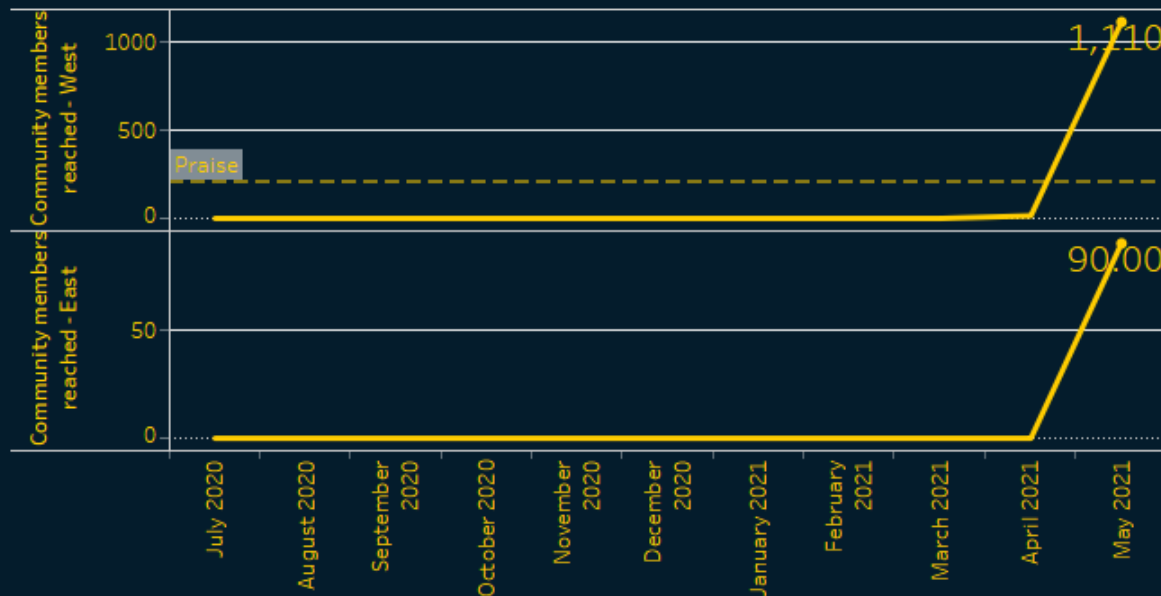
Media Hits



Website and Social Media Performance

	May 2021	12 Month Average
Website visits	14,373	16,467
Social media impressions	31,794	34,072

Community Outreach



Technology

	May 2021	12 Month Average
Critical system downtime during working hours*	1	0.09
Sum of Lost unit hours due to IT issues - East	01:05:00	00:32:00
Sum of Lost unit hours due to IT issues - West	01:29:00	01:18:48

Utility EMSACare Subscribers

	May 2021
Utility EMSACare subscribers-Tulsa (SEPT. 20)	77.45%
Utility EMSACare subscribers-OKC (OCT. 20)	69.30%

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\$20,000 for Paramedics and **\$10,000** for SSCs/Dispatchers!

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NEXT EVENT: WICHITA, KANSAS

Brief description of the event here.

EVENT DETAILS

Date & Time:

Monday, June 28, 2021

8:00 AM – 5:00 PM

Location:

Century II Performing Arts & Convention Center

225 W Douglas Ave

Wichita, KS 67202

[Parking & Directions »](#)

REGISTER NOW

