

Key Performance Indicators

April 2022

Adam Paluka

Chief Public Affairs Officer

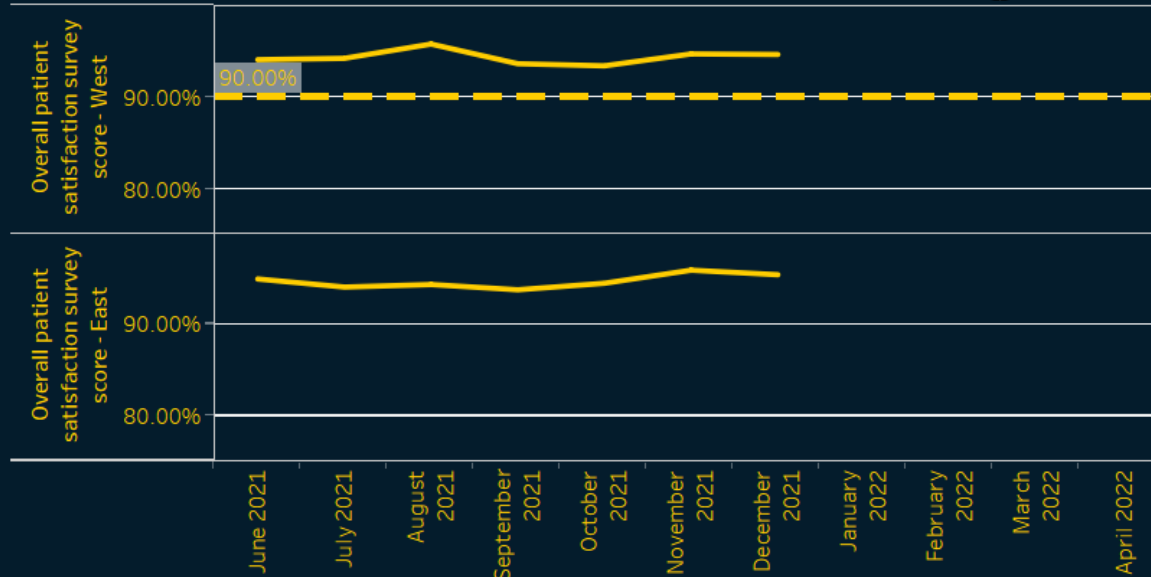


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

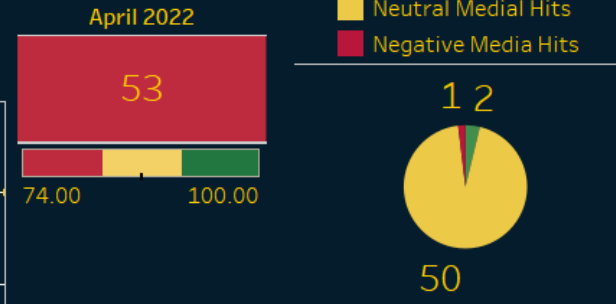
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



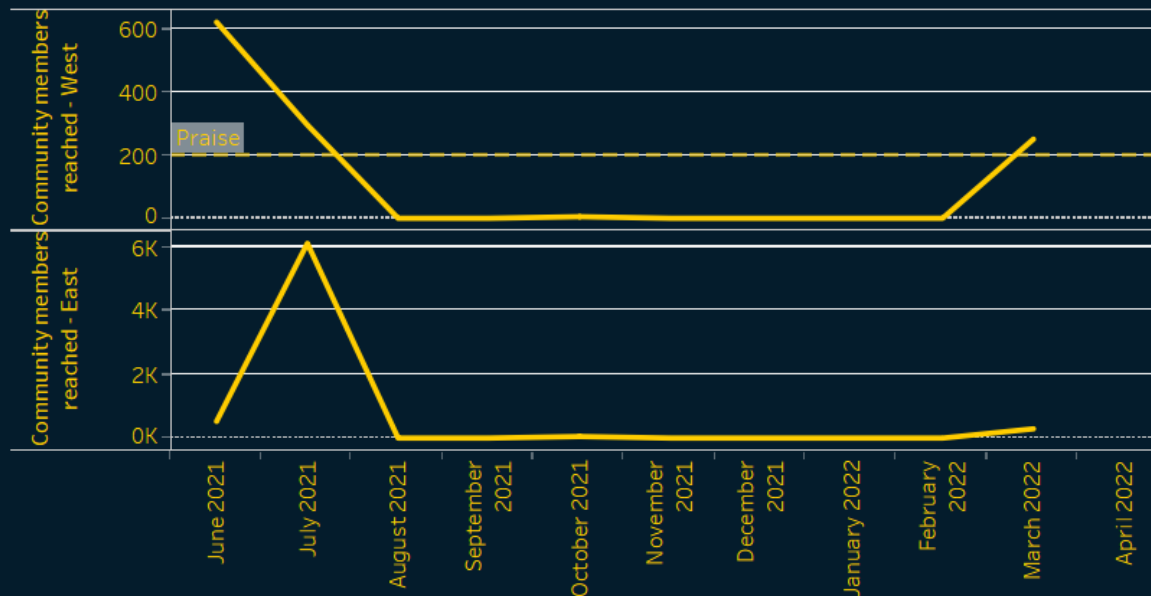
Media Hits



Website and Social Media Performance

	April 2022	12 Month Average
Website visits	13,511	17,036
Social media impressions	21,747	114,007

Community Outreach



Technology

	April 2022	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	00:18:00	00:24:24
Sum of Lost unit hours due to IT issues - West	00:00:00	00:31:04