

Category	Indicator	Dec-17	Range Key		
<b>Financials</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Cash on hand vs. budget	>5%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	<2%	< budget	> 1-5%	> 5%+
	Patient receipts vs. budget	>1%	> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	>2%	> budget	< 1-5%	< 5%+
<b>Patient Financials</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	<b>Coding productivity</b>				
	Avg. # of new claims billed per day	573	>= 550	549-525	<= 524
	<b>Pre-verifying productivity</b>				
	Avg. # of new claims worked per day	588	>= 570	569-545	<= 544
	<b>Overall productivity**</b>				
	Avg. days to bill*	12	<=8	9-12	> 13
<i>** Must be reported several months behind to calculate data</i>					
<b>Patient Satisfaction</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Overall satisfaction survey score - East*	95.07%	> 90%	90%	<90%
	Overall satisfaction survey score - West*	94.53%	> 90%	90%	<90%
<i>*Top box excellent score for Oct - Dec 2017</i>					
<b>Technology</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Lost unit hours due to IT issues - East	13:17	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	5:15	<13 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours	0	0	0	> 0
<b>Marketing/Communications/EMSAcare</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	<b>Public engagement</b>				
	Media hits	102	> 175	125-175	< 125
	Website visits	45,735	> 10000	7000-10000	< 7000
	Social media impressions	40,624			
	Community events - East	5	> 10	8-10	< 8
	Community events - West	7	> 10	8-10	< 8
	<b>Civic engagement</b>				
	Newsletters/meetings (beneficiary cities)	11	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	3	> 1	1	< 1
	<b>EMSAcare</b>				
	Utility program EMSAcare subscribers-Tulsa (Oct.'17)	79.3%			
	Utility program EMSAcare subscribers-OKC (Oct.'17)	72.0%			