

## December 2018 Key Performance Indicators

Category	Indicator	Dec-18	Range Key		
<b>Patient Satisfaction</b>					
	Overall patient satisfaction survey score - East	94.08%	Celebrate	Monitor	Act Now
	Overall patient satisfaction survey score - West	92.38%	>90%	90%	<90%
<b>Technology</b>					
	Lost unit hours due to IT issues - East	5:49	<13 hrs	13 - 24 hours	>24 hrs
	Lost unit hours due to IT issues - West	4:07	<13 hrs	13 - 24 hours	>24 hrs
	Critical system downtime during working hours*	0	0	0	> 0
<b>Marketing/Communications/EMSACare</b>					
	<b>Public engagement</b>		Celebrate	Monitor	Act Now
	Media hits	203	> 100	75-100	<75
	Website visits	16,763	>10,000	7,000 - 10,000	<7,000
	Social media impressions	74,926	>10,000	7,000 - 10,000	<7,000
	Community events - East	5	> 10	8-10	< 8
	Community events - West	4	> 10	8-10	< 8
	<b>Civic engagement</b>				
	Newsletters/meetings (beneficiary cities)	8	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1
	<b>EMSACare</b>				
	Utility EMSACare subscribers-Tulsa (Oct. 18)	78.69%			
	Utility EMSACare subscribers-OKC (Oct. 18)	72.0%			