

January 2019 Key Performance Indicators

| Category | Indicator | Jan-19 | Range Key | | |
|--|--|--------|------------------|----------------|----------------|
| Patient Satisfaction | | | Celebrate | Monitor | Act Now |
| | Overall patient satisfaction survey score - East | 96.04% | >90% | 90% | <90% |
| | Overall patient satisfaction survey score - West | 93.24% | >90% | 90% | <90% |
| Technology | | | Celebrate | Monitor | Act Now |
| | Lost unit hours due to IT issues - East | 7:16 | <13 hrs | 13 - 24 hours | >24 hrs |
| | Lost unit hours due to IT issues - West | 11:24 | <13 hrs | 13 - 24 hours | >24 hrs |
| | Critical system downtime during working hours* | 0:00 | 0 | 0 | > 0 |
| Marketing/Communications/EMSACare | | | Celebrate | Monitor | Act Now |
| | Public engagement | | | | |
| | Media hits | 127 | > 100 | 75-100 | <75 |
| | Website visits | 17,220 | >10,000 | 7,000 - 10,000 | <7,000 |
| | Social media impressions | 38,230 | >10,000 | 7,000 - 10,000 | <7,000 |
| | Community members reached - East | 20 | >200 | 150-200 | 150 |
| | Community members reached - West | 200 | >200 | 150-200 | <150 |
| | Citizen CPR Trainings - East | 1652 | >250 | 250-200 | <200 |
| | Civic engagement | | | | |
| | Newsletters/meetings (beneficiary cities) | 10 | > 3 | 2-3 | < 2 |
| | Newsletters/meetings (non-ben cities) | 2 | > 1 | 1 | < 1 |
| | EMSACare | | | | |
| | Utility EMSACare subscribers-Tulsa (Oct. 18) | 78.69% | | | |
| | Utility EMSACare subscribers-OKC (Oct. 18) | 72.0% | | | |