

Category	Indicator	Apr-16	Range Key		
Financials			Celebrate	Monitor	Act Now
	Cash on hand vs. budget	>13%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	=budget	< budget	> 1-5%	> 5%+
	Past due (120+) receivables vs. prior year	>27%	< prior yr	> 1-5%	> 5%+
	Patient receipts vs. budget	>4%	> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	=budget	> budget	< 1-5%	< 5%+
Patient Financials			Celebrate	Monitor	Act Now
	Coding productivity				
	Avg. # of new claims billed per day	560	> 549	549-525	< 525
	Pre-verifying productivity				
	Avg. # of new claims worked per day	570	> 569	569-545	< 545
	Overall productivity**				
	Avg. days to bill*	8	< 9	9-12	> 12
<i>** Must be reported several months behind to calculate data</i>					
Patient Satisfaction			Celebrate	Monitor	Act Now
	Overall quality of care survey score - East*	93.6%	> 90%	90%	<90%
	Overall quality of care survey score - West*	89.9%	> 90%	90%	<90%
<i>*Top box excellent score for Jan - Mar 2016</i>					
Board/Governance			Celebrate	Monitor	Act Now
	Attendance at board meetings	All compliant	All compliant	1 Board member non-compliant	>1 Board member non-compliant
	Quorum at board meetings	75%	>80	75%-80%	<75%
	Attendance at April Board meeting	70%			
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	4:48	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	20:27	<13 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours	0	0	0	> 0
Marketing/Communications/EMSAcare			Celebrate	Monitor	Act Now
	Public engagement				
	Media hits	132	> 175	125-175	< 125
	Website visits	8236	> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	313	> 75	50-75	< 50
	Community events - East	14	> 10	8-10	< 8
	Community events - West	11	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	15	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1
	EMSAcare				
	Utility program EMSAcare subscribers-Tulsa (Nov.'15)	73.50%			
	Utility program EMSAcare subscribers-OKC (Nov.'15)	73.0%			