

December 2019

Key Performance Indicators

Category	Indicator	Dec-19	Range Key		
Patient Satisfaction			Celebrate	Monitor	Act Now
	Overall patient satisfaction survey score - East	93.79%	>90%	90%	<90%
	Overall patient satisfaction survey score - West	97.46%	>90%	90%	<90%
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	1:43	<13 hrs	13 - 24 hours	>24 hrs
	Lost unit hours due to IT issues - West	1:32	<13 hrs	13 - 24 hours	>24 hrs
	Critical system downtime during working hours*	1*	0	0	> 0
Marketing/Communications/EMSACare			Celebrate	Monitor	Act Now
Public engagement					
	Media hits	103	> 100	75-100	<75
	Website visits	11,875	>10,000	7,000 - 10,000	<7,000
	Social media impressions	42,460	>10,000	7,000 - 10,000	<7,000
	Community members reached - East	26,040	>200	150-200	150
	Community members reached - West	250	>200	150-200	<150
	Citizen CPR Trainings - East	81	>250	250-200	<200
Civic engagement					
	Newsletters/meetings (beneficiary cities)	6	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)	1	> 1	1	< 1
EMSACare					
	Utility EMSACare subscribers-Tulsa (Oct. 19)	77.08%			
	Utility EMSACare subscribers-OKC (Oct. 19)	70.8%			

*Dispatch workstations crashed due to disk error - restored within 30 minutes