

Key Performance Indicators

March 2020

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Deputy Chief – Public Affairs



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

Category		Indicator	Mar-20	Range Key		
Patient Satisfaction				Celebrate	Monitor	Act Now
	Overall patient satisfaction survey score - East	97.29%	>90%	90%	<90%	
	Overall patient satisfaction survey score - West	97.22%	>90%	90%	<90%	
Technology				Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	2:10	<13 hrs	13 - 24 hours	>24 hrs	
	Lost unit hours due to IT issues - West	:24	<13 hrs	13 - 24 hours	>24 hrs	
	Critical system downtime during working hours*	0	0	0	> 0	



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Category		Indicator	Mar-20	Range Key		
Marketing/Communications/EMSACare				Celebrate	Monitor	Act Now
	Public engagement					
	Media hits		248	> 100	75-100	<75
	Website visits		22,928	>10,000	7,000 - 10,000	<7,000
	Social media impressions		23,839	>10,000	7,000 - 10,000	<7,000
	Community members reached - East		0*	>200	150-200	150
	Community members reached - West		3,315	>200	150-200	<150
	Citizen CPR Trainings - East		113*	>250	250-200	<200
	Civic engagement					
	Newsletters/meetings (beneficiary cities)		38	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)		4	> 1	1	< 1
	EMSACare					
	Utility EMSACare subscribers-Tulsa (Oct. 19)		77.08%			
	Utility EMSACare subscribers-OKC (Oct. 19)		70.8%			
			* Cancelations due to COVID-19 are reflected in these numbers			



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