

April 2020

Key Performance Indicators

Category	Indicator	Apr-20	Range Key		
Patient Satisfaction			Celebrate	Monitor	Act Now
	Overall patient satisfaction survey score - East	97.81%	>90%	90%	<90%
	Overall patient satisfaction survey score - West	97.73%	>90%	90%	<90%
Technology			Celebrate	Monitor	Act Now
	Lost unit hours due to IT issues - East	2:16	<13 hrs	13 - 24 hours	>24 hrs
	Lost unit hours due to IT issues - West	1:13	<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	137	> 100	75-100	<75
	Website visits	42,119	>10,000	7,000 - 10,000	<7,000
	Social media impressions	137,482	>10,000	7,000 - 10,000	<7,000
	Community members reached - East	0*	>200	150-200	150
	Community members reached - West	0*	>200	150-200	<150
	Citizen CPR Trainings - East	0*	>250	250-200	<200
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	32	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1
	EMSACare				
	Utility EMSACare subscribers-Tulsa (Oct. 19)	77.08%			
	Utility EMSACare subscribers-OKC (Oct. 19)	70.8%			

* Cancellations due to COVID-19 are reflected in these numbers