

Key Performance Indicators

April 2020

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

| 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 | |

* Issue with a storage system, resolved in roughly 20 minutes



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|-----------------------------------|---|---------|-----------|----------------|---------|
| 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% | | | |
| | | | | | |
| | * Cancelations due to COVID-19 are reflected in these numbers | | | | |



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