

# May 2020

## Key Performance Indicators

Category	Indicator	May-20	Range Key		
<b>Patient Satisfaction</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Overall patient satisfaction survey score - East	95.82%	>90%	90%	<90%
	Overall patient satisfaction survey score - West	97.04%	>90%	90%	<90%
<b>Technology</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Lost unit hours due to IT issues - East	0:41	<13 hrs	13 - 24 hours	>24 hrs
	Lost unit hours due to IT issues - West	0:37	<13 hrs	13 - 24 hours	>24 hrs
	Critical system downtime during working hours*	0	0	0	> 0
<b>Marketing/Communications/EMSACare</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
<b>Public engagement</b>					
	Media hits	114	> 100	75-100	<75
	Website visits	24,369	>10,000	7,000 - 10,000	<7,000
	Social media impressions	36,947	>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
<b>Civic engagement</b>					
	Newsletters/meetings (beneficiary cities)	20	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)	3	> 1	1	< 1
<b>EMSACare</b>					
	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