

# Key Performance Indicators May 2020

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

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	<b>95.82%</b>	>90%	90%	<90%	
	Overall patient satisfaction survey score - West	<b>97.04%</b>	>90%	90%	<90%	
<b>Technology</b>				<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Lost unit hours due to IT issues - East	<b>0:41</b>	<13 hrs	13 - 24 hours	>24 hrs	
	Lost unit hours due to IT issues - West	<b>0:37</b>	<13 hrs	13 - 24 hours	>24 hrs	
	Critical system downtime during working hours	<b>0</b>	0	0	> 0	



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Category	Indicator	May-20	Range Key		
<b>Marketing/Communications/EMSACare</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	<b>Public engagement</b>				
	Media hits	<b>114</b>	> 100	75-100	<75
	Website visits	<b>24,369</b>	>10,000	7,000 - 10,000	<7,000
	Social media impressions	<b>36,947</b>	>10,000	7,000 - 10,000	<7,000
	Community members reached - East	<b>0*</b>	>200	150-200	150
	Community members reached - West	<b>0*</b>	>200	150-200	<150
	Citizen CPR Trainings - East	<b>0*</b>	>250	250-200	<200
	<b>Civic engagement</b>				
	Newsletters/meetings (beneficiary cities)	<b>20</b>	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)	<b>3</b>	> 1	1	< 1
	<b>EMSACare</b>				
	Utility EMSACare subscribers-Tulsa (Oct. 19)	<b>77.08%</b>			
	Utility EMSACare subscribers-OKC (Oct. 19)	<b>70.8%</b>			
	* Cancelations due to COVID-19 are reflected in these numbers				



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