

# Key Performance Indicators

## June 2020

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

Category		Indicator	Jun-20	Range Key		
<b>Patient Satisfaction</b>				<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Overall patient satisfaction survey score - East	<b>94.77%</b>	>90%	90%	<90%	
	Overall patient satisfaction survey score - West	<b>94.89%</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>0:10</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	Jun-20	Range Key		
Marketing/Communications/EMSACare				Celebrate	Monitor	Act Now
	<b>Public engagement</b>					
	Media hits		118	> 100	75-100	<75
	Website visits		20,126	>10,000	7,000 - 10,000	<7,000
	Social media impressions		53,285	>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)		13	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)		2	> 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					



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