

# Key Performance Indicators

## July 2020

*Adam Paluka*

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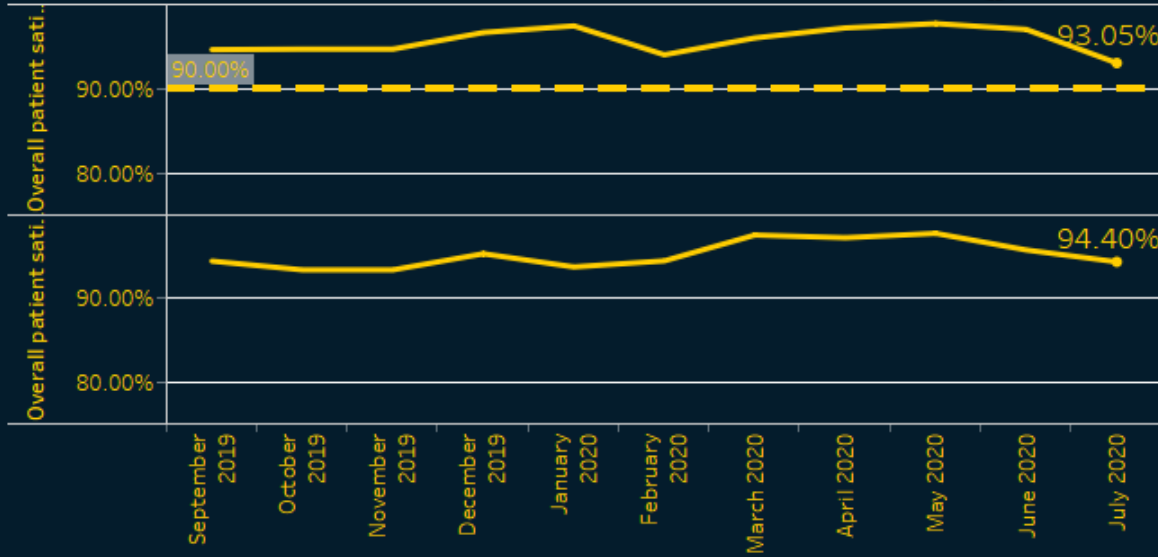


**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

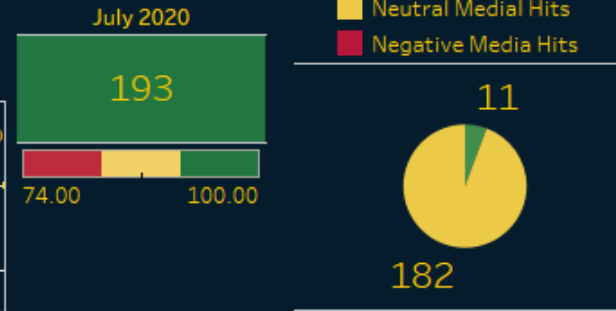
# Key Performance Indicator Dashboard



## Overall patient satisfaction survey scores



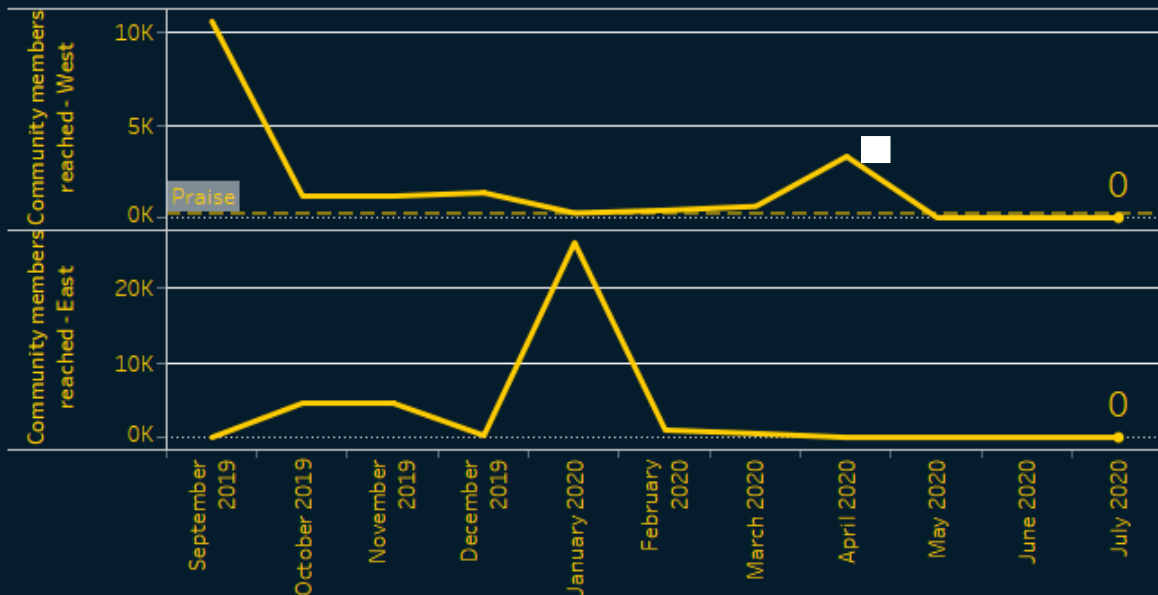
## Media Hits



## Website and Social Media Performance

|                          | July 2020 | 12 Month Average |
|--------------------------|-----------|------------------|
| Website visits           | 18,247    | 20,117           |
| Social media impressions | 31,395    | 56,224           |

## Community Outreach



## Technology

|  | July 2020 | 12 Month Average |
|--|-----------|------------------|
| Critical system downtime during working hours* | 0         | 0.18             |
| Sum of Lost unit hours due to IT issues - East | 00:00:00  | 01:28:38         |
| Sum of Lost unit hours due to IT issues - West | 00:27:00  | 01:17:27         |

## Utility EMSACare Subscribers

July 2020

|  |        |
|--|--------|
| Utility EMSACare subscribers-Tulsa (Oct. 19) | 77.08% |
| Utility EMSACare subscribers-OKC (Oct. 19)   | 70.80% |