

Key Performance Indicators August 2020

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Deputy Chief – Public Affairs

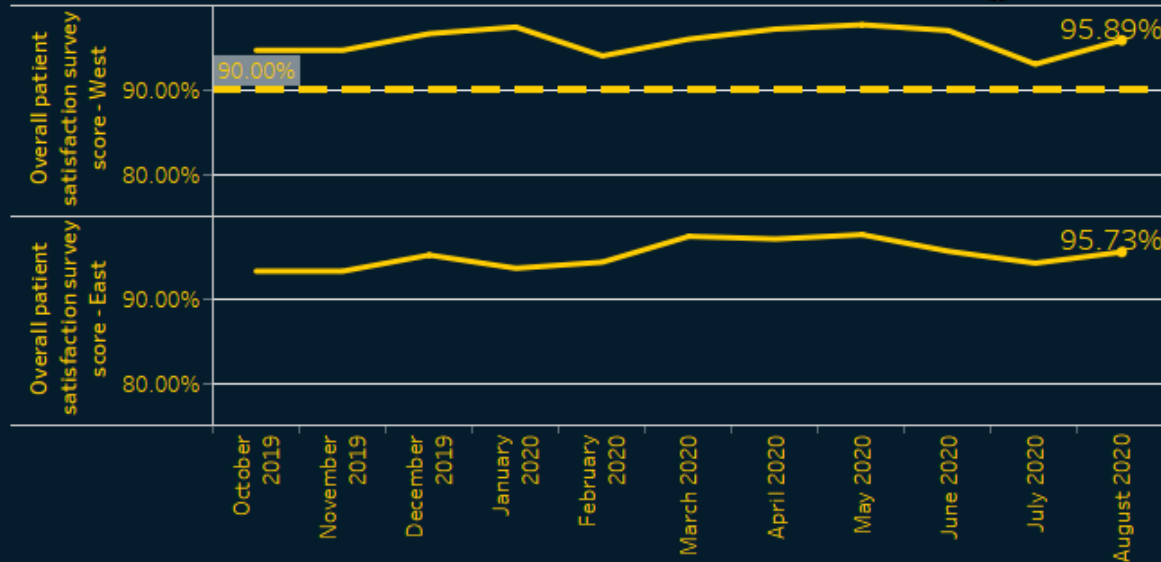


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

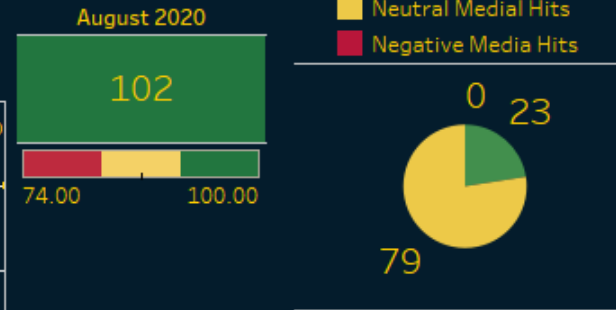
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



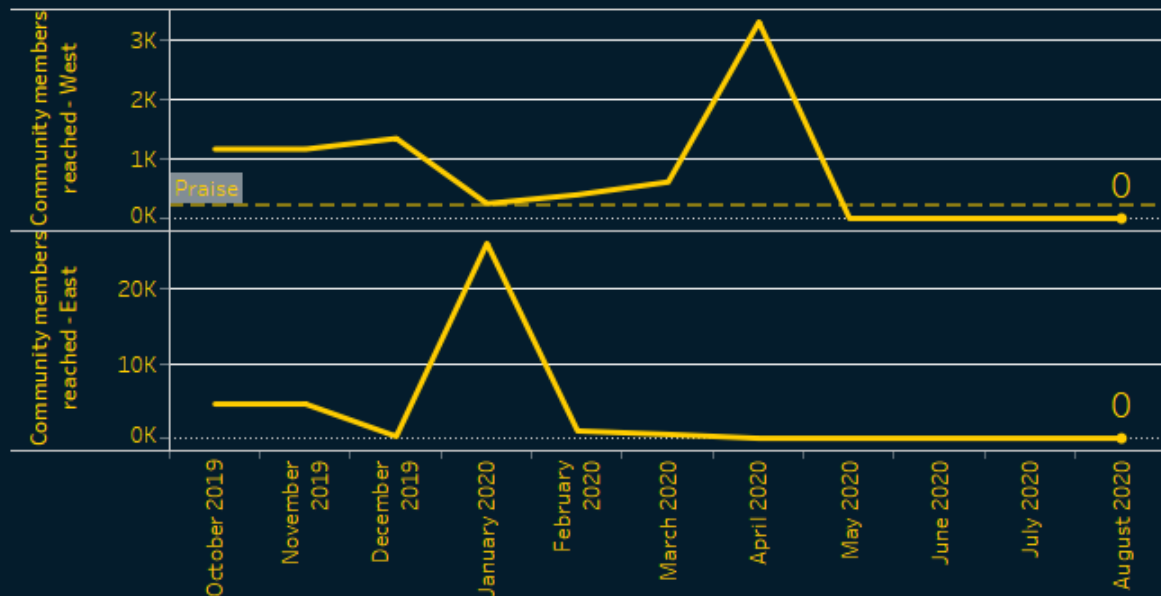
Media Hits



Website and Social Media Performance

	August 2020	12 Month Average
Website visits	25,561	20,732
Social media impressions	27,033	56,079

Community Outreach



Technology

	August 2020	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	01:33:00	01:31:49
Sum of Lost unit hours due to IT issues - West	00:21:00	01:03:38

Utility EMSACare Subscribers

	August 2020
Utility EMSACare subscribers-Tulsa (SEPT. 20)	77.45%
Utility EMSACare subscribers-OKC (Oct. 19)	70.80%