

Key Performance Indicators September 2020

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Deputy Chief – Public Affairs

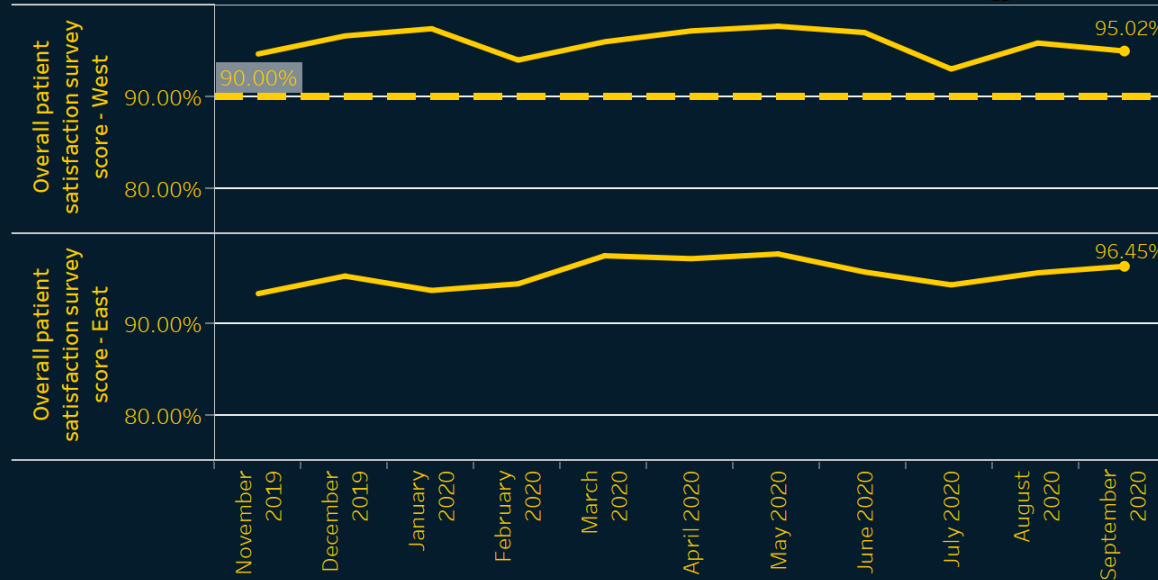


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

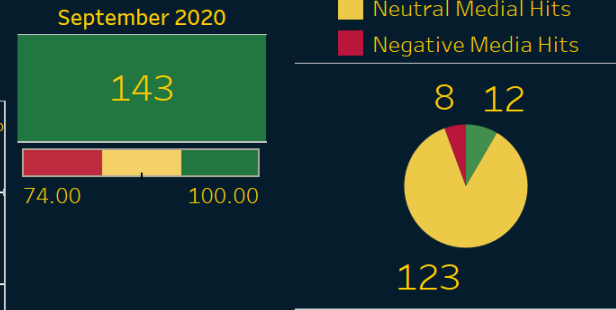
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



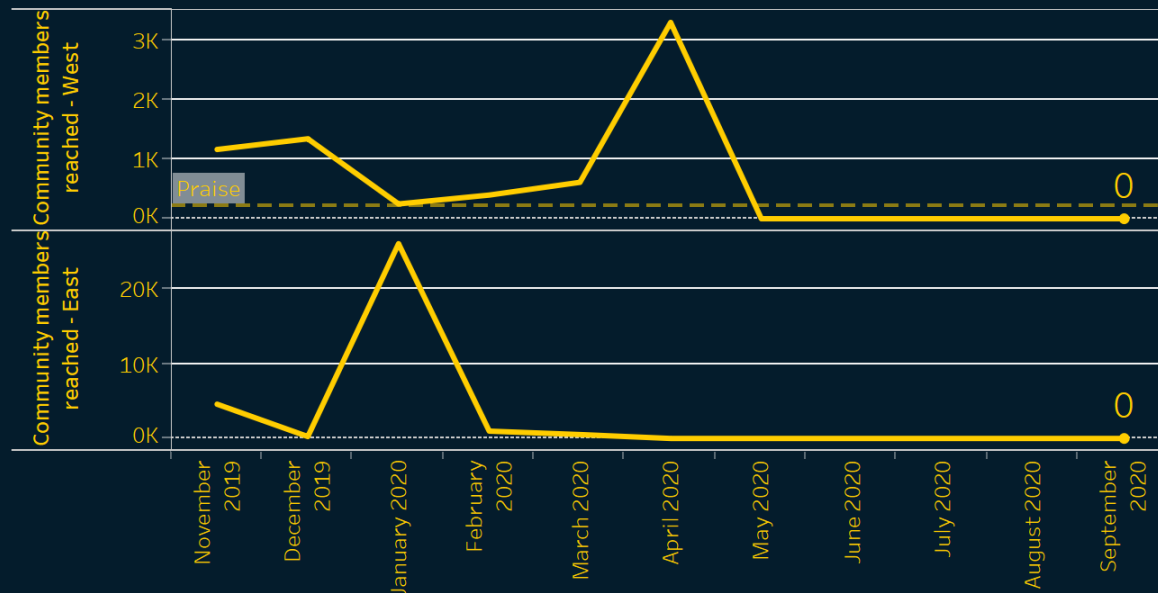
Media Hits



Website and Social Media Performance

| | September 2020 | 12 Month Average |
|--------------------------|----------------|------------------|
| Website visits | 23,184 | 21,246 |
| Social media impressions | 15,570 | 53,984 |

Community Outreach



Technology

| | September 2020 | 12 Month Average |
|--|----------------|------------------|
| Critical system downtime during working hours* | 0 | 0.18 |
| Sum of Lost unit hours due to IT issues - East | 01:09:00 | 01:31:49 |
| Sum of Lost unit hours due to IT issues - West | 01:19:48 | 01:02:21 |

Utility EMSACare Subscribers

| | September 2020 |
|---|----------------|
| Utility EMSACare subscribers-Tulsa (SEPT. 20) | 77.45% |
| Utility EMSACare subscribers-OKC (OCT. 20) | 69.30% |