

# Key Performance Indicators

## October 2020

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*Deputy Chief – Public Affairs*

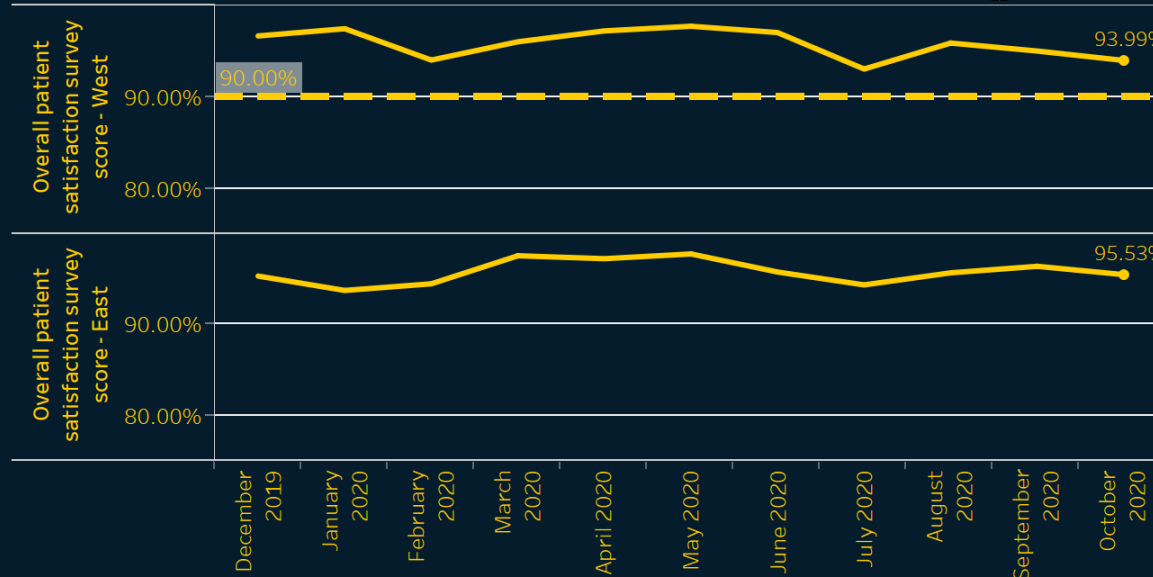


**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

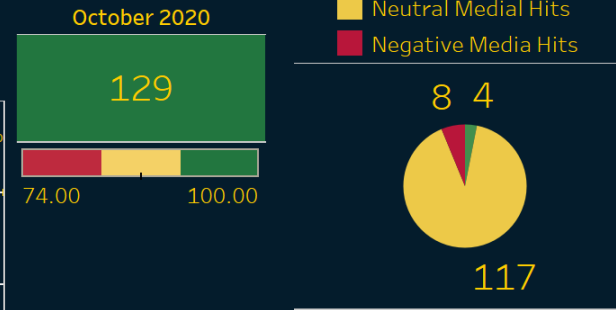
# Key Performance Indicator Dashboard



## Overall patient satisfaction survey scores



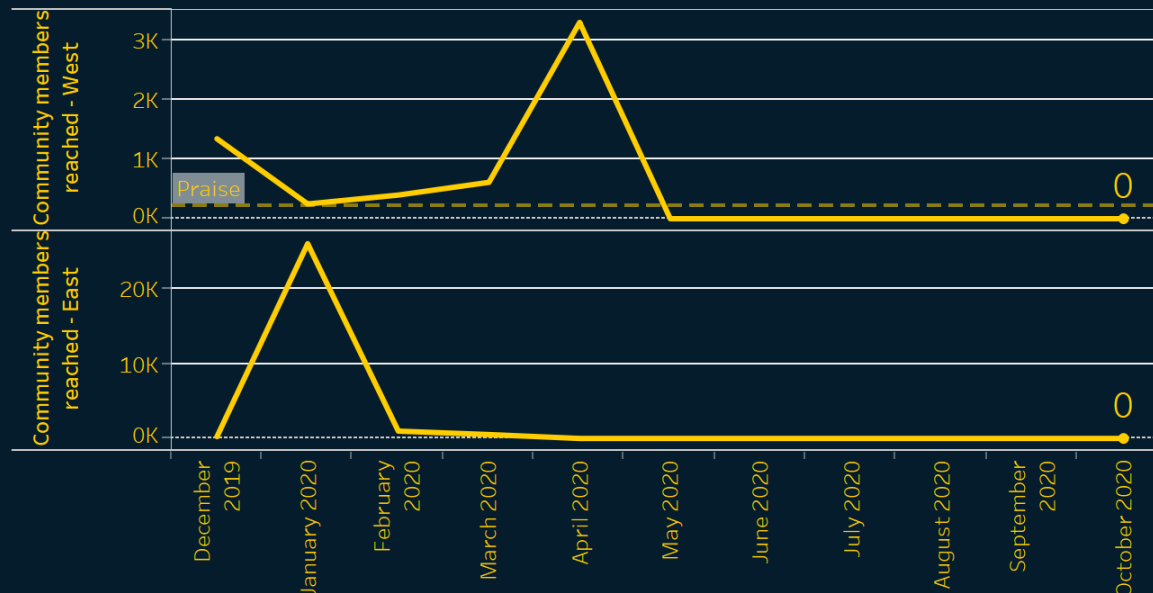
## Media Hits



## Website and Social Media Performance

	October 2020	12 Month Average
Website visits	16,910	20,974
Social media impressions	14,725	51,812

## Community Outreach



## Technology

	October 2020	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	00:34:00	01:21:27
Sum of Lost unit hours due to IT issues - West	01:45:00	00:56:15

## Utility EMSACare Subscribers

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