

Key Performance Indicators

November 2020

Adam Paluka

Chief Public Affairs Officer

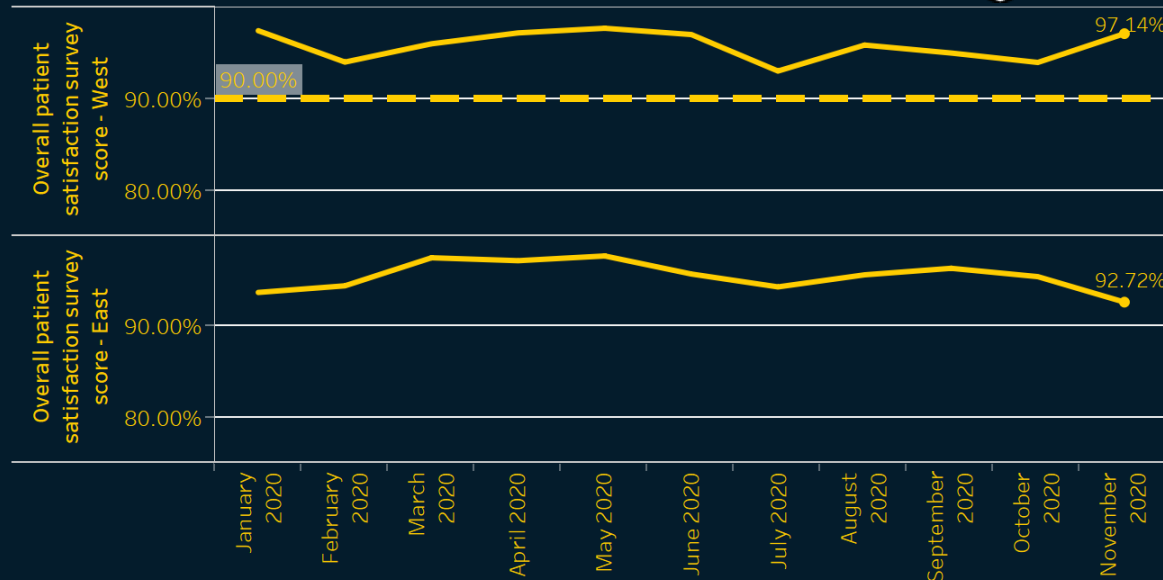


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

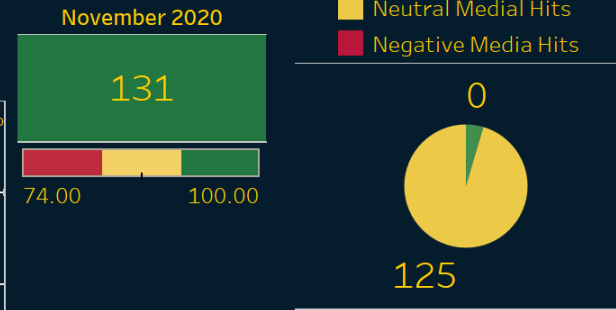
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



Media Hits



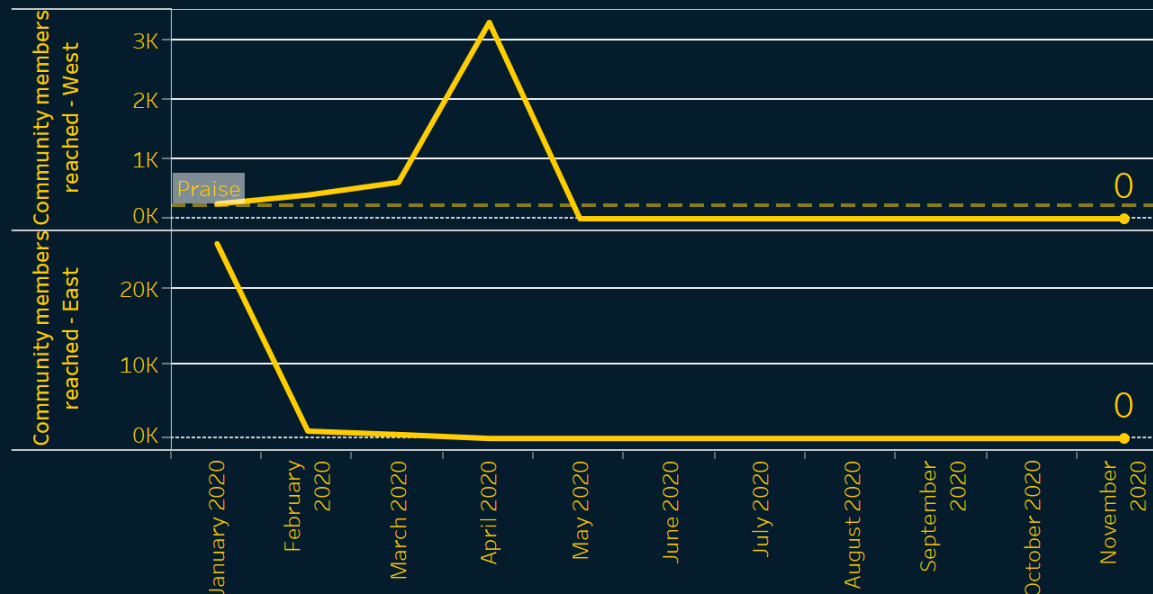
Type of Media Hit

- Positive Media Hits
- Neutral Media Hits
- Negative Media Hits

Website and Social Media Performance

	November 2020	12 Month Average
Website visits	14,651	21,159
Social media impressions	19,021	50,031

Community Outreach



Technology

	November 2020	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	00:49:00	01:13:16
Sum of Lost unit hours due to IT issues - West	00:48:00	00:54:59

Utility EMSACare Subscribers

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