

# Key Performance Indicators February 2021

*Adam Paluka*

*Chief Public Affairs Officer*

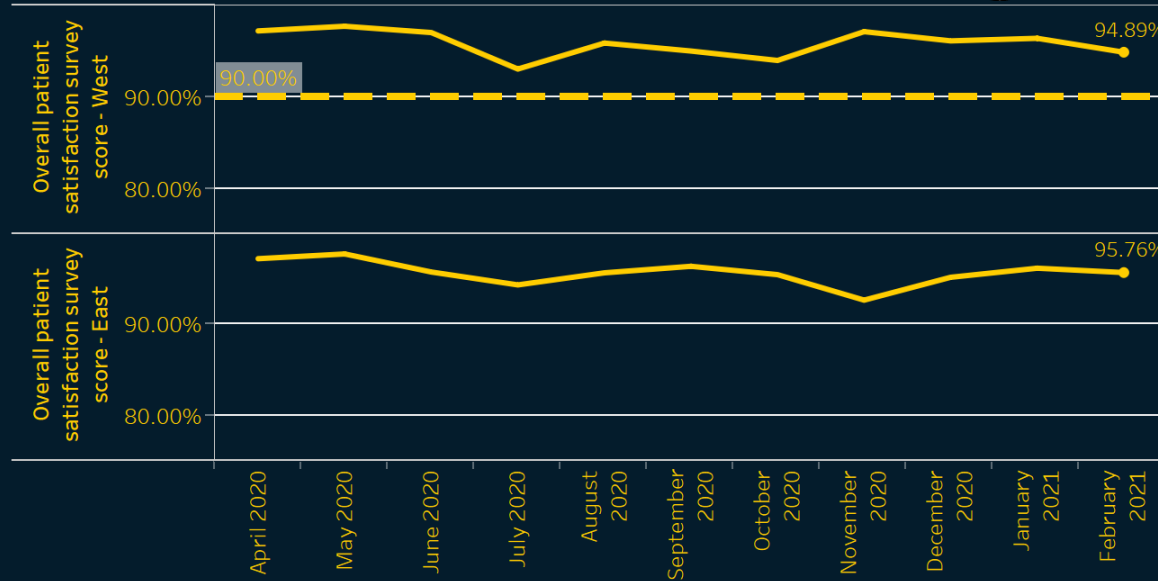


**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

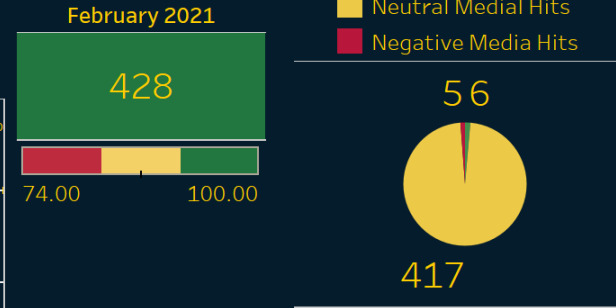
# Key Performance Indicator Dashboard



## Overall patient satisfaction survey scores



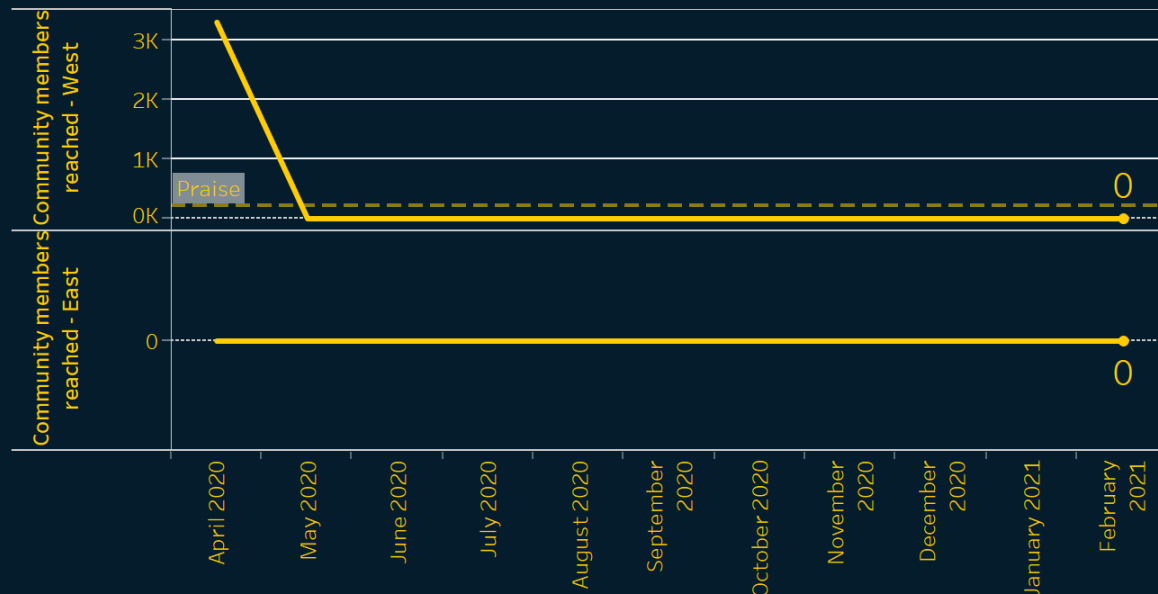
## Media Hits



## Website and Social Media Performance

	February 2021	12 Month Average
Website visits	11,291	20,084
Social media impressions	118,705	45,596

## Community Outreach



## Technology

	February 2021	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	00:00:00	00:50:11
Sum of Lost unit hours due to IT issues - West	01:50:00	00:58:53

## Utility EMSACare Subscribers

	February 2021
Utility EMSACare subscribers-Tulsa (SEPT. 20)	77.45%
Utility EMSACare subscribers-OKC (OCT. 20)	69.30%