

# Key Performance Indicators

## March 2021

*Adam Paluka*

*Chief Public Affairs Officer*

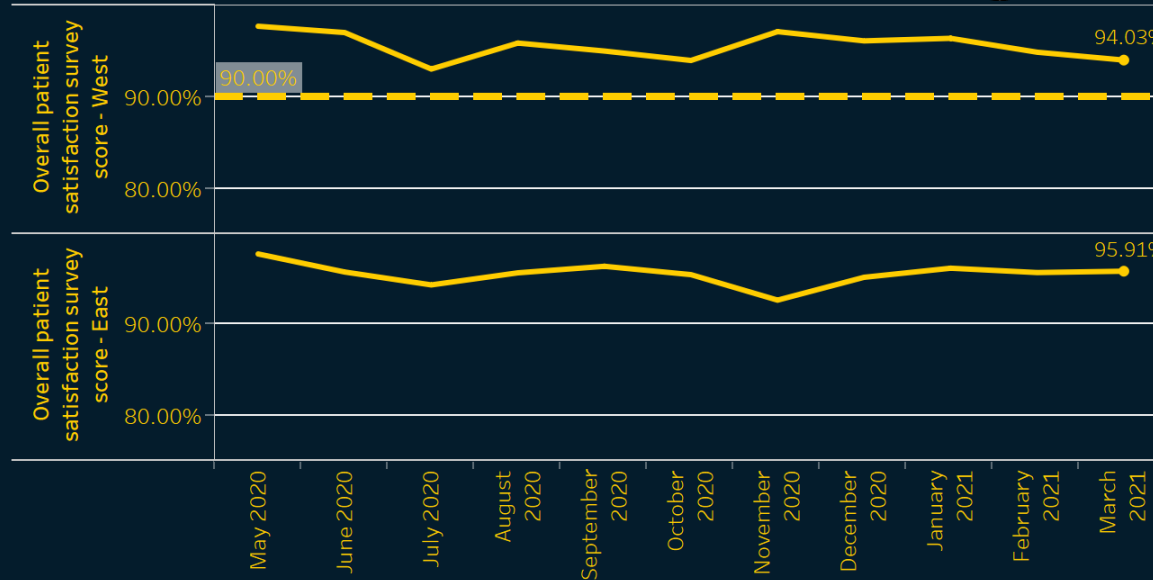


**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

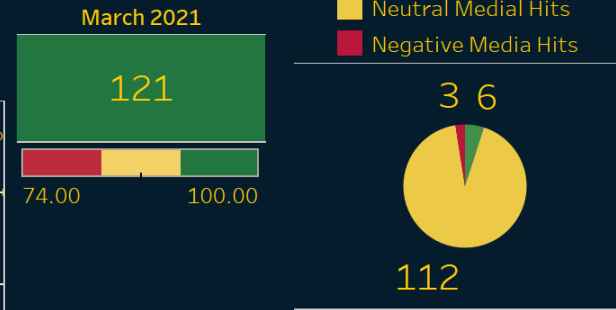
# Key Performance Indicator Dashboard



## Overall patient satisfaction survey scores



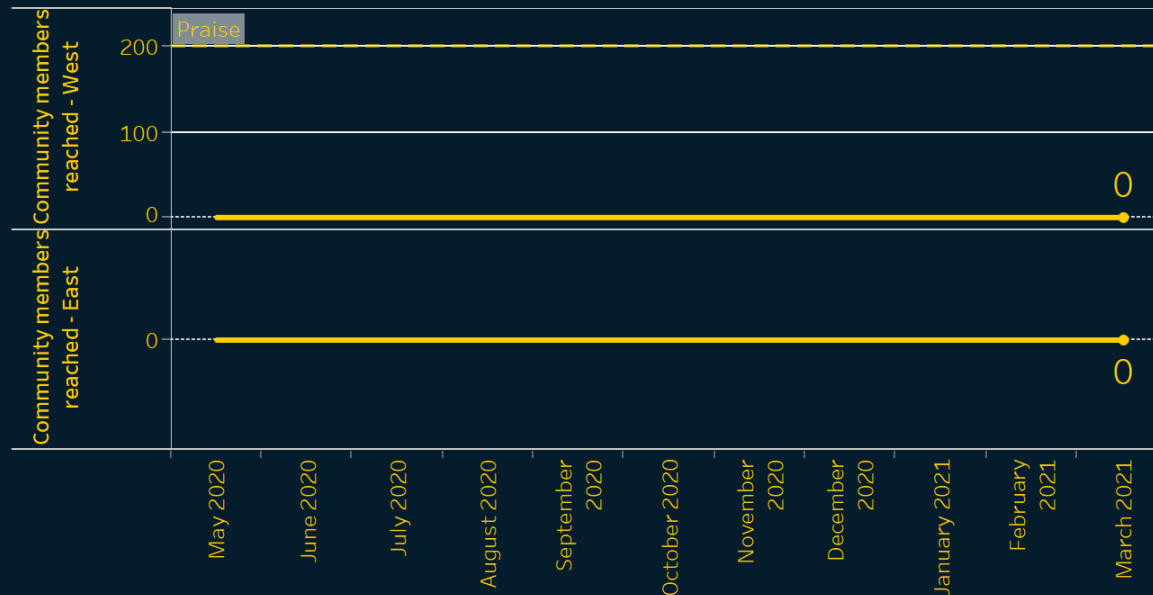
## Media Hits



## Website and Social Media Performance

	March 2021	12 Month Average
Website visits	21,856	19,987
Social media impressions	13,027	44,613

## Community Outreach



## Technology

	March 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	00:38:22
Sum of Lost unit hours due to IT issues - West	01:14:04	01:03:27

## Utility EMSACare Subscribers

March 2021

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