

# Key Performance Indicators

## June 2021

*Adam Paluka*

*Chief Public Affairs Officer*

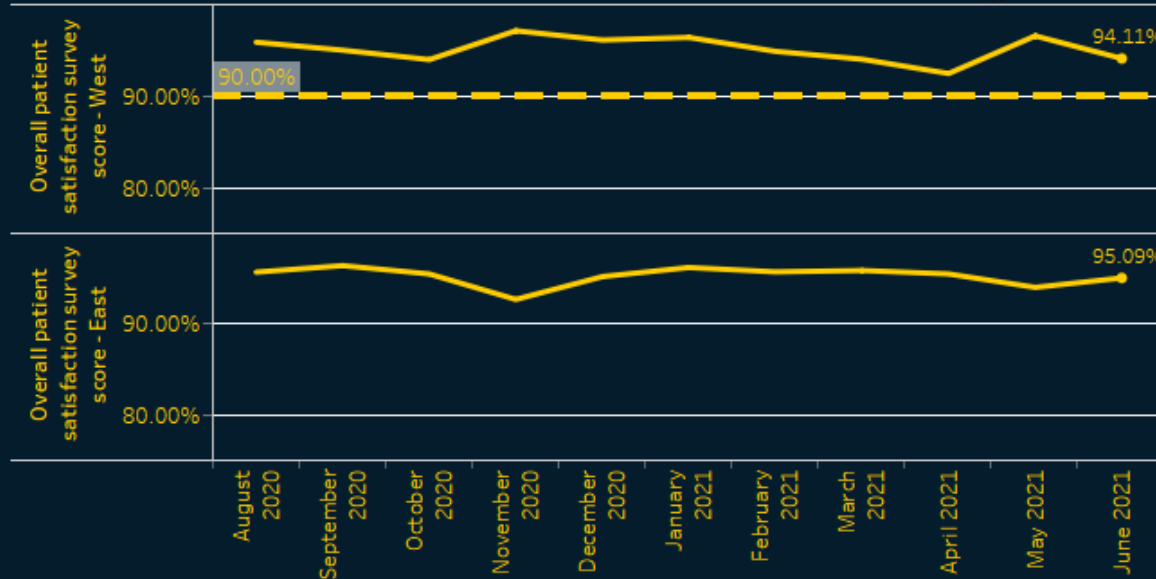


**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

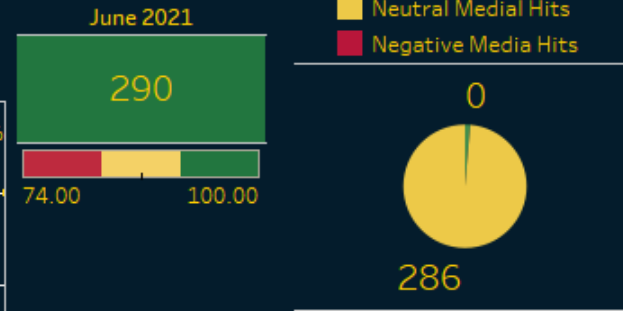
# Key Performance Indicator Dashboard



## Overall patient satisfaction survey scores



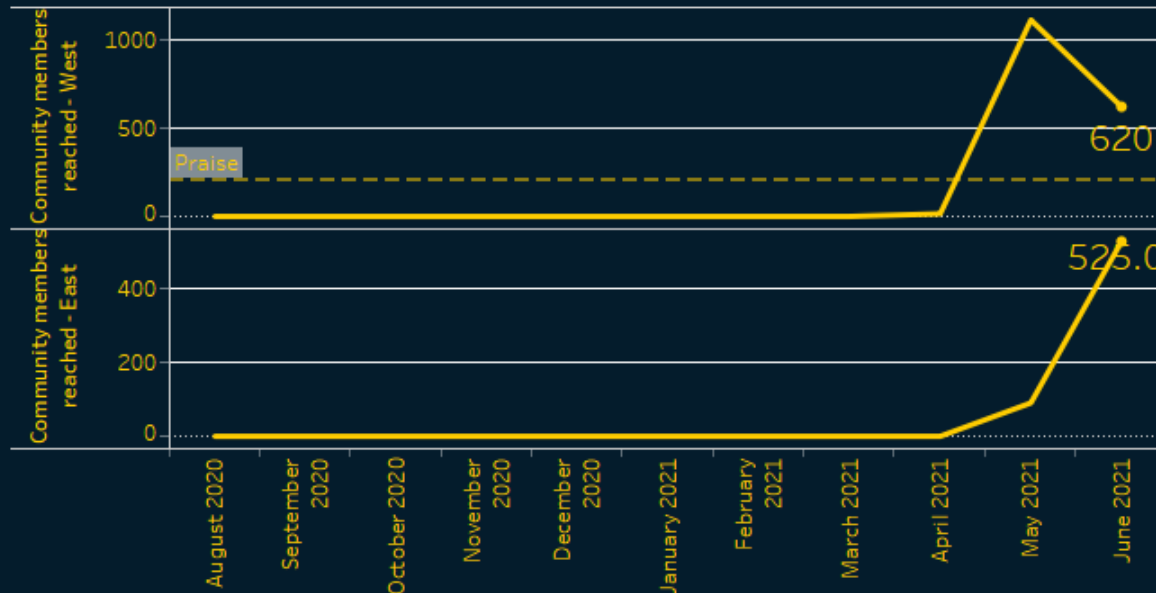
## Media Hits



## Website and Social Media Performance

	June 2021	12 Month Average
Website visits	19,388	16,570
Social media impressions	64,163	37,051

## Community Outreach



## Technology

	June 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	00:32:00
Sum of Lost unit hours due to IT issues - West	00:32:42	01:19:19

## Utility EMSACare Subscribers

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