

# Key Performance Indicators September 2021

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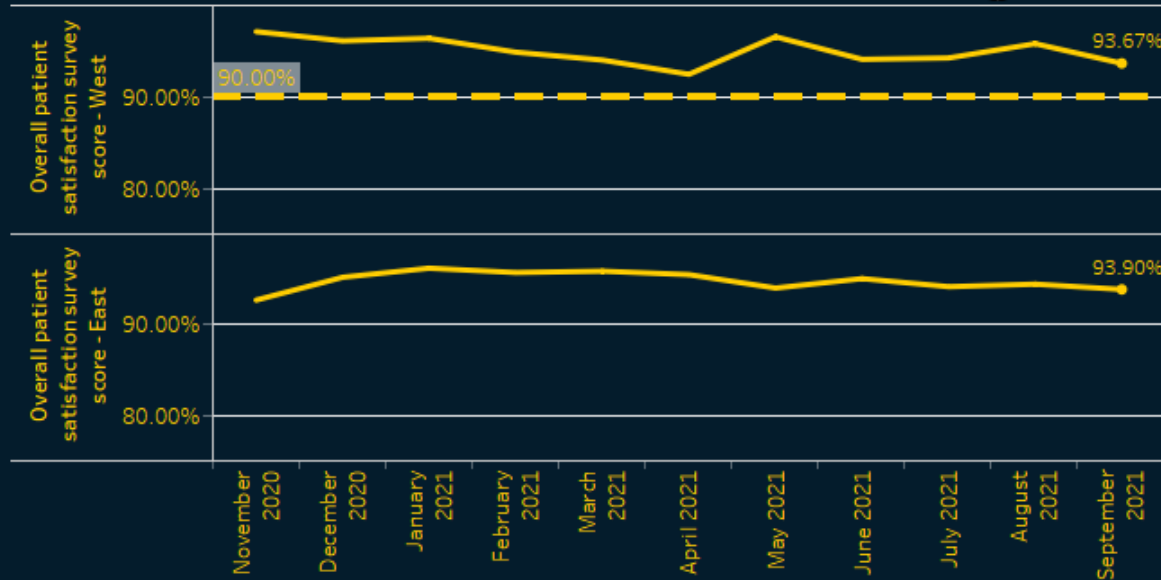


**“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”**

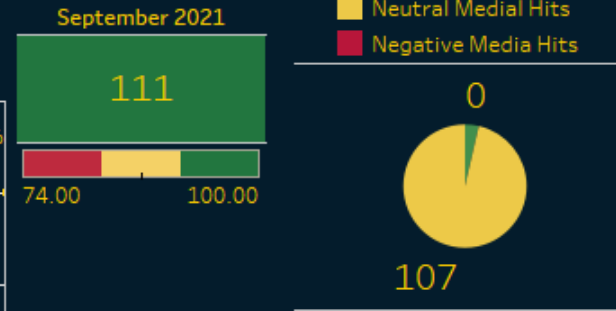
# Key Performance Indicator Dashboard



## Overall patient satisfaction survey scores



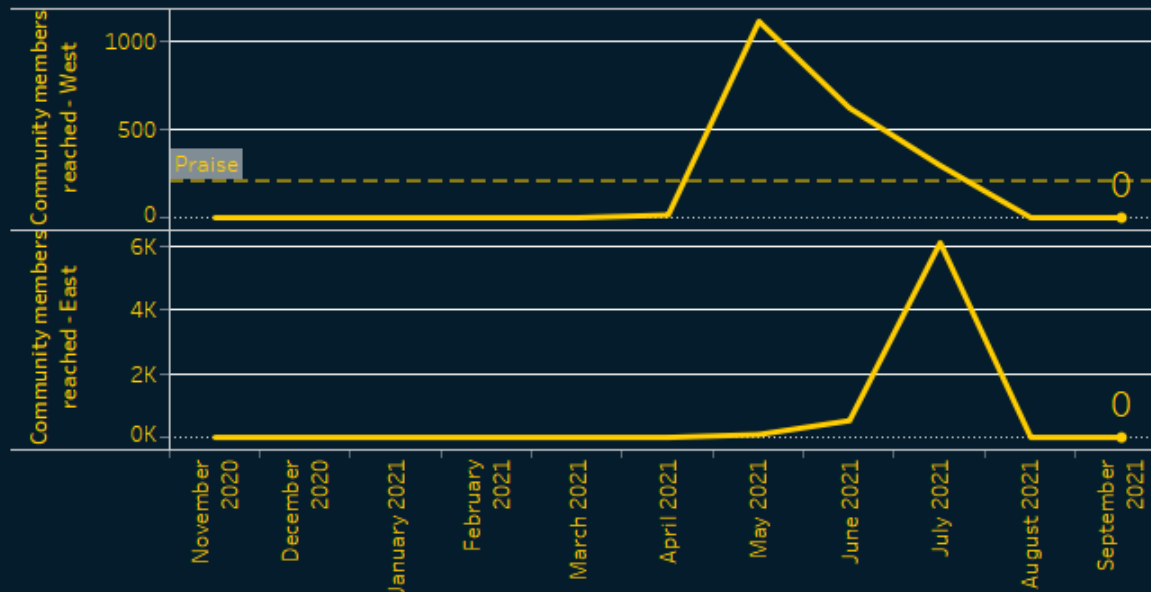
## Media Hits



## Website and Social Media Performance

	September 2021	12 Month Average
Website visits	30,665	17,336
Social media impressions	927,854	119,029

## Community Outreach



## Technology

	September 2021	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	0	00:26:12
Sum of Lost unit hours due to IT issues - West	00:18:00	01:09:31

## Utility EMSACare Subscribers

September 2021

Utility EMSACare subscribers-Tulsa (SEPT. 20)	74.60%
Utility EMSACare subscribers-OKC (OCT. 20)	69.30%