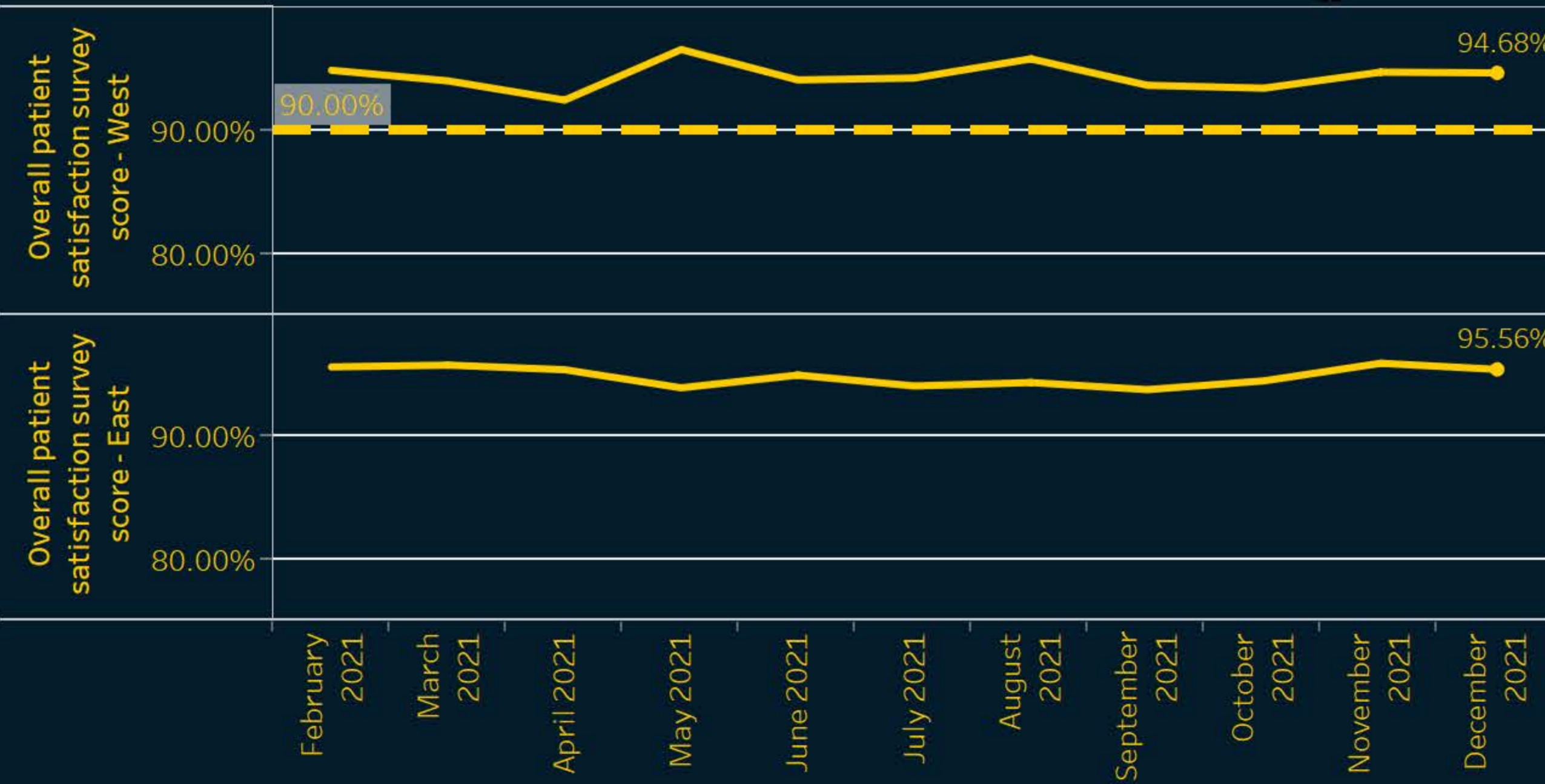


Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



Media Hits

December 2021



Type of Media Hit

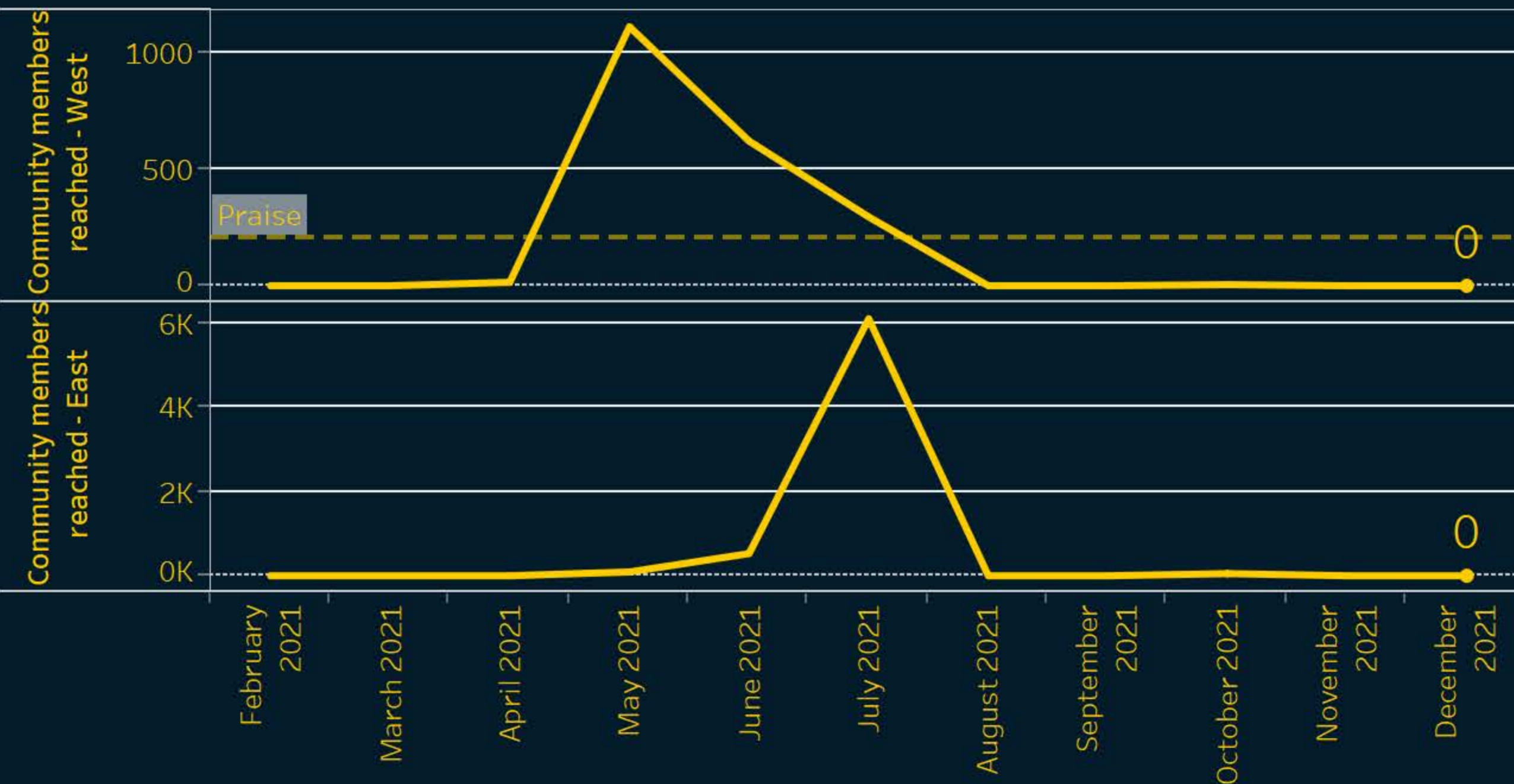
- Positive Media Hits
- Neutral Media Hits
- Negative Media Hits



Website and Social Media Performance

	December 2021	12 Month Average
Website visits	17,888	17,771
Social media impressions	16,402	118,055

Community Outreach



Technology

	December 2021	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	00:27:00	00:27:54
Sum of Lost unit hours due to IT issues - West	01:20:00	01:01:15