

Key Performance Indicators February 2022

Adam Paluka

Chief Public Affairs Officer

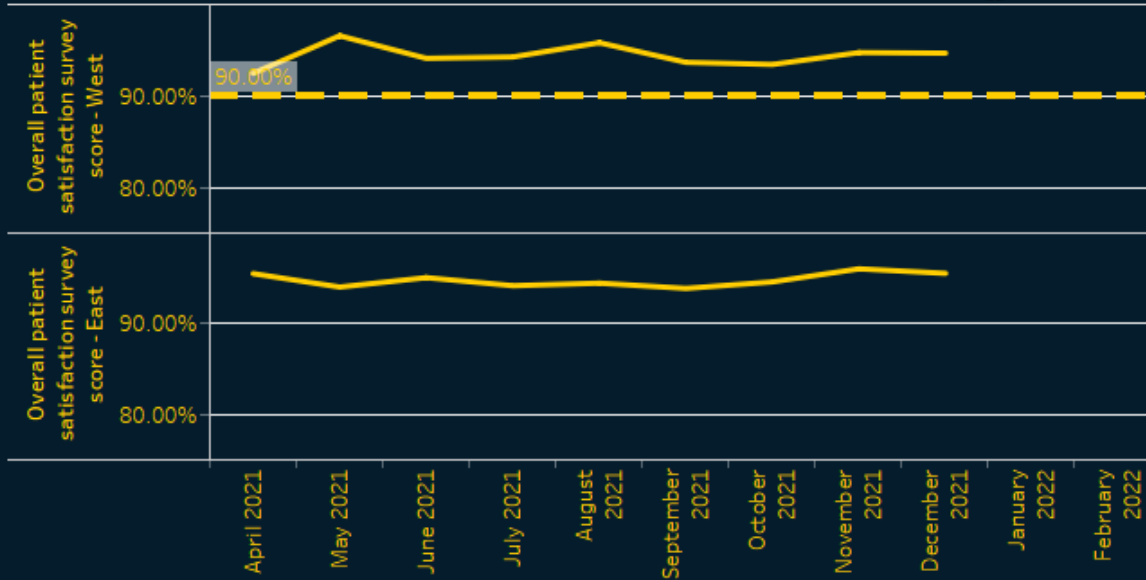


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

Key Performance Indicator Dashboard

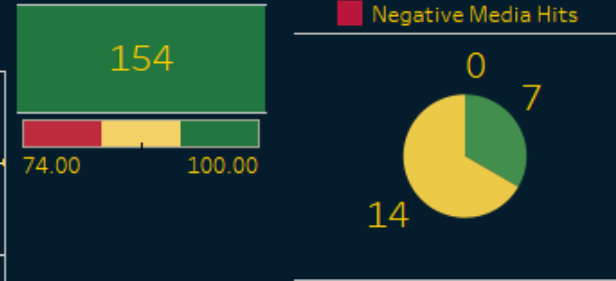


Overall patient satisfaction survey scores



Media Hits

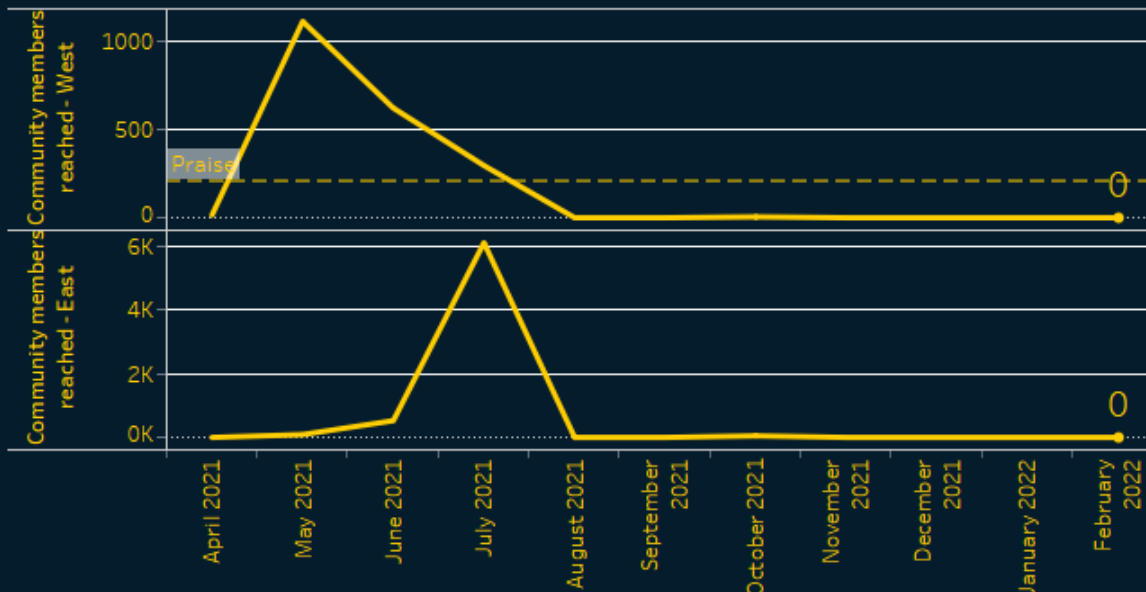
February 2022



Website and Social Media Performance

	February 2022	12 Month Average
Website visits	10,076	16,782
Social media impressions	68,746	113,164

Community Outreach



Technology

	February 2022	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	00:28:00	00:33:18
Sum of Lost unit hours due to IT issues - West	01:14:00	00:54:09