

Key Performance Indicators

March 2022

Adam Paluka

Chief Public Affairs Officer

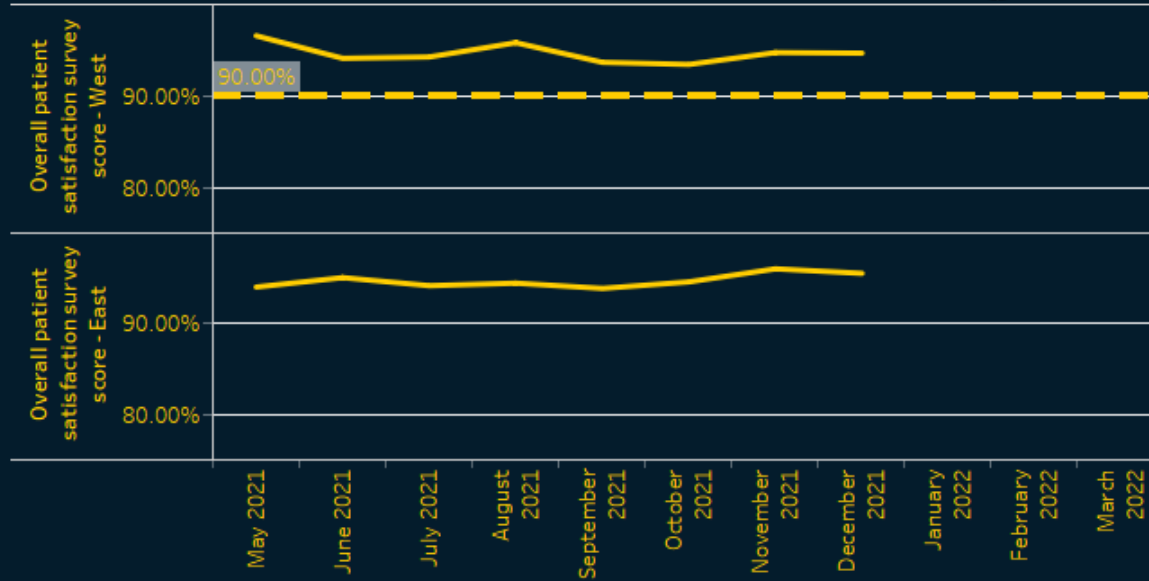


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

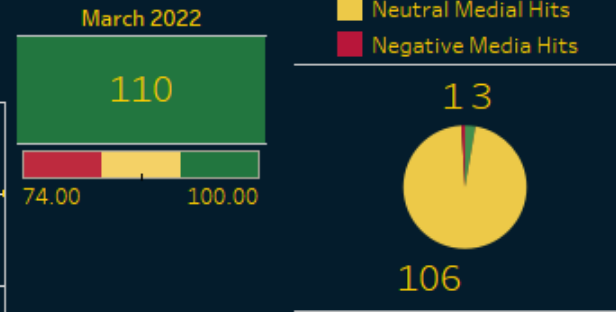
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



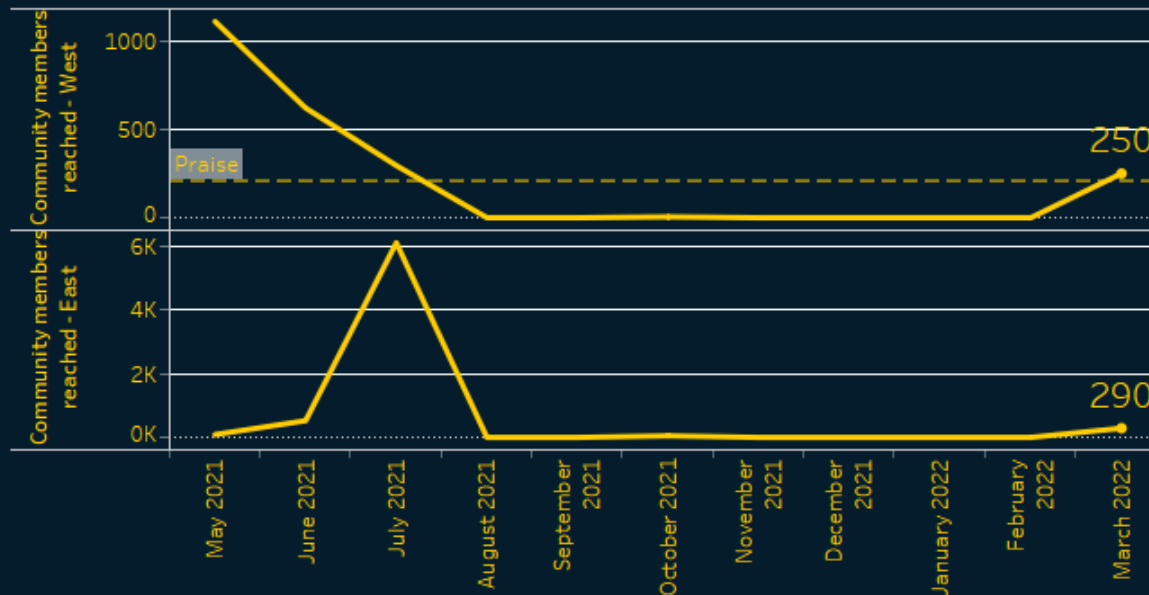
Media Hits



Website and Social Media Performance

	March 2022	12 Month Average
Website visits	17,046	17,115
Social media impressions	45,997	114,920

Community Outreach



Technology

	March 2022	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	00:00:00	00:29:06
Sum of Lost unit hours due to IT issues - West	00:25:00	00:39:09