

Key Performance Indicators August 2022

Adam Paluka

Chief Public Affairs Officer

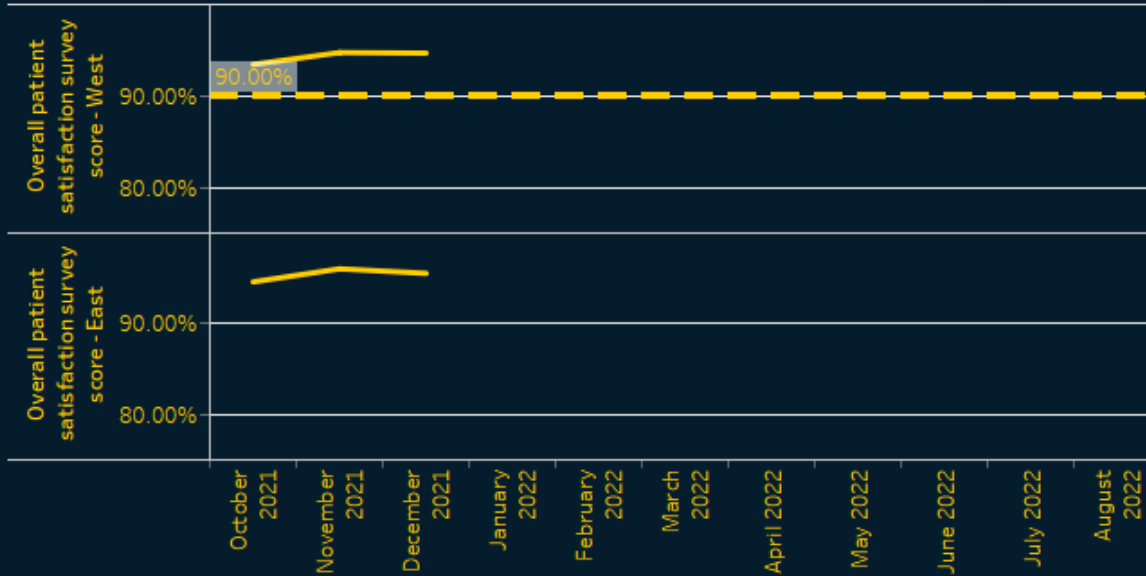


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

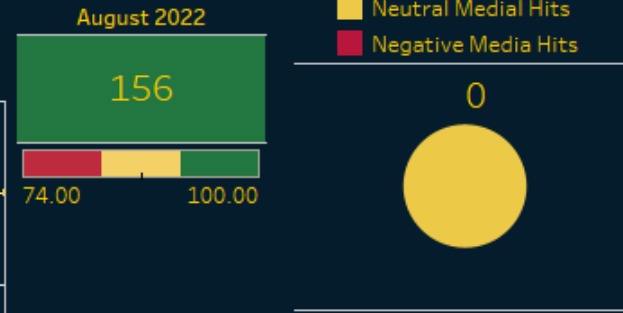
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



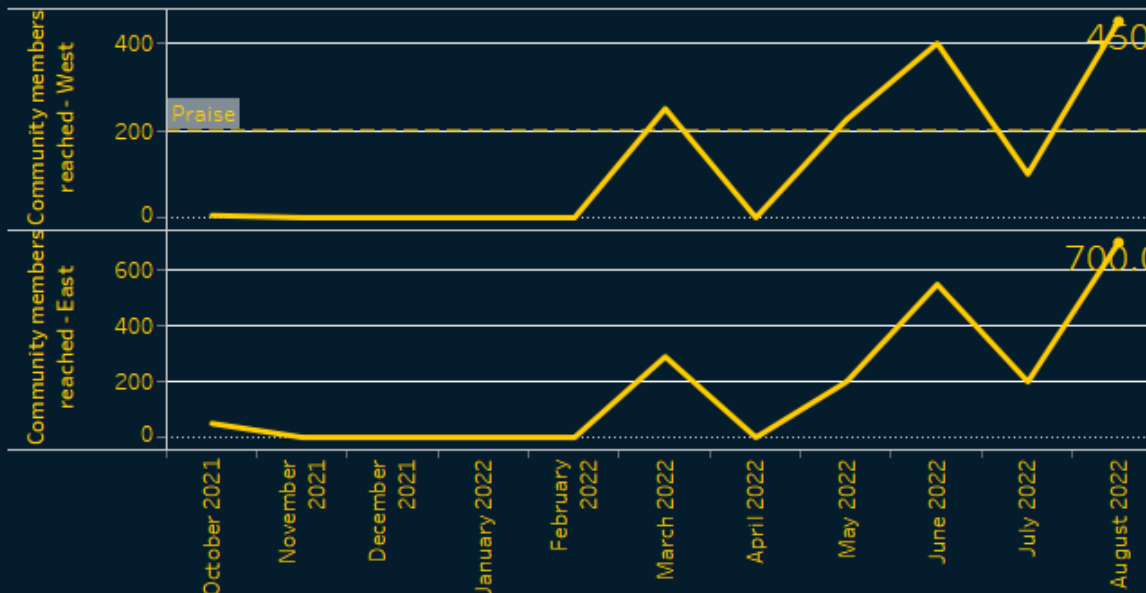
Media Hits



Website and Social Media Performance

	August 2022	12 Month Average
Website visits	12,556	12,984
Social media impressions	215,873	52,582

Community Outreach



Technology

	August 2022	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	00:23:44
Sum of Lost unit hours due to IT issues - West	00:55:00	00:33:16