

Key Performance Indicators January 2023

Adam Paluka

Chief Public Affairs Officer

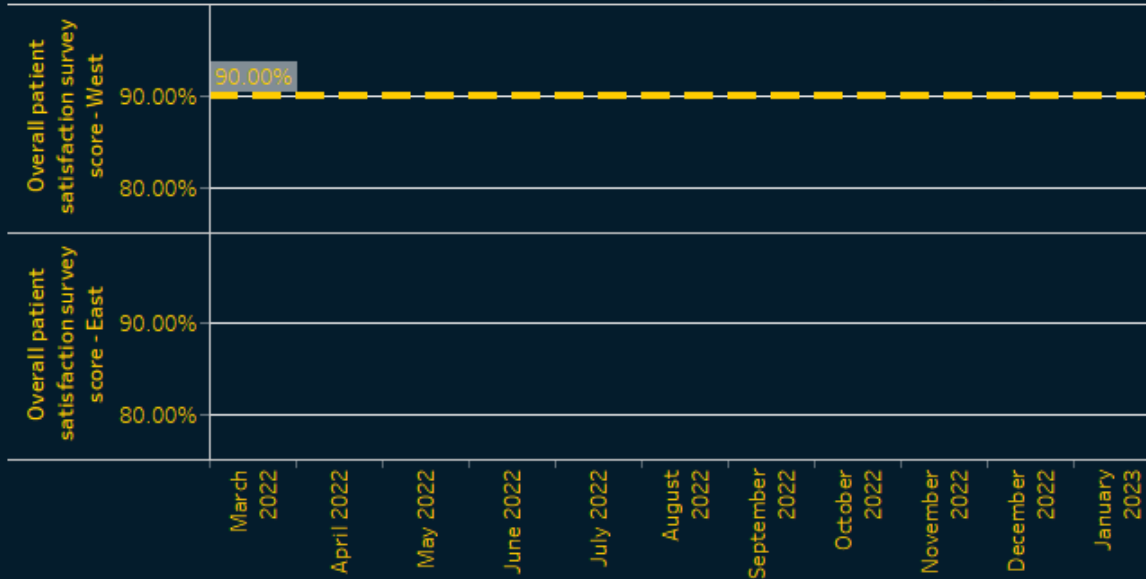


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

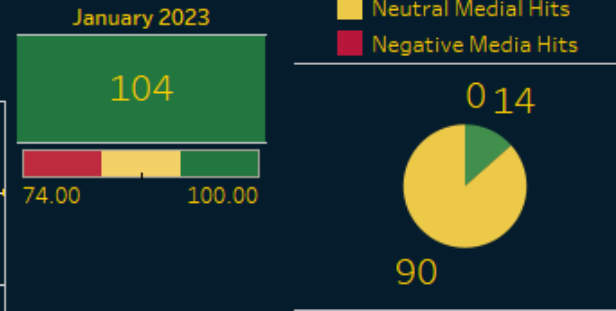
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



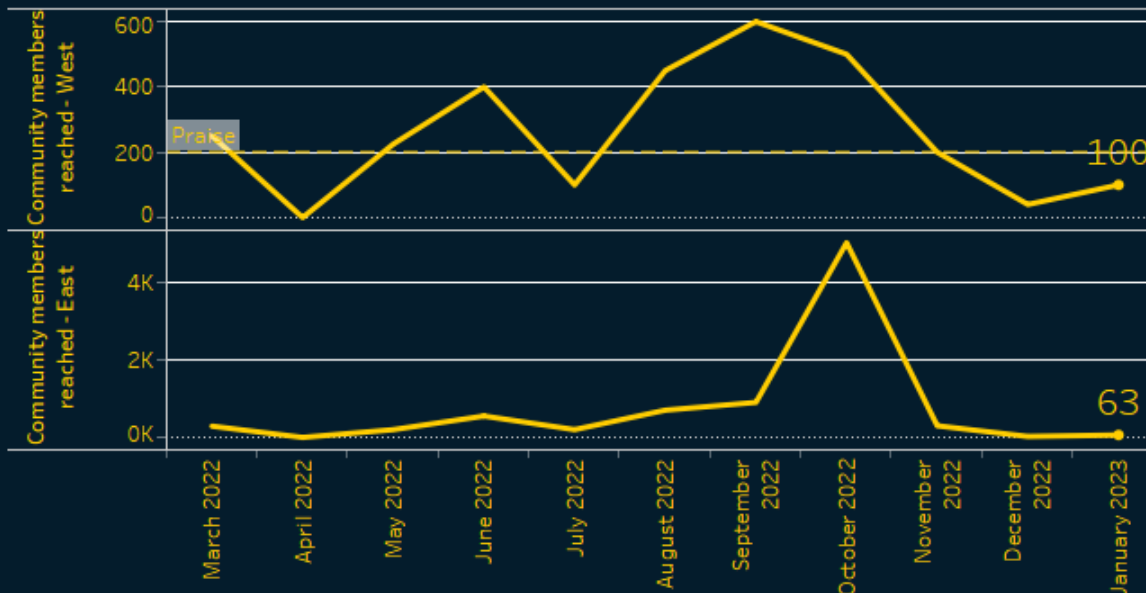
Media Hits



Website and Social Media Performance

	January 2023	12 Month Average
Website visits	10,043	11,537
Social media impressions	39,855	73,417

Community Outreach



Technology

	January 2023	12 Month Average
Critical system downtime during working hours*	1	0.09
Sum of Lost unit hours due to IT issues - East	00:53:00	00:27:22
Sum of Lost unit hours due to IT issues - West	01:06:00	00:49:27