

EMSA



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

Key Performance Indicators February 2023

Adam Paluka

Chief Public Affairs Officer

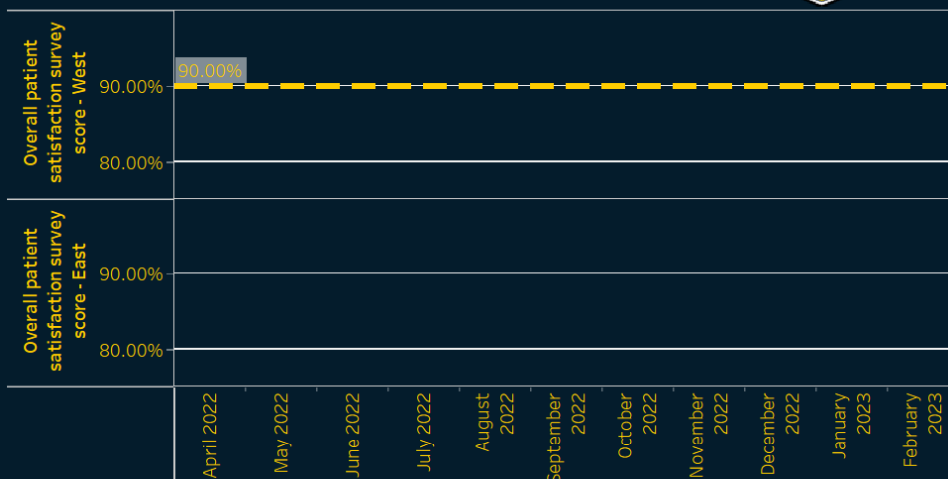


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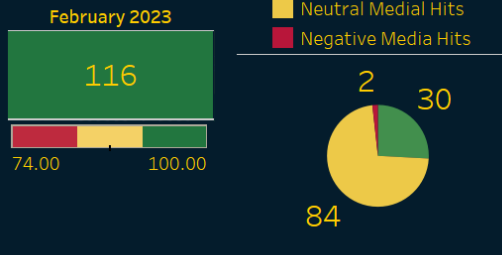
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



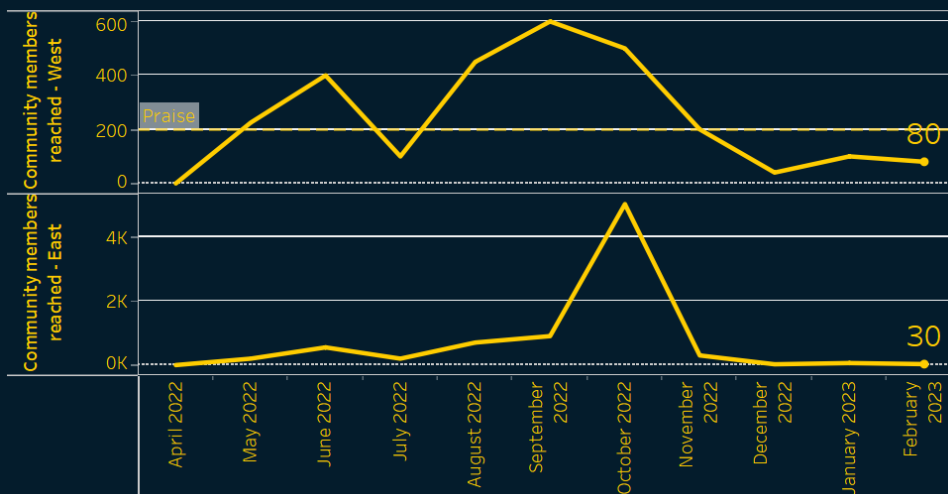
Media Hits



Website and Social Media Performance

	February 2023	12 Month Average
Website visits	8,301	10,742
Social media impressions	238,532	90,920

Community Outreach



Technology

	February 2023	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	00:03:00	00:27:38
Sum of Lost unit hours due to IT issues - West	00:16:00	00:48:38