

Key Performance Indicators March 2023

Adam Paluka

Chief Public Affairs Officer

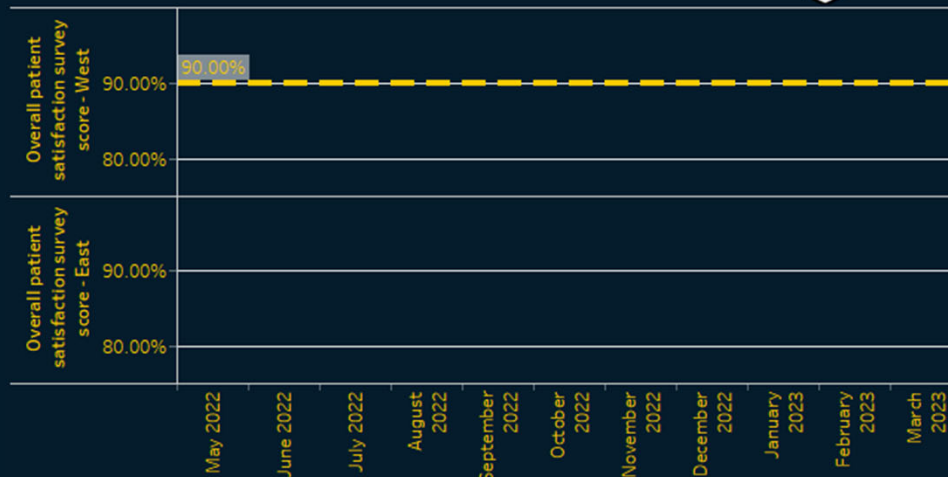


“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

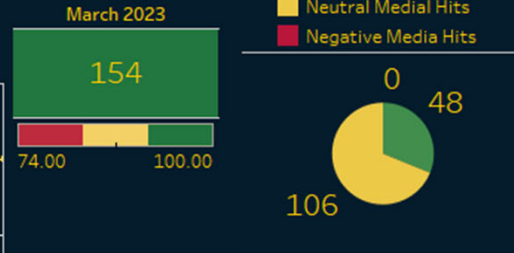
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



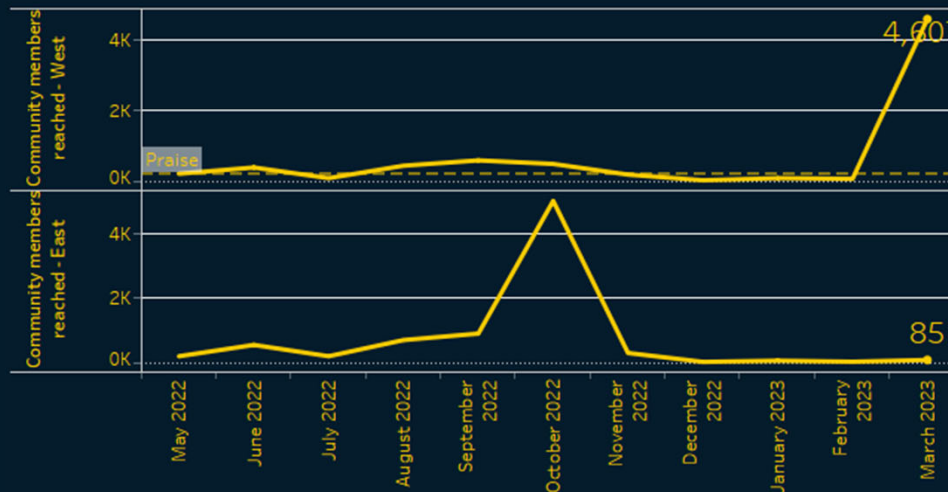
Media Hits



Website and Social Media Performance

	March 2023	12 Month Average
Website visits	14,529	10,834
Social media impressions	328,402	118,798

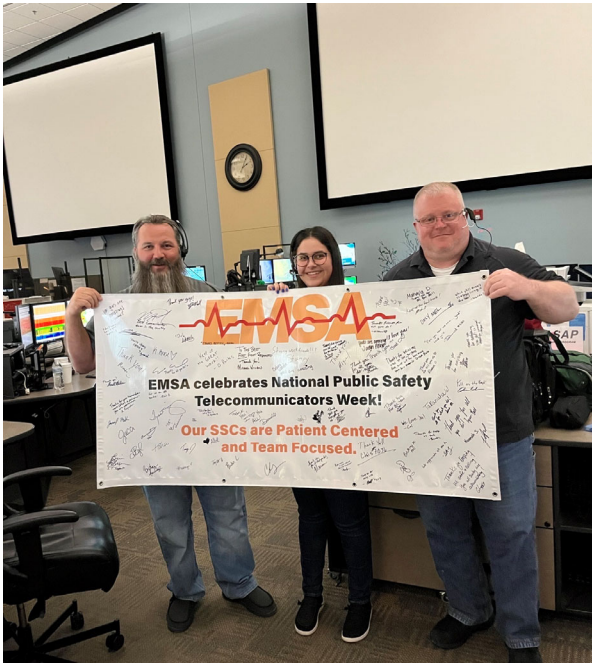
Community Outreach



Technology

	March 2023	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	00:17:00	00:27:33
Sum of Lost unit hours due to IT issues - West	01:54:00	00:59:00

EMSA



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

President's Commentary

Johna Easley

President & CEO



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