

EMSA



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

Key Performance Indicators

April 2023

Adam Paluka

Chief Public Affairs Officer

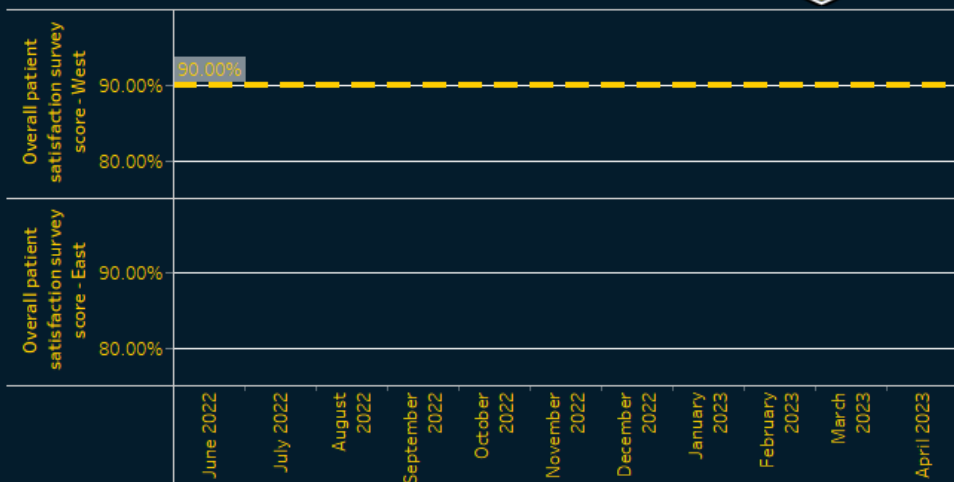


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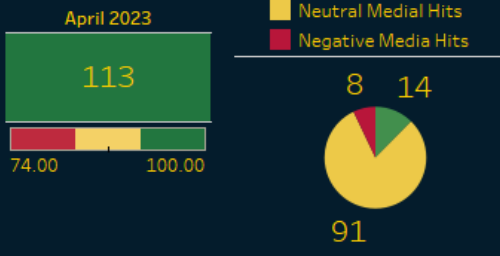
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



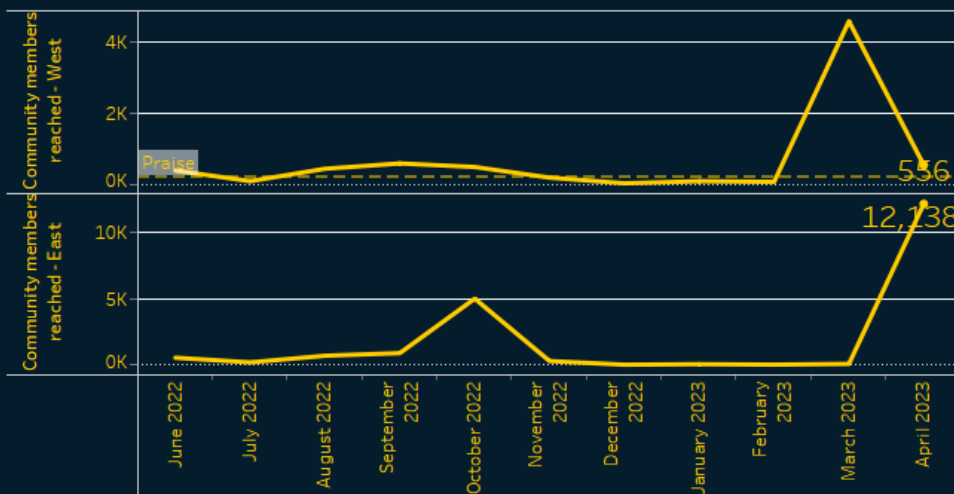
Media Hits



Website and Social Media Performance

	April 2023	12 Month Average
Website visits	13,963	10,776
Social media impressions	338,762	144,716

Community Outreach



Technology

	April 2023	12 Month Average
Critical system downtime during working hours*	1	0.18
Sum of Lost unit hours due to IT issues - East	01:24:00	00:34:11
Sum of Lost unit hours due to IT issues - West	01:56:00	01:05:38

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