

EMSA



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

Key Performance Indicators May 2023

Adam Paluka

Chief Public Affairs Officer

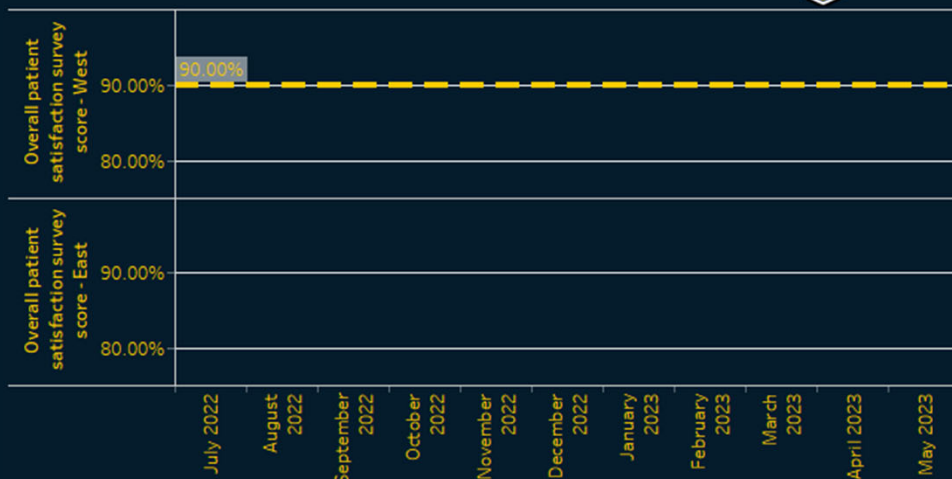


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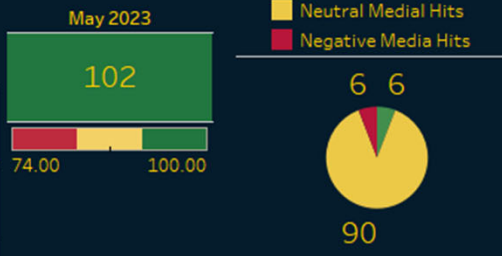
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



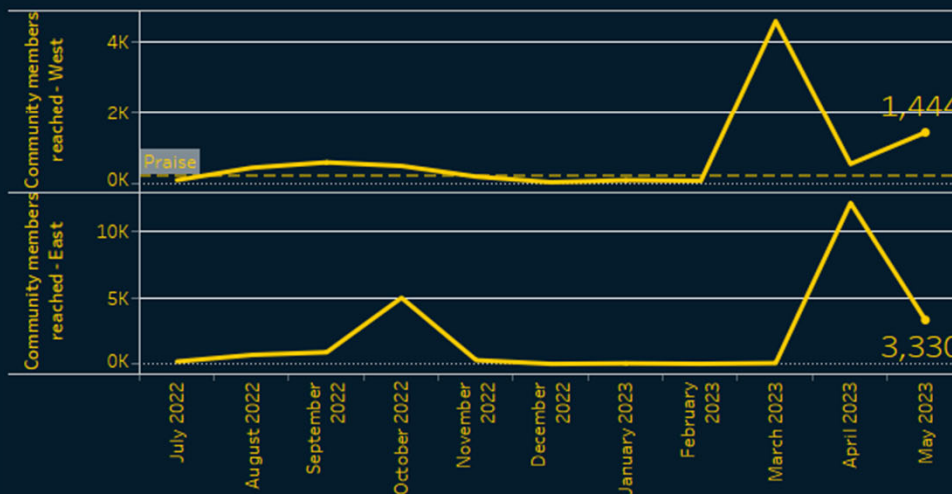
Media Hits



Website and Social Media Performance

	May 2023	12 Month Average
Website visits	10,353	10,697
Social media impressions	399,201	176,286

Community Outreach



Technology

	May 2023	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	03:48:00	00:51:16
Sum of Lost unit hours due to IT issues - West	03:20:00	01:18:38

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