

EMSA



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

Key Performance Indicators June 2023

Adam Paluka

Chief Public Affairs Officer

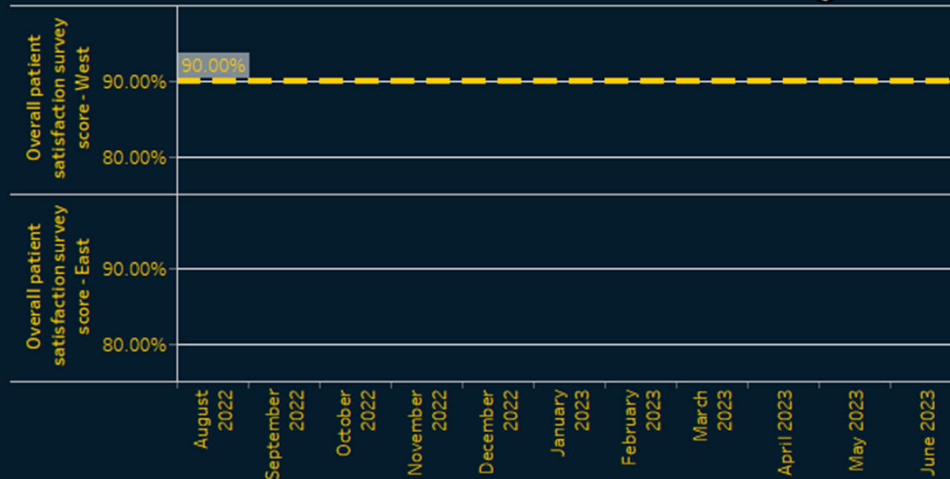


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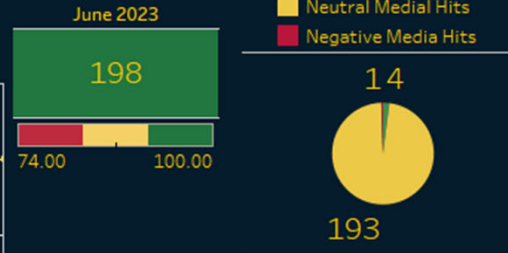
Key Performance Indicator Dashboard



Overall patient satisfaction survey scores



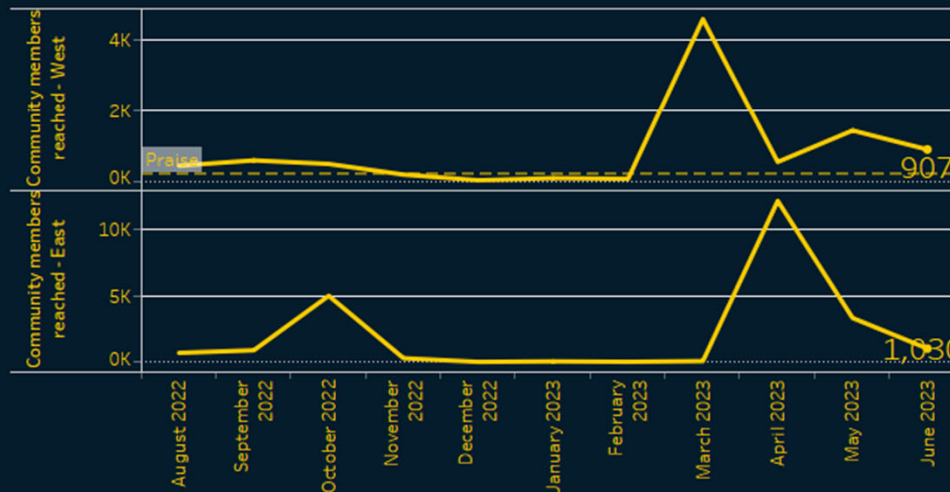
Media Hits



Website and Social Media Performance

	June 2023	12 Month Average
Website visits	10,411	10,688
Social media impressions	413,982	211,548

Community Outreach



Technology

	June 2023	12 Month Average
Critical system downtime during working hours*	0	0.18
Sum of Lost unit hours due to IT issues - East	00:34:00	00:47:49
Sum of Lost unit hours due to IT issues - West	02:08:36	01:30:20

JCO Needs Updated

Jenkins, Christopher, 2023-07-15T01:01:01.149

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