

| Category | Indicator | Dec. 14 | | Range Key | |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------|---------|------------------|----------------|----------------|
| Financials - numbers not reported for July | | | Celebrate | Monitor | Act Now |
| | Cash on hand vs. budget | | > budget | < 1-10% | < 10%+ |
| | Operating expenses vs. budget | | < budget | > 1-5% | > 5%+ |
| | Past due (120+) receivables vs. prior year | >30% | < prior yr | > 1-5% | > 5%+ |
| | Patient receipts vs. budget | | > budget | < 1-5% | < 5%+ |
| | Emergency transports vs. budget | <2.5% | > budget | < 1-5% | < 5%+ |
| Patient Financials | | | Celebrate | Monitor | Act Now |
| Coding productivity | | | | | |
| | Avg. # of new claims billed per day | 452 | > 525 | 549-525 | < 525 |
| Pre-verifying productivity | | | | | |
| | Avg. # of new claims worked per day | 531 | > 569 | 569-545 | < 545 |
| Overall productivity** | | | | | |
| | Avg. days to bill* | 12 | < 11 | 11-14 | > 14 |
| <i>** Must be reported several months behind to calculate data</i> | | | | | |
| <i>*This might change as we take on the RTA process</i> | | | | | |
| Patient Satisfaction | | | Celebrate | Monitor | Act Now |
| | Overall quality of care survey score - East* | 87.16% | > 92% | 92% | <92% |
| | Overall quality of care survey score - West* | 90.63% | > 92% | 92% | <92% |
| | *Dec 2014 | | | | |
| <i>*Percent very good score for the last full calendar quarter (current number is for Dec 2014 only)</i> | | | | | |
| Board/Governance | | | Celebrate | Monitor | Act Now |
| | Attendance at board meetings | | | | |
| | Quorum at board meetings | | | | |
| | Board effectiveness (from survey) | | | | |
| Technology | | | Celebrate | Monitor | Act Now |
| | Lost unit hours due to IT issues - East | 3:45 | <12 hrs | 13-24 hrs | >24 hrs |
| | Lost unit hours due to IT issues - West | 6:52 | <12 hrs | 13-24 hrs | >24 hrs |
| | Critical system downtime during working hours* | 1** | 0 | 0 | > 0 |
| <i>** This was a planned outage due to the upgrade that is in progress.</i> | | | | | |
| <i>*CAD is 24/7, Billing is M-F 7a-7p</i> | | | | | |
| Marketing/Communications/EMSAcare | | | Celebrate | Monitor | Act Now |
| Public engagement | | | | | |
| | Media hits | 131 | > 175 | 125-175 | < 125 |
| | Website visits | 8,622 | > 10000 | 7000-10000 | < 7000 |
| | Social media fans (increase over previous month) | 82 | > 75 | 50-75 | < 50 |
| | Community events - East | 14 | > 10 | 8-10 | < 8 |
| | Community events - West | 13 | > 10 | 8-10 | < 8 |
| Civic engagement | | | | | |
| | Newsletters/meetings (beneficiary cities) | 10 | > 8 | 3-8 | < 3 |
| | Newsletters/meetings (non-ben cities) | 3 | > 1 | 1 | < 1 |
| EMSAcare | | | | | |
| | Utility program EMSAcare subscribers-Tulsa (Oct. '14) | 83.15% | | | |
| | Utility program EMSAcare subscribers-OKC (Oct. '14) | 74.6% | | | |