

Category	Indicator	Feb-15		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	>11%	< prior yr	> 1-5%	> 5%+	
	Patient receipts vs. budget		> budget	< 1-5%	< 5%+	
	Emergency transports vs. budget	<1.3%	> budget	< 1-5%	< 5%+	
Patient Financials				Celebrate	Monitor	Act Now
Coding productivity						
	Avg. # of new claims billed per day	562	> 525	549-525	< 525	
Pre-verifying productivity						
	Avg. # of new claims worked per day	585	> 569	569-545	< 545	
Overall productivity**						
	Avg. days to bill*	8	< 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%	> 92%	92%	<92%	
	Overall quality of care survey score - West*	91%	> 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	2:00	<12 hrs	13-24 hrs	>24 hrs	
	Lost unit hours due to IT issues - West	10:48	<12 hrs	13-24 hrs	>24 hrs	
	Critical system downtime during working hours*	0	0	0	> 0	
<i>*CAD is 24/7, Billing is M-F 7a-7p</i>						
Marketing/Communications/EMSAcare				Celebrate	Monitor	Act Now
Public engagement						
	Media hits	187	> 175	125-175	< 125	
	Website visits	9,240	> 10000	7000-10000	< 7000	
	Social media fans (increase over previous month)*	-101	> 75	50-75	< 50	
	Community events - East	11	> 10	8-10	< 8	
	Community events - West	10	> 10	8-10	< 8	
<i>*This is due to Facebook removing all fans that are not active pages.</i>						
Civic engagement						
	Newsletters/meetings (beneficiary cities)	19	> 8	3-8	< 3	
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1	
EMSAcare						
	Utility program EMSAcare subscribers-Tulsa (Oct. '14)	83.15%				
	Utility program EMSAcare subscribers-OKC (Oct. '14)	74.6%				