

| Category  | Indicator   | May-15 |                  | Range Key      |                |
|---|---|--------|------------------|----------------|----------------|
| <b>Financials</b>   |   |        | <b>Celebrate</b> | <b>Monitor</b> | <b>Act Now</b> |
|   | Cash on hand vs. budget                               |        | > budget         | < 1-10%        | < 10%+         |
|   | Operating expenses vs. budget                         |        | < budget         | > 1-5%         | > 5%+          |
|   | Past due (120+) receivables vs. prior year            |        | < prior yr       | > 1-5%         | > 5%+          |
|   | Patient receipts vs. budget                           |        | > budget         | < 1-5%         | < 5%+          |
|   | Emergency transports vs. budget                       | <1%    | > budget         | < 1-5%         | < 5%+          |
| <b>Patient Financials</b>   |   |        | <b>Celebrate</b> | <b>Monitor</b> | <b>Act Now</b> |
|   | <b>Coding productivity</b>                            |        |                  |                |                |
|   | Avg. # of new claims billed per day                   | 595    | > 525            | 549-525        | < 525          |
|   | <b>Pre-verifying productivity</b>                     |        |                  |                |                |
|   | Avg. # of new claims worked per day                   | 562    | > 569            | 569-545        | < 545          |
|   | <b>Overall productivity**</b>                         |        |                  |                |                |
|   | Avg. days to bill*                                    | 10     | < 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>   |   |        |                  |                |                |
| <b>Patient Satisfaction</b>   |   |        | <b>Celebrate</b> | <b>Monitor</b> | <b>Act Now</b> |
|   | Overall quality of care survey score - East*          | 84%    | > 92%            | 92%            | <92%           |
|   | Overall quality of care survey score - West*          | 90%    | > 92%            | 92%            | <92%           |
| <i>*Percent very good score for the last full calendar quarter (current is Jan-Mar 2015)</i>  |   |        |                  |                |                |
| <b>Board/Governance</b>   |   |        | <b>Celebrate</b> | <b>Monitor</b> | <b>Act Now</b> |
|   | Attendance at board meetings                          |        |                  |                |                |
|   | Quorum at board meetings                              |        |                  |                |                |
|   | Board effectiveness (from survey)                     |        |                  |                |                |
| <b>Technology</b>   |   |        | <b>Celebrate</b> | <b>Monitor</b> | <b>Act Now</b> |
|   | Lost unit hours due to IT issues - East               | 5:30   | <12 hrs          | 13-24 hrs      | >24 hrs        |
|   | Lost unit hours due to IT issues - West**             | 11:21  | <12 hrs          | 13-24 hrs      | >24 hrs        |
|   | Critical system downtime during working hours*        | 2      | 0                | 0              | > 0            |
| <i>* Planned major system upgrade had the CAD system down for several hours and we had unscheduled downtime during a failover test that should not have, but did impact the production environment.</i> |   |        |                  |                |                |
| <b>Marketing/Communications/EMSAcare</b>  |   |        | <b>Celebrate</b> | <b>Monitor</b> | <b>Act Now</b> |
|   | <b>Public engagement</b>                              |        |                  |                |                |
|   | Media hits  | 172    | > 175            | 125-175        | < 125          |
|   | Website visits  | 13,756 | > 10000          | 7000-10000     | < 7000         |
|   | Social media fans (increase over previous month)      | 118    | > 75             | 50-75          | < 50           |
|   | Community events - East                               | 20     | > 10             | 8-10           | < 8            |
|   | Community events - West                               | 22     | > 10             | 8-10           | < 8            |
|   | <b>Civic engagement</b>                               |        |                  |                |                |
|   | Newsletters/meetings (beneficiary cities)             | 11     | > 8              | 3-8            | < 3            |
|   | Newsletters/meetings (non-ben cities)                 | 6      | > 1              | 1              | < 1            |
|   | <b>EMSAcare</b>                                       |        |                  |                |                |
|   | Utility program EMSAcare subscribers-Tulsa (Oct. '14) | 83.15% |                  |                |                |
|   | Utility program EMSAcare subscribers-OKC (Oct. '14)   | 74.6%  |                  |                |                |