

Category	Indicator	Nov-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		< prior yr	> 1-5%	> 5%+
	Patient receipts vs. budget		> budget	< 1-5%	< 5%+
	Emergency transports vs. budget		> budget	< 1-5%	< 5%+
Patient Financials			Celebrate	Monitor	Act Now
	Coding productivity				
	Avg. # of new claims billed per day	556	> 525	549-525	< 525
	Pre-verifying productivity				
	Avg. # of new claims worked per day	572	> 569	569-545	< 545
	Overall productivity**				
	Avg. days to bill*	7	< 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*	91%			
	Overall quality of care survey score - West*	88.8%			
<i>*July - Sept 2014</i>					
<i>*Percent excellent/very good score for the last full calendar quarter</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	3:28	<12 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	12:23	<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	132	> 175	125-175	< 125
	Website visits	10,130	> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	77	> 75	50-75	< 50
	Community events - East	14	> 10	8-10	< 8
	Community events - West	6	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	12	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	0	> 1	1	< 1
	EMSAcare				
	Utility program EMSAcare subscribers-Tulsa (Oct. '14)	83.15%			
	Utility program EMSAcare subscribers-OKC (Oct. '14)	74.6%			