

Category	Indicator	Mar-16	Range Key		
<b>Financials</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Cash on hand vs. budget	>10%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	=budget	< budget	> 1-5%	> 5%+
	Past due (120+) receivables vs. prior year	>3.6%	< prior yr	> 1-5%	> 5%+
	Patient receipts vs. budget	>4%	> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	=budget	> 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	578	> 549	549-525	< 525
<b>Pre-verifying productivity</b>					
	Avg. # of new claims worked per day	570	> 569	569-545	< 545
<b>Overall productivity**</b>					
	Avg. days to bill*	8	< 11	11-14	> 14
<i>** Must be reported several months behind to calculate data</i>					
<b>Patient Satisfaction</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Overall quality of care survey score - East*		> 90%	90%	<90%
	Overall quality of care survey score - West*		> 90%	90%	<90%
<i>*Top box excellent score for Jan - Mar 2016</i>					
<b>Board/Governance</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Attendance at board meetings	All compliant	All compliant	1 board member non-compliant	>1 board member non-compliant
	Quorum at board meetings	75%	>80	75%-80%	<75%
	Attendance at March board meeting	80%			
<b>Technology</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Lost unit hours due to IT issues - East	4:13	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	19:45	<13 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours	0	0	0	> 0
<b>Marketing/Communications/EMSAcare</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
<b>Public engagement</b>					
	Media hits	187	> 175	125-175	< 125
	Website visits	6,116	> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	186	> 75	50-75	< 50
	Community events - East	14	> 10	8-10	< 8
	Community events - West	11	> 10	8-10	< 8
<b>Civic engagement</b>					
	Newsletters/meetings (beneficiary cities)	14	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1
<b>EMSAcare</b>					
	Utility program EMSAcare subscribers-Tulsa (Nov.'15)	73.50%			
	Utility program EMSAcare subscribers-OKC (Nov.'15)	73.0%			