

# Key Performance Indicators

## June 2018

Category	Indicator	Jun-18		Range Key	
<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	630	>= 550	549-525	<= 524
	<b>Pre-verifying productivity</b>				
	Avg. # of new claims worked per day	588	>= 570	569-545	<= 544
	<b>Overall productivity**</b>				
	Avg. days to bill*	8	<=8	9-12	> 13
<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 satisfaction survey score - East	93.60%	> 90%	90%	<90%
	Overall satisfaction survey score - West	93.14%	> 90%	90%	<90%
<b>Technology</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Lost unit hours due to IT issues - East	11:50	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	4:21	<13 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours	1	0	0	> 0
<b>Marketing/Communications/EMSAcare</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	<b>Public engagement</b>				
	Media hits	328	> 175	125-175	< 125
	Website visits	19888	> 10000	7000-10000	< 7000
	Social Media Impressions	29000	> 10000	7,000 - 10,000	< 7000
	Community events - East	17	> 10	8-10	< 8
	Community events - West	14	> 10	8-10	< 8
	<b>Civic engagement</b>				
	Newsletters/meetings (beneficiary cities)	10	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	2	> 1	1	< 1
	<b>EMSAcare</b>				
	Utility EMSAcare subscribers-Tulsa (Oct.'17)	79.30%%			
	Utility EMSAcare subscribers-OKC (Oct.'17)	72.00%%			