Key Performance Indicators
December 2020

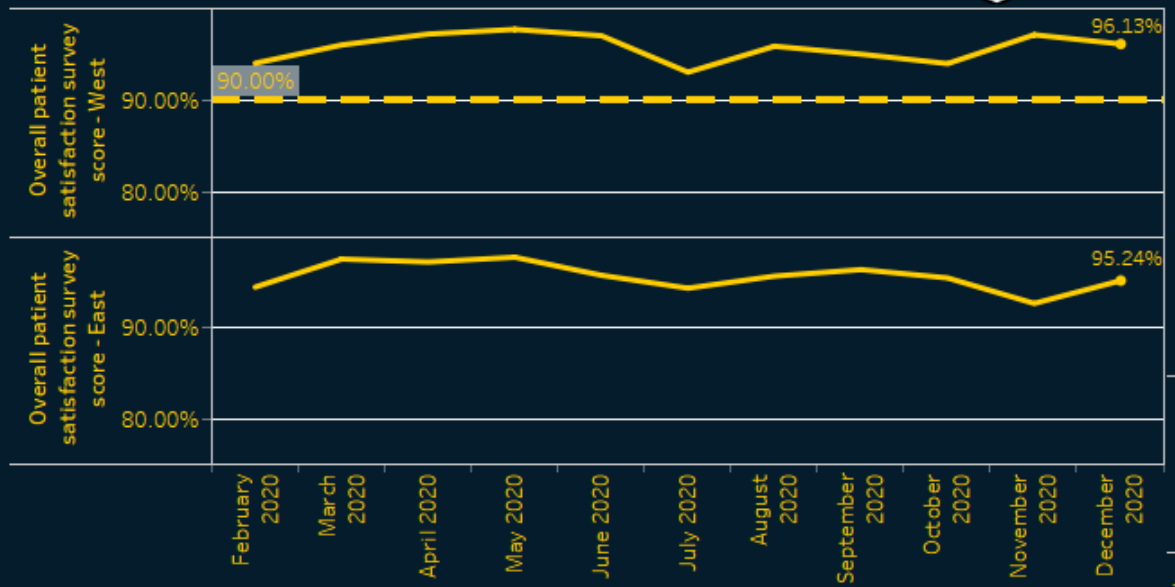
Adam Paluka

Chief Public Affairs Officer

"To serve our communities' pre-hospital needs through value-driven, compassionate, and clinically superior care."

Key Performance Indicator Dashboard

Overall patient satisfaction survey scores



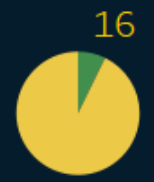
Media Hits

December 2020

221

74.00 100.00

Type of Media Hit
- Positive Media Hits
- Neutral Medial Hits
- Negative Media Hits

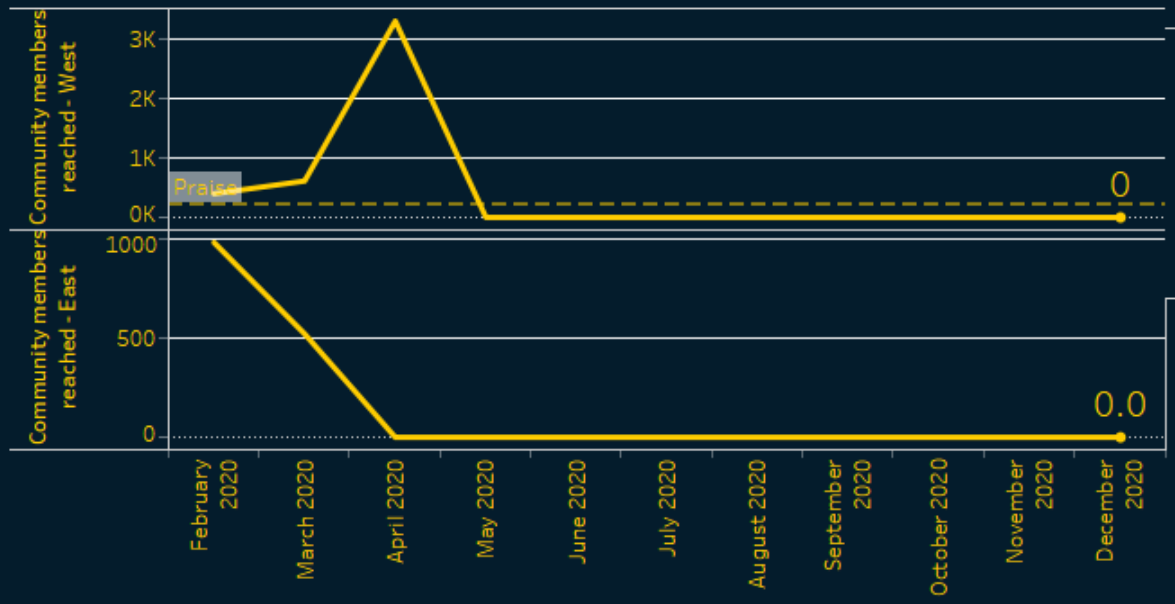


Website and Social Media Performance

7,000 10,000

	December 2020	12 Month Average
Website visits	10,940	21,074
Social media impressions	66,899	52,253

Community Outreach



Technology

	December 2020	12 Month Average
Critical system downtime during working hours*	0	0.09
Sum of Lost unit hours due to IT issues - East	00:00:00	01:03:55
Sum of Lost unit hours due to IT issues - West	00:04:00	00:46:59

Utility EMSACare Subcribers

	December 2020
Utility EMSACare subscribers-Tulsa (SEPT. 20)	77.45%
Utility EMSACare subscribers-OKC (OCT. 20)	69.30%