

Category	Indicator	Dec-16	Range Key		
<b>Financials</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Cash on hand vs. budget	>2%	> budget	< 1-10%	< 10%+
	Operating expenses vs. budget	>4%	< budget	> 1-5%	> 5%+
	Patient receipts vs. budget	>4%	> 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	581	> 549	549-525	< 525
	<b>Pre-verifying productivity</b>				
	Avg. # of new claims worked per day	610	> 569	569-545	< 545
	<b>Overall productivity**</b>				
	Avg. days to bill*	11	< 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 satisfaction survey score - East*	91.75%	> 90%	90%	<90%
	Overall satisfaction survey score - West*	91.69%	> 90%	90%	<90%
<i>*Top box excellent score for Oct - Dec 2016</i>					
<b>Technology</b>			<b>Celebrate</b>	<b>Monitor</b>	<b>Act Now</b>
	Lost unit hours due to IT issues - East	8:30	<13 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	17:08	<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	123	> 175	125-175	< 125
	Website visits	12,340	> 10000	7000-10000	< 7000
	Social media fans (increase over previous month)	98	> 75	50-75	< 50
	Community events - East	6	> 10	8-10	< 8
	Community events - West	5	> 10	8-10	< 8
	<b>Civic engagement</b>				
	Newsletters/meetings (beneficiary cities)	14	> 8	3-8	< 3
	Newsletters/meetings (non-ben cities)	3	> 1	1	< 1
	<b>EMSAcare</b>				
	Utility program EMSAcare subscribers-Tulsa (Oct.'16)	80.37%			
	Utility program EMSAcare subscribers-OKC (Oct.'16)	72.7%			