Category	Indicator	Mar-14	Range Key		
Financials			**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	>3.2%	< prior yr	> 1-5%	> 5%+
	Patient receipts vs. budget		> budget	< 1-5%	< 5%+
	Emergency transports vs. budget	<3%	> budget	< 1-5%	< 5%+
Patient Financials			**Celebrate**	**Monitor**	**Act Now**
	Coding productivity				
	Avg. # of new claims billed per day	587	> 525	549-525	< 525
	Pre-verifying productivity				
	Avg. # of new claims worked per day	616	> 569	569-545	< 545
	Overall productivity				
	Avg. days to obtain run tickets	10	< 8	8-10	> 10
	Avg. days from obtaining run ticket to dropping claim	1	< 4	4-5	> 5
	Avg. days to bill*	11	< 11	11-14	> 14
*This might change as we take on the RTA process					
Patient Satisfaction			**Celebrate**	**Monitor**	**Act Now**
	Overall quality of care survey score - East*	90%			
	Overall quality of care survey score - West*	93.9%			
*Percent excellent/very good score for the last full calendar quarter					
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	9:57	<12 hrs	13-24 hrs	>24 hrs
	Lost unit hours due to IT issues - West	14:54	<12 hrs	13-24 hrs	>24 hrs
	Critical system downtime during working hours*	0	0	0	> 0
*CAD is 24/7, Billing is M-F 7a-7p					
Marketing/Communications/TotalCare			**Celebrate**	**Monitor**	**Act Now**
	Public engagement				
	Media hits	277	> 175	125-175	< 125
	Website visits	9162	> 10000	7000-10000	< 7000
	Social media fans	6593	> 2%	2%	< 2%
	Community events - East	10	> 10	8-10	< 8
	Community events - West	10	> 10	8-10	< 8
	Civic engagement				
	Newsletters/meetings (beneficiary cities)	2	> 3	2-3	< 2
	Newsletters/meetings (non-ben cities)	1	> 1	1	< 1
	TotalCare				
	Utility program TotalCare subscribers-Tulsa (Aug. 1)	86.14%			
	Utility program TotalCare subscribers-OKC (Nov. 1)	76.4%			