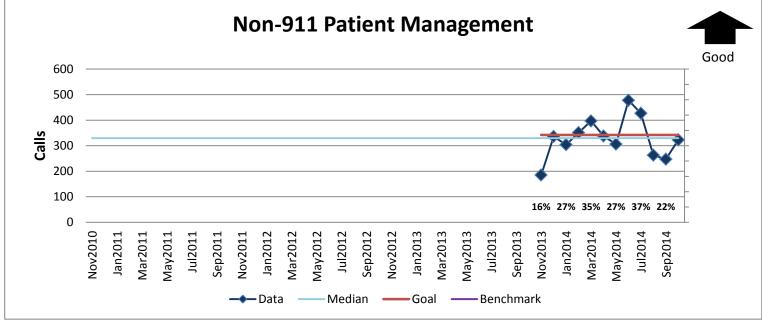
Non-911 Patient Management **Emergency Medical Services**

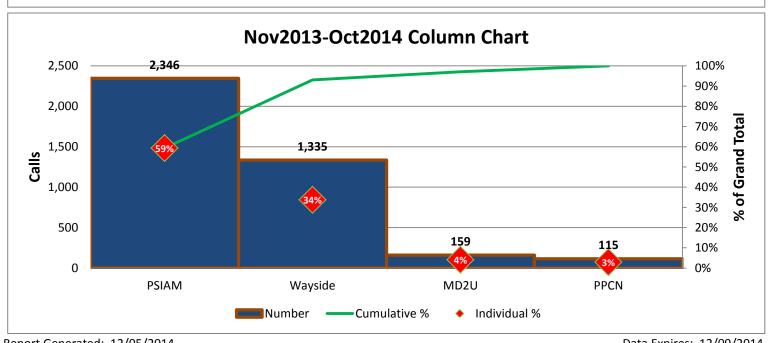


KPI Owner: Kristen Miller Process: Patient Management

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary | | | | |
|--|------------------------|--|--|--|--|--|
| Baseline: N/A | Data Source: Internal | Plan-Do-Check-Act Step 8: Monitor and diagnose | | | | |
| 911 EMS system from 2012 to 2015 and 50% of low severity calls by 2017. Programs include PSIAM, PPCN, MD2U, Wayside. | Data Tracking | Measurement Method: Count of low severity calls redirected to alternative | | | | |
| | Plan/Ricomberg | care program. Low severity calls baseline is 1140.75 calls per month (12 | | | | |
| | | month average). Why Measure: Navigate patients to most appropriate level of care in order | | | | |
| | Dan ahmaank Carmaa N/A | to better utilize emergency resources. | | | | |
| Benchmark: N/A | Benchmark Source: N/A | Next Improvement Step: Expand medical outreach by placing Nurse practioners in new facilities. | | | | |
| Hara A a Wa Data 2 | | | | | | |

| How Are We Doing? | | | | | | | |
|----------------------------------|------------------------------------|-----|--------------|----------------|----|--|--|
| Nov2013-Oct2014 12 Month Goal | Nov2013-Oct2014 12 Month Actual | | Oct2014 Goal | Oct2014 Actual | | | |
| 4,107 | 3,955 | Jer | 342 | 323 | ZE | | |
| Calls | Calls | | Calls | Calls | | | |





Report Generated: 12/05/2014 Data Expires: 12/09/2014