

# Hospital Turnaround Emergency Medical Services



KPI Owner: Lt. Col. Jeremy Koonce

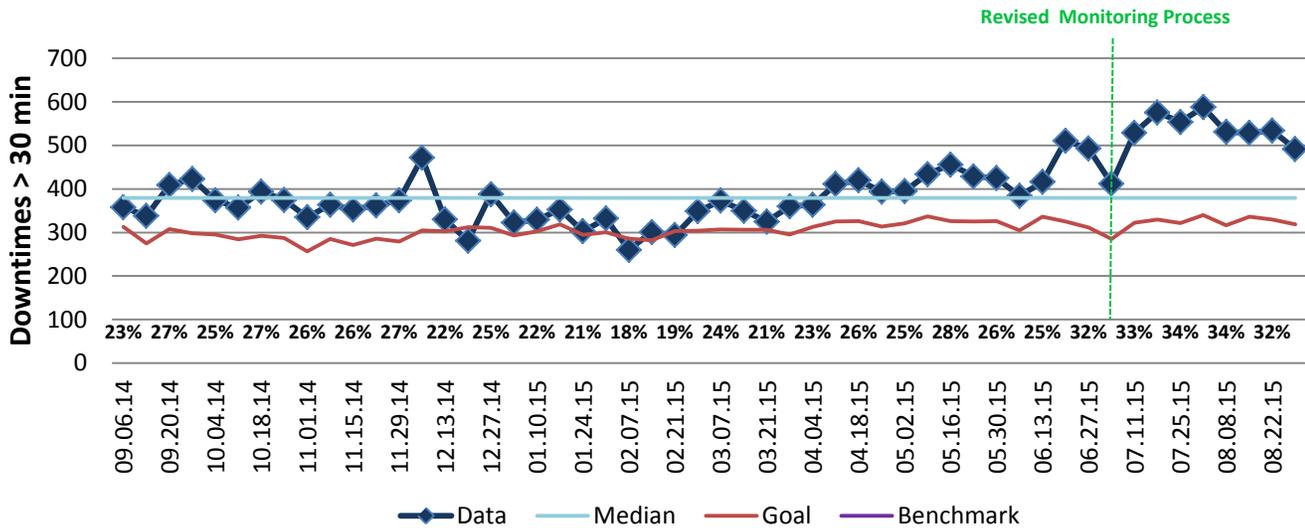
Process: Unit Availability from Hospital

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 854 avg weekly defects (3/31/2013-6/1/2013) Goal: Downtimes greater than 30 minutes not to exceed 20% of total transports  Benchmark: TBD	Data Source: Intergraph CAD data  Goal Source: LMEMS  Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: Daily reports generated to monitor and address employees who are down at hospitals over 30 minutes.  Why Measure: Increase available units, reduce response times  Next Improvement Step: Work with Operations Officers on sharing downtime data with crews. Continue open dialogue with hospitals.

### How Are We Doing?

08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Actual		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
<b>15,954</b>	<b>20,816</b>	⬇	<b>318</b>	<b>492</b>	⬇
Downtimes > 30 min	Downtimes > 30 min		Downtimes > 30 min	Downtimes > 30 min	

## Hospital Turnaround



## Aug2015 Over 30 Column Chart

