

EMS Echo Level - Hello to Hello - 720 Seconds Emergency Services



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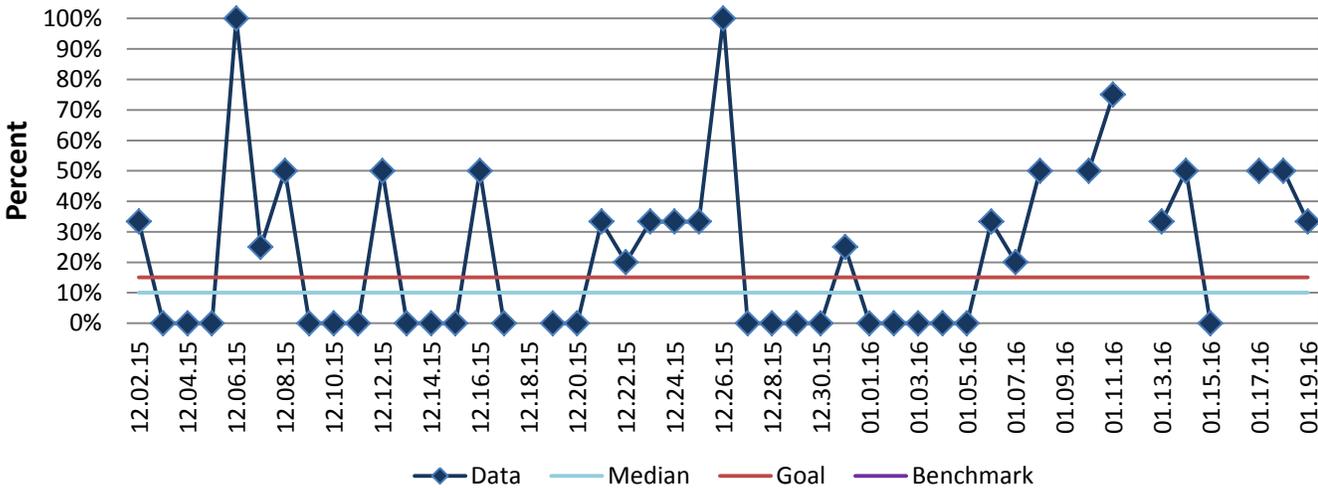
Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: July '15 - 20% defect rate Goal: No more than 15% of Echo level calls exceed 720 seconds (12 minutes) from the time a call is received until the EMS unit responds on-scene Total Opportunities: 112 Benchmark: TBD	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of Echo level runs exceeding 720 seconds from pickup to on-scene divided by total Echo level runs Why Measure: To ensure a quick response & understand system capability Next Improvement Step: Continue investigating root causes; investigate reasons that runs are station notified

How Are We Doing?

01.01.16-01.19.16 1 Month Goal	01.01.16-01.19.16 1 Month Average		01.19.16 Goal	01.19.16 Actual	
15%	27%	🚦	15%	33%	🚦
Percent	Percent		Percent	Percent	

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01.01.16-01.19.16 Column Chart

