# Medical Incidents Effective Response Force
Louisville Fire Department

LouieStat

KPI Owner: Col. Doug Recktenwald | **Process: Fire Response**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD	Data Source: Firehouse	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions
Goal: To have no more than 10% of medical incidents with an effective response time of more than 5 minutes.	Goal Source: NFPA 1710	Measurement Method: Defect rate- the number of times an effective response force was more than 5 min divided by the total number of incidents in a given week.
		Why Measure: To ensure members are efficiently reacting to calls for service, to assess proper deployment of fire companies, and to ensure citizens of a timely response to emergencies.
Benchmark: 90% of incidents with an effective response time of less than 5 min.	Benchmark Source: NFPA 1710	Next Improvement Step: Pilot short term and/or long term solutions

How Are We Doing?

01.05.16-12.31.16 12 Month Goal	01.05.16-12.31.16 12 Month Average		12.25.16-12.31.16 Goal	12.25.16-12.31.16 Actual	
10%	**29%**	🚦	**10%**	**29%**	🚦
Defect Rate	Defect Rate		Defect Rate	Defect Rate	

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Good
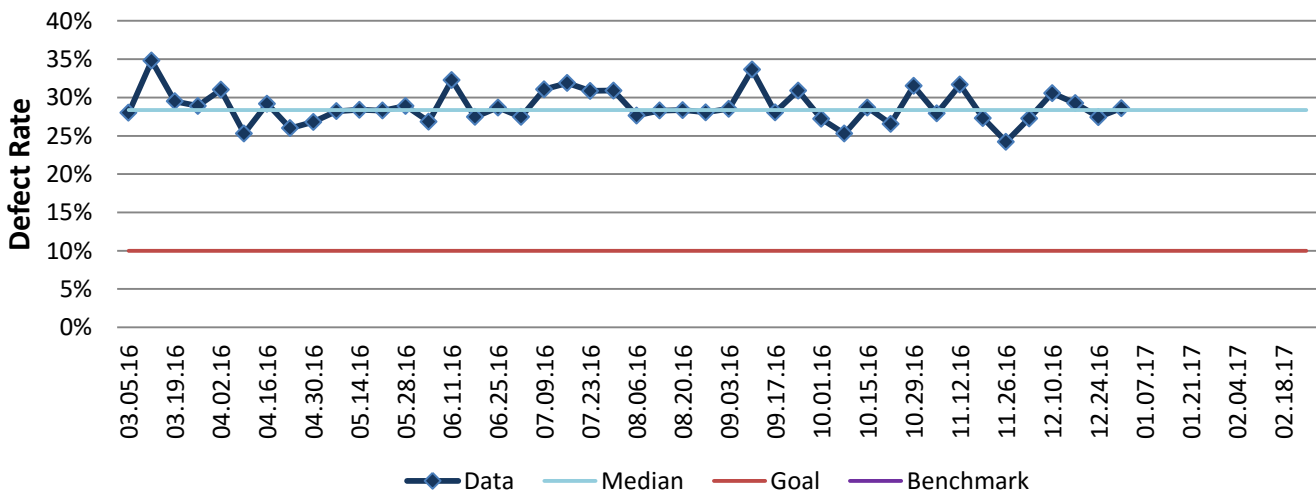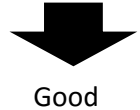
The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.