

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



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Process: 911 Communications (M) and Emergency Patient Management (H)

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jul '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 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 percentage of Echo level runs exceeding 720 seconds from pickup to on-scene divided by total Echo level runs Why Measure: To help ensure a quick response & understand system capability Next Improvement Step: Continue investigating root causes

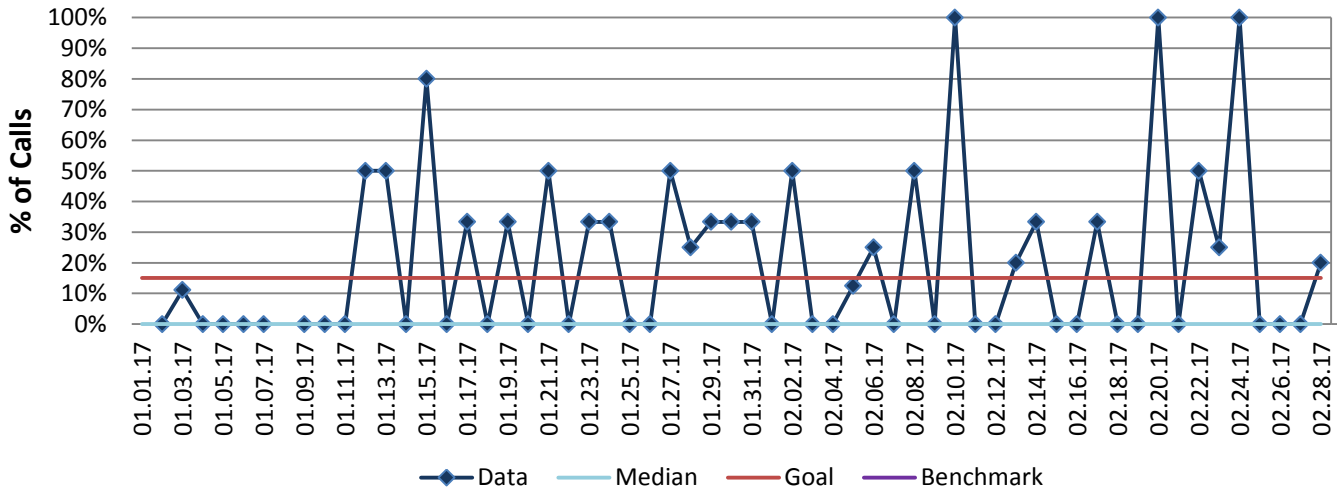
### How Are We Doing?

01.29.17-02.28.17 1 Month Goal	01.29.17-02.28.17 1 Month Total		02.28.17 Goal	02.28.17 Actual	
<b>15%</b>	<b>23%</b>		<b>15%</b>	<b>20%</b>	
% of Calls	% of Calls		% of Calls	% of Calls	

## EMS Echo Level - Hello to Hello - 720 Seconds



Good



## 01.29.17-02.28.17 Pareto Analysis

