

EMS CPR Runs - Hello to Hello - 720 Seconds Emergency Services



KPI Owner: Jody Meiman

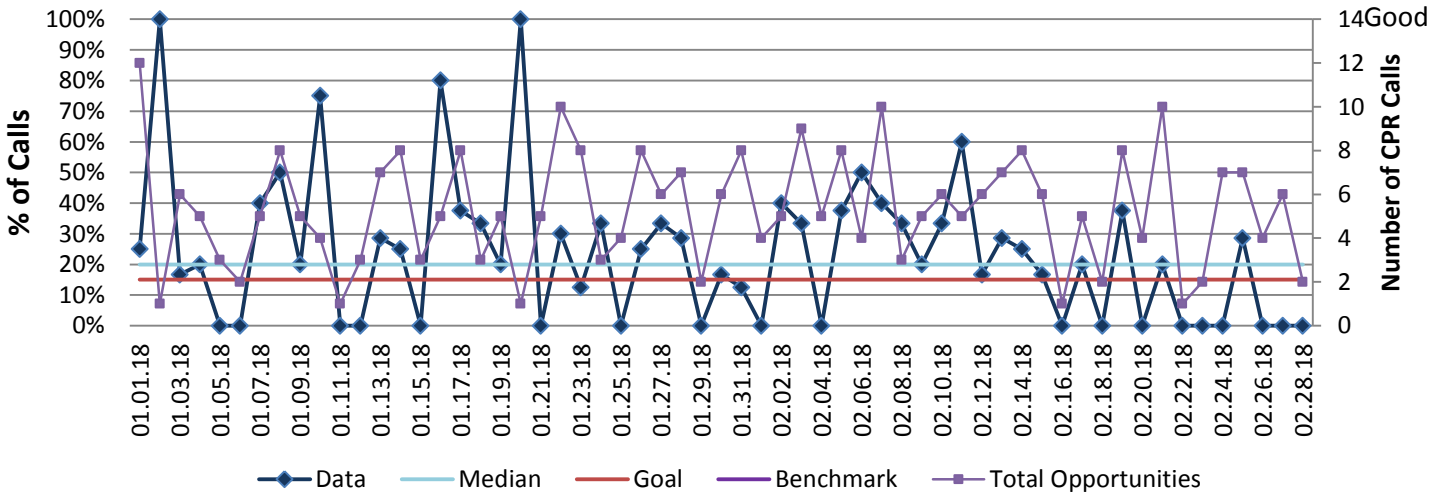
Process: 911 Communications (M) and Emergency Patient Management (H)

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jul '15 - 20% defect rate Goal: No more than 15% of CPR calls exceed 720 seconds (12 minutes from the time a call is received until the EMS unit arrives on-scene) Benchmark: 60 seconds Pickup to Dispatch	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: NFPA 1710	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 CPR runs Why Measure: Ensure a quick response & understand system capability Next Improvement Step: Continue to work through issues with PowerPhone

How Are We Doing?

02.01.18-02.28.18 1 Month Goal	02.01.18-02.28.18 1 Month Total		02.28.18 Goal	02.28.18 Actual	
15%	18%		15%	0%	
% of Calls	% of Calls		% of Calls	% of Calls	

EMS CPR Runs - Hello to Hello - 720 Seconds



Jan-Feb 2018 Pareto Analysis on Pickup to Dispatch Not Within 60 Seconds

