

Hospital Turnaround Times Not w/in 30 Minutes Emergency Services



KPI Owner: Jeremy Koonce

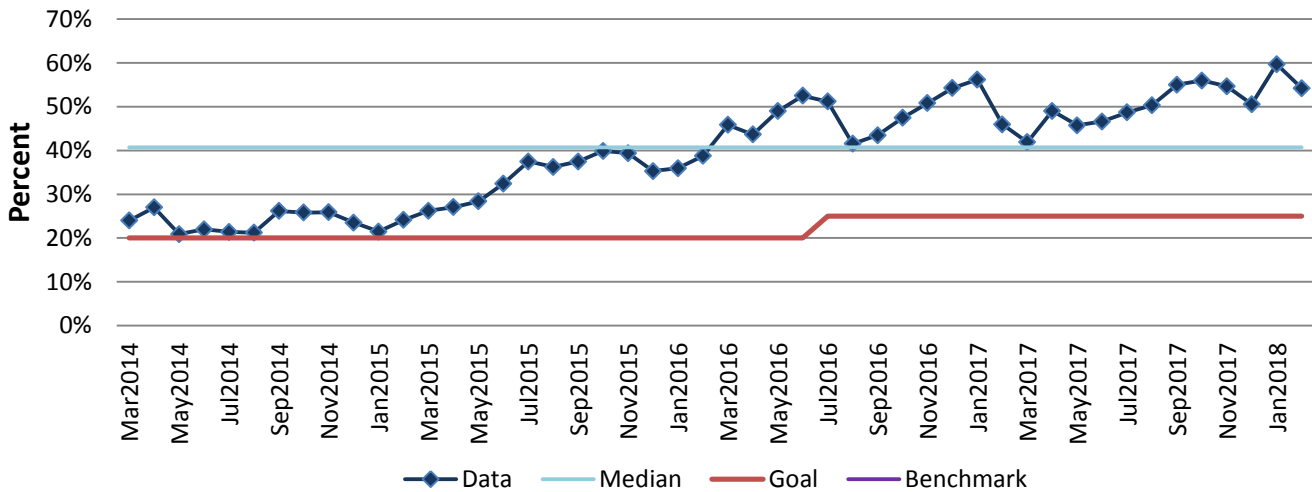
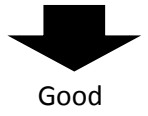
Process: Emergency Patient Management (H)

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 854 avg weekly defect (3/13 - 6/13) Goal: No more than 25% of downtimes exceed 30 minutes Benchmark: TBD	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The percent of EMS runs in which the EMS units did not clear from the hospital within 30 minutes Why Measure: Increase available units, reduce response time Next Improvement Step: Continue to work with hospitals

How Are We Doing?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Actual		Feb2018 Goal	Feb2018 Actual	
25%	51%		25%	54%	
Percent	Percent		Percent	Percent	

Hospital Turnaround Times Not w/in 30 Minutes



Jan2018-Feb2018 Column Chart

