

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: Ensure a quick response & understand system capability Next Improvement Step: Develop reporting method for EMS Calls for Service for Powerphone

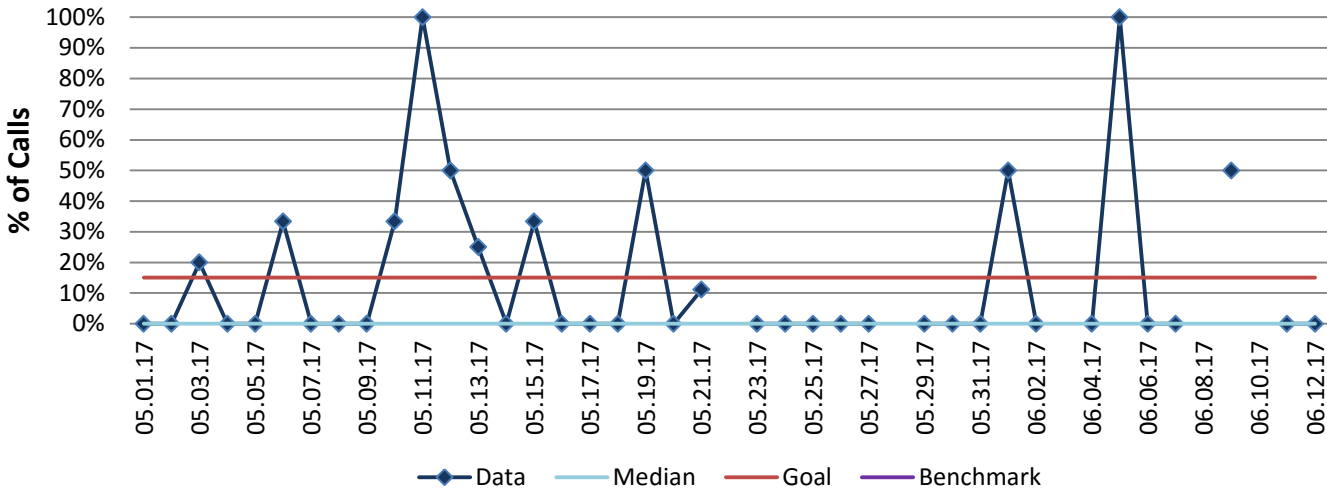
How Are We Doing?

05.01.17-06.12.17 Goal	05.01.17-06.12.17 Average		06.12.17 Goal	06.12.17 Actual	
15%	15%		15%	0%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



05.1.17-06.12.17 Column Chart

