

# Medical Incidents Effective Response Force Louisville Fire Department



KPI Owner: Col. Doug Recktenwald

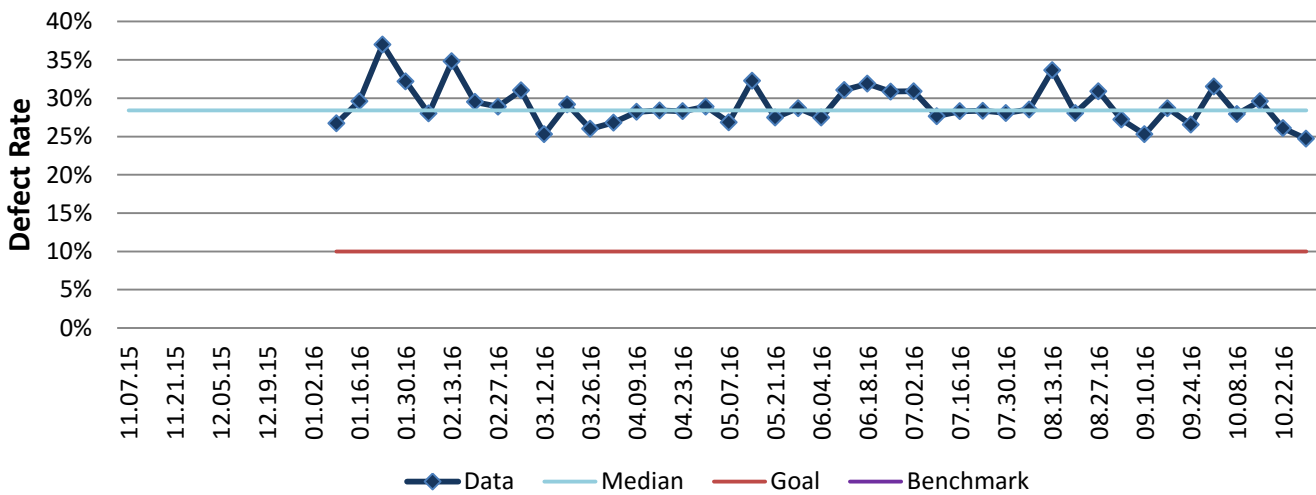
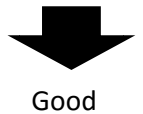
Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: To have no more than 10% of medical incidents with an effective response time of more than 5 minutes. Benchmark: 90% of incidents with an effective response time of less than 5 min.	Data Source: Firehouse Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes 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. Next Improvement Step: TBD

### How Are We Doing?

11.01.15-10.29.16 12 Month Goal	11.01.15-10.29.16 12 Month Average		10.23.16-10.29.16 Goal	10.23.16-10.29.16 Actual	
<b>10%</b>	<b>29.01%</b>	🚦	<b>10%</b>	<b>24.71%</b>	🚦
Defect Rate	Defect Rate		Defect Rate	Defect Rate	

## Medical Incidents Effective Response Force



**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.**