

# Medical Incidents Effective Response Force Louisville Fire Department



KPI Owner: Operations Chiefs

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 4: Generate and prioritize potential solutions 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: Pilot short term and/or long term solutions.

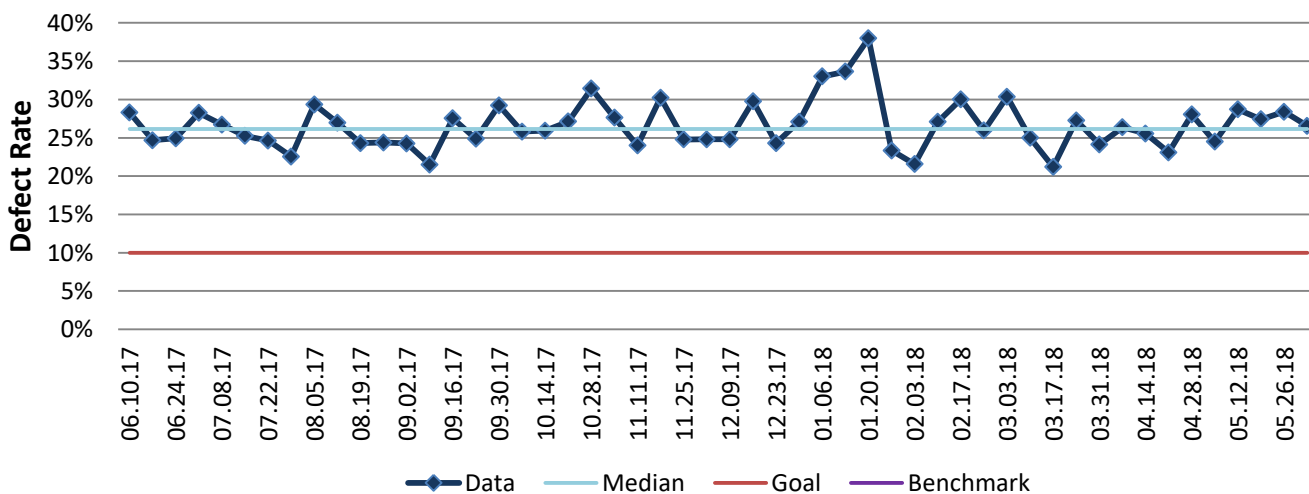
### How Are We Doing?

06.04.17-06.02.18 12 Month Goal	06.04.17-06.02.18 12 Month Average		05.27.18-06.02.18 Goal	05.27.18-06.02.18 Actual	
<b>10%</b>	<b>27%</b>		<b>10%</b>	<b>27%</b>	
Defect Rate	Defect Rate		Defect Rate	Defect Rate	

## Medical Incidents Effective Response Force



Good



**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.**