

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 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. |

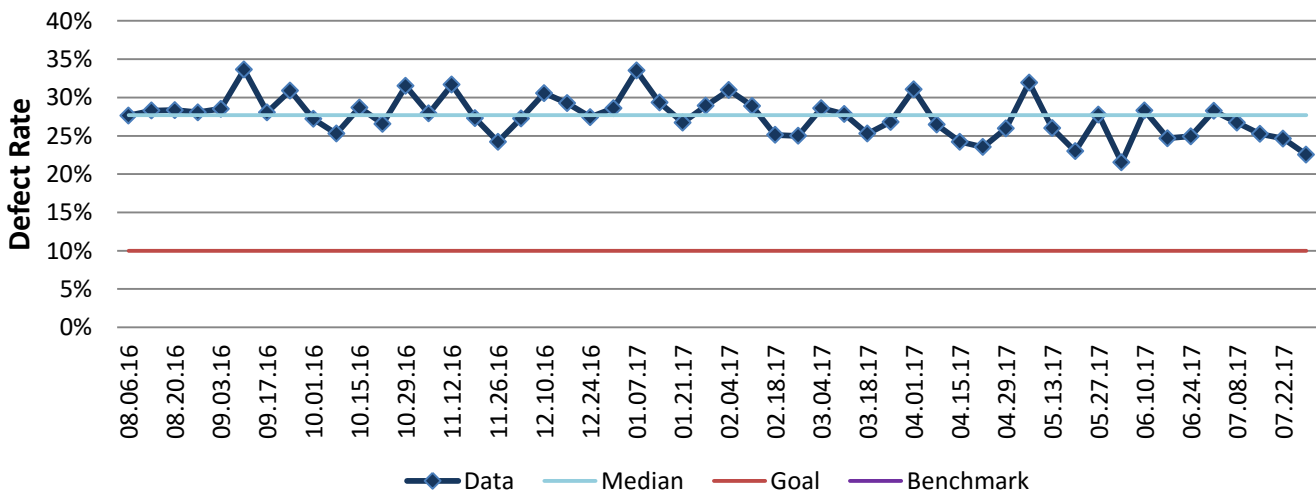
How Are We Doing?

| 07.31.16-07.29.17 12 Month Goal | 07.31.16-07.29.17 12 Month Average | | 07.23.17-07.29.17 Goal | 07.23.17-07.29.17 Actual | |
|------------------------------------|---------------------------------------|--|---------------------------|-----------------------------|--|
| 10% | 28% | | 10% | 23% | |
| Defect Rate | Defect Rate | | Defect Rate | Defect Rate | |

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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.