

# EMS Echo Level - Hello to Hello - 720 Seconds Emergency Services



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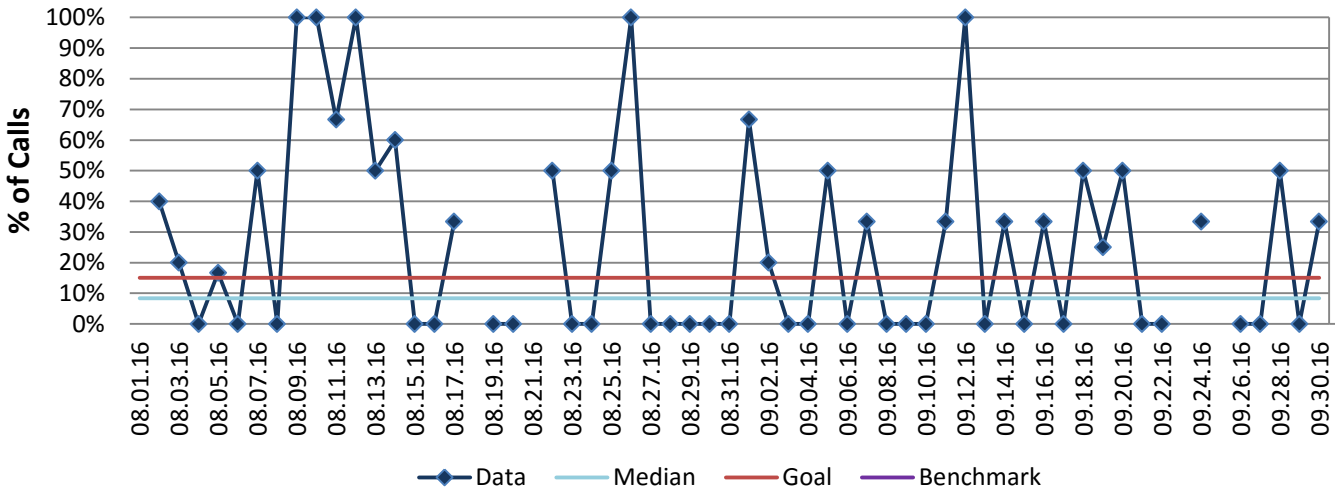
Process: 911 Communications (M) and Emergency Patient Management (H)

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: To help ensure a quick response & understand system capability Next Improvement Step: Continue investigating root causes

### How Are We Doing?

08.31.16-09.30.16 1 Month Goal	08.31.16-09.30.16 1 Month Average		09.30.16 Goal	09.30.16 Actual	
<b>15%</b>	<b>21%</b>		<b>15%</b>	<b>33%</b>	
% of Calls	% of Calls		% of Calls	% of Calls	

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### 09.01.16-09.30.16 Column Chart

