

# 911 Calls Not Compliant with Standard Operating Procedures Emergency Services



KPI Owner: Denise Wood

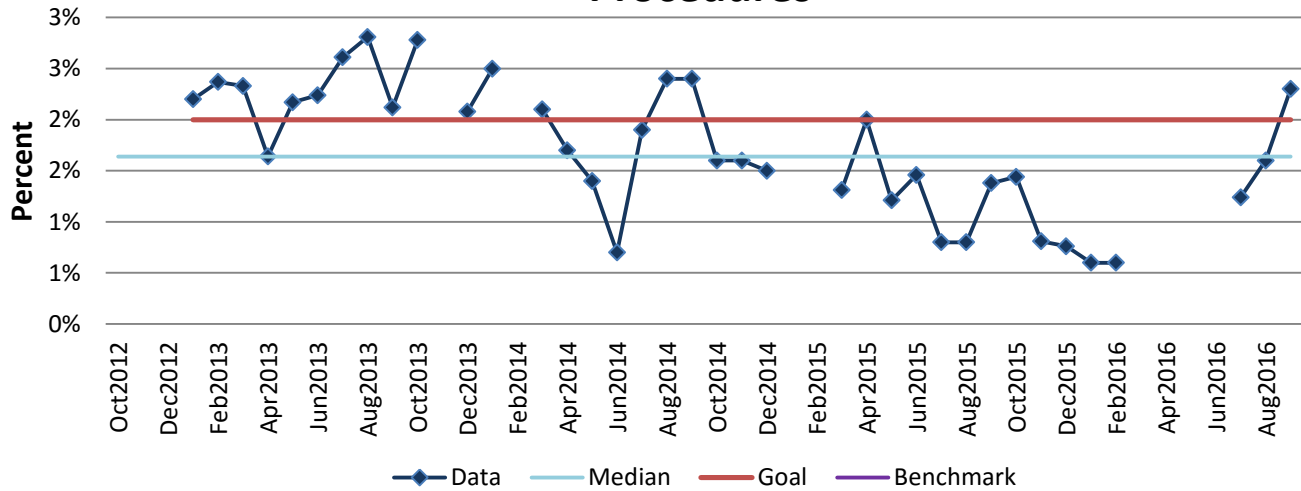
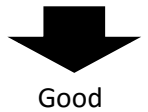
Process: Quality Assurance and Training - Medium Gap

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 2014 - 1.8% non-compliance Goal: Reduce the % of 911 calls that are not compliant with SOPs to 2% or less  Benchmark: TBD	Data Source: QA Spreadsheet  Goal Source: Dept Management Team  Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The percent of 911 calls reviewed by Quality Assurance found not compliant with standard operating procedures Why Measure: Ensure quality in receiving, answering and processing of 911 calls Next Improvement Step: Continue to monitor and diagnose

### How Are We Doing?

Oct2015-Sep2016 12 Month Goal	Oct2015-Sep2016 12 Month Average		Sep2016 Goal	Sep2016 Actual	
<b>2.00%</b>	<b>1.17%</b>		<b>2.00%</b>	<b>2.30%</b>	
Percent	Percent		Percent	Percent	

## 911 Calls Not Compliant with Standard Operating Procedures



**Root cause analysis is not necessary because there is no gap between the goal and current performance.**