

EMS CPR Runs - Hello to Hello - 720 Seconds Emergency Services



KPI Owner: Jody Meiman

Process: 911 Communications and Emergency Patient Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jul '15 - 20% defect rate Goal: No more than 15% of CPR calls exceed 720 seconds (12 minutes from the time a call is received until the EMS unit arrives on-scene) Benchmark: 60 seconds for Pickup to Dispatch	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percentage of CPR runs exceeding 720 seconds from pickup to on-scene divided by total CPR runs Why Measure: Ensure a quick response & understand system capability Next Improvement Step: Continue to work through issues with PowerPhone

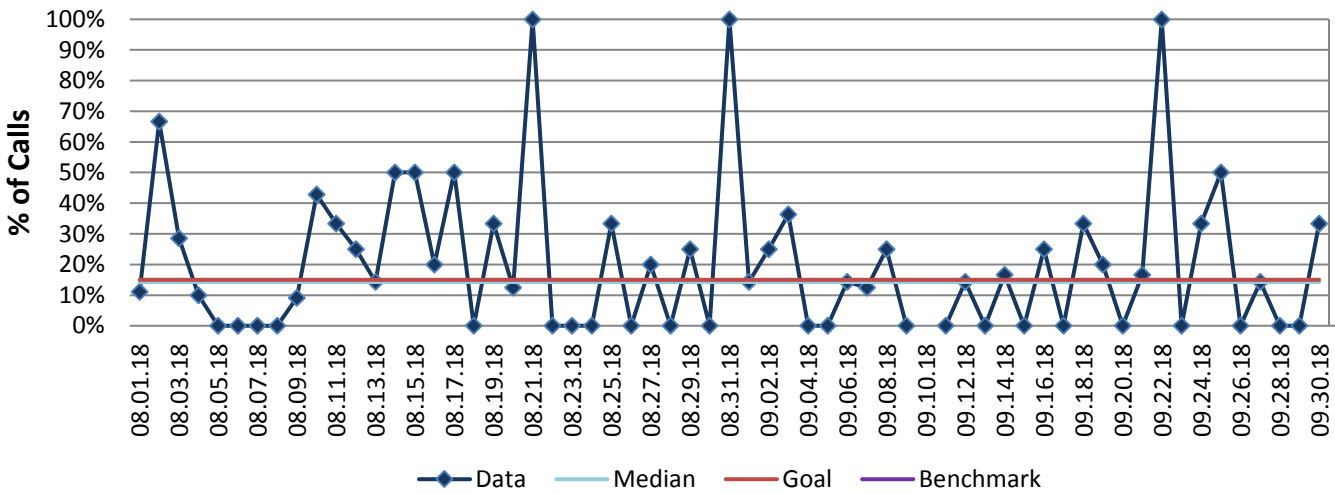
How Are We Doing?

08.31.18-09.30.18 1 Month Goal	08.31.18-09.30.18 1 Month Total		09.30.18 Goal	09.30.18 Actual	
15%	19%		15%	33%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



Aug-Sep 2018 Pareto Analysis on Pickup to Dispatch Not Within 60 Seconds

