

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



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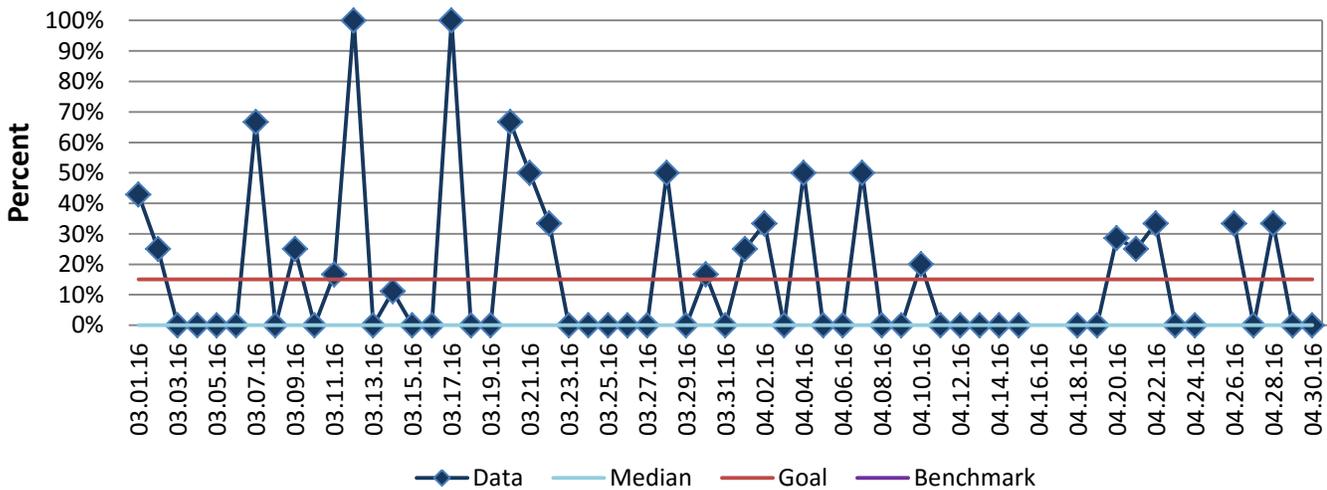
Process: 911 Communications (M) and Emergency Patient Management (H)

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 percent of Echo level runs exceeding 720 seconds from pickup to on-scene divided by total Echo level runs Why Measure: To ensure a quick response & understand system capability Next Improvement Step: Continue investigating root causes; investigate reasons that runs are station notified; continue low acuity project

How Are We Doing?

03.31.16-04.30.16 1 Month Goal	03.31.16-04.30.16 1 Month Average		04.30.16 Goal	04.30.16 Actual	
15%	12%	🚦	15%	0%	🚦
Percent	Percent		Percent	Percent	

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↓
Good

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