

Response to On-Scene, Priority Code Charlie Emergency Medical Services



KPI Owner: Major Mike Tully

Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 11 minutes or less 90% of the time Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Weekly count of priority charlie response to onscene times that exceed the goal of 11 minutes. Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering entire call to response process.

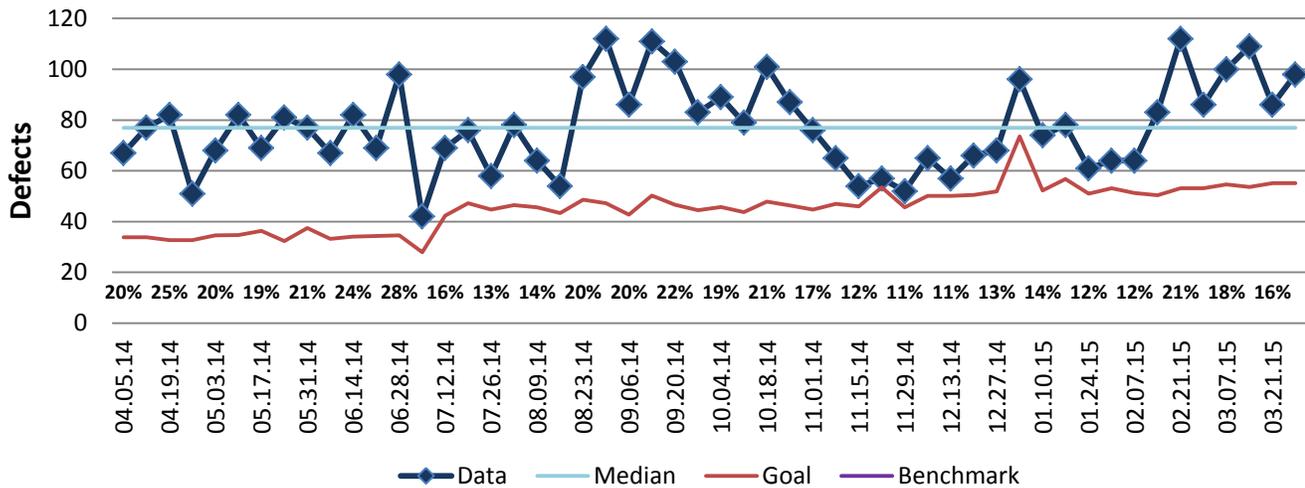
How Are We Doing?

03.30.14-03.28.15 12 Month Goal	03.30.14-03.28.15 12 Month Actual		03.22.15-03.28.15 Goal	03.22.15-03.28.15 Actual	
2,359	4,030		55	98	
Defects	Defects		Defects	Defects	

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Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.