

# Dispatch to Respond, Priority Echo Emergency Medical Services



KPI Owner: Lt. Col. Jesse Yarbrough

Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Less than 60 seconds at least 90% of the time. Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Count of times from receiving dispatch to response for priority code echo incidents that exceed 60 seconds. Why Measure: To understand system capability & customer expectations Next Improvement Step: Continue tracking metric for internal LouieStat. Move to H2H reporting for future LouieStat forums.

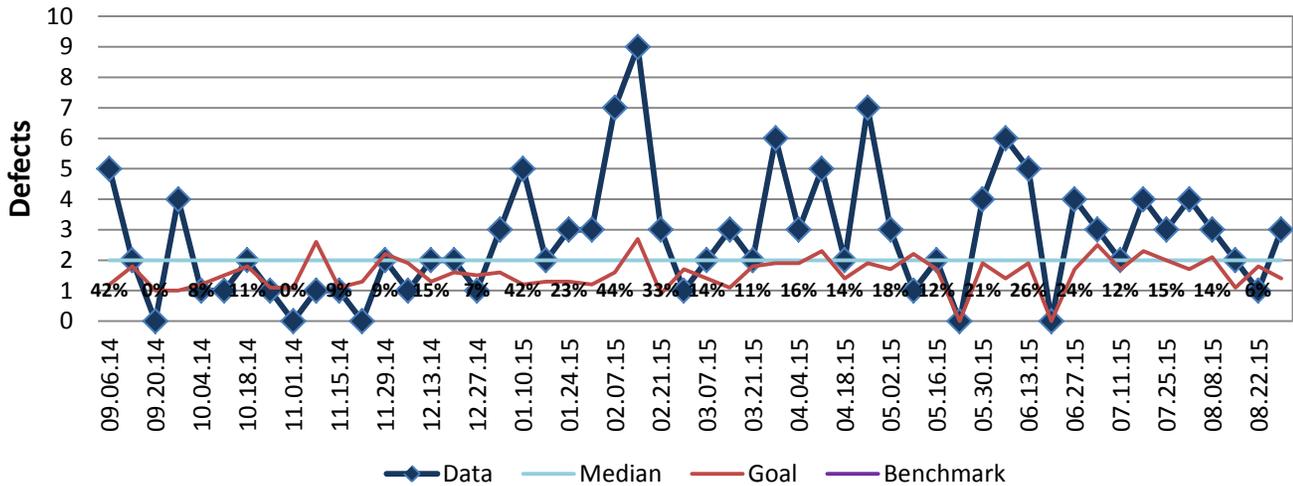
### How Are We Doing?

08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Actual		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
<b>82</b>	<b>142</b>		<b>1</b>	<b>3</b>	
Defects	Defects		Defects	Defects	

## Dispatch to Respond, Priority Echo



Good



### Identified Factors Impacting DTR

**Controllable (EMS)**

- EMS Operator Error
- Inconsistent practices
- Technology issues

**Uncontrollable Factors**

- Technology issues
- Mechanical/personnel issues
- CAD/reporting issues
- Anchorage Fire and Rescue