

# Number of Cases with First Medical Contact Time > 90 Minutes Emergency Medical Services



KPI Owner: Lt. Col. Chad Scott

Process: Patient Care

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 29% (CY 2014) Goal: No more than 25% of cases receive first medical contact beyond 90 minutes.  Benchmark: No more than 25% of cases receive first medical contact beyond 90 minutes.	Data Source: Hospital STEMI Coordinators  Goal Source: AHA Mission Lifeline  Benchmark Source: AHA Mission Lifeline	Plan-Do-Check-Act Step 6: Validate that solutions work Measurement Method: Review STEMI follow-up reports from hospital STEMI Coordinator  Why Measure: Improve STEMI patient outcomes Next Improvement Step: Work with hospitals to improve process and monitor BLS 12 lead

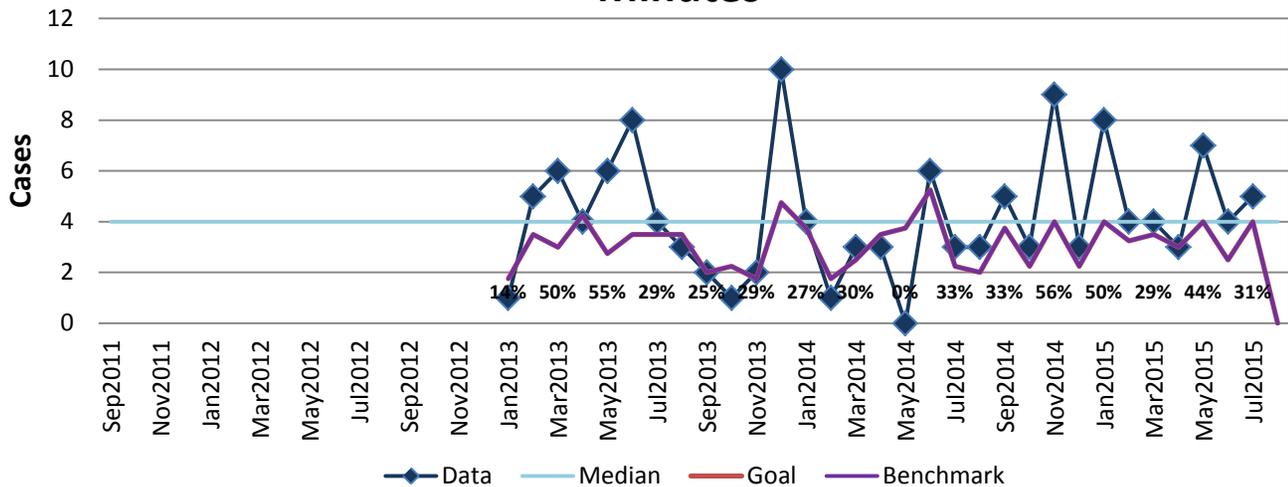
### How Are We Doing?

Aug2014-Jul2015 12 Month Goal	Aug2014-Jul2015 12 Month Actual		Jul2015 Goal	Jul2015 Actual	
<b>39</b>	<b>58</b>	🚦	<b>0</b>	<b>5</b>	🚦
Cases	Cases		Cases	Cases	

## Number of Cases with First Medical Contact Time > 90 Minutes



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.