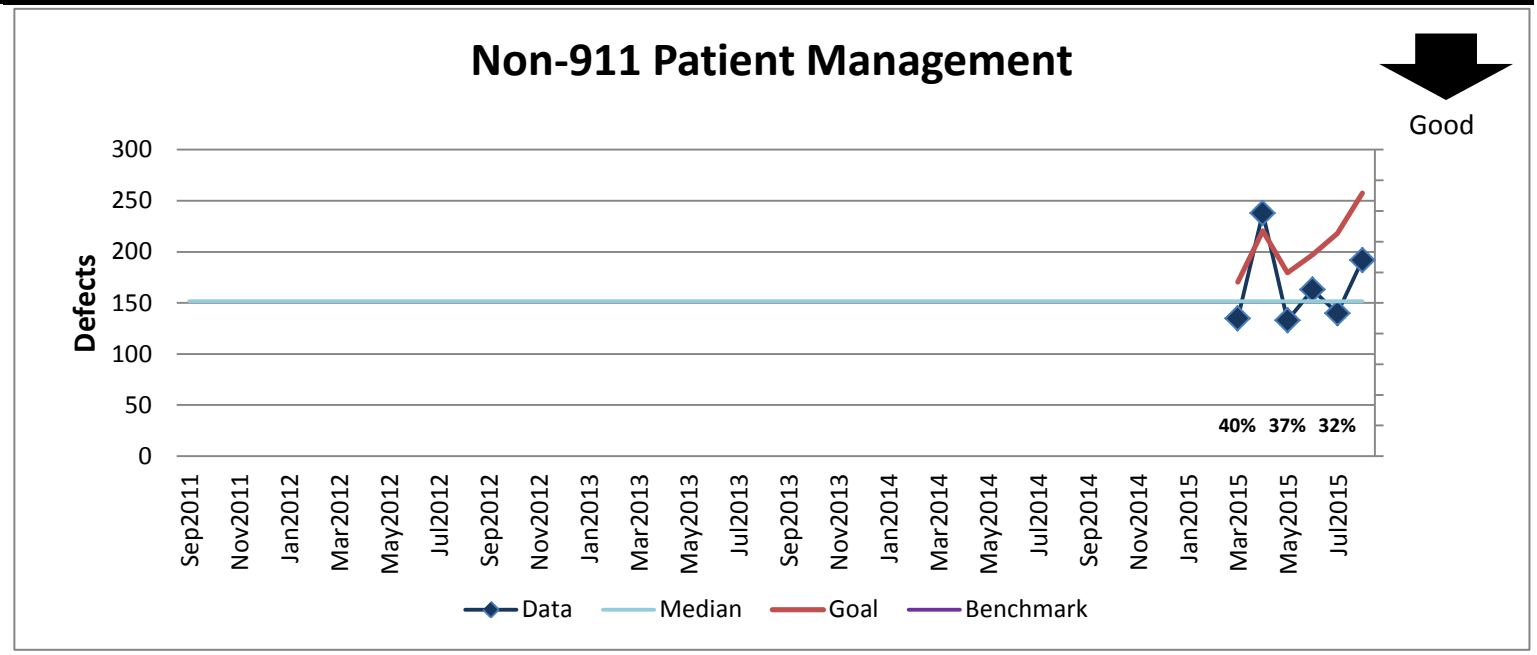
Non-911 Patient Management
Emergency Medical Services

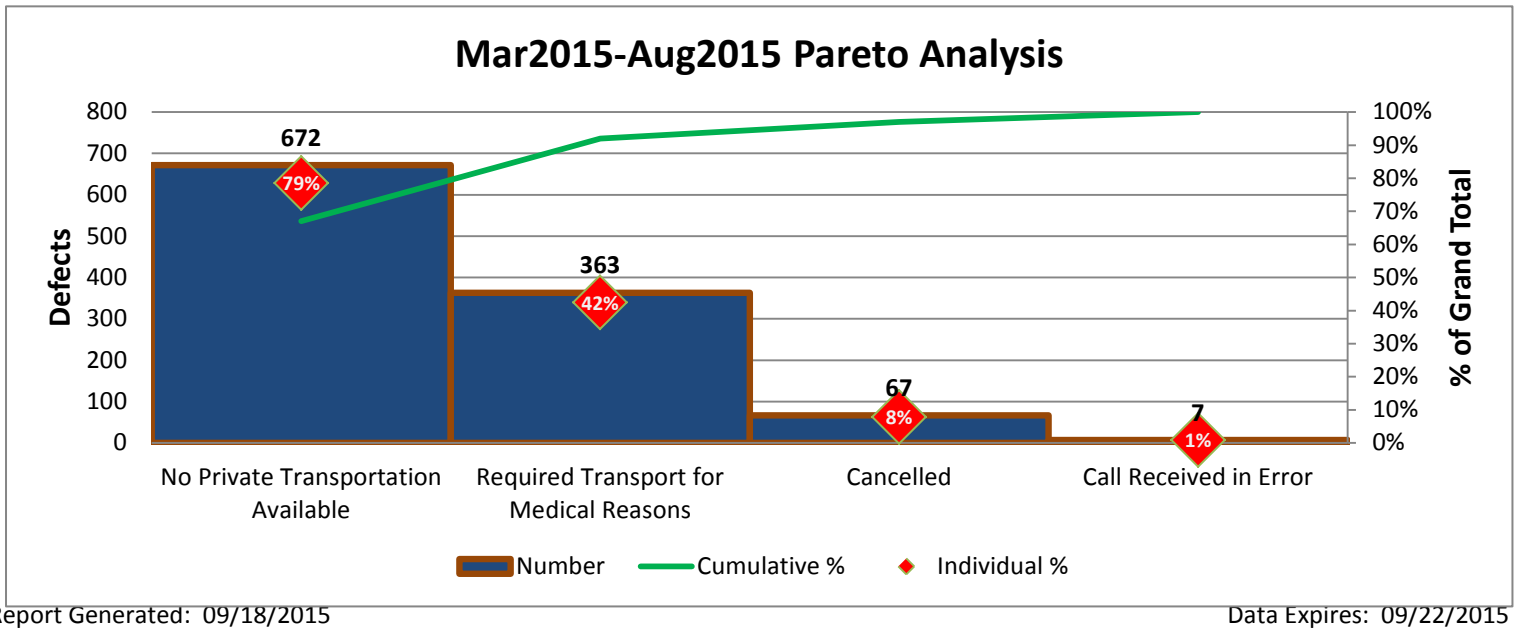
KPI Owner: Lt. Col. Chad Scott | **Process: Patient Care**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 40% (Mar2015-Aug2015) **Goal: Triage 50% of eligible low severity call out of the 911 system by 2017.** **Benchmark: TBD**	**Data Source: CAD, RescueNet, PSIAM DB** **Goal Source: Mayor's Goal #2** **Benchmark Source: TBD**	**Plan-Do-Check-Act Step 3: Determine and quantify root causes** **Measurement Method: Count of eligible low severity calls not managed by non-911 patient care alternatives (PSIAM, PPCN)** **Why Measure: To increase the availability of ambulances to manage higher acuity calls, to divert patients to most appropriate healthcare setting** **Next Improvement Step: Developing nurse triage process for new dispatch protocol, continue pilot for PPCN program, continue our reimbursement models discussions for the PPCN program with local payer sources**

How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
1,243	**1,001**		**258**	**192**	
Defects	**Defects**		**Defects**	**Defects**	





Report Generated: 09/18/2015 | Data Expires: 09/22/2015

Monthly Measurement