

# Employees Not Reached During Call Down Drills Public Health & Wellness



KPI Owner: Matt Rhodes

Process: Diagnose and Investigate

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Cal 2014 - 40.6% empls not reached Goal: No more than 15% employees not reached.  Benchmark: TBD	Data Source: Internal Records  Goal Source: Executive Leadership  Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal  Measurement Method: Percentage of personnel who do not confirm notification within 60 minutes  Why Measure: Evaluate ability to rapidly notify personnel in case of emer  Next Improvement Step: Determine and Quantify Root Causes

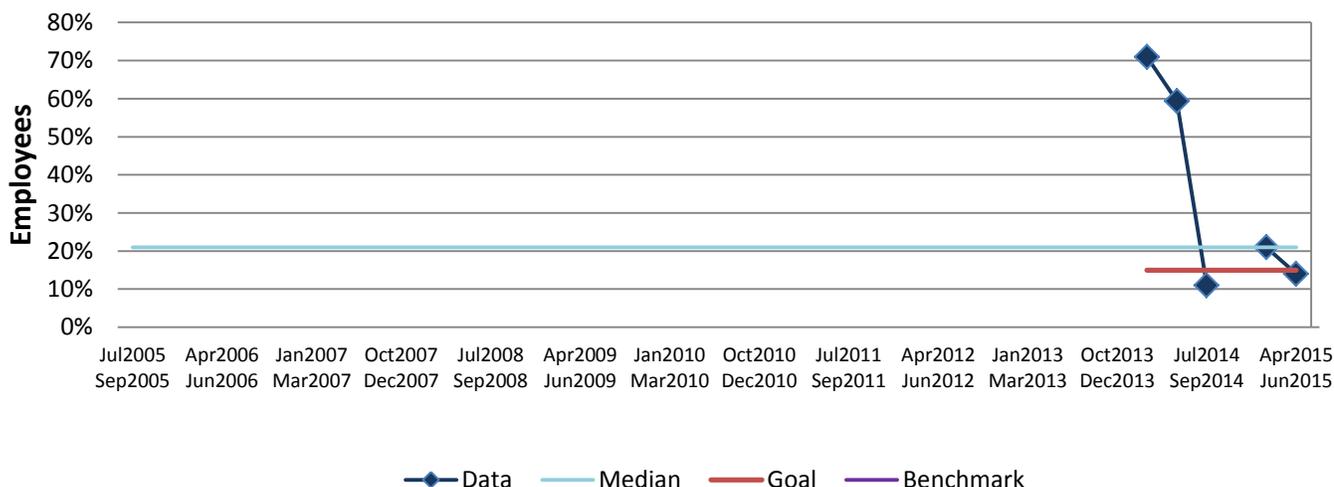
### How Are We Doing?

Jul2010-Jun2015 5 Year Goal	Jul2010-Jun2015 5 Year Actual		Apr2015-Jun2015 Goal	Apr2015-Jun2015 Actual	
<b>15%</b>	<b>35%</b>		<b>15%</b>	<b>14%</b>	
Employees	Employees		Employees	Employees	

## Employees Not Reached During Call Down Drills



Good



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