

STAR FLIGHT CARD COMPLIANCE

Desired Outcome	Comply with STAR Flight Dispatch Protocol Cards
Standard	≥ 90% compliance
Acceptable Quality Level	Compliance may not fall below standard for more than two (2) consecutive months or any three (3) months in a year.
Monitoring Method	Run Chart updated by 10th business day each month.

MEASURE DESCRIPTION

Indicator Description	This indicator measure compliance to dispatch protocols used within the STAR Flight program.
Question Indicator Answers	Does EMS Communications use a standard, repeatable process for dispatch of Star Flight calls to insure quality?
Patient / Customer Need	When customers need to use STAR Flight, are there standard, repeatable processes in place to insure quality in the dispatch process?
Type of Measure	Intermediate Outcome
Objective	Comply with STAR Flight Dispatch Protocol Cards.
Data Provided By	Communications
Reporting Values	Percent compliance with StarFlight dispatch protocols.
Limitations	None
Notes	None

Measure Calculation

Formula Description	Compliance is calculated by StarFlight evaluation matrix.
Indicator Formula	None
Data Filters	None
Interval Calculation	Not applicable
Numerator	<i>Population</i> Incidents that comply with evaluation criteria

	<i>Inclusion</i>	See population
	<i>Exclusion</i>	None
	<i>Data Source</i>	Communications personnel
Denominator	<i>Population</i>	All incidents reviewed through StarFlight review processes
	<i>Inclusion</i>	See population
	<i>Exclusion</i>	None
	<i>Data Source</i>	Communications personnel
Aggregation		Aggregate incidents by month based on date/time of phone pickup in Communications.
Stratification		None
Minimum Sample Size		None
Data Lineage		Communications personnel review StarFlight requests for service, rating each interaction against a scoring rubric. Scores are entered into a database that produces final scores.

Reporting

Travis County ILA Reporting	<p>Medium: Web site chart</p> <p>Orientation: External</p> <p>Format: Run chart containing monthly data values for most recent 13 month period.</p> <p>Update Frequency: Monthly</p> <p>Data Source: Communications performance report</p>
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Metadata

Pillar / Strategic Objective Links	<p>S2. To have a service delivery model that best serves the needs of our community.</p> <p>F2. To be an organization that provides value to the community.</p> <p>F3. To provide quality cost efficient service to the community.</p>
Development Status	New indicator

References

*Interlocal Agreement Between the City of Austin and Travis County for
Emergency Medical Services (Fiscal Year 2014)*

Best Practices

None referenced

Definition Version Info

Version C; 2014-03-09