

# CONCEPTS IN PROCESS IMPROVEMENT

Process Improvement (PI) in the EMS world is largely an unknown, with anecdotal evidence suggesting its most common use is to “kill the bad apples.” This workshop is designed to teach what PI truly is and how to start a PI activity.

*Concepts in Process Improvement* begins with background information on the history of PI in North America in general, and the need for PI in EMS specifically. The DMAIC model (Define, Measure, Analyze, Improve, Control) is introduced, with emphasis on developing a PI Plan of your own using this guideline. The main activity of the workshop is hands-on application of the core concepts of PI in a group setting. Methods of applying PI follow, including ways to access pre-hospital data and understanding variation and control.

*Concepts in Process Improvement* workshops are designed for emergency medical service providers, ED personnel and other public safety services. Generously funded by the Ohio EMS for Children program, the 4-hour workshops are conducted by staff from the Ohio Department of Public Safety, EMS Division, free of charge.

For more information or to schedule a workshop, contact the EMS Division at (800) 233-0785 or [EMSdata@dps.ohio.gov](mailto:EMSdata@dps.ohio.gov).

