To reduce the number of PCEMS calls where norepinephrine is inappropriately used by 20% within 6 months of implementing a new educational program.

Hypotensive shock can be caused by conditions such as trauma, myocardial infarction, and sepsis. Treatment is usually in the form of a vasopressor such as epinephrine or norepinephrine. Last year, Pitt County Emergency Medical Services (PCEMS) changed their standard hypotensive shock and sepsis treatment from epinephrine to norepinephrine. Since this change PCEMS personnel have received feedback from physicians that they are overusing norepinephrine.

A combination of Plan-Do-Study-Act cycles and Six Sigma methods will be used to define, plan, implement, and measure change. Run charts will be used to visualize changes over the short and long term.