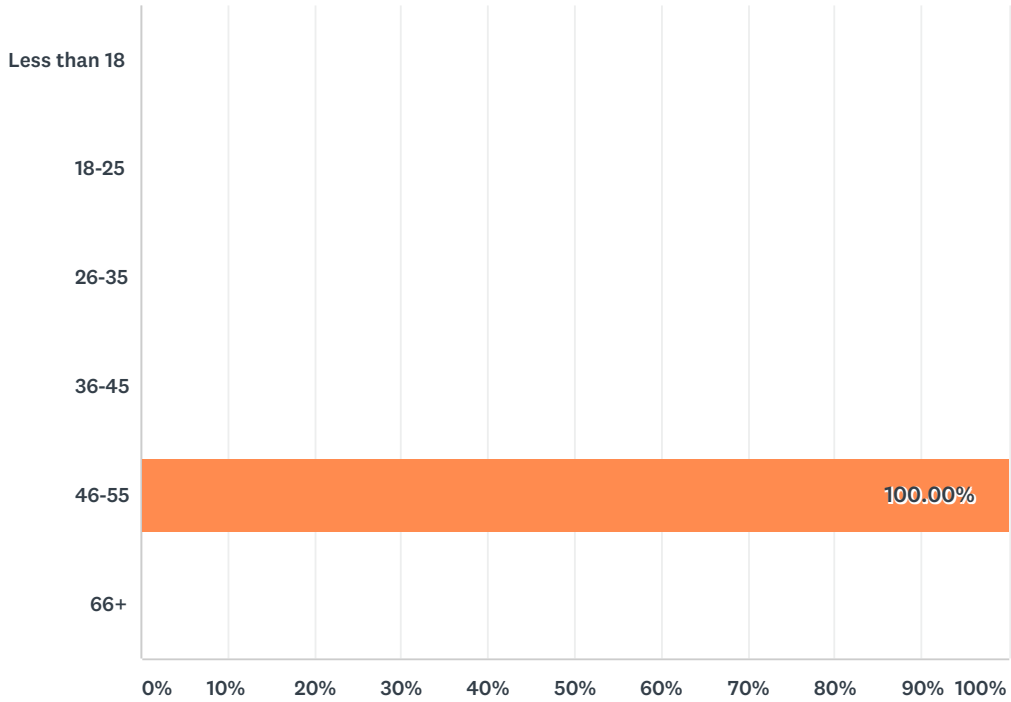


Q1 Please choose the appropriate range indicating your age group

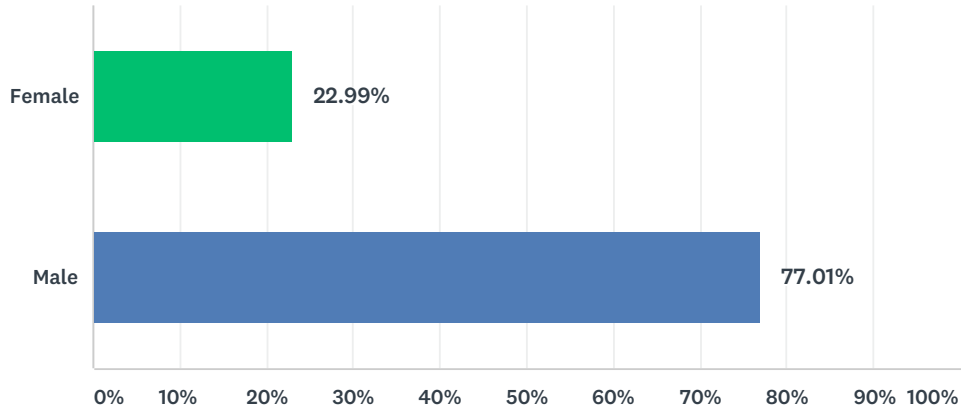
Answered: 770 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 18	0.00%	0
18-25	0.00%	0
26-35	0.00%	0
36-45	0.00%	0
46-55	100.00%	770
66+	0.00%	0
TOTAL		770

Q2 Please indicate your gender.

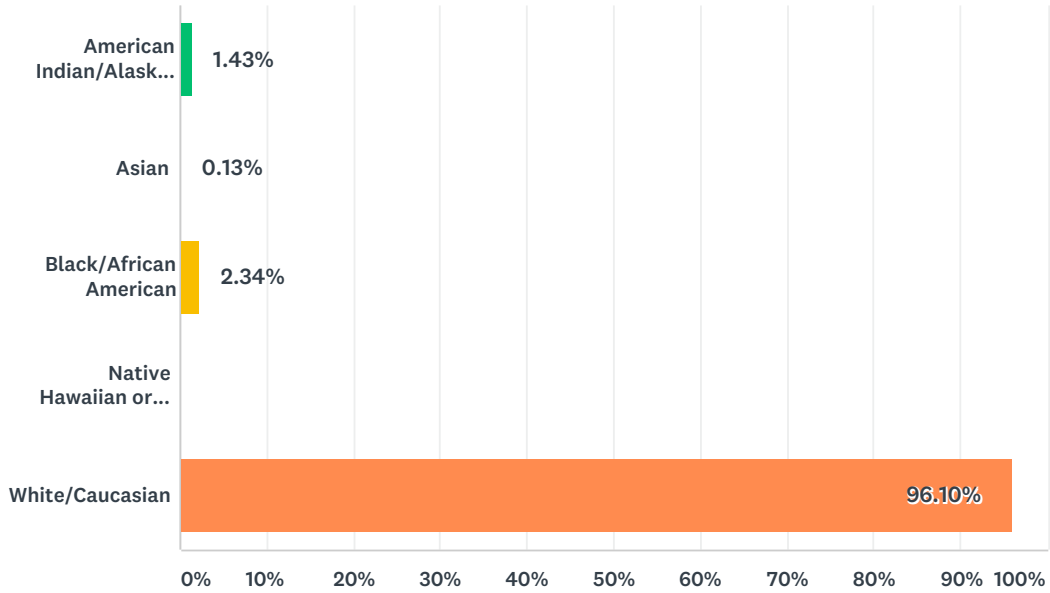
Answered: 770 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	22.99%	177
Male	77.01%	593
TOTAL		770

Q3 Please indicate your race

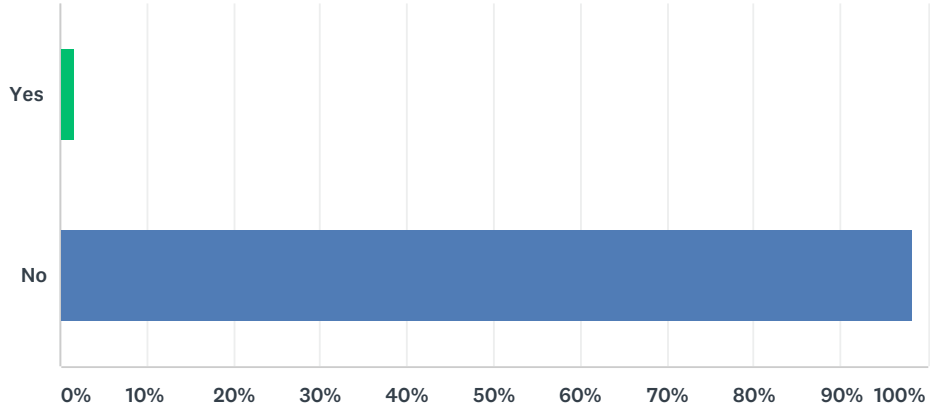
Answered: 770 Skipped: 0



ANSWER CHOICES	RESPONSES	
American Indian/Alaska Native	1.43%	11
Asian	0.13%	1
Black/African American	2.34%	18
Native Hawaiian or Other Pacific Islander	0.00%	0
White/Caucasian	96.10%	740
TOTAL		770

Q4 Are you Hispanic or Latino?

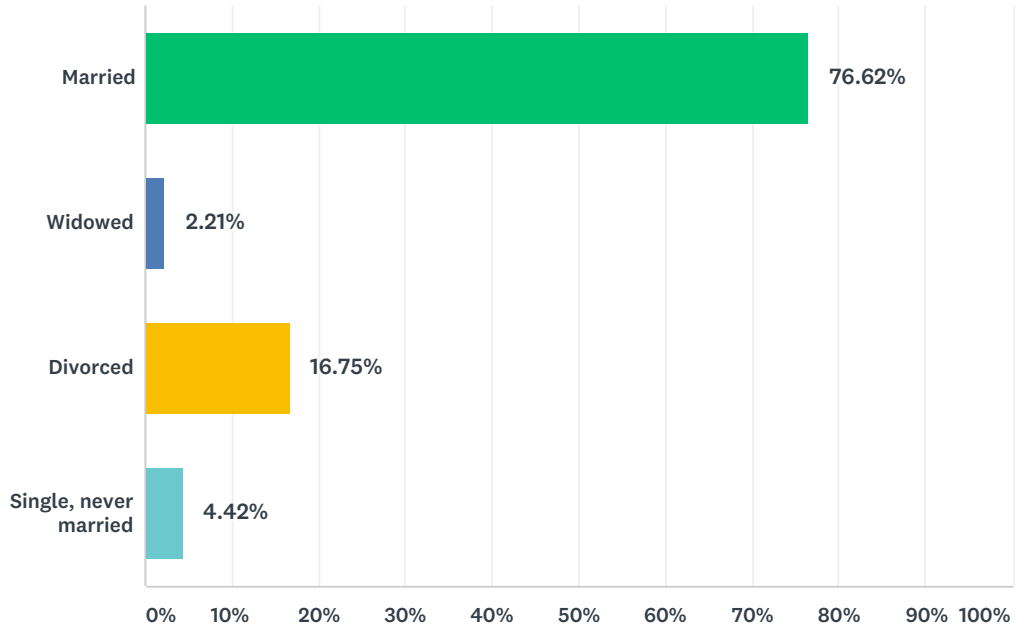
Answered: 763 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	1.57%	12
No	98.43%	751
TOTAL		763

Q5 Which of the following best describes your current relationship status?

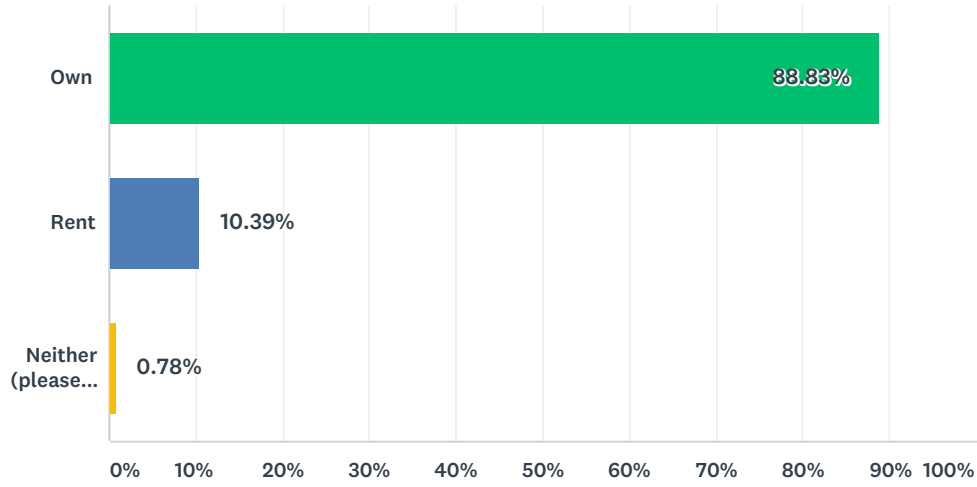
Answered: 770 Skipped: 0



ANSWER CHOICES	RESPONSES	
Married	76.62%	590
Widowed	2.21%	17
Divorced	16.75%	129
Single, never married	4.42%	34
TOTAL		770

Q6 Do you rent or own the place where you live?

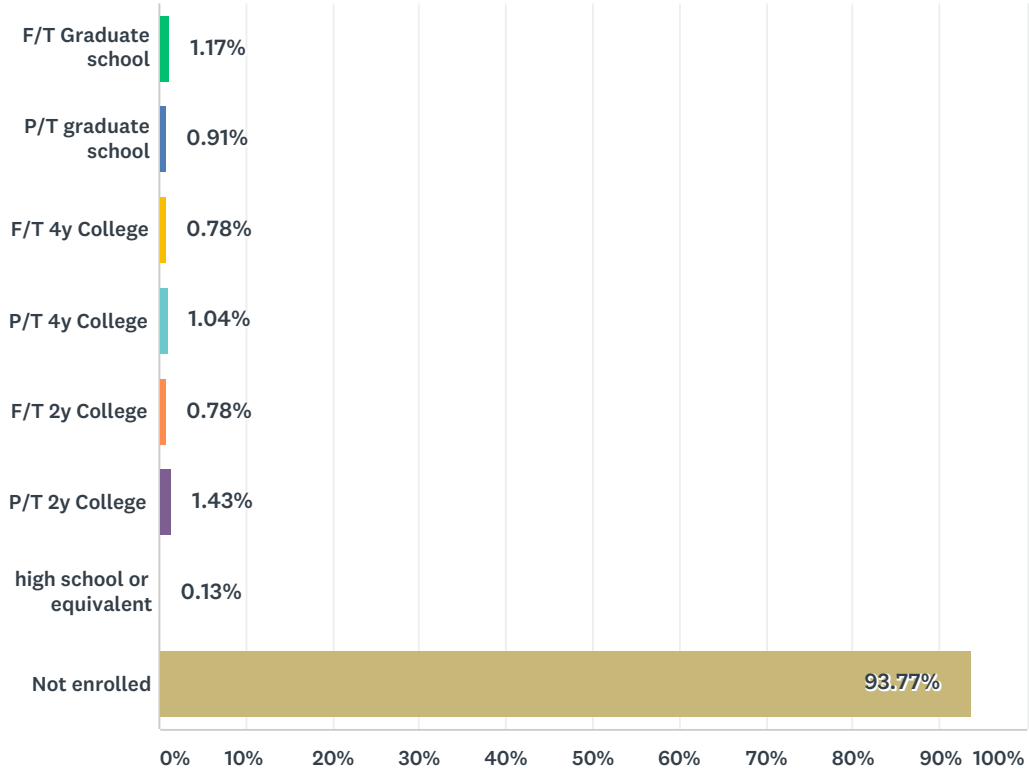
Answered: 770 Skipped: 0



ANSWER CHOICES	RESPONSES	
Own	88.83%	684
Rent	10.39%	80
Neither (please specify)	0.78%	6
TOTAL		770

Q7 Are you currently enrolled as a student?

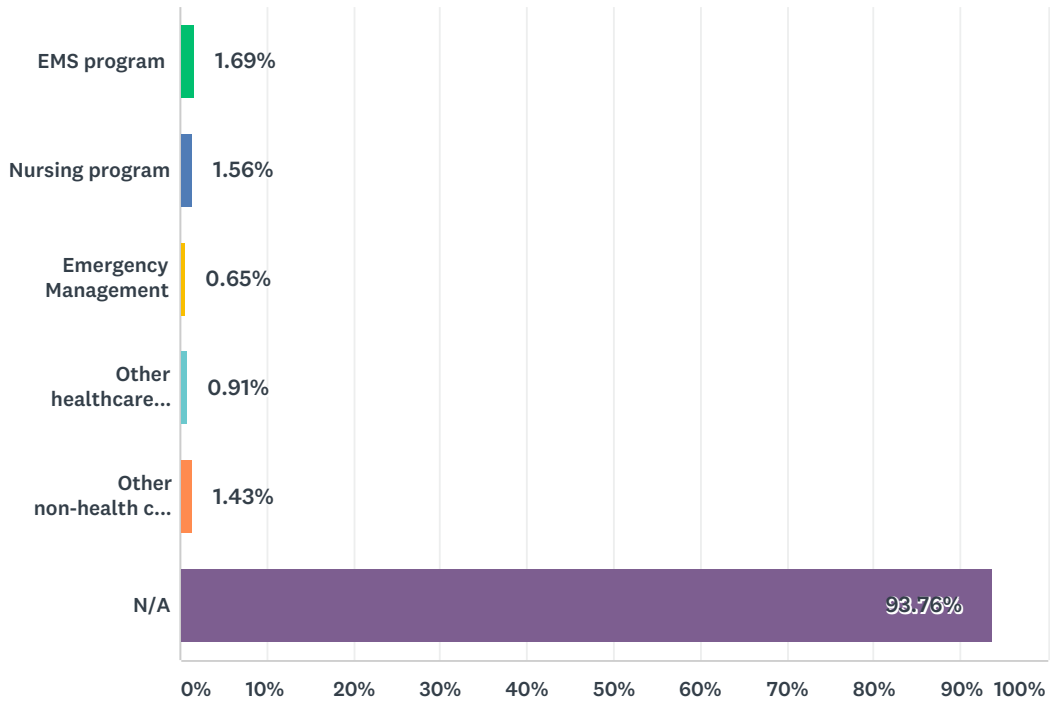
Answered: 770 Skipped: 0



ANSWER CHOICES	RESPONSES	
F/T Graduate school	1.17%	9
P/T graduate school	0.91%	7
F/T 4y College	0.78%	6
P/T 4y College	1.04%	8
F/T 2y College	0.78%	6
P/T 2y College	1.43%	11
high school or equivalent	0.13%	1
Not enrolled	93.77%	722
TOTAL		770

Q8 If you are currently enrolled in school, what is your area of concentration?

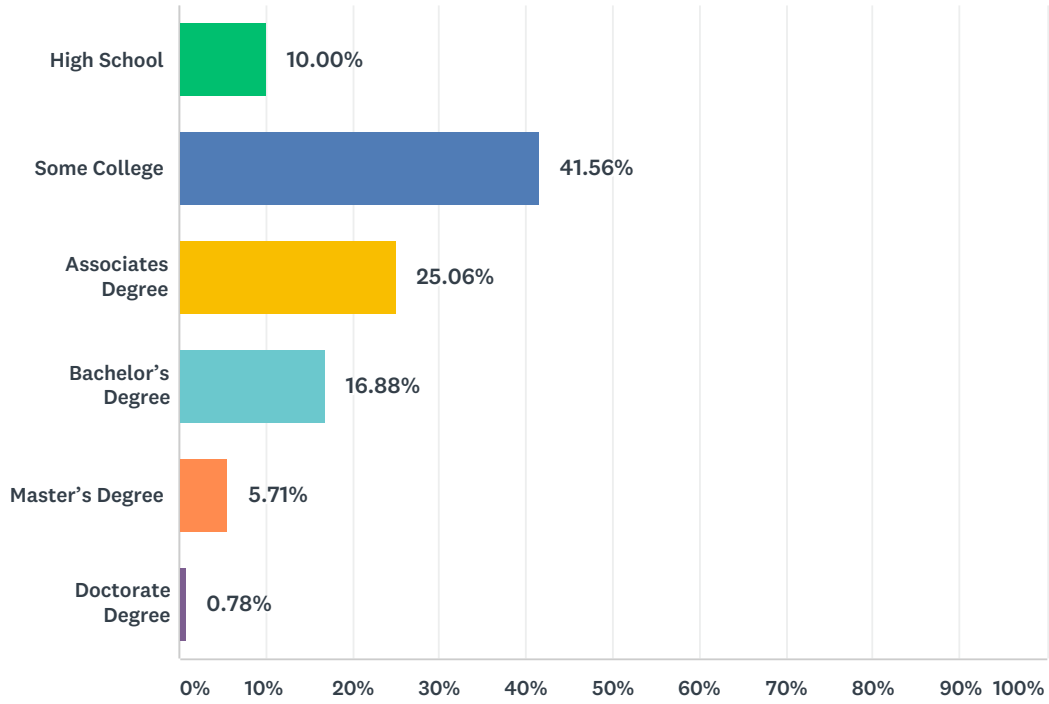
Answered: 769 Skipped: 1



ANSWER CHOICES	RESPONSES	
EMS program	1.69%	13
Nursing program	1.56%	12
Emergency Management	0.65%	5
Other healthcare program	0.91%	7
Other non-health care program	1.43%	11
N/A	93.76%	721
TOTAL		769

Q9 What is the highest level of education you have completed?

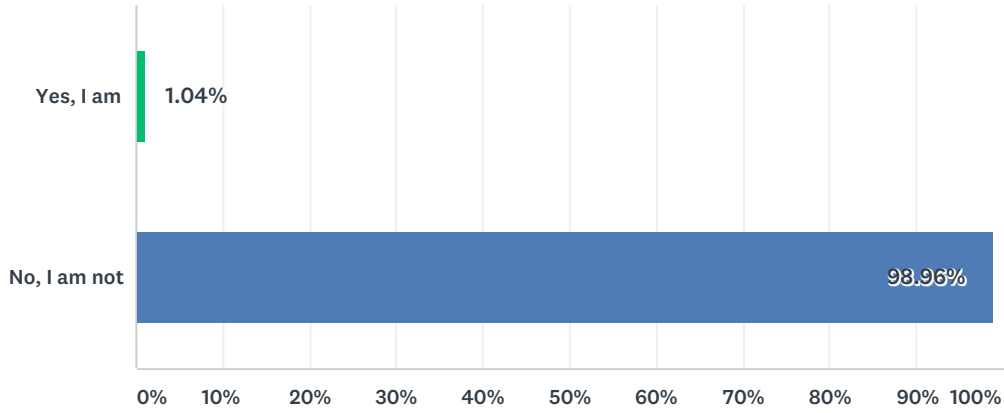
Answered: 770 Skipped: 0



ANSWER CHOICES	RESPONSES	
High School	10.00%	77
Some College	41.56%	320
Associates Degree	25.06%	193
Bachelor's Degree	16.88%	130
Master's Degree	5.71%	44
Doctorate Degree	0.78%	6
TOTAL		770

Q10 Are you currently serving in the United States military?

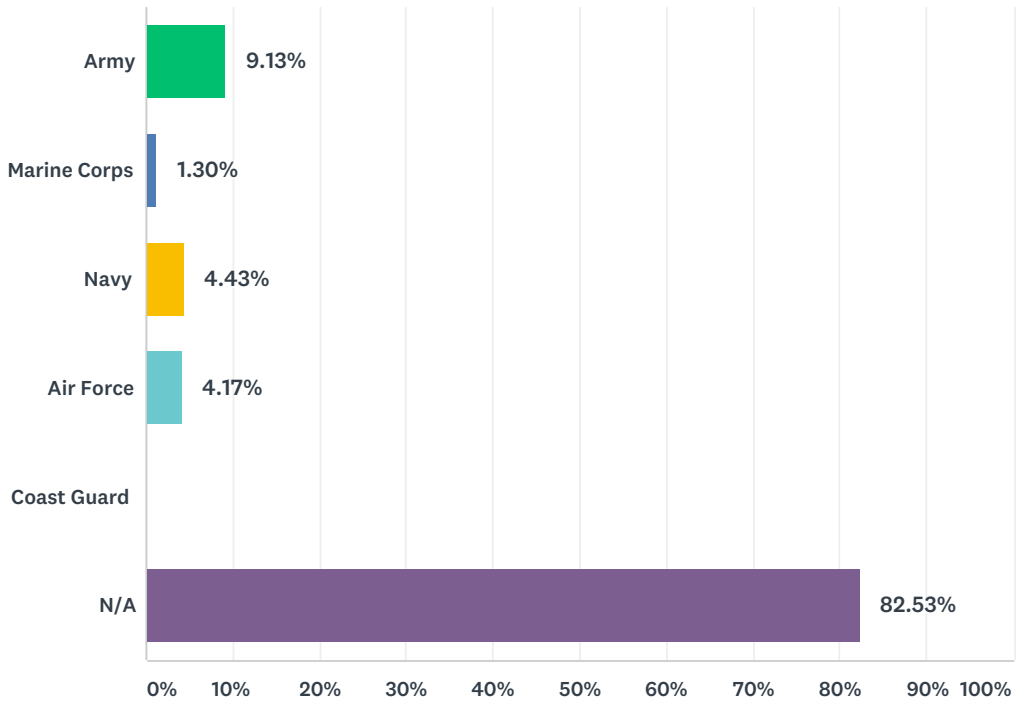
Answered: 770 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, I am	1.04%	8
No, I am not	98.96%	762
TOTAL		770

Q11 In which branch (or branches) of the United States military have you served? (Check all that apply)

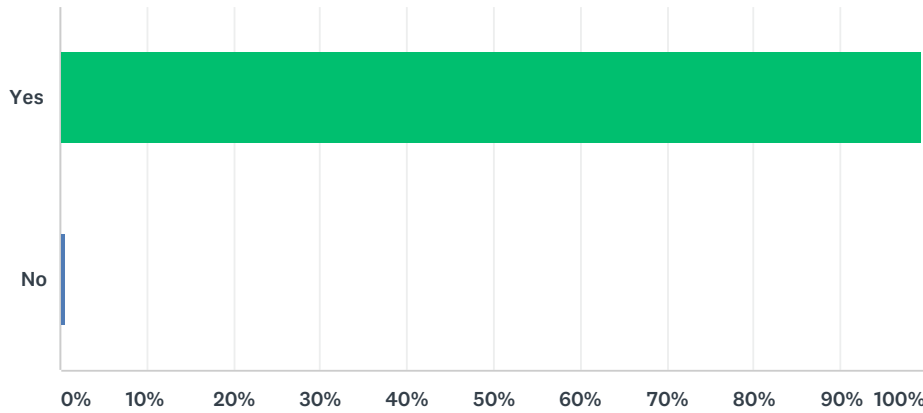
Answered: 767 Skipped: 3



ANSWER CHOICES	RESPONSES	
Army	9.13%	70
Marine Corps	1.30%	10
Navy	4.43%	34
Air Force	4.17%	32
Coast Guard	0.00%	0
N/A	82.53%	633
Total Respondents: 767		

Q12 Do you have a current Arkansas Emergency Medical Services License?

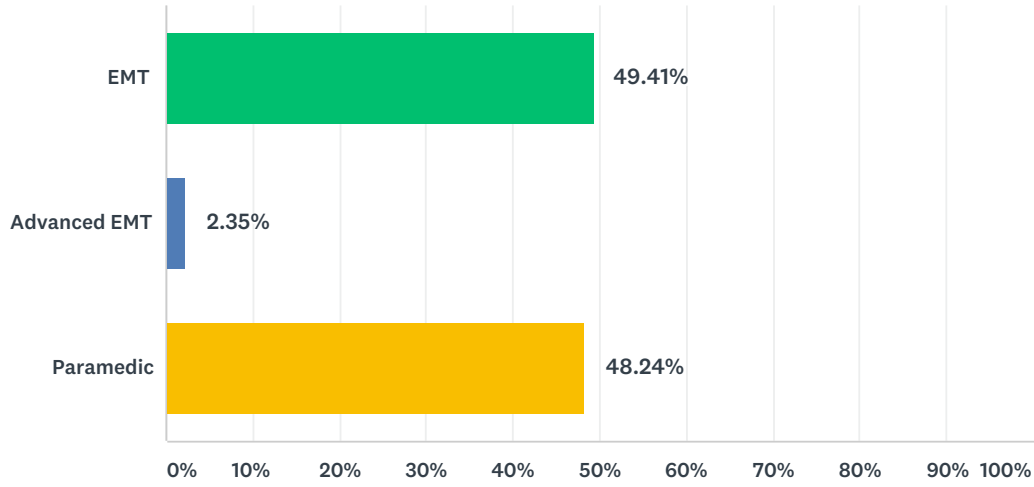
Answered: 765 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	99.35%	760
No	0.65%	5
TOTAL		765

Q13 What level of EMS license do you hold?

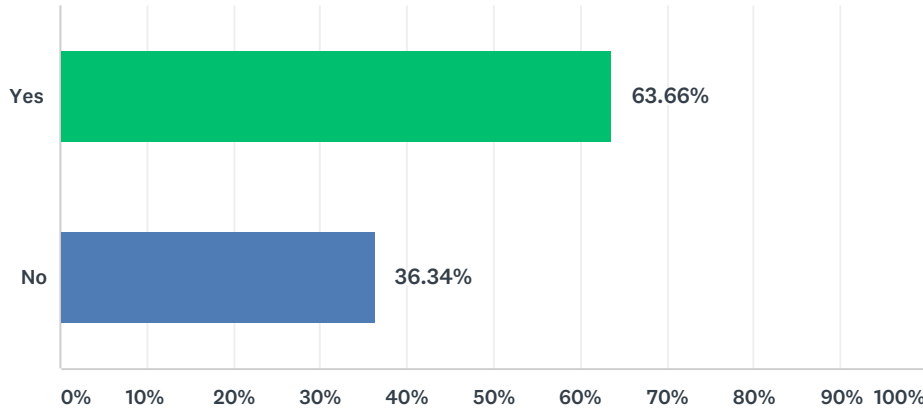
Answered: 765 Skipped: 5



ANSWER CHOICES	RESPONSES	
EMT	49.41%	378
Advanced EMT	2.35%	18
Paramedic	48.24%	369
TOTAL		765

Q14 Are you currently NREMT certified?

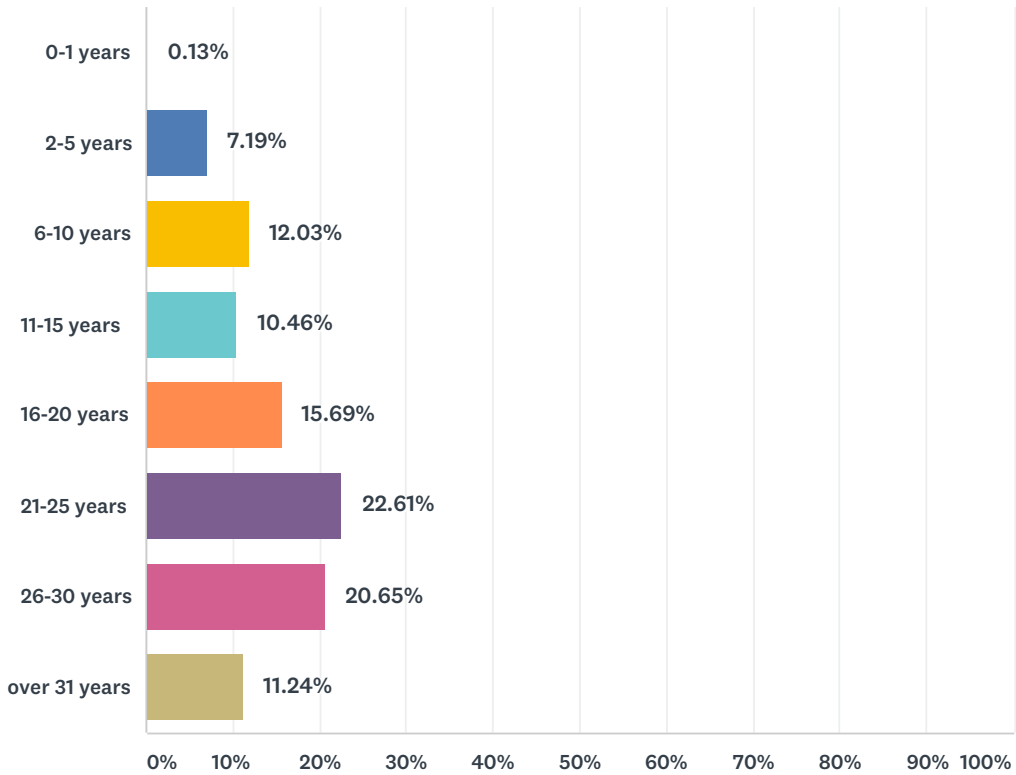
Answered: 765 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	63.66%	487
No	36.34%	278
TOTAL		765

Q15 How many years have you been certified or licensed as an Emergency Medical Services Provider?

Answered: 765 Skipped: 5

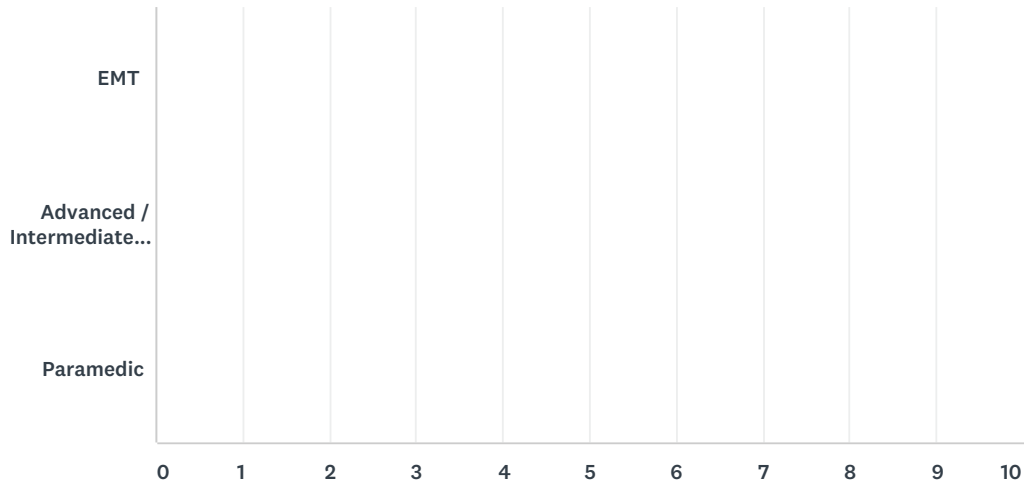


ANSWER CHOICES	RESPONSES	
0-1 years	0.13%	1
2-5 years	7.19%	55
6-10 years	12.03%	92
11-15 years	10.46%	80
16-20 years	15.69%	120
21-25 years	22.61%	173
26-30 years	20.65%	158
over 31 years	11.24%	86
TOTAL		765

EMS Needs Assessment

Q16 Of those years as a licensed / certified EMS Provider, how many of those years were served at each level?

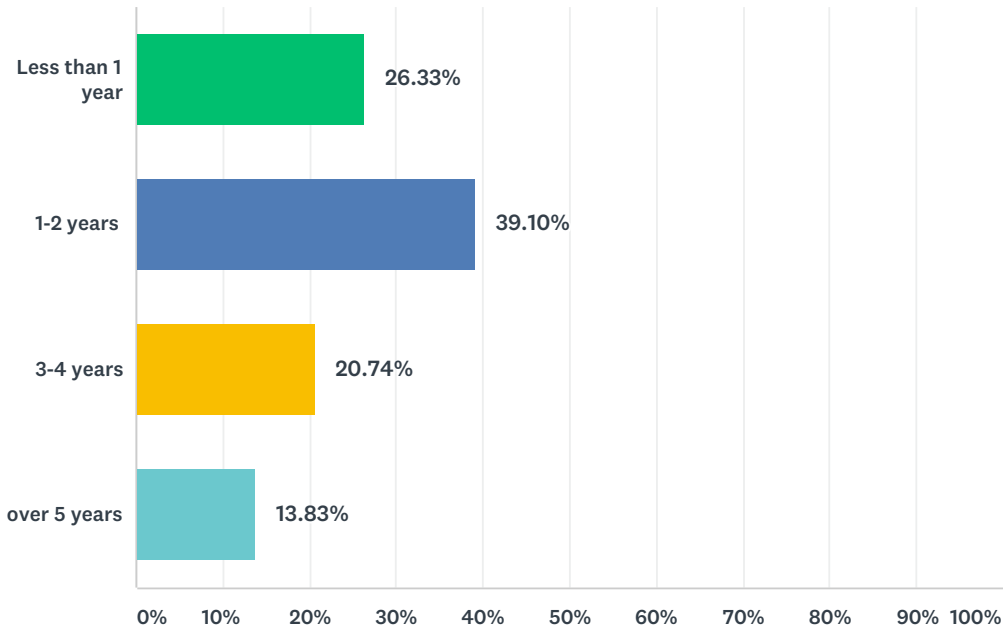
Answered: 765 Skipped: 5



	0-1 YEARS	2-5 YEARS	6-10 YEARS	11-15 YEARS	16-20 YEARS	21-25 YEARS	26-30 YEARS	31 AND OVER	TOTAL	WEIGHTED AVERAGE
EMT	11.88% 86	34.94% 253	14.64% 106	8.84% 64	9.25% 67	10.36% 75	7.60% 55	2.49% 18	724	0.00
Advanced / Intermediate EMT	40.94% 52	38.58% 49	8.66% 11	5.51% 7	3.15% 4	1.57% 2	1.57% 2	0.00% 0	127	0.00
Paramedic	2.36% 9	4.97% 19	11.26% 43	12.83% 49	17.80% 68	24.35% 93	20.68% 79	5.76% 22	382	0.00

Q17 If you are a paramedic, how many years did you work as an EMT/Advanced EMT before going to paramedic School?

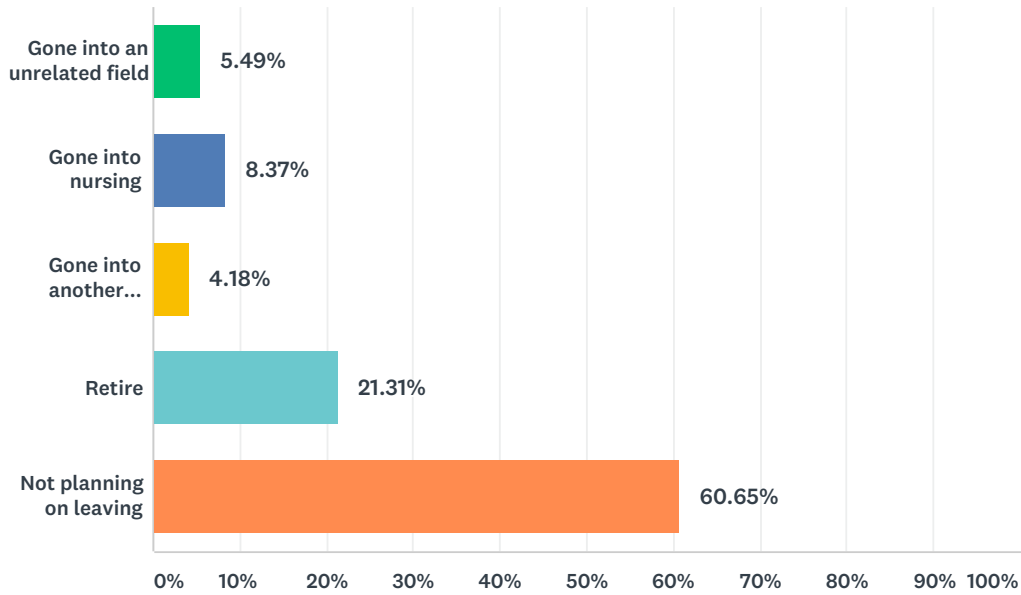
Answered: 376 Skipped: 394



ANSWER CHOICES	RESPONSES	
Less than 1 year	26.33%	99
1-2 years	39.10%	147
3-4 years	20.74%	78
over 5 years	13.83%	52
TOTAL		376

Q18 Do you have plans either now or in the future to move into another profession, if so which one?

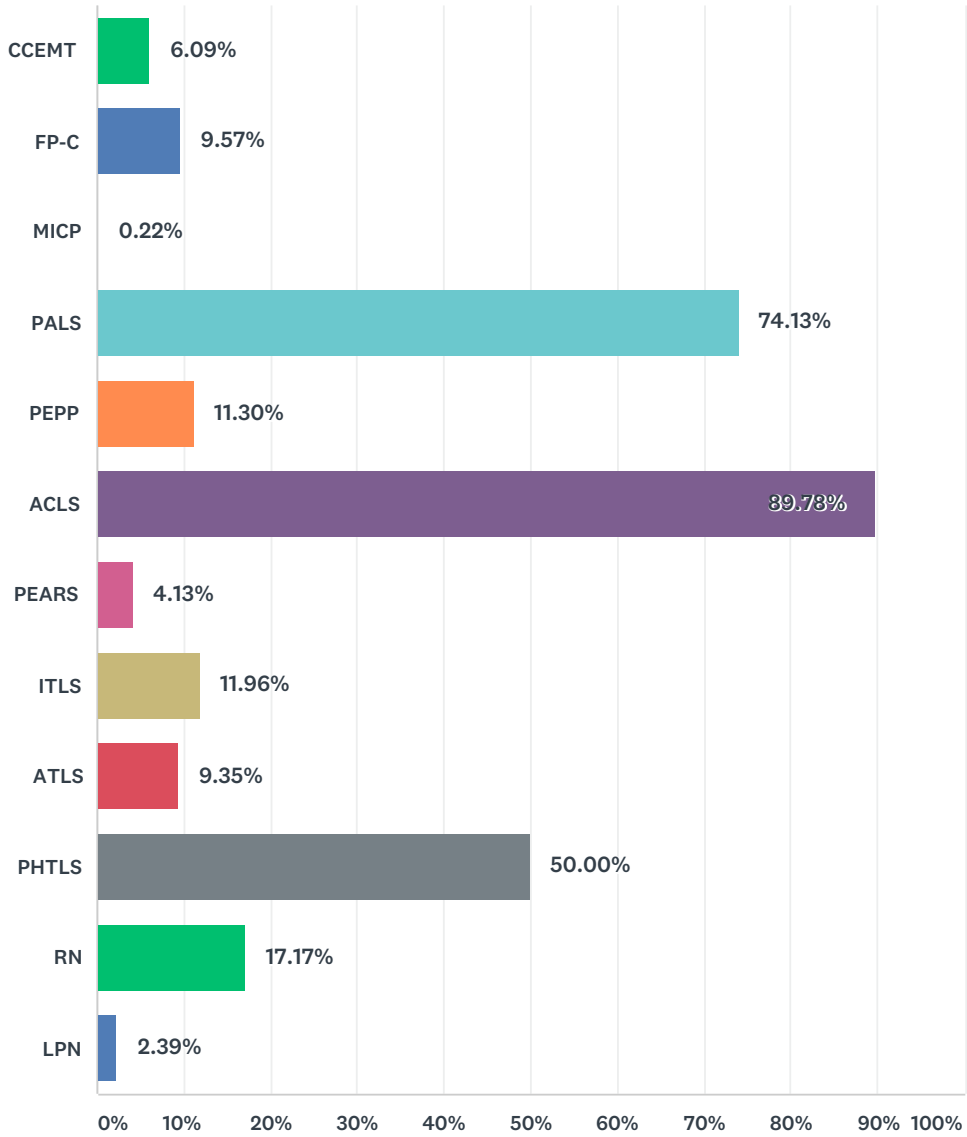
Answered: 765 Skipped: 5



ANSWER CHOICES	RESPONSES	
Gone into an unrelated field	5.49%	42
Gone into nursing	8.37%	64
Gone into another healthcare related field	4.18%	32
Retire	21.31%	163
Not planning on leaving	60.65%	464
TOTAL		765

Q19 What other credentials do you have? Choose all that apply

Answered: 460 Skipped: 310



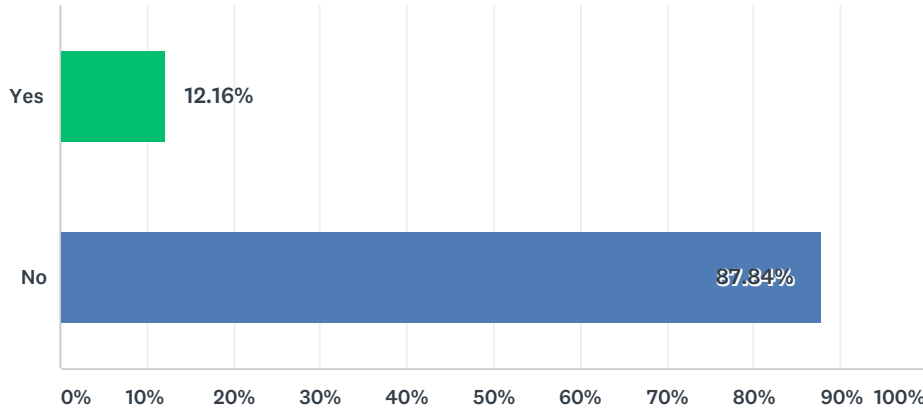
ANSWER CHOICES	RESPONSES	
CCEMT	6.09%	28
FP-C	9.57%	44
MICP	0.22%	1
PALS	74.13%	341
PEPP	11.30%	52
ACLS	89.78%	413
PEARS	4.13%	19
ITLS	11.96%	55

EMS Needs Assessment

ATLS	9.35%	43
PHTLS	50.00%	230
RN	17.17%	79
LPN	2.39%	11
Total Respondents: 460		

Q20 Are you currently a licensed EMS Instructor?

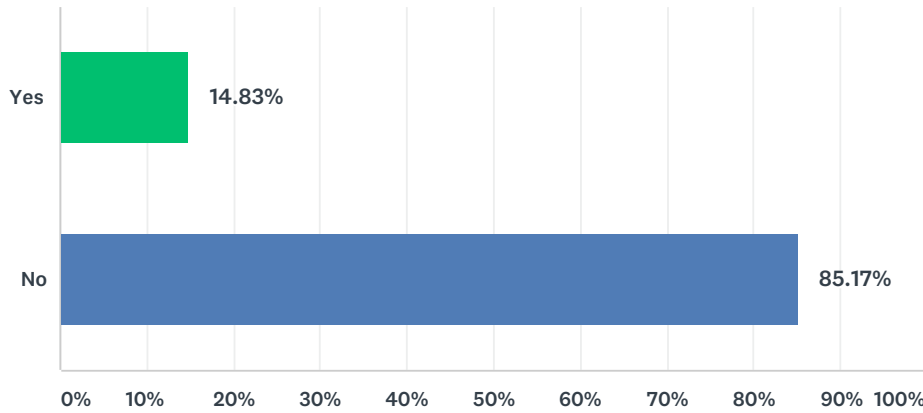
Answered: 765 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	12.16%	93
No	87.84%	672
TOTAL		765

Q21 If not currently licensed as an EMS Instructor, were you ever been licensed as and EMS instructor?

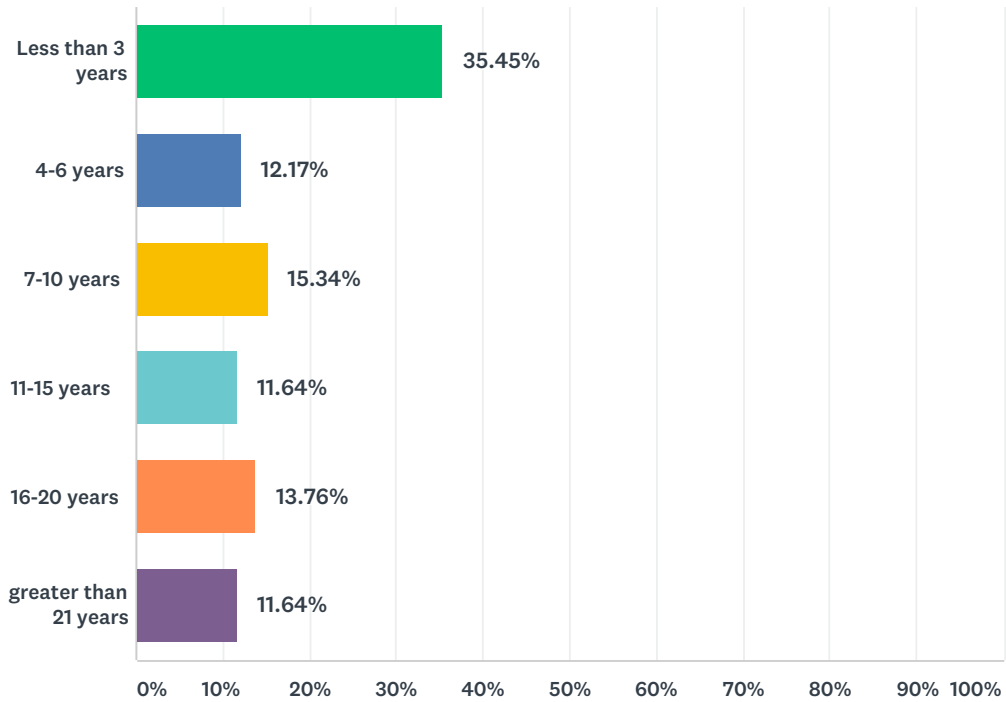
Answered: 661 Skipped: 109



ANSWER CHOICES	RESPONSES	
Yes	14.83%	98
No	85.17%	563
TOTAL		661

Q22 How many years have you been an EMS Instructor? Or how many years previously?

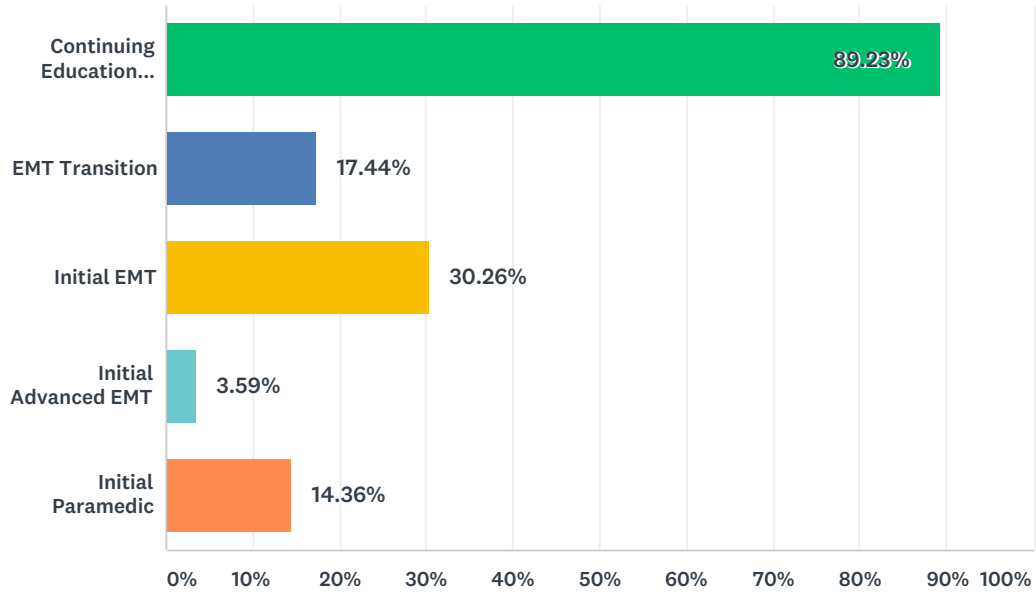
Answered: 189 Skipped: 581



ANSWER CHOICES	RESPONSES	
Less than 3 years	35.45%	67
4-6 years	12.17%	23
7-10 years	15.34%	29
11-15 years	11.64%	22
16-20 years	13.76%	26
greater than 21 years	11.64%	22
TOTAL		189

Q23 Which of the following classes do you routinely teach?

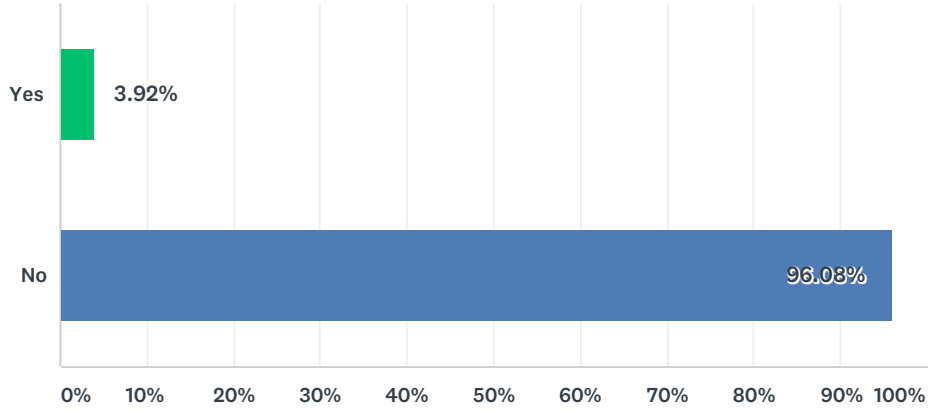
Answered: 195 Skipped: 575



ANSWER CHOICES	RESPONSES	
Continuing Education (General)	89.23%	174
EMT Transition	17.44%	34
Initial EMT	30.26%	59
Initial Advanced EMT	3.59%	7
Initial Paramedic	14.36%	28
Total Respondents: 195		

Q24 Are you a full-time educator?

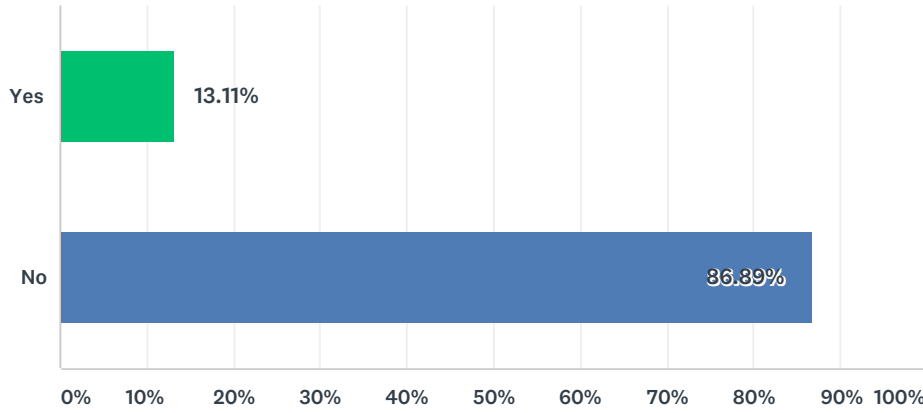
Answered: 765 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	3.92%	30
No	96.08%	735
TOTAL		765

Q25 Are you an adjunct instructor for an institute of higher learning?

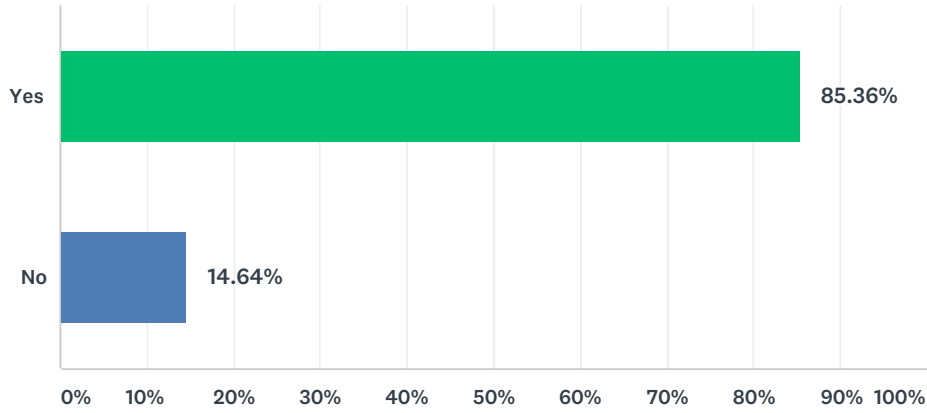
Answered: 763 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	13.11%	100
No	86.89%	663
TOTAL		763

Q26 Do you currently provide patient care?

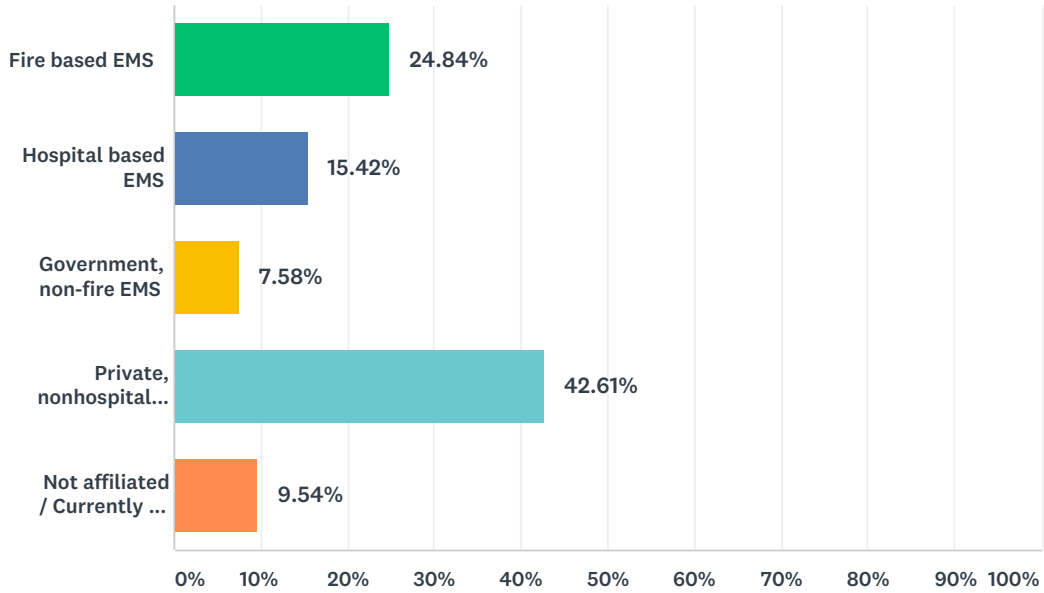
Answered: 765 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	85.36%	653
No	14.64%	112
TOTAL		765

Q27 What category of EMS Service so you currently work for?

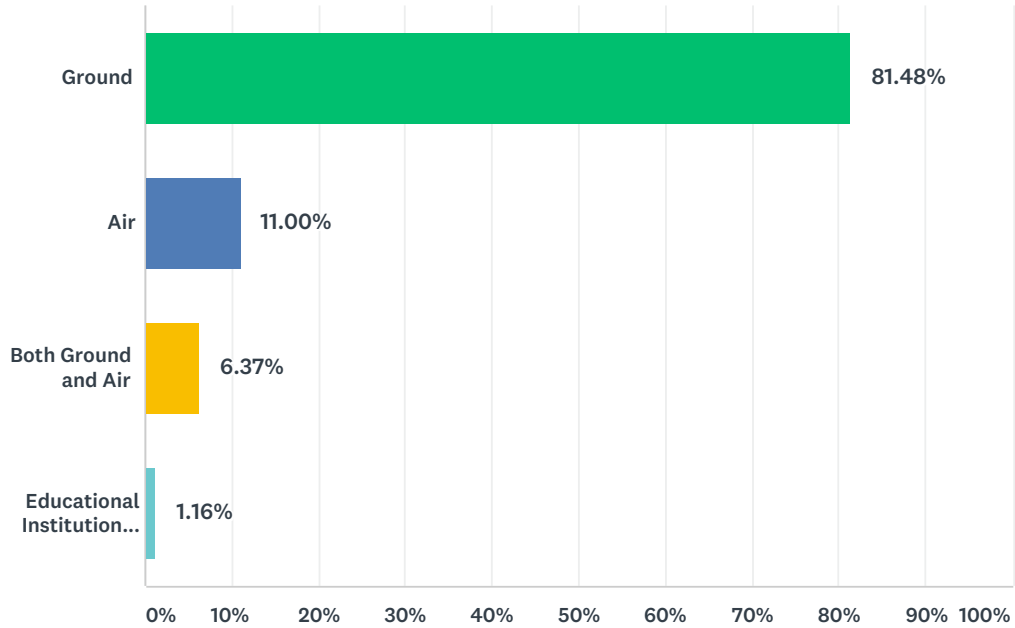
Answered: 765 Skipped: 5



ANSWER CHOICES	RESPONSES	
Fire based EMS	24.84%	190
Hospital based EMS	15.42%	118
Government, non-fire EMS	7.58%	58
Private, nonhospital based	42.61%	326
Not affiliated / Currently not working	9.54%	73
TOTAL		765

Q28 What type of service(s) do you work for?

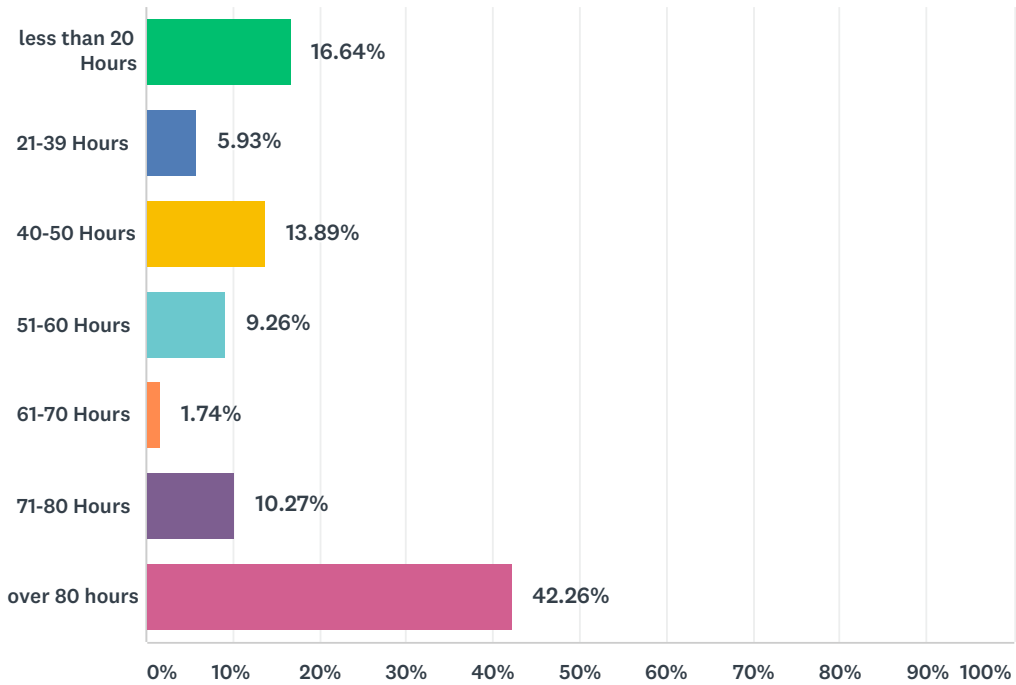
Answered: 691 Skipped: 79



ANSWER CHOICES	RESPONSES	
Ground	81.48%	563
Air	11.00%	76
Both Ground and Air	6.37%	44
Educational Institution Only	1.16%	8
TOTAL		691

Q29 How many hours a pay period (every 2 weeks) do you work on average?

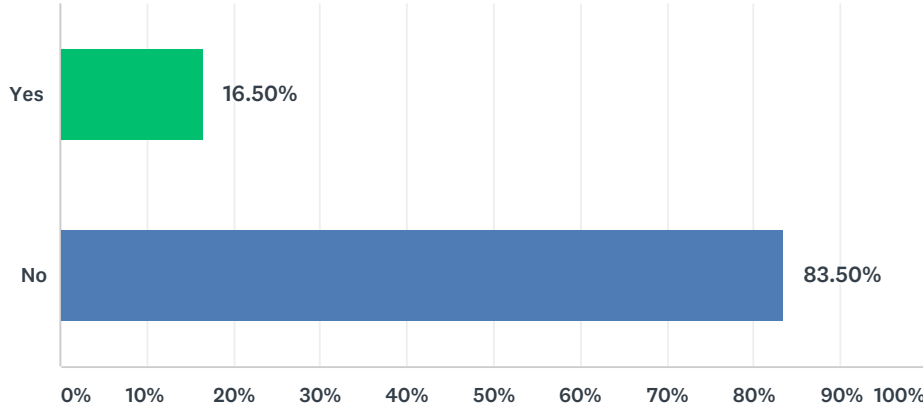
Answered: 691 Skipped: 79



ANSWER CHOICES	RESPONSES	
less than 20 Hours	16.64%	115
21-39 Hours	5.93%	41
40-50 Hours	13.89%	96
51-60 Hours	9.26%	64
61-70 Hours	1.74%	12
71-80 Hours	10.27%	71
over 80 hours	42.26%	292
TOTAL		691

Q30 Do you work for more than one service?

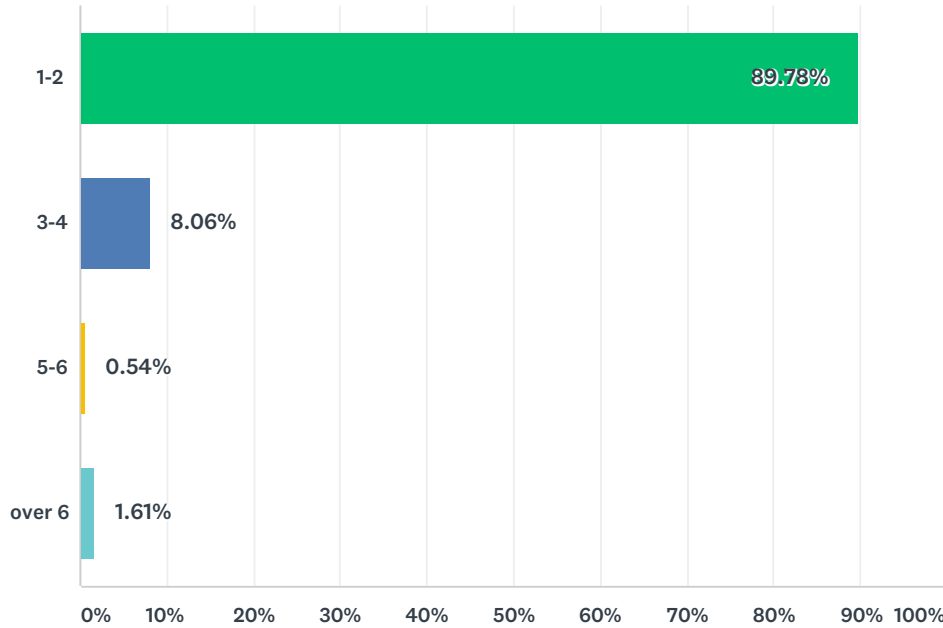
Answered: 691 Skipped: 79



ANSWER CHOICES	RESPONSES	
Yes	16.50%	114
No	83.50%	577
TOTAL		691

Q31 If yes to Question 30, How many services do you currently work for?

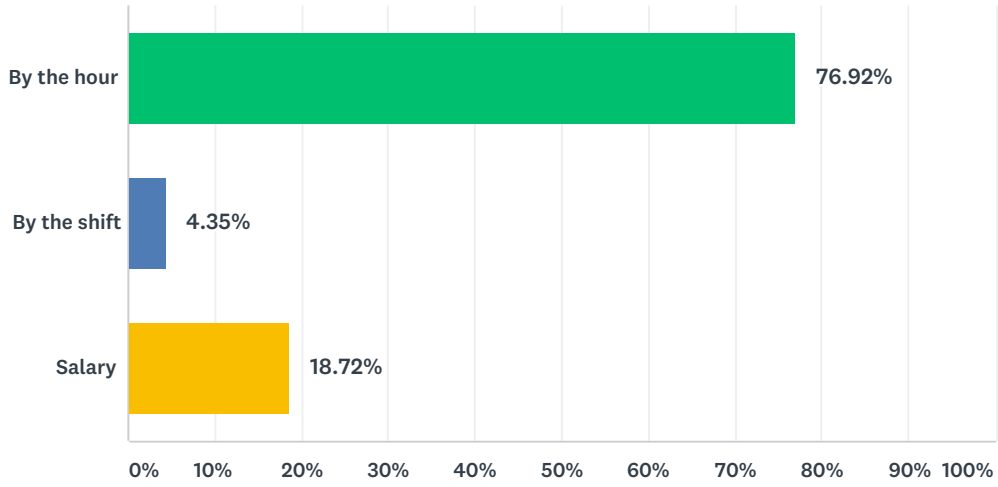
Answered: 186 Skipped: 584



ANSWER CHOICES	RESPONSES	
1-2	89.78%	167
3-4	8.06%	15
5-6	0.54%	1
over 6	1.61%	3
TOTAL		186

Q32 How are you paid?

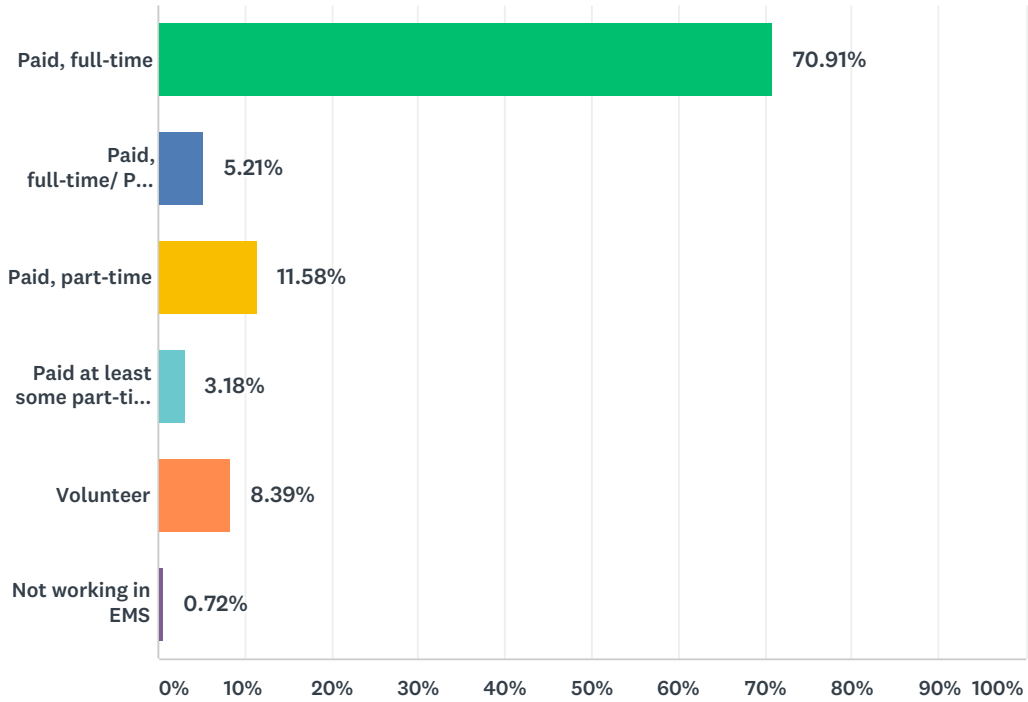
Answered: 689 Skipped: 81



ANSWER CHOICES	RESPONSES	
By the hour	76.92%	530
By the shift	4.35%	30
Salary	18.72%	129
TOTAL		689

Q33 Which best describes your current employment status?

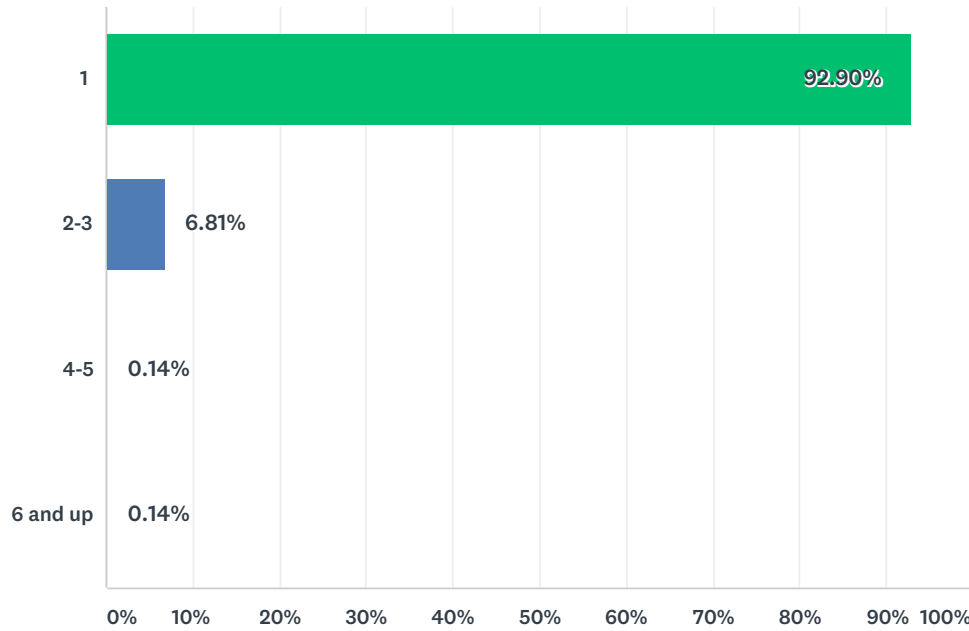
Answered: 691 Skipped: 79



ANSWER CHOICES	RESPONSES	
Paid, full-time	70.91%	490
Paid, full-time/ Paid part-time	5.21%	36
Paid, part-time	11.58%	80
Paid at least some part-time and volunteer	3.18%	22
Volunteer	8.39%	58
Not working in EMS	0.72%	5
TOTAL		691

Q34 How many services do you currently work over 20 hours a pay period for?

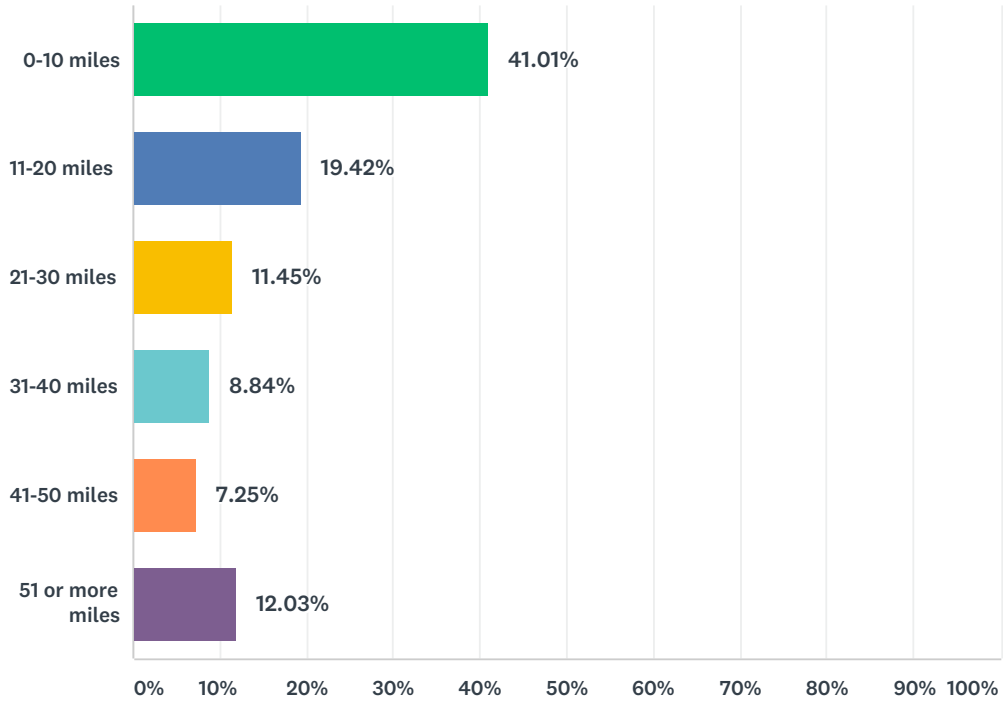
Answered: 690 Skipped: 80



ANSWER CHOICES	RESPONSES	
1	92.90%	641
2-3	6.81%	47
4-5	0.14%	1
6 and up	0.14%	1
TOTAL		690

Q35 How far do you drive one way to the primary service you work for?

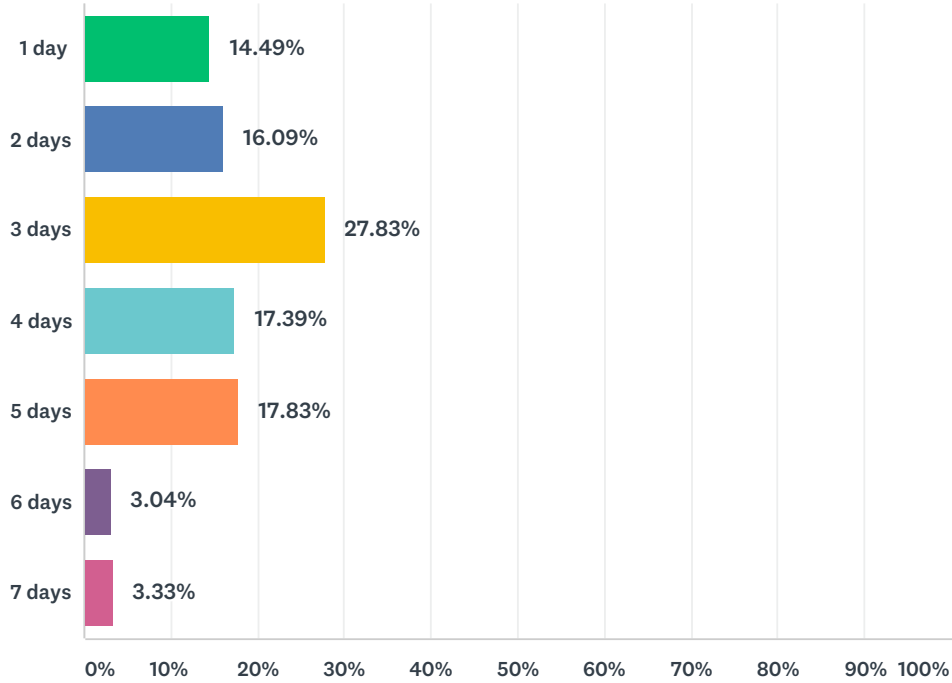
Answered: 690 Skipped: 80



ANSWER CHOICES	RESPONSES	
0-10 miles	41.01%	283
11-20 miles	19.42%	134
21-30 miles	11.45%	79
31-40 miles	8.84%	61
41-50 miles	7.25%	50
51 or more miles	12.03%	83
TOTAL		690

Q36 How many days a week do you typically work?

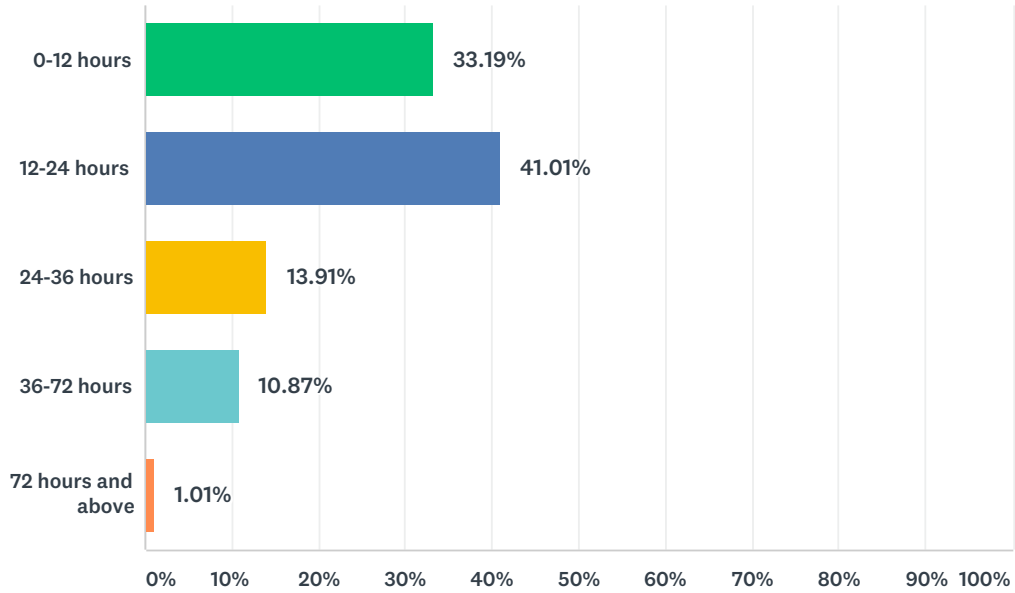
Answered: 690 Skipped: 80



ANSWER CHOICES	RESPONSES	
1 day	14.49%	100
2 days	16.09%	111
3 days	27.83%	192
4 days	17.39%	120
5 days	17.83%	123
6 days	3.04%	21
7 days	3.33%	23
TOTAL		690

Q37 What is the average length of your typical shift?

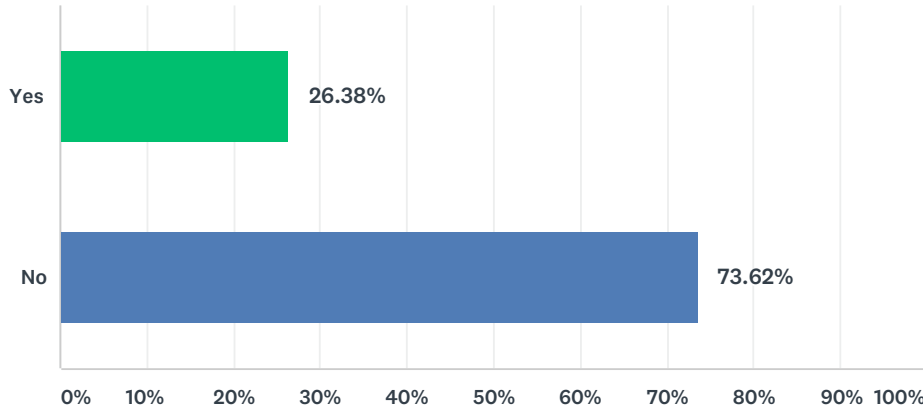
Answered: 690 Skipped: 80



ANSWER CHOICES	RESPONSES	
0-12 hours	33.19%	229
12-24 hours	41.01%	283
24-36 hours	13.91%	96
36-72 hours	10.87%	75
72 hours and above	1.01%	7
TOTAL		690

Q38 Do you work a second non-healthcare related job out of necessity?

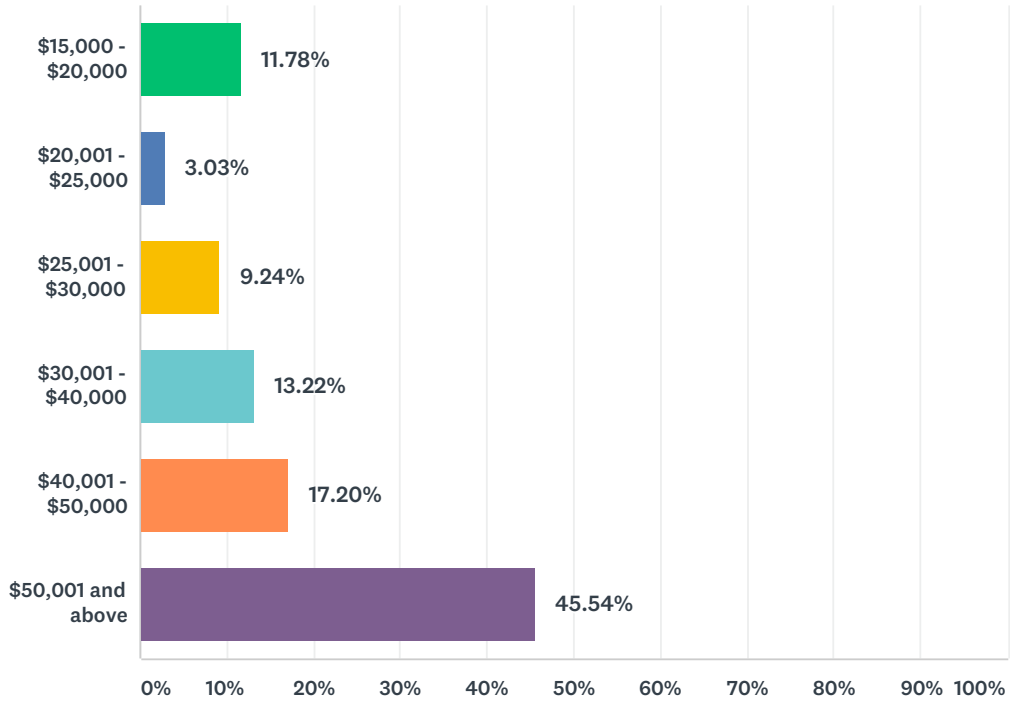
Answered: 690 Skipped: 80



ANSWER CHOICES	RESPONSES	
Yes	26.38%	182
No	73.62%	508
TOTAL		690

Q39 What is your salary range before overtime?

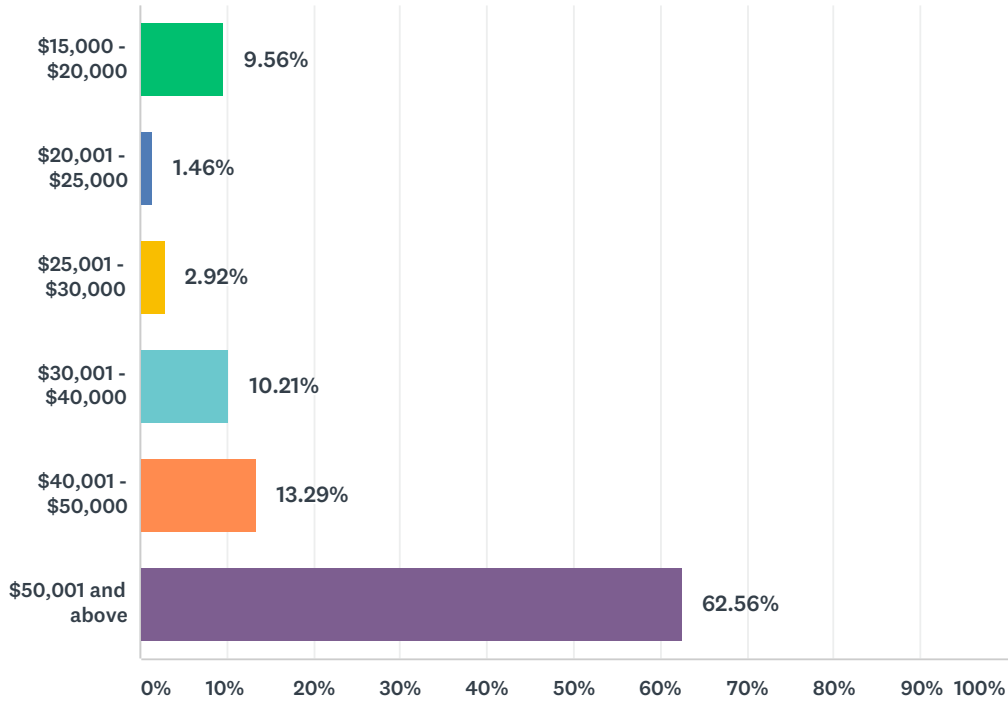
Answered: 628 Skipped: 142



ANSWER CHOICES	RESPONSES	
\$15,000 - \$20,000	11.78%	74
\$20,001 - \$25,000	3.03%	19
\$25,001 - \$30,000	9.24%	58
\$30,001 - \$40,000	13.22%	83
\$40,001 - \$50,000	17.20%	108
\$50,001 and above	45.54%	286
TOTAL		628

Q40 What is your salary range including overtime?

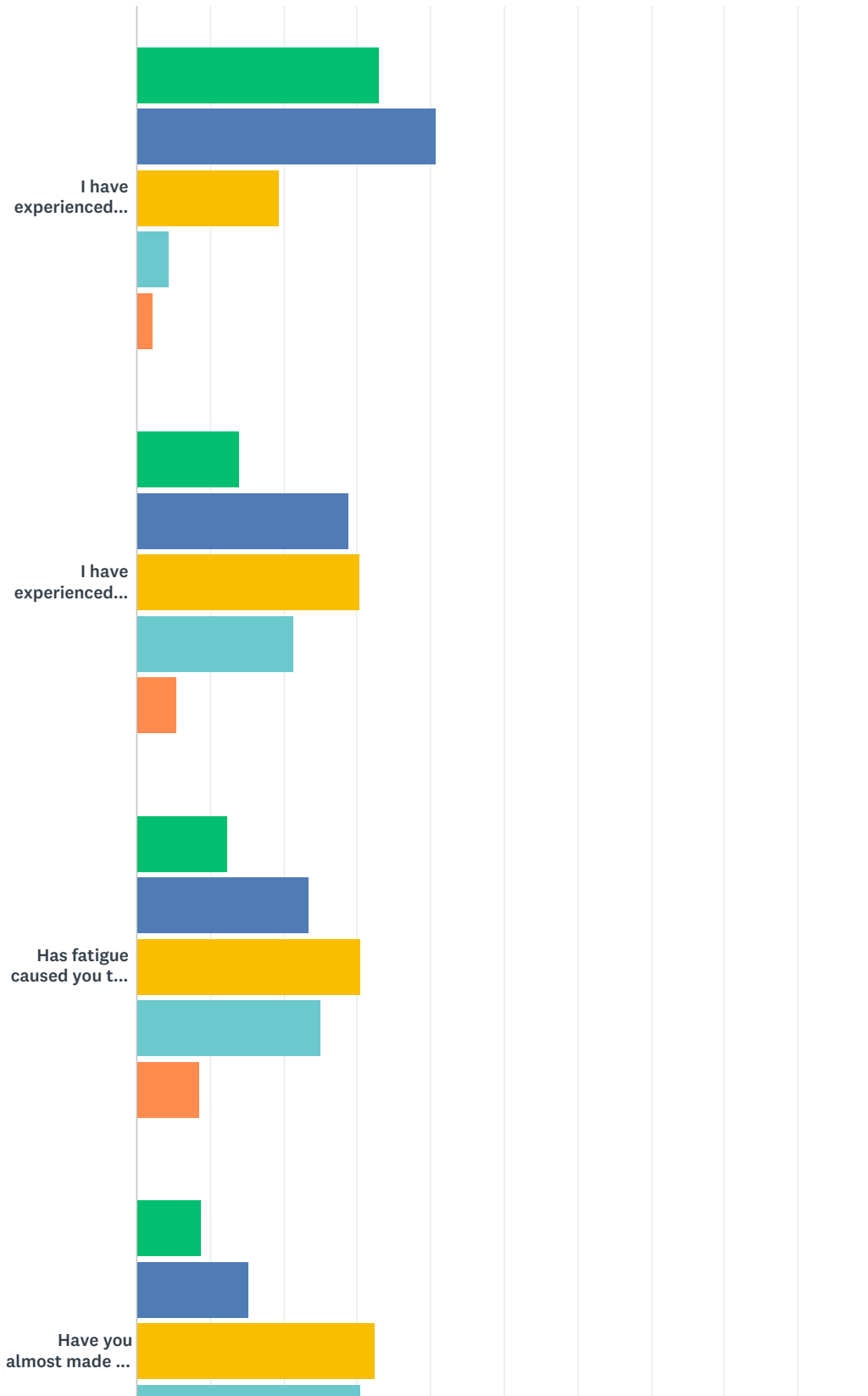
Answered: 617 Skipped: 153



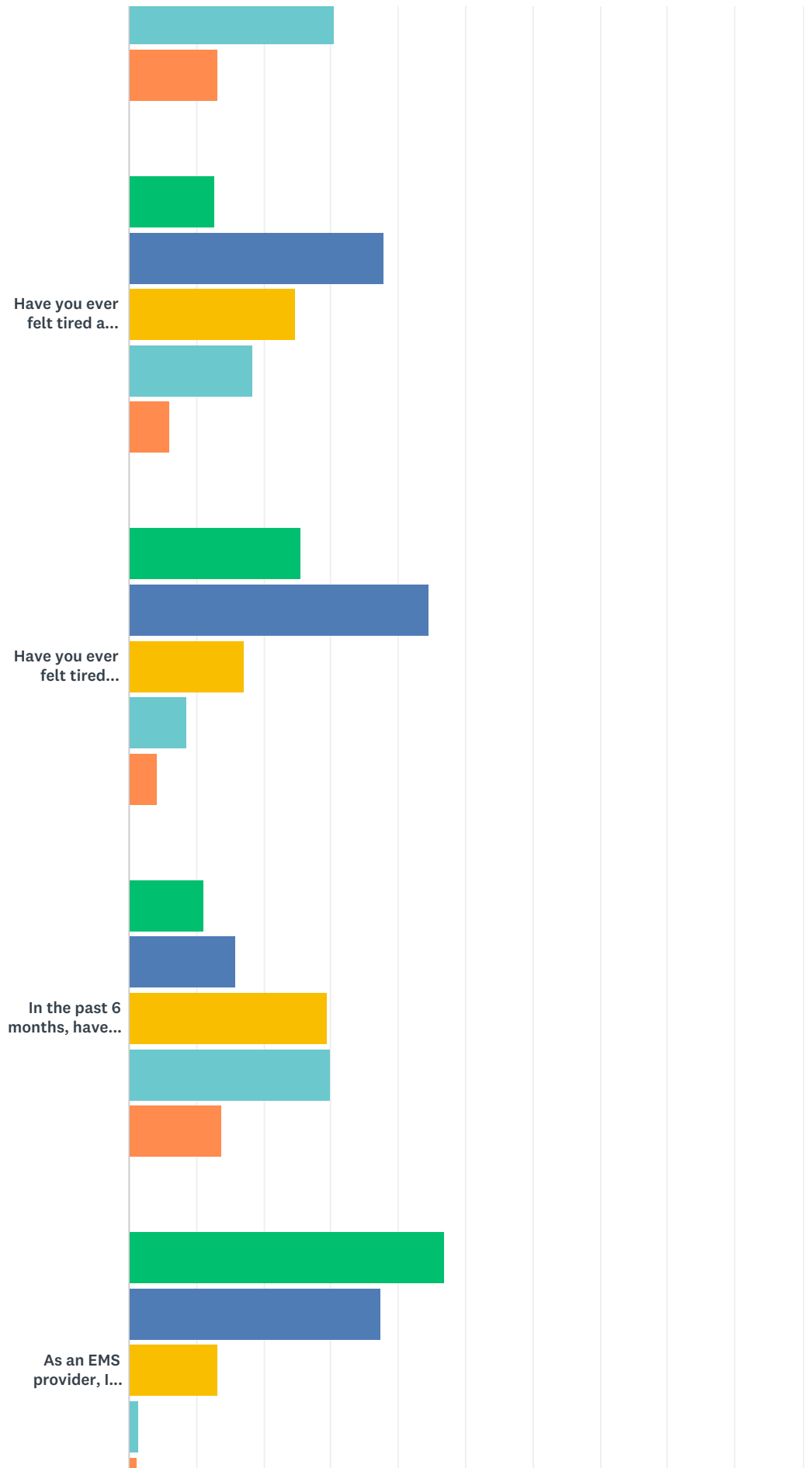
ANSWER CHOICES	RESPONSES	
\$15,000 - \$20,000	9.56%	59
\$20,001 - \$25,000	1.46%	9
\$25,001 - \$30,000	2.92%	18
\$30,001 - \$40,000	10.21%	63
\$40,001 - \$50,000	13.29%	82
\$50,001 and above	62.56%	386
TOTAL		617

Q41 Spend time with each statement and reflect on your experiences regarding fatigue.

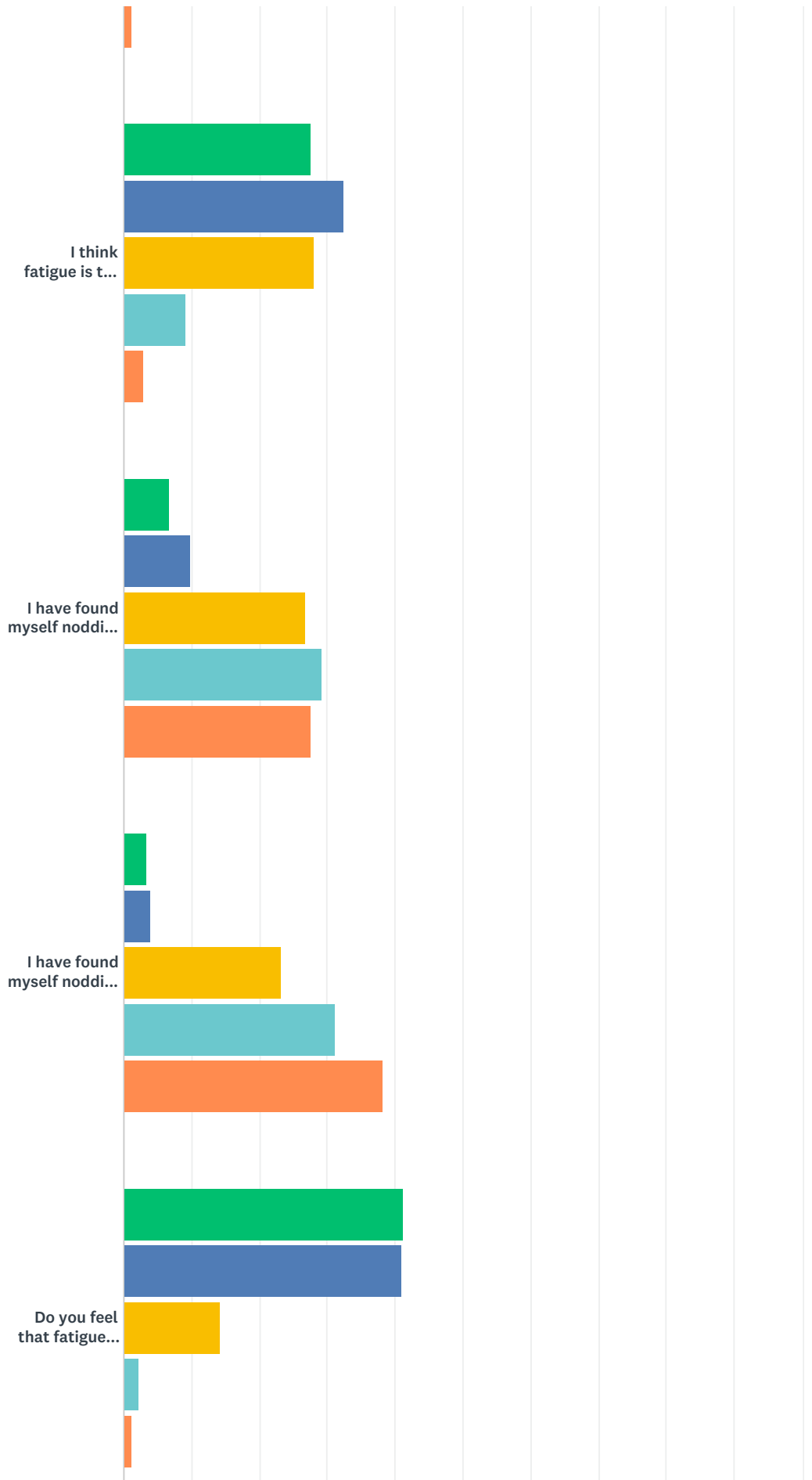
Answered: 671 Skipped: 99



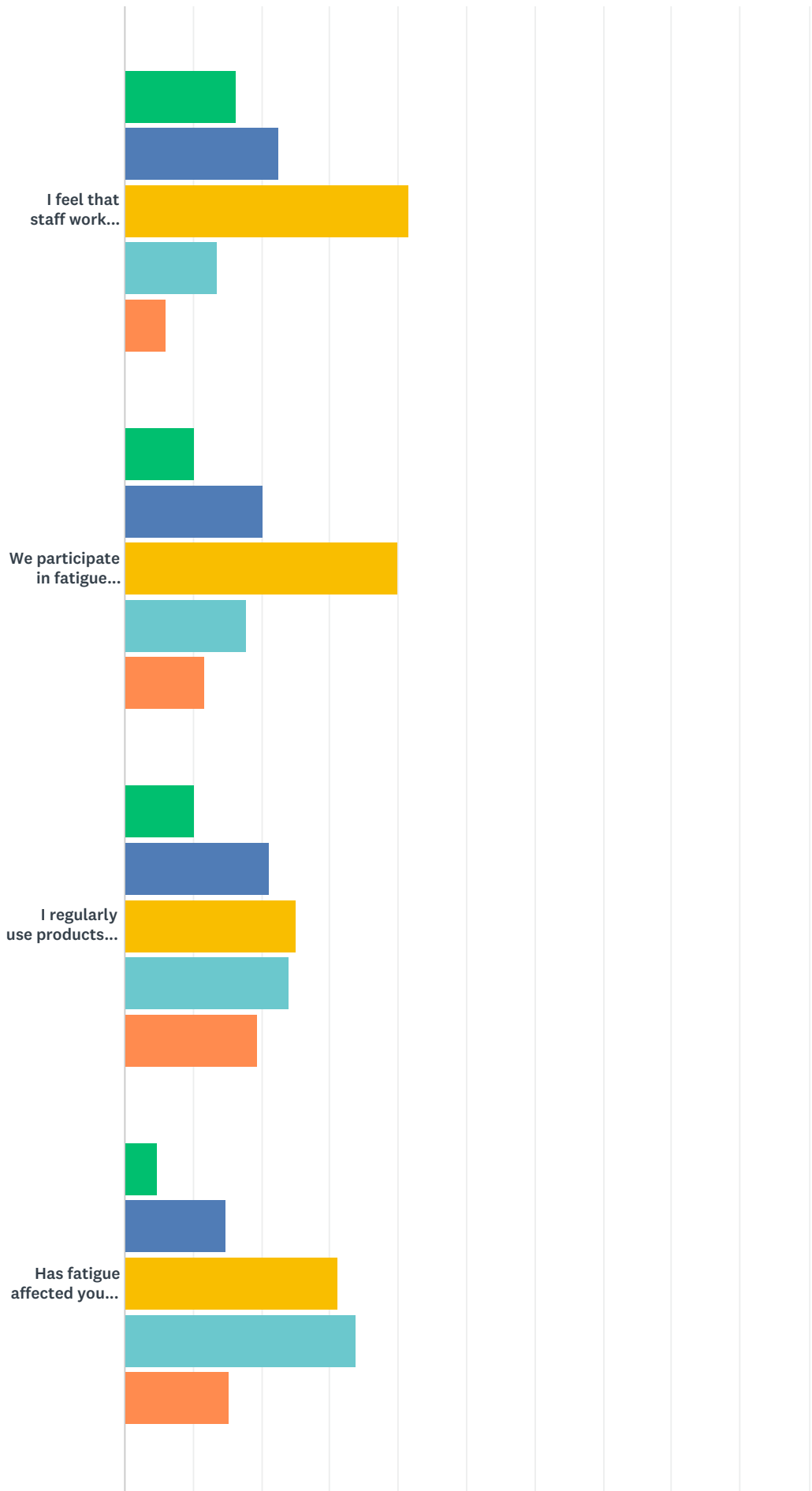
EMS Needs Assessment



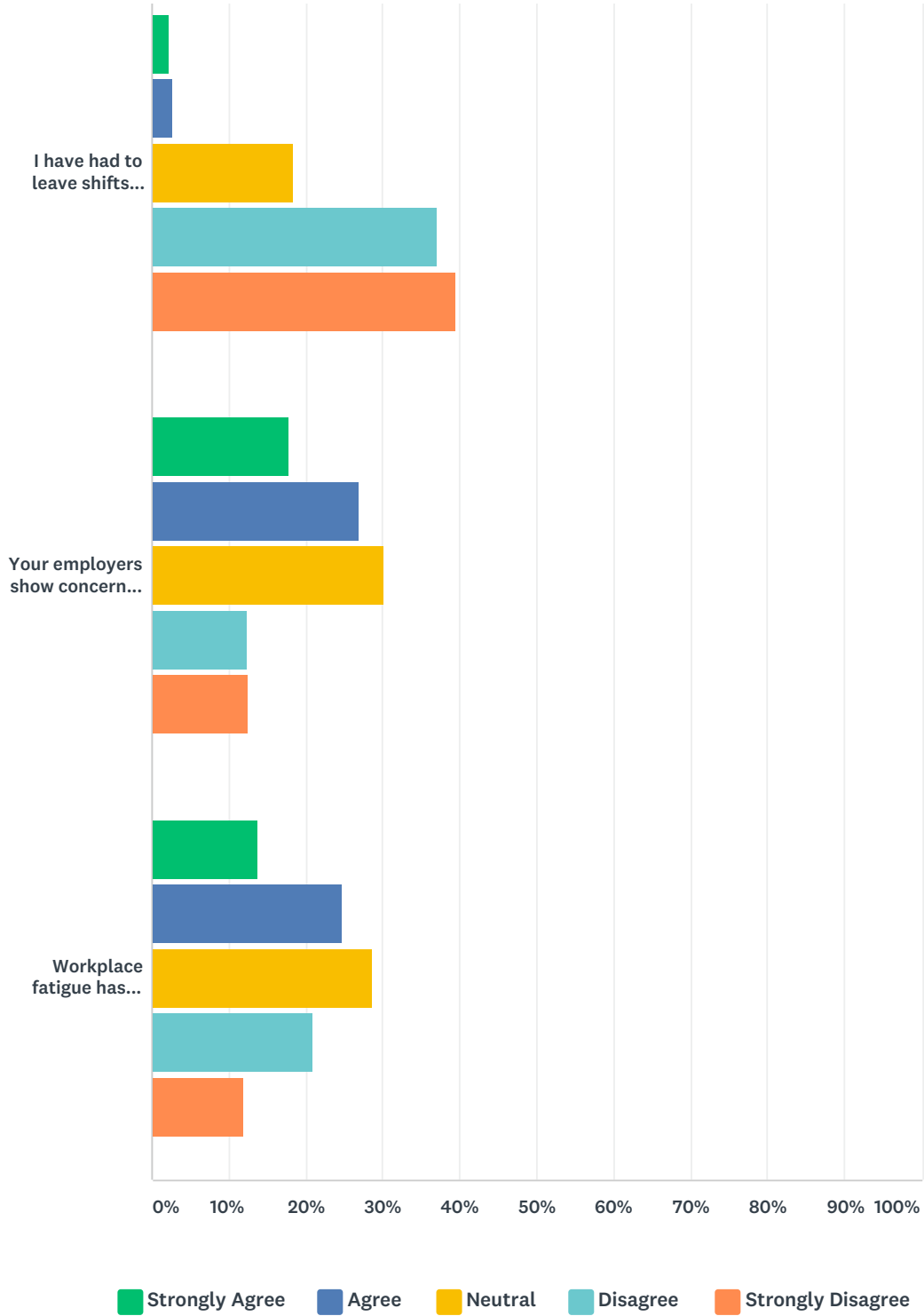
EMS Needs Assessment



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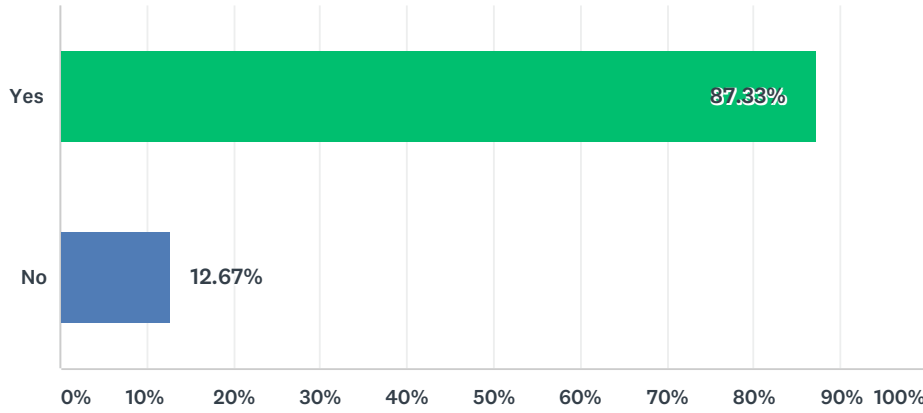
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I have experienced workplace fatigue.	33.13% 222	40.75% 273	19.40% 130	4.48% 30	2.24% 15	670
I have experienced fatigue while on duty that has impacted my performance.	14.01% 94	28.91% 194	30.25% 203	21.31% 143	5.51% 37	671
Has fatigue caused you to feel concern over your ability to perform during work hours?	12.37% 83	23.40% 157	30.55% 205	25.04% 168	8.64% 58	671
Have you almost made an error at work because of fatigue?	8.79% 59	15.20% 102	32.34% 217	30.55% 205	13.11% 88	671

EMS Needs Assessment

Have you ever felt tired at the start of your shift?	12.82% 86	37.85% 254	24.74% 166	18.48% 124	6.11% 41	671
Have you ever felt tired while driving home after your shift?	25.52% 171	44.48% 298	17.16% 115	8.66% 58	4.18% 28	670
In the past 6 months, have you had to reduce the number of hours you previously spent on occupational, social or family activities because of problems with fatigue?	11.04% 74	15.82% 106	29.40% 197	30.00% 201	13.73% 92	670
As an EMS provider, I am responsible for being rested and fit for duty.	46.80% 314	37.41% 251	13.11% 88	1.49% 10	1.19% 8	671
I think fatigue is the number one safety hazard in my profession.	27.57% 185	32.34% 217	28.02% 188	9.24% 62	2.83% 19	671
I have found myself nodding off while driving an ambulance.	6.62% 44	9.77% 65	26.77% 178	29.32% 195	27.52% 183	665
I have found myself nodding off while providing patient care.	3.44% 23	4.04% 27	23.17% 155	31.09% 208	38.27% 256	669
Do you feel that fatigue impacts safety?	41.20% 274	40.90% 272	14.29% 95	2.26% 15	1.35% 9	665
I feel that staff work longer hours than is best for patient care.	16.22% 108	22.52% 150	41.59% 277	13.66% 91	6.01% 40	666
We participate in fatigue education and recognition at our service.	10.19% 68	20.24% 135	40.03% 267	17.84% 119	11.69% 78	667
I regularly use products that help me stay awake while on duty (caffeine, energy drink, other stimulants).	10.28% 69	21.16% 142	25.19% 169	23.99% 161	19.37% 130	671
Has fatigue affected your judgement while at work?	4.78% 32	14.93% 100	31.19% 209	33.88% 227	15.22% 102	670
I have had to leave shifts early because of workplace fatigue?	2.25% 15	2.70% 18	18.44% 123	37.03% 247	39.58% 264	667
Your employers show concern for your health and safety, especially regarding fatigue.	17.79% 119	27.06% 181	30.19% 202	12.41% 83	12.56% 84	669
Workplace fatigue has impacted your family and/or personal life.	13.81% 92	24.77% 165	28.68% 191	20.87% 139	11.86% 79	666

Q42 Are you allowed to sleep while on duty when working over 12 hours?

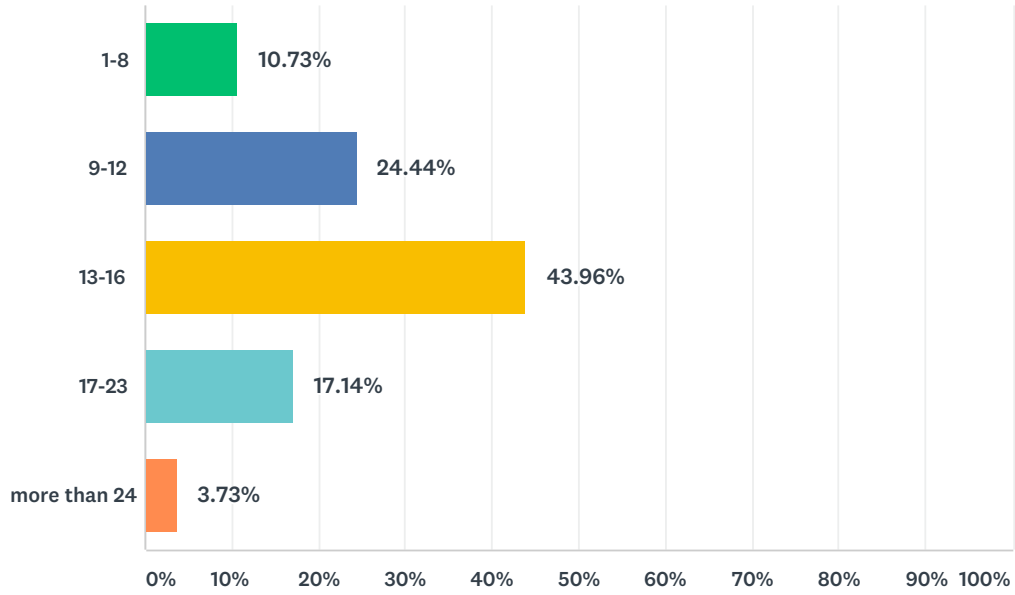
Answered: 671 Skipped: 99



ANSWER CHOICES	RESPONSES	
Yes	87.33%	586
No	12.67%	85
TOTAL		671

Q43 How many hours are you routinely awake while on duty?

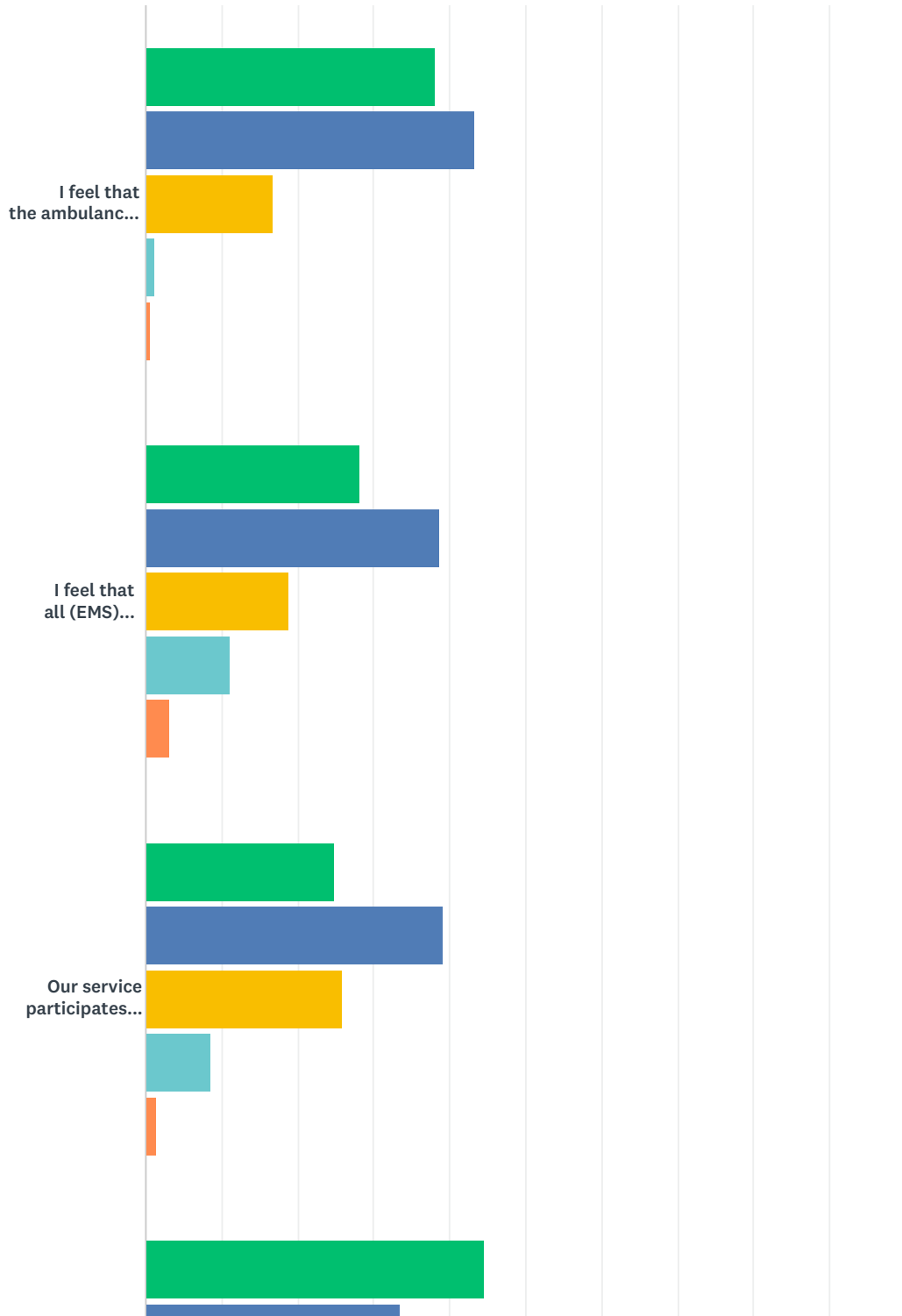
Answered: 671 Skipped: 99



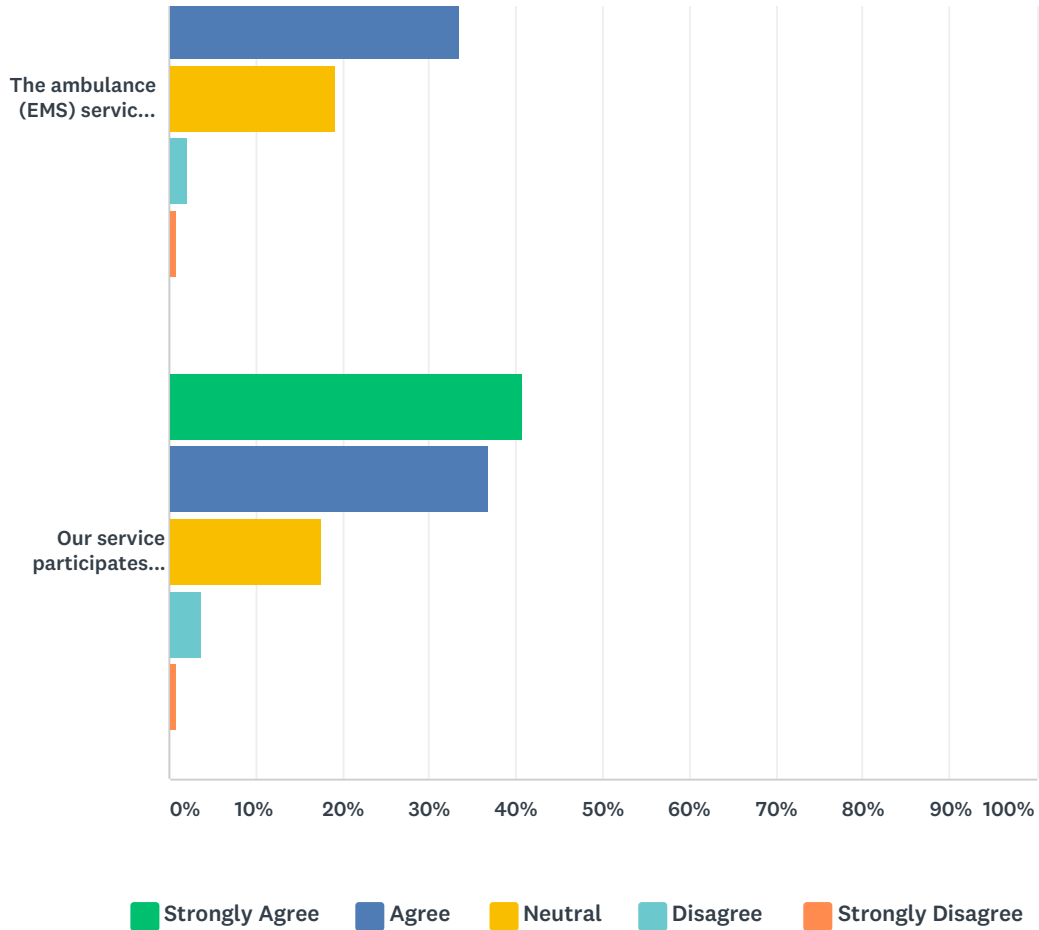
ANSWER CHOICES	RESPONSES	
1-8	10.73%	72
9-12	24.44%	164
13-16	43.96%	295
17-23	17.14%	115
more than 24	3.73%	25
TOTAL		671

Q44 Spend time with each statement and reflect on your ambulance (EMS) service's strengths and weaknesses. A thorough assessment by many community representatives, such as yourself, will help stimulate future growth and development of the ambulance (EMS) agency to allow the service to better meet the community's needs.

Answered: 680 Skipped: 90



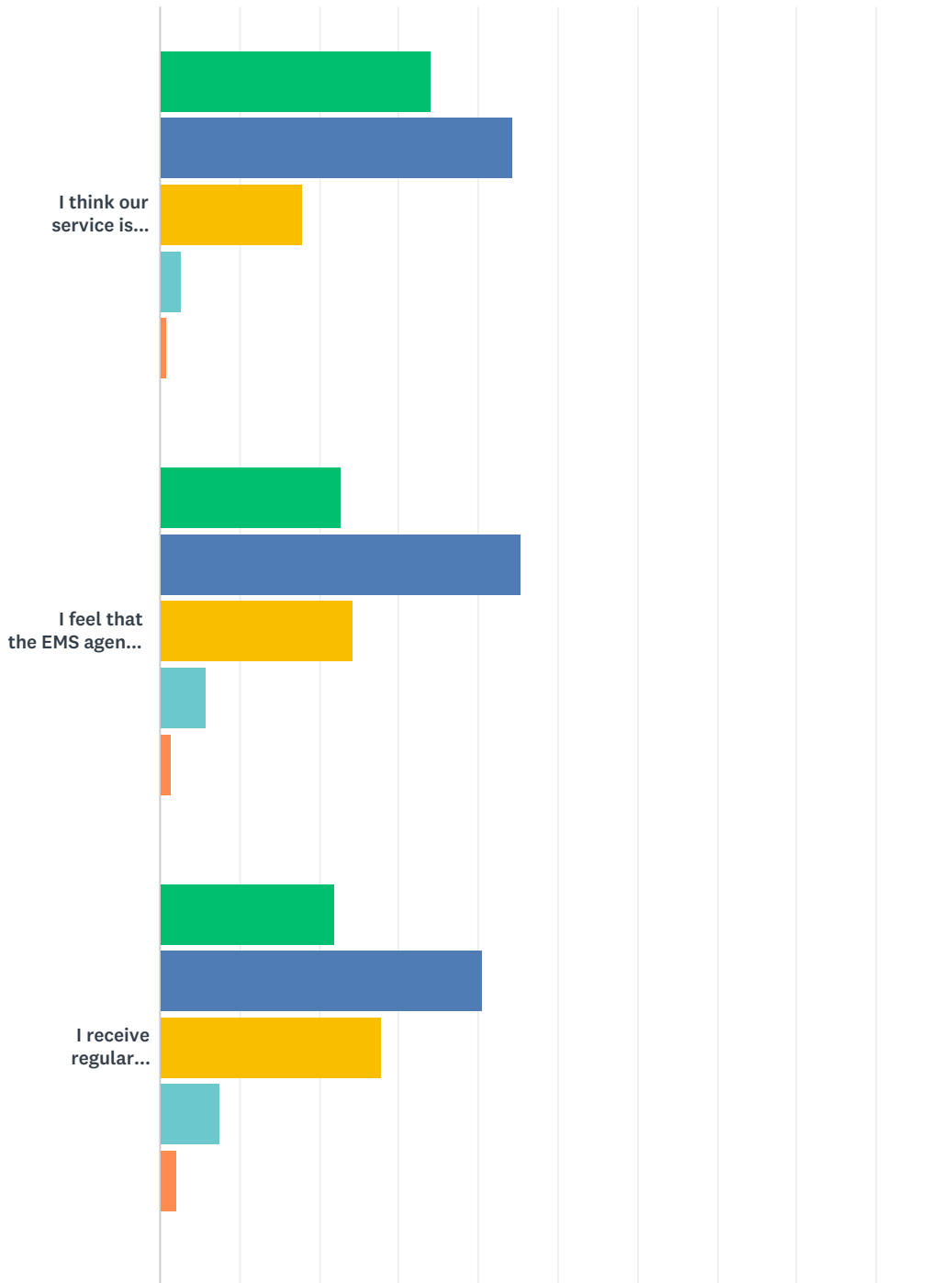
EMS Needs Assessment



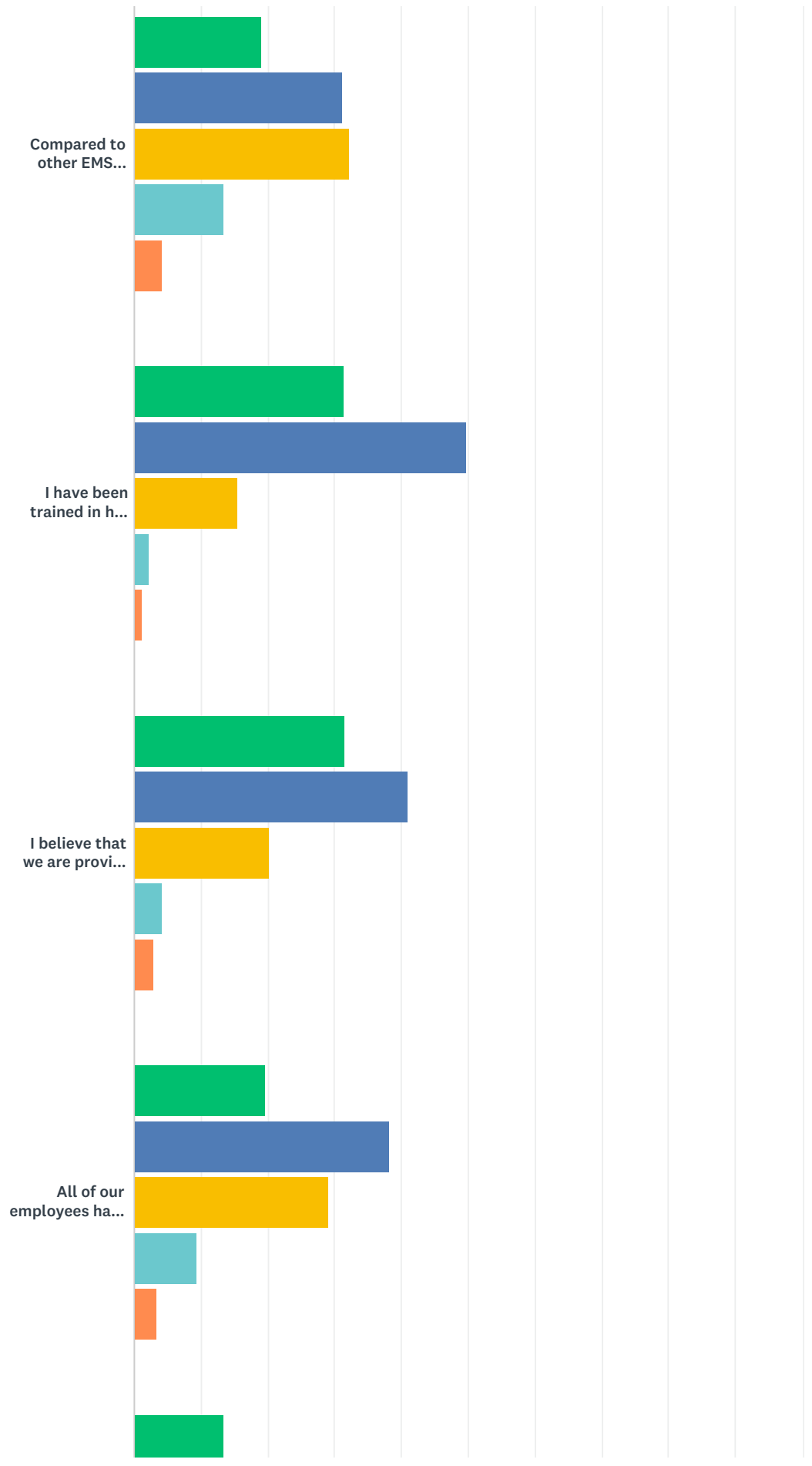
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I feel that the ambulance and the other equipment are kept clean and well maintained.	38.05% 258	43.36% 294	16.81% 114	1.18% 8	0.59% 4	678
I feel that all (EMS) personnel act and dress in a professional manner while on duty and dealing with the public.	28.17% 191	38.79% 263	18.88% 128	11.06% 75	3.10% 21	678
Our service participates in health promotion programs like health fairs and blood pressure screening.	24.89% 169	39.18% 266	25.92% 176	8.54% 58	1.47% 10	679
The ambulance (EMS) service I work for is valued as a community resource.	44.46% 301	33.38% 226	19.35% 131	2.07% 14	0.74% 5	677
Our service participates in community education, such as school presentations, CPR classes.	40.88% 278	36.91% 251	17.65% 120	3.68% 25	0.88% 6	680

Q45 The next statements focus on your perceptions as a front-line EMS provider. Specifically, assess how well your agency prepares its employees / volunteers for the provision of emergency medical care within a broad community context. Employees / volunteers should have access to the necessary resources, knowledge, and education to successfully complete their job requirements. Please rate each statement below.

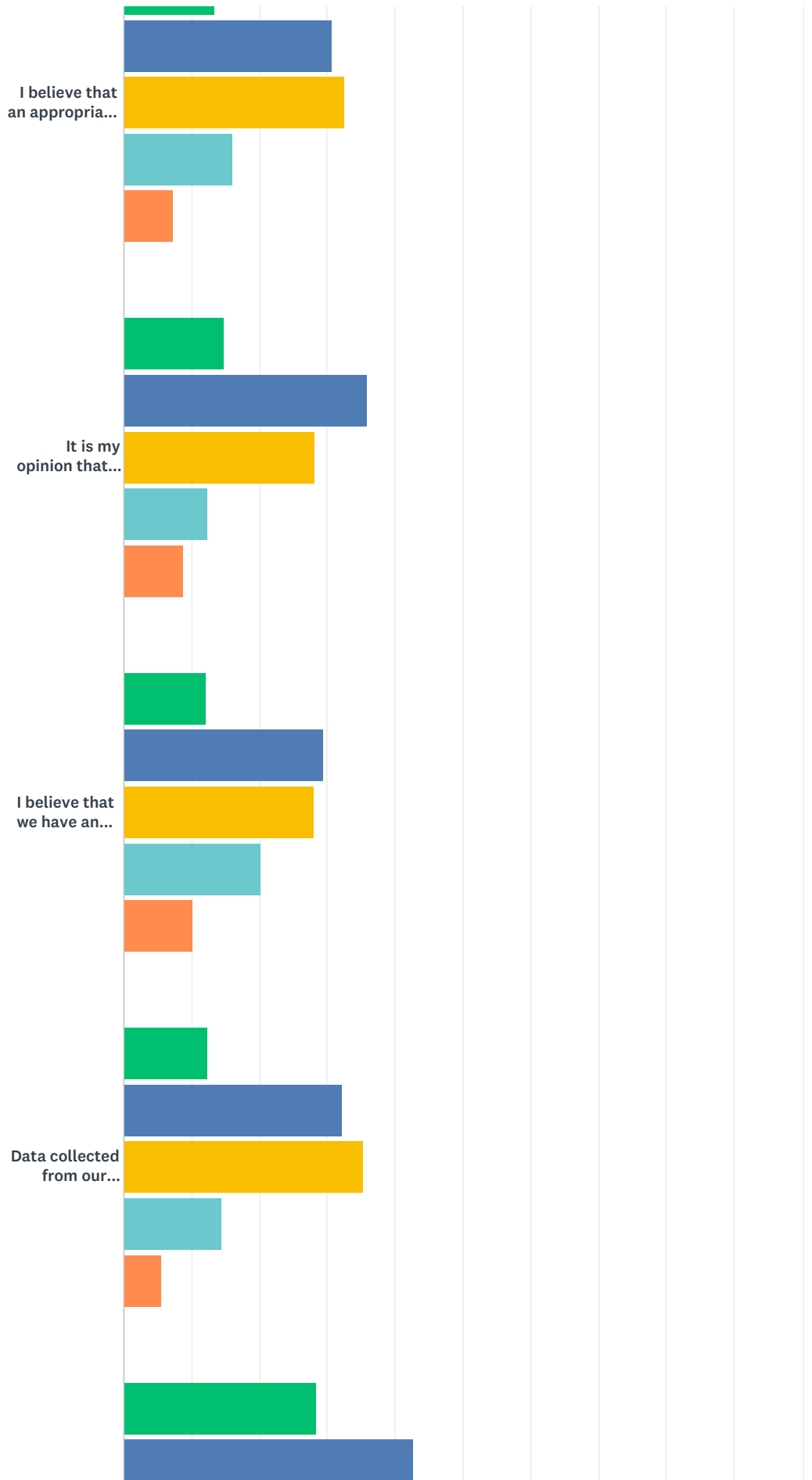
Answered: 676 Skipped: 94



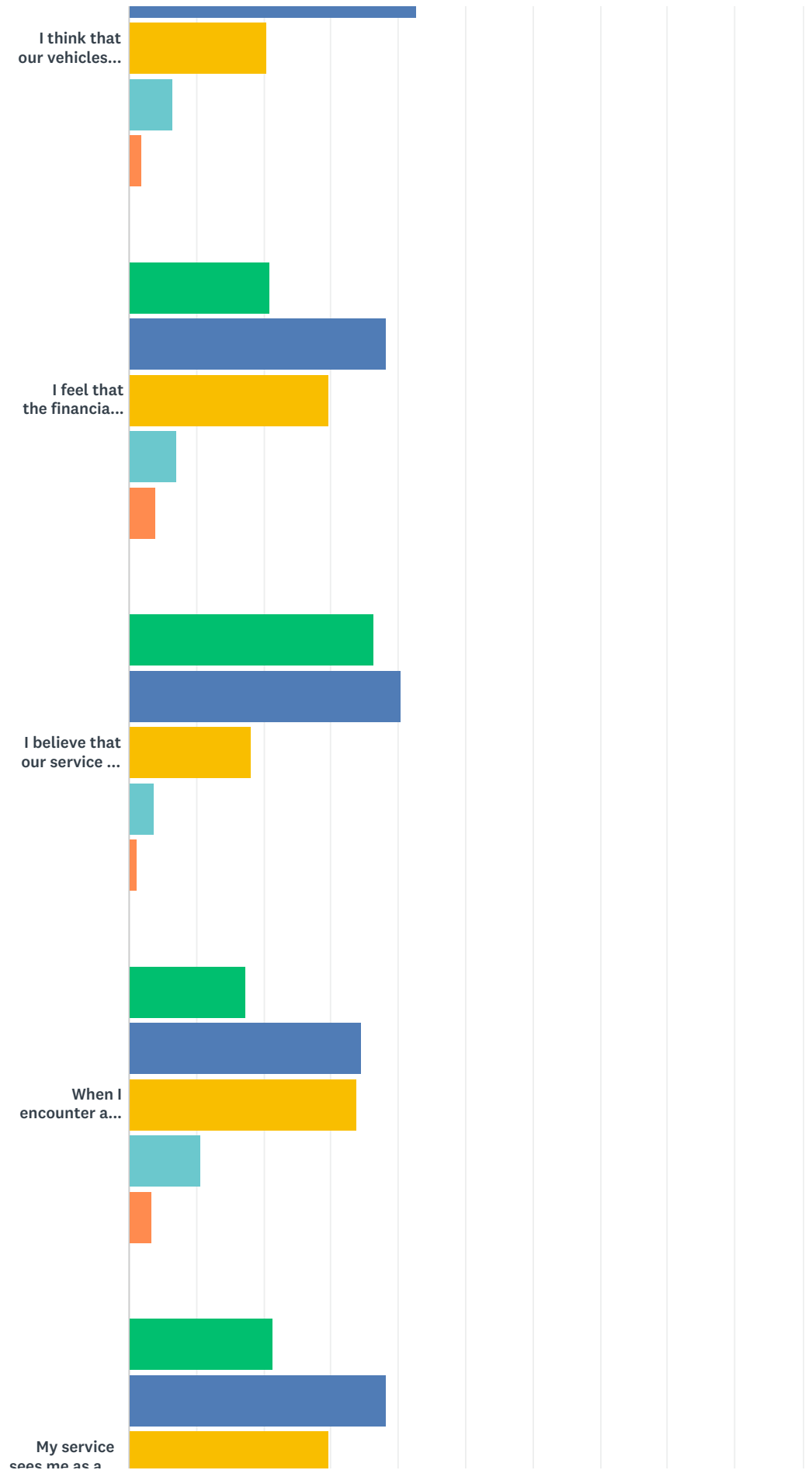
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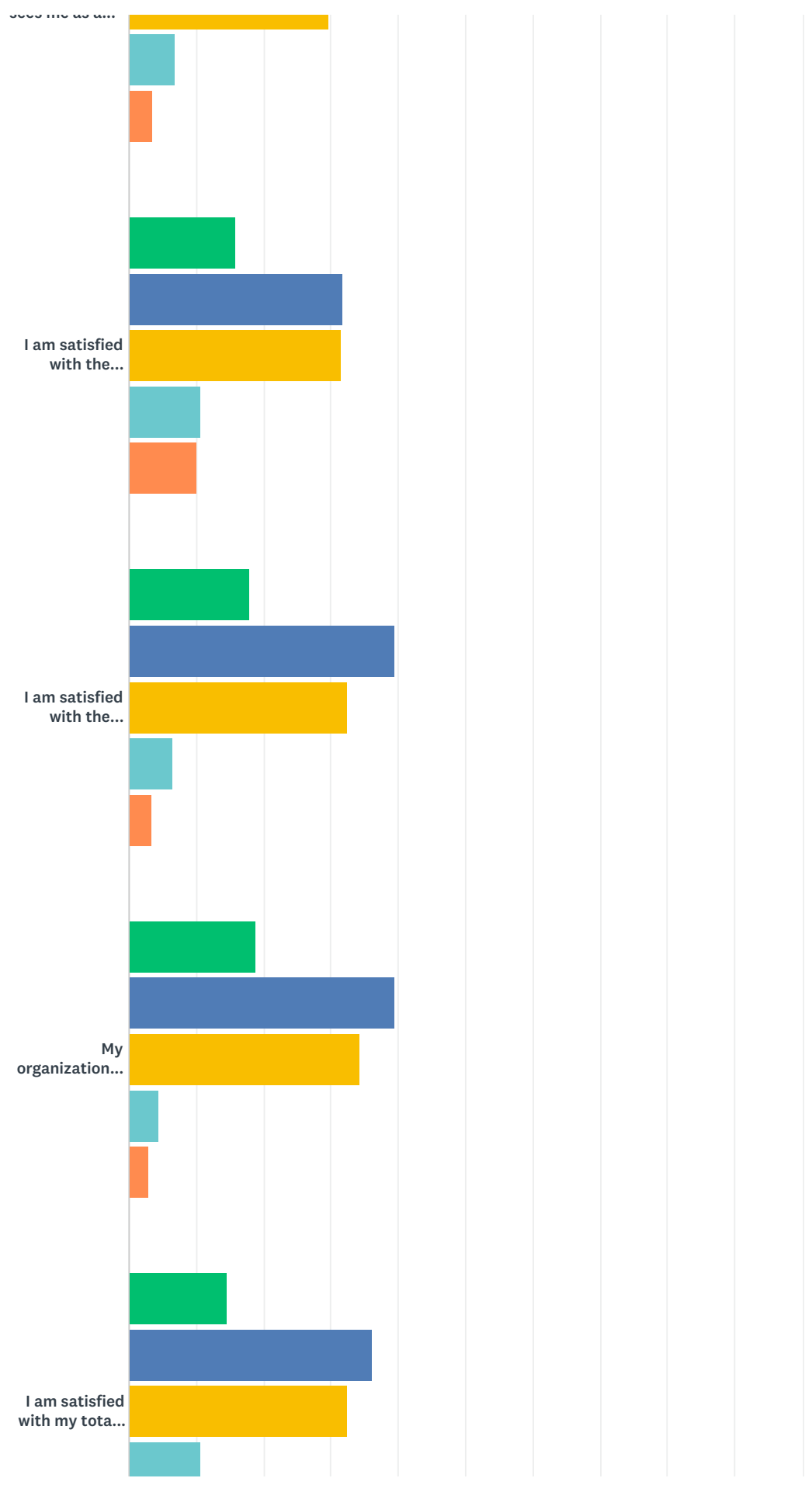
EMS Needs Assessment



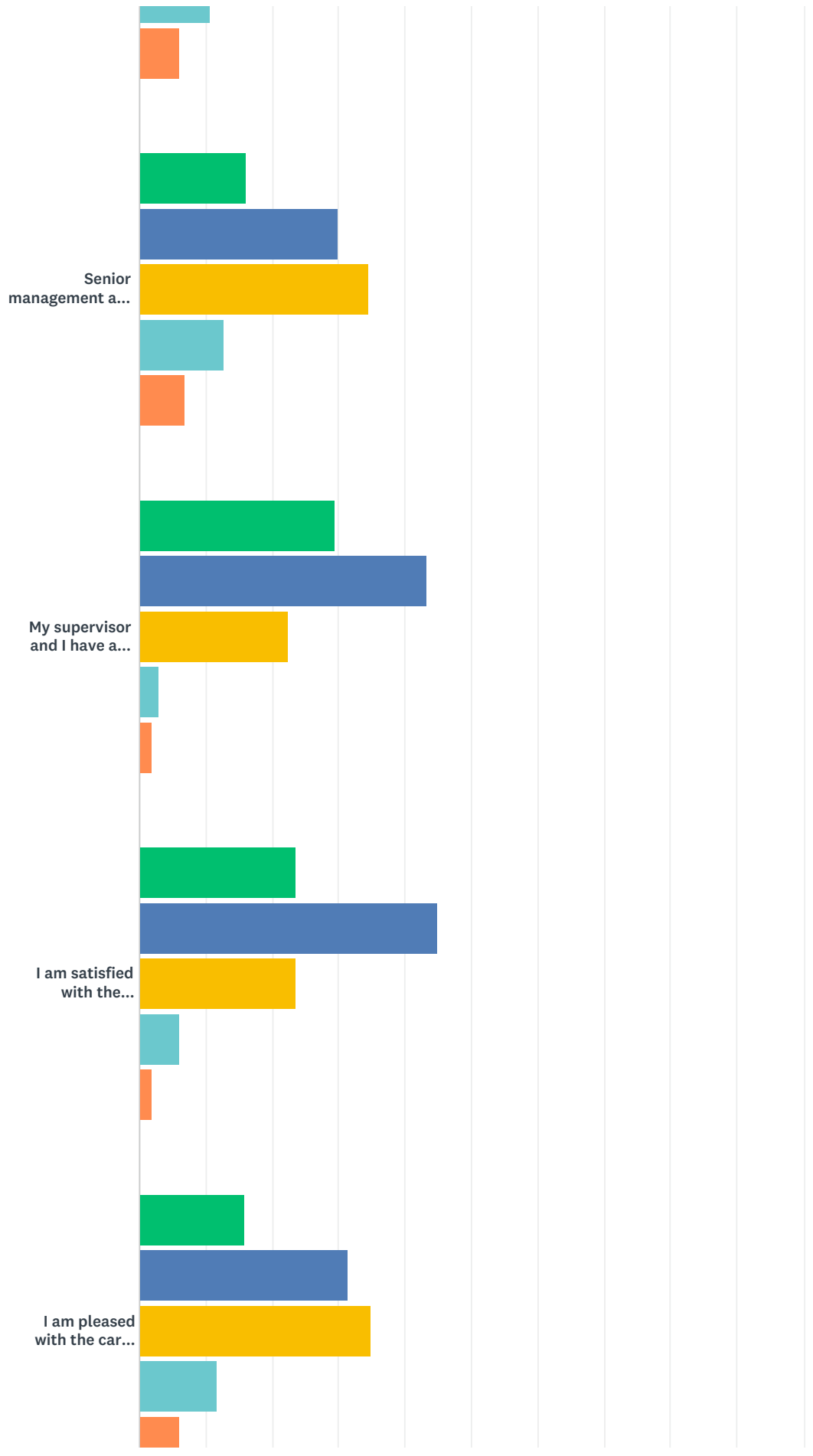
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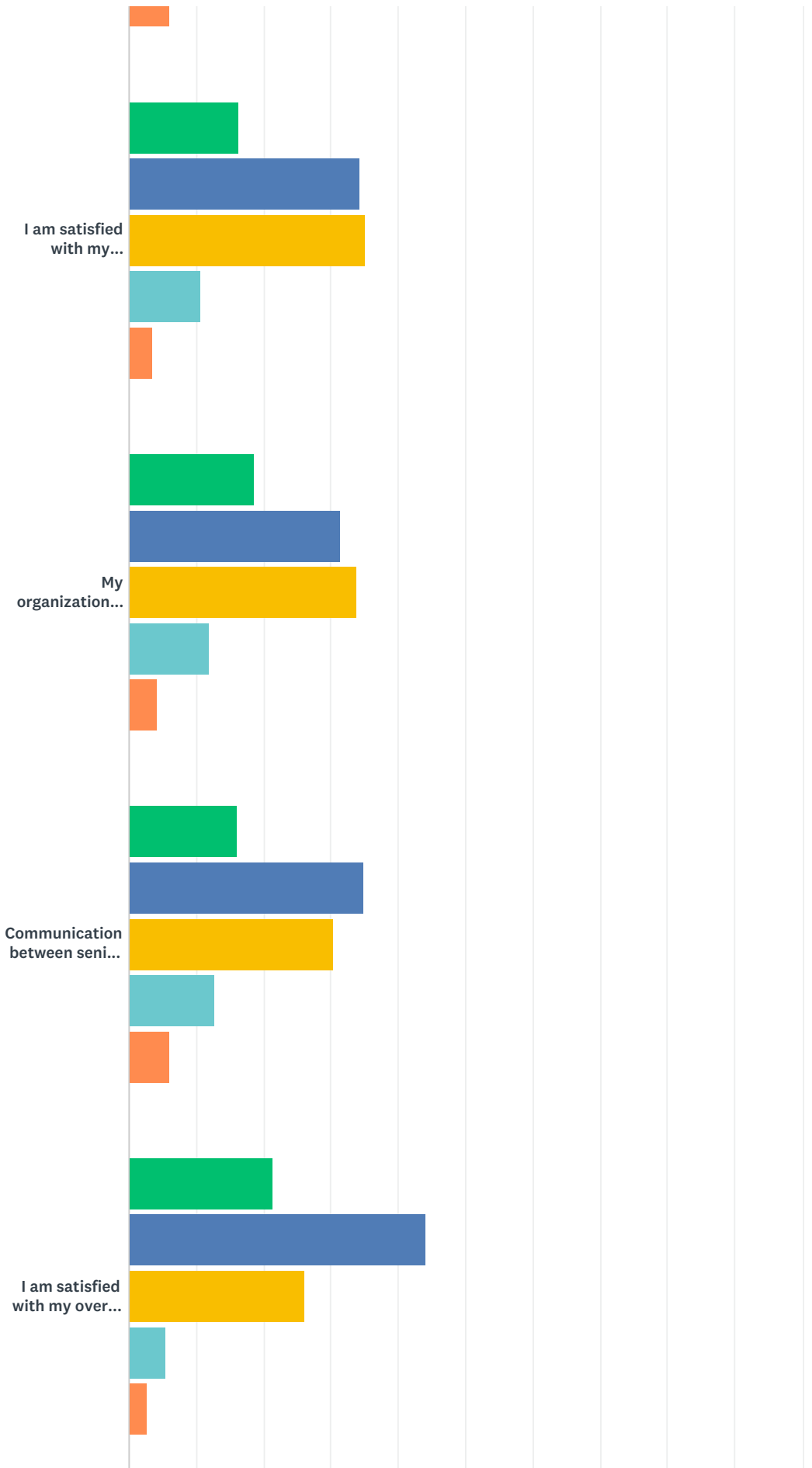
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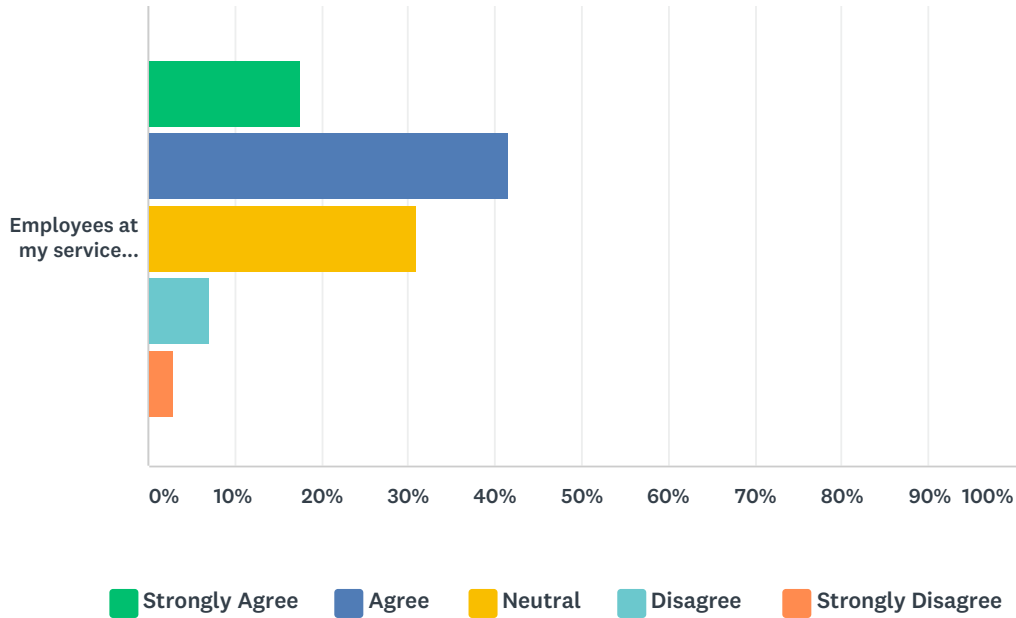
EMS Needs Assessment



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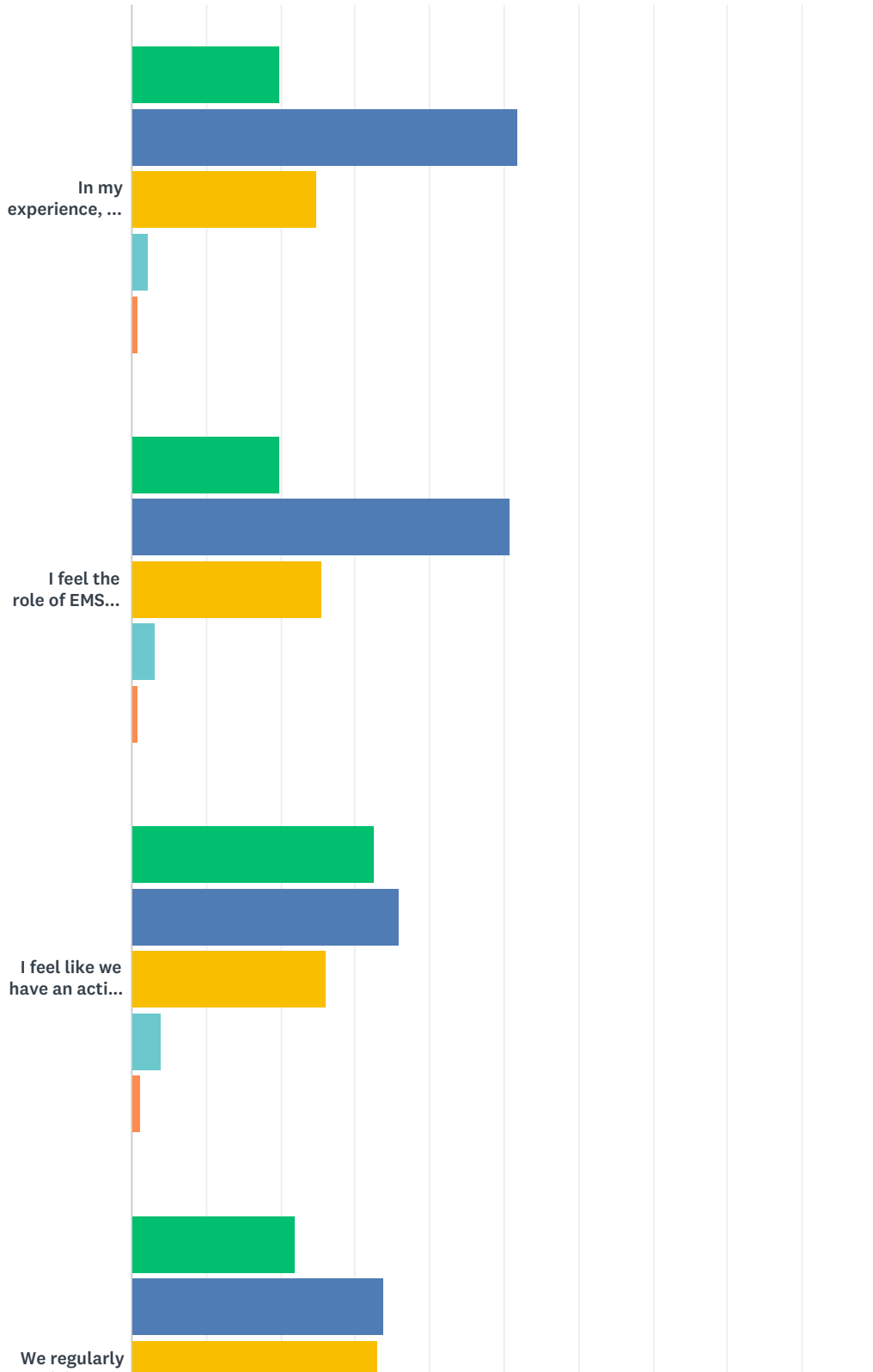
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I think our service is integrated into the community as a whole.	34.07% 230	44.30% 299	17.93% 121	2.81% 19	0.89% 6	675
I feel that the EMS agency is meeting my needs as an employee.	22.88% 154	45.47% 306	24.37% 164	5.79% 39	1.49% 10	673
I receive regular feedback and performance evaluations.	22.06% 148	40.69% 273	27.72% 186	7.45% 50	2.09% 14	671
Compared to other EMS agencies, I believe that we have a low employee turnover rate.	19.14% 129	31.16% 210	32.20% 217	13.35% 90	4.15% 28	674
I have been trained in how to minimize work-related injuries (safe driving, proper lifting, etc).	31.35% 211	49.78% 335	15.45% 104	2.23% 15	1.19% 8	673
I believe that we are provided sufficient opportunities for high quality continuing education.	31.65% 213	41.01% 276	20.21% 136	4.16% 28	2.97% 20	673
All of our employees have undergone training in principles of customer service.	19.76% 133	38.19% 257	29.12% 196	9.51% 64	3.42% 23	673
I believe that an appropriate number of our employees have undergone leadership training.	13.35% 90	30.71% 207	32.64% 220	16.02% 108	7.27% 49	674
It is my opinion that we receive appropriate recognition for years of service by our agency.	14.75% 99	35.92% 241	28.17% 189	12.37% 83	8.79% 59	671
I believe that we have an appropriate number of employees to meet our staffing needs.	12.04% 81	29.57% 199	27.93% 188	20.21% 136	10.25% 69	673
Data collected from our patient care records are tabulated and reported back to employees in an understandable and useful format.	12.37% 83	32.19% 216	35.32% 237	14.46% 97	5.66% 38	671
I think that our vehicles / equipment are adequate to meet our needs.	28.46% 191	42.62% 286	20.42% 137	6.56% 44	1.94% 13	671
I feel that the financial aspects of our organization are well managed.	20.90% 140	38.21% 256	29.70% 199	7.16% 48	4.03% 27	670
I believe that our service is staffed and licensed at an appropriate level of care (BLS vs. ALS).	36.46% 245	40.33% 271	18.30% 123	3.72% 25	1.19% 8	672

EMS Needs Assessment

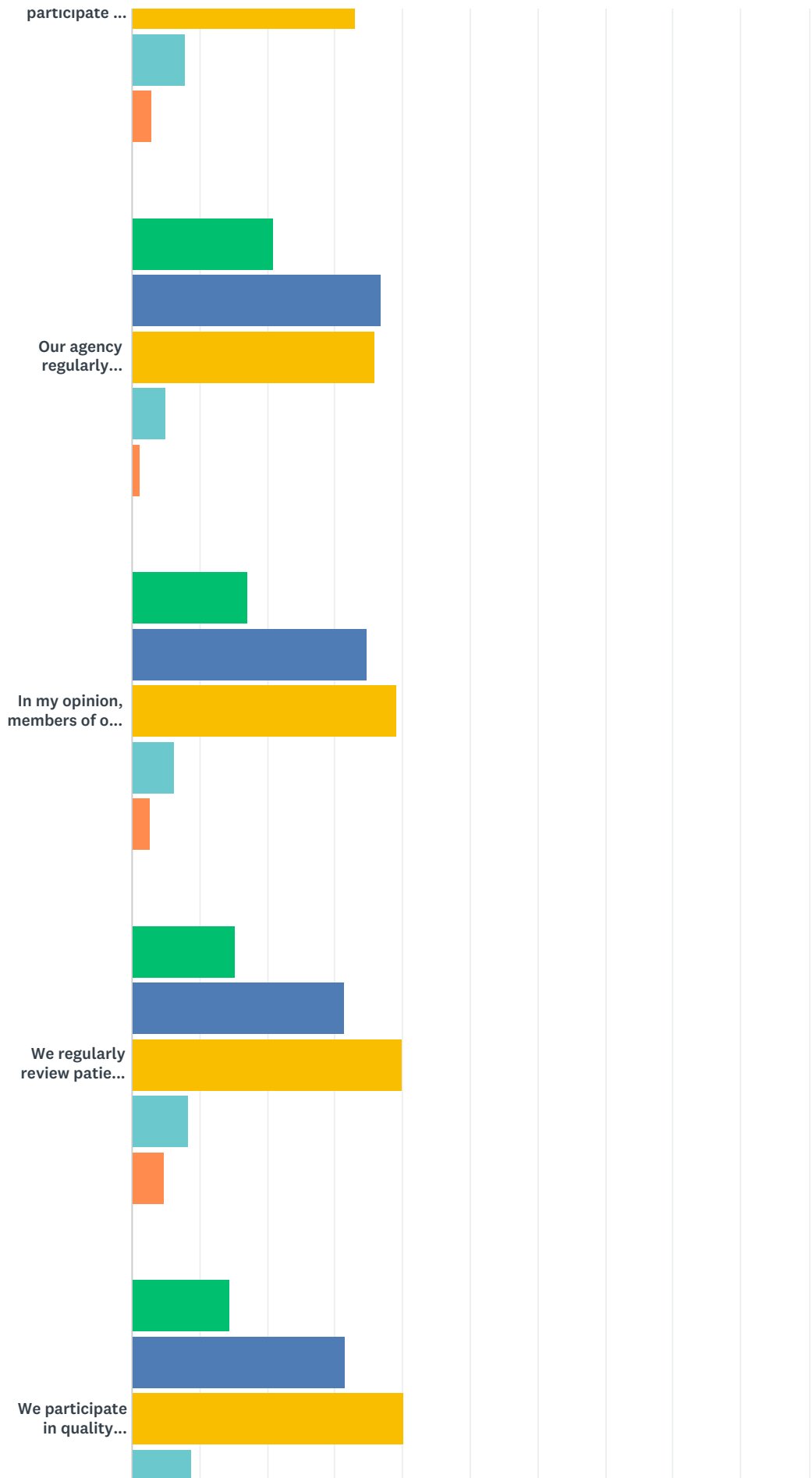
When I encounter a patient who doesn't require an ambulance, but who has clear safety risks or special needs, there are clear policies outlining an appropriate referral process.	17.44% 117	34.43% 231	33.98% 228	10.73% 72	3.43% 23	671
My service sees me as a valuable asset to the organization.	21.31% 143	38.30% 257	29.81% 200	7.00% 47	3.58% 24	671
I am satisfied with the retirement plan offered by my organization.	15.80% 106	31.89% 214	31.59% 212	10.58% 71	10.13% 68	671
I am satisfied with the culture of my workplace.	18.03% 121	39.64% 266	32.34% 217	6.56% 44	3.43% 23	671
My organization is dedicated to diversity and inclusiveness.	18.81% 126	39.55% 265	34.33% 230	4.48% 30	2.84% 19	670
I am satisfied with my total benefits package.	14.63% 98	36.27% 243	32.39% 217	10.75% 72	5.97% 40	670
Senior management and employees trust each other.	16.10% 108	29.96% 201	34.43% 231	12.67% 85	6.86% 46	671
My supervisor and I have a good working relationship.	29.58% 197	43.24% 288	22.37% 149	3.00% 20	1.80% 12	666
I am satisfied with the job-related training my organization offers.	23.58% 158	44.93% 301	23.58% 158	6.12% 41	1.79% 12	670
I am pleased with the career advancement opportunities available to me.	15.99% 107	31.39% 210	34.98% 234	11.66% 78	5.98% 40	669
I am satisfied with my opportunities for professional growth.	16.29% 109	34.23% 229	35.13% 235	10.76% 72	3.59% 24	669
My organization is dedicated to my professional development.	18.56% 124	31.29% 209	33.98% 227	11.98% 80	4.19% 28	668
Communication between senior leaders and employees is good in my organization.	16.02% 107	35.03% 234	30.24% 202	12.72% 85	5.99% 40	668
I am satisfied with my overall job security.	21.41% 143	44.16% 295	26.20% 175	5.54% 37	2.69% 18	668
Employees at my service treat each other with dignity and respect.	17.64% 118	41.55% 278	30.94% 207	7.03% 47	2.84% 19	669

Q46 The following eight statements are provided to gauge your opinions concerning your relation and integration with the healthcare system. The entities to which you relinquish patient care are the receiving facilities.

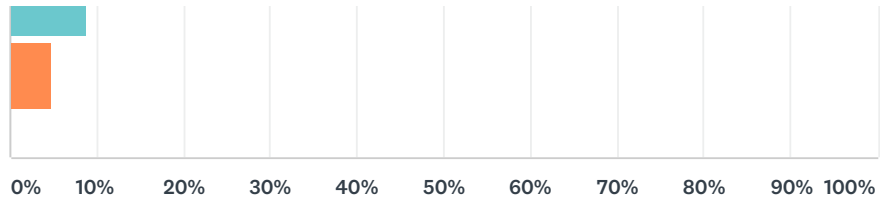
Answered: 667 Skipped: 103



EMS Needs Assessment



EMS Needs Assessment



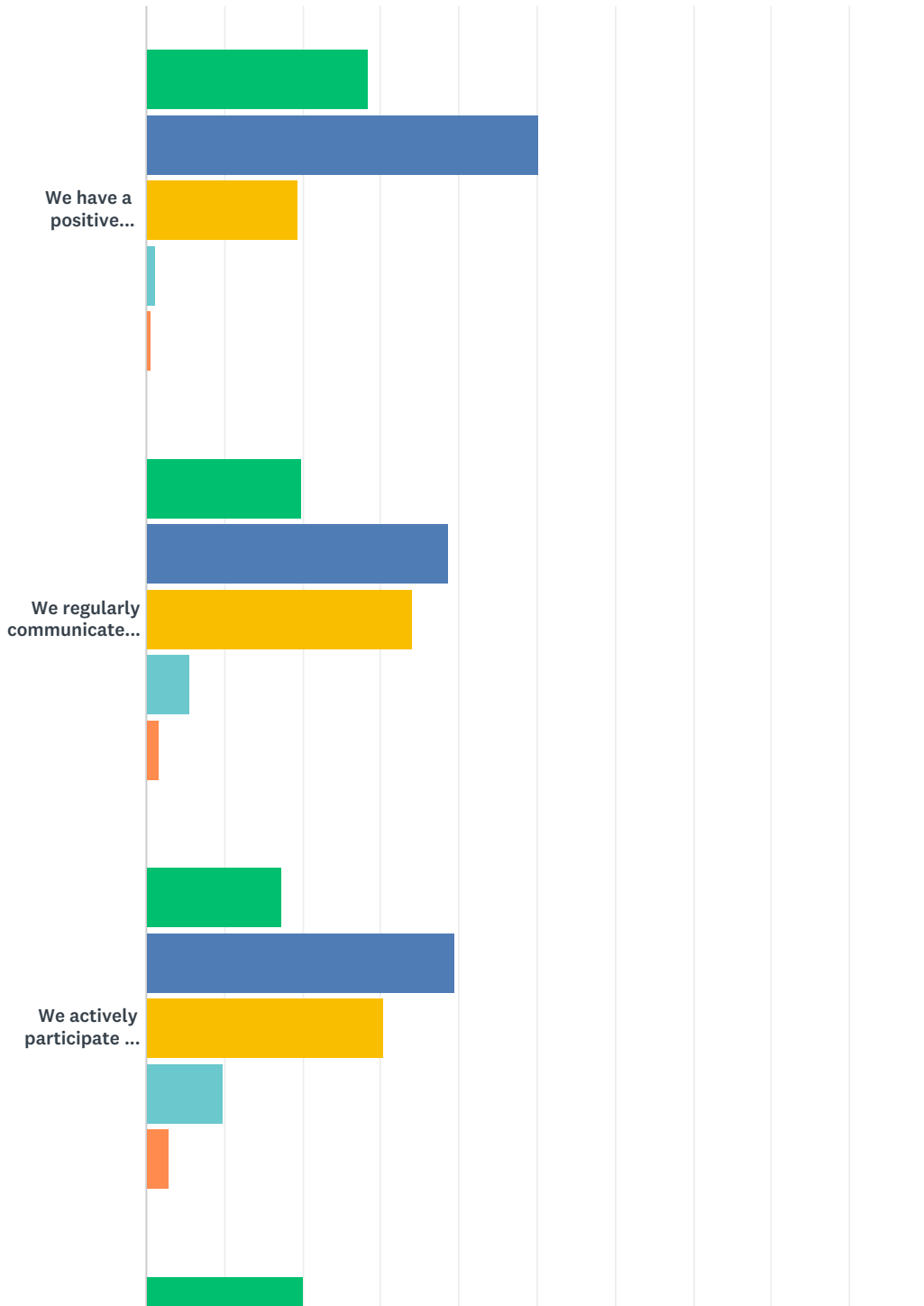
■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
In my experience, we have a positive working relationship with our receiving facilities.	19.97% 133	51.95% 346	24.92% 166	2.40% 16	0.75% 5	666
I feel the role of EMS personnel during the transition of patient care at the receiving facility is clear.	19.82% 132	50.75% 338	25.53% 170	3.15% 21	0.75% 5	666
I feel like we have an active service medical director.	32.58% 217	35.89% 239	26.13% 174	4.05% 27	1.35% 9	666
We regularly participate in quality improvement activities with our medical director, including periodic run reviews.	21.95% 146	33.98% 226	33.08% 220	7.97% 53	3.01% 20	665
Our agency regularly provides data (response times, IV success rates, number of trauma vs. medical patients, etc.) to our medical director.	20.85% 138	36.86% 244	35.95% 238	4.98% 33	1.36% 9	662
In my opinion, members of our agency serve on appropriate health care-related committees.	17.17% 114	34.64% 230	39.16% 260	6.33% 42	2.71% 18	664
We regularly review patient care issues with the receiving facilities.	15.34% 102	31.43% 209	40.00% 266	8.42% 56	4.81% 32	665
We participate in quality improvement activities with our receiving facilities.	14.46% 96	31.63% 210	40.21% 267	8.89% 59	4.82% 32	664

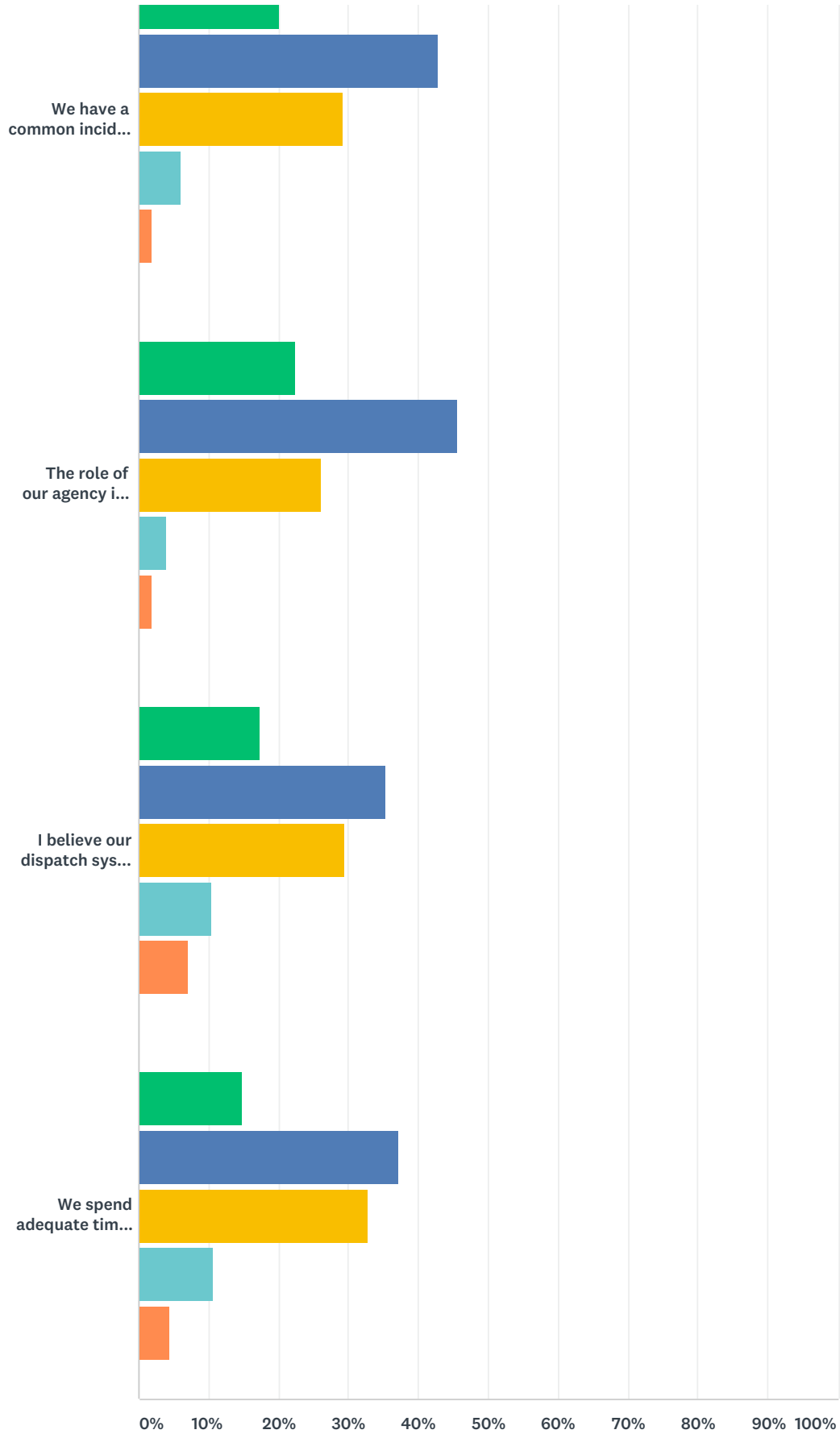
Q47 Public safety is defined as any agency that assists in the well being of the community in the midst of a crisis (i.e. fire departments, other EMS agencies, ski patrol, highway patrol, search and rescue, department of emergency services, etc.). The following eight statements are designed to gauge your agency's integration with other public safety entities.

Please rate each statement

Answered: 667 Skipped: 103



EMS Needs Assessment



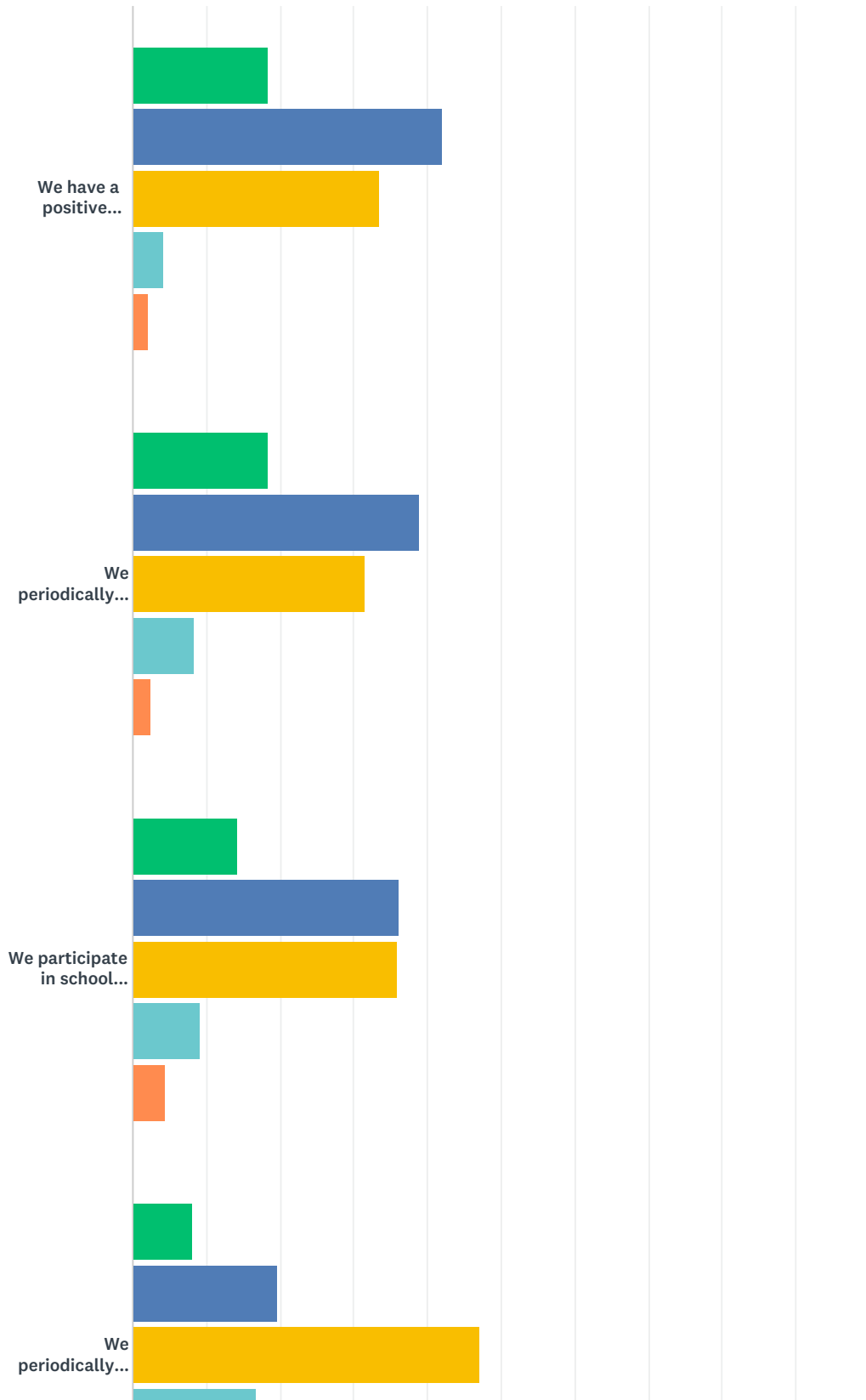
Strongly Agree Agree Neutral Disagree Strongly Disagree

EMS Needs Assessment

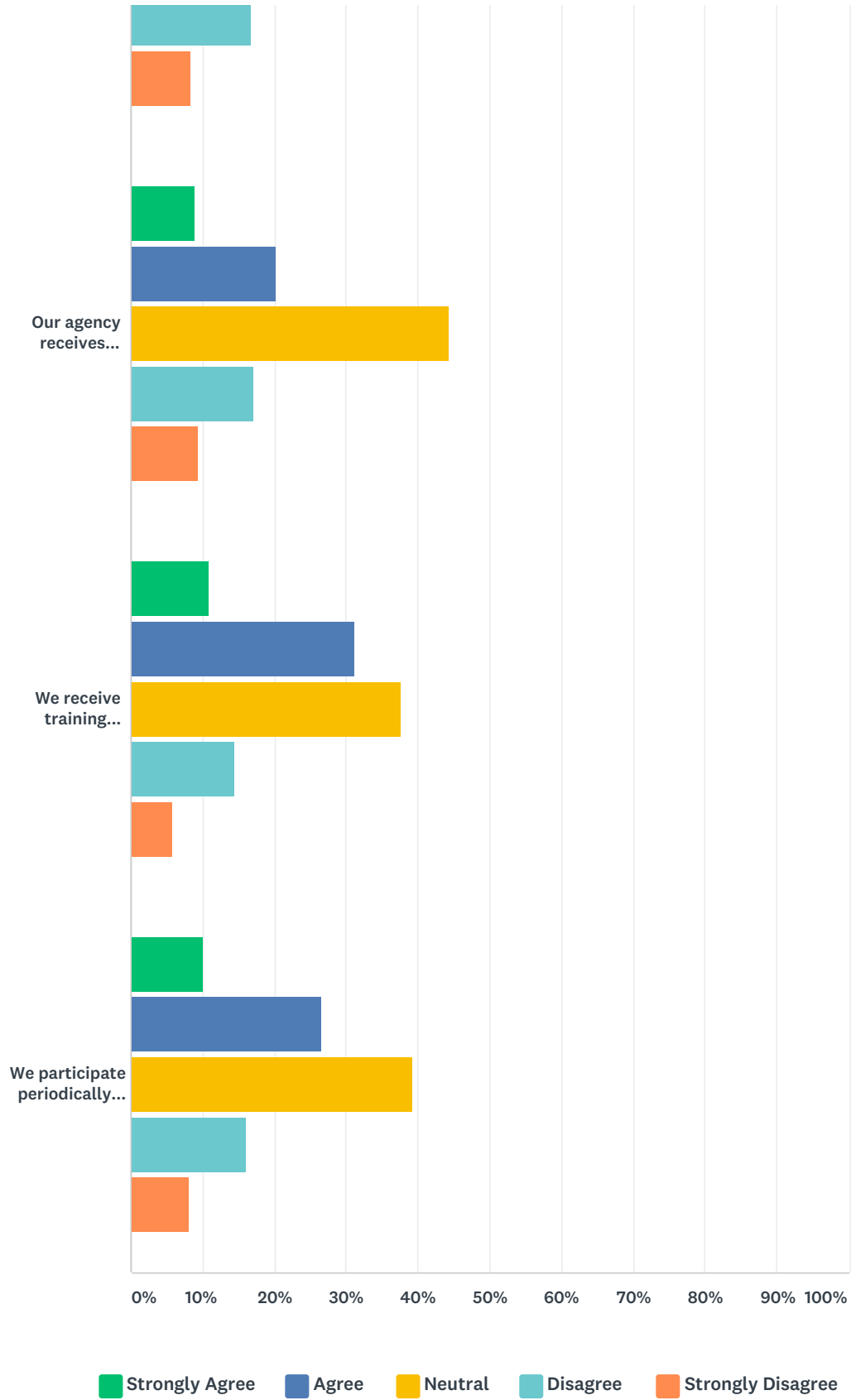
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
We have a positive working relationship with other public safety agencies/ personnel.	28.53% 190	50.30% 335	19.37% 129	1.20% 8	0.60% 4	666
We regularly communicate with other public safety agencies through system quality improvement.	19.85% 132	38.80% 258	34.14% 227	5.56% 37	1.65% 11	665
We actively participate in joint training with other public safety agencies.	17.32% 115	39.61% 263	30.27% 201	9.79% 65	3.01% 20	664
We have a common incident command system with other public safety agencies.	20.12% 134	42.79% 285	29.28% 195	6.01% 40	1.80% 12	666
The role of our agency is clear during a multiple agency response.	22.29% 148	45.63% 303	26.05% 173	4.07% 27	1.96% 13	664
I believe our dispatch system meets our agency's needs.	17.42% 116	35.44% 236	29.58% 197	10.51% 70	7.06% 47	666
We spend adequate time working on planning and exercises to prepare us for multiple casualty incidents involving all types of man-made and natural events.	14.84% 99	37.33% 249	32.83% 219	10.64% 71	4.35% 29	667

Q48 This section details your opinions about how well your EMS agency is integrated in the local school system.

Answered: 663 Skipped: 107



EMS Needs Assessment



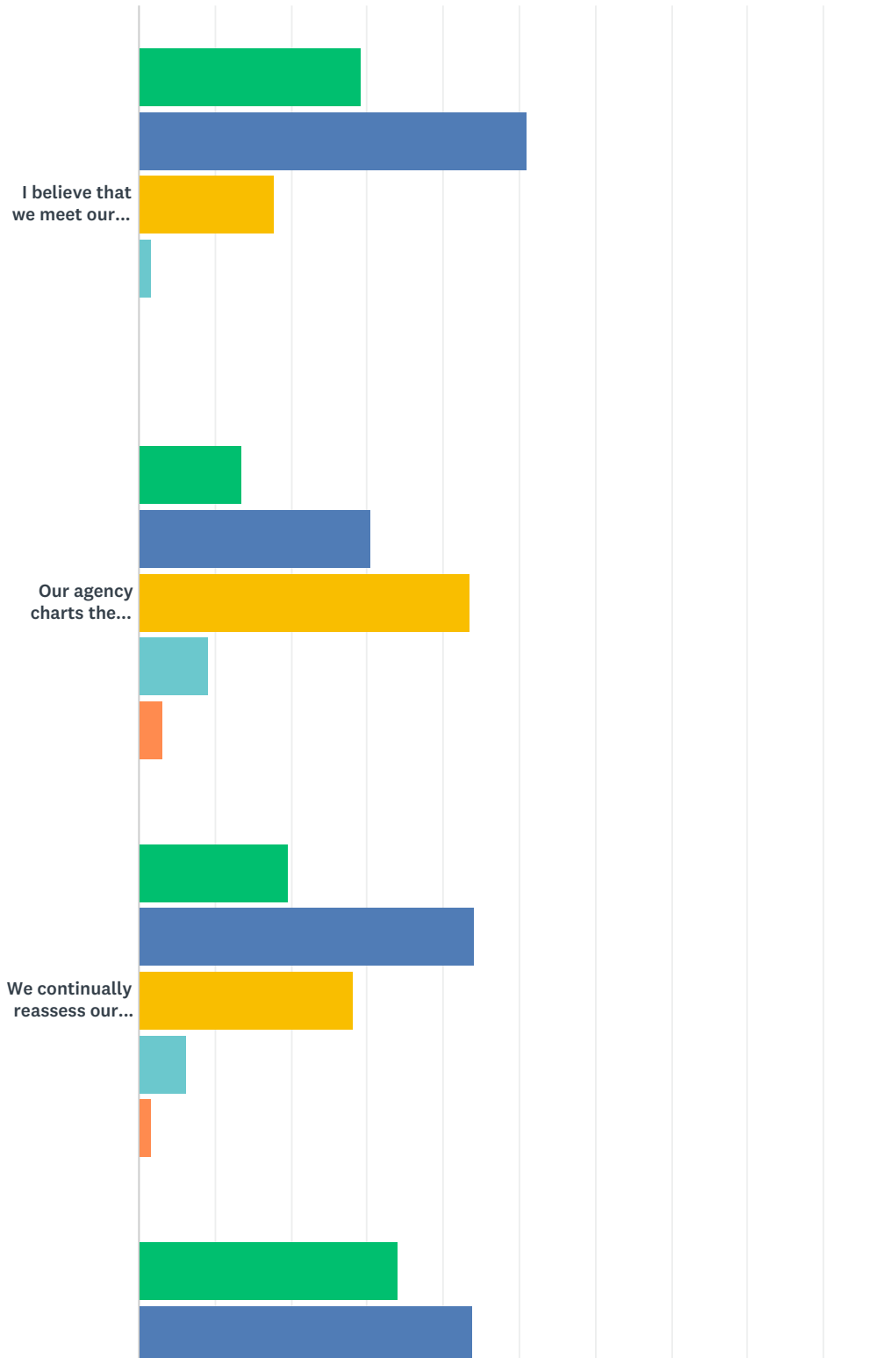
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
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EMS Needs Assessment

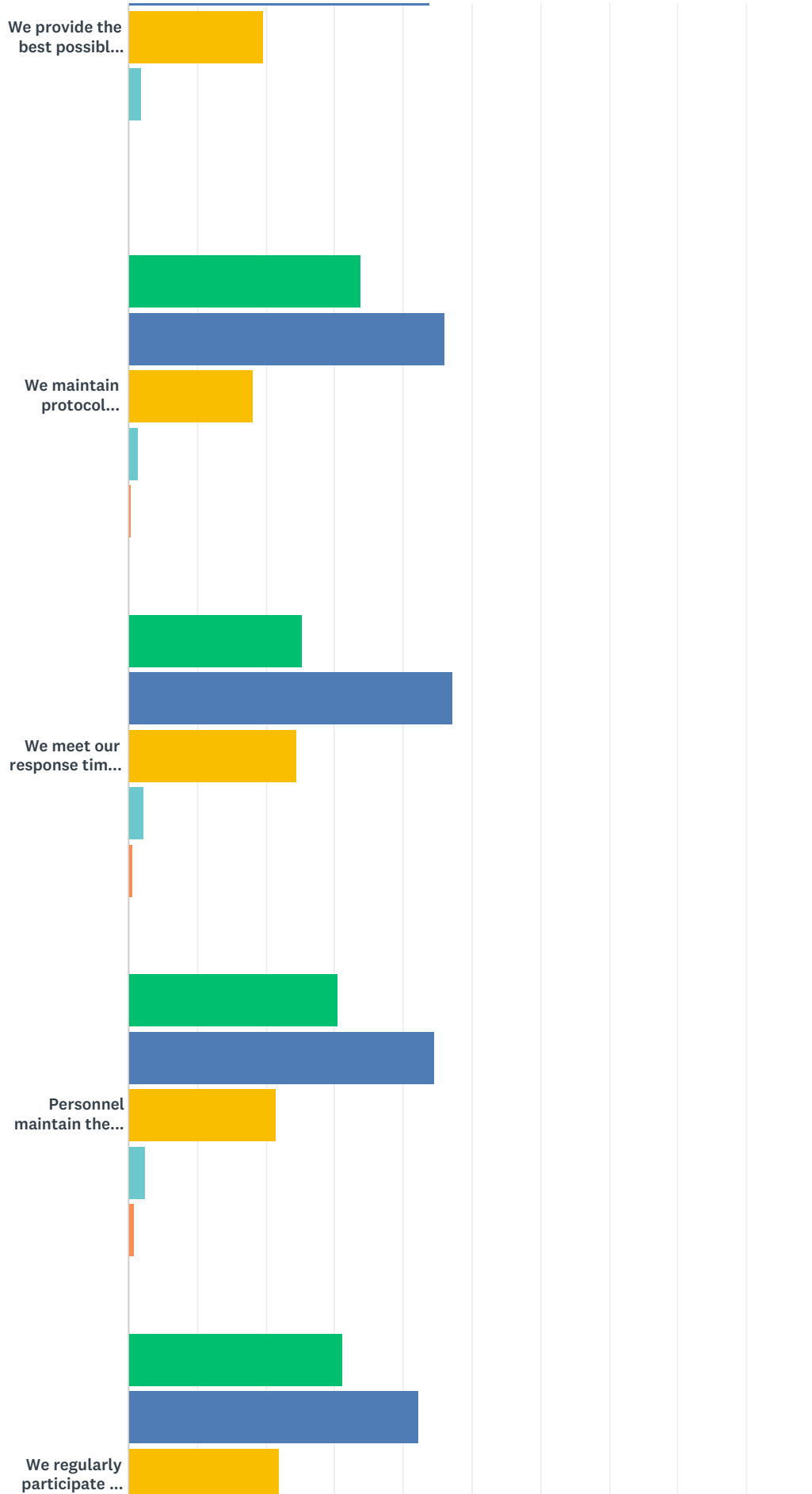
We have a positive working relationship with school officials at all levels (administrators, educators, and faculty).	18.31% 121	42.06% 278	33.43% 221	4.08% 27	2.12% 14	661
We periodically educate students (first aid talks, CPR instruction, career day, injury prevention, etc).	18.43% 122	38.97% 258	31.57% 209	8.46% 56	2.57% 17	662
We participate in school drills and training for emergencies.	14.33% 95	36.20% 240	35.90% 238	9.20% 61	4.37% 29	663
We periodically meet with school health nurses.	8.17% 54	19.67% 130	47.05% 311	16.79% 111	8.32% 55	661
Our agency receives information from school officials concerning the enrollment of any children with special healthcare needs.	8.91% 59	20.24% 134	44.41% 294	17.07% 113	9.37% 62	662
We receive training regarding children with special health care needs.	10.88% 72	31.27% 207	37.61% 249	14.35% 95	5.89% 39	662
We participate periodically in joint training with school athletic staff (trainers and coaches).	9.97% 66	26.59% 176	39.27% 260	16.01% 106	8.16% 54	662

Q49 The following statements are associated with the relationship that is fostered between your EMS agency and the community at large. As your primary customer, the patients, family, and bystanders play a vital role in your agency's development and effectiveness in a community

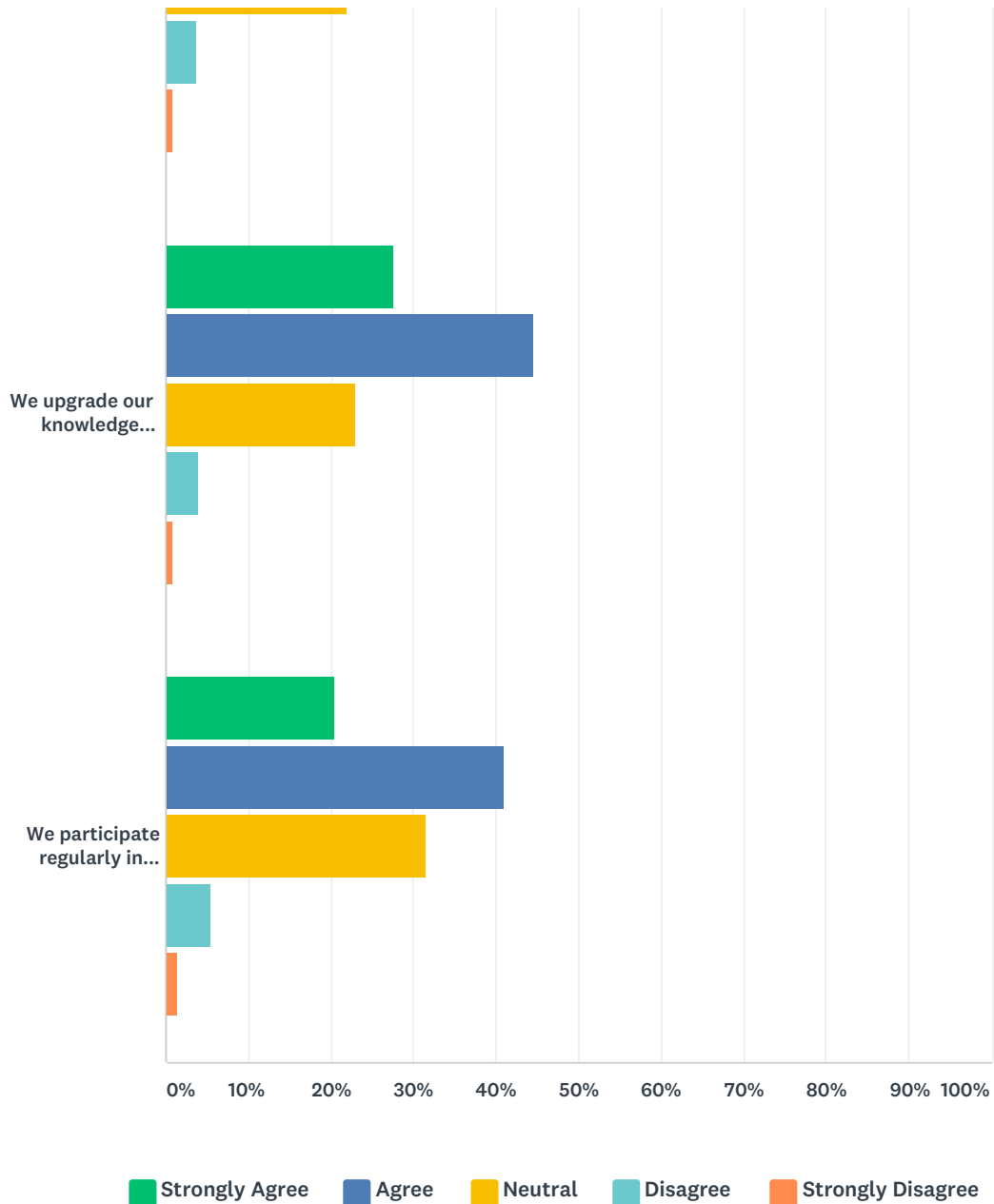
Answered: 661 Skipped: 109



EMS Needs Assessment



EMS Needs Assessment



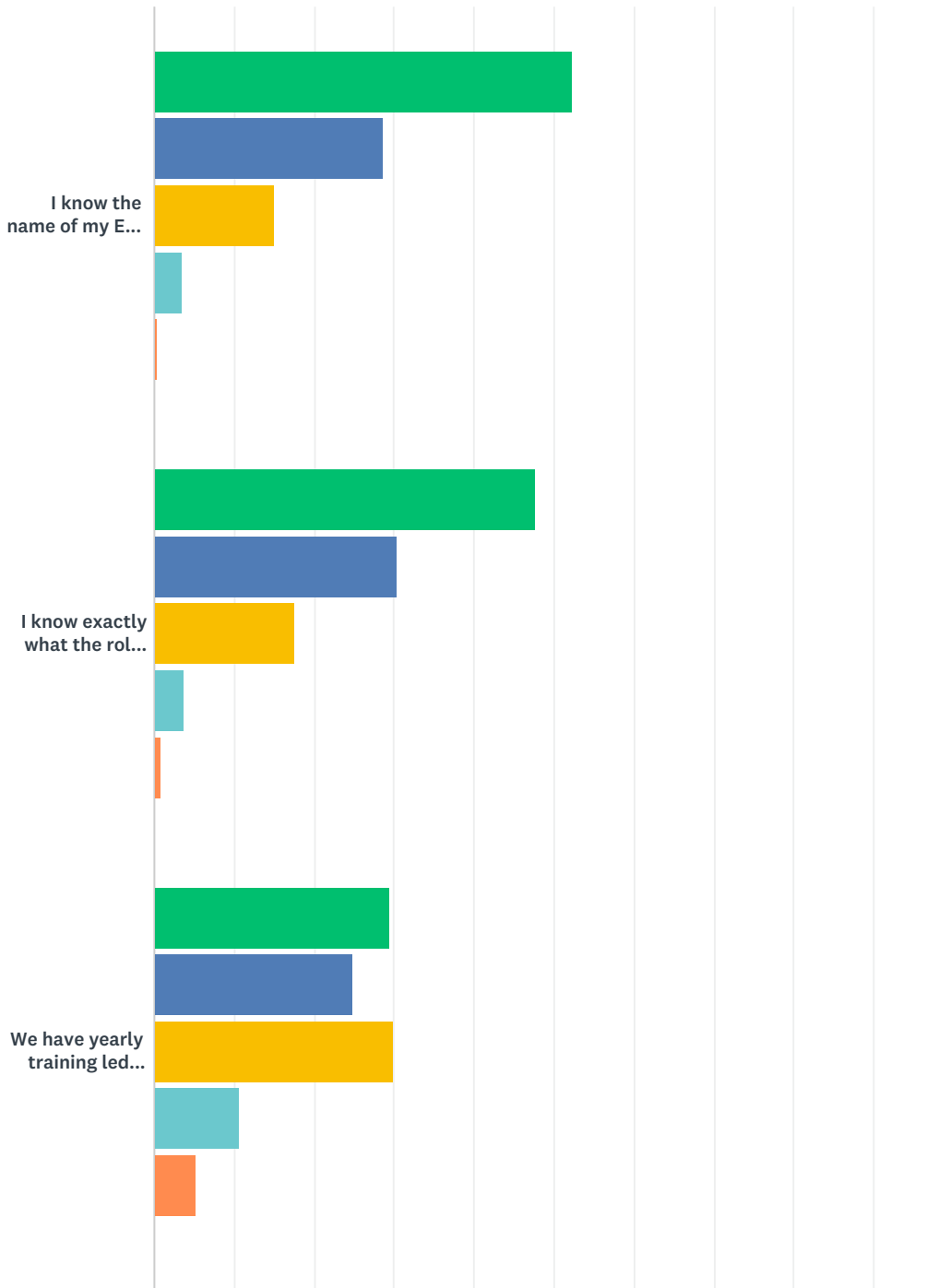
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I believe that we meet our customers' needs and expectations.	29.24% 193	51.06% 337	17.88% 118	1.67% 11	0.15% 1	660
Our agency charts the ratio between compliments vs. complaints.	13.68% 90	30.55% 201	43.62% 287	9.12% 60	3.04% 20	658
We continually reassess our services to make sure we are meeting the needs and expectations of our customers.	19.73% 130	44.16% 291	28.22% 186	6.22% 41	1.67% 11	659
We provide the best possible medical care in accordance with our agency's licensure level and our personnel's scope of practice.	34.14% 225	44.01% 290	19.58% 129	1.97% 13	0.30% 2	659
We maintain protocol compliance.	33.99% 224	45.98% 303	18.21% 120	1.37% 9	0.46% 3	659
We meet our response time benchmarks.	25.34% 167	47.34% 312	24.43% 161	2.28% 15	0.61% 4	659

EMS Needs Assessment

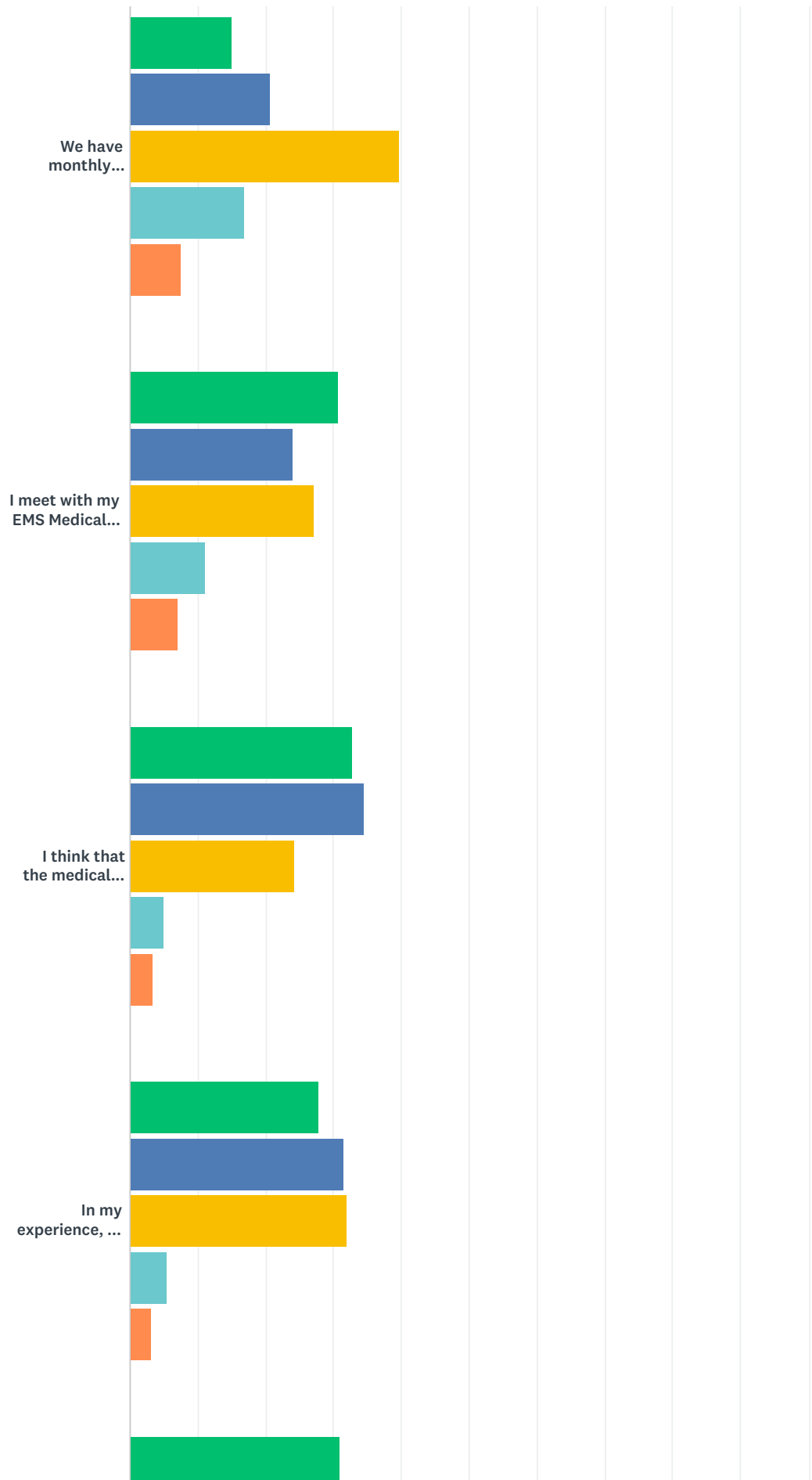
Personnel maintain their emergency medical skills to the highest standard possible.	30.55% 201	44.53% 293	21.58% 142	2.43% 16	0.91% 6	658
We regularly participate in skills training and competency.	31.23% 203	42.31% 275	22.00% 143	3.69% 24	0.77% 5	650
We upgrade our knowledge consistent with published trends in emergency medical care.	27.55% 181	44.60% 293	22.98% 151	3.96% 26	0.91% 6	657
We participate regularly in public information and education activities.	20.46% 134	40.92% 268	31.60% 207	5.50% 36	1.53% 10	655

Q50 The following four statements relate to the EMS agency's relationship with their medical director. EMS "medical director" means a physician or surrogate who is responsible for all aspects of patient care within an EMS system or EMS agency, including providing for or ensuring the medical direction of EMS providers; the development, implementation, evaluation of medical protocols; and oversight of quality assurance activities.

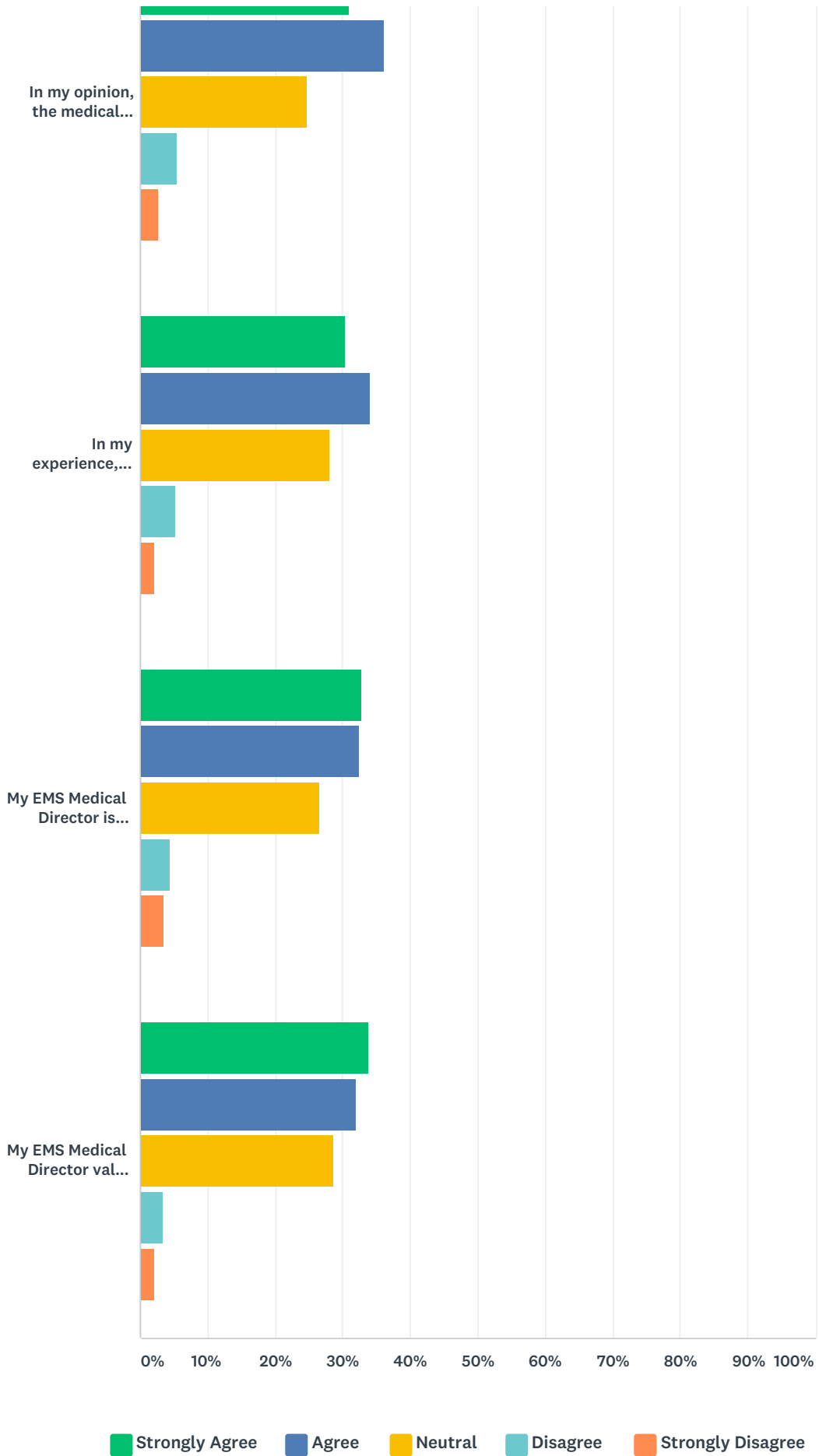
Answered: 658 Skipped: 112



EMS Needs Assessment



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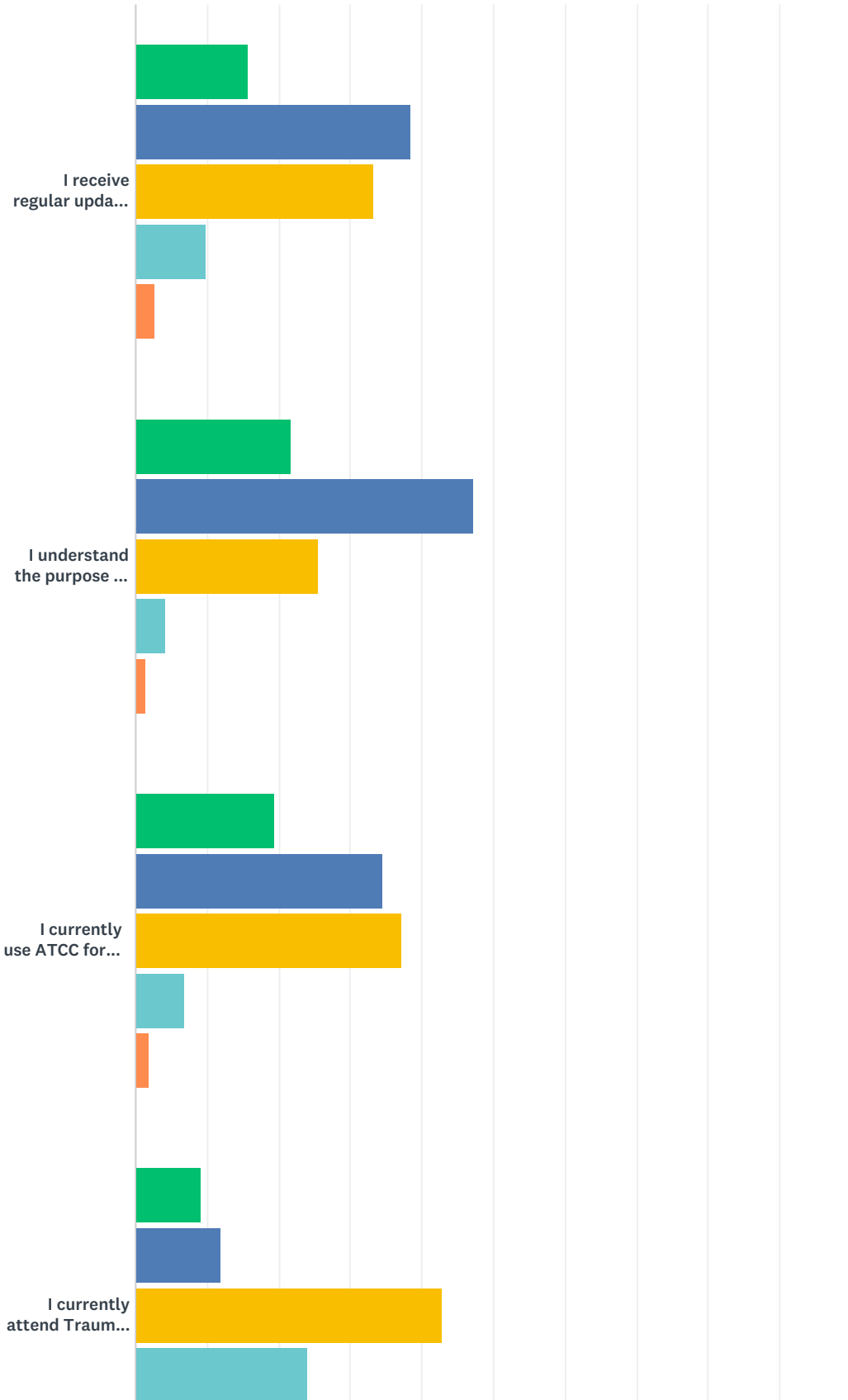


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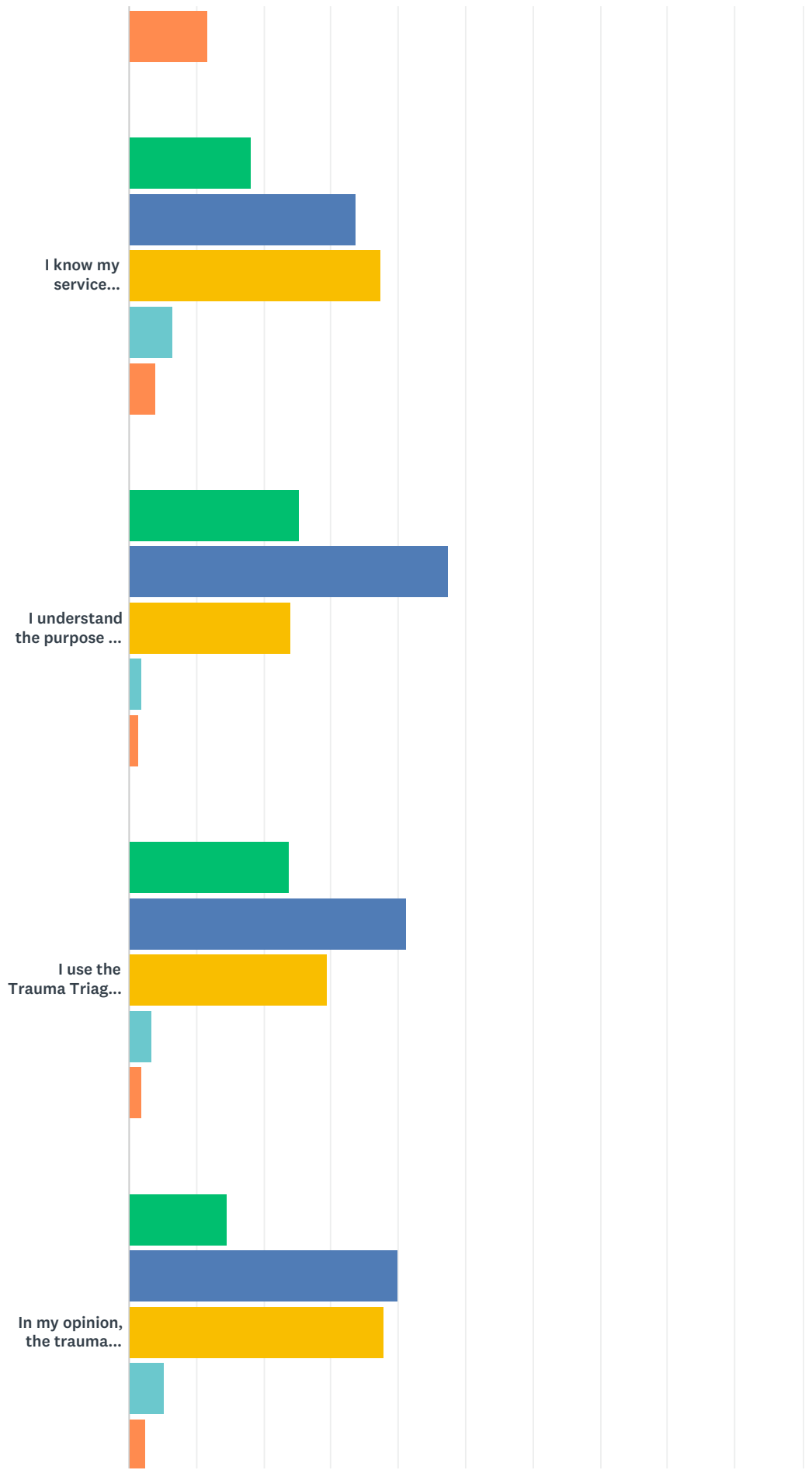
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I know the name of my EMS Medical Director.	52.29% 343	28.66% 188	15.09% 99	3.51% 23	0.46% 3	656
I know exactly what the role of my EMS Medical Director is.	47.63% 312	30.38% 199	17.56% 115	3.66% 24	0.76% 5	655
We have yearly training led by or attended by our EMS Medical Director.	29.40% 192	24.81% 162	30.02% 196	10.57% 69	5.21% 34	653
We have monthly training led by or attended by our EMS Medical Director.	14.96% 98	20.61% 135	39.85% 261	16.95% 111	7.63% 50	655
I meet with my EMS Medical Director at least once per year.	30.73% 201	24.01% 157	27.22% 178	11.01% 72	7.03% 46	654
I think that the medical director plays an active role in the EMS system's current quality improvement activities.	32.93% 216	34.45% 226	24.24% 159	5.03% 33	3.35% 22	656
In my experience, the medical director reviews cases regularly as part of continuing education processes with the EMS agency.	27.83% 182	31.50% 206	32.11% 210	5.35% 35	3.21% 21	654
In my opinion, the medical director regularly provides direction and guidance to the EMS agency.	30.93% 202	36.14% 236	24.66% 161	5.51% 36	2.76% 18	653
In my experience, there is a well-established medical direction procedure by which on-line medical direction regularly communicates with the EMS providers concerning out-of-hospital patient care.	30.38% 199	34.20% 224	28.09% 184	5.19% 34	2.14% 14	655
My EMS Medical Director is active in my protocol compliance and reviews these with us at least yearly.	32.93% 216	32.47% 213	26.52% 174	4.42% 29	3.66% 24	656
My EMS Medical Director values me as a healthcare provider.	33.79% 221	31.96% 209	28.75% 188	3.36% 22	2.14% 14	654

Q51 The following statements relate to the State Trauma System

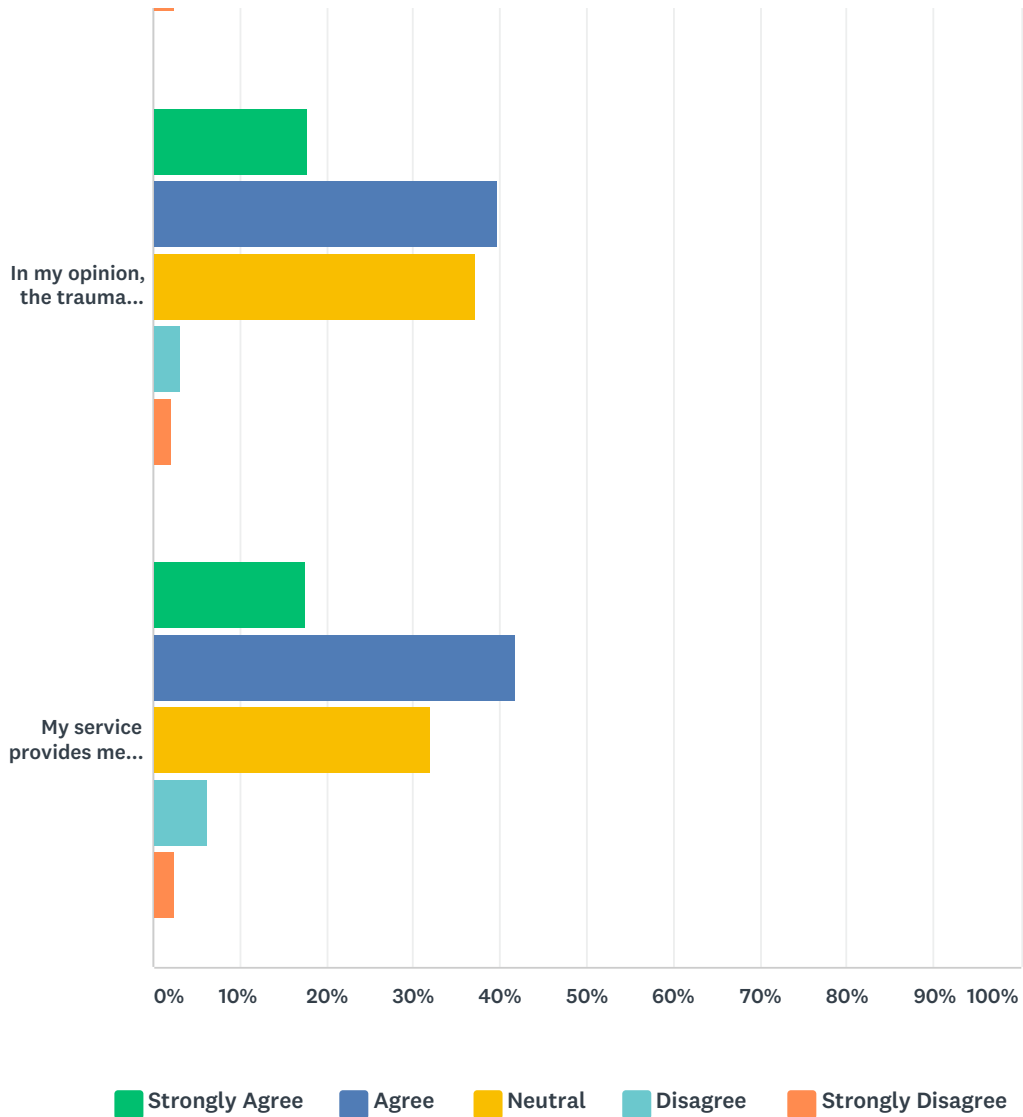
Answered: 661 Skipped: 109



EMS Needs Assessment



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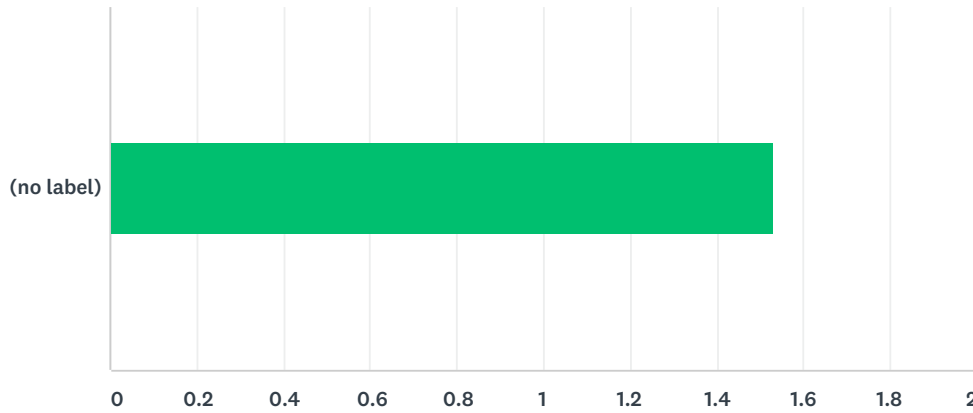
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I receive regular updates on the Trauma System from our service's leadership.	15.76% 104	38.48% 254	33.18% 219	9.85% 65	2.73% 18	660
I understand the purpose of the Arkansas Trauma Call Communications Center (ATCC)	21.67% 143	47.27% 312	25.61% 169	4.09% 27	1.36% 9	660
I currently use ATCC for determining patient destination on all Major and Moderate patients.	19.39% 128	34.55% 228	37.27% 246	6.97% 46	1.82% 12	660
I currently attend Trauma Regional Advisory Council meetings?	9.28% 61	12.02% 79	42.92% 282	24.05% 158	11.72% 77	657
I know my service receives funding for participating in the state trauma system.	18.24% 120	33.74% 222	37.54% 247	6.53% 43	3.95% 26	658
I understand the purpose of the Trauma Triage Guidelines.	25.23% 166	47.42% 312	24.01% 158	1.98% 13	1.37% 9	658
I use the Trauma Triage Guidelines to determine when to call the ATCC.	23.93% 157	41.31% 271	29.57% 194	3.35% 22	1.83% 12	656
In my opinion, the trauma system is working as intended.	14.72% 97	39.91% 263	37.78% 249	5.16% 34	2.43% 16	659
In my opinion, the trauma system has improved the care of the trauma patient.	17.81% 117	39.73% 261	37.29% 245	3.04% 20	2.13% 14	657

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My service provides me with continuing education on the trauma system.	17.56%	41.83%	31.91%	6.26%	2.44%	
	115	274	209	41	16	655

Q52 In the last 12 months, has your ambulance been diverted to another hospital?

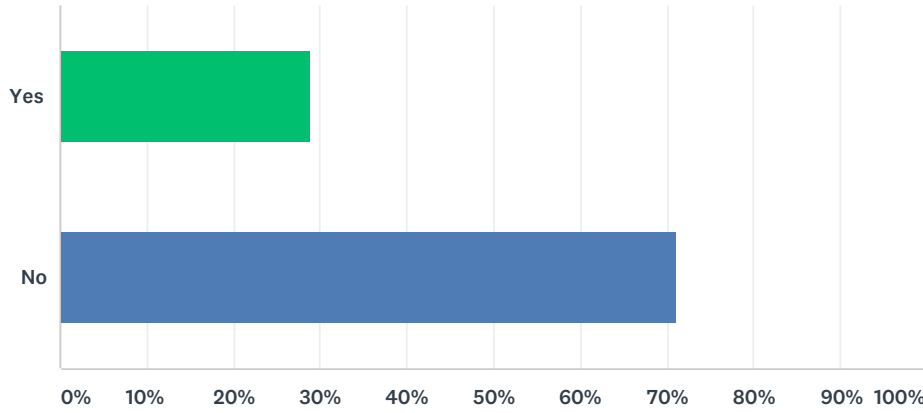
Answered: 626 Skipped: 144



	NO OPINION	NEVER	RARELY	OFTEN	FREQUENTLY	TOTAL	WEIGHTED AVERAGE
(no label)	26.04%	15.02%	43.29%	11.50%	4.15%	626	1.53
	163	94	271	72	26		

Q53 In the last 12 months, have you worked on a “double medic” unit?

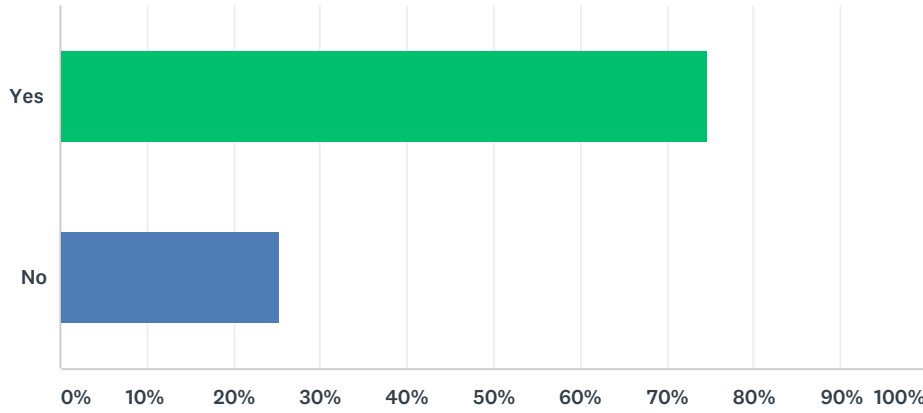
Answered: 641 Skipped: 129



ANSWER CHOICES	RESPONSES	
Yes	28.86%	185
No	71.14%	456
TOTAL		641

Q54 If given the option, would you prefer to have a paramedic partner?

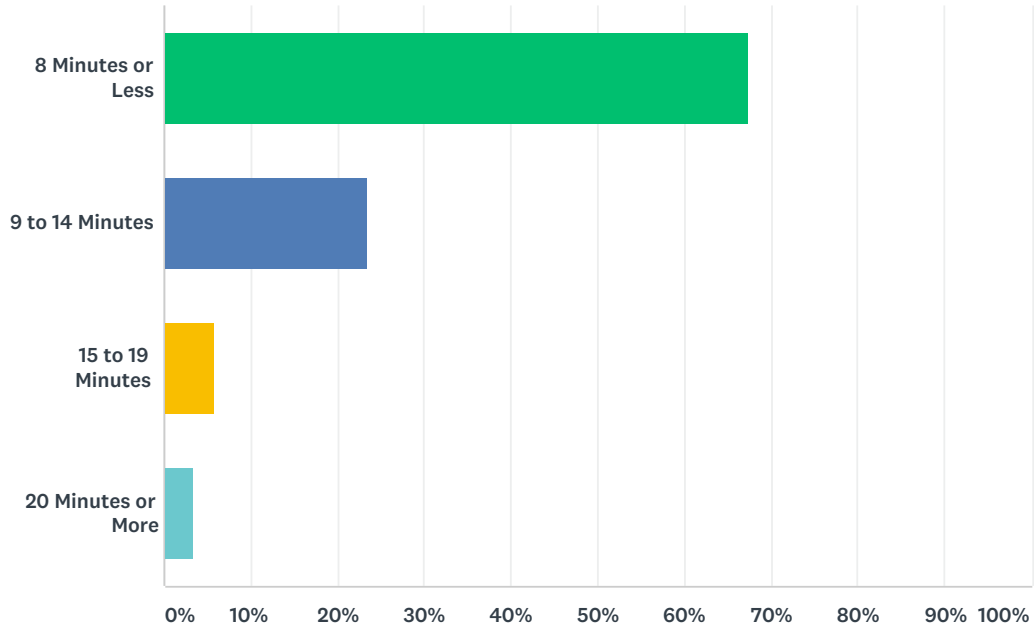
Answered: 614 Skipped: 156



ANSWER CHOICES	RESPONSES	
Yes	74.76%	459
No	25.24%	155
TOTAL		614

Q55 What is your routine response time for emergency calls?

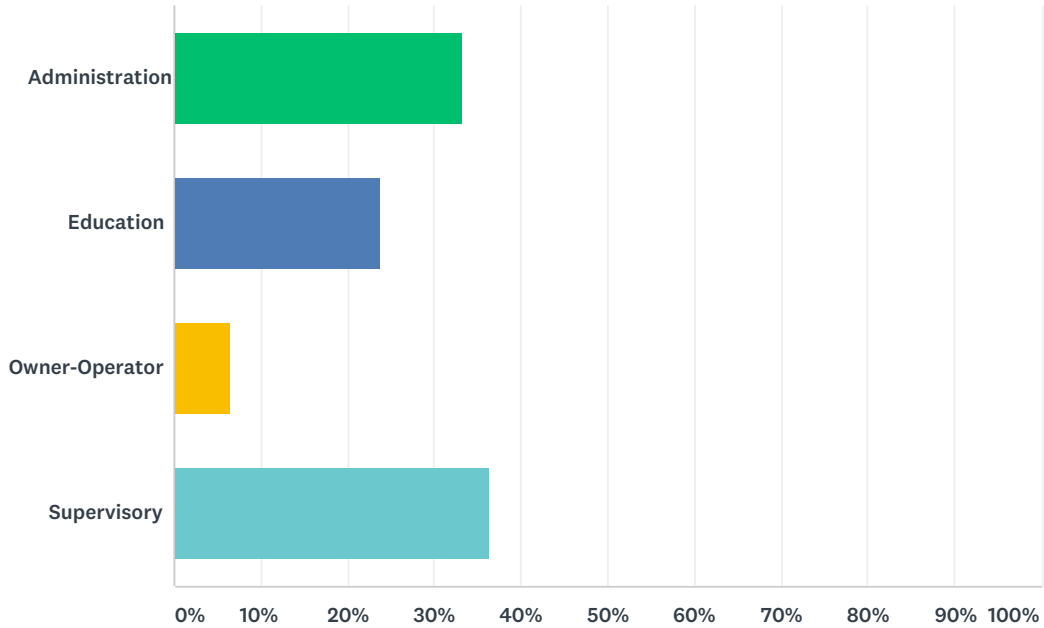
Answered: 624 Skipped: 146



ANSWER CHOICES	RESPONSES	
8 Minutes or Less	67.31%	420
9 to 14 Minutes	23.40%	146
15 to 19 Minutes	5.93%	37
20 Minutes or More	3.37%	21
TOTAL		624

Q56 If you do not make ambulance runs, in what area do you work?

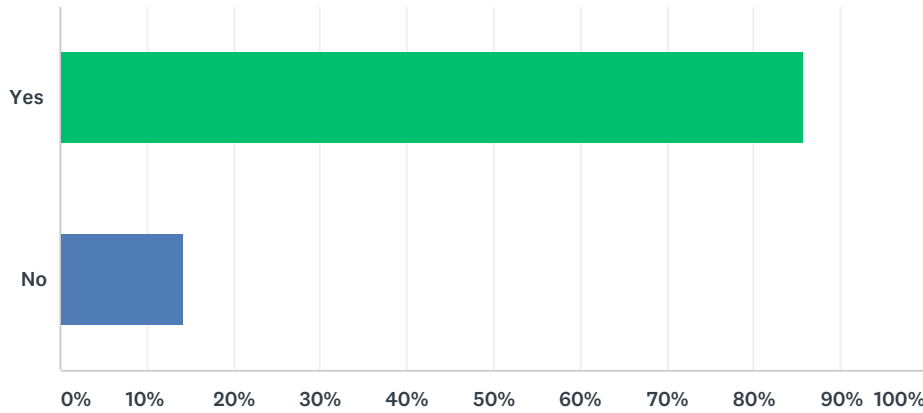
Answered: 168 Skipped: 602



ANSWER CHOICES	RESPONSES	
Administration	33.33%	56
Education	23.81%	40
Owner-Operator	6.55%	11
Supervisory	36.31%	61
TOTAL		168

Q57 If not currently nationally certified, would you recertify if your employer covered the cost?

Answered: 363 Skipped: 407



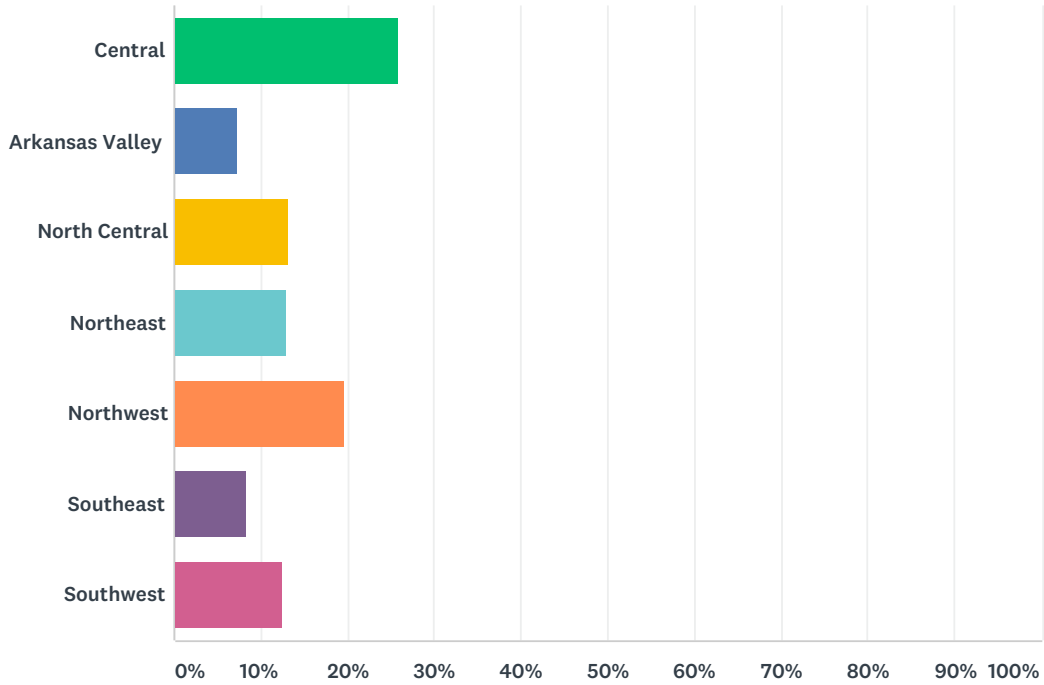
ANSWER CHOICES	RESPONSES	
Yes	85.67%	311
No	14.33%	52
TOTAL		363

Q58 If you answered 'no' to the previous question, what incentive(s) would be necessary for recertification?

Answered: 73 Skipped: 697

Q59 In what trauma region is your EMS service primarily based?

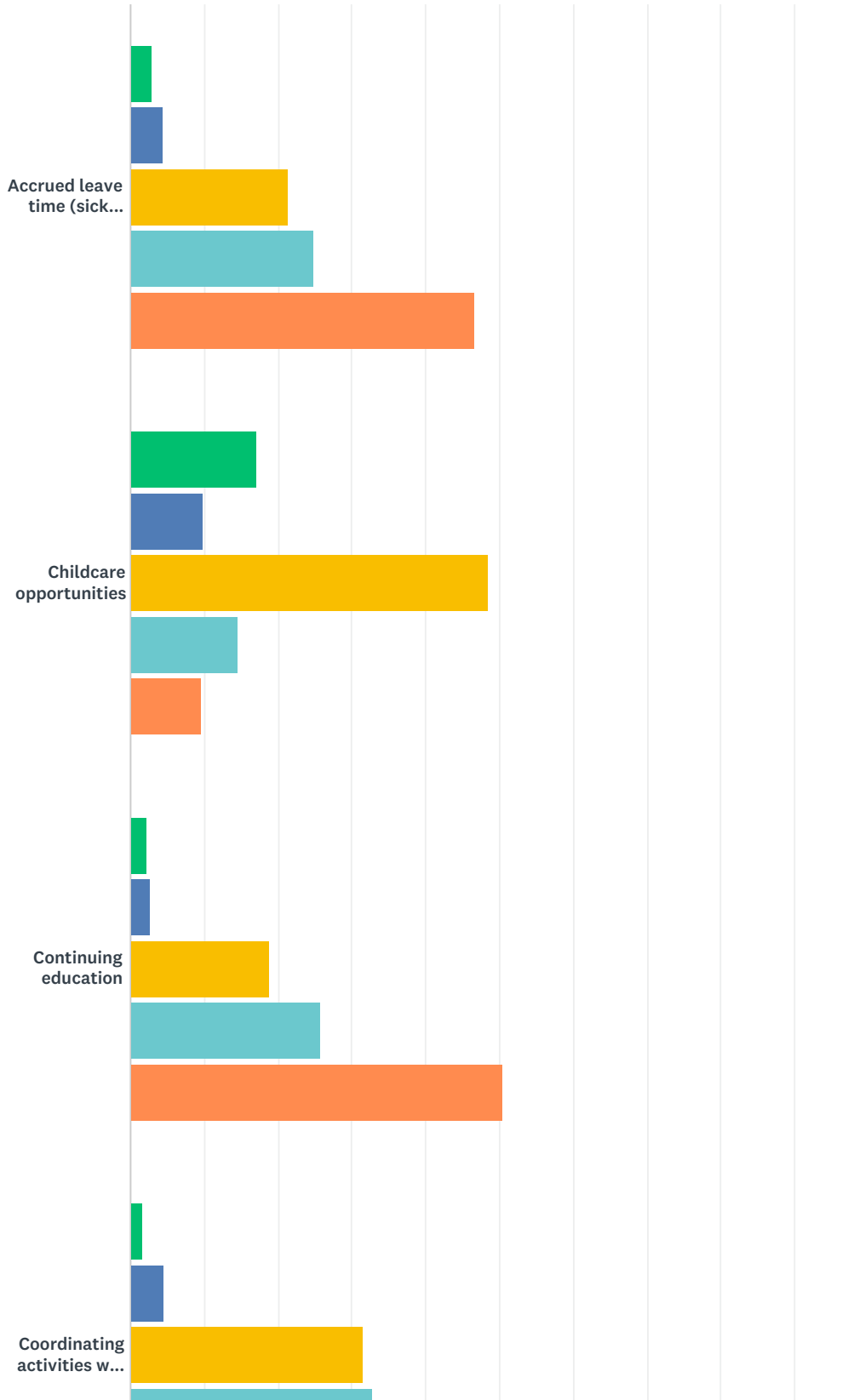
Answered: 604 Skipped: 166



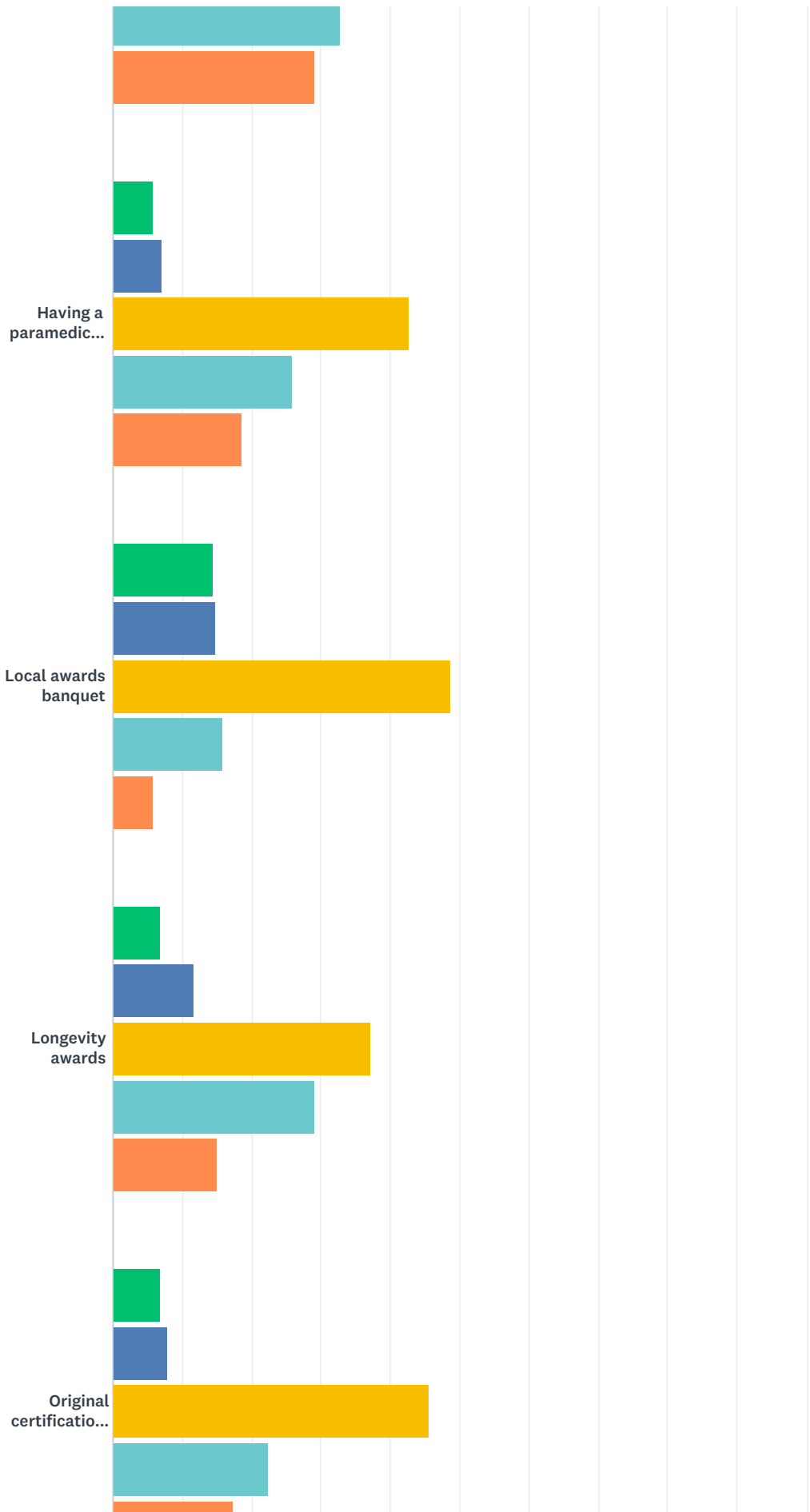
ANSWER CHOICES	RESPONSES	
Central	25.99%	157
Arkansas Valley	7.28%	44
North Central	13.08%	79
Northeast	12.91%	78
Northwest	19.70%	119
Southeast	8.44%	51
Southwest	12.58%	76
TOTAL		604

Q60 Rate how important each factor is to you to continue to work as an EMS Provider?

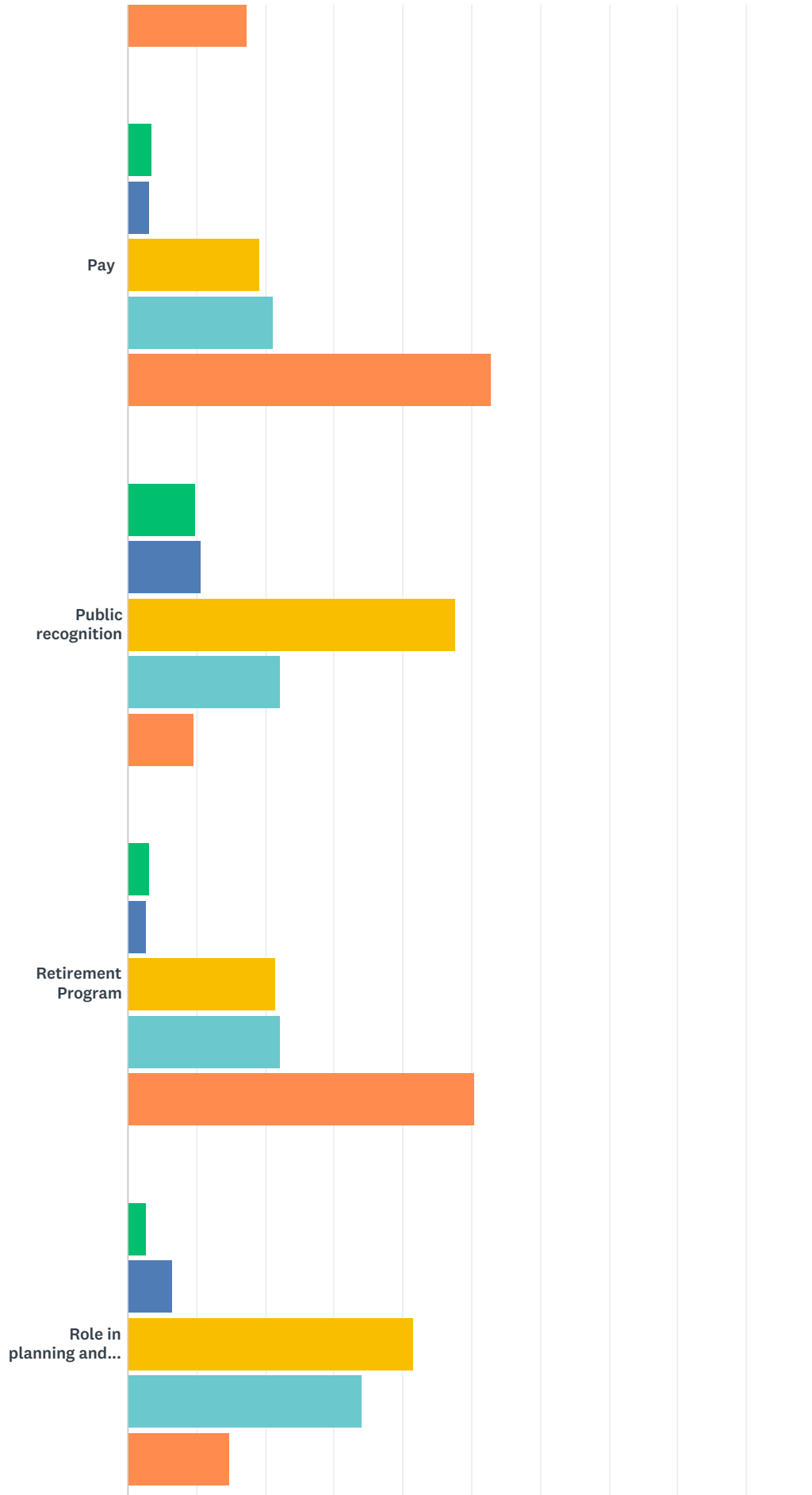
Answered: 559 Skipped: 211



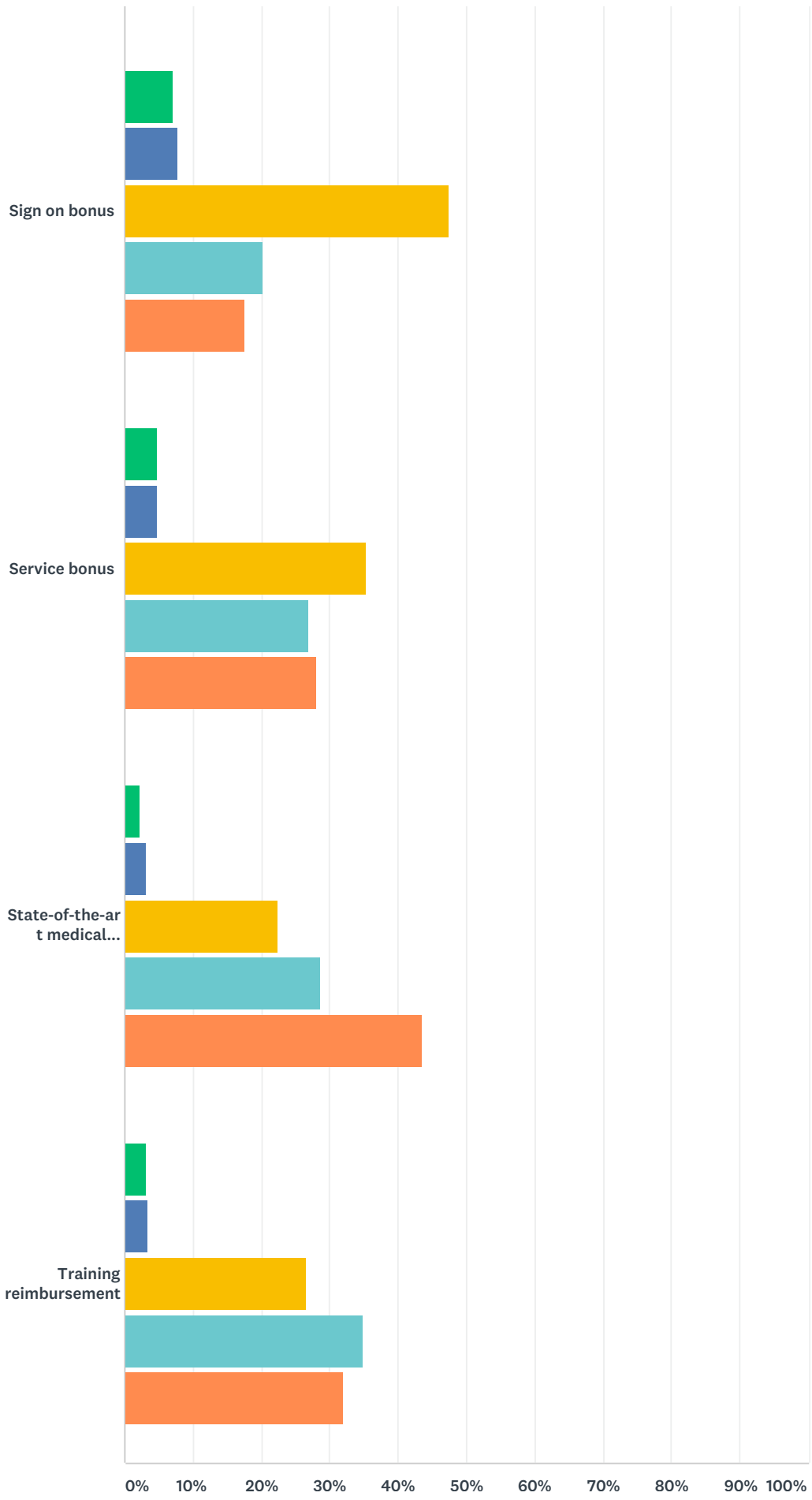
EMS Needs Assessment



EMS Needs Assessment



EMS Needs Assessment



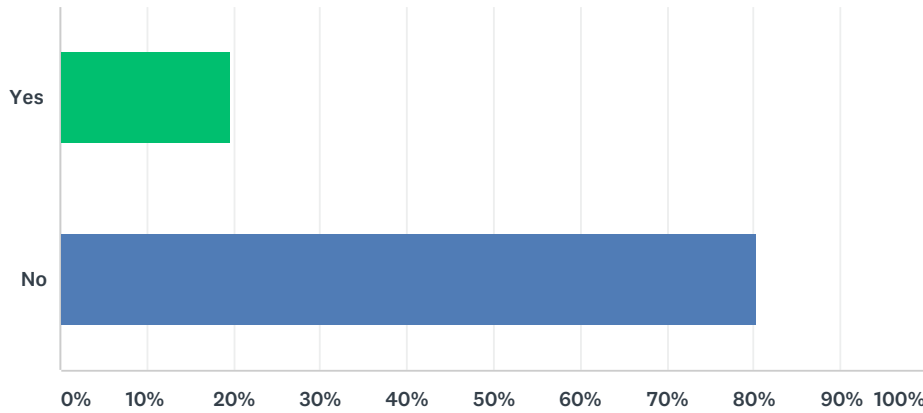
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■ No importance at all
 ■ Very little importance
 ■ Neutral
■ Somewhat important
 ■ Extremely important

	NO IMPORTANCE AT ALL	VERY LITTLE IMPORTANCE	NEUTRAL	SOMEWHAT IMPORTANT	EXTREMELY IMPORTANT	TOTAL
Accrued leave time (sick leave, annual leave, bereavement leave, etc)	2.86% 16	4.29% 24	21.29% 119	24.87% 139	46.69% 261	559
Childcare opportunities	17.09% 95	9.89% 55	48.56% 270	14.75% 82	9.71% 54	556
Continuing education	2.35% 13	2.71% 15	18.81% 104	25.68% 142	50.45% 279	553
Coordinating activities with other services (fire and police)	1.62% 9	4.68% 26	31.65% 176	32.91% 183	29.14% 162	556
Having a paramedic partner (allowing calls to be rotated between you)	5.76% 32	7.01% 39	42.63% 237	25.90% 144	18.71% 104	556
Local awards banquet	14.52% 81	14.87% 83	48.75% 272	15.95% 89	5.91% 33	558
Longevity awards	6.87% 38	11.75% 65	37.25% 206	29.11% 161	15.01% 83	553
Original certification reimbursement	6.83% 38	7.91% 44	45.50% 253	22.30% 124	17.45% 97	556
Pay	3.59% 20	3.05% 17	19.21% 107	21.18% 118	52.96% 295	557
Public recognition	9.87% 55	10.59% 59	47.76% 266	22.08% 123	9.69% 54	557
Retirement Program	3.05% 17	2.69% 15	21.54% 120	22.26% 124	50.45% 281	557
Role in planning and evaluation	2.70% 15	6.47% 36	41.73% 232	34.17% 190	14.93% 83	556
Sign on bonus	7.03% 39	7.75% 43	47.39% 263	20.36% 113	17.48% 97	555
Service bonus	4.73% 26	4.91% 27	35.27% 194	27.09% 149	28.00% 154	550
State-of-the-art medical equipment	2.36% 13	3.08% 17	22.46% 124	28.62% 158	43.48% 240	552
Training reimbursement	3.08% 17	3.26% 18	26.63% 147	34.96% 193	32.07% 177	552

Q61 If I knew what I know now about the EMS profession, I would have chosen another career path.

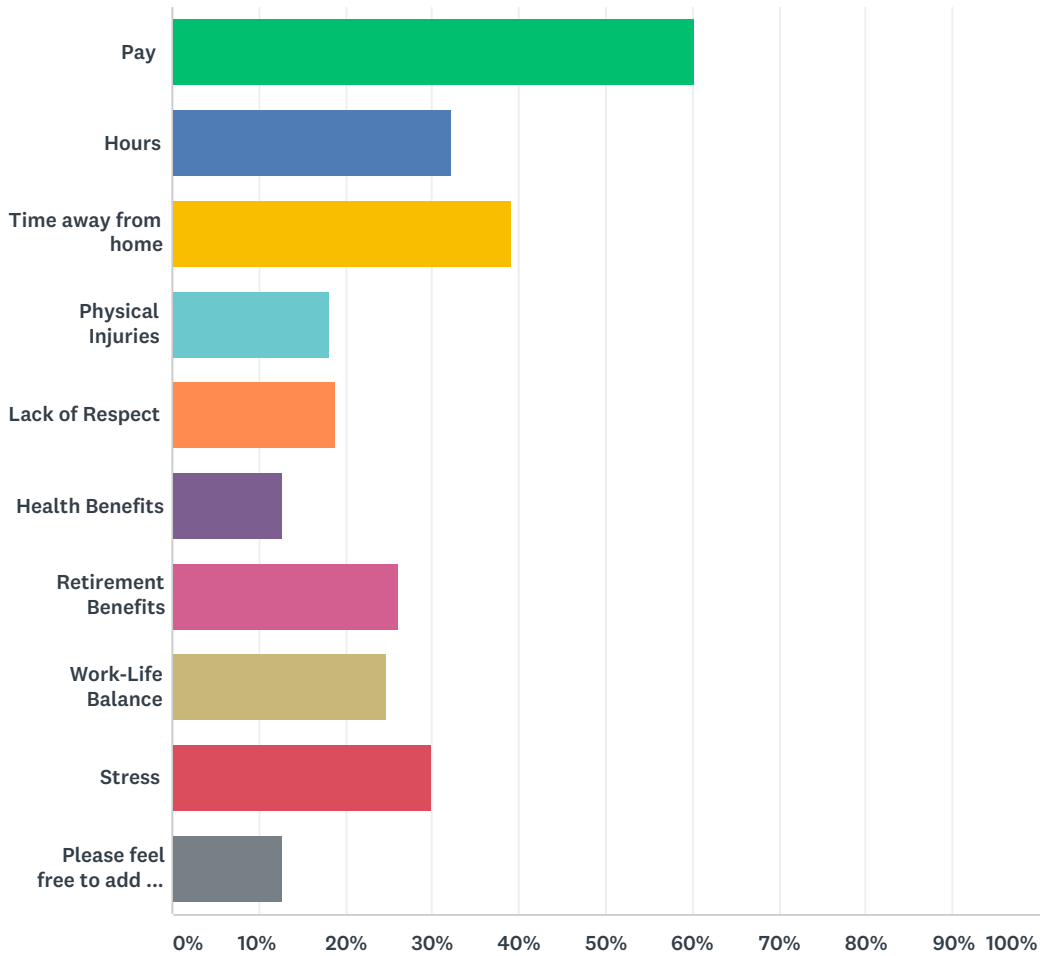
Answered: 592 Skipped: 178



ANSWER CHOICES	RESPONSES	
Yes	19.76%	117
No	80.24%	475
TOTAL		592

Q62 Specifically what reasons would you have chosen another profession?

Answered: 591 Skipped: 179



ANSWER CHOICES	RESPONSES	
Pay	60.24%	356
Hours	32.32%	191
Time away from home	39.09%	231
Physical Injuries	18.10%	107
Lack of Respect	18.78%	111
Health Benefits	12.86%	76
Retirement Benefits	26.23%	155
Work-Life Balance	24.70%	146
Stress	29.95%	177
Please feel free to add any other comments.	12.86%	76

EMS Needs Assessment

Total Respondents: 591