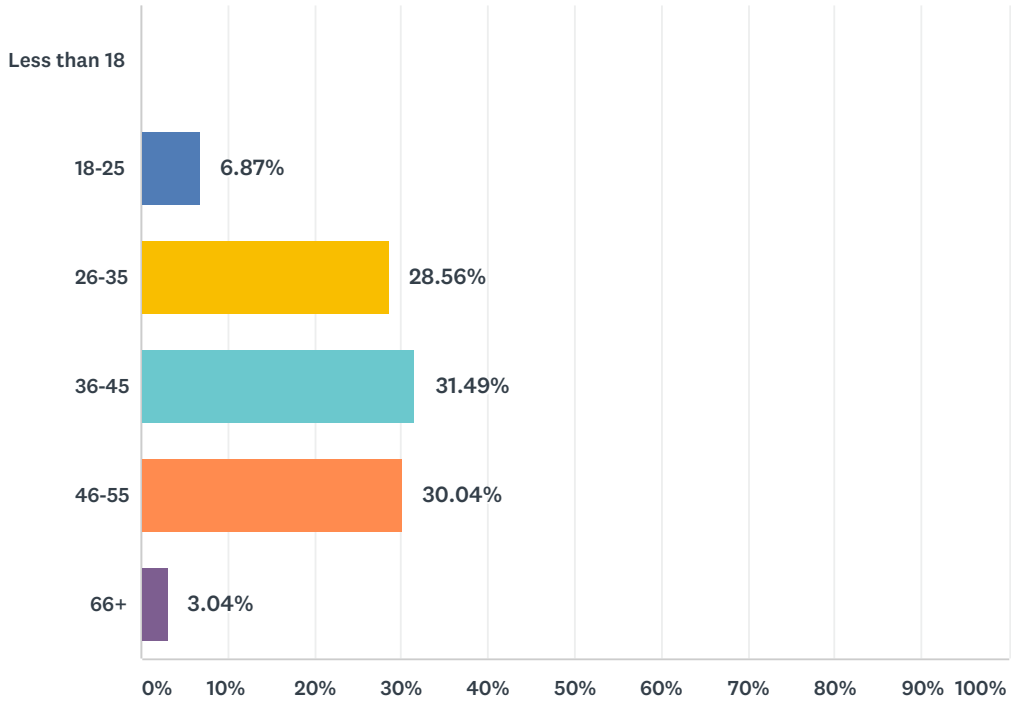


Q1 Please choose the appropriate range indicating your age group

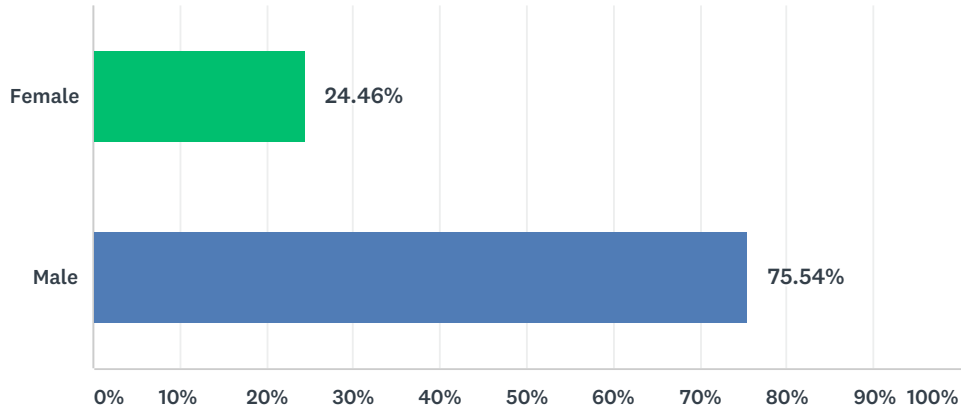
Answered: 2,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 18	0.00%	0
18-25	6.87%	176
26-35	28.56%	732
36-45	31.49%	807
46-55	30.04%	770
66+	3.04%	78
TOTAL		2,563

Q2 Please indicate your gender.

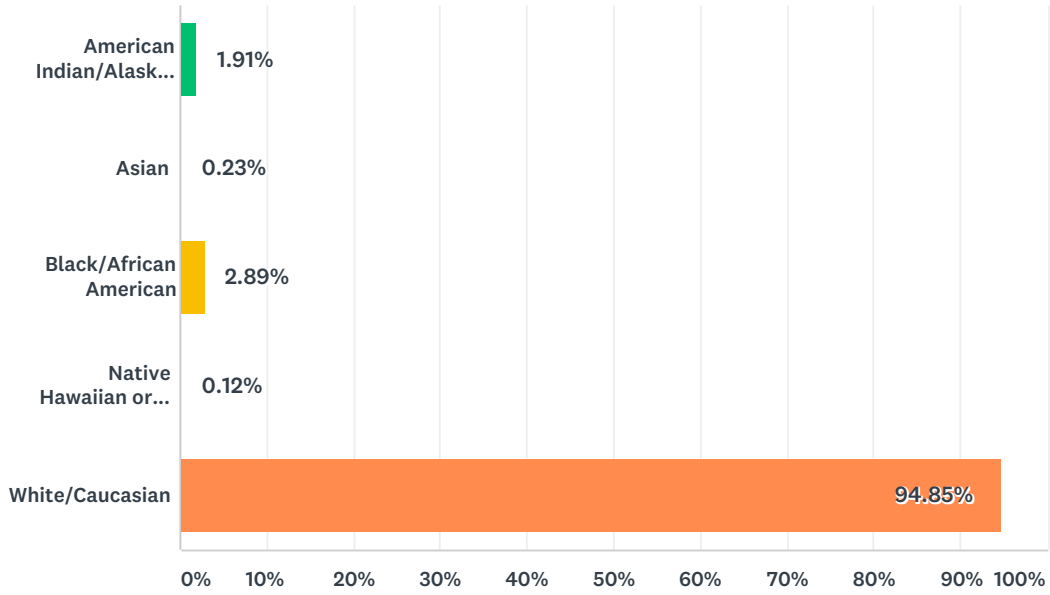
Answered: 2,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	24.46%	627
Male	75.54%	1,936
TOTAL		2,563

Q3 Please indicate your race

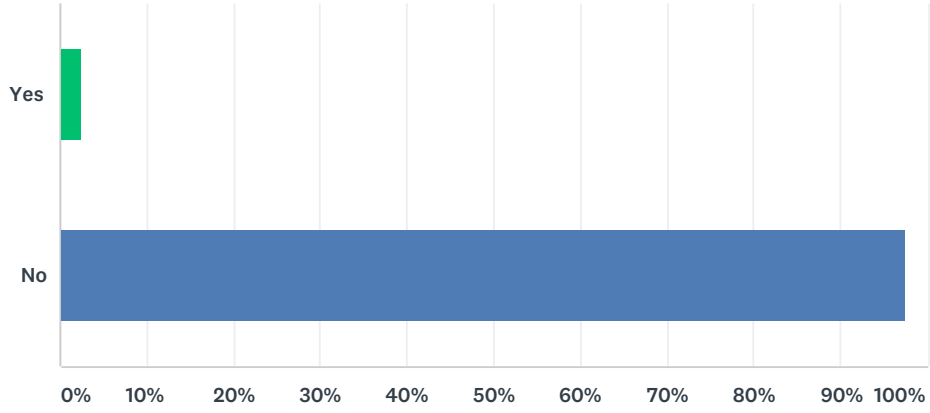
Answered: 2,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
American Indian/Alaska Native	1.91%	49
Asian	0.23%	6
Black/African American	2.89%	74
Native Hawaiian or Other Pacific Islander	0.12%	3
White/Caucasian	94.85%	2,431
TOTAL		2,563

Q4 Are you Hispanic or Latino?

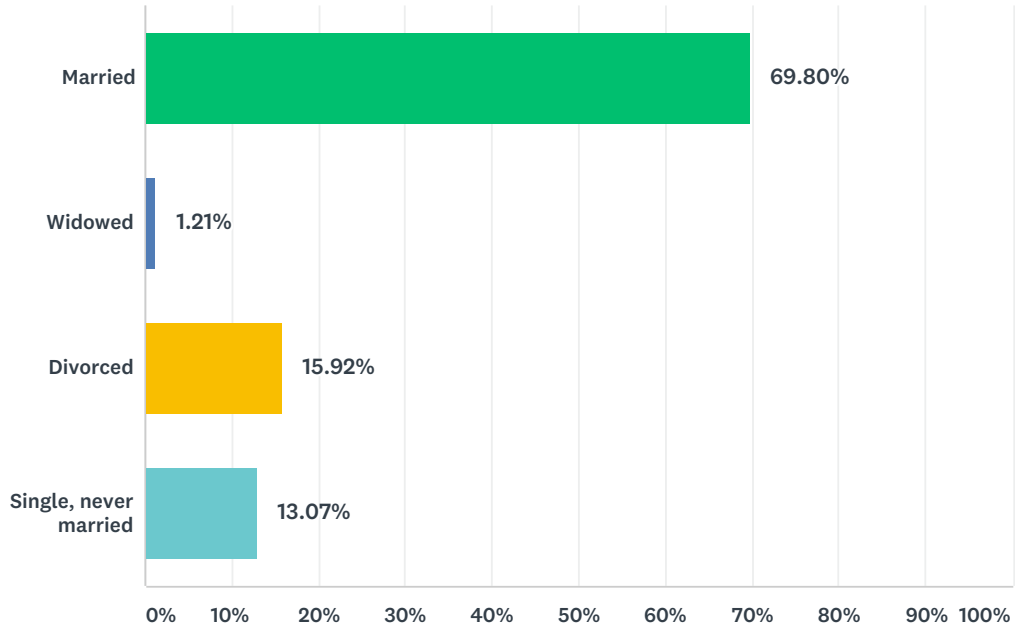
Answered: 2,547 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	2.59%	66
No	97.41%	2,481
TOTAL		2,547

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

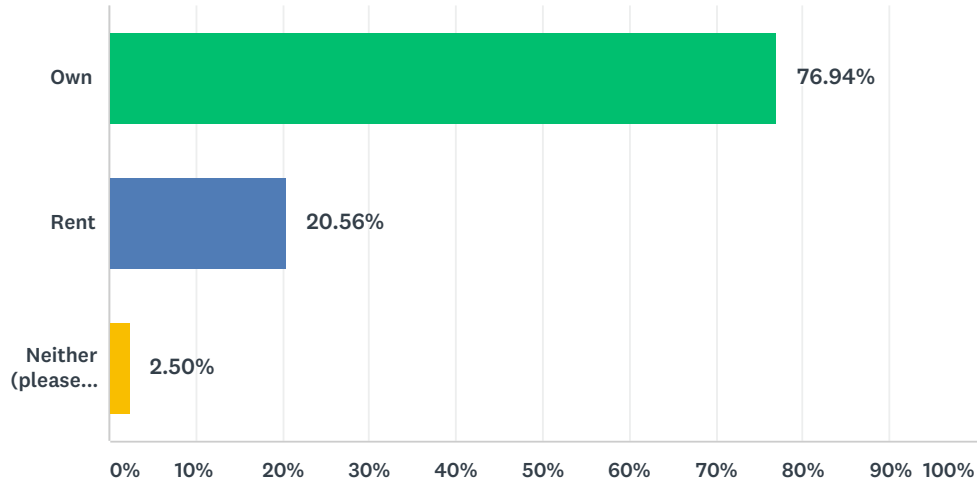
Answered: 2,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Married	69.80%	1,789
Widowed	1.21%	31
Divorced	15.92%	408
Single, never married	13.07%	335
TOTAL		2,563

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

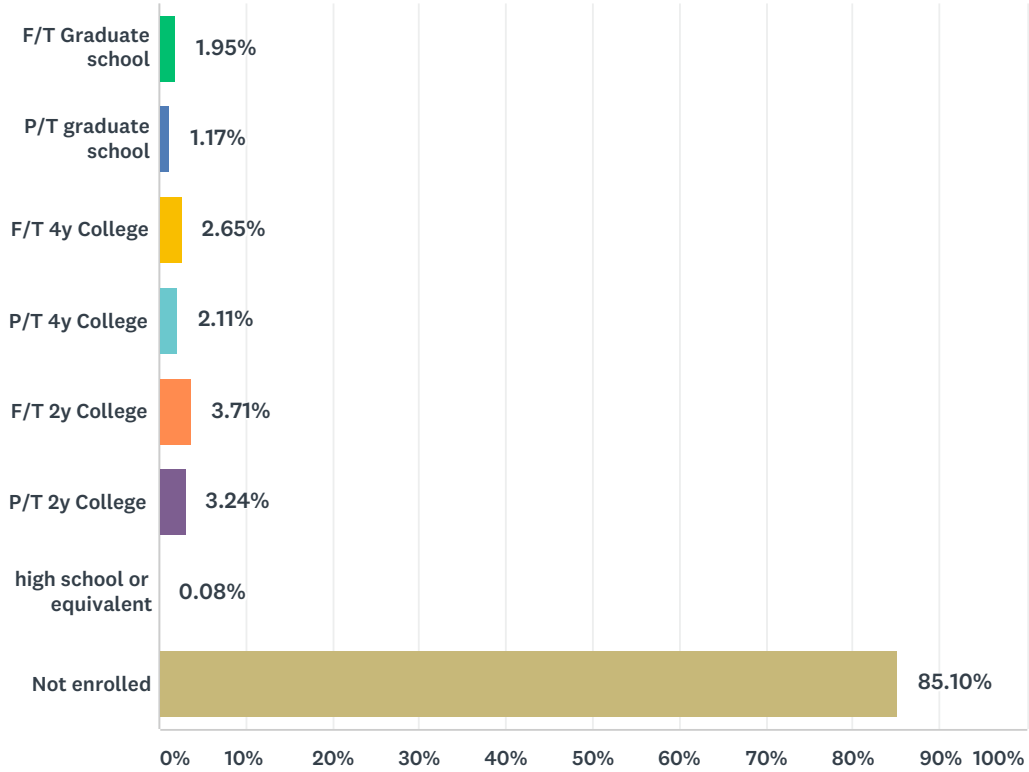
Answered: 2,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Own	76.94%	1,972
Rent	20.56%	527
Neither (please specify)	2.50%	64
TOTAL		2,563

Q7 Are you currently enrolled as a student?

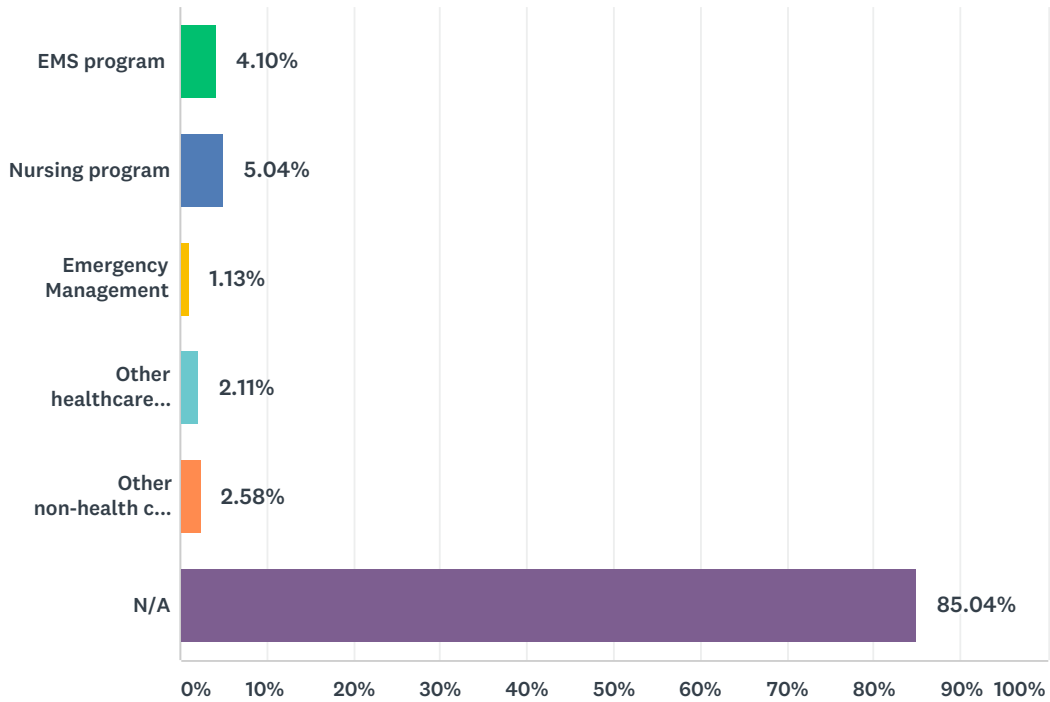
Answered: 2,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
F/T Graduate school	1.95%	50
P/T graduate school	1.17%	30
F/T 4y College	2.65%	68
P/T 4y College	2.11%	54
F/T 2y College	3.71%	95
P/T 2y College	3.24%	83
high school or equivalent	0.08%	2
Not enrolled	85.10%	2,181
TOTAL		2,563

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

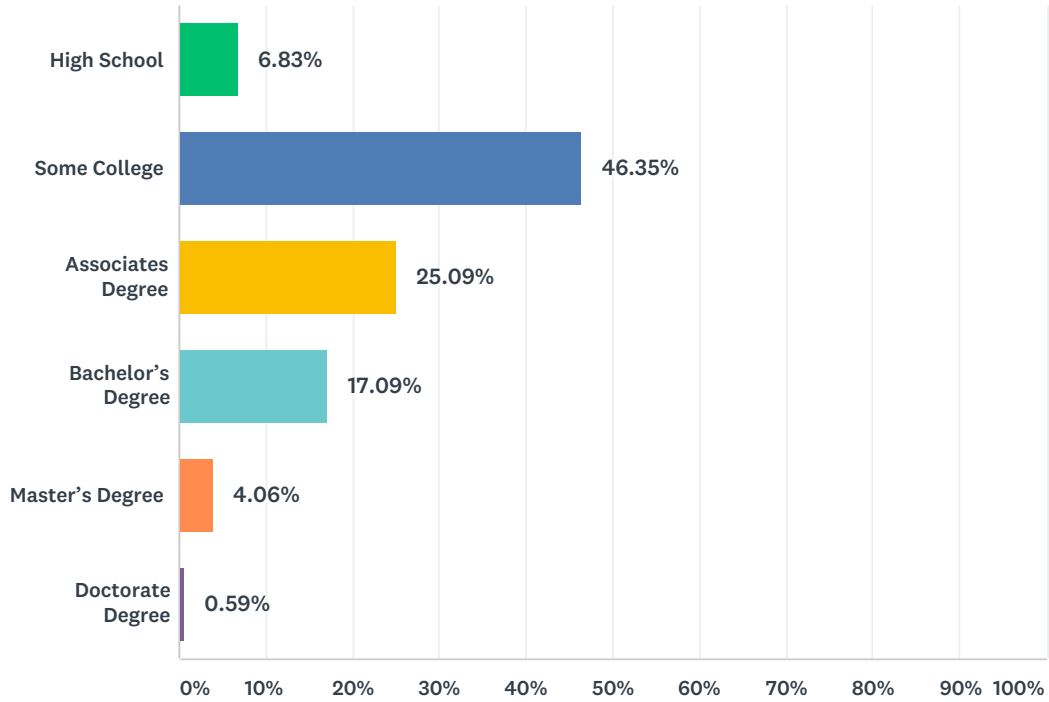
Answered: 2,560 Skipped: 3



ANSWER CHOICES	RESPONSES	
EMS program	4.10%	105
Nursing program	5.04%	129
Emergency Management	1.13%	29
Other healthcare program	2.11%	54
Other non-health care program	2.58%	66
N/A	85.04%	2,177
TOTAL		2,560

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

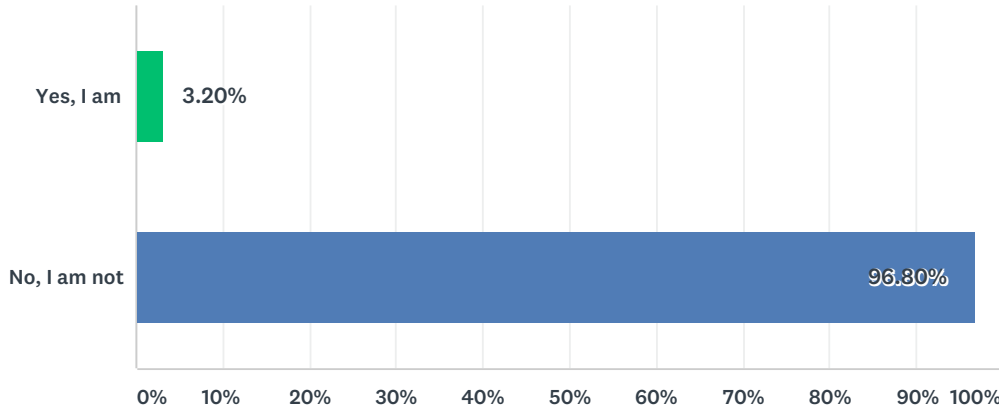
Answered: 2,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
High School	6.83%	175
Some College	46.35%	1,188
Associates Degree	25.09%	643
Bachelor's Degree	17.09%	438
Master's Degree	4.06%	104
Doctorate Degree	0.59%	15
TOTAL		2,563

Q10 Are you currently serving in the United States military?

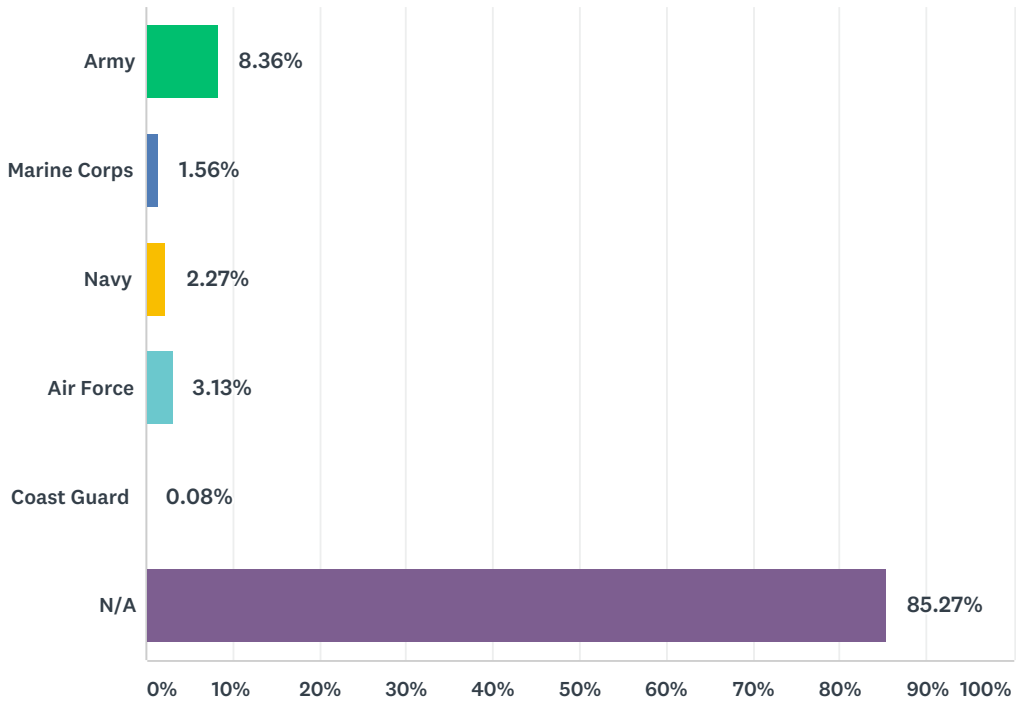
Answered: 2,563 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, I am	3.20%	82
No, I am not	96.80%	2,481
TOTAL		2,563

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

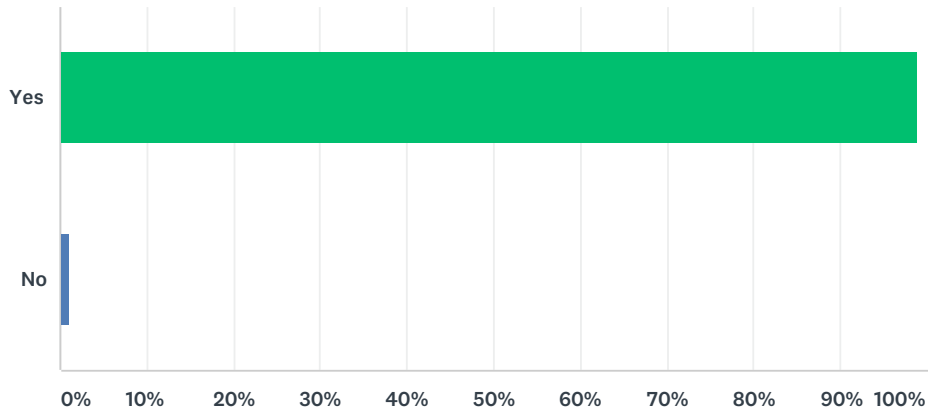
Answered: 2,559 Skipped: 4



ANSWER CHOICES	RESPONSES	
Army	8.36%	214
Marine Corps	1.56%	40
Navy	2.27%	58
Air Force	3.13%	80
Coast Guard	0.08%	2
N/A	85.27%	2,182
Total Respondents: 2,559		

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

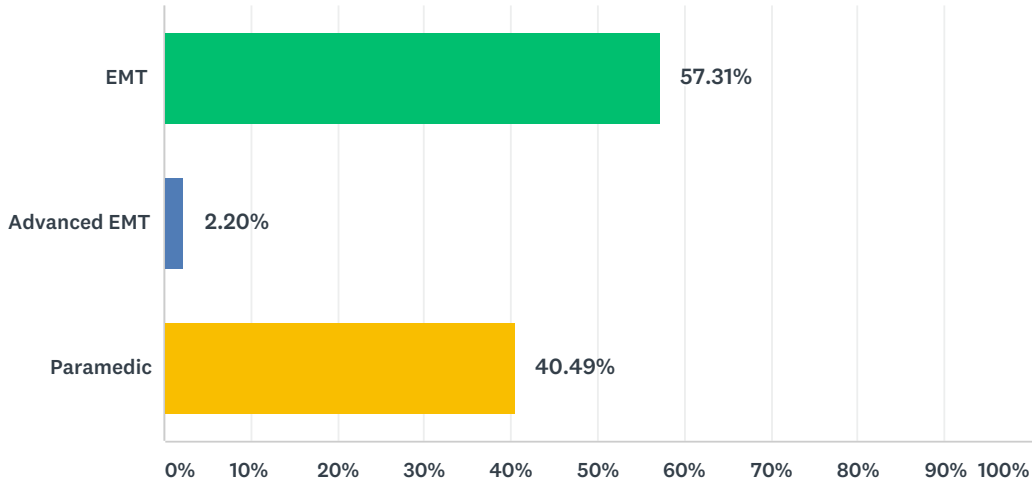
Answered: 2,546 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	98.90%	2,518
No	1.10%	28
TOTAL		2,546

Q13 What level of EMS license do you hold?

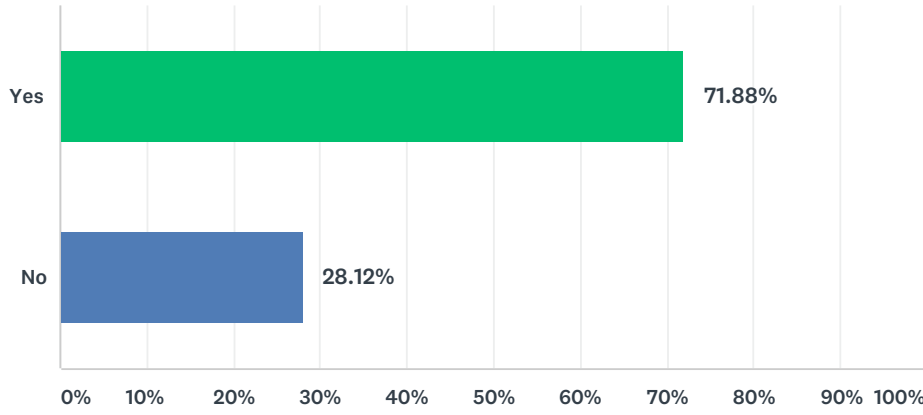
Answered: 2,546 Skipped: 17



ANSWER CHOICES	RESPONSES	
EMT	57.31%	1,459
Advanced EMT	2.20%	56
Paramedic	40.49%	1,031
TOTAL		2,546

Q14 Are you currently NREMT certified?

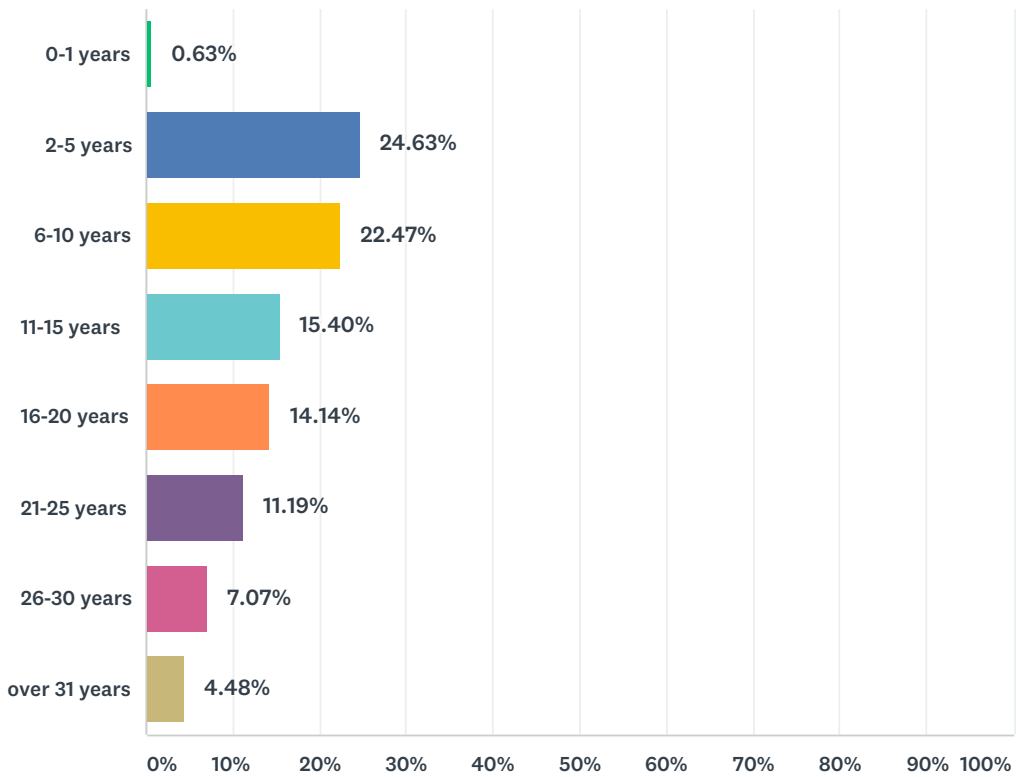
Answered: 2,546 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	71.88%	1,830
No	28.12%	716
TOTAL		2,546

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

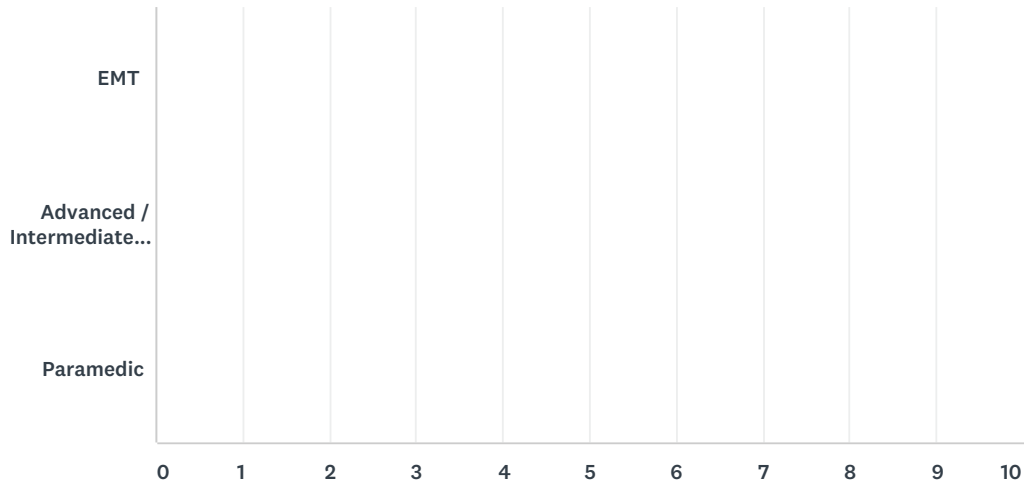
Answered: 2,546 Skipped: 17



ANSWER CHOICES	RESPONSES	
0-1 years	0.63%	16
2-5 years	24.63%	627
6-10 years	22.47%	572
11-15 years	15.40%	392
16-20 years	14.14%	360
21-25 years	11.19%	285
26-30 years	7.07%	180
over 31 years	4.48%	114
TOTAL		2,546

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

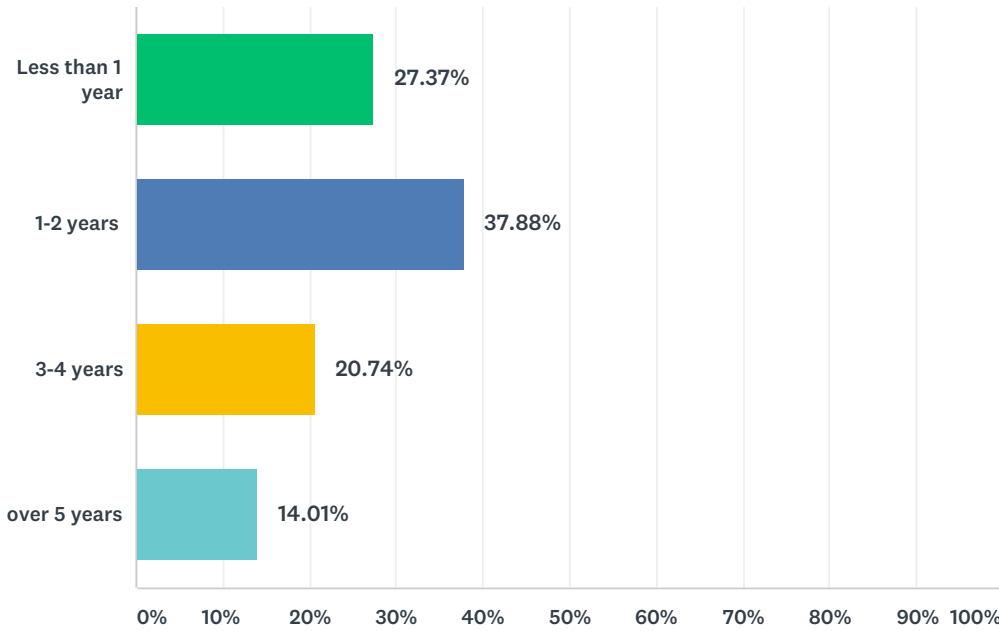
Answered: 2,546 Skipped: 17



	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	11.53% 284	45.80% 1,128	18.84% 464	9.30% 229	6.46% 159	4.26% 105	2.48% 61	1.34% 33	2,463	0.00
Advanced / Intermediate EMT	54.95% 222	27.97% 113	8.91% 36	3.22% 13	3.47% 14	0.74% 3	0.50% 2	0.25% 1	404	0.00
Paramedic	8.91% 101	20.81% 236	21.34% 242	14.02% 159	13.84% 157	10.85% 123	7.58% 86	2.65% 30	1,134	0.00

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

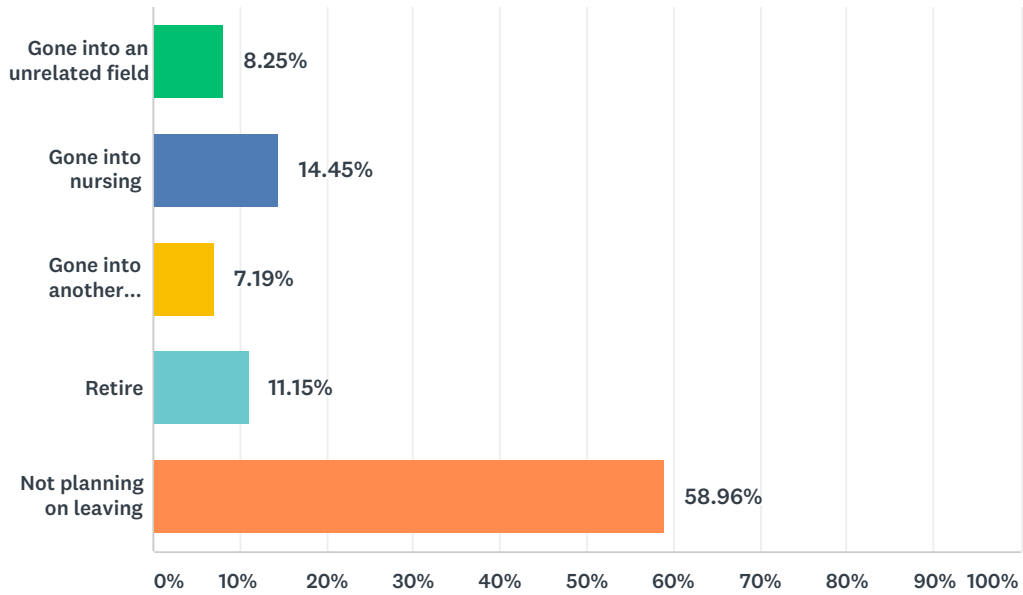
Answered: 1,085 Skipped: 1,478



ANSWER CHOICES	RESPONSES	
Less than 1 year	27.37%	297
1-2 years	37.88%	411
3-4 years	20.74%	225
over 5 years	14.01%	152
TOTAL		1,085

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

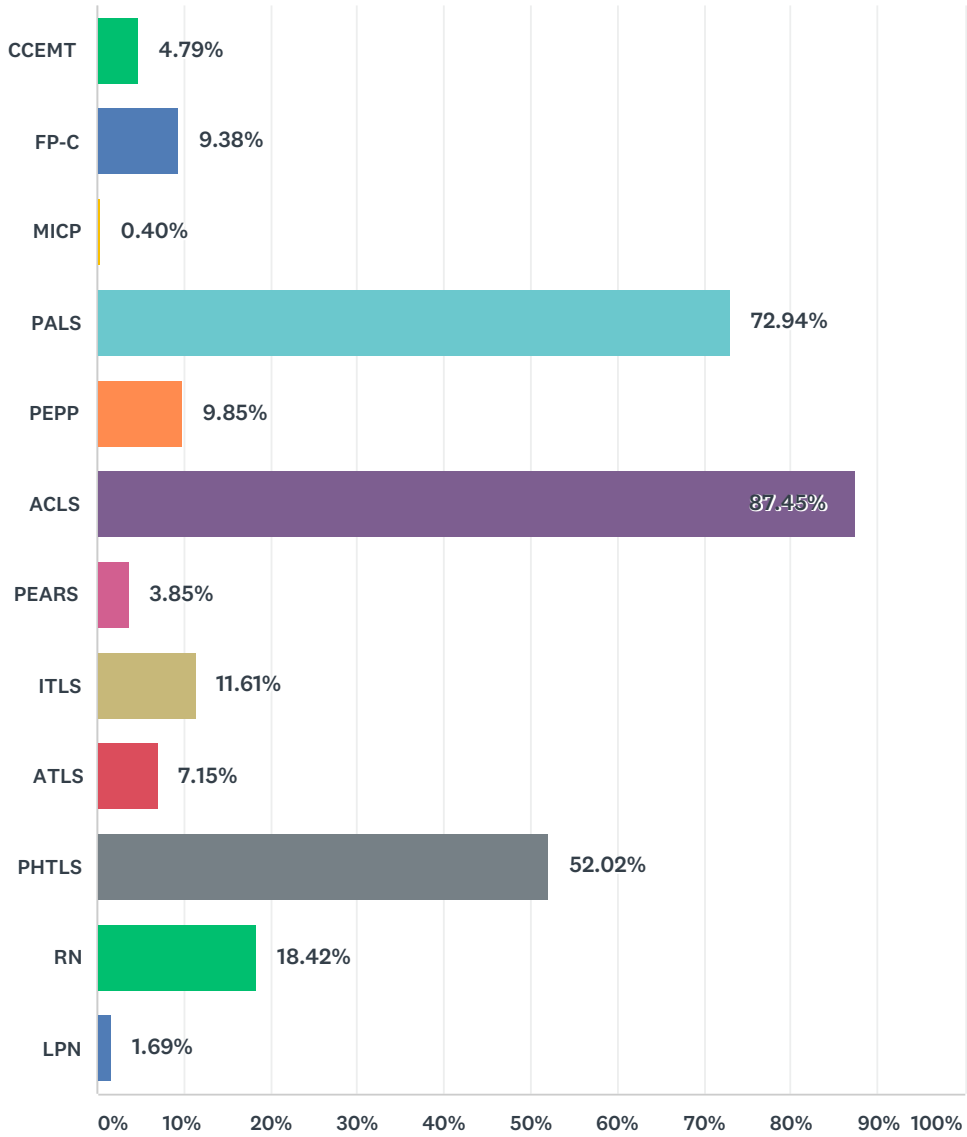
Answered: 2,546 Skipped: 17



ANSWER CHOICES	RESPONSES	
Gone into an unrelated field	8.25%	210
Gone into nursing	14.45%	368
Gone into another healthcare related field	7.19%	183
Retire	11.15%	284
Not planning on leaving	58.96%	1,501
TOTAL		2,546

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

Answered: 1,482 Skipped: 1,081



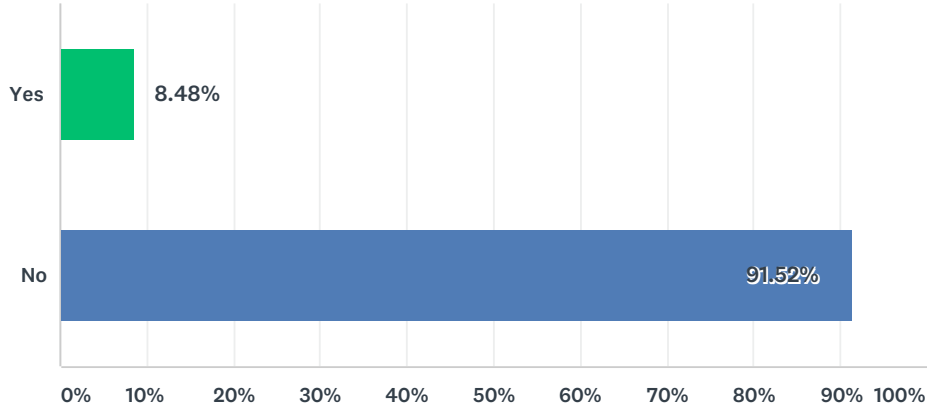
ANSWER CHOICES	RESPONSES	
CCEMT	4.79%	71
FP-C	9.38%	139
MICP	0.40%	6
PALS	72.94%	1,081
PEPP	9.85%	146
ACLS	87.45%	1,296
PEARS	3.85%	57
ITLS	11.61%	172

EMS Needs Assessment

ATLS	7.15%	106
PHTLS	52.02%	771
RN	18.42%	273
LPN	1.69%	25
Total Respondents: 1,482		

Q20 Are you currently a licensed EMS Instructor?

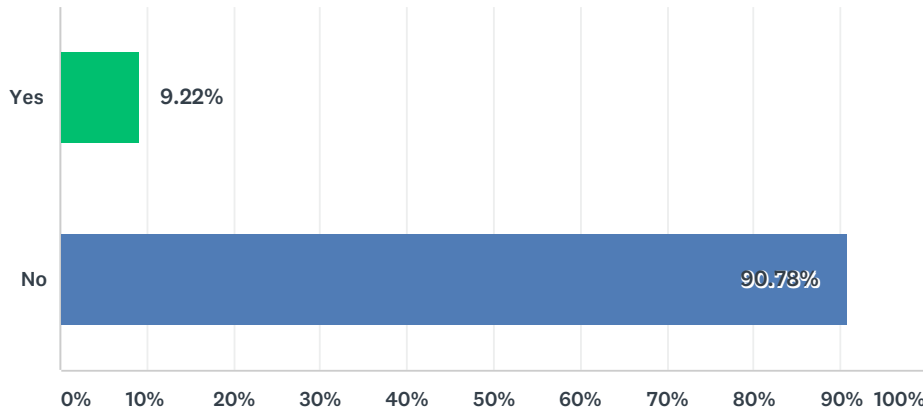
Answered: 2,546 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	8.48%	216
No	91.52%	2,330
TOTAL		2,546

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

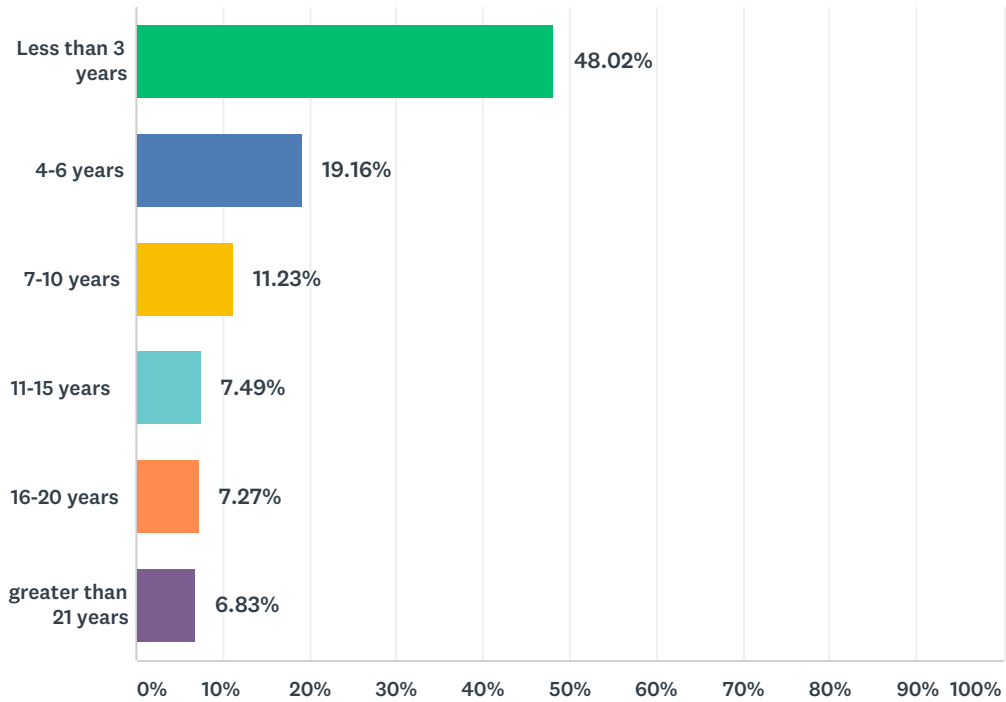
Answered: 2,181 Skipped: 382



ANSWER CHOICES	RESPONSES	
Yes	9.22%	201
No	90.78%	1,980
TOTAL		2,181

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

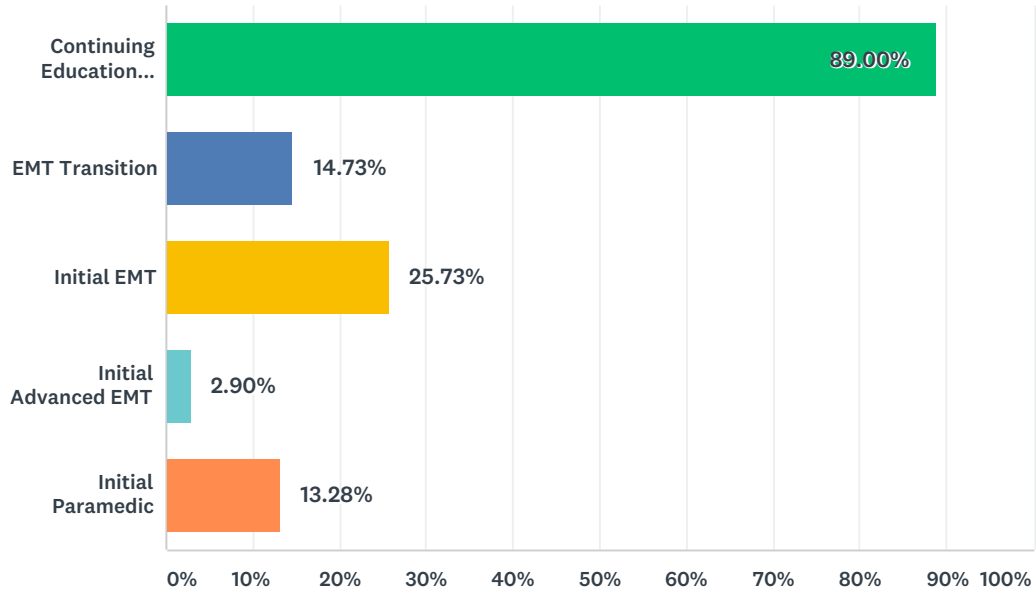
Answered: 454 Skipped: 2,109



ANSWER CHOICES	RESPONSES	
Less than 3 years	48.02%	218
4-6 years	19.16%	87
7-10 years	11.23%	51
11-15 years	7.49%	34
16-20 years	7.27%	33
greater than 21 years	6.83%	31
TOTAL		454

Q23 Which of the following classes do you routinely teach?

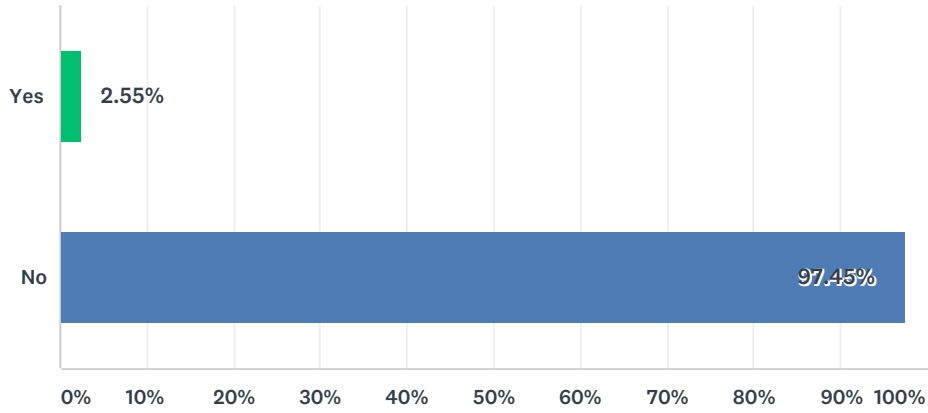
Answered: 482 Skipped: 2,081



ANSWER CHOICES	RESPONSES	
Continuing Education (General)	89.00%	429
EMT Transition	14.73%	71
Initial EMT	25.73%	124
Initial Advanced EMT	2.90%	14
Initial Paramedic	13.28%	64
Total Respondents: 482		

Q24 Are you a full-time educator?

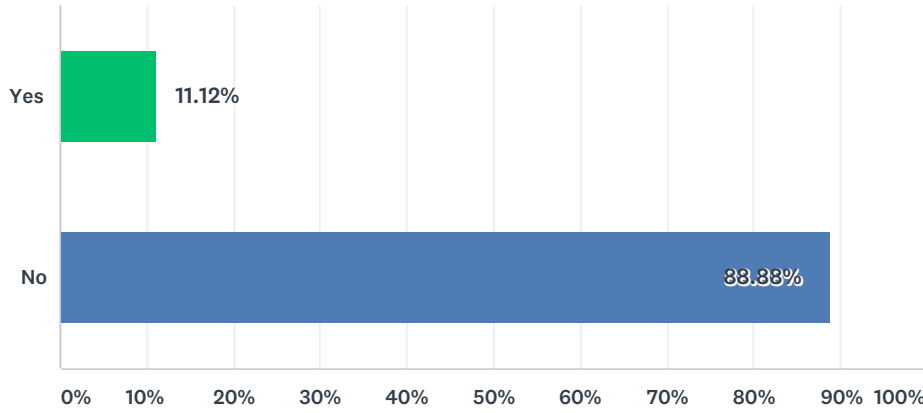
Answered: 2,546 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	2.55%	65
No	97.45%	2,481
TOTAL		2,546

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

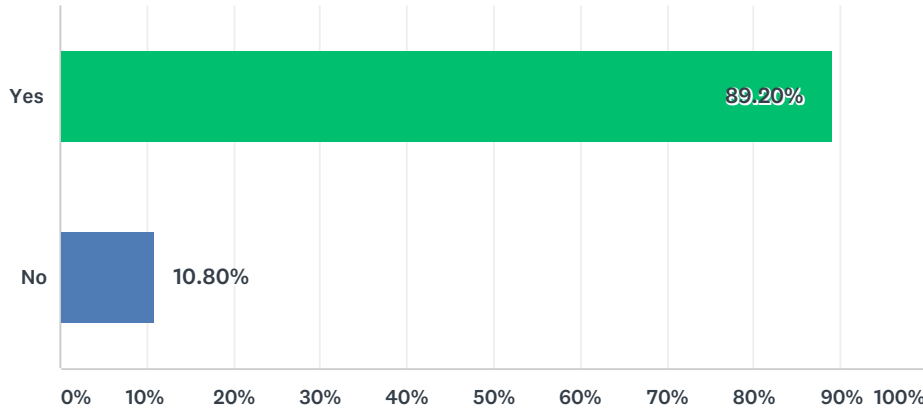
Answered: 2,544 Skipped: 19



ANSWER CHOICES	RESPONSES	
Yes	11.12%	283
No	88.88%	2,261
TOTAL		2,544

Q26 Do you currently provide patient care?

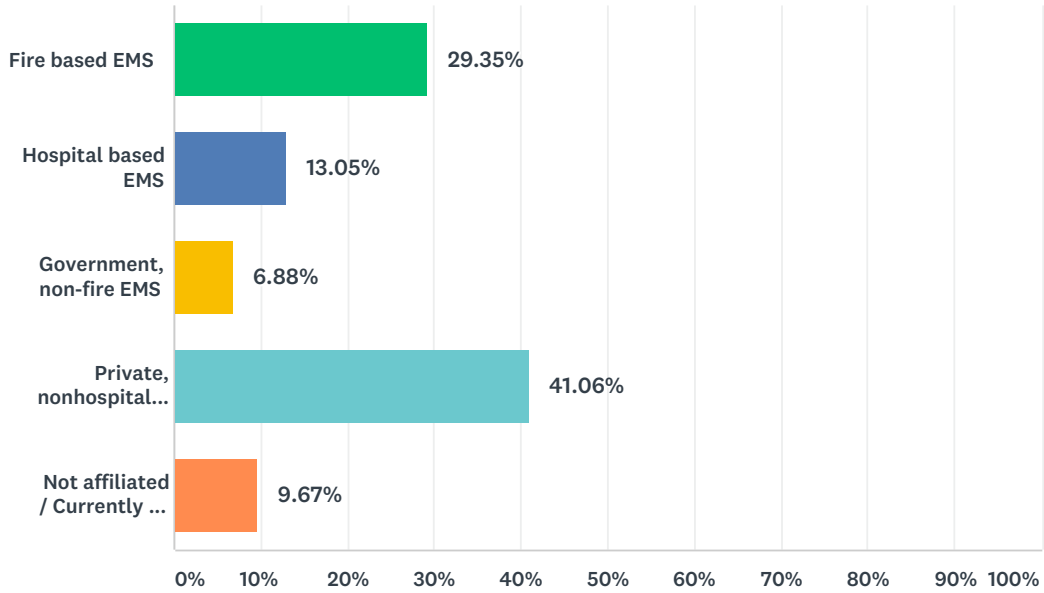
Answered: 2,546 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	89.20%	2,271
No	10.80%	275
TOTAL		2,546

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

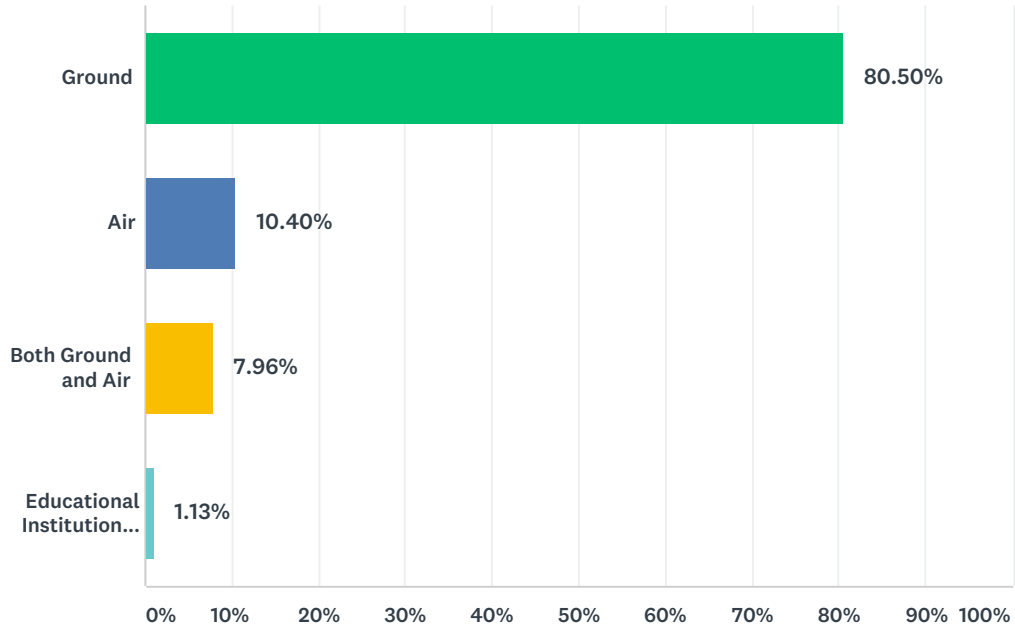
Answered: 2,545 Skipped: 18



ANSWER CHOICES	RESPONSES	
Fire based EMS	29.35%	747
Hospital based EMS	13.05%	332
Government, non-fire EMS	6.88%	175
Private, nonhospital based	41.06%	1,045
Not affiliated / Currently not working	9.67%	246
TOTAL		2,545

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

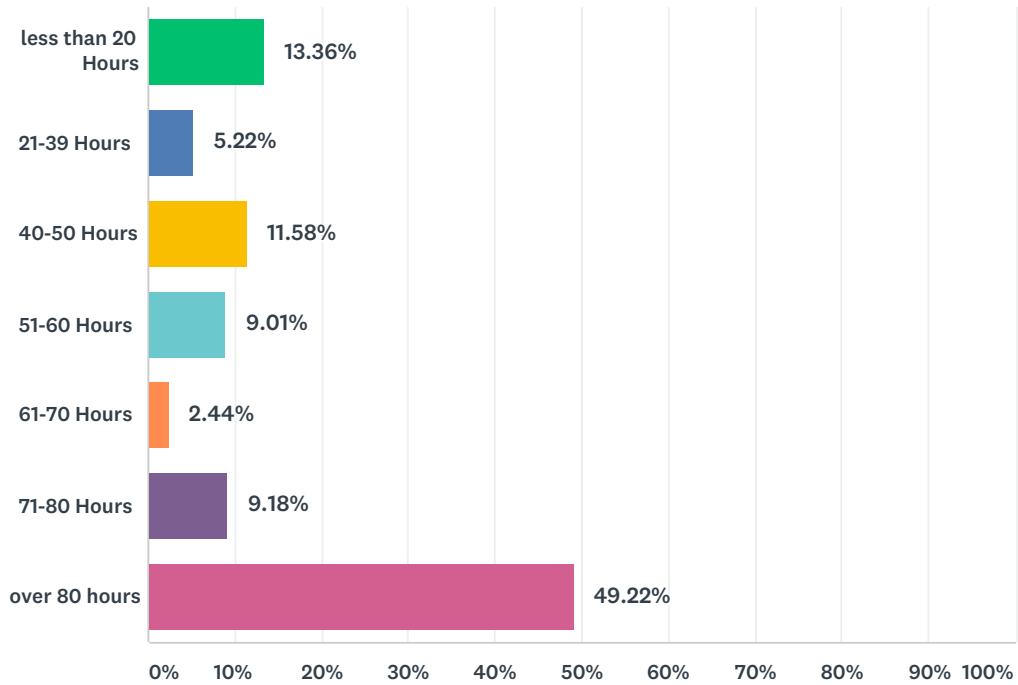
Answered: 2,298 Skipped: 265



ANSWER CHOICES	RESPONSES	
Ground	80.50%	1,850
Air	10.40%	239
Both Ground and Air	7.96%	183
Educational Institution Only	1.13%	26
TOTAL		2,298

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

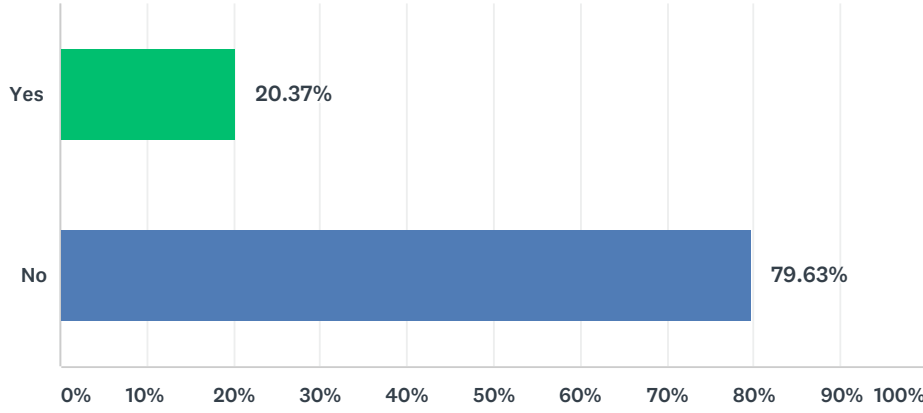
Answered: 2,298 Skipped: 265



ANSWER CHOICES	RESPONSES	
less than 20 Hours	13.36%	307
21-39 Hours	5.22%	120
40-50 Hours	11.58%	266
51-60 Hours	9.01%	207
61-70 Hours	2.44%	56
71-80 Hours	9.18%	211
over 80 hours	49.22%	1,131
TOTAL		2,298

Q30 Do you work for more than one service?

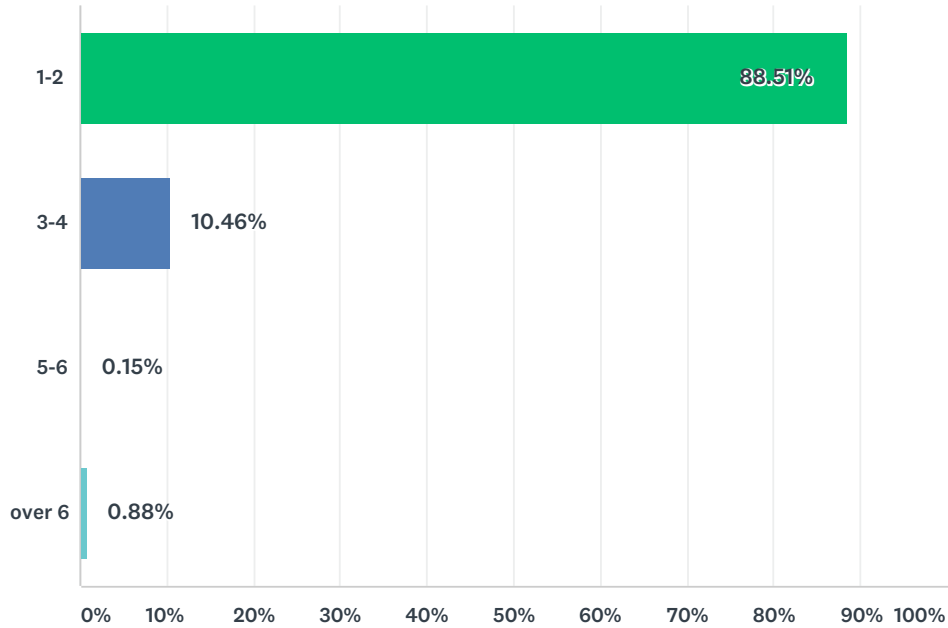
Answered: 2,298 Skipped: 265



ANSWER CHOICES	RESPONSES	
Yes	20.37%	468
No	79.63%	1,830
TOTAL		2,298

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

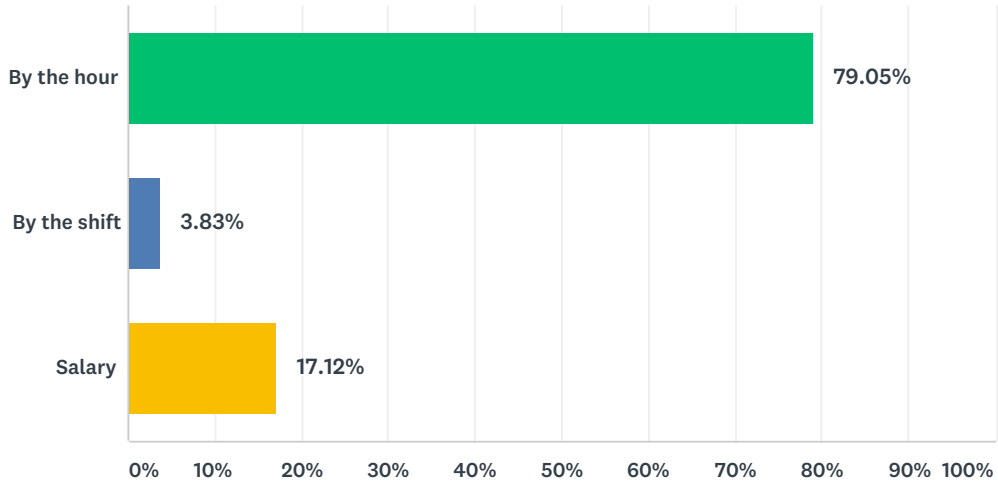
Answered: 679 Skipped: 1,884



ANSWER CHOICES	RESPONSES	
1-2	88.51%	601
3-4	10.46%	71
5-6	0.15%	1
over 6	0.88%	6
TOTAL		679

Q32 How are you paid?

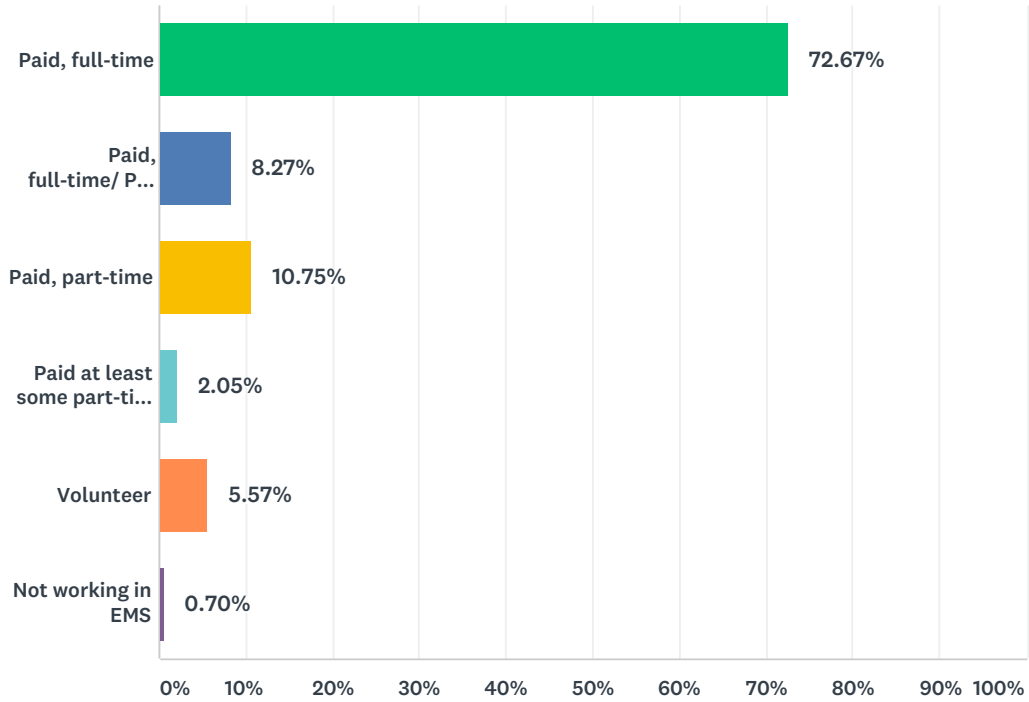
Answered: 2,296 Skipped: 267



ANSWER CHOICES	RESPONSES	
By the hour	79.05%	1,815
By the shift	3.83%	88
Salary	17.12%	393
TOTAL		2,296

Q33 Which best describes your current employment status?

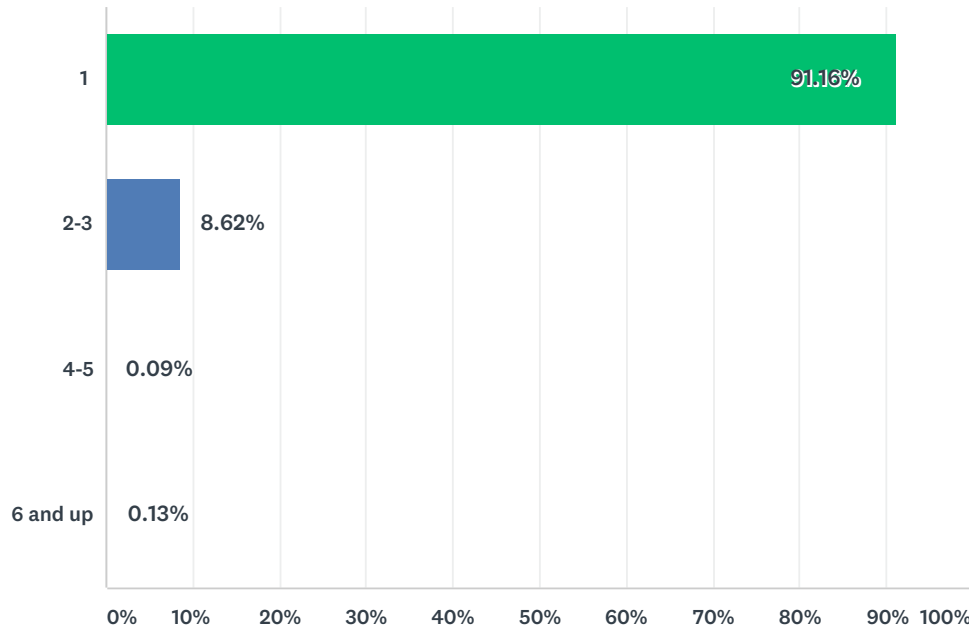
Answered: 2,298 Skipped: 265



ANSWER CHOICES	RESPONSES	
Paid, full-time	72.67%	1,670
Paid, full-time/ Paid part-time	8.27%	190
Paid, part-time	10.75%	247
Paid at least some part-time and volunteer	2.05%	47
Volunteer	5.57%	128
Not working in EMS	0.70%	16
TOTAL		2,298

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

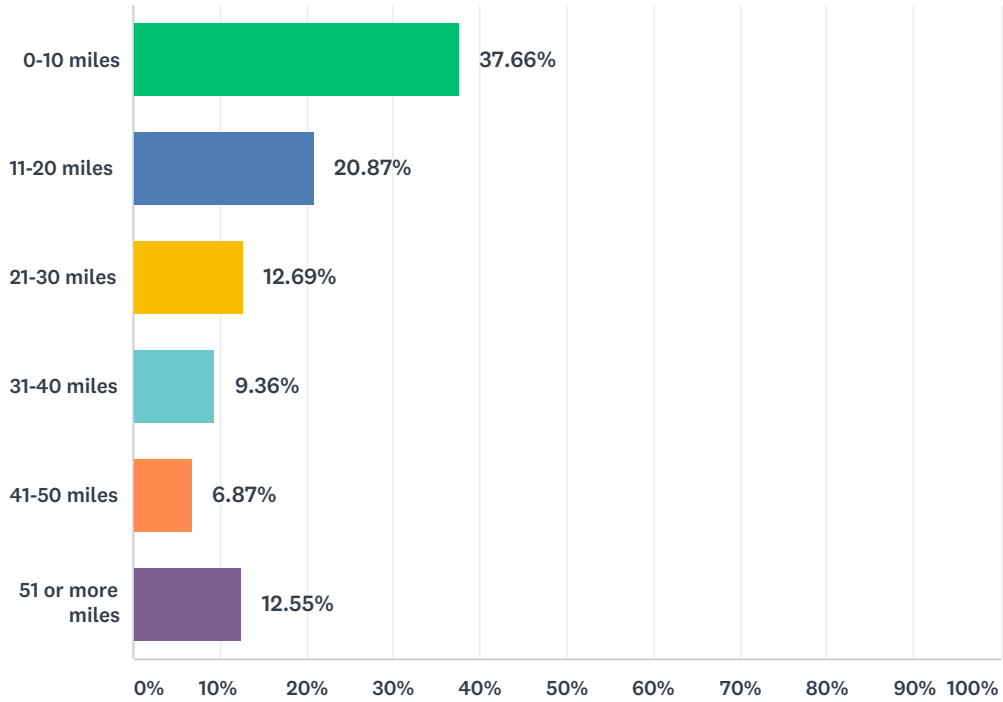
Answered: 2,285 Skipped: 278



ANSWER CHOICES	RESPONSES	
1	91.16%	2,083
2-3	8.62%	197
4-5	0.09%	2
6 and up	0.13%	3
TOTAL		2,285

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

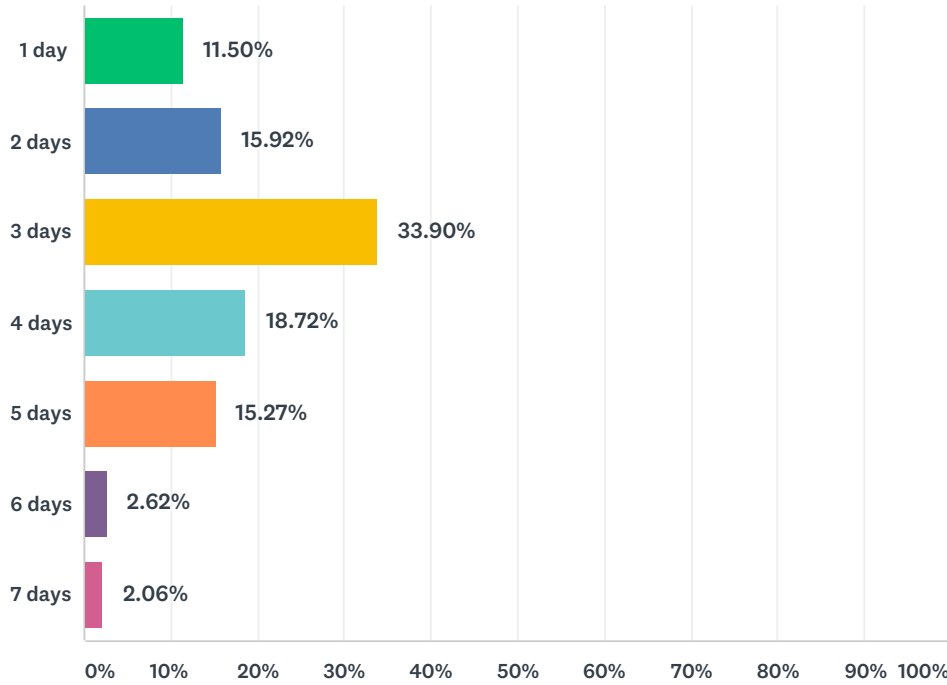
Answered: 2,286 Skipped: 277



ANSWER CHOICES	RESPONSES	
0-10 miles	37.66%	861
11-20 miles	20.87%	477
21-30 miles	12.69%	290
31-40 miles	9.36%	214
41-50 miles	6.87%	157
51 or more miles	12.55%	287
TOTAL		2,286

Q36 How many days a week do you typically work?

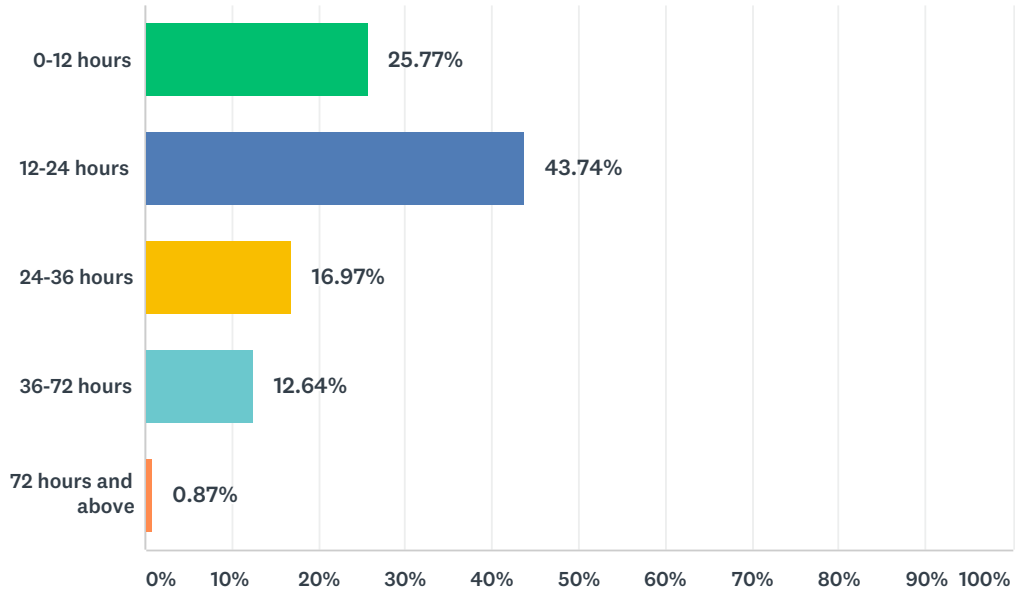
Answered: 2,286 Skipped: 277



ANSWER CHOICES	RESPONSES	
1 day	11.50%	263
2 days	15.92%	364
3 days	33.90%	775
4 days	18.72%	428
5 days	15.27%	349
6 days	2.62%	60
7 days	2.06%	47
TOTAL		2,286

Q37 What is the average length of your typical shift?

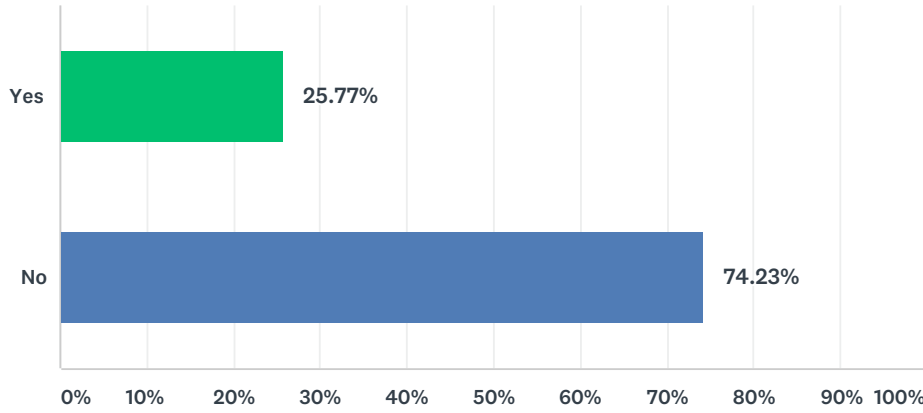
Answered: 2,286 Skipped: 277



ANSWER CHOICES	RESPONSES	
0-12 hours	25.77%	589
12-24 hours	43.74%	1,000
24-36 hours	16.97%	388
36-72 hours	12.64%	289
72 hours and above	0.87%	20
TOTAL		2,286

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

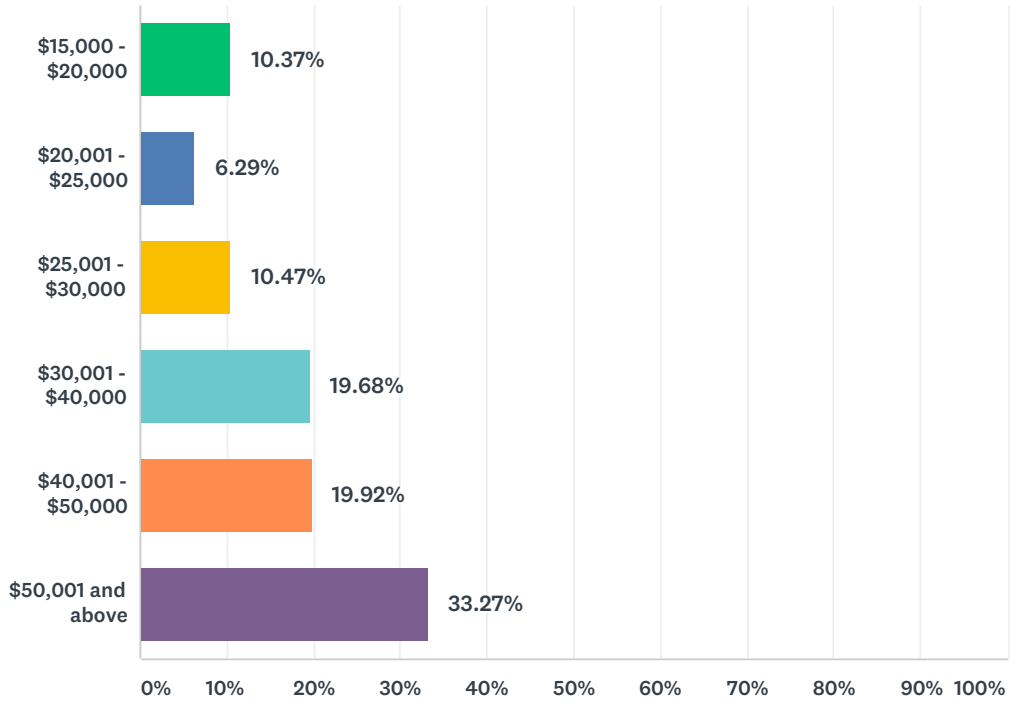
Answered: 2,286 Skipped: 277



ANSWER CHOICES	RESPONSES	
Yes	25.77%	589
No	74.23%	1,697
TOTAL		2,286

Q39 What is your salary range before overtime?

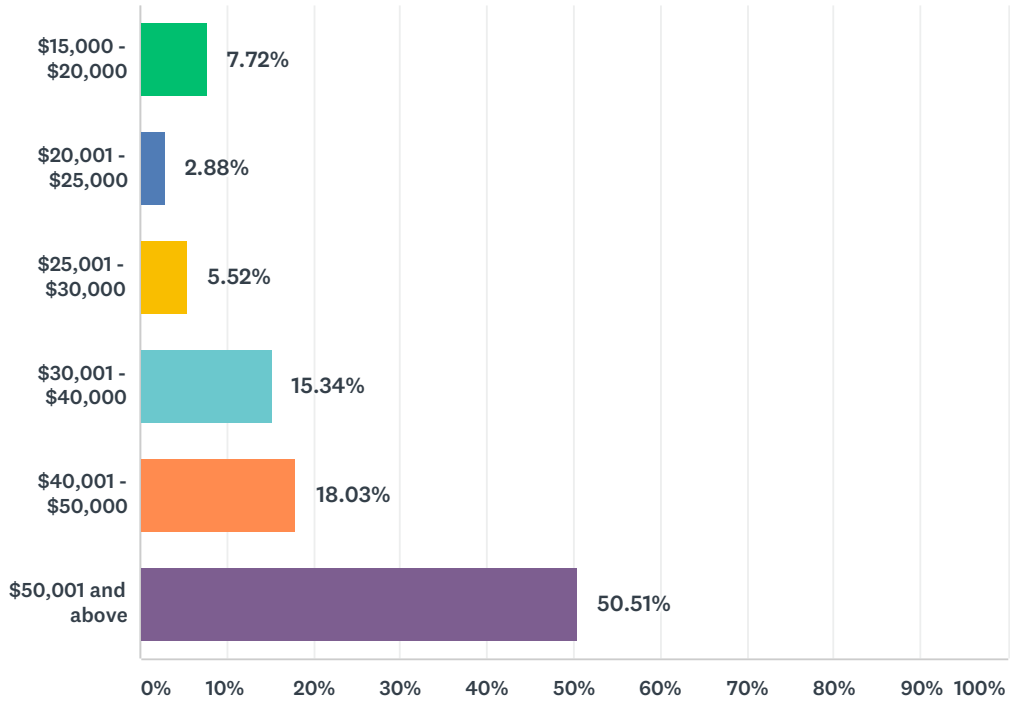
Answered: 2,083 Skipped: 480



ANSWER CHOICES	RESPONSES	
\$15,000 - \$20,000	10.37%	216
\$20,001 - \$25,000	6.29%	131
\$25,001 - \$30,000	10.47%	218
\$30,001 - \$40,000	19.68%	410
\$40,001 - \$50,000	19.92%	415
\$50,001 and above	33.27%	693
TOTAL		2,083

Q40 What is your salary range including overtime?

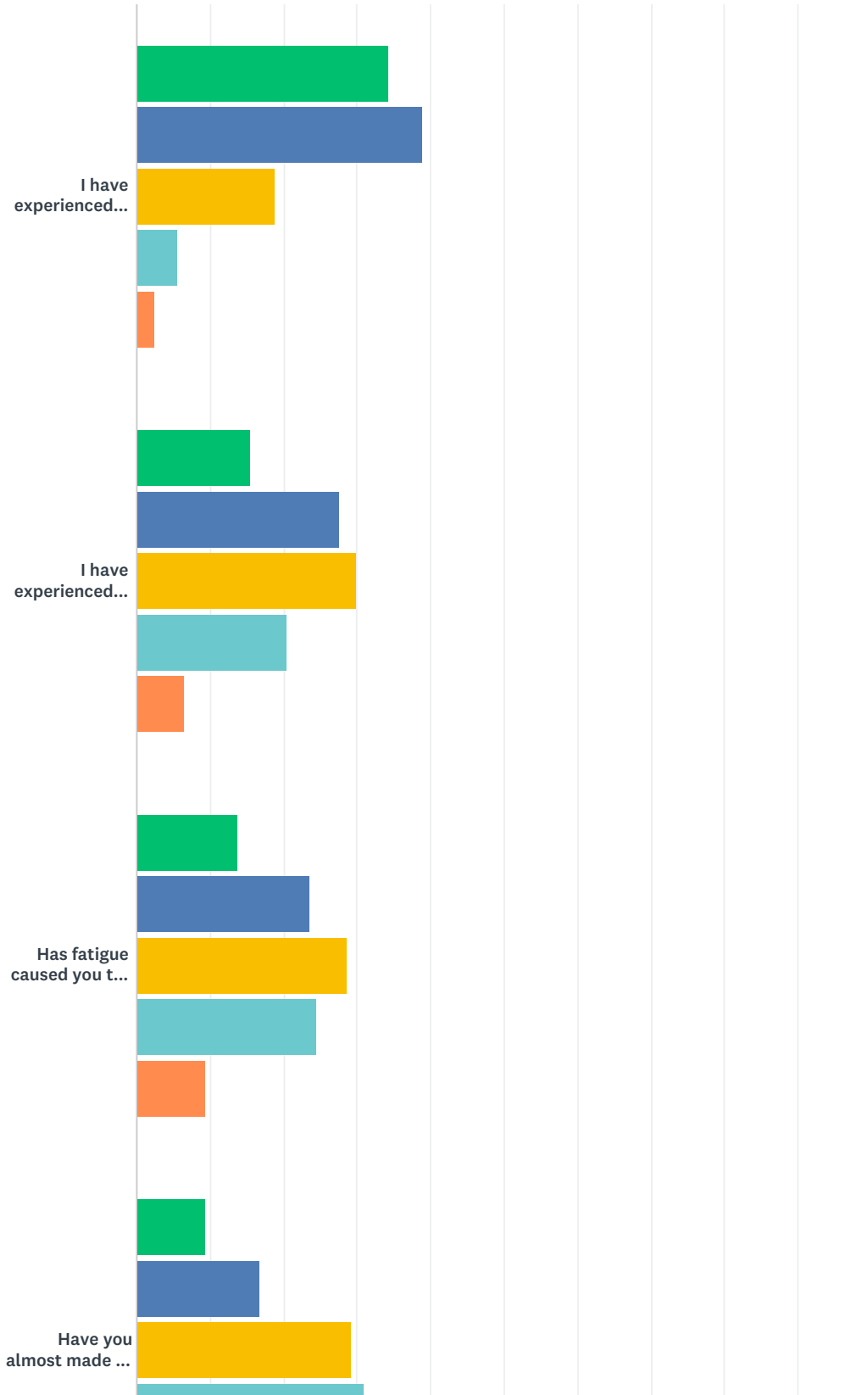
Answered: 2,047 Skipped: 516



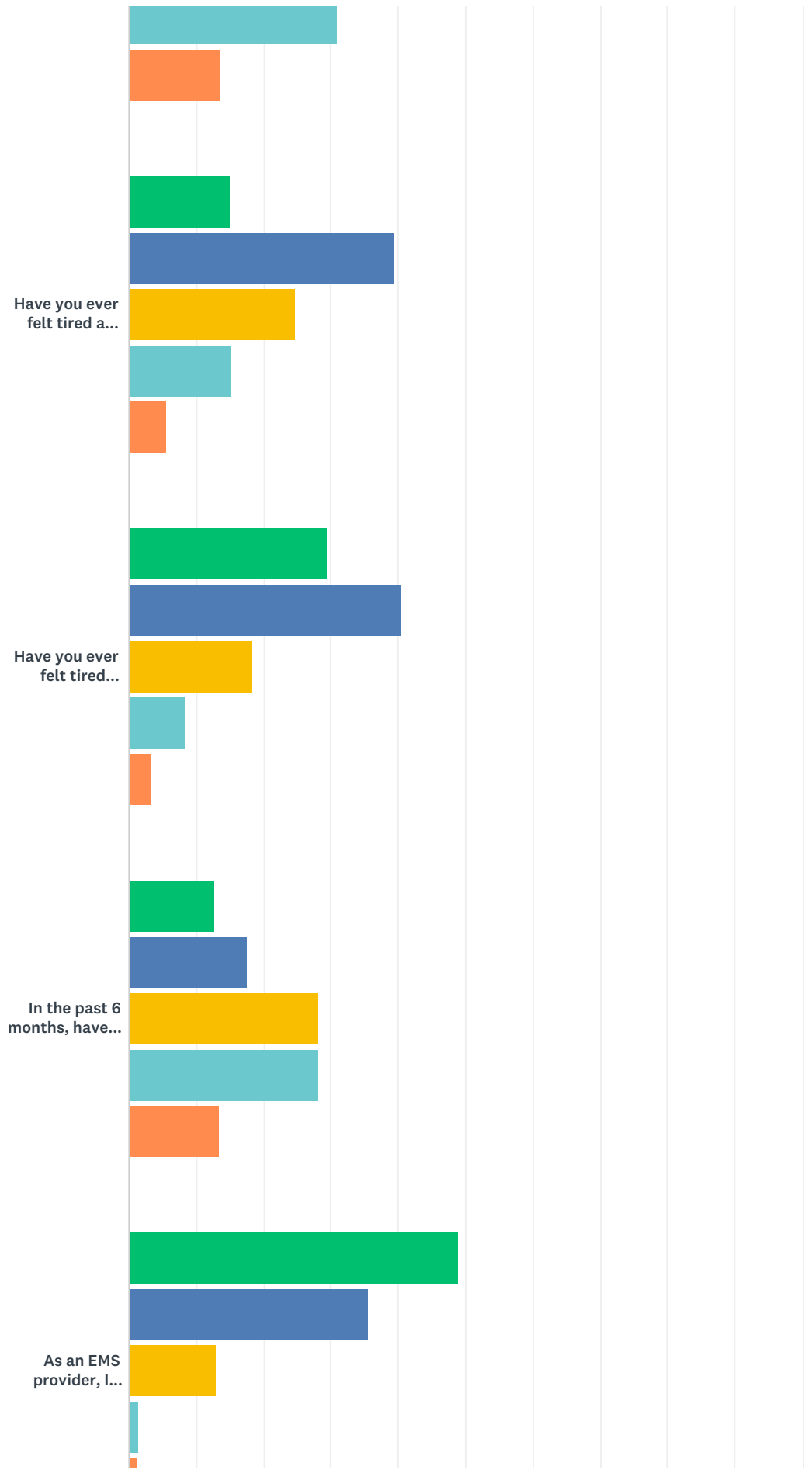
ANSWER CHOICES	RESPONSES	
\$15,000 - \$20,000	7.72%	158
\$20,001 - \$25,000	2.88%	59
\$25,001 - \$30,000	5.52%	113
\$30,001 - \$40,000	15.34%	314
\$40,001 - \$50,000	18.03%	369
\$50,001 and above	50.51%	1,034
TOTAL		2,047

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

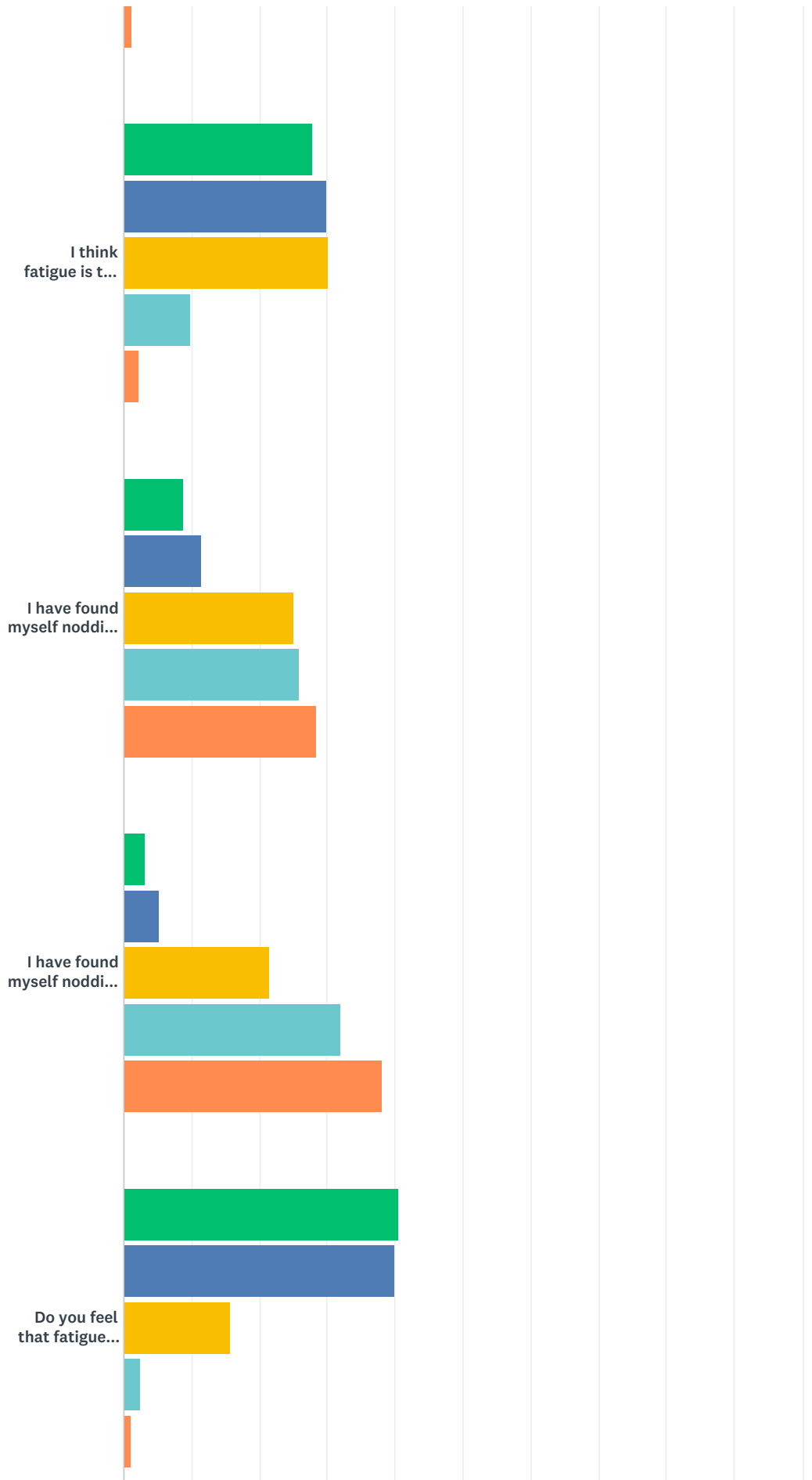
Answered: 2,217 Skipped: 346



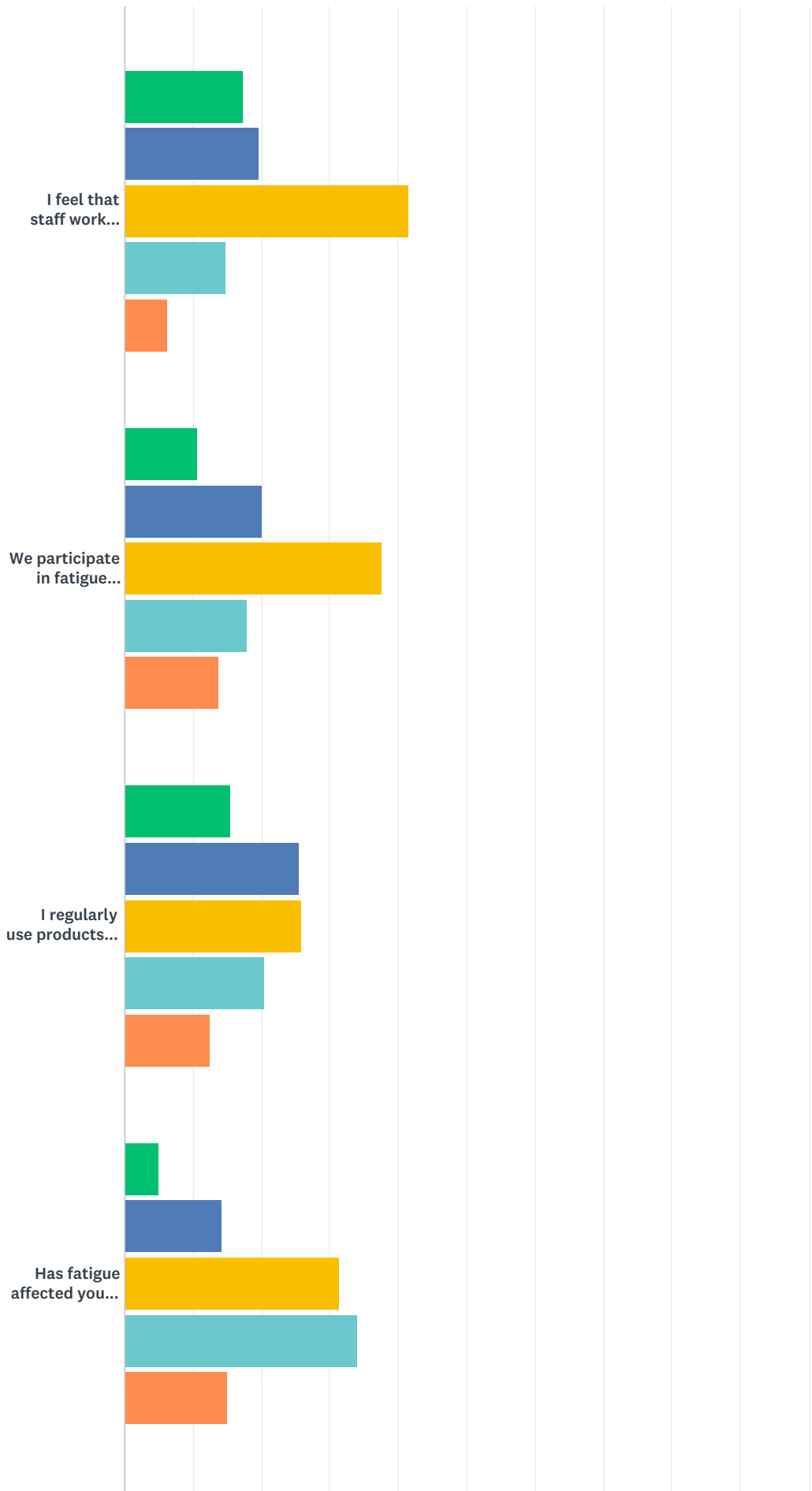
EMS Needs Assessment



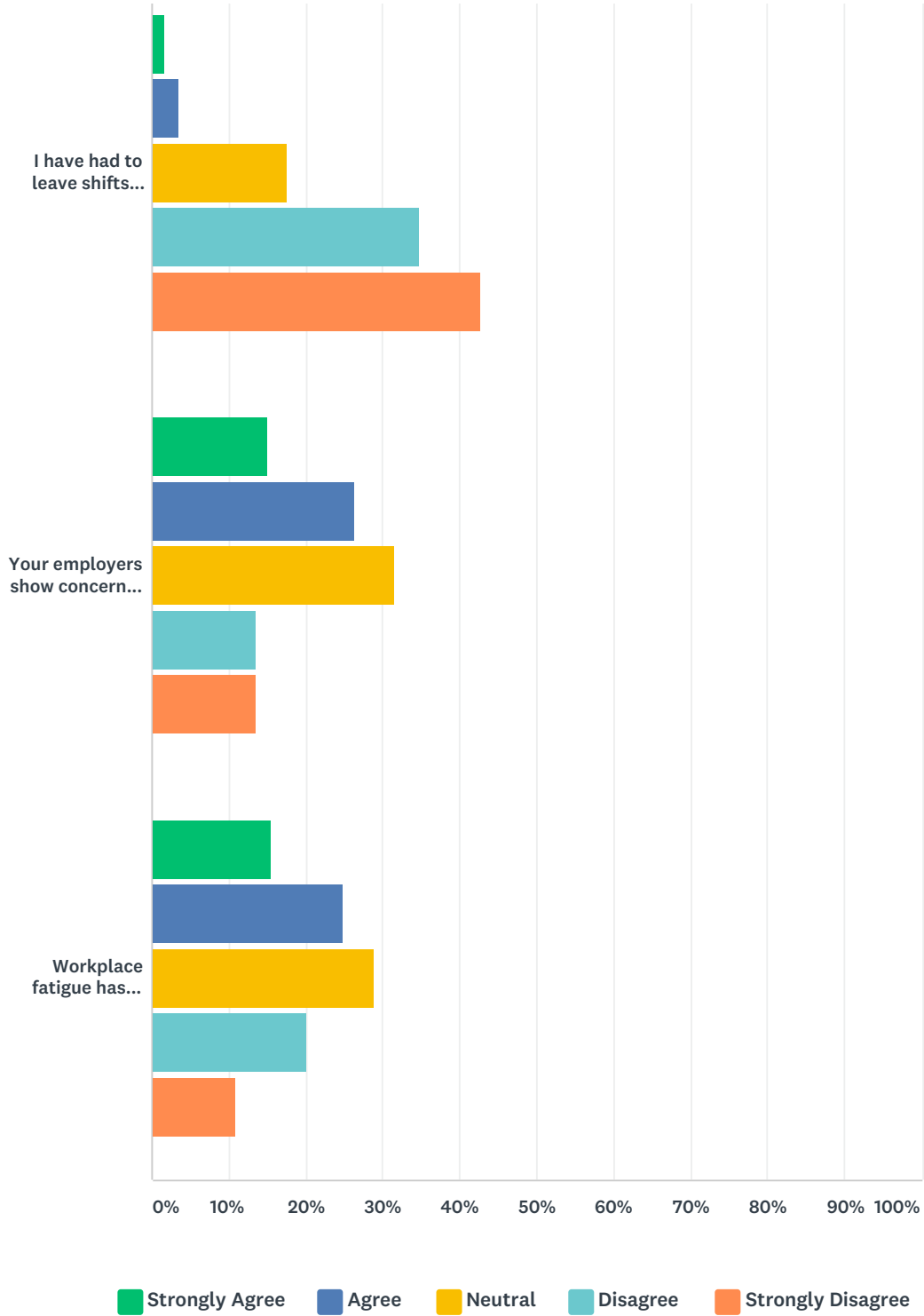
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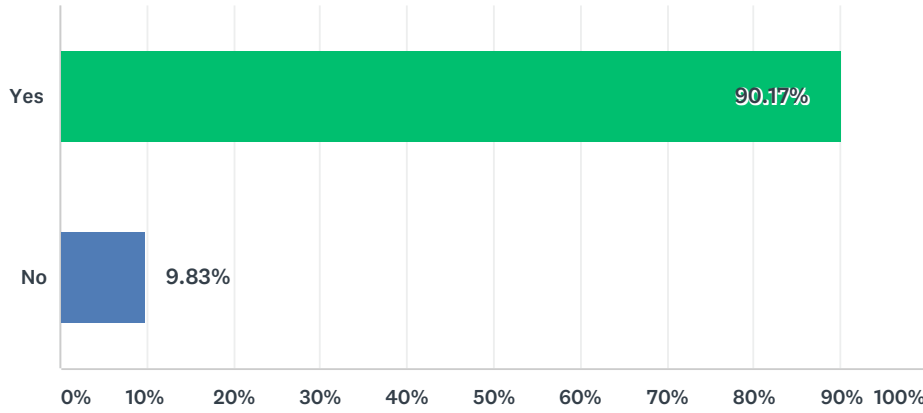
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I have experienced workplace fatigue.	34.31% 760	38.83% 860	18.83% 417	5.55% 123	2.48% 55	2,215
I have experienced fatigue while on duty that has impacted my performance.	15.58% 345	27.58% 611	29.84% 661	20.59% 456	6.41% 142	2,215
Has fatigue caused you to feel concern over your ability to perform during work hours?	13.76% 305	23.60% 523	28.75% 637	24.50% 543	9.39% 208	2,216
Have you almost made an error at work because of fatigue?	9.44% 209	16.70% 370	29.39% 651	30.97% 686	13.50% 299	2,215

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Have you ever felt tired at the start of your shift?	15.12% 334	39.47% 872	24.63% 544	15.21% 336	5.57% 123	2,209
Have you ever felt tired while driving home after your shift?	29.45% 652	40.51% 897	18.34% 406	8.31% 184	3.39% 75	2,214
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?	12.84% 284	17.59% 389	28.04% 620	28.18% 623	13.34% 295	2,211
As an EMS provider, I am responsible for being rested and fit for duty.	48.89% 1,082	35.65% 789	12.88% 285	1.40% 31	1.17% 26	2,213
I think fatigue is the number one safety hazard in my profession.	27.81% 614	29.89% 660	30.07% 664	9.83% 217	2.40% 53	2,208
I have found myself nodding off while driving an ambulance.	8.87% 195	11.55% 254	25.19% 554	26.01% 572	28.38% 624	2,199
I have found myself nodding off while providing patient care.	3.09% 68	5.32% 117	21.65% 476	31.97% 703	37.97% 835	2,199
Do you feel that fatigue impacts safety?	40.67% 894	39.99% 879	15.65% 344	2.59% 57	1.09% 24	2,198
I feel that staff work longer hours than is best for patient care.	17.30% 381	19.71% 434	41.73% 919	14.94% 329	6.31% 139	2,202
We participate in fatigue education and recognition at our service.	10.66% 235	20.01% 441	37.61% 829	17.97% 396	13.75% 303	2,204
I regularly use products that help me stay awake while on duty (caffeine, energy drink, other stimulants).	15.40% 340	25.59% 565	26.04% 575	20.43% 451	12.55% 277	2,208
Has fatigue affected your judgement while at work?	5.03% 111	14.32% 316	31.41% 693	34.18% 754	15.05% 332	2,206
I have had to leave shifts early because of workplace fatigue?	1.59% 35	3.46% 76	17.59% 386	34.72% 762	42.64% 936	2,195
Your employers show concern for your health and safety, especially regarding fatigue.	14.97% 330	26.36% 581	31.49% 694	13.57% 299	13.61% 300	2,204
Workplace fatigue has impacted your family and/or personal life.	15.40% 339	24.80% 546	28.79% 634	20.07% 442	10.94% 241	2,202

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

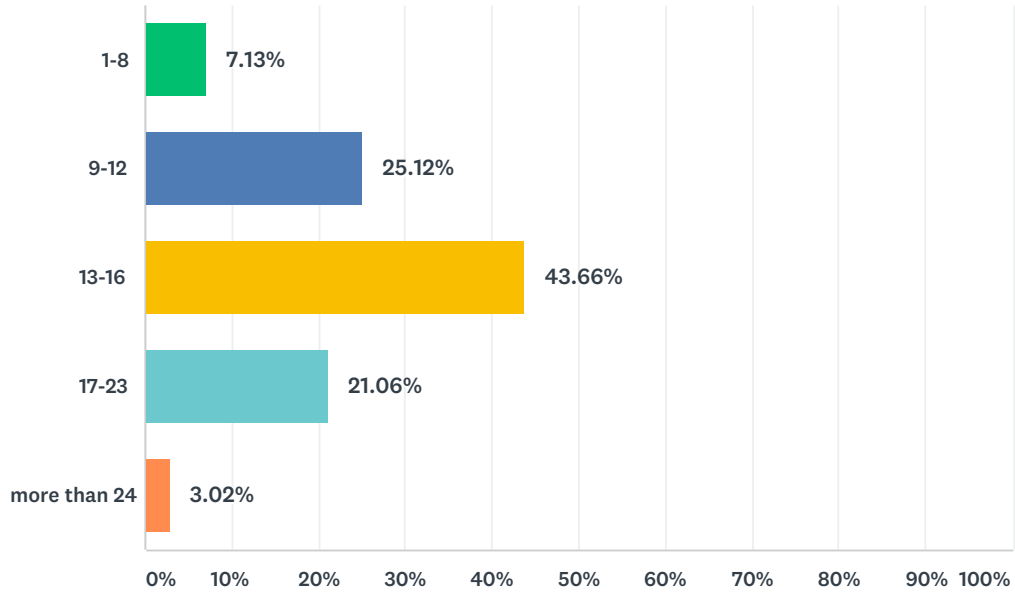
Answered: 2,217 Skipped: 346



ANSWER CHOICES	RESPONSES	
Yes	90.17%	1,999
No	9.83%	218
TOTAL		2,217

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

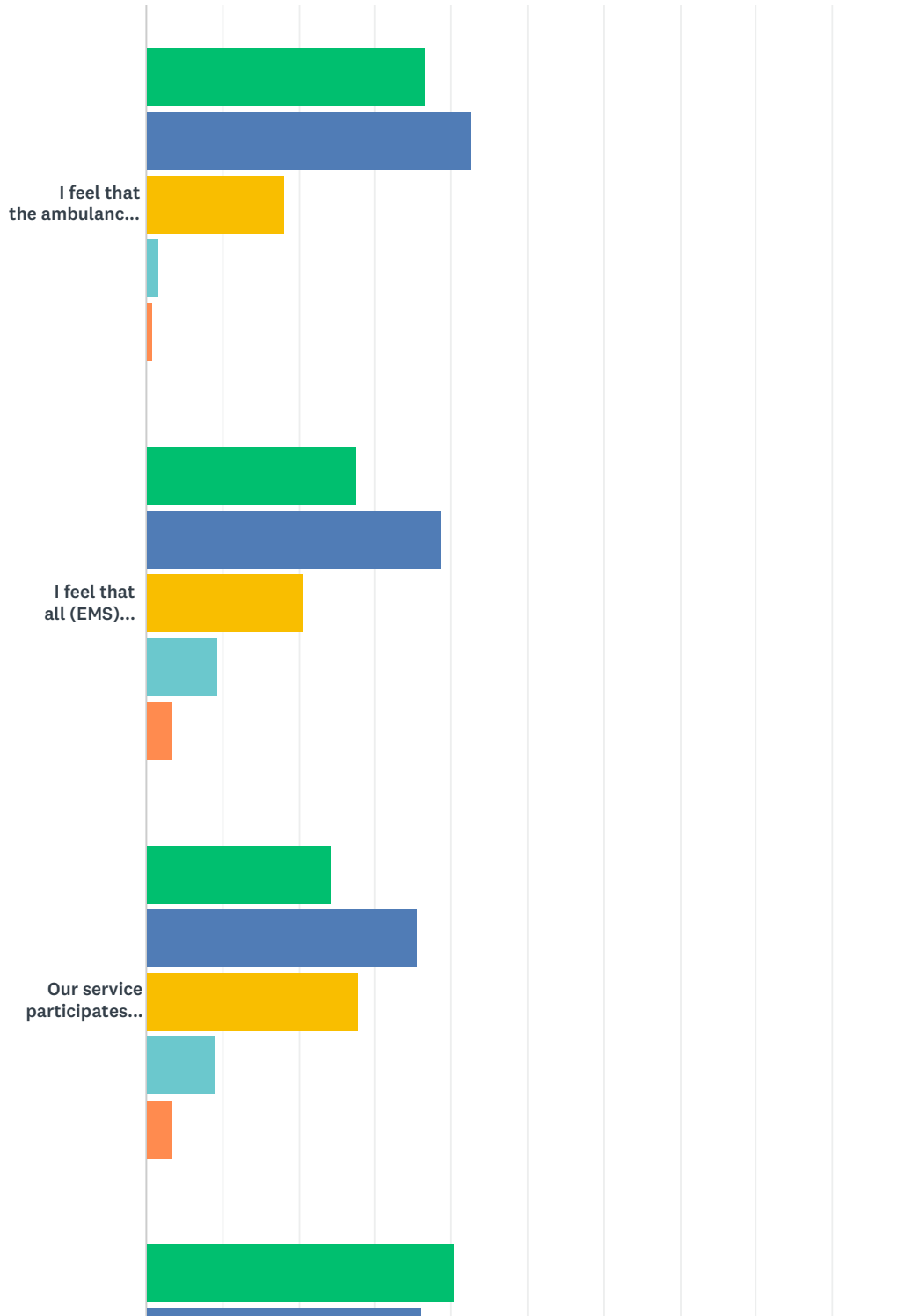
Answered: 2,217 Skipped: 346



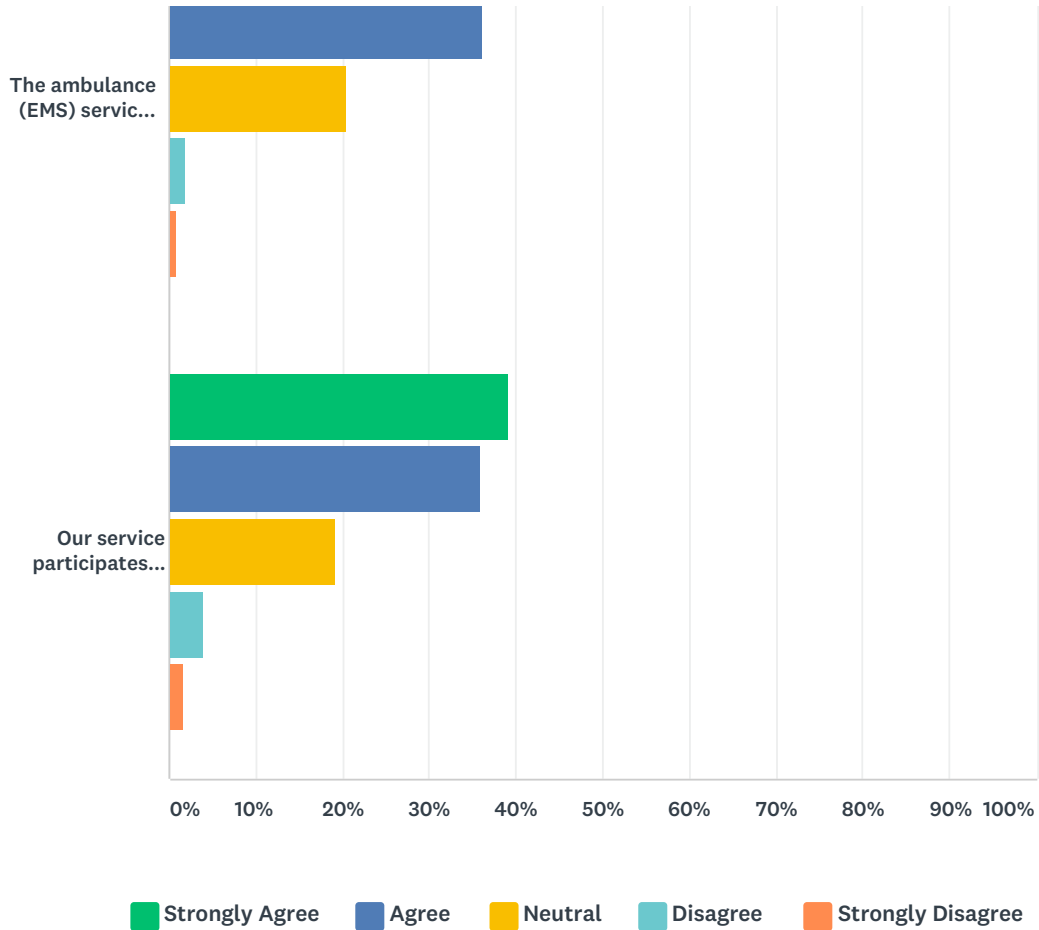
ANSWER CHOICES	RESPONSES	
1-8	7.13%	158
9-12	25.12%	557
13-16	43.66%	968
17-23	21.06%	467
more than 24	3.02%	67
TOTAL		2,217

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: 2,243 Skipped: 320



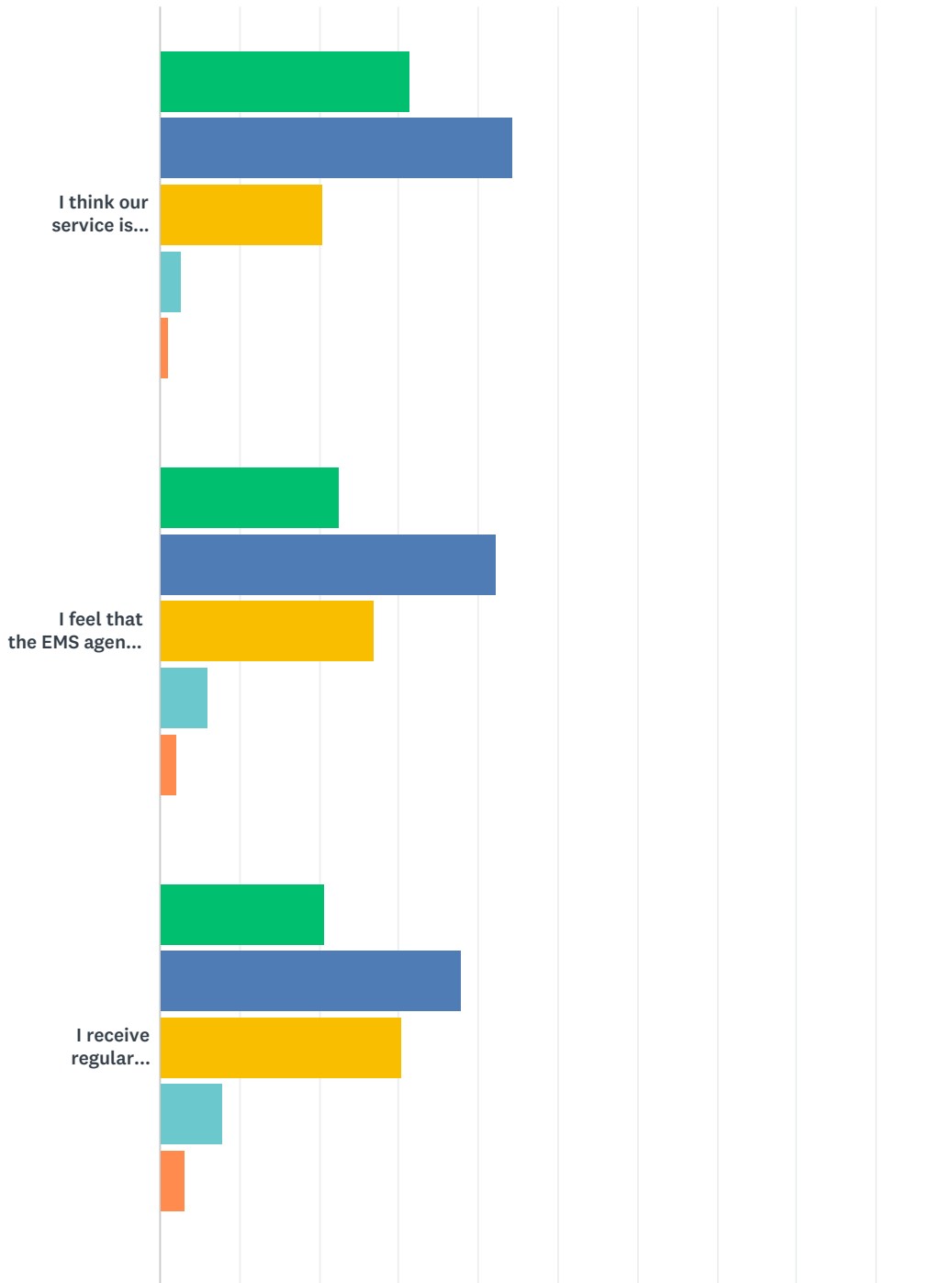
EMS Needs Assessment



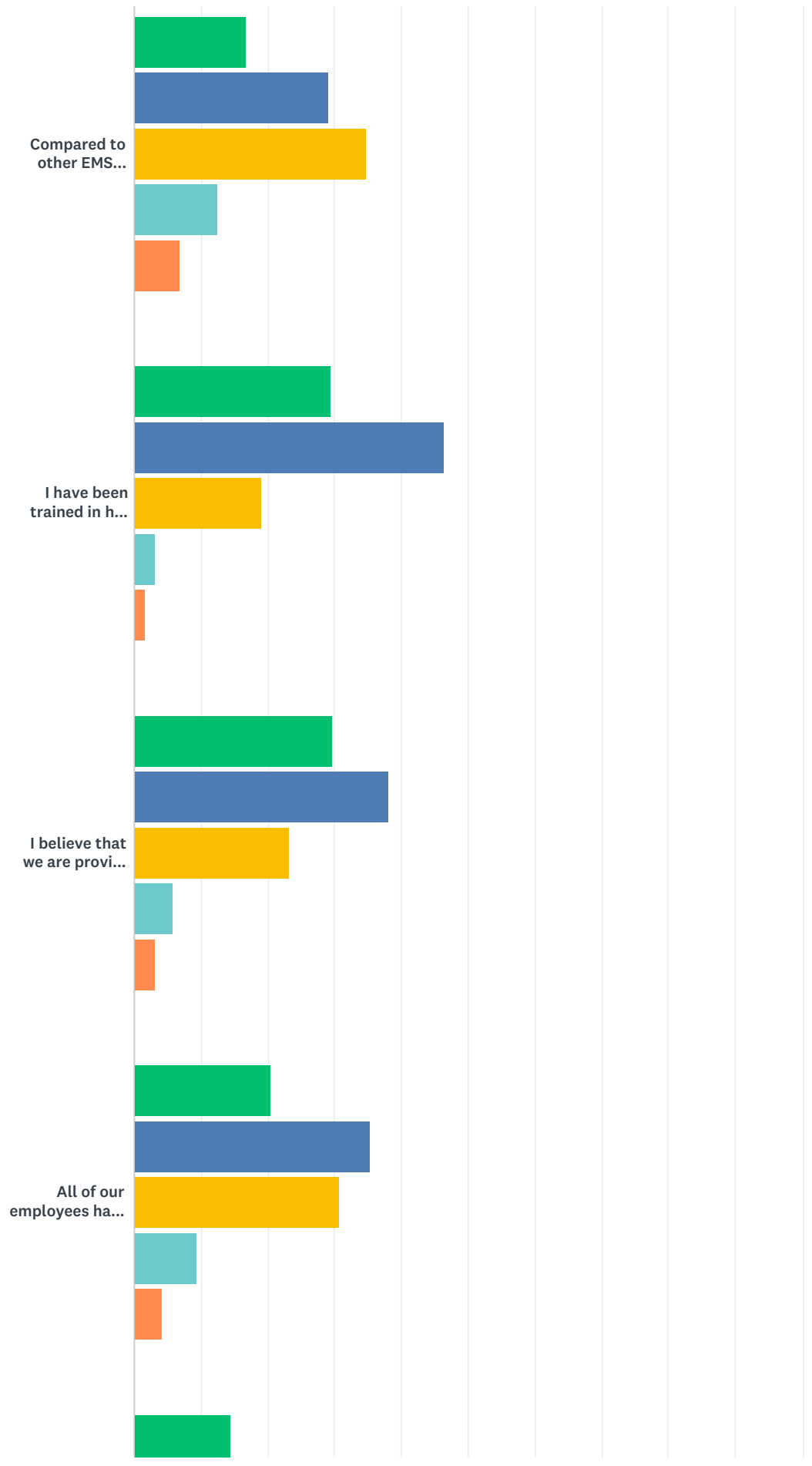
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I feel that the ambulance and the other equipment are kept clean and well maintained.	36.66% 820	42.74% 956	18.19% 407	1.65% 37	0.76% 17	2,237
I feel that all (EMS) personnel act and dress in a professional manner while on duty and dealing with the public.	27.69% 620	38.63% 865	20.81% 466	9.47% 212	3.39% 76	2,239
Our service participates in health promotion programs like health fairs and blood pressure screening.	24.20% 542	35.58% 797	27.77% 622	9.11% 204	3.35% 75	2,240
The ambulance (EMS) service I work for is valued as a community resource.	40.47% 905	36.23% 810	20.44% 457	1.97% 44	0.89% 20	2,236
Our service participates in community education, such as school presentations, CPR classes.	39.14% 876	36.06% 807	19.21% 430	3.89% 87	1.70% 38	2,238

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.

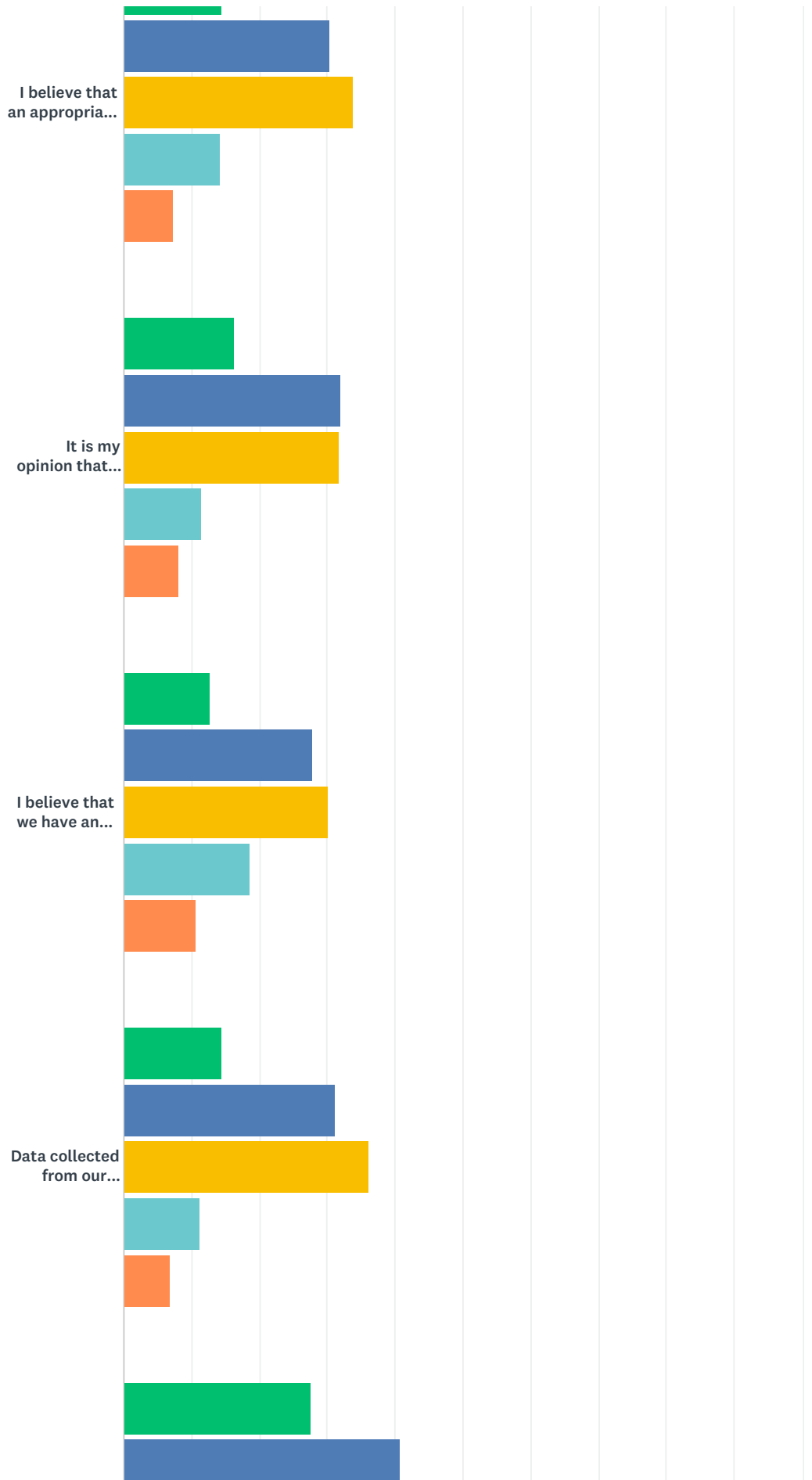
Answered: 2,211 Skipped: 352



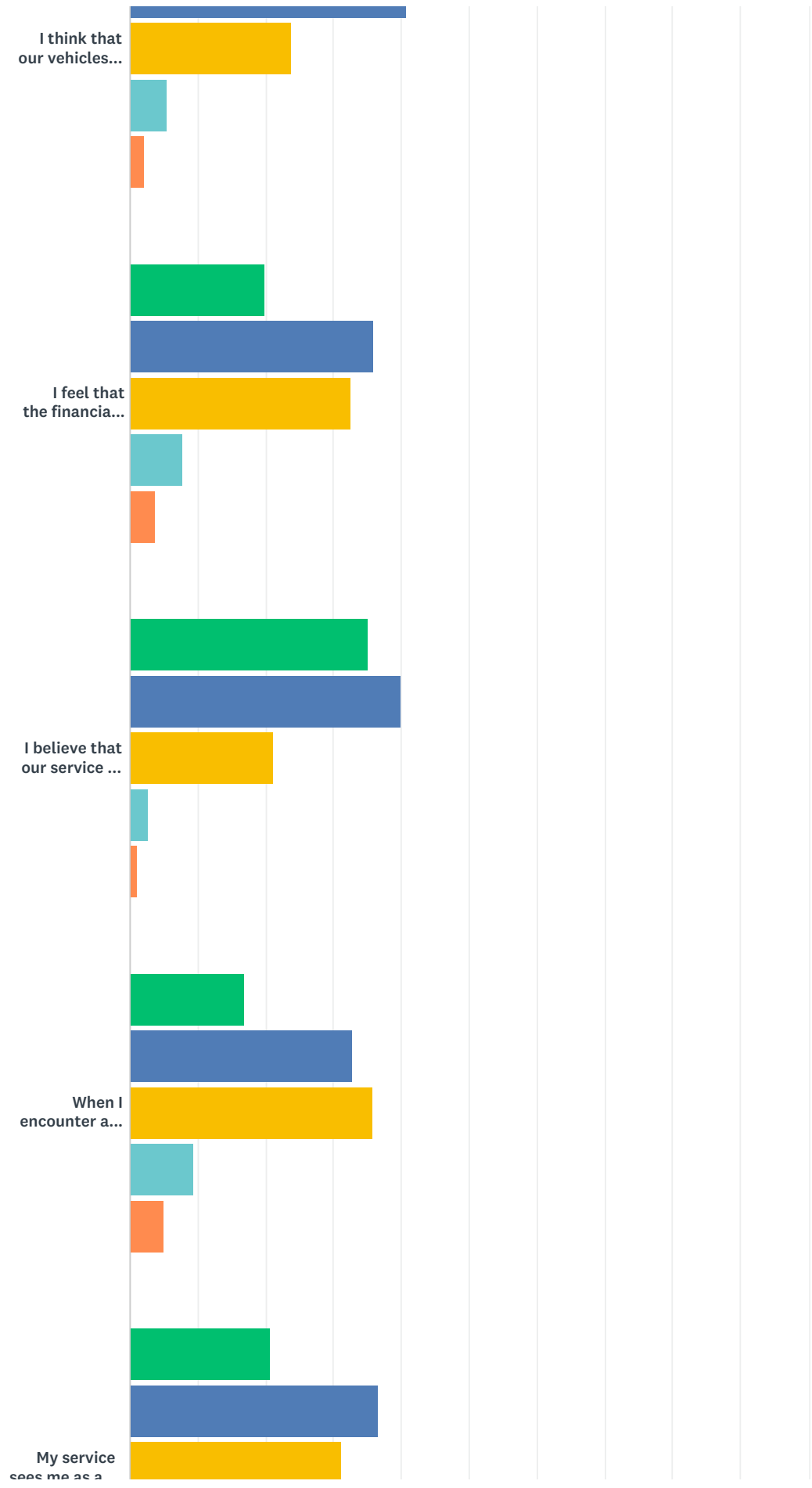
EMS Needs Assessment



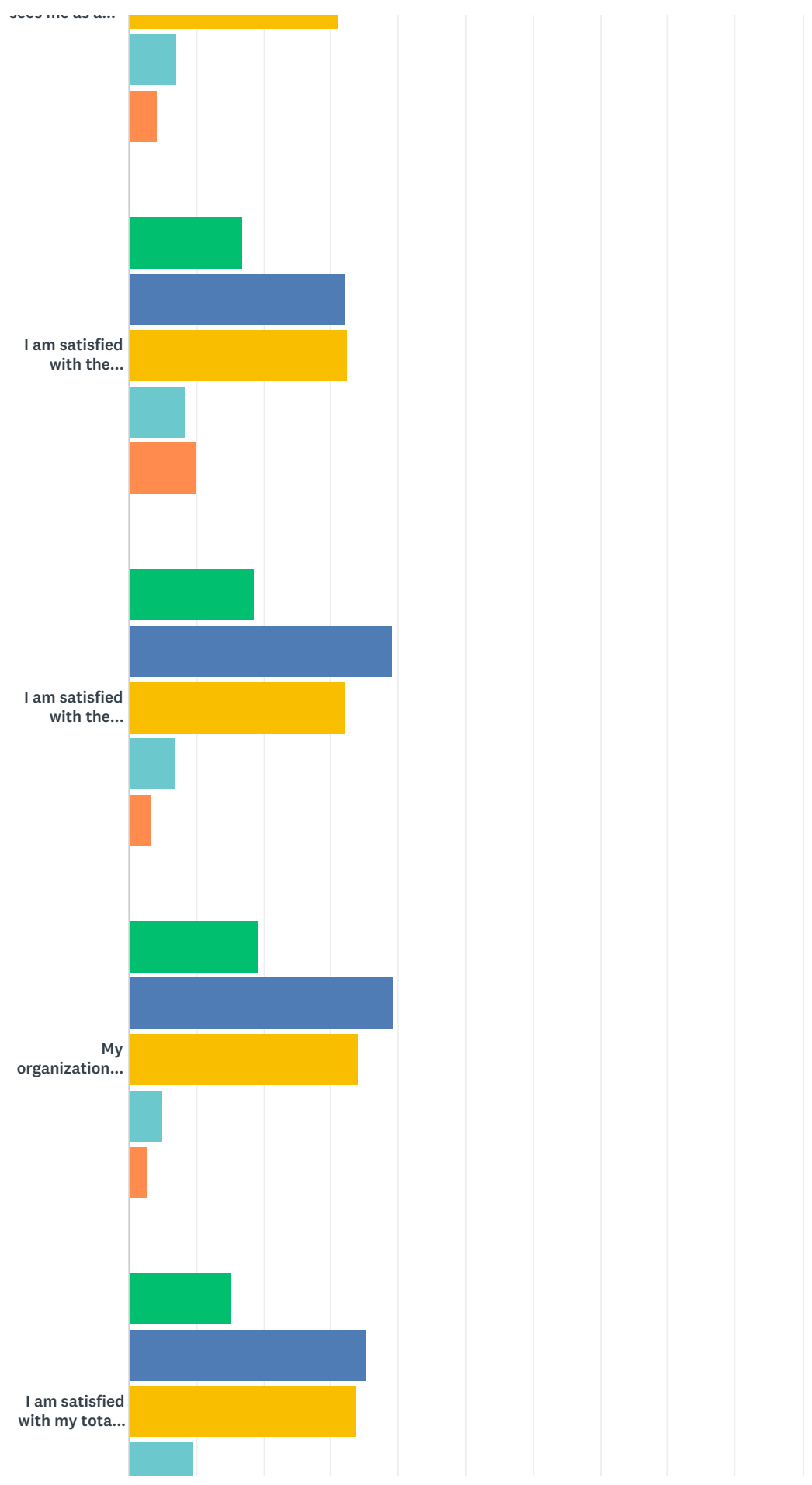
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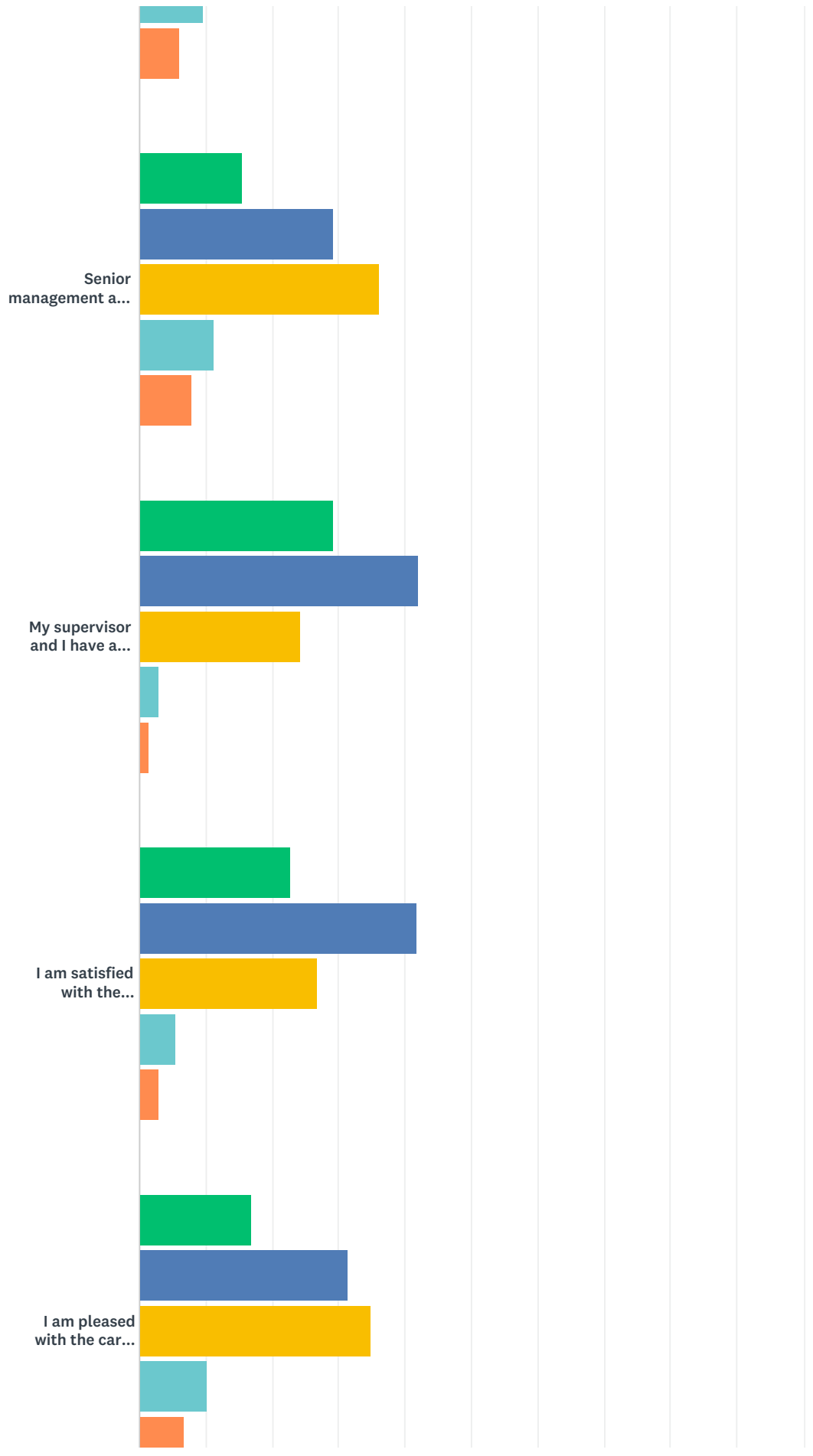
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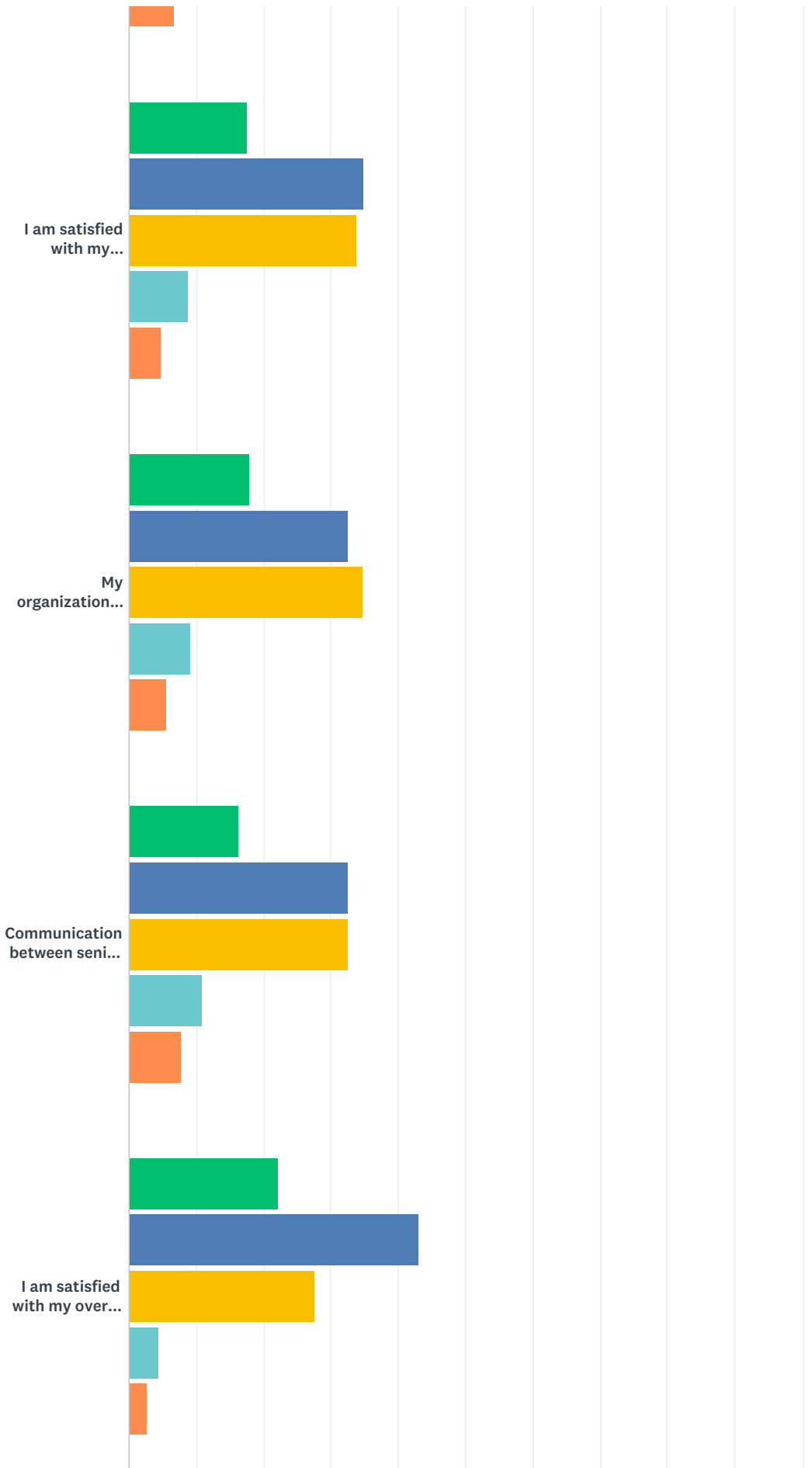
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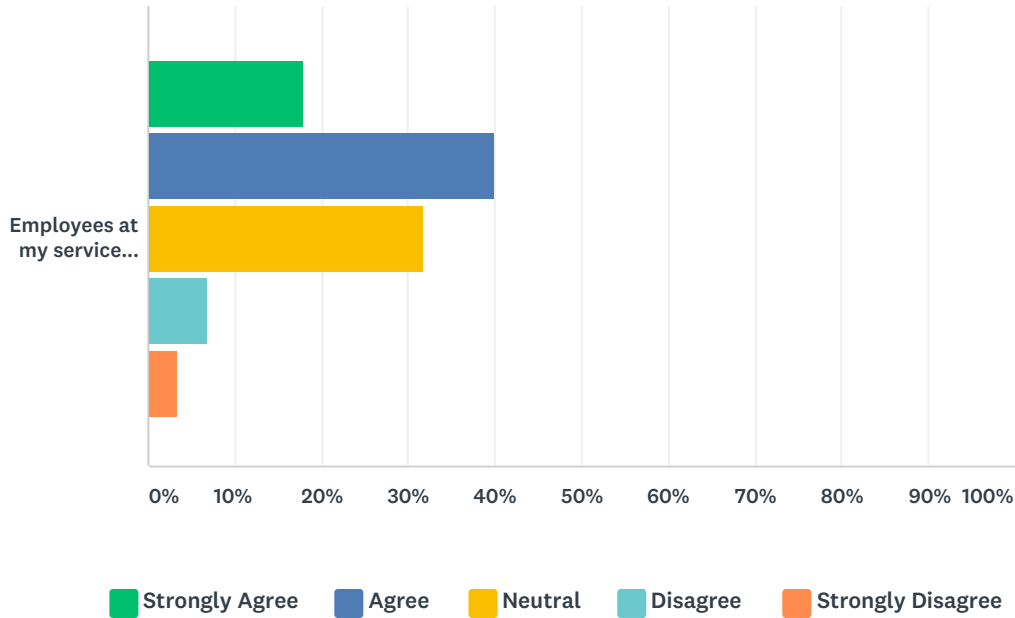
EMS Needs Assessment



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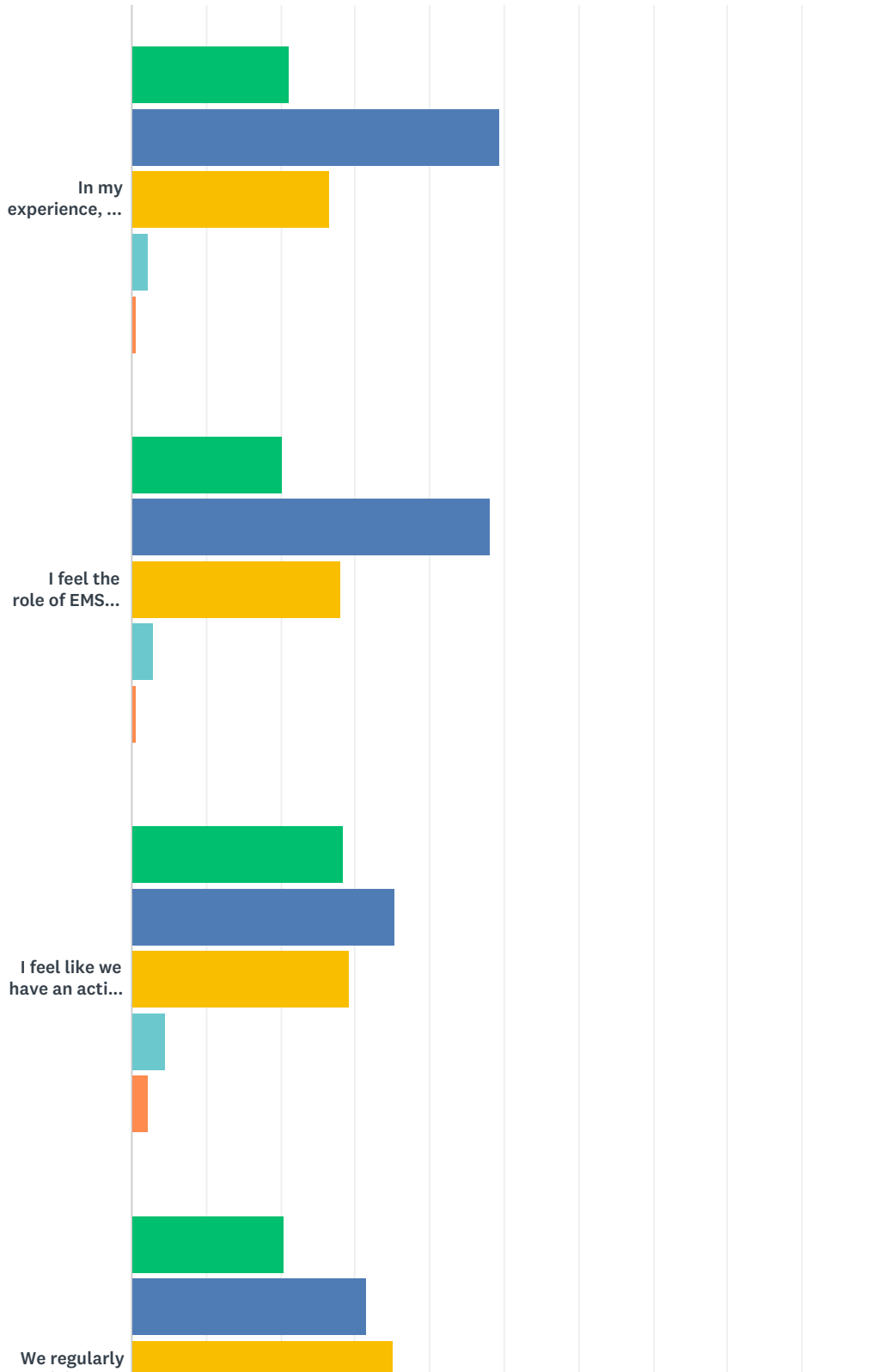
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I think our service is integrated into the community as a whole.	31.48% 695	44.34% 979	20.47% 452	2.63% 58	1.09% 24	2,208
I feel that the EMS agency is meeting my needs as an employee.	22.59% 498	42.27% 932	27.03% 596	5.99% 132	2.13% 47	2,205
I receive regular feedback and performance evaluations.	20.73% 456	37.95% 835	30.36% 668	7.91% 174	3.05% 67	2,200
Compared to other EMS agencies, I believe that we have a low employee turnover rate.	16.71% 369	28.99% 640	34.83% 769	12.59% 278	6.88% 152	2,208
I have been trained in how to minimize work-related injuries (safe driving, proper lifting, etc).	29.51% 650	46.48% 1,024	19.11% 421	3.18% 70	1.72% 38	2,203
I believe that we are provided sufficient opportunities for high quality continuing education.	29.75% 656	38.00% 838	23.31% 514	5.76% 127	3.17% 70	2,205
All of our employees have undergone training in principles of customer service.	20.42% 450	35.30% 778	30.67% 676	9.35% 206	4.26% 94	2,204
I believe that an appropriate number of our employees have undergone leadership training.	14.37% 317	30.24% 667	33.91% 748	14.19% 313	7.30% 161	2,206
It is my opinion that we receive appropriate recognition for years of service by our agency.	16.39% 361	32.09% 707	31.82% 701	11.44% 252	8.26% 182	2,203
I believe that we have an appropriate number of employees to meet our staffing needs.	12.70% 280	27.85% 614	30.02% 662	18.68% 412	10.75% 237	2,205
Data collected from our patient care records are tabulated and reported back to employees in an understandable and useful format.	14.46% 318	31.20% 686	36.24% 797	11.28% 248	6.82% 150	2,199
I think that our vehicles / equipment are adequate to meet our needs.	27.66% 609	40.74% 897	23.93% 527	5.54% 122	2.13% 47	2,202
I feel that the financial aspects of our organization are well managed.	19.95% 438	35.93% 789	32.60% 716	7.83% 172	3.69% 81	2,196
I believe that our service is staffed and licensed at an appropriate level of care (BLS vs. ALS).	35.15% 774	39.87% 878	21.03% 463	2.82% 62	1.14% 25	2,202

EMS Needs Assessment

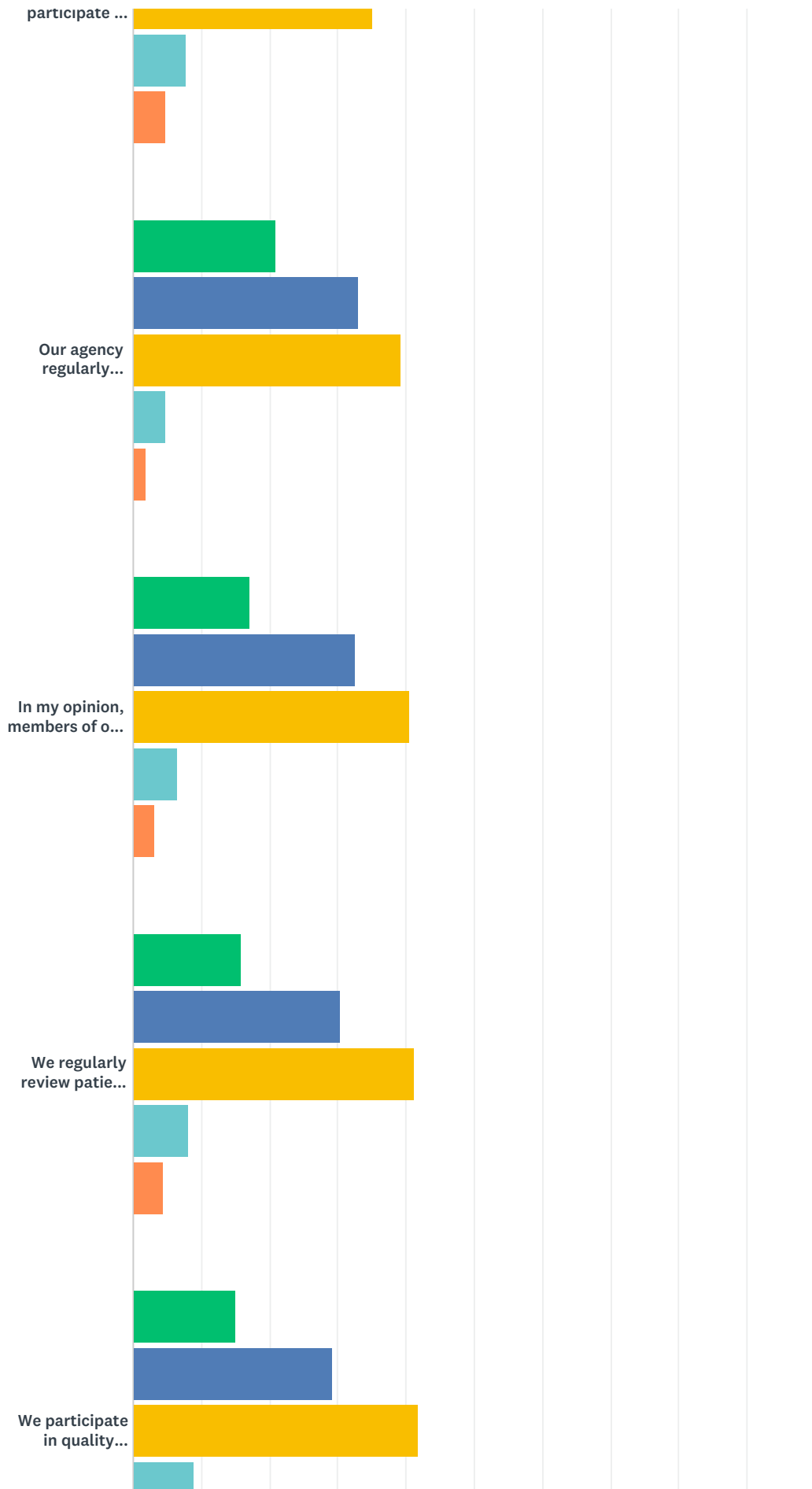
When I encounter a patient who doesn't require an ambulance, but who has clear safety risks or special needs, there are clear policies outlining an appropriate referral process.	16.95% 373	32.77% 721	35.82% 788	9.50% 209	4.95% 109	2,200
My service sees me as a valuable asset to the organization.	20.75% 457	36.69% 808	31.20% 687	7.18% 158	4.18% 92	2,202
I am satisfied with the retirement plan offered by my organization.	16.95% 373	32.21% 709	32.53% 716	8.27% 182	10.04% 221	2,201
I am satisfied with the culture of my workplace.	18.52% 407	39.04% 858	32.21% 708	6.92% 152	3.32% 73	2,198
My organization is dedicated to diversity and inclusiveness.	19.17% 421	39.25% 862	34.02% 747	4.92% 108	2.64% 58	2,196
I am satisfied with my total benefits package.	15.33% 337	35.30% 776	33.71% 741	9.60% 211	6.05% 133	2,198
Senior management and employees trust each other.	15.42% 339	29.21% 642	36.12% 794	11.24% 247	8.01% 176	2,198
My supervisor and I have a good working relationship.	29.22% 641	41.98% 921	24.34% 534	2.96% 65	1.50% 33	2,194
I am satisfied with the job-related training my organization offers.	22.87% 502	41.78% 917	26.88% 590	5.47% 120	3.01% 66	2,195
I am pleased with the career advancement opportunities available to me.	16.89% 371	31.45% 691	34.87% 766	10.15% 223	6.65% 146	2,197
I am satisfied with my opportunities for professional growth.	17.68% 388	34.99% 768	33.85% 743	8.75% 192	4.74% 104	2,195
My organization is dedicated to my professional development.	17.89% 393	32.64% 717	34.73% 763	9.15% 201	5.60% 123	2,197
Communication between senior leaders and employees is good in my organization.	16.22% 356	32.67% 717	32.62% 716	10.84% 238	7.65% 168	2,195
I am satisfied with my overall job security.	22.21% 487	43.14% 946	27.59% 605	4.38% 96	2.69% 59	2,193
Employees at my service treat each other with dignity and respect.	18.00% 395	39.95% 877	31.80% 698	6.88% 151	3.37% 74	2,195

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.

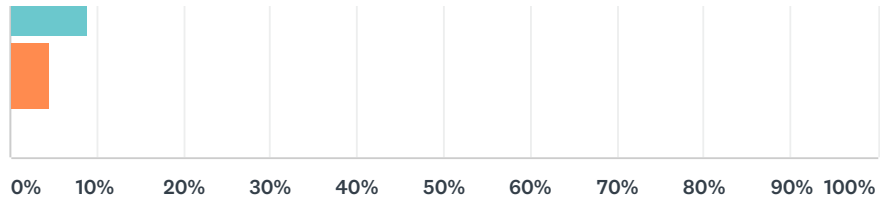
Answered: 2,184 Skipped: 379



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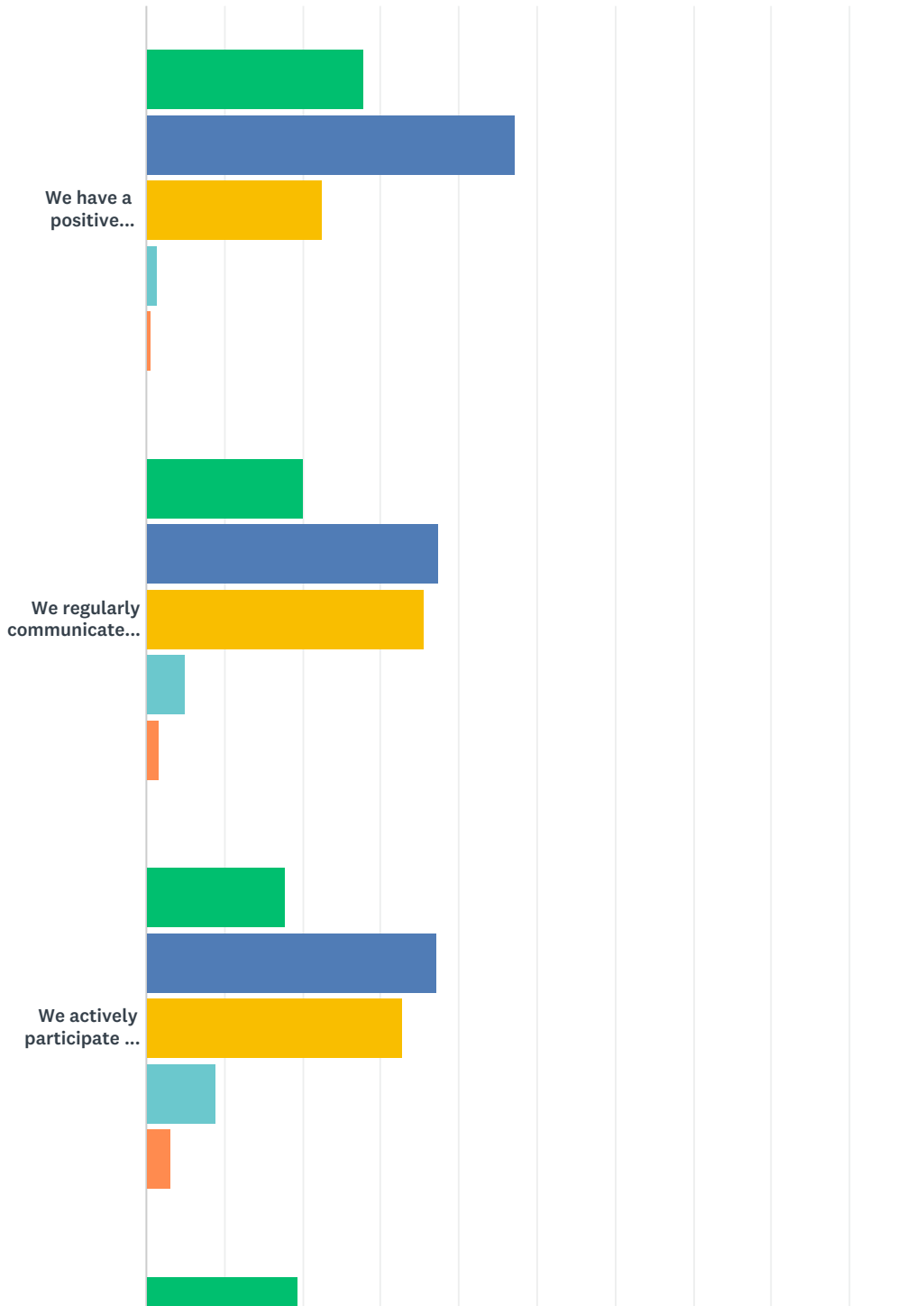
■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
In my experience, we have a positive working relationship with our receiving facilities.	21.16% 461	49.33% 1,075	26.53% 578	2.34% 51	0.64% 14	2,179
I feel the role of EMS personnel during the transition of patient care at the receiving facility is clear.	20.27% 441	48.02% 1,045	28.13% 612	2.99% 65	0.60% 13	2,176
I feel like we have an active service medical director.	28.54% 621	35.29% 768	29.27% 637	4.60% 100	2.30% 50	2,176
We regularly participate in quality improvement activities with our medical director, including periodic run reviews.	20.60% 448	31.54% 686	35.17% 765	7.82% 170	4.87% 106	2,175
Our agency regularly provides data (response times, IV success rates, number of trauma vs. medical patients, etc.) to our medical director.	21.00% 456	33.07% 718	39.24% 852	4.74% 103	1.93% 42	2,171
In my opinion, members of our agency serve on appropriate health care-related committees.	17.18% 373	32.57% 707	40.67% 883	6.49% 141	3.09% 67	2,171
We regularly review patient care issues with the receiving facilities.	15.85% 345	30.42% 662	41.27% 898	8.09% 176	4.37% 95	2,176
We participate in quality improvement activities with our receiving facilities.	15.10% 327	29.36% 636	41.78% 905	9.10% 197	4.66% 101	2,166

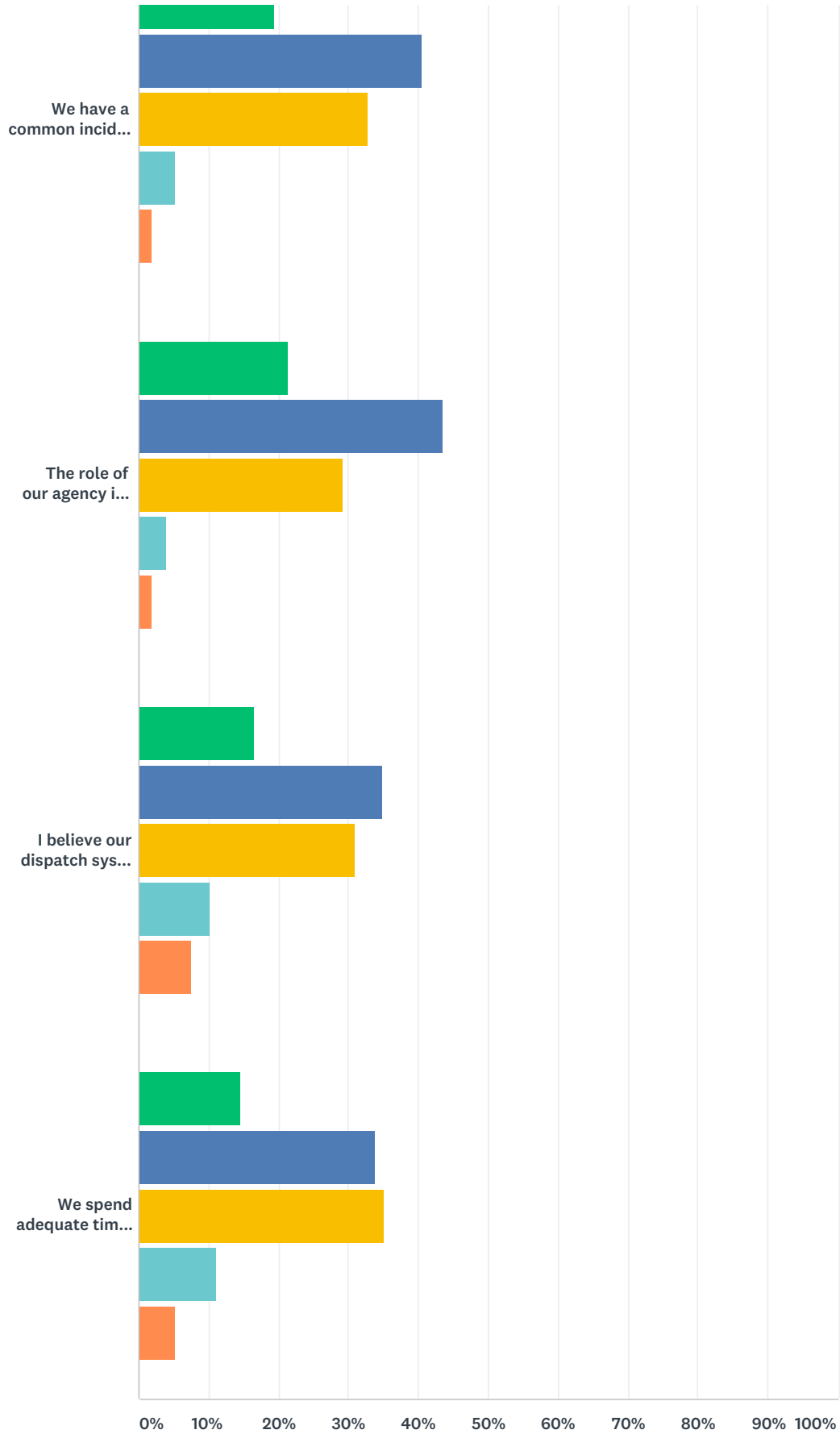
Q47 Public safety is defined as any agency that assists in the well being of the community in the midst of a crisis (i.e. fire departments, other EMS agencies, ski patrol, highway patrol, search and rescue, department of emergency services, etc.). The following eight statements are designed to gauge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

Please rate each statement

Answered: 2,178 Skipped: 385



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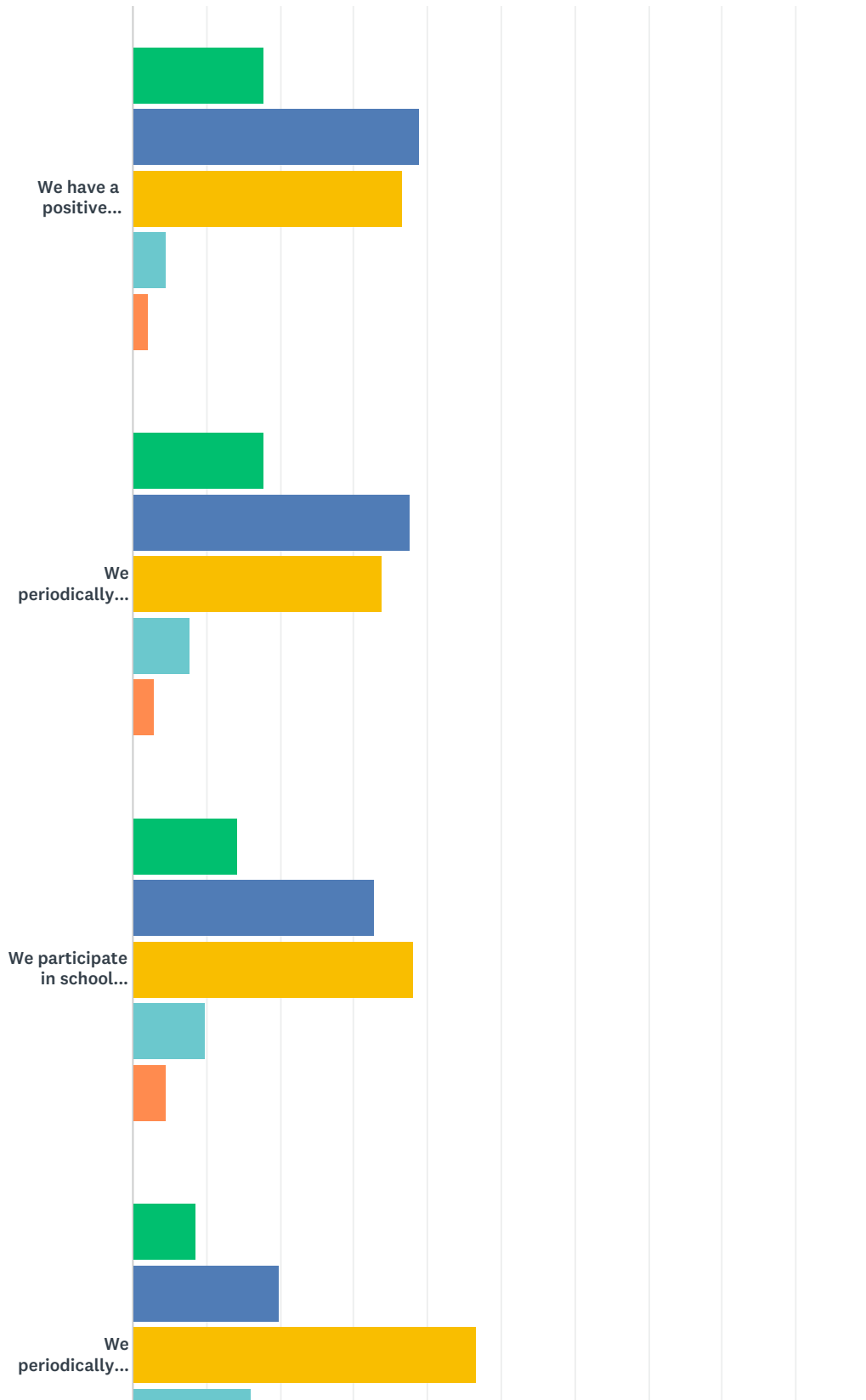
Strongly Agree Agree Neutral Disagree Strongly Disagree

EMS Needs Assessment

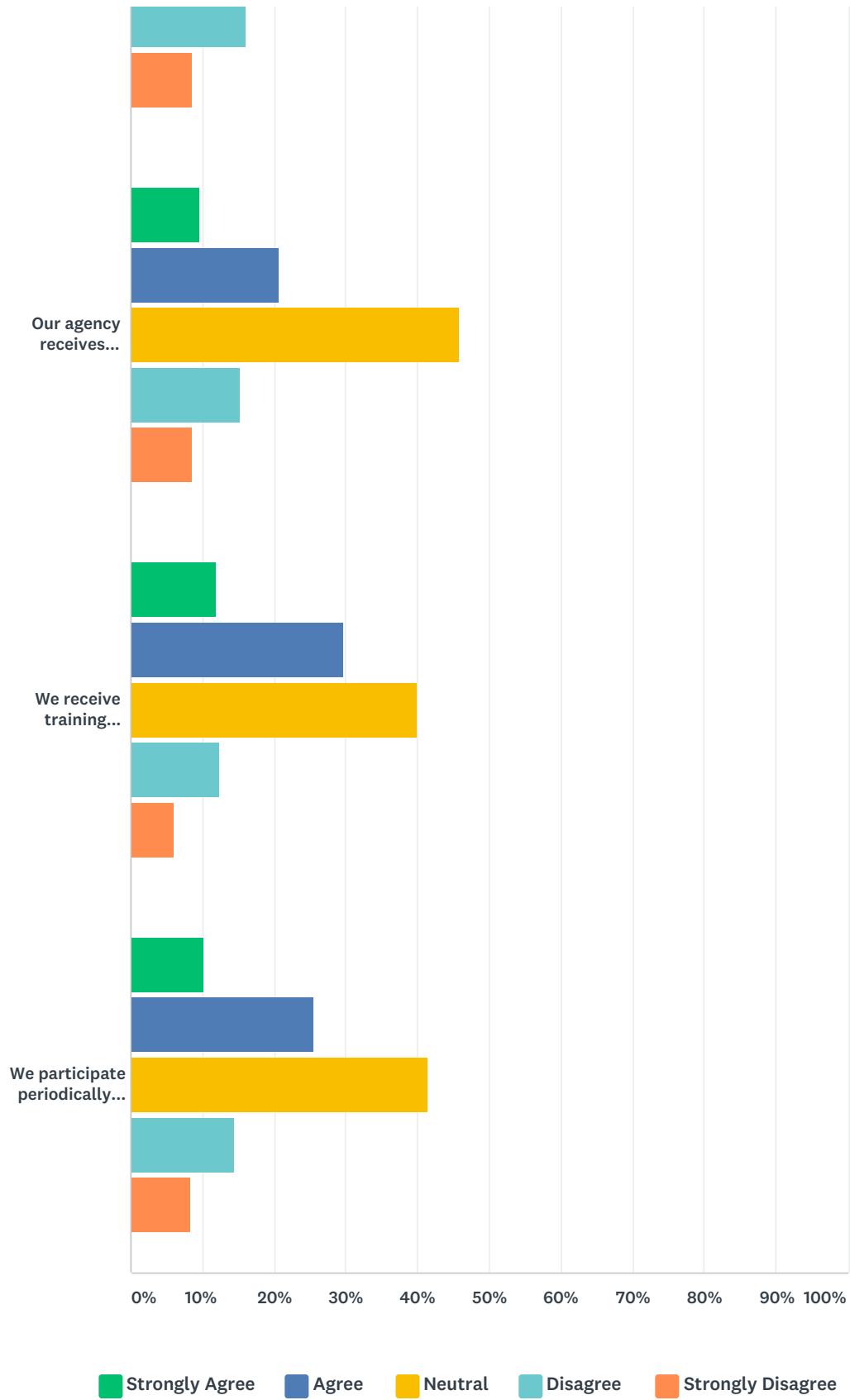
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
We have a positive working relationship with other public safety agencies/ personnel.	27.89% 606	47.31% 1,028	22.60% 491	1.52% 33	0.69% 15	2,173
We regularly communicate with other public safety agencies through system quality improvement.	20.18% 438	37.42% 812	35.67% 774	5.02% 109	1.71% 37	2,170
We actively participate in joint training with other public safety agencies.	17.78% 386	37.17% 807	32.89% 714	8.94% 194	3.22% 70	2,171
We have a common incident command system with other public safety agencies.	19.47% 423	40.50% 880	32.81% 713	5.29% 115	1.93% 42	2,173
The role of our agency is clear during a multiple agency response.	21.37% 464	43.53% 945	29.30% 636	4.01% 87	1.80% 39	2,171
I believe our dispatch system meets our agency's needs.	16.57% 360	34.90% 758	30.89% 671	10.17% 221	7.46% 162	2,172
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.	14.63% 318	33.95% 738	35.14% 764	11.13% 242	5.15% 112	2,174

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

Answered: 2,170 Skipped: 393



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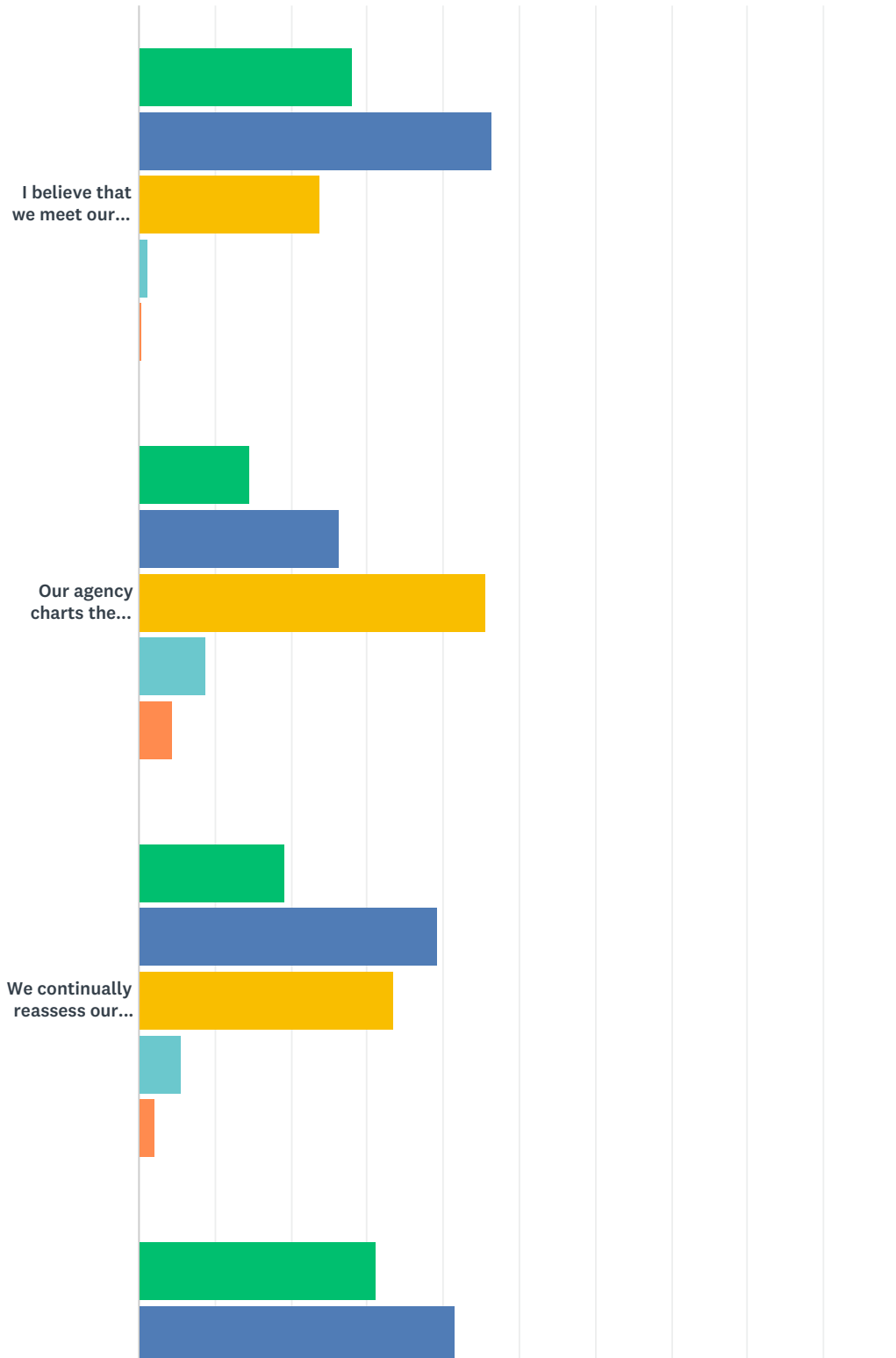
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
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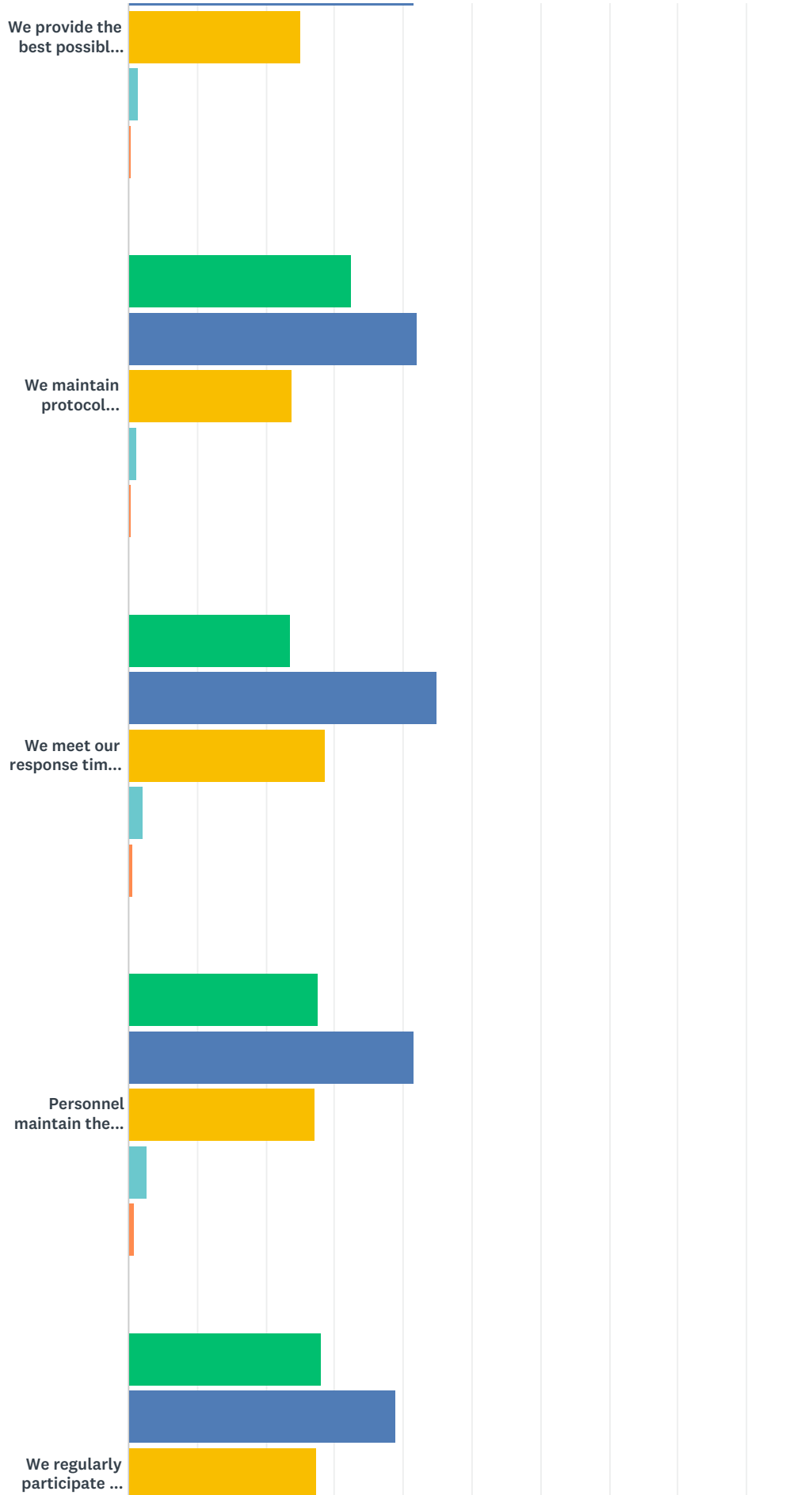
We have a positive working relationship with school officials at all levels (administrators, educators, and faculty).	17.88% 387	38.98% 844	36.54% 791	4.57% 99	2.03% 44	2,165
We periodically educate students (first aid talks, CPR instruction, career day, injury prevention, etc).	17.75% 384	37.68% 815	33.89% 733	7.67% 166	3.01% 65	2,163
We participate in school drills and training for emergencies.	14.33% 310	32.95% 713	38.17% 826	9.94% 215	4.62% 100	2,164
We periodically meet with school health nurses.	8.67% 187	19.94% 430	46.71% 1,007	16.05% 346	8.63% 186	2,156
Our agency receives information from school officials concerning the enrollment of any children with special healthcare needs.	9.62% 208	20.62% 446	45.77% 990	15.35% 332	8.65% 187	2,163
We receive training regarding children with special health care needs.	11.93% 258	29.63% 641	39.90% 863	12.39% 268	6.15% 133	2,163
We participate periodically in joint training with school athletic staff (trainers and coaches).	10.26% 222	25.57% 553	41.38% 895	14.47% 313	8.32% 180	2,163

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

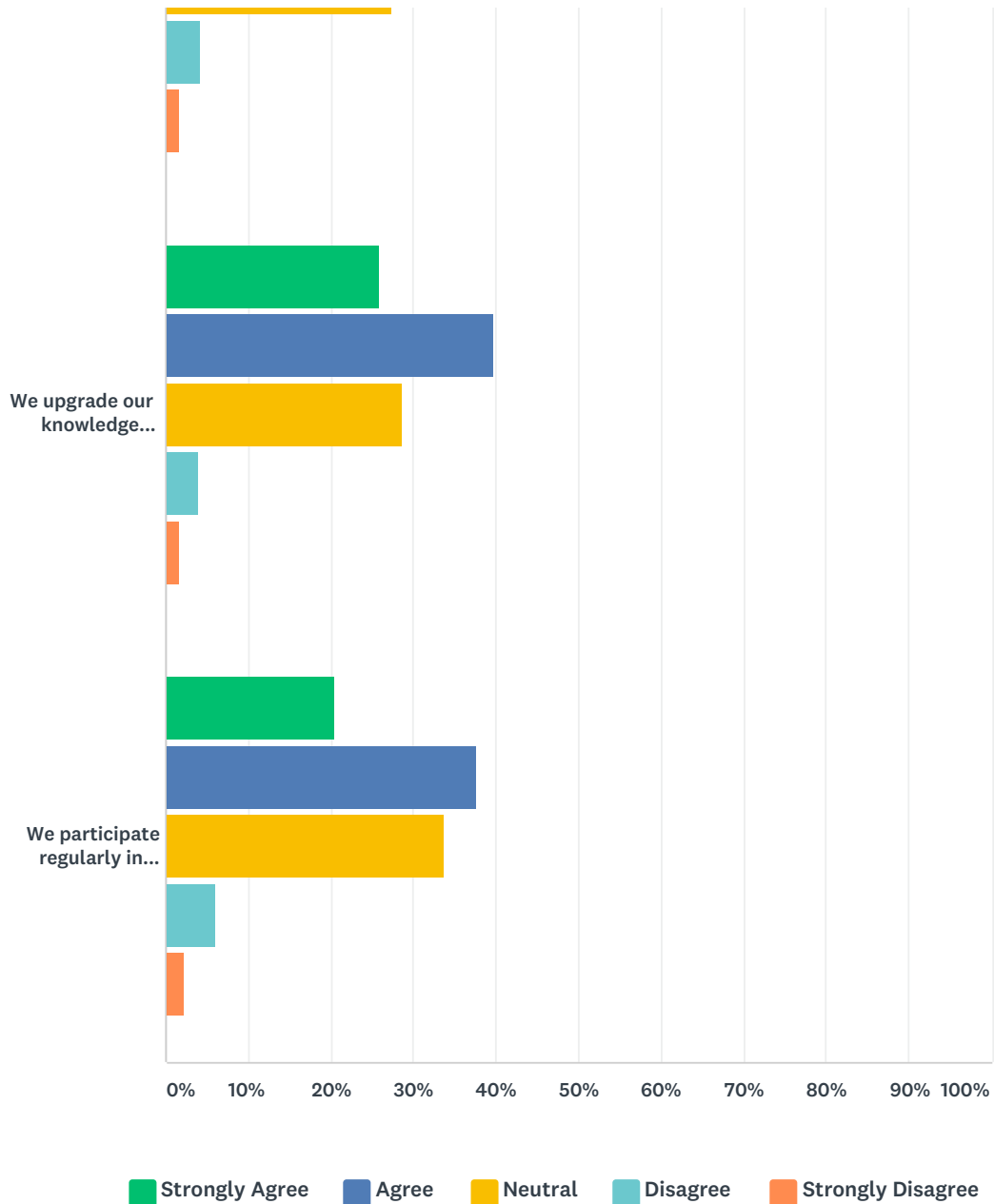
Answered: 2,160 Skipped: 403



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EMS Needs Assessment



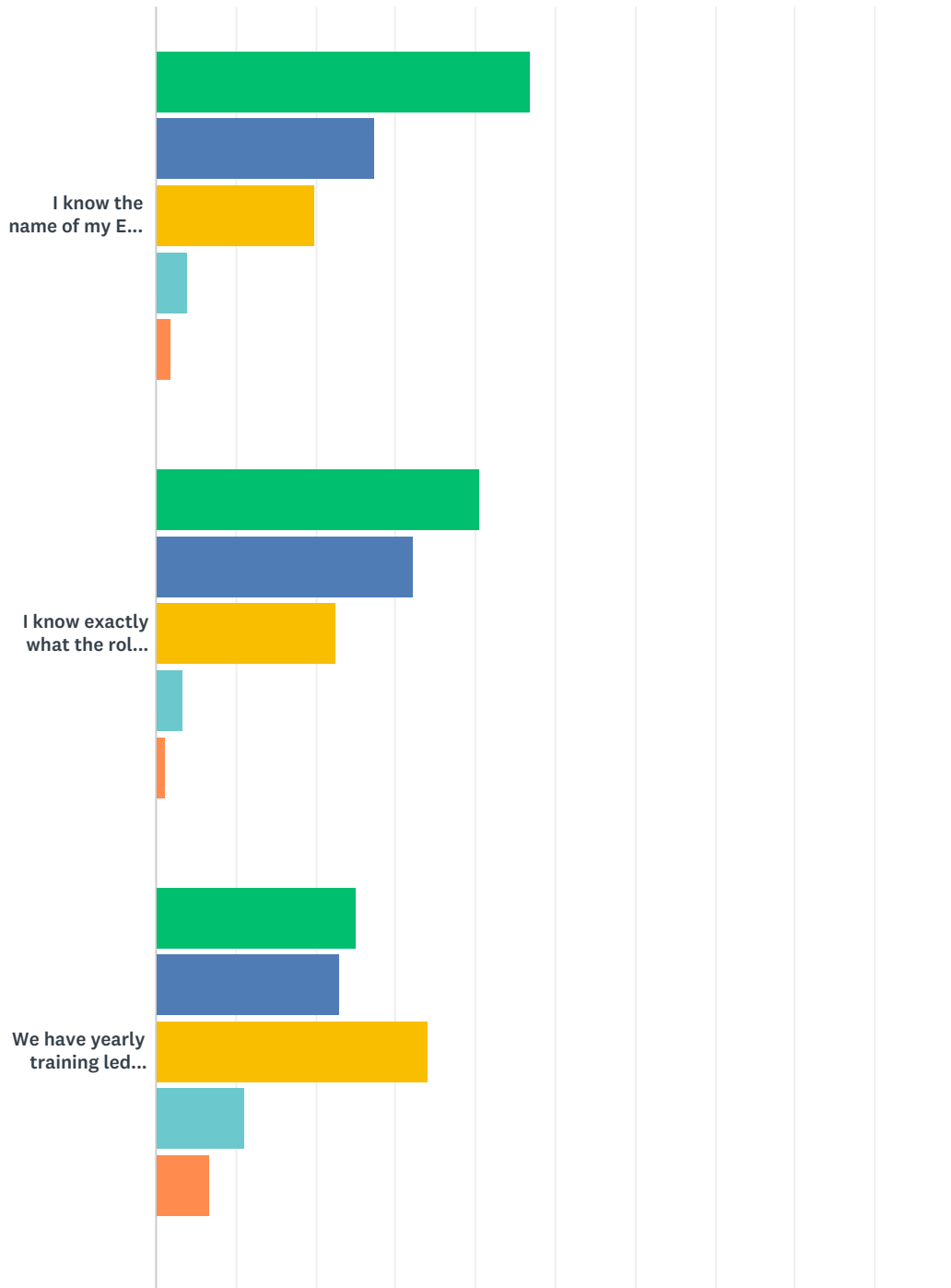
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I believe that we meet our customers' needs and expectations.	27.98% 603	46.50% 1,002	23.85% 514	1.30% 28	0.37% 8	2,155
Our agency charts the ratio between compliments vs. complaints.	14.70% 316	26.38% 567	45.65% 981	8.84% 190	4.42% 95	2,149
We continually reassess our services to make sure we are meeting the needs and expectations of our customers.	19.32% 416	39.39% 848	33.49% 721	5.62% 121	2.18% 47	2,153
We provide the best possible medical care in accordance with our agency's licensure level and our personnel's scope of practice.	31.20% 672	41.60% 896	25.16% 542	1.53% 33	0.51% 11	2,154
We maintain protocol compliance.	32.39% 697	42.10% 906	23.75% 511	1.25% 27	0.51% 11	2,152
We meet our response time benchmarks.	23.66% 509	45.05% 969	28.68% 617	2.05% 44	0.56% 12	2,151

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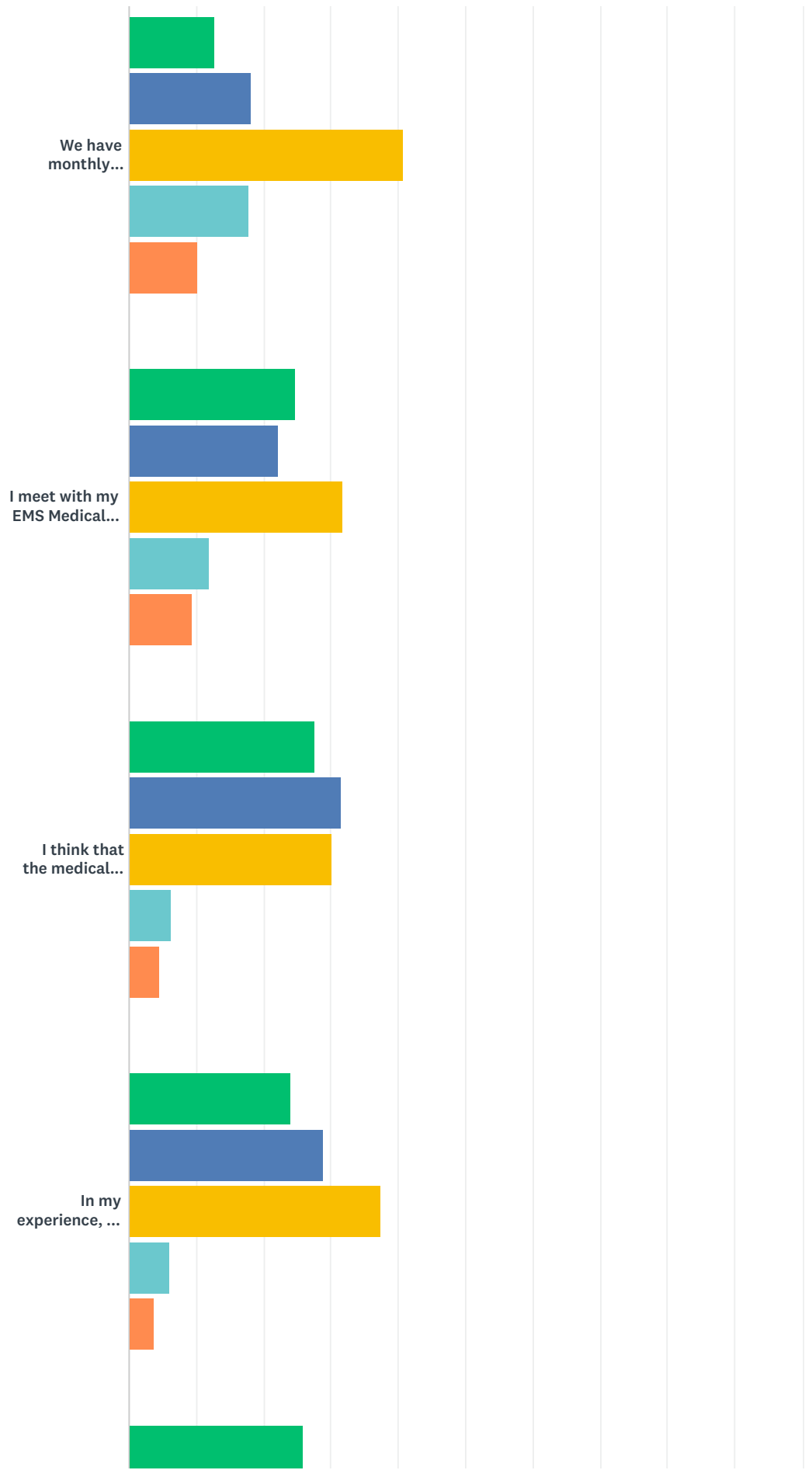
Personnel maintain their emergency medical skills to the highest standard possible.	27.70% 596	41.68% 897	27.23% 586	2.65% 57	0.74% 16	2,152
We regularly participate in skills training and competency.	27.95% 592	38.81% 822	27.38% 580	4.15% 88	1.70% 36	2,118
We upgrade our knowledge consistent with published trends in emergency medical care.	25.94% 558	39.66% 853	28.73% 618	3.95% 85	1.72% 37	2,151
We participate regularly in public information and education activities.	20.45% 439	37.59% 807	33.63% 722	6.01% 129	2.33% 50	2,147

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.

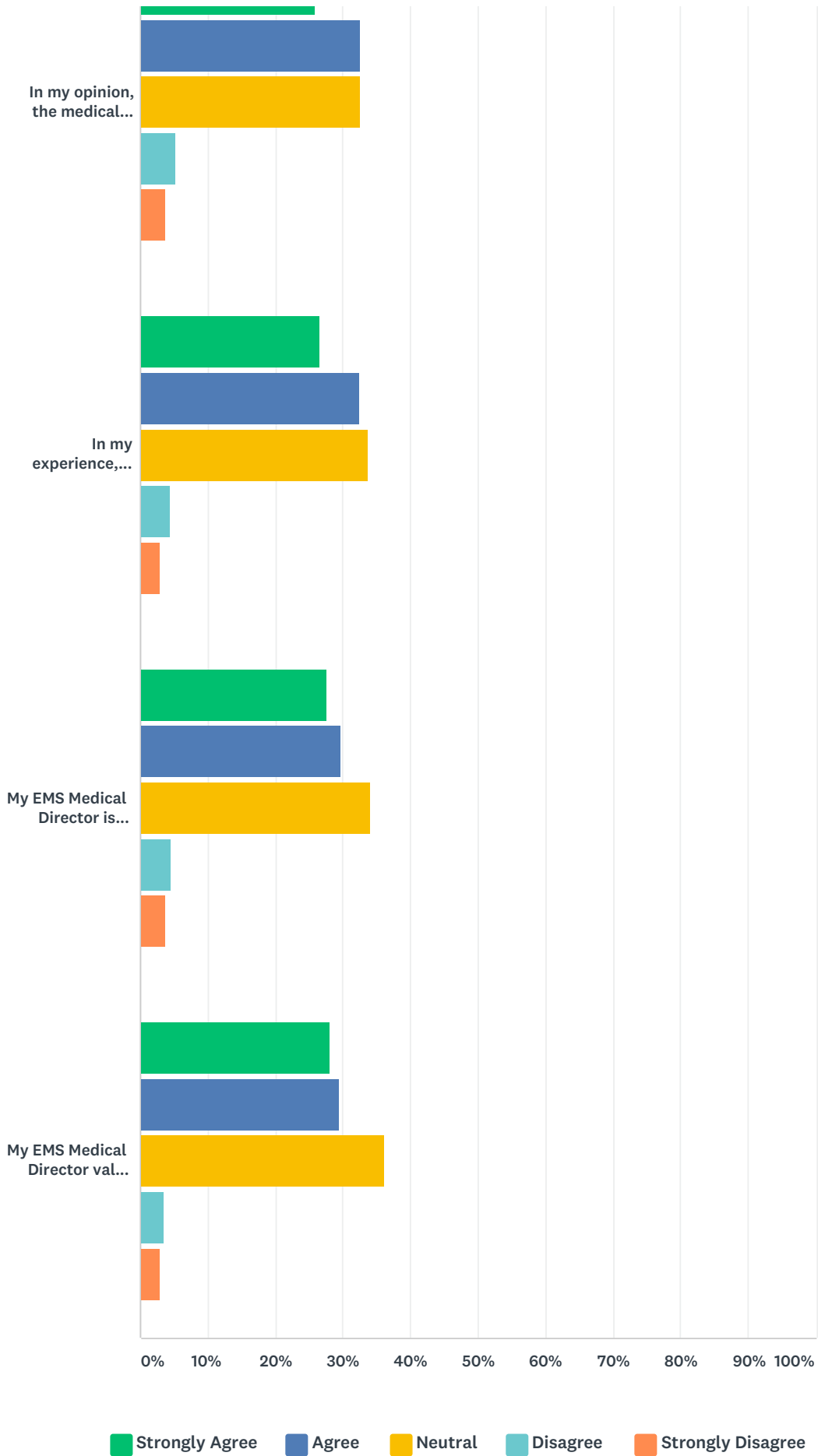
Answered: 2,135 Skipped: 428



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EMS Needs Assessment

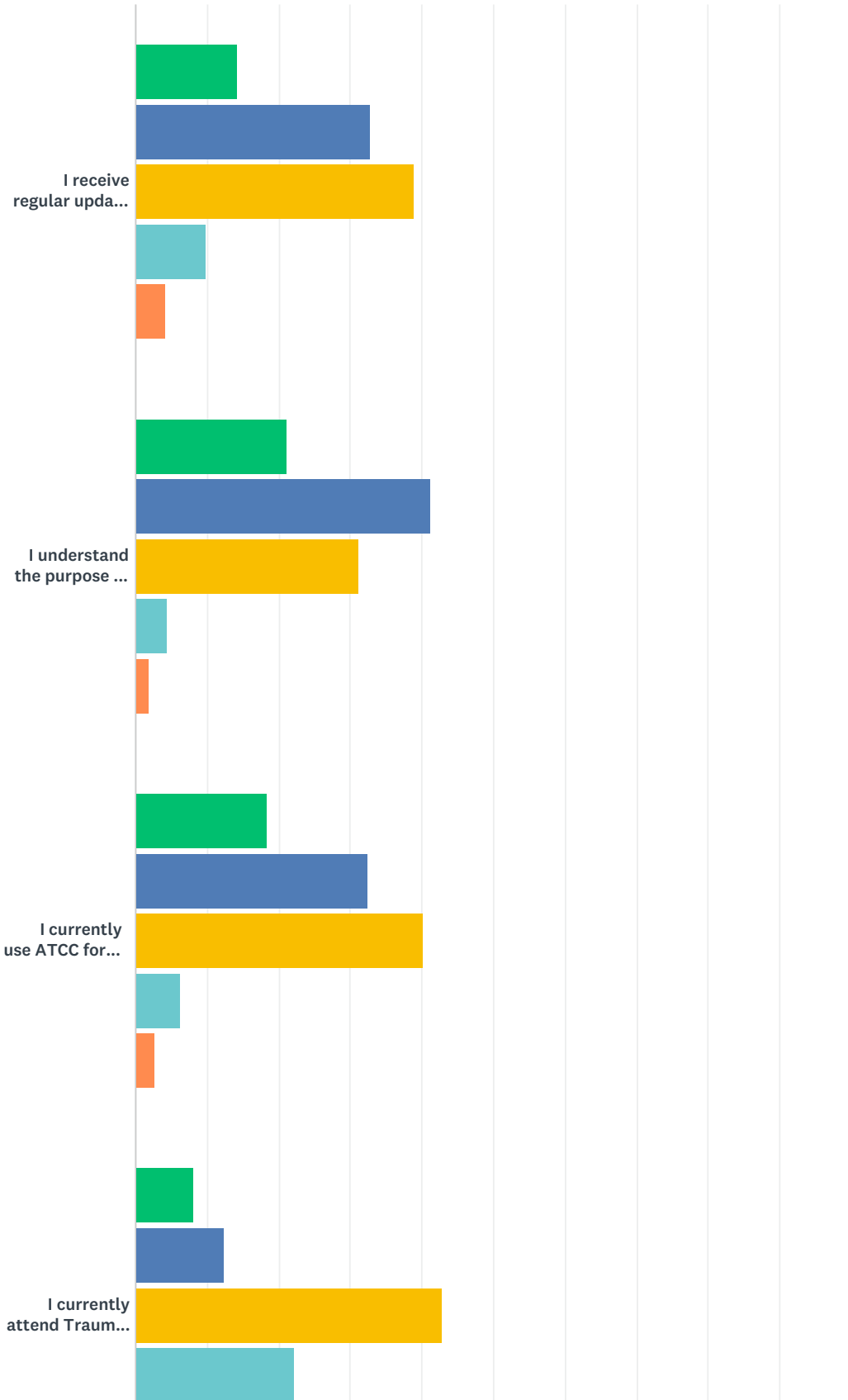


EMS Needs Assessment

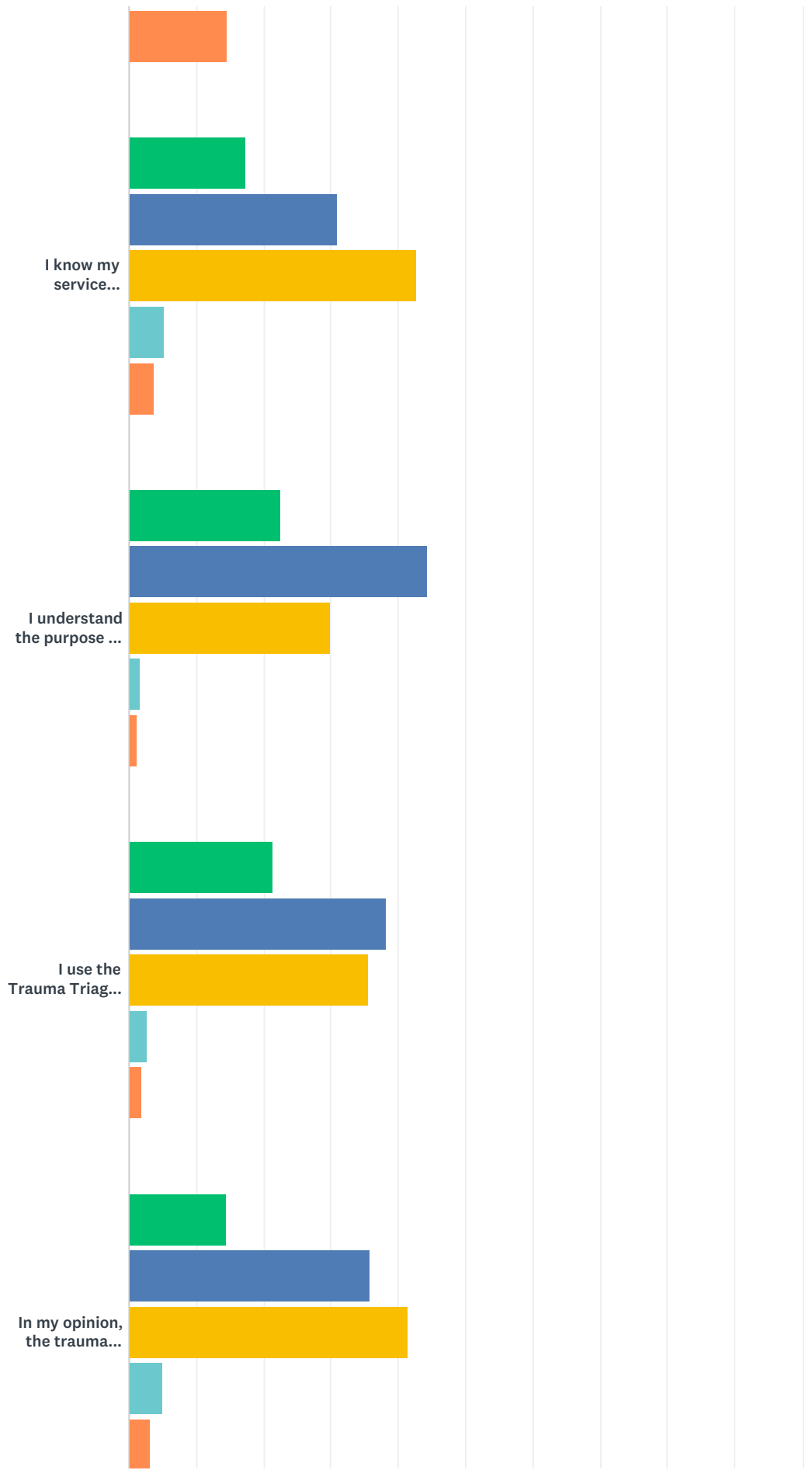
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I know the name of my EMS Medical Director.	46.95% 999	27.44% 584	19.78% 421	3.99% 85	1.83% 39	2,128
I know exactly what the role of my EMS Medical Director is.	40.55% 863	32.28% 687	22.51% 479	3.38% 72	1.27% 27	2,128
We have yearly training led by or attended by our EMS Medical Director.	25.02% 532	22.95% 488	34.15% 726	11.10% 236	6.77% 144	2,126
We have monthly training led by or attended by our EMS Medical Director.	12.68% 270	18.27% 389	40.86% 870	17.85% 380	10.33% 220	2,129
I meet with my EMS Medical Director at least once per year.	24.62% 524	22.13% 471	31.77% 676	11.98% 255	9.49% 202	2,128
I think that the medical director plays an active role in the EMS system's current quality improvement activities.	27.63% 588	31.53% 671	30.08% 640	6.25% 133	4.51% 96	2,128
In my experience, the medical director reviews cases regularly as part of continuing education processes with the EMS agency.	24.07% 512	28.82% 613	37.38% 795	5.97% 127	3.76% 80	2,127
In my opinion, the medical director regularly provides direction and guidance to the EMS agency.	25.86% 550	32.58% 693	32.63% 694	5.27% 112	3.67% 78	2,127
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.	26.55% 564	32.34% 687	33.66% 715	4.47% 95	2.97% 63	2,124
My EMS Medical Director is active in my protocol compliance and reviews these with us at least yearly.	27.64% 588	29.67% 631	34.18% 727	4.70% 100	3.81% 81	2,127
My EMS Medical Director values me as a healthcare provider.	27.97% 594	29.47% 626	36.11% 767	3.58% 76	2.87% 61	2,124

Q51 The following statements relate to the State Trauma System

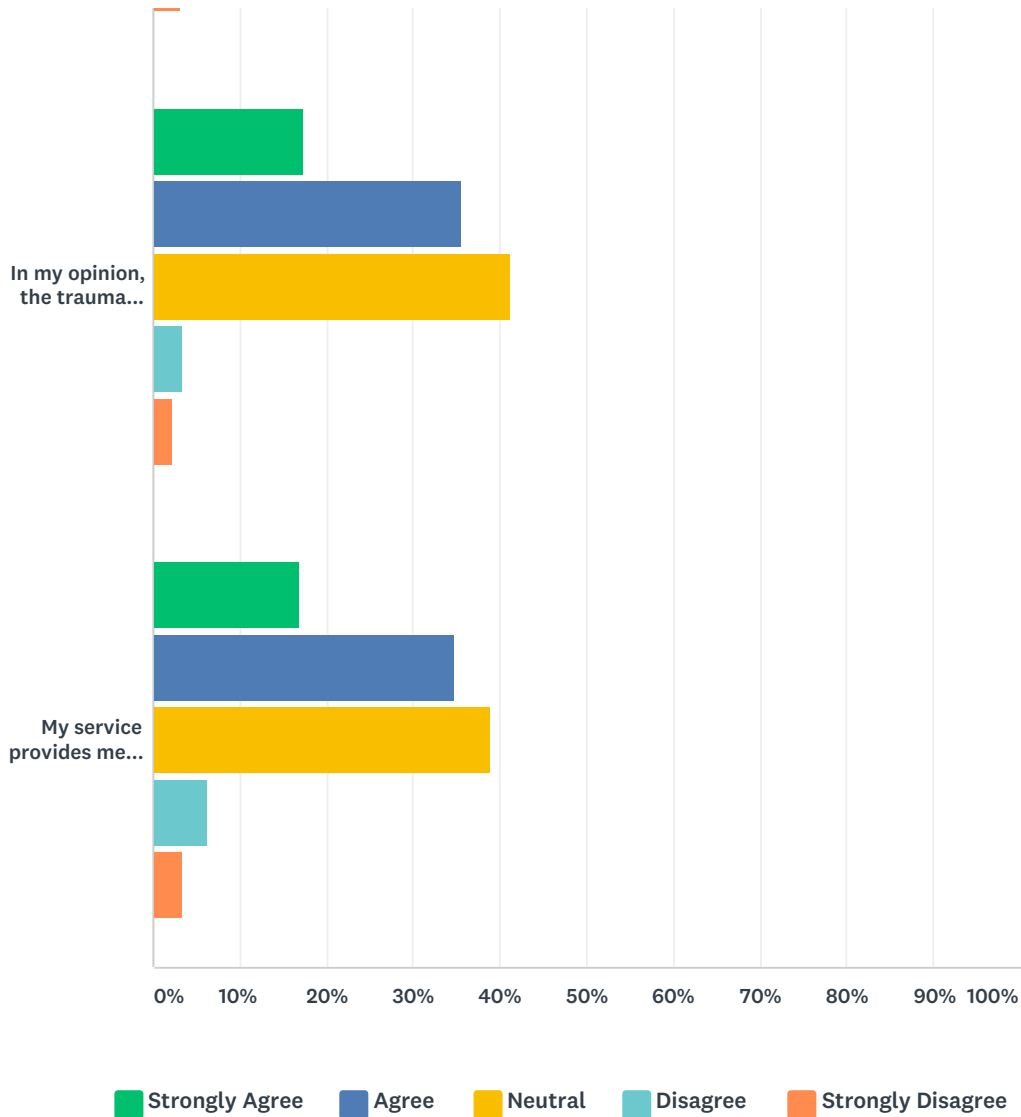
Answered: 2,141 Skipped: 422



EMS Needs Assessment



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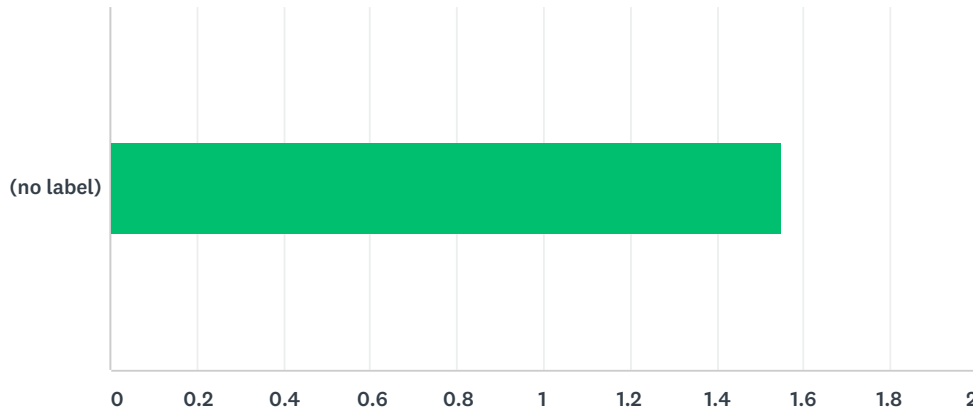
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I receive regular updates on the Trauma System from our service's leadership.	14.20% 303	32.90% 702	38.89% 830	9.79% 209	4.22% 90	2,134
I understand the purpose of the Arkansas Trauma Call Communications Center (ATCC)	21.23% 453	41.28% 881	31.21% 666	4.36% 93	1.92% 41	2,134
I currently use ATCC for determining patient destination on all Major and Moderate patients.	18.31% 391	32.46% 693	40.09% 856	6.32% 135	2.81% 60	2,135
I currently attend Trauma Regional Advisory Council meetings?	8.09% 172	12.27% 261	42.92% 913	22.14% 471	14.57% 310	2,127
I know my service receives funding for participating in the state trauma system.	17.46% 372	30.89% 658	42.58% 907	5.26% 112	3.80% 81	2,130
I understand the purpose of the Trauma Triage Guidelines.	22.58% 480	44.45% 945	30.01% 638	1.69% 36	1.27% 27	2,126
I use the Trauma Triage Guidelines to determine when to call the ATCC.	21.44% 456	38.36% 816	35.54% 756	2.73% 58	1.93% 41	2,127
In my opinion, the trauma system is working as intended.	14.45% 308	35.74% 762	41.51% 885	5.11% 109	3.19% 68	2,132
In my opinion, the trauma system has improved the care of the trauma patient.	17.29% 368	35.62% 758	41.31% 879	3.38% 72	2.40% 51	2,128

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My service provides me with continuing education on the trauma system.	16.95%	34.65%	38.84%	6.31%	3.25%	
	360	736	825	134	69	2,124

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

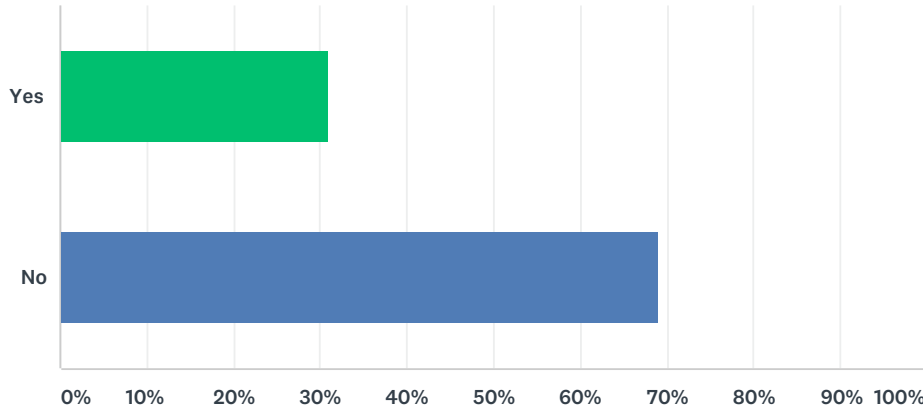
Answered: 1,985 Skipped: 578



	NO OPINION	NEVER	RARELY	OFTEN	FREQUENTLY	TOTAL	WEIGHTED AVERAGE
(no label)	26.05%	15.77%	40.45%	12.95%	4.79%	1,985	1.55
	517	313	803	257	95		

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

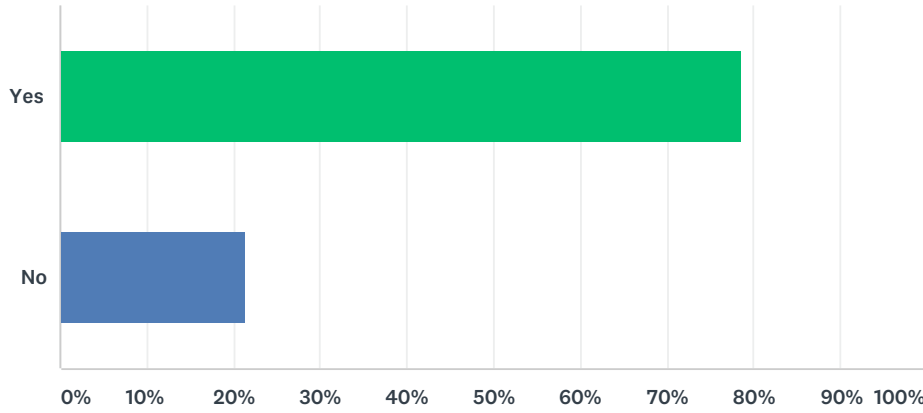
Answered: 2,040 Skipped: 523



ANSWER CHOICES	RESPONSES	
Yes	30.88%	630
No	69.12%	1,410
TOTAL		2,040

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

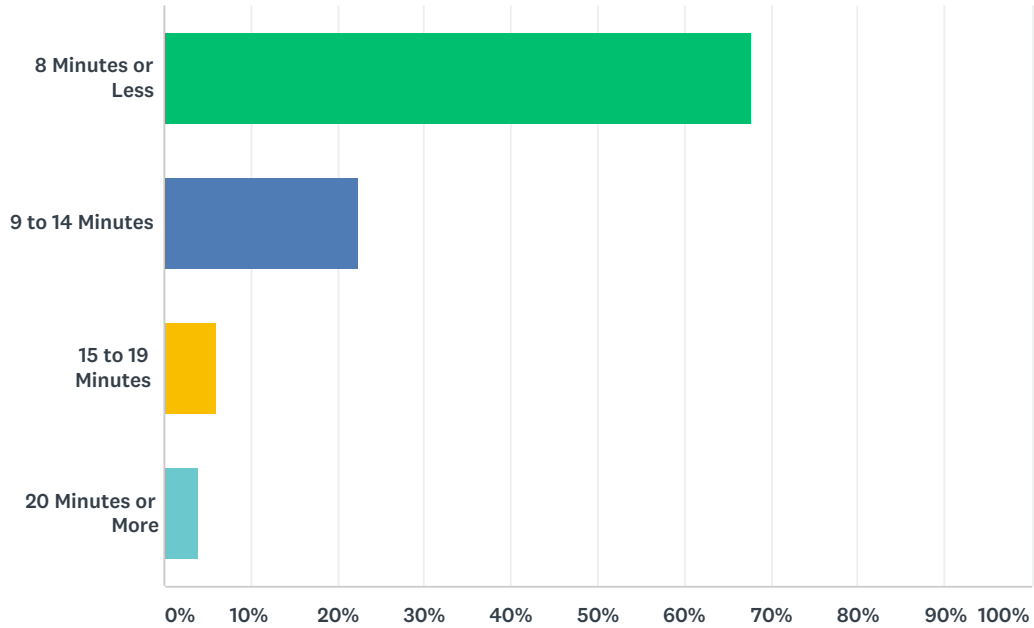
Answered: 1,949 Skipped: 614



ANSWER CHOICES	RESPONSES	
Yes	78.71%	1,534
No	21.29%	415
TOTAL		1,949

Q55 What is your routine response time for emergency calls?

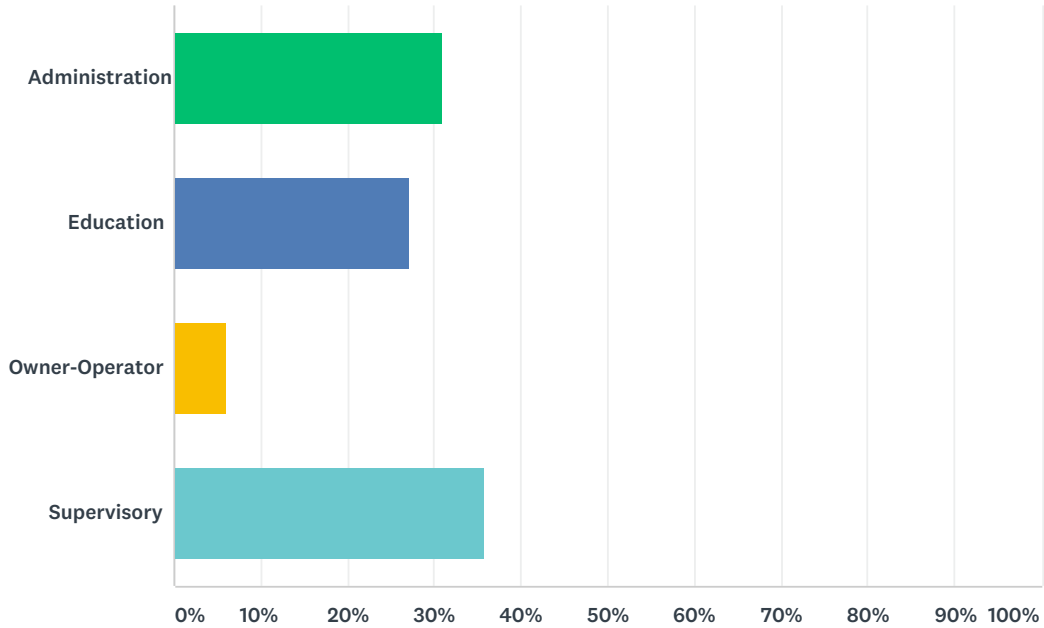
Answered: 1,975 Skipped: 588



ANSWER CHOICES	RESPONSES	
8 Minutes or Less	67.75%	1,338
9 to 14 Minutes	22.33%	441
15 to 19 Minutes	5.97%	118
20 Minutes or More	3.95%	78
TOTAL		1,975

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

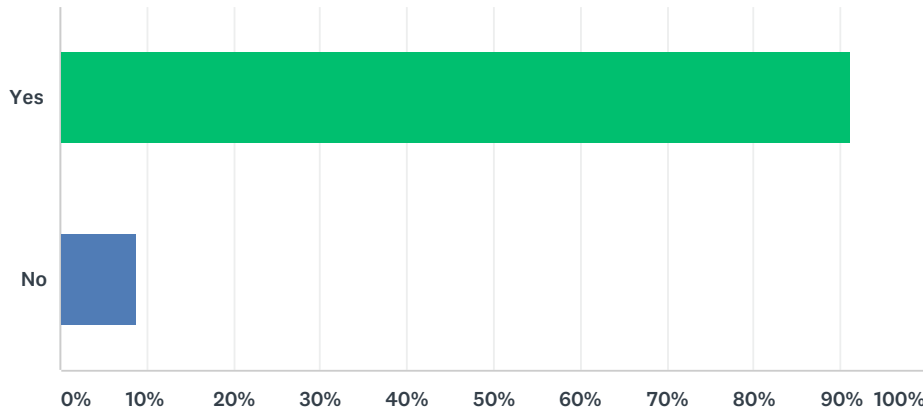
Answered: 400 Skipped: 2,163



ANSWER CHOICES	RESPONSES	
Administration	31.00%	124
Education	27.25%	109
Owner-Operator	6.00%	24
Supervisory	35.75%	143
TOTAL		400

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

Answered: 1,037 Skipped: 1,526



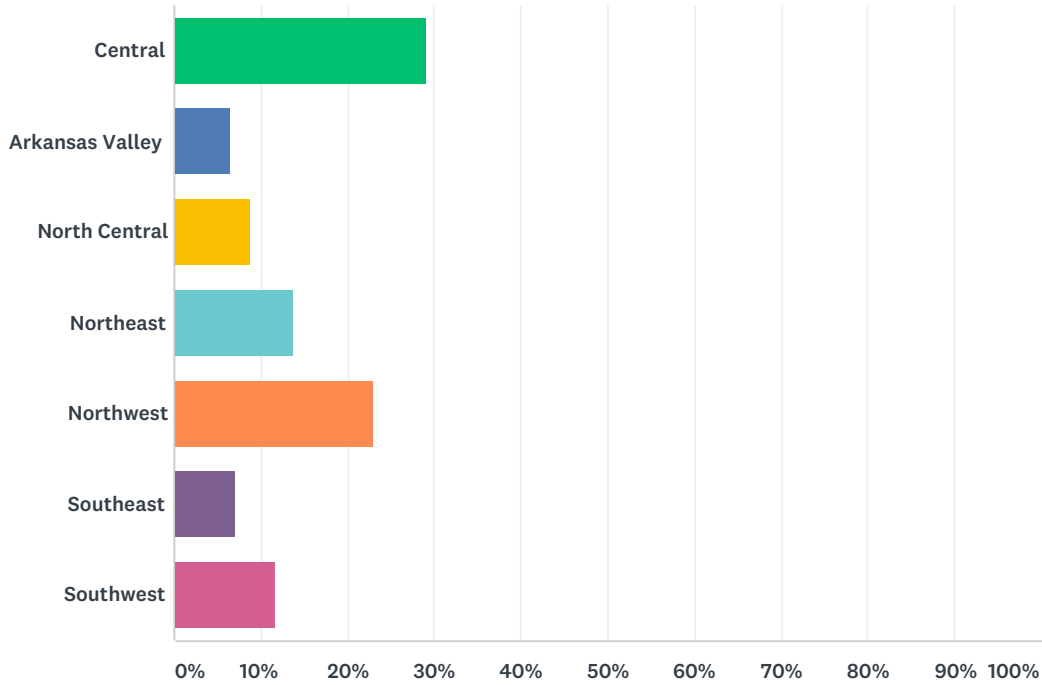
ANSWER CHOICES	RESPONSES	
Yes	91.22%	946
No	8.78%	91
TOTAL		1,037

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

Answered: 157 Skipped: 2,406

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

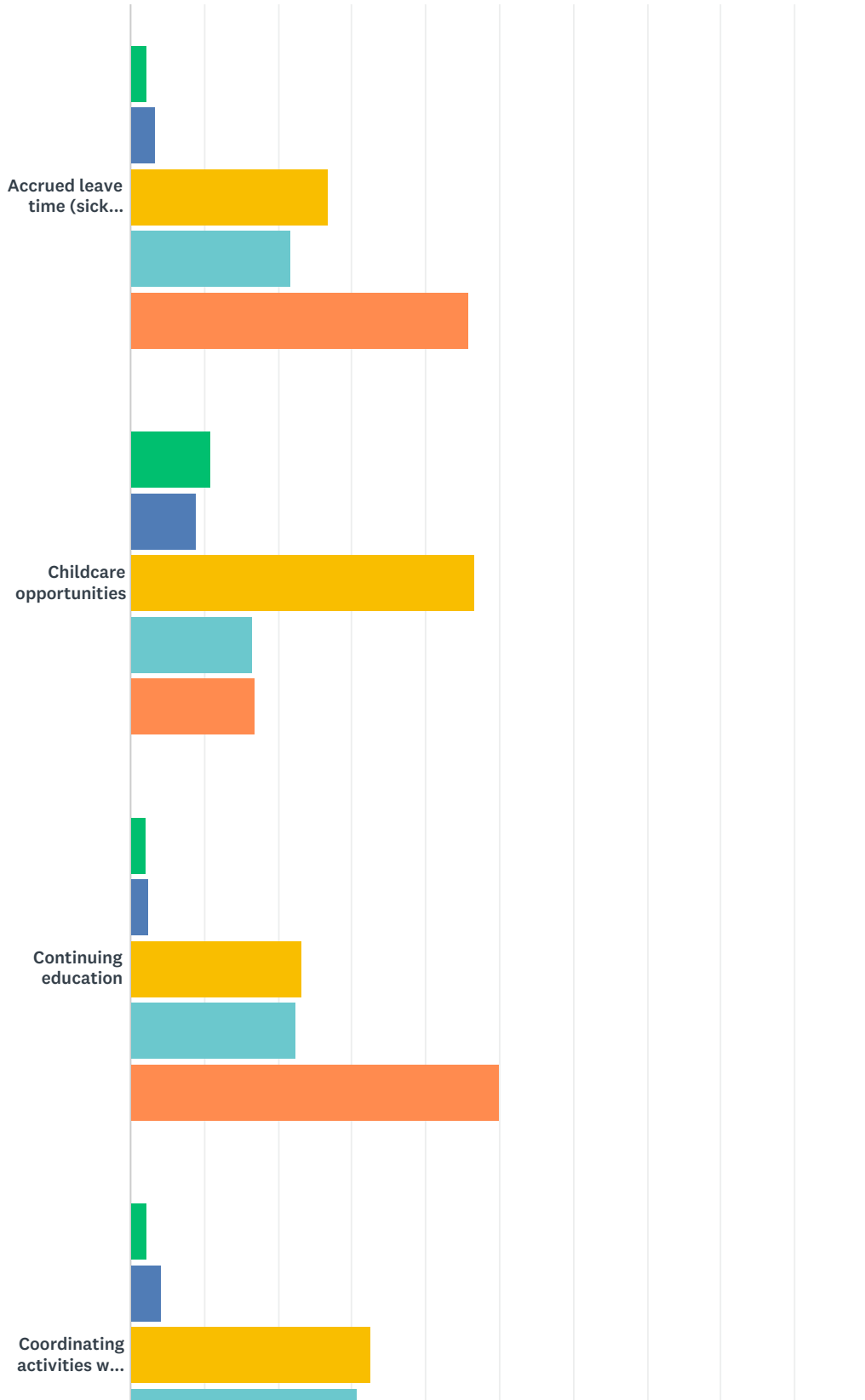
Answered: 1,874 Skipped: 689



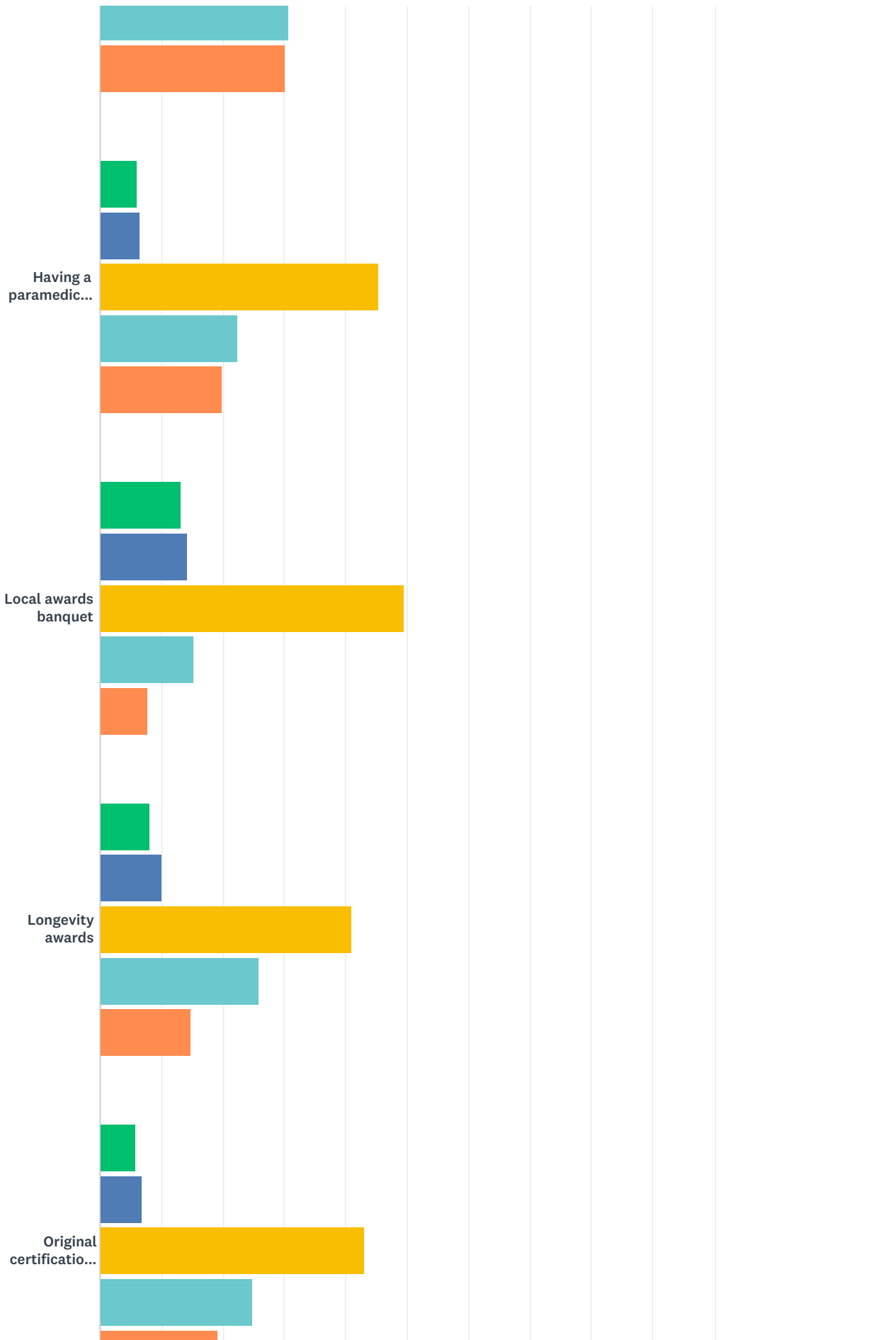
ANSWER CHOICES	RESPONSES	
Central	29.14%	546
Arkansas Valley	6.46%	121
North Central	8.70%	163
Northeast	13.82%	259
Northwest	23.05%	432
Southeast	7.20%	135
Southwest	11.63%	218
TOTAL		1,874

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

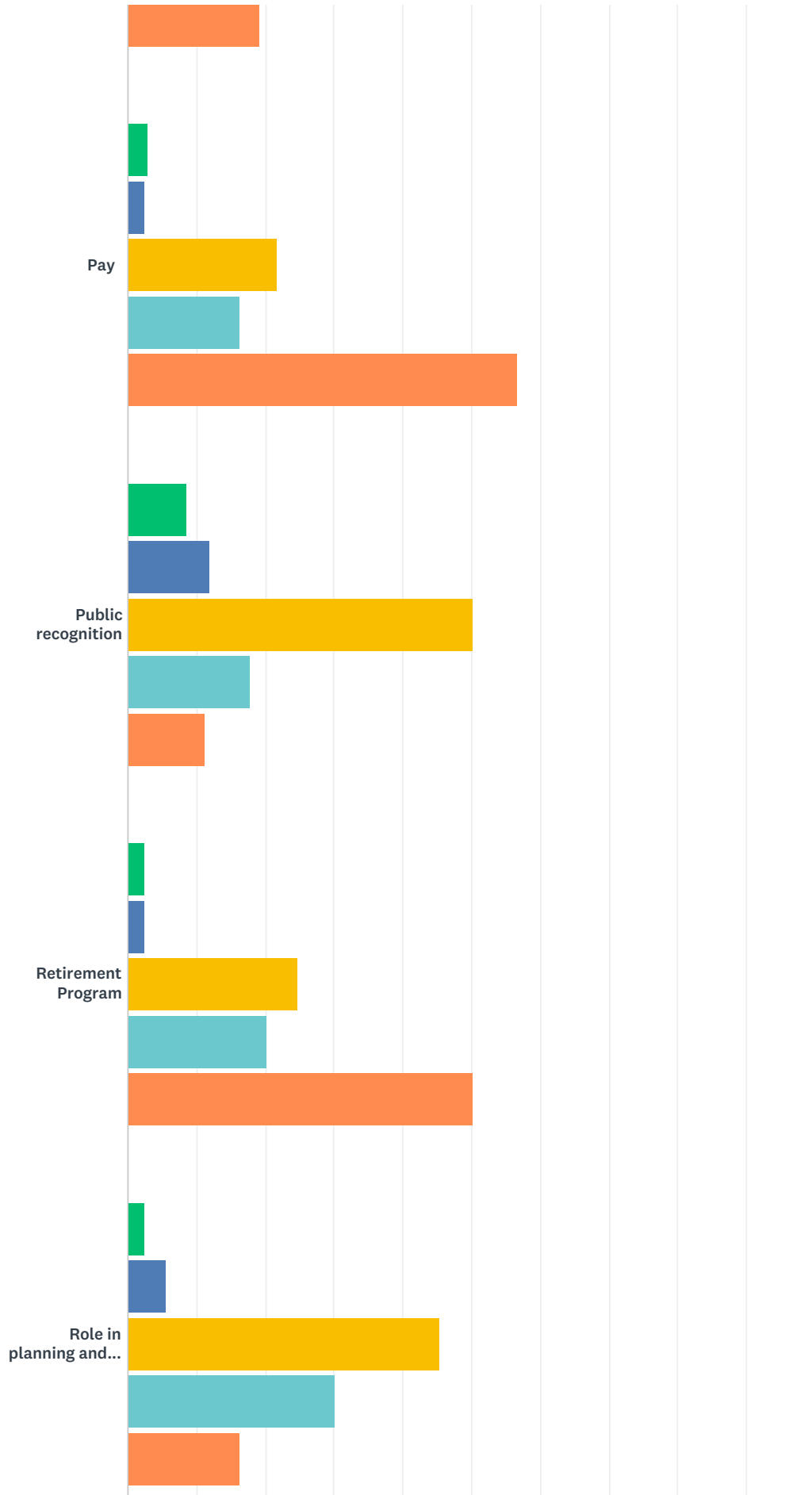
Answered: 1,829 Skipped: 734



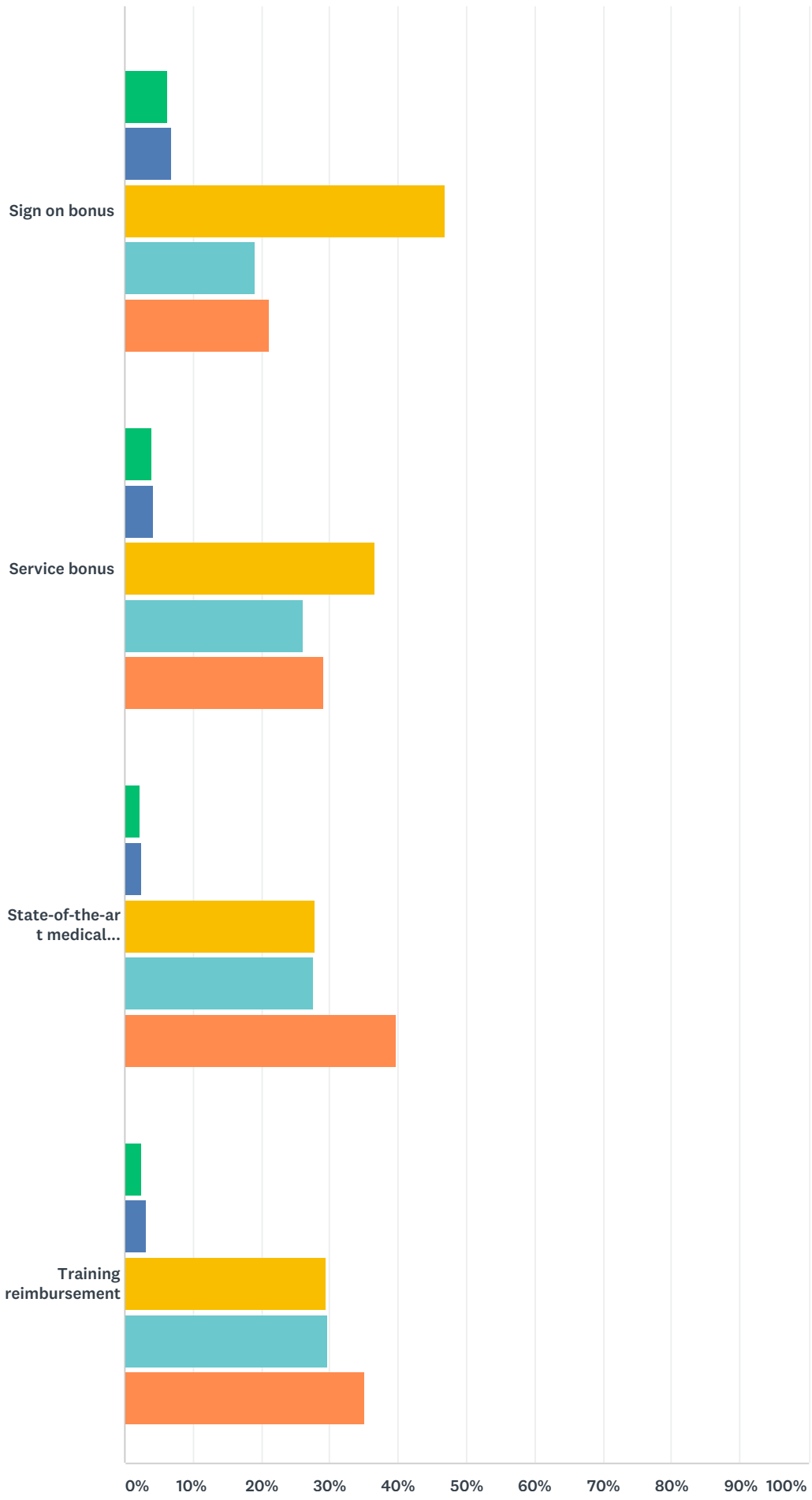
EMS Needs Assessment



EMS Needs Assessment



EMS Needs Assessment



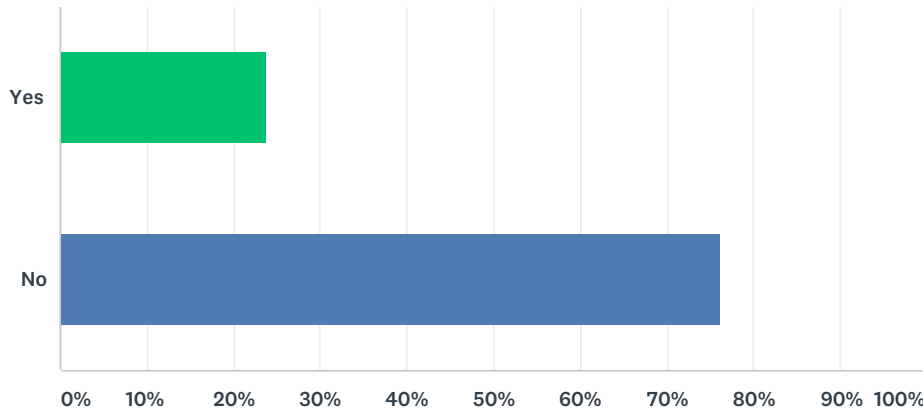
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■ No importance at all
 ■ Very little importance
 ■ Neutral
■ Somewhat important
 ■ Extremely important

	NO IMPORTANCE AT ALL	VERY LITTLE IMPORTANCE	NEUTRAL	SOMEWHAT IMPORTANT	EXTREMELY IMPORTANT	TOTAL
Accrued leave time (sick leave, annual leave, bereavement leave, etc)	2.36% 43	3.34% 61	26.75% 488	21.66% 395	45.89% 837	1,824
Childcare opportunities	10.89% 198	9.02% 164	46.64% 848	16.50% 300	16.94% 308	1,818
Continuing education	2.01% 36	2.45% 44	23.29% 418	22.34% 401	49.92% 896	1,795
Coordinating activities with other services (fire and police)	2.20% 40	4.29% 78	32.66% 594	30.68% 558	30.18% 549	1,819
Having a paramedic partner (allowing calls to be rotated between you)	5.96% 108	6.41% 116	45.33% 821	22.42% 406	19.88% 360	1,811
Local awards banquet	13.25% 241	14.24% 259	49.48% 900	15.23% 277	7.81% 142	1,819
Longevity awards	8.06% 146	10.05% 182	41.03% 743	26.01% 471	14.85% 269	1,811
Original certification reimbursement	5.78% 105	6.93% 126	43.07% 783	24.97% 454	19.25% 350	1,818
Pay	2.91% 53	2.42% 44	21.66% 394	16.22% 295	56.79% 1,033	1,819
Public recognition	8.63% 157	11.93% 217	50.19% 913	17.87% 325	11.38% 207	1,819
Retirement Program	2.59% 47	2.48% 45	24.59% 446	20.23% 367	50.11% 909	1,814
Role in planning and evaluation	2.59% 47	5.72% 104	45.29% 823	30.05% 546	16.35% 297	1,817
Sign on bonus	6.19% 112	6.85% 124	46.80% 847	19.01% 344	21.16% 383	1,810
Service bonus	3.94% 71	4.16% 75	36.70% 662	26.16% 472	29.05% 524	1,804
State-of-the-art medical equipment	2.26% 41	2.48% 45	27.76% 503	27.70% 502	39.79% 721	1,812
Training reimbursement	2.43% 44	3.10% 56	29.59% 535	29.65% 536	35.23% 637	1,808

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

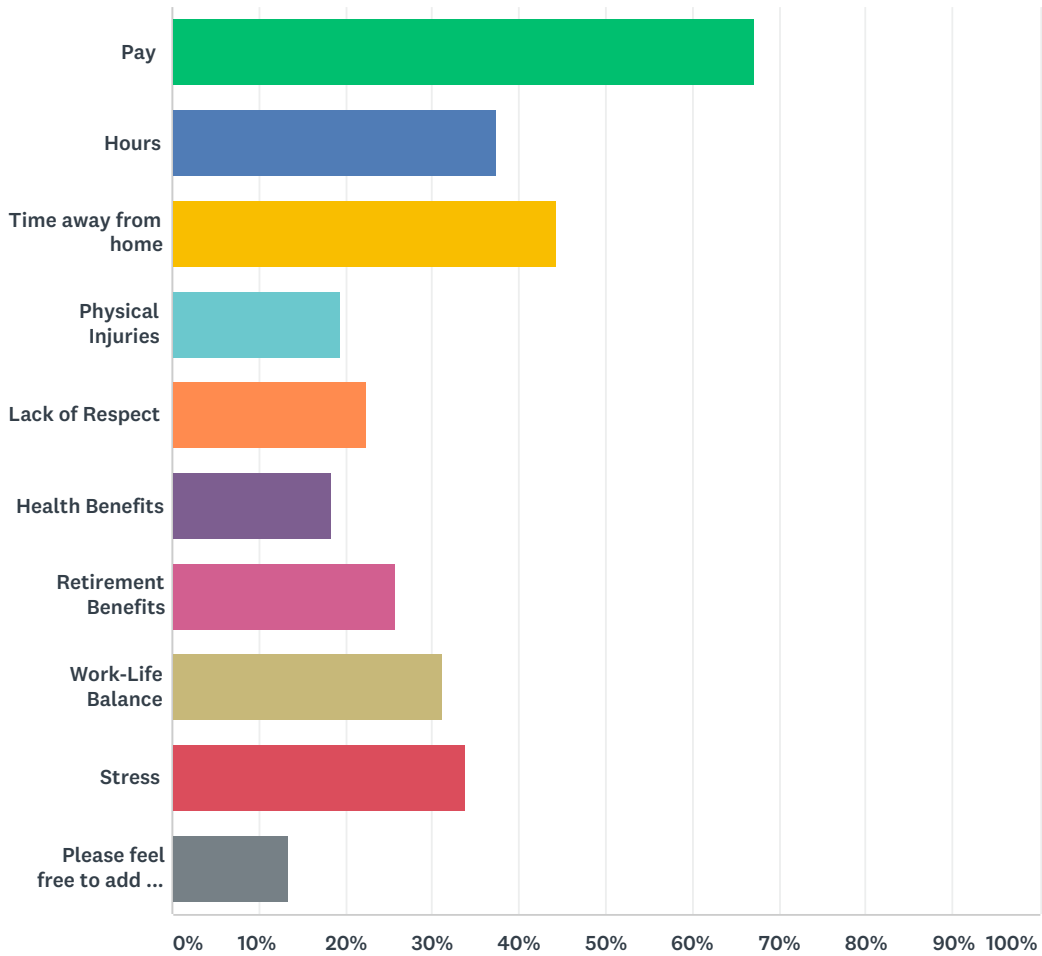
Answered: 1,996 Skipped: 567



ANSWER CHOICES	RESPONSES
Yes	23.85% 476
No	76.15% 1,520
TOTAL	1,996

Q62 Specifically what reasons would you have chosen another profession?

Answered: 1,990 Skipped: 573



ANSWER CHOICES	RESPONSES	
Pay	67.09%	1,335
Hours	37.39%	744
Time away from home	44.42%	884
Physical Injuries	19.50%	388
Lack of Respect	22.36%	445
Health Benefits	18.39%	366
Retirement Benefits	25.63%	510
Work-Life Balance	31.21%	621
Stress	33.92%	675
Please feel free to add any other comments.	13.42%	267

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Total Respondents: 1,990