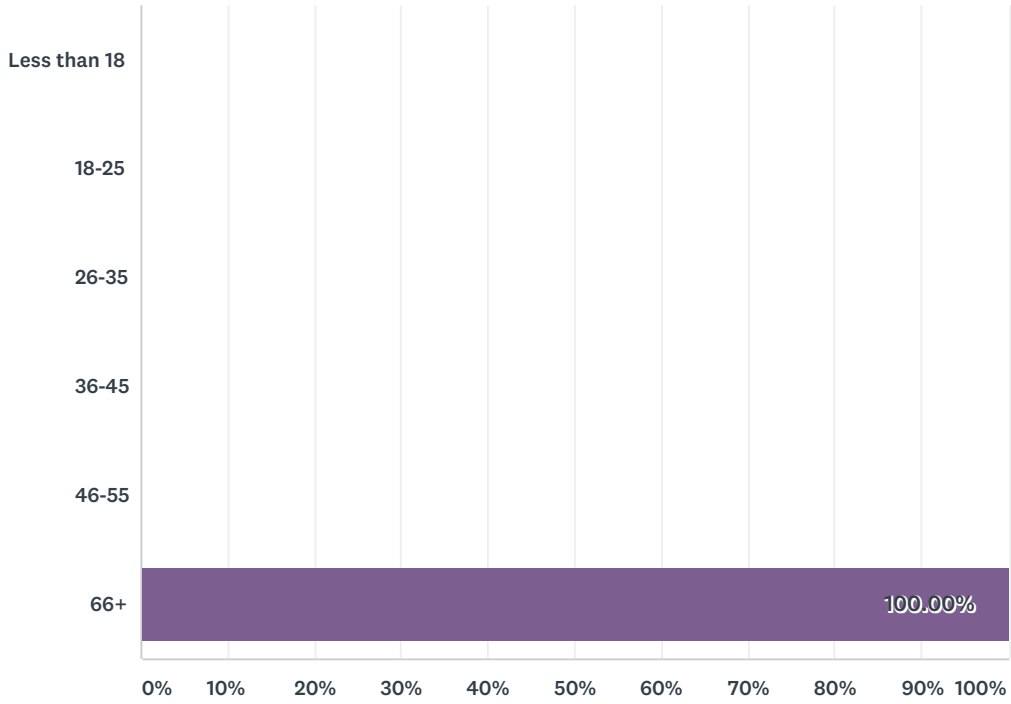


Q1 Please choose the appropriate range indicating your age group

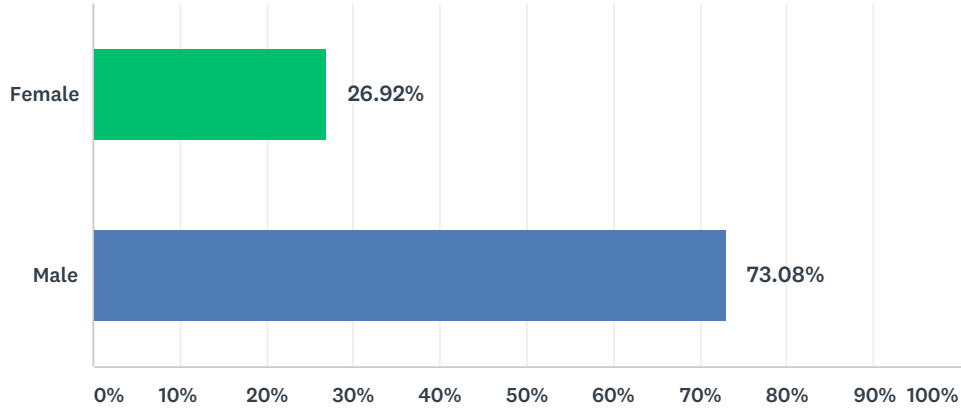
Answered: 78 Skipped: 0



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	0.00%	0
66+	100.00%	78
TOTAL		78

Q2 Please indicate your gender.

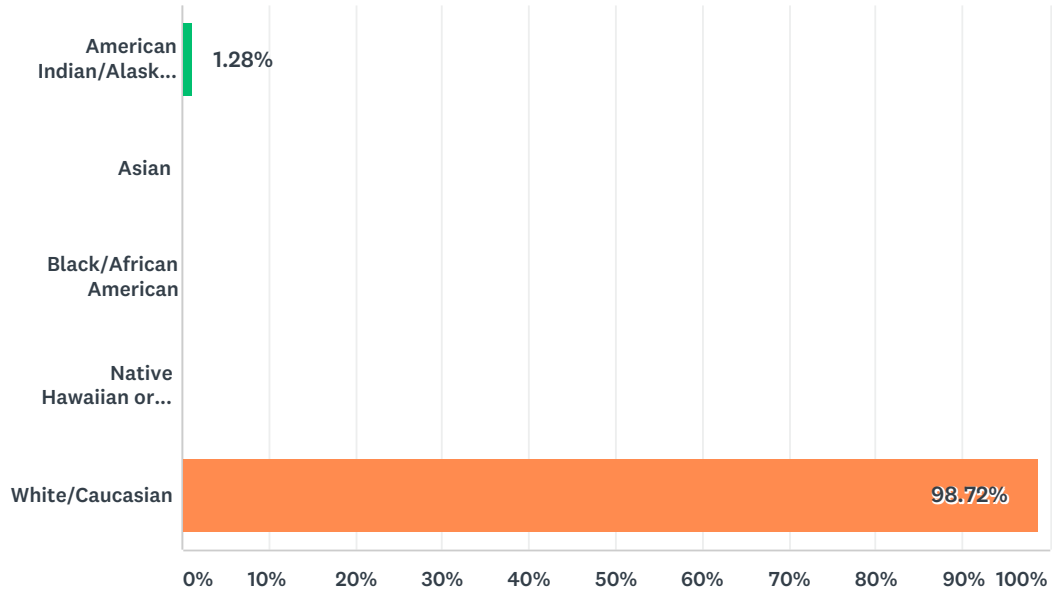
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	26.92%	21
Male	73.08%	57
TOTAL		78

Q3 Please indicate your race

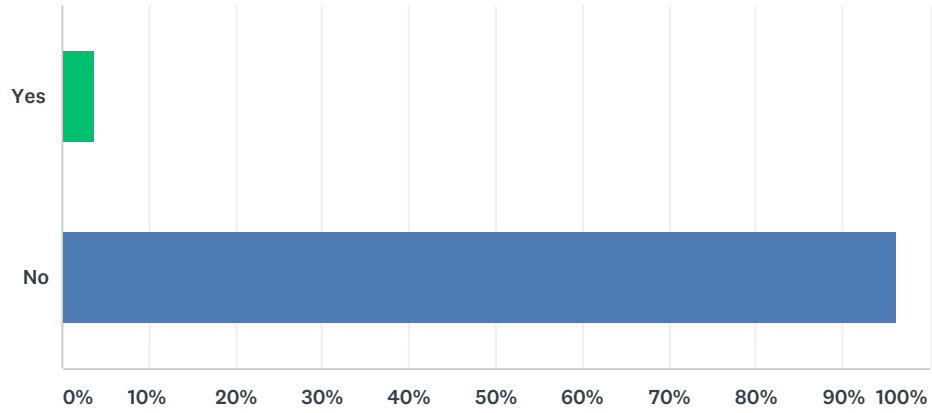
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
American Indian/Alaska Native	1.28%	1
Asian	0.00%	0
Black/African American	0.00%	0
Native Hawaiian or Other Pacific Islander	0.00%	0
White/Caucasian	98.72%	77
TOTAL		78

Q4 Are you Hispanic or Latino?

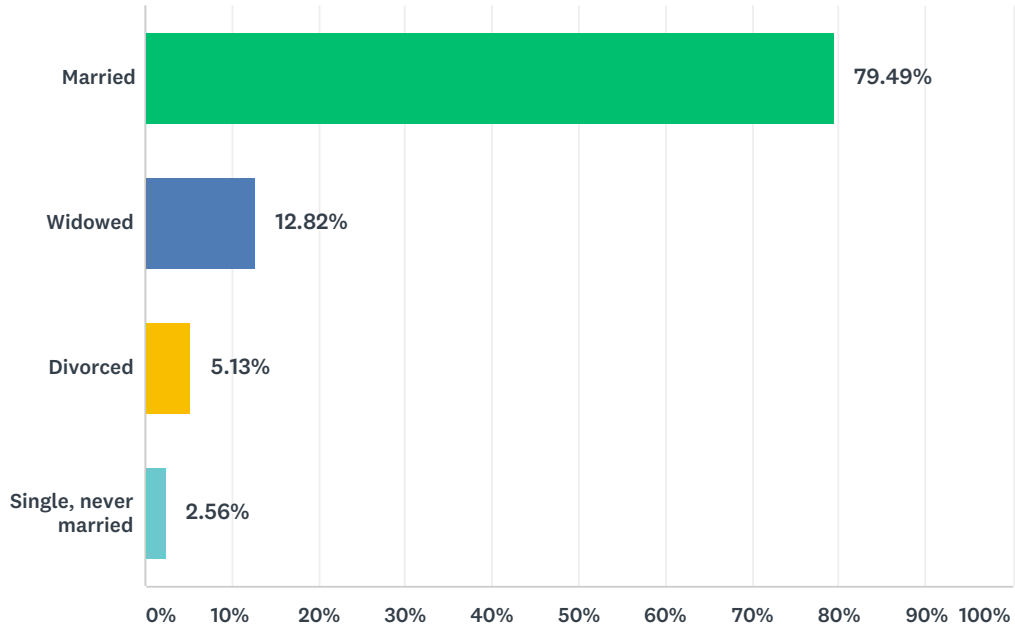
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	3.85%	3
No	96.15%	75
TOTAL		78

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

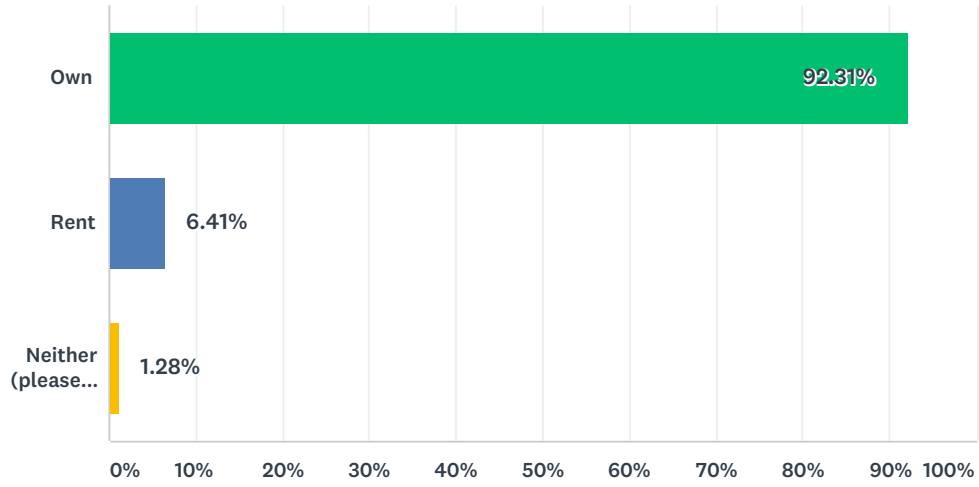
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Married	79.49%	62
Widowed	12.82%	10
Divorced	5.13%	4
Single, never married	2.56%	2
TOTAL		78

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

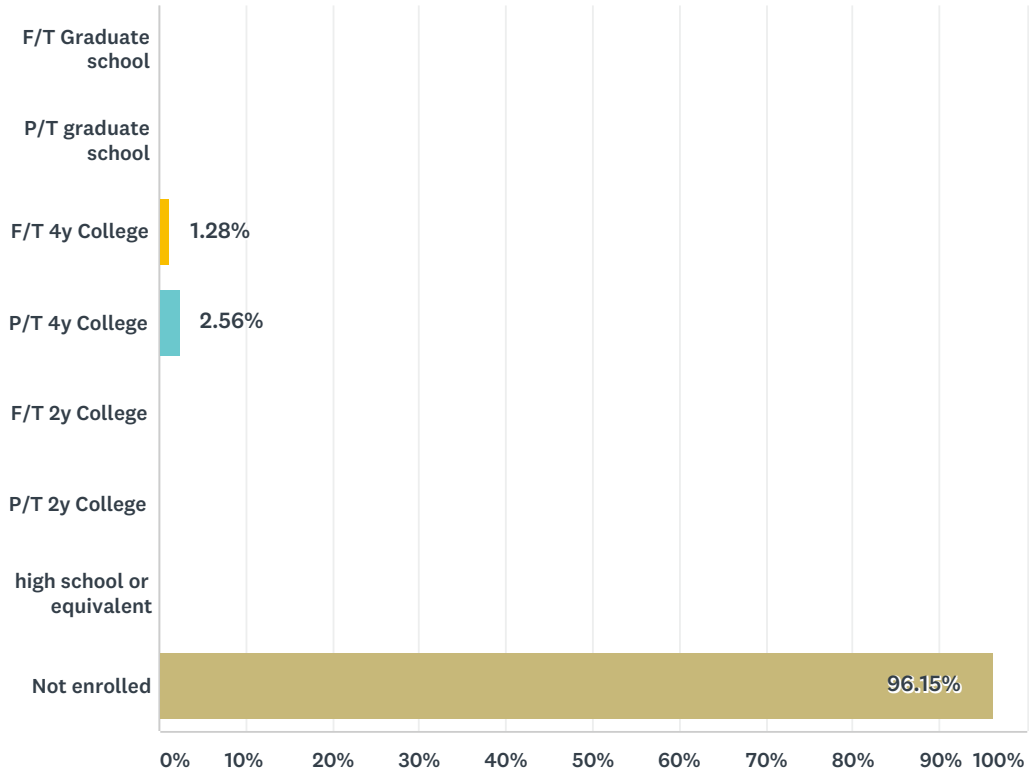
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Own	92.31%	72
Rent	6.41%	5
Neither (please specify)	1.28%	1
TOTAL		78

Q7 Are you currently enrolled as a student?

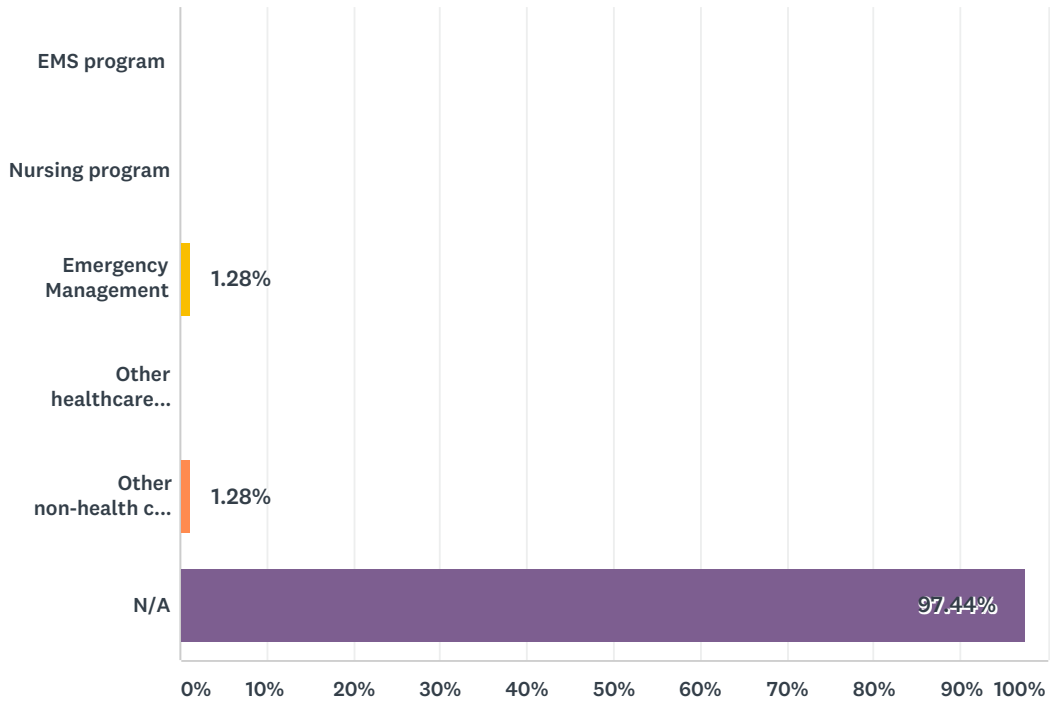
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
F/T Graduate school	0.00%	0
P/T graduate school	0.00%	0
F/T 4y College	1.28%	1
P/T 4y College	2.56%	2
F/T 2y College	0.00%	0
P/T 2y College	0.00%	0
high school or equivalent	0.00%	0
Not enrolled	96.15%	75
TOTAL		78

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

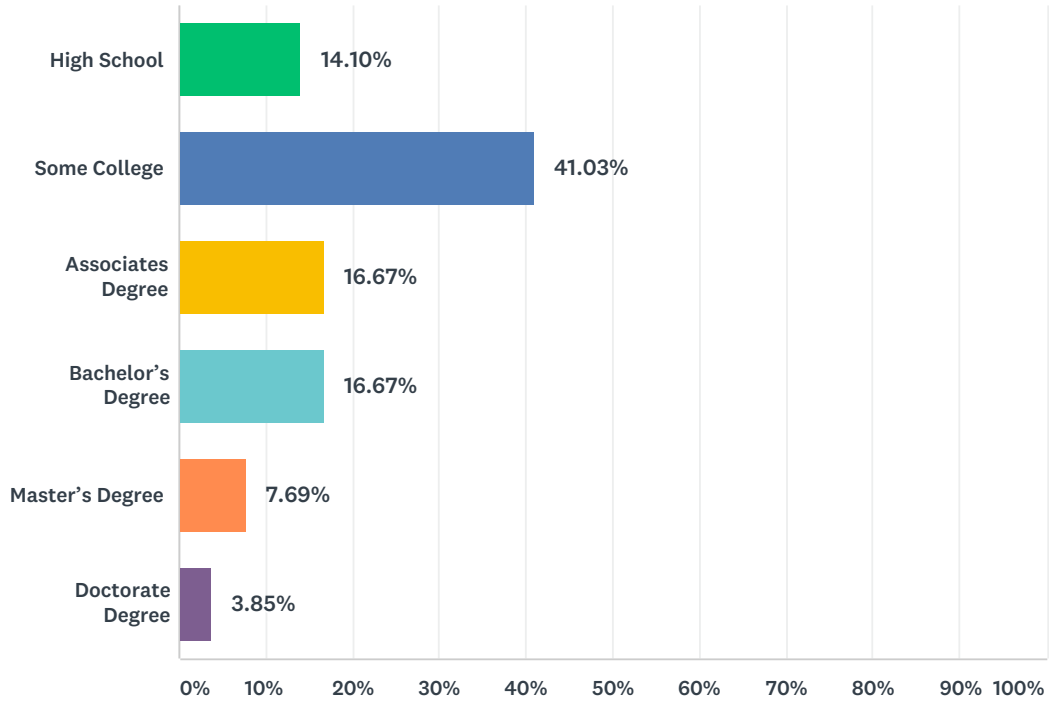
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
EMS program	0.00%	0
Nursing program	0.00%	0
Emergency Management	1.28%	1
Other healthcare program	0.00%	0
Other non-health care program	1.28%	1
N/A	97.44%	76
TOTAL		78

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

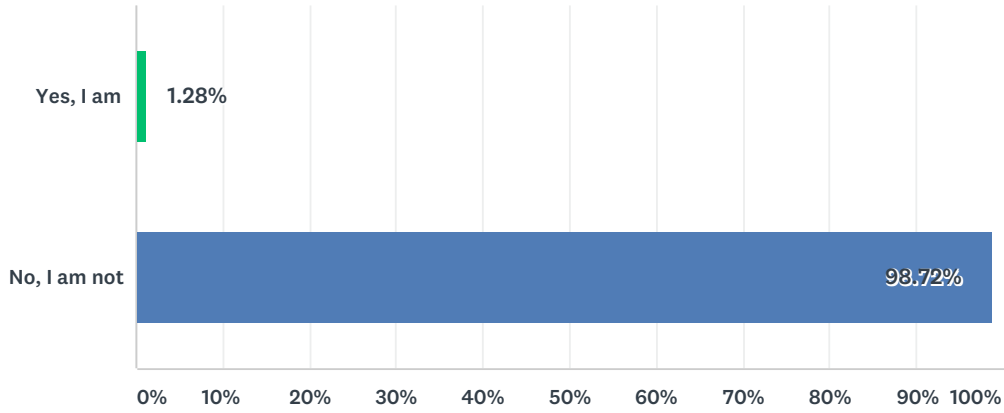
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
High School	14.10%	11
Some College	41.03%	32
Associates Degree	16.67%	13
Bachelor's Degree	16.67%	13
Master's Degree	7.69%	6
Doctorate Degree	3.85%	3
TOTAL		78

Q10 Are you currently serving in the United States military?

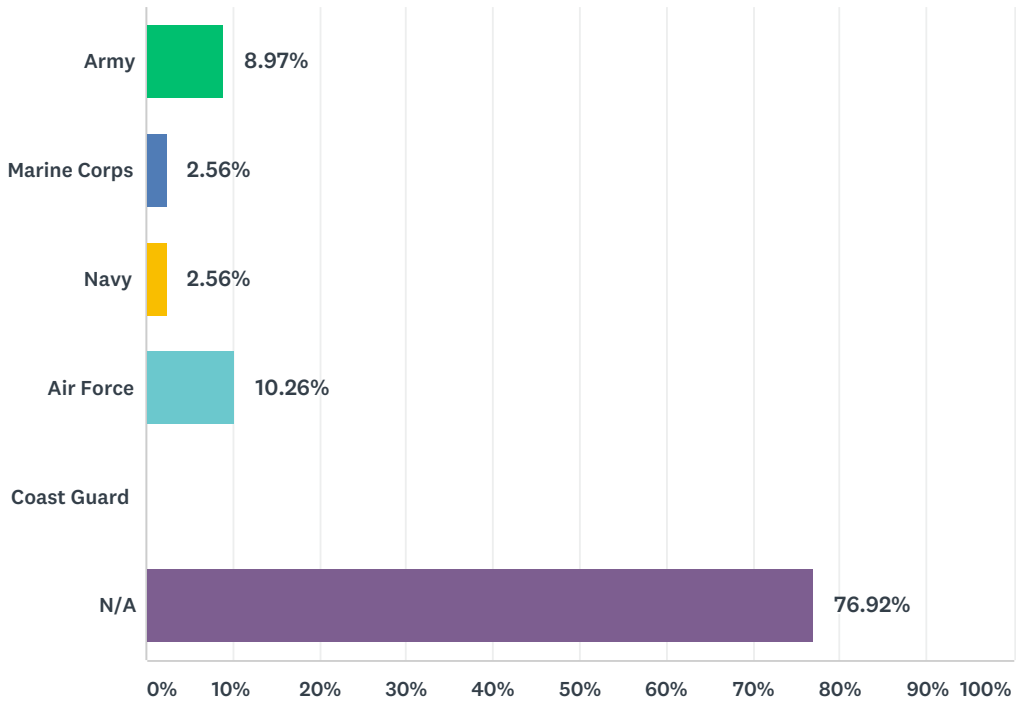
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, I am	1.28%	1
No, I am not	98.72%	77
TOTAL		78

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

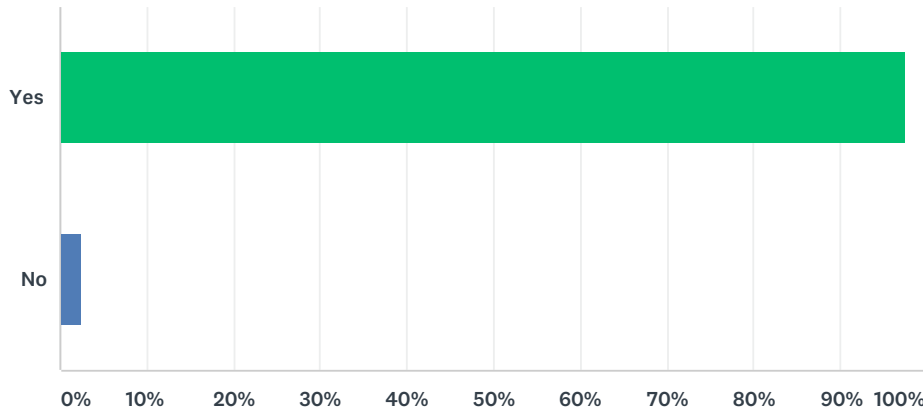
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Army	8.97%	7
Marine Corps	2.56%	2
Navy	2.56%	2
Air Force	10.26%	8
Coast Guard	0.00%	0
N/A	76.92%	60
Total Respondents: 78		

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

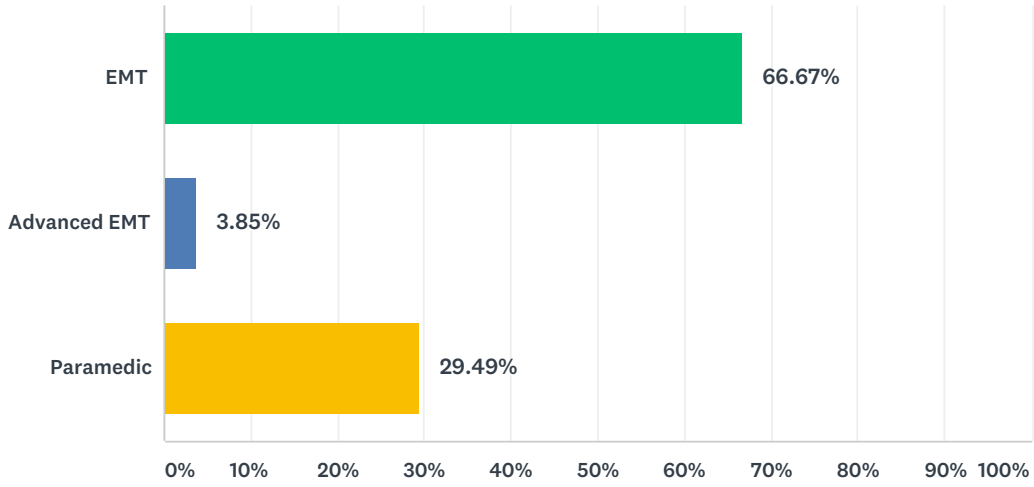
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	97.44%	76
No	2.56%	2
TOTAL		78

Q13 What level of EMS license do you hold?

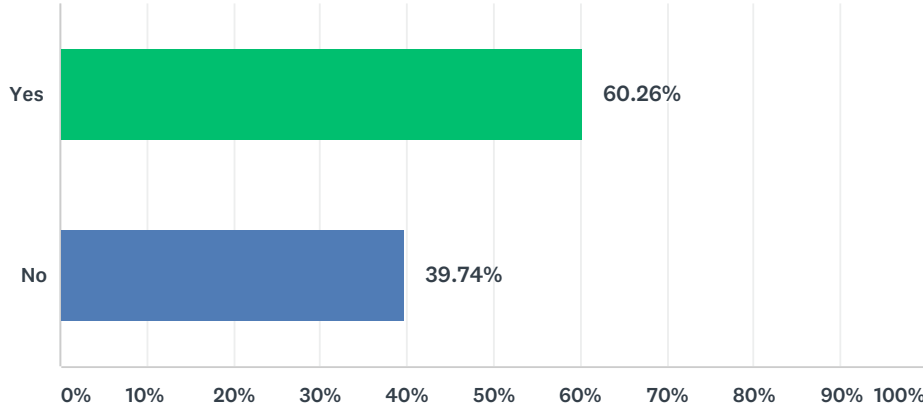
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
EMT	66.67%	52
Advanced EMT	3.85%	3
Paramedic	29.49%	23
TOTAL		78

Q14 Are you currently NREMT certified?

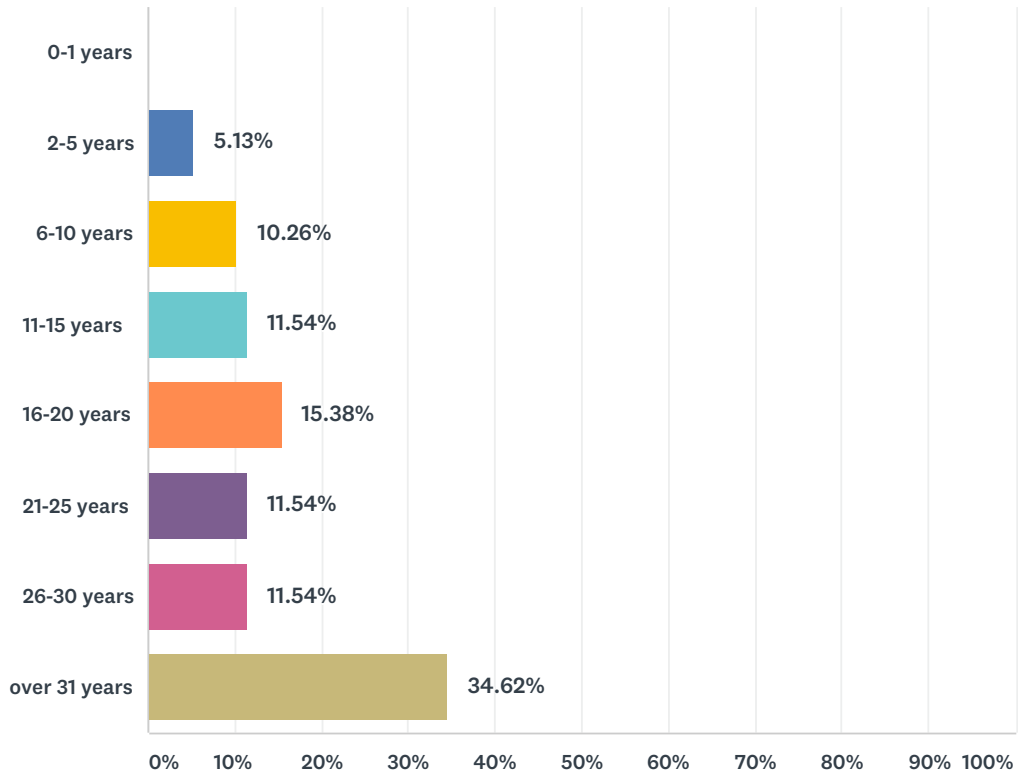
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	60.26%	47
No	39.74%	31
TOTAL		78

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

Answered: 78 Skipped: 0

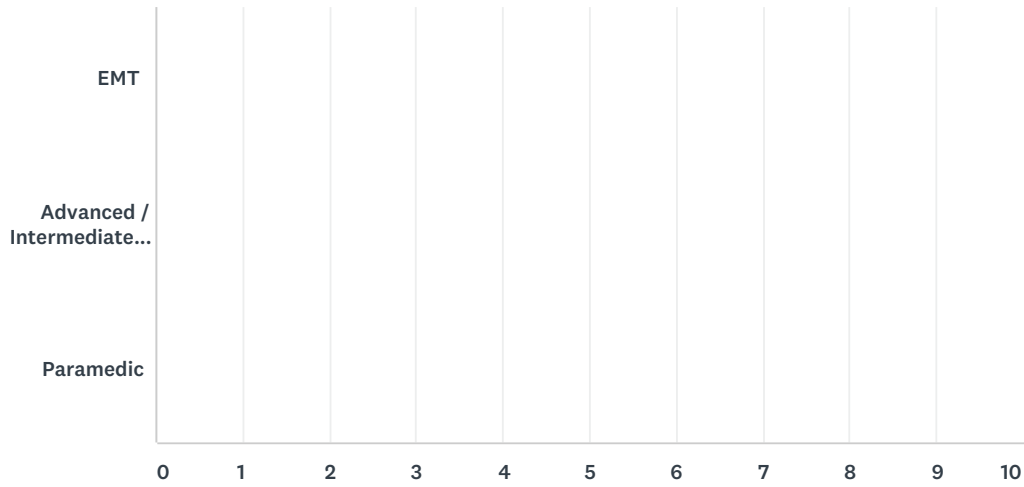


ANSWER CHOICES	RESPONSES	
0-1 years	0.00%	0
2-5 years	5.13%	4
6-10 years	10.26%	8
11-15 years	11.54%	9
16-20 years	15.38%	12
21-25 years	11.54%	9
26-30 years	11.54%	9
over 31 years	34.62%	27
TOTAL		78

EMS Needs Assessment

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

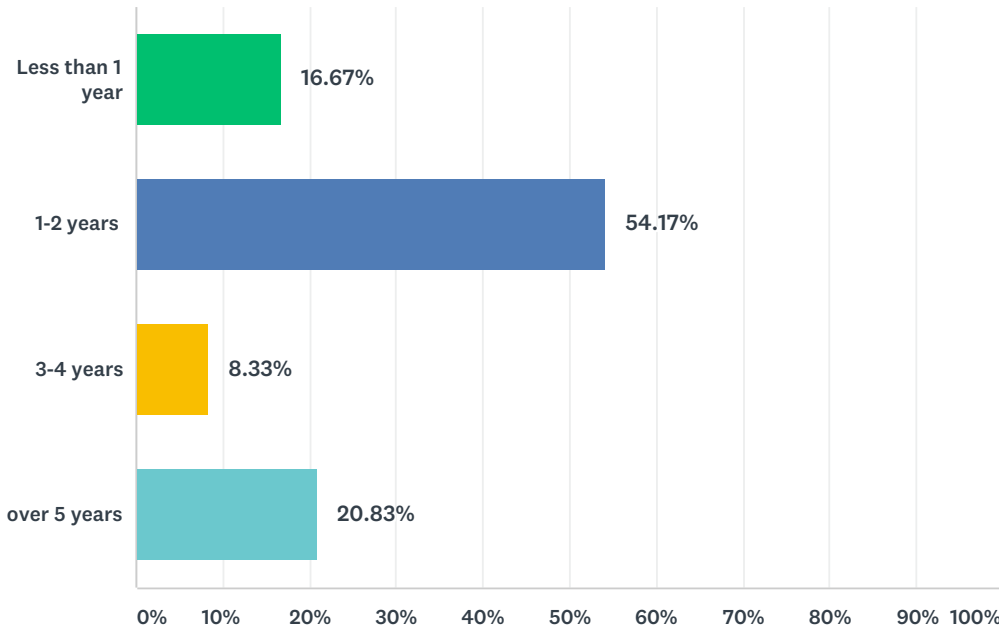
Answered: 78 Skipped: 0



	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	7.89% 6	21.05% 16	18.42% 14	11.84% 9	11.84% 9	3.95% 3	6.58% 5	18.42% 14	76	0.00
Advanced / Intermediate EMT	14.29% 1	28.57% 2	28.57% 2	28.57% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7	0.00
Paramedic	0.00% 0	0.00% 0	0.00% 0	4.35% 1	21.74% 5	17.39% 4	26.09% 6	30.43% 7	23	0.00

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

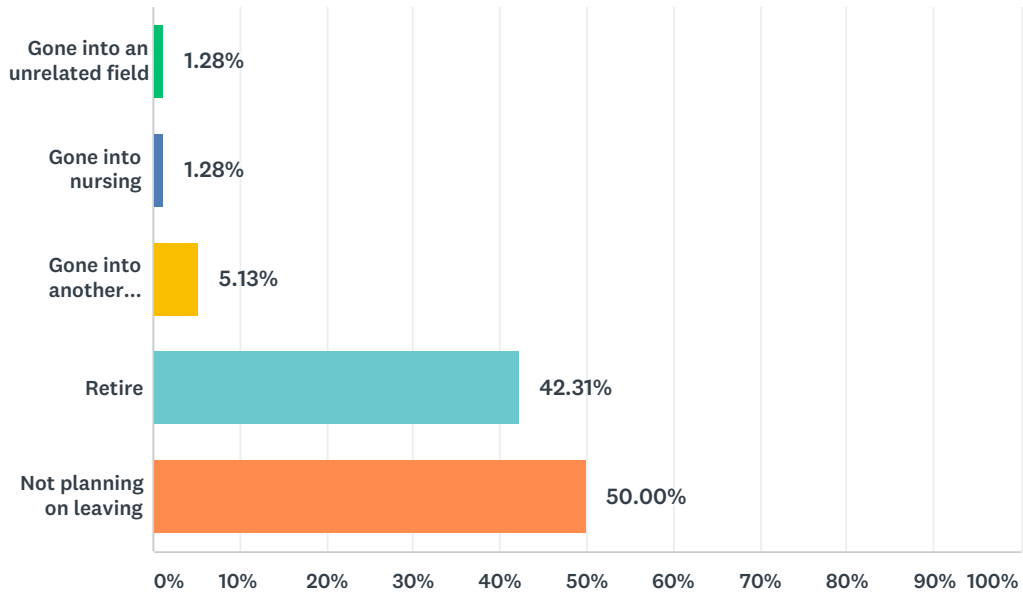
Answered: 24 Skipped: 54



ANSWER CHOICES	RESPONSES	
Less than 1 year	16.67%	4
1-2 years	54.17%	13
3-4 years	8.33%	2
over 5 years	20.83%	5
TOTAL		24

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

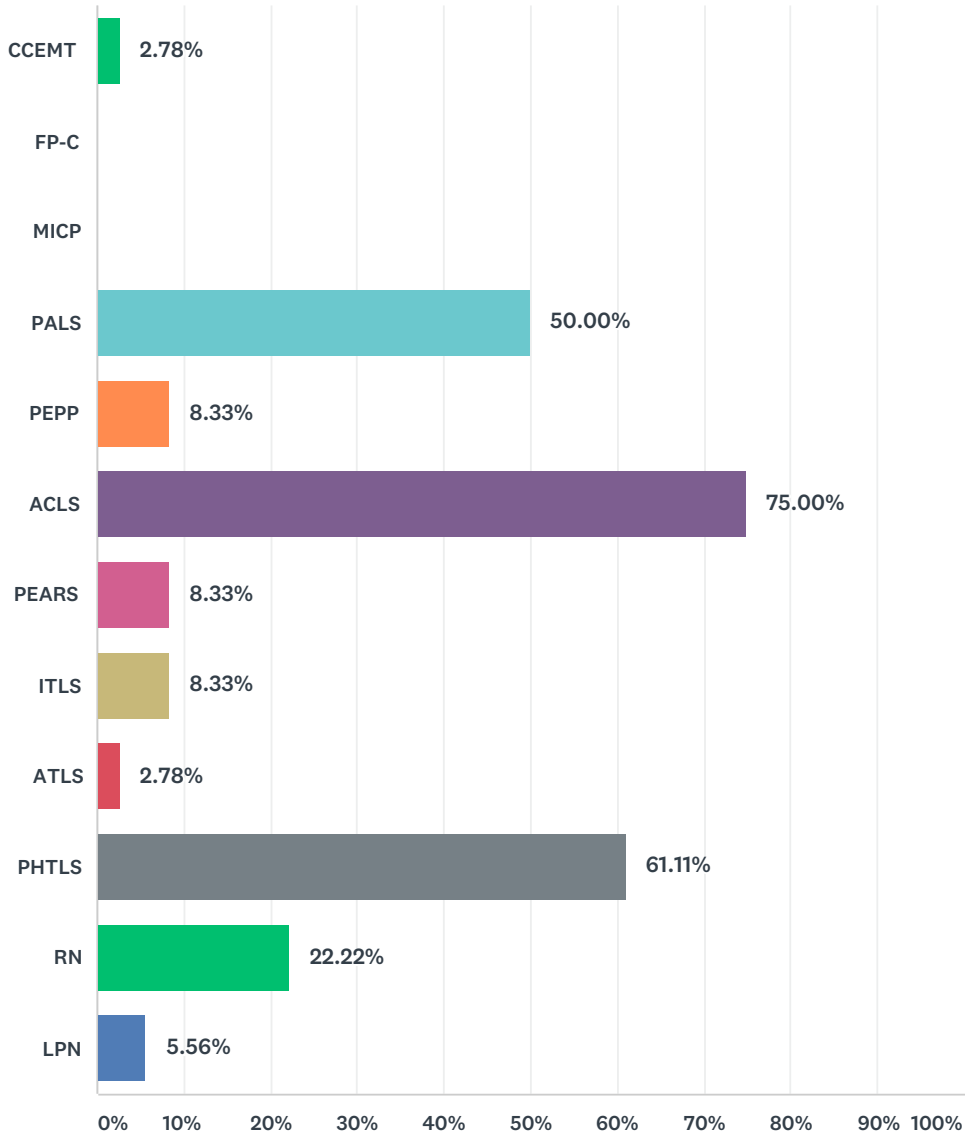
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Gone into an unrelated field	1.28%	1
Gone into nursing	1.28%	1
Gone into another healthcare related field	5.13%	4
Retire	42.31%	33
Not planning on leaving	50.00%	39
TOTAL		78

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

Answered: 36 Skipped: 42



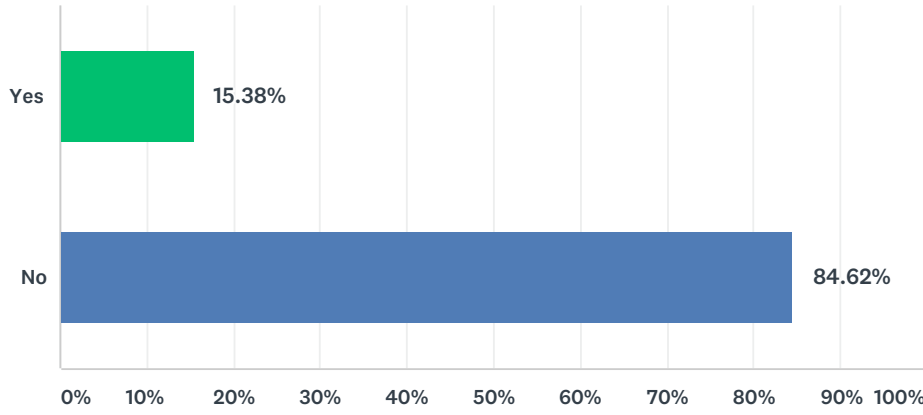
ANSWER CHOICES	RESPONSES	
CCEMT	2.78%	1
FP-C	0.00%	0
MICP	0.00%	0
PALS	50.00%	18
PEPP	8.33%	3
ACLS	75.00%	27
PEARS	8.33%	3
ITLS	8.33%	3

EMS Needs Assessment

ATLS	2.78%	1
PHTLS	61.11%	22
RN	22.22%	8
LPN	5.56%	2
Total Respondents: 36		

Q20 Are you currently a licensed EMS Instructor?

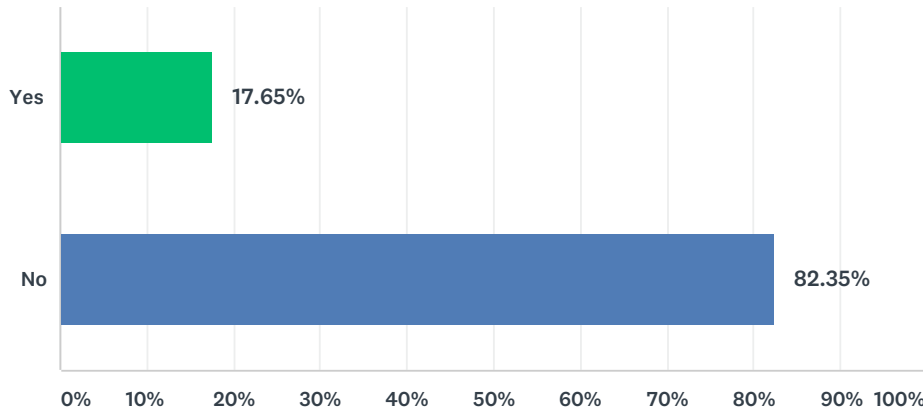
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	15.38%	12
No	84.62%	66
TOTAL		78

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

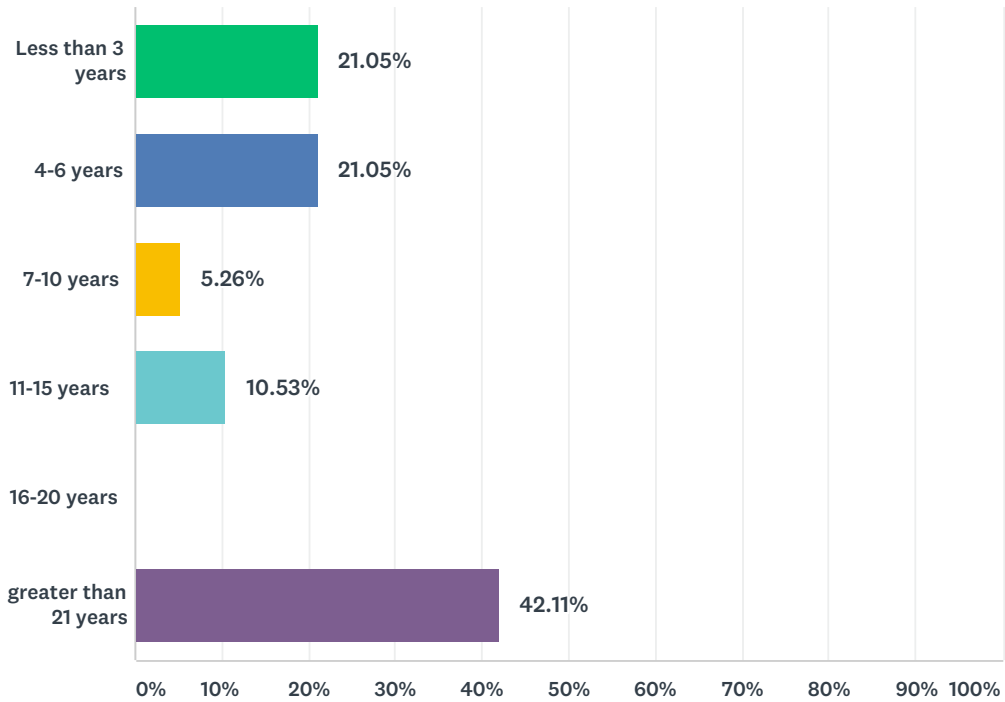
Answered: 68 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	17.65%	12
No	82.35%	56
TOTAL		68

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

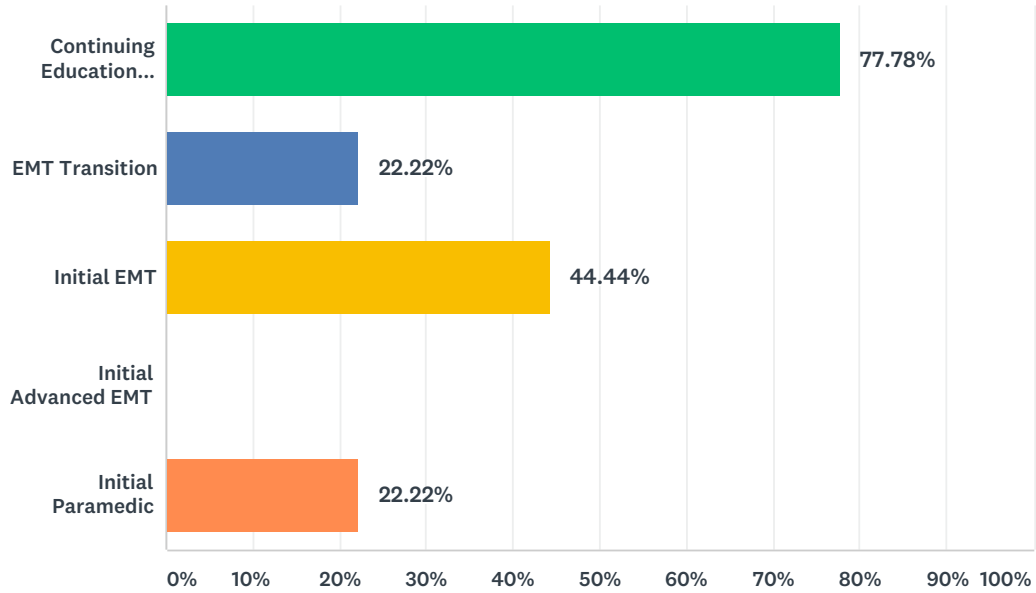
Answered: 19 Skipped: 59



ANSWER CHOICES	RESPONSES	
Less than 3 years	21.05%	4
4-6 years	21.05%	4
7-10 years	5.26%	1
11-15 years	10.53%	2
16-20 years	0.00%	0
greater than 21 years	42.11%	8
TOTAL		19

Q23 Which of the following classes do you routinely teach?

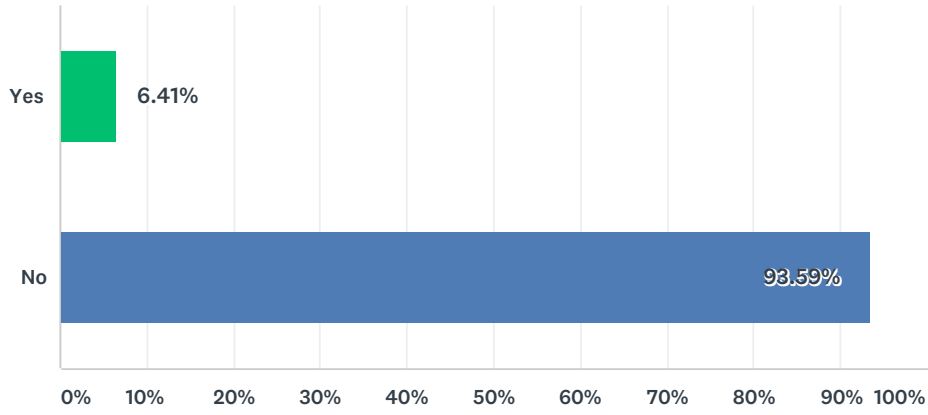
Answered: 18 Skipped: 60



ANSWER CHOICES	RESPONSES	
Continuing Education (General)	77.78%	14
EMT Transition	22.22%	4
Initial EMT	44.44%	8
Initial Advanced EMT	0.00%	0
Initial Paramedic	22.22%	4
Total Respondents: 18		

Q24 Are you a full-time educator?

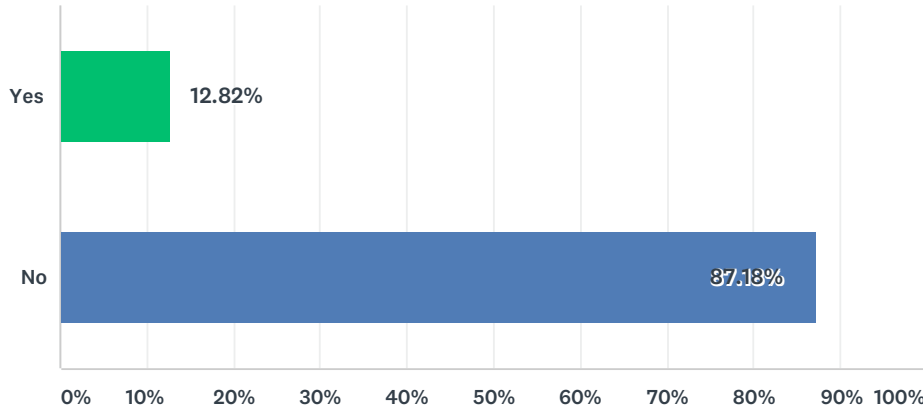
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	6.41%	5
No	93.59%	73
TOTAL		78

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

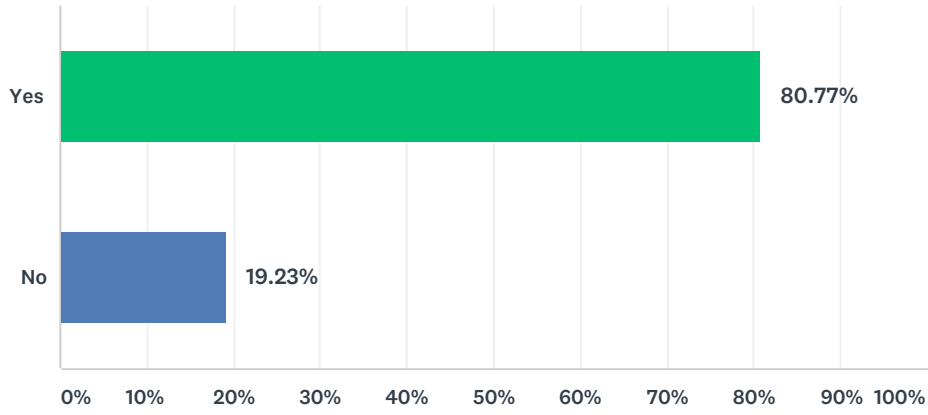
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	12.82%	10
No	87.18%	68
TOTAL		78

Q26 Do you currently provide patient care?

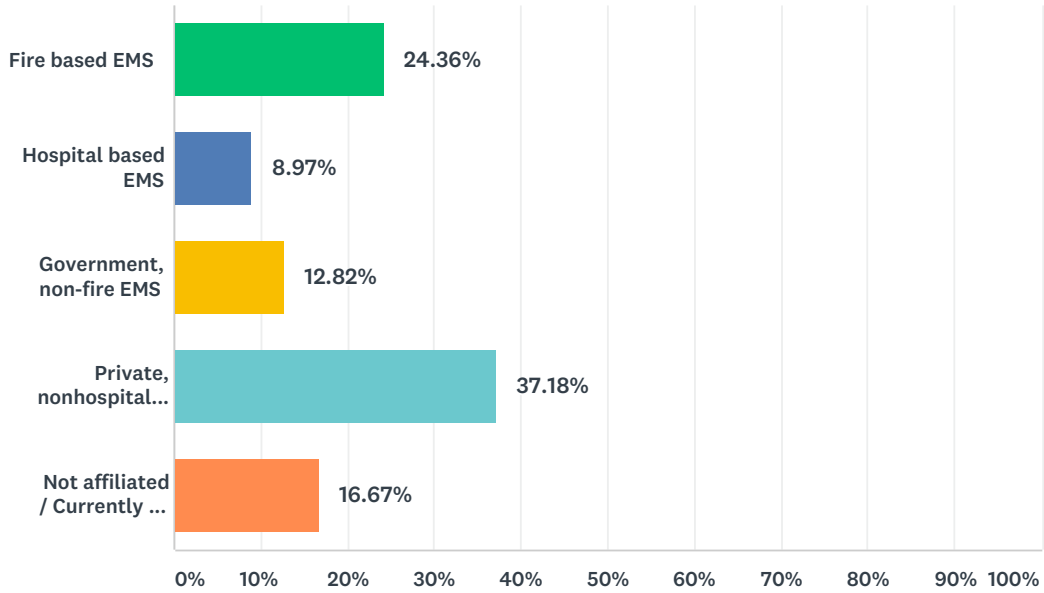
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.77%	63
No	19.23%	15
TOTAL		78

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

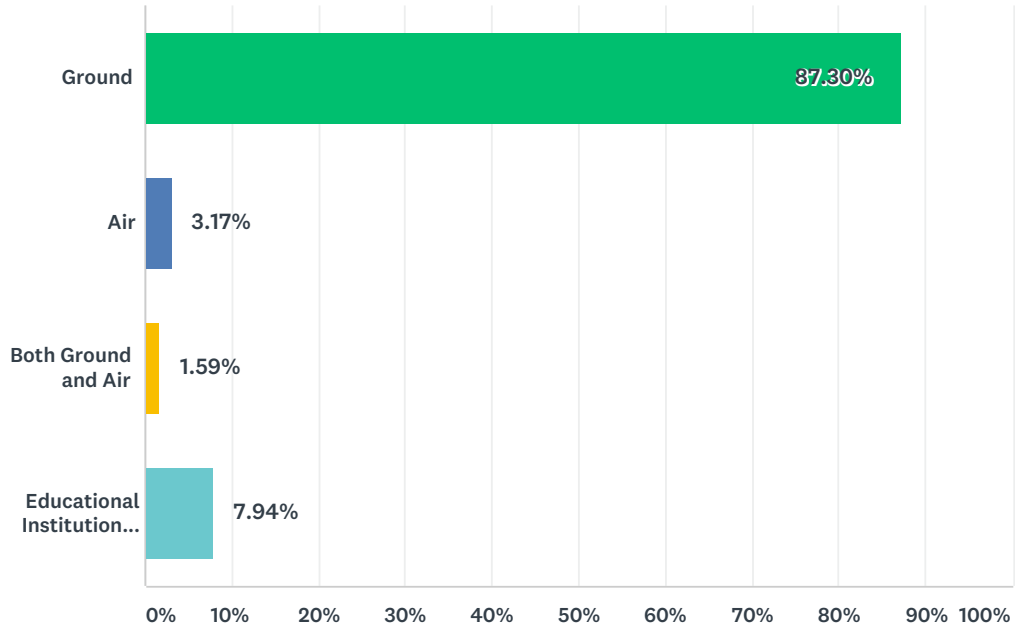
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Fire based EMS	24.36%	19
Hospital based EMS	8.97%	7
Government, non-fire EMS	12.82%	10
Private, nonhospital based	37.18%	29
Not affiliated / Currently not working	16.67%	13
TOTAL		78

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

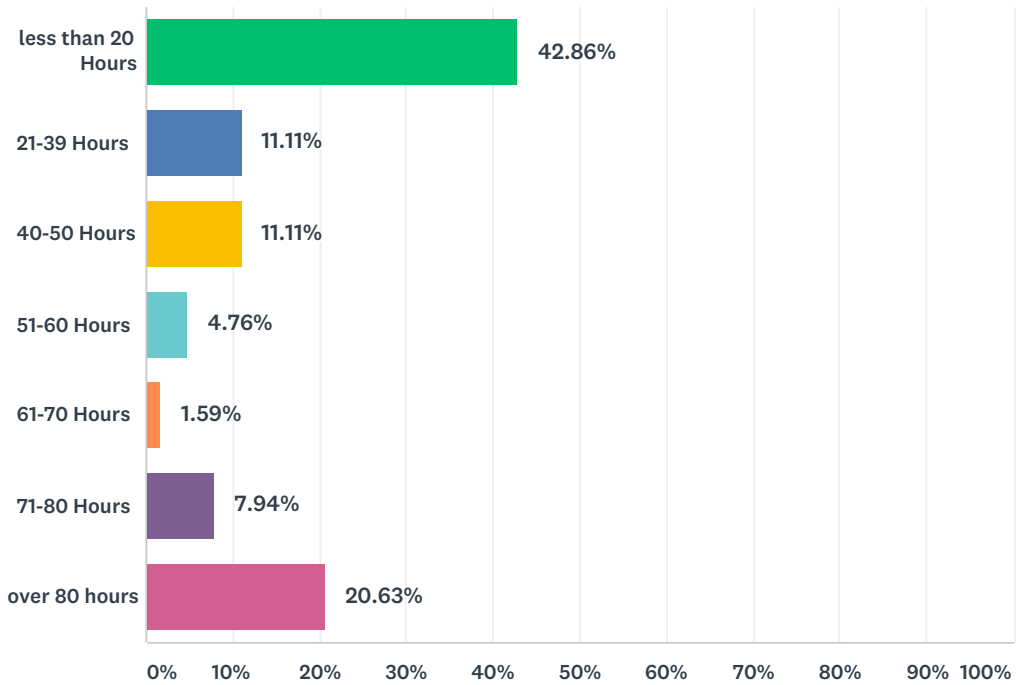
Answered: 63 Skipped: 15



ANSWER CHOICES	RESPONSES	
Ground	87.30%	55
Air	3.17%	2
Both Ground and Air	1.59%	1
Educational Institution Only	7.94%	5
TOTAL		63

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

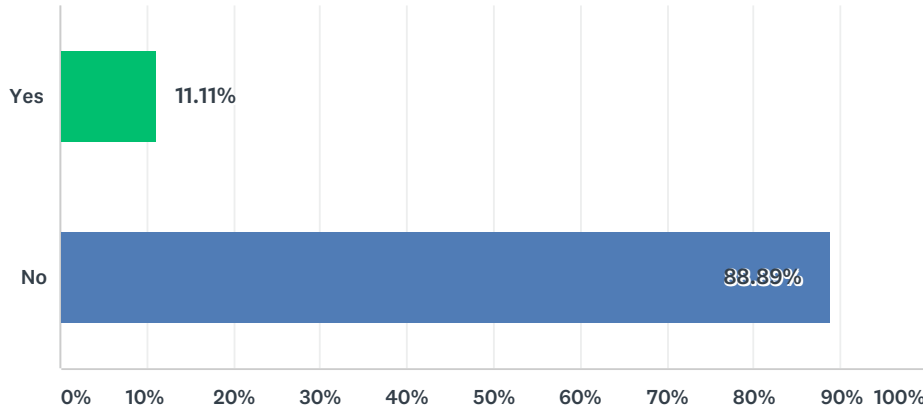
Answered: 63 Skipped: 15



ANSWER CHOICES	RESPONSES	
less than 20 Hours	42.86%	27
21-39 Hours	11.11%	7
40-50 Hours	11.11%	7
51-60 Hours	4.76%	3
61-70 Hours	1.59%	1
71-80 Hours	7.94%	5
over 80 hours	20.63%	13
TOTAL		63

Q30 Do you work for more than one service?

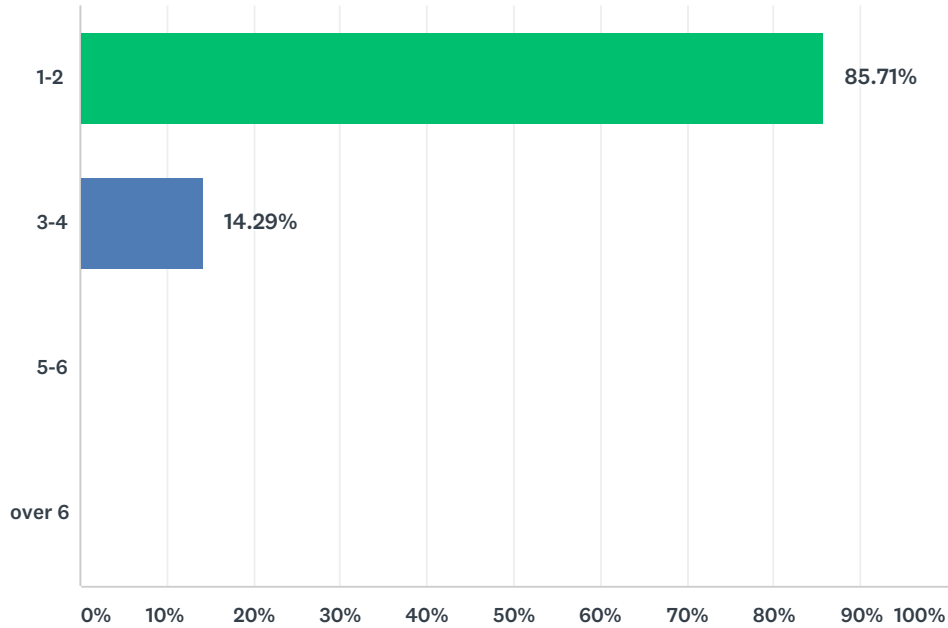
Answered: 63 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	11.11%	7
No	88.89%	56
TOTAL		63

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

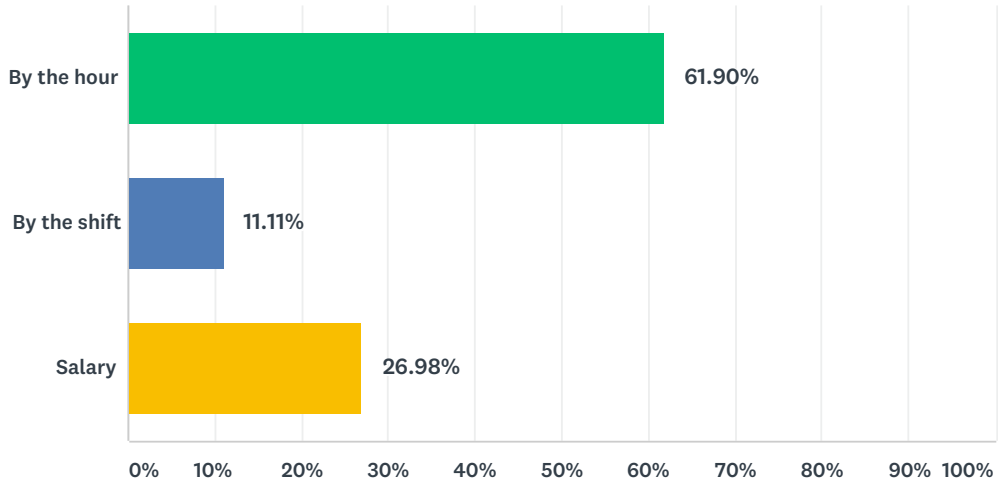
Answered: 7 Skipped: 71



ANSWER CHOICES	RESPONSES	
1-2	85.71%	6
3-4	14.29%	1
5-6	0.00%	0
over 6	0.00%	0
TOTAL		7

Q32 How are you paid?

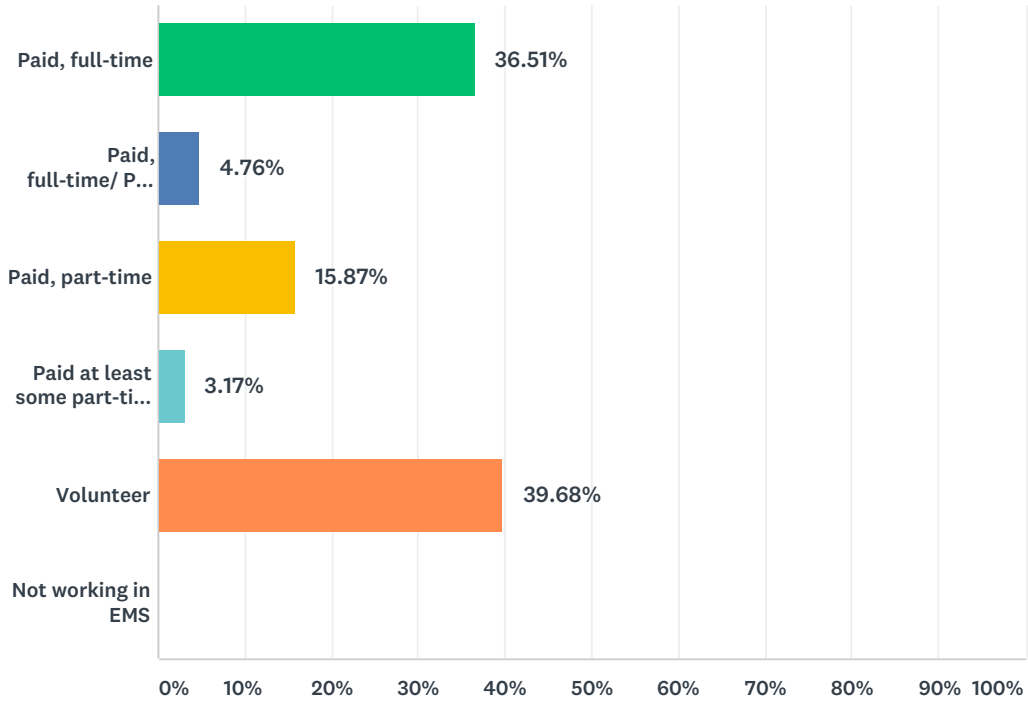
Answered: 63 Skipped: 15



ANSWER CHOICES	RESPONSES	
By the hour	61.90%	39
By the shift	11.11%	7
Salary	26.98%	17
TOTAL		63

Q33 Which best describes your current employment status?

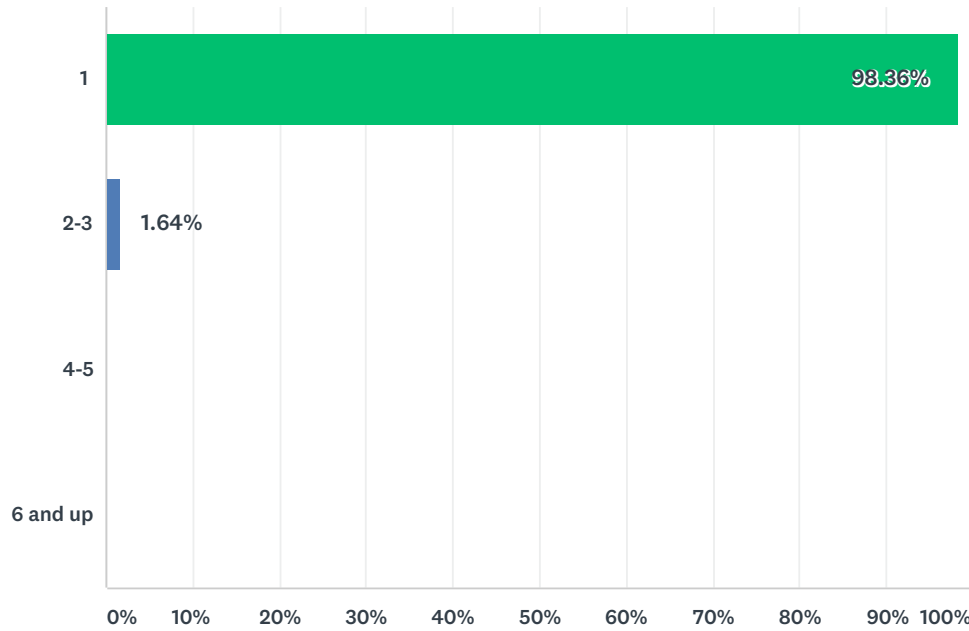
Answered: 63 Skipped: 15



ANSWER CHOICES	RESPONSES	
Paid, full-time	36.51%	23
Paid, full-time/ Paid part-time	4.76%	3
Paid, part-time	15.87%	10
Paid at least some part-time and volunteer	3.17%	2
Volunteer	39.68%	25
Not working in EMS	0.00%	0
TOTAL		63

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

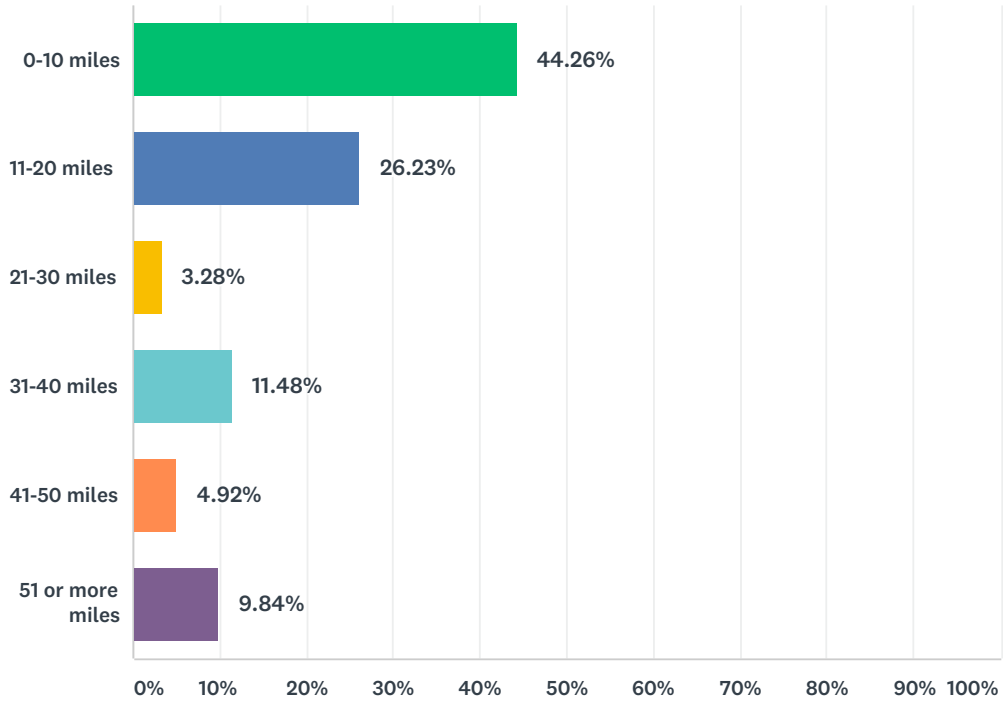
Answered: 61 Skipped: 17



ANSWER CHOICES	RESPONSES	
1	98.36%	60
2-3	1.64%	1
4-5	0.00%	0
6 and up	0.00%	0
TOTAL		61

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

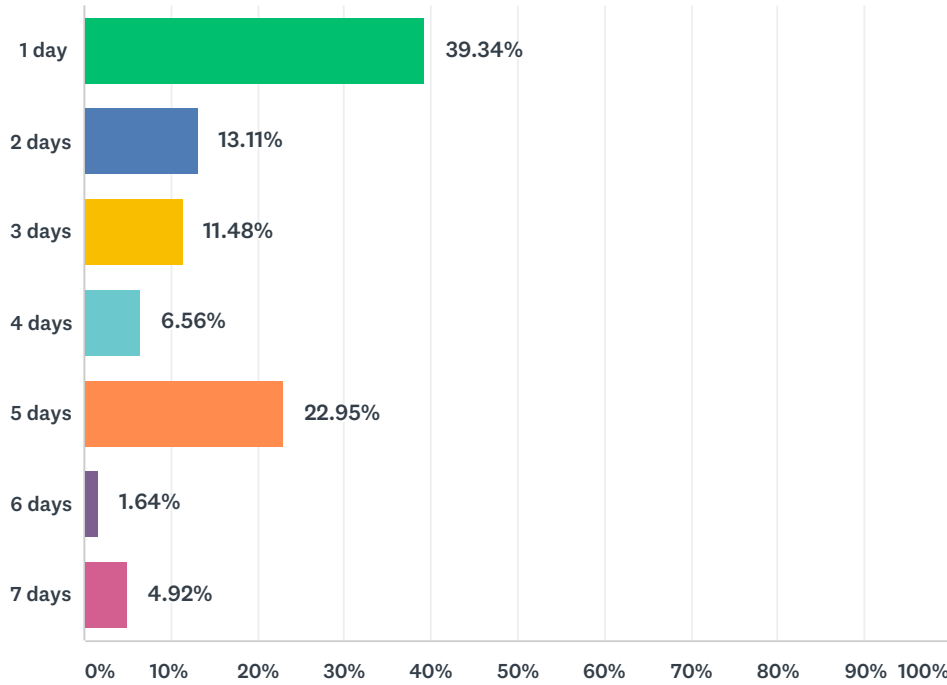
Answered: 61 Skipped: 17



ANSWER CHOICES	RESPONSES	
0-10 miles	44.26%	27
11-20 miles	26.23%	16
21-30 miles	3.28%	2
31-40 miles	11.48%	7
41-50 miles	4.92%	3
51 or more miles	9.84%	6
TOTAL		61

Q36 How many days a week do you typically work?

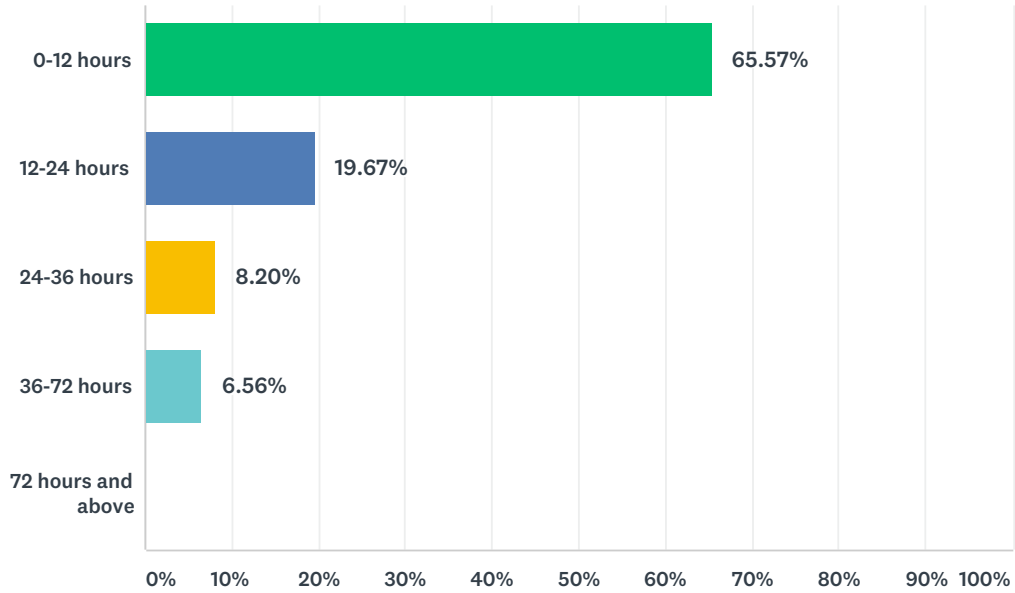
Answered: 61 Skipped: 17



ANSWER CHOICES	RESPONSES	
1 day	39.34%	24
2 days	13.11%	8
3 days	11.48%	7
4 days	6.56%	4
5 days	22.95%	14
6 days	1.64%	1
7 days	4.92%	3
TOTAL		61

Q37 What is the average length of your typical shift?

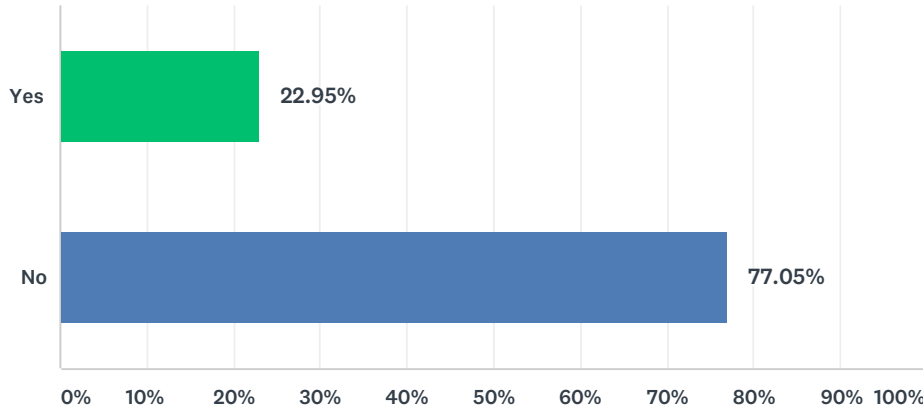
Answered: 61 Skipped: 17



ANSWER CHOICES	RESPONSES	
0-12 hours	65.57%	40
12-24 hours	19.67%	12
24-36 hours	8.20%	5
36-72 hours	6.56%	4
72 hours and above	0.00%	0
TOTAL		61

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

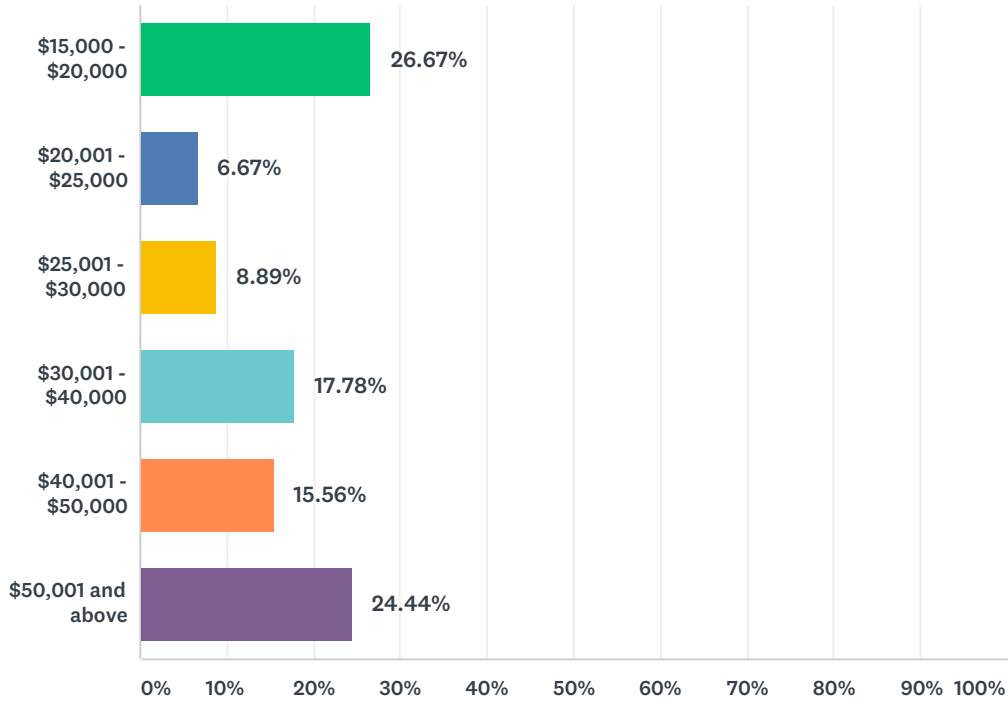
Answered: 61 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	22.95%	14
No	77.05%	47
TOTAL		61

Q39 What is your salary range before overtime?

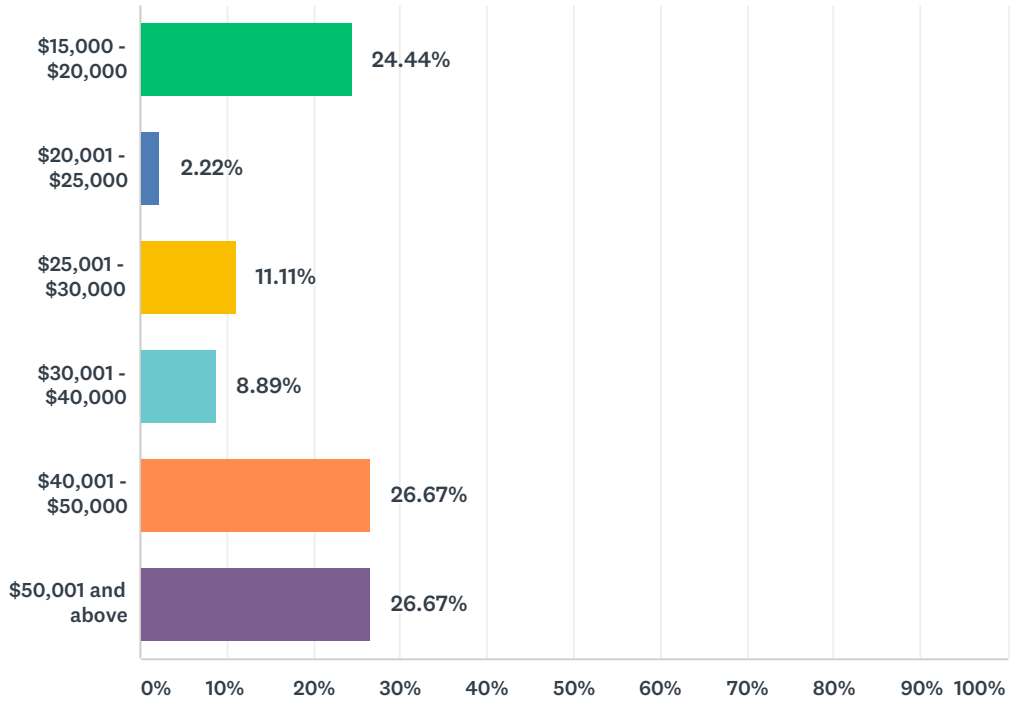
Answered: 45 Skipped: 33



ANSWER CHOICES	RESPONSES	
\$15,000 - \$20,000	26.67%	12
\$20,001 - \$25,000	6.67%	3
\$25,001 - \$30,000	8.89%	4
\$30,001 - \$40,000	17.78%	8
\$40,001 - \$50,000	15.56%	7
\$50,001 and above	24.44%	11
TOTAL		45

Q40 What is your salary range including overtime?

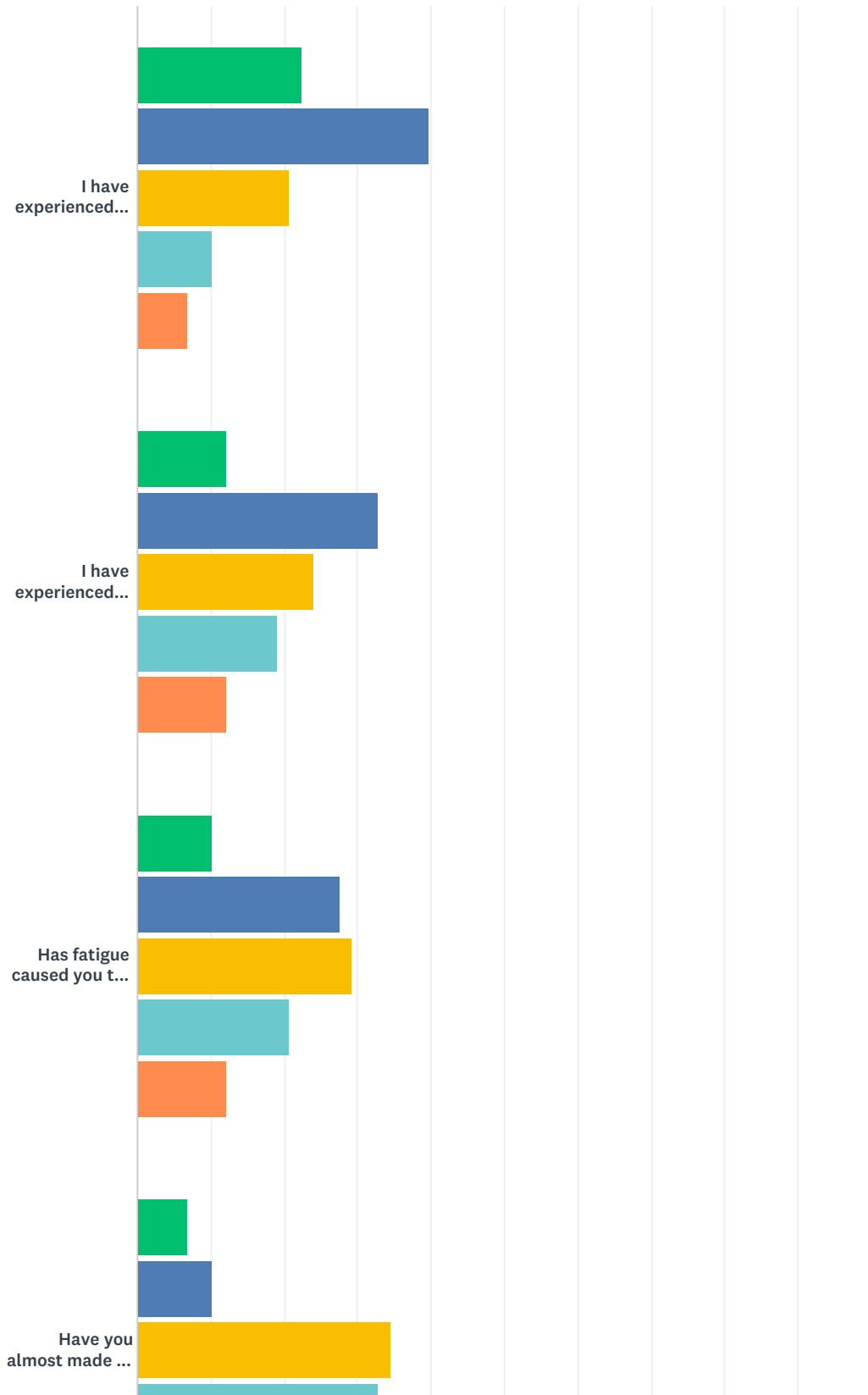
Answered: 45 Skipped: 33



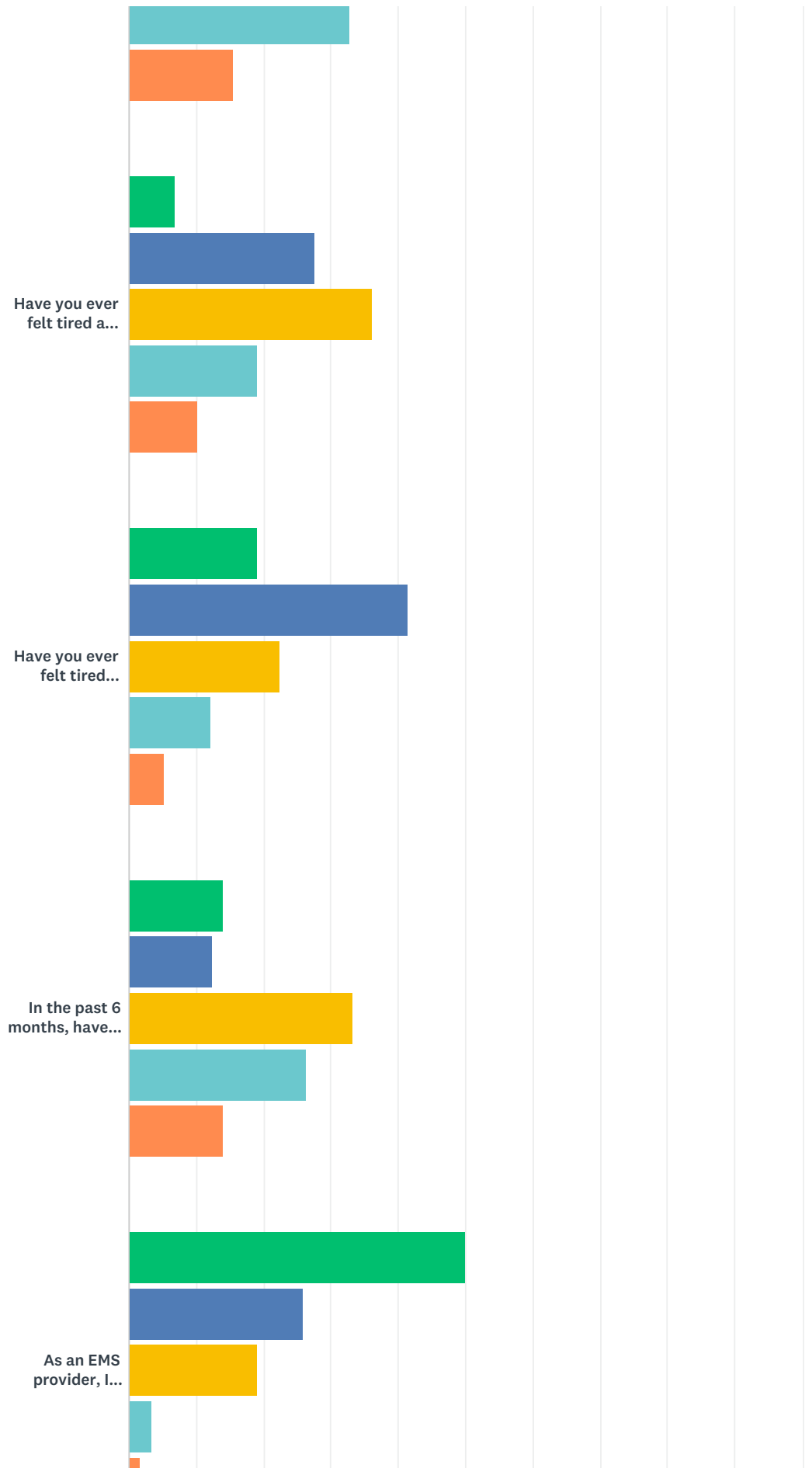
ANSWER CHOICES	RESPONSES	
\$15,000 - \$20,000	24.44%	11
\$20,001 - \$25,000	2.22%	1
\$25,001 - \$30,000	11.11%	5
\$30,001 - \$40,000	8.89%	4
\$40,001 - \$50,000	26.67%	12
\$50,001 and above	26.67%	12
TOTAL		45

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

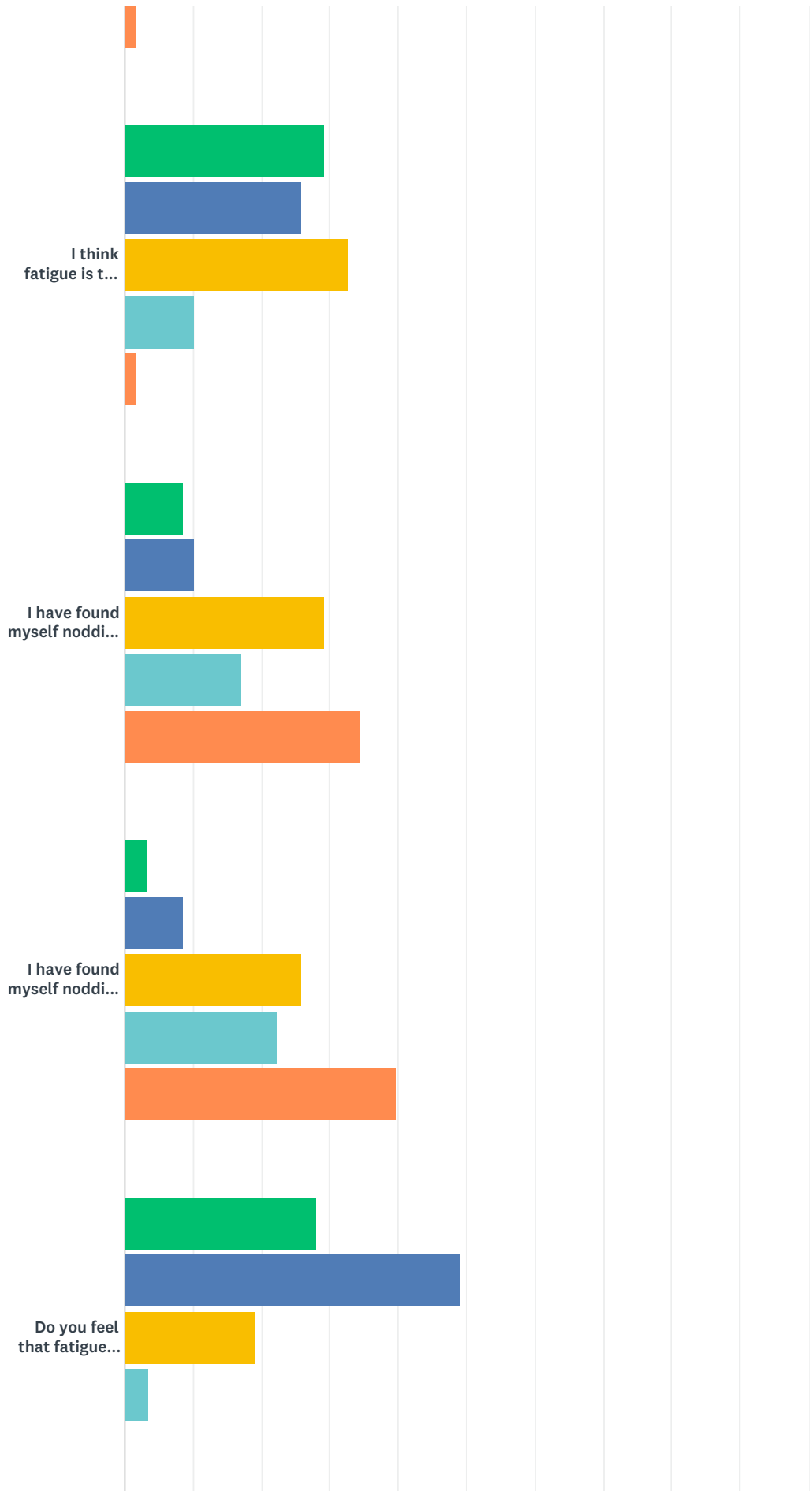
Answered: 58 Skipped: 20



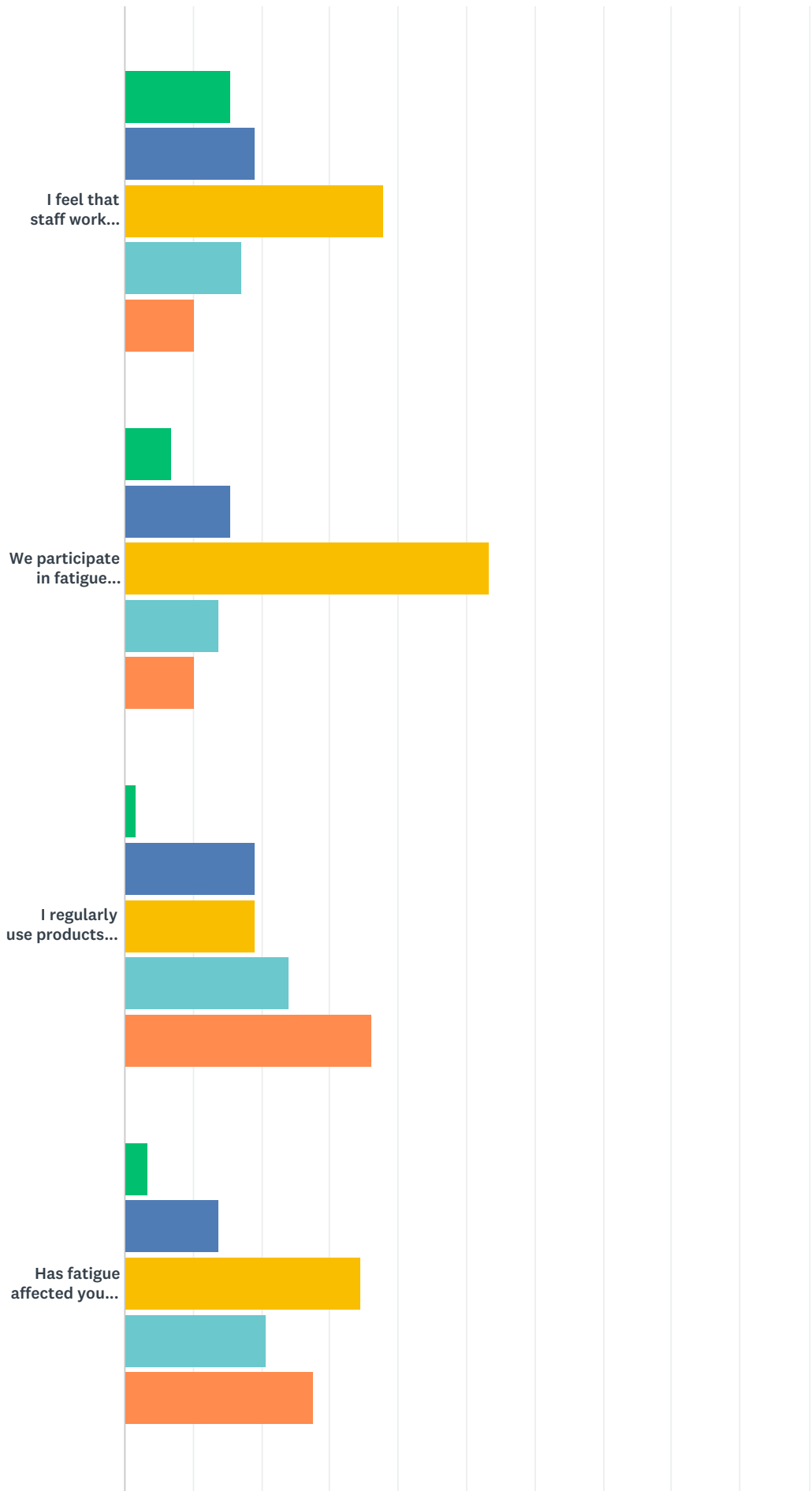
EMS Needs Assessment



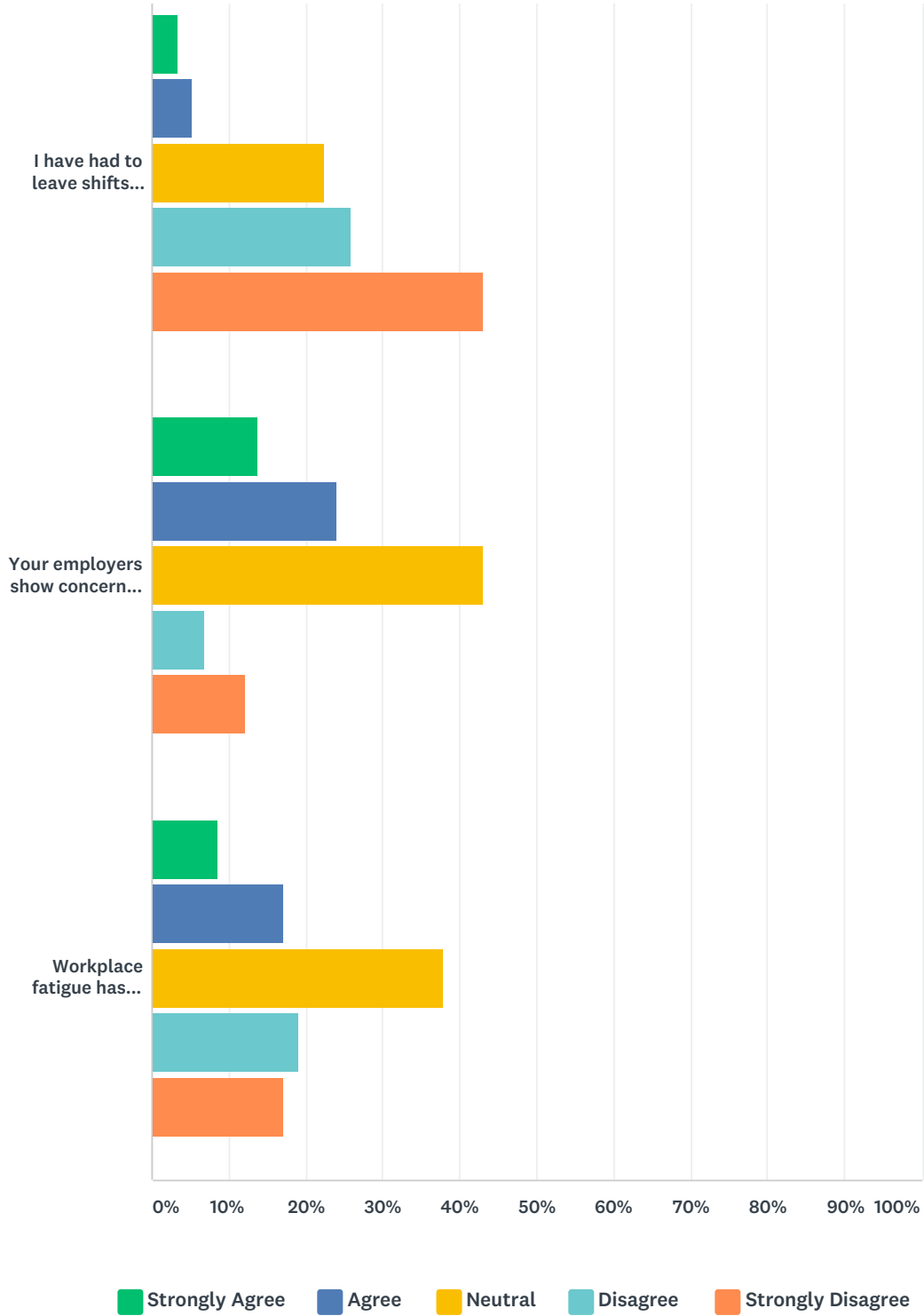
EMS Needs Assessment



EMS Needs Assessment



EMS Needs Assessment



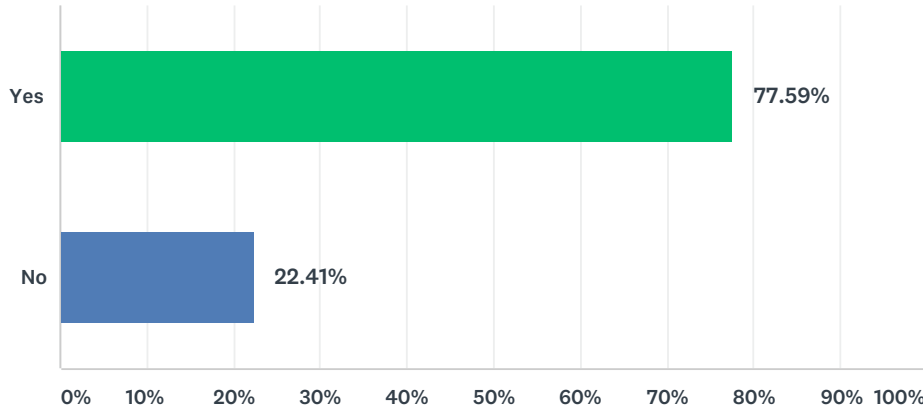
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I have experienced workplace fatigue.	22.41% 13	39.66% 23	20.69% 12	10.34% 6	6.90% 4	58
I have experienced fatigue while on duty that has impacted my performance.	12.07% 7	32.76% 19	24.14% 14	18.97% 11	12.07% 7	58
Has fatigue caused you to feel concern over your ability to perform during work hours?	10.34% 6	27.59% 16	29.31% 17	20.69% 12	12.07% 7	58
Have you almost made an error at work because of fatigue?	6.90% 4	10.34% 6	34.48% 20	32.76% 19	15.52% 9	58

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Have you ever felt tired at the start of your shift?	6.90% 4	27.59% 16	36.21% 21	18.97% 11	10.34% 6	58
Have you ever felt tired while driving home after your shift?	18.97% 11	41.38% 24	22.41% 13	12.07% 7	5.17% 3	58
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?	14.04% 8	12.28% 7	33.33% 19	26.32% 15	14.04% 8	57
As an EMS provider, I am responsible for being rested and fit for duty.	50.00% 29	25.86% 15	18.97% 11	3.45% 2	1.72% 1	58
I think fatigue is the number one safety hazard in my profession.	29.31% 17	25.86% 15	32.76% 19	10.34% 6	1.72% 1	58
I have found myself nodding off while driving an ambulance.	8.62% 5	10.34% 6	29.31% 17	17.24% 10	34.48% 20	58
I have found myself nodding off while providing patient care.	3.45% 2	8.62% 5	25.86% 15	22.41% 13	39.66% 23	58
Do you feel that fatigue impacts safety?	28.07% 16	49.12% 28	19.30% 11	3.51% 2	0.00% 0	57
I feel that staff work longer hours than is best for patient care.	15.52% 9	18.97% 11	37.93% 22	17.24% 10	10.34% 6	58
We participate in fatigue education and recognition at our service.	6.90% 4	15.52% 9	53.45% 31	13.79% 8	10.34% 6	58
I regularly use products that help me stay awake while on duty (caffeine, energy drink, other stimulants).	1.72% 1	18.97% 11	18.97% 11	24.14% 14	36.21% 21	58
Has fatigue affected your judgement while at work?	3.45% 2	13.79% 8	34.48% 20	20.69% 12	27.59% 16	58
I have had to leave shifts early because of workplace fatigue?	3.45% 2	5.17% 3	22.41% 13	25.86% 15	43.10% 25	58
Your employers show concern for your health and safety, especially regarding fatigue.	13.79% 8	24.14% 14	43.10% 25	6.90% 4	12.07% 7	58
Workplace fatigue has impacted your family and/or personal life.	8.62% 5	17.24% 10	37.93% 22	18.97% 11	17.24% 10	58

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

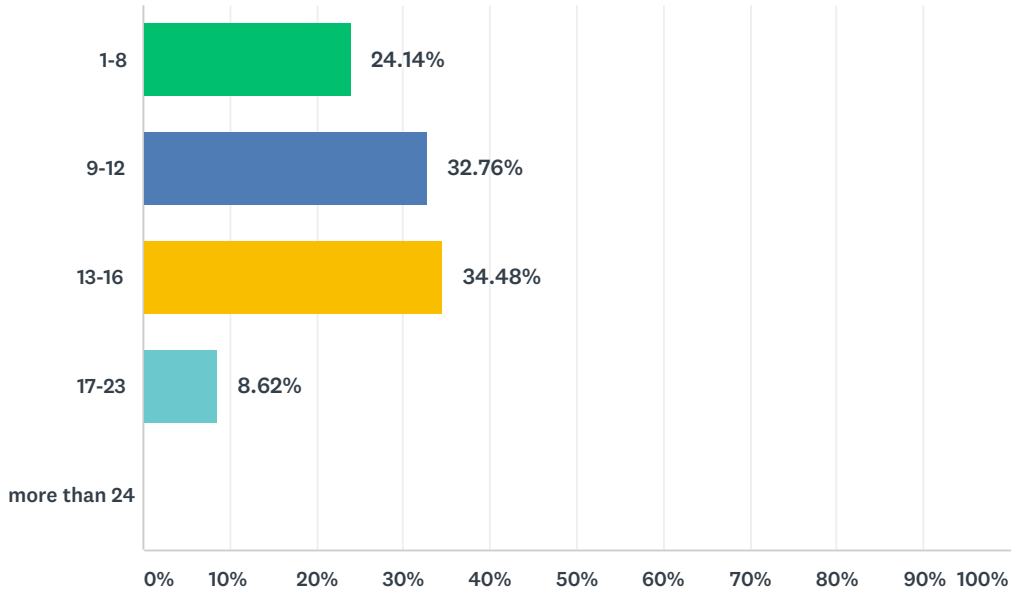
Answered: 58 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	77.59%	45
No	22.41%	13
TOTAL		58

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

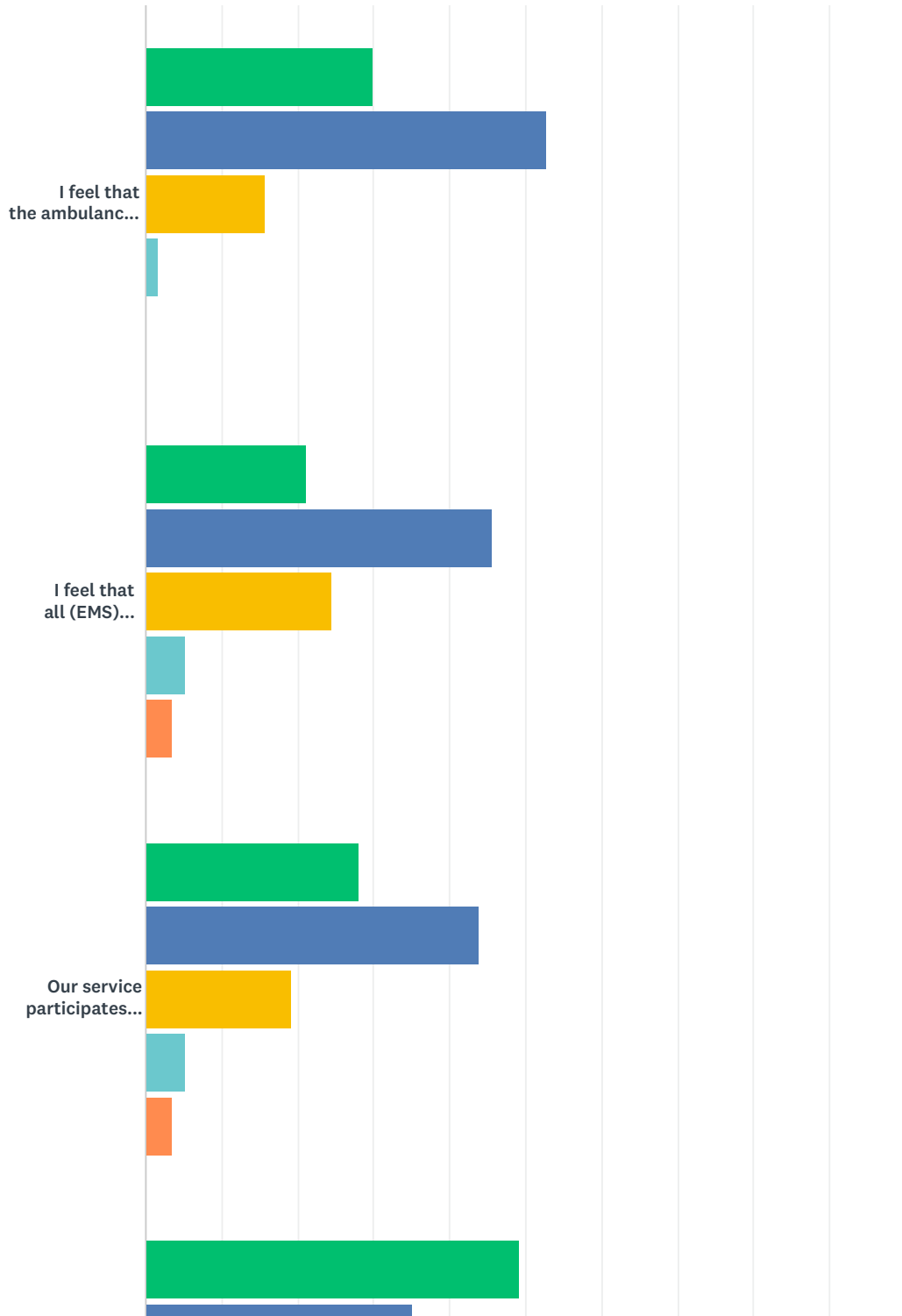
Answered: 58 Skipped: 20



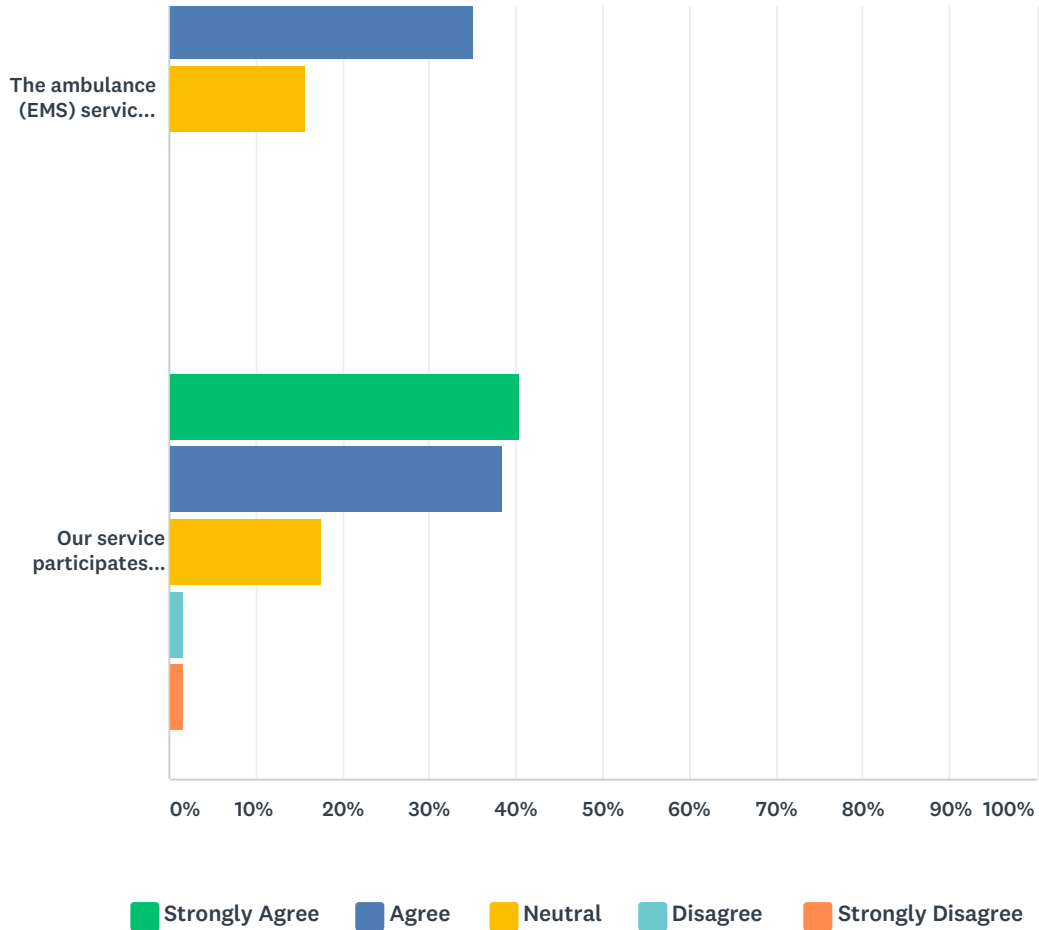
ANSWER CHOICES	RESPONSES	
1-8	24.14%	14
9-12	32.76%	19
13-16	34.48%	20
17-23	8.62%	5
more than 24	0.00%	0
TOTAL		58

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: 57 Skipped: 21



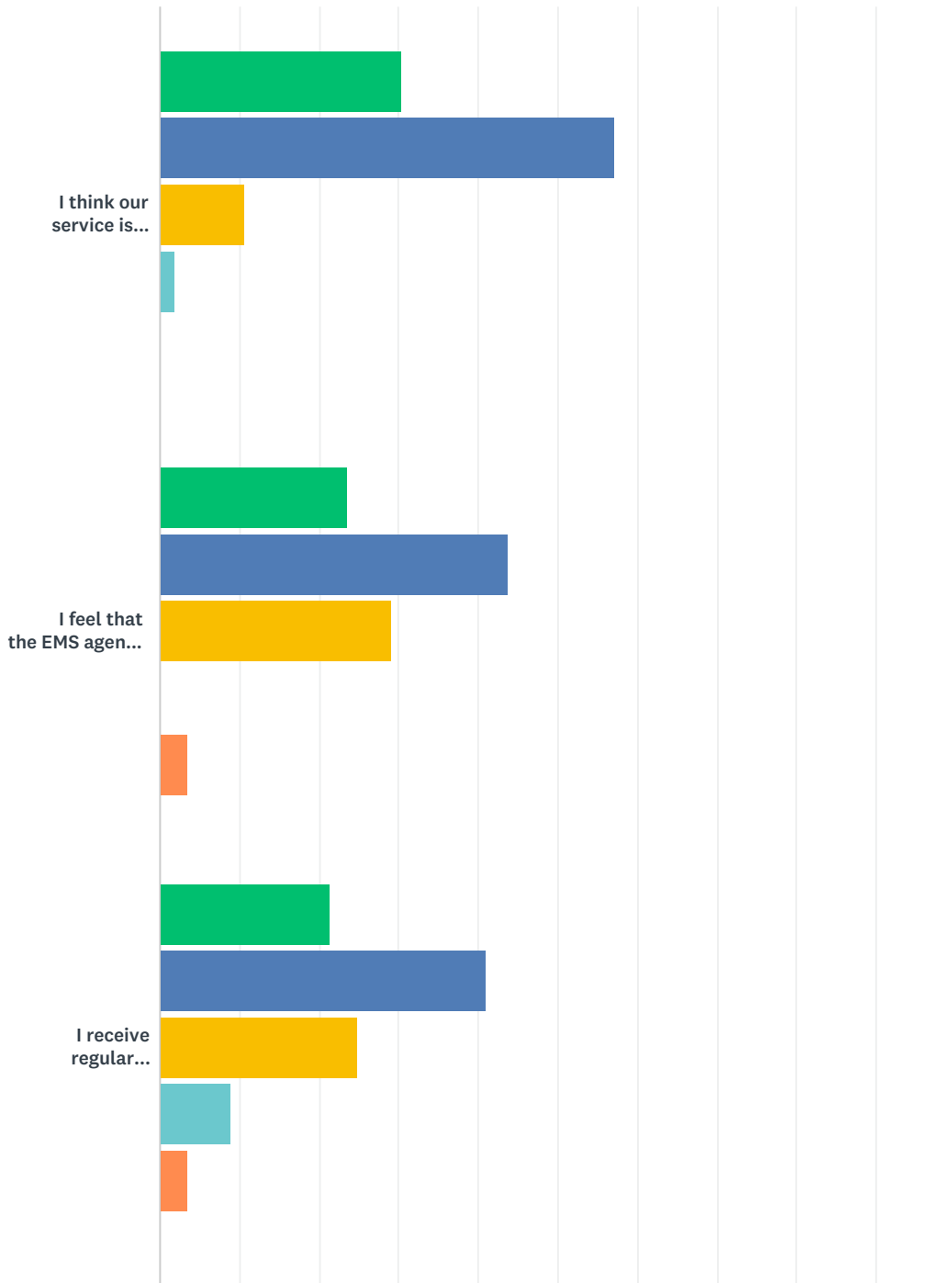
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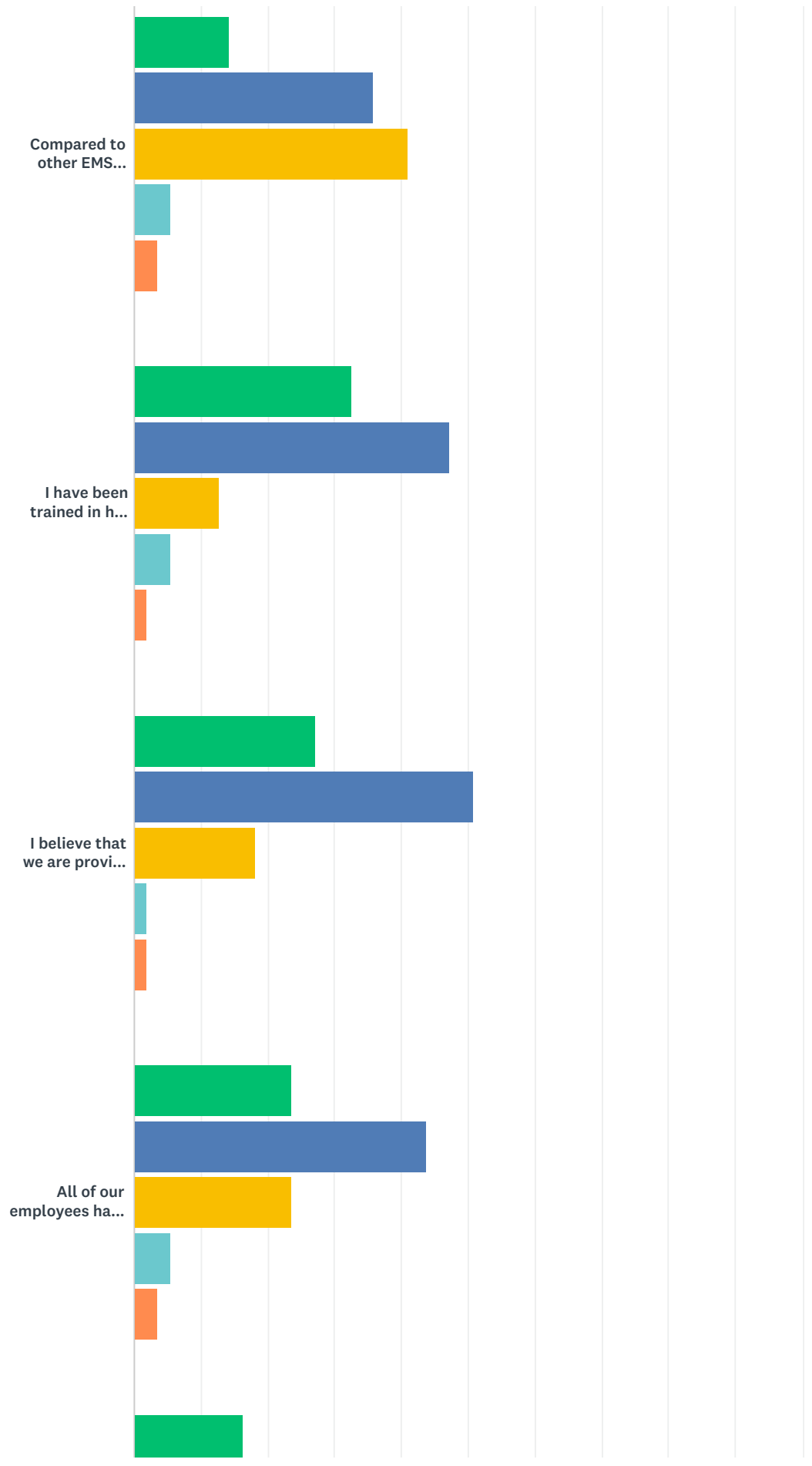
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I feel that the ambulance and the other equipment are kept clean and well maintained.	29.82% 17	52.63% 30	15.79% 9	1.75% 1	0.00% 0	57
I feel that all (EMS) personnel act and dress in a professional manner while on duty and dealing with the public.	21.05% 12	45.61% 26	24.56% 14	5.26% 3	3.51% 2	57
Our service participates in health promotion programs like health fairs and blood pressure screening.	28.07% 16	43.86% 25	19.30% 11	5.26% 3	3.51% 2	57
The ambulance (EMS) service I work for is valued as a community resource.	49.12% 28	35.09% 20	15.79% 9	0.00% 0	0.00% 0	57
Our service participates in community education, such as school presentations, CPR classes.	40.35% 23	38.60% 22	17.54% 10	1.75% 1	1.75% 1	57

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.

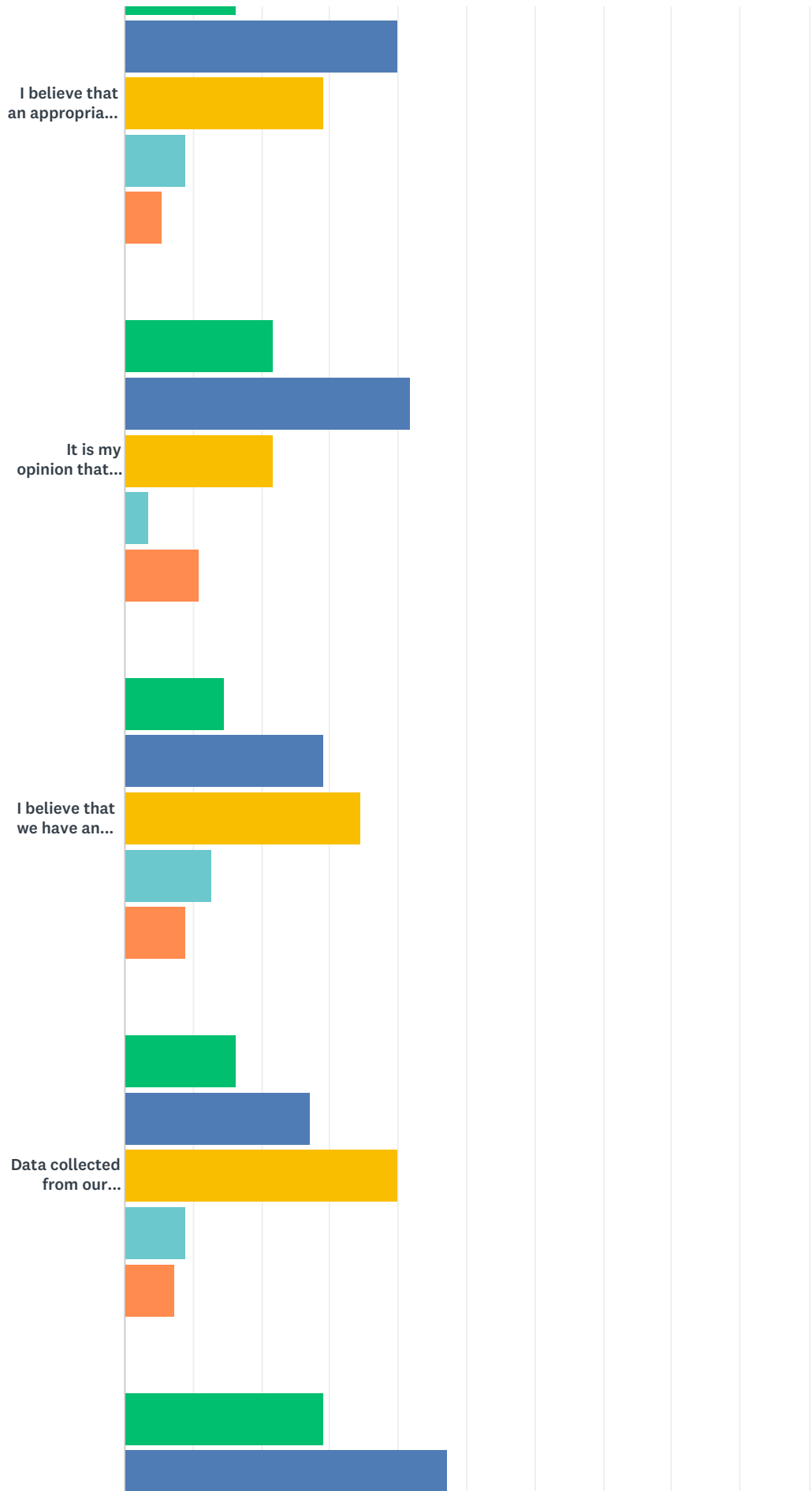
Answered: 56 Skipped: 22



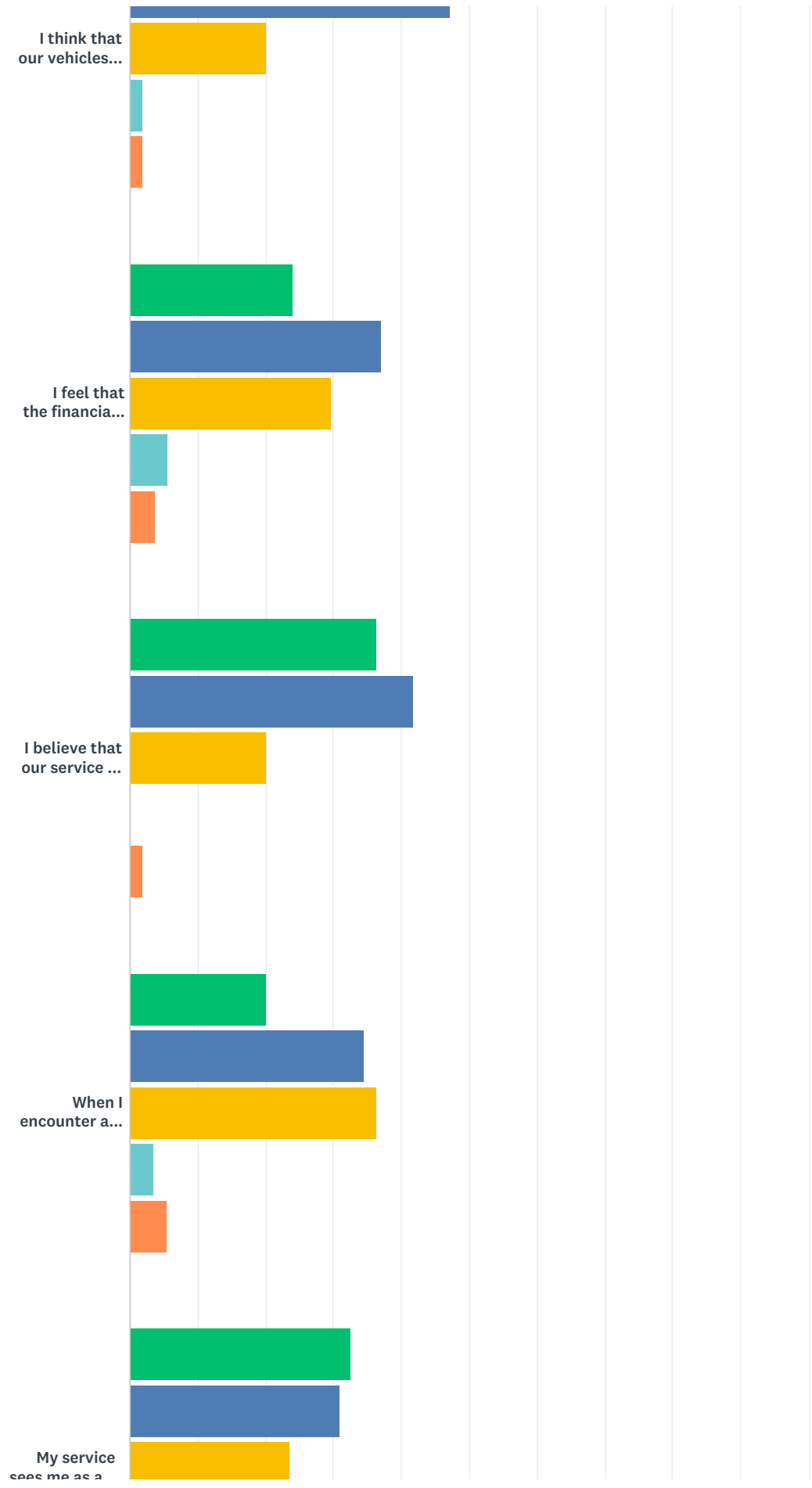
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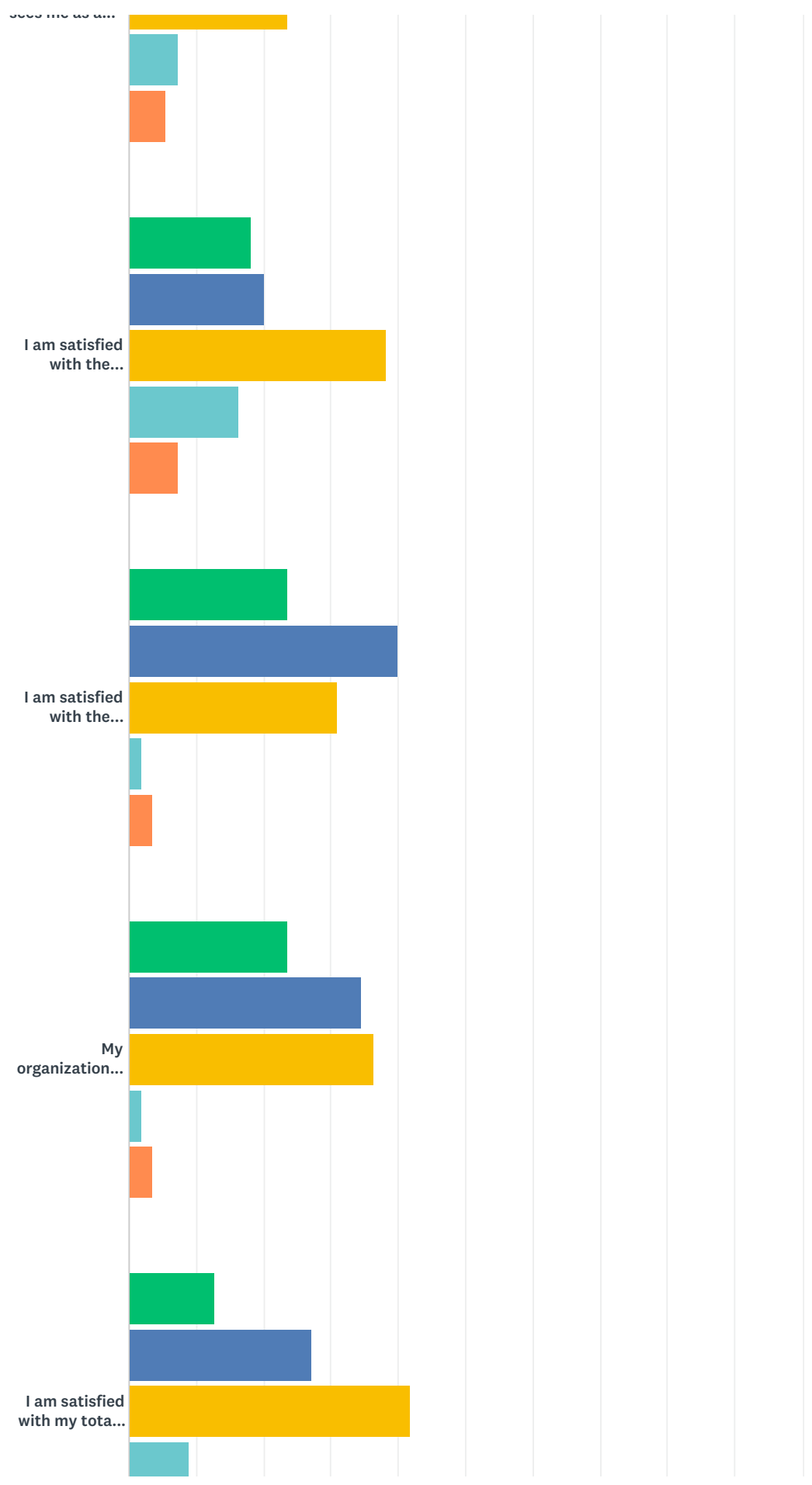
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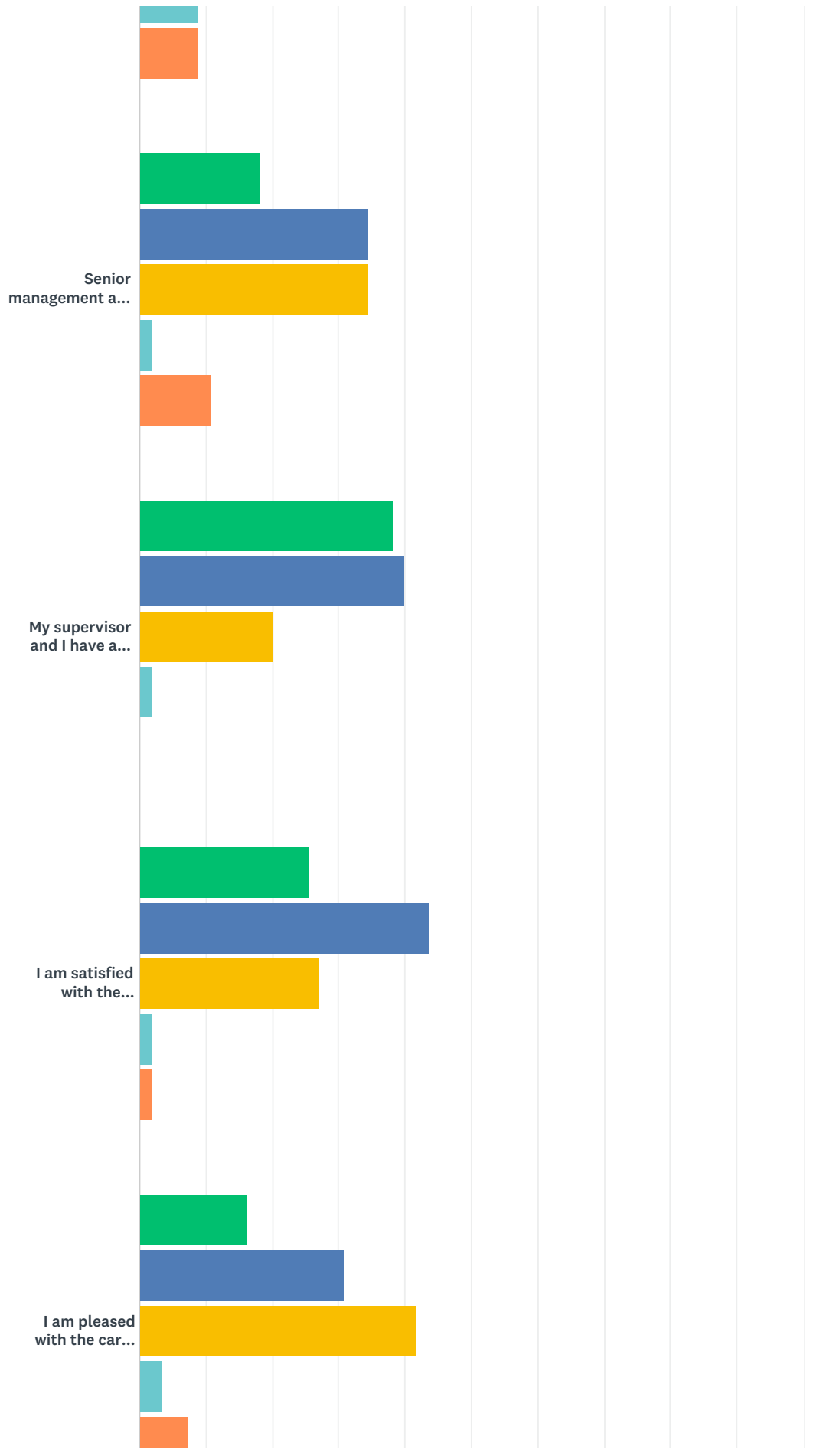
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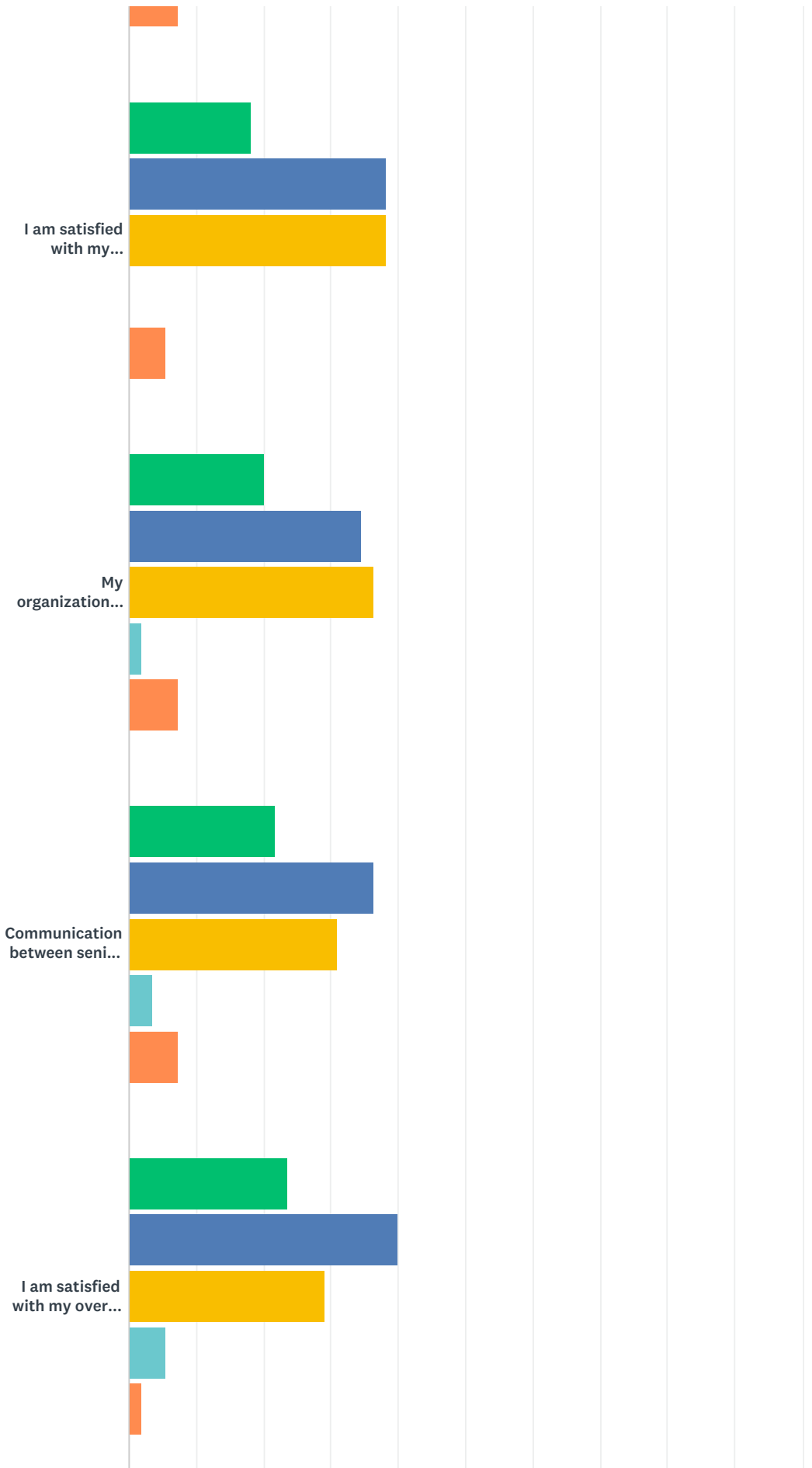
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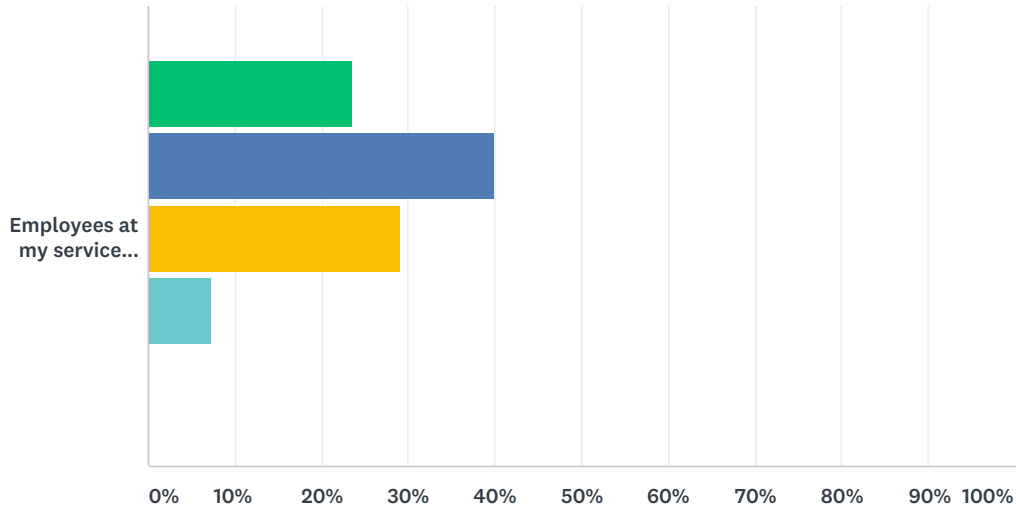
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■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree

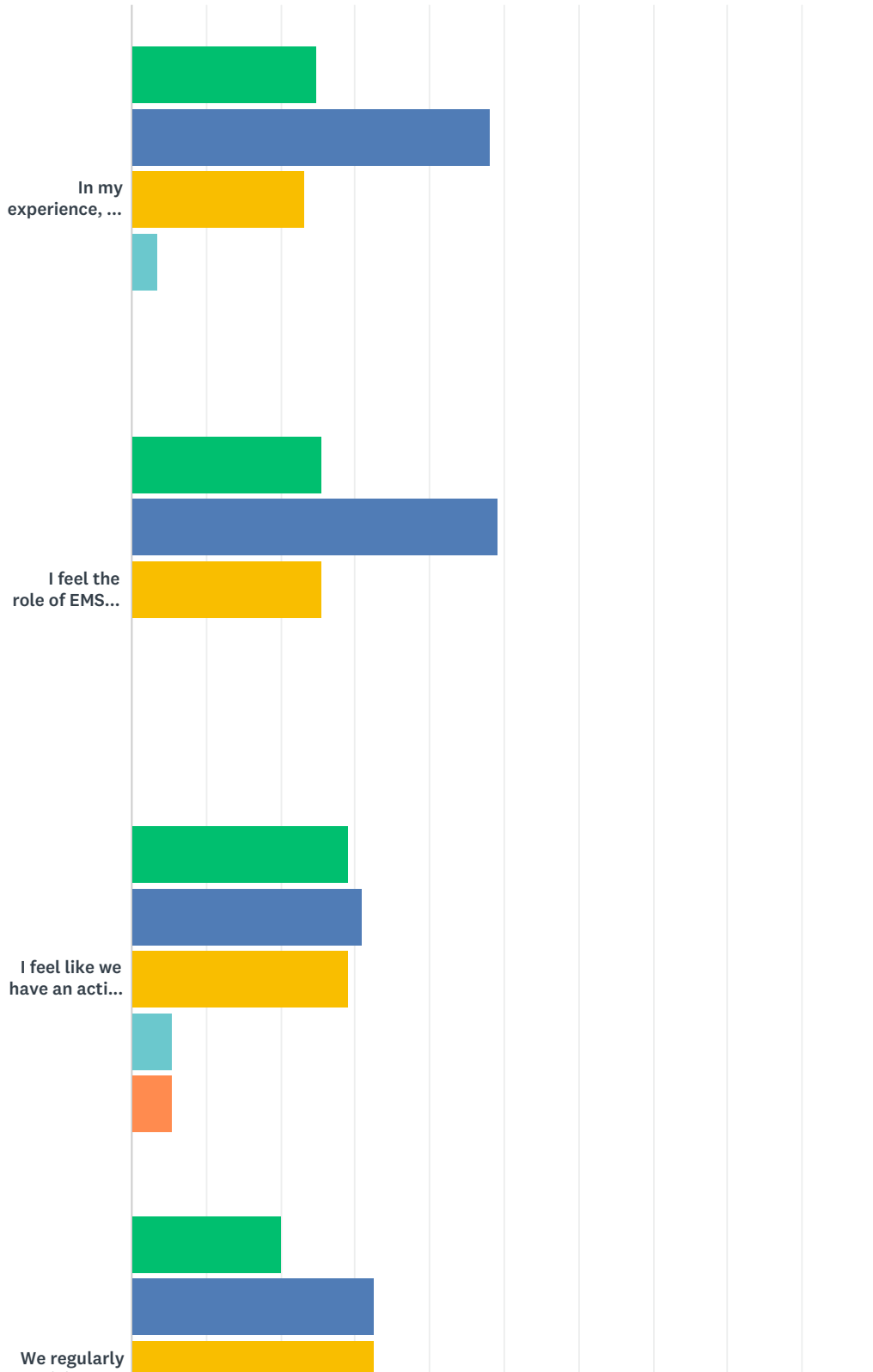
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I think our service is integrated into the community as a whole.	30.36% 17	57.14% 32	10.71% 6	1.79% 1	0.00% 0	56
I feel that the EMS agency is meeting my needs as an employee.	23.64% 13	43.64% 24	29.09% 16	0.00% 0	3.64% 2	55
I receive regular feedback and performance evaluations.	21.43% 12	41.07% 23	25.00% 14	8.93% 5	3.57% 2	56
Compared to other EMS agencies, I believe that we have a low employee turnover rate.	14.29% 8	35.71% 20	41.07% 23	5.36% 3	3.57% 2	56
I have been trained in how to minimize work-related injuries (safe driving, proper lifting, etc).	32.73% 18	47.27% 26	12.73% 7	5.45% 3	1.82% 1	55
I believe that we are provided sufficient opportunities for high quality continuing education.	27.27% 15	50.91% 28	18.18% 10	1.82% 1	1.82% 1	55
All of our employees have undergone training in principles of customer service.	23.64% 13	43.64% 24	23.64% 13	5.45% 3	3.64% 2	55
I believe that an appropriate number of our employees have undergone leadership training.	16.36% 9	40.00% 22	29.09% 16	9.09% 5	5.45% 3	55
It is my opinion that we receive appropriate recognition for years of service by our agency.	21.82% 12	41.82% 23	21.82% 12	3.64% 2	10.91% 6	55
I believe that we have an appropriate number of employees to meet our staffing needs.	14.55% 8	29.09% 16	34.55% 19	12.73% 7	9.09% 5	55
Data collected from our patient care records are tabulated and reported back to employees in an understandable and useful format.	16.36% 9	27.27% 15	40.00% 22	9.09% 5	7.27% 4	55
I think that our vehicles / equipment are adequate to meet our needs.	29.09% 16	47.27% 26	20.00% 11	1.82% 1	1.82% 1	55
I feel that the financial aspects of our organization are well managed.	24.07% 13	37.04% 20	29.63% 16	5.56% 3	3.70% 2	54
I believe that our service is staffed and licensed at an appropriate level of care (BLS vs. ALS).	36.36% 20	41.82% 23	20.00% 11	0.00% 0	1.82% 1	55

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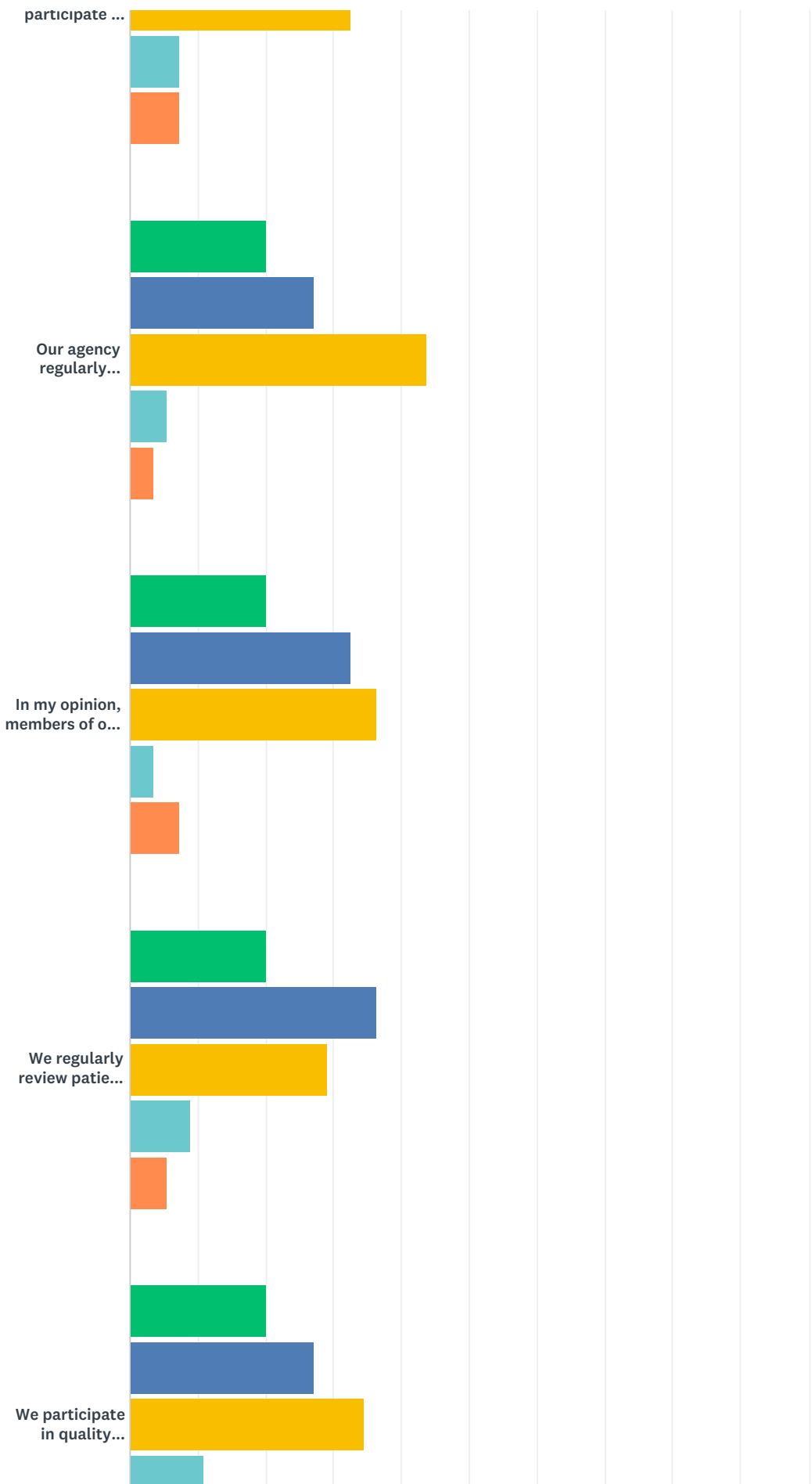
When I encounter a patient who doesn't require an ambulance, but who has clear safety risks or special needs, there are clear policies outlining an appropriate referral process.	20.00% 11	34.55% 19	36.36% 20	3.64% 2	5.45% 3	55
My service sees me as a valuable asset to the organization.	32.73% 18	30.91% 17	23.64% 13	7.27% 4	5.45% 3	55
I am satisfied with the retirement plan offered by my organization.	18.18% 10	20.00% 11	38.18% 21	16.36% 9	7.27% 4	55
I am satisfied with the culture of my workplace.	23.64% 13	40.00% 22	30.91% 17	1.82% 1	3.64% 2	55
My organization is dedicated to diversity and inclusiveness.	23.64% 13	34.55% 19	36.36% 20	1.82% 1	3.64% 2	55
I am satisfied with my total benefits package.	12.73% 7	27.27% 15	41.82% 23	9.09% 5	9.09% 5	55
Senior management and employees trust each other.	18.18% 10	34.55% 19	34.55% 19	1.82% 1	10.91% 6	55
My supervisor and I have a good working relationship.	38.18% 21	40.00% 22	20.00% 11	1.82% 1	0.00% 0	55
I am satisfied with the job-related training my organization offers.	25.45% 14	43.64% 24	27.27% 15	1.82% 1	1.82% 1	55
I am pleased with the career advancement opportunities available to me.	16.36% 9	30.91% 17	41.82% 23	3.64% 2	7.27% 4	55
I am satisfied with my opportunities for professional growth.	18.18% 10	38.18% 21	38.18% 21	0.00% 0	5.45% 3	55
My organization is dedicated to my professional development.	20.00% 11	34.55% 19	36.36% 20	1.82% 1	7.27% 4	55
Communication between senior leaders and employees is good in my organization.	21.82% 12	36.36% 20	30.91% 17	3.64% 2	7.27% 4	55
I am satisfied with my overall job security.	23.64% 13	40.00% 22	29.09% 16	5.45% 3	1.82% 1	55
Employees at my service treat each other with dignity and respect.	23.64% 13	40.00% 22	29.09% 16	7.27% 4	0.00% 0	55

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.

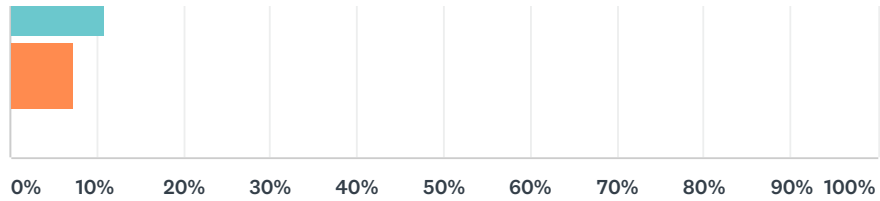
Answered: 56 Skipped: 22



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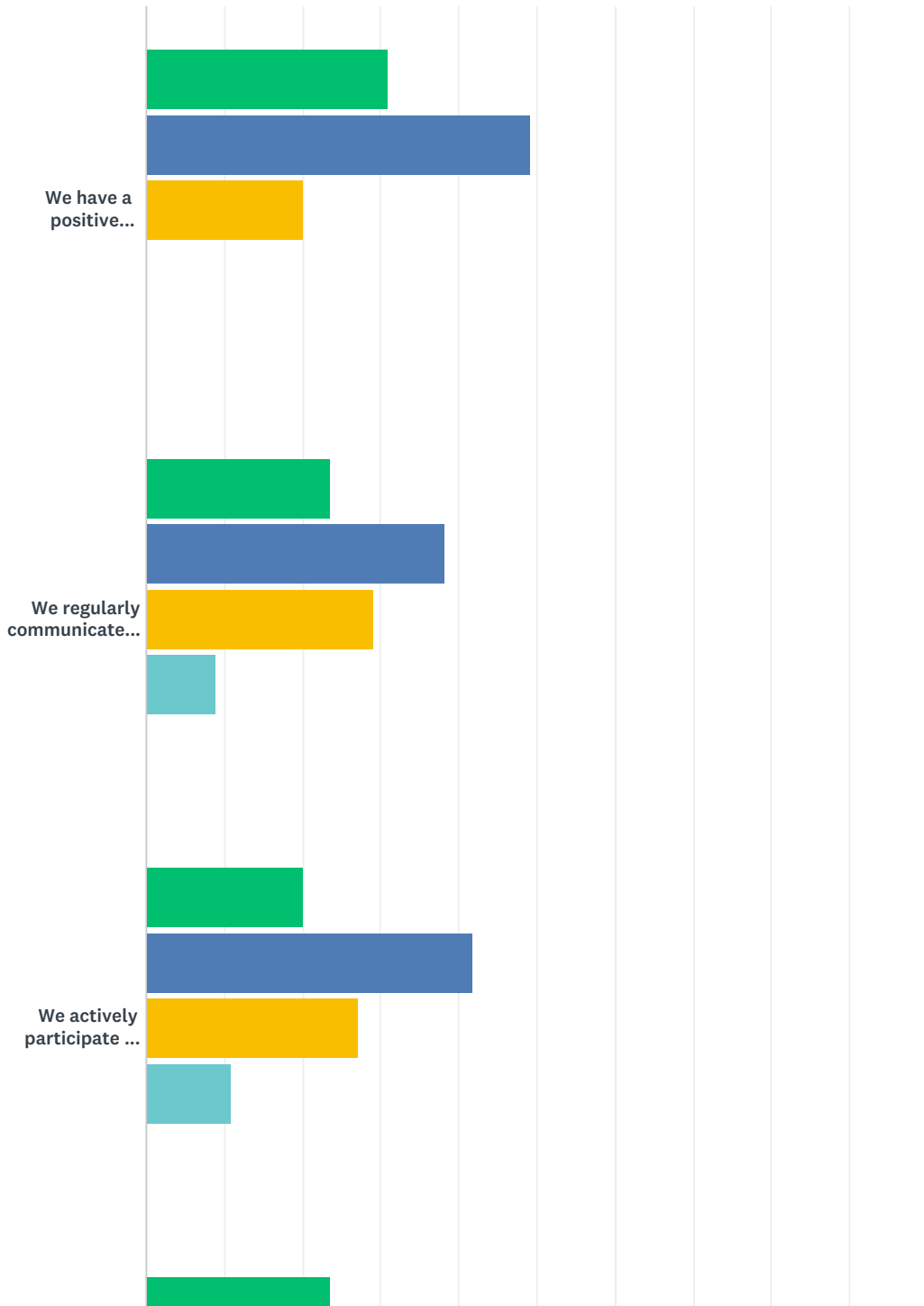
■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
In my experience, we have a positive working relationship with our receiving facilities.	25.00% 14	48.21% 27	23.21% 13	3.57% 2	0.00% 0	56
I feel the role of EMS personnel during the transition of patient care at the receiving facility is clear.	25.45% 14	49.09% 27	25.45% 14	0.00% 0	0.00% 0	55
I feel like we have an active service medical director.	29.09% 16	30.91% 17	29.09% 16	5.45% 3	5.45% 3	55
We regularly participate in quality improvement activities with our medical director, including periodic run reviews.	20.00% 11	32.73% 18	32.73% 18	7.27% 4	7.27% 4	55
Our agency regularly provides data (response times, IV success rates, number of trauma vs. medical patients, etc.) to our medical director.	20.00% 11	27.27% 15	43.64% 24	5.45% 3	3.64% 2	55
In my opinion, members of our agency serve on appropriate health care-related committees.	20.00% 11	32.73% 18	36.36% 20	3.64% 2	7.27% 4	55
We regularly review patient care issues with the receiving facilities.	20.00% 11	36.36% 20	29.09% 16	9.09% 5	5.45% 3	55
We participate in quality improvement activities with our receiving facilities.	20.00% 11	27.27% 15	34.55% 19	10.91% 6	7.27% 4	55

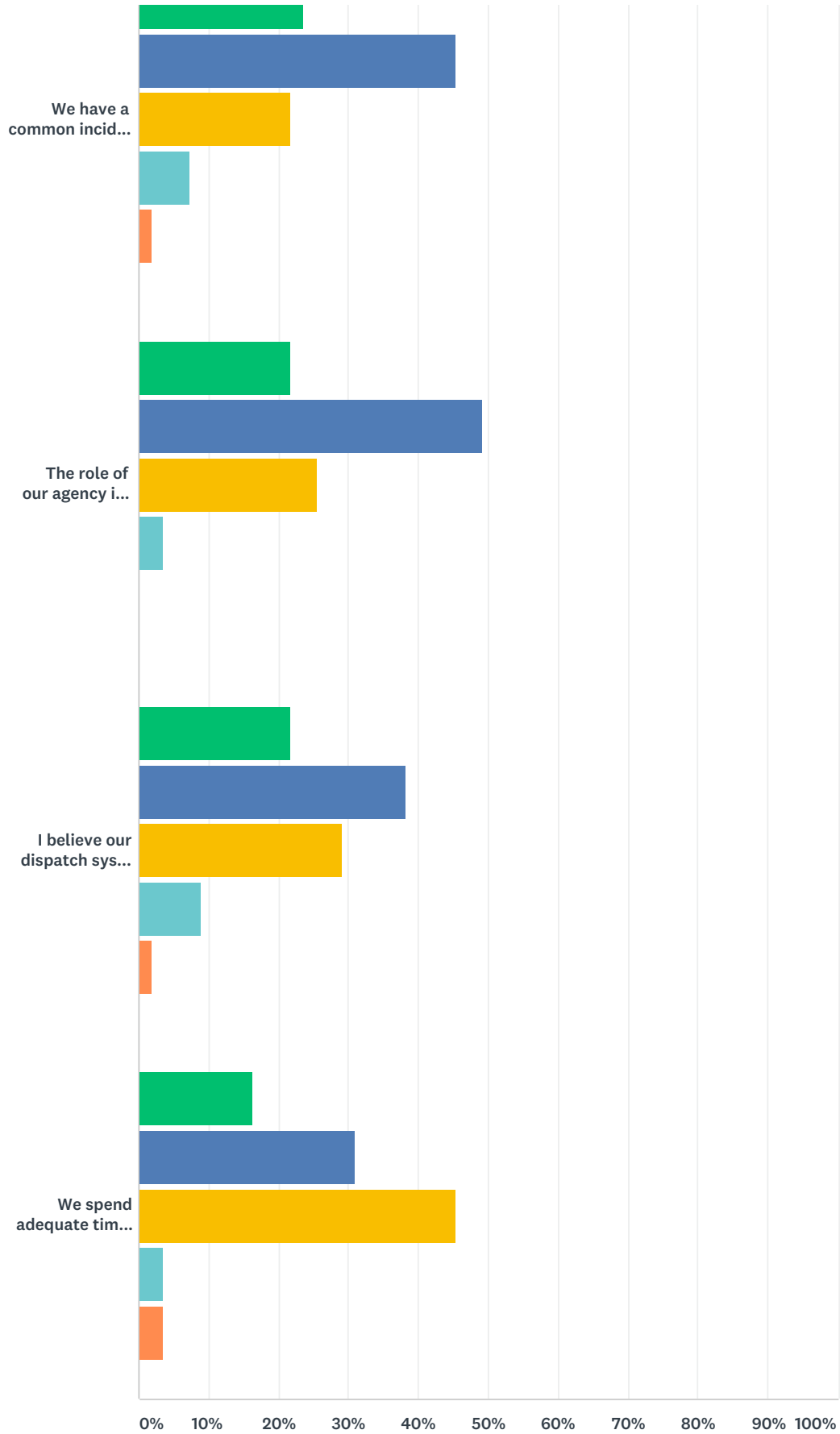
Q47 Public safety is defined as any agency that assists in the well being of the community in the midst of a crisis (i.e. fire departments, other EMS agencies, ski patrol, highway patrol, search and rescue, department of emergency services, etc.). The following eight statements are designed to gauge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

Please rate each statement

Answered: 55 Skipped: 23



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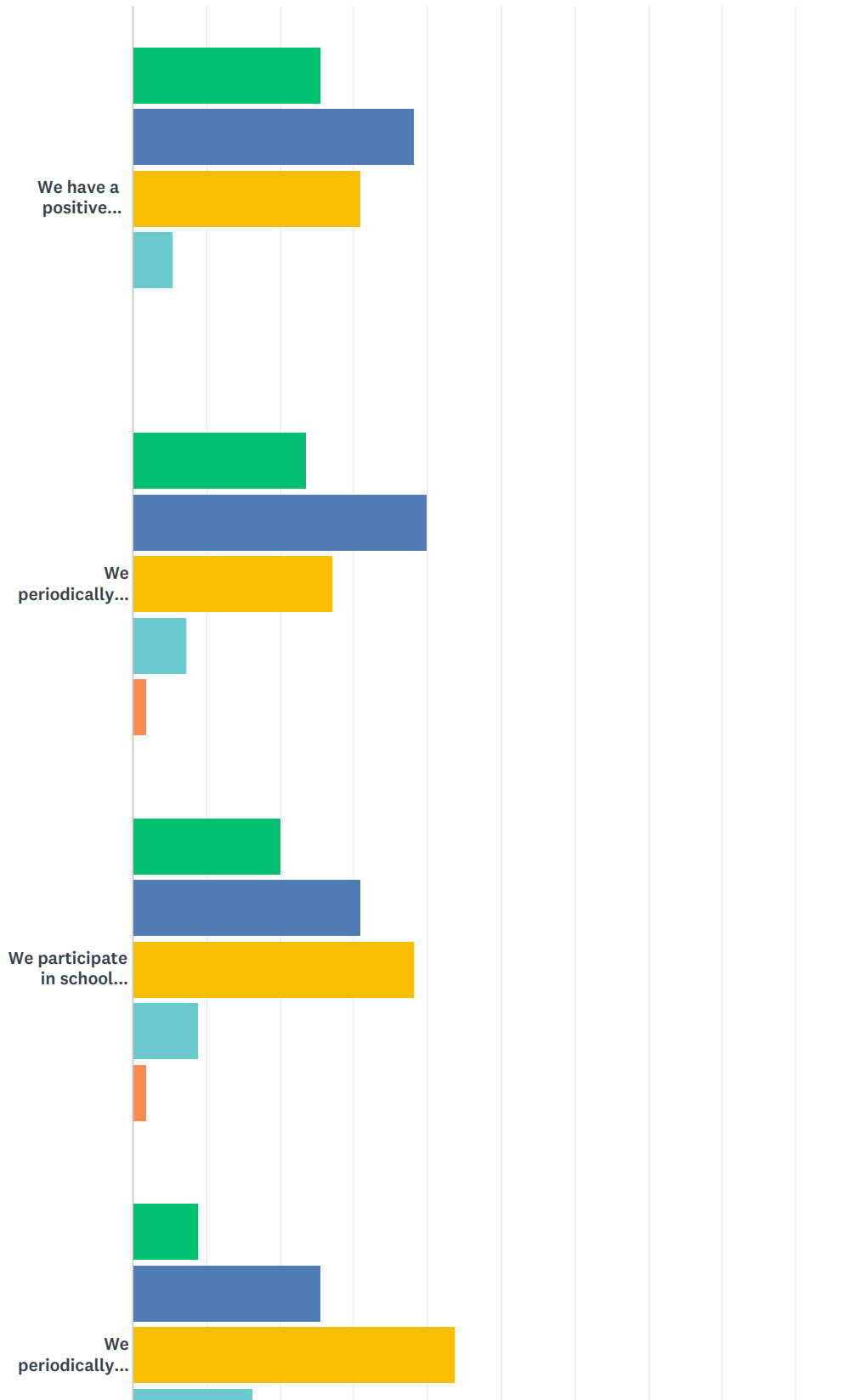
Strongly Agree Agree Neutral Disagree Strongly Disagree

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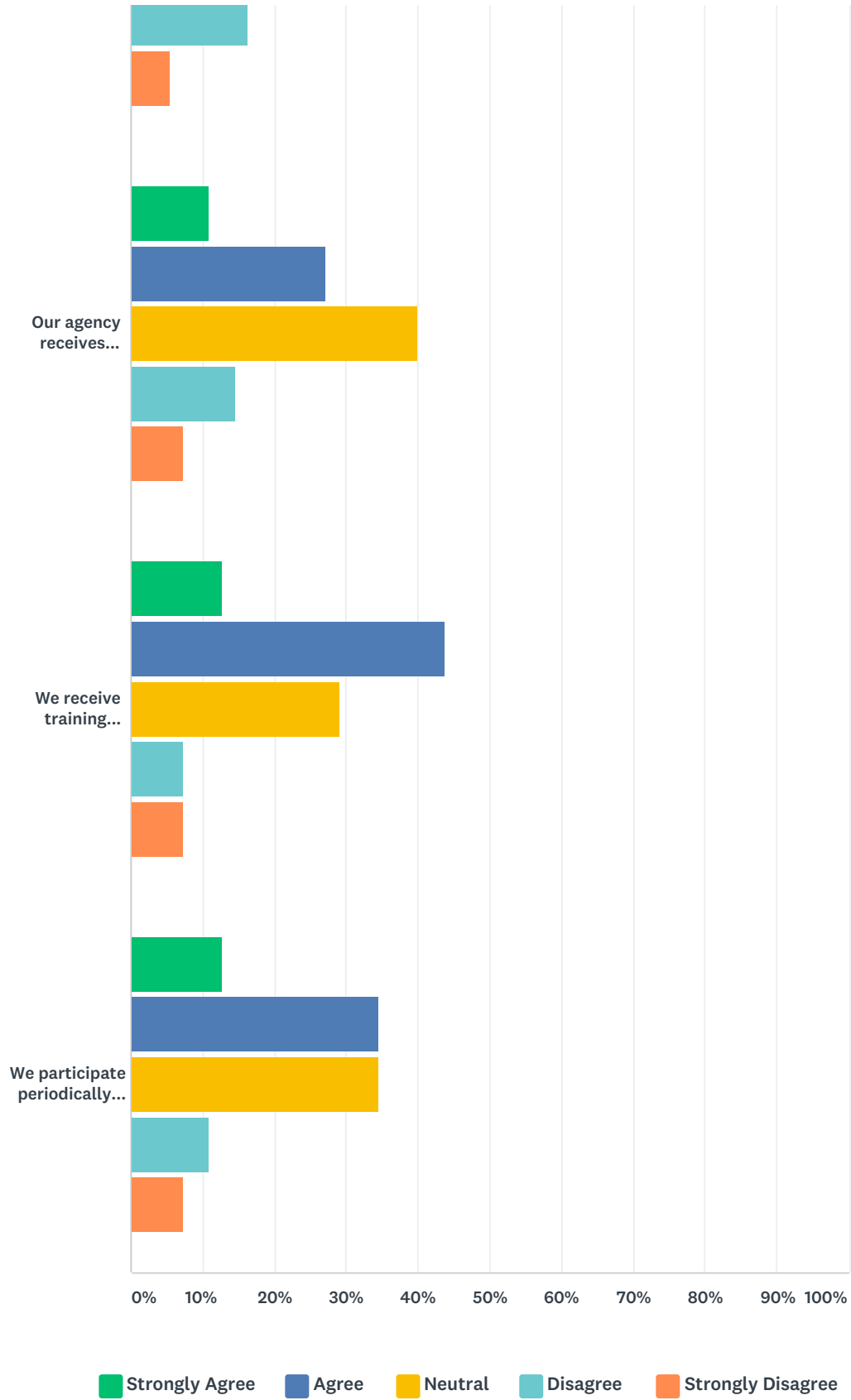
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
We have a positive working relationship with other public safety agencies/ personnel.	30.91% 17	49.09% 27	20.00% 11	0.00% 0	0.00% 0	55
We regularly communicate with other public safety agencies through system quality improvement.	23.64% 13	38.18% 21	29.09% 16	9.09% 5	0.00% 0	55
We actively participate in joint training with other public safety agencies.	20.00% 11	41.82% 23	27.27% 15	10.91% 6	0.00% 0	55
We have a common incident command system with other public safety agencies.	23.64% 13	45.45% 25	21.82% 12	7.27% 4	1.82% 1	55
The role of our agency is clear during a multiple agency response.	21.82% 12	49.09% 27	25.45% 14	3.64% 2	0.00% 0	55
I believe our dispatch system meets our agency's needs.	21.82% 12	38.18% 21	29.09% 16	9.09% 5	1.82% 1	55
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.	16.36% 9	30.91% 17	45.45% 25	3.64% 2	3.64% 2	55

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

Answered: 55 Skipped: 23



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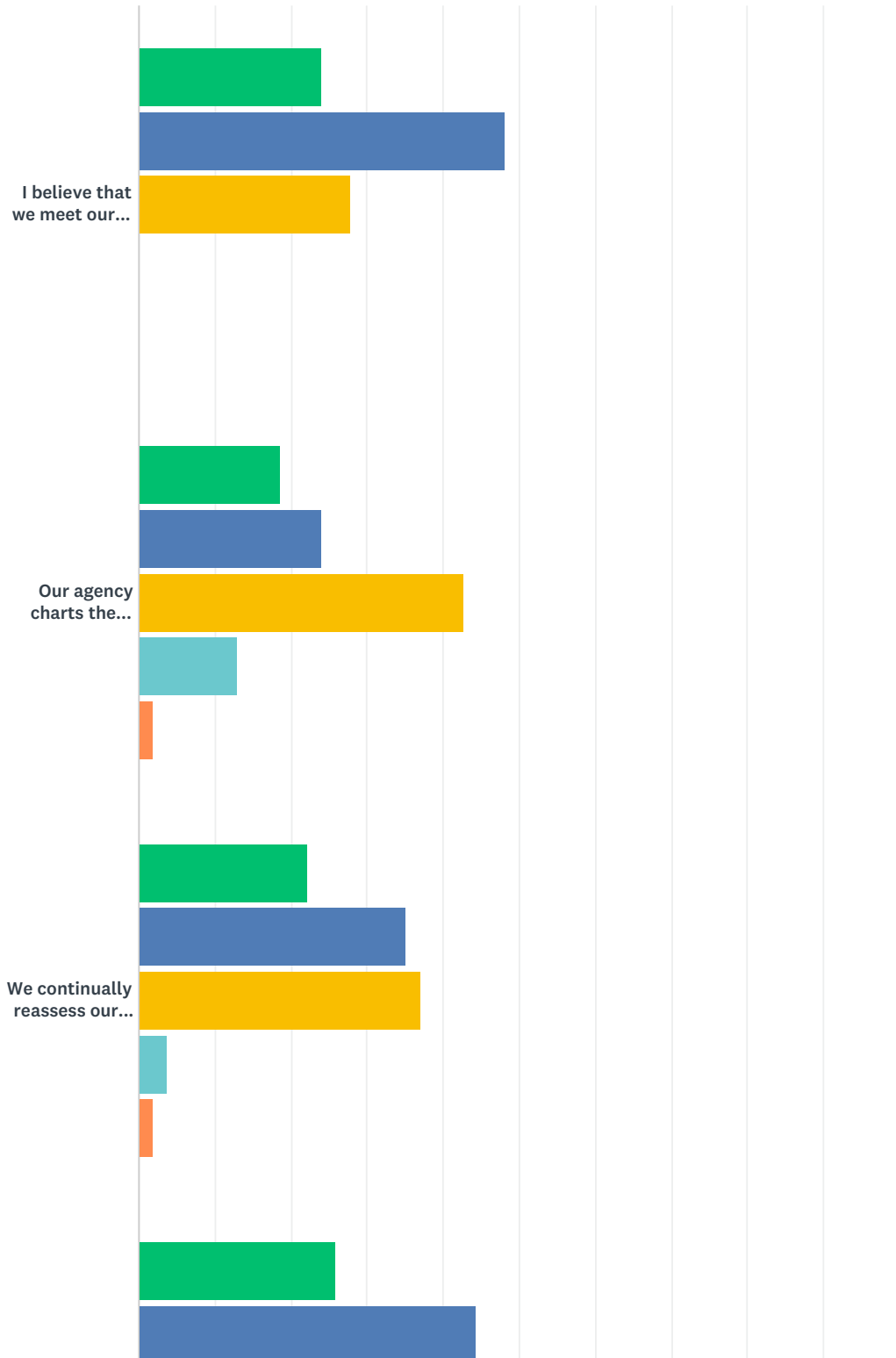
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
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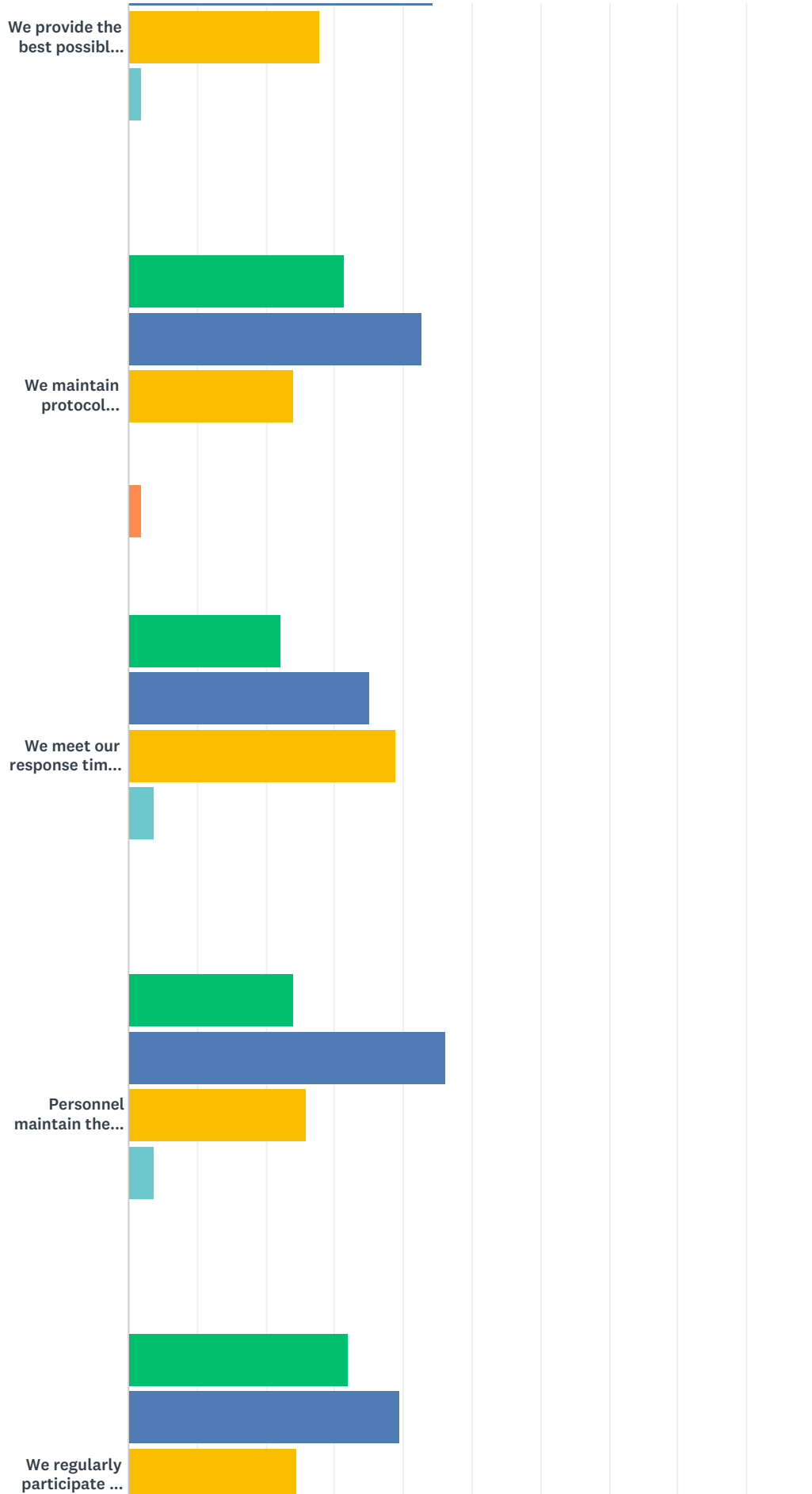
We have a positive working relationship with school officials at all levels (administrators, educators, and faculty).	25.45% 14	38.18% 21	30.91% 17	5.45% 3	0.00% 0	55
We periodically educate students (first aid talks, CPR instruction, career day, injury prevention, etc).	23.64% 13	40.00% 22	27.27% 15	7.27% 4	1.82% 1	55
We participate in school drills and training for emergencies.	20.00% 11	30.91% 17	38.18% 21	9.09% 5	1.82% 1	55
We periodically meet with school health nurses.	9.09% 5	25.45% 14	43.64% 24	16.36% 9	5.45% 3	55
Our agency receives information from school officials concerning the enrollment of any children with special healthcare needs.	10.91% 6	27.27% 15	40.00% 22	14.55% 8	7.27% 4	55
We receive training regarding children with special health care needs.	12.73% 7	43.64% 24	29.09% 16	7.27% 4	7.27% 4	55
We participate periodically in joint training with school athletic staff (trainers and coaches).	12.73% 7	34.55% 19	34.55% 19	10.91% 6	7.27% 4	55

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

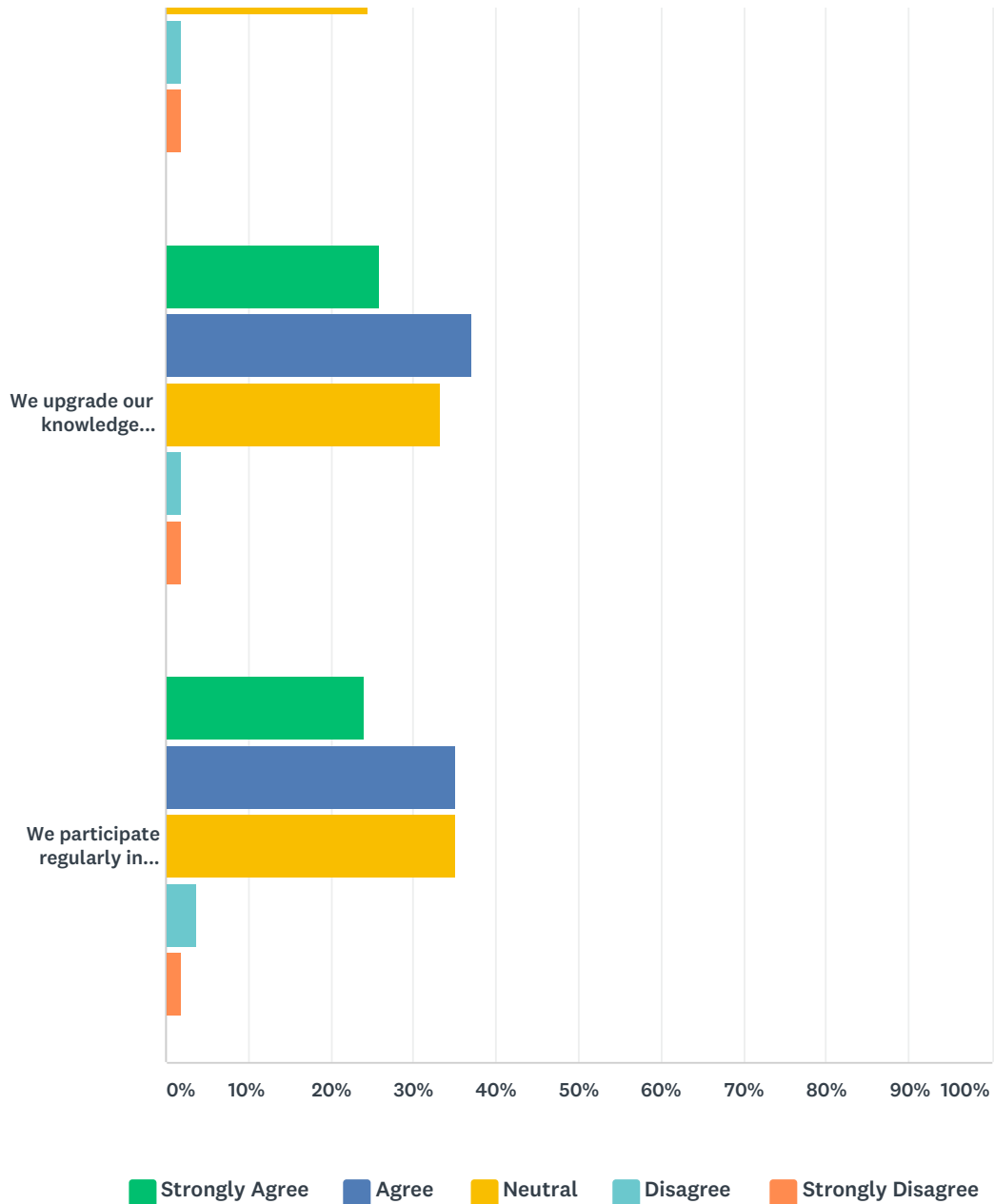
Answered: 54 Skipped: 24



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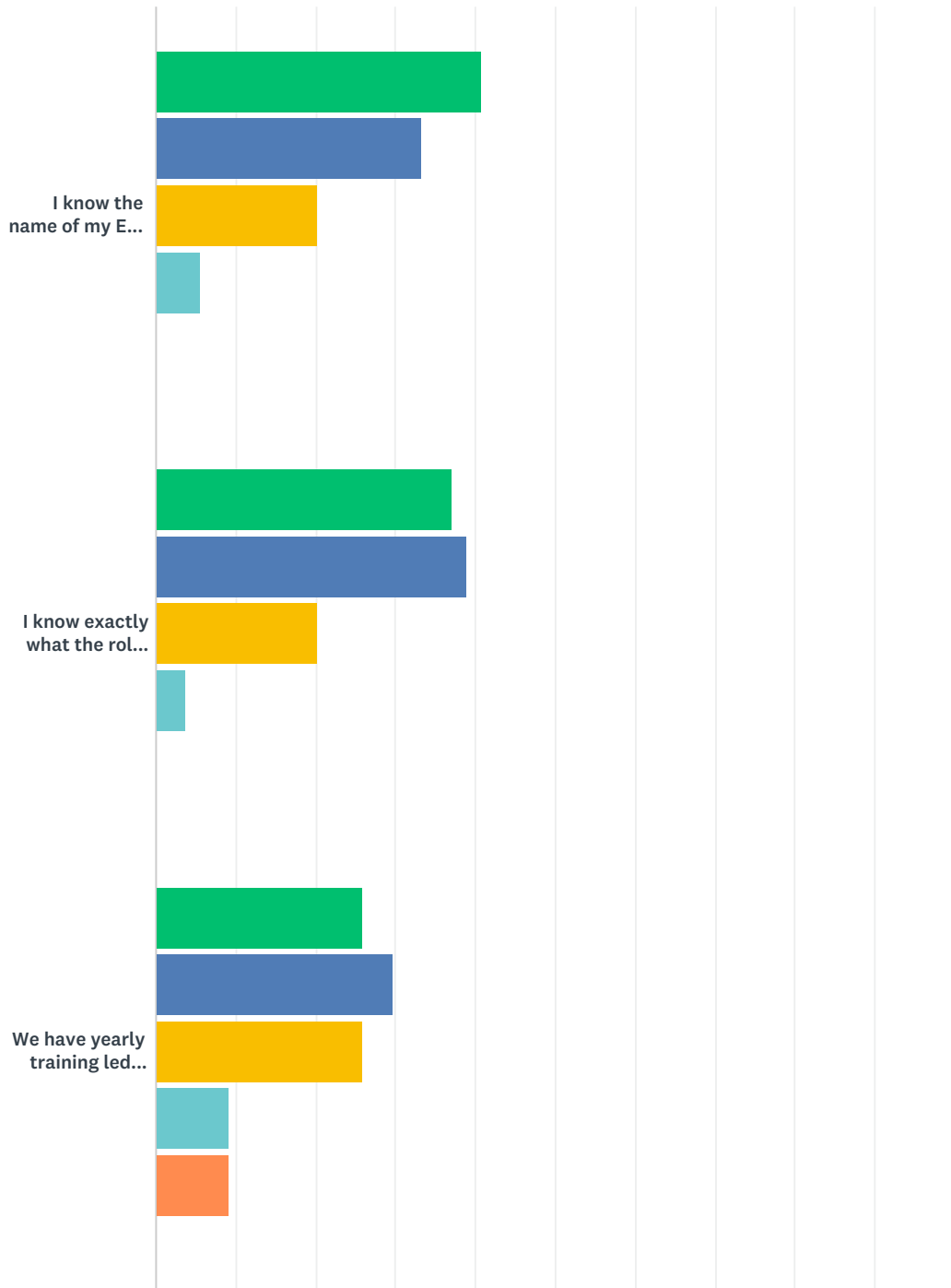
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I believe that we meet our customers' needs and expectations.	24.07% 13	48.15% 26	27.78% 15	0.00% 0	0.00% 0	54
Our agency charts the ratio between compliments vs. complaints.	18.52% 10	24.07% 13	42.59% 23	12.96% 7	1.85% 1	54
We continually reassess our services to make sure we are meeting the needs and expectations of our customers.	22.22% 12	35.19% 19	37.04% 20	3.70% 2	1.85% 1	54
We provide the best possible medical care in accordance with our agency's licensure level and our personnel's scope of practice.	25.93% 14	44.44% 24	27.78% 15	1.85% 1	0.00% 0	54
We maintain protocol compliance.	31.48% 17	42.59% 23	24.07% 13	0.00% 0	1.85% 1	54
We meet our response time benchmarks.	22.22% 12	35.19% 19	38.89% 21	3.70% 2	0.00% 0	54

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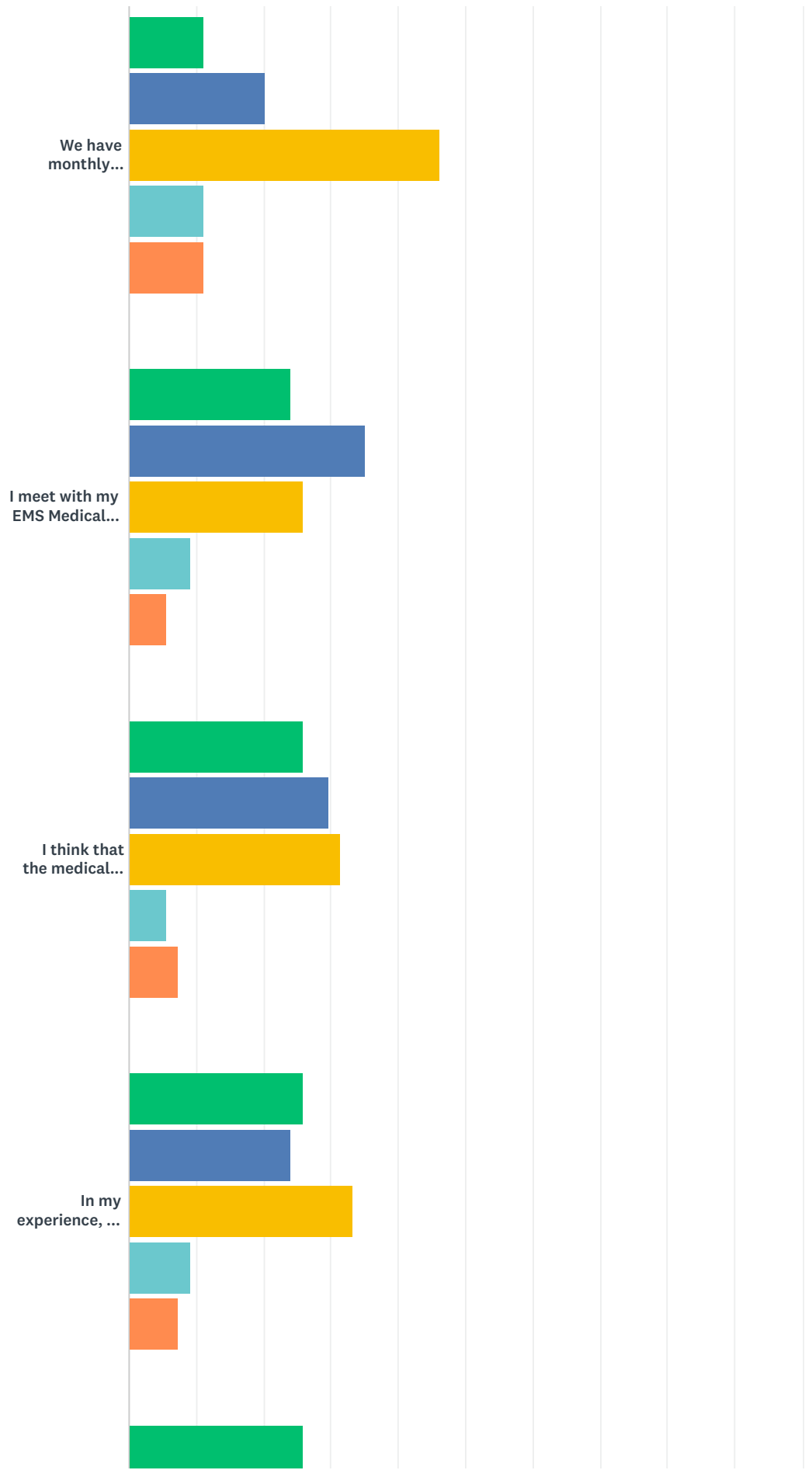
Personnel maintain their emergency medical skills to the highest standard possible.	24.07% 13	46.30% 25	25.93% 14	3.70% 2	0.00% 0	54
We regularly participate in skills training and competency.	32.08% 17	39.62% 21	24.53% 13	1.89% 1	1.89% 1	53
We upgrade our knowledge consistent with published trends in emergency medical care.	25.93% 14	37.04% 20	33.33% 18	1.85% 1	1.85% 1	54
We participate regularly in public information and education activities.	24.07% 13	35.19% 19	35.19% 19	3.70% 2	1.85% 1	54

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.

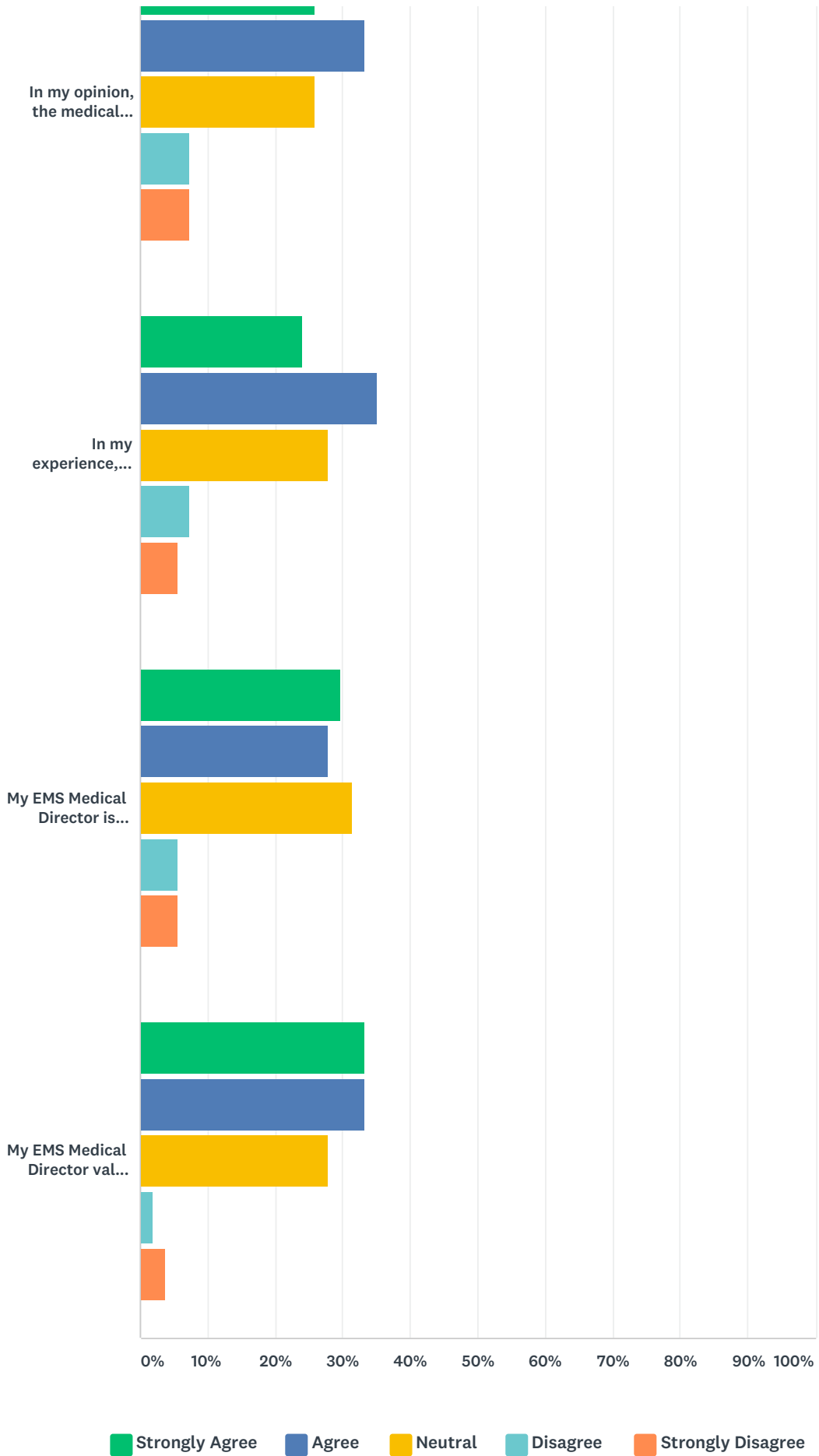
Answered: 54 Skipped: 24



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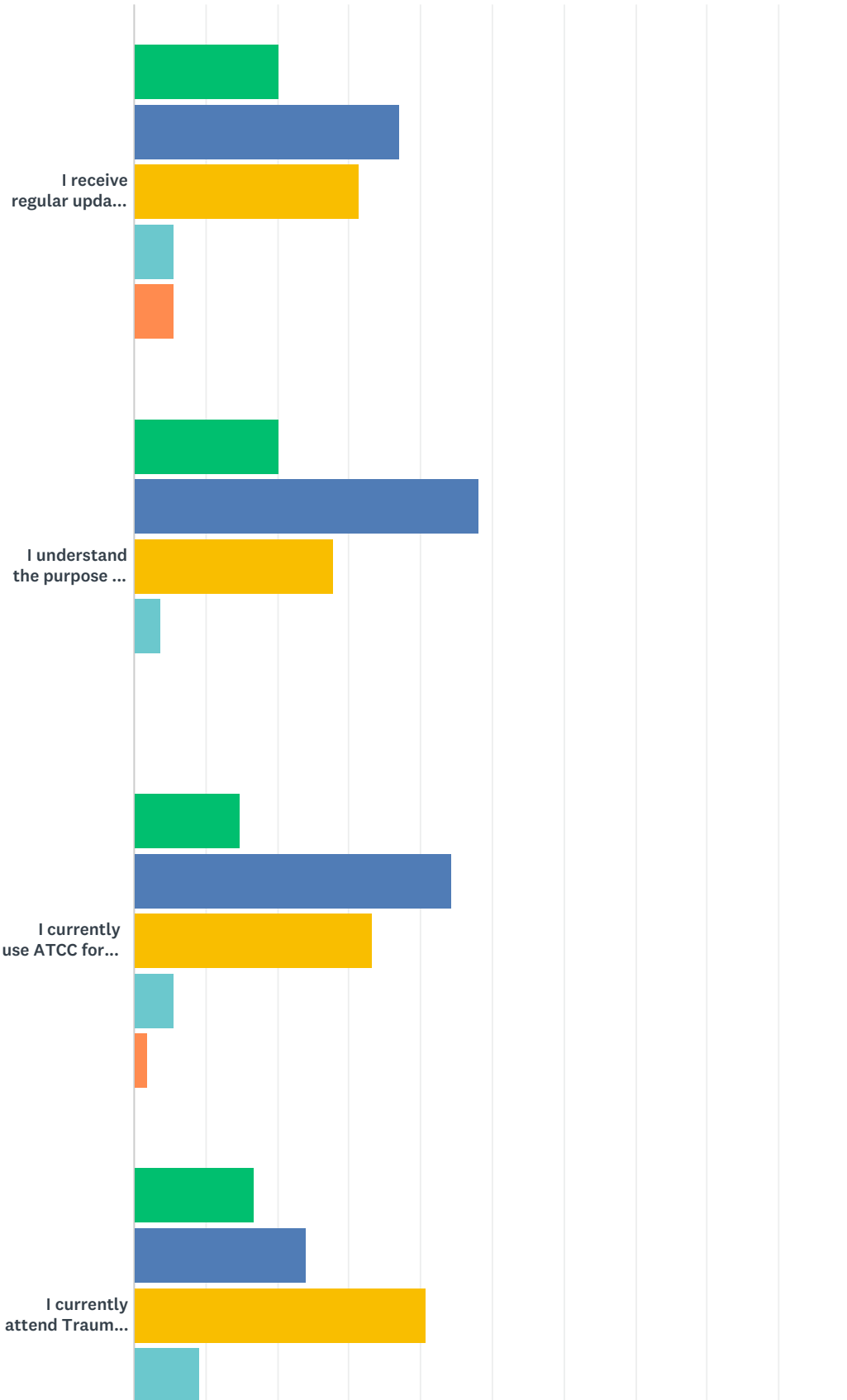


EMS Needs Assessment

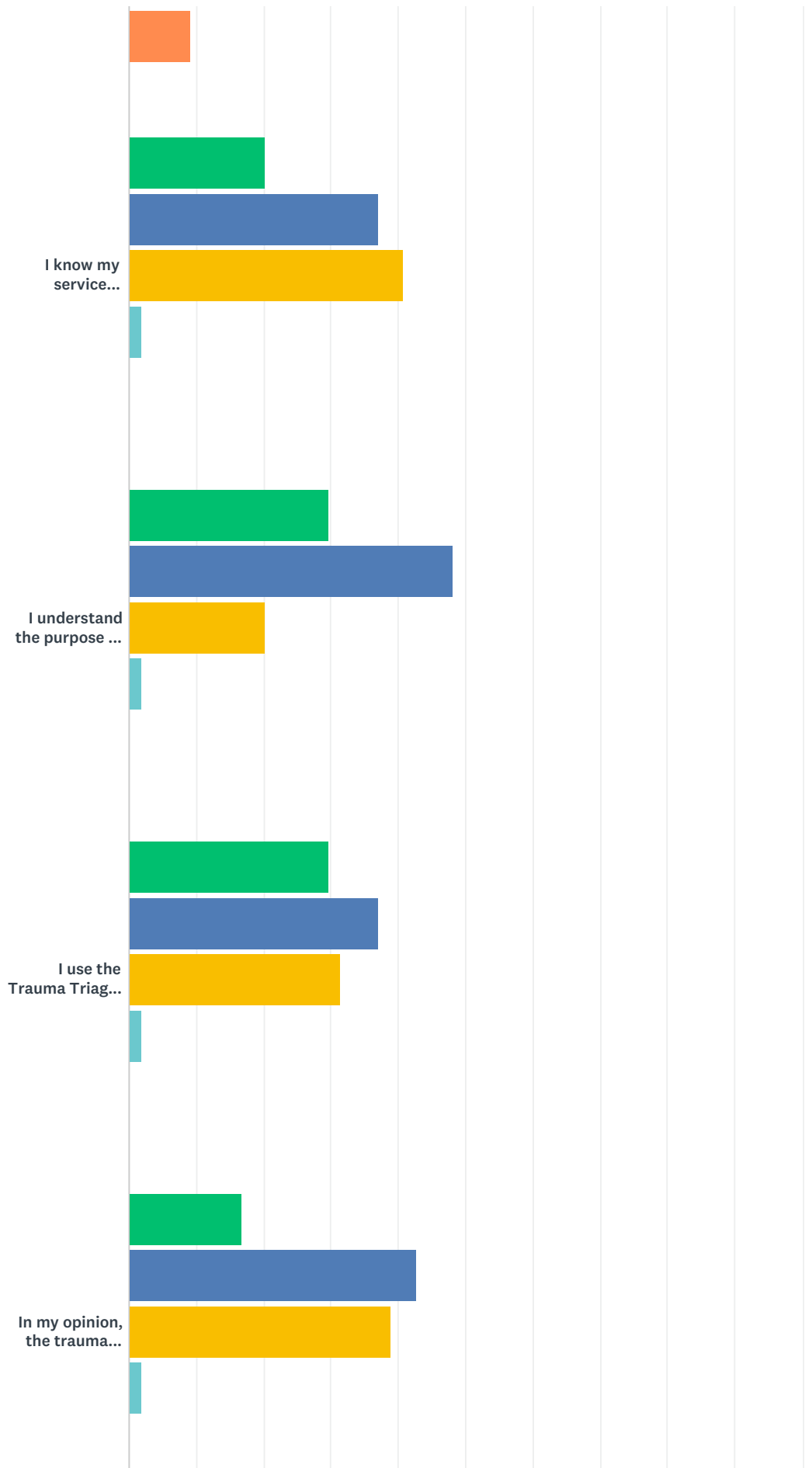
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I know the name of my EMS Medical Director.	40.74% 22	33.33% 18	20.37% 11	5.56% 3	0.00% 0	54
I know exactly what the role of my EMS Medical Director is.	37.04% 20	38.89% 21	20.37% 11	3.70% 2	0.00% 0	54
We have yearly training led by or attended by our EMS Medical Director.	25.93% 14	29.63% 16	25.93% 14	9.26% 5	9.26% 5	54
We have monthly training led by or attended by our EMS Medical Director.	11.11% 6	20.37% 11	46.30% 25	11.11% 6	11.11% 6	54
I meet with my EMS Medical Director at least once per year.	24.07% 13	35.19% 19	25.93% 14	9.26% 5	5.56% 3	54
I think that the medical director plays an active role in the EMS system's current quality improvement activities.	25.93% 14	29.63% 16	31.48% 17	5.56% 3	7.41% 4	54
In my experience, the medical director reviews cases regularly as part of continuing education processes with the EMS agency.	25.93% 14	24.07% 13	33.33% 18	9.26% 5	7.41% 4	54
In my opinion, the medical director regularly provides direction and guidance to the EMS agency.	25.93% 14	33.33% 18	25.93% 14	7.41% 4	7.41% 4	54
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.	24.07% 13	35.19% 19	27.78% 15	7.41% 4	5.56% 3	54
My EMS Medical Director is active in my protocol compliance and reviews these with us at least yearly.	29.63% 16	27.78% 15	31.48% 17	5.56% 3	5.56% 3	54
My EMS Medical Director values me as a healthcare provider.	33.33% 18	33.33% 18	27.78% 15	1.85% 1	3.70% 2	54

Q51 The following statements relate to the State Trauma System

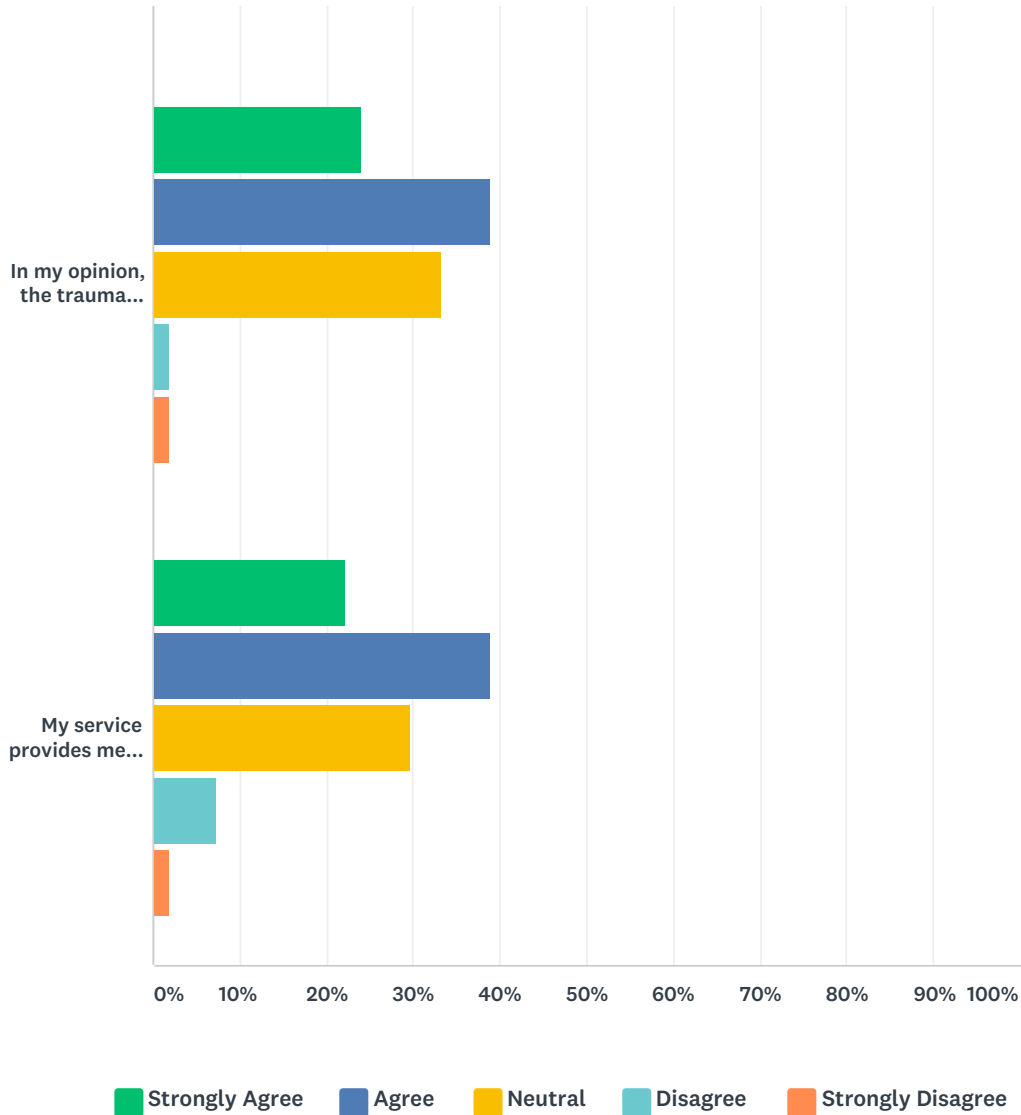
Answered: 54 Skipped: 24



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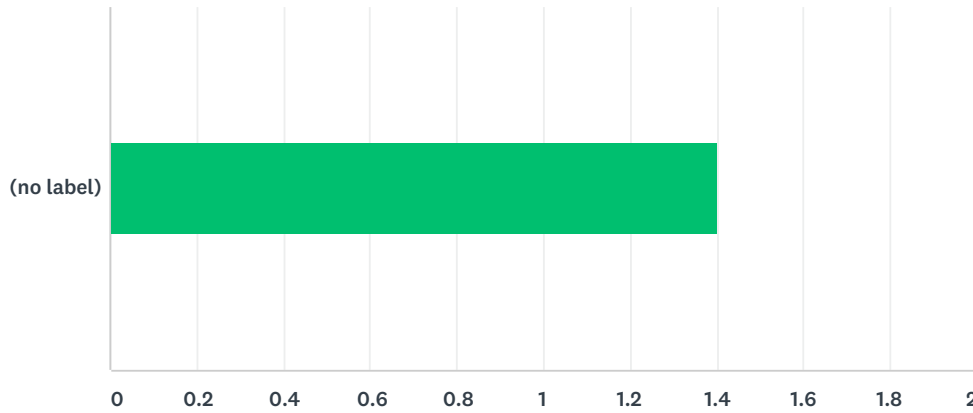
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I receive regular updates on the Trauma System from our service's leadership.	20.37% 11	37.04% 20	31.48% 17	5.56% 3	5.56% 3	54
I understand the purpose of the Arkansas Trauma Call Communications Center (ATCC)	20.37% 11	48.15% 26	27.78% 15	3.70% 2	0.00% 0	54
I currently use ATCC for determining patient destination on all Major and Moderate patients.	14.81% 8	44.44% 24	33.33% 18	5.56% 3	1.85% 1	54
I currently attend Trauma Regional Advisory Council meetings?	16.67% 9	24.07% 13	40.74% 22	9.26% 5	9.26% 5	54
I know my service receives funding for participating in the state trauma system.	20.37% 11	37.04% 20	40.74% 22	1.85% 1	0.00% 0	54
I understand the purpose of the Trauma Triage Guidelines.	29.63% 16	48.15% 26	20.37% 11	1.85% 1	0.00% 0	54
I use the Trauma Triage Guidelines to determine when to call the ATCC.	29.63% 16	37.04% 20	31.48% 17	1.85% 1	0.00% 0	54
In my opinion, the trauma system is working as intended.	16.67% 9	42.59% 23	38.89% 21	1.85% 1	0.00% 0	54
In my opinion, the trauma system has improved the care of the trauma patient.	24.07% 13	38.89% 21	33.33% 18	1.85% 1	1.85% 1	54

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My service provides me with continuing education on the trauma system.	22.22%	38.89%	29.63%	7.41%	1.85%	
	12	21	16	4	1	54

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

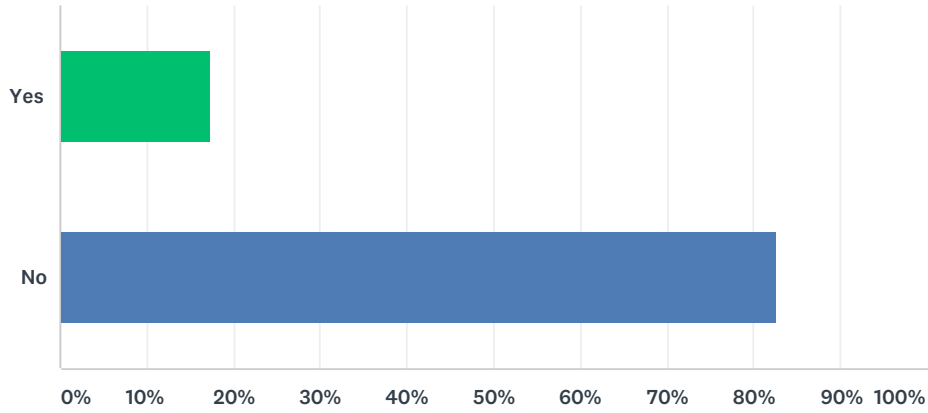
Answered: 50 Skipped: 28



	NO OPINION	NEVER	RARELY	OFTEN	FREQUENTLY	TOTAL	WEIGHTED AVERAGE
(no label)	30.00%	20.00%	38.00%	4.00%	8.00%	50	1.40
	15	10	19	2	4		

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

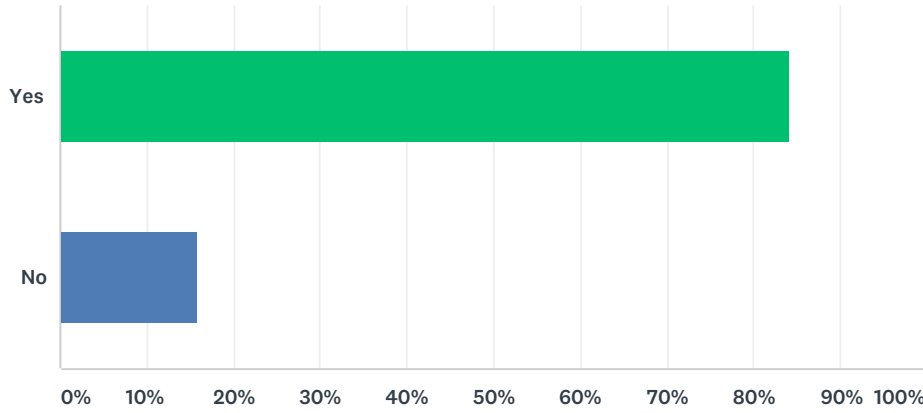
Answered: 52 Skipped: 26



ANSWER CHOICES	RESPONSES	
Yes	17.31%	9
No	82.69%	43
TOTAL		52

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

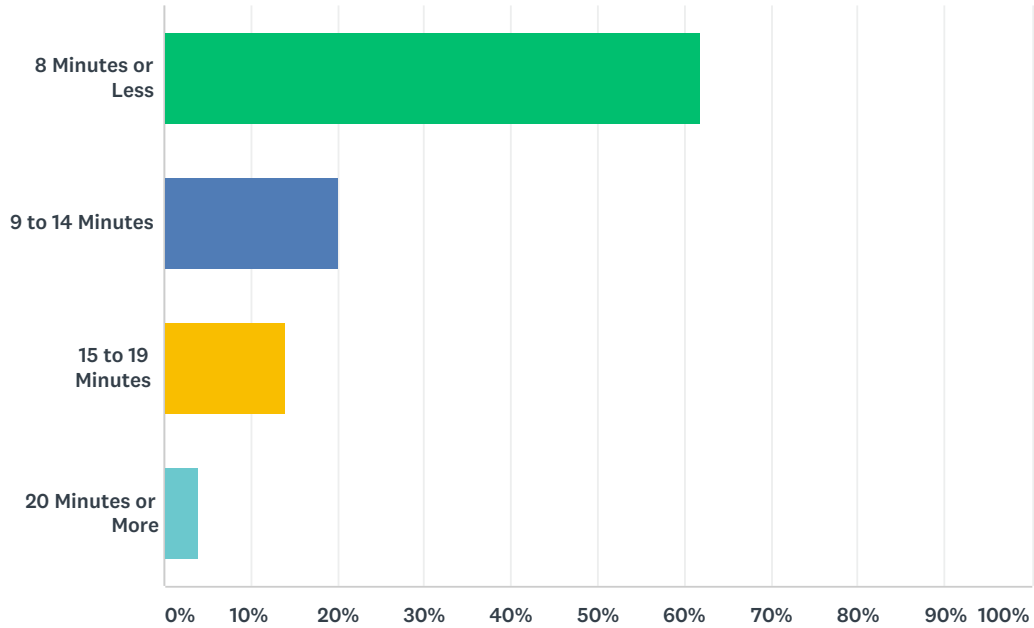
Answered: 50 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	84.00%	42
No	16.00%	8
TOTAL		50

Q55 What is your routine response time for emergency calls?

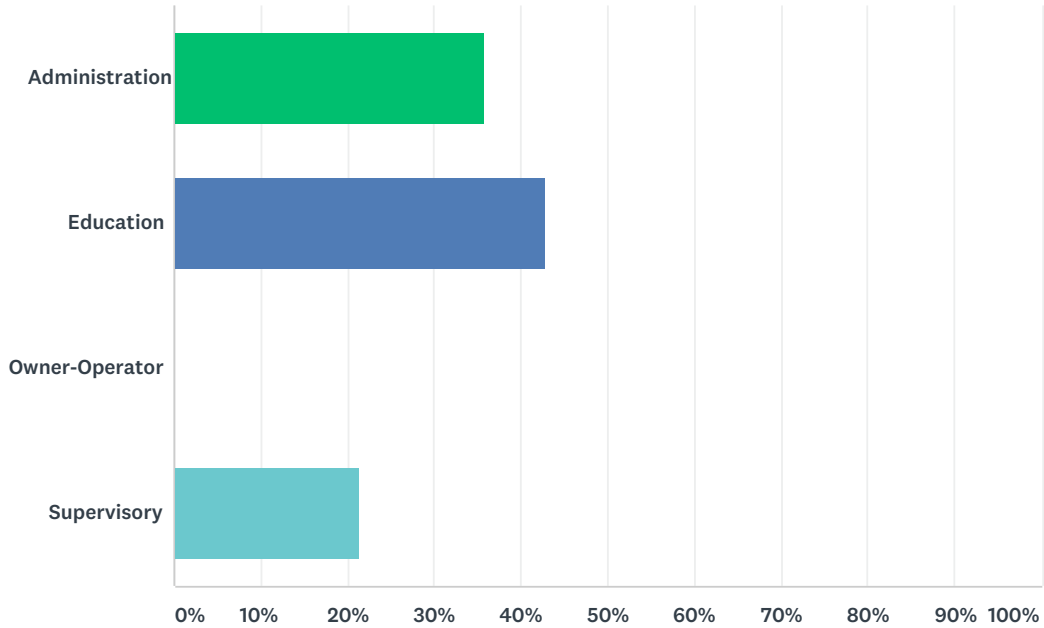
Answered: 50 Skipped: 28



ANSWER CHOICES	RESPONSES	
8 Minutes or Less	62.00%	31
9 to 14 Minutes	20.00%	10
15 to 19 Minutes	14.00%	7
20 Minutes or More	4.00%	2
TOTAL		50

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

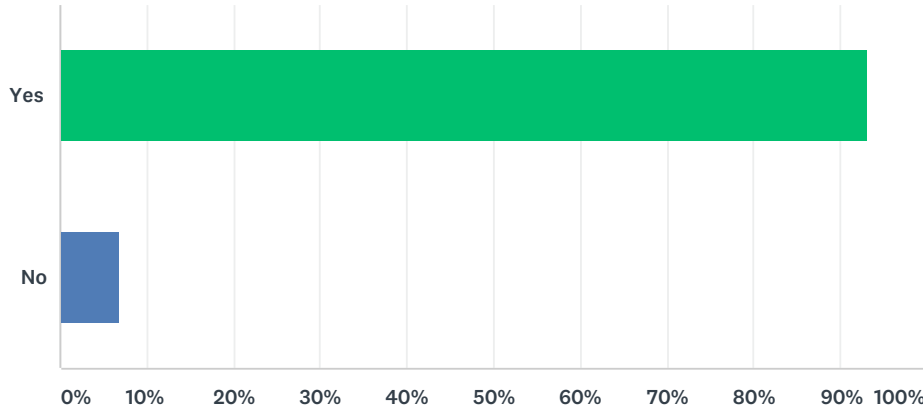
Answered: 14 Skipped: 64



ANSWER CHOICES	RESPONSES	
Administration	35.71%	5
Education	42.86%	6
Owner-Operator	0.00%	0
Supervisory	21.43%	3
TOTAL		14

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

Answered: 29 Skipped: 49



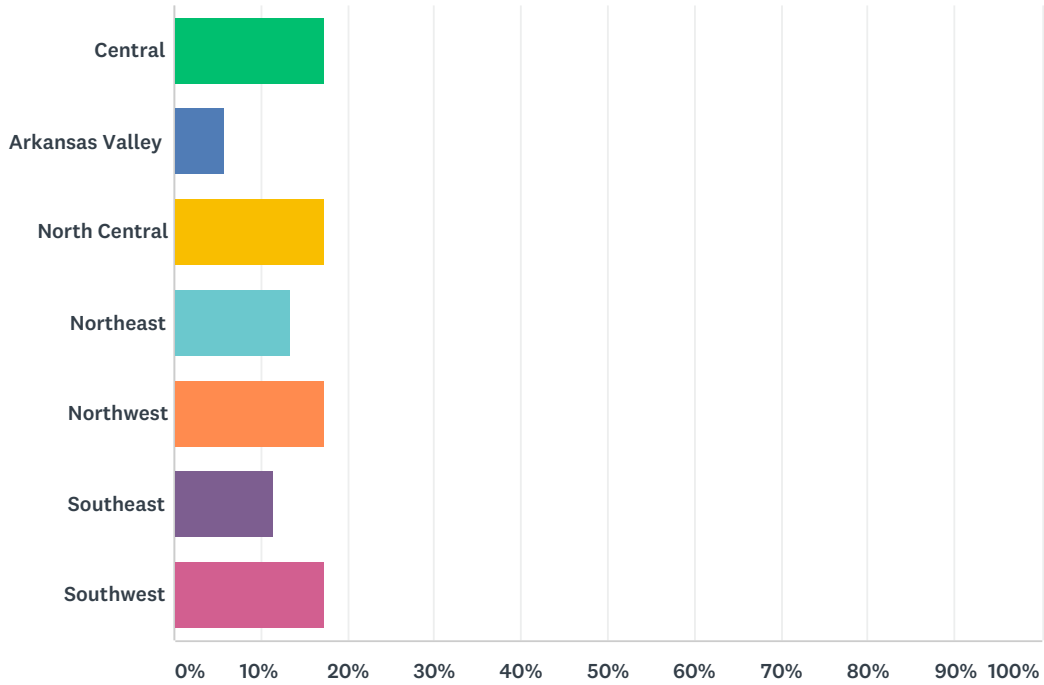
ANSWER CHOICES	RESPONSES	
Yes	93.10%	27
No	6.90%	2
TOTAL		29

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

Answered: 7 Skipped: 71

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

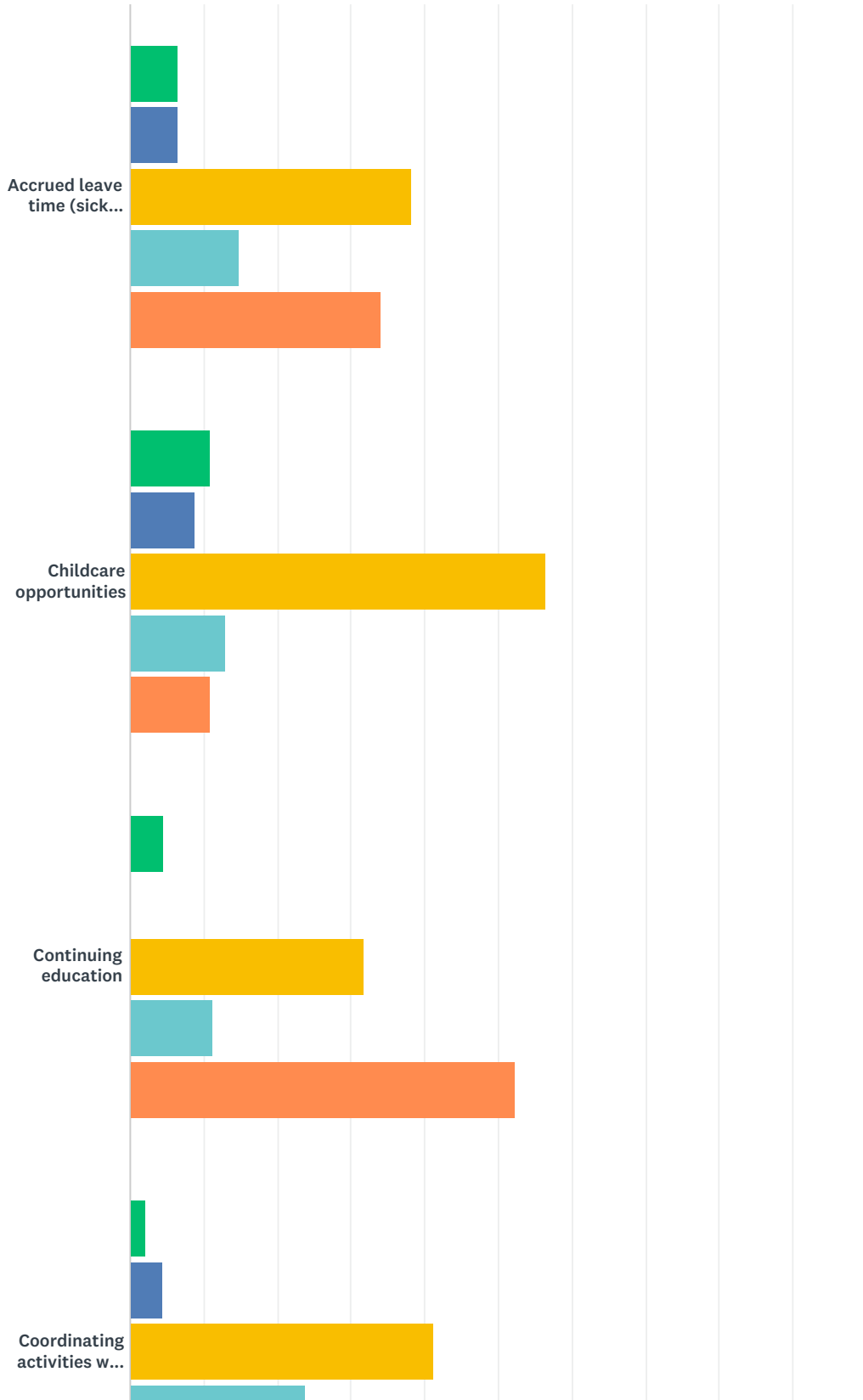
Answered: 52 Skipped: 26



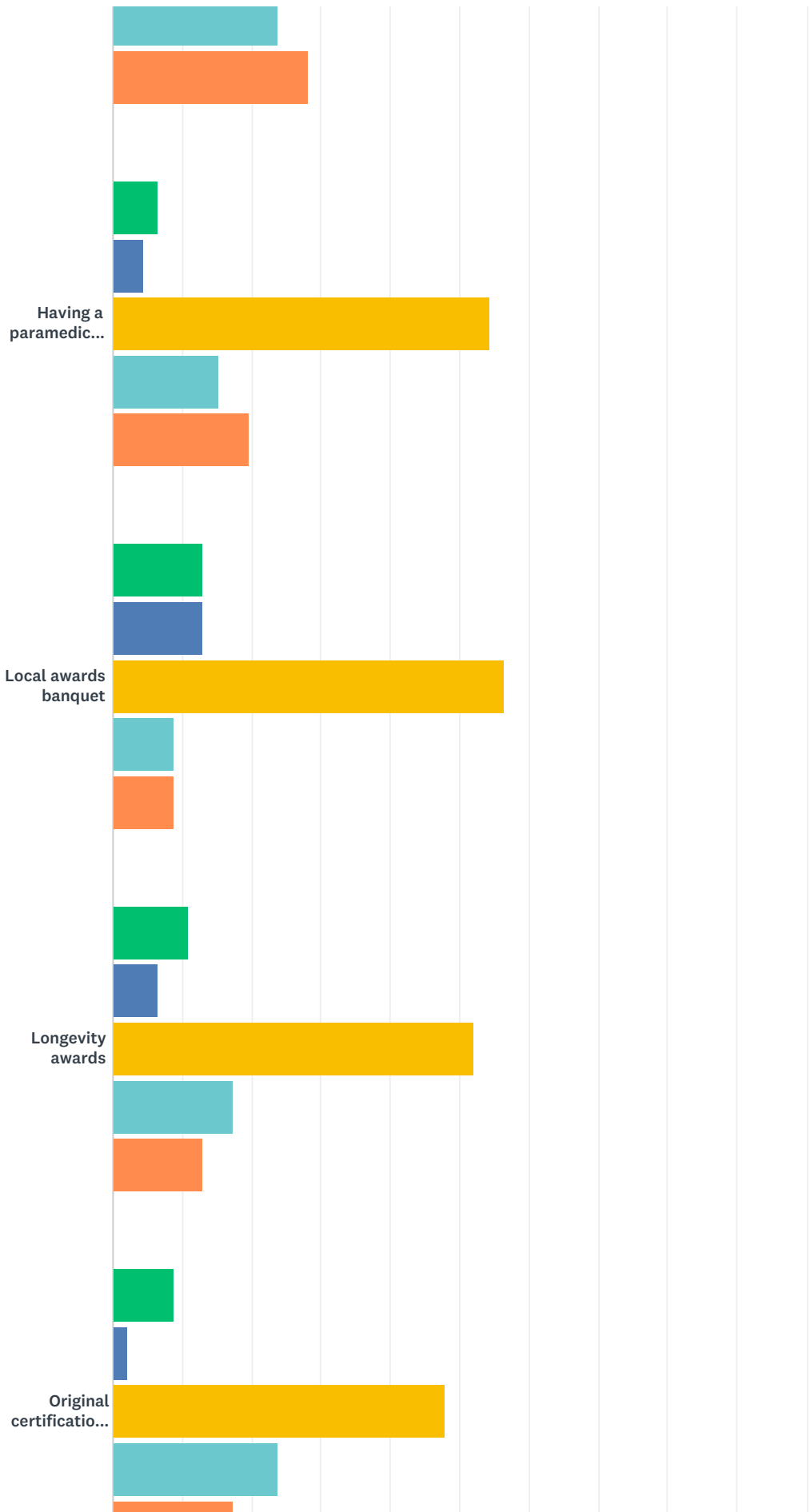
ANSWER CHOICES	RESPONSES	
Central	17.31%	9
Arkansas Valley	5.77%	3
North Central	17.31%	9
Northeast	13.46%	7
Northwest	17.31%	9
Southeast	11.54%	6
Southwest	17.31%	9
TOTAL		52

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

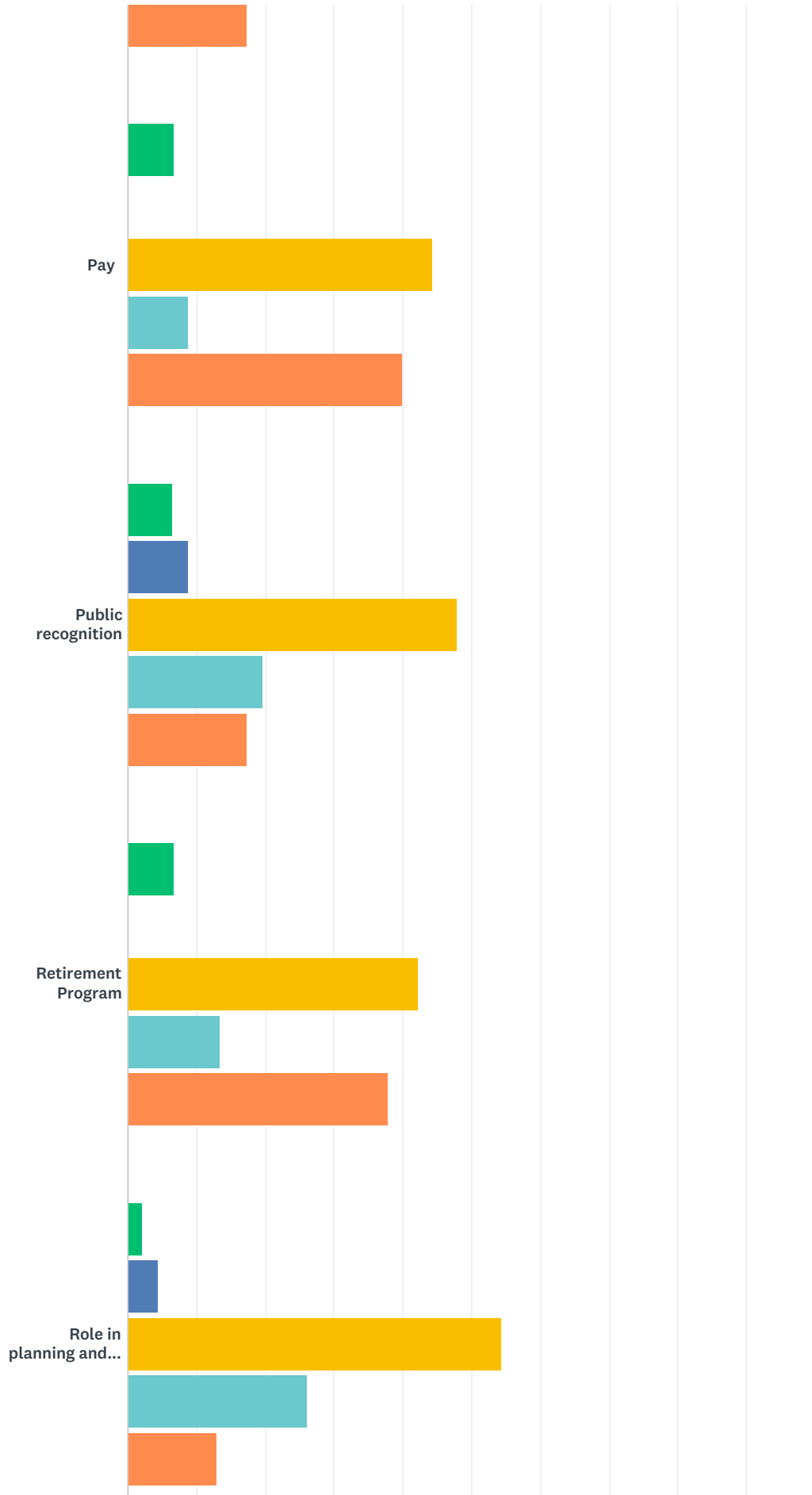
Answered: 48 Skipped: 30



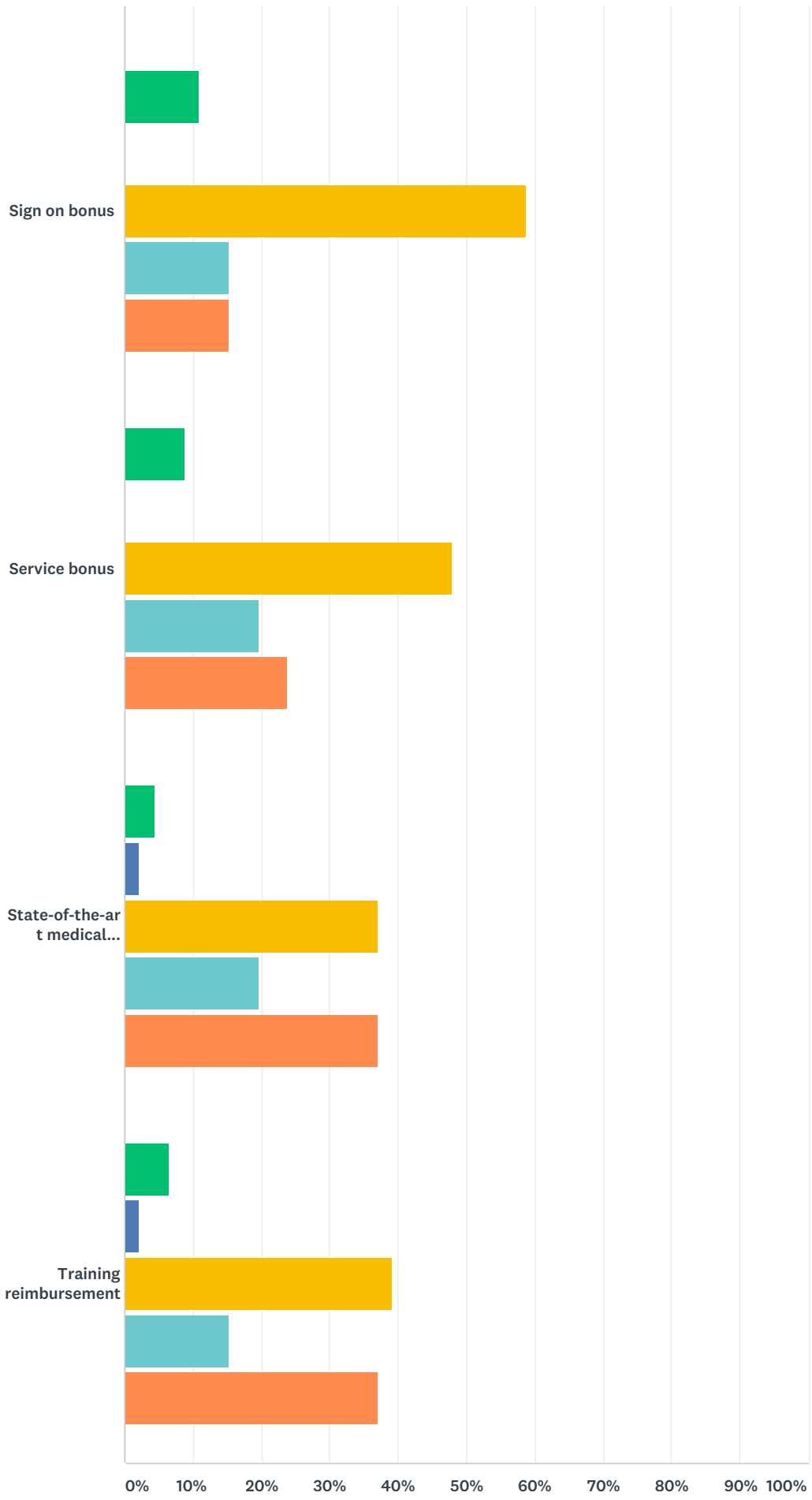
EMS Needs Assessment



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EMS Needs Assessment



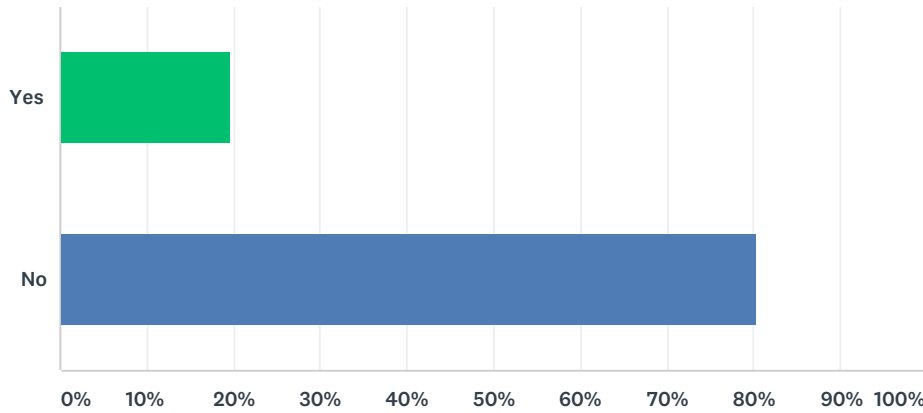
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■ No importance at all
 ■ Very little importance
 ■ Neutral
■ Somewhat important
 ■ Extremely important

	NO IMPORTANCE AT ALL	VERY LITTLE IMPORTANCE	NEUTRAL	SOMEWHAT IMPORTANT	EXTREMELY IMPORTANT	TOTAL
Accrued leave time (sick leave, annual leave, bereavement leave, etc)	6.38% 3	6.38% 3	38.30% 18	14.89% 7	34.04% 16	47
Childcare opportunities	10.87% 5	8.70% 4	56.52% 26	13.04% 6	10.87% 5	46
Continuing education	4.55% 2	0.00% 0	31.82% 14	11.36% 5	52.27% 23	44
Coordinating activities with other services (fire and police)	2.17% 1	4.35% 2	41.30% 19	23.91% 11	28.26% 13	46
Having a paramedic partner (allowing calls to be rotated between you)	6.52% 3	4.35% 2	54.35% 25	15.22% 7	19.57% 9	46
Local awards banquet	13.04% 6	13.04% 6	56.52% 26	8.70% 4	8.70% 4	46
Longevity awards	10.87% 5	6.52% 3	52.17% 24	17.39% 8	13.04% 6	46
Original certification reimbursement	8.70% 4	2.17% 1	47.83% 22	23.91% 11	17.39% 8	46
Pay	6.67% 3	0.00% 0	44.44% 20	8.89% 4	40.00% 18	45
Public recognition	6.52% 3	8.70% 4	47.83% 22	19.57% 9	17.39% 8	46
Retirement Program	6.67% 3	0.00% 0	42.22% 19	13.33% 6	37.78% 17	45
Role in planning and evaluation	2.17% 1	4.35% 2	54.35% 25	26.09% 12	13.04% 6	46
Sign on bonus	10.87% 5	0.00% 0	58.70% 27	15.22% 7	15.22% 7	46
Service bonus	8.70% 4	0.00% 0	47.83% 22	19.57% 9	23.91% 11	46
State-of-the-art medical equipment	4.35% 2	2.17% 1	36.96% 17	19.57% 9	36.96% 17	46
Training reimbursement	6.52% 3	2.17% 1	39.13% 18	15.22% 7	36.96% 17	46

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

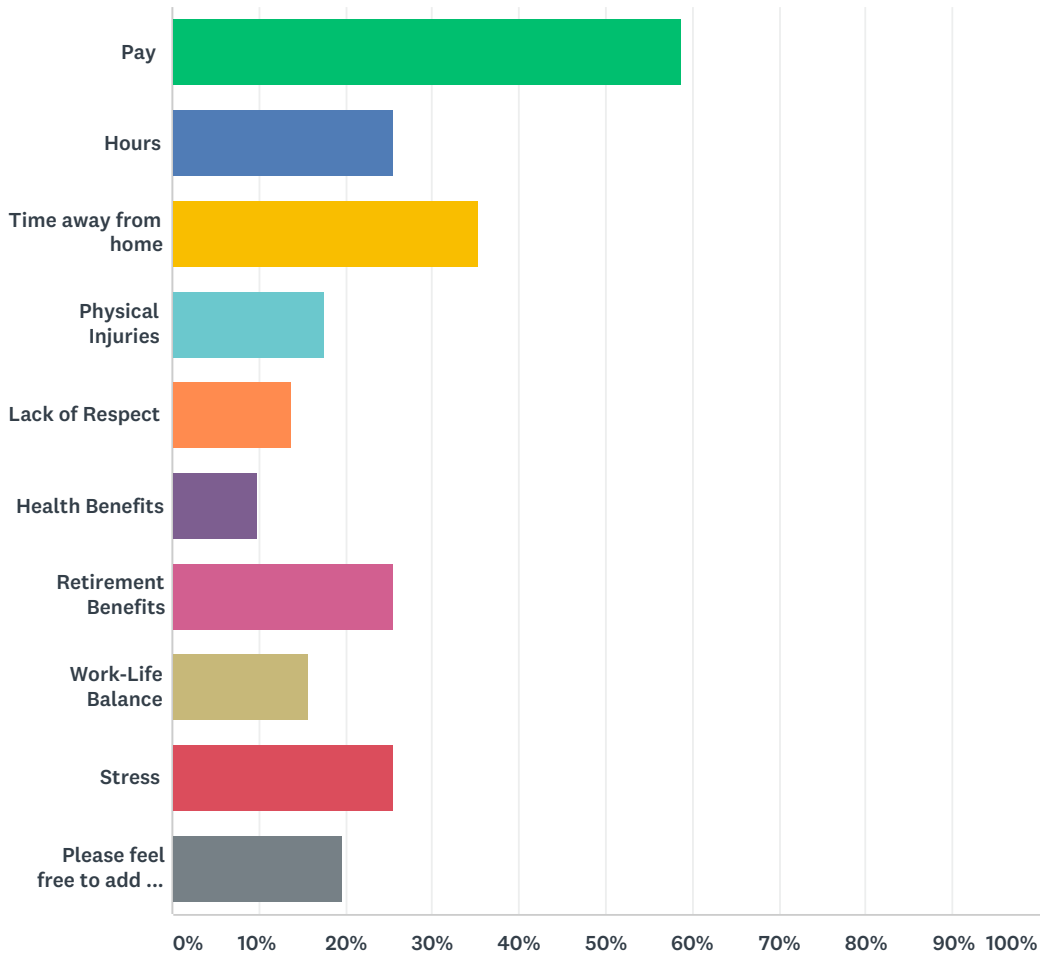
Answered: 51 Skipped: 27



ANSWER CHOICES	RESPONSES	
Yes	19.61%	10
No	80.39%	41
TOTAL		51

Q62 Specifically what reasons would you have chosen another profession?

Answered: 51 Skipped: 27



ANSWER CHOICES	RESPONSES	
Pay	58.82%	30
Hours	25.49%	13
Time away from home	35.29%	18
Physical Injuries	17.65%	9
Lack of Respect	13.73%	7
Health Benefits	9.80%	5
Retirement Benefits	25.49%	13
Work-Life Balance	15.69%	8
Stress	25.49%	13
Please feel free to add any other comments.	19.61%	10

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Total Respondents: 51