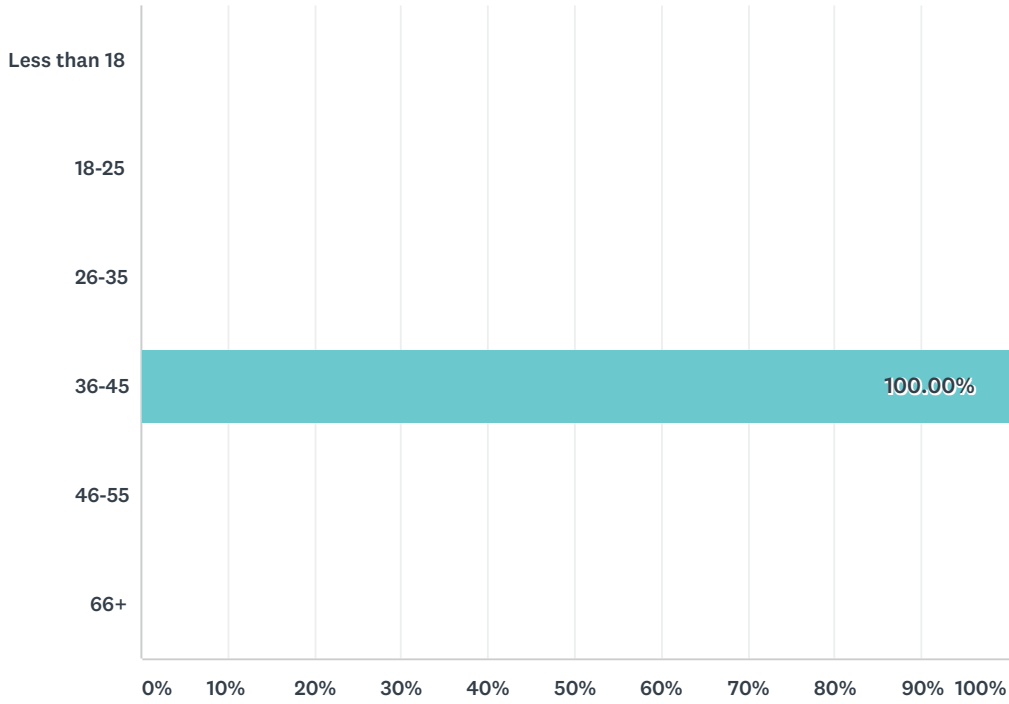


Q1 Please choose the appropriate range indicating your age group

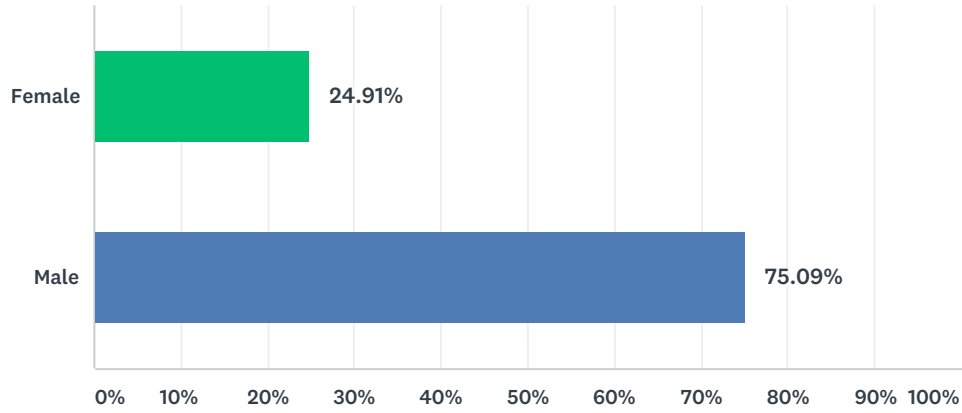
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 18	0.00%	0
18-25	0.00%	0
26-35	0.00%	0
36-45	100.00%	807
46-55	0.00%	0
66+	0.00%	0
TOTAL		807

Q2 Please indicate your gender.

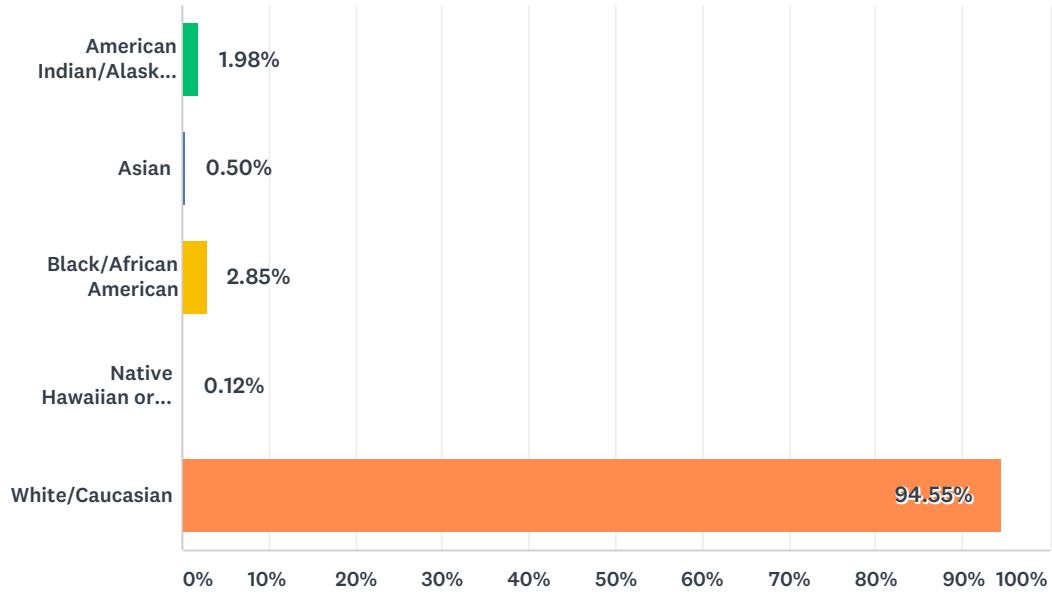
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	24.91%	201
Male	75.09%	606
TOTAL		807

Q3 Please indicate your race

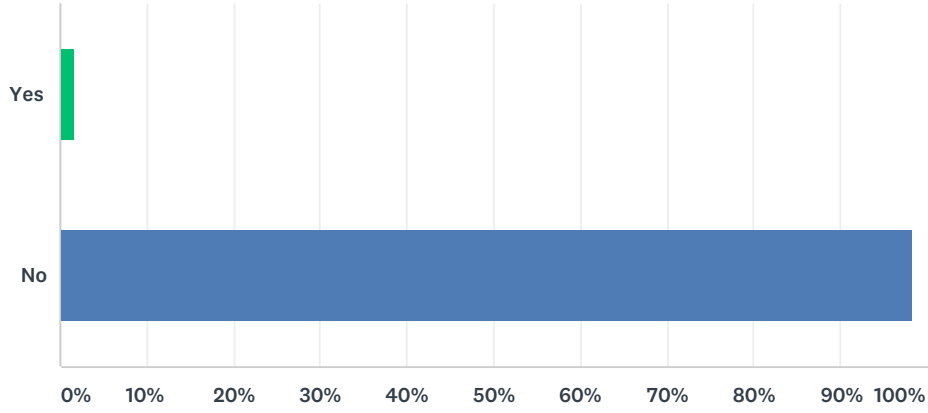
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
American Indian/Alaska Native	1.98%	16
Asian	0.50%	4
Black/African American	2.85%	23
Native Hawaiian or Other Pacific Islander	0.12%	1
White/Caucasian	94.55%	763
TOTAL		807

Q4 Are you Hispanic or Latino?

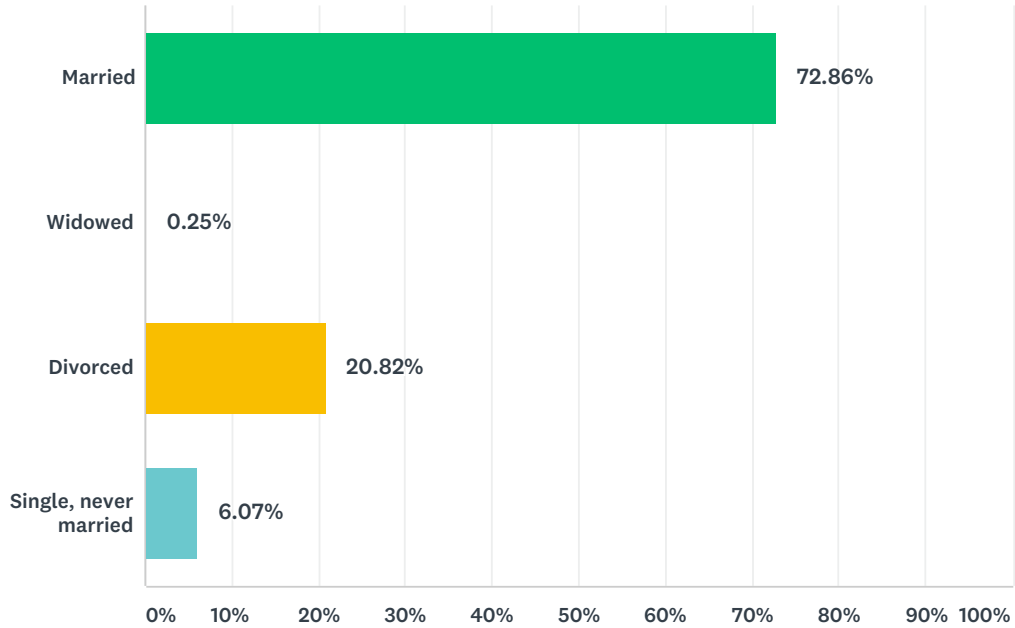
Answered: 802 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	1.62%	13
No	98.38%	789
TOTAL		802

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

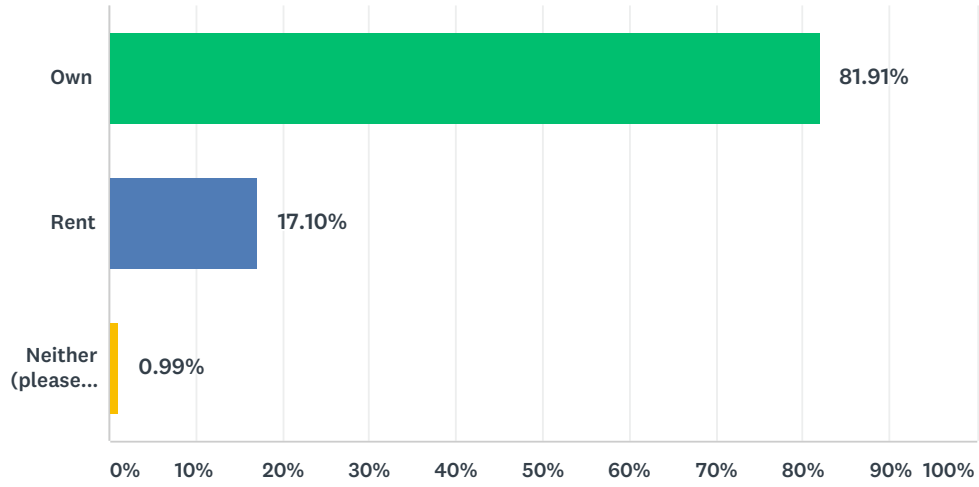
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
Married	72.86%	588
Widowed	0.25%	2
Divorced	20.82%	168
Single, never married	6.07%	49
TOTAL		807

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

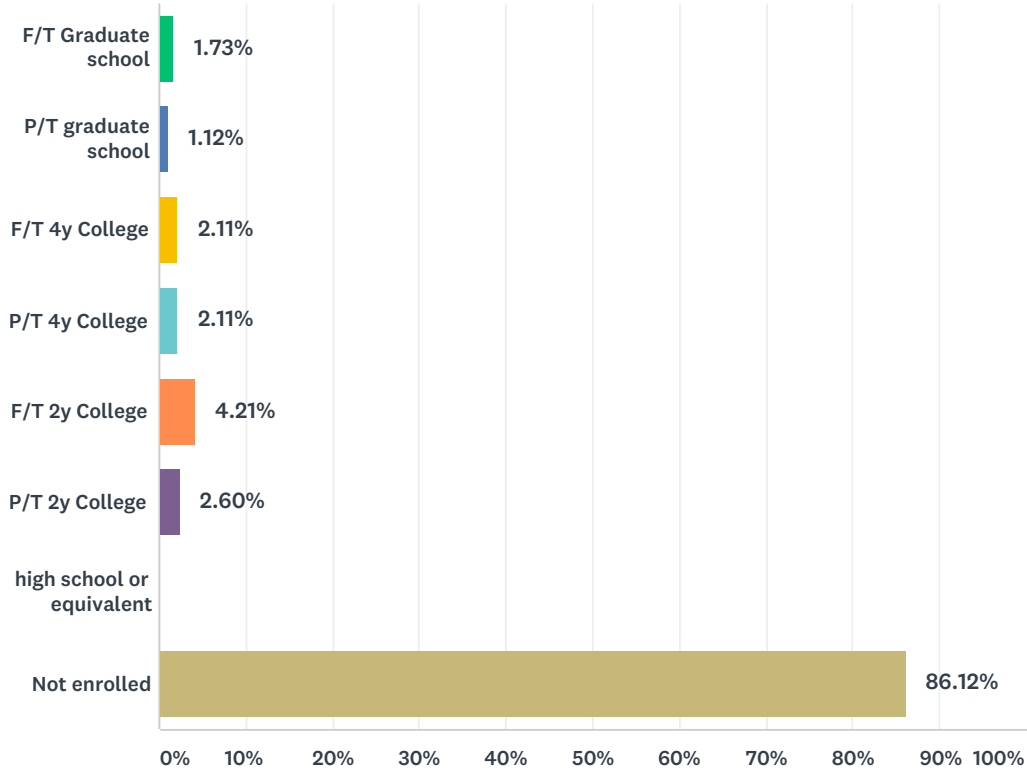
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
Own	81.91%	661
Rent	17.10%	138
Neither (please specify)	0.99%	8
TOTAL		807

Q7 Are you currently enrolled as a student?

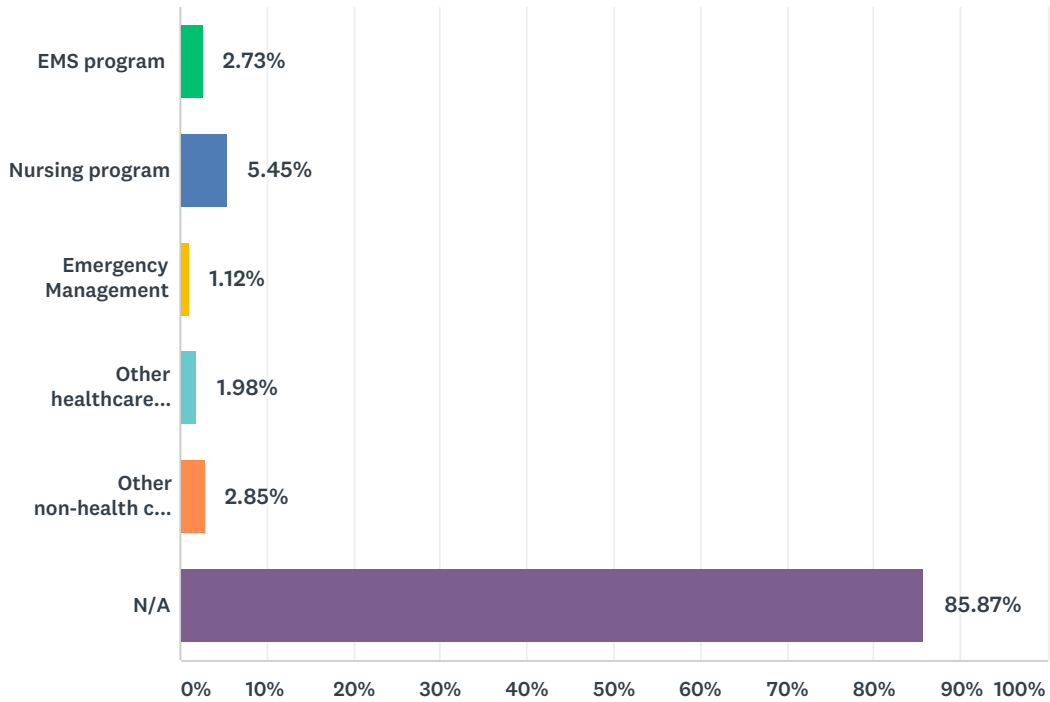
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
F/T Graduate school	1.73%	14
P/T graduate school	1.12%	9
F/T 4y College	2.11%	17
P/T 4y College	2.11%	17
F/T 2y College	4.21%	34
P/T 2y College	2.60%	21
high school or equivalent	0.00%	0
Not enrolled	86.12%	695
TOTAL		807

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

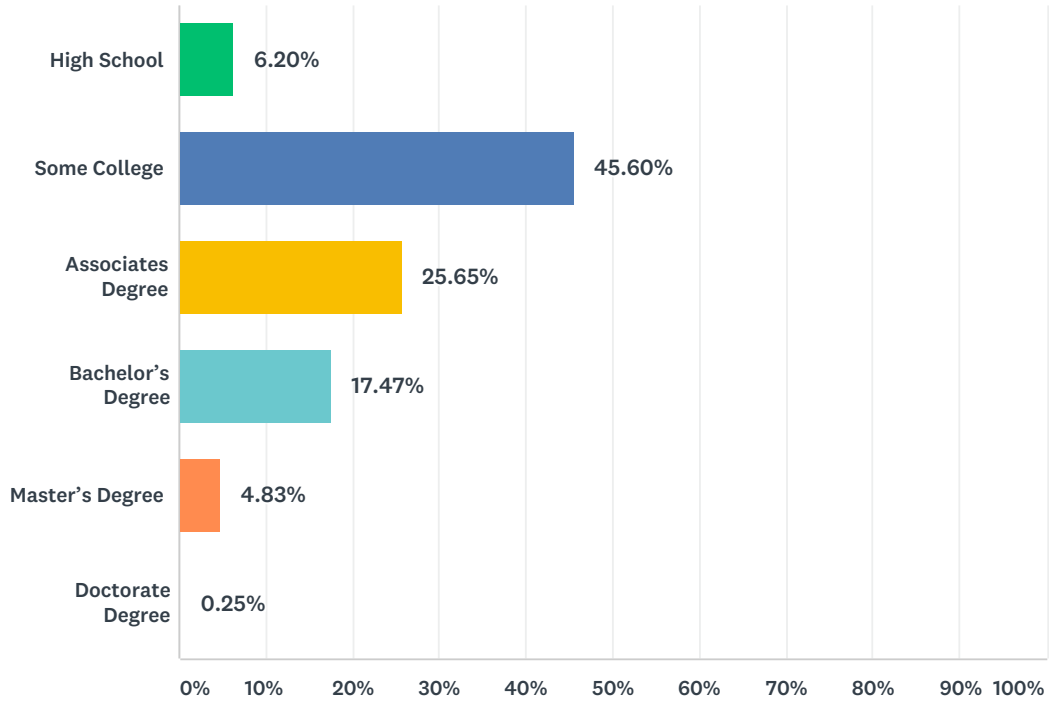
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
EMS program	2.73%	22
Nursing program	5.45%	44
Emergency Management	1.12%	9
Other healthcare program	1.98%	16
Other non-health care program	2.85%	23
N/A	85.87%	693
TOTAL		807

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

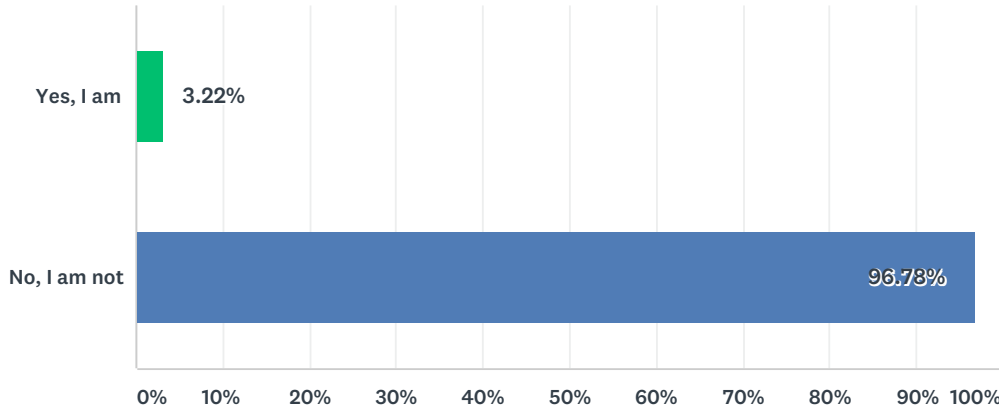
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
High School	6.20%	50
Some College	45.60%	368
Associates Degree	25.65%	207
Bachelor's Degree	17.47%	141
Master's Degree	4.83%	39
Doctorate Degree	0.25%	2
TOTAL		807

Q10 Are you currently serving in the United States military?

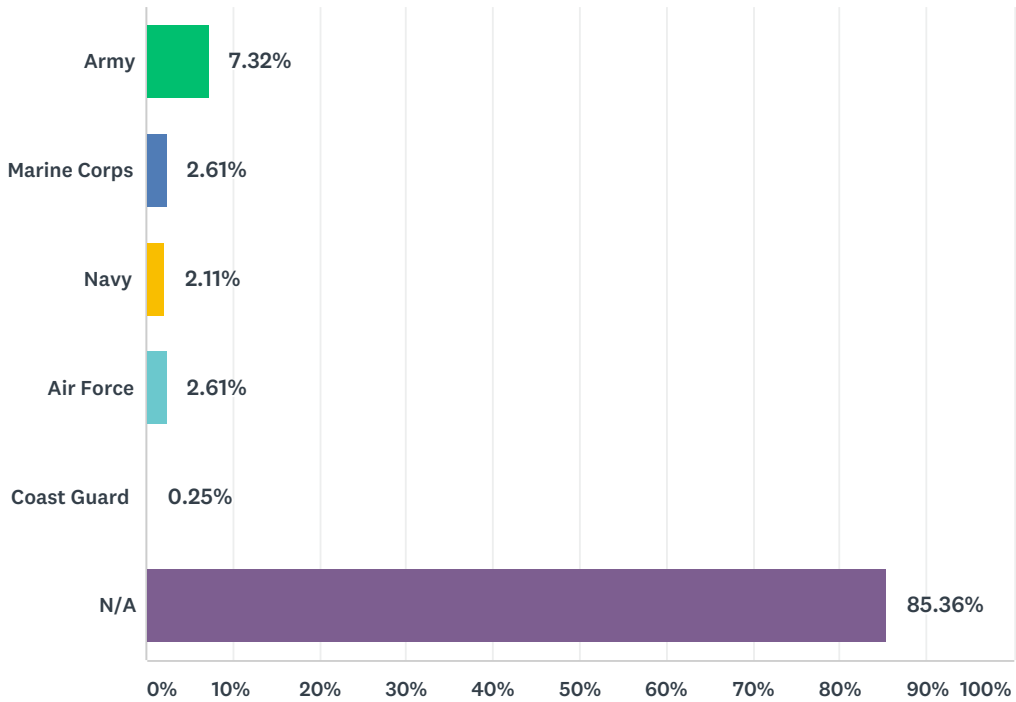
Answered: 807 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, I am	3.22%	26
No, I am not	96.78%	781
TOTAL		807

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

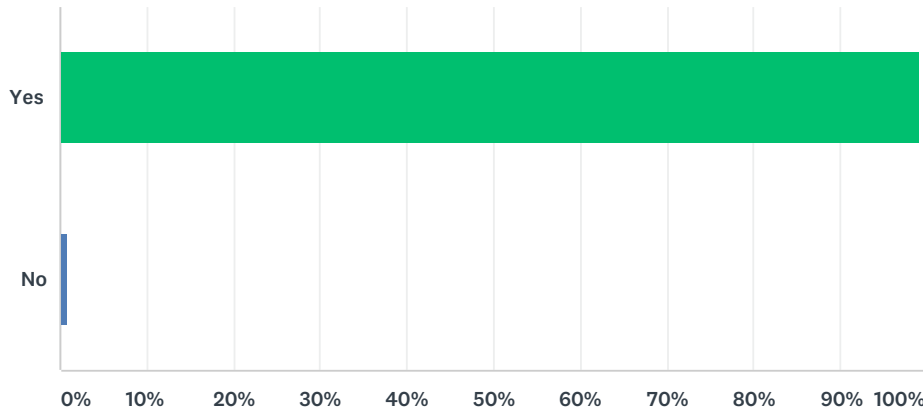
Answered: 806 Skipped: 1



ANSWER CHOICES	RESPONSES	
Army	7.32%	59
Marine Corps	2.61%	21
Navy	2.11%	17
Air Force	2.61%	21
Coast Guard	0.25%	2
N/A	85.36%	688
Total Respondents: 806		

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

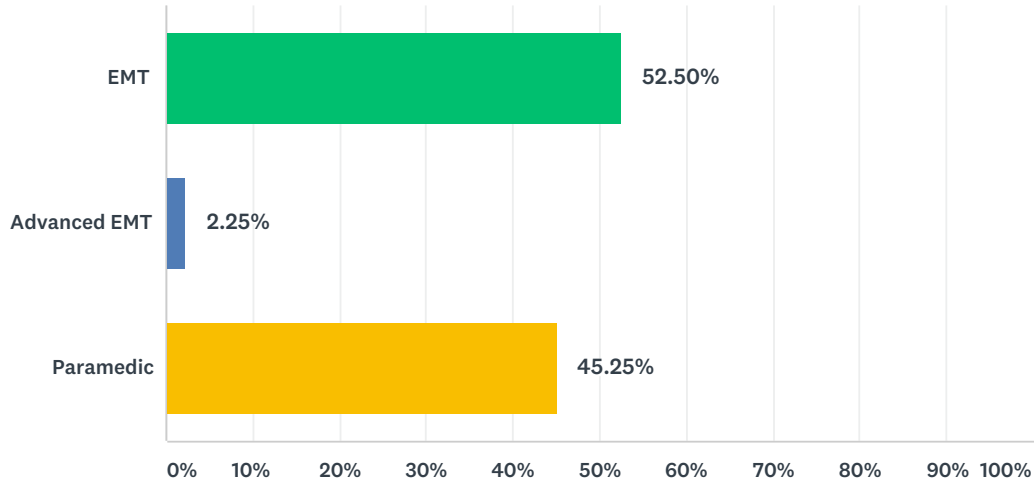
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	99.13%	793
No	0.88%	7
TOTAL		800

Q13 What level of EMS license do you hold?

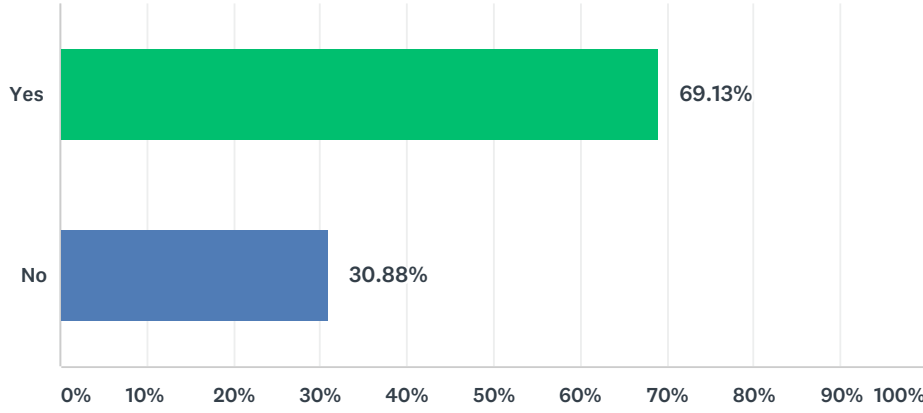
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
EMT	52.50%	420
Advanced EMT	2.25%	18
Paramedic	45.25%	362
TOTAL		800

Q14 Are you currently NREMT certified?

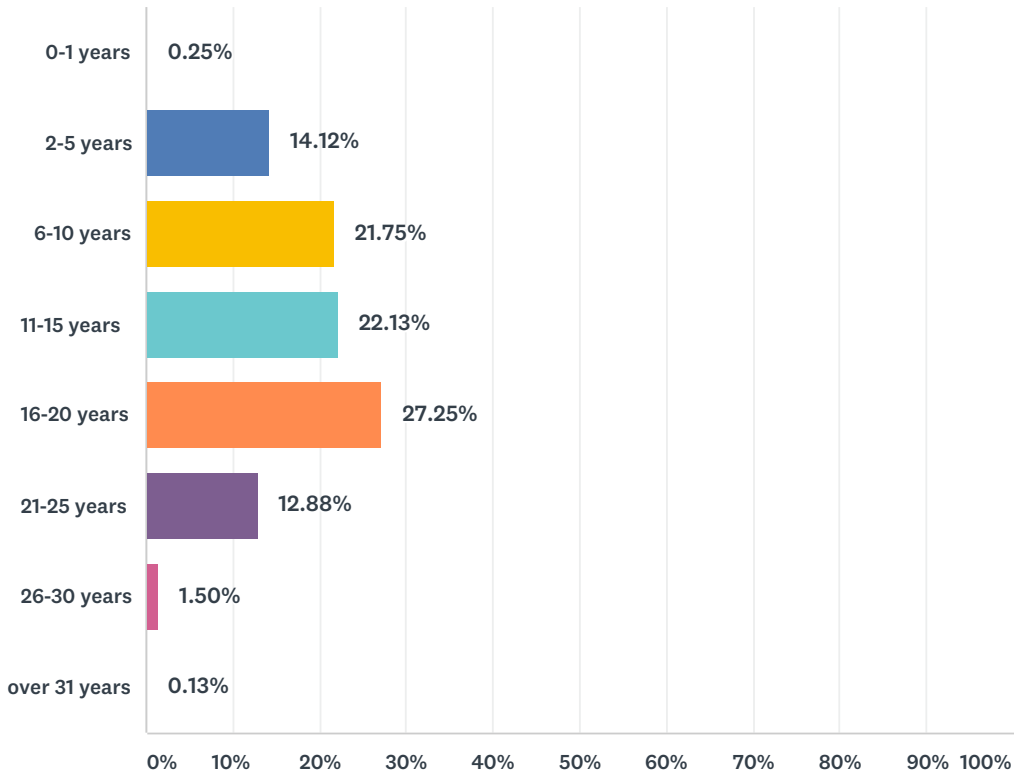
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	69.13%	553
No	30.88%	247
TOTAL		800

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

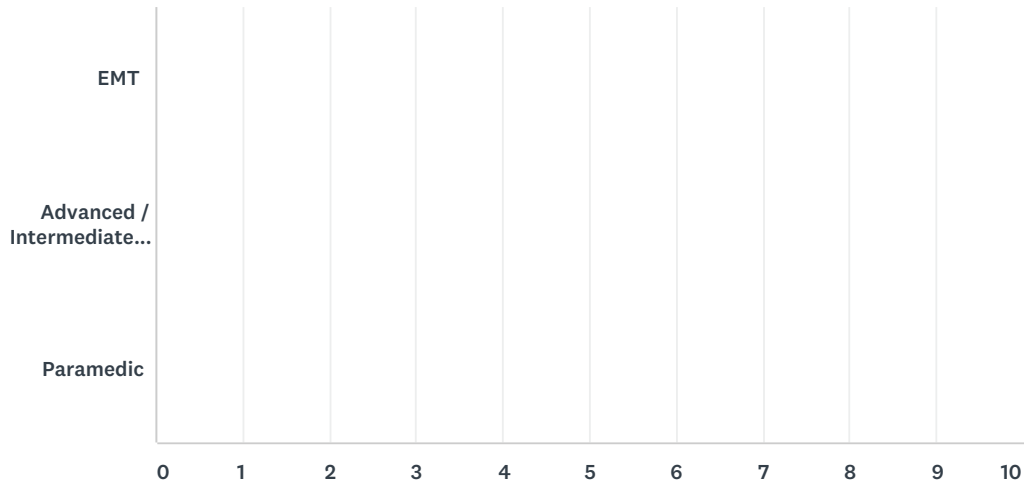
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
0-1 years	0.25%	2
2-5 years	14.12%	113
6-10 years	21.75%	174
11-15 years	22.13%	177
16-20 years	27.25%	218
21-25 years	12.88%	103
26-30 years	1.50%	12
over 31 years	0.13%	1
TOTAL		800

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

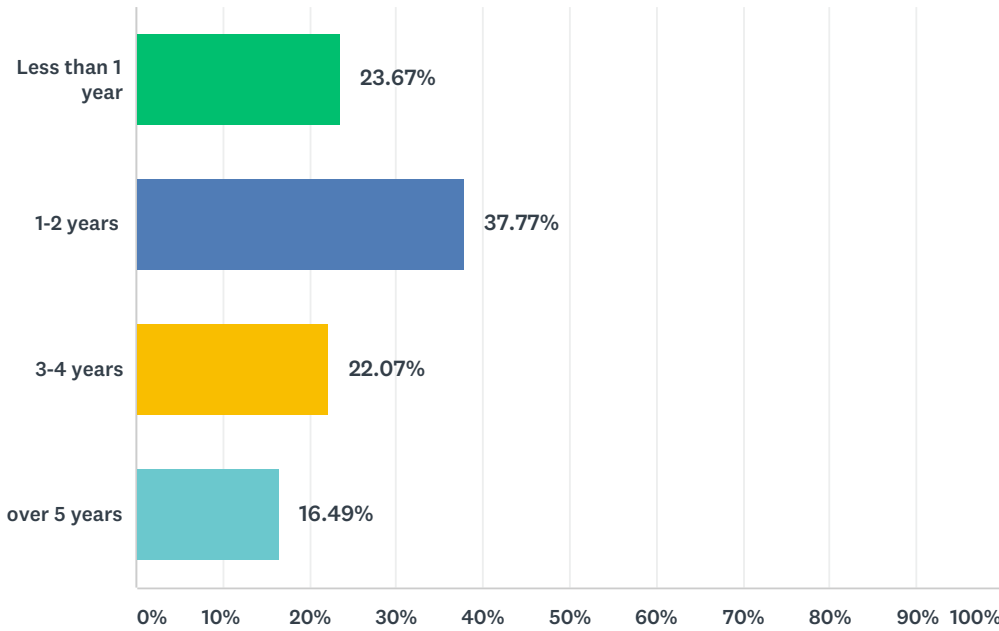
Answered: 800 Skipped: 7



	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	9.68% 75	41.42% 321	20.90% 162	13.68% 106	10.58% 82	3.48% 27	0.13% 1	0.13% 1	775	0.00
Advanced / Intermediate EMT	52.45% 75	26.57% 38	11.89% 17	2.10% 3	5.59% 8	0.70% 1	0.00% 0	0.70% 1	143	0.00
Paramedic	6.84% 27	17.47% 69	25.32% 100	22.53% 89	20.76% 82	6.58% 26	0.25% 1	0.25% 1	395	0.00

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

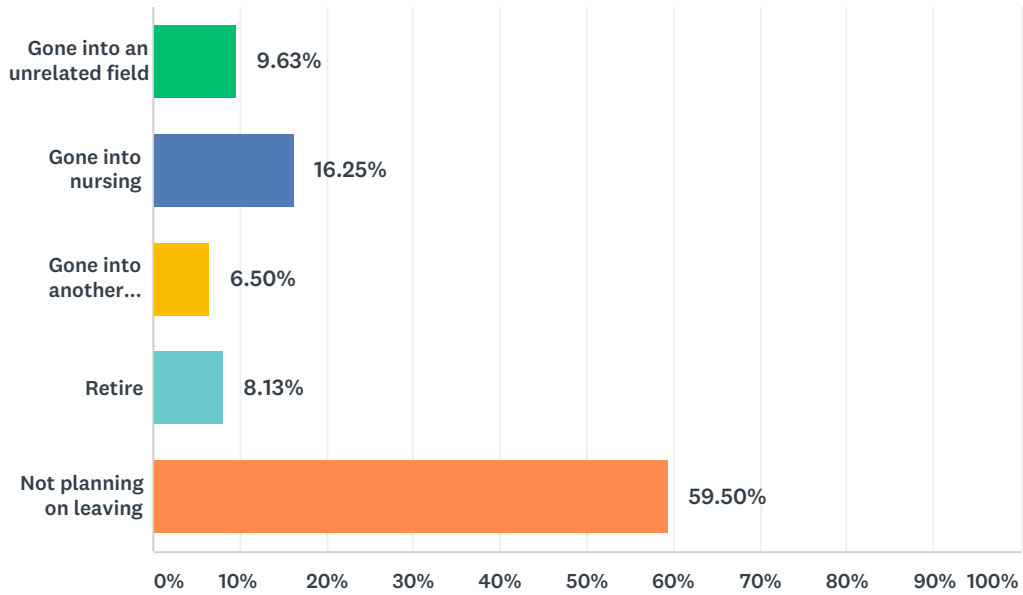
Answered: 376 Skipped: 431



ANSWER CHOICES	RESPONSES	
Less than 1 year	23.67%	89
1-2 years	37.77%	142
3-4 years	22.07%	83
over 5 years	16.49%	62
TOTAL		376

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

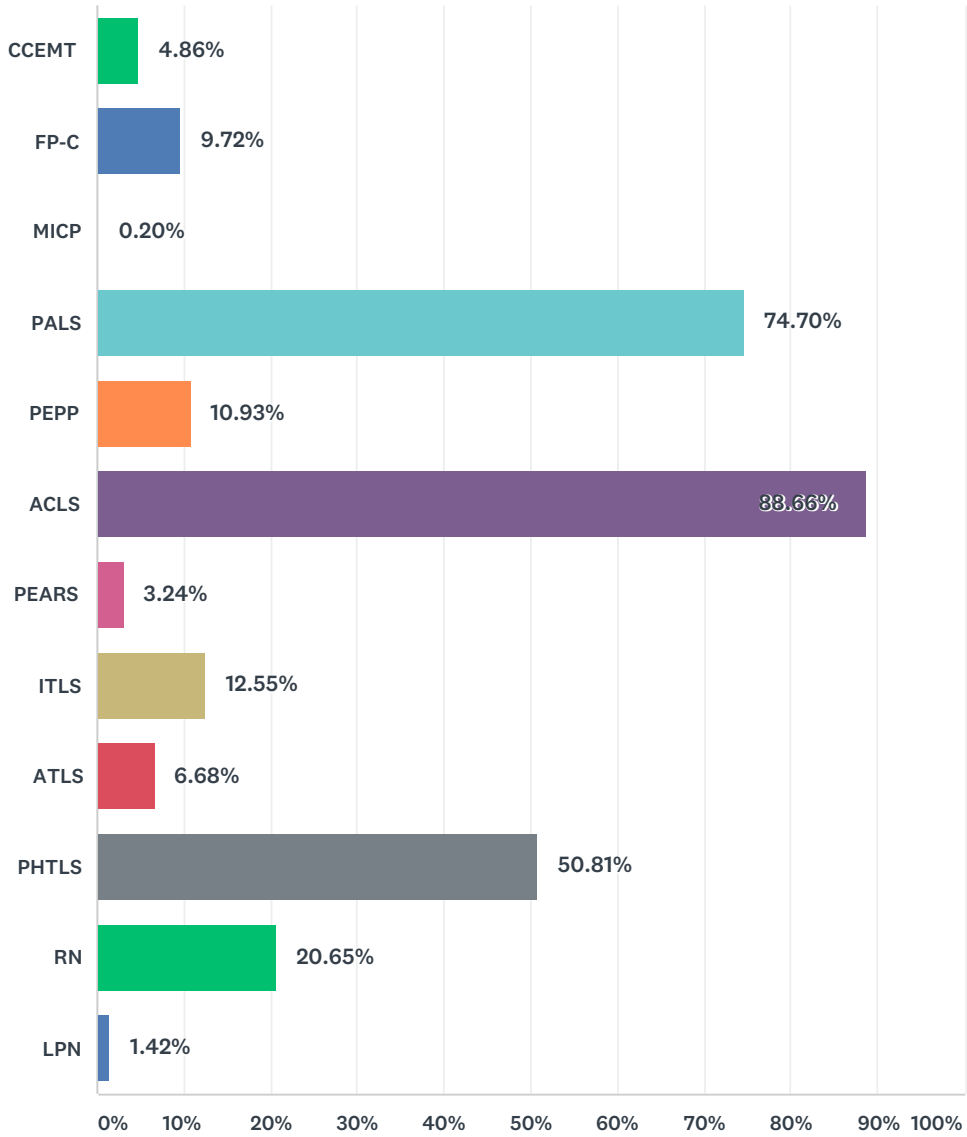
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
Gone into an unrelated field	9.63%	77
Gone into nursing	16.25%	130
Gone into another healthcare related field	6.50%	52
Retire	8.13%	65
Not planning on leaving	59.50%	476
TOTAL		800

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

Answered: 494 Skipped: 313



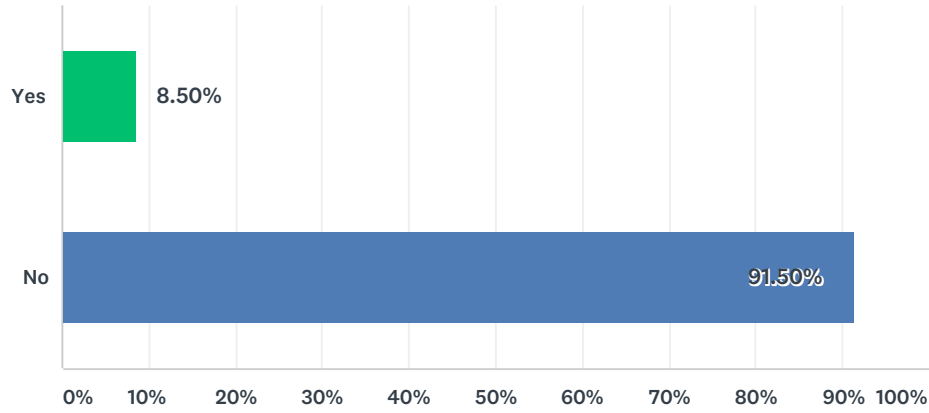
ANSWER CHOICES	RESPONSES	
CCEMT	4.86%	24
FP-C	9.72%	48
MICP	0.20%	1
PALS	74.70%	369
PEPP	10.93%	54
ACLS	88.66%	438
PEARS	3.24%	16
ITLS	12.55%	62

EMS Needs Assessment

ATLS	6.68%	33
PHTLS	50.81%	251
RN	20.65%	102
LPN	1.42%	7
Total Respondents: 494		

Q20 Are you currently a licensed EMS Instructor?

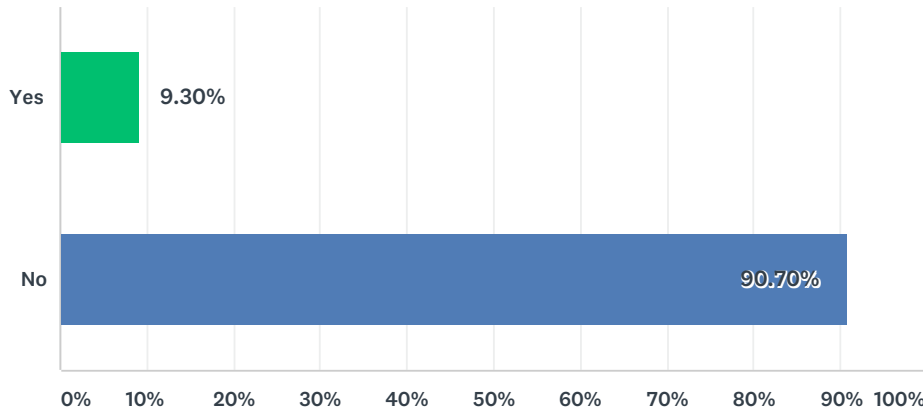
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	8.50%	68
No	91.50%	732
TOTAL		800

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

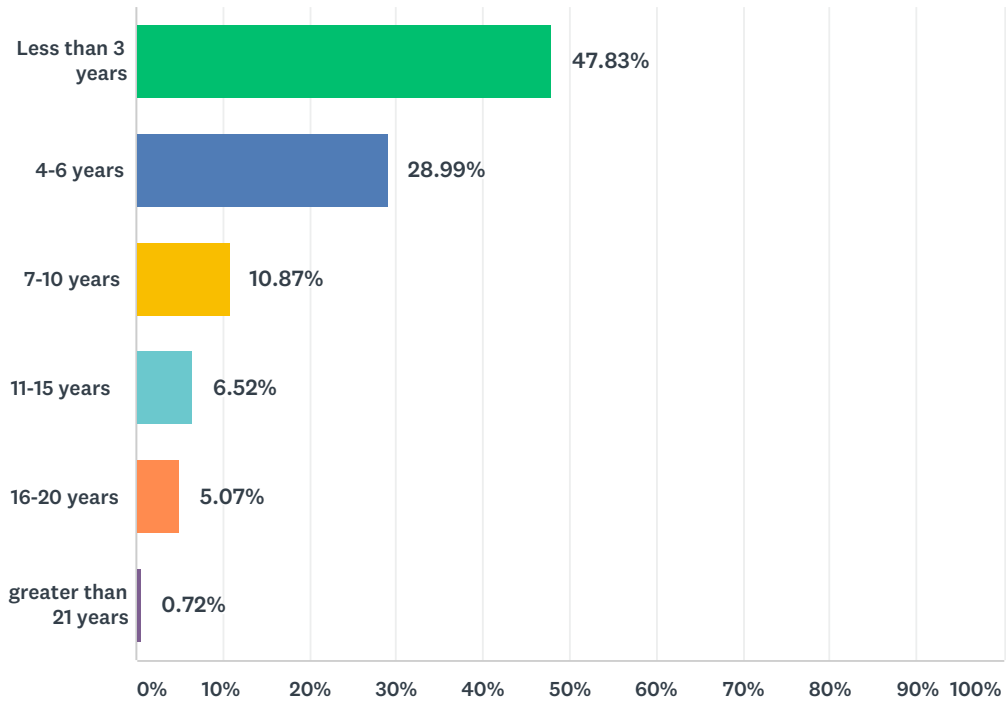
Answered: 688 Skipped: 119



ANSWER CHOICES	RESPONSES	
Yes	9.30%	64
No	90.70%	624
TOTAL		688

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

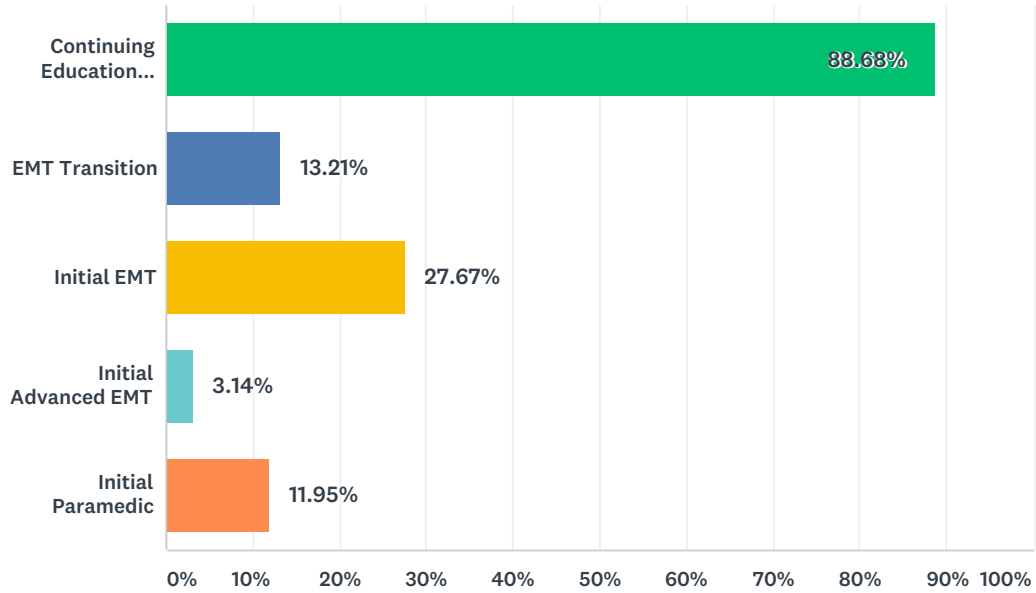
Answered: 138 Skipped: 669



ANSWER CHOICES	RESPONSES	
Less than 3 years	47.83%	66
4-6 years	28.99%	40
7-10 years	10.87%	15
11-15 years	6.52%	9
16-20 years	5.07%	7
greater than 21 years	0.72%	1
TOTAL		138

Q23 Which of the following classes do you routinely teach?

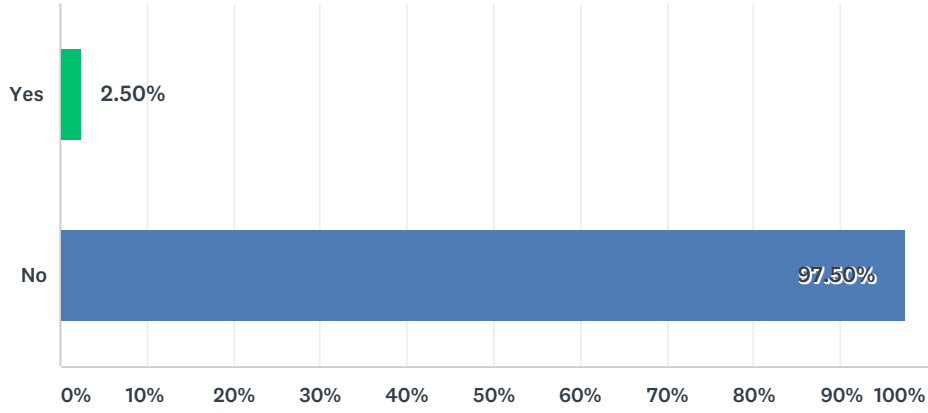
Answered: 159 Skipped: 648



ANSWER CHOICES	RESPONSES	
Continuing Education (General)	88.68%	141
EMT Transition	13.21%	21
Initial EMT	27.67%	44
Initial Advanced EMT	3.14%	5
Initial Paramedic	11.95%	19
Total Respondents: 159		

Q24 Are you a full-time educator?

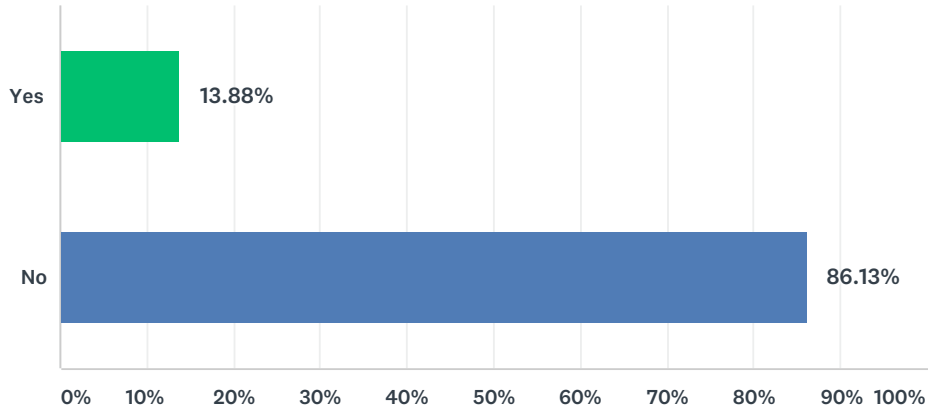
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	2.50%	20
No	97.50%	780
TOTAL		800

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

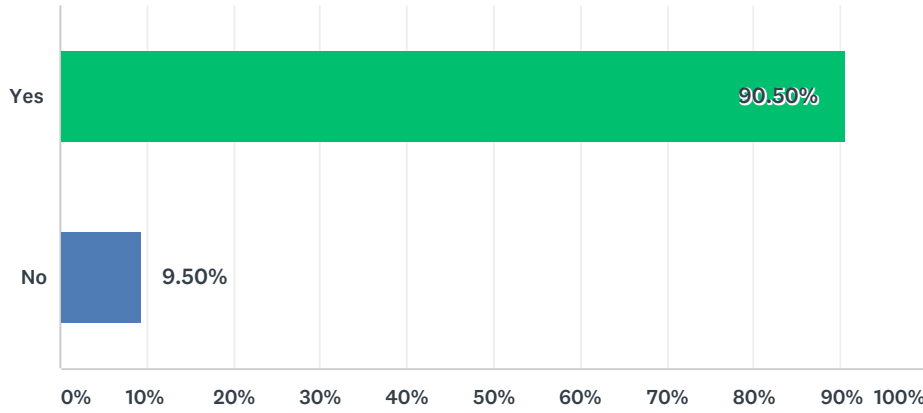
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	13.88%	111
No	86.13%	689
TOTAL		800

Q26 Do you currently provide patient care?

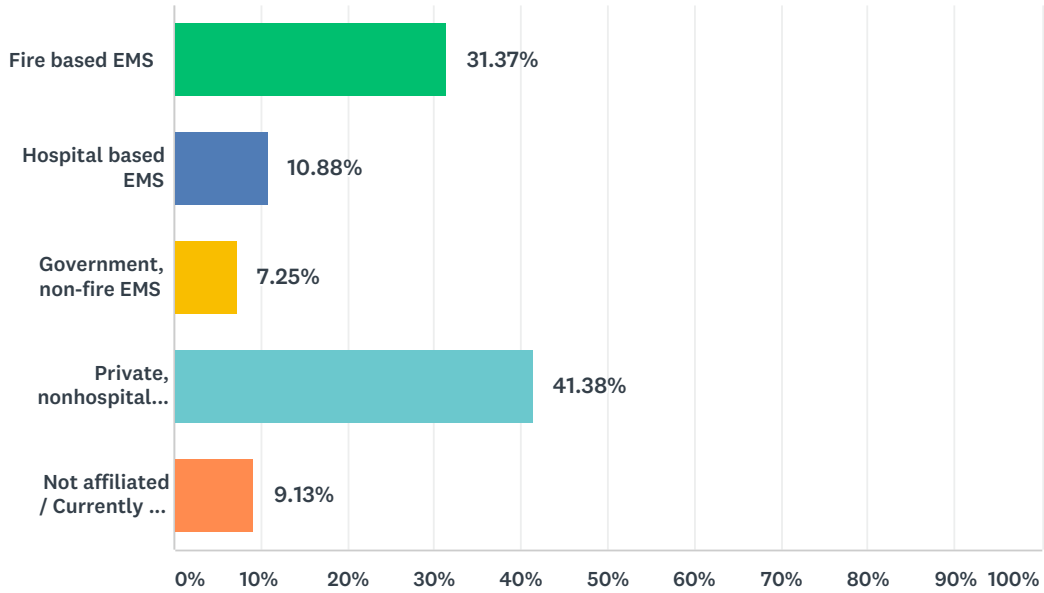
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	90.50%	724
No	9.50%	76
TOTAL		800

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

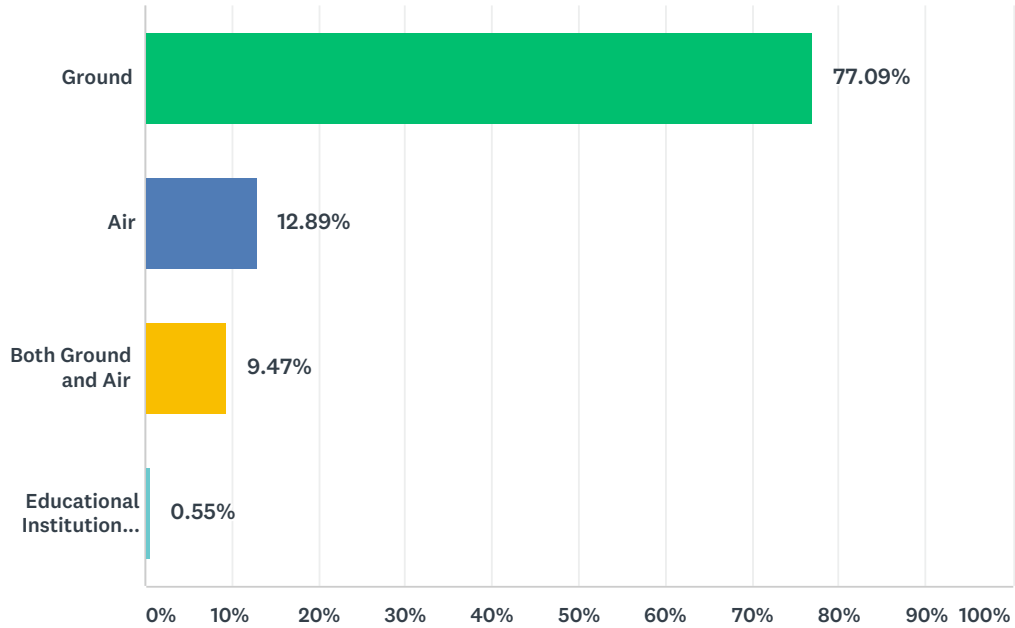
Answered: 800 Skipped: 7



ANSWER CHOICES	RESPONSES	
Fire based EMS	31.37%	251
Hospital based EMS	10.88%	87
Government, non-fire EMS	7.25%	58
Private, nonhospital based	41.38%	331
Not affiliated / Currently not working	9.13%	73
TOTAL		800

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

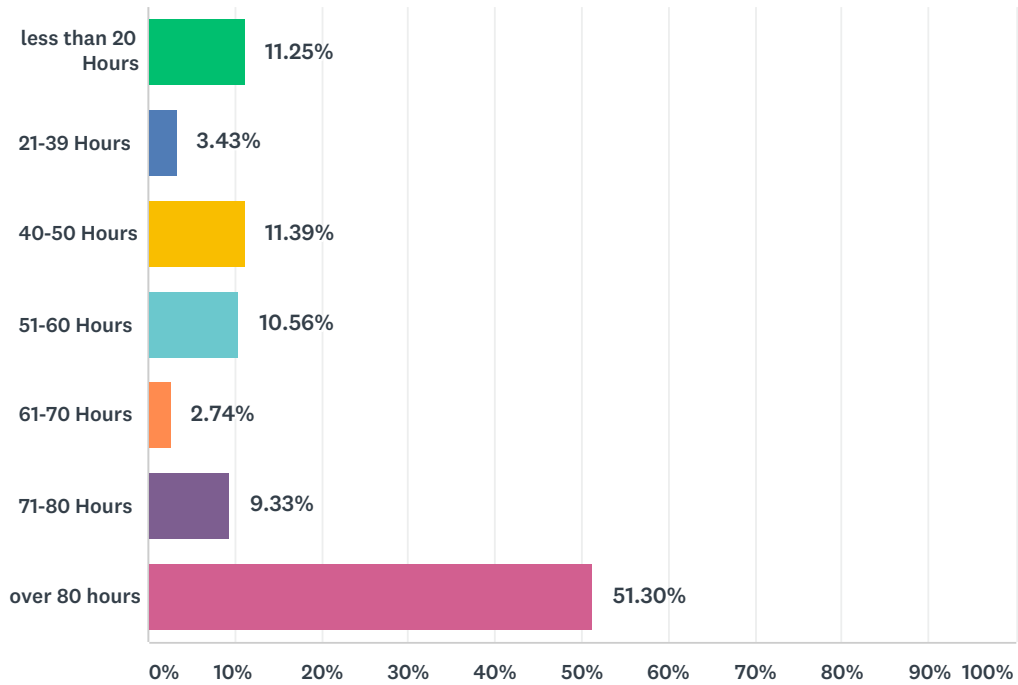
Answered: 729 Skipped: 78



ANSWER CHOICES	RESPONSES	
Ground	77.09%	562
Air	12.89%	94
Both Ground and Air	9.47%	69
Educational Institution Only	0.55%	4
TOTAL		729

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

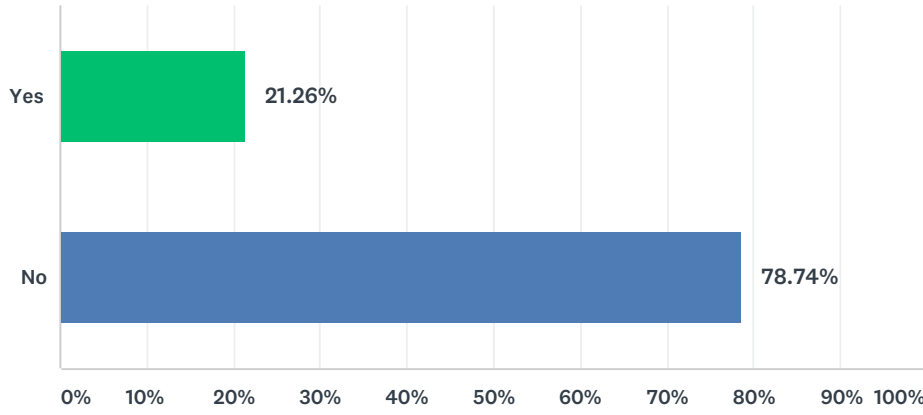
Answered: 729 Skipped: 78



ANSWER CHOICES	RESPONSES	
less than 20 Hours	11.25%	82
21-39 Hours	3.43%	25
40-50 Hours	11.39%	83
51-60 Hours	10.56%	77
61-70 Hours	2.74%	20
71-80 Hours	9.33%	68
over 80 hours	51.30%	374
TOTAL		729

Q30 Do you work for more than one service?

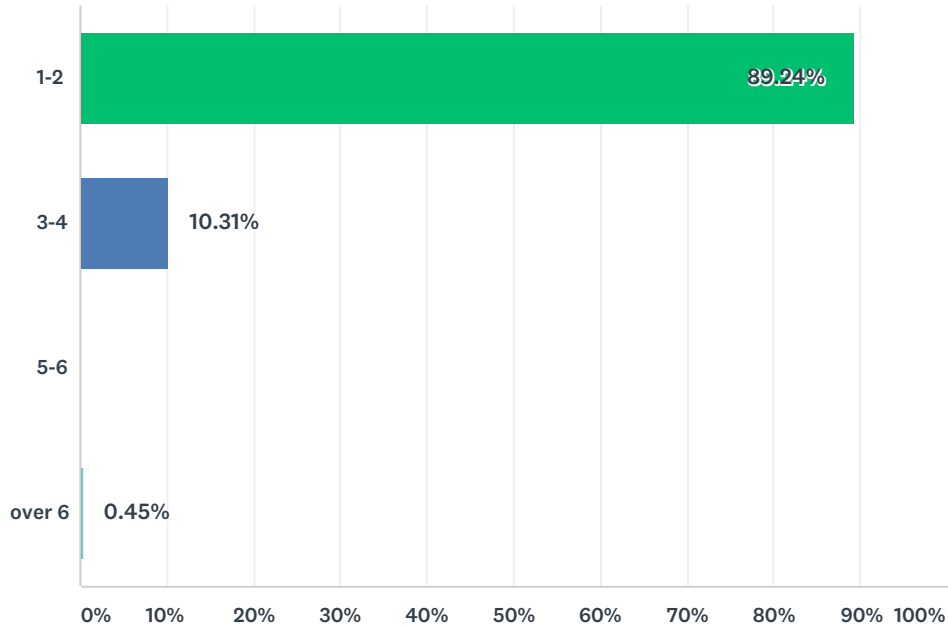
Answered: 729 Skipped: 78



ANSWER CHOICES	RESPONSES	
Yes	21.26%	155
No	78.74%	574
TOTAL		729

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

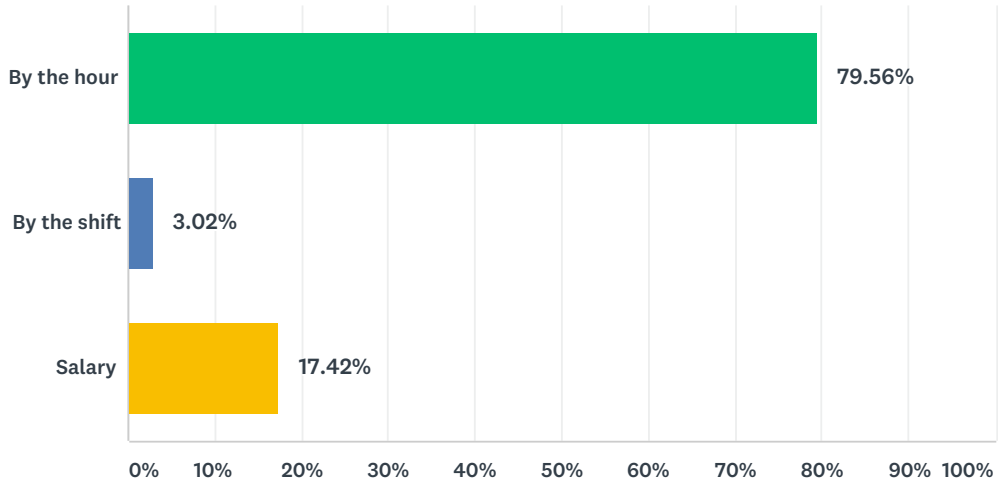
Answered: 223 Skipped: 584



ANSWER CHOICES	RESPONSES	
1-2	89.24%	199
3-4	10.31%	23
5-6	0.00%	0
over 6	0.45%	1
TOTAL		223

Q32 How are you paid?

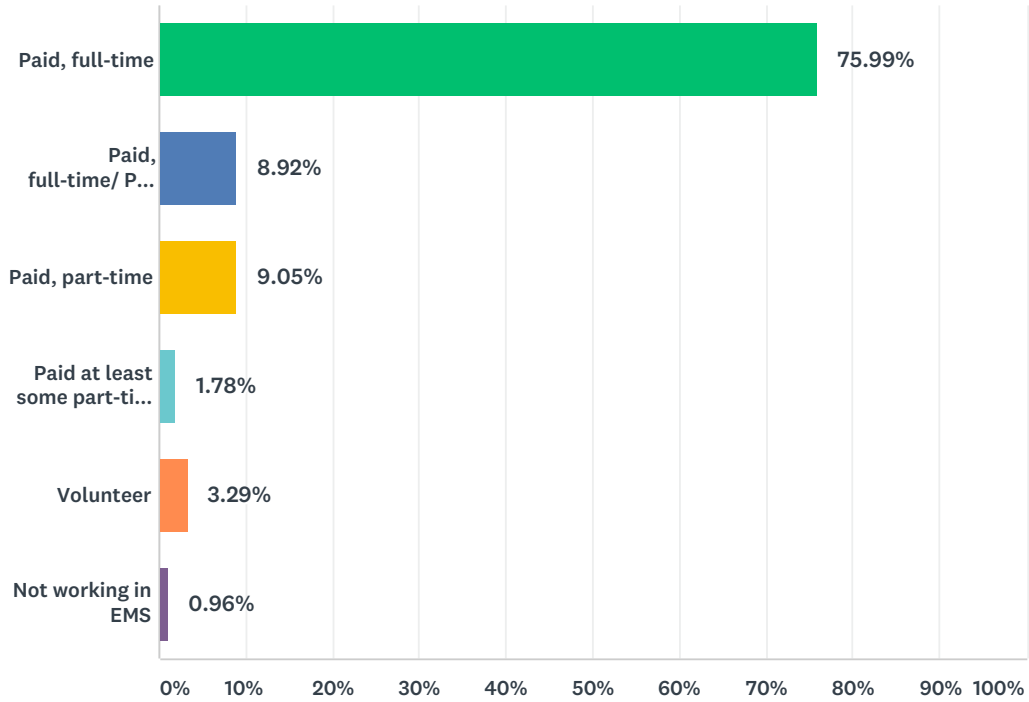
Answered: 729 Skipped: 78



ANSWER CHOICES	RESPONSES	
By the hour	79.56%	580
By the shift	3.02%	22
Salary	17.42%	127
TOTAL		729

Q33 Which best describes your current employment status?

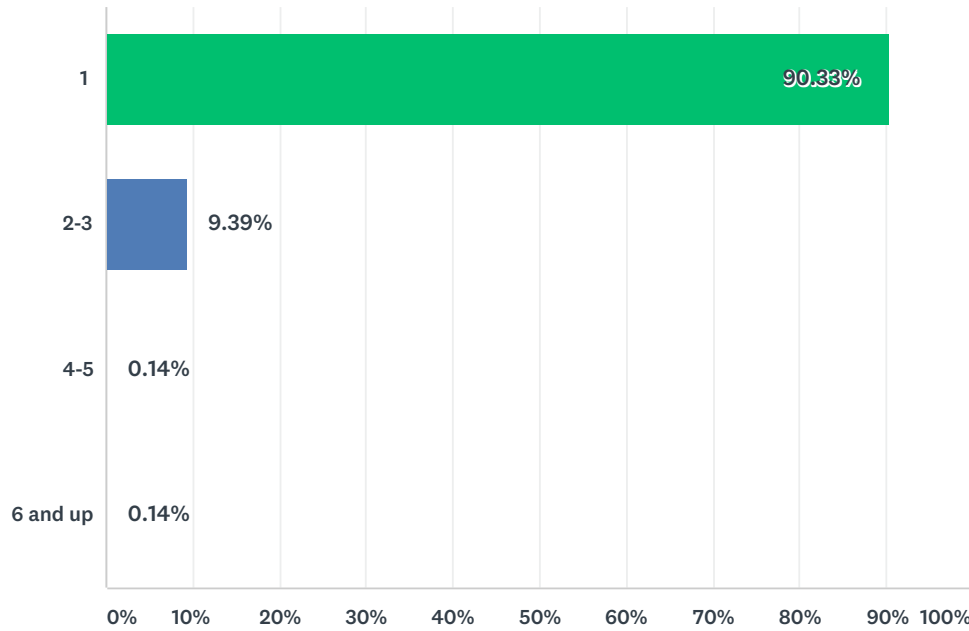
Answered: 729 Skipped: 78



ANSWER CHOICES	RESPONSES	
Paid, full-time	75.99%	554
Paid, full-time/ Paid part-time	8.92%	65
Paid, part-time	9.05%	66
Paid at least some part-time and volunteer	1.78%	13
Volunteer	3.29%	24
Not working in EMS	0.96%	7
TOTAL		729

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

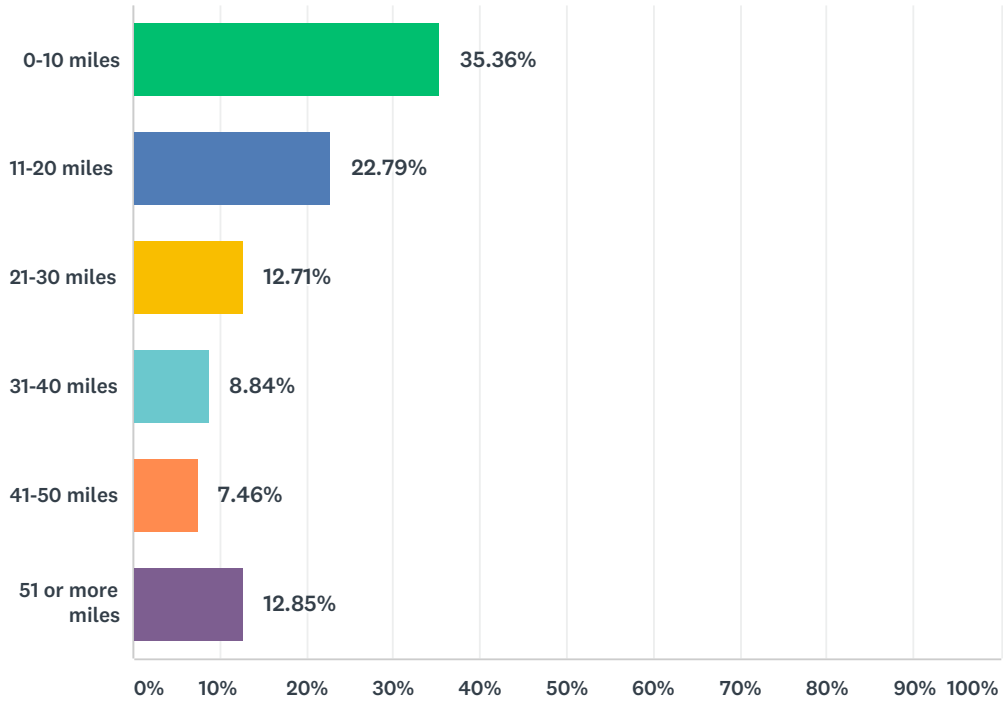
Answered: 724 Skipped: 83



ANSWER CHOICES	RESPONSES	
1	90.33%	654
2-3	9.39%	68
4-5	0.14%	1
6 and up	0.14%	1
TOTAL		724

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

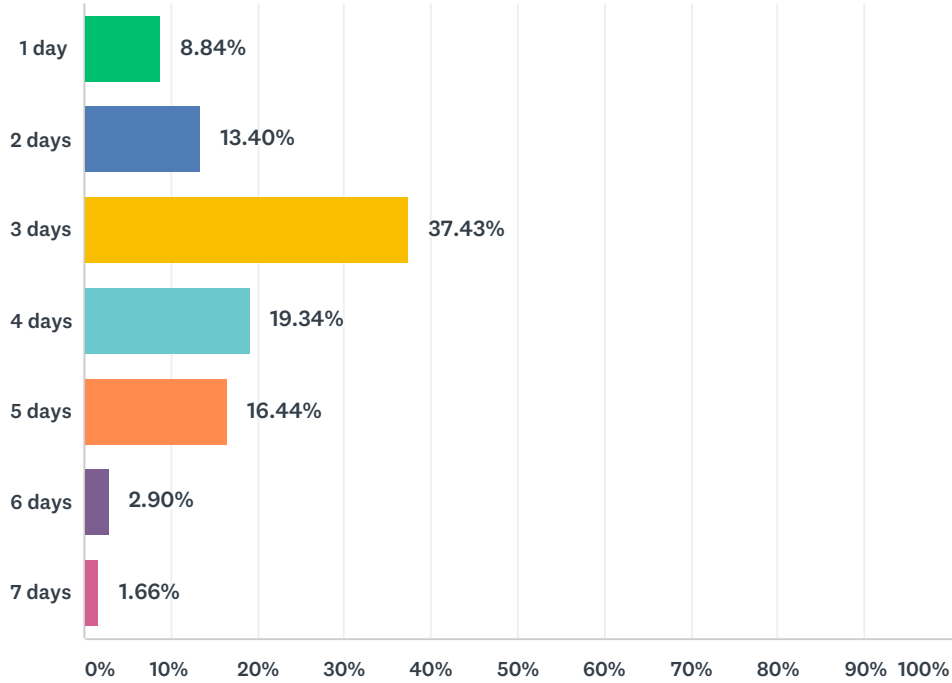
Answered: 724 Skipped: 83



ANSWER CHOICES	RESPONSES	
0-10 miles	35.36%	256
11-20 miles	22.79%	165
21-30 miles	12.71%	92
31-40 miles	8.84%	64
41-50 miles	7.46%	54
51 or more miles	12.85%	93
TOTAL		724

Q36 How many days a week do you typically work?

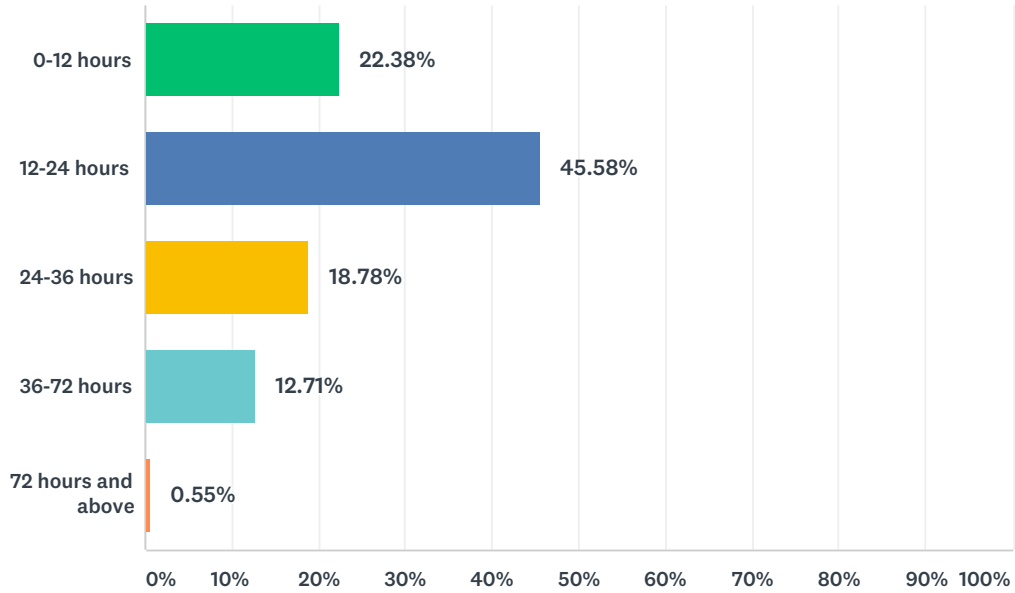
Answered: 724 Skipped: 83



ANSWER CHOICES	RESPONSES	
1 day	8.84%	64
2 days	13.40%	97
3 days	37.43%	271
4 days	19.34%	140
5 days	16.44%	119
6 days	2.90%	21
7 days	1.66%	12
TOTAL		724

Q37 What is the average length of your typical shift?

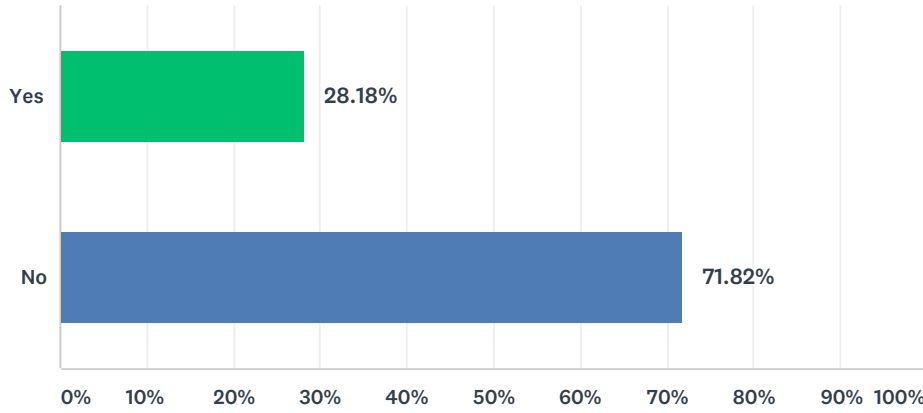
Answered: 724 Skipped: 83



ANSWER CHOICES	RESPONSES	
0-12 hours	22.38%	162
12-24 hours	45.58%	330
24-36 hours	18.78%	136
36-72 hours	12.71%	92
72 hours and above	0.55%	4
TOTAL		724

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

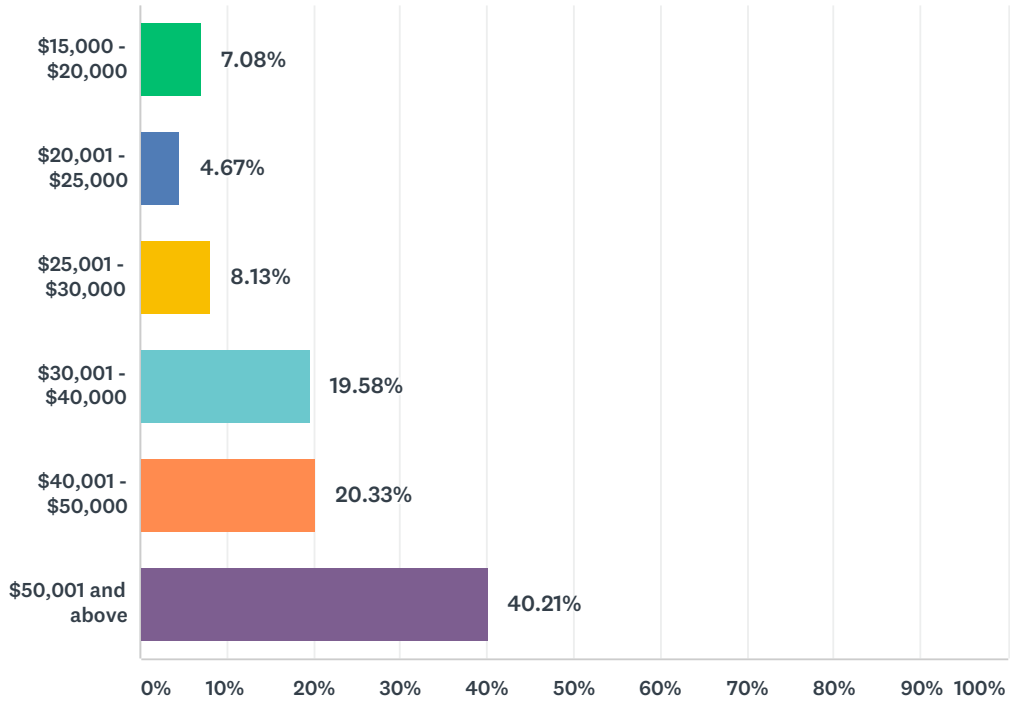
Answered: 724 Skipped: 83



ANSWER CHOICES	RESPONSES	
Yes	28.18%	204
No	71.82%	520
TOTAL		724

Q39 What is your salary range before overtime?

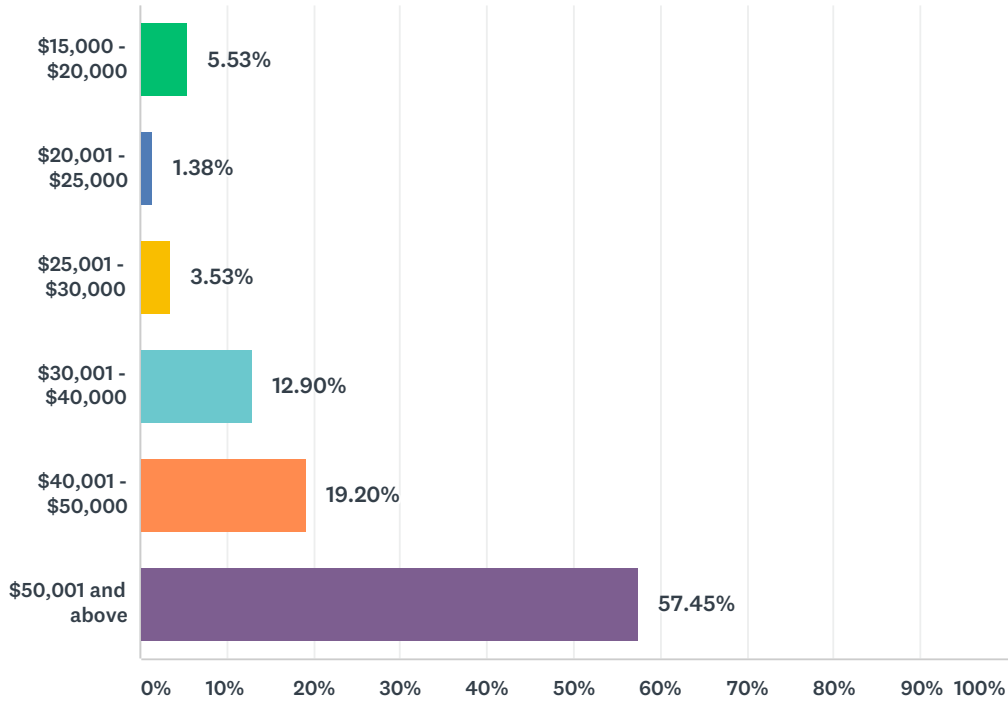
Answered: 664 Skipped: 143



ANSWER CHOICES	RESPONSES	
\$15,000 - \$20,000	7.08%	47
\$20,001 - \$25,000	4.67%	31
\$25,001 - \$30,000	8.13%	54
\$30,001 - \$40,000	19.58%	130
\$40,001 - \$50,000	20.33%	135
\$50,001 and above	40.21%	267
TOTAL		664

Q40 What is your salary range including overtime?

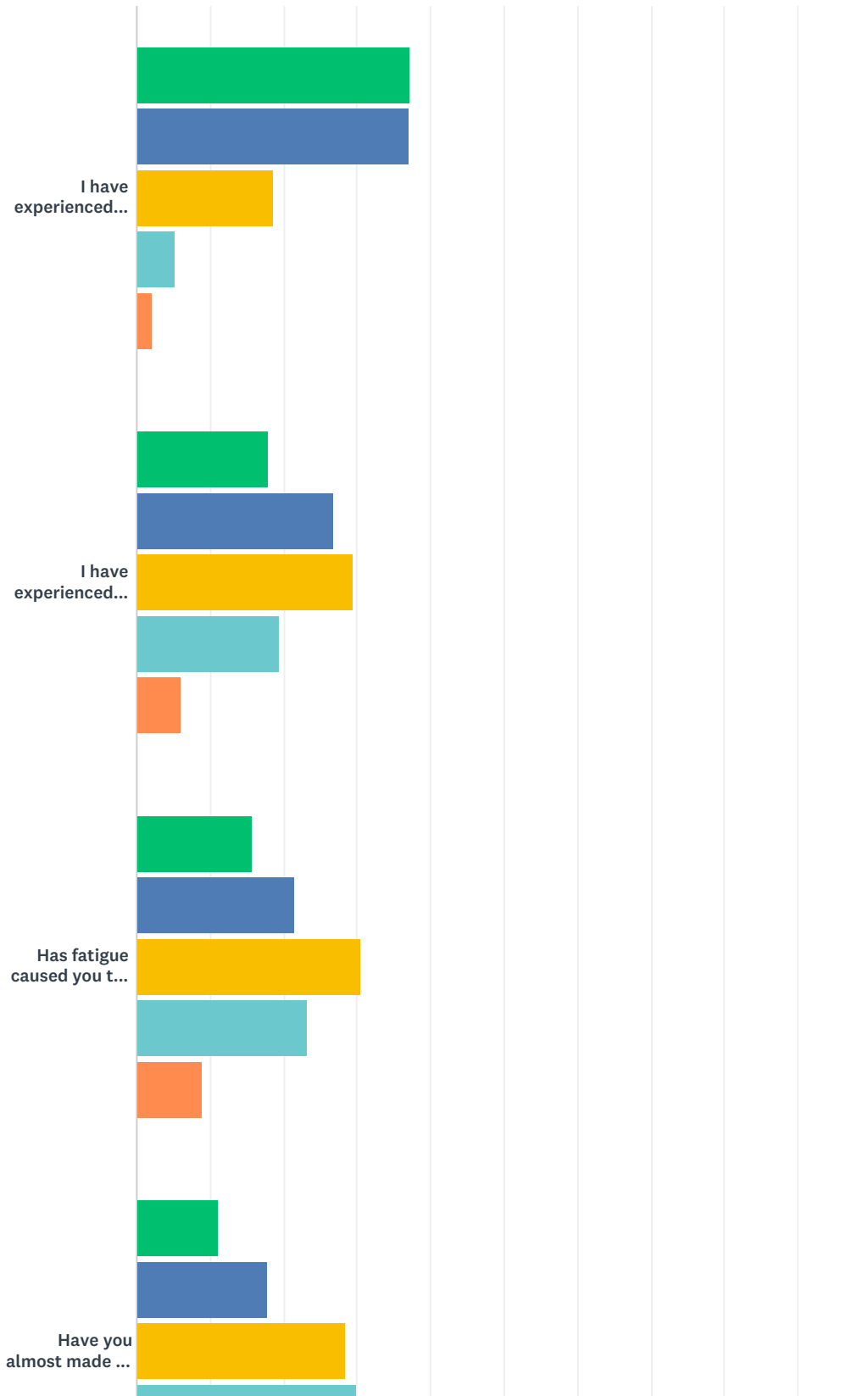
Answered: 651 Skipped: 156



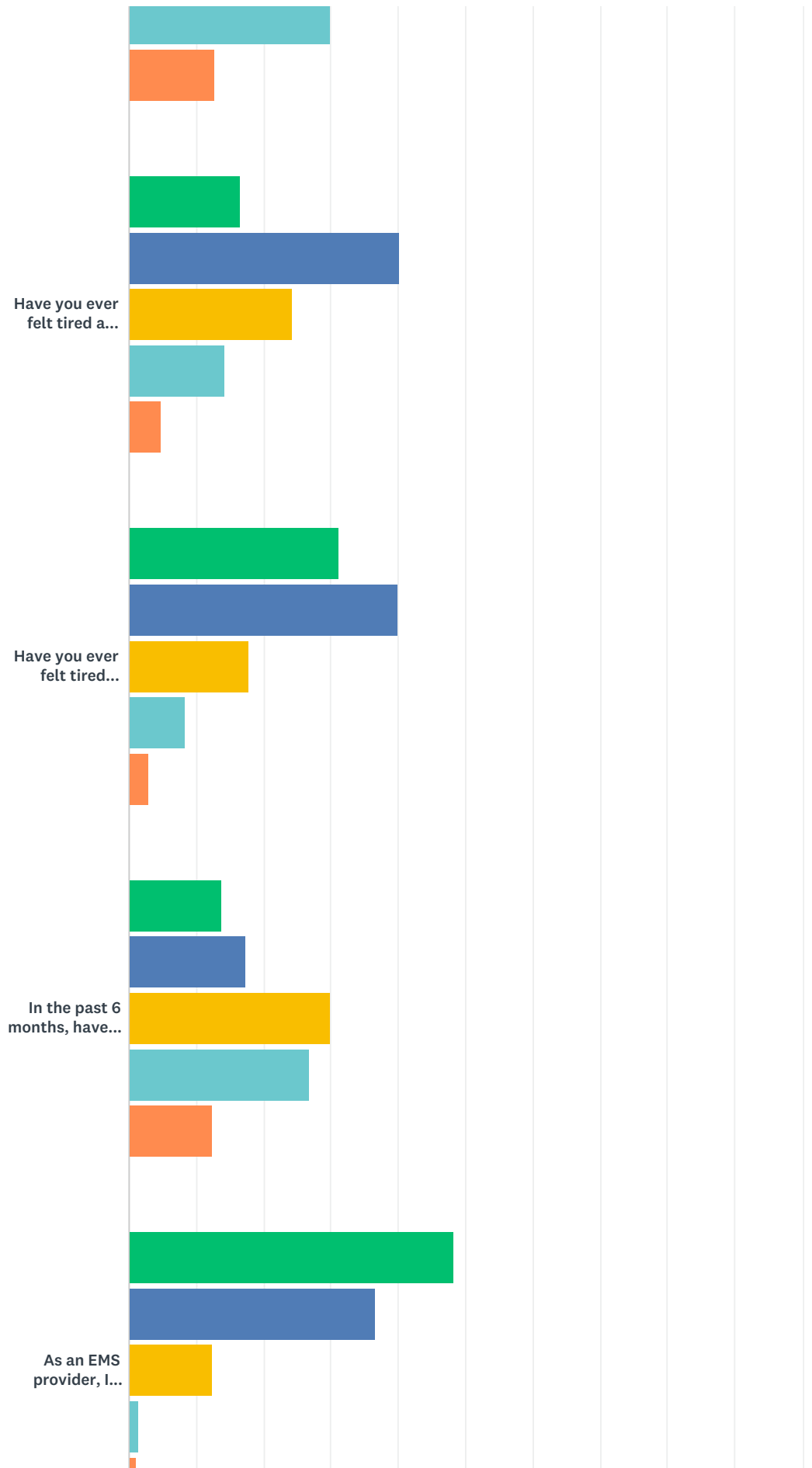
ANSWER CHOICES	RESPONSES	
\$15,000 - \$20,000	5.53%	36
\$20,001 - \$25,000	1.38%	9
\$25,001 - \$30,000	3.53%	23
\$30,001 - \$40,000	12.90%	84
\$40,001 - \$50,000	19.20%	125
\$50,001 and above	57.45%	374
TOTAL		651

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

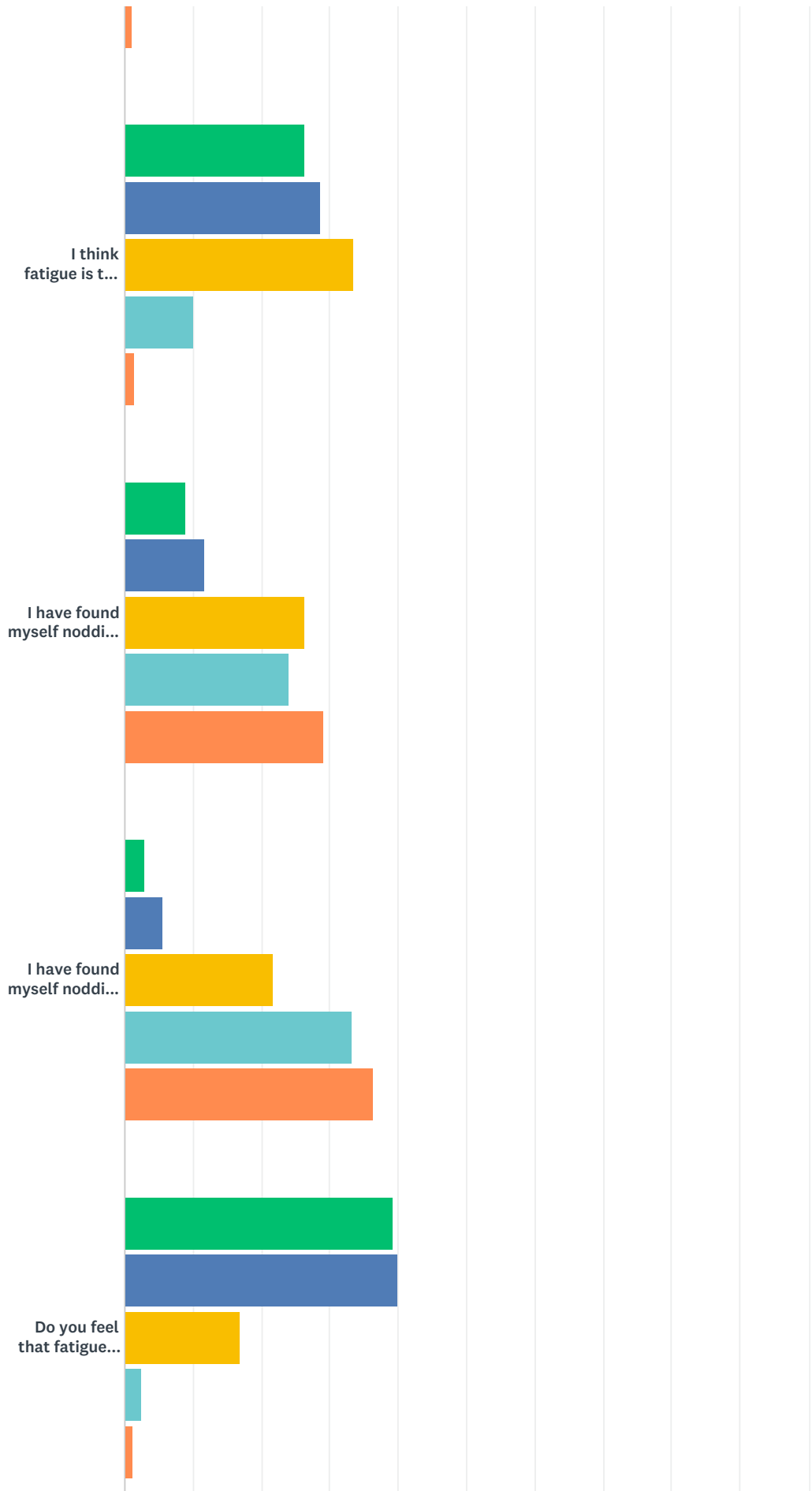
Answered: 701 Skipped: 106



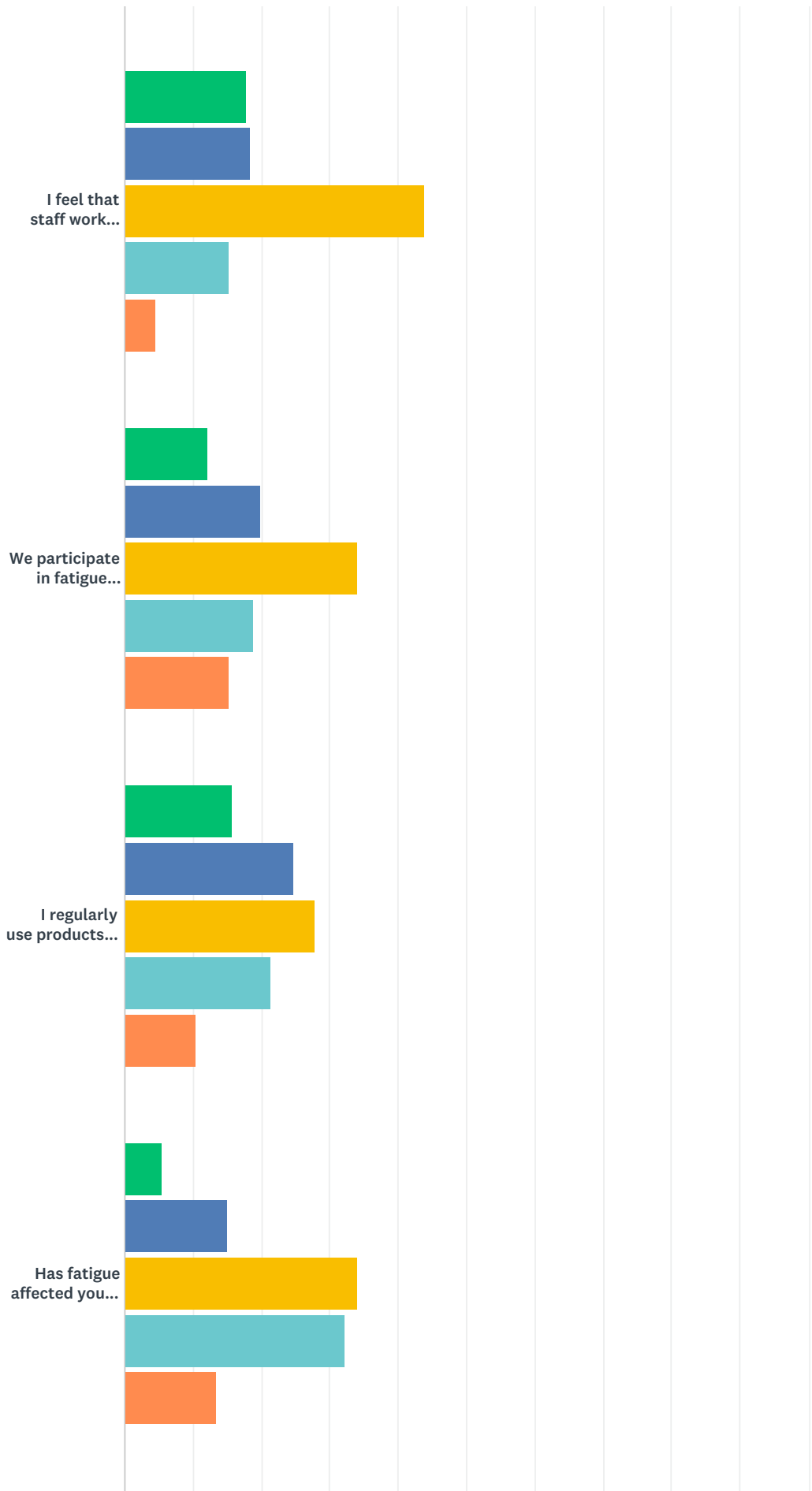
EMS Needs Assessment



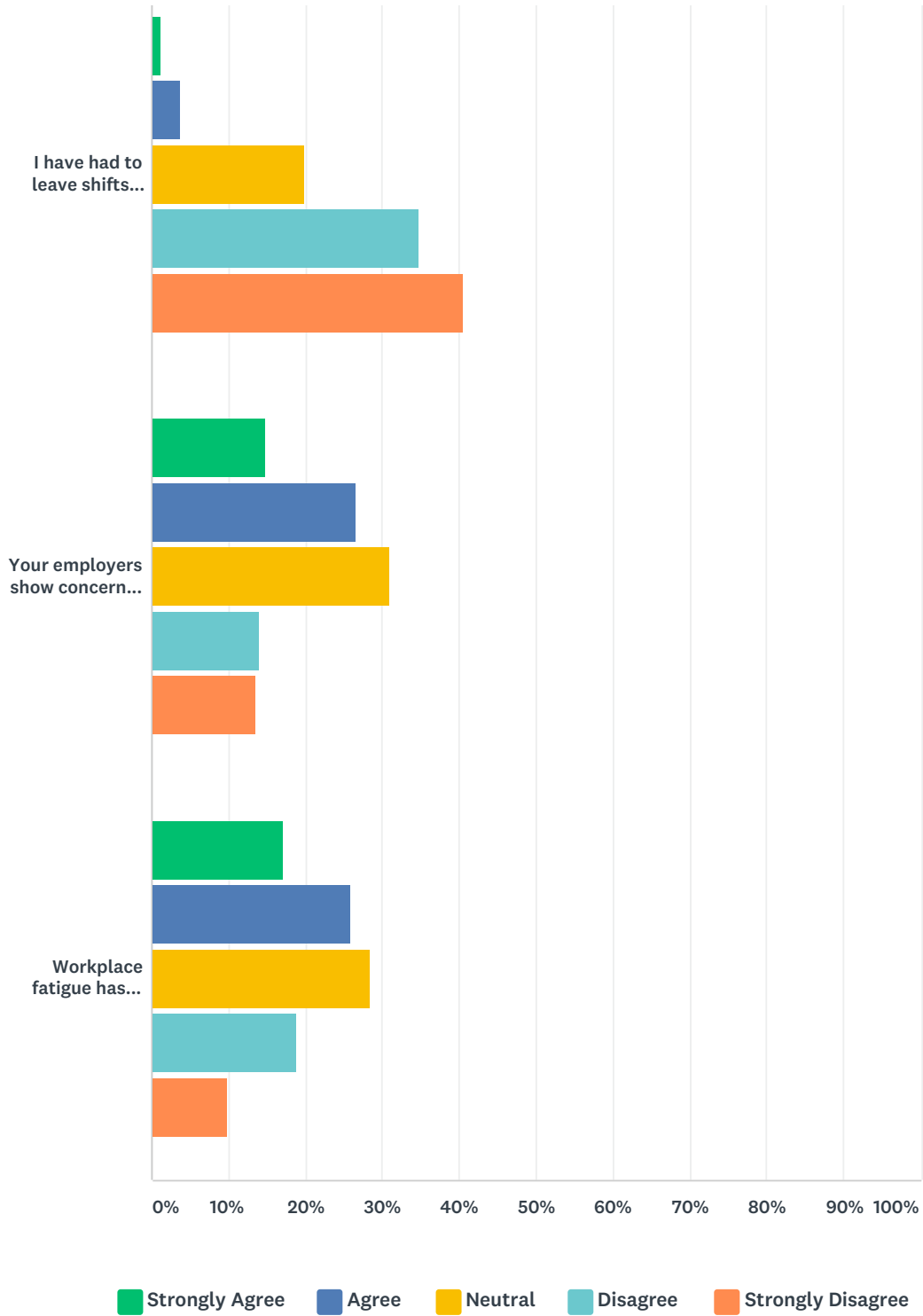
EMS Needs Assessment



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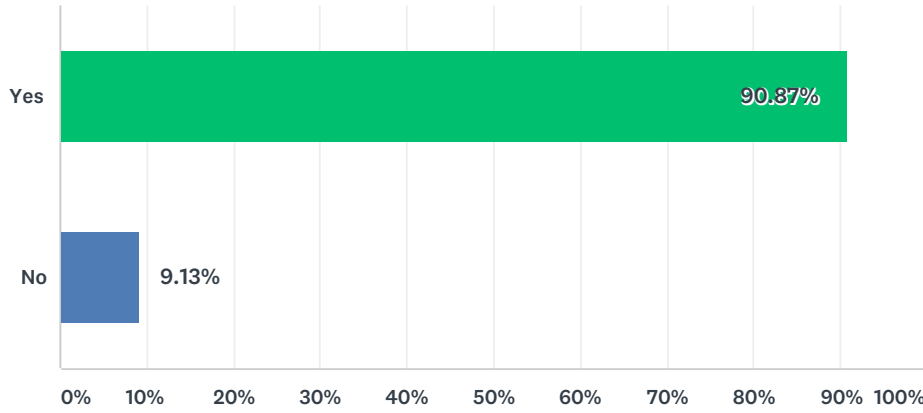
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I have experienced workplace fatigue.	37.23% 261	36.95% 259	18.54% 130	5.28% 37	2.00% 14	701
I have experienced fatigue while on duty that has impacted my performance.	17.97% 126	26.82% 188	29.53% 207	19.54% 137	6.13% 43	701
Has fatigue caused you to feel concern over your ability to perform during work hours?	15.69% 110	21.54% 151	30.53% 214	23.25% 163	8.99% 63	701
Have you almost made an error at work because of fatigue?	11.00% 77	17.86% 125	28.43% 199	29.86% 209	12.86% 90	700

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Have you ever felt tired at the start of your shift?	16.48% 115	40.11% 280	24.21% 169	14.33% 100	4.87% 34	698
Have you ever felt tired while driving home after your shift?	31.10% 218	39.94% 280	17.69% 124	8.42% 59	2.85% 20	701
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?	13.71% 96	17.29% 121	30.00% 210	26.71% 187	12.29% 86	700
As an EMS provider, I am responsible for being rested and fit for duty.	48.43% 339	36.57% 256	12.43% 87	1.43% 10	1.14% 8	700
I think fatigue is the number one safety hazard in my profession.	26.26% 183	28.69% 200	33.57% 234	10.04% 70	1.43% 10	697
I have found myself nodding off while driving an ambulance.	8.91% 62	11.64% 81	26.29% 183	23.99% 167	29.17% 203	696
I have found myself nodding off while providing patient care.	2.87% 20	5.60% 39	21.81% 152	33.29% 232	36.44% 254	697
Do you feel that fatigue impacts safety?	39.34% 273	40.06% 278	17.00% 118	2.45% 17	1.15% 8	694
I feel that staff work longer hours than is best for patient care.	17.88% 125	18.31% 128	43.92% 307	15.31% 107	4.58% 32	699
We participate in fatigue education and recognition at our service.	12.18% 85	19.77% 138	34.10% 238	18.77% 131	15.19% 106	698
I regularly use products that help me stay awake while on duty (caffeine, energy drink, other stimulants).	15.74% 110	24.75% 173	27.75% 194	21.32% 149	10.44% 73	699
Has fatigue affected your judgement while at work?	5.43% 38	15.14% 106	34.00% 238	32.14% 225	13.29% 93	700
I have had to leave shifts early because of workplace fatigue?	1.15% 8	3.74% 26	19.86% 138	34.68% 241	40.58% 282	695
Your employers show concern for your health and safety, especially regarding fatigue.	14.88% 104	26.47% 185	31.04% 217	14.02% 98	13.59% 95	699
Workplace fatigue has impacted your family and/or personal life.	17.17% 120	25.89% 181	28.47% 199	18.74% 131	9.73% 68	699

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

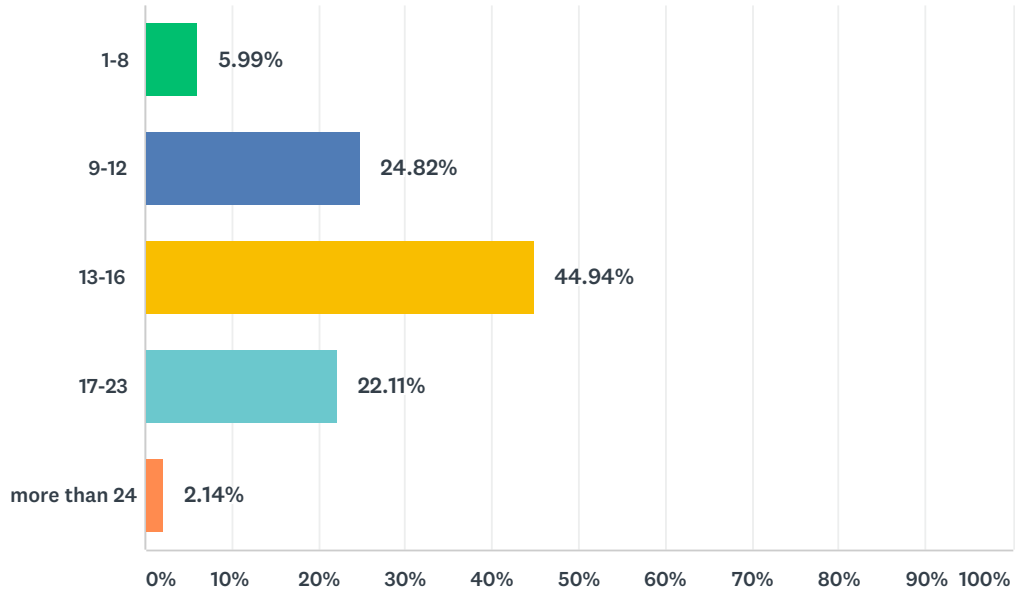
Answered: 701 Skipped: 106



ANSWER CHOICES	RESPONSES	
Yes	90.87%	637
No	9.13%	64
TOTAL		701

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

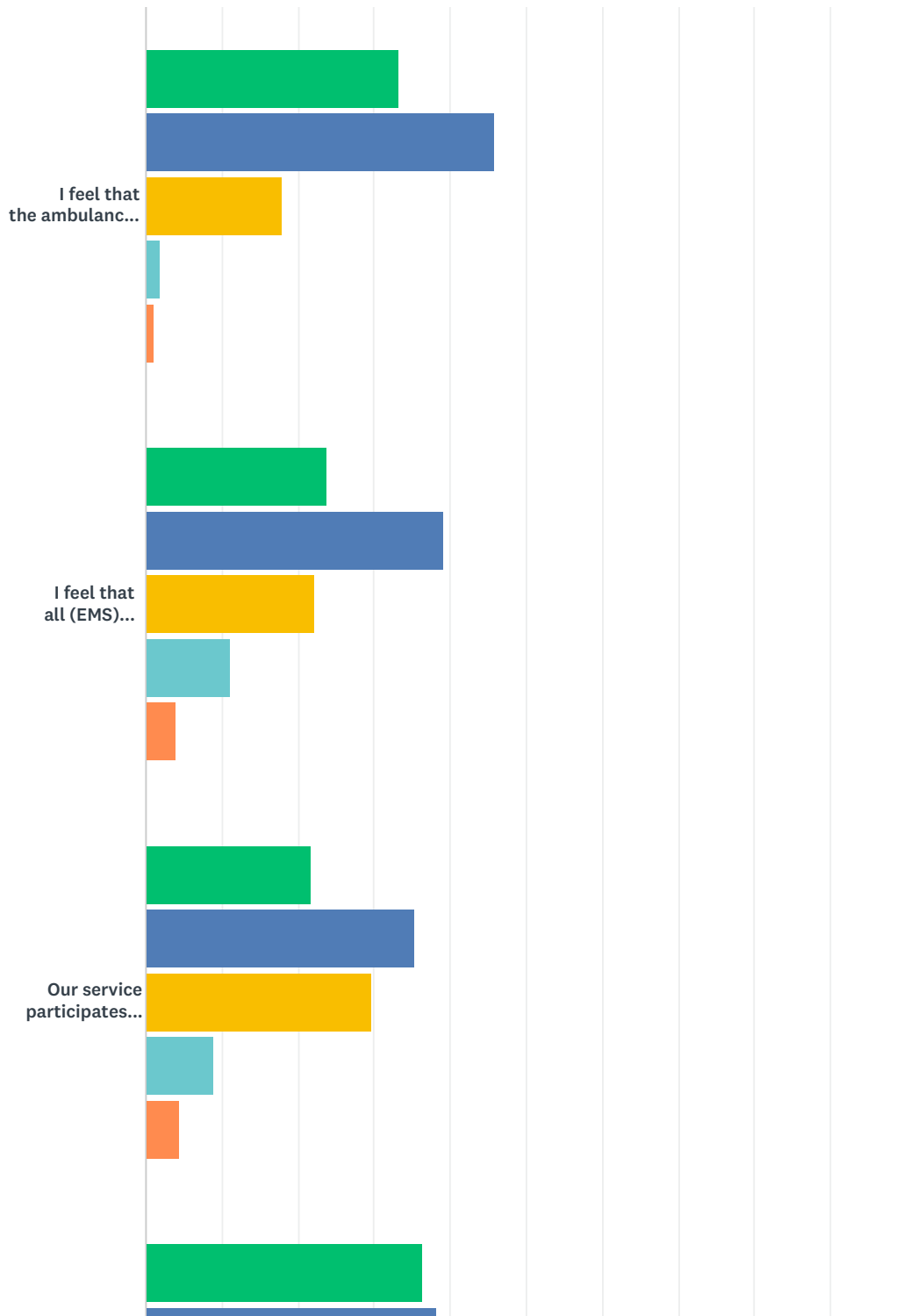
Answered: 701 Skipped: 106



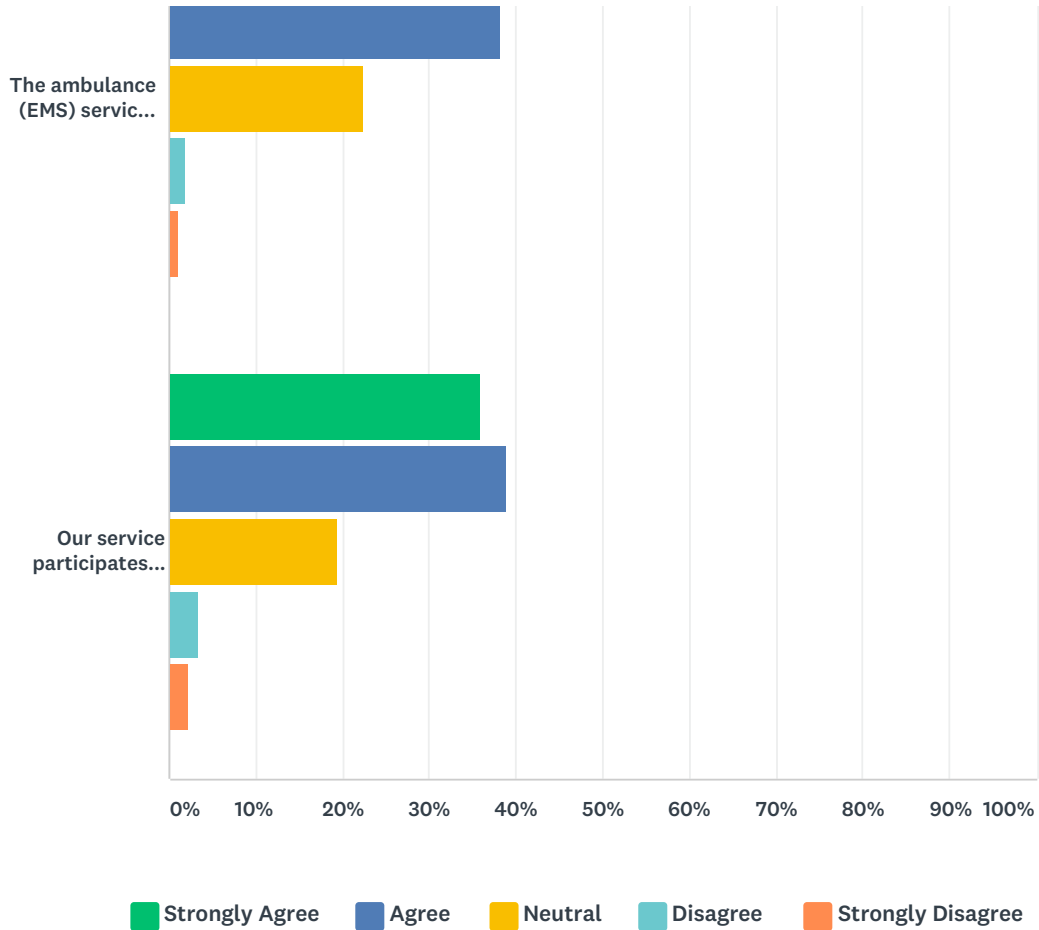
ANSWER CHOICES	RESPONSES	
1-8	5.99%	42
9-12	24.82%	174
13-16	44.94%	315
17-23	22.11%	155
more than 24	2.14%	15
TOTAL		701

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: 710 Skipped: 97



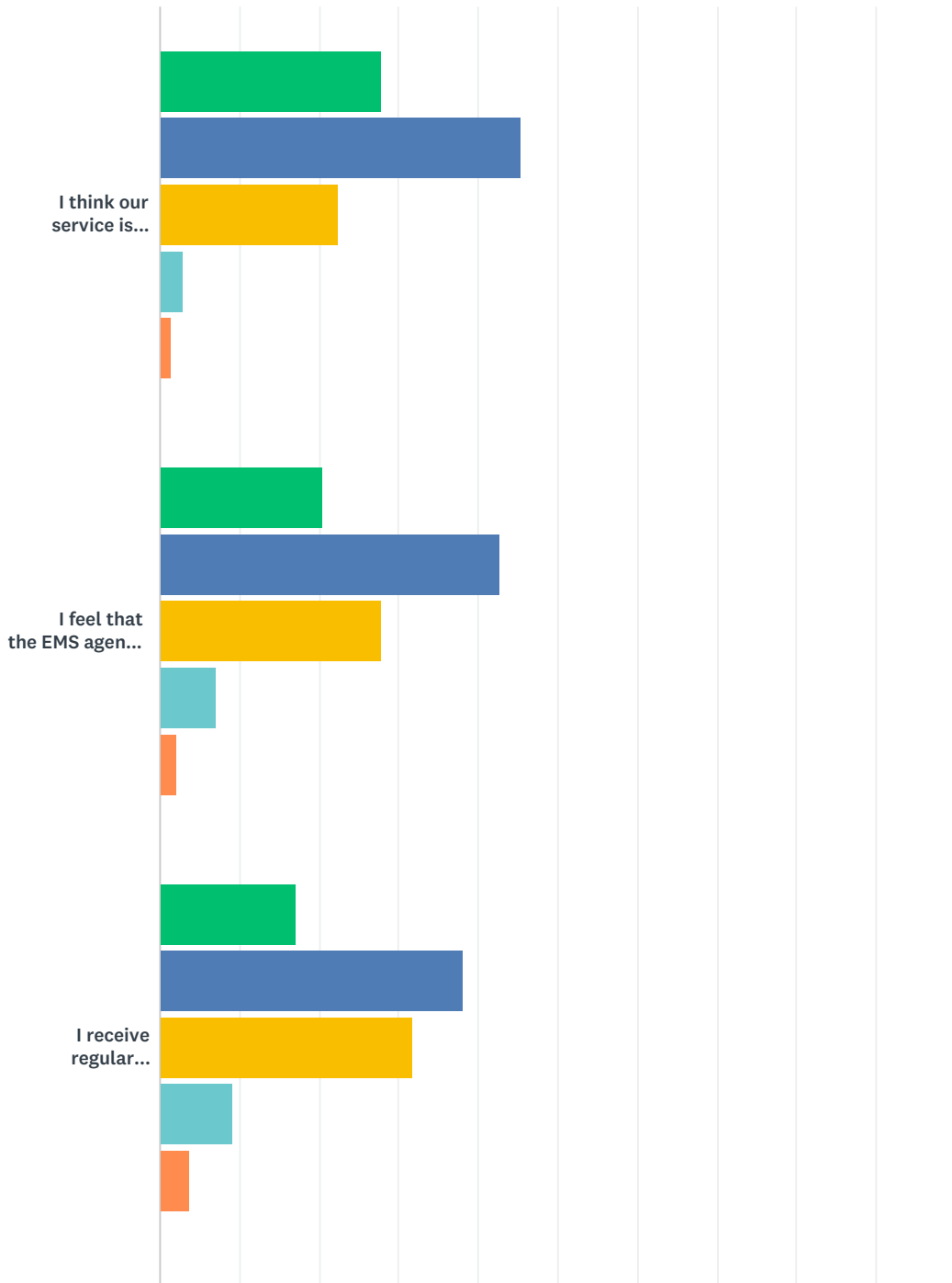
EMS Needs Assessment



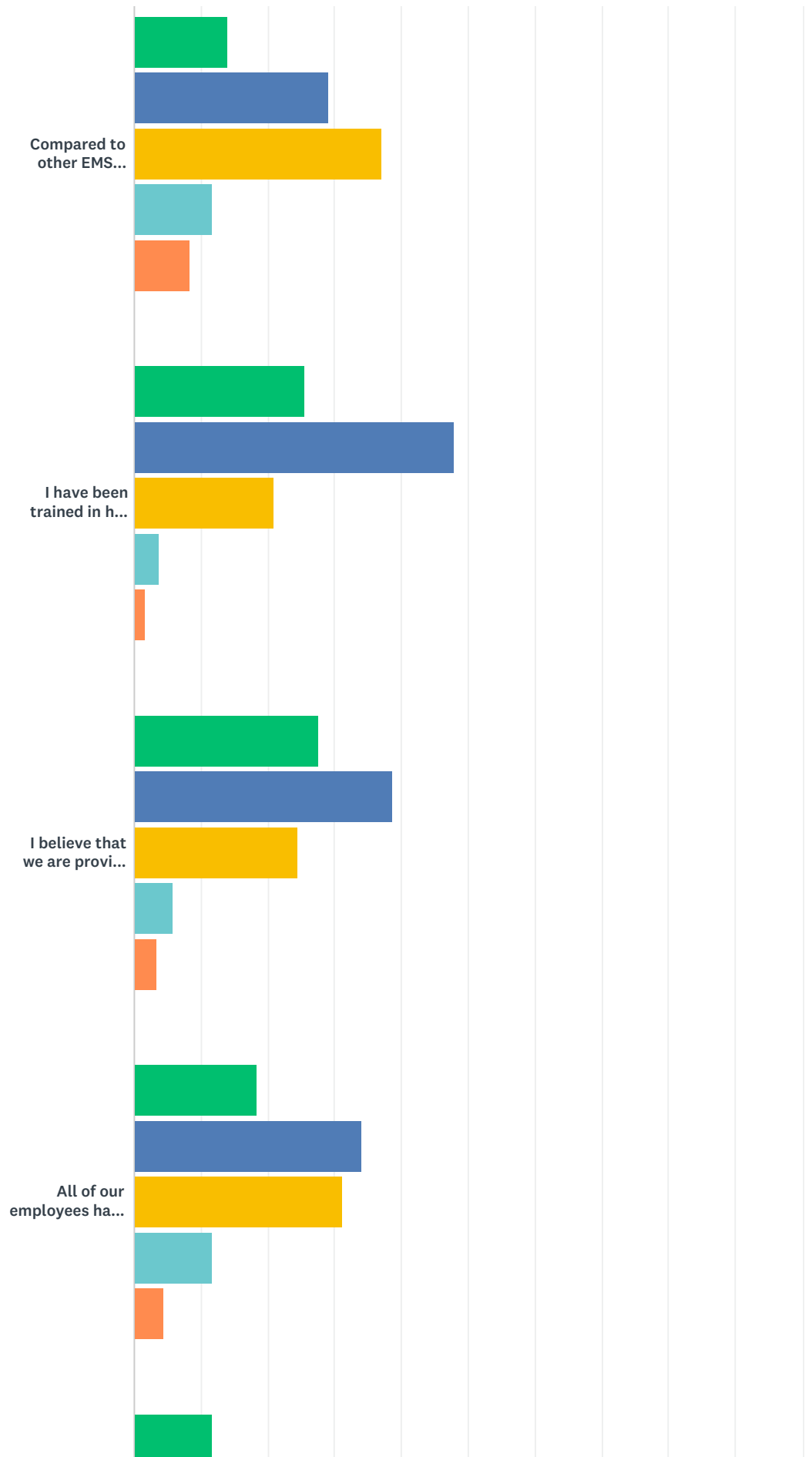
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I feel that the ambulance and the other equipment are kept clean and well maintained.	33.19% 235	45.76% 324	17.94% 127	1.98% 14	1.13% 8	708
I feel that all (EMS) personnel act and dress in a professional manner while on duty and dealing with the public.	23.80% 169	39.15% 278	22.11% 157	10.99% 78	3.94% 28	710
Our service participates in health promotion programs like health fairs and blood pressure screening.	21.72% 154	35.26% 250	29.62% 210	9.03% 64	4.37% 31	709
The ambulance (EMS) service I work for is valued as a community resource.	36.39% 258	38.36% 272	22.43% 159	1.83% 13	0.99% 7	709
Our service participates in community education, such as school presentations, CPR classes.	36.02% 255	38.84% 275	19.49% 138	3.39% 24	2.26% 16	708

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.

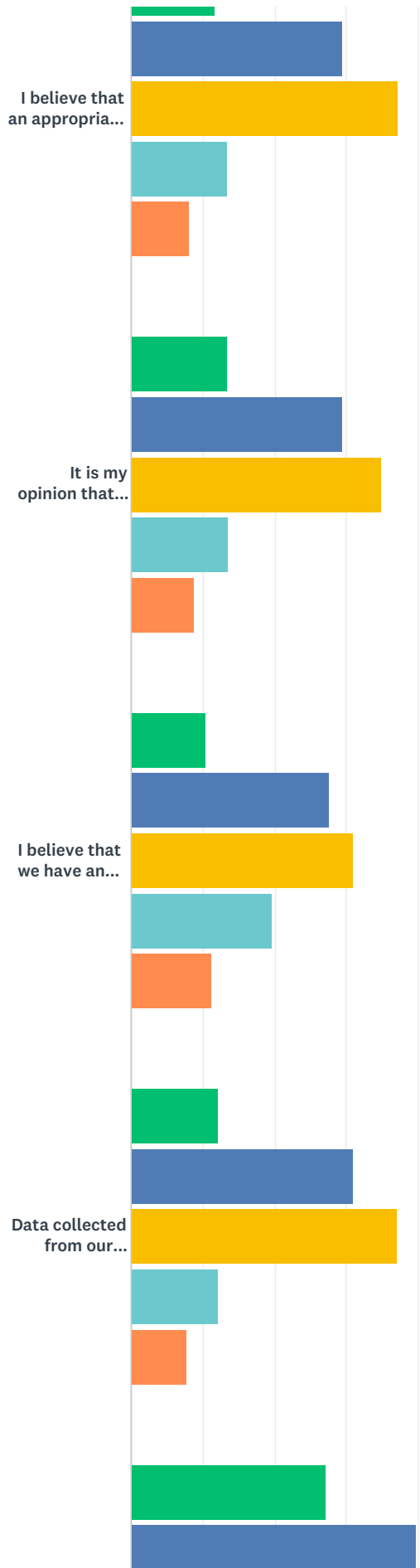
Answered: 695 Skipped: 112



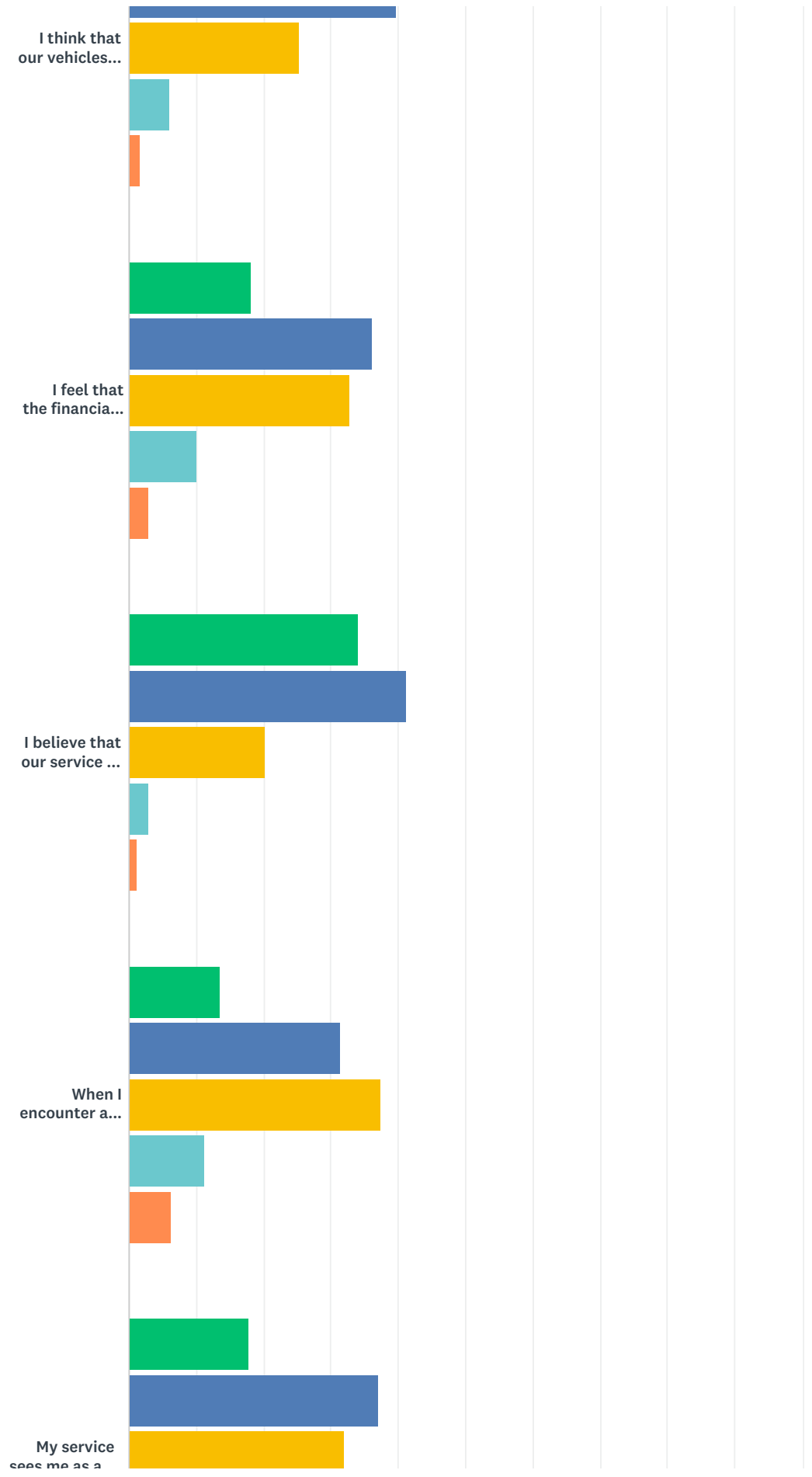
EMS Needs Assessment



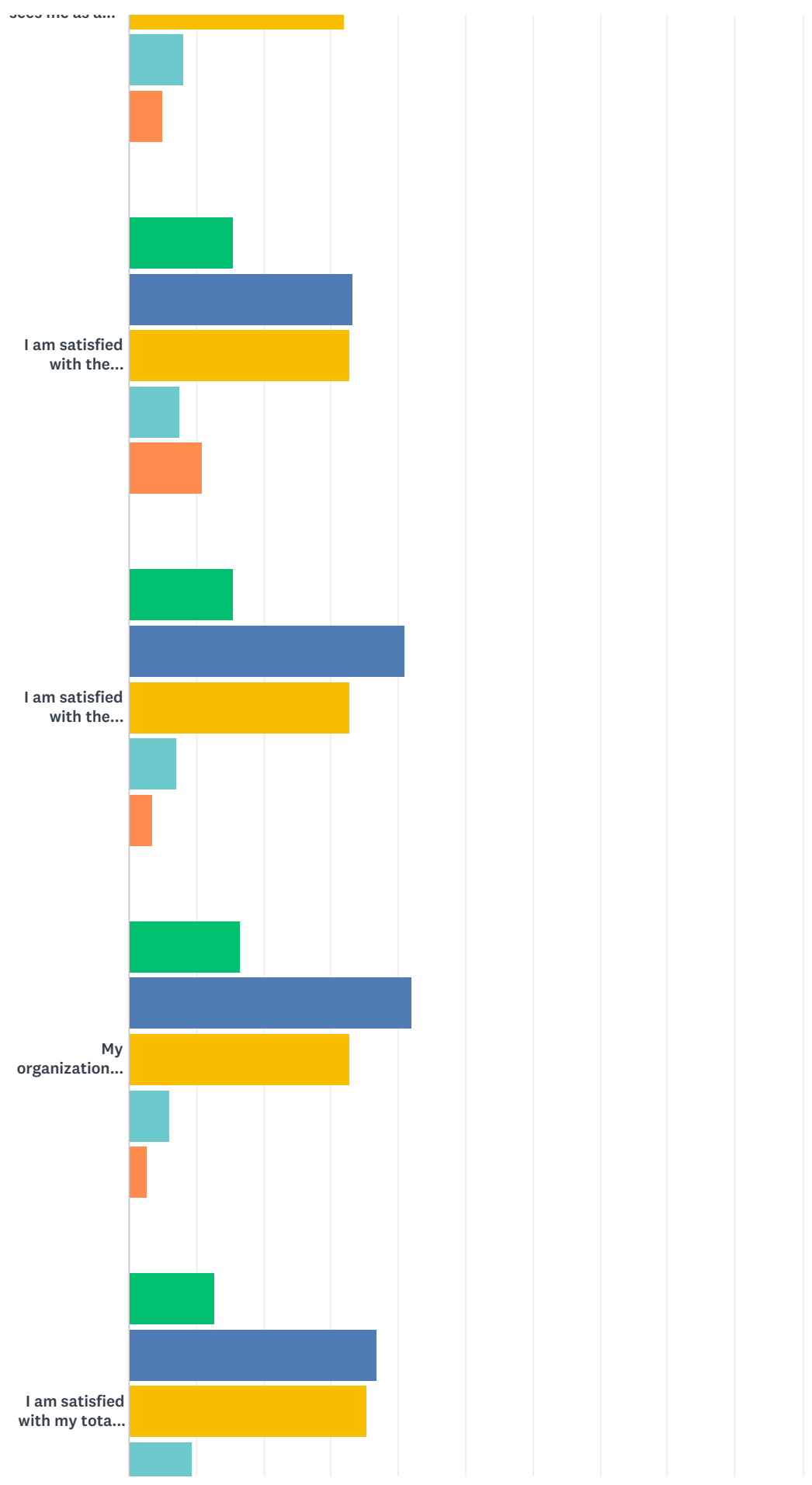
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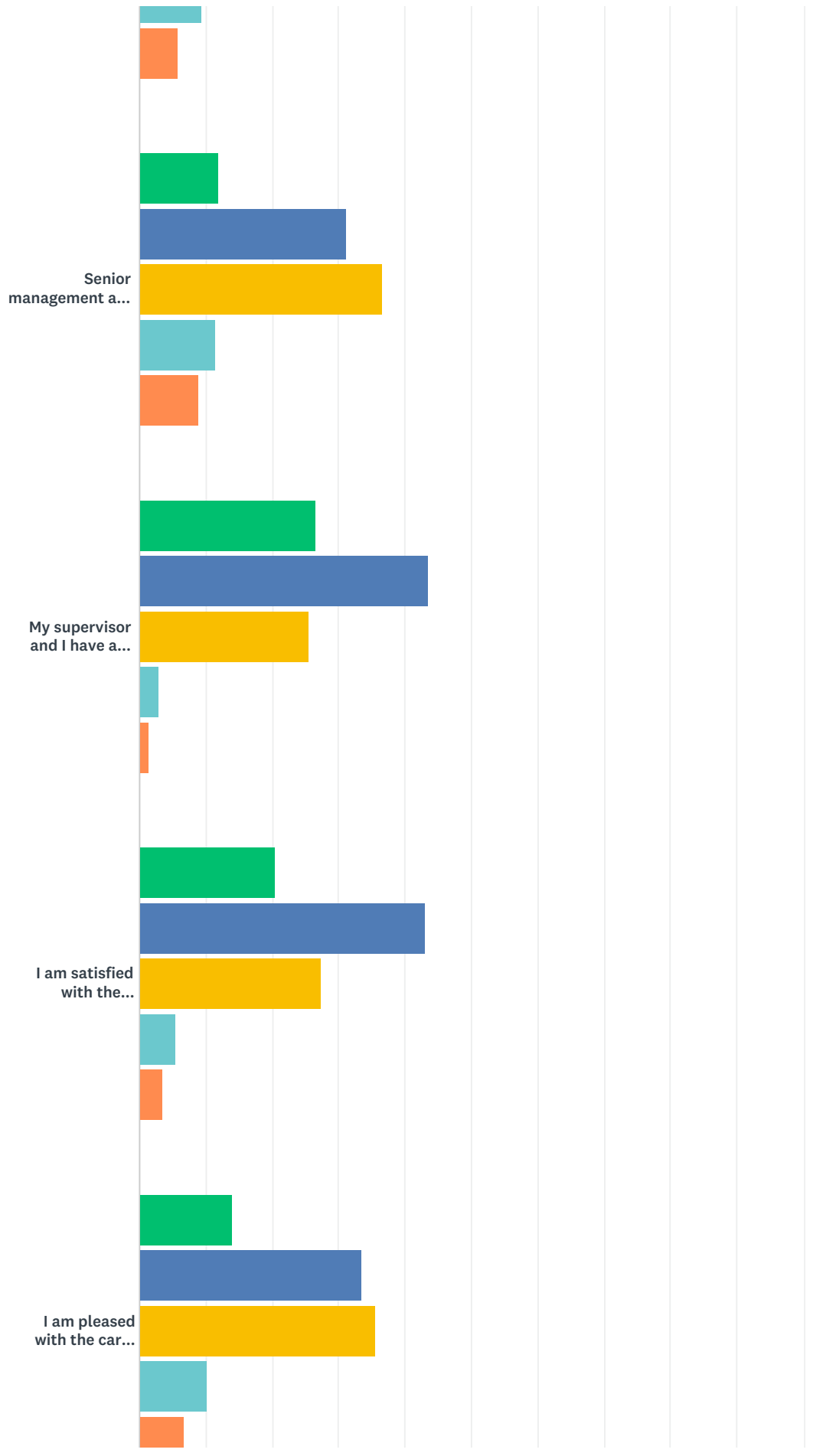
EMS Needs Assessment



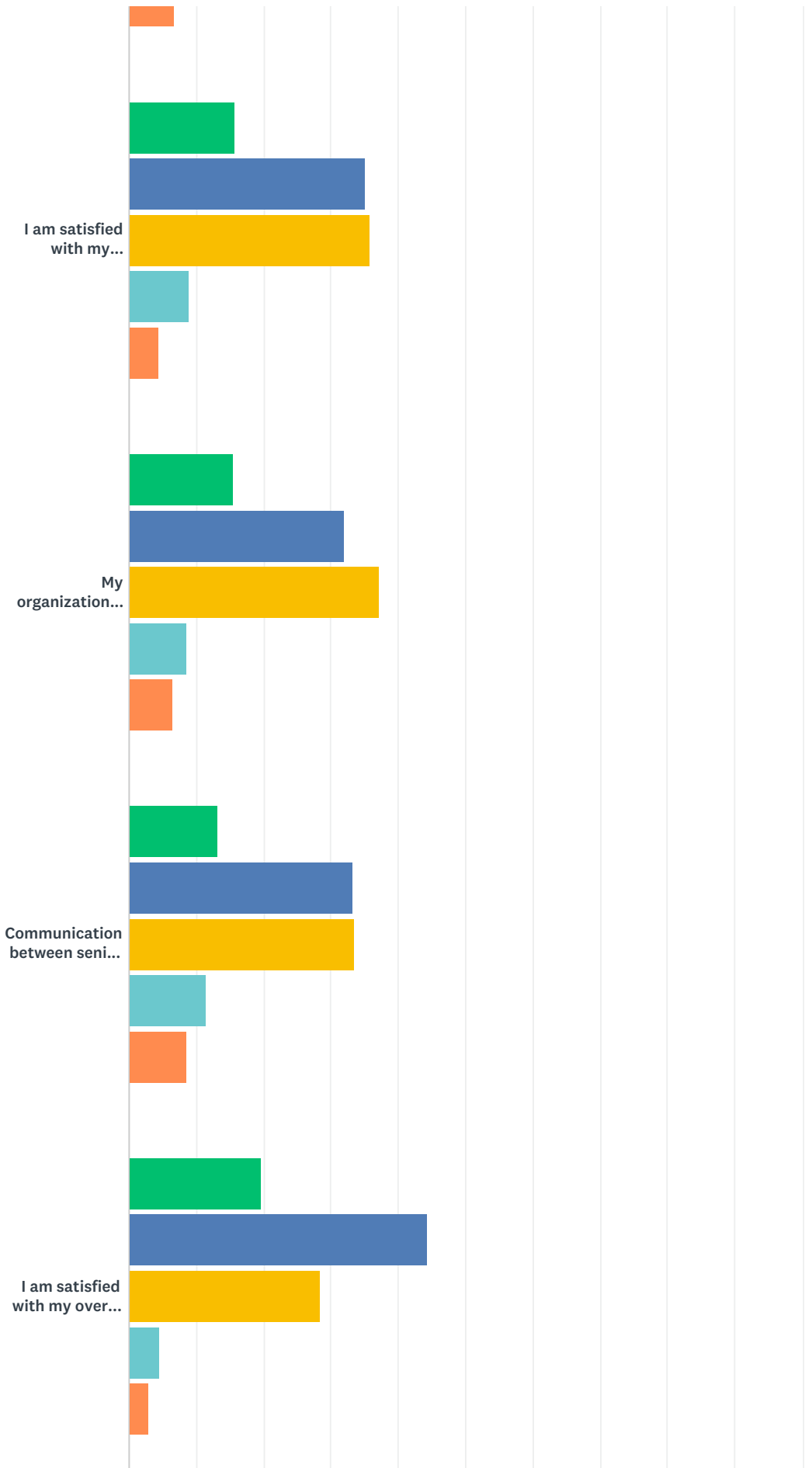
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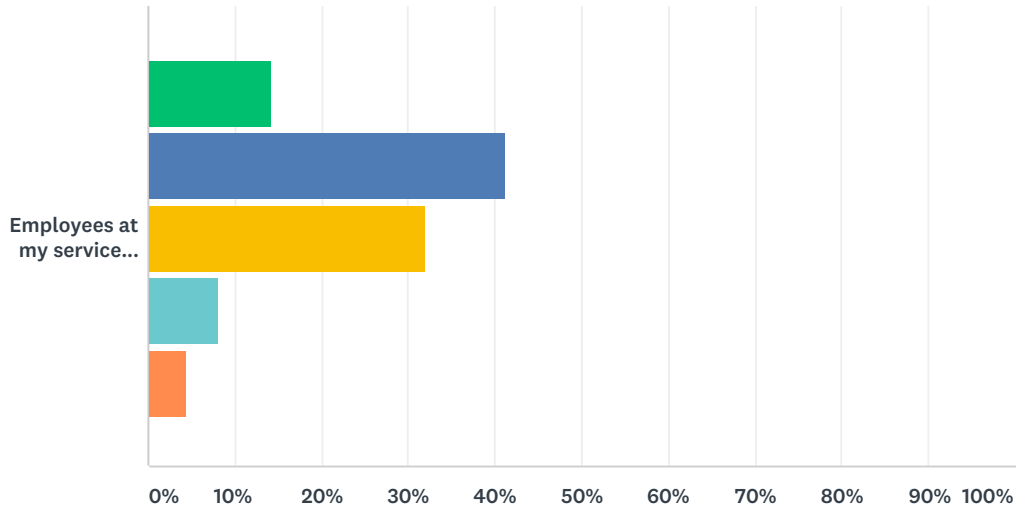
EMS Needs Assessment



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EMS Needs Assessment



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

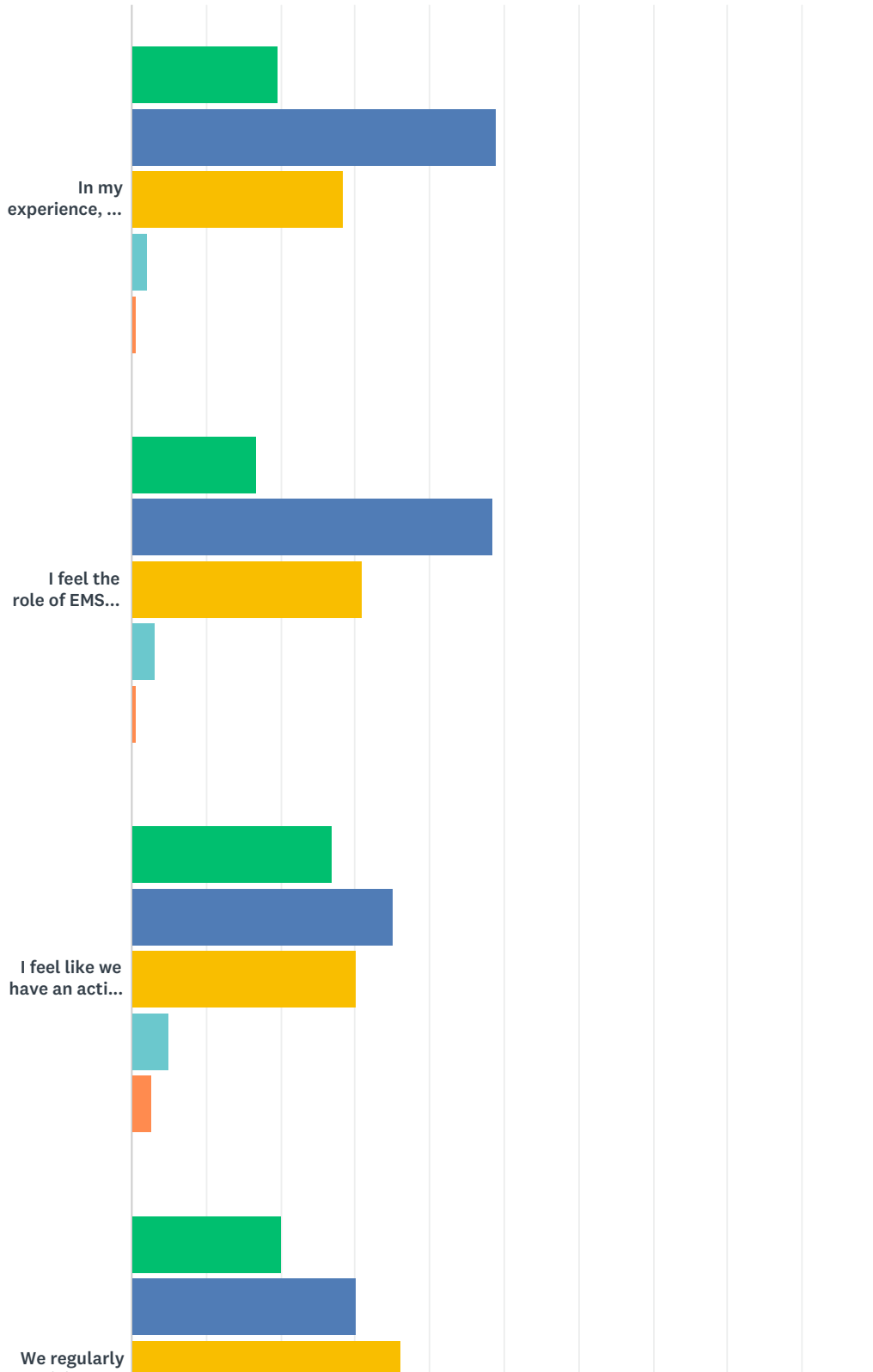
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I think our service is integrated into the community as a whole.	27.91% 194	45.47% 316	22.30% 155	2.88% 20	1.44% 10	695
I feel that the EMS agency is meeting my needs as an employee.	20.46% 142	42.65% 296	27.81% 193	7.06% 49	2.02% 14	694
I receive regular feedback and performance evaluations.	17.15% 119	38.04% 264	31.84% 221	9.22% 64	3.75% 26	694
Compared to other EMS agencies, I believe that we have a low employee turnover rate.	13.96% 97	29.06% 202	36.98% 257	11.65% 81	8.35% 58	695
I have been trained in how to minimize work-related injuries (safe driving, proper lifting, etc).	25.61% 178	47.91% 333	21.01% 146	3.74% 26	1.73% 12	695
I believe that we are provided sufficient opportunities for high quality continuing education.	27.52% 191	38.76% 269	24.50% 170	5.91% 41	3.31% 23	694
All of our employees have undergone training in principles of customer service.	18.44% 128	34.01% 236	31.27% 217	11.82% 82	4.47% 31	694
I believe that an appropriate number of our employees have undergone leadership training.	11.82% 82	29.39% 204	37.32% 259	13.40% 93	8.07% 56	694
It is my opinion that we receive appropriate recognition for years of service by our agency.	13.40% 93	29.39% 204	34.87% 242	13.54% 94	8.79% 61	694
I believe that we have an appropriate number of employees to meet our staffing needs.	10.50% 73	27.63% 192	30.94% 215	19.57% 136	11.37% 79	695
Data collected from our patient care records are tabulated and reported back to employees in an understandable and useful format.	12.12% 84	31.02% 215	37.09% 257	12.12% 84	7.65% 53	693
I think that our vehicles / equipment are adequate to meet our needs.	27.19% 189	39.71% 276	25.32% 176	6.04% 42	1.73% 12	695
I feel that the financial aspects of our organization are well managed.	18.21% 126	36.13% 250	32.80% 227	9.97% 69	2.89% 20	692
I believe that our service is staffed and licensed at an appropriate level of care (BLS vs. ALS).	34.20% 237	41.27% 286	20.35% 141	2.89% 20	1.30% 9	693

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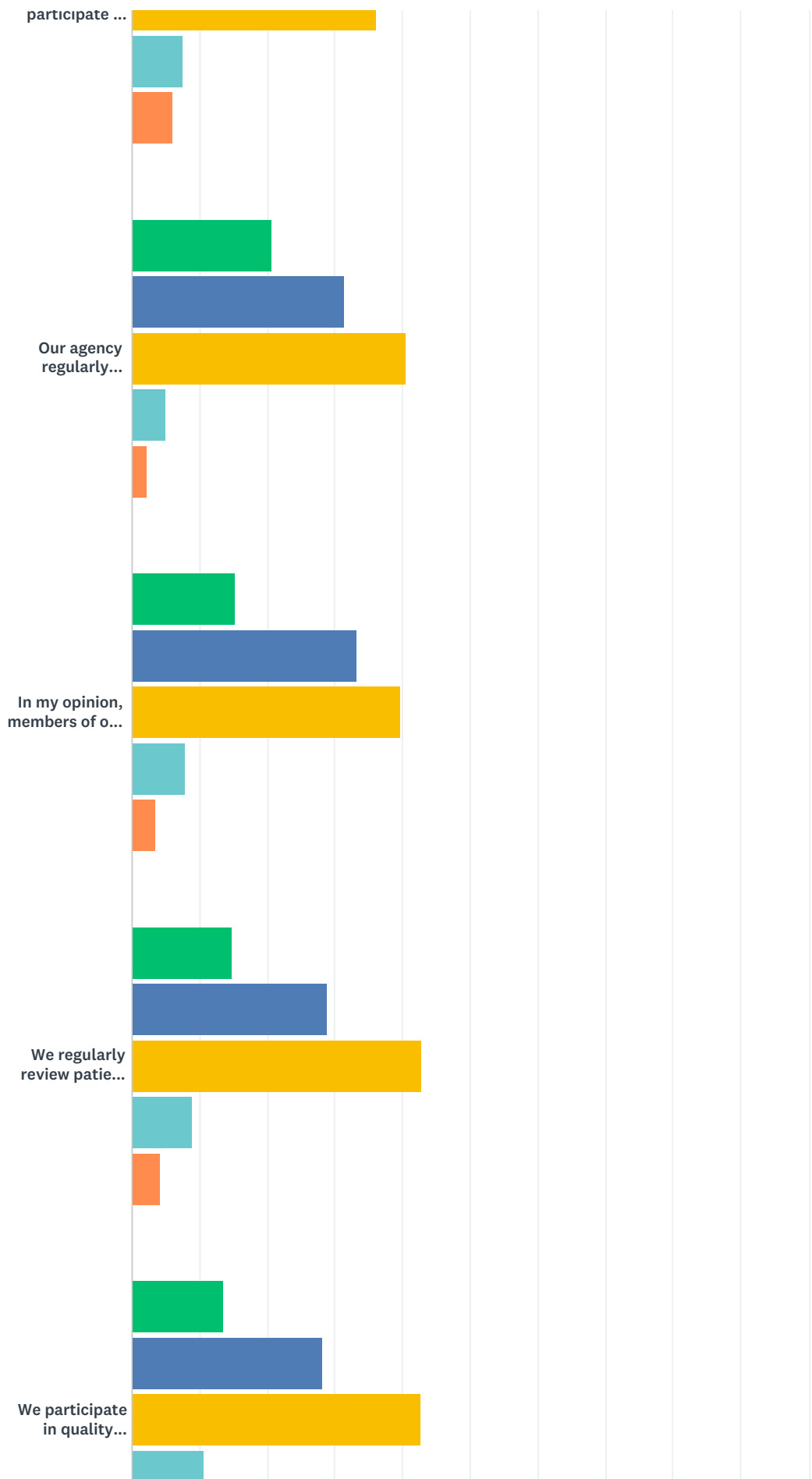
When I encounter a patient who doesn't require an ambulance, but who has clear safety risks or special needs, there are clear policies outlining an appropriate referral process.	13.69% 95	31.41% 218	37.46% 260	11.24% 78	6.20% 43	694
My service sees me as a valuable asset to the organization.	17.87% 124	37.03% 257	31.99% 222	8.07% 56	5.04% 35	694
I am satisfied with the retirement plan offered by my organization.	15.56% 108	33.29% 231	32.85% 228	7.49% 52	10.81% 75	694
I am satisfied with the culture of my workplace.	15.46% 107	41.04% 284	32.95% 228	7.08% 49	3.47% 24	692
My organization is dedicated to diversity and inclusiveness.	16.45% 114	41.99% 291	32.76% 227	6.06% 42	2.74% 19	693
I am satisfied with my total benefits package.	12.70% 88	36.80% 255	35.35% 245	9.38% 65	5.77% 40	693
Senior management and employees trust each other.	11.99% 83	31.07% 215	36.56% 253	11.42% 79	8.96% 62	692
My supervisor and I have a good working relationship.	26.63% 184	43.42% 300	25.62% 177	2.89% 20	1.45% 10	691
I am satisfied with the job-related training my organization offers.	20.58% 142	43.04% 297	27.39% 189	5.36% 37	3.62% 25	690
I am pleased with the career advancement opportunities available to me.	14.02% 97	33.38% 231	35.55% 246	10.26% 71	6.79% 47	692
I am satisfied with my opportunities for professional growth.	15.65% 108	35.07% 242	35.80% 247	8.99% 62	4.49% 31	690
My organization is dedicated to my professional development.	15.46% 107	32.08% 222	37.28% 258	8.67% 60	6.50% 45	692
Communication between senior leaders and employees is good in my organization.	13.17% 91	33.29% 230	33.57% 232	11.43% 79	8.54% 59	691
I am satisfied with my overall job security.	19.77% 136	44.33% 305	28.49% 196	4.51% 31	2.91% 20	688
Employees at my service treat each other with dignity and respect.	14.22% 98	41.22% 284	32.08% 221	8.13% 56	4.35% 30	689

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.

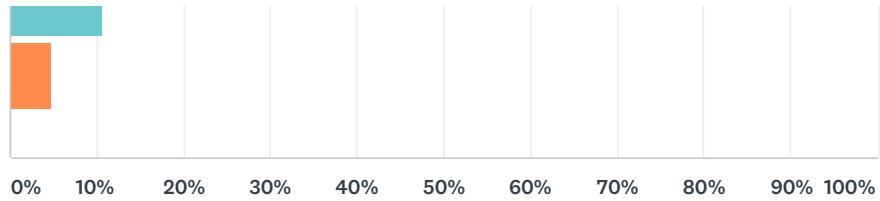
Answered: 687 Skipped: 120



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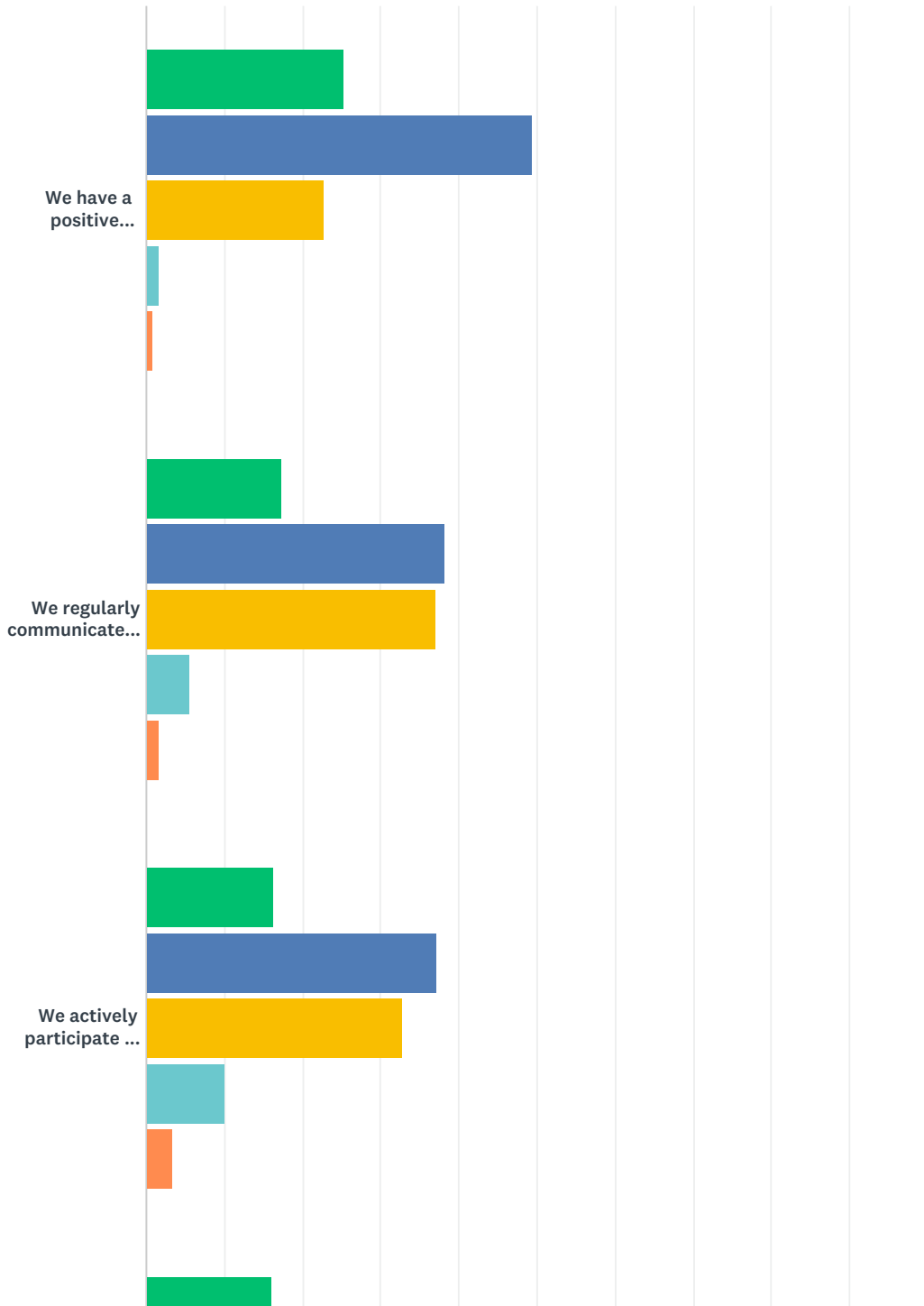
■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
In my experience, we have a positive working relationship with our receiving facilities.	19.56% 134	49.05% 336	28.47% 195	2.19% 15	0.73% 5	685
I feel the role of EMS personnel during the transition of patient care at the receiving facility is clear.	16.79% 115	48.61% 333	30.95% 212	3.07% 21	0.58% 4	685
I feel like we have an active service medical director.	26.90% 184	35.23% 241	30.12% 206	5.12% 35	2.63% 18	684
We regularly participate in quality improvement activities with our medical director, including periodic run reviews.	20.03% 137	30.12% 206	36.11% 247	7.60% 52	6.14% 42	684
Our agency regularly provides data (response times, IV success rates, number of trauma vs. medical patients, etc.) to our medical director.	20.73% 142	31.39% 215	40.58% 278	4.96% 34	2.34% 16	685
In my opinion, members of our agency serve on appropriate health care-related committees.	15.20% 104	33.33% 228	39.77% 272	8.04% 55	3.65% 25	684
We regularly review patient care issues with the receiving facilities.	14.91% 102	28.95% 198	42.84% 293	9.06% 62	4.24% 29	684
We participate in quality improvement activities with our receiving facilities.	13.62% 93	28.26% 193	42.61% 291	10.69% 73	4.83% 33	683

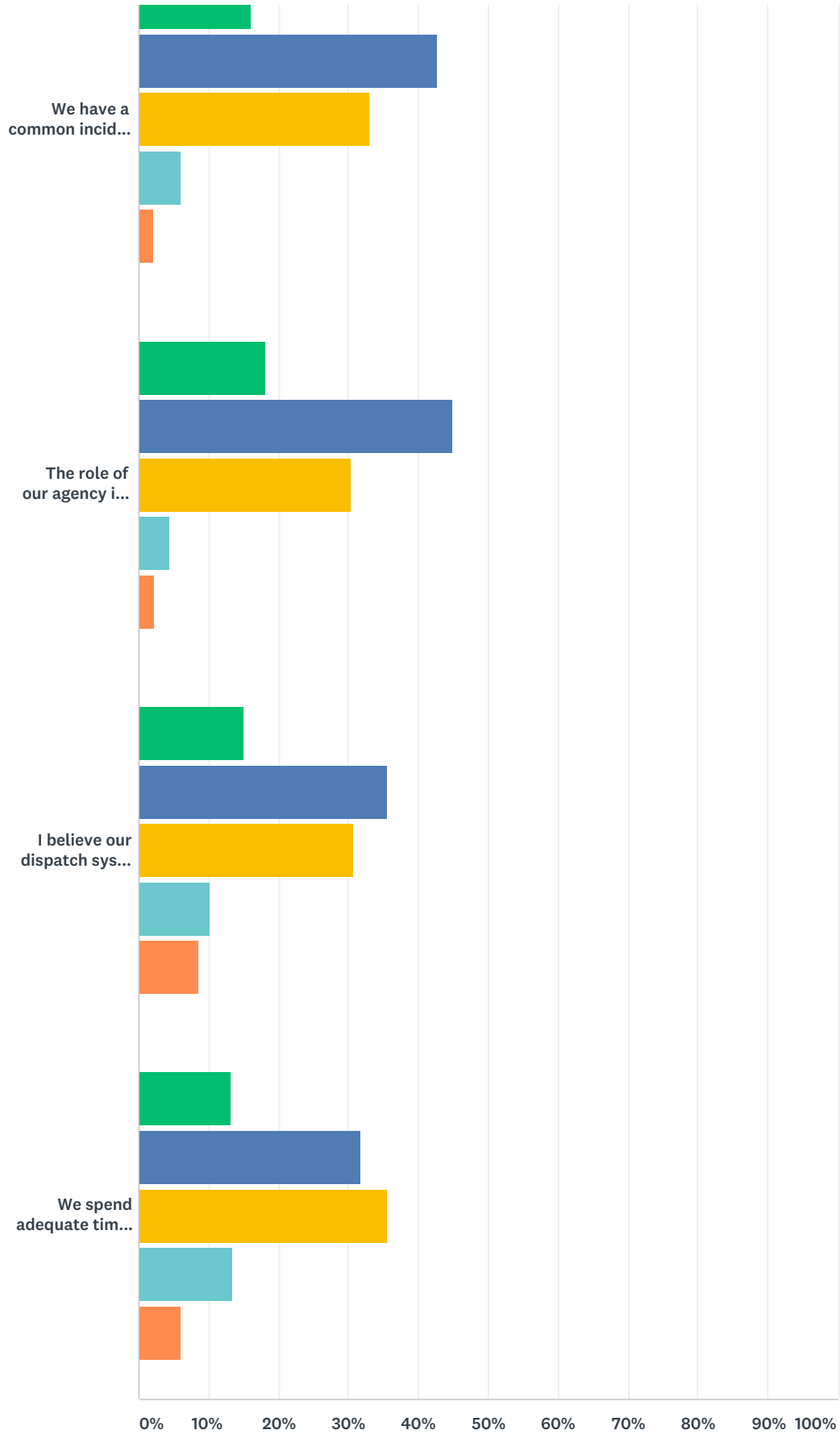
Q47 Public safety is defined as any agency that assists in the well being of the community in the midst of a crisis (i.e. fire departments, other EMS agencies, ski patrol, highway patrol, search and rescue, department of emergency services, etc.). The following eight statements are designed to gauge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

Please rate each statement

Answered: 685 Skipped: 122



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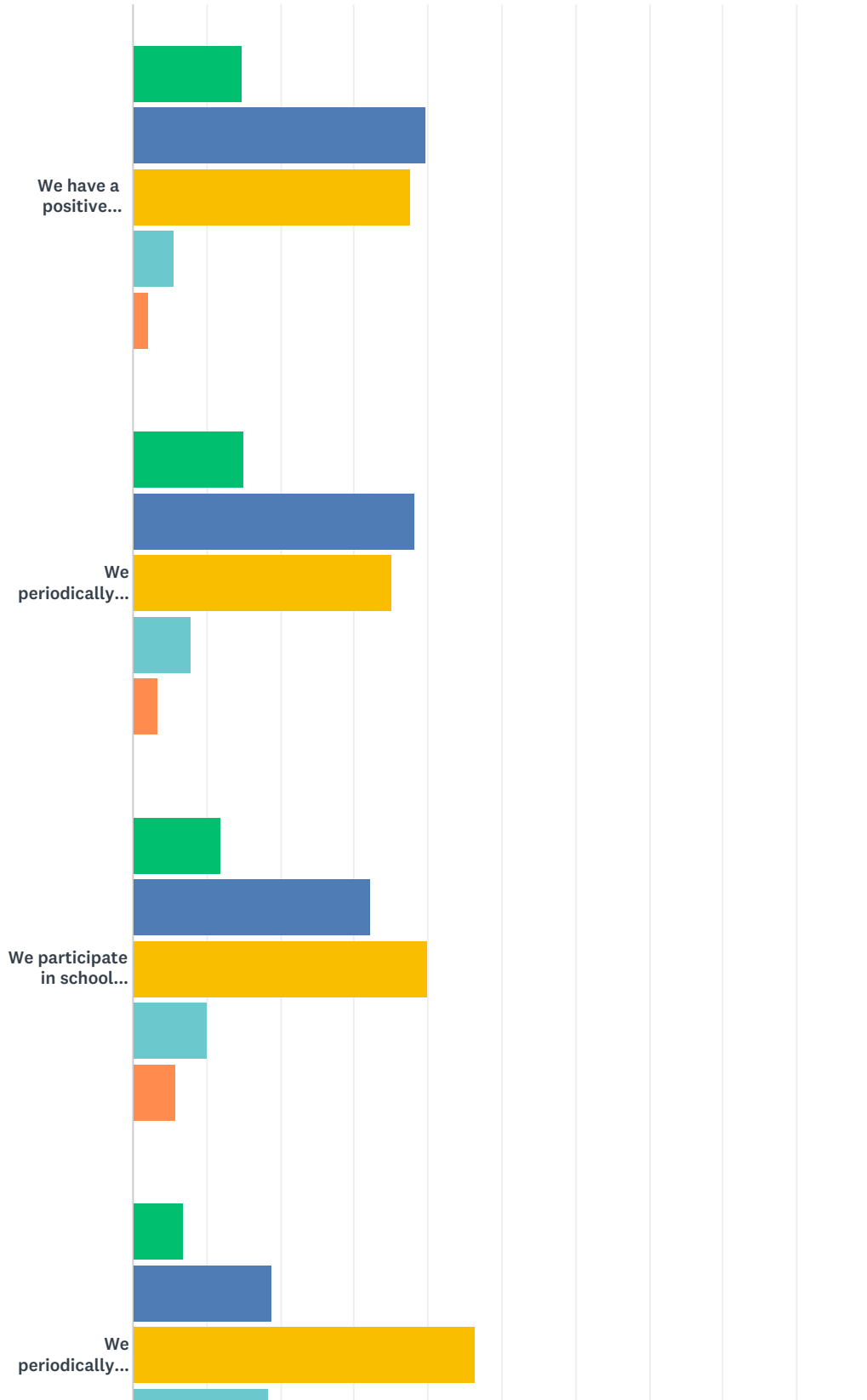
Strongly Agree Agree Neutral Disagree Strongly Disagree

EMS Needs Assessment

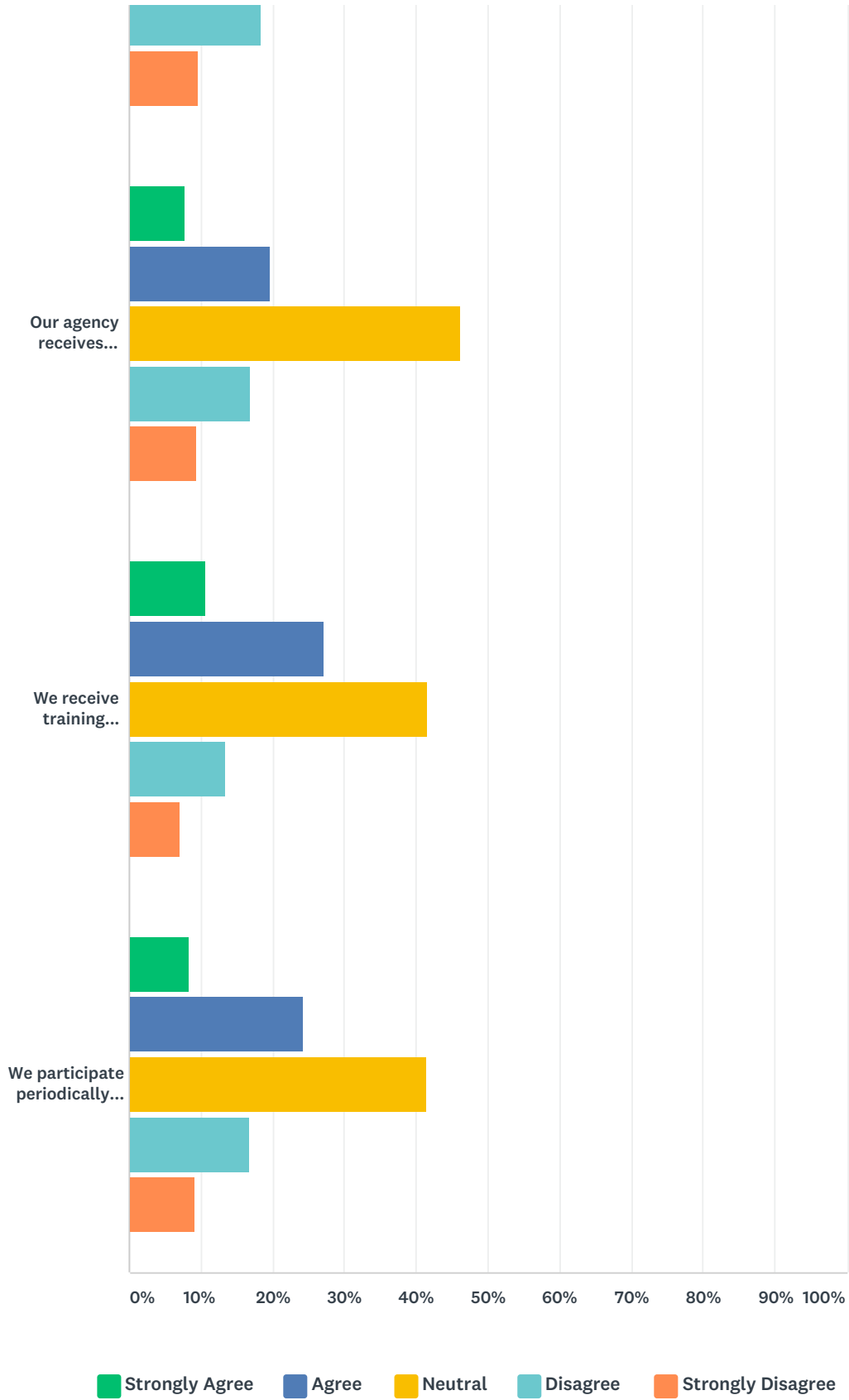
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
We have a positive working relationship with other public safety agencies/ personnel.	25.33% 173	49.34% 337	22.84% 156	1.61% 11	0.88% 6	683
We regularly communicate with other public safety agencies through system quality improvement.	17.30% 118	38.27% 261	36.95% 252	5.72% 39	1.76% 12	682
We actively participate in joint training with other public safety agencies.	16.37% 112	37.28% 255	32.89% 225	10.09% 69	3.36% 23	684
We have a common incident command system with other public safety agencies.	16.08% 110	42.69% 292	33.04% 226	5.99% 41	2.19% 15	684
The role of our agency is clear during a multiple agency response.	18.13% 124	44.88% 307	30.26% 207	4.39% 30	2.34% 16	684
I believe our dispatch system meets our agency's needs.	15.06% 103	35.53% 243	30.70% 210	10.23% 70	8.48% 58	684
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.	13.14% 90	31.82% 218	35.47% 243	13.43% 92	6.13% 42	685

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

Answered: 684 Skipped: 123



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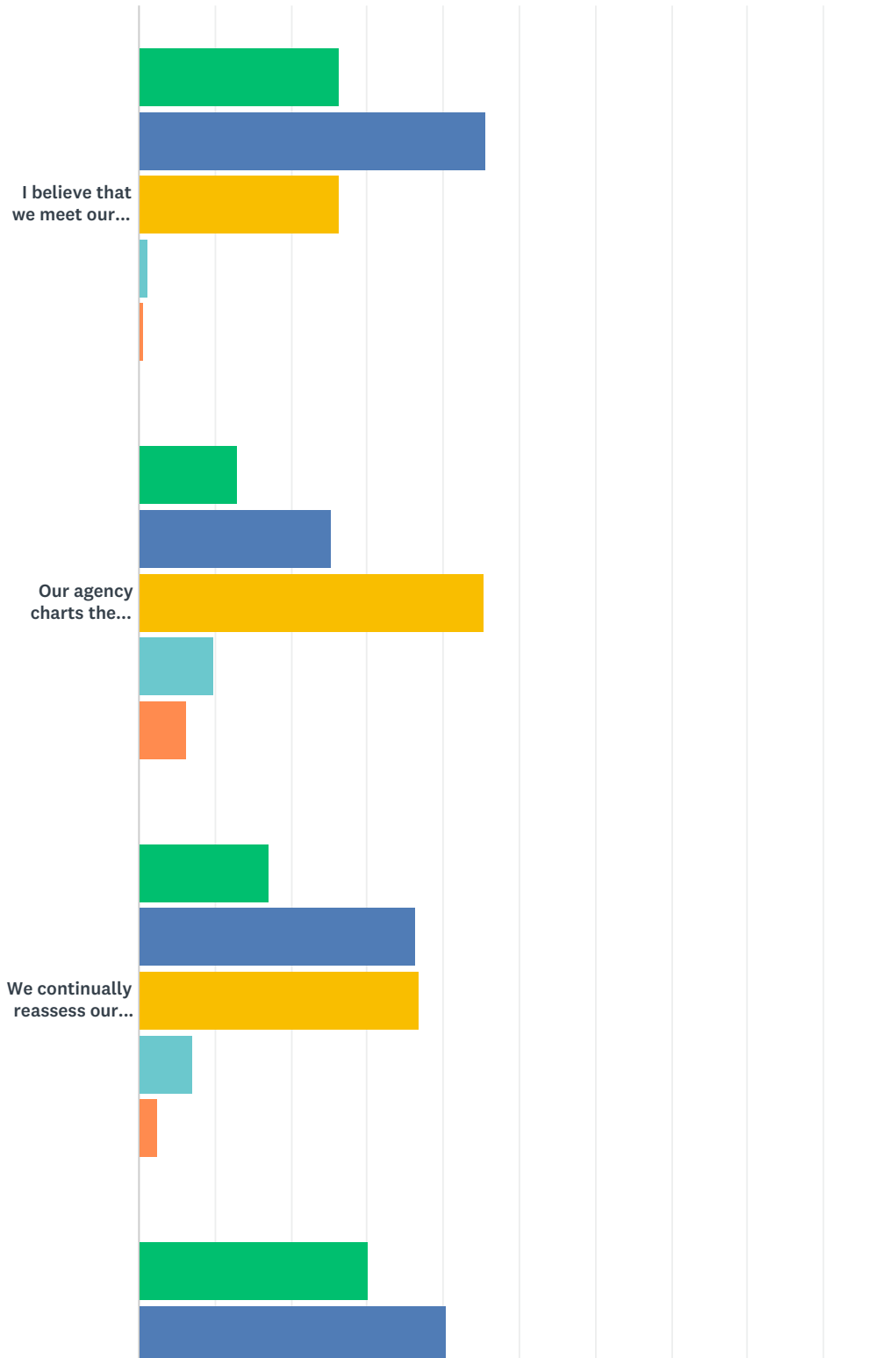
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
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EMS Needs Assessment

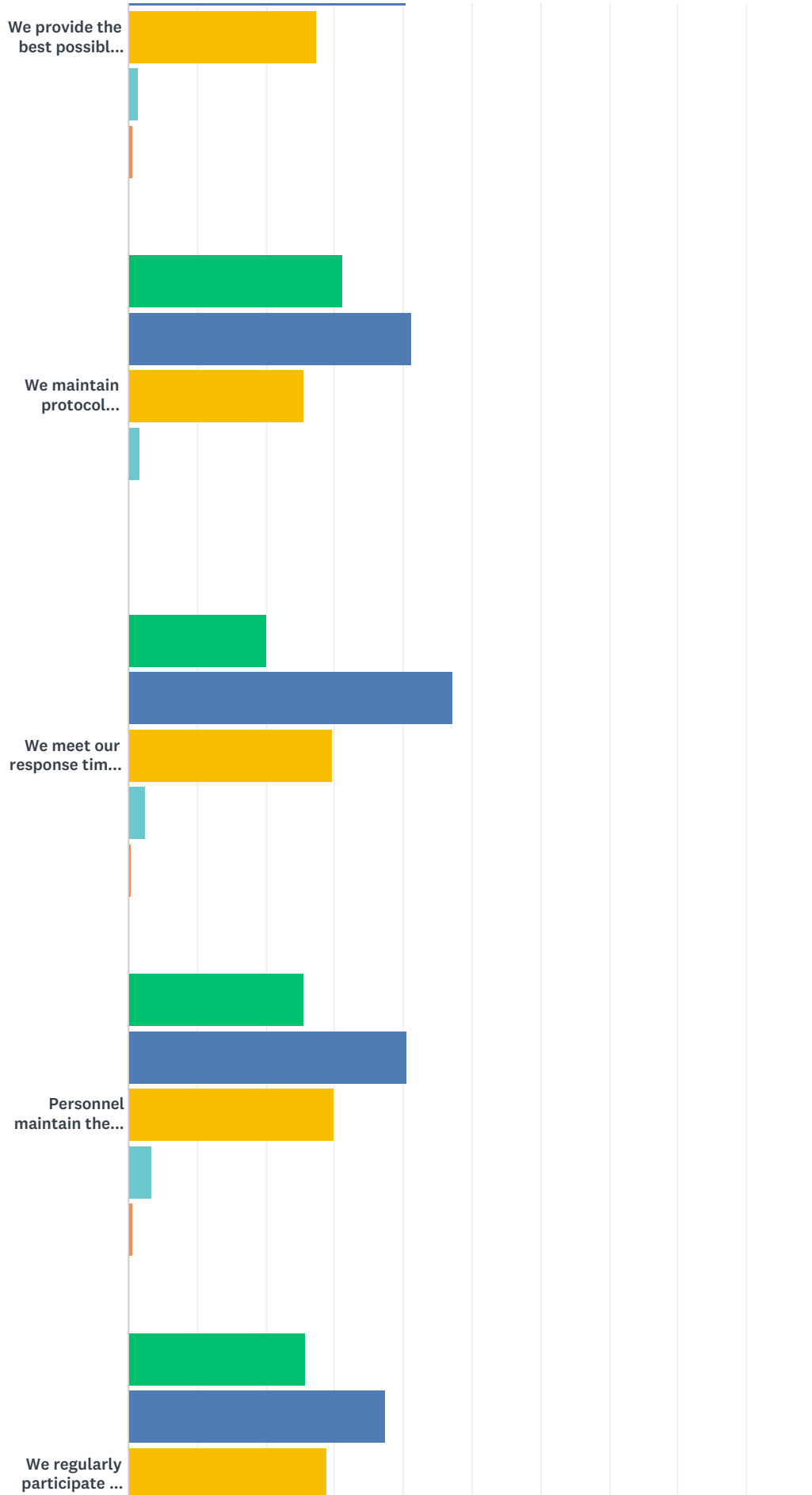
We have a positive working relationship with school officials at all levels (administrators, educators, and faculty).	14.79% 101	39.68% 271	37.63% 257	5.71% 39	2.20% 15	683
We periodically educate students (first aid talks, CPR instruction, career day, injury prevention, etc).	15.08% 103	38.36% 262	35.14% 240	8.05% 55	3.37% 23	683
We participate in school drills and training for emergencies.	11.88% 81	32.26% 220	39.88% 272	10.12% 69	5.87% 40	682
We periodically meet with school health nurses.	6.90% 47	18.80% 128	46.40% 316	18.36% 125	9.54% 65	681
Our agency receives information from school officials concerning the enrollment of any children with special healthcare needs.	7.78% 53	19.68% 134	46.26% 315	16.89% 115	9.40% 64	681
We receive training regarding children with special health care needs.	10.70% 73	27.27% 186	41.64% 284	13.34% 91	7.04% 48	682
We participate periodically in joint training with school athletic staff (trainers and coaches).	8.37% 57	24.23% 165	41.41% 282	16.74% 114	9.25% 63	681

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

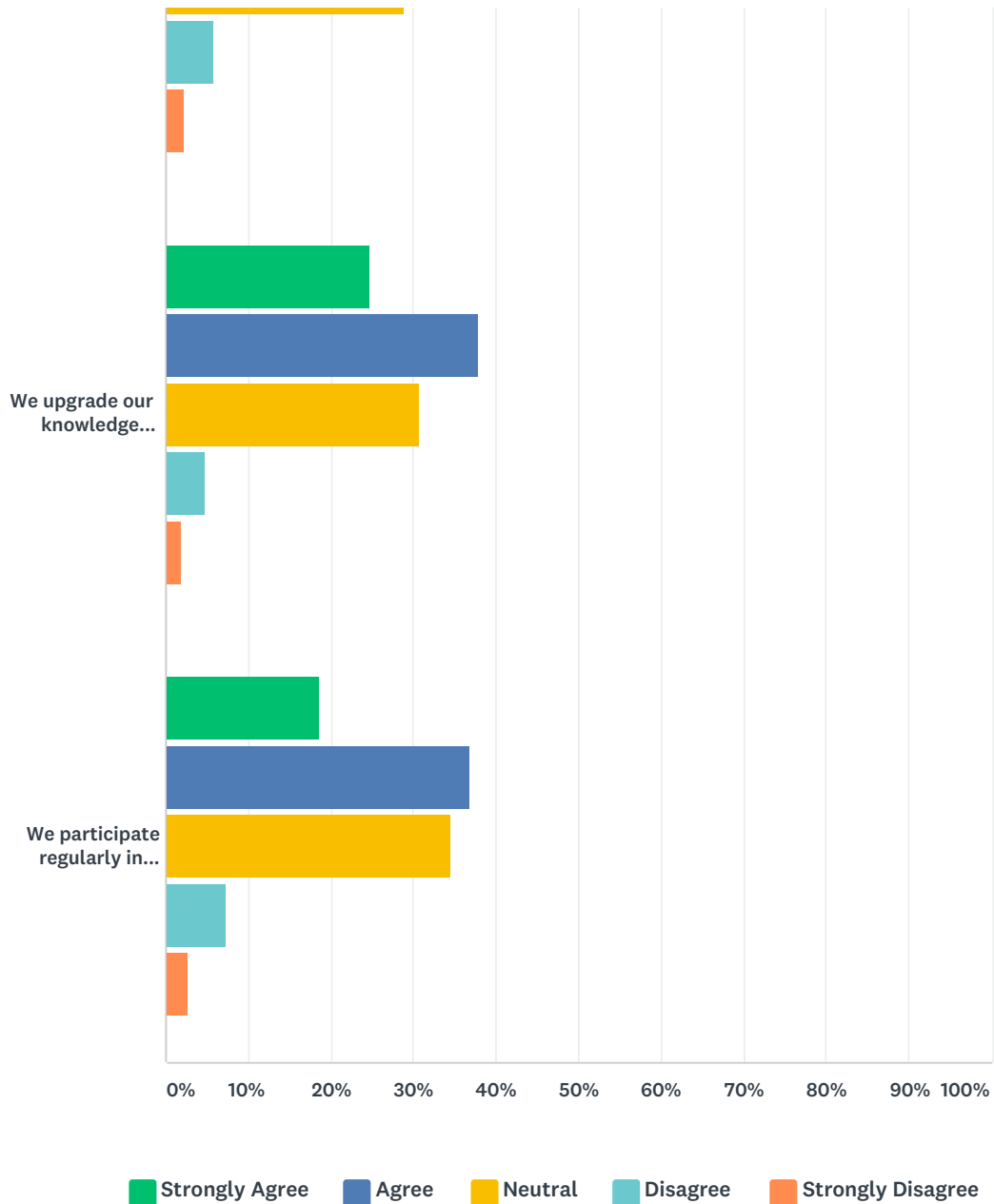
Answered: 681 Skipped: 126



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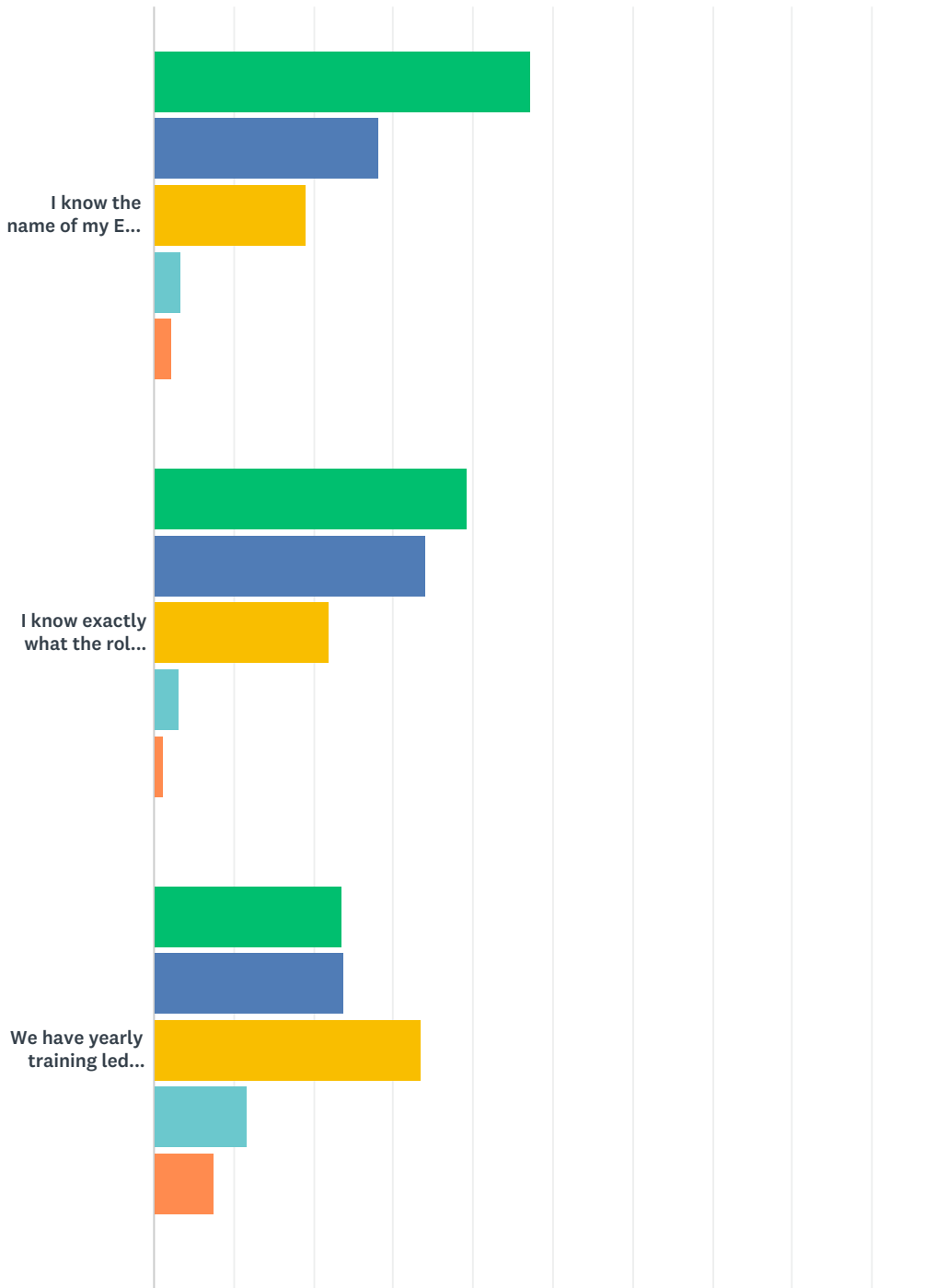
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I believe that we meet our customers' needs and expectations.	26.32% 179	45.59% 310	26.32% 179	1.18% 8	0.59% 4	680
Our agency charts the ratio between compliments vs. complaints.	13.00% 88	25.26% 171	45.49% 308	9.90% 67	6.35% 43	677
We continually reassess our services to make sure we are meeting the needs and expectations of our customers.	17.06% 116	36.32% 247	36.91% 251	7.21% 49	2.50% 17	680
We provide the best possible medical care in accordance with our agency's licensure level and our personnel's scope of practice.	30.15% 205	40.44% 275	27.35% 186	1.47% 10	0.59% 4	680
We maintain protocol compliance.	31.27% 212	41.30% 280	25.52% 173	1.62% 11	0.29% 2	678
We meet our response time benchmarks.	20.15% 137	47.21% 321	29.71% 202	2.50% 17	0.44% 3	680

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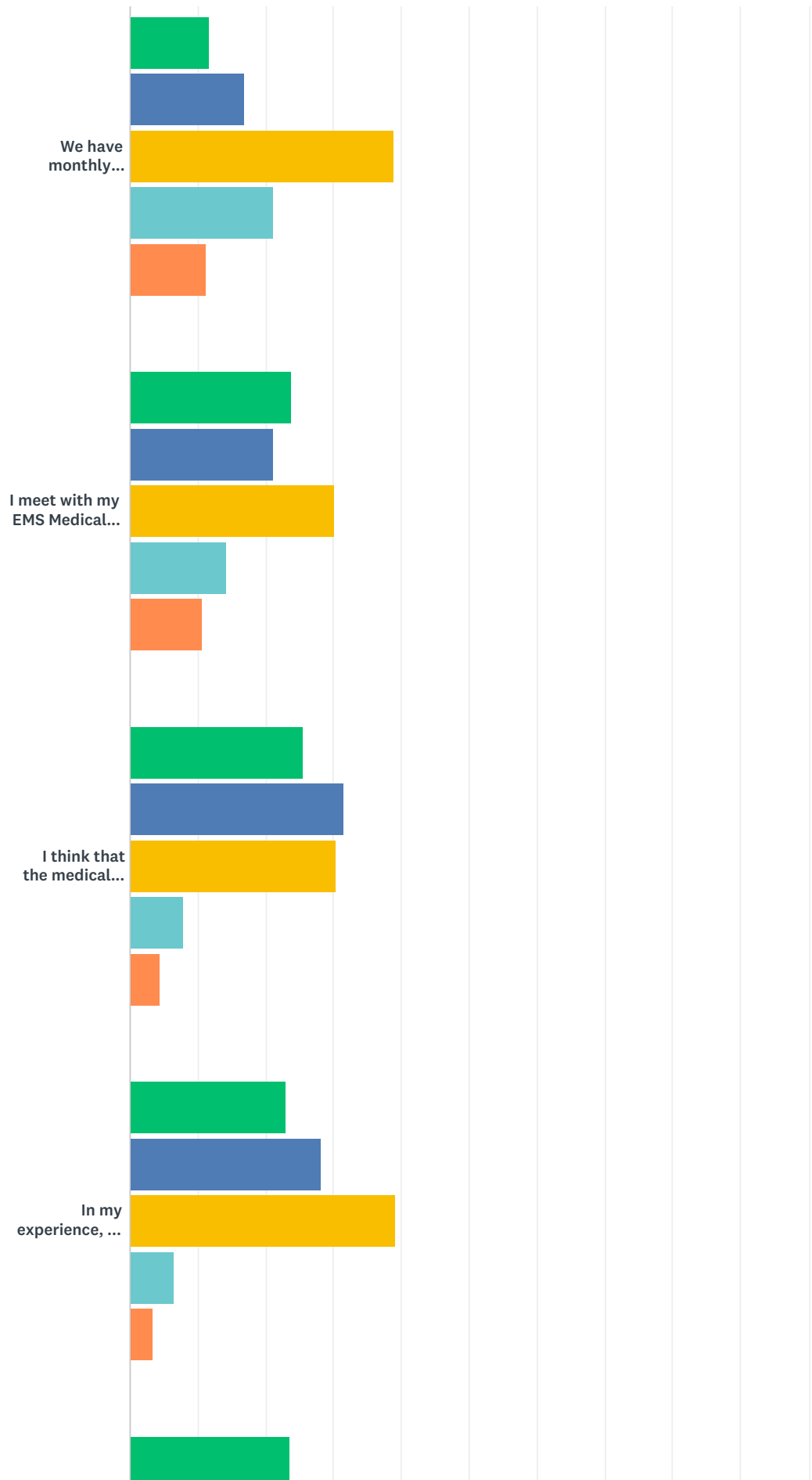
Personnel maintain their emergency medical skills to the highest standard possible.	25.48% 173	40.65% 276	29.90% 203	3.39% 23	0.59% 4	679
We regularly participate in skills training and competency.	25.68% 171	37.39% 249	28.83% 192	5.86% 39	2.25% 15	666
We upgrade our knowledge consistent with published trends in emergency medical care.	24.71% 168	37.79% 257	30.74% 209	4.85% 33	1.91% 13	680
We participate regularly in public information and education activities.	18.58% 126	36.87% 250	34.51% 234	7.23% 49	2.80% 19	678

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.

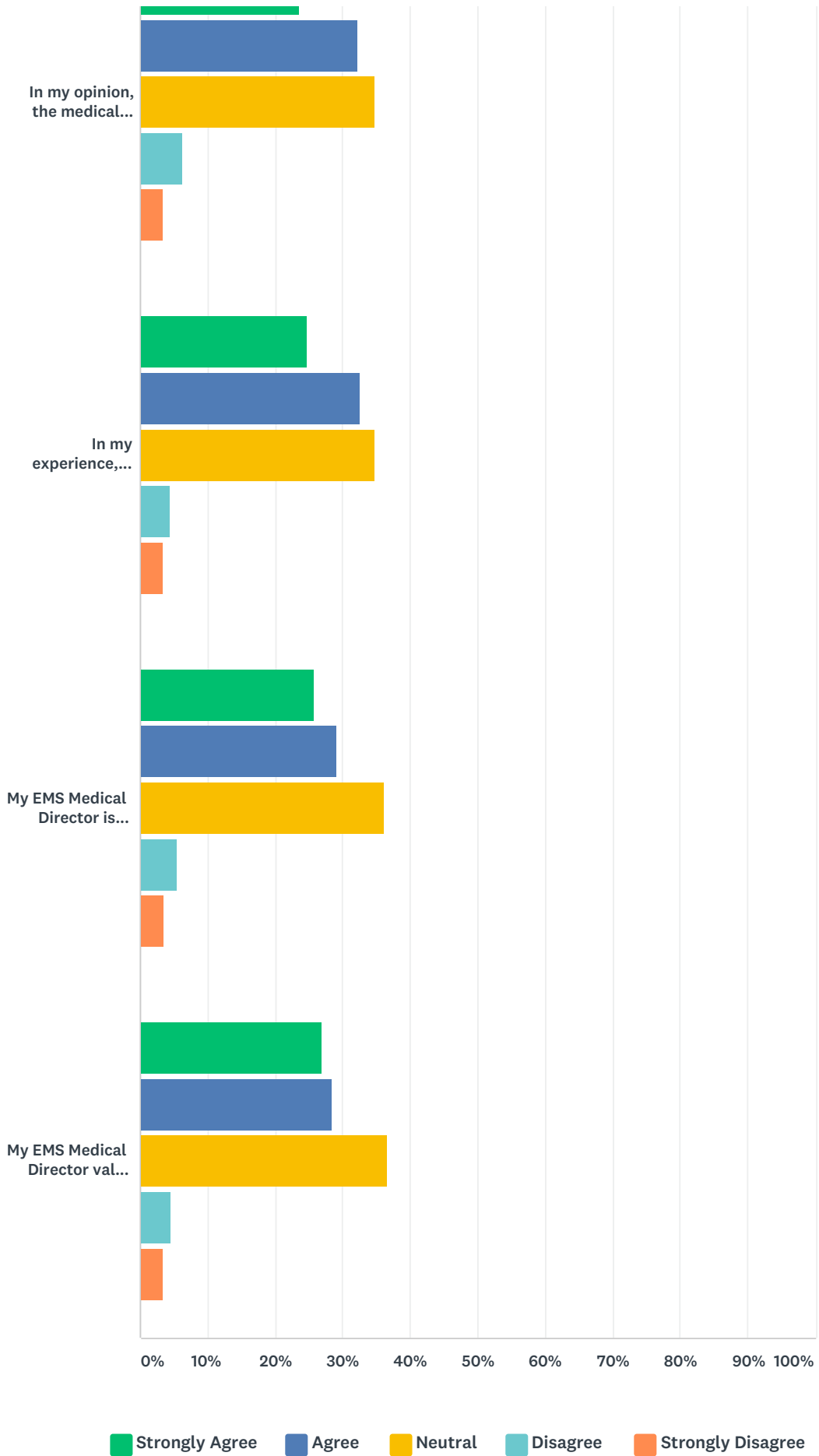
Answered: 673 Skipped: 134



EMS Needs Assessment



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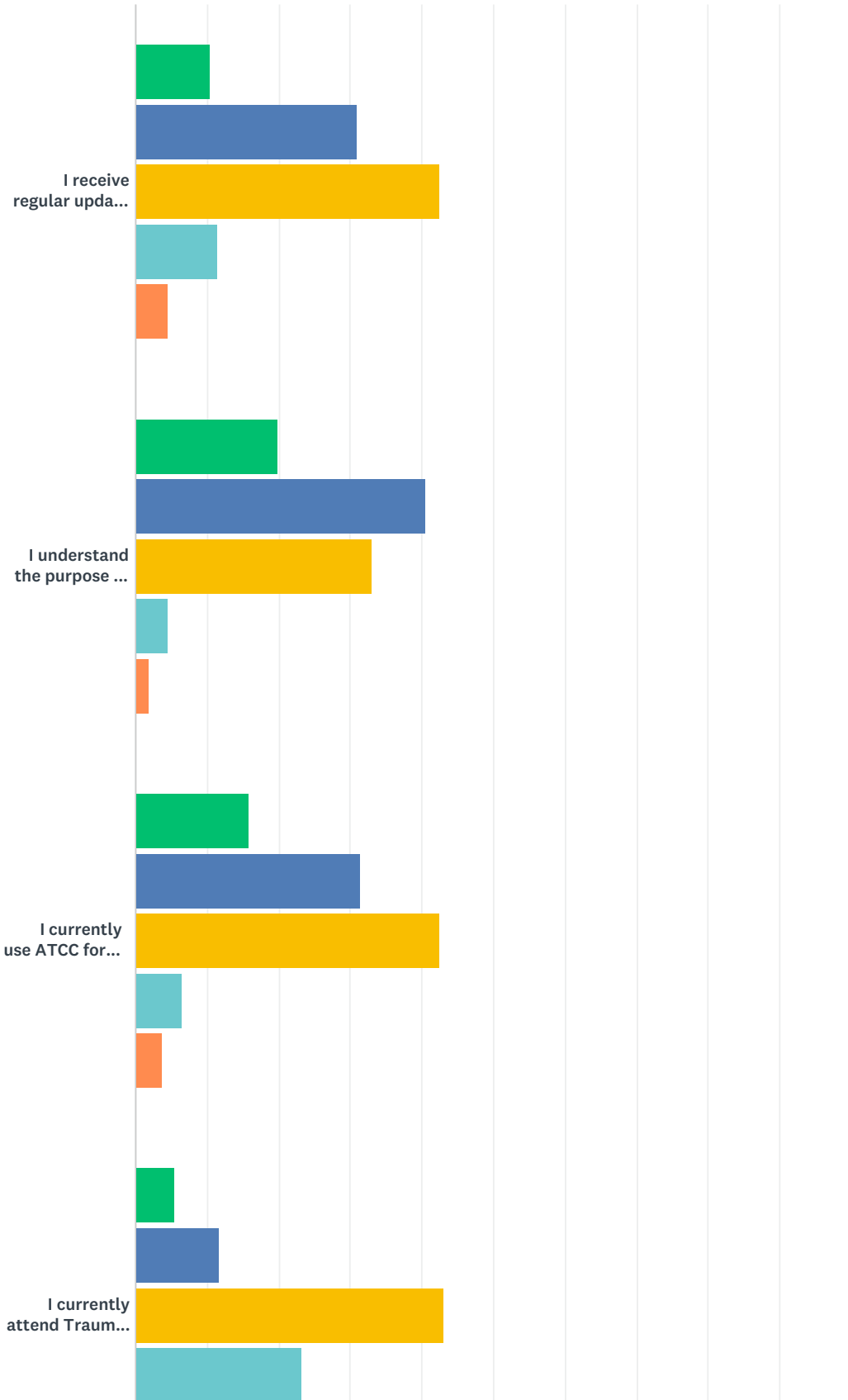


EMS Needs Assessment

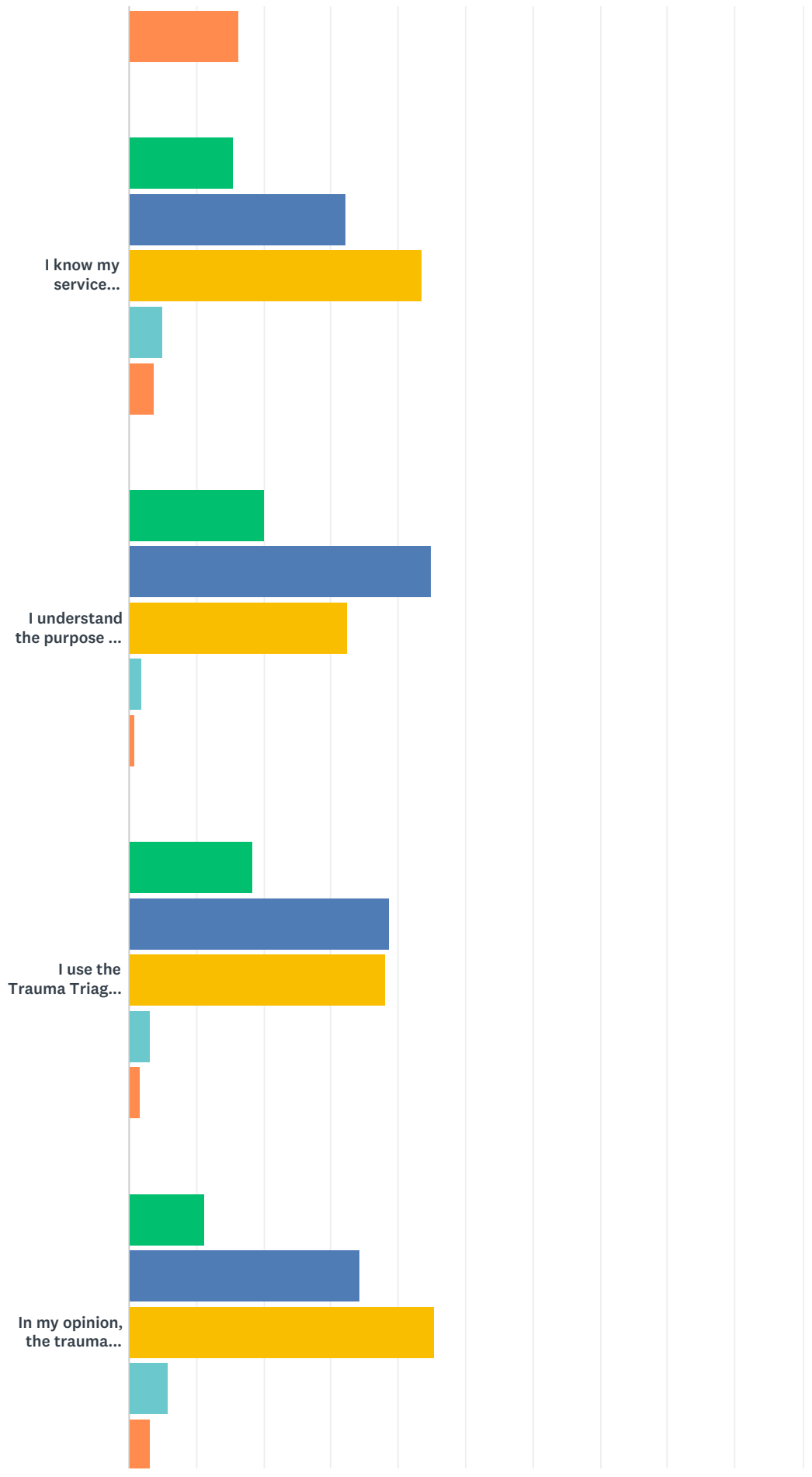
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I know the name of my EMS Medical Director.	47.31% 317	28.21% 189	18.96% 127	3.28% 22	2.24% 15	670
I know exactly what the role of my EMS Medical Director is.	39.34% 264	34.13% 229	22.06% 148	3.13% 21	1.34% 9	671
We have yearly training led by or attended by our EMS Medical Director.	23.55% 158	23.85% 160	33.38% 224	11.62% 78	7.60% 51	671
We have monthly training led by or attended by our EMS Medical Director.	11.76% 79	16.96% 114	38.84% 261	21.13% 142	11.31% 76	672
I meet with my EMS Medical Director at least once per year.	23.81% 160	21.13% 142	30.21% 203	14.29% 96	10.57% 71	672
I think that the medical director plays an active role in the EMS system's current quality improvement activities.	25.48% 171	31.59% 212	30.40% 204	8.05% 54	4.47% 30	671
In my experience, the medical director reviews cases regularly as part of continuing education processes with the EMS agency.	22.95% 154	28.17% 189	39.05% 262	6.41% 43	3.43% 23	671
In my opinion, the medical director regularly provides direction and guidance to the EMS agency.	23.66% 159	32.14% 216	34.67% 233	6.25% 42	3.27% 22	672
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.	24.78% 166	32.69% 219	34.78% 233	4.48% 30	3.28% 22	670
My EMS Medical Director is active in my protocol compliance and reviews these with us at least yearly.	25.67% 172	29.10% 195	36.27% 243	5.37% 36	3.58% 24	670
My EMS Medical Director values me as a healthcare provider.	26.97% 181	28.46% 191	36.51% 245	4.62% 31	3.43% 23	671

Q51 The following statements relate to the State Trauma System

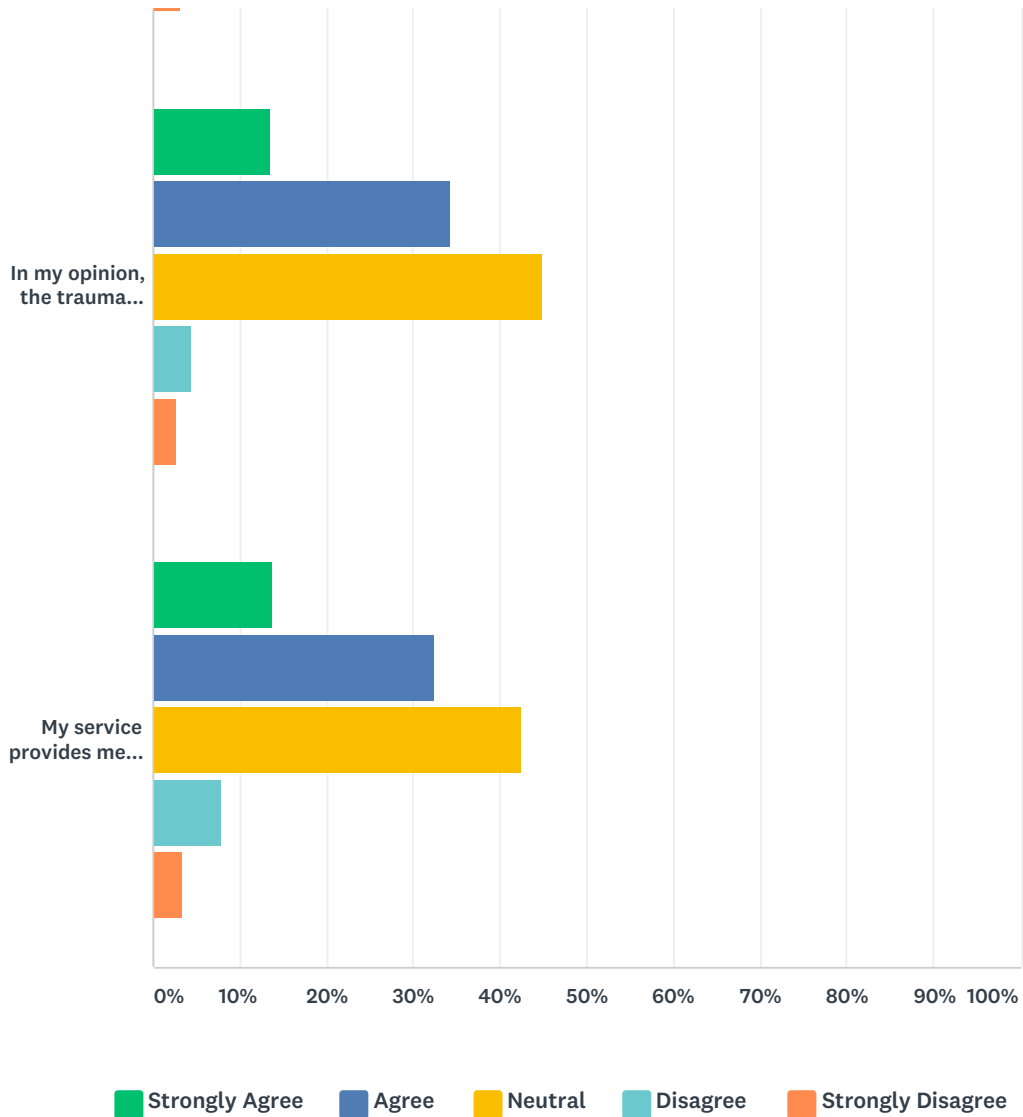
Answered: 675 Skipped: 132



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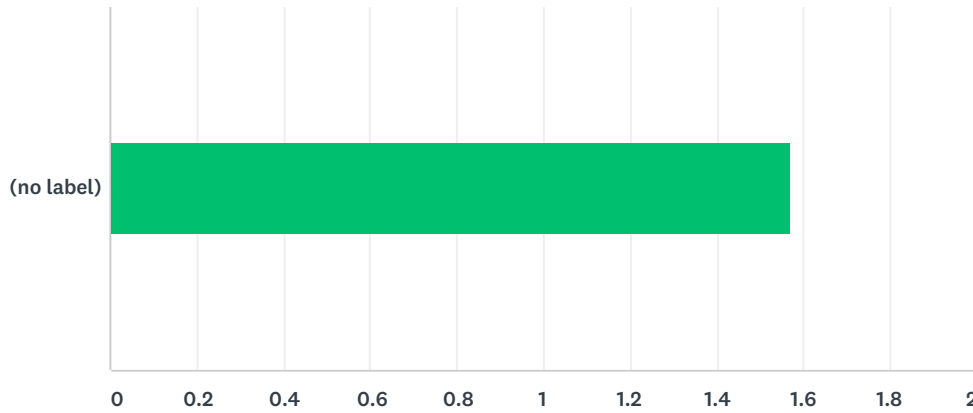
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL
I receive regular updates on the Trauma System from our service's leadership.	10.55% 71	30.91% 208	42.50% 286	11.44% 77	4.61% 31	673
I understand the purpose of the Arkansas Trauma Call Communications Center (ATCC)	19.91% 134	40.56% 273	32.99% 222	4.61% 31	1.93% 13	673
I currently use ATCC for determining patient destination on all Major and Moderate patients.	15.88% 107	31.45% 212	42.43% 286	6.53% 44	3.71% 25	674
I currently attend Trauma Regional Advisory Council meetings?	5.52% 37	11.64% 78	43.13% 289	23.28% 156	16.42% 110	670
I know my service receives funding for participating in the state trauma system.	15.48% 104	32.14% 216	43.45% 292	5.06% 34	3.87% 26	672
I understand the purpose of the Trauma Triage Guidelines.	20.15% 135	44.93% 301	32.39% 217	1.79% 12	0.75% 5	670
I use the Trauma Triage Guidelines to determine when to call the ATCC.	18.45% 124	38.69% 260	38.10% 256	3.13% 21	1.64% 11	672
In my opinion, the trauma system is working as intended.	11.29% 76	34.32% 231	45.47% 306	5.79% 39	3.12% 21	673
In my opinion, the trauma system has improved the care of the trauma patient.	13.69% 92	34.38% 231	44.94% 302	4.32% 29	2.68% 18	672

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My service provides me with continuing education on the trauma system.	13.84%	32.44%	42.41%	8.04%	3.27%	
	93	218	285	54	22	672

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

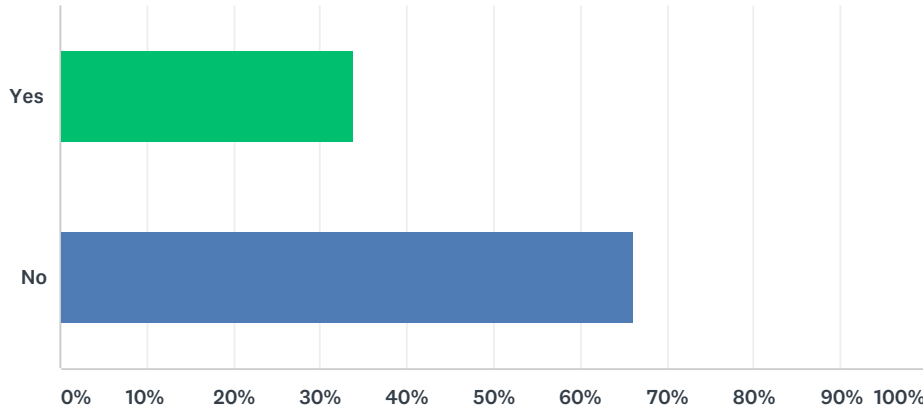
Answered: 624 Skipped: 183



	NO OPINION	NEVER	RARELY	OFTEN	FREQUENTLY	TOTAL	WEIGHTED AVERAGE
(no label)	26.60%	15.71%	37.66%	14.26%	5.77%	624	1.57
	166	98	235	89	36		

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

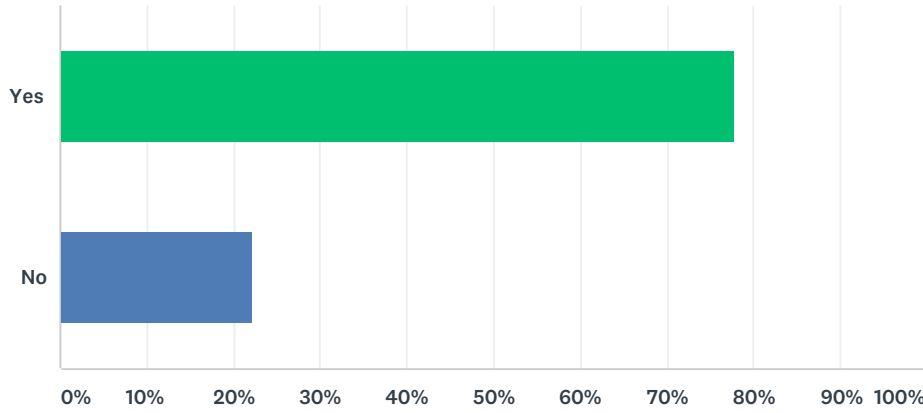
Answered: 646 Skipped: 161



ANSWER CHOICES	RESPONSES	
Yes	33.90%	219
No	66.10%	427
TOTAL		646

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

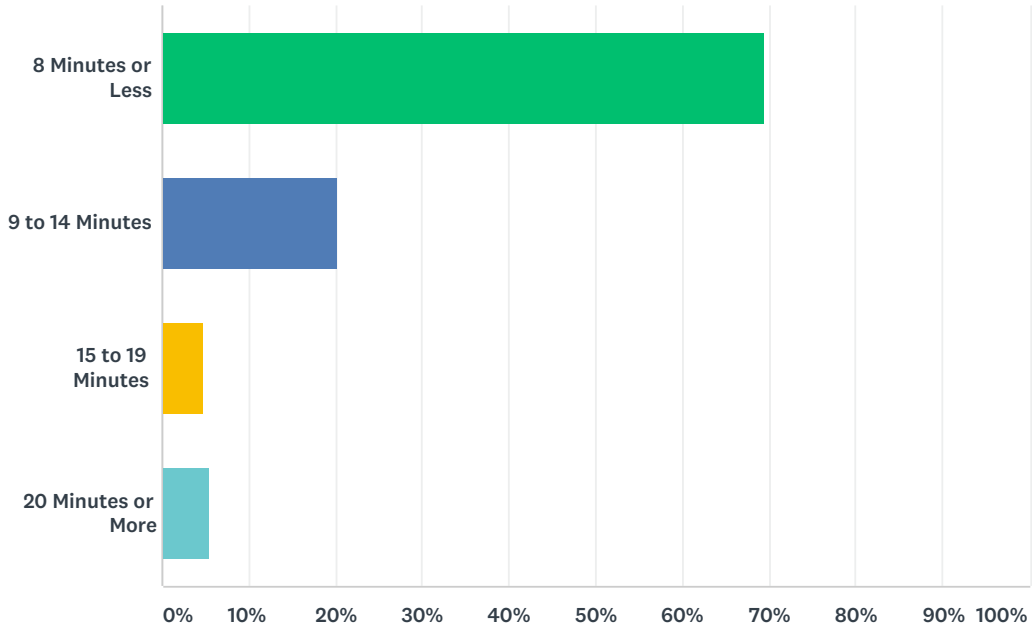
Answered: 615 Skipped: 192



ANSWER CHOICES	RESPONSES	
Yes	77.89%	479
No	22.11%	136
TOTAL		615

Q55 What is your routine response time for emergency calls?

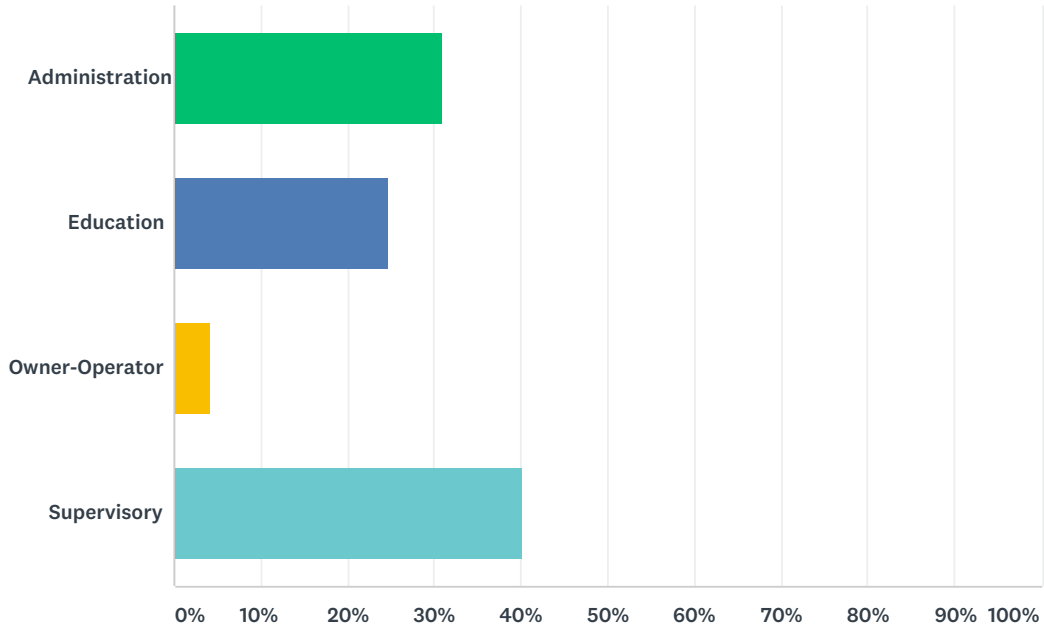
Answered: 618 Skipped: 189



ANSWER CHOICES	RESPONSES	
8 Minutes or Less	69.42%	429
9 to 14 Minutes	20.39%	126
15 to 19 Minutes	4.85%	30
20 Minutes or More	5.34%	33
TOTAL		618

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

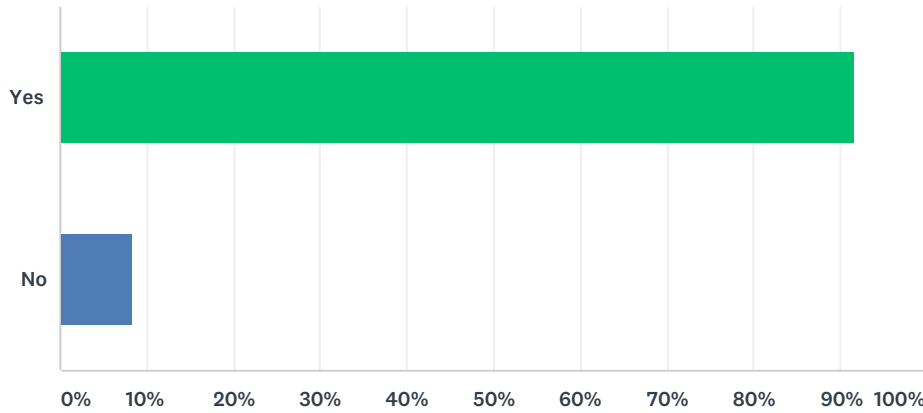
Answered: 142 Skipped: 665



ANSWER CHOICES	RESPONSES	
Administration	30.99%	44
Education	24.65%	35
Owner-Operator	4.23%	6
Supervisory	40.14%	57
TOTAL		142

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

Answered: 333 Skipped: 474



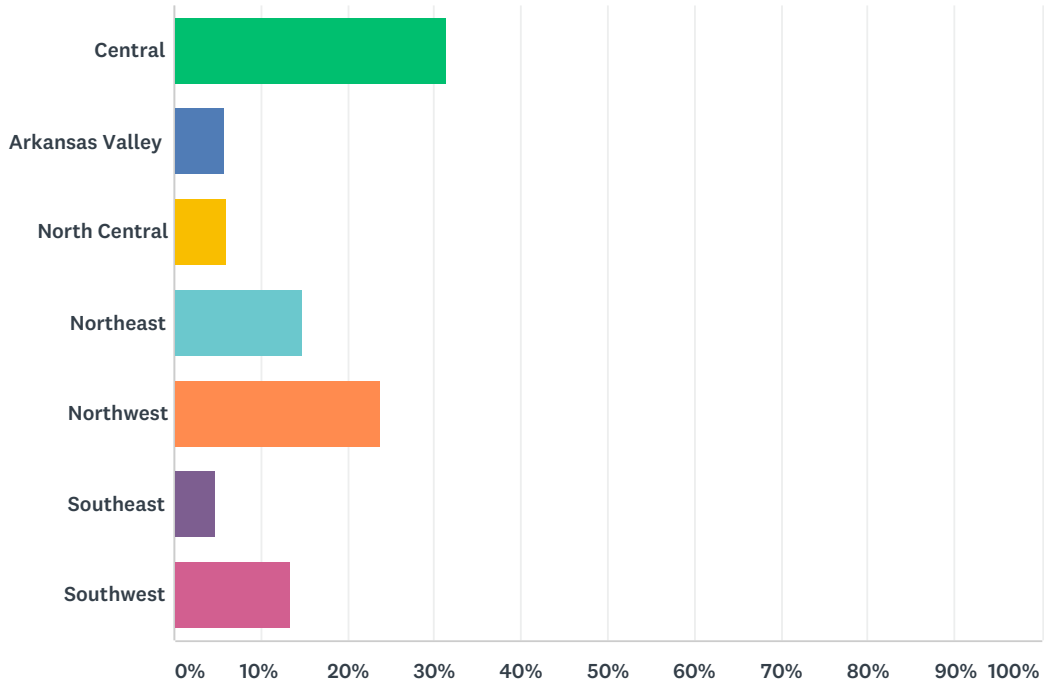
ANSWER CHOICES	RESPONSES	
Yes	91.59%	305
No	8.41%	28
TOTAL		333

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

Answered: 52 Skipped: 755

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

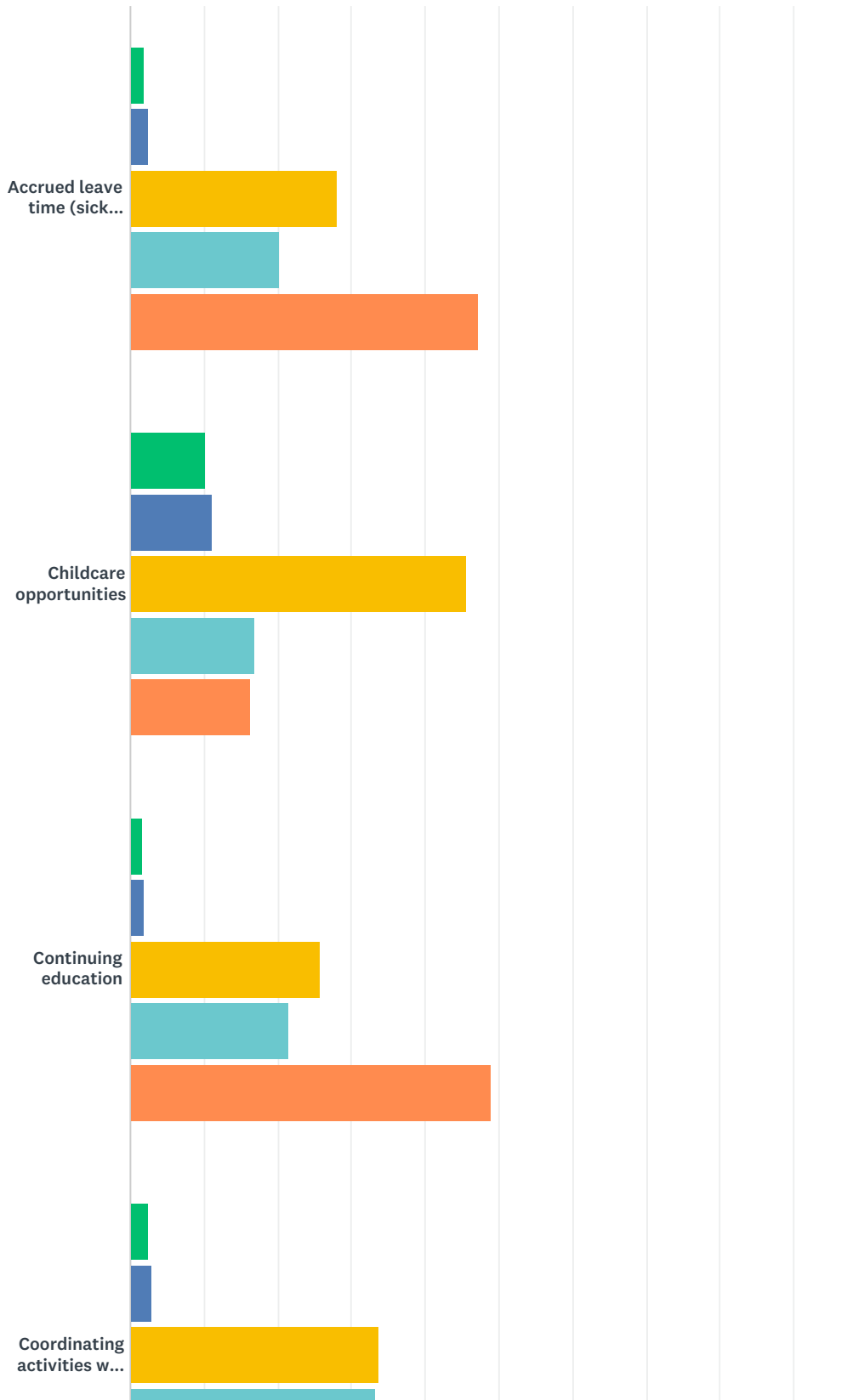
Answered: 585 Skipped: 222



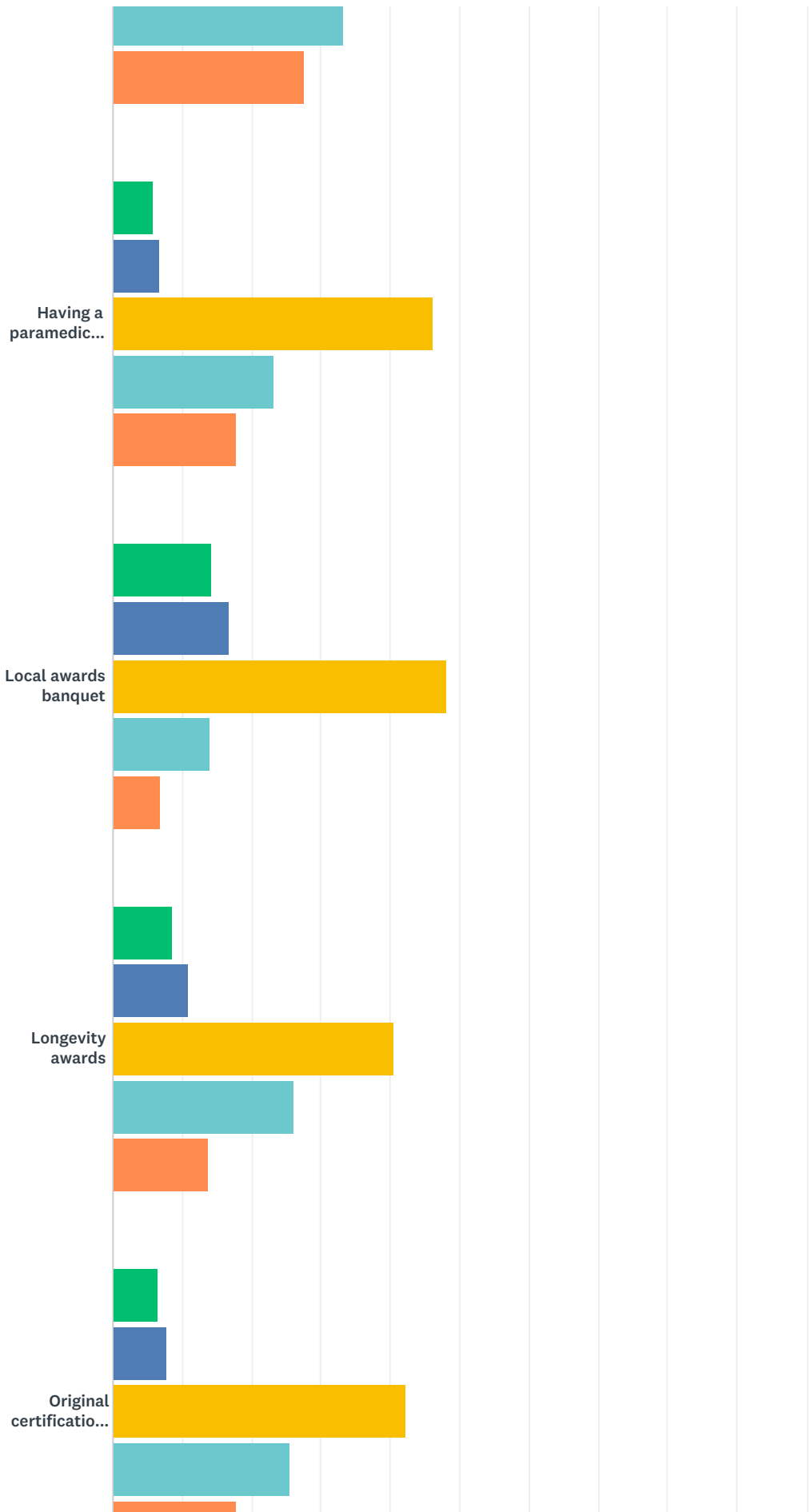
ANSWER CHOICES	RESPONSES	
Central	31.45%	184
Arkansas Valley	5.81%	34
North Central	5.98%	35
Northeast	14.87%	87
Northwest	23.76%	139
Southeast	4.79%	28
Southwest	13.33%	78
TOTAL		585

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

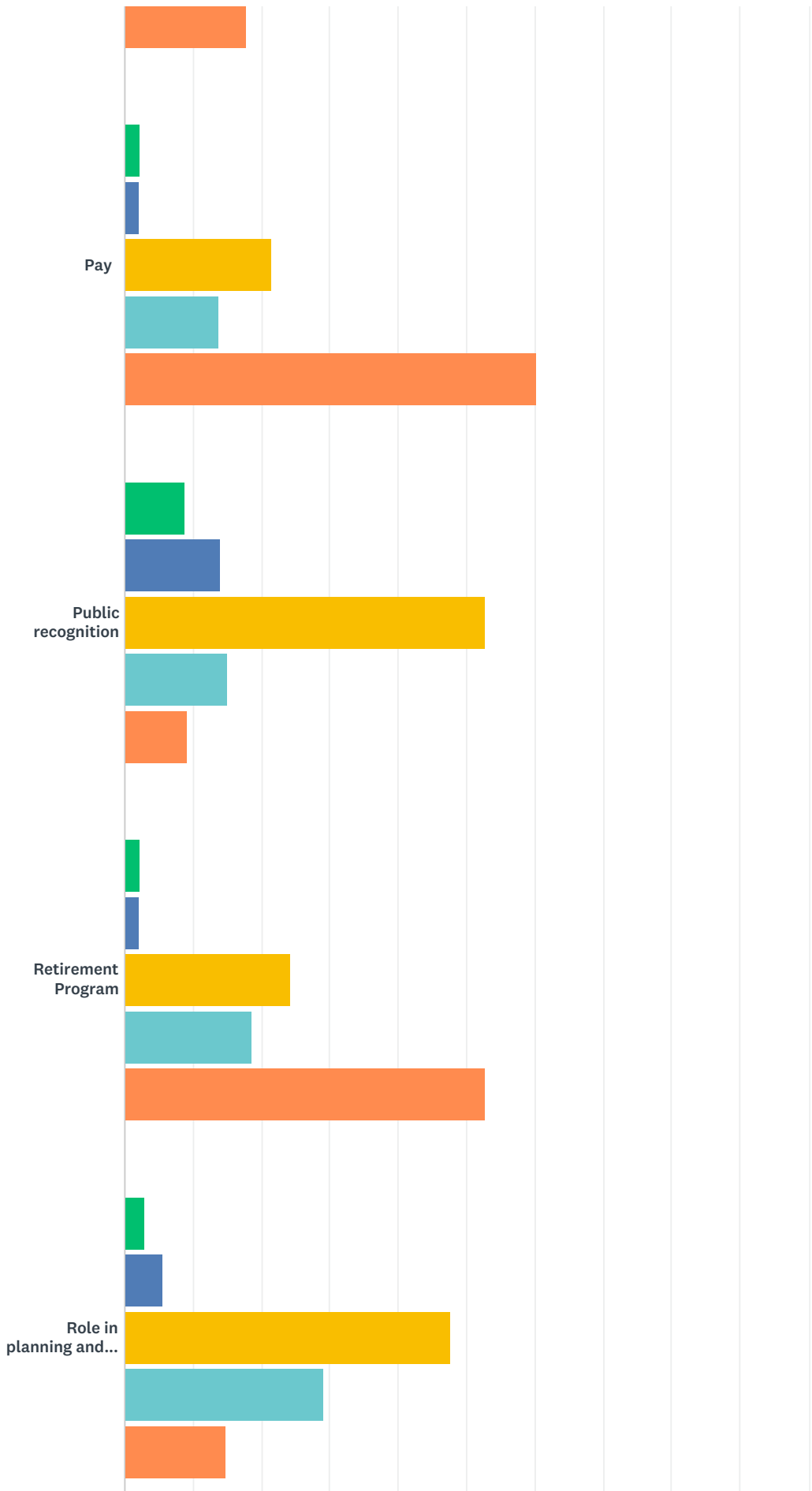
Answered: 576 Skipped: 231



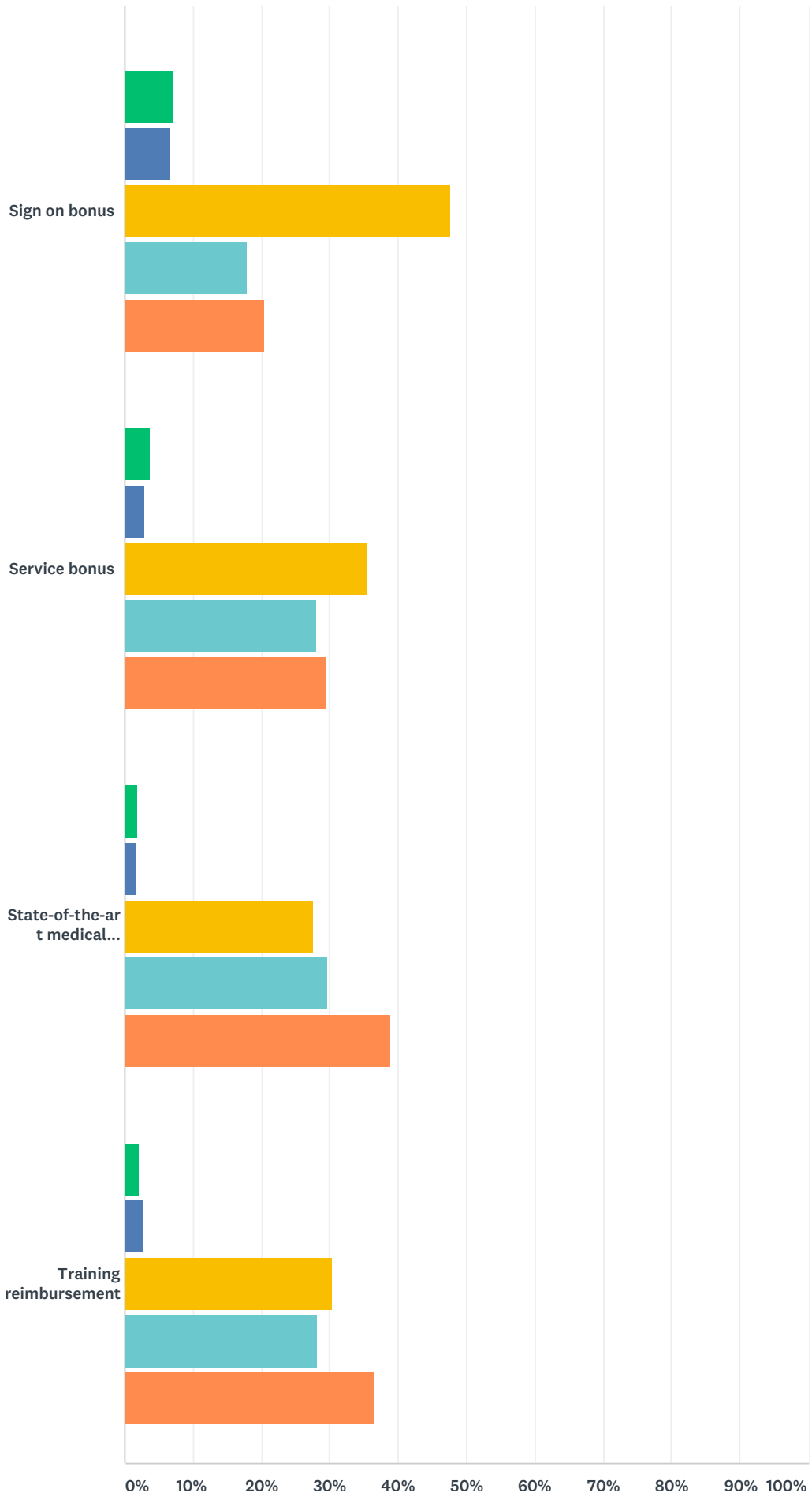
EMS Needs Assessment



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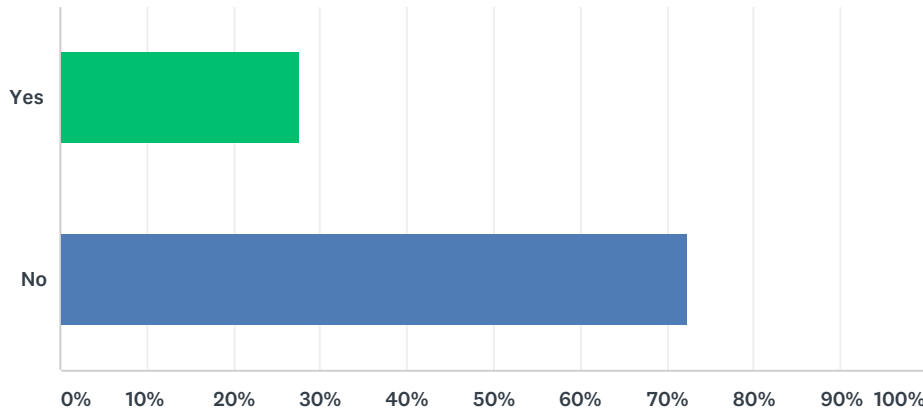
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■ No importance at all
 ■ Very little importance
 ■ Neutral
■ Somewhat important
 ■ Extremely important

	NO IMPORTANCE AT ALL	VERY LITTLE IMPORTANCE	NEUTRAL	SOMEWHAT IMPORTANT	EXTREMELY IMPORTANT	TOTAL
Accrued leave time (sick leave, annual leave, bereavement leave, etc)	1.92% 11	2.44% 14	28.05% 161	20.38% 117	47.21% 271	574
Childcare opportunities	10.30% 59	10.99% 63	45.55% 261	16.93% 97	16.23% 93	573
Continuing education	1.77% 10	1.95% 11	25.71% 145	21.63% 122	48.94% 276	564
Coordinating activities with other services (fire and police)	2.60% 15	2.95% 17	33.68% 194	33.16% 191	27.60% 159	576
Having a paramedic partner (allowing calls to be rotated between you)	5.94% 34	6.64% 38	46.33% 265	23.25% 133	17.83% 102	572
Local awards banquet	14.14% 81	16.75% 96	48.17% 276	13.96% 80	6.98% 40	573
Longevity awards	8.55% 49	10.82% 62	40.66% 233	26.18% 150	13.79% 79	573
Original certification reimbursement	6.42% 37	7.81% 45	42.36% 244	25.52% 147	17.88% 103	576
Pay	2.26% 13	2.09% 12	21.57% 124	13.74% 79	60.35% 347	575
Public recognition	8.71% 50	14.11% 81	52.79% 303	15.16% 87	9.23% 53	574
Retirement Program	2.27% 13	2.10% 12	24.30% 139	18.53% 106	52.80% 302	572
Role in planning and evaluation	2.96% 17	5.57% 32	47.65% 274	29.04% 167	14.78% 85	575
Sign on bonus	7.18% 41	6.65% 38	47.64% 272	18.04% 103	20.49% 117	571
Service bonus	3.87% 22	2.99% 17	35.50% 202	28.12% 160	29.53% 168	569
State-of-the-art medical equipment	1.92% 11	1.75% 10	27.62% 158	29.72% 170	38.99% 223	572
Training reimbursement	2.10% 12	2.62% 15	30.42% 174	28.32% 162	36.54% 209	572

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

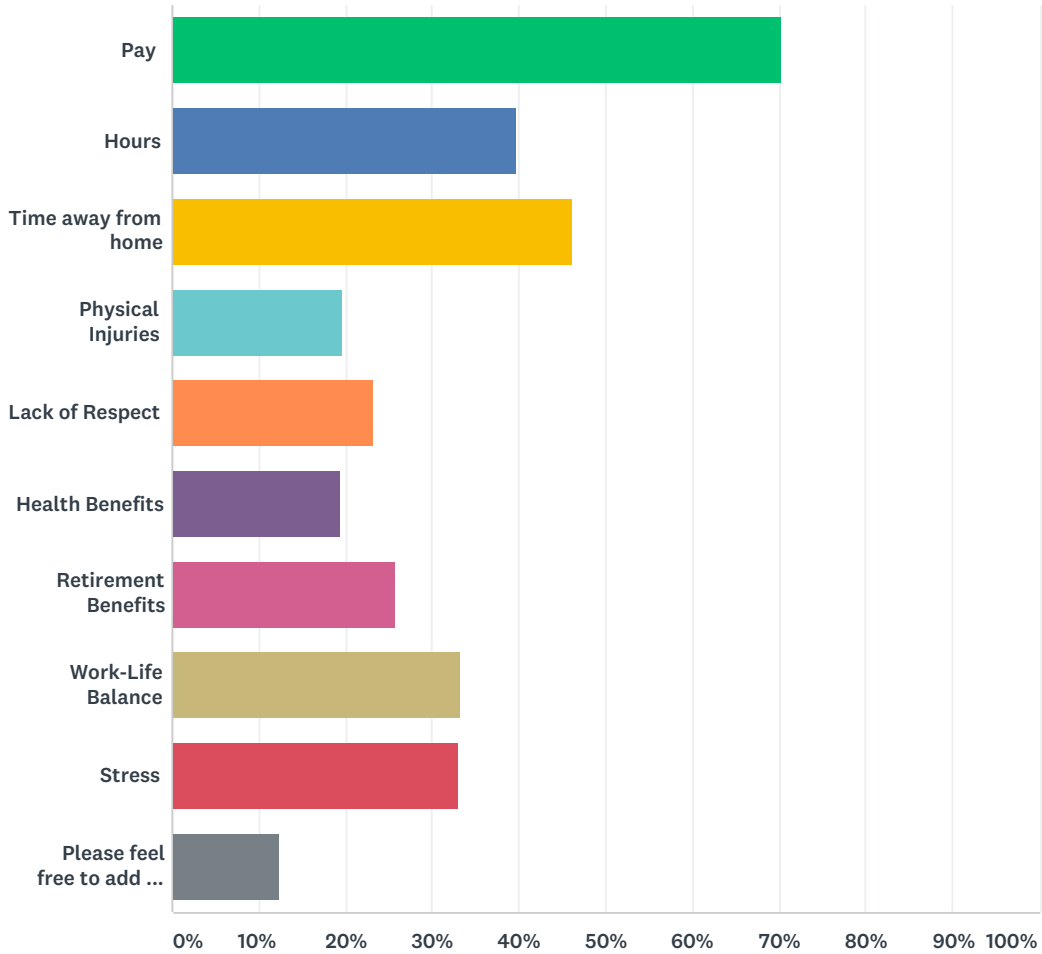
Answered: 630 Skipped: 177



ANSWER CHOICES	RESPONSES	
Yes	27.62%	174
No	72.38%	456
TOTAL		630

Q62 Specifically what reasons would you have chosen another profession?

Answered: 628 Skipped: 179



ANSWER CHOICES	RESPONSES	
Pay	70.22%	441
Hours	39.65%	249
Time away from home	46.18%	290
Physical Injuries	19.59%	123
Lack of Respect	23.25%	146
Health Benefits	19.43%	122
Retirement Benefits	25.80%	162
Work-Life Balance	33.28%	209
Stress	32.96%	207
Please feel free to add any other comments.	12.42%	78

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Total Respondents: 628