

West Virginia Office of Emergency Medical Services

Certified EMS Personnel Survey 2008 Preliminary Report



West Virginia
Department of Health and Human Resources
Bureau for Public Health
State Trauma and Emergency Care System
Office of Emergency Medical Services

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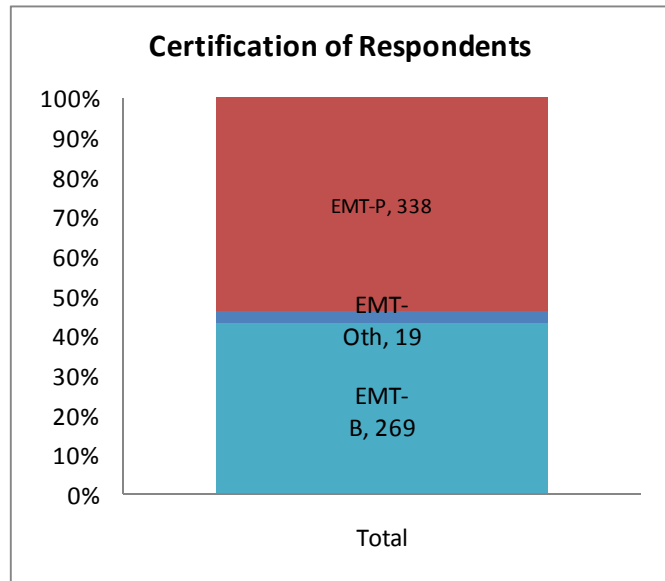
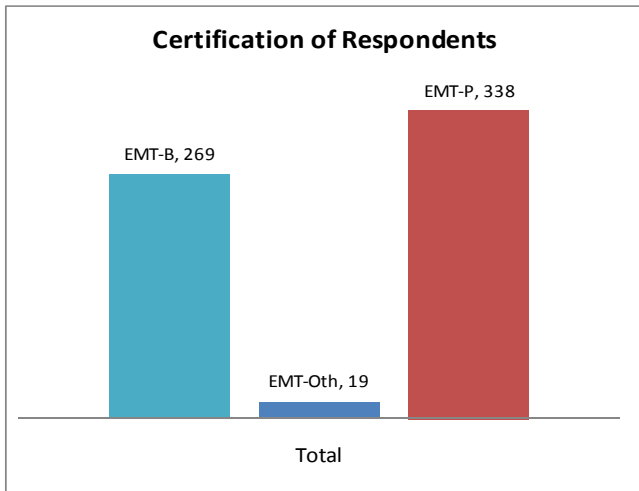


Certified EMS Personnel Survey – 2008



Introduction

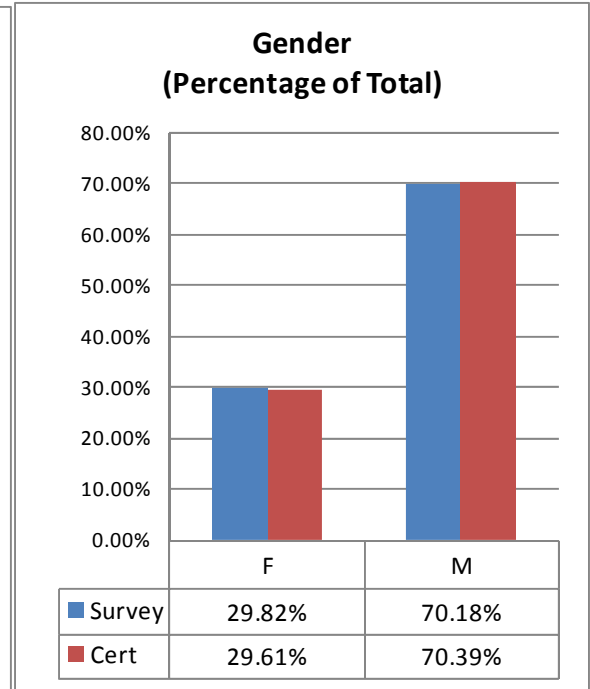
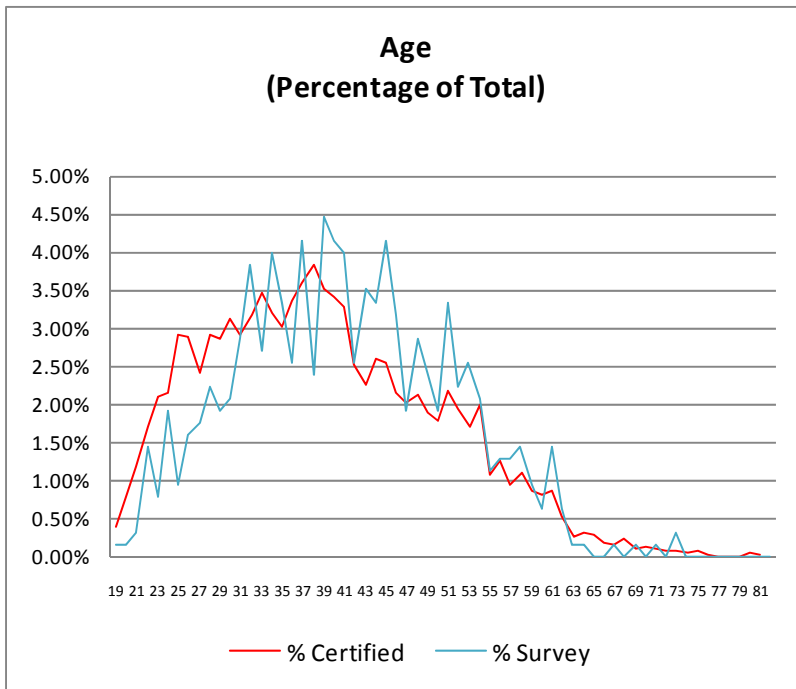
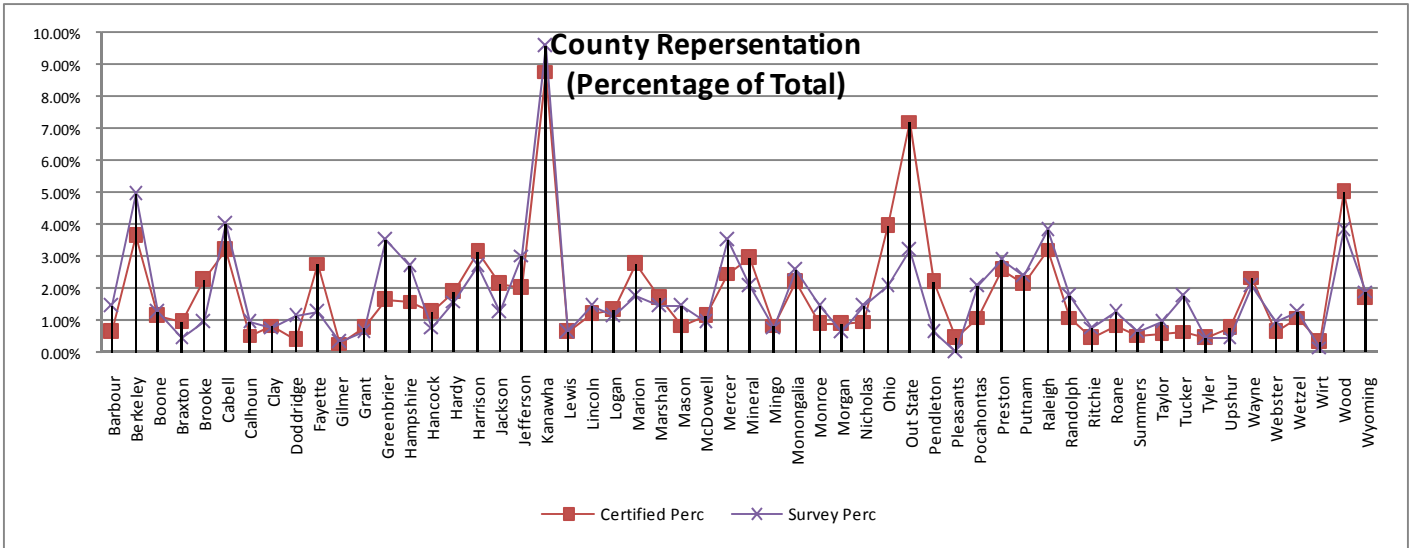
The West Virginia Office of EMS conducted a survey of certified EMS personnel in early 2008. The purpose of the survey was to determine the current status of the EMS workforce. The survey was conducted between February 27 and June 1, 2008. Initially, the surveys were conducted by paper at the ESCAPe conference. Subsequently, surveys were completed on-line at the West Virginia Office of EMS web site.



	Total Certified (12/01/08)	Surveyed	Percentage
EMT-B	3,704	269	7.26%
EMTP	1,363	338	24.80%
EMT-Oth (No Miners)	696	19	2.73%
Total	5,763	626	10.86%

Six-hundred and twenty-seven (627) personnel participated, 11% of the total certified EMS personnel in the state. EMT-Bs comprised 43% (269) of the respondents, EMT-Ps 54% (338) and Others (EMSA First Responder, EMSA-Intermediate, EMSA RN or EMSA- FN) 3 % (19).

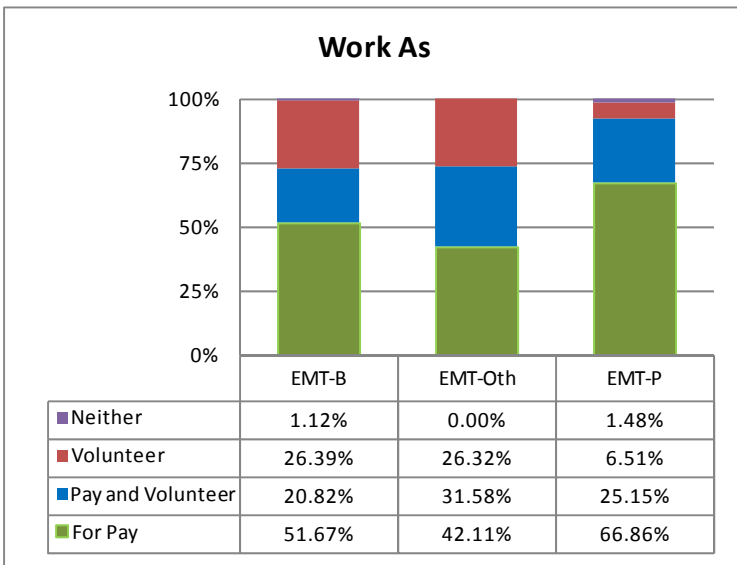
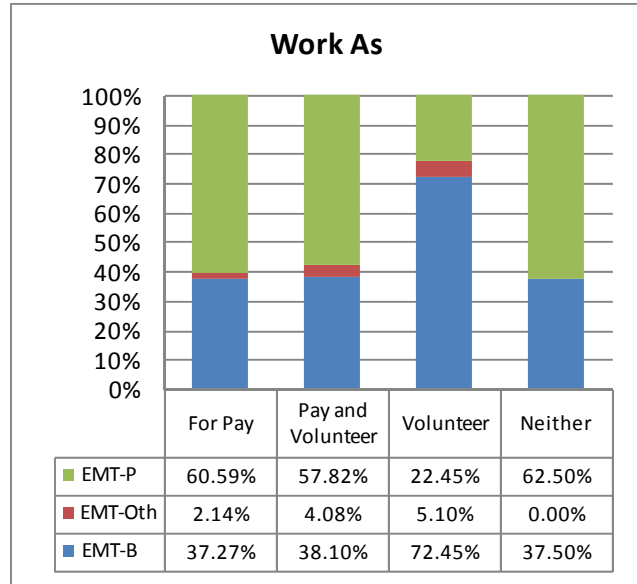
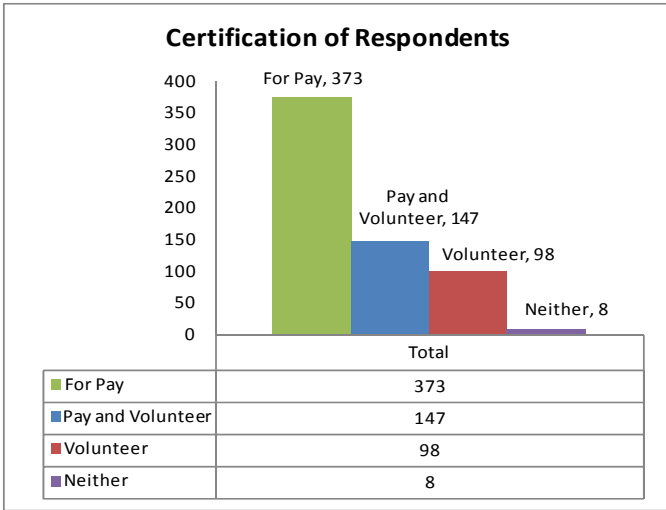
Bias



Survey respondents were compared to the overall EMS population of the state by gender, age and geographical distribution (by county of residence). Each is shown in charts above. Gender correlation is almost exact. Geographical representation is well distributed, with a nearly equal number of over and under-represented counties. Age distribution does differ somewhat from the overall EMS population. In the survey, 19 to 30 year olds appear to be underrepresented and 39 to 54 year olds overrepresented.

1. Do you? (SELECT ONE)

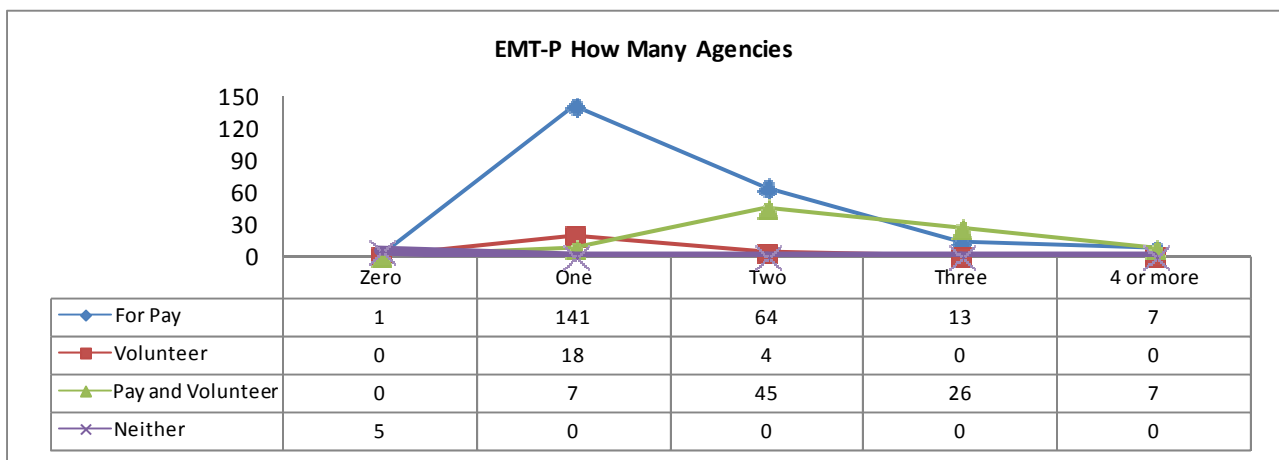
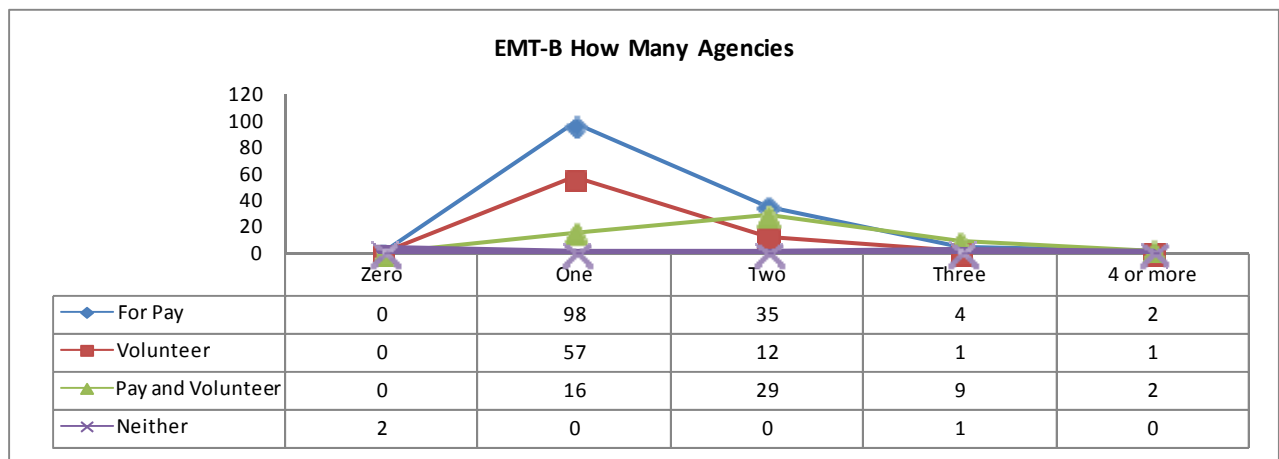
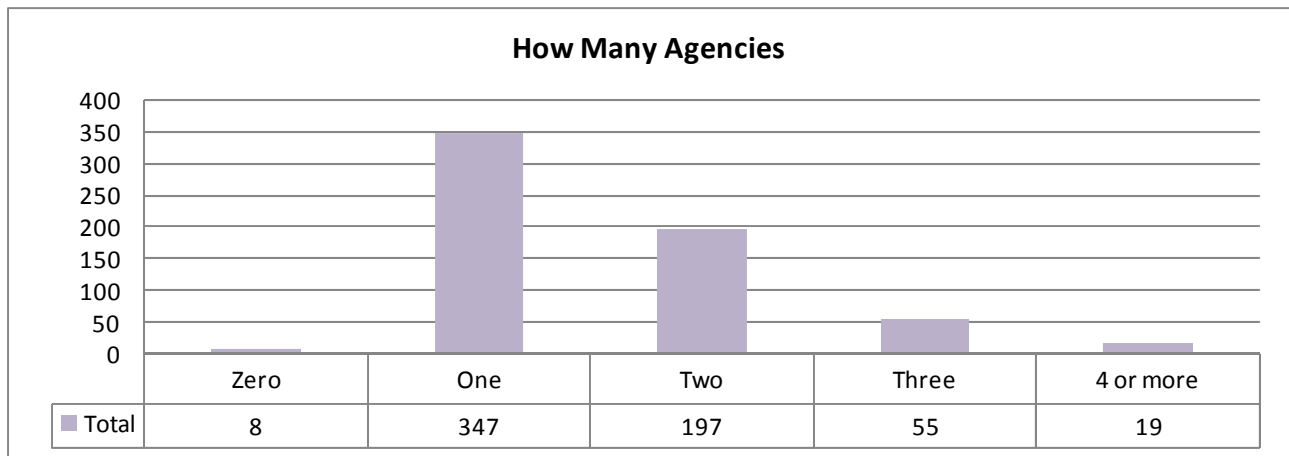
- Work in EMS for pay.
- Volunteer in EMS.
- Do both, work in EMS for pay and as a volunteer.
- None of the above.



Paid personnel comprised 60% of the respondents (373), both paid & volunteer 24% (147) and volunteer only 16% (98). Forty percent (40%) of certified EMS personnel serve in a volunteer capacity.

2. For how many EMS agencies do you work, either for pay or as a volunteer?

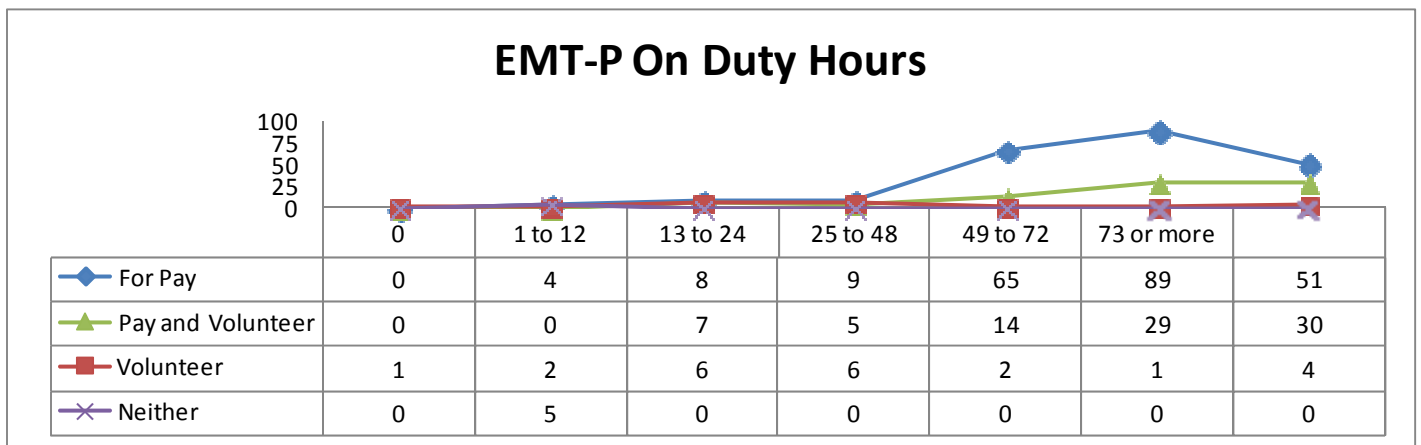
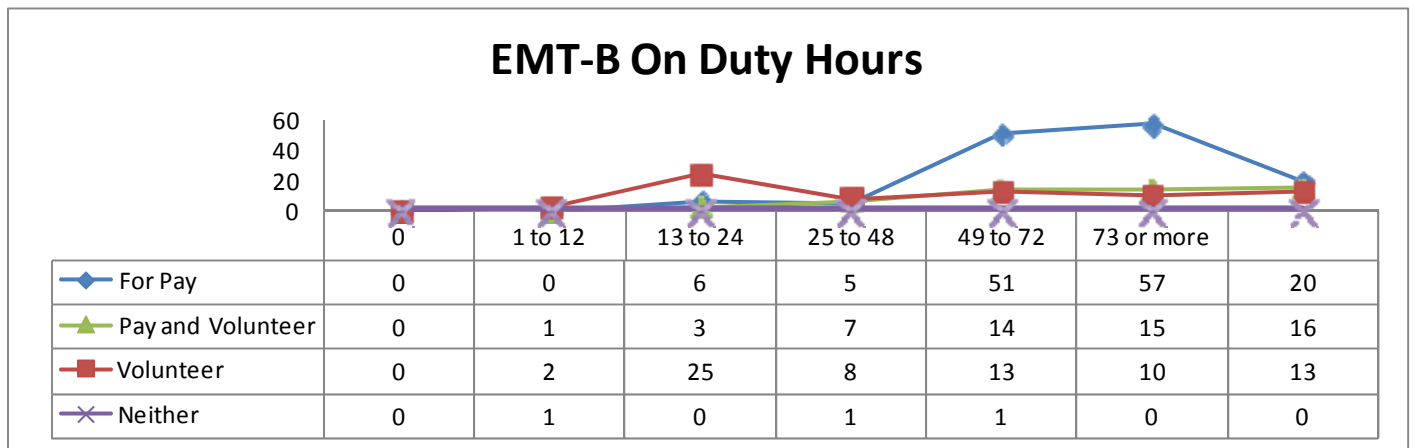
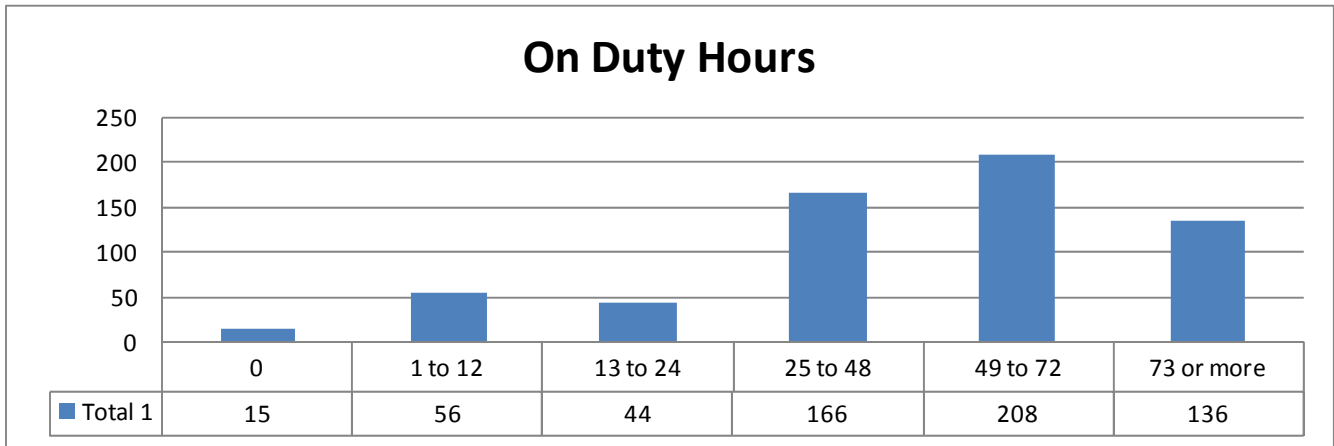
- 0 1 2 3 4 or more



The majority, 56% (348) worked only for one agency, 31% (197) worked for two agencies. Only, 12% (74) worked for three or more agencies.

3. In an average week how many hours are you on duty, or available for, EMS response?

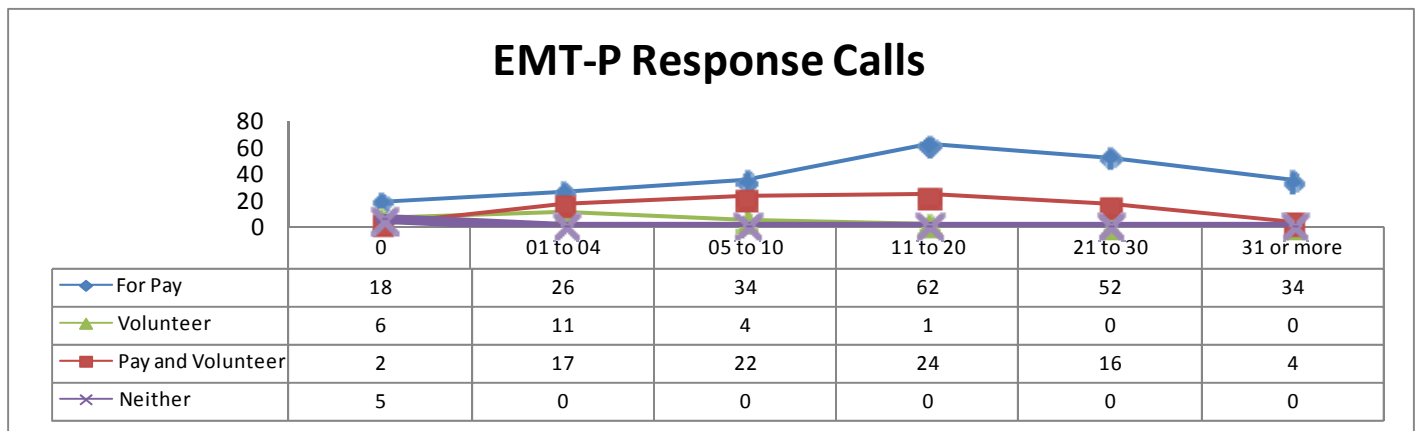
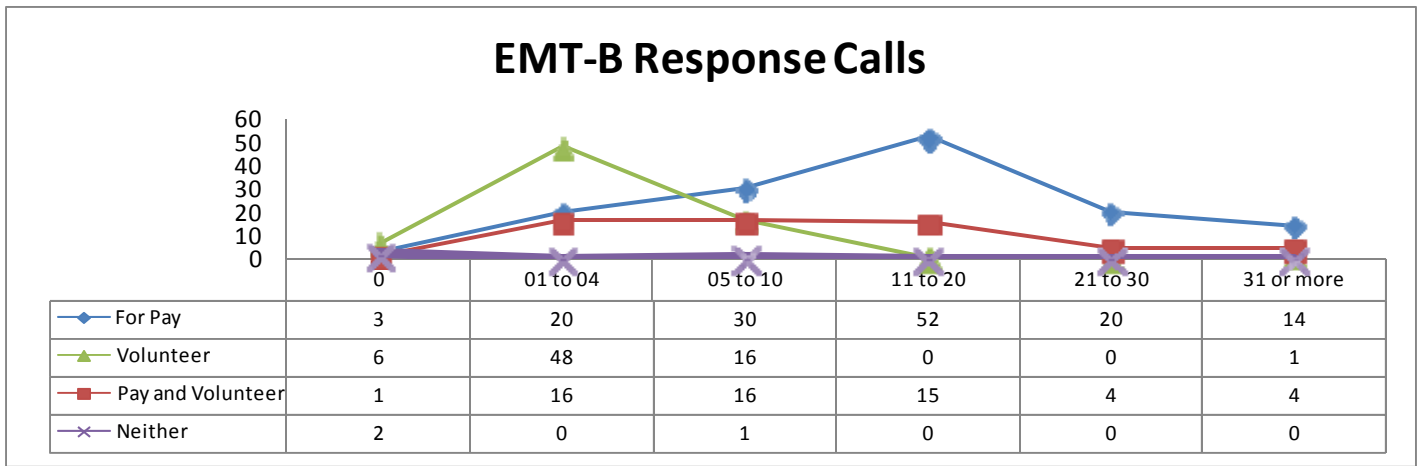
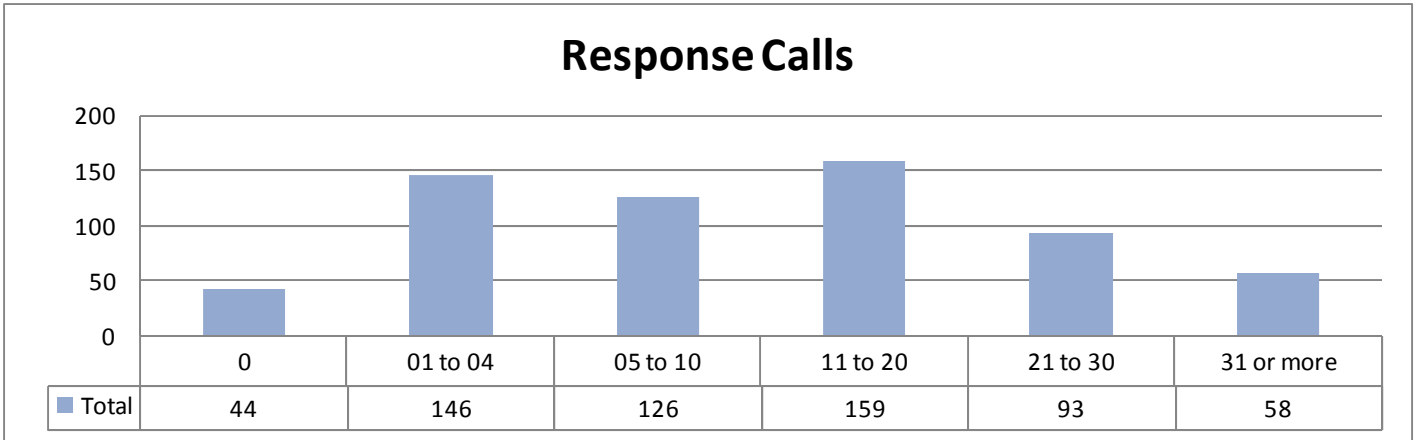
- 0 1 to 12 13 to 24 25 to 48 49 to 72 73 or more



Participants described how many hours they were on duty or available for EMS response in an average week. Zero (0) through 24 hours was selected by 18% (115), 27% (166) indicated 25 to 48 hours, and 33% (209) indicated 49 to 72 hours, 22% (136) indicated 73 or more hours. The majority of WV EMS personnel work longer hours than the 41.6 hours per week worked by the average US healthcare worker. Paid personnel are the bulk of those working 49 or more hours per week at 35% (217). Those who are both paid and volunteer make up the next highest group working 49 or more hours at 14% (90).

4. How many EMS calls do you respond to in an average week?

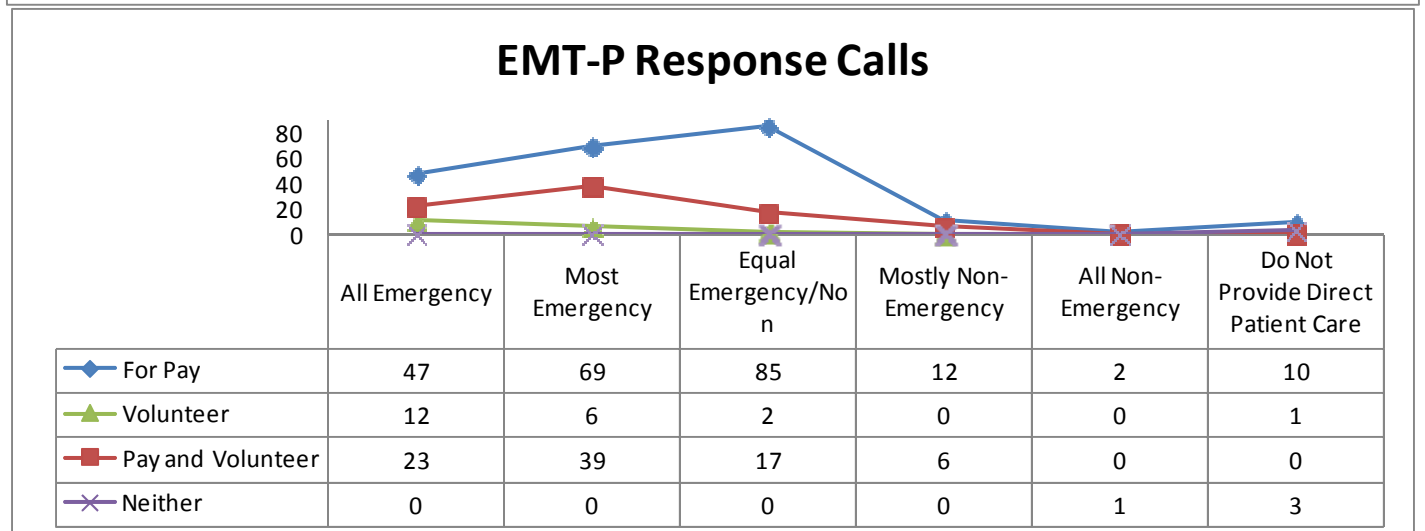
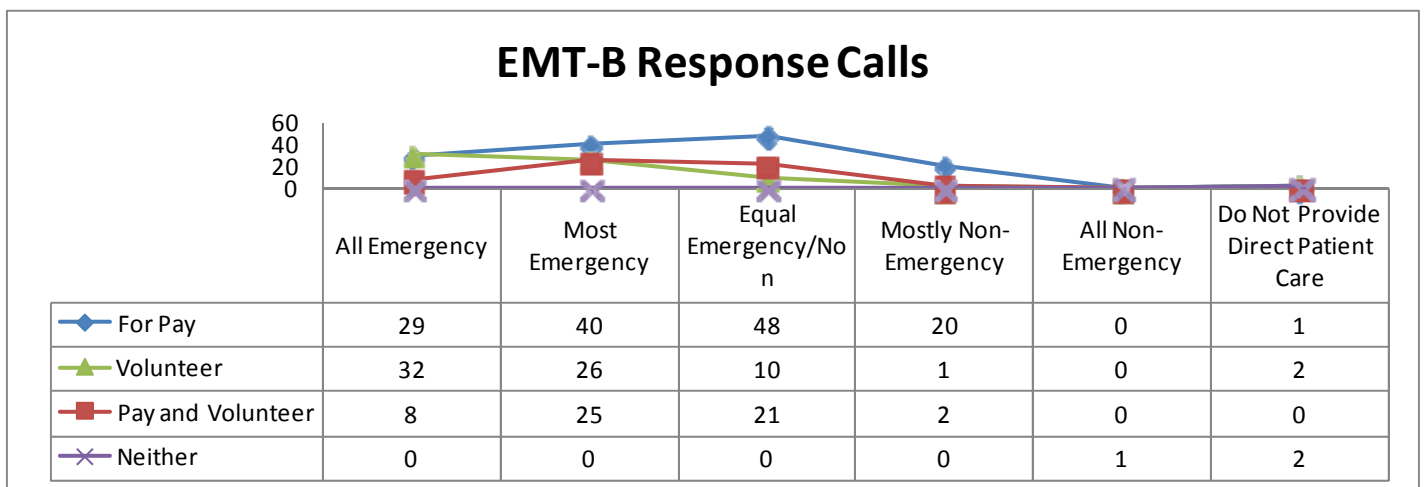
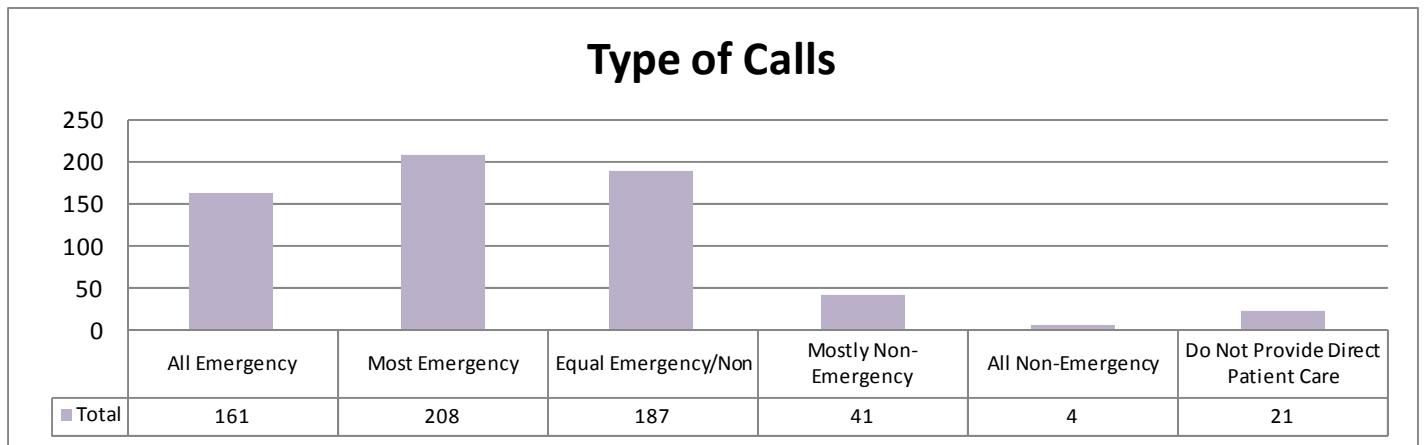
- 0
 1 to 4
 5 to 10
 11 to 20
 21 to 30
 31 or more



As might be expected, paid personnel responded to the greatest number of calls per week, the most common range being 11 to 20. Volunteer personnel responded to the fewest calls per week.

5. **What type of calls do you typically respond to? (SELECT ONE)**

- All emergency calls.
- Mostly emergency calls.
- About equal numbers of emergency calls and non-emergency or transport calls.
- Mostly non-emergency or transport calls.
- All non-emergency or transport calls.

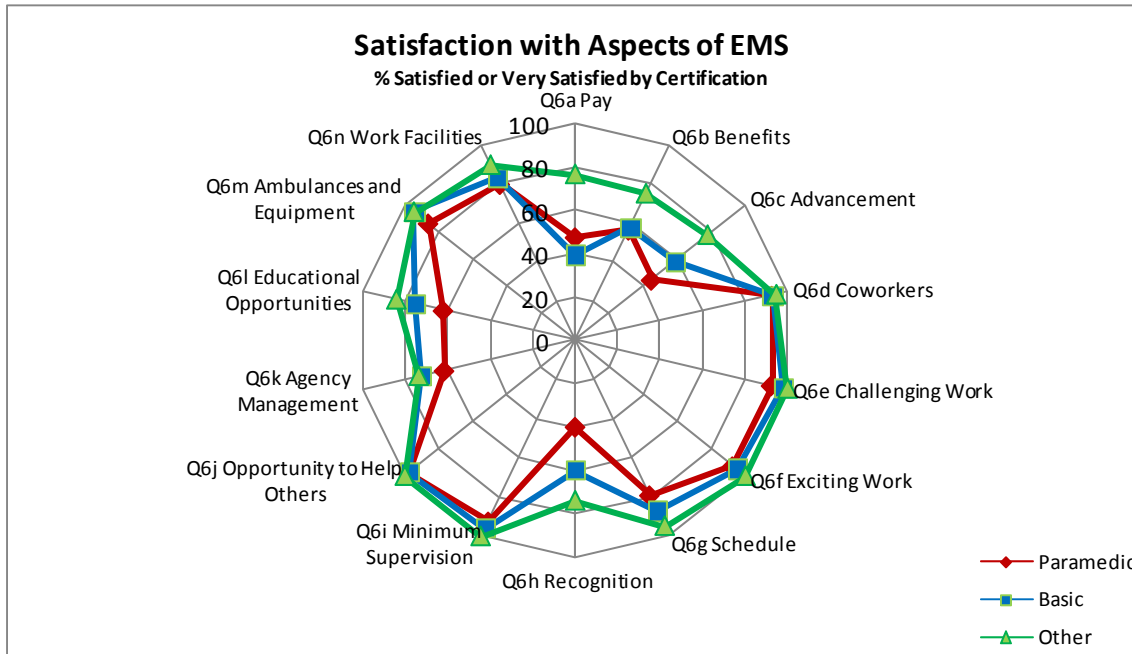
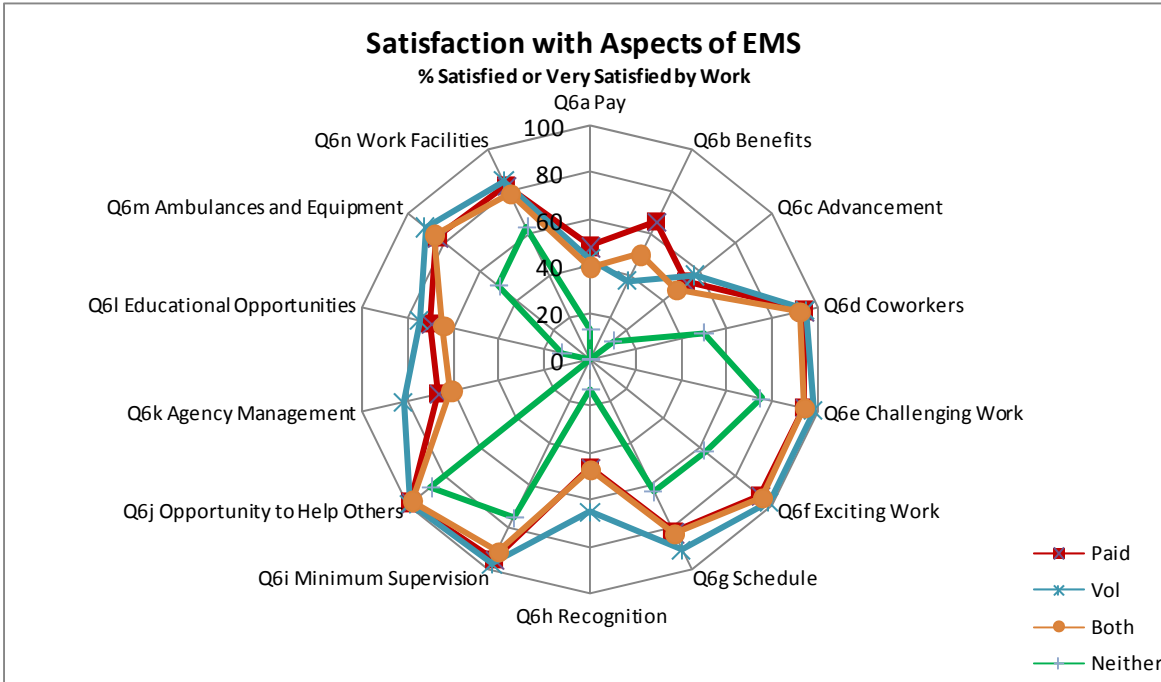


Survey participants of all types indicate they respond more often to emergency calls. Paid personnel are most often performing equal emergency to non-emergency calls. Volunteers more frequently respond to emergency calls.

6. Please rate your satisfaction with the following aspects of EMS.

(PLEASE MARK ONE ANSWER PER LINE)

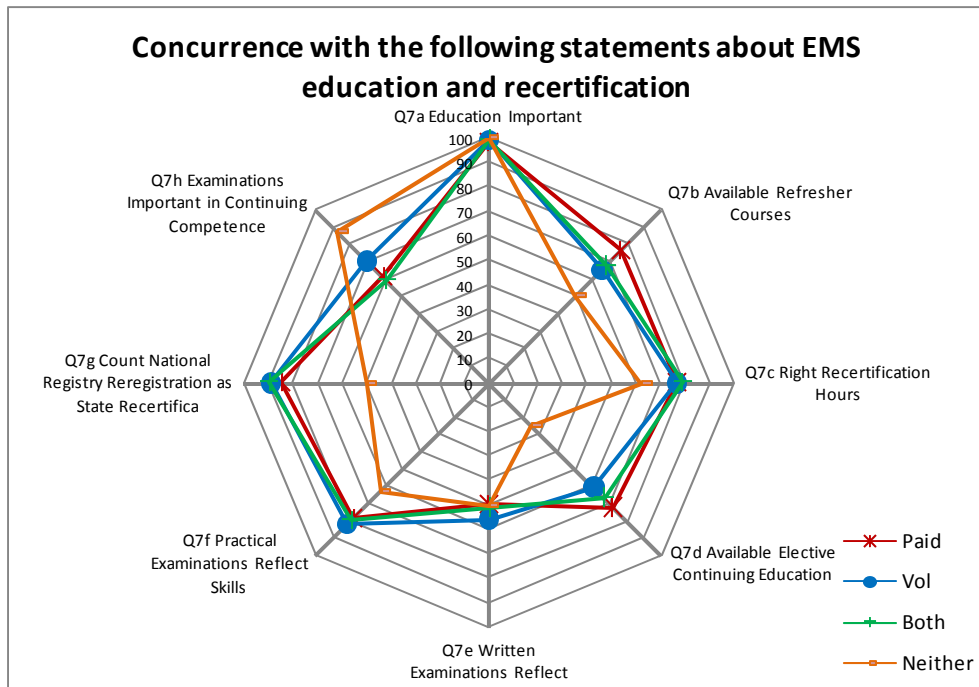
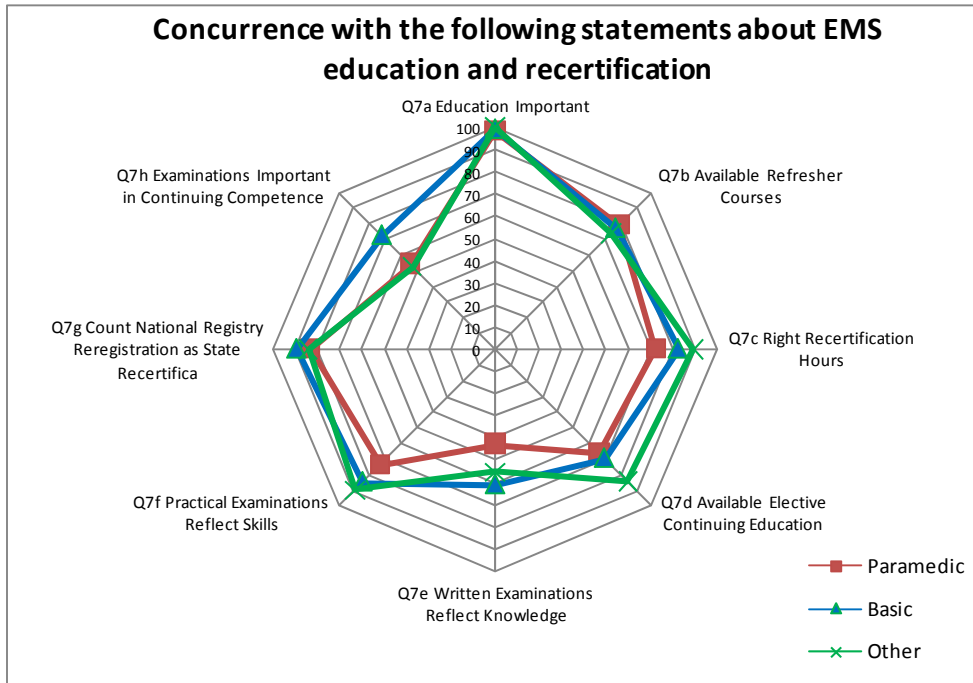
Very Satisfied Satisfied Dissatisfied Very Dissatisfied



Degrees of satisfaction, or conversely dissatisfaction, were determined for 14 areas. The area of highest satisfaction among all types of EMS personnel is the opportunity to help others. This was true across all certification types and career status divisions. Other general areas of satisfaction are coworkers, challenging work, exciting work and minimum supervision. Areas of least satisfaction are pay, chance for advancement, professional recognition, and benefits. Paramedics are less satisfied than any other group with these and most other areas. Those who do not perform any EMS work appear more dissatisfied with all aspects. Conversely, the “other” group is more satisfied with nearly every aspect.

7. Please rate your concurrence with the following statements about EMS education and recertification.
 (PLEASE MARK ONE ANSWER PER LINE)

Strongly Agree	Agree	Strongly Disagree	Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

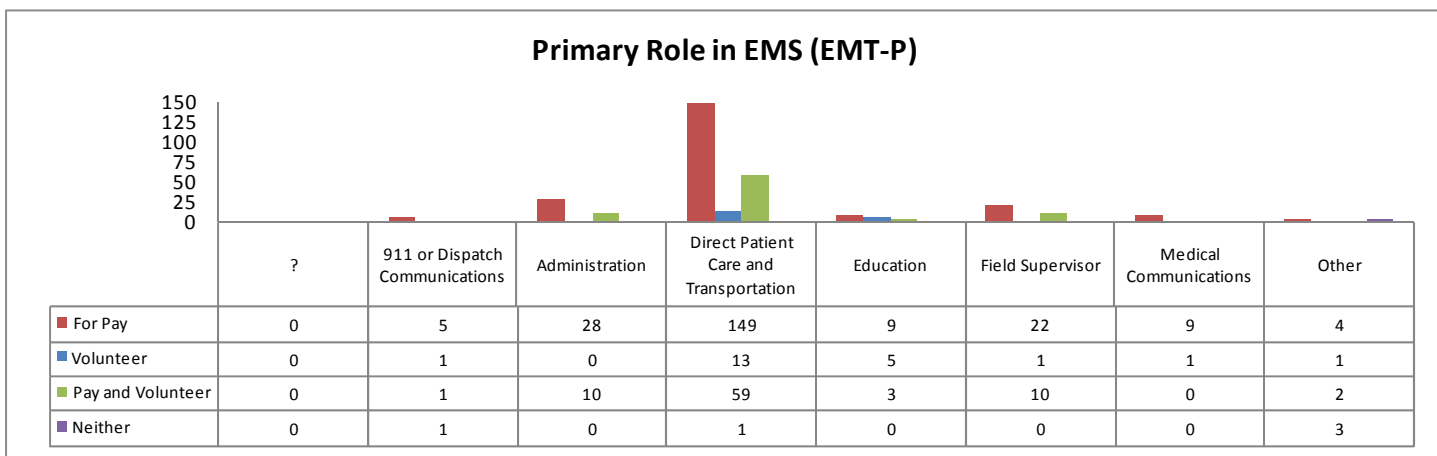
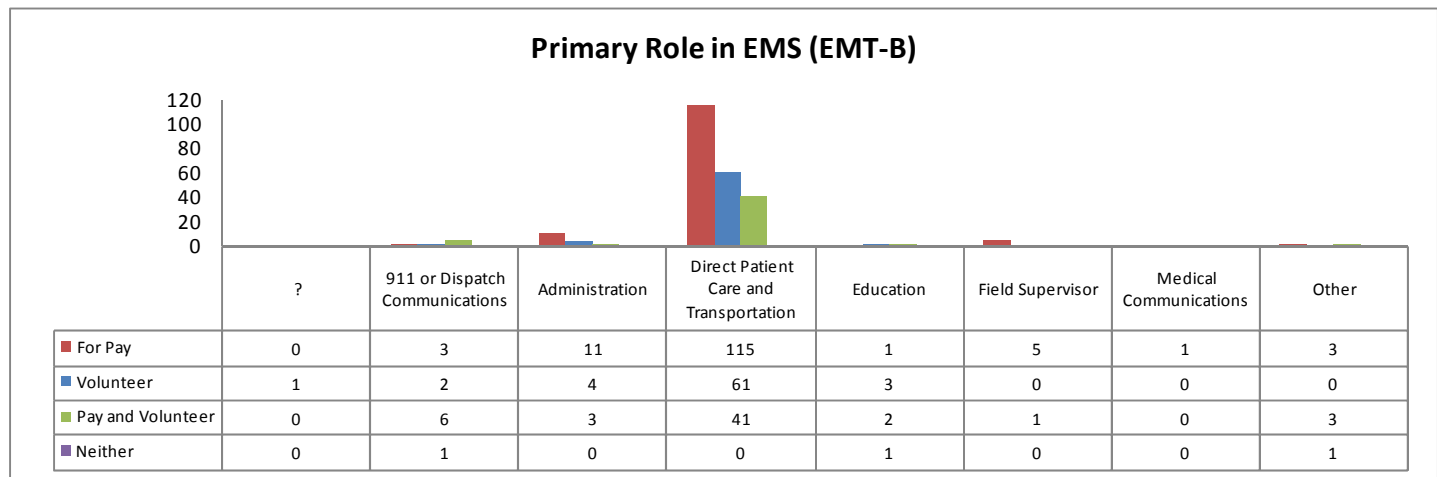
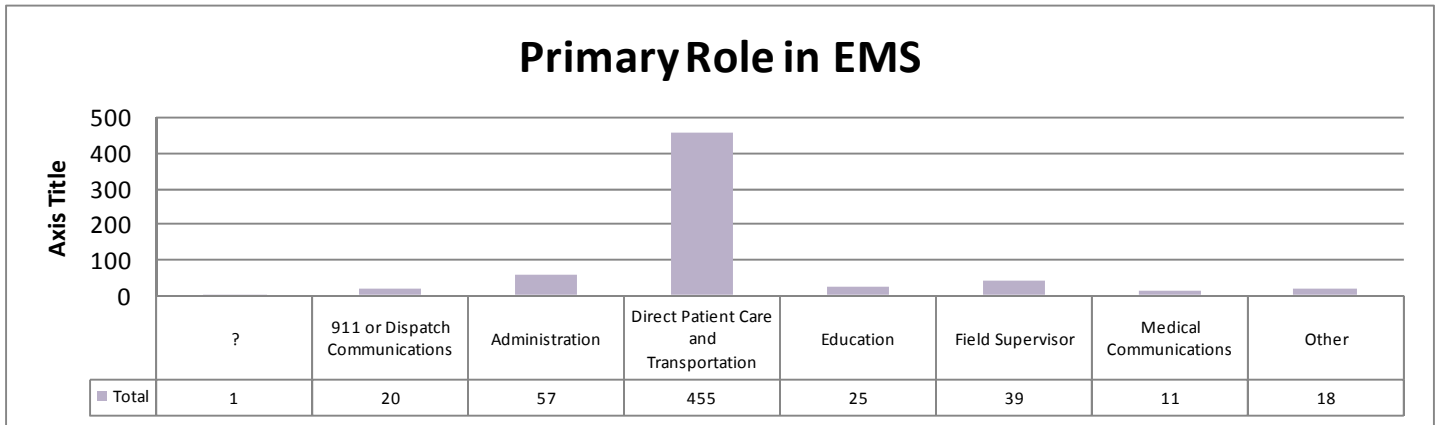


Across all groups of respondents there is near 100% agreement that continuing education is important in assuring EMS competence. There was also a high degree of agreement that National Registry registration should count for state recertification. The availability of refresher courses and elective continuing education appear to be problematic. The lowest level of agreement, or highest level of disagreement, was found regarding examinations. About half agreed that examinations reflect knowledge and are important in assuring continued competence.

8. My current *primary* role in EMS is:

(SELECT ONE)

- Direct patient care and transportation.
- Field supervision.
- Education.
- 911 or dispatch communications.
- Medical communications.
- Administration.
- Other (specify): _____

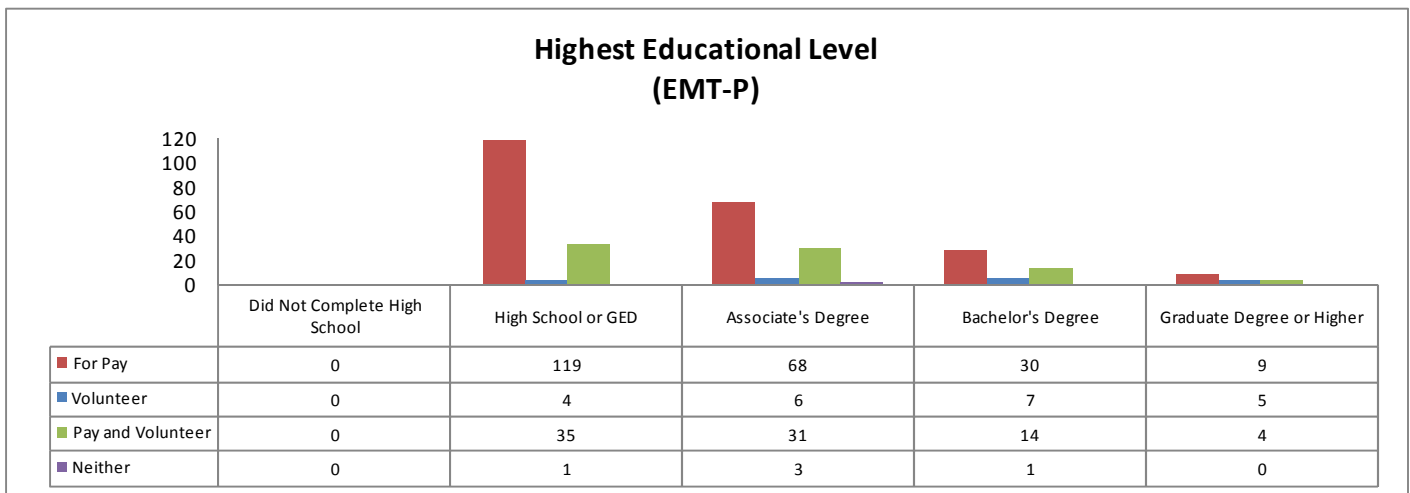
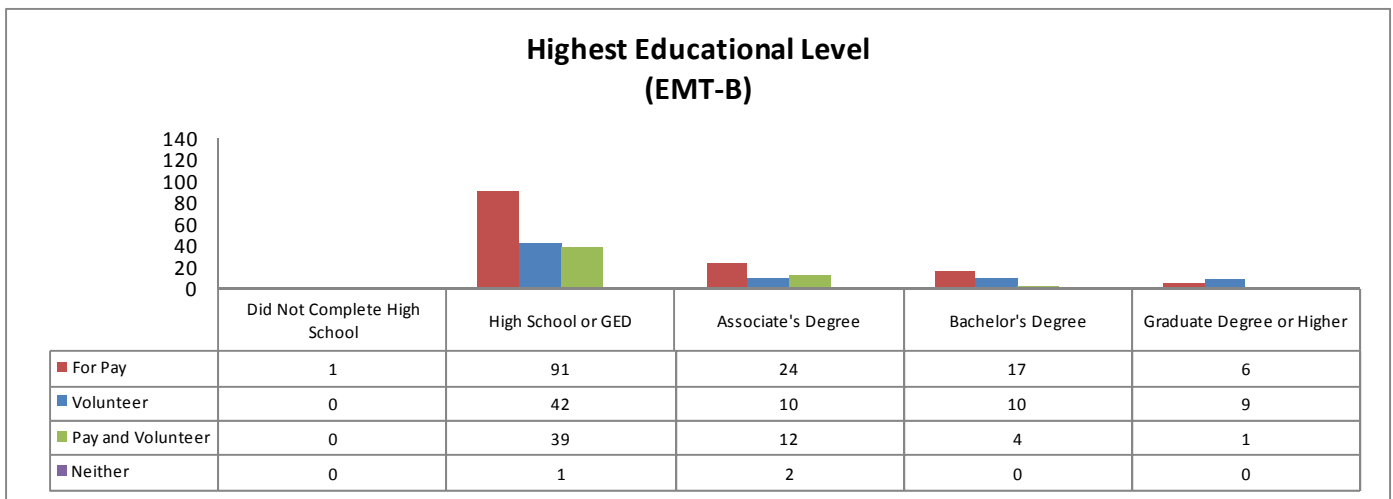
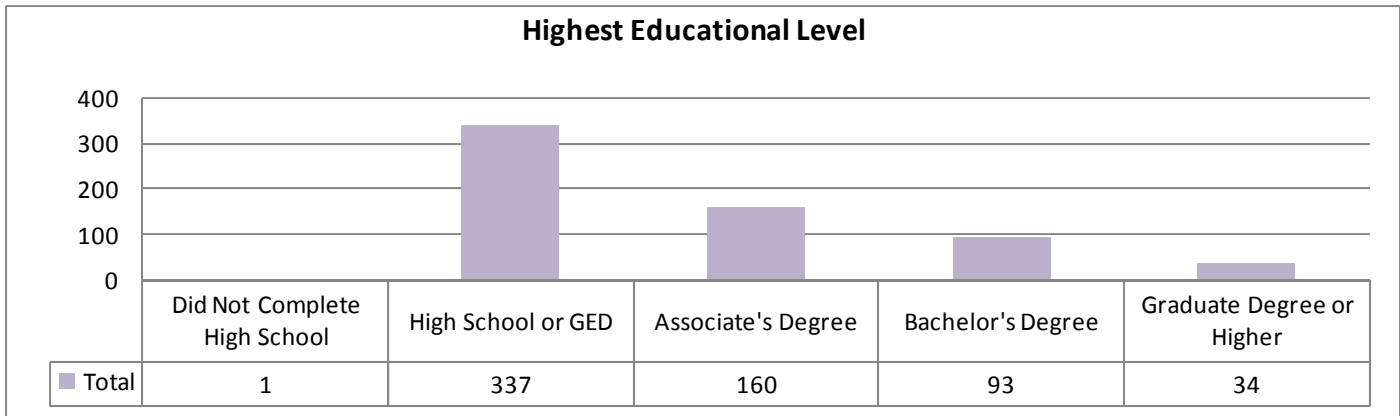


Seventy-three (73%) of the respondents indicated their primary role was direct patient care and transportation. It appears that this survey chiefly represents the opinions of the field-level EMS providers in West Virginia. Fifty-seven percent (57%) of paramedics (149) identified their primary role as direct patient care.

9. What is the highest level of formal education you completed?

(SELECT ONE)

- Did not complete high school.
- High school or GED.
- Associate's degree.
- Bachelor's degree.
- Graduate degree or higher.

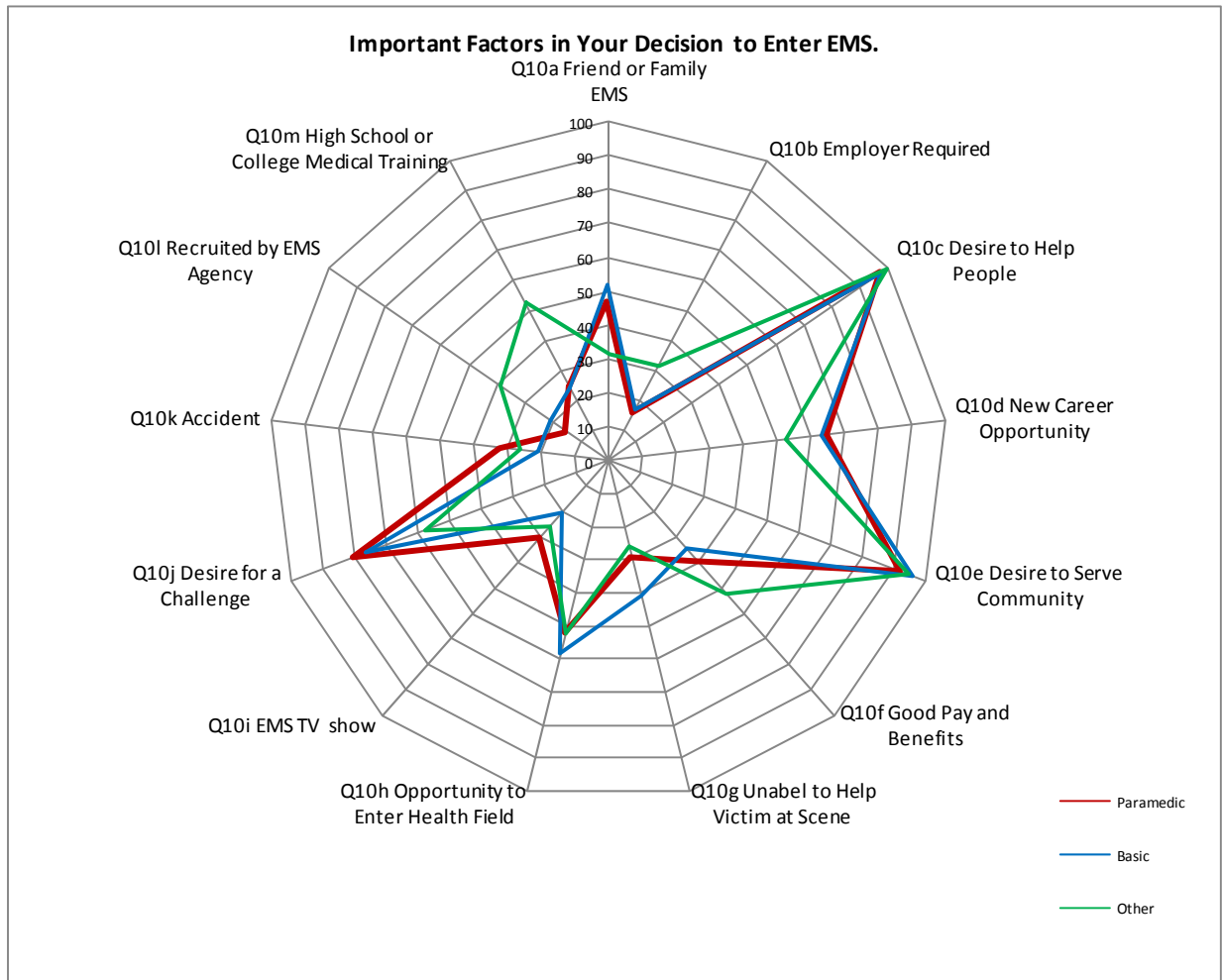


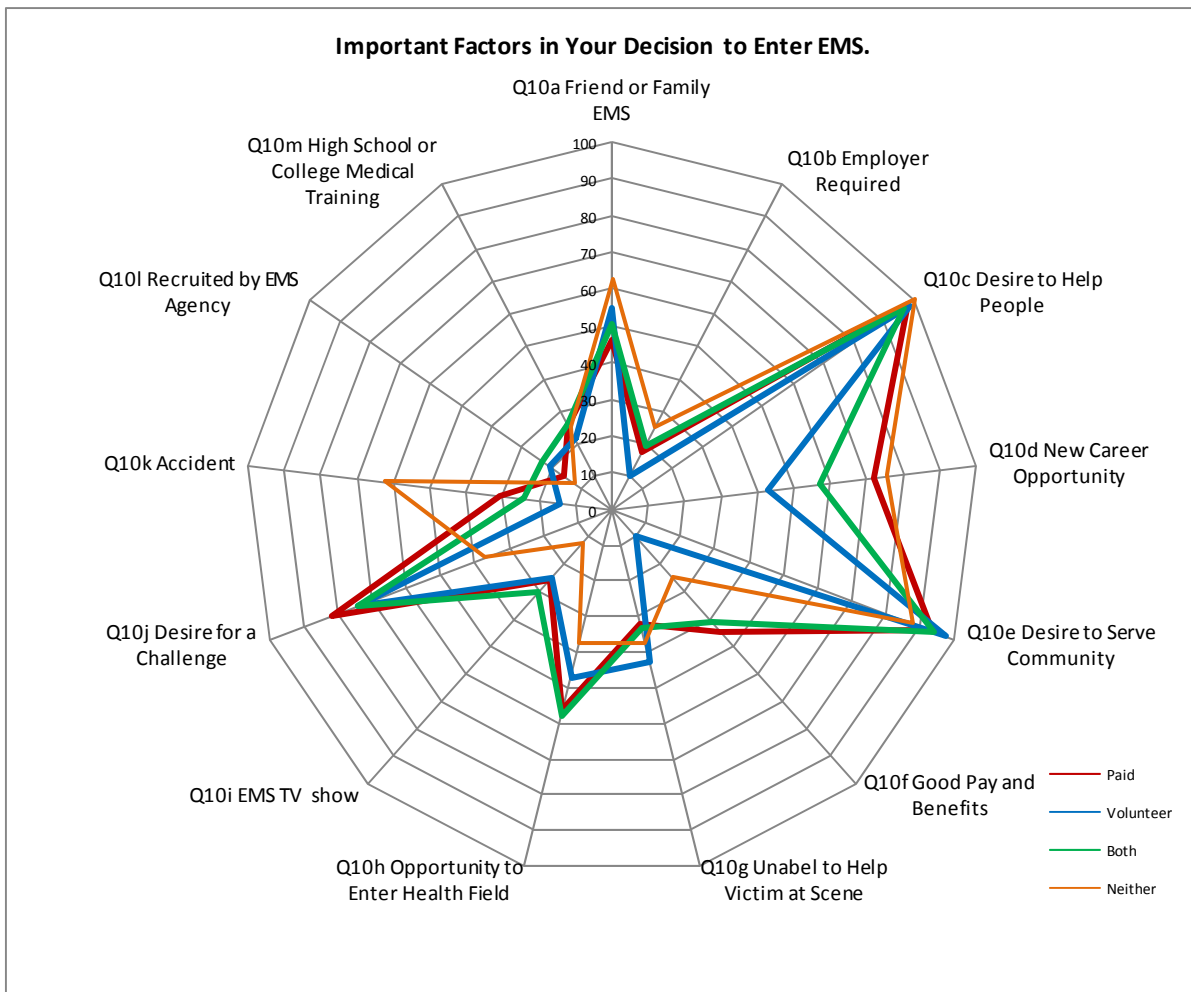
None of the respondents held less than a high school diploma or GED. An unexpected finding is that forty-six (46%) percent hold an associate's or higher degree. The EMS workforce has more formal education than the general West Virginia population wherein only 19% hold an associate's or higher degree.

10. Please indicate whether each of the following factors was important in your decision to enter EMS.

(PLEASE MARK ONE ANSWER PER LINE)

Not Important Important





The factors that were most important in individual decisions to enter EMS mirror somewhat the satisfaction aspects. The desire to help people, to serve the community, and for a challenge were the highest levels of agreement among all groups. The lowest agreement was recruitment by EMS agencies, followed closely by other medical training taken, and employer required. The “other” group was more likely to have been recruited and enter EMS due to other medical training. Pay and benefits were not particularly important in attracting any group to EMS initially.

11. What motivates you to remain in EMS?

Reasons for Staying in EMS	Respondents	%
Help People	299	33.37%
Community Involvement	93	10.38%
Challenge	62	6.92%
Makes a Difference	35	3.91%
Provide EMS Education/Mentoring	35	3.91%
Pay	34	3.79%
Camaraderie	30	3.35%
Job/Job requirements	29	3.24%
No/Unknown/Little Motivation	25	2.79%
Retirement	24	2.68%
Stuck	24	2.68%
Assist EMS System/Agency Improvement	22	2.46%
Learning	21	2.34%
Years Served/Age	20	2.23%
Advance - Personnel/Professional	18	2.01%
EMS Staff or Provider Shortgage	15	1.67%
Work Schedule	15	1.67%
Excitement	14	1.56%
Benefits	13	1.45%
Other	13	1.45%
Receive Continuing Education	11	1.23%
Advances in the EMS	9	1.00%
Work in Helth Care/Emergency Medicial Field	8	0.89%
Enjoyment	6	0.67%
Administative Duties/Supervisory Role	5	0.56%
Part of my life.	5	0.56%
Educate the Public	4	0.45%
Trauma\ALS\CCT\PICU\NICU	4	0.45%
The Agency	3	0.33%

896 100.00%

Question 11 was an open-end, free form request for the person to state their “motives to remain in EMS.” The person surveyed was not restricted and often gave several answers. These answers were manually reviewed and categorized. The greatest number of responses indicated a desire to “Help people” as the primary motivation to remain in EMS.