

Provider Survey-Part A

Statistical Summary
March 15, 2002

All responses are based upon a total of 343 surveys returned unless otherwise noted.

I. General Agency Information:

A: Service Type

Type of service	Number	Percent		Entity Type	Number	Percent
Volunteer EMS Only	71	22.33%		Federal Entity	0	0.00%
Paid EMS Only	113	35.53%		State Entity	1	0.37%
Paid Per Call EMS only	13	4.09%		County Entity	33	12.31%
Volunteer Fire/EMS	33	10.38%		Municipal Entity	78	29.10%
Paid Fire/EMS	46	14.47%		ESD	4	1.49%
Paid per Call Fire/EMS	2	0.63%		Hospital Based	44	16.42%
Other	40	12.58%		Private Provider	72	26.87%
Total Responding	318			Self governed	24	8.96%
				Other	12	4.48%
				Total Responding	268	

B. Number of personnel within your service:

Personnel Level	Less than 5		Between 5 & 25		Between 25 & 50		Between 50 & 75		Between 75 & 100		Over 100	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Licensed Paramedic	148	43.1%	58	16.9%	6	1.7%	0	0.0%	0	0.0%	0	0.0%
EMT-Paramedic	126	36.7%	138	40.2%	16	4.7%	4	1.2%	4	1.2%	4	1.2%
EMT-Intermediate	187	54.5%	64	18.7%	2	0.6%	1	0.3%	0	0.0%	0	0.0%
EMT Basic	108	31.5%	174	50.7%	14	4.1%	3	0.9%	1	0.3%	3	0.9%
Emergency Care Attendant	111	32.4%	14	4.1%	1	0.3%	0	0.0%	0	0.0%	1	0.3%
Emergency Medical Dispatch	45	13.1%	16	4.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Non-TDH Response Personnel	84	24.5%	37	10.8%	7	2.0%	2	0.6%	0	0.0%	1	0.3%
Instructors	136	39.7%	41	12.0%	2	0.6%	0	0.0%	0	0.0%	0	0.0%

C. Level of service you provide. **Total 397**

Basic Life Support	35	9.7%^
Advanced Life Support	9	2.5%
BLS/ALS Capabilities	51	14.1%
ALS/MICU Capabilities	31	8.6%
BLS/MICU Capability	171	47.2%
Mobile Intensive Care Units	73	20.2%
Rotor Wing	11	3%
Fixed Wing	10	2.8%
Specialized Vehicles	6	1.7%

D. Is your service an active participant in your local RAC or TSA? **Total 337**

Yes	307	91.1%
No	30	8.9%

E. Do you feel your RAC's participating guidelines are prohibitive? **Total 314**

Yes	66	21%
No	248	79%

F. What is the estimated size of your primary response area? **Total 330**

Less than 9 sq. miles	18	5.5%
Less than 25 sq miles	34	10.3%
Less than 100 sq. miles	72	21.8%
Less than 1,000 sq miles	147	44.5%
Less than 2,500 sq. miles	35	10.6%
Over 2,500 sq miles	24	7.3%

G. What is the estimated population of your response area? **Total 247**

Less than 1,000	17	6.9%
Less than 2,500	36	14.6%
Less than 5,000	51	20.6%
Less than 10,000	55	22.3%
Less than 50,000	31	12.6%
Less than 100,000	19	7.7%
Less than 250,000	5	2%
Less than 500,000	33	13.4%
More than 500,000	0	0%

H. What percentage of the patients you transport fall into each category below?

Under one year	2%
Between 1–8 years	3%
Between 9-10 years	4%
Between 17-25 years	10%
Between 26-55 years	20%
Between 56-75 years	34%
Over 76 years	20%

I. What is the average number of calls your service responds to in a month? **Total 337**

Less than 5	21	6.2%
Between 6-15	36	10.7%
Between 16-30	36	10.7%
Between 31-100	98	29.7%
Between 101—500	102	30.9%
Between 501-1,000	24	7.3%
Between 1,001-2,500	17	5.2%
Over 2,500 calls	3	0.9%

J. What percentage (estimated) of your patients fall into each category below.

Pre-hospital emergency transported	41%
Pre-hospital non-emergency transported	18%
Emergency transfer	11%
Non-emergency transfer	13%
Aid calls, lift assist, etc	4.5%
False alarm, not needed	5.2%

K. What is your average response time (to the scene) for pre-hospital emergency calls?

Total 326

Under 5 minutes	106	32.5%
6-10 minutes	164	50.3%
11-20 minutes	48	14.5%
21-30 minutes	4	1.2%
31-45 minutes	2	0.6%
Over 45 minutes	2	0.6%

L. What is your average travel time to hospital? **Total 330**

Under 10 minutes	85	25.8%
11-20 minutes	129	39.1%
21-30 minutes	56	17%
31-45 minutes	36	10.9%
46-60 minutes	17	5.2%
Over one hour	7	2.1%

M. What is the estimated response time to the farthest part of your service area? **Total 338**

Under 15 minutes	87	25.7%
16-30 minutes	157	46.4%
31-60 minutes	79	23.4%
1-2 Hours	5	1.5%
2-3 Hours	2	0.6%
Over 3 Hours	8	2.4%

N. What is the travel time to the nearest hospital from the most remote part of your response area?

Total 337

Under 30 minutes	167	49.6%
31-60 minutes	146	43.3%
1-2 Hours	17	5%
2-3 Hours	1	0.3%
Over 3 Hours	6	1.8%

O. What is the travel time to your lead facility from the most remote part of your response area?

Total 319

Under 15 minutes	55	17.2%
16-30 minutes	112	35.1%
31-60 minutes	119	37.3%
1-2 Hours	33	10.3%
2-3 Hours	0	0%
Over 3 Hours	0	0%

P. What is the estimated time it takes air medical to arrive at the most remote part of your response area?

Total 328

Under 30 minutes	181	55.2%
31-60 minutes	119	36.3%
1-2 Hours	20	6.1%
2-3 Hours	2	0.6%
Over 3 Hours	6	1.8%

Q. Currently, your agency is manned and equipped to respond; **Total 341**

100% of the time	170	49.9%
100% of the time, except under extraordinary circumstances	92	26.9%
Unless we are currently on a call (only 1 crew available)	54	15.8%
Over 50% of the time (have personnel available normally)	22	6.5%
Less than 50% of the time (don't have personnel available normally)	3	1%

R. Do you have First Responders in your area: **Total 337**

Yes	193	57.3%
No	144	42.7%

S. Does your service furnish supplies to your First Responders? **Total 291**

Yes	137	47.1%
No	154	52.9%

T. How is your service staffed? **Total 331**

Volunteer	170	51.4%
Part paid / part volunteer	82	24.8%
Full time paid	54	16.3%
Paid per call	22	6.6%
Day staffing / Nights on call	3	0.9%

U. Does your service pay for its members' TDH recertification fees? **Total 329**

Yes	156	47.4%
No	173	52.3%

II. Equipment and Supplies

A. List the number of response ready units you have. **Total 341**

One Unit	59	17.3%
2-3 Units	173	50.7%
4-6 Units	73	21.4%
7-15-Units	27	7.9%
16-25 Units	5	1.5%
Over 25 Units	4	1.2%

B. What types of specialized response vehicles does your service utilize?

Rescue boats	29	8.5%
Personal watercraft	11	3.2%
ATV's, golf carts, etc	25	7.3%
Bicycles	22	6.4%
Other	26	7.6%

C. What specialized equipment does your service have?

Jaws of Life	114	33.2%
S.C.B.A.	112	32.7%
Air Bags	24	7%
Rappelling gear	81	23.6%
Stokes basket	120	35%
Other	90	26.2%

D. Concerning the overall condition of your response vehicles, what percentage falls into each category?

Excellent	43%
Good	33.1%
Average	13.9%
Poor	4.4%
Inadequate	0.8%

E. Concerning the overall condition of your reusable equipment, what percentage falls into each category listed below?

Excellent	46.4%
Good	38.2%
Adequate	9.4%
Poor	1.3%
Inadequate	0.3%

F. Are you able to regularly maintain adequate supply levels? **Total 336**

Yes	330	98.2%
No	6	1.8%

G. Has patient care ever suffered due to inadequate equipment or supplies? **Total 338**

Yes	23	6.8%
No	315	93.2%

If yes, estimate what percentage of the time.

Less than 10%	23	88.5%
Less than 25%	1	4.3%
Less than 50%	1	4.3%
Over 50%	1	4.3%

The percentage here is based upon 26 returns from the query

I. Does your RAC provide co-operative purchasing for its members? **Total 295**

Yes	119	40.3%
No	176	59.7%

III. Communication / Dispatch

A. Does your response area have (check one): **Total 337**

911 access	116	34.4%
911 with no pre-arrival medical instruction	106	31.5%
Enhanced 911 with pre-arrival medical instruction to the caller from dispatch.	99	29.4%
None of the above	16	4.7%
Total with some type of 911 system	321	95.3

B. Who dispatches for your service? (check all that apply) **Total 396**

You do your own	117	29.5%
City dispatcher	90	22.7%
County dispatcher	130	32.8%
Hospital	17	4.3%
3 rd party dispatcher	17	4.3%
Other	25	6.3%

C. Method of notification from dispatch: (check all that apply) **Total 652**

Siren, bell, other audible public means	28	4.3%
Telephone	124	19%
2-way radio	237	36.3%
Pager	209	32.1%
In-house alarm	53	8.1%
Other	9	1.4%

D. Does your service typically utilize standing protocols under normal conditions? **Total 343**

Yes	343	100%
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E. Is your service typically required to call in for advanced treatment orders? **Total 341**

Yes	82	24%
No	259	76%

F. Does your service typically utilize on-line medical control under normal conditions? **Total 340**

Yes	124	36.5%
No	216	63.5%

G. Does your service use telemetry? **Total 336**

Yes	65	19.3%
No	271	80.7%

IV. Training / Education

A. Does your service provide or pay for: (mark all that apply)
(F for full payment or P for partial payment)

	Full	Percent	Partial	Percent
Initial EMS Training	151	44%	39	11.4%
Advanced EMS Training	159	46.4%	37	10.8%
College classes	29	8.5%	31	9%
ACL, BTLs, PALS, etc.	209	60.9%	22	6.4%
EMS Continuing Education	235	68.5%	35	10.2%
Other	22	6.4%		
None	17	5%		

B. How far do you normally have to travel for classes? **Total 334**

Under 10 miles	106	31.7%
Between 11-25 miles	77	23.1%
Between 26-50 miles	89	26.6%
Between 51-100 miles	51	15.3%
Between 101-200 miles	7	2.1%
Over 200 miles	4	1.2%

C. Does your service provide Internet CE for its members? **Total 343**

Yes	176	51.3%
No	167	48.7%

D. What types of training needed by your service aren't being supplied?) **Total 343**

Initial Basic classes	49	17.3%
Initial Advanced classes	73	21.3%
Basic C.E. classes	34	9.9%
ACLS, BTLS, PALS, etc	72	21%
Specialized classes	101	29.4%
Other	14	4.1%

E. Who provides the training for your service? **Total 501**

Do your own	200	39.9%
Another EMS Agency	55	11%
Hospital	56	11.2%
Community or Junior College	136	27.1%
For profit entity	52	10.4%
Other	2	0.4%

F. Has your service ever applied for a grant for education? **Total 339**

Yes	120	35.4%
No	219	64.6%

Based upon 120 Yes Responses from above

One time	34	28.3%
Two Times	23	19.2%
Three Times	8	7%
Four Times	8	7%
More than 5 times	8	7%

G. Has your service ever received a grant for education? **Total 333**

Yes	97	29.1%
No	226	67.9%

Based upon 97 Yes Responses from above

One time	37	38.1%
Two Times	20	20.6%
Three Times	8	8.2%
Four Times	3	3.1%
More than 5 times	4	4.1%

H. Does your RAC or TSA provide training? **Total 310**

Yes	212	68.4%
No	98	31.6%

I. Does your service provide or pay for the training listed below? (check all that apply)

Based upon 343 Surveys

Emergency Vehicle Operations	214	62.4%
Infection control	222	64.7%
Crime scene preservation	120	35%
Mass Causality situations	200	58.3%
Haz-Mat situations	196	57.1%
Other	14	4.1%

J. How many times has your service use Critical Incident Stress Debriefings in the last year?

Based upon 313 responses

Not involved	9	2.9%
0 Times	157	50.2%
1-3 Times	132	42.2%
4-7 Times	9	2.9%
8-15 Times	4	1.3%
More than 15 times	2	0.6%

V. Mutual Aid

A. What is the average time for mutual aid to arrive? (check one)

Based upon 313 responses

Under 10 minutes	69	22%
Between 11-30 minutes	201	64.2%
Between 31-60 minutes	49	15.7%
1-2 hours	3	1%
Over 2 hours	0	0%

B. Do you currently have mutual aid agreements in place for...

Based upon 343 responses

	Yes	Percent	No	Percent
Heavy call volume	255	74.3%	54	15.7%
M.C.I.	265	77.3%	35	10.2%
Extraordinary rescue situations	222	64.7%	64	18.7%
Haz-Mat situations	200	58.3%	74	21.6%
Search & Rescue	185	53.9%	75	21.9%
Other	33	9.6%	38	11.1%

C. How many times does your service activate mutual aid in a typical year?

Based upon 278 responses

0 Times	43	15.5%
Less than 3 times	101	36.3%
4-10 times	90	32.4%
11-25 times	18	6.5%
26-50 times	26	9.4%
Over 50 times	0	0%

C. How many times does your service give mutual aid in a typical year?

Based upon 293 responses

0 Times	22	7.5%
Less than 3 times	66	22.5%
4-10 times	99	33.8%
11-25 times	70	23.9%
26-50 times	36	12.3%
Over 50 times	0	0%

E. Does your service have mutual aid agreements with all the first responders organizations that you provide service to?

Based upon 267 responses

Yes	156	58.4%
No	111	41.6%

VI. EMS Medical Director

A. Is your M.D. compensated for his work by your service?

Based upon 333 responses

Yes	160	48%
No	173	52%

B. Is your M.D. involved in your QI/QA process?

Based upon 338 responses

Yes	295	87.3%
No	43	12.7%

C. Is your M.D. involved in your protocol development?

Based upon 338 responses

Yes	333	98.5%
No	5	1.5%

D. Does your M.D. meet with field personnel regularly?

Based upon 337 responses

Yes	207	61.4%
No	130	38.6%

E. Does your M.D. ride with crews occasionally?

Based upon 336 responses

Yes	79	23.5%
No	257	76.5%

F. Does your service utilize online medical control? 225 or 65.6% Y 110 or 32.1% N

Based upon 335 responses

Yes	225	67.2%
No	110	32.8%

G. Is your service comfortable with your M.D.'s level of participation overall?

Based upon 338 responses

Yes	304	89.9%
No	34	10.1%

H. Is your M.D. active in your local RAC?

Based upon 328 responses

Yes	153	46.6%
No	175	53.4%

VII. Revenue

A. What % of your service's funding comes from each of the following sources?

City / county government	32.3%
E.S.D. or other taxing entity not listed above	3.4%
Fees charged to patient	42%
Fundraisers & donations	8.1%
Subscription customers	0.7%
Grants	2.1%
Other	6.6%

B. With your current level of funding your service has been.... (check one)

Based upon 333 responses

Unable to provide all the essential services needed	11	3.3%
Barely able to provide essential services needed	82	24.6%
Able to maintain services adequately	180	54.1%
Able to expand and provide any and all needed services	60	18%

C. Of the total patients served, estimate the percentage where the bill is sent for payment.

Medicare	39.2%
Medicaid	15.3%
Private pay	11.2%
Private insurance	20.4%
Indigent Health Care	2.4%
Other	3.6%

D. Of the revenues collected for billed services, estimate the percentage from where the funds are received.

Medicare	37.4%
Medicaid	17.4%
Private pay	8.7%
Private insurance	20.4%
Indigent Health Care	2.4%
Other	3.6%

VIII. Public Education and Public Relations

A. Is your service involved in or does it participate in...(check all that apply)

Based upon 343 responses

EMS Awareness education	243	70.8%
Community first air /CPR classes	221	64.4%
Ride-along programs	147	42.9%
Explorer organizations	52	15.2%
Agency mail-outs	39	11.4%
Other	40	11.7%

B. Does your service have a specific person assigned to public education/awareness?

Based upon 337 responses

Yes	155	46%%
No	182	54%%

C. Does your service have any special projects during EMS week?

Based upon 332 responses

Yes	171	51.5%
No	161	48.5%