

EMS Sustainability Project

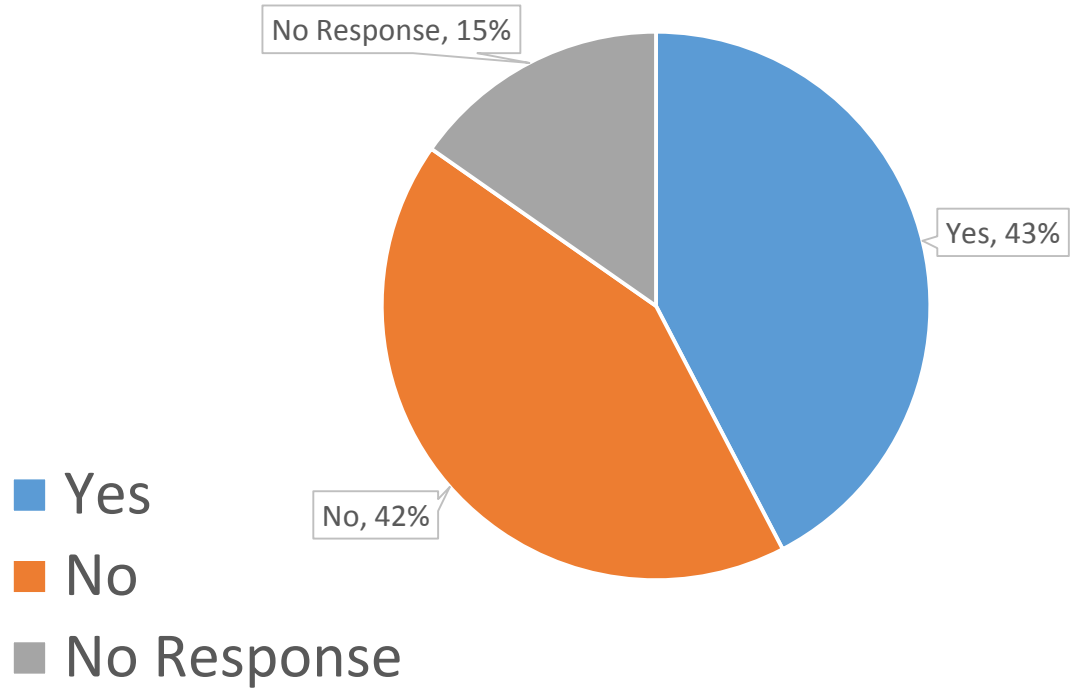
EMS Survey Conducted in March 2019

TOP NORTH DAKOTA EMS CHALLENGES

Challenge	Percentage Response
Lack of Adequate Members/Staff	38.8%
Member/Staff Burnout	23.5%
Member/Staff Nearing Retirement	23.5%
Adequate Reimbursement for Transports	22.4%
Too Many Inactive Members/Staff	15.3%
Motivating Staff to Attend Training Sessions	18.8%
Long Distance Transports	17.7%
No Recruitment and Retention Strategies	15.3%
Poorly Compensated Members/Staff	12.9%
High Cost of EMS Education	10.6%
Developing a Sustainable Budget	10.6%

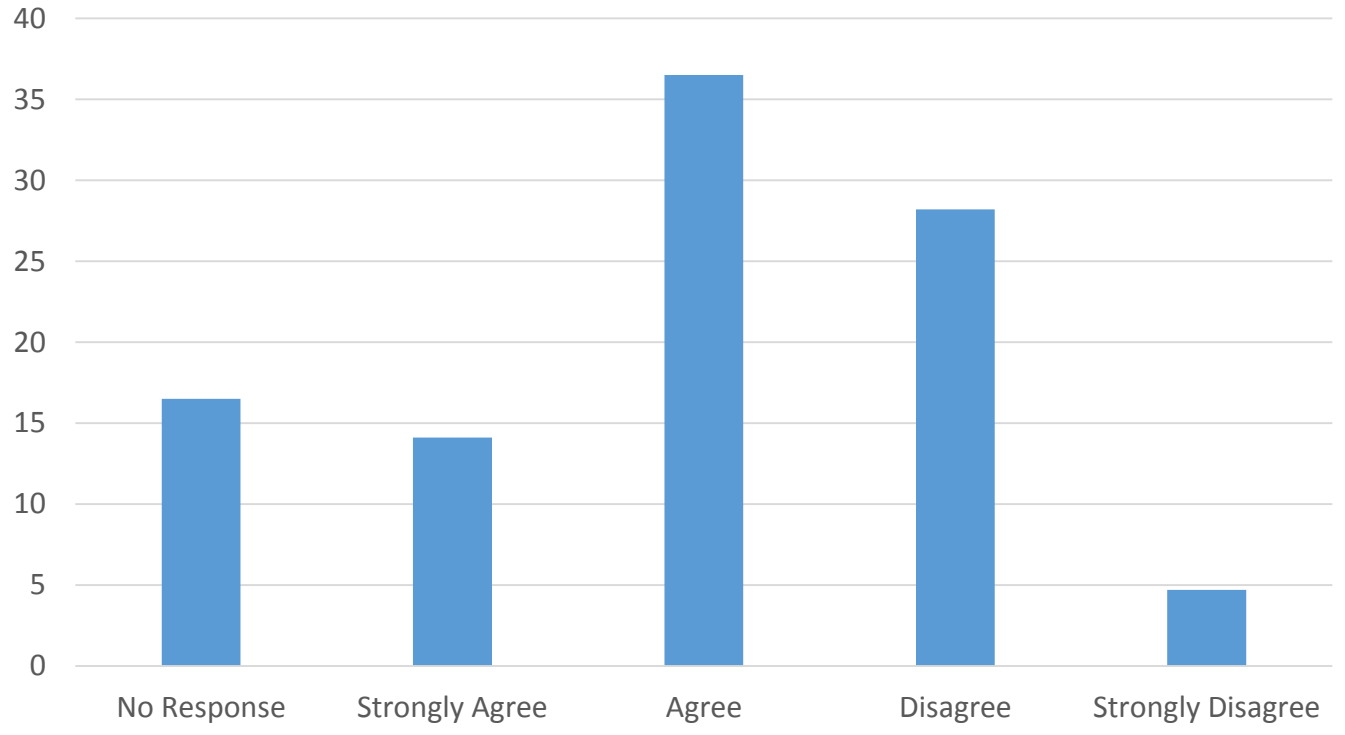
Staffing
Reimbursement
Education

Are There Enough Staff to Cover Your Call Schedule without Undue Burden or Excessive Time Commitments



EMS Staffing

Members of our Service Can Easily Leave the Community without Worry or Guilt About Adequate EMS Coverage



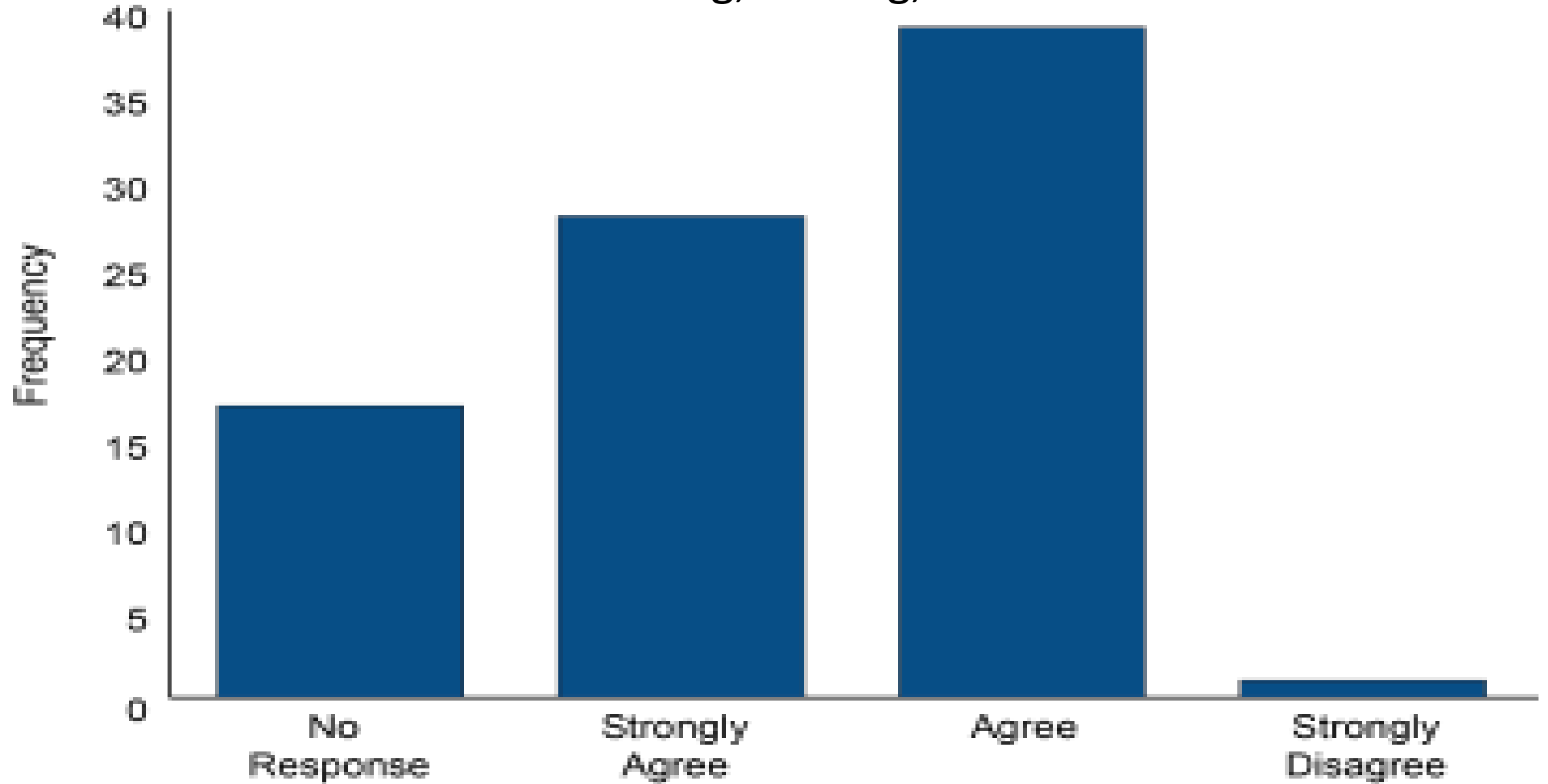
What Percent of Your Shifts Are Fully Covered at Least 24 Hours in Advance?

	Number	Percent
100%	33	38.8%
75-99%	25	29.4%
50-74%	5	5.9%
25-49%	3	3.5%
0-24%	4	4.7%
No Response	15	17.7%

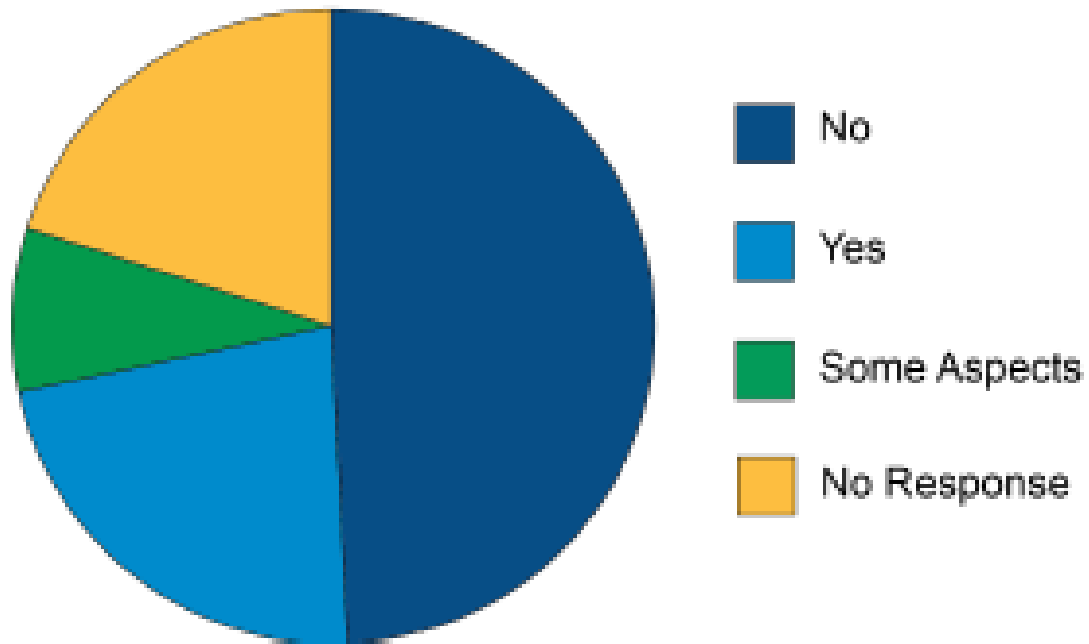
A Decline in Volunteer Staff Due To:

	Number	Percent
Our community members have less time to volunteer due to employment, commutes, and other work and family commitments.	41	67.2%
We are experiencing a decline in volunteerism in our community.	36	59%
The younger generation are not interested in volunteering.	33	54.1%
The percentage of those over the age of 65 in our community is increasing.	32	52.5%
Less people in our community view volunteering as a demonstration of their commitment to their community.	29	47.5%
The population of our community is declining.	15	24.6%
The difficulty in educating a new recruit is impeding our ability to recruit volunteers.	15	24.6%
We are not replacing volunteers at the rate they are leaving or retiring.	12	19.7%

Our Service Has a **Positive Culture** Within That is Friendly,
Welcoming, Inviting, and Professional



Does Your EMS Service Have a Recruitment and Retention Strategy



What are obstacles your service has in recruiting members	Percent
Lack of availability	49.4%
Time commitment is too great	41.2%
Childcare responsibilities	34.1%
Lack of trained candidates	31.8%
Inadequate pay or benefits	27.1%
Training requirements too burdensome	24.7%
Training requirements too far away	9.4%
Too few runs or transports	9.4%
Too many runs or transports	2.4%

Describe Your EMS Service Process for On-Boarding and Orienting New Staff

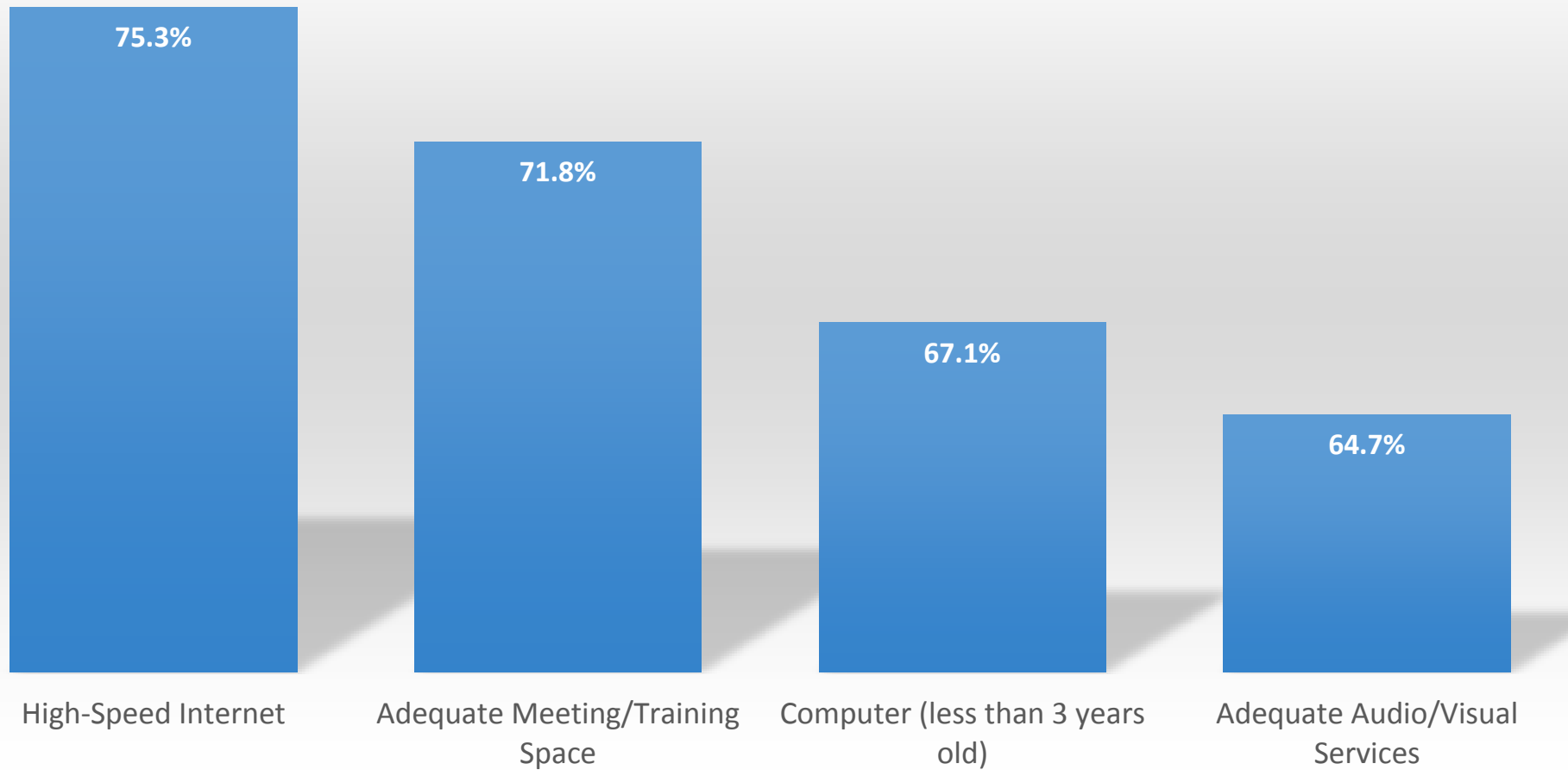
	Number	Percent
An informal on-boarding procedure exists. New crew members are given a verbal overview or a printed copy of agency policies and procedures.	25	29.4%
An on-boarding procedure exists and includes a new employee manual (policies, bylaws, protocols) and assigning mentors to new crew members.	21	24.7%
On-boarding procedures do not exist. New crew members are added to the roster and introduced to fellow crew members during scheduled shifts.	11	12.9%
An on-boarding procedure exists and includes assigning mentors to new crew members.	10	11.8%
No response	18	21.2%

Perceived EMS Funding

Perceived sustainable funding as it relates to your current cash on hand versus your ongoing year-to-year expenses	Number	Percent
Our EMS service has stable funding sources for <u>1 year</u> as we are currently operating.	21	24.7%
Our EMS service has stable funding sources for greater than <u>3 years</u> as we are currently operating.	18	21.2%
Our EMS service has stable funding sources for less than <u>6 months</u> of our operating expenses.	13	15.3%
Our EMS service has stable funding sources for <u>2 years</u> as we are currently operating.	12	14.1%
No response.	21	24.7%

EMS Education

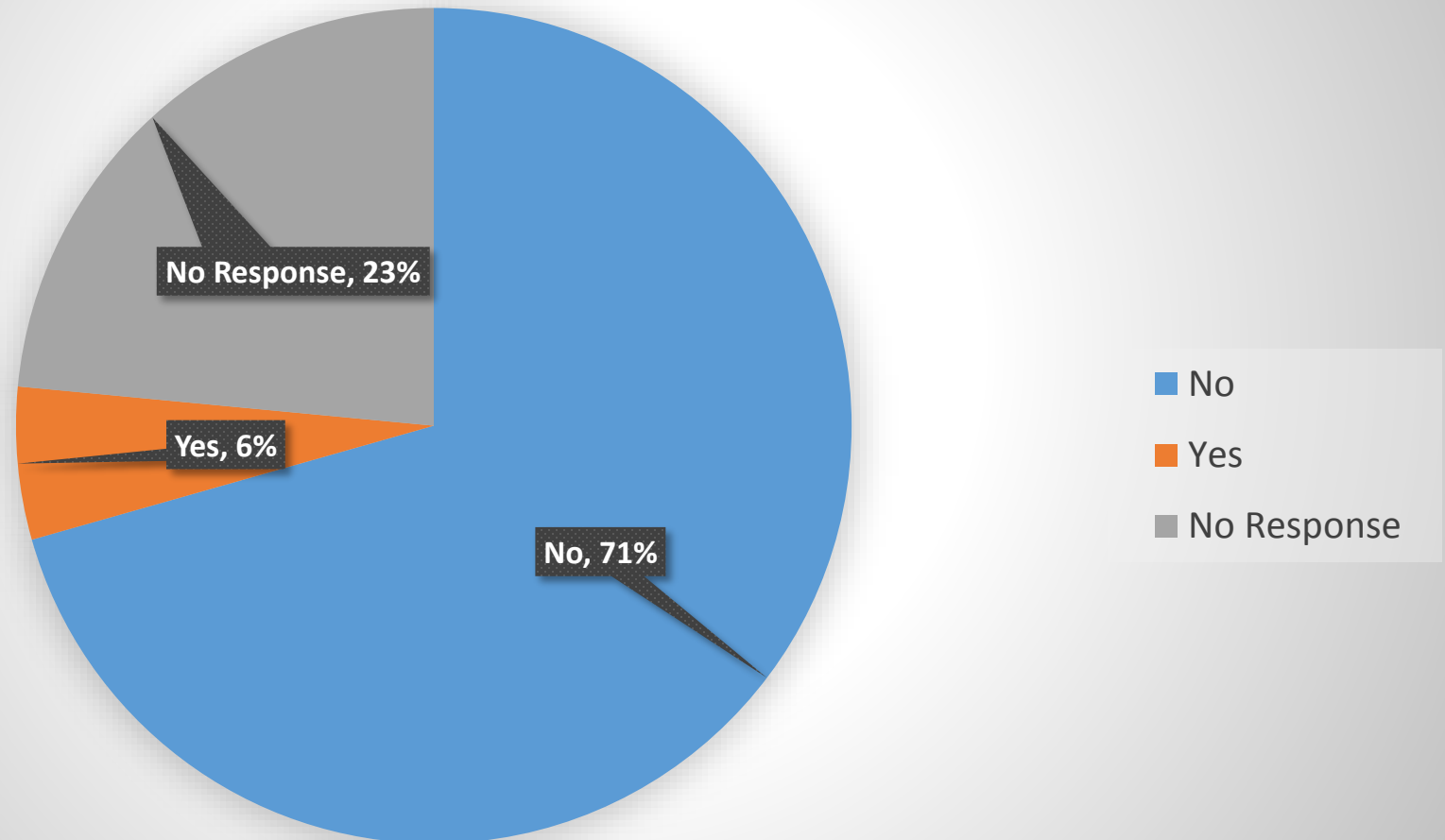
Facilities and Technology at our Ambulance Facility



Obstacles your EMS Service has in Obtaining or Offering Continuing Education	Percent
Time commitment required to plan and offer quality education	24.7%
Little buy in or disinterested service members during training sessions	18.8%
Lack of adequately training instructors	16.5%
Lack of adequate training curriculum, resources, and materials	11.8%
Less than ideal training environment (space, lighting, A/V)	7.1%
No identified training officer	5.9%
Absence of adequate training supplies and equipment	4.7%
Other	12.9%

EMS Medical Direction

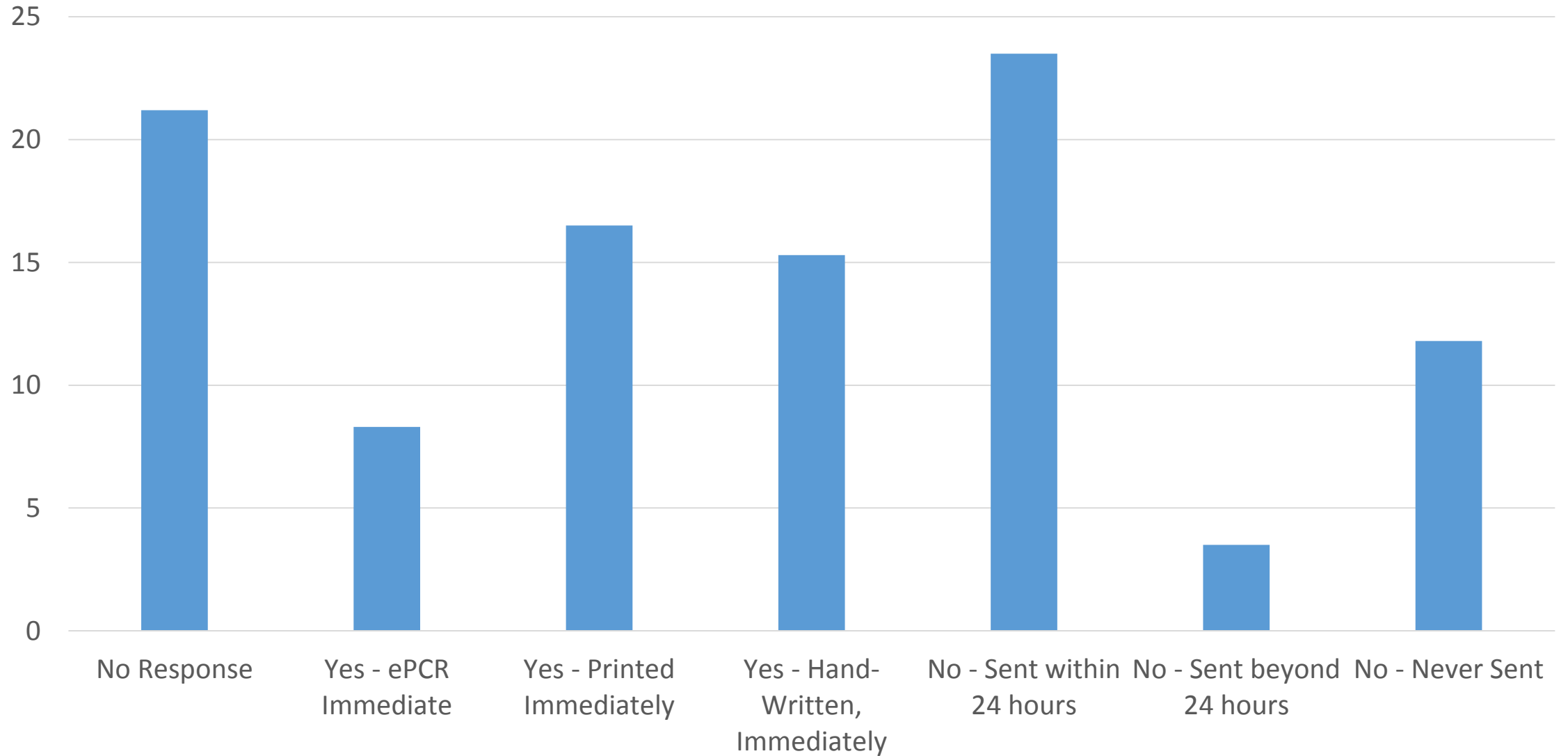
Does Your EMS Service Have Difficulty Recruiting or Retaining a Medical Director



Quality Improvement Programs

Does your EMS service have a quality improvement program?	Number	Percent
Performance measures are reported and a feedback loop exists for general improvement of the EMS service.	23	27.1%
Feedback from the performance measures is used to drive internal change to improve the patient experience of care, improve the health of the community, and reduce the cost of health care services.	15	17.7%
Performance measures are analyzed and reported but no feedback loop exists for continual improvement of the EMS service.	10	11.8%
No – we do not collect, analyze, or report EMS service performance measures.	9	10.6%
Performance measure data is collected about the EMS service but it is not analyzed or reported.	8	9.4%
None of the above (please explain)	1	1.2%
No Response	19	22.4%

Does Your Agency Leave a Patient Care Report at the Receiving Hospital at the Time of Patient Transfer of Care?



If a printed patient care report is not left immediately, what barriers exist to not allow this to occur?	Number	Percent
Unable to complete the report in a timely manner	25	29.4%
Our EMS service does not carry a computer and/or printer	15	17.7%
No adequate space or room for EMS service to complete the report at the receiving facility	15	17.7%
The receiving facility places little to no emphasis on receiving the EMS patient care report	14	16.5%
Service policy does not allow us to finish the report at the receiving facility	3	3.5%
Our service does not see the value in providing this information to the receiving facility	1	1.2%

TOP RESOURCES OR NEEDS FOR ND EMS

Resources Needed	Percentage Response
Ability to Maximize Transport Reimbursement	18.8%
Developing a Realistic Sustainable Plan for the Future	16.5%
Continuing Education That is Delivered Close to Home	15.3%
Developing Recruitment and Retention Strategies to Address Personnel Shortages	15.3%
How to Engage the Community and View EMS as an Essential Service	11.8%
Need for a Training or Guidebook to Successfully Implement a Quality Assurance Program	10.6%
Improving Medical Director Involvement	10.6%
Additional Grant Writing Training Courses	10.6%
Conflict Resolution Training for Dealing with Difficult Personnel	10.6%
Statewide and Web-Based Access for Prospective or New Personnel	10.6%

In 2020 North Dakota will have a patient-centric EMS system where



The system and its parts will be led by prepared and capable leaders



The system will be measurably efficient and effective



The system will be sufficiently funded



The system will be integrated into both healthcare and public safety



The system will have enough prepared and capable personnel



Ownership and responsibility for the provision of EMS are clear

What is Your EMS Vision for 2025?