

Definitions for many of the questions/items/categories can be referred back to Act 37 of 2009 (EMS Systems Act) and can be found here:

<http://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/028/chapter1021/chap1021toc.html&d=reduce#1021.2>.

Organizational Structure:

- Non Profit - Nonprofit corporations are those corporations whose members or shareholders may not receive any of the pecuniary (i.e., monetary) profits of the corporation. Defined by the Department of State. For the purpose of this survey, the EMS Agency is not owned or affiliated with a Fire Department, Hospital or Municipality.
- For-Profit - A legal entity which has its own existence, separate from the individuals who own it, and is created under state statutory law. Defined by the Department of State. For the purpose of this survey, the EMS Agency is not owned or affiliated with a Fire Department, Hospital or Municipality.
- Fire-Based - An EMS Agency licensed by the Bureau of EMS and is owned or operated by a Volunteer or Municipal Fire Department.
- Hospital Based - An EMS Agency licensed by the Bureau of EMS and is owned or operated by a Hospital or Health Care System.
- Municipal - An EMS Agency that is licensed by the Bureau of EMS and is owned or operated by a local municipality.

Definition of Rural/Urban primary response area:

- Rural - An area outside urbanized areas as defined by the US Bureau of the Census.
- Urban - An urbanized area as defined by the US Bureau of the Census.

Survey Questions

A. Organizational

1. In what region do you provide ambulance service? Drop down
Bucks County Emergency Health Services
Chester County EMS Council
Delaware County EHS Council, Inc.
Eastern PA EMS Council, Inc.
EHS Federation, Inc.
EMS West
EMMCO West, Inc.
EMS of Northeastern PA, Inc.
LTS EMS Council
Montgomery County Emergency Medical Services
Philadelphia EMS Council
Seven Mountains EMS Council, Inc.
Southern Alleghenies EMS Council, Inc.
2. Which category best describes your primary response area? Drop down
Rural

Urban
Combination

3. Your organizational structure is: Drop down

For Profit
Non Profit
Fire Based
Hospital based
Municipal
Other

4. Your Call Volume (total number of transports – whole numbers only) (definitions will be provided)

a. 2019

Emergency (non scheduled)
Non-Emergency (scheduled)
Wheel Chair Van
Community (define as community paramedicine, community outreach or population health)
Treat No Transport
Other

b. 2020

Emergency (non scheduled)
Non-Emergency (scheduled)
Wheel Chair Van
Community (define as community paramedicine, community outreach or population health)
Treat No Transport
Other

c. 2021

Emergency (non scheduled)
Non-Emergency (scheduled)
Wheel Chair Van
Community (define as community paramedicine, community outreach or population health)
Treat No Transport
Other

5. The level of services offered: drop down

CCT
ALS
ALS Squad
BLS
BLS Squad
PUC Licensed
Wheelchair (non PUC licensed)

Other (describe)

6. What is the biggest operational challenge facing your facility today? Drop Down

Workforce

Funding

PPE

COVID19 Testing

Vaccine Hesitancy/Mandates

Other (describe)

7. Is your present funding stream sustainable?

Yes

No, why not (narrative)

8. If funding was adequate, what would you pay your staff

EMR

EMT

AEMT

EMT-P

Other

9. Do you have unmet needs that additional funding is needed?

B. Staffing

10. Type of Staffing (front line only – this does not count administrative or board members)

drop down

Volunteer

Career/Paid Staff Only

Combination Volunteer/Paid Staff

11. Do you have any unfilled positions?

Yes

No, go to question 12

a. If yes was selected, the following positions are the number of positions unfilled along with the time the position has remained unfilled:

i. EMR

0-3 months

4-6 months

7-9 months

10-12 months

Over 1 year

ii. EMT

0-3 months

4-6 months

- 7-9 months
- 10-12 months
- Over 1 year
- iii. AEMT
 - 0-3 months
 - 4-6 months
 - 7-9 months
 - 10-12 months
 - Over 1 year
- iv. Paramedic
 - 0-3 months
 - 4-6 months
 - 7-9 months
 - 10-12 months
 - Over 1 year
- v. Other (describe)
 - 0-3 months
 - 4-6 months
 - 7-9 months
 - 10-12 months
 - Over 1 year

12. Compared to February 2020, have your workforce challenges (recruiting and retaining staff) gotten better, worse, or stayed the same? Drop down

- Much better
- Somewhat better
- Stayed the same
- Somewhat worse
- Much worse
- Not sure

13. In February 2020, how many employees did your organization have on payroll? Numeric whole number

14. How many employees does your organization currently have on payroll? Numeric whole number

15. In February 2020, did your organization have volunteers (front line providers)?

- Yes, go to the next question
- No, go to question 18

16. Compared to February 2020, have your volunteers: drop down

- Increased, go to question 18
- Decreased, go to next question

17. Have you supplemented your declining volunteers with career/paid staff?

Yes

No and why not? (narrative)

18. Based on exit interviews, follow-up surveys, and anecdotal feedback, what are the main reasons employees have left in the past year? (Pick the top three)

COVID19 safety concerns

Burnout

Wages

Retirement

Reluctance to comply with vaccine mandates

Access to childcare

Termination

Career Change

Promotion opportunities

Relationship to managers/management

Not sure

Other (Narrative)

C. Hourly Wage Information

Non Supervisor Position (insert whole dollar amount)

EMR

EMT

AEMT

Paramedic

Administrative Assistant

Billing/Reimbursement Staff (in house)

Other (describe)

Front Line Supervisor Position (non administrative) (insert whole dollar amount)

EMR

EMT

AEMT

Paramedic

Other

Senior Management – if salary, break down into an hourly rate (insert whole dollar amount)

Administrative

Senior Management

D. Benefits Offered – select only the benefits offered by your organization.

HMO	Employee Only	Emp & Dep	Emp Contribution
PPO	Employee Only	Emp & Dep	Emp Contribution
Health Svgs Acct	Employee Only	Emp & Dep	Emp Contribution

Other	Employee Only	Emp & Dep	Emp Contribution
Dental	Employee Only	Emp & Dep	Emp Contribution
Optical/Vision	Employee Only	Emp & Dep	Emp Contribution
Short Term Disability	Employee Only	Emp & Dep	Emp Contribution
Long Term Disability	Employee Only	Emp & Dep	Emp Contribution
Employee Assist Prog	Employee Only	Emp & Dep	Emp Contribution
Life Insurance	Employee Only	Emp & Dep	Emp Contribution
EMS Tuition Reimb	Employee Only	Emp & Dep	Emp Contribution
College Tuition Reimb	Employee Only	Emp & Dep	Emp Contribution
Retirement or Pension	Employee Only	Emp & Dep	Emp Contribution
401 (K) Plan	Employee Only	Emp & Dep	Emp Contribution
403 (B) Plan	Employee Only	Emp & Dep	Emp Contribution
Uniform Allowance	Employee Only	Emp & Dep	Emp Contribution
Personal Days	Employee Only	Emp & Dep	Emp Contribution
Sick Leave	Employee Only	Emp & Dep	Employee
Vacation			
Contribution			
Other (describe)			

21) What does it cost your EMS Agency to onboard or hire a new staff member?