



# 2018 Emergency Medical Service Patient Care Survey

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Survey Period: January 1 – December 31, 2018



## **Background**

Strathcona County Emergency Services (SCES) provides Emergency Medical Services (EMS) to residents of Strathcona County and our municipal neighbours. SCES has provided EMS services since 1972 to Strathcona County, and has operated EMS as a contracted service under Alberta Health Services since 2009. Four Advanced Life Support ambulances, staffed at all times, operate at four full-time fire stations across the County.

SCES is committed to providing patients and family members a high level of care. Mutual respect and cooperation are essential to the delivery of quality health care. In an effort to continuously evaluate and improve our ambulance service, we have provided this survey as an opportunity to receive feedback. The survey was launched in November of 2017. Results will be compiled on an annual basis.

Questions are designed to be answered by patients, patient's family members, or bystanders who may have been involved in a call.

## **Methodology**

The Emergency Medical Services Patient Care Survey is live and open 365 days of the year using Survey Gizmo. A total of 91 residents responded to the survey through Survey Gizmo.

## **Caveat**

In 2018, SCES responded to 7,275 EMS calls; this sample represents an evaluation of 1.5% of those calls. SCES acknowledges that there may be confusion about where to report patient satisfaction, as our contract with AHS makes reporting to Strathcona County counterintuitive.

*“Our EMS Personnel are the very best in the Province. Over the past year I have had to call an ambulance three times, and each time the service was quick, professional and I was very well looked after.”*

## Overall

During this survey period, of those who responded:

- 37 respondents were patients (two of whom were not aware during their incident)
- 54 respondents were a family member to a patient
- 3 respondents were a friend to a patient
- 1 respondent was a bystander to an incident
- 7 responded “other” (though given their reasoning, should have responded as “family member to a patient”)

Patients and families who responded to the survey did so with overwhelming satisfaction of the service they received. 91% of respondents felt satisfied, or very satisfied with their experience.

*Question to all: What was your overall satisfaction with your experience?*

Value		Percent	Responses
Very satisfied		78.8%	63
Satisfied		12.5%	10
Neutral		3.8%	3
Dissatisfied		3.8%	3
Very dissatisfied		1.3%	1
			<b>Totals: 80</b>

## Communication

There are a number of elements involved in sharing information during an ambulance call. They include: patient providing consent for EMS to provide medical services (implied or formal) EMS personnel providing options for medical care relevant to the patient's condition EMS personnel providing the option to transport the patient to the hospital:

**Question to Patient: Do you feel that you were appropriately included in the information sharing process and provided options for care?**

Value	Percent	Responses
Yes	96.6%	28
No	3.4%	1
		Totals: 29

**Question to Family/Friends/Bystanders: Do you feel that you were appropriately included in the information sharing process and provided options for care?**

Value	Percent	Responses
Yes	95.3%	41
No	4.7%	2
		Totals: 43

97% of **all** respondents felt that EMS personnel provided them with information when requested.

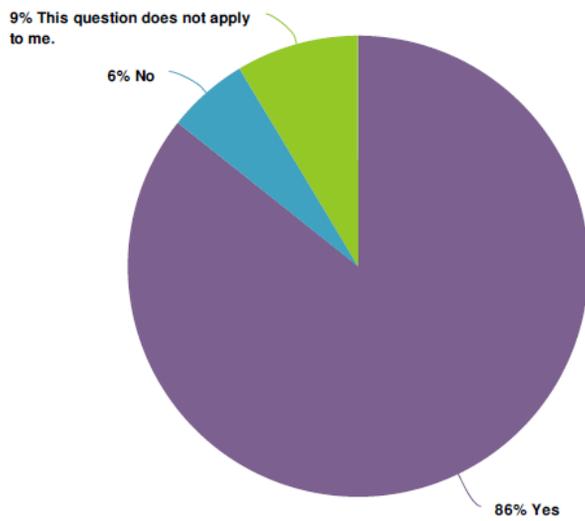
*“The EMS personnel who came were very professional, I was never worried or concerned that the patient was not in the best care possible.”*

**Safety**

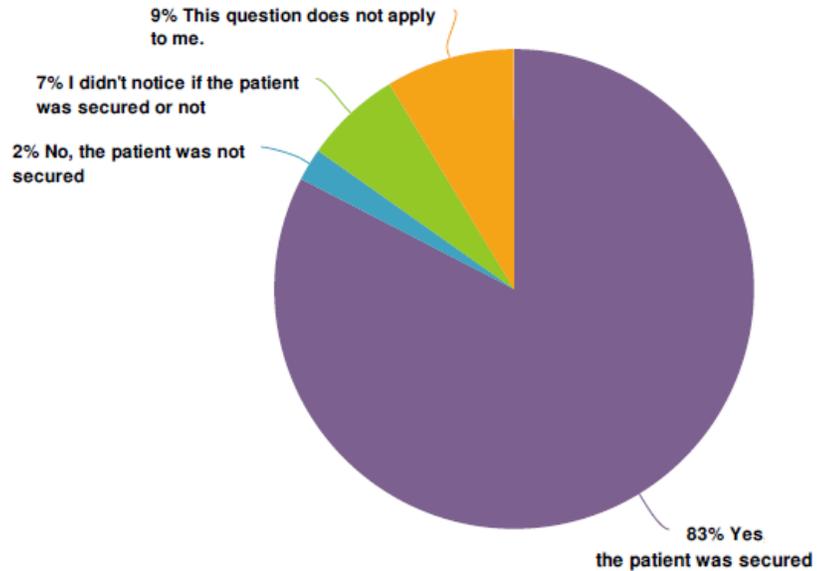
Safety is a number one priority for our ems providers. Survey questions have been designed to assess safety relating to all persons involved in a call. 90% of **all** respondents answered *“I didn’t have any concerns regarding safety”*.

**Question: Did you feel secure when being moved (e.g. lifted, positioned on the stretcher, while in and exiting the ambulance)?**

**Patients:**



**Friends/Family:**



### Competency

When asked about skills and knowledge, 86% of **all** respondents felt that they had received appropriate medical treatment (5% did not know).

**Question to patients: While in the care of EMS personnel (any time before being admitted to hospital), did you feel EMS were attentive to your condition and responded appropriately to any/all challenges?**

Value	Percent	Responses
Yes	86.7%	26
No	13.3%	4
		Totals: 30

### Conclusions

Information collected in this ongoing survey is tracked and trended to support continued improvement, and to assist in decision making. Strathcona County Emergency Services endeavours to provide the highest of patient centred care.

**Contact**

Please contact Strathcona County Emergency Services to provide feedback, or receive assistance regarding ambulance service in Strathcona County.

**Further information:**

**[emergencyservices@strathcona.ca](mailto:emergencyservices@strathcona.ca)**

**780-467-5216**