



2020 Emergency Medical Service Patient Care Survey

Survey Period: January 1 – December 31, 2020



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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. A link to the survey is posted at the top of the web page: Emergency Medical Services ([link](#)). From January 1 to December 31, 2020, 48 complete and 4 partial responses to the survey were gathered. In 2020, SCES responded to 8045 EMS events; this sample represents an evaluation of 0.6% of those calls. This provides us a margin of error slightly greater than +/- 10% when applied to our event population.

The response rate in 2020 is significantly lower than in all other years of the survey. Typically, over 100 responses to this survey are collected annually. Though the number of responses is much lower, we have high confidence that the data collected in 2020 is a fair reflection of typical patient experience when receiving EMS service from SCES.

This survey is hosted using the services of Alchemy.

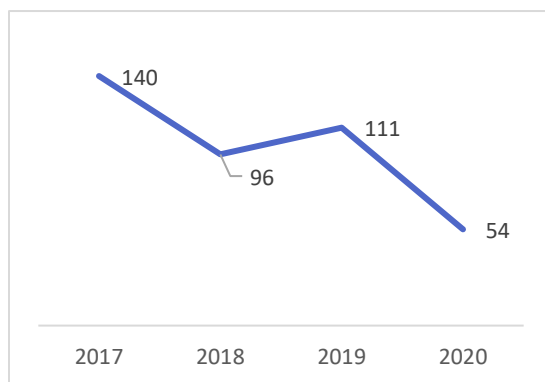


Figure 1 Number of Collected Survey Responses

“The Ems folks were amazing! They were very thorough and explained everything... what was the patient condition, likely outcomes and likely next steps. They were the perfect combination of professional and empathetic and instilled confidence that our loved one was in good hands. They were thoughtful and engaged, listened to and considered family input, and looked at the big picture. They worked with family members to do what was best for the patient. It was my first experience with EMS in the park and I was so very impressed!”

Overall

During this survey period, of the 53 people who responded to the question:

- 31 respondents were patients
- 21 respondents were a family member to a patient
- 1 respondent was a bystander to an event

Patients and families who responded to the survey in 2020 again did so with overwhelming satisfaction of the service they received. 96% 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		93.6%	44
Satisfied		2.1%	1
Dissatisfied		2.1%	1
Very dissatisfied		2.1%	1

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	92.3%	24
No	3.8%	1
I can't recall/I don't know	3.8%	1
		Totals: 26

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	94.4%	17
No	5.6%	1
		Totals: 18

98% of **all** respondents felt that EMS personnel provided them with information when requested.

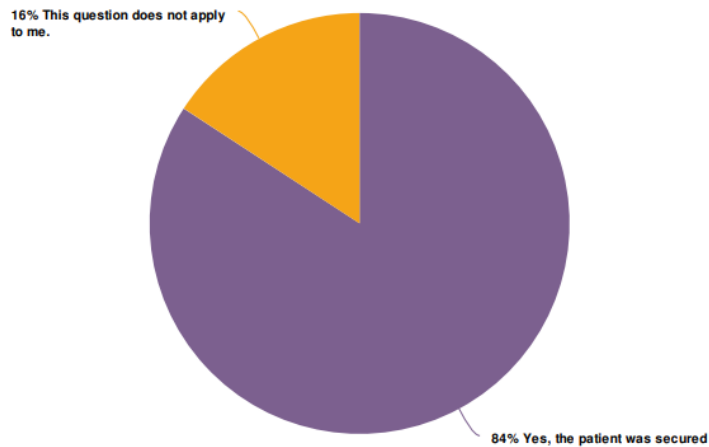
“They had students with them, so they were very professional with us but also helpful to the students in attendance. Great patient care and great learning too. Job well done.”

Safety

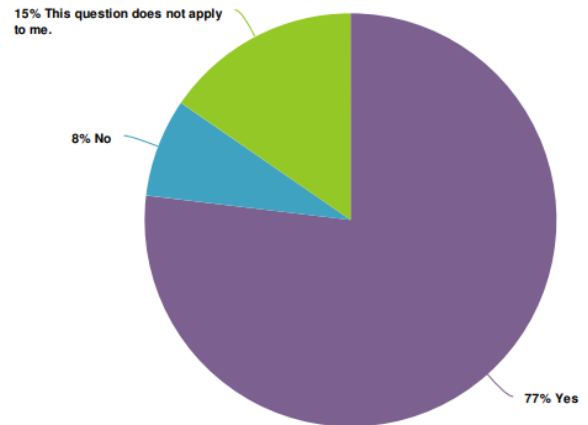
Safety is a number one priority for our EMS providers. Survey questions have been designed to assess safety relating to all persons involved in a call. 93% of **all** respondents answered, “I didn’t have any concerns regarding safety”.

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

Friends/Family:



Patients:



In answer to a question regarding skills and knowledge, 89% of **all** respondents felt that they had received appropriate medical treatment (10% 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	96.0%	24
No	4.0%	1
		Totals: 25

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.

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Contact

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

Further information:

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780-467-5216