



2019 Emergency Medical Service Patient Care Survey

Survey Period: January 1 – December 31, 2019



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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](#)). The survey has been featured a number of times in the emailed newsletter *Your Connection to Public Engagement*. Several social media posts advertising the survey are published throughout the year. An insert was included in the July utility bill. A brochure advertising the survey was placed at the Strathcona County Community Library, the Strathcona County Community Centre, Strathcona County Hall, and the Strathcona County Hospital in the fall of 2019.

From January 1 to December 31, 2019, 101 complete and 10 partial responses to the survey were gathered. This survey is provided using the services of Survey Gizmo.

Caveat

In 2019, SCES responded to 7651 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.

“I was very impressed with the EMS personnel. They transported me by ambulance from Strathcona ER to Royal Alex with great care and attention to my needs. They stayed with me until I had a bed at the Royal Alex ER. They were courteous, kind, and friendly, all while being very professional.”

Overall

During this survey period, of those who responded:

- 46 respondents were patients
- 62 respondents were a family member to a patient
- 3 respondents were bystanders to an incident

Patients and families who responded to the survey 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		88.8%	87
Satisfied		7.1%	7
Dissatisfied		2.0%	2
Very dissatisfied		2.0%	2

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	96.8%	30
No	3.2%	1
		Totals: 31

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	95.8%	46
No	4.2%	2
		Totals: 48

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

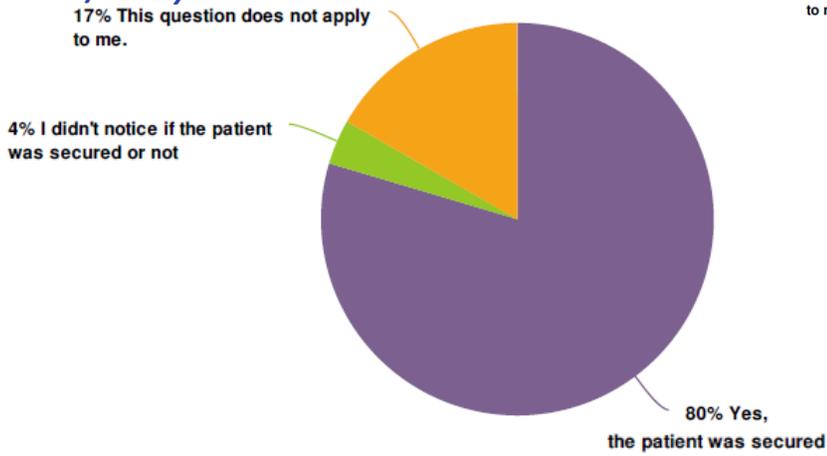
“Everyone was great and very professional! They made sure I was included in conversation where I needed to be and talked to me the whole way to keep me calm and my mind off the pain! Stayed right by my side till I got a bed at the hospital. I’m Very happy with the way I was treated. Thank you!”

Safety

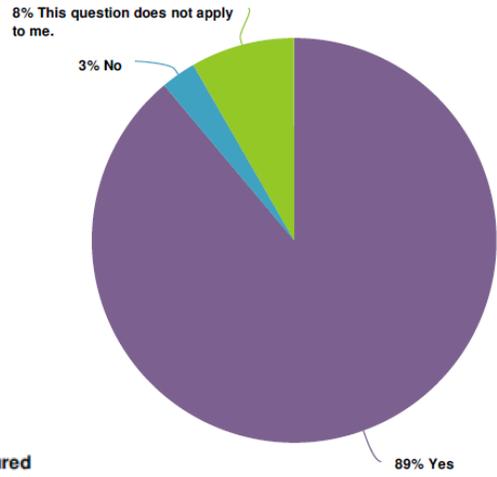
Safety is a number one priority for our EMS providers. Survey questions have been designed to assess safety relating to all persons involved in a call. 95% of **all** respondents answered, “I didn’t have any concerns regarding safety”.

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

Friends/Family:



Patients:



Competency

In answer to a question regarding skills and knowledge, 95% of **all** respondents felt that they had received appropriate medical treatment (2% 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	97.2%	35
No	2.8%	1
		Totals: 36

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.

“I cannot say enough good about the ambulance personnel we had. They went above and beyond in my opinion. When my husband was released from the hospital they had actually just brought another patient in and were leaving. They took the time to help me get my husband settled in our vehicle and asked how he was. These guys work so very very hard and have long days but they were there for us and pleasant and really wonderful. I cannot say enough good about Strathcona ambulance crews they truly are amazing and a huge benefit to the county.”

Contact

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

Further information:

emergencyservices@strathcona.ca

780-467-5216