

Big Country RAC EMS Agency Survey

Please answer each question completely. Add appropriate comments as indicated.

Question 1: The EMS Agency contacts the Emergency Department with an understandable patient report by radio or telephone (please place a check in the appropriate boxes):

	Never	Rarely	Sometimes	Almost Always	Always
MetroCare EMS					
South Taylor EMS					
Anson EMS					
Stamford EMS					
Throckmorton EM.					
Knox County EMS					
Shackelford Co. E					
Mitchell Co. EMS					
Fisher Co. EMS					
Coleman EMS					
Comanche Co. E.					
Goldstar EMS					
Hamlin EMS					
Stevens Co. EMS					
Eastland Hosp. E.					
Citizen's EMS					
Southwest LifeFlig					
Critical Care Air					

Question 2: The EMS agency personnel are always courteous and professional when communicating with the ED staff by radio (place a check in the appropriate boxes):

	Never	Rarely	Sometimes	Almost Always	Always
MetroCare EMS					
South Taylor EMS					
Anson EMS					
Stamford EMS					
Throckmorton EM.					
Knox County EMS					
Shackelford Co. E					
Mitchell Co. EMS					
Fisher Co. EMS					
Coleman EMS					
Comanche Co. E.					
Goldstar EMS					
Hamlin EMS					
Stevens Co. EMS					
Eastland Hosp. E.					

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Question 3: The EMS agency personnel give an accurate and thorough patient report to the receiving staff on arrival at the Emergency Department (place a check in the appropriate boxes):

	Never	Rarely	Sometimes	Almost Always	Always
MetroCare EMS					
South Taylor EMS					
Anson EMS					
Stamford EMS					
Throckmorton EM.					
Knox County EMS					
Shackelford Co. E					
Mitchell Co. EMS					
Fisher Co. EMS					
Coleman EMS					
Comanche Co. E.					
Goldstar EMS					
Hamlin EMS					
Stevens Co. EMS					
Eastland Hosp. E.					

Question 4: The EMS agency personnel are courteous and professional while turning over the patient and report to the Emergency Department staff (place a check in the appropriate boxes):

	Never	Rarely	Sometimes	Almost Always	Always
MetroCare EMS					
South Taylor EMS					
Anson EMS					
Stamford EMS					
Throckmorton EM.					
Knox County EMS					
Shackelford Co. E					
Mitchell Co. EMS					
Fisher Co. EMS					
Coleman EMS					
Comanche Co. E.					
Goldstar EMS					
Hamlin EMS					
Stevens Co. EMS					
Eastland Hosp. E.					

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Question 5: Other than quality of clinical care, in your opinion, which ONE of the following characteristics is most important (from a hospital perspective) of an EMS Agency (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

- Capabilities of the service – BLS, ALS, MICU
- EMS relationship to staff
- EMS relationship to physician
- Reputation
- Appearance (uniform, cleanliness)
- Quality of patient care documentation
- Other (Specify):

Question 6: Is there anything that that EMS providers do in the field that impedes or impairs your ability to assess and/or treat patients? (List the item, treatment, procedure, etc. in the left column and explain how this impedes or impairs your facility in the right column.)

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Question 7: Is there anything that that EMS providers do in the field that enhances or supports your ability to assess and/or treat patients? (List the item, treatment, procedure, etc. in the left column and explain how this impedes or impairs your facility in the right column.)

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Question 8: Is there a service or treatment that could be provided in the field that would expedite definitive treatment? (List the item, treatment, procedure, etc. in the left column and explain how this could help your facility in the right column.)

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Question 9: In your opinion, which ONE EMS agency has the best relationship with your hospital? Why? (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

MetroCare EMS

South Taylor
EMS
Anson EMS

Stamford EMS

Throckmorton EM.

Knox County
EMS
Shackelford Co.
E
Mitchell Co. EMS

Fisher Co. EMS

Coleman EMS

Comanche Co.
E.
Goldstar EMS

Hamlin EMS

Stevens Co.
EMS
Eastland Hosp.
E.

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Question 10: In your opinion, which ONE EMS agency has the worst relationship with your hospital? Why? (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

MetroCare EMS

South Taylor EMS

Anson EMS

Stamford EMS

Throckmorton EM.

Knox County EMS

Shackelford Co. E

Mitchell Co. EMS

Fisher Co. EMS

Coleman EMS

Comanche Co. E.

Goldstar EMS

Hamlin EMS

Stevens Co. EMS

Eastland Hosp. E.

Question 11: If you had a choice, which EMS agency would you preferentially select for your own adult family emergency medical care? Why? (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

MetroCare EMS

South Taylor
EMS

Anson EMS

Stamford EMS

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Throckmorton EM.

Knox County
EMS
Shackelford Co. E

Mitchell Co. EMS

Fisher Co. EMS

Coleman EMS

Comanche Co. E.

Goldstar EMS

Hamlin EMS

Stevens Co. EMS

Eastland Hosp. E.

**Question 12: How would you characterize the overall EMS-Hospital relationships in our system?
(Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)**

- Excellent
- Good
- Fair
- Poor
- Horrible

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Question 13: If you could send any message to the EMS agencies in our community regarding the EMS – hospital relationship, what would it be?

- END OF SURVEY -