

# California Local EMS Agency Constituency Group Survey

Date \_\_\_\_\_

Please provide the following information prior to completing the survey:

- A. Name of EMS Agency being assessed:** Alameda County EMS Agency
- B. Please identify the type of organization you work for and your position title:**
- |  |   |
|--|---|
| <input type="checkbox"/> Administrator / management<br><input type="checkbox"/> County Administrative Office<br><input type="checkbox"/> Health Department<br><input type="checkbox"/> Law Enforcement Agency<br><input type="checkbox"/> Dispatch Center<br><input type="checkbox"/> Fire Departments<br><input type="checkbox"/> Private Ambulance Service Provider<br><input type="checkbox"/> Emergency Department<br><input type="checkbox"/> Hospital Administration<br><input type="checkbox"/> Local Physician Group<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Local Governing Board<br><input type="checkbox"/> Physician<br><input type="checkbox"/> RN /MICN<br><input type="checkbox"/> Paramedic<br><input type="checkbox"/> EMT / First Responder<br><input type="checkbox"/> EMD<br><input type="checkbox"/> Other _____ |
|--|---|
- C. How often would you say you interact with the local EMS agency?**  
 Very Often \_\_\_\_\_  
 Occasionally \_\_\_\_\_  
 Very Seldom \_\_\_\_\_

LEADERSHIP		(DK = "Don't Know")						
		Agree -----Disagree						
1.	EMS Agency staff is open to new ideas and suggestions for improvement.	5	4	3	2	1	DK	
2.	The EMS Agency provides strong leadership within the EMS community.	5	4	3	2	1	DK	
3.	The EMS agency has clearly defined mission, vision, and value statements, which serve as the basis for all agency activities.	5	4	3	2	1	DK	
4.	EMS Agency staff regularly reviews, articulates and personally demonstrates (i.e., walks the talk) the agency's vision, mission and values to the EMS community.	5	4	3	2	1	DK	
5.	EMS Agency is proactive in resolving problems rather than being reactive to them.	5	4	3	2	1	DK	
6.	The EMS Agency adequately includes customers when developing EMS agency plans, goals and evaluation measures.	5	4	3	2	1	DK	
7.	EMS Agency staff seeks out and values my opinion on issues within my area of expertise.	5	4	3	2	1	DK	

8.	The EMS Agency is well respected for its leadership in the EMS community.	5	4	3	2	1	DK
9.	The EMS Agency effectively deals with political pressures that, if not properly addressed, might have a negative impact on system effectiveness and patient care.	5	4	3	2	1	DK
10.	EMS Agency staff promotes ongoing interaction with agency customers (e.g., EMS service providers, field personnel, public organizations, etc.)	5	4	3	2	1	DK

(DK = "Don't Know")

### INFORMATION AND ANALYSIS

Agree -----Disagree

11.	The EMS Agency keeps me aware of critical information necessary for me to perform my job.	5	4	3	2	1	DK
12.	The EMS Agency utilizes effective, efficient, and accessible mechanisms to share system information with the local EMS community (e.g., Web-sites, newsletters, list servers, bulletin boards, etc.)	5	4	3	2	1	DK
13.	I have easy access to all EMS agency reference documents necessary to perform my job effectively.	5	4	3	2	1	DK
14.	The EMS Agency provides adequate data reports and feedback on EMS system performance	5	4	3	2	1	DK
15.	The EMS Agency reports sensitive data in a responsible way.	5	4	3	2	1	DK

(DK = "Don't Know")

### STRATEGIC PLANNING

Agree -----Disagree

16.	The development of the EMS Agency's EMS Plan, and the annual updates to that plan, includes active involvement and buy-in of EMS system participants.	5	4	3	2	1	DK
17.	The EMS Plan guides EMS agency activities and priorities.	5	4	3	2	1	DK
18.	The EMS agency regularly evaluates progress in reaching the annual goals and objectives of the EMS Plan with EMS system participants.	5	4	3	2	1	DK

(DK = "Don't Know")

### HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT

Agree -----Disagree

19.	EMS Agency sponsored meetings, planning workshops, etc, are usually well organized and effective.	5	4	3	2	1	DK
20.	The EMS Agency ensures there are adequate training and continuing education classes offered.	5	4	3	2	1	DK
21.	EMS Agency sponsored events (e.g. training classes, workshops, etc) are well organized and effective.	5	4	3	2	1	DK

(DK = "Don't Know")

### EMS PROCESS MANAGEMENT

Agree -----Disagree

22.	EMS Agency processes (certification, accreditation, training, etc.) are routinely evaluated and revised to better meet customer needs.	5	4	3	2	1	DK
23.	EMS Agency staff are well informed, well trained, and are considered experts in their assigned areas.	5	4	3	2	1	DK

24.	The design of new services and processes by the EMS Agency is based on customer expectations and priorities	5	4	3	2	1	DK
25.	The EMS Agency develops EMS policies based upon sound data.	5	4	3	2	1	DK
26.	The EMS Agency has specific and effective processes established for revision of policies, which involve local stakeholders and constituency groups.	5	4	3	2	1	

(DK = "Don't Know")

### EMS SYSTEM RESULTS

Agree -----Disagree

27.	The EMS Agency carries out its EMS system responsibilities in an equitable and responsible manner.	5	4	3	2	1	
28.	Objective measures are used by the EMS Agency at least quarterly to evaluate and report the quality of patient care provided by the local EMS system.	5	4	3	2	1	DK
29.	The EMS Agency provides guidance and expertise to enable EMS service providers to conduct in their own QI efforts.	5	4	3	2	1	DK
30.	Objective measures are used to periodically evaluate and report the performance of the EMS agency.	5	4	3	2	1	DK
31.	Automated reports developed by this EMS agency are concise, effective, and easily used.	5	4	3	2	1	DK
32.	EMS system performance data reports include comparisons to other EMS systems (i.e., benchmarked to best standards)	5	4	3	2	1	DK
33.	This EMS agency is effective in moving from planning to implementation of projects.	5	4	3	2	1	DK

(DK = "Don't Know")

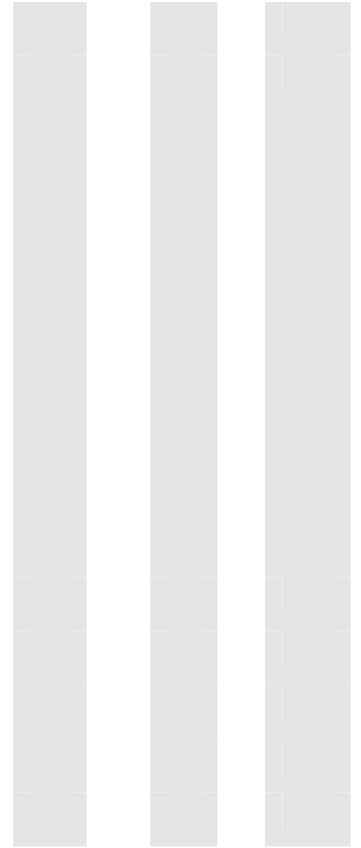
### CUSTOMER SATISFACTION:

Agree -----Disagree

34.	As a customer of the EMS Agency, my organization is very satisfied with the EMS Agency's customer services.	5	4	3	2	1	DK
35.	The EMS agency has effective methods in place to routinely identify the current needs and expectations of customers.	5	4	3	2	1	DK
36.	The EMS agency has effective mechanisms in place to facilitate the ease of daily customer contact, (e.g., rapidly returns calls, accessible, reasonable office hours, 1-800 #s, pagers for customer contact of personnel, web-sites, etc.)	5	4	3	2	1	DK
37.	This EMS agency responds quickly and effectively to problems brought to their attention.	5	4	3	2	1	DK
38.	Customers can depend on the EMS Agency to meet deadlines and fulfill commitments.	5	4	3	2	1	DK
39.	When customers submit legitimate complaints regarding the EMS agency, it makes constructive efforts to quickly make improvements that resolve the complaint to the customer's satisfaction.	5	4	3	2	1	DK
40.	The EMS Agency satisfactorily facilitates our organization's efforts to fulfill our mission.	5	4	3	2	1	

### SUGGESTED IMPROVEMENTS:

41. Please list suggestions for EMS Agency improvement.

Three vertical gray bars of equal height and width, positioned side-by-side, serving as input fields for the text response to question 41.

42. How would you improve this survey questionnaire?

Three vertical gray bars of equal height and width, positioned side-by-side, serving as input fields for the text response to question 42.