



2021 Emergency Medical Service Patient Care Survey

Survey Period: January 1 – December 31, 2021



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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.

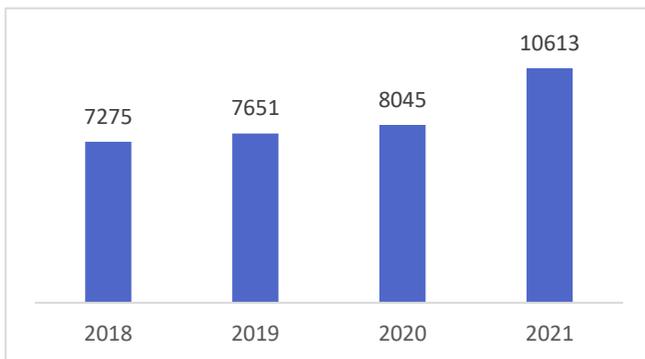
SCES is committed to providing patients and family members a high level of care. Mutual respect and cooperation are essential to the delivery of quality health care. In an effort to continuously evaluate and improve our ambulance service, we have provided this survey as an opportunity to receive feedback. 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.

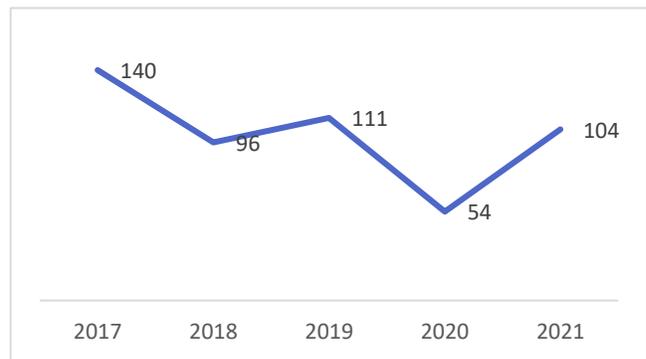
Methodology

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, 2021, 88 complete and 16 partial responses to the survey were gathered. In 2021, SCES responded to 10,613 EMS events; this sample represents an evaluation of ~1% of those calls. This provides us a margin of error slightly less than +/- 10% when applied to our event population.

This survey is hosted using the services of Alchemy.



Annual event count



Number of survey responses

“The EMS team that arrived at our home were absolutely incredible. I just remember everyone being very calm, (which helped me remain calm) as well as very sympathetic to the situation with our baby. I think one of the EMS personnel was actually swapped out with one of the fire department personnel for our ambulance ride; words cannot even begin to express the gratitude I have for the knowledge, empathy, kindness and care my son and I were shown. Thank you to everyone who arrived that day.”

Overall

During this survey period, of the 103 people who responded to the question:

- 53 respondents were patients
- 47 respondents were a family member to a patient
- 3 respondents were a bystander to an event

Patients and families who responded to the survey in 2021 did so with of the service they received. 93% 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		86.7%	72
Satisfied		6.0%	5
Neutral		3.6%	3
Dissatisfied		1.2%	1
Very dissatisfied		2.4%	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	88.6%	39
No	2.3%	1
I can't recall/I don't know	9.1%	4
		Totals: 44

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	90.0%	36
No	5.0%	2
This question does not apply to me.	5.0%	2
		Totals: 40

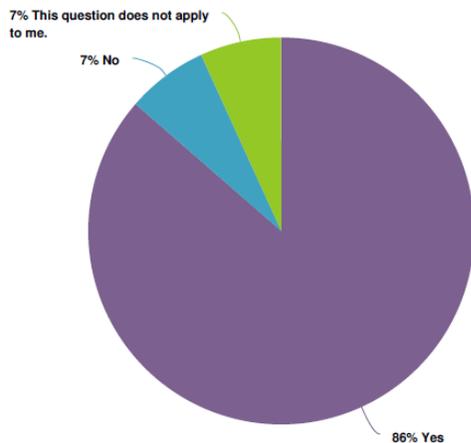
98% of **all** respondents felt that EMS personnel provided them with information when requested.

“The three members that responded, were all kind, caring and very professional. They did a thorough assessment, moved me quickly to an ambulance, connected me to monitors, O2, and initiated an IV and meds on route. They kept my husband informed of all steps and their professionalism kept us calm. Thank you for being there.”

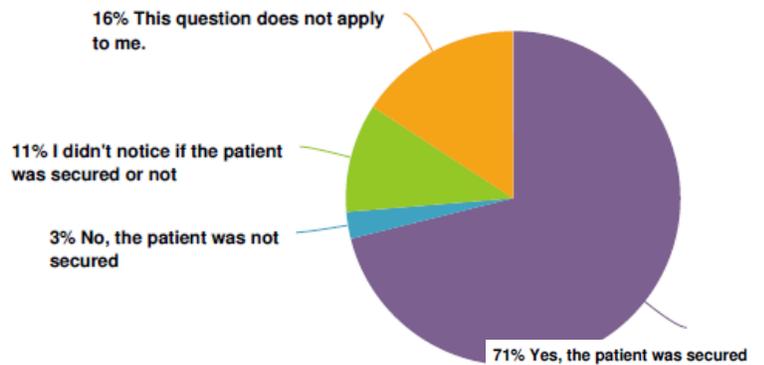
Safety

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. 96% of **all** respondents answered, “I didn’t have any concerns regarding safety”.

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



Question (Friends and Family) Did you notice if the patient was secured when being moved (e.g. lifted, positioned on the stretcher, while in and exiting the ambulance)?



Competency

Responses to a question regarding skills and knowledge, 91% of patients felt that they had received appropriate medical treatment (6% 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	93.3%	42
No	6.7%	3
		Totals: 45

Conclusions

In the second full year of a providing service through a continuing pandemic, amid staffing challenges, and a huge increase in call volume, SCES practitioners once again proved to provide high quality service to receiving clients. Practitioners provided compassionate care, and demonstrated to patients and their family's skill and competency.

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.

"3 of the 4 were the same Paramedics that came to the house earlier in the week, so that was comforting that they already knew the history. They all took the time to talk with my Dad and convince him to let them administer pain meds, the reason I had to call. They explained each step they took and showed great respect for Dad. When they left, Dad was resting without pain. I want to add that they all followed COVID 19 protocols and at no time did I worry about close contact. Thank you so much."

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