



2022 Emergency Medical Service Patient Care Survey

Survey Period: January 1 – December 31, 2022



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Strathcona County Emergency Services
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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.

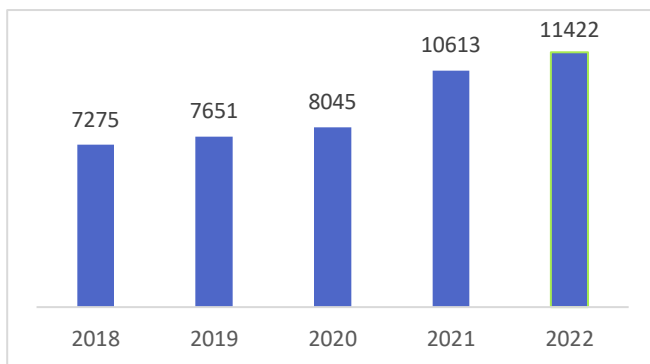
SCES is committed to providing patients and family members a high level of care. Mutual respect and cooperation are essential to the delivery of quality health care. In an effort to continuously evaluate and improve our ambulance service, we have provided this survey as an opportunity to receive feedback.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

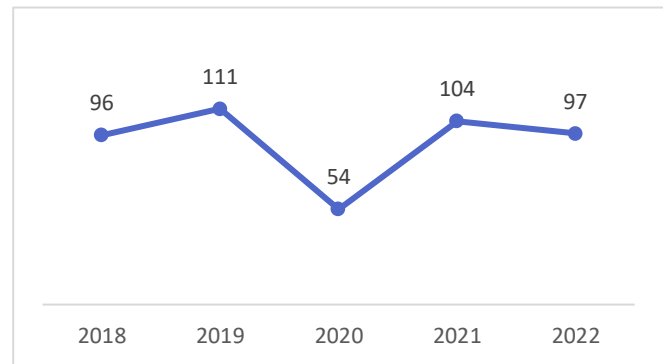
Methodology

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, 2022, 90 complete and partial responses to the survey were gathered. In 2021, SCES responded to 11,422 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 Alchemer.



Annual event count



Number of survey responses

“ I/we cannot say enough "Thank You" to the personnel that took care of our loved one. They were calm, professional, made the patient 1st priority. They asked questions to make sure they had any info that would ensure the best treatment for him. I felt they understood my need to see him before rushing him off. They answered questions and made it clear, in a very good way, that he was the priority and he had to get to the hospital asap for treatment. I hope we never need the service again, but if we do, I 100% trust we would be well taken care of, by top notch professionals.”


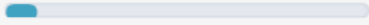
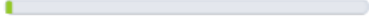
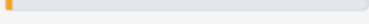
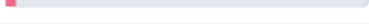
Overall

During this survey period, of the 97 people who responded to the question:

- 39 respondents were patients
- 53 respondents were a family member to a patient
- 5 respondents were a bystander to an event

Patients and families who responded to the survey in 2022 did so pleased with the service they received. 92% of respondents felt satisfied, or very satisfied with their experience.


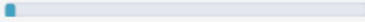
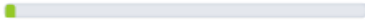
Question to all: What was your overall satisfaction with your experience?

Value	Percent	Responses
Very satisfied	83.3% 	75
Satisfied	8.9% 	8
Neutral	2.2% 	2
Dissatisfied	2.2% 	2
Very dissatisfied	3.3% 	3


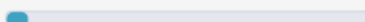

Communication

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	94.1% 	32
No	2.9% 	1
I can't recall/I don't know	2.9% 	1
		Totals: 34

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	89.8% 	44
No	6.1% 	3
This question does not apply to me.	4.1% 	2
		Totals: 49

93% of **all** respondents felt that EMS personnel provided them with information when requested.

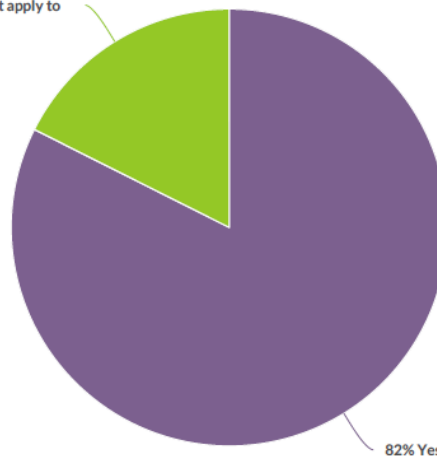
“Thank you so much, for quick response, reading situation, taking action and I really like that there was 1 individual set for the duty of gathering medication information, the situation and calming me down and did not deal with patient. That individual calmed me down and the EMS was able to do their job. Clear communication and I dealt with 1 person. That system works and allows best time management. Thank you again, So much. You all saved a life, that evening.”

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. 97% 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)?

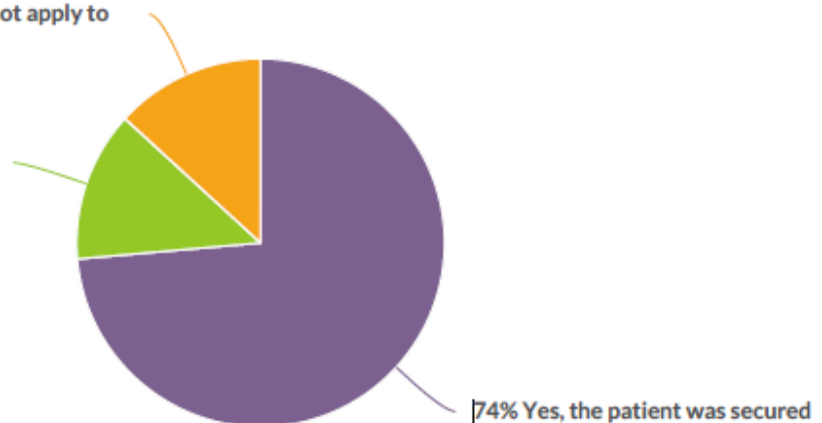
18% This question does not apply to me.



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)?

13% This question does not apply to me.

13% I didn't notice if the patient was secured or not



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	94.1%	32
No	2.9%	1
I can't recall/I don't know	2.9%	1
		Totals: 34

Conclusions

Strathcona County Emergency Services 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.

"The individuals who arrived in our home were very professional, calm and reassuring. They handled the incident respectfully and I felt much relieved with their attendance in this event. Thank you to these amazing professionals - very grateful."

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