

## EMS Service Director Leadership Assessment 2014

Hello and thank you for taking the time to complete this survey. Your responses will be included with others and provided in aggregate form to the Kansas Office of Rural Health.

QIntro What is the name of your agency / Please enter the name of your agency here:

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Q1 In what county does your local agency reside?

Q2 How long have you served as the EMS service director or manager of the local service?  
[Please enter the number of years. If less than 1 year enter 1.]

Q3 Which of the following best describes your service director position?

- Paid, full-time (1)
- Paid, part-time (2)
- Partially paid, volunteer (3)
- Unpaid, volunteer (4)
- Don't Know (8)
- No Answer (9)

Q4 In addition to being the EMS service director, do you serve as a director or manager for your local fire, safety, or other public agency?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

Q5 Over the past three years, have you participated in any service director management or leadership training?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

If Yes is Not Selected, Skip To Q6.

Q5a Was the training sponsored by a state association or organization?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

If No is Selected, Skip To Q5d. If Don't Know is Selected, Skip to Q5f.

Q5b Was the training provided by...

- Kansas Board of EMS (1)
- Kansas Emergency Medical Services Association (2)
- Kansas Emergency Medical Technicians Association (3)
- Another Organization (4)
- Don't Know (8)
- No Answer (9)

If Another Organization is Not Selected - Skip To Q5f.

Q5c What was that organization?

After Entry - Skip to Q5f.

Q5d Was the training sponsored by a national association or organization?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

If Yes is Selected – Skip to Q5f.

Q5e What was that organization?

Q5f What topics were covered during the training? [Upon asking the above question, wait for individual response and select the below pre-defined categories based on response given (phone interview). OR Please select all that apply (E-mail survey).]

- Budgeting and Financial Management (1)
- Billing and Coding (2)
- Communication (3)
- Customer Service (4)
- Medical Protocols (5)
- Quality Date Benchmarking (6)
- Quality Improvement (7)
- Teamwork Building (8)
- Workforce Recruitment and Retention (9)
- Developing Networks (10)
- Relationship with Other Providers (11)
- Regulatory Overview (12)
- Maintenance Issues (13)
- Training Program Management (14)
- Conflict Management (15)
- Other (16)

If Other is Not Selected – Skip to Q6.

Q5g What was that other topic?

Q6 How would you most prefer to receive additional training or education on leadership and management?[If more than one is appealing, please select the MOST preferred method.]

- In-person workshops (1)
- Self-study via online (2)
- Self-study via printed workbook (3)
- Teleconference calls (4)
- Webinars (5)
- Don't Know (8)
- No Answer (9)

If In-Person is Not Selected – Skip to Q7.

Q6a Based on your agency's financial and staffing resources, what would be the preferred length of workshop training?[If more than one option is appealing, please select the MOST preferred option.]

- 1 to 2 hours (1)
- 3 to 4 hours (2)
- 5 to 6 hours (3)
- Full-day (4)
- Multiple days (5)
- Don't Know (8)
- No Answer (9)

Q7 How would you least prefer to receive additional training or education on leadership and management?

- In-person workshops (1)
- Self-study via online (2)
- Self-study via printed workbook (3)
- Teleconference calls (4)
- Webinars (5)
- Don't Know (8)
- No Answer (9)

Q8 How likely would you be to participate in additional leadership training focused solely on building communication skills?

- Definitely (1)
- Very Likely (2)
- Somewhat Likely (3)
- Not Likely (4)
- Don't Know (8)
- No Answer (9)

If Definitely or Very Likely are Not Selected – Skip to Q9.

Q8a On what communication topics would you be most interested in learning more about?

Q9 How likely would you be to participate in additional leadership training focused solely on team-building skills?

- Definitely (1)
- Very Likely (2)
- Somewhat Likely (3)
- Not Likely (4)
- Don't Know (8)
- No Answer (9)

If Definitely or Very Likely are Not Selected – Skip to Q10.

Q9a On what team-building topics would you be most interested in learning more about?

Q10 How likely would you be to participate in training focused solely on building effective networks and relationships with other local and regional health providers?

- Definitely (1)
- Very Likely (2)
- Somewhat Likely (3)
- Not Likely (4)
- Don't Know (8)
- No Answer (9)

Q11 Does your EMS agency currently bill Medicare, Medicaid, or private insurance for services provided?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

If Yes is Not Selected – Skip to Q12.

Q11a Does your agency use a billing service or handle billing in-house?

- Use Billing Service (1)
- Handle Billing In-House (2)
- Don't Know (8)
- No Answer (9)

If Q11 = Yes – Skip to Q13

Q12 How interested is your agency in beginning to bill for services provided?

- Not Interested (1)
- Somewhat Interested (2)
- Very Interested (3)
- Extremely Interested - planning to start billing for services within the next six months (4)
- Don't Know (8)
- No Answer (9)

Q13 How likely would you be to participate in training focused on billing and coding?

- Definitely (1)
- Very Likely (2)
- Somewhat Likely (3)
- Not Likely (4)
- Don't Know (8)
- No Answer (9)

Q14 Does your agency currently track information electronically about runs made?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

If Yes is Not Selected – Skip to Q15.

Q14a What electronic system is your agency using?

If Q14 = 1 – Skip to Q16.

Q15 How does your agency currently track information about the runs made?

Q16 Thinking back over the past year, how often has your agency used the information collected in discussions with staff, local officials, or other community members?

- Never (1)
- Occasionally/Annually (2)
- Quarterly (3)
- Monthly or more often (such as Weekly) (4)
- Don't Know (8)
- No Answer (9)

Q17 How interested would you be in attending training related to using data for decision making?

- Not Interested (1)
- Somewhat Interested (2)
- Very Interested (3)
- Extremely Interested (4)
- Don't Know (8)
- No Answer (9)

Q18 How interested would you be in attending training related to using basic quality improvement tools to improve performance? [Basic Quality Improvement Tools include flow charts, Plan-Do-Study-Act cycles, check sheets, cause and effect diagrams.]

- Not Interested (1)
- Somewhat Interested (2)
- Very Interested (3)
- Extremely Interested (4)
- Don't Know (8)
- No Answer (9)

Q19 Thinking back over the past year, how often has the leadership of your local hospital talked with your agency, outside of the contact made during an EMS call/run?

- Never (1)
- Occasionally/Annually (2)
- Quarterly (3)
- Monthly or more often (such as Weekly) (4)
- Don't Know (8)
- No Answer (9)

Q20 We are interested in what resources, if any, that your agency shares, formally or informally with your local hospital. For example, does your agency share office space or other physical resources?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

Q21 How about office equipment?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

Q22 Does your agency share staff?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

Q23 How about shared leadership?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)



Q24 Are there any other shared resources that you can think of?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

If Yes is Not Selected – Skip to Q15.

Q24a What are those resources?

Q25 On what type of projects or activities has your agency partnered with or collaborated with your local hospital?

Q26 Over the past year, has your agency participated in a regional preparedness coalition meeting or activity, or received information about the coalition from a representative?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

Q27 Over the past year, has your agency participated in a regional trauma council meeting or activity?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

Q28 Is the physician serving as your agency's medical adviser or director affiliated with your local hospital?

- Yes (1)
- No (2)
- Don't Know (8)
- No Answer (9)

Q29 Thinking back over the past year, how often has your EMS medical adviser or medical director met with you or your agency to review cases and/or discuss medical protocols?

- Never (1)
- Occasionally/Annually (2)
- Quarterly (3)
- Monthly or more often (such as Weekly) (4)
- Don't Know (8)
- No Answer (9)

Q30 On a scale from 1 to 5 with 1 being low and 5 being high, how would you rate your level of satisfaction with your agency's working relationship with the hospital in your area?

- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- Don't Know (8)
- No Answer (9)

Q31 In what ways would you like to see your agency's relationship with the local hospital improved?

Q32 Over the past year, how often have you (or your agency) assessed your attendants' working knowledge of your agency's protocols?

- Never (1)
- Occasionally/Annually (2)
- Quarterly (3)
- Monthly or more often (such as Weekly) (4)
- Don't Know (8)
- No Answer (9)

Q33 Thinking back over the past year, how often have you (or your agency) assessed your attendants' skill's performance?

- Never (1)
- Occasionally/Annually (2)
- Quarterly (3)
- Monthly or more often (such as Weekly) (4)
- Don't Know (8)
- No Answer (9)

Q34 Finally, how does your agency support continuing education for your attendants?[Please select all that apply.]

- Continuing Education is offered in-house (1)
- The agency reimburses for continuing education offered by vendors (2)
- Attendees are responsible for their own continuing education (3)
- Don't Know (8)
- No Answer (8)