

2018 Survey of SC EMS Agencies



SC EMS Association

Prepared by the South Carolina Office for
Healthcare Workforce

In Partnerships with the SC EMS
Association

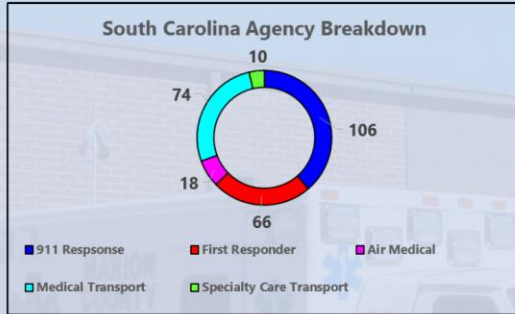
Who I am and Who We Are

- The purpose of this organization shall be to study, discuss and recommend improvements in Emergency Medical Services; to investigate and provide means for the exchange of ideas and experiences between Emergency Medical Service directors; managers, administrators, executives, technicians, physicians and educators of which shall be all inclusive; to promote and encourage education of emergency medical technicians and directors of emergency medical services; to collect, analyze, and distribute information about emergency medical services; to promote the improvement of patient care; to cooperate with other organizations and to effect more efficient administration of emergency medical services in the State of South Carolina.
- Our organization is currently going through some exciting changes!
 - Trying hard to be better story tellers

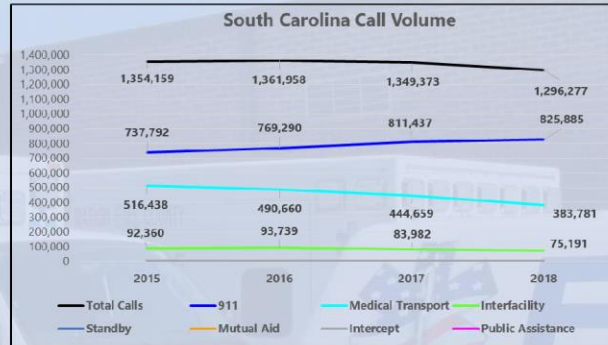


South Carolina EMS System at a Glance

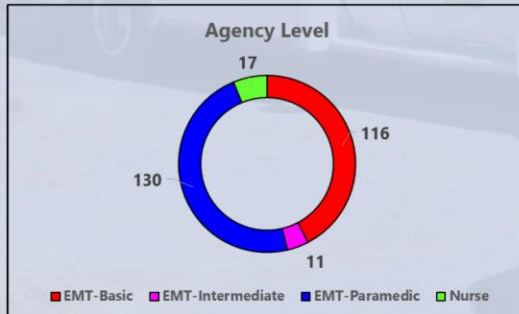
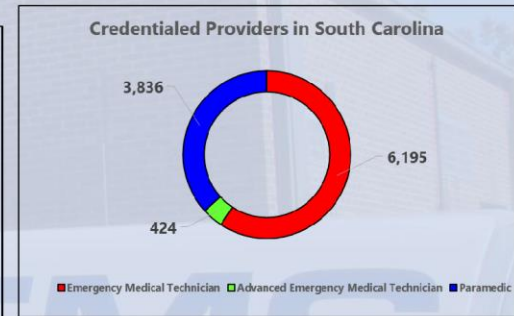
Demographics



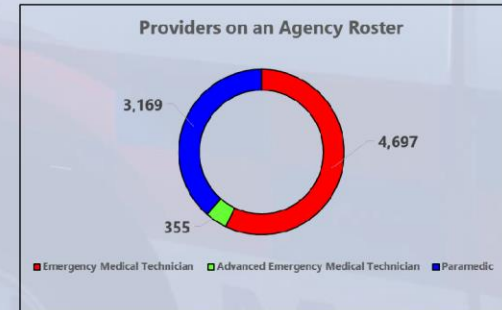
Call Volume



Providers



	2015	2016	2017	2018
Total Calls	1,354,159	1,361,958	1,349,373	1,296,277
911	737,792	769,290	811,437	825,885
Medical Transport	516,438	490,660	444,659	383,781
Interfacility	92,360	93,739	83,982	75,191
Standby	4,480	5,441	5,860	6,592
Mutual Aid	2,039	1,496	1,945	1,503
Intercept	1,050	1,332	764	767
Public Assistance				2,558



The fateful association meeting....

EMS Education
Survey



EMS Workforce
Survey



EMS Workforce Study

The Demand for EMS Personnel in South Carolina



December, 2018

South Carolina EMS Association

South Carolina Office for Healthcare Workforce

A Collaborative Effort

- SC EMS Association the SC Office for Healthcare Workforce, and SC DHEC
 - Sent introductory letters and emails to 268 agencies
 - 251 agencies were contacted successfully
 - 131 completed a questionnaire = 52% response rate

Responding Agencies – Service Location

EMS Regions	Count	Percent of Total
Upstate only	41	31.3%
Midlands only	28	21.4%
Pee Dee only	28	21.4%
Low Country only	24	18.3%
Upstate and Midlands	2	1.5%
Midlands and Pee Dee	3	2.3%
Pee Dee and Low Country	1	0.8%
State-wide (all regions)	2	1.5%
Region not reported	2	1.5%
Total Agencies:	131	100%

Responding Agencies – Call Volume

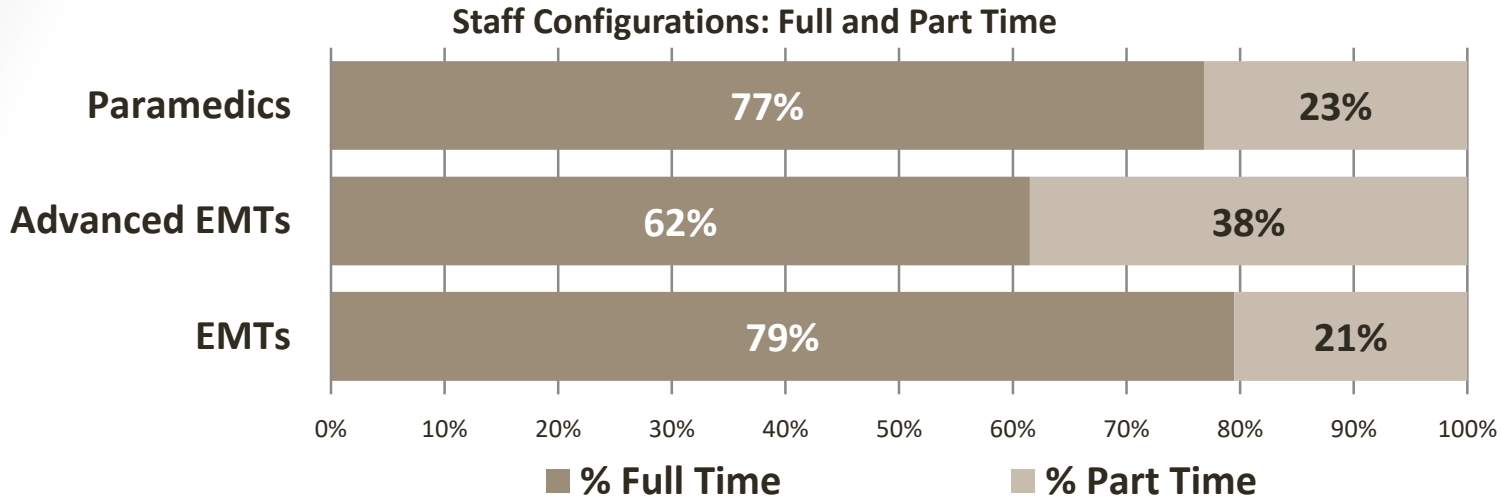


Annual Call Volume:	Count	Percent of Total
1 - 14,999	104	79%
15,000 - 29,999	20	15%
30,000 - 44,999	2	2%
45,000 +	3	2%
Volume not reported	2	2%
Total Agencies:	131	100%

Responding Agencies – Staff Mix

	Count	Percent of Total
EMTs and Paramedics	41	31%
EMTs, AEMTs and Medics	40	31%
Basic EMTs only	25	19%
Paramedics only	8	6%
EMTs and AEMTs	1	1%
AEMTs and Medics	1	1%
Staff Mix not reported	15	11%
Total Agencies:	131	100%

Responding Agencies Staffing Statistics

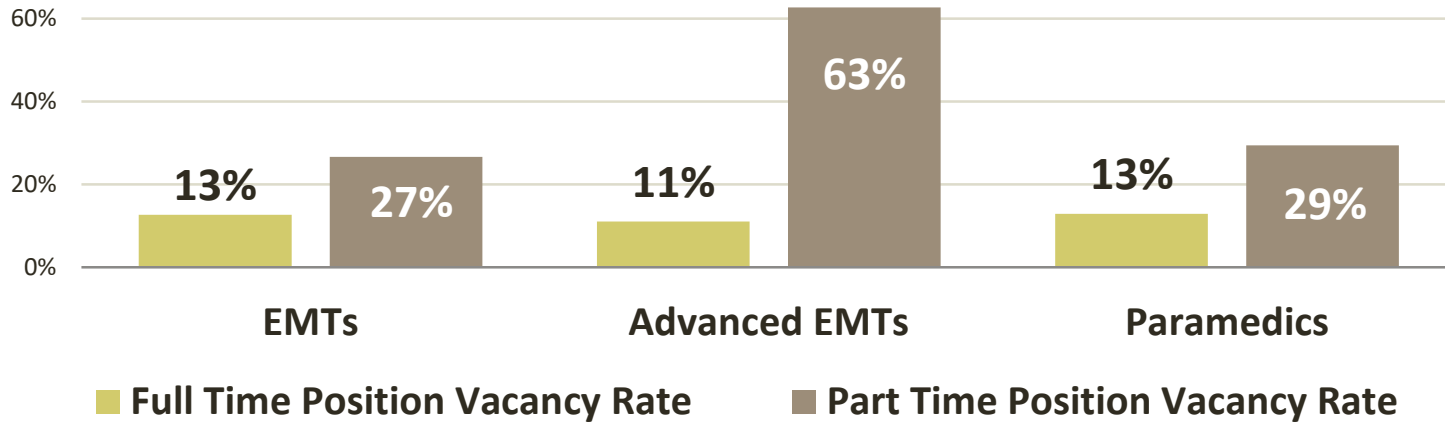


Budgeted Positions Reported:

	Full Time Positions	Part Time Positions	Total Budgeted	# of agencies
EMTs	2,251	581	2,832	116
AEMTs	163	102	265	116
Paramedics	1,656	500	2,156	116

Responding Agencies Staffing Statistics

Statewide Position Vacancy Rates for EMT Personnel

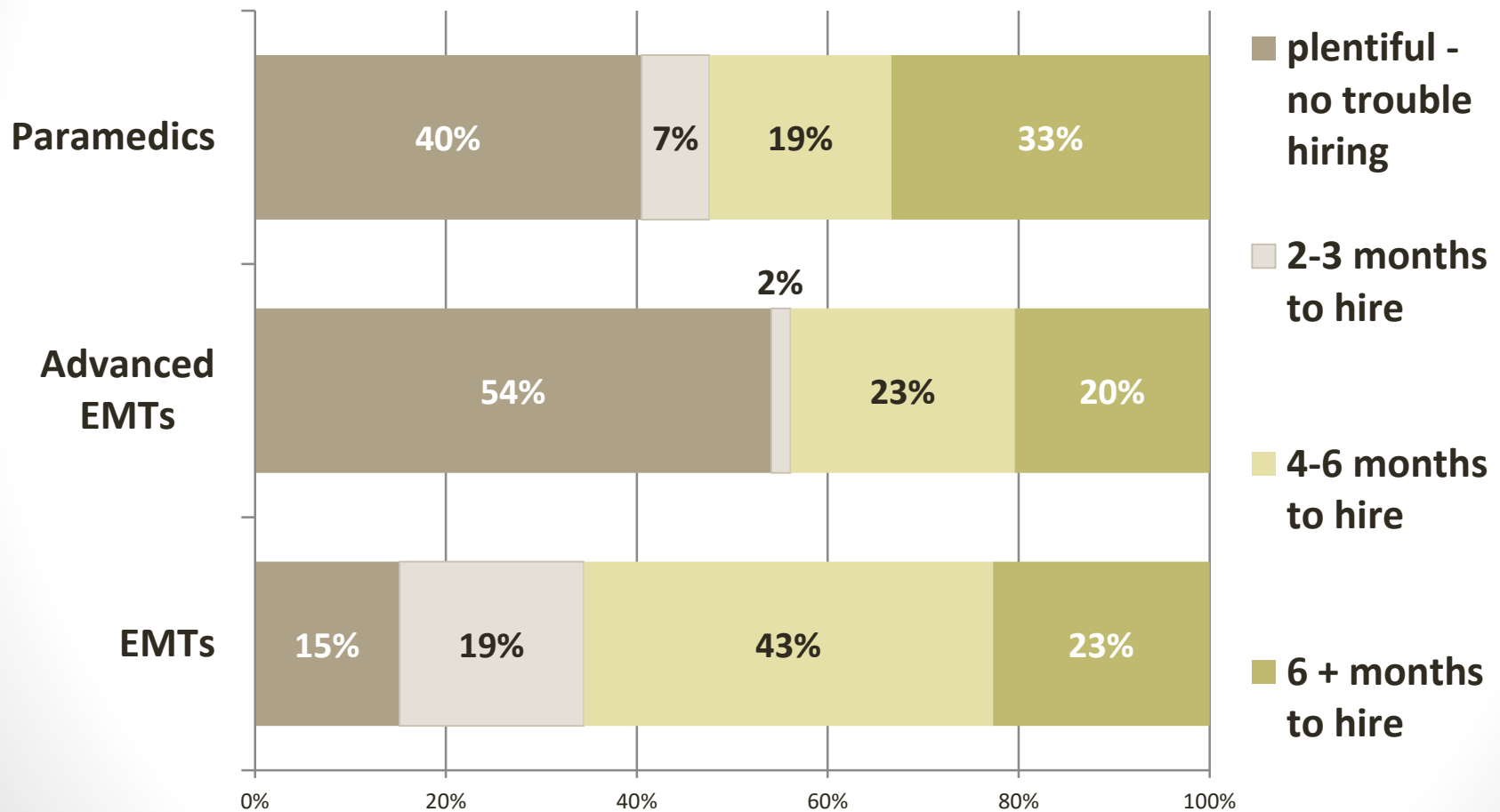


Count of Budgeted and Vacant Positions Reported:

	Full Time Budgeted	Full Time Vacant	Part Time Budgeted	Part Time Vacant
EMTS	2,251	285	581	155
AEMTs	163	18	102	64
Paramedics	1,656	213	500	147

Employer Perceptions of the EMT/Paramedic Labor Market

Percent of agencies saying hiring was easy or difficult for different personnel types



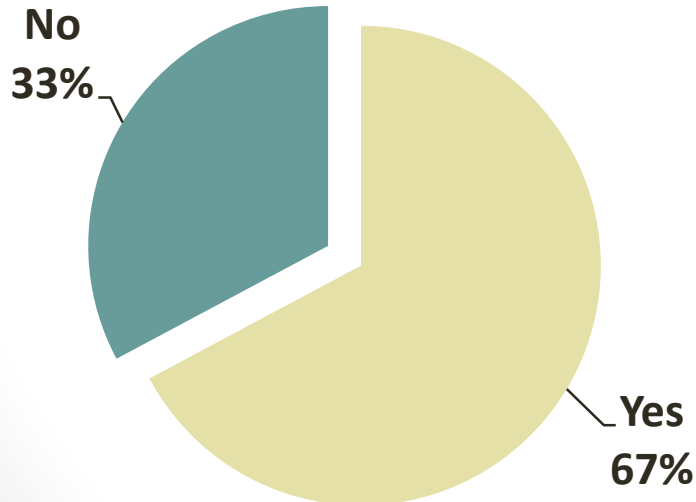
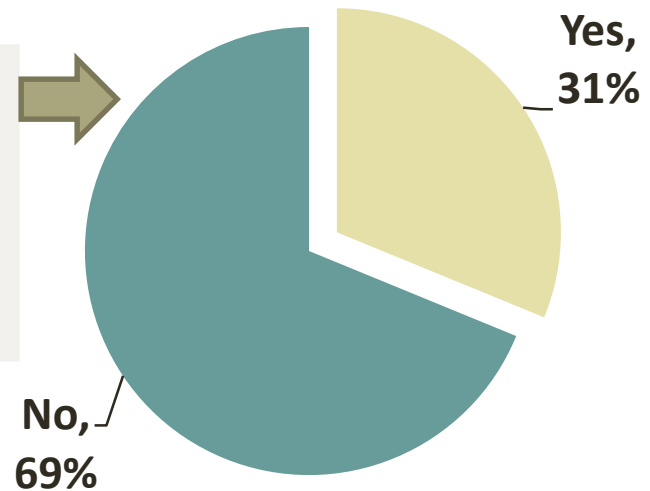
Changes in Street Staffing

Respondent Street Staffing Levels	EMTs	Advanced EMTs	Paramedics
Street staffing last year	1,340	142	1,083
Street staffing levels today	1,560	176	1,176
Optimal street staffing	1,906	247	1,452
Increase from last year	+ 220	+ 34	+ 93
Current staffing levels from optimal	- 346	- 71	- 276

Do you expect any changes in your agency's level of street staffing over the next 2 years?		
No changes expected	38	30%
Yes - we expect to increase staffing	84	67%
Yes - we expect to decrease staffing	3	2%

Recruitment & Retention Efforts

Does your agency have an active recruitment and retention committee/group that recommends actions or policies to improve recruitment and/or retention of EMS personnel?



Does your agency conduct exit interviews in order to identify potential system issues affecting retention of EMS personnel?

Is there a shortage in the making?

Based on the fact that **67% of responding agencies would like to increase their street staffing levels** within the next two years,

And

- **66%** of responding agencies said it takes 4 months or more to hire **EMTs**
- **52%** said it takes 4 months or more to hire **Paramedics**
- **43%** said it takes 4 months or more to hire **Advanced EMTs**

**There may be a general shortage brewing –
at least in some geographic areas.**

What do you think are the biggest factors contributing to EMT/Paramedic staff turnover?

Other-professions-more-attractive



42% - Pay

10% - Long hours

7% - Other professions more attractive

6% - No career ladder/options for advancement

What's Next?

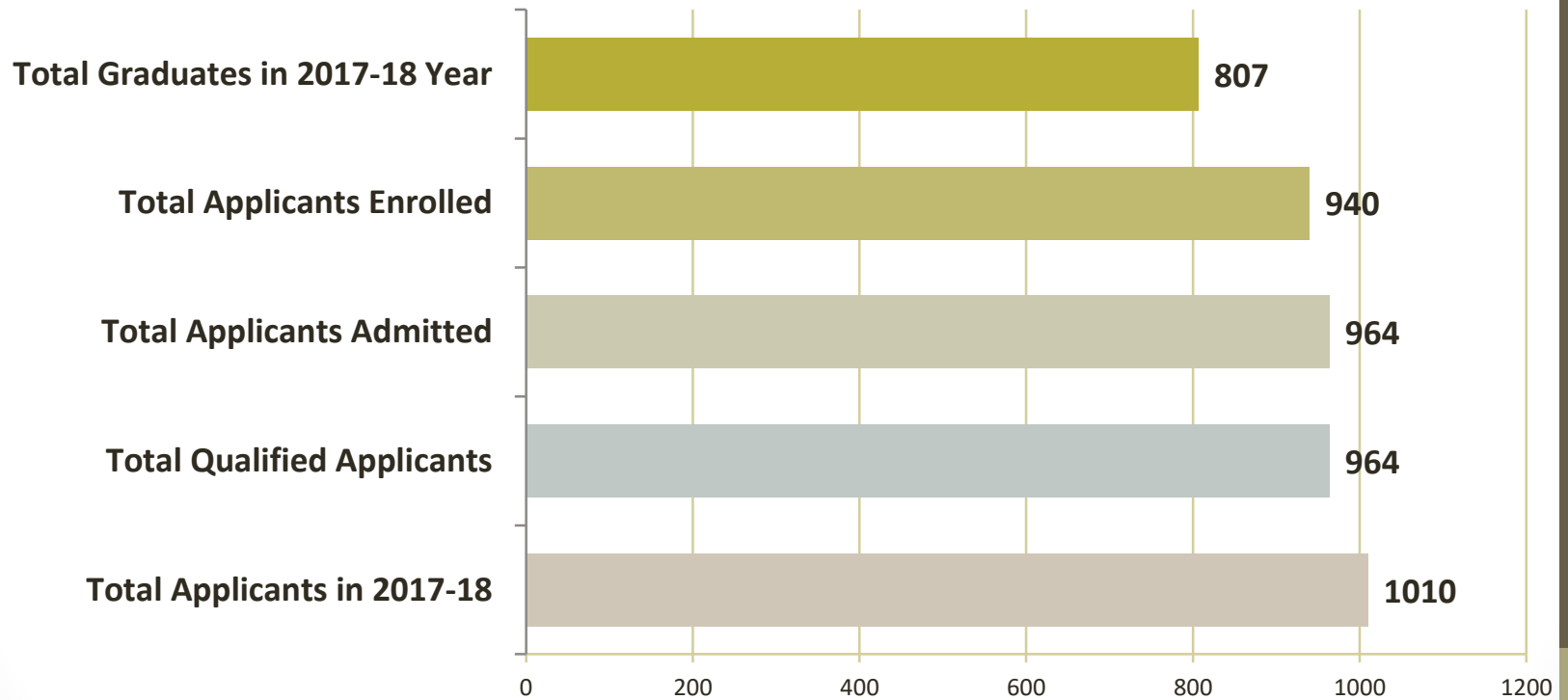
- Partners will continue to analyze the data received through the survey to learn how these patterns might differ:
 - In different regions of the state
 - By agency size
 - By other agency characteristics
 - Annual or bi-annual process to identify trends

EMS Education Survey

- The EMS Education Survey is a study on all 15 institutions and regional EMS training centers in the state that prepare students to take the national EMS certification exams for:
 - Emergency Medical Technician
 - Advanced Emergency Technician
 - Paramedic
- The SCEMSA received a 100% response rate for the survey
- Survey focused on academic year Aug 1, 2017-July 31, 2018

Basic EMT Programs

Basic EMT Student Counts - 2017-18 Academic Year

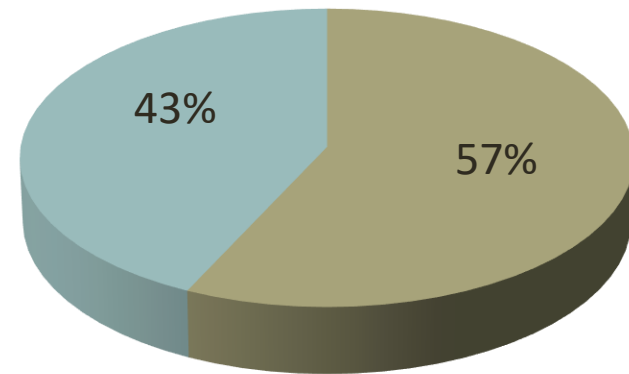


Basic EMT Programs

- Only 1 program had more qualified applicants than they could accept during the year.
- No Basic EMT program cancelled classes due to low enrollment, but several programs had a very small # of students

Enrollment Change

■ Expand ■ No Change



8 of the 14 programs would like to expand their enrollments in the next 2 years.

Basic EMT Programs

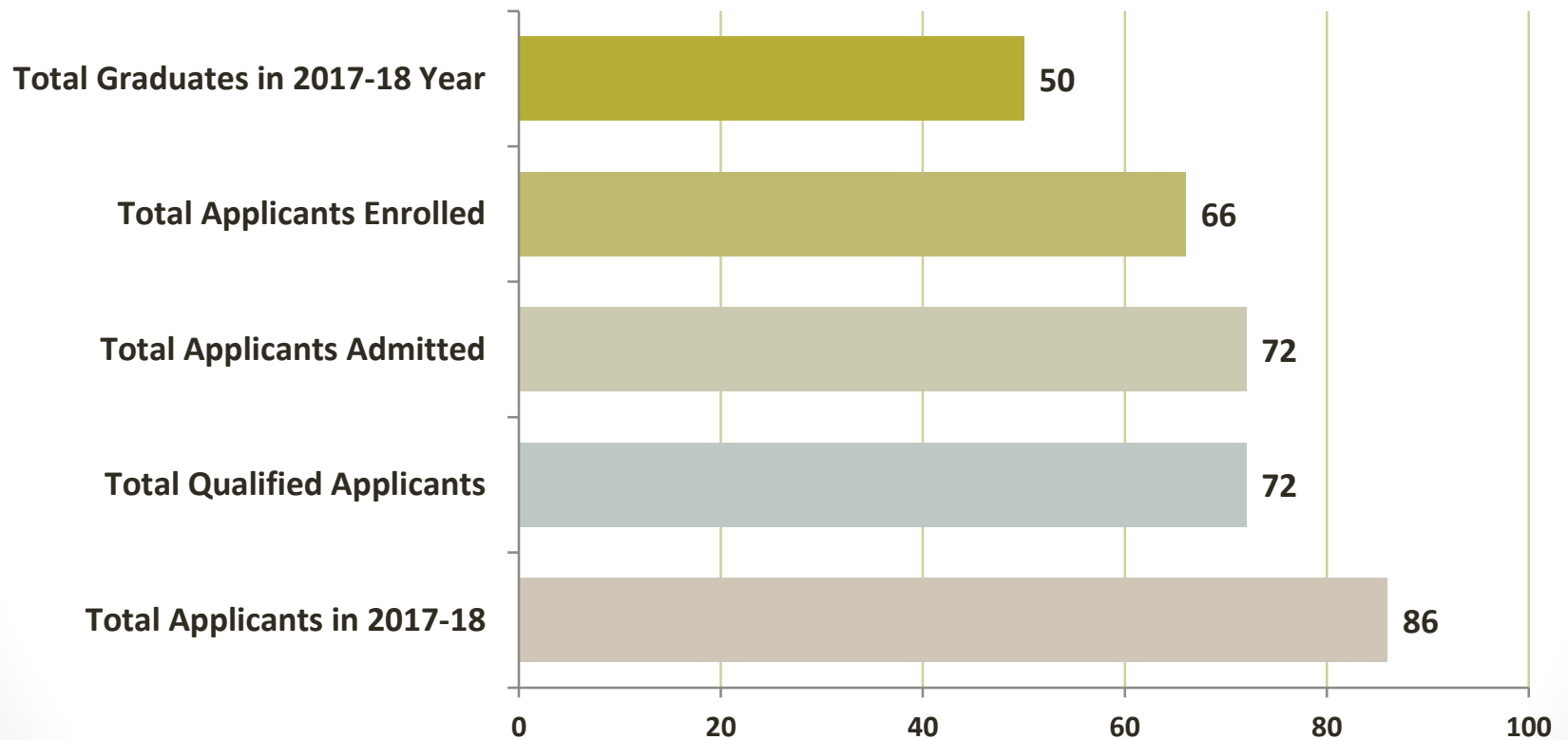
Program Directors estimated the percentage of their Basic EMT graduates who plan to provide direct patient care in a first responder or patient transport role after graduation.

Across all program types, Directors estimated that about 71% of their graduates would go into direct patient care roles.

That equates to approximately 573 out of their 807 graduates.

Advanced EMT Programs

Advanced EMT Student Counts - 2017-18 Academic Year



Advanced EMT Programs

- 4 certificate programs
 - 2 in technical colleges
 - 2 in regional training centers
- 1 Associates Degree program

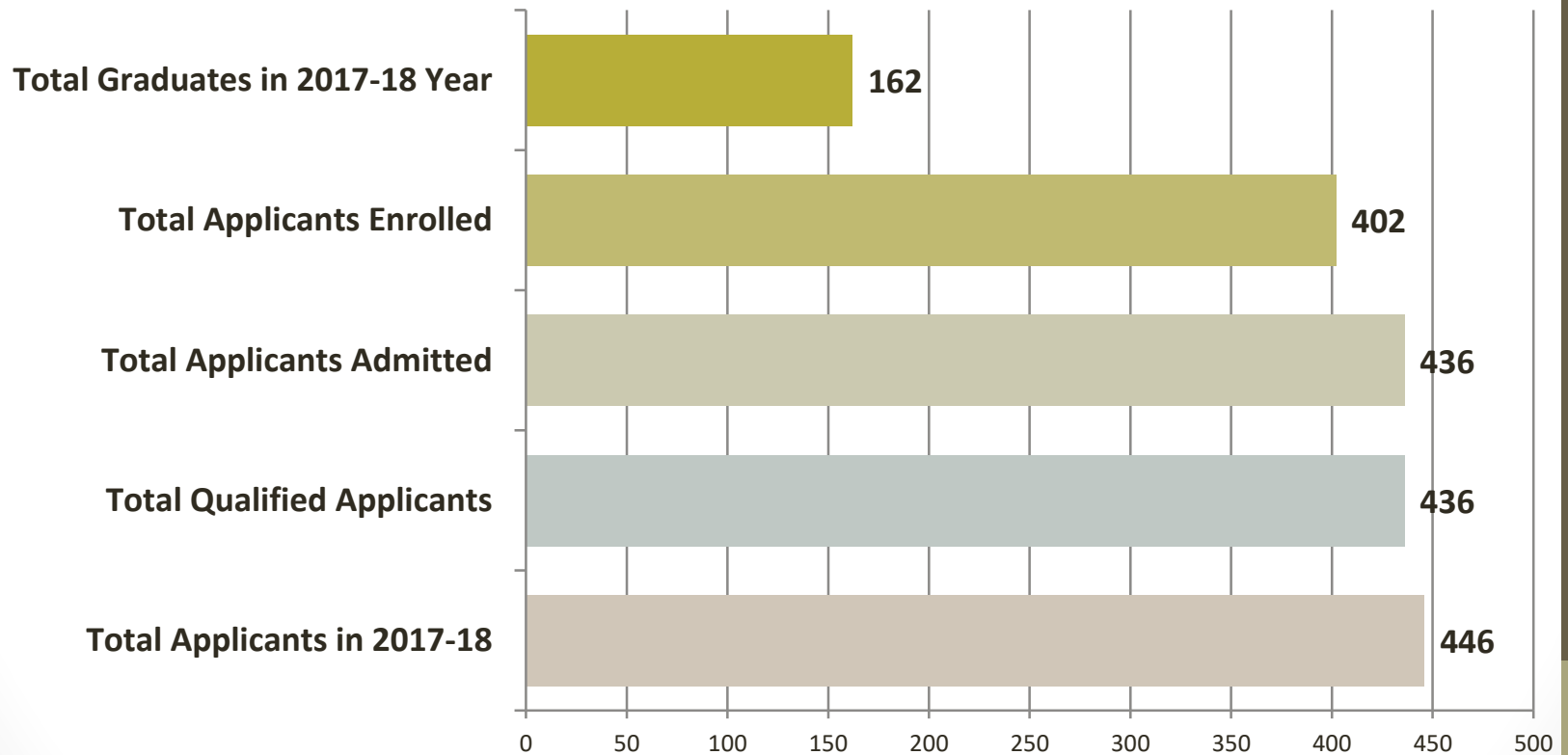
- Future enrollment plans:
 - 2 programs will take fewer students
 - 3 programs plan to expand enrollment

Advanced EMT Programs

- Program Directors estimated the percentage of their Advanced EMT graduates who plan to provide direct patient care in a first responder or patient transport role after graduation.
- Across all program types, Directors estimated that about 72% of their graduates would go into direct patient care roles.
- That equates to approximately 40 out of their 50 graduates.

Paramedic Programs

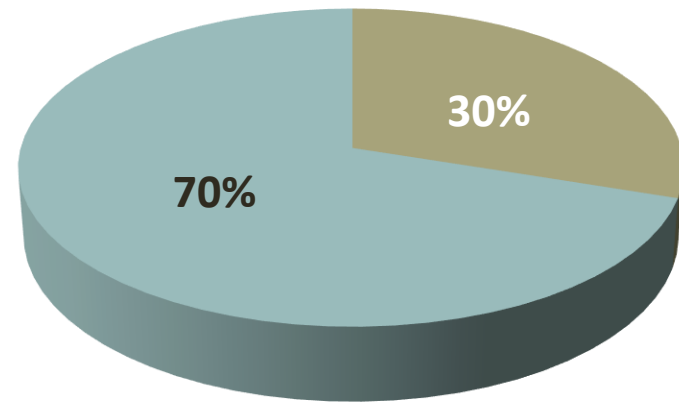
Paramedic Students Counts 2017-18 Academic Year



Paramedic Programs

- 6 certificate programs
 - 4 in regional training centers
 - 2 in technical colleges
- 4 Associates Degree programs in technical colleges

Enrollment Plans



■ Expand ■ No Change

EMS Program Faculty

- All programs had a Program Director in place at the time of the survey
 - One program was searching for a full-time Program Director.
- 81% of lead instructor positions were part-time positions at the time of the survey.
 - There was a 25% vacancy rate for full-time positions for lead instructors at the time of the survey.
 - The vacancy rate for part-time lead instructors was 9%.
- 77% of the skills instructors positions filled at the time of the survey were part-time positions.
 - there was a 9% vacancy rate for part-time skills instructors at the time of the survey.

EMS Program Resource Needs

Programs were asked whether their current program budget was sufficient to support their need for instructors, equipment and support personnel.

	Yes	No	% said Yes
Lead Instructors	13	2	86.7%
Skills instructors	13	2	86.7%
Administrative support	9	6	60.0%
Equipment	13	2	86.7%

Asked to describe how they would spend any additional budget dollars:

- 73% need more or newer equipment. Several specified a need for newer or more sophisticated simulator equipment.
- 47% would hire more faculty or instructors, clerical support or clinical coordinators.
- 20% expressed a desire to subsidize the cost of EMS education for students.
- 13% would use additional funds to expand their programs.
- 13% would use additional funds for student recruitment efforts.

Education results summary

- In 2017-18 SC programs graduated:
 - 807 Basic EMTs
 - 50 Advanced EMTs
 - 162 Paramedics
- Only about 72% of Basic and Advanced EMT students plan to work in patient transport after graduation
- All but 1 program accepted every qualified applicant in the 2017-18 academic year
- Our applicant pool is not exceeding our faculty capacity, which would increase competition for admission and possibly improve our retention rates after graduation

SCEMSA Legislative Efforts

- Successful Legislative breakfast (just completed second annual event)
 - Contract lobbyist – no executive director
- In an effort to raise awareness about EMS, we have met with both the Governor and Lieutenant Governor and continue to schedule additional engagements to meet.
- The SC EMS Association attends numerous subcommittee meetings and hearings to testify on behalf of EMS.
- National efforts as well
 - Supporting and Improving Rural EMS Needs (SIREN) Law
 - funding for FY 2020 - \$30 Million
 - Assault on Healthcare Workers

SCEMSA Efforts around Workforce

- Trying to unite the base.
- Add value to all members (we're an inclusive bunch).
 - Showed tremendous benefit to several members
- Make it easier for the majority of membership to attend more face-to-face meetings.
- Allow for members to engage with the associations efforts through committee work.
 - Health, Safety & Wellness
 - Education & Certification
 - Data & Research
 - Workforce Planning & Development
 - Legislative
 - Membership

SCEMSA Unified Approach

- Committees are approaching this through their respective scopes.
- Continuing work with our partners like SCDHEC, SCORH, SCOHWF, SCFFA, SCHA, SCSA and many others – especially those who may not have worked with EMS before in the state.
- Focused on identifying best practices surrounding recruitment and retention then finding out what will work best in SC.
 - Department of Corrections
 - Manufacturing
- Partnering with SCDHEC on revising the SC EMS plan based on our findings.

What are we missing?

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