

## Spring 2017 Paramedic Employer Survey Results

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### **Purpose of Brief**

The purpose of this brief is to analyze the results of the paramedic employer survey completed by 18 respondents in 2016-2017.

### **Summary of Findings**

- 72% of respondents indicated they hired a CHC graduate within the last year.
- 100% of respondents agreed or strongly agreed with the following statements regarding paramedic clinical proficiency:
  - Crafton Hills College Paramedic graduates effectively perform a broad range of clinical skills.
  - Crafton Hills College Paramedic graduates are able to perform approved procedures.
- 100% of respondents agreed or strongly agreed with the following statements regarding paramedic behavior skills:
  - Crafton Hills College Paramedic graduates conduct themselves in an ethical manner.
  - Crafton Hills College Paramedic graduates function effectively as a member of the healthcare/EMS team.
- 100% of the comments provided in regards to perceived strengths of the program, expressed satisfaction with the quality of graduates. As an illustration, one respondent made the following comment: "Graduates from CHC have demonstrated a strong knowledge base along with above competent level skills performance."

### **Overview**

The objective of the Crafton Hills College (CHC) Paramedic program is to train students to perform advanced life support in the pre-hospital setting, and prepare students to take the National Registry examinations necessary for state licensure. The purpose of this brief is to analyze the results of the paramedic employer survey completed by 18 respondents in fall 2016 and spring 2017.

### **Methodology**

The Office of Institutional Effectiveness, Research and Planning (OIERP) in collaboration with paramedic faculty developed an online survey to administer to employers of graduates from the Paramedic program. The survey link was provided via email to local employers identified by the CHC Paramedic program director. The first question on the survey was an open-response question, which prompted respondents to enter their first and last name. Question 2 asked respondents whether they hired a CHC graduate in the past 12 months. Only respondents who hired a CHC graduate in the past 12 months continued the survey. These respondents were prompted to rate their level of agreement with 7 statements regarding the perceived paramedic knowledge base graduates demonstrated, with 4 statements regarding the perceived paramedic clinical proficiency demonstrated by graduates, and with 8 statements regarding the perceived paramedic behavior skills demonstrated by graduates. The following 4-point Likert-scale was utilized: 4=Strongly Agree, 3=Agree, 2=Disagree, and 1=Strongly Disagree. Question 6 allowed respondents to comment on the overall quality of the CHC Paramedic program's graduates. Question 7 asked respondents to identify and share which qualities or skills they expected of graduates upon employment that they did not possess. Question 8 prompted respondents to provide comments and suggestions to help better prepare future graduates from the CHC program. Question 9 prompted respondents to identify the strengths of the graduate(s) of the program. Finally, to organize feedback received, comments/suggestions were categorized by topic. A limitation to grouping any open-ended responses into categories is that other researchers may group them differently.

## Findings

Tables 1 through 8 illustrate the results of the findings from the paramedic employer survey in fall 2016 and spring 2017.

Table 1 illustrates respondent's answers to whether they hired a CHC graduate within the past 12 months. Seventy-two percent of respondents indicated they hired a CHC graduate within the last year.

**Table 1. CHC graduates hired in the past 12 months.**

Have you hired a CHC graduate within the last year?	Yes	%	No	%
		13	72.2	5

Table 2 illustrates respondents' levels of agreement with statements regarding perceived paramedic knowledge base demonstrated by graduates. One-hundred percent of respondents agreed or strongly agreed with all 7 statements regarding paramedic knowledge base demonstrated by CHC's Paramedic program graduates.

**Table 2. Respondent's level of agreement with statements regarding paramedic knowledge base.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
CHC Paramedic graduates have the EMS knowledge necessary to function in a healthcare/EMS environment.	9	69.2	4	30.8	0	0.0	0	0.0	13
CHC Paramedic graduates have the general medical knowledge necessary to function in a healthcare/EMS environment.	7	53.8	6	46.2	0	0.0	0	0.0	13
CHC Paramedic graduates are able to collect relevant information from patients.	7	53.8	6	46.2	0	0.0	0	0.0	13
CHC Paramedic graduates are able to evaluate relevant patient information.	7	53.8	6	46.2	0	0.0	0	0.0	13
CHC Paramedic graduates have the ability to rapidly assess patient acuity.	6	46.2	7	53.8	0	0.0	0	0.0	13
CHC Paramedic graduates are able to formulate an appropriate treatment plan.	6	46.2	7	53.8	0	0.0	0	0.0	13
CHC Paramedic graduates use sound judgment while functioning in a healthcare/EMS environment.	6	46.2	7	53.8	0	0.0	0	0.0	13

Note: Respondents who did not hire CHC graduate(s) within the past 12 months were excluded from this table.

Table 3 demonstrates respondent's level of agreement with statements regarding perceived paramedic clinical proficiency base demonstrated by graduates. One-hundred percent of respondents agreed or strongly agreed with the following statements regarding paramedic clinical proficiency:

- Crafton Hills College Paramedic graduates effectively perform a broad range of clinical skills.
- Crafton Hills College Paramedic graduates are able to perform approved procedures.

**Table 3. Respondent's level of agreement with statements regarding paramedic clinical proficiency.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
CHC Paramedic graduates effectively perform a broad range of clinical skills.	7	53.8	6	46.2	0	0.0	0	0.0	13
CHC Paramedic graduates are able to perform approved procedures.	6	46.2	7	53.8	0	0.0	0	0.0	13
CHC Paramedic graduates possess the skills to perform thorough patient assessments.	4	30.8	8	61.5	0	0.0	1	7.7	13
CHC Paramedic graduates are able to interpret diagnostic information.	4	30.8	8	61.5	0	0.0	1	7.7	13

Note: Respondents who did not hire CHC graduate(s) within the past 12 months were excluded from this table.

Table 4 illustrates respondent's level of agreement with statements regarding perceived paramedic behavior skills demonstrated by graduates. One-hundred percent of respondents agreed or strongly agreed with the following statements regarding paramedic behavior skills:

- Crafton Hills College Paramedic graduates conduct themselves in an ethical manner.
- Crafton Hills College Paramedic graduates function effectively as a member of the healthcare/EMS team.

Additionally, 92% of respondents agreed or strongly agreed CHC Paramedic graduates communicate effectively as a paramedic, conduct themselves in a professional manner, and contribute to a positive work environment.

**Table 4. Respondent's level of agreement with statements regarding paramedic behavior skills.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
CHC Paramedic graduates conduct themselves in an ethical manner.	6	46.2	7	53.8	0	0.0	0	0.0	13
CHC Paramedic graduates function effectively as a member of the healthcare/EMS team.	6	46.2	7	53.8	0	0.0	0	0.0	13
CHC Paramedic graduates communicate effectively as a Paramedic.	3	23.1	9	69.2	0	0.0	1	7.7	13
CHC Paramedic graduates conduct themselves in a professional manner.	6	46.2	6	46.2	1	7.7	0	0.0	13
CHC Paramedic graduates contribute to a positive work environment.	4	30.8	8	61.5	1	7.7	0	0.0	13
CHC Paramedic graduates accept supervision and feedback and work effectively with supervisory personnel.	4	30.8	7	53.8	2	15.4	0	0.0	13
CHC Paramedic graduates are self-directed and responsible for their actions.	2	15.4	9	69.2	1	7.7	1	7.7	13
CHC Paramedic graduates arrive to work prepared and on time.	4	30.8	7	53.8	2	15.4	0	0.0	13

Note: Respondents who did not hire CHC graduate(s) within the past 12 months were excluded from this table.

Table 5 includes comments provided by 13 (100%) respondents, in regards to the perceived overall quality of CHC's Paramedic program graduates. The most frequent comments indicated the overall quality of graduates as good or above average. As an illustration, one respondent made the following comment: "The overall quality of Crafton graduates is good. They are knowledgeable in their skills and patient treatments."

**Table 5. Open-ended responses regarding the perceived overall quality of CHC's Paramedic program graduates.**

<b>Good or above average quality (n=12)</b>
Above Average
CHC graduates are generally superior to other candidates that I interview. They have knowledge of the EMS system, and are ready to function when hired for a position.
Crafton produces quality paramedics that are generally ready for basic level fieldwork.
Good
Good quality. Sometimes have to deal with generational issues in fire station and at times lack of communication skills especially with rank structure on scene of calls.
I would say that the overall quality of Crafton graduates is better than the rest of the programs in the area. Most Crafton students seem to be more well rounded than their peers.
Our agency is very pleased with them
Overall, Crafton paramedic graduates are prepared well for movement into the field whether private or public.
Rating of good, I believe that most graduates from CHC are well prepared for work force recruitment.
The overall quality of Crafton graduates is good. They are knowledgeable in their skills and patient treatments.
The overall quality of the program's graduates is good
The paramedic students are well prepared to enter the EMS work force and integrate well into our system.
<b>Room for improvement (n=1)</b>
Always room for improvement. Not all students are the same. Some are better educated in the field then others.

*Note: Respondents who did not hire CHC graduate(s) within the past 12 months were excluded from this table.*

Table 6 illustrates comments provided by 9 (69%) respondents, in regards to qualities or skills expected of graduates upon employment, that they did not possess. The most frequent comments included specific skills/qualities to improve upon. As an illustration, one respondent made the following comment: “Their overall bedside manner and understanding of human interaction could use some focus. Graduates need to understand that their behavior on scenes is important.”

**Table 6. Open-ended responses regarding qualities or skills expected of graduates upon employment.**

<b>Skills/qualities to improve (n=8)</b>
Assessment skills, with overall confidence in themselves.
CHC graduates still entry the work force with weak leadership qualities. Furthermore, candidates have now become more reliant on technology and overlook traditional patient assessment methods.
How to communicate better with elderly, documentation and how to dress professionally.
It seems that assessment skills and scene delegation could be improved
Most new employees, not just CHC graduates, have shortcomings in "bedside manner," and in documentation on patient care reports.
Small things like no sunglasses during patient care, calling elderly by their first name, etc.
Their overall bedside manner and understanding of human interaction could use some focus. Graduates need to understand that their behavior on scenes is important.
This is difficult to answer as I believe that some individuals may be very well trained however lack character traits we would desire such as the ability to work hard with little to no supervision.
<b>Possess skills/qualities expected (n=1)</b>
I believe the students are trained to a competent level and are prepared to continue on the path to exceptional paramedics.

*Note: Respondents who did not hire CHC graduate(s) within the past 12 months were excluded from this table.*

Table 7 includes comments provided by 10 (77%) respondents, in regards to providing comments and suggestions that would help better prepare future graduates of CHC's Paramedic program. The most frequent comments included specialized career skills to improve upon. As an illustration, one respondent made the following comment: "Please spend some specific time with students on how to properly document and complete a PCR according to industry standards."

**Table 7. Comments and/or suggestions provided by respondents to help better prepare future graduates.**

<b>Specialized career skills (n=5)</b>
1. Please spend some specific time with students on how to properly document and complete a PCR according to industry standards.
Lastly, documentation for some has been weak or not viewed as important.
Integrate basic Image Trend training for EPCR program within the County
It appears that paramedics need more field experience prior to entering PM school. This would give them a broader base to work from and improve assessment and delegation skills.
Minimum 30 shifts, or split fire and ambulance time. 25 is not enough to get the assessments down and even all required skills.
<b>Professional experience/customer service skills (n=4)</b>
2. Provide instruction on how to be kind and compassionate to patients and family members.
I believe a portion of the program should be devoted to behavioral expectations of someone who is going to respond to the aid of others. Caring, compassion, and kindness should be the focus.
I believe to better prepare students whom wish to provide great patient care should have better work and life experience. CHC should consider reevaluating entrance requirements that evaluate quality work experience, leadership experience, and some sort of customer service evaluation.
I don't know if I am just getting old but several interns and graduates refer to elderly by first name which was quickly corrected. The other issue is the uniforms with several wearing hats unprofessionally along with wearing sunglasses when doing patient assessments.
<b>Expressed satisfaction (n=2)</b>
I feel that Crafton students are well prepared.
They are receptive but to understand that feedback is not always negative and it is necessary to improve. Overall, I am very pleased with students.
<b>Miscellaneous (n=1)</b>
The only concern we had was the graduates understanding to take initiative for himself including renewing cards and certifications. These concerns could be a personality and not a reflection on the program.

Note: Respondents who did not hire CHC graduate(s) within the past 12 months were excluded from this table.

Table 8 illustrates comments provided by 10 (77%) respondents, in regards to perceived strengths of the graduate(s) of CHC’s Paramedic program. One-hundred percent of the comments provided, expressed satisfaction with the quality of graduates of this program. As an illustration, one respondent made the following comment: “Graduates from CHC have demonstrated a strong knowledge base along with above competent level skills performance.”

**Table 8. Comments provided by respondents in regards to the perceived strengths of program graduate(s).**

Crafton graduates are confident, patient focused caregivers. Crafton grads tend to complete their training faster once hired.
General ems knowledge is superior to other students.
Graduates from CHC have demonstrated a strong knowledge base along with above competent level skills performance.
Graduates consistently possess strong medical knowledge and appropriate treatment decisions for patients.
The graduates receive a well-rounded education and are able to work well with other EMS providers, the public they serve, and hospital personnel.
The medical knowledge and skills are excellent in the graduates.
The program has very experienced staff and has been putting out paramedics for many, many years. Experience and knowledge is what has made the program one of the best around!
They do well with patient assessments and are ready to function upon graduation.
Very professional, good work ethic and good baseline medical knowledge.
Your program has provided great paramedics from the program. All issues encountered were fixed by small tweaks. Keep up the great work.

*Note: Respondents who did not hire CHC graduate(s) within the past 12 months were excluded from this table.*