



Spring 2012 Employer Survey of CHC Paramedic Program Graduates

Overview: The primary goal of the Crafton Hills College (CHC) Emergency Medical Technician (EMT) program is to prepare each student to function as a competent Emergency Medical Services (EMS) provider. A survey was designed and administered to employers of graduates to help the program faculty determine strengths as well as areas in need of improvement in the Paramedic Program. The results of the survey are provided to help inform planning and evidence based decision making for continuous improvement of Crafton's Paramedic program.

Methodology: The online survey link was sent via email in the spring of 2012 to local employers identified by the CHC Paramedic program director, and responses were received anonymously. The recipients were asked that whenever possible, the survey be completed by the graduate's immediate supervisor. The survey contained several questions asking respondents about their hiring of CHC Paramedic graduates. Routing was used to ask only respondents who had hired a CHC Paramedic graduate in the past 12 months to rate their performance. Using a four-point scale with choices ranging from Strongly Agree to Strongly Disagree, employers were asked to rate their level of agreement with statements to gauge the graduate's Knowledge Base (Cognitive Domain), Technical Skills (Psychomotor Domain), and Behavioral Skills (Affective Domain). Next, using a five-point scale (5 = Excellent; 4 = Good; 3 = Average; 2 = Weak; 1 = Poor), respondents rated the overall skills of the CHC Paramedic graduate. Finally, respondents were given the opportunity to leave feedback, comments, and suggestions in four open-ended questions.

Summary of Findings:

- 100% of the twelve respondents had hired a CHC Paramedic graduate, of which 67% had done so in the past 12 months.
- Respondents were most likely to agree that CHC Paramedic graduates accept supervision and work effectively with supervisory personnel, function effectively as a member of the health care team, and conduct himself/herself in an ethical and professional manner (Mean = 3.57).
- Respondents were less likely to agree that CHC Paramedic graduates are able to perform approved therapeutic procedures and modalities, or effectively perform a broad range of clinical skills (Mean = 3.13).
- Overall, the respondents identified CHC Paramedic graduate's Behavioral Skills (Affective Domain) as the highest levels of skills competencies.
- 100% of the respondents agreed or strongly agreed with all statements related to CHC Paramedic Graduates Knowledge Base (Cognitive Domain) and Overall Skills.
- With the exception of 1 respondent who disagreed with the statement "the CHC Paramedic graduate arrives to work prepared and on time", respondents agreed or strongly agreed with all other Behavioral Skills (Affective Domain) statements.
- 100% of the respondents agreed or strongly agreed that the graduate's possess the skills to perform patient assessment and are able to perform and interpret diagnostic procedures.

Table 1: Employment of Crafton Hills College Paramedic graduates

	Yes		No	
	N	%	N	%
Have you ever hired a Crafton Hills College Paramedic graduate(s)?	12	100.0	0	0.0
Have you hired a Crafton Hills College paramedic graduate(s) in the past 12 months?	8	66.7	4	33.3
How many paramedics will your agency need in the coming year?				
0			2	25.0
2			1	12.5
5			1	12.5
10 limited term medics			1	12.5
12			1	12.5
20			2	25.0

Table 2 is arranged by mean score in descending order and color coded by group as follows; Behavioral Skills (Affective Domain) Technical Skills (Psychomotor Domain) Knowledge Base (Cognitive Domain).

The table is arranged by Mean score in descending order and excludes not applicable responses. The first column lists the statements, the second column (i.e. "N") shows the number of employers who responded to the item, the column entitled "Min" shows the lowest response on the scale, the column entitled "Max" shows the highest response on the scale, the column "Mean" shows the average rating, and the last column shows the standard deviation. Employers rated whether or not they agreed with the statements on a four point scale as follows:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Agree
- 4 = Strongly Agree

If the Min (i.e. lowest) score was a "3", that means that none of the employers disagreed or strongly disagreed with the statement. If the Max score was a "4", that means that at least one employer strongly agreed with the statement. As an illustration, if the mean score was 3.65, that would indicate that, on average, respondents either agreed or strongly agreed with the statement.

As illustrated in Table 2, respondents were most likely to agree that CHC Paramedic graduates accepts supervision and work effectively with supervisory personnel, function effectively as a member of the health care team, and conduct himself/herself in an ethical and professional manner (Mean = 3.57). On the contrary, respondents were less likely to agree that CHC Paramedic graduates are able to perform approved therapeutic procedures and modalities, or effectively perform a broad range of clinical skills (Mean = 3.13).

Table 2: Knowledge, technical, and behavioral skills of CHC Paramedic graduates as rated by employers arranged by Mean score in descending order.

The Crafton Hills College Paramedic Graduate:	N	Min	Max	Mean	Std. Deviation
Accepts supervision and works effectively with supervisory personnel.	7	3	4	3.57	.535
Functions effectively as a member of the health care team.	7	3	4	3.57	.535
Conducts himself/herself in an ethical and professional manner.	7	3	4	3.57	.535
Is self-directed and responsible for his/her actions.	7	3	4	3.43	.535
Communicates effectively within a health care setting.	7	3	4	3.43	.535
Is able to interpret patient data.	8	3	4	3.38	.518
Contributes to a positive environment within the department.	7	3	4	3.29	.488
Arrives to work prepared and on time.	7	2	4	3.29	.756
Is able to perform and interpret diagnostic procedures.	8	3	4	3.25	.463
Possesses the skills to perform patient assessment.	8	3	4	3.25	.463
Uses sound judgment while functioning in a health care setting.	8	3	4	3.25	.463
Is able to recommend appropriate diagnostic and therapeutic procedures.	8	3	4	3.25	.463
Is able to collect data from charts and patients.	8	3	4	3.25	.463
Has the general medical knowledge base necessary in a health care setting.	8	3	4	3.25	.463
Has the EMS knowledge necessary to function in a health care setting.	8	3	4	3.25	.463
Is able to perform approved therapeutic procedures and modalities.	8	2	4	3.13	.641
Effectively performs a broad range of clinical skills.	8	2	4	3.13	.641

Tables 3, 4, and 5 provide the information found in Table 2 broken down by response. As illustrated in Table 3, 100% of the respondents agreed or strongly agreed with all statements related to the CHC Paramedic Graduates Knowledge Base (Cognitive Domain). Although still positive, the employers were less likely overall to agree or strongly agree with statements related to the graduate's Technical Skills (Psychomotor Domain), see Table 4. Additionally, the respondents identified CHC Paramedic graduate's Behavioral Skills (Affective Domain) as the highest levels of skills competencies and with the exception of 1 respondent who disagreed with the statement "the CHC Paramedic graduate arrives to work prepared and on time", respondents agreed or strongly agreed with all other behavioral skills statements found in Table 5.

Table 3: Knowledge Base (Cognitive Domain) of CHC Paramedic graduates as rated by employers.

The Crafton Hills College Paramedic graduate(s):	Strongly Agree				Strongly Disagree				Not Applicable		
	N		%		N		%		N		%
Has the EMS knowledge necessary to function in a health care setting.	2	25.0	6	75.0	0	0.0	0	0.0	0	0.0	0
Has the general medical knowledge base necessary in a health care setting.	2	25.0	6	75.0	0	0.0	0	0.0	0	0.0	0
Is able to collect data from charts and patients.	2	25.0	6	75.0	0	0.0	0	0.0	0	0.0	0
Is able to interpret patient data.	3	37.5	5	62.5	0	0.0	0	0.0	0	0.0	0
Is able to recommend appropriate diagnostic and therapeutic procedures.	2	25.0	6	75.0	0	0.0	0	0.0	0	0.0	0
Uses sound judgment while functioning in a health care setting.	2	25.0	6	75.0	0	0.0	0	0.0	0	0.0	0

Table 4: Technical Skills (Psychomotor Domain) of CHC Paramedic graduates as rated by employers.

The Crafton Hills College Paramedic graduate(s):	Strongly Agree				Strongly Disagree				Not Applicable		
	N		%		N		%		N		%
Effectively performs a broad range of clinical skills.	2	25.0	5	62.5	1	12.5	0	0.0	0	0.0	0
Possesses the skills to perform patient assessment.	2	25.0	6	75.0	0	0.0	0	0.0	0	0.0	0
Is able to perform approved therapeutic procedures and modalities.	2	25.0	5	62.5	1	12.5	0	0.0	0	0.0	0
Is able to perform and interpret diagnostic procedures.	2	25.0	5	62.5	1	12.5	0	0.0	0	0.0	0

Table 5: Behavioral Skills (Affective Domain) of CHC Paramedic graduates as rated by employers.

The Crafton Hills College Paramedic graduate(s):	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable	
	N	%	N	%	N	%	N	%	N	%
	3	37.5	4	50.0	0	0.0	0	0.0	0	0.0
Communicates effectively within a health care setting.	3	37.5	4	50.0	0	0.0	0	0.0	0	0.0
Conducts himself/herself in an ethical and professional manner.	4	50.0	3	37.5	0	0.0	0	0.0	0	0.0
Functions effectively as a member of the health care team.	4	50.0	3	37.5	0	0.0	0	0.0	0	0.0
Accepts supervision and works effectively with supervisory personnel.	4	50.0	3	37.5	0	0.0	0	0.0	0	0.0
Is self-directed and responsible for his/her actions.	3	37.5	4	50.0	0	0.0	0	0.0	0	0.0
Arrives to work prepared and on time.	3	37.5	3	37.5	1	12.5	0	0.0	0	0.0
Contributes to a positive environment within the department.	2	25.0	5	62.5	0	0.0	0	0.0	0	0.0

When employers were asked to rate the overall skill levels demonstrated by CHC paramedic graduates that they employ, 100% of the respondents selected excellent or good for all of the statements.

Table 6: Overall Skills of CHC Paramedic graduates as rated by employers.

	Excellent		Good		Average		Weak		Poor	
	N	%	N	%	N	%	N	%	N	%
How would you rate the CHC Paramedics knowledge base?	2	25.0	6	75.0	0	0.0	0	0.0	0	0.0
How would you rate the CHC Paramedics technical skills?	3	37.5	5	62.5	0	0.0	0	0.0	0	0.0
How would you rate the CHC Paramedics professional behaviors?	3	37.5	5	62.5	0	0.0	0	0.0	0	0.0
How would you rate the CHC Paramedics "job readiness" upon graduation?	3	37.5	5	62.5	0	0.0	0	0.0	0	0.0
How do CHC Paramedics compare to other graduates?	3	37.5	5	62.5	0	0.0	0	0.0	0	0.0
Please rate the overall quality of the preparation of graduate(s) of this program:	4	33.3	8	66.7	0	0.0	0	0.0	0	0.0

Finally, employers were asked four open-ended questions to provide additional insight into the Paramedic program's preparation of graduates for employment. All responses are included as bullets following the bolded and italics questions.

Please comment on the overall quality of the preparation of the Crafton Hills College EMS graduate(s):

- Crafton puts out solid Paramedic Program graduates.
- Every CHC paramedic we have is a high quality paramedic and individual. We are proud to have CHC graduates in our workforce.
- I feel they are some of the most prepared EMT-P's out there.
- I have to start off by saying that I am a graduate of Crafton Hills College Paramedic Program. I currently serve as the EMS Coordinator for the City of Riverside Fire Department. There are several Paramedics who work here that have graduated from your program and they are doing well.
- I think every program out the provides good paramedics as well as paramedics who may need a little more
- Most that I am aware of have had solid preparation to enter the EMS field as a paramedic.
- Students are of good quality and all are well prepared.
- The students come prepared to work and learn. They come with a good attitude to learn and work.

What are the strengths of the graduate(s) from the Crafton Hills College EMS program?

- As compared to other training programs, CHC students appear to be well prepared for all phases of their training.
- CHC graduates paramedics that are ready to begin their years as a paramedic. We know they will be giving us 100% effort.
- Good academic knowledge and foundations
- Mentally they are ready for the shifts and the day. They are ready to learn and they even offer a new way to think on a call
- Strong clinical judgments.
- Students finish with a solid foundation for becoming great paramedics.
- The program has been around for a long time. Many EMS departments are familiar with the good quality of candidates who graduate from the program.
- Very focused on critical thinking skills.

In your opinion, what qualities or skills do you expect upon employment that Crafton's EMS graduate(s) do not possess?

- Baseline paramedic skills and good bedside manner.
- More experience with running calls.
- N/A
- N/A. The paramedic position in general requires on the job training. We realize that it takes a few years to become a really good paramedic. Crafton Hills College gives the young people the fundamentals that they need to be successful.
- The ability to fully understand and conform to the culture of the organization coupled with "pride in ownership". Obviously, this is not unique to CHC; it is more of a generational issue.
- The skill that is lacking with most graduates from most programs today is simple communication skills.
- We expect strong clinical judgment skills. I think that Crafton students possess this skill.
- With time the security that they have the answers. They know what to do. In time they will not doubt what they know or can do.

Please provide any additional comments and/or suggestions that would help the Crafton Hills College EMS program better prepare future graduates for employment.

- Compared to other training institutions, CHC prepares their graduates very well.
- Continue what you are doing. The students come out ready to work. We simply must give them the chance to work.
- Good well-rounded education should continue at CHC for years to come.
- Keep up the great work.
- N/A
- We hire Firefighter, some are paramedics. Usually they do not function as paramedics for at least a year due to staffing. We do not evaluate them as paramedics until they are in the paramedic position.