



## Spring 2012 CHC Paramedic Program Graduates Survey

---

**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 recent 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 about 200 students who were successful graduates of the Crafton Hills College Paramedics program in spring 2010, fall 2010, spring 2011, and fall 2011 as identified by the CHC Paramedic program director. A total of 18 responses were received anonymously resulting in a very low response rate of 9%. While the findings are informative and provide feedback about the program that was previously unavailable, the small response rate prevents the findings from being generalized.

The survey contained several questions asking respondents about their current employment status. Next, 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:**

- 89% of the respondents are currently employed in their field of study.
- While the graduates surveyed completed the Paramedic Program in the past two years, 50% of the respondents have been employed at the agency where they are currently employed for more than 5 years.
- 80% of the respondents indicated their annual income exceeds \$30,000 per year.
- 94% of the respondents actively participate in continuing education activities and hold a nationally registered certification/license.
- Paramedic Graduates were more likely to feel that the program prepared them to conduct themselves in an ethical and professional manner, prepared them to recommend appropriate diagnostic and therapeutic procedures, and helped them acquire the EMS knowledge necessary to function in a health care setting (Mean = 3.94).
- Respondents were less likely to feel the Crafton Hills College Paramedic program prepared them as a graduate to collect data from charts and patients (Mean = 3.50).
- 100% of the respondents rated the overall quality of their preparation as an EMS professional as Excellent (72%) or Very Good (28%).

As illustrated in Table 1, the majority of respondents (44%) were graduates of the Paramedic Program in fall of 2011 or fall of 2010 (33%).

**Table 1: Crafton Hills College (CHC) Paramedic Program Graduation Term**

<b>When did you graduate from the Crafton Hills College Paramedic Program?</b>	<b>N</b>	<b>%</b>
Fall 2011	8	44.4
Spring 2011	3	16.7
Fall 2010	6	33.3
Spring 2010	1	5.6
<b>Total</b>	<b>18</b>	<b>100.0</b>

Of the 18 respondents, 16 (89%) are currently employed in their field of study. Seven of the respondents stated that they are currently employed by American Medical Response (See Table 2). Half of the respondents have been employed at their current employer for 5 or more years and 80% of the respondents have a current annual salary exceeding \$30,000.

**Table 2: CHC Paramedic Program Graduate’s Current Employment Information**

<b>Are you currently employed in your field of study?</b>	<b>N</b>	<b>%</b>
Yes	16	88.9
<b>If yes, current employer</b>		
<ul style="list-style-type: none"> <li>• American Medical Response (7)</li> <li>• Big Bear City Fire</li> <li>• City of Riverside Fire</li> <li>• Fire Department</li> <li>• San Bernardino Court Fire</li> <li>• Symons Ambulance</li> </ul>		
No	2	11.1
<b>If no, why are you not currently employed in your field of study?</b>		
<ul style="list-style-type: none"> <li>• I am waiting on my CA state paramedic card.</li> <li>• Not very many job openings available.</li> </ul>		

<b>How long have you been employed at this agency?</b>	<b>N</b>	<b>%</b>	<b>Current Annual Salary:</b>	<b>N</b>	<b>%</b>
0 - 3 months	1	6.3	Less than \$20,000	1	6.7
7 - 9 months	1	6.3	\$20,000 - \$29,000	2	13.3
10 - 12 months	2	12.5	\$30,000 - \$39,000	5	33.3
1 - 2 years	2	12.5	\$40,000 - \$49,000	4	26.7
3 - 4 years	2	12.5	\$50,000 or more	3	20.0
5 + years	8	50.0			

As illustrated in Table 3, 94% of the respondents actively participate in continuing education activities and hold a nationally registered certification/license. However, 67% of the respondents are not a member of a State EMS Professional Association and 83% of the respondents are not a member of a National EMS Professional Association.

**Table 3: CHC Paramedic Program Graduate’s Credentials, Memberships, and Continuing Education**

Credentials, Memberships, and Continuing Education	Yes		No	
	N	%	N	%
I actively participate in continuing education activities	17	94.4	1	5.6
I hold a Nationally registered certification/license	17	94.4	1	5.6
I have actively pursued attaining my National EMS credential(s)	16	88.9	2	11.1
I am a member of a State EMS Professional Association	6	33.3	12	66.7
I am a member of a National EMS Professional Association	3	16.7	15	83.3

Table 4 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 graduates 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. Graduates 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 graduates disagreed or strongly disagreed with the statement. If the Max score was a “4”, that means that at least one graduate 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 4, Paramedic Graduates were more likely to feel that the program prepared them to conduct themselves in an ethical and professional manner, prepared them to recommend appropriate diagnostic and therapeutic procedures, and helped them acquire the EMS knowledge necessary to function in a health care setting (Mean = 3.94). On the contrary, respondents were less likely to feel the Crafton Hills College Paramedic program prepared them as a graduate to collect data from charts and patients (Mean = 3.50).

**Table 4: Knowledge, Technical, and Behavioral Skills of CHC Paramedic Graduates Arranged by Mean Score in Descending Order**

<b>The Crafton Hills College Paramedic Graduate:</b>	<b>N</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>Std. Deviation</b>
Prepared me to conduct myself in an ethical and professional manner.	18	3	4	3.94	.236
Prepared me to recommend appropriate diagnostic and therapeutic procedures.	18	3	4	3.94	.236
Helped me acquire the EMS knowledge necessary to function in a health care setting.	18	3	4	3.94	.236
Trained me to use sound judgment while functioning in a health care setting.	18	3	4	3.89	.323
Prepared me to communicate effectively within a health care setting.	18	3	4	3.89	.323
Prepared me to perform approved therapeutic procedures and modalities.	18	3	4	3.89	.323
Helped me acquire the general medical knowledge base necessary to function in a health care setting.	18	3	4	3.89	.323
Prepared me to perform and interpret diagnostic procedures.	17	3	4	3.88	.332
Prepared me to perform a broad range of clinical skills.	18	3	4	3.83	.383
Prepared me to interpret patient data.	18	3	4	3.83	.383
Taught me to manage my time efficiently while functioning in a health care setting.	17	3	4	3.76	.437
Prepared me with the skills to perform patient assessment.	18	2	4	3.67	.594
Prepared me to collect data from charts and patients.	18	3	4	3.50	.514

Tables 5, 6, and 7 provide the information found in Table 4 broken down by response. All of the respondents agreed or strongly agreed with all statements related to Knowledge Base (Cognitive Domain) and Professional Behavior (Affective Domain). Similarly, respondents agreed or strongly agreed with the Technical Skills (Psychomotor Domain) statements; the Crafton Hills College Paramedic Program prepared me to perform a broad range of clinical skills and approved therapeutic procedures and modalities. However, one respondent disagreed with the statement; the Crafton Hills College Paramedic Program prepared me with the skills to perform patient assessment.

**Table 5: Knowledge Base (Cognitive Domain) of CHC Paramedic Graduates**

<b>Please the degree to which you agree or disagree with the following statements:</b>										
The Crafton Hills College Paramedic Program:	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable	
	N	%	N	%	N	%	N	%	N	%
	Helped me acquire the EMS knowledge necessary to function in a health care setting.	17	94.4	1	5.6	0	0.0	0	0.0	0
Helped me acquire the general medical knowledge base necessary to function in a health care setting.	16	88.9	2	11.1	0	0.0	0	0.0	0	0.0
Prepared m to collect data from charts and patients.	9	50.0	9	50.0	0	0.0	0	0.0	0	0.0
Prepared me to interpret patient data.	15	83.3	3	16.7	0	0.0	0	0.0	0	0.0
Prepared me to use sound judgment while functioning in a health care setting.	17	94.4	1	5.6	0	0.0	0	0.0	0	0.0
Trained me to use sound judgment while functioning in a health care setting.	16	88.9	2	11.1	0	0.0	0	0.0	0	0.0
<b>Comments:</b> The program taught me a lot about using my own judgment.										

**Table 6: Technical Skills (Psychomotor Domain) of CHC Paramedic Graduates**

<b>Please the degree to which you agree or disagree with the following statements:</b>										
The Crafton Hills College Paramedic Program:	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable	
	N	%	N	%	N	%	N	%	N	%
	Prepared me to perform a broad range of clinical skills.	15	83.3	3	16.7	0	0.0	0	0.0	0
Prepared me with the skills to perform patient assessment.	13	72.2	4	22.2	1	5.6	0	0.0	0	0.0
Prepared me to perform approved therapeutic procedures and modalities.	16	88.9	2	11.1	0	0.0	0	0.0	0	0.0
Prepared me to perform and interpret diagnostic procedures.	15	83.3	2	11.1	0	0.0	0	0.0	1	5.6

**Table 7: Behavioral Skills (Affective Domain) of CHC Paramedic Graduates**

<b>Please the degree to which you agree or disagree with the following statements:</b>										
The Crafton Hills College Paramedic Program:	Strongly Agree		Agree		Disagree		Strongly Disagree		Not Applicable	
	N	%	N	%	N	%	N	%	N	%
	Prepared me to communicate effectively within a health care setting.	16	88.9	2	11.1	0	0.0	0	0.0	0
Prepared me to conduct myself in an ethical and professional manner.	17	94.4	1	5.6	0	0.0	0	0.0	0	0.0
Taught me to manage my time efficiently while functioning in a health care setting.	13	72.2	4	22.2	0	0.0	0	0.0	0	0.0

Next, the graduates were asked to rate the overall quality of preparation as an EMS professional. One-hundred percent of the respondents rated the overall quality of their preparation as Excellent (72%) or Very Good (28%).

**Table 8: Overall Quality of the CHC Paramedic Program**

Please rate the overall quality of your preparation as an EMS professional.	Excellent		Very Good		Good		Fair		Poor	
	N	%	N	%	N	%	N	%	N	%
	13	72.2	5	27.8	0	0.0	0	0.0	0	0.0

Finally, graduates were asked five 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 your preparation for employment as a graduate of the Crafton Hills College Paramedic Program.***

- I already had a job as an EMT with the company so this was not a problem
- I couldn't have been more prepared after graduating from Crafton hills paramedic program.
- I feel I have been adequately prepared for an entry level position as a paramedic.
- I was prepared to go through the additional written and skills tests necessary to obtain my position as a Paramedic to a standard I believe is above other programs.
- The preparation was great. There a lot of hoops to jump through but in the end if you put effort into it you should know your stuff forwards backwards sideways and upside down!
- The program was amazing! I miss being around the staff and classmates
- Was well prepared for testing as a paramedic
- Went in and was easily able to work into the system.

***Based on your work experience, please identify strengths of the Crafton Hills College Paramedic Program.***

- Attention to detail
- Crafton has all around strength in all aspects of the program.
- Everyone is very knowledgeable and aware of what it's like to actually work in the field. Instructors are understanding and willing to help with anything. If you don't make the cut you get booted from the program unlike some of these other medic programs. Strengths were learning how to interpret and understand diagnostic findings and then knowing how to treat them rather than just doing it because protocol says so.
- The strengths are knowing a lot about everything vs's targeting just the bookwork.
- Treatment skills and understanding

***Based on your work experience, please include any suggestions to further strengthen the Crafton Hills College Paramedic Program.***

- Don't forget to teach some of the national registry information. National scope was not covered well
- It would be great to have more scenario based stations in the skills lab.
- More pharmacology classes. We as crafting students are A&P gurus while I think if we focused more on meds it would only improve us that much more.
- None at this time.

- Spending more time on a hands on approach for Pt assessment and including Time Management in that assessment would definitely benefit the paramedic intern thus the new hire paramedic.
- The assessment you do in class is not very similar to the one you do in the field. Basically had to redo my entire assessment during the first few shifts of my internship.

***What qualities/skills were expected of you upon employment that were not included in the Crafton Hills College Paramedic Program?***

- CPAP
- Everything of a paramedic was required as it was during the program.
- I personally had nothing required or expected of me that I hadn't already obtained to ability to perform.
- None
- PHTLS
- The ability to make base hospital contact

***Please provide any comments and/or suggestions that would help the Crafton Hills College Paramedic Program better prepare future graduates for employment.***

- Keep doing what you're doing cause you're the best around and everyone knows it
- Keep up the good work and keep making changes! Try to make the program a little more tech savvy whether it be target people with ipads etc. (obviously that raises the cost slightly but it's worth it!
- None. Great program and fulfilled what I wanted out of the program. Great job. Look forward to working with medic students from Crafton in the future.
- Nothing that I can think of. The program was great!
- Pre-course, the school needs to open more A&P classes. Skills needed some Improvements with staff. But other than that Crafton rocks!!! Best medic school in southern Cali I have talked to medics from a lot of other southern Cali schools and they all wished they went to Crafton hills college! Great job [Name], [Name], [Name] and all other staff members!
- Working through time management, figuring out what should/should not be done on scene or in the back en route to the hospital, and how to efficiently utilize others on scene. Also figuring out additional 'out of the box' questions to be asked during an assessment to help further delve into what is going on with the Pt would be useful skills going into internship, refining them there, and getting hired and excelling in our field of practice.