



Metropolitan Boston Emergency Medical Services Council, Inc.

SERVING THE 62 CITIES AND TOWNS OF METROPOLITAN BOSTON

Field Provider Survey

The Metropolitan Boston Emergency Medical Services Council (MA EMS Region IV) is conducting a survey of all provider services and providers within Region IV to better gauge the effectiveness of the service rendered by the Region and to determine what priorities need to be addressed based on the information gathered from you, the provider.

Please complete the following survey and submit it to the regional office. Fax: (781) 272-6967, or email Derrick Congdon at dcongdon@mbemsc.org. Thank you.

	Ability of Region to provide you with resources	Communications from Regional Office	Accessibility to Regional Staff	Overall Rating of Region
Excellent				
Very Good				
Fair				
Poor				
Don't Know				

2) The following is a list of items that may or may not be important to you as an EMS practitioner in Region IV. How would you rank the importance of each of these items?

Rate each item from 1 to 4 with a 1 being the most important and 4 being the least important.

- ___ Region sponsored Clinical/Educational resources
- ___ Region-wide Inter-Agency Communication resources
- ___ Mass Casualty Incident coordination and training
- ___ Clear protocols/policies and expectations set by Region/State EMS leadership
- ___ Medical Control/QA/QI Programs
- ___ Educational programs for the public in relation to EMS

3) The full time staff of the Metropolitan Boston EMS Council, Inc. is based in Burlington, MA. The staff consists of the Executive Director John Guidara, Assistant Director Derrick Congdon, Administrative Assistant Betty Ericksen, and Medical Director Charles Pozner.

- I have had very positive experience(s) dealing with the Region IV staff.
- I have had positive experience(s) with the Region IV.
- I have had negative experience(s) dealing with the Region IV staff. Who: _____
- I have had no experience(s) dealing with the Region IV staff.

4) Please rate your usage of the Region IV website. (www.mbemsc.org)

- ___ I have visited the website and find it to be **very** useful
- ___ I have visited the website and found it to be **somewhat** useful
- ___ I have visited the website and found it **not** useful
- ___ I have **not visited** the website

5) The Metropolitan Boston EMS Council has several committees that develop many of the policies and programs that the field providers utilize.

- a. Would you be interested in serving on any of the following committees? ___ Yes ___ No

b. If Yes, which committees?

- Pre-Hospital Systems Coordination Committee
- Medical Control Committee
- Trauma Systems Committee
- Public Information and Education Resource Committee
- Hospital Clinical Operations Committee

c. Email Address: _____

6) Do you feel the policies, procedures and projects that the region and its committees develop are useful and beneficial to the field provider?

Yes No Unknown

7) The MBEMSC Medical Control Committee oversees many aspects of pre-hospital treatment within the region through protocol development and review of various special project waivers that impact the care of patients in the field. Please rate the overall effectiveness of the Medical Control Committee.

Very Effective Somewhat Effective Not Effective Unknown

8) The MBEMSC Pre-Hospital Systems Coordination Committee oversees many aspects of pre-hospital education, coordination and patient care. Please rate the overall effectiveness of the Pre-Hospital Systems Coordination Committee.

Very Effective Somewhat Effective Not Effective Unknown

9) The MBEMSC Public Information and Education Committee (PIER Committee) oversees public education with regards to pre-hospital care. Please rank the following educational concepts from 1 through 5 with one being the most important public information need.

Proper use the 911 system

Proper use of the ED

What is diversion and its effect on the patients choice

Public Access Defibrillation

Basic First Aid and CPR

10) What aspects of pre-hospital care do you feel these committees should concentrate their efforts to improving? Check all that apply.

Protocol development and review

Special Project Waiver development for newer treatment modalities

Educational program development

MCI planning development

Point of Entry education and development

Public access and education regarding EMS

11) What suggestions do you feel would improve your job and/or the quality of services provided by Region IV?
Please explain: (If needed, use the back of the page for additional space.)
