



Kentucky Board *of* Emergency Medical Services

2017

Kentucky EMS Employee Attrition Report

2017 Kentucky EMS Attrition Report

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2017 Kentucky EMS Attrition Report

Introduction

Background

Both locally and nationally, EMS provider attrition is a crucial healthcare challenge that is poorly understood due to a lack of research. To better understand provider turnover and to conduct provider retention efforts, the Kentucky Board of Emergency Medical Services began studying EMS attrition with the first Annual 2016 Kentucky EMS Attrition Report.

In 2017, Kentucky EMS provider attrition was the lowest it has been in 3 years, accounting for 14%. Although, according to the Society for Human Resource management (2018), EMS turnover is higher when compared to other professions.

Kentucky EMS Provider Attrition Rate

2015	16%
2016	21%
2017	14%

The American Ambulance Association (AAA) study sets a benchmark for turnover in the EMS industry.

Published July 18, 2018



AAA along with the Center for Organizational Research at the University of Akron collected data using a survey of EMS organizations in the spring of 2018. Seven hundred organizations were invited to participate, and 119 organizations submitted responses.

Study results:

Turnover was described as overall turnover, voluntary turnover and involuntary turnover. *A 25-percent turnover rate means 100 percent turnover in an organization's staffing every four years.*

Unweighted Average Turnover

Occupation	Overall Turnover	Voluntary Turnover	Involuntary Turnover
Full-Time EMT	25%	18%	4%
Part-Time EMT	30%	27%	3%
Full-Time Paramedic	24%	21%	3%
Part-Time Paramedic	30%	28%	1%

<https://www.ems1.com/ems-management/articles/387159048-AAA-study-sets-a-benchmark-for-turnover-in-the-EMS-industry/>

Purpose Statement

This report presents the findings of the KBEMS' 2017 Attrition Survey. The primary objective of this report is to determine the trends and determining factors that contribute to Kentucky EMS employee attrition.

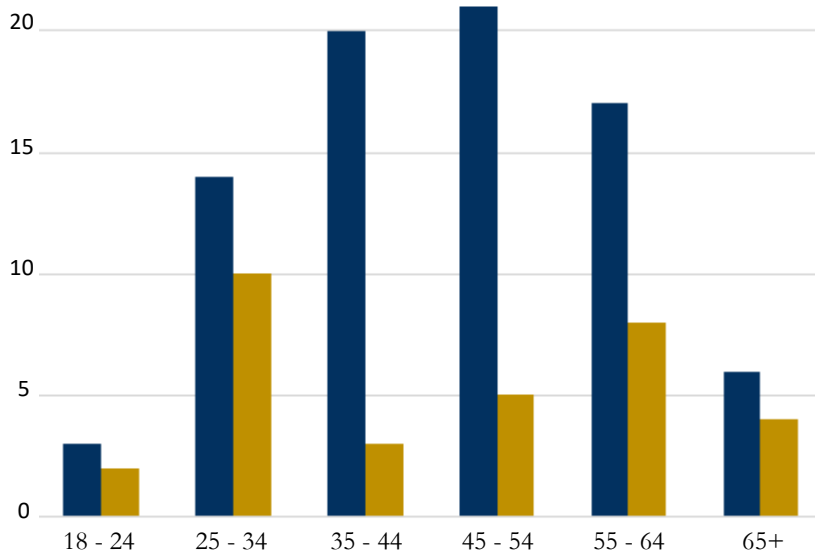
Method

In 2018, the Kentucky Board of Emergency Medical Services conducted a survey of EMS providers who allowed their EMS license/certification to expire the previous year. The 19-question survey was administered to 885 previously active providers by means of email. There were 113 participants (12.77% response rate), including 81 (72%) Males and 32 (28%) Females. The survey contained several demographic questions along with a 5-point-lickert scale measuring provider perceptions and attitudes. The data was analyzed using statistical software SPSS; descriptive statistics, Chi-Square, and ANOVA analyses were used to interpret the results.

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Participant Demographics

Age Range



Age Range	#	%
18 to 24 Years	5	5%
25 to 34 Years	24	21%
35 - 44 Years	23	20%
45 - 54 Years	26	23%
55 - 64 Years	25	22%
65 and Older	10	9%

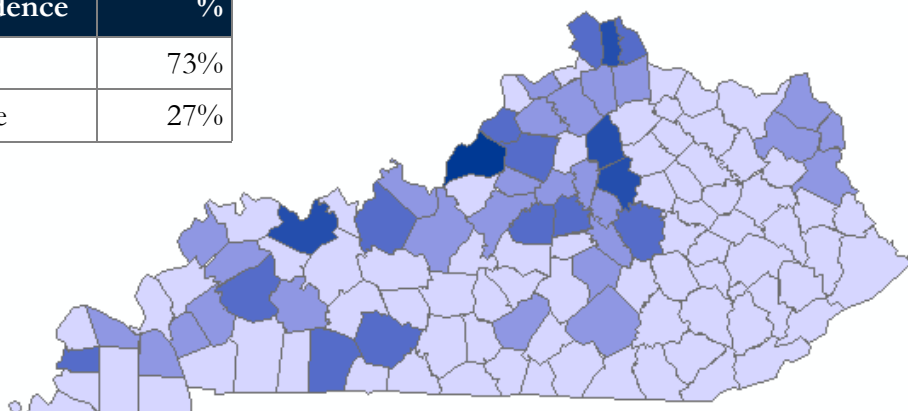
Gender	#	%
Male	81	72%
Female	32	28%

Race

American Indian or Alaskan Native	0	0%	Hispanic	1	1%
Asian or Pacific Islander	0	0%	White; Non-Hispanic	108	95%
Black; Non-Hispanic	2	2%	Declined to Respond	2	2%

Residence

State Residence	%
Kentucky	73%
Out of State	27%

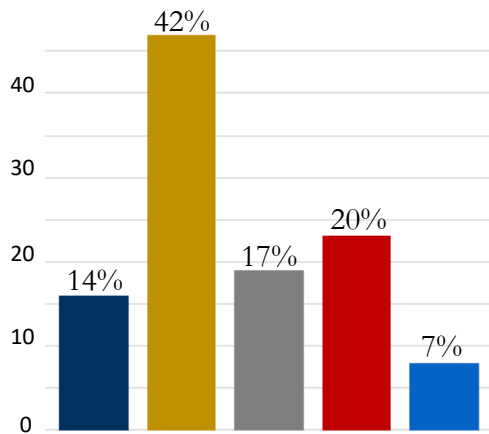


Participants per KY County
0
1
>1 - 3
>3 - 6
>6 - 12

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Participant Demographics

Formal Education



Education	#	%
High School Diploma	16	14%
Some College; No Degree	47	42%
Associate's Degree	19	17%
Bachelor's Degree	23	20%
Master's Degree	8	7%
Doctorate	0	0%

According to the US Census Bureau:

In 2016, Kentucky ranked 46th nationally for educational attainment and 26th for quality of education. Kentuckians achieved the below educational attainments:

9.3%
Advanced College
Degree

22%
Bachelor's Degree

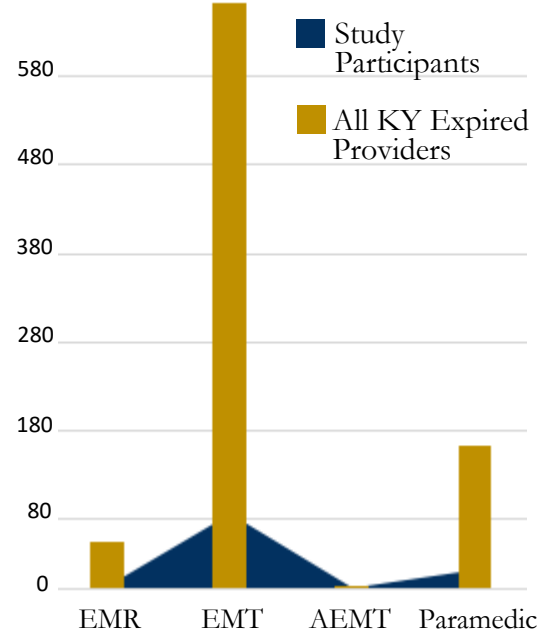
23%
Some College Credit

87%
High School Diploma

Provider License/Certification Level

License/Certification Level	Study Participants	Total 2017 KY Expired Providers
Emergency Medical Responder (EMR)	4	55
Emergency Medical Technician (EMT)	86	663
Advanced Emergency Medical Technician (AEMT)	1	3
Paramedic	22	162
Total	113	883

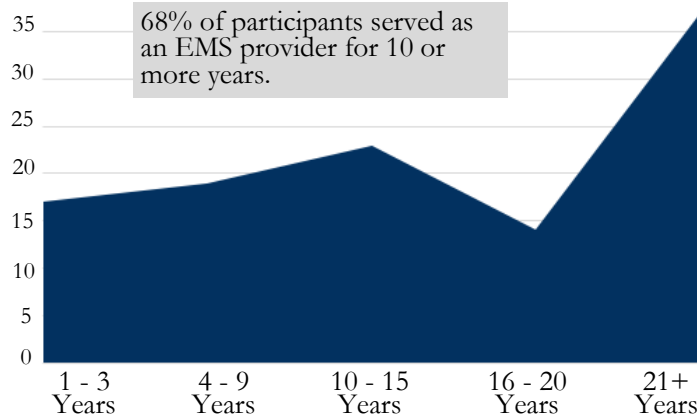
Total 2017 KY Licensed EMS Providers: 13,447 = EMR (632), EMT (9,081), AEMT (102), and Paramedic (3,632).



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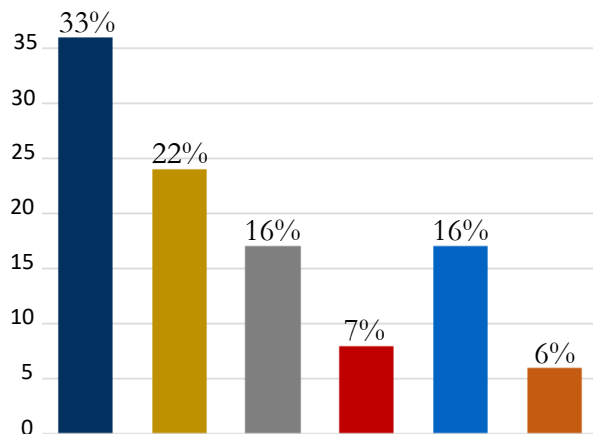
Participant Most Recent EMS Employment

Length of Service



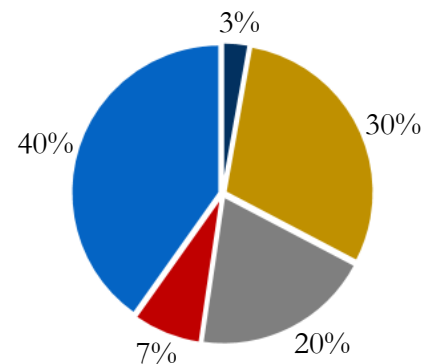
Length of Service	#	%
1 - 3 Years	17	15%
4 - 9 Years	19	17%
10 - 15 Years	23	21%
16 - 20 Years	14	13%
21+ Years	37	34%

Work Schedule



Schedule	#	%
24/48 Hour Shift	36	33%
12 Hour Shift	24	22%
8 Hour Shift	17	16%
24/72 Hour Shift	8	7%
Did Not Work in EMS	17	16%
Other	6	6%

Type of Organization



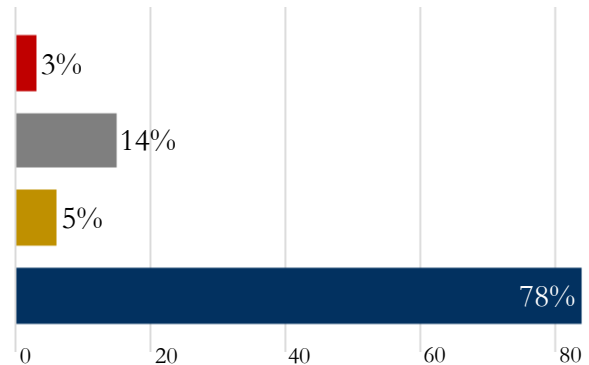
Organization	#	%
Air Medical	3	3%
Fire Department	32	30%
Governmental, Non-Fire	21	20%
Hospital	8	7%
Private, Non-Hospital	43	40%
Tribal	0	0%

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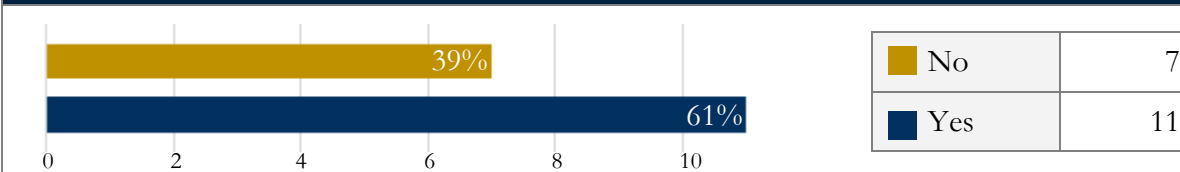
Study Results

Additional National and/or State Licensure

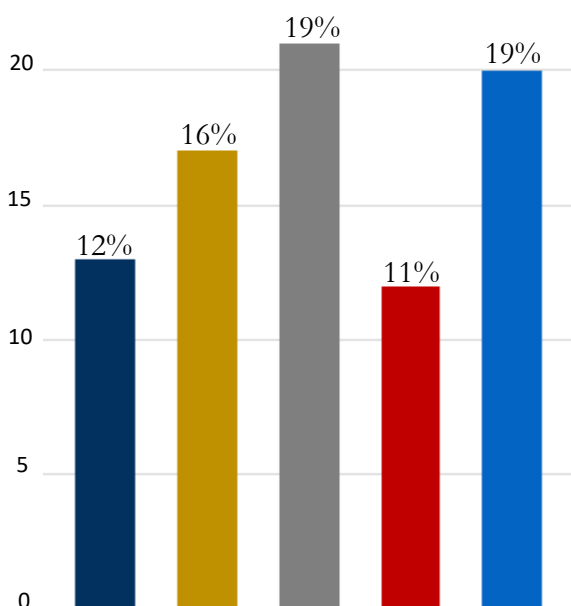
Additional Licensure	#	%
Another State Only	3	3%
NREMT and Other State(s)	15	14%
NREMT Only	6	5%
Not Maintaining Any Additional Licensure	84	78%



Currently Working as an EMS Provider in Another State



Most Recent Annual Salary Working as an EMS Provider



Salary	#	%
Less than \$18,000	13	12%
\$18,000 - \$25,000	17	16%
\$26,000 - \$35,000	21	19%
\$36,000 - \$46,000	12	11%
More than \$46,000	20	19%
Unpaid Volunteer	10	9%
Did Not Work in EMS	15	14%

61% of participants (*not including those who did not work in EMS & Unpaid Volunteers*) earned less than \$36,000 annually.

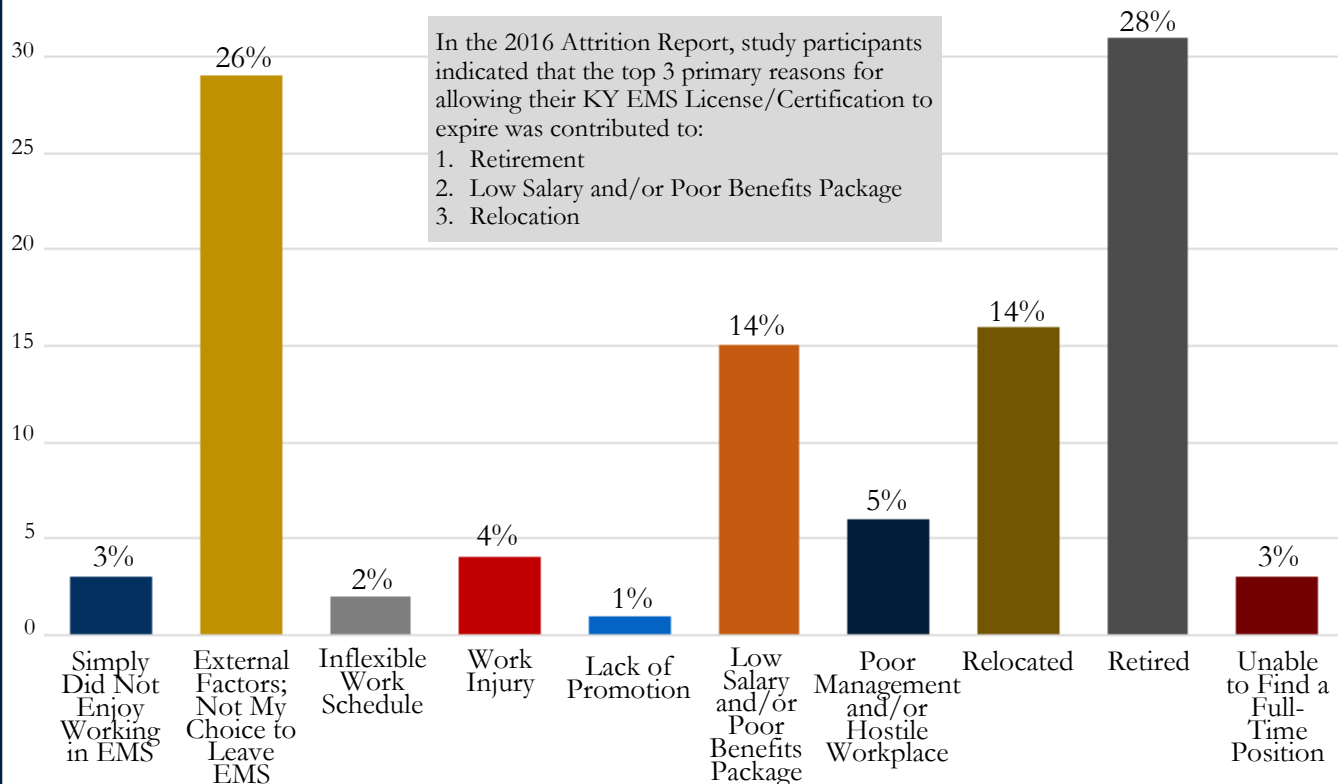
According to the US Census Bureau:

In 2016, Kentucky was the fifth poorest state in the nation with a medium household income of \$44,811 and a per capita income of \$24,802.

2017 Kentucky EMS Attrition Report

Study Results

Primary Reason for Allowing Provider License/Certification to Expire



New Career Field

Agriculture	2	Health & Medicine	25
Arts & Entertainment	0	Homemaker	2
Business & Economics	1	Hospitality, Tourism, & Food Service	0
Communications & Media	0	Law & Public Policy	2
Construction	5	Manufacturing	8
Education & Teaching	2	Research & Development	0
Engineering & Computer Science	1	Sales	5
Finance & Insurance	0	Self-Employed	2
Fire	1	Student; Continuing Higher Education	0
Government	6	Transportation	4

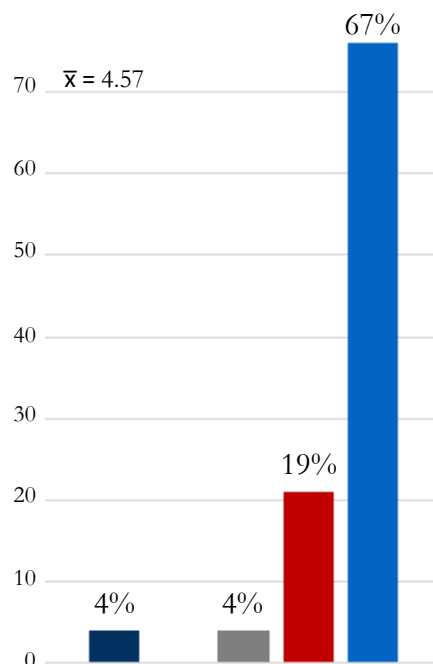
Top 5 New Career Fields - accounting for 74% of all indicated fields.

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Perceptions & Attitudes

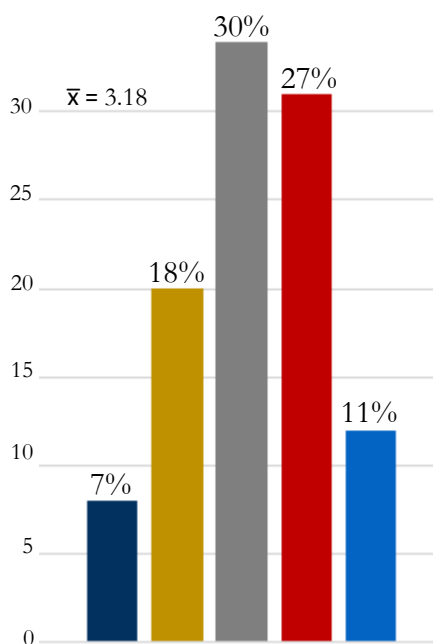
Q1: I believe that EMS providers deserve a higher annual salary.

Valid		Frequency	Percent
	1. Strongly Disagree	4	4%
	2. Disagree	0	0%
	3. Neutral	4	4%
	4. Agree	21	18%
	5. Strongly Agree	76	67%
	Total	105	93%
Missing	System	8	7%
Total		113	100%



Q2: If a friend asked me, I would recommend that they take a job in EMS.

Valid		Frequency	Percent
	1. Strongly Disagree	8	7%
	2. Disagree	20	18%
	3. Neutral	34	30%
	4. Agree	31	27%
	5. Strongly Agree	12	11%
	Total	105	93%
Missing	System	8	7%
Total		113	100%

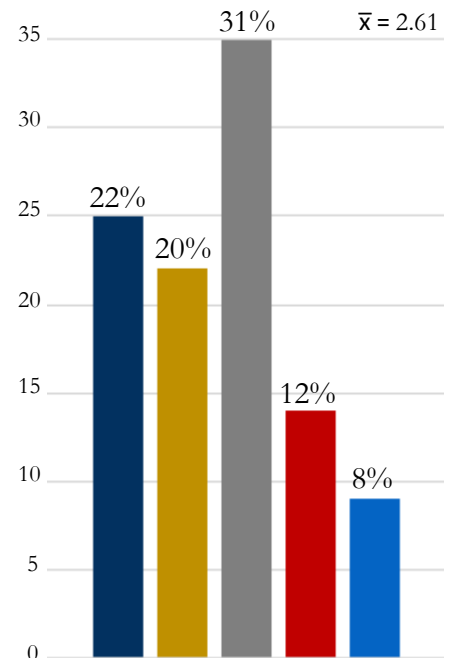


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Perceptions & Attitudes

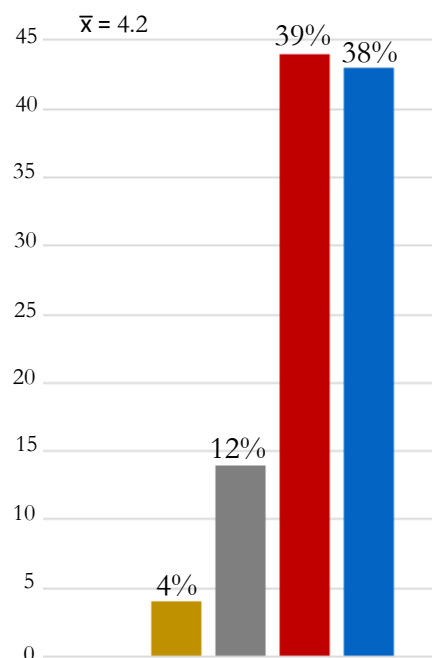
Q3: I will more than likely reinstate my EMS certificate/license.

Valid		Frequency	Percent
	1. Strongly Disagree	25	22%
	2. Disagree	22	20%
	3. Neutral	35	31%
	4. Agree	14	12%
	5. Strongly Agree	9	8%
	Total	105	93%
Missing	System	8	7%
	Total	113	100%



Q4: Working as an EMS provider is a rewarding and meaningful career.

Valid		Frequency	Percent
	1. Strongly Disagree	0	0%
	2. Disagree	4	4%
	3. Neutral	14	12%
	4. Agree	44	39%
	5. Strongly Agree	43	38%
	Total	105	93%
Missing	System	8	7%
	Total	113	100%

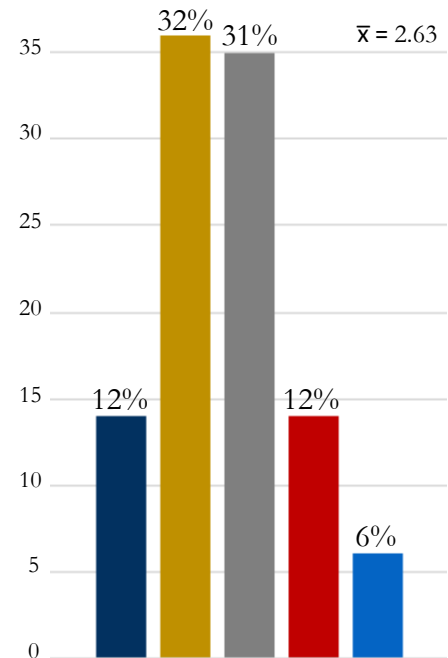


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Perceptions & Attitudes

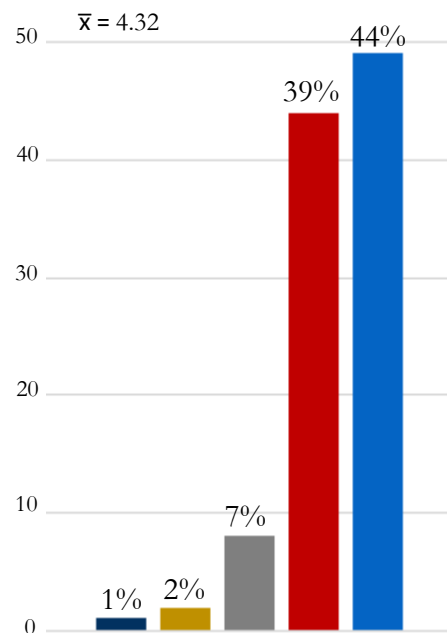
Q5: There are plenty of opportunities for advancement in the EMS field.

Valid		Frequency	Percent
	1. Strongly Disagree	14	12%
	2. Disagree	36	32%
	3. Neutral	35	31%
	4. Agree	14	12%
	5. Strongly Agree	6	6%
	Total	105	93%
Missing	System	8	7%
Total		113	100%



Q6: I believe that working as an EMS provider is highly stressful.

Valid		Frequency	Percent
	1. Strongly Disagree	1	1%
	2. Disagree	2	2%
	3. Neutral	8	7%
	4. Agree	44	39%
	5. Strongly Agree	49	44%
	Total	105	93%
Missing	System	8	7%
Total		113	100%

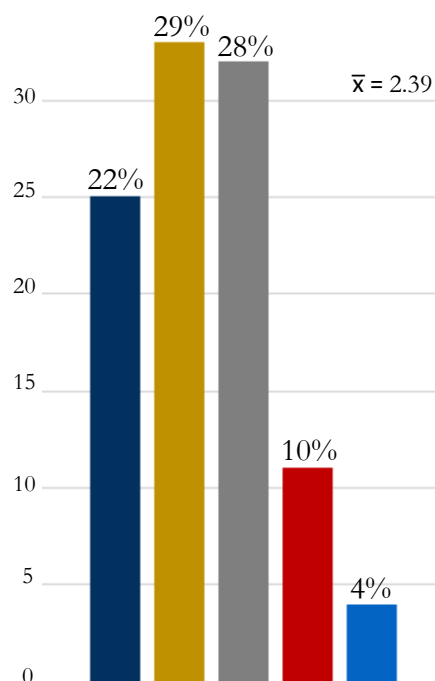


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Perceptions & Attitudes

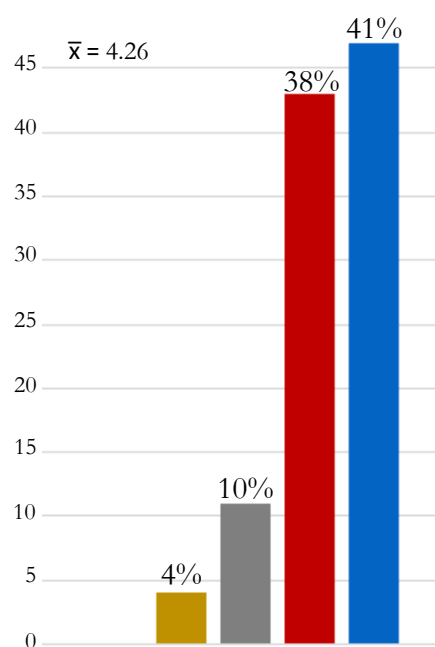
Q7: I believe that most EMS providers receive an excellent benefits package (health insurance, retirement plan, etc.)

Valid		Frequency	Percent
	1. Strongly Disagree	25	22%
	2. Disagree	33	29%
	3. Neutral	32	28%
	4. Agree	11	10%
	5. Strongly Agree	4	4%
	Total	105	93%
Missing	System	8	7%
Total		113	100%



Q8: I believe that EMS providers are exposed to more personally disturbing incidents than other health care workers.

Valid		Frequency	Percent
	1. Strongly Disagree	0	0%
	2. Disagree	4	4%
	3. Neutral	11	10%
	4. Agree	43	38%
	5. Strongly Agree	47	41%
	Total	105	93%
Missing	System	8	7%
Total		113	100%

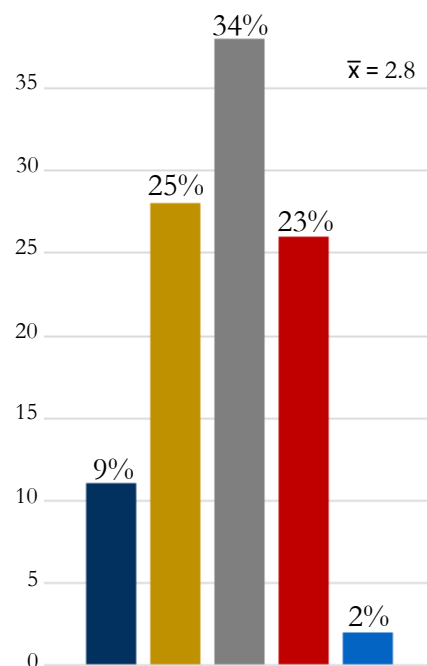


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Perceptions & Attitudes

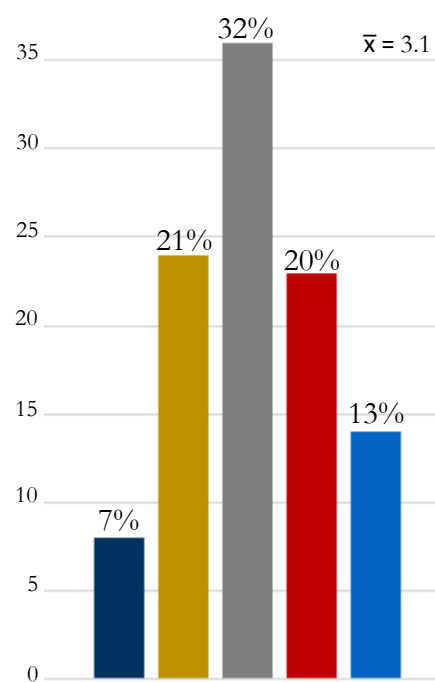
Q9: EMS providers have access to flexible work schedules.

Valid		Frequency	Percent
	1. Strongly Disagree	11	9%
	2. Disagree	28	25%
	3. Neutral	38	34%
	4. Agree	26	23%
	5. Strongly Agree	2	2%
	Total	105	93%
Missing	System	8	7%
Total		113	100%



Q10: I believe that women EMS providers are treated differently than their male counterparts.

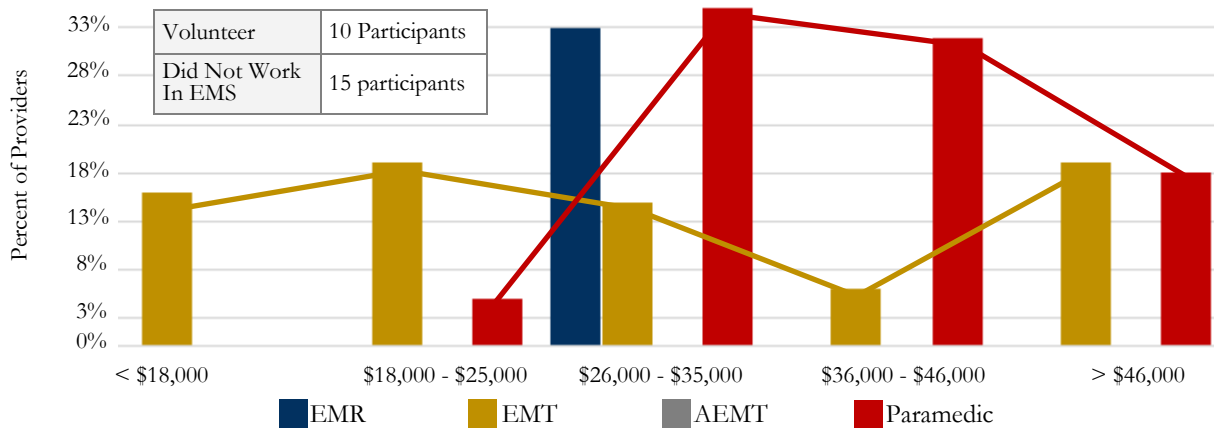
Valid		Frequency	Percent
	1. Strongly Disagree	8	7%
	2. Disagree	24	21%
	3. Neutral	36	32%
	4. Agree	23	20%
	5. Strongly Agree	14	13%
	Total	105	93%
Missing	System	8	7%
Total		113	100%



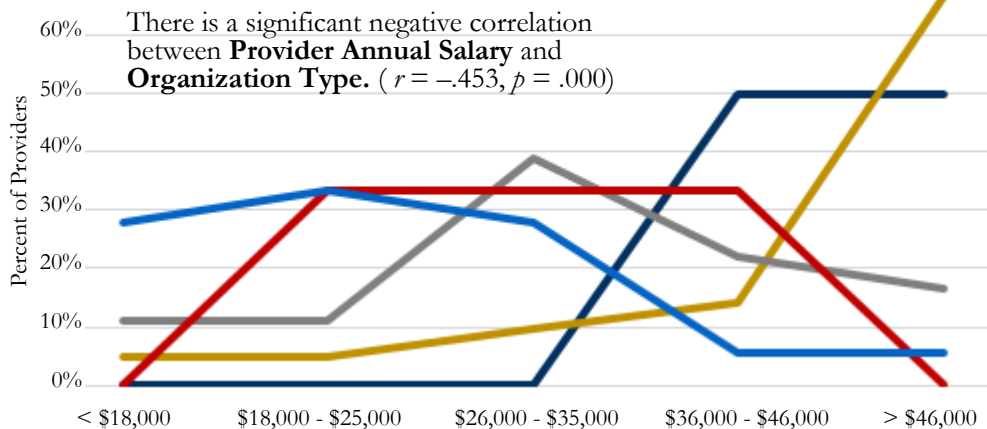
2017 Kentucky EMS Attrition Report

Significant Correlations

Annual Salary & License/Certification Level



Annual Salary & Organization Type



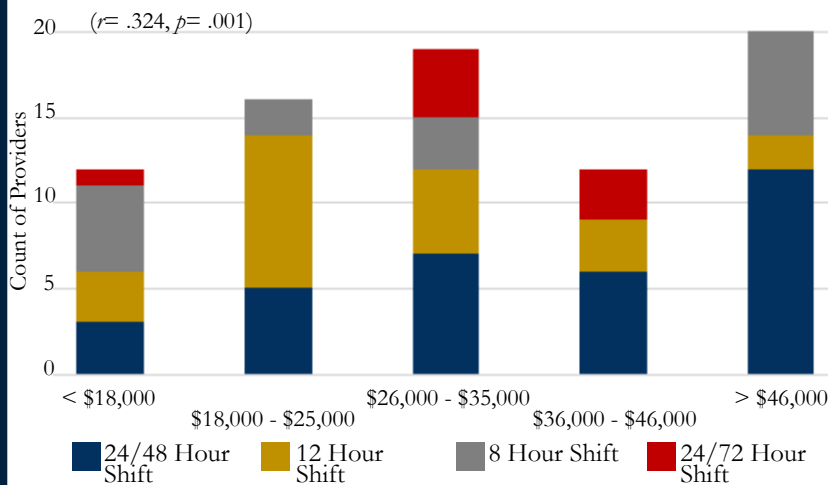
83% of participants who previously worked within a Fire Department or for an Air Medical Organization earned more than \$35,000 annually, while providers working within government, hospitals, and private organizations on average earned \$35,000 or less.

Organization Type		Annual Salary				
		< \$18,000	\$18,000 - \$25,000	\$26,000 - \$35,000	\$36,000 - \$46,000	> \$46,000
	Air Medical	0%	0%	0%	50%	50%
	Fire Department	4.76%	4.76%	9.52%	14.29%	66.67%
	Governmental, Non-Fire	11.11%	11.11%	38.89%	22.22%	16.67%
	Hospital	0%	33.33%	33.33%	33.33%	0%
	Private, Non-Hospital	27.78%	33.33%	27.78%	5.56%	5.56%

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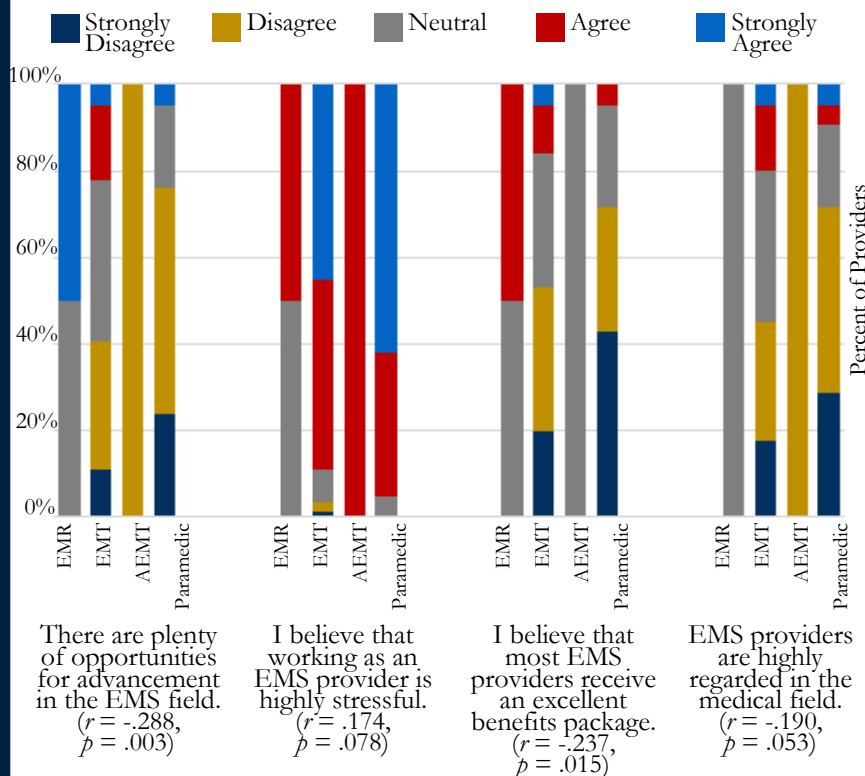
Significant Correlations

Annual Salary & Work Schedule



License/Certification Level & Career Satisfaction

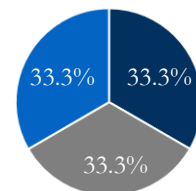
All providers agree that there is room for improvement when it comes to employee compensation, benefits, and career advancement. However, Paramedics in particular have a lower sense of job satisfaction when compared to EMTs.



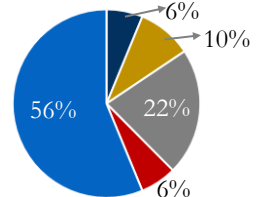
Organization Type & Length of Service

1-3 Years	16-20 Years
4-9 Years	21+ Years
10-15 Years	($r = -.295, p = .001$)

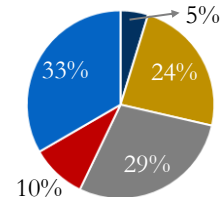
Air Medical



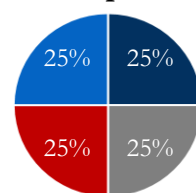
Fire Department



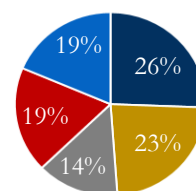
Government



Hospital



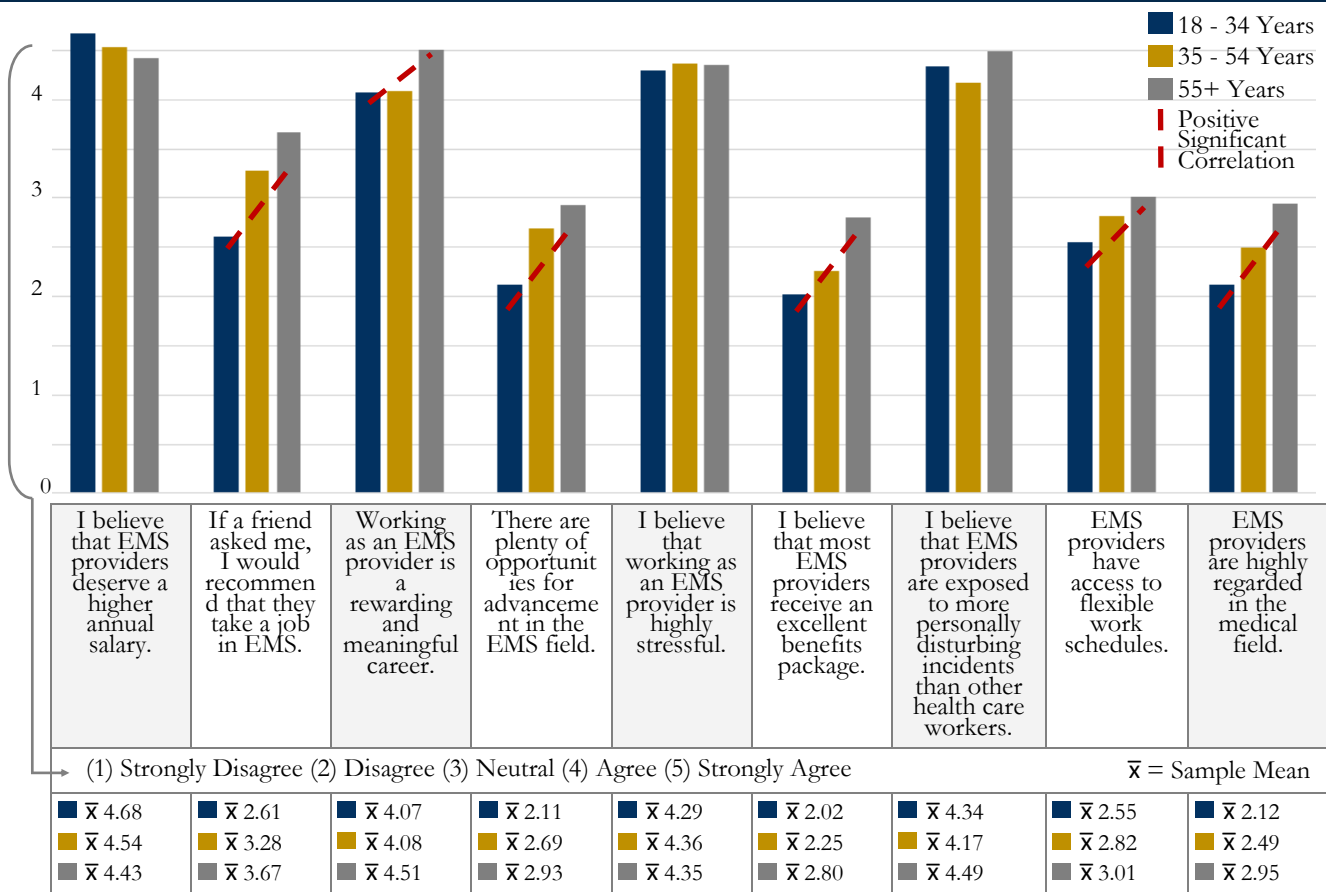
Private



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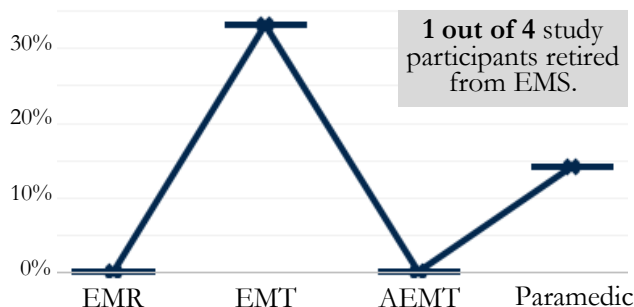
Significant Correlations

Career Satisfaction & Provider Age Range



There is a positive correlation between **Provider Age Range** and **Career Satisfaction**; as participant age increases so does the likelihood that they will experience increased career satisfaction as an Emergency Medical Provider. (Career satisfaction was measured using a 5-Point Likert scale capturing participant perceptions and attitudes towards EMS job compensation, workplace stress, career mobility, flexible work schedule, & EMS compared to other Medical Professions.

Retirement & License/Certification Level

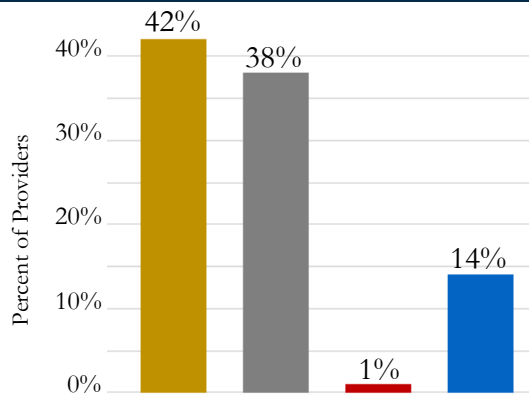


	Retirement Count		% Not Retired
	#	%	
EMR	0	0%	100%
EMT	28	33%	77%
AEMT	0	0%	100%
Paramedic	3	14%	86%

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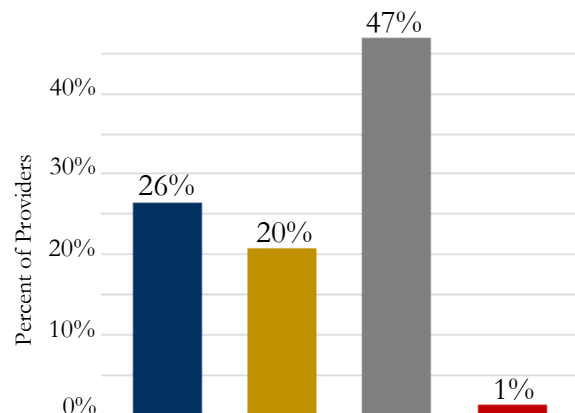
Significant Correlations

Retirement & Organization Type



Organization	% Retired
Air Medical	0%
Fire Department	42%
Governmental, Non-Fire	38%
Hospital	1%
Private, Non-Hospital	14%

Retirement & Work Schedule

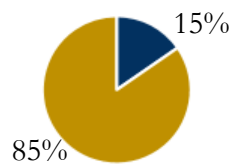


Work Schedule	% Retired
24/48 Hour Shift	26%
12 Hour Shift	20%
8 Hour Shift	47%
24/72 Hour Shift	1%

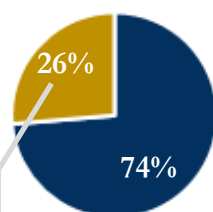
Retirement & Annual Salary

■ Retired from EMS ■ Did Not Retire from EMS

< \$18,000



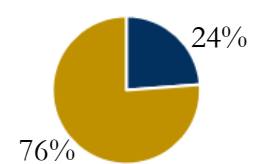
> \$46,000



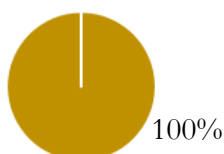
45% of participants who retired from EMS earned more than \$46,000 annually at their most recent EMS employment.

Participants who earned more than \$46,000 annually who did not retire attributed their expired license to external factors (2), poor management/hostile workplace (1), relocation (1), or simply did not enjoy working in EMS (1).

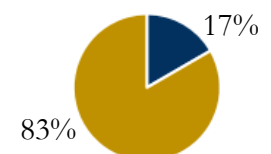
\$26,000 - \$35,000



\$18,000 - \$25,000



\$36,000 - \$46,000



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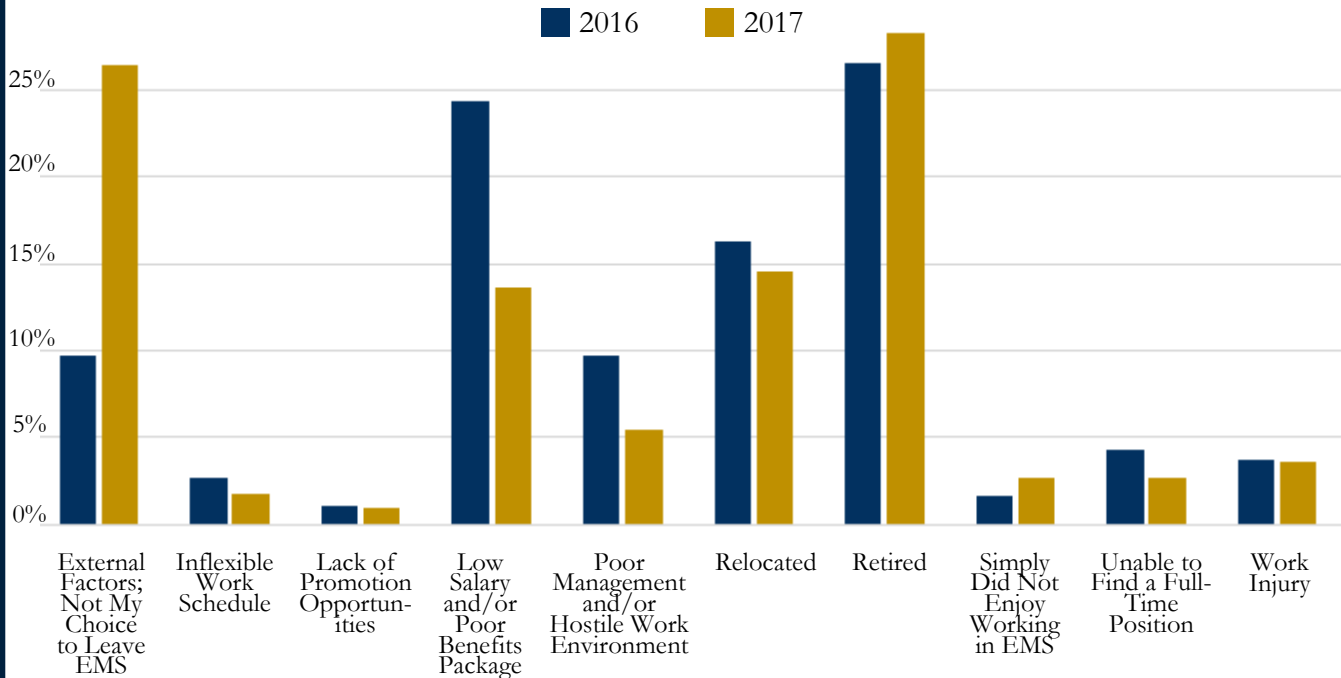
2016 vs. 2017

2016 Attrition Rate = 21%

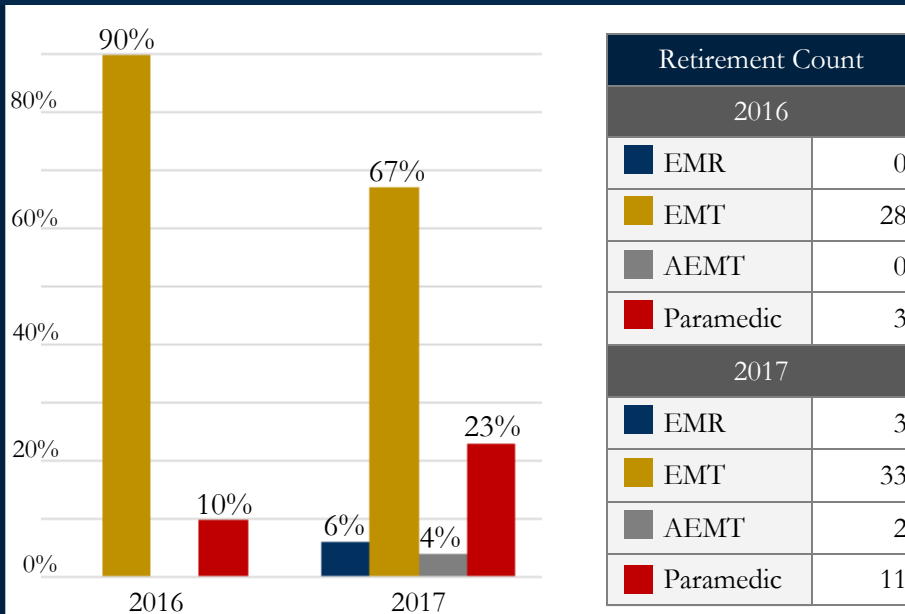


2017 Attrition Rate = 14%

Primary Reason For Allowing License/Certification to Expire



Provider License/Certification Level & Retirement



Top 5 New Career Fields

2016
1. Health & Medicine
2. Self-Employed
3. Fire
4. Transportation
5. Government
2017
1. Health & Medicine
2. Manufacturing
3. Government
4. Sales
5. Construction

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Conclusion

The 2017 KBEMS Attrition Report was able to pinpoint several significant factors that attribute to employee turnover: retirement, relocation, employee compensation & type of employment.

Retirement

Identical to the 2016 KBEMS Attrition Report, retirement remains the primary reason for employee attrition among Kentucky EMS providers. Not surprisingly, 70% of participants who indicated that retirement was the reason for allowing their license/certification to expire earned towards the upper tier of the EMS pay scale, bringing home more than \$35,000 annually. Other retirement indicators include: license/certification level, type of employment, and high sense of job satisfaction.

Relocation

27% of study participants no longer live within Kentucky. Of these participants, 14% of providers indicated that relocation was the reason for allowing their license/certification to expire and 10% are currently working as EMS providers in another state.

Employee Compensation

An overall significant trend among the data, is that across all demographics, majority of providers believe that EMS professionals are not compensated accurately. Only 39% of study participants (*excluding volunteers and those who did not work in EMS*) earned an annual salary of more than \$35,000. On top of that, a whopping 86% believe that EMS providers deserve a higher salary and better benefits.

Type of Employment

The type of organization and work schedule that a provider is employed are two key contributing factors for determining turnover. Participants who work within a Fire Department (42%) or a Government Agency (38%) are more likely to retire from EMS than their counterparts who are employed within a Hospital (1%) or Private Agency (14%). In addition, participants who work an 8 hour shift are twice as likely to retire from EMS than those working a 24/48 hour shift, 12 hour shift, or 24/72 hour shift.



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