

KENTUCKY BOARD OF EMERGENCY MEDICAL SERVICES

2018 Attrition Report

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Sample Statistic	Description
X	Sample Mean
x	Sample Median
	The p-value is the level of marginal significance within a chi-square (X²) test.
p	The chi-square test for independence is used to determine the statistical significance between two categorical variables; determining correlation.

Introduction

BACKGROUND

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 Kentucky EMS Attrition Report in 2016. In 2018, Kentucky EMS provider attrition was the lowest it's been in 4 years, accounting for only 13% of providers.

Kentucky EMS Provider Attrition Rates				
2015	16%			
2016	21%			
2017	14%			
2018	13%			

PURPOSE STATEMENT

This report presents the findings of the KBEMS' 2018 Attrition Survey and the 2019 Agency/TEI Employee Statistics Survey. The primary objective of this report is to gain insight on the trends and determining factors that contribute to Kentucky EMS employee attrition while also investigating entry level pay for EMS personnel throughout the commonwealth.

METHODS

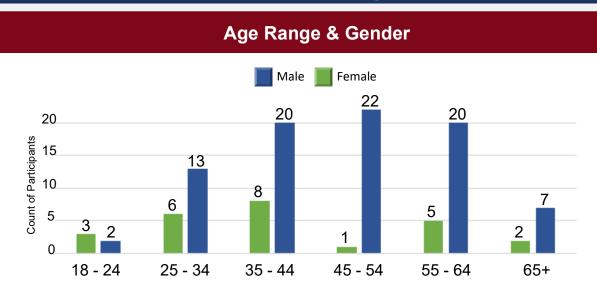
KBEMS' 2018 Attrition Survey: In 2019, the Kentucky Board of Emergency Medical Services conducted a survey of EMS providers who allowed their EMS License/Certification to expire the previous year. The 21-question survey was administered to 950 previously active providers by means of email. There were 110 participants (11.57% response rate), including 84 (77%) Males and 25 (23%) 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; Chi Square Test of Independence was used to determine significant correlation between variables.

2019 Agency/TEI Employee Statistics Survey: In 2019, KBEMS collected Agency/Training and Educational Institution (TEI) data in relation to entry-level pay for EMTs, AEMTs, Paramedics, Educators, & Managerial Personnel. Participation was voluntary and all responses were anonymous. The 15 question survey was administered to 220 Agencies and 170 TEIs. The survey received 99 Agency responses (45% response rate) and 79 TEI responses (46% response rate). The data was analyzed using SPSS; descriptive analysis was used to determine measures of central tendency.

CONTACT

If you have any questions please contact KBEMS Deputy Director, Chuck O'Neal, or Data Analyst, Monica Robertson, at (859) 256-3565.

Participant Demographics

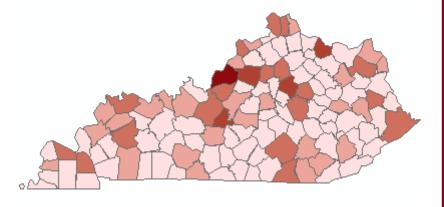


Age Range & Gender						
	Fer	Female Male		ale	le Total	
Patient Age Range	#	%	#	%	#	%
18 - 24	3	12%	2	2%	5	5%
25 - 34	6	24%	13	16%	19	17%
35 - 44	8	32%	20	24%	28	26%
45 - 54	1	4%	22	26%	23	21%
55 - 64	5	20%	20	24%	25	23%
65 +	2	8%	7	8%	9	8%
Total	25	100%	84	100%	109	100%

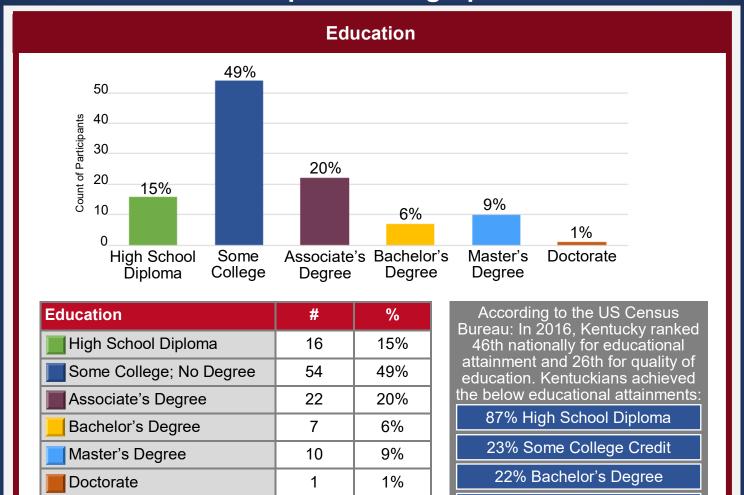
Residence

Residence	#	%
Kentucky	79	75%
Out of State	27	25%
Total	106	100%





Participant Demographics



Additional Licensure/Certifications

110

100%

License/Certifications	#	%
Not Maintaining License/Certification	80	76%
NREMT Only	6	6%
NREMT and Other State(s)	15	14%
Another State Only	4	4%
Total	105	100%

Total

10% of Participants are working as an EMS provider in another state.

9.3% Advanced College Degree

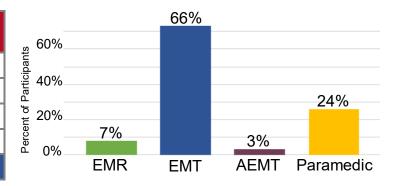
14% of Participants are in Active Status with NREMT.

The National Registry, established in 1970 as a non-profit organization, is the Nation's Emergency Medical Services Certification organization.

Participant EMS Background

License/Certification Level

Certification/ License Level	#	%
EMR	8	7%
E MT	73	66%
AEMT	3	3%
Paramedic	26	24%
Total	110	100%

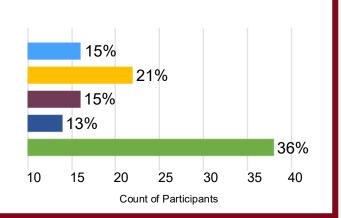


Total 2018 Licensed EMS Providers: 13,592

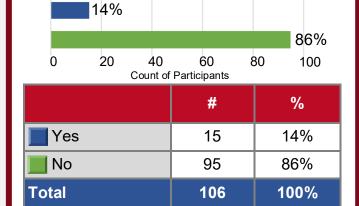
EMR (599), EMT (9,136), AEMT(155), & Paramedic (3,702).

Length of Service

Length of Service	#	%
1 - 3 Years	16	15%
4 - 9 Years	22	21%
10 - 15 Years	16	15%
16 - 20 Years	14	13%
21+ Years	38	36%
Total	106	100%



Educator/Evaluator



Declared Disabled 10% 90% 10 20 30 40 0 Count of Participants % 5 10% Yes No 43 90% 100% **Total** 48 *62 participants skipped the question due to survey logic.

Participant Recent EMS Employment



Organization Type & Schedule								
	8 Hour Shift	12 Hour Shift	24/48 Hour Shift	24/72 Hour Shift	Other	Did Not Work in EMS	Total	%
Air Medical	0	1	2	0	1	0	4	4%
Fire Department	5	3	18	0	6	5	37	35%
Government, Non- Fire	1	6	10	1	5	0	23	22%
Hospital	0	6	3	0	2	0	11	10%
Private, Non- Hospital	0	11	7	2	4	0	24	23%
Did Not Work in EMS	0	0	0	0	0	7	7	6%
Total	6	27	40	3	18	12	106	100%
%	6%	25%	38%	3%	17%	11%	100%	

Participant Next Chapter

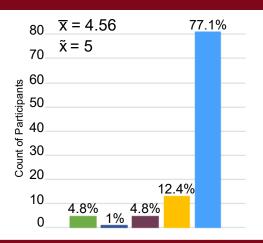
Primary Reason for Allowing License/Certification to Expire No Longer Working for a **Previous Attrition Reports** 24% KY EMS Service 2016 Retired 22% 1. Retirement 26% 2. Low Salary and/ or Poor Benefits Low Salary and/or Poor 24% 20% Benefits Package Package 16% Relocated External Factors; Not My 13% Choice to Leave EMS External Factors; Not My Choice to Leave EMS 10% 6% Relocated 5. Poor Management and/or 10% Work Injury 5% Hostile Workplace 2017 Poor Management and/or 3% Hostile Work Environment 1. Retirement 28% External Factors; Unable to Find a Not My Choice to Leave EMS 26% 3% Full-Time Position Simply Did Not Enjoy 14% Relocated 2% Working in EMS 4. Low Salary and/ or Poor Benéfits 14% Package Inflexible Work Schedule Poor Lack of Promotion 5% Management and/or 1% Opportunities Hostilĕ Workplace 0% 10% 15% 20% 25% 5% Percent of Participants

Top New Career Fields Previous EMS Providers are Now Working					
1. Health & Medicine	22%	7. Fire	5%		
2. Manufacturing	14%	8. Transportation	5%		
3. Self-Employed	12%	9. Homemaker	4%		
4. Government	7%	10. Student; Continuing Higher Ed	4%		
5. Sales	7%	11. Engineering & Computer Science	3%		
6. Education & Teaching	5%	12. Finance & Insurance	3%		

Perceptions & Attitudes

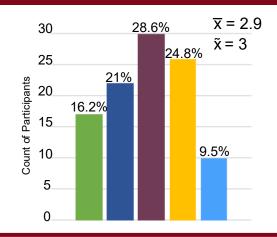
Q1: I believe that EMS providers deserve a higher annual salary.

	Frequency	Percent
Strongly Disagree	5	4.8%
Disagree	1	1%
Neutral	5	4.8%
Agree	13	12.4%
Strongly Agree	81	77.1%
Total	105	100%



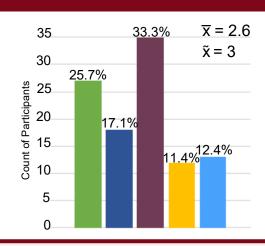
Q2: If a friend asked me, I would recommend that they take a job in EMS.

	Frequency	Percent
Strongly Disagree	17	16.2%
Disagree	22	21%
Neutral	30	28.6%
Agree	26	24.8%
Strongly Agree	10	9.5%
Total	105	100%



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

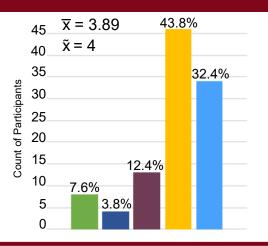
	Frequency	Percent
Strongly Disagree	27	25.7%
Disagree	18	17.1%
Neutral	35	33.3%
Agree	12	11.4%
Strongly Agree	13	12.4%
Total	105	100%



Perceptions & Attitudes

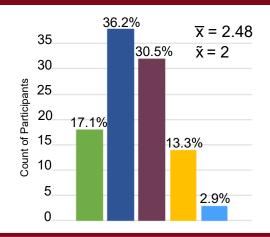
Q4: Working as an EMS provider is a rewarding and meaningful career.

	Frequency	Percent
Strongly Disagree	8	7.6%
Disagree	4	3.8%
Neutral	13	12.4%
Agree	46	43.8%
Strongly Agree	34	32.4%
Total	105	100%



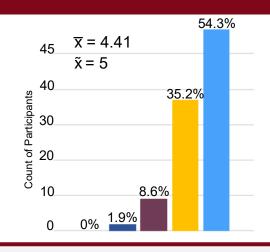
Q5: There are plenty of opportunities for advancement in the EMS field.

	Frequency	Percent
Strongly Disagree	18	17.1%
Disagree	38	36.2%
Neutral	32	30.5%
Agree	14	13.3%
Strongly Agree	3	2.9%
Total	105	100%



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

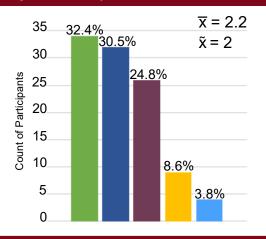
	Frequency	Percent
Strongly Disagree	0	0%
Disagree	2	1.9%
Neutral	9	8.6%
Agree	37	35.2%
Strongly Agree	57	54.3%
Total	105	100%



Perceptions & Attitudes

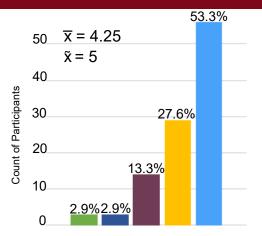
Q7: I believe that most EMS providers receive an excellent benefits package (health insurance, retirement plan, etc.)

	Frequency	Percent
Strongly Disagree	34	32.4%
Disagree	32	30.5%
Neutral	26	24.8%
Agree	9	8.6%
Strongly Agree	4	3.8%
Total	105	100%



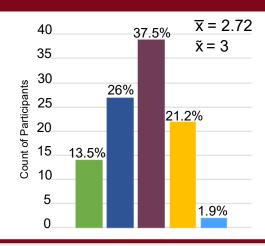
Q8: I believe that EMS providers are exposed to more personally disturbing incidents than other health care workers.

	Frequency	Percent
Strongly Disagree	3	2.9%
Disagree	3	2.9%
Neutral	14	13.3%
Agree	29	27.6%
Strongly Agree	56	53.3%
Total	105	100%



Q9: EMS providers have access to flexible work schedules.

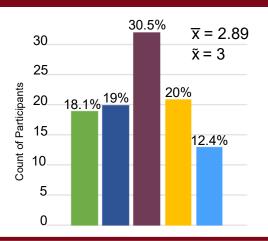
	Frequency	Percent
Strongly Disagree	14	13.5%
Disagree	27	26%
Neutral	39	37.5%
Agree	22	21.2%
Strongly Agree	2	1.9%
Total	104	100%



Perceptions & Attitudes

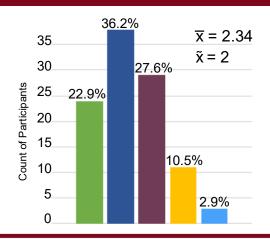
Q10: I believe that women EMS providers are treated differently than their male counterparts.

	Frequency	Percent
Strongly Disagree	19	18.1%
Disagree	20	19%
Neutral	32	30.5%
Agree	21	20%
Strongly Agree	13	12.4%
Total	105	100%



Q11: EMS providers are highly regarded in the medical field.

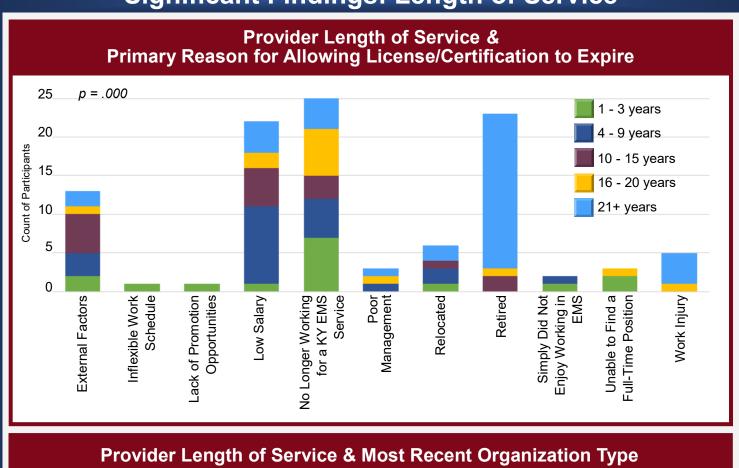
	Frequency	Percent
Strongly Disagree	24	22.9%
Disagree	38	36.2%
Neutral	29	27.6%
Agree	11	10.5%
Strongly Agree	3	2.9%
Total	105	100%

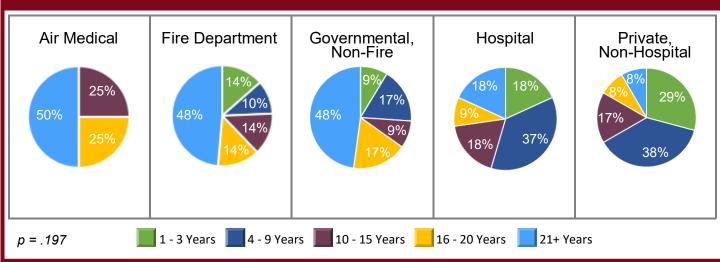


Averages for all Perception & Attitude Questions (Pages 7-10)

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Strongly Disagree	5	17	27	8	18	0	34	3	14	19	24
Disagree	1	22	18	4	38	2	32	3	27	20	38
Neutral	5	30	35	13	32	9	26	14	39	32	29
Agree	13	26	12	46	14	37	9	29	22	21	11
Strongly Agree	81	10	13	34	3	57	4	56	2	13	3
Average	4.6%	2.9%	2.6%	3.9%	2.5%	4.4%	2.2%	4.3%	2.7%	2.9%	2.3%

Significant Findings: Length of Service





Percent of Provider's With 10 + Years of Service & Their Corresponding Shift Schedule

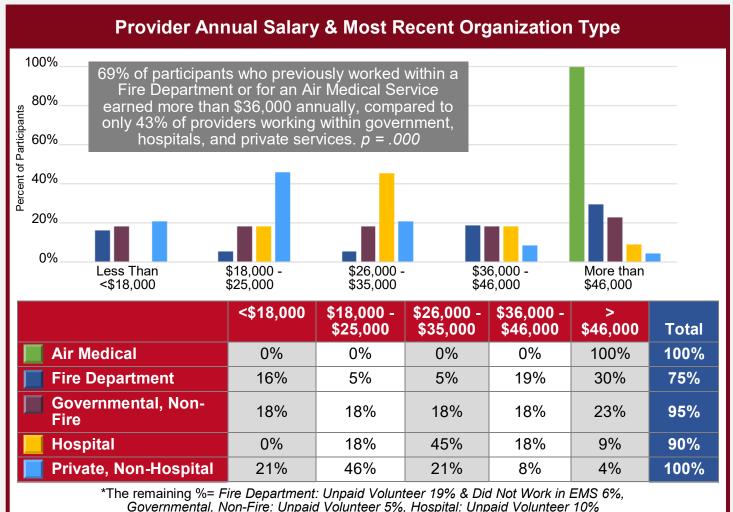
50% 24/48 Hour Shift

20% 12 Hour Shift **19%** Other (Part-Time, Etc.)

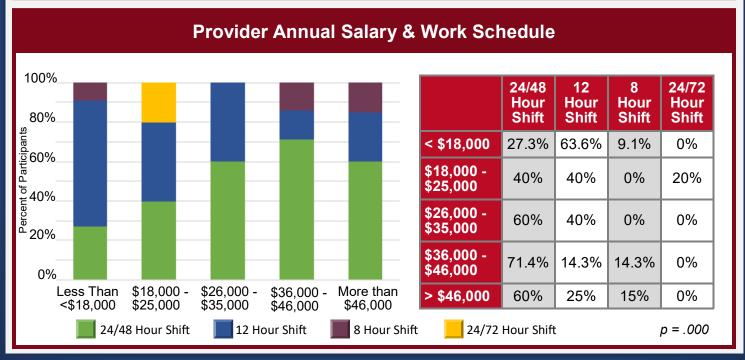
10% 8 Hour Shift **1%** 24/72 Hour Shift

*Not including those who indicated that they 'Did Not Work in EMS'

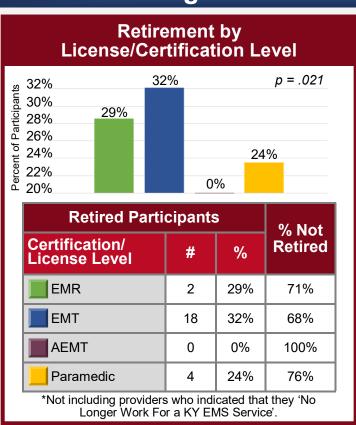
Significant Findings: Recent Employment



Governmental, Non-Fire: Unpaid Volunteer 5%, Hospital: Unpaid Volunteer 10%



Significant Findings: Retirement





Retired Vs. Career Satisfaction : Not Retired Strongly Disagree= SD, Disagree= D, Neutral= N, Agree= A, Strongly Agree= SA I believe that most EMS believe that EMS providers are Working as an EMS provider is Highly Regarded in the medical a rewarding and meaningful providers receive an excellent field. benefits package. career. 40% 40% 35% 50% 30% 30% 40% 25% 20% 30% 20% 15% 20% 10% 10% 10% 5% 0% SA SA SD SD SD Ν D Ν I believe that EMS providers are If a friend asked me, I would EMS providers have access to exposed to more personally recommend that they take a job flexible work schedules. disturbing incidents than other in EMS. health care workers. 35% 70% 30% 60% 40% 25% 50% 30% 20% 40% 20% 30% 20% 10% 20% 10% 5% 10% 0% 0% SD SD SA SD D

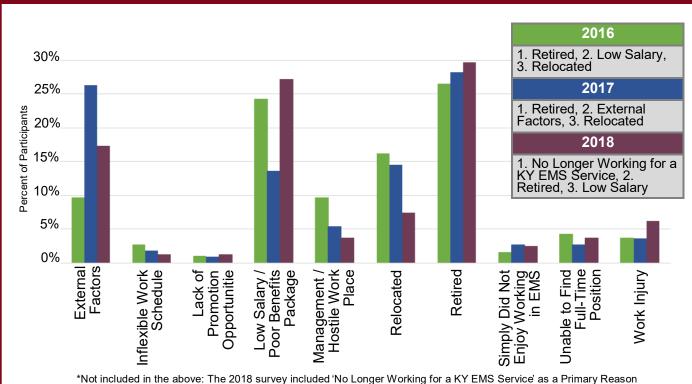
2016, 2017, Vs. 2018

2016 Attrition Rate= 21%

2017 Attrition Rate= 14%

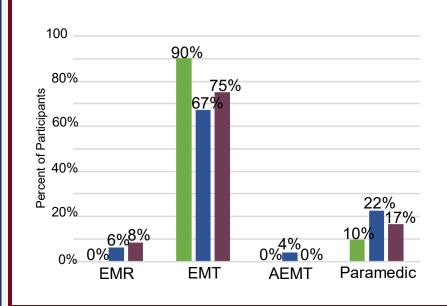
2018 Attrition Rate= 13%

Provider Annual Primary Reason for Allowing License/Certification to Expire



*Not included in the above: The 2018 survey included 'No Longer Working for a KY EMS Service' as a Primary Reasor for those who might be working for an out of state agency.

Annual Provider Retirement Percentage by License/Certification Level



by License/Certification Level						
2016 2017 201						
EMR	0%	6%	8%			
ЕМТ	90% 67%		75%			
AEMT	0%	4%	0%			
Paramedic	10%	22%	17%			

Attrition Survey Conclusion

The 2018 KBEMS Attrition Report was able to pinpoint several significant factors that attribute to employee turnover: relocation, retirement, employee compensation, & recent employment.

Relocation

25% of study participants no longer live within Kentucky. Of these participants, 44% of providers indicated that 'Relocation' was the reason for allowing their License/ Certification to Expire and 18% indicated that 'They No Longer Work for a KY EMS Service'. In fact, 10% of participants indicated that they are working for an out-of-state agency. When asked their likelihood on reinstating 33% agreed that they will more than likely reinstate.

Retirement

Similar to previous years, retirement remains a leading factor of employee attrition among Kentucky EMS Providers. Not surprisingly, 83% of participants who indicated that retirement was the reason for not renewing their License/Certification earned towards the upper tier of the EMS pay scale, bringing home more that \$35,000 annually. Additional retirement indicators include: License/Certification level, employment organization type, and work schedule.

Employee Compensation

Across all demographics, majority of providers believe that EMS professionals are not compensated accurately. Only 21% of study participants earned an annual salary of more than \$46,000. In addition, a whopping 89% of participants believe that EMS providers deserve a higher salary and better benefits. When participants were asked the primary over-all reasoning for allowing their License/Certification to expire 1 in 5 noted that low salary/poor benefits package was to blame.

Recent Employment

Participant recent employment is a major determining factor of provider retention. Participants who were employed within a Fire Department (46%) are more likely to retire from EMS than their counterparts. Additionally, participants who worked a 24/48 hour shift were more than twice as likely to retire from EMS and those working an 8 hour shift are over 3 times as likely to retire from EMS.

Agency Entry-Level Employee Statistics

The below data represents the findings of the '2019 Agency Employee Statistics Survey'. KBEMS collected agency data in relation to entry-level pay for EMTs, AEMTs, Paramedics, & managerial staff. Participation was voluntary by KY Agencies and all responses were anonymous. The survey received 99 Responses (45% Response Rate).

Provider Entry-Level Hourly Pay by License/Certification Level



EMT					
\overline{X}	χ	Max	Min		
\$11.88	\$11.05	\$27.00	\$8.00		

AEMT					
X	χ	Max	Min		
\$13.30	\$12.00	\$27.00	\$9.00		

Paramedic						
X X Max Min						
\$15.62	\$14.57	\$27.00	\$11.00			

Agency Classification Specific Entry-Level Hourly Pay by License/Certification

Class I - Class I Ground Ambulance Services shall operate at the ALS or BLS level to provide emergency and nonemergency transportation.

	EMT	AEMT	Paramedic	
Average Entry Level Hourly Pay	\$11.96	\$13.27	\$15.36	

Class III - Class III ground ambulance services shall operate at the ALS level only to provide critical care, emergency or nonemergency transportation between health care facilities.

	EMT	AEMT	Paramedic
Average Entry Level Hourly Pay	\$13.36	\$13.58	\$17.75

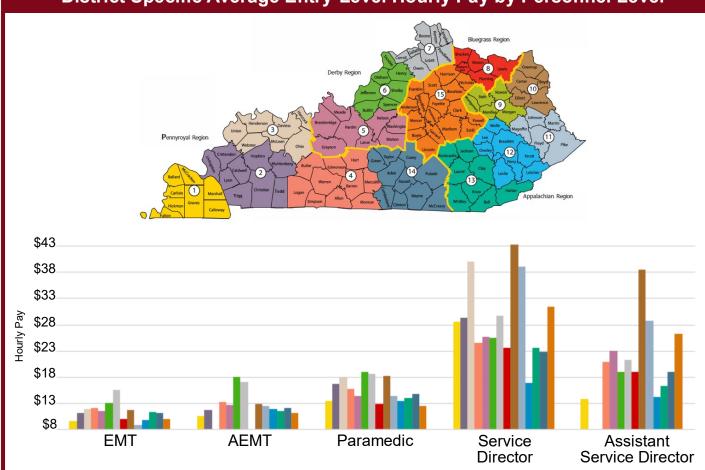
Class VII - Class VII rotor wing air ambulance services may provide ALS emergency or nonemergency transportation. Fixed wing class VII services may provide ALS or BLS emergency or nonemergency transportation.

	ЕМТ	AEMT	Paramedic
Average Entry Level Hourly Pay	NA	NA	\$22.94

*Currently no data specific to Class II, Class IV, & Class VIII have been submitted.

Agency Entry-Level Employee Statistics

District Specific Average Entry-Level Hourly Pay by Personnel Level

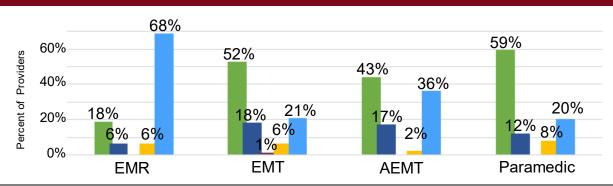


District Entry-Level Pay								
	1	2	3	4	5	6	7	8
EMT	\$9.66	\$11.25	\$12.00	\$12.10	\$11.64	\$13.12	\$15.71	\$10.00
AEMT	\$10.65	\$11.75	N/A	\$13.27	\$12.73	\$18.16	\$17.21	N/A
Paramedic	\$13.58	\$16.81	\$18.18	\$15.84	\$14.39	\$19.10	\$18.60	\$13.00
Service Director	\$28.56	\$29.32	\$40.00	\$24.55	\$25.66	\$25.62	\$29.78	\$23.70
Assistant SD	\$13.83	N/A	N/A	\$21.02	\$23.00	\$19.00	\$21.30	\$19.00
	9	10	11	12	13	14	15	
EMT	N/A	\$11.73	\$9.00	\$9.84	\$11.45	\$11.22	\$10.18	
AEMT	N/A	\$13.00	\$12.50	\$12.00	\$11.66	\$12.16	\$11.20	
Paramedic	N/A	\$18.23	\$14.40	\$13.57	\$14.00	\$14.94	\$12.64	
Service Director	N/A	\$43.26	\$39.00	\$17.00	\$23.56	\$22.92	\$31.51	
Assistant SD	N/A	\$38.46	\$28.85	\$14.33	\$16.33	\$19.13	\$26.38	

Agency Entry-Level Employee Statistics

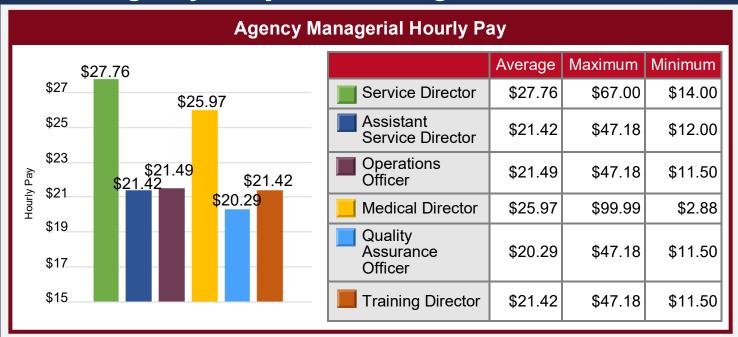
Organization Specific Entry-Level Hourly Pay by License/Certification Level \$18 \$18 \$17 \$16 \$16 \$16 Hourly Pay \$14 \$13 \$14 \$13 \$13 **\$**12 \$12 \$12 \$12 \$10 \$10 **Paramedic AEMT EMT** Private, Non-Hospital Hospital Fire Department Community, Non-Profit OR Government, Non-Fire Community, Non-**Profit OR** Private, **Hospital Fire Department** Non-Hospital Governmental, **NON-Fire EMT** \$12.65 \$13.06 13.94% \$10.90 **AEMT** \$13.75 \$12.73 16.17% \$12.19 **Paramedic** \$16.55 \$18.41 17.45% \$14.28

Entry-Level Primary Work Schedule by License/Certification Level



	24/48 Hour	12 Hour	8 Hour	24/72 Hour	Other
EMR	18.75%	6.25%	0%	6.25%	68.75%
ЕМТ	52.63%	18.42%	1.32%	6.56%	21.05%
AEMT	43.9%	17.07%	0%	2.44%	36.59%
Paramedic	59.46%	12.16%	0%	8.11%	20.27%

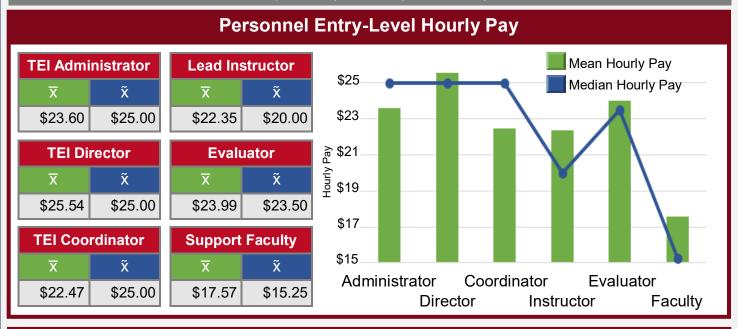
Agency Entry-Level Managerial Statistics



Organization Specific Managerial Hourly Pay \$60 \$50 Hourly Pay \$40 \$30 \$20 \$10 Operations Medical Service Assistant Quality Training Assurance Director Service Officer Director Director Officer Director Community, Non-Private, Profit OR **Hospital Fire Department** Non-Hospital Governmental, **NON-Fire** \$24.72 \$25.72 Service Director \$44.61 \$32.04 **Assistant Service** \$18.87 \$39.00 \$26.00 \$20.75 Director **Operations Officer** \$27.33 \$28.45 \$18.64 \$19.95 \$25.40 \$20.00 \$63.36 \$14.00 **Medical Director Quality Assurance** \$18.71 N/A \$30.39 \$19.08 **Training Director** \$20.77 \$25.00 \$33.42 \$17.93

TEI Entry-Level Employee Statistics

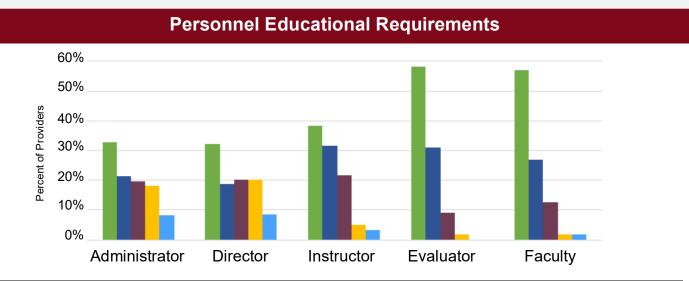
The below data represents the findings of the '2019 TEI Employee Statistics Survey'. KBEMS collected TEI data in relation to entry-level pay for Educators, Evaluators, & managerial staff. Participation was voluntary by KY TEIs and all responses were anonymous. The survey received 79 Responses (46% Response Rate).



Entry-Level Hourly Pay by TEI Type

EMS-TEI 1= C	ertified to teach EMR	R.					
	Administrator	Director	Coordinator	Instructor	Evaluator		
Hourly Pay	N/A	N/A	N/A	\$20.00	\$25.00		
EMS-TEI 2= Ce	ertified to teach EMR	R & EMT.					
	Administrator	Director	Coordinator	Instructor	Evaluator		
Hourly Pay	\$22.72	\$23.99	\$21.42	\$19.48	\$26.39		
EMS-TEI 3= C	ertified to teach EMR	R, EMT, & AEM	Г.				
	Administrator	Director	Coordinator	Instructor	Evaluator		
Hourly Pay	\$21.40	\$21.93	\$20.95	\$18.95	\$24.20		
EMS-TEI 4= Ce	ertified to teach EMR	R, EMT, AEMT,	& Paramedic.				
	Administrator	Director	Coordinator	Instructor	Evaluator		
Hourly Pay	\$26.10	\$28.83	\$23.00	\$27.55	\$21.00		
EMS-TEI CE= Certified to teach continuing education only.							
	Administrator	Director	Coordinator	Instructor	Evaluator		
Hourly Pay	\$26.10	\$28.83	\$23.00	\$27.55	\$21.00		

TEI Entry-Level Employee Statistics



	High School Diploma	Some College	Associate's Degree	Bachelor's Degree	Advanced Degree
Administrator	32.79%	21.31%	19.67%	18.03%	8.20%
Director	32.20%	18.64%	20.34%	20.34%	8.47%
Instructor	38.33%	31.67%	21.67%	5.0%	3.33%
Evaluator	58.18%	30.91%	9.09%	1.82%	0%
Faculty	57.14%	26.79%	12.50%	1.79%	1.79%

