

Frontier Education Center
Frontier EMS Staffing Services with Volunteer and Paid Workers
April 2005

Included in the 2004 – 2005 Scope of Work for the Frontier Education Center is a request for a report on the number of paid and volunteer EMS workers in frontier communities of the US.

It should be noted that in the EMS field the term "volunteer" is not an exclusive category. Often volunteers receive a stipend for mileage, or a small fee per trip. Two respondents suggested that a uniformly accepted definition of volunteer should be developed in order to accurately count these workers.

Initial Research

The project began with an Internet search for information on the topic as well as a review of the Frontier Education Center library of EMS materials. General anecdotal information pointed to the supposition that more frontier EMS workers tend to be volunteers than urban EMS workers. Two reports were found on the Internet, one completed by the state of Oregon and one by the state of Nevada. The Oregon data is currently unavailable due to a computer malfunction, but it will be sent when it is available. The Nevada information is included in the report.

National organizations, including the National Association of State EMS Directors (NASEMSD) and the National Registry of Emergency Medical Technicians were contacted, but none had the information requested or knew of other sources for this information.

NASEMSD

Using the state EMS director list which appears on the NASEMSD website, each state office was contacted by email, phone or letter and asked to provide information on paid versus volunteer EMS workers. Attached, as Appendix A, is the letter of inquiry.

Many states reported they do not track this information. If it is tracked statewide, isolating the information for rural areas is difficult. Kansas offered the information for their 105 counties, which would allow for some rural tracking. Pennsylvania defined rural for this purpose as those counties where less than 50% of the population is urban.

NEDARC

The National EMSC Data Analysis Resource Center (NEDARC), <http://www.nedarc.org>, located at the University of Utah, includes on its website a state by state survey covering many EMS workforce issues including paid and volunteer agencies. Where the information was available (updated June 2003 and soon to be updated again), it is included in the table. While NEDARC counts agencies and not individuals, it provides a picture of the situation in several states.

It is interesting to look at the states where workers are mostly paid and those in which well over half of the workers or agencies are volunteer. The complete results of this project to date are attached as Appendix B – Draft EMS Information Request. April, 2005.

States With High Percentages of Paid Workers/Agencies	
State	Percent Paid
Florida	100
Hawaii	100
Louisiana	99
Mississippi	99
Missouri	95
New Jersey (no rural counties)	100
Oklahoma	78.7
South Carolina	75
Tennessee	100
Utah	80
Source: Frontier Education Center EMS Report (April 2005) and NEDARC data (June 2003).	

States with High Percentages of Volunteer Workers	
State	Percent Volunteer
Alaska	70
Iowa	83
Minnesota	85
Montana	70
New Hampshire	60
Pennsylvania	69.5
Virginia	60
Washington	66
Wisconsin	80
Source: Frontier Education Center EMS Report (April 2005) and NEDARC data (June 2003).	

In the course of this study, it was learned that many organizations are already involved in related studies of EMS data. In addition to NEDARC, there is the EMS Performance Improvement Resource Center www.emspi.org, a joint project of the North Carolina Office of EMS and the University of North Carolina-Chapel Hill, Department of Emergency Medicine and funded by the Duke Endowment.

NHTSA: EMS Workforce Agenda for the Future, UCSF

One respondent shared information about a major EMS workforce project that has recently been announced. The EMS Workforce Agenda for the Future, sponsored by the National Highway Traffic Safety Administration, is a two-year \$460,000 project, which will include a comprehensive assessment of existing EMS workforce research and data sources as well as recommendations for improving working conditions for EMTs and paramedics in the future.

The project is being led by Susan Chapman, PhD, and fellow researchers at the University of California-San Francisco Center for the Health Professions, an institution known nationally for its allied health workforce studies. UCSF has subcontracted with the University of Washington Center for Health Workforce Studies to look specifically at rural EMS workforce issues.

According to Chapman, the project will be a multi-year process consisting of successive phases of assessment, policy development and implementation. The assessment and policy development phases will include a review of existing EMS workforce research and literature, assessment of the need for more data collection and analysis, solicitation of input from key experts and stakeholders and preparation of a guidance document.

The Frontier Education Center has been in contact with Chapman to let her know about the information we have gathered and also to encourage the inclusion of frontier issues in this study. The Center has also made her aware of other organizations that should have input, including the Rural EMS and Trauma Technical Assistance Center (REMSTTAC) and NEDARC and also alerted these organizations to the EMS Workforce Project.

In summary, information about paid and volunteer EMS workers is not uniformly collected, although many states do keep track of certified EMS workers. When the information is available, it is not easily differentiated as to frontier, rural or urban. A policy recommendation might be to ask states to include it in their EMS worker databases.

Appendix A -- Information Request

The Frontier Education Center has been asked by the federal Office of Rural Health Policy to determine if information is available on the number of paid versus volunteer EMS workers in frontier/rural areas.

I wonder if that information has been collected for (state). If so, is it available by county or differentiated as to urban and rural areas? Or, is there a good estimate?

If this information is available in any form, I would appreciate receiving it or being directed to the source.

Thank you.

Appendix B –Frontier Education Center Draft EMS Information Request, April 2005

ST	CONTACT	Paid	Vol.	Vol /Comp	Source
AL	<p>Jimmy D. Prince, Director EMS Division AL Dept Health P.O. Box 303017 Montgomery, AL 36130-3017 334-206-5383 www.adph.org</p>	NA	NA		<p>State does not track; many state-licensed EMTs work for both paid and volunteer agencies. ----- NEDARC* 20 % Paid Agencies 70 % Volunteer 10 % Combination</p>
AK	<p>Kathy McLeron EMS Unit Mgr., Community Health & EMS Section DHSS/Public Health P.O. Box 110616 Juneau, AK 99811-0616 907-465-3027; www.chems.alaska.gov</p>	NA	NA		<p>State does not track. ----- NEDARC 20 % Paid 70% Volunteer 10% Combination</p>
AZ	<p>Gene Wikle Bureau Chief of EMS AZ Dept. of Health Services 150 N. 18th Avenue, Suite 540 Phoenix, AZ 85007 602-364-3150; F: 602-364-3568 www.azdhs.gov/bems</p>	48%	52%		AZ Fire District Survey
AR	<p>David Taylor, Interim Director, Div. of EMS & Trauma Systems, AR Dept. of Health 4815 W. Markham St., Slot 38 Little Rock, AR 72205-3867 501-661-2262; F: 501-280-4901 www.healtharkansas.com/ems</p>	NA	NA		State does not track.

GA	R. David Bean, Director Emergency Medical Services 2 Peachtree Street, Suite 12432 Atlanta, GA 30303 404-657-2594; F: 404-651-8036 www.pb.dhr.state.ga.us/program/ems	NA	NA	Currently not tracked in Ga. "My expectation is that you will find few volunteer EMS workers in Georgia." - David Bean, Director
HI	Donna Maiava, Chief EMS System State Department of Health 3627 Kilauea Avenue, Room 102 Honolulu, HI 96816 808-733-9210; F: 808-733-8332 http://hawaii.gov/doh/resource/ems/			NEDARC 100% Paid
ID	Dia Gainer, Chief Idaho Emergency Medical Services 590 W. Washington Street, P.O. Box 83720 Boise, ID 83720-0036 208-334-4000; F: 208-334-4015 www.idems.idhw.state.id.us BoydE@idhw.state.id.us sent data	35%	34%	Survey by county. ----- NEDARC 43% Volunteer 57% Combination
IL	Gregory Scott, RN, BS, EMT-P Acting Chief, Div. of EMS & Highway Safety IL Department of Public Health 525 W. Jefferson Street, 3rd Floor Springfield, IL 62761-0001 217-785-2080; F: 217-524-0966 www.idph.state.il.us			Do not track. Imagines many rural are vols. ----- NEDARC 43% Paid 58% Volunteer

LA	<p>Nancy Bourgeois, Director Bureau of Emergency Medical Services P.O. Box 94215 Baton Rouge, LA 70804 225-763-5700; F: 225-763-5702</p>	Almost 100%			<p>Most are paid; Three rural community semi-paid fire depts. use about 30 vols. Grand Isle Vol. Emergency Services uses 15-20 vols. Two agencies - one urban, one rural, use EMS reserves - about 50 vols. On the paid side there are about 4500 certified EMS personnel, all levels.</p>
ME	<p>Jay Bradshaw, Director Maine Emergency Medical Services 152 State House Station Augusta, ME 04333-0152 207-626-3860; F: 207-287-6251 Website: www.maine.gov/dps/ems</p>	NA	NA	NA	<p>From our data, we cannot identify whether a provider is paid, volunteer, or a combination of both.</p> <p>----- NEDARC 25% paid, 50% volunteer 25% combination coming</p>
MD	<p>Robert Bass, MD Director Emergency Medical Services MIEMSS 653 W. Pratt Street Baltimore, MD 21201-1536 410-706-5074; F: 410-706-4768 Website: www.miemss.org</p>				
MA	<p>Louise Goyette, Director MA DPH/OEMS 2 Boylston Street, 3rd Floor Boston, MA 02116 617-753-7300; F: 617-753-7320 Website: www.state.ma.us/dph/oems</p>	NA	NA	NA	<p>No data available.</p>

MT	<p>Jim DeTienne, Supervisor EMS&Trauma System Section MT Dept. of Public Health & Human Svcs. P.O. Box 202951 Helena, MT 59620 406-444-4460; F: 406-444-1814 Website: www.emsip.state.mt.us</p>	NA	NA		<p>Do not capture that information. ----- NEDARC 10% paid 70% volunteer 20% combination</p>
NE	<p>Dean Cole, Director Division of Emergency Medical Services 301 Centennial Mall South, 3rd Floor Box 95007 Lincoln, NE 68509-5007 402-471-0124; F: 402-471-0169 Website: www.hhs.state.ne.us/ems/emsindex.htm</p>	20%	80%		<p>The problem is defining paid and volunteer. Some ambulance services pay individuals \$5.00 for a run or minimum wage. Some have a fulltime/part-time staff on call during the day and a volunteer staff at night. There needs to be a national definition for paid. It is estimated that of Nebraska's 407 ambulance services, 80% are volunteer. Study due in March; results not yet available.</p>
NV	<p>Fergus Laughridge, Supervisor EMS Office Nevada State Health Division 1550 E. College Parkway, #158 Carson City, NV 89710 775-687-3065; F: 775-684-5313 Website: http://health2k.state.nv.us/ems</p>		42% overall 51% rural		<p>Rural Emergency Medical Services Outreach Project, Great Basin College 7/03 ----- NEDARC 36% paid 55% volunteer 9% combination</p>

NC	Drexdal Pratt, Chief Office of EMS 2707 Mail Service Center Raleigh, NC 27699-2707 919-855-3935; F: 919-733-702	NA	NA	NA	NA
ND	Tim Meyer, Director Div. of Emergency Health Services ND Department of Health 600 Boulevard Avenue; Dept. 301 Bismarck, ND 58505-0200 701-328-2388; F: 701-328-1890 Website: www.state.health.nd.us				State does not track.
OH	Richard N. Rucker, Executive Director OH Department of Public Safety, Div. of EMS 1970 W. Broad Street Columbus, OH 43218-2073 614-466-9447; F: 614-995-7012 Website: www.ohiopublicsafety.com				NEDARC 14% paid 52% volunteer 34% combination
OK	Shawn Rogers, Director of EMS State Department of Health 1000 NE 10th Street, Room 1104 Oklahoma City, OK 73117 405-271-4027; F: 405-271-4240 Website: www.health.state.ok.us/program/ems/				NEDARC 78.7 % paid 21/3% volunteer
OR	Paul Bollinger, MPH, Pre-hospital Systems Manager DHS, Office of Public Health Systems EMS & Trauma Systems Section P.O. Box 14450 Portland, OR 97263 503-731-4011; F: 503-731-4077 www.dhs.state.or.us/publichealth/ems	37.4%	46.4%	(Mixed pd./vol) 36.3%	Prelim. figures. Final study results coming. ----- NEDARC 90% combination

SD	<p>Bob Graff, Director Emergency Medical Services 118 West Capitol Avenue Pierre, SD 57501-2000 605-773-3915; F: 605-773-6631 www.state.sd.us/dps/ems</p>				<p>NEDARC 10% paid 10% volunteer 80% combination</p>
TN	<p>Joseph B. Phillips, Director Division of Emergency Medical Services Cordell Hull Bldg., First Floor 425 Fifth Avenue, North Nashville, TN 37247-0701 615-741-2584; F: 615-741-4217 www.state.tn.us/health/ems</p>	100%			<p>There are no volunteer emergency ambulance services. ----- NEDARC 99% paid 1% volunteer</p>
TX	<p>Terry Bavousett, Director EMS & Trauma Systems Coordinator Office Texas Department of Health Services 1100 49th Street Austin, TX 78756-3199 512-834-6740; F: 512-834-6736 www.tdh.state.tx.us/hcqs/ems/emshome</p>	<p>Frontier 48%</p> <p>Rural 73%</p>	<p>52%</p> <p>26%</p>		<p>Informal study by EMS office for legislator, 2/05. Frontier and Rural Counties - Certified EMS personnel affiliated with provider.</p>
UT	<p>Jan Buttrey, Director Bureau of EMS, Department of Health Box 142004; 288 N. 1460 West Salt Lake City, UT 84114-2004 801-538-6435; F: 801-538-6808 ans. By Christine Warren christinewarren@utah.gov</p>				<p>Of a total of 55 licensed transport agencies in our rural/frontier counties, three are con- sidered complete volunteer. NEDARC 80% paid 10% volunteer 10% combination</p>

<p>WY</p>	<p>Jim Mayberry, EMS Program Manager Wyoming Department of Health Hathaway Building, Room 446 Cheyenne, WY 82002 307-777-7955 ; F: 307-777-5639 Website: www.wdh.state.wy.us/ems</p>	<p>Most vol. - usually paid director</p>	<p>" ... the vast majority of our EMS providers are not paid personnel in the sense that they are career EMS providers. Wyoming has 72 ambulance services with only 4-6 services being a full-time paid ambulance service. Most ambulance services are staffed with a paid director and then volunteers who receive minimal pay for carrying a pager or received a fixed amount when responding to a call. To break this down by county would be difficult as many services overlap into adjoining counties and individuals may volunteer for more than one ambulance service.</p> <p>----- NEDARC 13% paid 42% volunteer 45% combination</p>
<p>• NEDARC = National EMSC Data Analysis Resources Center www.nedarc.org. NEDARC tracks paid, volunteer and combination (paid/volunteer) agencies.</p>			