



Last March the PAEMS office sent out a survey requesting feedback on the way our classes are being held. We did a complete analysis on all of the information and began to make changes based on the feedback that was give by you.

**Survey Feedback:** Agencies and providers have asked to have new and more PLS's.

**PAEMS:** We have gone through the list of all of the PLS's that we have and increased the topics that we cover.

**Action plan:** As of February 2010 Dale has gone through and updated each PLS to 2010. He also increased the number of subjects available, and put them all on one disk to make it easier for an agency to get multiple subjects.

**Survey Feedback:** There were several comments made about phone calls not being returned in a timely manner.

**PAEMS:** This does not meet the expectations of PAEMS Office.

**Action Plan:** The PAEMS office is going to make every effort to return call in a timely manner.

**Survey Feedback:** We would like to see classes taught at the provider agencies.

**PAEMS:** We do not have enough staff to teach multiple classes both at the PAEMS office and at the agencies. In 2010 we have taught 2 FR/D classes hosted at the agencies. We have also held several ABC classes at the agencies (i.e. East Peoria, AMT, and Pekin). This is not something that is done routinely in the PAEMS system, but will try to do it when resources are available. We do allow agencies to have their own classes ABC and EMT classes (i.e. Peoria Fire, Tremont, and Spring Bay).

**Action Plan:** The PAEMS office is in process of hiring part time educators to help with teaching and be able to hold some classes at the provider's agencies.

**Survey Feedback:** We would like to see the ACLS, ITLS, and PEPP classes geared to pre-hospital providers.

**PAEMS:** Several agencies have approached us and said that they would like to see these ABC classes taught more at the Pre-hospital level.

**Action Plan:** The PAEMS office has already changed the curriculum that gears it to be more toward the Pre-hospital providers and to limit the amount of emphasis on procedures and medications that only take place in the hospital. We have also increased the number of classes that we are offering this year by 9 classes.

**Survey Feedback:** I would like to see more classes at night (77% agree).

**PAEMS:** We have already increased the amount of night classes that have been offered this year. Since January 2010 we have had 2 EMT/B classes and 2 FR/D classes at night. There was also an offer for a paramedic class at night and did not get enough applicants to hold it. Since February 2010 we have added 2 ACLS, 3 PEPP, and 2 ITLS classes at night. If we hear of a need, we will schedule more.

**Action Plan:** The PAEMS office is in the process of hiring PRN educators so we can continue to have classes at night. As long as we have the personnel and the interest we will have night classes.

**Survey Feedback:** I would like to see more classes during the day (63% agree).

**PAEMS:** I would like to see more classes offered on the weekdays (48% agree). We have already increased the number of classes offered during the day. Since February we have added 7 ITLS classes, 7 ACLS classes, and 6 PEPP classes.

**Action Plan:** We will continue to meet the needs of our providers by increasing the amount classes needed. I am confident that with the hiring of another PRN person, that will give us more flexibility to hold more day time classes.

**Survey Feedback:** I would like to see more classes offered on weekends (69% agree).

**PAEMS:** The office is looking to see how to maximize the usefulness of classes on the weekends. Since February we have added on 3 PEPP, 3 ACLS, and 3 ITLS classes, all on the weekends.

**Action Plan:** We will continue to have classes on weekends as a routine schedule. With the hiring of PRN educators we will be able to increase the amount of classes on the weekends that we are holding to meet the needs of our providers.

**Survey Feedback:** I am happy with the current CE at the PAEMS Office (69% agree).

**PAEMS:** The PAEMS would like to apologize for the website being down as long as it has. We have been working with marketing on a new website for about 10 months.

**Action Plan:** The website should be up and running in the next 3-4 weeks. There will be Continuing Education on the new web site. The Continuing Education is going to be articles that the provider will be able to be read, take a short quiz, then send the quiz sent to the PAEMS office for credit.

The PAEMS office would like to thank everyone who took the time to give us feedback on what we needed to do to improve our classes. We will continue to monitor feedback that we receive about the classes to meet the needs of all of our providers.