



# Answer *the Call*



Governor's Emergency  
Medical Services Initiative

[emswv.com](http://emswv.com)

# Answer the Call EMS Initiative Development

- Study of EMS workforce supply, demand and education pipeline
- Public relations campaign to attract to EMS careers/central website for all initiative opportunities
- Purchase of Mobile ambulance simulators
- Development of no cost EMT training
- Mental Health First Aid training
- EMS Leadership training
- Geriatric Emergency Medical Services training
- Investment to keep behavioral health providers in rural communities to limit burden on EMS for transport
- Medic packs for every EMS worker
- Evaluation of efforts

Visit our website at <https://www.emswv.com/>

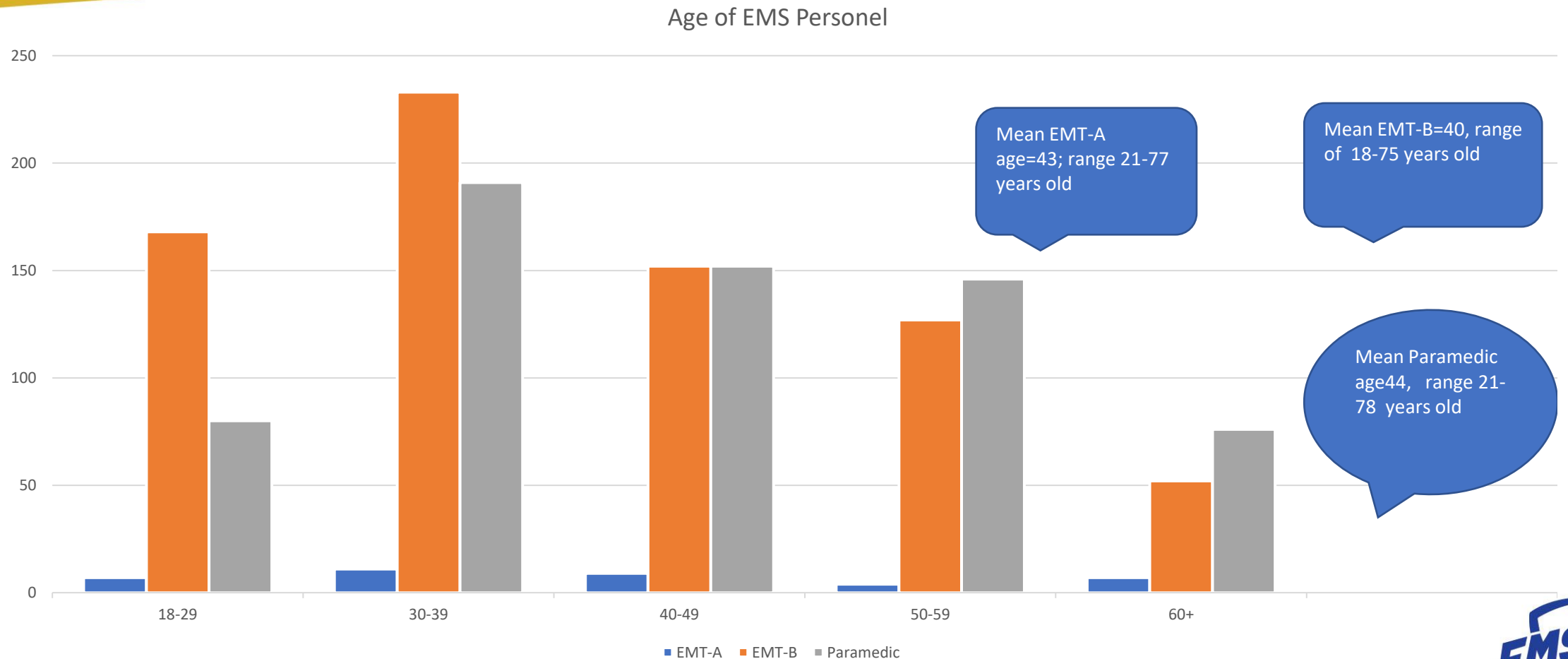


# Study of EMS Workforce: Data for decision making

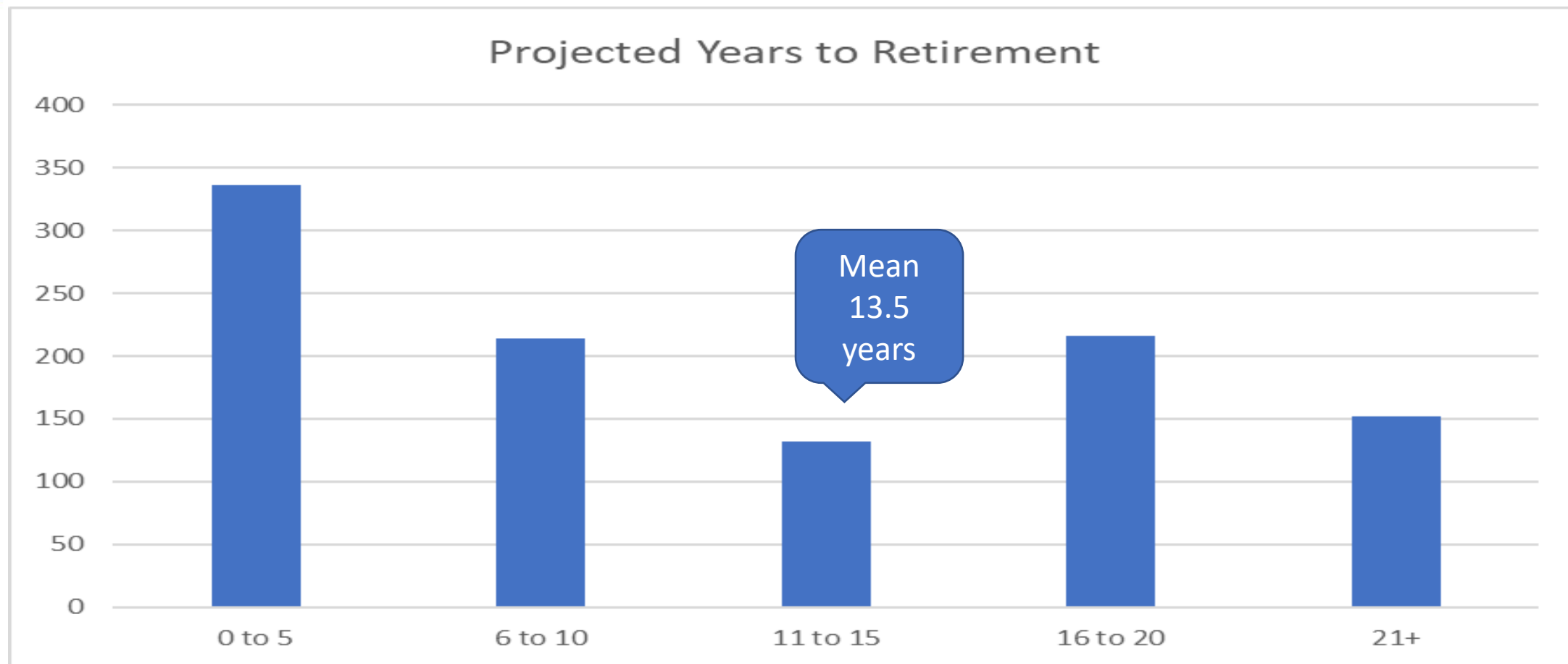
- The Answer the Call EMS initiative included a survey that was sent to all the registered EMTs and Paramedics within West Virginia to gain information on characteristics of the EMS workforce and included questions about education, employment status, overall health, workplace satisfaction, and retirement plans.
- A survey from the National Registry of Emergency Medical Technicians (NREMT) as a basis for design of the survey along with multiple other sources.
- **The survey link was emailed to 4400 registered EMTs and Paramedics within West Virginia.** After the participant took the survey a browser cookie was placed on their browser to prevent the participant from taking the survey more than once.
  - **2044 EMS personnel responded to the survey for a total response rate of 46.5%. After removing incomplete surveys , 1443 surveys were useable, for a final response rate of 32.8%.**
- EMS organizations registered with the Office of Emergency Management Services (OEMS) were also surveyed to ascertain current demand and other organizational data.
  - **158 organizations of 231 OEMS registered organizations responded to the survey for a response rate of 68%.**



# Study of EMS Workforce: Age of EMS Personnel (n=1415)



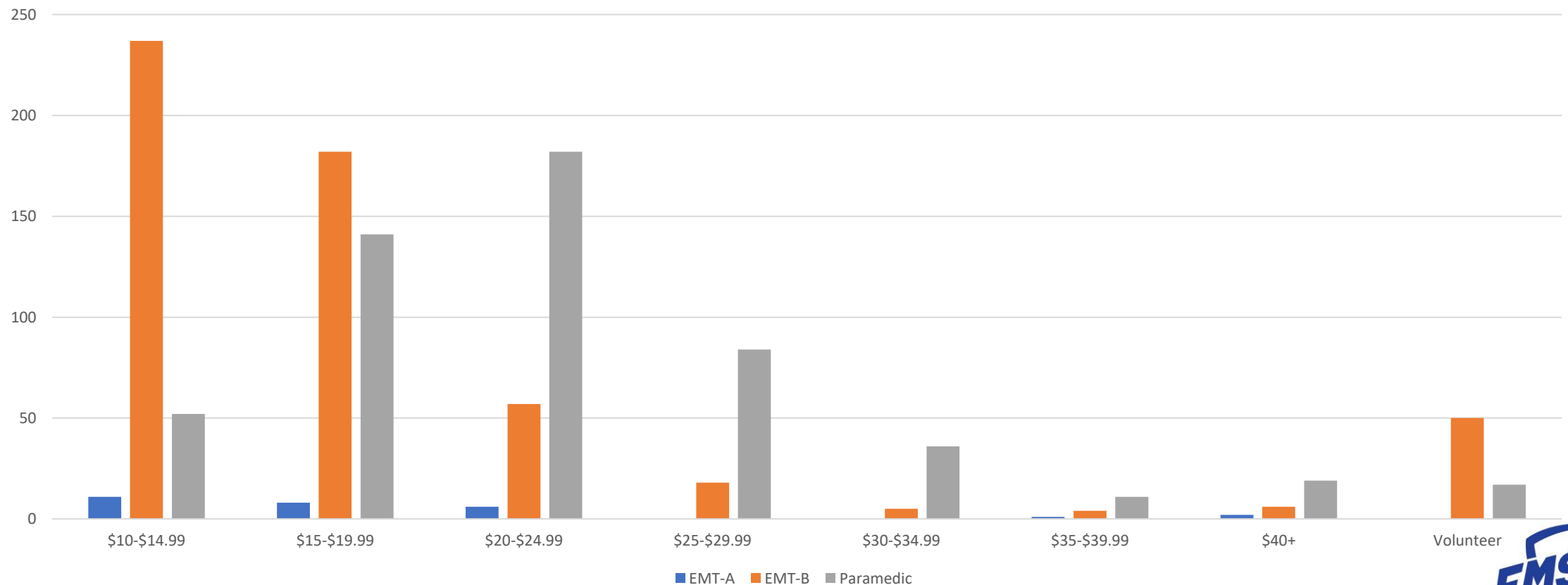
# Study of EMS Workforce: Plans for retirement (n=1050)



# Study of EMS Workforce: Self reported salary (n=1129)\*

\* does not consider length of employment, experience, shift differential, or any other variables

Hourly Rate by Job





# Study of EMS Workforce: Burnout

## Self Reported Burnout among Paramedics (n=645)

I enjoy my job and am not experiencing burnout	8.1%
Occasionally I feel stressed at my job, but I am not experiencing burnout	78.4%
I am feeling one or more symptoms of burnout	0%
My feelings of burnout will not go away and I am feeling frustrated at my job.	13.5%
<b>Total</b>	<b>100%</b>

# Study of EMS Workforce: Current Open Positions

- Demand as of July 30<sup>th</sup> from all respondent organizations (n=158-68% of all EMS orgs)

Open Budgeted Positions	
EMT-B	232
EMT-A	26
Paramedic	153
Emergency Medical Vehicle Operator	80
MCCP (Mobile Critical Care Paramedic)	20
MCCN (Mobile Critical Care Nurse)	14



# Study of EMS Workforce: Total Trained 2022-2023

## Total EMTs and Paramedics trained or in training 2022-2023

EMTs trained or in current training through Answer the Call Initiative	500+
Paramedics trained or in current training through Community and Technical College System	208 available slots for graduation through May 2023

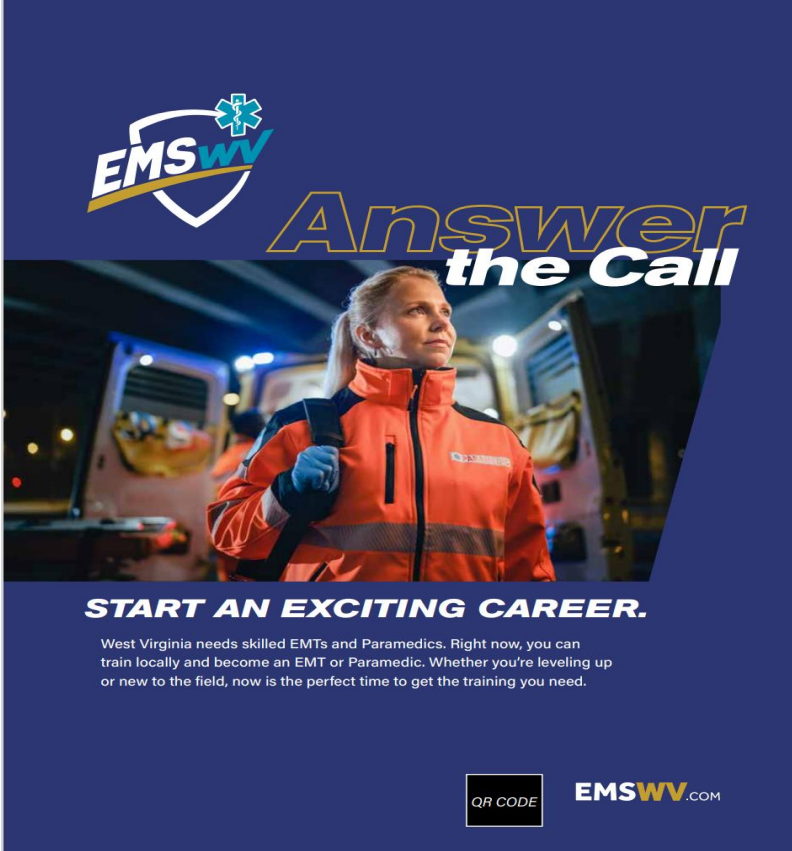
# Survey Question: What can be done to address the EMS workforce shortage?

- Better pay/benefits/retirement
- Stop 911 “abuse”
- Mental health support
- Develop a career path
- Begin training in high school
- Remove barriers to moving through the education system
- Work with students with learning disabilities
- Help to overcome test anxiety
- Fund as a public service not as a health care service



# EMS Pipeline: Engaging the workforce of the future

- Components:
  - Pipeline document for education regarding careers in print, will be on website as well
  - Centralized website for training opportunities [www.emswv.org](http://www.emswv.org)
  - Map with connections to all Answer the Call EMT training sites.
  - Campaign materials for use by high schools, community and technical colleges and agencies who are recruiting
  - Print and social media ads, radio and TV ads, billboards—all traffic routed to EMSWV.org website which WVHEPC will keep current
  - Campaign brand placed on mobile simulators, offered for all ambulances in state with link to training opportunities



The advertisement features a central image of a female paramedic in an orange high-visibility jacket, looking off to the side. The background is a blurred ambulance interior. The top left corner has the EMSWV logo, which includes a caduceus symbol. To the right of the logo, the text 'Answer the Call' is written in a stylized, italicized font. Below the image, the text 'START AN EXCITING CAREER.' is prominently displayed. Underneath this, a smaller line of text reads: 'West Virginia needs skilled EMTs and Paramedics. Right now, you can train locally and become an EMT or Paramedic. Whether you're leveling up or new to the field, now is the perfect time to get the training you need.' In the bottom right corner, there is a QR code and the website address 'EMSWV.COM'.

**EMSWV**  
ANSWER THE CALL

**Answer the Call**

**START AN EXCITING CAREER.**

West Virginia needs skilled EMTs and Paramedics. Right now, you can train locally and become an EMT or Paramedic. Whether you're leveling up or new to the field, now is the perfect time to get the training you need.

QR CODE EMSWV.COM



10K users in the last 30 days



As of August 30<sup>th</sup>,  
26K hits to Careers  
Page

9200 new  
users in  
August



# What's next?

- Deeper dive into data especially by education level, experience level and region
- Education becomes more accessible through mobile simulators
- Evaluate new methods to pay for education
- Expand education for EMS into high schools
- Work with partners on burnout and mental health needs in the EMS workforce



# Questions?

Contact us:

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