



- * **Volunteer Public Safety Property Tax Credit.** Certified EMS, fire and reserve peace officers get a tax credit against their property tax bill equal to some benefit that the Legislature sees fit. New York has such a bill on its books. This is a much more specific, and targeted approach to civic engagement. The benefits to the cities, townships and counties are obvious; we are protecting those same cities, townships and counties in case of medical emergency, fire or law enforcement crisis. We could work with you to develop criteria and guidelines on this, and how it may interact with the next topic I'd like to discuss.
- * **Increase in the Volunteer Income Tax Credit.** Volunteer EMS and fire may currently claim a \$50 tax credit against personal income taxes owed. We are grateful for this, and would encourage you to increase it to \$500 to make it more attractive to current public safety volunteers and enticing for those considering helping their communities.
- * **Sales Tax Exemption for Equipment Purchased by Volunteer EMS/Fire/Reserve Police Officer.** If you pass a bill allowing for such, we could work with the Department of Revenue and Finance to craft rules specifying which pieces of equipment should be exempt. This would be an exemption against personal taxes, as government purchases are already tax-exempt.
- * **Gas Tax Exemption for Private EMS Services.** Municipal and government-owned hospital EMS programs do not pay gas tax. This would level the playing field for private EMS providers and non-government-owned hospital programs.
- * **Amnesty for Lapsed EMS Certifications.** We think the Department of Public Health should look at innovative ways to recertify persons whose EMS certifications have lapsed.
- * **Review of State-Authorized EMS Training Programs.** Ambulance transport reimbursement is regulated by not only Medicaid and Medicare, but commercial insurers. Concerns exist regarding the wide variation in costs associated with our state training programs....is this something that should be reviewed and/or regulated? Why should a paramedic program at one training program cost \$6,000, and another \$12,000? Both programs are accredited.
- * **Capital Replacement Equipment Grants.** Many services have concerns when it comes to replacing large capital items, such as an ambulance or heart monitor/defibrillator. Some services have difficulty even putting fuel in their ambulance or rescue vehicle. These services are relying on fundraisers, such as pancake breakfasts, etc. What opportunities for grant funding specific to capital equipment replacement for EMS services can be provided by the state?
- * **State Reimbursement for Behavioral Health Transport.** Ambulance resources are wasted each day by dedicating an ambulance and two highly trained crew members to long distance mental health transports. Could a behavioral or secure car system, much like the program provided in the state of Illinois, be provided and funded by the state of Iowa to help to use our resources more efficiently? Can sending hospitals be required to fund these transports?
- **Increase in Medicaid Reimbursement.** We received a 10 percent increase in our reimbursement for transport of Medicaid patients in last year's HHS bill. We are grateful for that; however, our reimbursements are still lower than the midwest average. With a base rate of \$60 per call, the 10% increase yielded only another \$6.00 of reimbursement per call, which still doesn't come close to the actual service delivery. We would again ask that you adjust our Medicaid reimbursements upward to get us more in line with the average.

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more ALS providers/responders are needed in this area

10/31/2013 2:58 PMView Responses

Question 23 should be clarified. Is this hours on-call? Hours on calls? Hours doing public presentations? Etc.

10/31/2013 2:04 PMView Responses

The need for service is at the Paramedic level and now requires a 2 year commitment for initial training. This is too much for a volunteer to commit to! The state needs to support communities to make EMS a full-time service. Instead, the State of Iowa has not only limited a city's ability to gain revenues, i.e.; limit speed and red light cameras, reduce commercial property tax, reduce or eliminate a Medics retirement, etc. Not to mention the State of Iowa does not directly fund EMS for communities. Iowa needs to step up and provide funding like they do for law enforcement!

10/31/2013 12:54 AMView Responses

none

10/31/2013 11:38 AMView Responses

When going from EMT to an advance level would be nice to have classes on only added skills for that level.

10/31/2013 9:45 AMView Responses

*Formal written testing for certification needs no "trick" questions. *Keep regulations and requirements at a "level" that doesn't drive EMS members out of the field. (A primary goal should be to have an ambulance available to a person when needed. *Transport to closest facility. *IV start at EMT basic level.

10/31/2013 8:34 AMView Responses

Many long term life changing injuries occur from the heavy lifting we do and the fact that patients are heavier than ever before. I myself have been off work for 2, periods of 6 months from ruptured bicep tendons and am now off again from multiple Spinal Disc Herniations and nerve impingements. In a private service when the load of lifting on the body manifests itself when you are not at work you have limited benefits to help you change careers.

10/30/2013 11:56 PMView Responses

Our Hospital base service's don't have sleep rooms. They don't think EMS is a important Part of the hospital. They always cut down on things we need to do are jobs. No respect.

10/30/2013 11:47 PMView Responses

My opinion is that things will not improve or will improve very slowly until EMS is considered a service. I feel that if legislators concentrate on that issue first, things could very rapidly improve.

10/30/2013 8:55 PMView Responses

pay or reim for ems volunteers that go on calls would keep more and have more show up instead of not respond

10/30/2013 8:25 PMView Responses

Most of our people are long term care providers and know what they are doing. Many of the changes I see were tried in past changed and now changed back. The new CPR the new training has not shown me once increase in life saves. Almost all of the emergency care providers I work with drop what they are doing and take care of EMS business. There is no pay, little thanks and many dedicated hours.

10/30/2013 8:03 PMView Responses

small towns need help: with funding to get staffing in every town. Some pts may wait 12-20 minutes for help from larger, nearby 24 hr services who are spread too thin trying to cover everybody.

10/30/2013 7:27 PMView Responses

EMS must legally become an ESSENTIAL Service. A regional meeting here recently confirmed....everyone complained of lack of funding, although Fire Depts have plenty.

10/30/2013 7:19 PMView Responses

I am finding it difficult to obtain AEMT training within a reasonable travel distance for volunteers working one or two jobs. I have a few volunteers ready to take the class but not enough to support a class in our area.

10/30/2013 6:57 PMView Responses

I feel the cost for initial EMS is entirely too high. Volunteers cannot afford to pay this amount and small services can't afford to pay it.

10/30/2013 5:06 PMView Responses

People in our great state should be able to have the confidence that wherever they call 911 a competent EMS responder will show up in a reasonable amount of time and that they can be transported to a hospital where they can access definitive care. EMS should be an essential service and adequately funded, regardless of whether the service is volunteer or paid. Training costs are high, so assistance with the costs would be helpful and we should do whatever we can to keep the responders that we already have invested time and money in.

10/30/2013 4:50 PMView Responses

Please consider more funding to support EMS in the rural areas where it is badly needed.

10/30/2013 4:11 PMView Responses

Bureau needs to be more of assistance to smaller units. Over the last several years they've been more of a micro-managing unit than an assistance unit.

10/30/2013 3:33 PMView Responses

Things need to change dramatically. The requirements in Iowa to become and maintain an EMT is expensive and over the top. The skills that a First Responder can perform in the field need to be expanded. If you have a multiple vehicle accident in the rural or small town areas and the FR is not allowed to collar and board a victim is too restrictive among many other things. Another example is if you do not have an EMT the EMS unit can not respond EVEN though all members are CPR/Defib certified?!? But a common person with NO training at a mall can grab a defib off the wall and use it???

10/30/2013 2:08 PMView Responses

One ongoing problem is the minimum number of students to have an initial course. Paying for ghost students is thievery. Many instructors will work for free. Colleges are not flexible, nor do they provide much oversight in the classroom to ensure quality. I am amazed that the VOICE of Iowa EMS did not include any questions about the system standards. That is one thing that can help. Another problem is that people are too busy now to devote lots of hours, so we need to make meetings better - more productive. We need help to learn leadership in the rural areas.

10/30/2013 1:59 PMView Responses

Have the Bureau of Ems hire actual Ems providers from rural areas

10/30/2013 1:51 PMView Responses

I feel that all EMS should have to do the same things. Every volunteer fire department I have spoken with does things differently. This worries me that I may not be doing or getting the right things.

10/30/2013 1:49 PMView Responses

In regards to "help more people consider serving as an EMS responder for a longer period of time". There is nothing there in terms of mental health support. It appears that other services have an issue with burnout that is really stress induced. There is very little talk about ways to reduce and manage stress, nor is there talk providing mental health support and counseling. EMS providers, paid or volunteer, push push push until they explode or burn out.

10/30/2013 1:26 PMView Responses

Ways to improve EMS delivery especially in the rural communities is to base EMS personnel in the community hospitals on a full time basis. Working in the hospital or Emergency Department, and when dispatched respond to EMS calls. This would provide better wages, increased competence of providers,

and faster response times than volunteer services. Another option is to have the county deputy sheriffs all paramedic certified. They are always on the road and ready to respond to calls, response times would be vastly improved and better service could be provided to patients. The Sheriff/Paramedic system has been set up in Davis County, Utah for many years and is truly an amazing way to deliver high quality EMS services.

10/30/2013 1:13 PMView Responses

As a vol. I am not compensated. As a paid paramedic I am paid very little. Exspecially compared to an ER RN.

10/30/2013 12:56 AMView Responses

Nice to be able to challenge the nursing boards

10/30/2013 12:30 AMView Responses

Too many regulations bogging down volunteer services. Always changing provider status causes seasoned volunteers to just walk away they get fed up with constant changes that always includes more money. Volunteer departments cannot keep up. Instructors can't use all teaching time as continuing education causing less rural instructors. When your a volunteer you usually have a paying job and a family then you have all the demands of EMS and possibly fire. Just seems the whole EMS system keeps getting bogged down with more and more "stuff" to attend and pay for. Does anyone really listen to what the middle class volunteer has to say? I wish you the best in all your efforts.

10/30/2013 12:10 AMView Responses

Have more funding for individuals to pay for certification for the volunteers. Better response for equipment inspection by the state.

10/30/2013 11:19 AMView Responses

would like to see more oversight and education from the state for our volunteer service. Would like to see our states rep, attend meetings and help us with compliance.Improvement in public perception may help with recruitment and retention of volunteers

10/30/2013 10:55 AMView Responses

Cities and hospitals that govern EMS are notorious for taking any EMS profits for other projects, forcing EMS to operate on shoestring budgets. It would be difficult for me to work in this environment.

10/30/2013 10:49 AMView Responses

IDPH/EMS needs a shake up

10/30/2013 10:42 AMView Responses

Incompetent or apathetic leadership, elected officials, dispatcher's, dispatching service. Antiquated radio system and or dispatchers.

10/30/2013 10:19 AMView Responses

small communities are struggling to find good qualified staff to be a part of the EMS or fire service. Retaining them is another big issue.

10/30/2013 10:06 AMView Responses

most of the EMS personnel I know are dedicated and provide the best patient care possible

10/30/2013 10:02 AMView Responses

EMS coverage is not the only concern, the availability and use of ALS services. I've lost count how many time the volunteer BLS services have failed to call for a paramedic when it was not only appropriate but needed.

10/30/2013 9:40 AMView Responses

Volunteers are not looked at the same as paid personel. No one is paying some of us for our damaged clothing, footwear, fuel or time. A small \$10-15 per call doesn't even begin to cover those things not to mention leaving whatever you are doing at a moments notice, including Christmas Dinner with the family. It would be nice to be publically appreciated and recognized.

10/30/2013 9:36 AMView Responses

City government care more about police protection. Then they do EMS protection.

10/30/2013 9:26 AMView Responses

The is some commitment from volunteers, but EMS deserves paid EMT's and paramedics on each and every call. Volunteer doctors, nurses, & psychiatrist do not exist. We treat each patient with care and respect, our profession should be treated the same.

10/30/2013 9:25 AMView Responses

I believe the main area that hurts us in the Northwest is the constant changing of the EMS system. When members of a department go to school for 4 months or longer and the state keeps changing the cert. levels and makes a member go back to school and get re-certified for a different level it gets very frustrating and members let their certification expire. The constant change seems more like a money maker for local community colleges than a benefit to local departments. The changes are small and usually removing items from us that we can do and putting them in a certification level higher than your current level that way you have to go back to school for another 4 months to get that back.

10/30/2013 9:08 AMView Responses

This was the best I could do. I work for a paid professional fire dept. I have great pay and union benefits. If all EMS agencies could be this way, their would not be the concerns with pay, education, benefits, & recertification. But that is not viable for a state where 90% or better of the EMS agencies are on a volunteer basis.

10/30/2013 9:05 AMView Responses

EMS system models and political jurisdictions do not ensure consistent delivery region wide. All of our citizens should be entitled to care.

10/30/2013 9:03 AMView Responses

I want to advance my career in EMS but have no accessibility unless I drive 1 hour away for classes. I also wish that there was a program that takes less than 2 hours in northern iowa.

10/30/2013 9:01 AMView Responses

Several years ago there was a program that allowed persons who had let their certification lapse to return to EMS by taking a refresher course with the hours based on how long they had been lapsed. I think a similar program offered again could help return some folks to EMS.

10/30/2013 8:56 AMView Responses

In our rural area I am finding out that small services cannot cover their area well and depend on our service to back them up through simultaneously dispatch agreements. If we are called and on way and get called off we are out of the expense we acrued. If we jump in their unit we are not able to charge for our services unless we have an agreement to do so. So these services would be left out of the billing process for reimbursement if their is an agreement. We should have a process that the state of iowa that has a paramedic intercept billing code as the State of New York where I believe Both services can bill and be reimbursed. As It is now one of the departments won't get paid for their time and service and supplies. Also Regulations need to meet requirments that are becoming increasingly more demand. Such as More and more out of hospital transports are using noninvasive BiPap and you have to be a Paramedic with Critical Care endorsement to be able to transfer this patient. Because of training issues cost etc. Lack of this level at times is hard on services and delivering appropriate patient care during transports. Equipment funding seems to be harder to receive. Technology has become even more expensive. Monitor defibrilators with added required features for appropriate patient care are listed at \$30,000.00. We need 3 to replace soon. Also disposable supplies are wasted. Even though we stock a minimul as possible there are outdates on everything and we inturn have to destroy many items. Regulations are unreasonable. many Products need to have no outdates or much longer. Thanks for your time.

10/30/2013 8:48 AMView Responses

The biggest issue in our small community is getting enough volunteers who are interested in volunteering on the EMS service and who can pass the requirements and testing to be a certified EMS provider.

10/30/2013 8:39 AMView Responses

Add to question # 25.... we receive 10.00 per call weather it takes 1 hour or 5 hours. It is not an hourly wage.

10/30/2013 8:25 AMView Responses

Retaning EMS personel, big problem!

10/30/2013 8:24 AMView Responses

#17 Top reason was not clearly listed. Lack of volunteers, especially those who can cover day time hours, is biggest reason for EMS leaving. Those that can leave jobs to respond to calls don't last long, especially when their wages are reduced on their regular job every time they respond on a call. Additional personnel would help reduce burnout, stress, and excessive coverage hours and lead to longer EMS service for everyone. Our volunteer fire department has 20 calls per year. We have 20 calls per month (or more). They are able to retain volunteers longer because of this and because of public perception to their worth versus ours.

10/30/2013 8:20 AMView Responses

I have been a fireman/EMT for 27 years and have seen a lot change over the years, some go some bad. Retention I think is the big thing that we need to be worrying about now. It is hard to keep people on departments or services for long periods of time and then keeping the folks on engaged. I know in the past that the state has tossed around some type of retirement for volunteers; maybe it is time to bring something like that back on the table to talk about.

10/30/2013 8:19 AMView Responses

I think the state of Iowa should be more center about schooling for those who want to advance but schools are now limited to bigger areas and are extremely expensive. Lack of paramedic schools may cause me to transfer my license to Minnesota and try there. That would mean one less EMS personnel in Iowa.

10/30/2013 8:17 AMView Responses

Community paramedicine needs to be on the forefront of our research, and not enough emphasis is placed on first responding services and the importance of that, not just a transporting ambulance

10/30/2013 8:11 AMView Responses

Pay is a major concern for EMS providers, EMS is hard on the body and not many long term EMS providers outside of fire based, this is because of the retirement offered by fire based EMS. Private

services can not compete because of low wages bad hours and poor staffing. No career advancement in a private service and turn over rates in private services is outrageous!

10/30/2013 8:06 AMView Responses

Better separate career vs volunteer. When it is your full time job how can you give accurate number for hours spent in EMS education etc..

10/30/2013 7:55 AMView Responses

Maybe there should be a different set of rules governing volunteer services or at least some allowances. You can't force volunteers to attend all trainings and when you have volunteer trainers you can't expect them to offer the same training multiple times. Some of the paperwork is especially time consuming and could possibly be reduced or tailored for volunteer services.

10/30/2013 7:54 AMView Responses

People are not willing to volunteer like they used to. I believe this is an age issue. I do not believe today's culture is teaching our youth the importance of helping others through giving of their time. I have seen money being thrown at this issue and does not appear to make a difference.

10/30/2013 7:54 AMView Responses

The state should seek to regionalize fire based EMS to ensure adequate coverage of both for all areas. Fire based EMS based on fire districts covered by professional firefighters and supplemented in areas by volunteers is the only way to ensure the safety of our citizens efficiently.

10/30/2013 6:27 AMView Responses

To many changes in levels of certification. Develop certification levels and stick with them. Training to upgrade to a higher level of certification is too difficult and too time consuming for most who would like to advance

10/30/2013 2:16 AMView Responses

Many of those that complain about how bad we have it, choose not to help themselves. Stop making excuses! Stop whining and make changes that are best for patients. Be professional whether you are paid or not!

10/30/2013 12:30 AMView Responses

A state funded retirement/pension program would keep volunteers around. Or a program to help with health care premiums at retirement.

10/29/2013 11:44 PMView Responses

Volunteers not having access to essential job safety such as vaccinations, regular tb testing without a significant cost due to lack of support from medical control facilities. Something else we pay out of our own pockets.

10/29/2013 10:38 PMView Responses

thanks for all the hard work

10/29/2013 10:37 PMView Responses

Serious lack of accountability of some volunteer or POC type of EMS service providers. Without clear regulations requiring EMS to be considered an essential service, and clear minimum level of service delivery, I.e. Maximum response times, many lowans receive inadequate EMS services.

10/29/2013 9:25 PMView Responses

Reducing the scope of EMT-B to EMT and eliminating I'VE monitoring was very disappointing.

10/29/2013 8:24 PMView Responses

Bridge class for AEMT to Paramedic

10/29/2013 7:48 PMView Responses

This survey is a waste of time and misses the elements that need to be addressed. There is a major lack of management in EMS in this state, on all levels. With that the other problems are created. Perhaps the members of this committee need to explore the real problems and not wate our time with surveys that dont touch on the core problems, and dont address the real issues.

10/29/2013 6:41 PMView Responses

Having more online CEU's that are aproved for NREMT for recertification to lessen travel time for classes.

10/29/2013 5:45 PMView Responses

going national registry for recertification training is putting a severe burden on rural vollunteer services, our service may soon fold due to no one wants to put in the extra time for recertifying and no young people want any part of volunteering their time, our community can not support a paid service.

10/29/2013 4:49 PMView Responses

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10/29/2013 4:49 PMView Responses

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10/29/2013 4:48 PMView Responses

As a volunteer for a small community and a rural area of approximately 88 square miles and only having 2 volunteer EMTs, it is very difficult to provide to the area on a very small budget and the fact we both work. I have many people interested in becoming EMTs but can't because of their time schedule and that the department does not have enough money to send them.

10/29/2013 4:36 PMView Responses

We need to make sure that EMS stays at levels it was prior to the transition. Making responders lose skills should never happen, gaining skills should be the only acceptable transitions for personnel. Also need all of our regional coordinators to know all aspects of our EMS system or be able to find the answer, we shouldn't have to call multiple people within IEMSA to get answers. Also there should be no mandate to get National Certification when taking initial EMS training, Iowa does not let someone from another state with National Certification practice after moving to Iowa without taking a test, in my opinion National Certification is just added cost of the class.

10/29/2013 4:31 PMView Responses

Stress management, documentation training

10/29/2013 4:28 PMView Responses

Question 11, the initial training, MANY of the topics covered (in P school) are unnecessary, making the class too long. Phase 2 recovery for EX

10/29/2013 4:12 PMView Responses

background screening should be more extensive

10/29/2013 4:12 PMView Responses

EMS must be looked at as a professional occupation

10/29/2013 2:28 PMView Responses

EMT services are left in the back and more consideration is taken for the Paramedic services!

10/29/2013 1:46 PMView Responses

The current EMT curriculum is much too difficult for the average volunteer. The course and test is designed to fail the students - not prepare volunteers for rural basic service.

10/29/2013 1:31 PMView Responses

licensure in Iowa would give us a professional status. We need more payed services. Better coordination between payed and volunteer services. We are not nurses, and should move away from there profession and stand alone by ourselves. To many nurses in management jobs at the hospital based services who try to live both professions but don't do justice to either.

10/29/2013 1:29 PMView Responses

Would like to see the IDPH appoint a State Medical Director. With the resignation of Kirk Schmidt, we've seen an unstable EMS bureau with multiple interim appointments. Need to make sure EMS (prehospital) is being represented at the state level.

10/29/2013 1:11 PMView Responses

Get rid of Dept of Public Health and there bureaucratic nonsense too many regulations and they have no understanding of what it means to be a volunteer service, they think that we are all paid sitting around to answer their emails and surveys.

10/29/2013 1:00 PMView Responses

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10/29/2013 12:57 AMView Responses

A volunteer by definition performs a service without pay. We sometimes forget that and others that receive care do not always know how much time and training without compensation is involved and we pay for many things out of our own pocket to support our own volunteer service and that can be frustating and so some may just walk away because it is a not worth the frustations and lack of financial support in some cases.

10/29/2013 12:48 AMView Responses

EMS should be considered as an essential public service and should have a pension and tax backing from the community if its not tied into the fire department.

10/29/2013 12:44 AMView Responses

The whole Iowa EMS is filled with much bureaucracy which is why volunteers are dropping off helping with emergency care. In addition working with the Iowa Highway Patrol's few bad patrolman (which seem to always shine above the good patrolman that are trying to help) makes me and others wonder why, why, I mean why in the world would anyone want to volunteer!!

10/29/2013 12:30 AMView Responses

mandated rest periods are just as important as wage related issues!!

10/29/2013 12:12 AMView Responses

Volunteer EMS services in our area get no funding from our county.

10/29/2013 11:51 AMView Responses

EMS is a necessary community service. I believe that the general public has lack of knowledge of what EMS is and what it provides. Community education is key, but due to funding this education is not being provided. Fire and Police often receive the glory for the hard work provided by EMS. Call volumes continue to increase while funding for staffing decreases. This is why the average life of an individual EMS professional is five to seven years. The service that I am currently working for began in 1966 and to this day we have had only one individual retire from this service. Our building is unsafe for living due to no exhaust ventilation in the garage area and mold growing. We take pride in the service and professional choice that we have made and wish that the governmental entity that employs us would share that pride. Instead, they decide to remove our twenty-four hours shifts because that can "work us harder in shorter shifts". Often you will read about errors, mental conditions and substance abuse that occur with individuals that work in EMS but I feel that one must ask why that is occurring. We see life and death every day with little support from the outside. We are pushed to our mental and physical limits and yet we are told to work harder. I believe that viewing EMS as a necessity rather than an option would assist in many ways. It would then provide us with funding that would increase retention, longevity and quality of the professionals in the EMS field. This would then get transferred to the community and the care that they are being provided. Please give EMS the voice and identity that it deserves. We have the passion to care for you, all we ask is that you return that passion.

10/29/2013 11:40 AMView Responses

As considering EMS as essential, fire and police use blue lights for response to calls. EMS can only use them on Ambulances & First Responder Service vehicles. Why can't EMS responding to calls use blue lights. With more construction companies using white flashing lights with their amber lights, the public is becoming immune to the white flashing light. So there is no reason that EMS should not be able to use blue flashing lights.

10/29/2013 11:25 AMView Responses

In our town First Responders are rarely used, we have to bump up to an EMT and join ambulance or Rescue Squad, we lose a lot of volunteers that way. Not everyone wants to ride ambulance or be on Rescue Squad, some just want to be First Responders and help those crews out. Ambulance shifts are 12 hour shifts and pay is only given when you are called out. Those shifts don't work well with a lot of work schedules. But we have a private owned ambulance service. Rescue Squad is on call 24/7 and they are usually first on a scene and last to go as they clean up...all for only \$6.00 per call and a lot of calls last several hours with plenty of over night fires lasting 10+ hours. The firefighters get paid per the hour when on a call, but not Rescue Squad. That deters a lot of volunteers from joining rescue squad. Seems First Responders should be called to each ambulance call but that is not the case in our town. First Responders are only used in our town IF both ambulances are out. I know plenty of communities who utilize their First Responders with each in town ambulance call. They are actually put on a schedule. Perhaps they are not utilized because in our town because the ambulance is a private owned service,

not county owned. If there is a rural call and you are a First Responder who is not attached to the ambulance service or rescue squad, you can not travel more than 1 -2 miles from town to help with a call. So we lose a lot of First Responders for these reasons. They spend all that time training and testing and keeping up their hours to never be utilized. We are all volunteers and we do what we do because we love it, we love our community, and the people in it. It is not about the money but how often we get utilized.

10/29/2013 11:13 AMView Responses

In our service we are on call 24 hours a day, we don't have shifts.

10/29/2013 10:47 AMView Responses

With the change in levels there has been little to no support financially to up grade or maintain mid-level providers ie., EMT-I. There is no incentive to cooperate between services. There is no organized manner to get answers or make necessary contacts about concerns. There is no unified voice for EMS. It feels sometimes like the state EMS dept focuses too much on metro and no support for the rural.

10/29/2013 10:31 AMView Responses

let the people that are trained to stick to continue without having to up levels more CE HOURS WHEN THEY KNOW WHAT THEIR DOING ALREADY

10/29/2013 10:21 AMView Responses

Iowa EMS is still primarily volunteer. EMS requires a professional status with wages, benefits, retirement reflecting such if it is sustainable as career path in the future. EMS education requires continuous improvement and continuing education requirements need to be strictly monitored regardless if career or volunteer. Once initial certification is achieved it is very easy for departments, systems, associations, etc. to slide EMS providers through the re-certification process. It isn't the requirements of re-certification that is the problem, it's the monitoring and verification of re-certification.

10/29/2013 10:16 AMView Responses

For our ambulance service staffing our primary unit is not typically the issue because they are paid. As our volume increases, currently 7% increase over last year, we need to fully staff the 2nd unit and do not have the funding or staff do that 24/7.

10/29/2013 10:06 AMView Responses

Frustration that the State cannot take more steps to fix broken volunteer services. There is one in this county that does not have contingency plans and patients can wait up to 30+ minutes for crews to arrive. There is a career service on both sides of them that can be there in 20 minutes. I fully believe patients have died because of these politics.

10/29/2013 9:50 AMView Responses

If volunteers provide assistance to an ambulance (transport) agency which is subsequently reimbursed, the volunteer agency should receive a small percentage of that reimbursement, i.e. 5%. This could be used to compensate the volunteers or reimburse the city for fuel/supplies. Instead we find that the ambulance service tends to have significant funds available to THEIR members to pay for CEU's, conferences, and recertifications, but the supporting volunteers have to manage on their own. It's a team effort, the reimbursements should be shared by the team.

10/29/2013 9:48 AMView Responses

The state taking away the EMT-I which I have had since 1986. I started IV's when paramedic's could not on some runs. That is one of the reasons I retired.

10/29/2013 9:45 AMView Responses

We need a 2 year college education at least. Nurses are paid twice as much as us. We have a professional status with PERB. And we need to be licensed. If don't do these things we will be considered profession. And we are own individual funding from both state and federal levels. And under homeland security it should be police, fire, EMS

10/29/2013 9:35 AMView Responses

recruiting volunteers is very difficult

10/29/2013 9:33 AMView Responses

For small bedroom communities there is not enough funds to sustain full time employment for EMS and the volunteers work full time jobs outside of the community and then come home and participate with EMS training and calls leading to exhaustion and burnout and eventually not volunteering.

10/29/2013 9:30 AMView Responses

As an EMT (EMT-B) I am frustrated at the level that I can practice. I arguably have more annual training on skills than some doctors and nurses, but due to local and state protocol I'm a hurry up blood pressure and pulse checker. The only medicine I can administer is oxygen and a couple of others if I instruct the patient. Where's the service in that? EMTs to improve the effectiveness of the system, should be allowed to administer as much as possible. If the higher level of certifications want to get territorial, or doctors don't trust us, then ask why they are in the business and how they can train people better.

10/29/2013 9:29 AMView Responses

We are losing Advanced care such as EMTs and Paramedics in the rural areas due to the cost of training and the requirements for the transitions. We are a non transport service therefore I did not answer the questions related to transporting patients.

10/29/2013 9:27 AMView Responses

I still continue to be associated with UFD but due to the both EMS and Fire requirements, I have retired actively, using my skills more in the clinical setting. I still volunteer and do training with the department.

10/29/2013 9:18 AMView Responses

Cost of initial and continuing education is not only the outrageous dollar amount for volunteers it is time away from family and community.

10/29/2013 9:12 AMView Responses

We need area-specific training....it can't be 'one size fits all'. In our rural area, we don't have the issues that city agencies do and vice versa. We NEED agricultural training, especially in regards to farm equipment and hazards.

10/29/2013 9:08 AMView Responses

CONTINUING DEMANDS FROM THE STATE PUT EMS SERVICES IN A BIND, VERY DIFFICULT TO KEEP UP WITH CHANGES AND REPORTS. MOST SERVICES CAN OPERATE VERY WELL WITHOUT INTERTVENTION FROM THE DEPARTMENT OF HEALTH. IT SEEMS LIKE PEOPLE IN DES MOINES ONLY CONCERNED ABOUT JOB SECURITY NOT PATIENT CARE IN THE FIELD.

10/29/2013 8:56 AMView Responses

I work for 3 services. Two are transporting. Also being the secretary and treasurer for the county EMS it's sooooo difficult to get grant funds. It's so frustrating how EMS is not on the same level as Police and Fire but - - well, i just wish people who make these decisions would be on call for one month to know what we actually do and go thru. We are so underpaid for the crap we put up with but yet we love what we do. Hard to understand unless you are in EMS and have the heart to put into it. Burnout is an issue everywhere. Just look at some of the EMS Facebook pages - there's always questions asking people what they do in different situtation and to prevent burnout.

10/29/2013 8:53 AMView Responses

EMS must transition to an "Essential Service" for sustainability. I feel that EMS has started a decline to the levels of participation and quality of care of 20 years ago. Work and family commitments and a lack of adequate compensation for volunteers is taking its toll in the rural areas. A funding source to compensate a full time staff in all areas of Iowa is critical to the ongoing sustainability of EMS in Iowa. Where Iowa was once a leader in EMS, it is now struggling with quality of care issues and numbers of providers available and willing to respond, especially in rural areas.

10/29/2013 8:51 AMView Responses

I am one of few that work and have a business in our Community. I leave work for EMS & Fire calls. I have four others that work for me that are Firefighters and assist on driving ambulance or just loading. When a call comes in, my business also is affected. We get a small per call stipened that is recieved in December.

10/29/2013 8:47 AMView Responses

We need the state to help to keep the area volunteers, instead of trying to get rid of them. The state needs to seriously look at the testing of the new volunteers that are trying to become an EMT. The current testing tries to fail and discourage the new people. The state needs to try and help the small communities to maintain their service instead of trying to eliminate it and combine the communities. I am working with an EMS service that is struggling to stay in business, and we are not getting any support from the state in a positive way!

10/29/2013 8:45 AMView Responses

Paramedic services can be very critical and not support the basic EMS services of smaller rural areas.

10/29/2013 8:39 AMView Responses

paid very limited amount for actual calls of service, not paid for time on-call (i.e. dressed and waiting)

10/29/2013 8:36 AMView Responses

Getting just a \$50.00 tax credit on our taxes is an insult. It should be at least \$500. That might entice others to join EMS.

10/29/2013 8:35 AMView Responses

With costs of paramedic training and the colleges so called accreditation and bouncing students on the last day we will no longer be sending folks to paramedic program. Level of service will decline and patients will suffer. But this has been created by others and no one wants to listen.

10/29/2013 8:35 AMView Responses

Do something about all these issues, it's well overdue. Make it an essential service.

10/29/2013 8:27 AMView Responses

Cumbersome documentation requirements (paperwork) is a factor in volunteers allowing their certification to lapse.

10/29/2013 8:23 AMView Responses

We need more EMTs. Over the last four years, several have taken the class but can not pass the exam. They do well in the rig but can't pass the test. I have always been a good test taker, but this exam is prohibitively difficult/confusing.

10/29/2013 8:22 AMView Responses

I believe a centralized regional system of EMS delivery is NOT the answer. If this is truly essential, local participation and control is paramount.

10/29/2013 8:19 AMView Responses

EMS must have ONE unified voice and we need to get EMS listed as an essential service in Iowa

10/29/2013 8:04 AMView Responses

Great survey, thanks for getting provider input.

10/29/2013 7:59 AMView Responses

EMS providers have the lowest wages of any healthcare provider. Yet we are required to maintain high levels of annual education competency. As well as work under the harshest conditions both physically and emotionally. Does the general public realize we are poorly paid and not considered an essential service? They may have something to say about it if they did.

10/29/2013 7:56 AMView Responses

I think that there needs to be more video/web EMS continuing education available through service providers so more education is offered all throughout the year. This would make it easier for people to stay up on new information and receive continuing ed credits.

10/29/2013 7:52 AMView Responses

I believe there needs to be a state mandated background check on all EMS personnel.

10/29/2013 7:48 AMView Responses

I believe that there needs to be a way to fund initial training in the same manor the fire service funds firefighter 1 certifications to where the local agencies only pay for certification fees.

10/29/2013 7:41 AMView Responses

The burden of paperwork requirements are causing our volunteers not to respond to calls and not to transport, some will go to the scene and help but unless absolutely needed in ambulance will not go in fear of having to do the PCR.

10/29/2013 7:38 AMView Responses

My primary job is career fire and ems. So I answered accordingly. However as a volunteer, the answers would have been much different.

10/29/2013 7:38 AMView Responses

Thank you for the opportunity to voice my opinion. We are at a cross roads for EMS in the state and now is the time to come together to get the ship righted and sailing on a positive course for the future.

10/29/2013 7:37 AMView Responses

Lack of understanding by local/county official as to the difficulty for EMS to meet expectations and staffing.

10/29/2013 7:32 AMView Responses

The biggest issue for us is initial cost of the training and restriction by providers for a min number of students. As a Volunteer dept with a operational budget of 27,000 to operate both Fire and EMS with it doesn't leave much money available for paying for training so when we have 4 or 5 folks needing traing at 900 -2400 each depending on level of certification it take a maor chunk of change to come up for the initial certification.

10/29/2013 7:30 AMView Responses

12. Cost is starting to be pohibitive 14. State recert hours are OK and fair; National have been unfair to lower cert levels. 25. compensation is about \$100/qtr Families and committments outside of EMS have not been addressed.... it is one of the reasons for staffing issues for volunteer svcs-- people would rather spend their time doing other things than EMS/helping others.

10/29/2013 7:24 AMView Responses

Majority of new members are volunteers and have other jobs. Option to gain assistant basic skills for new people. Required to respond with higher level team members. Path to advance in training to higher level over longer period of time. Would provide increased responders and retention. Many work hard to get required level and then move on to paid EMS jobs and limit volunteer time.

10/29/2013 7:18 AMView Responses

The EMS certification program I attended required background checks prior to being admitted to the class. The volunteer department also does these checks.

10/29/2013 7:16 AMView Responses

Number of hours required to stay certified at the new national paramedic level.

10/29/2013 6:56 AMView Responses

I feel that there is not enough paramedic level services in Iowa. If you need help in a rural area you don't know what level service you will get.

10/29/2013 6:43 AMView Responses

The concern on making sure people have the hours of training to recertify.

10/29/2013 6:42 AMView Responses

I work in two paid systems and one volunteer system

10/29/2013 6:23 AMView Responses

Requirements of a volunteer to become an EMT are too much for someone that already has a full time job; the demands asked keep a small volunteer service going will shut us down! Can't get people to meet the demands asked.

10/29/2013 6:15 AMView Responses

I am in the USCG Auxillary in Iowa. I am in Wisconsin with a IV Tech Service. I have 3300 hours and 30 years of Public Safety service. I have worked with some of Iowa Public safety units over that time, My Sheriff sent me to Parkerburg in 2008. My email is chiefgorham@yahoo.com. John Holbrook knows who I am, If I can help please call.

10/29/2013 12:28 AMView Responses

Funding and insurance coverage for services in small towns. especially workmens compensation and liability.

10/28/2013 11:54 PMView Responses

our so called director does little to find or provide continue Ed in house, so we HAVE TO GO OUT AND FIND OUR OWN!

10/28/2013 11:29 PMView Responses

cutbacks at the state level worry EMS providers full and part time and volunteers because of the perception as a non essential service. WE ARE professionals and provide care for an area of healthcare in Iowa not everyone can do or want to do because of the time commitment from our families.

10/28/2013 11:23 PMView Responses

Volunteer EMS services face different problems than professional services. I don't believe these questions addressed them adequately. It is very hard to get people in small rural communities to give up personal time to volunteer. There is not benefit for them.

10/28/2013 10:36 PMView Responses

Behavioral health transports are not only a burden (crews gone for long time, very little reimbursement) but they are dangerous since most are late day/night-time transports.

10/28/2013 10:35 PMView Responses

Lack of direction at the state department of public health. No EMS director. You will not be recognized as a professional service with convicted felons working in EMS.

10/28/2013 10:33 PMView Responses

The state should NOT be sending out certificates from 123certificates.com. EMS services should get more respect than that. What happened to the days when services received a certificate with the gold state seal. Bring back some pride and ownership will follow along with respect and trust.

10/28/2013 10:28 PMView Responses

An easier path to gaining paramedic status the current system will likely result in rural areas covered by volunteers to see a decline in paramedics and advanced level emt's.

10/28/2013 10:28 PMView Responses

It is clear to me that many people want to eliminate volunteer services through burdensome regulation and administrative items. I believe it is a political push to eliminate local, volunteer staffing, to require full time EMS, creating more union memberships.

10/28/2013 10:22 PMView Responses

Small communities don't get the classes in our area to train EMS and for continuing education. The size of class required to hold a class in the area is not feasible with the few amount of people we get to take the class.

10/28/2013 10:20 PMView Responses

Not happy with the transition and certification of paramedic specialist/Iowa paramedic license. Causing major problems and questions about completion

10/28/2013 10:07 PMView Responses

Ambulances are being run in this state that have very high mileage and are a danger to be on the roadway. I know of several services which patients are put at risk. Mileage restrictions on ambulances as some other states require. No different than police cars that are rotated out for safety, ambulances transport family members and are allowed to be run past 150,000 all the way up to 400,000.

10/28/2013 10:04 PMView Responses

The medical community does not utilize the skills and abilities that Paramedics can provide.

10/28/2013 9:37 PMView Responses

Psych strains the system big time! Due to distance

10/28/2013 9:34 PMView Responses

Na

10/28/2013 9:33 PMView Responses

But I also work for a vol service not just a career service

10/28/2013 9:22 PMView Responses

I am significantly concerned about the negative effects that will occur with small and mid-sized volunteer services if we push for EMS to be an essential service. This will add more bureaucracy to EMS and will make it even harder for volunteers to keep up on training.

10/28/2013 9:21 PMView Responses

Emts need to be able to start IV's and have the availability to push drugs through ongoing training. Also a something simple as albuterol we should be able to administer. I believe the state has fallen way behind where we could train our EMTs volunteer who are away from paramedic services

10/28/2013 9:14 PMView Responses

Call pay is very poor . Wages should be higher.

10/28/2013 9:08 PMView Responses

it was a question that could not be answered properly. When you run a thousand calls a year CEU's do not to have 24 hours of heart related like required time.

10/28/2013 8:39 PMView Responses

I'm a paid full time employee for a ALS service and volunteer for a first responder fire department. I'm also the EMS Coordinator for the fire department.

10/28/2013 8:23 PMView Responses

Behavioral health transfers are a major concern in my professional job, while daytime coverage and retention are the problems on my volunteer service.

10/28/2013 8:18 PMView Responses

Two very good surveys. However, unless some of these issues are fixed the availability of ems especially in rural areas will be gone.

10/28/2013 8:13 PMView Responses

Cost and location and funding for initial EMS Providers are a HUGE problem for my area. A daily struggle for my groups.

10/28/2013 8:10 PMView Responses

I would like to see the State of Iowa offer the amnesty program again. Volunteering in a small community...I believe our service would be able to draw some of our former certified crew back to the service to help out.

10/28/2013 8:10 PMView Responses

We are a NON-transport small town First Responder unit

10/28/2013 8:08 PMView Responses

Local employers do not want to support their employees service on the ambulance. We keep our rig running and an average response time under 4 minutes with three EMTs. We're tired.

10/28/2013 8:05 PMView Responses

Long psychiatric out of towns are putting a detrimental toll on private EMS and are causing burnout and career changes

10/28/2013 8:04 PMView Responses

Being a volunteer on a squad is challenging. Trying to do your normal job meeting work deadlines can be stressful enough. When a small community relies on you its hard not to go when your pager goes off even though you already have a plate full & you know it could be the difference of saving a life.

10/28/2013 8:04 PMView Responses

ems should be overseen by local government. fire dept not profit driven ambulance services

10/28/2013 8:03 PMView Responses

The amount of paper work it takes to get credits for our training hours is a deterrent to many small services offering local classes.

10/28/2013 8:02 PMView Responses

Volunteers should be allowed some type of tax credit for the long hours receiving continuing education, fundraising, meetings and many miles we drive to get this accomplished.

10/28/2013 7:58 PMView Responses

We should be legally equal to nurses and it should not be code that we take instruction from them.

10/28/2013 7:56 PMView Responses

There is a lot of paperwork for the small volunteer services.

10/28/2013 7:56 PMView Responses

we need to find a way to get and retain new volunteer may be by tax credits some way to compensate volunteers

10/28/2013 7:55 PMView Responses

Thank you for conducting this survey. Now, on to the Capitol!!

10/28/2013 7:55 PMView Responses

I think the \$50 tax break for EMT's is a slap in the face. Originally proposed at \$500.

10/28/2013 7:52 PMView Responses

Volunteers are an essential part of ems many feel that ems providers are not profesional if not paid. This is not true

10/28/2013 7:51 PMView Responses

I feel we need to get rid of OE and every bit of training should be Formal Education. I also believe we should be able to do online CEH's for any or all of CEH's as long as it is an approved course.

10/28/2013 7:46 PMView Responses