



PUBLIC LAW 67-2024 EMERGENCY MEDICAL SERVICES SURVEY USER GUIDE FOR COUNTY EXECUTIVES

SURVEY OVERVIEW AND PURPOSE

Public Law 67-2024 is aimed at enhancing the provision of emergency medical services (EMS) in Indiana. This law mandates the collection, analysis, and reporting of various data related to EMS providers operating within the state. Under this law, each county shall report data to the Indiana Department of Homeland Security (IDHS) by July 15, 2024. After data is collected, IDHS, in consultation with the Indiana Emergency Medical Services Commission, will prepare a report for the General Assembly. This report will include a summary of the data collected and recommendations for improving EMS across Indiana.

The survey will be conducted using Qualtrics, an online survey tool. A link for accessing the survey will be sent to all county commissioners. Please respond to the Qualtrics survey using a computer only. Responding on mobile will lead to incomplete surveys.

Each county should submit **one response only**, though county commissioners are encouraged to work together with each other and with EMS providers to gather all necessary data to complete the survey.

If you have any questions about the survey or how to collect the appropriate data, please email aschroeder1@dhs.in.gov.

INSTRUCTIONS

Detailed instructions for filling out the survey are included at the end of this document. [Click here to go directly to the instructions.](#) The section immediately below describes the questions within the survey.

DATA NEEDED FOR SURVEY

Public Law 67-2024 requires counties to provide information about each EMS provider operating within the county, as well as general information about emergency medical services in the county. The sections below explain the information county commissioners will need to gather before completing the survey.

At the beginning of the survey, users must select the county they represent. It is very important to select the correct county. Please make sure to select the correct county before moving into the rest of the survey. You cannot return to the county selection page after you have continued.



Data About Each EMS Provider

After selecting the appropriate county, users will be asked to identify all EMS provider organizations that operate within the county. This list is very important, as questions later in the survey will be dependent on this provider list.

After identifying each EMS provider organization in the county, county commissioners will be required to provide the following information **for each EMS provider organization**:

General Information

- EMS provider organization's primary operating address within the county (street address, city, zip code)
- EMS provider organization type
Options include: hospital-based EMS, industrial-based EMS, paid fire department, volunteer fire department, municipal-based non-fire EMS, private EMS, combination fire department (paid and volunteer), and other. If you select other, you will be prompted to provide an explanation.
- Identification of funding sources and portion of total funding
This question provides three options for funding sources: 1. Municipal budget and/or local taxes, 2. Insurance, Medicare, Medicaid, and other billing (reimbursement for services), and 3. Other. If you select other, you will be prompted to explain what the funding source is.

On this question, you will enter the percentage of total funding for each funding source. The total must be 100%. If the provider does not have one of the funding sources, please enter 0.

Resource Information

- Number of full-time equivalent paramedics employed
- Number of full-time equivalent emergency medical technicians (EMTs) employed
- Number of full-time equivalent advanced emergency medical technicians (A-EMTs) employed
- Number of full-time equivalent EMR or non-EMS certified drivers employed
- Number of transport vehicles
- Average number of transport vehicles available per day
- Number of non-transport vehicles
- Average number of non-transport vehicles available per day
For all the above questions where a number is required, please enter 0 if there are no FTEs or vehicles in that category. Please enter 999 if you are unable to obtain FTE or vehicle data for a given EMS provider.
- Frequency of 24/7 BLS staffing coverage for the EMS provider organization's primary service area



Options include: never, rarely (less than once per month), sometimes (at least once per month), often (at least once per week), and always (every day of the week)

- Frequency of 24/7 ALS staffing coverage for the EMS provider organization's primary service area

Options include: never, rarely (less than once per month), sometimes (at least once per month), often (at least once per week), and always (every day of the week)

Territory Information

- Indicate if the EMS provider organization ever responds to calls outside of their primary service area and how often this occurs.

If yes, options include: never, rarely (monthly), sometimes (weekly), often (daily).

Throughout this survey, primary service area means the geographic area in which the EMS provider organization is primarily responsible for and/or compensated to provide emergency medical services.

- Indicate if the EMS provider organization provides services to any adjacent counties and identify those counties.

Service Information

- Frequency that EMS provider organization transports a patient from one hospital to another higher-level-of-care hospital (interfacility transfer) when the patient has an emergent need.

Options include: always (100%), often (75-100%), sometimes (25-75%), rarely (0-25%), never (0%), unable to obtain information.

- Frequency that EMS provider organization transports a patient from one hospital to another higher-level-of-care hospital (interfacility transfer) when the patient does not have an emergent need.

Options include: always (100%), often (75-100%), sometimes (25-75%), rarely (0-25%), never (0%), unable to obtain information.

- Level of care provided

- Options include: basic life support (BLS), advanced life support (ALS), first responder services

This is a multi-select question. You can choose multiple levels of care provided by a single EMS provider organization.

- If applicable, expected response time to the furthest service point in the county for basic life support.



Options include: less than 10 minutes, 10-20 minutes, 21-30 minutes, 31-40 minutes, 41-50 minutes, 51-60 minutes, more than 60 minutes, unable to obtain information.

- If applicable, expected response time to the furthest service point in the county for advanced life support.

Options include: less than 10 minutes, 10-20 minutes, 21-30 minutes, 31-40 minutes, 41-50 minutes, 51-60 minutes, more than 60 minutes, unable to obtain information.

- If applicable, expected response time to the furthest service point in the county for first responder services.

Options include: less than 10 minutes, 10-20 minutes, 21-30 minutes, 31-40 minutes, 41-50 minutes, 51-60 minutes, more than 60 minutes, unable to obtain information.

Data About County Overall

The survey also includes a few questions about emergency medical services across the county as a whole. These questions include:

1. Identifying which townships in your county are covered for **ALS services** under a **primary service agreement** with at least one EMS provider.

This question will populate with a checklist of townships in the selected county.

2. Identify townships in your county that receive **ALS mutual aid** from EMS providers located **within** your county.

This question will populate with a checklist of townships in the selected county.

3. Identify townships in your county that receive **ALS mutual aid** from EMS providers located **outside** your county.

This question will populate with a checklist of townships in the selected county.

4. Identifying which townships in your county are covered for **BLS services** under a **primary service agreement** with at least one EMS provider.

This question will populate with a checklist of townships in the selected county.



5. Identify townships in your county that receive **BLS mutual aid** from EMS providers located **within** your county.

This question will populate with a checklist of townships in the selected county.

6. Identify townships in your county that receive **BLS mutual aid** from EMS providers located **outside** your county.

This question will populate with a checklist of townships in the selected county.

7. How is mutual aid achieved amongst EMS provider organizations **within** your county?

Options include: informal procedures, dispatch protocols/procedures, written agreements such as memorandums of understanding and mutual aid agreements, and other.

If you select other, you will be asked to explain.

This is a multi-select question. You can choose multiple methods of achieving mutual aid.

8. How often do EMS incidents require the use of mutual aid agreements from EMS provider organizations located **within** your county?

Options include: never, rarely (less than once per month), sometimes (at least once per month), often (at least once per week), always (once per day).

9. How is mutual aid achieved amongst EMS provider organizations **outside** your county?

Options include: informal procedures, dispatch protocols/procedures, written agreements such as memorandums of understanding and mutual aid agreements, and other.

If you select other, you will be asked to explain.

This is a multi-select question. You can choose multiple methods of achieving mutual aid.



10. How often do EMS incidents require the use of mutual aid agreements from EMS provider organizations located **outside** your county?

Options include: never, rarely (less than once per month), sometimes (at least once per month), often (at least once per week), always (once per day).

11. Indicate whether each of factors listed below contribute to a longer-than-average response time for transport EMS units in the county based on the scale: *never, sometimes, or always*.

Factor to evaluate:

- Geographic region barriers (rural vs. urban setting)
- Weather conditions
- Traffic congestion
- Poor road conditions
- Road closures or construction
- Hospital availability
- Distance from hospital
- Limited availability of EMS units or EMS staff
- Trained/appropriate staff arriving to scene (BLS vs. ALS)
- High call volume
- Other (you will be asked to specify)

12. Indicate whether each of the factors listed contributes to a longer-than-average response time for non-transport EMS units in the county based on the scale: *never, sometimes, or always*.

Factor to evaluate: Same as the above question.

13. Indicate the severity of each difficulty faced by EMS providers within the county in retaining and recruiting emergency medical personnel based on the scale: *never, sometimes, or always*.

Difficulties to evaluate:

- Pay (i.e. low wages and lack of competitive pay)
- Insufficient/lack of quality of retirement/pension benefits
- Poor working conditions (i.e. long shifts, inadequate equipment)
- Quality of agency leadership
- High physical stress
- Burnout/high mental stress
- Educational requirements
- Lack of adequate training



- Limited opportunities for career advancement
- Interest to pursue other healthcare opportunities
- Interest in moving out of Indiana
- Relationship and interaction with crew members
- Other (you will be asked to specify)

DEFINITIONS

The following definitions apply throughout this survey and are based off 836 IAC 1-1-1:

- **Paramedic:** An individual who (A) affiliated with a certified paramedic provider organization, employed by a sponsoring hospital approved by the commission, or employed by a supervising hospital with a contract for in-service education with a sponsoring hospital approved by the commission; (B) has completed a prescribed course in advanced life support; and (C) Has been certified by the commission.
- **Emergency Medical Technicians (EMTs):** An individual who is certified under this article to provide basic life support at the scene of an accident or an illness or during transport.
- **Advanced Emergency Medical Technicians (A-EMTs):** An individual who is certified under IC 16-31 to provide basic life support at the scene of an accident or an illness or during transport and has been certified to perform manual or automated defibrillation, rhythm interpretation, and intravenous line placement.
- **EMR or Non-EMS Certified Drivers:** An individual who has a certificate of completion of a commission-approved driver training course.
- **Transport Vehicles:** Emergency ambulance services means the transportation of emergency patients by ambulance and the administration of basic life support to emergency patients before or during such transportation.
- **Non-Transport Vehicle:** Nontransporting emergency medical services vehicle" or "emergency medical service nontransport vehicle" means a motor vehicle, other than an ambulance, used for emergency medical services. The term does not include an employer-owned or employer-operated vehicle used for first aid purposes within or upon the employer's premises.
- **Basic Life Support (BLS):** (A) Assessment of emergency patients. (B) Administration of oxygen. (C) Use of mechanical breathing devices. (D) Application of antishock trousers. (E) Performance of cardiopulmonary resuscitation. (F) Application of dressings and bandage materials. (G) Application of splinting and immobilization devices. (H) Use of lifting and moving devices to ensure safe transport. (I) Use of an automatic or a semiautomatic defibrillator if the defibrillator is used in accordance with training procedures established by the commission. (J) Administration by an emergency medical technician or emergency medical technician-basic advanced of epinephrine through an auto-injector. (K) For an emergency medical technician-basic advanced, the following: (i)



Electrocardiogram interpretation. (ii) Manual external defibrillation. (iii) Intravenous fluid therapy. (L) Other procedures authorized by the commission, including procedures contained in the revised national emergency medical technician-basic training curriculum guide. (M) Except as provided by: (i) clause (J) and the training and certifications standards established under IC 16-31-2-9(4); (ii) clause (K)(iii); and (iii) the training standards established under IC 16-31-2-9(5); the term does not include invasive medical care techniques or advanced life support.

- **Advanced Life Support (ALS):** (A) Care given: (i) at the scene of an: (AA) accident; (BB) act of terrorism (as defined in IC 35-41-1-26.5 [IC 35-41-1-26.5 was repealed by P.L. 114-2012, SECTION 132, effective July 1, 2012.]), if the governor has declared a disaster emergency under IC 10-14-3-12 in response to the act of terrorism; or (CC) illness; (ii) during transport; or (iii) at a hospital; by a paramedic, emergency medical technician-intermediate, and that is more advanced than the care usually provided by an emergency medical technician or an emergency medical technician-basic advanced.
- **First Responder Services:** An individual who is: (A) certified under IC 16-31 and who meets the commission's standards for first responder certification; and (B) the first individual to respond to an incident requiring emergency medical services.



INSTRUCTIONS

Instructions For EMS Provider Organizations

To assist county commissioners in complying with Public Law 67-2024, EMS provider organizations need to provide certain information regarding their organization to the county commissioners. EMS provider organizations can share their responses with the county commissioners using the EMS Provider Worksheet, or through any other method agreed upon by the EMS provider organization and the county commissioners.

1. EMS provider organizations can provide data about its operations to county commissioners via the [EMS Provider Worksheet](#). The EMS Provider Worksheet is a Qualtrics form that allows EMS provider organizations to answer questions about their operations. EMS provider organizations can preview the survey questions by reviewing the sections above in this document.
2. When an EMS provider organization completes the worksheet form and submits the data, county commissioners for the selected county will automatically receive a copy of the EMS provider organization's responses.
3. County commissioners will compile that data from each EMS provider organization in their county into a single county-specific survey that will be submitted to IDHS.

Instructions For County Commissioners

To comply with Public Law 67-2024, county commissioners need to:

1. Obtain data from the EMS provider organizations or dispatch centers that operate in their county.
2. Compile the data into a single, county-specific survey and submit to IDHS. **Only submit one survey per county.**

IDHS has created three links to assist county commissioners in this process:

- [EMS Provider Worksheet](#)
- This document, the Survey User Guide
- A unique survey for each county to compile its data and submit to IDHS
 - The unique survey for each county is embedded in the "Complete the Survey Now" button emailed to county commissioners from IDHS. Please contact aschroeder1@dhs.in.gov. if you have any issues accessing your unique survey link.



Step 1 – Obtain Data from EMS Provider Organizations in Your County

County commissioners need to obtain the necessary data from EMS provider organizations or dispatch centers using the EMS Provider Worksheet.

1. County Commissioners can send EMS provider organizations in their county the EMS Provider Worksheet. The EMS Provider Worksheet is a Qualtrics form that allows EMS provider organizations to answer questions about their operations.
2. When an EMS provider organization finishes the worksheet and submits its data, county commissioners for the selected county will automatically receive a copy of the EMS provider organization's responses. The automatic response will be sent to all county commissioners in the county served by the provider via Qualtrics. The email will come from the address EMS.data@qemailserver.com. The automated email will look like the photo below. **Reminder: please check your spam folder for these emails.**

Hello,

This is an automated email informing you of a recent data submission by an EMS provider organization in
YOUR COUNTY . Please use this response to support reporting to the Indiana Department of
Homeland Security (IDHS) under Public Law 67-2024. If you have questions about this process, please contact Alyssa
Schroeder with IDHS at ASchroeder1@dhs.IN.gov.

The individual EMS provider organization survey may be viewed below, by clicking the response url, or reviewing the attached
.pdf document.



Step 2 – Compile EMS Provider Organization Data into a Single County-Specific Report

County commissioners need to compile all EMS provider organizations' responses into a single county-specific report to submit to IDHS. Only one submission per county.

1. Enter the Names of Each EMS Provider Organization in Your County

To complete the county-specific link for submission to IDHS, commissioners will enter the names and corresponding data for each EMS provider organization operating in their county. See the example below.

Please list all EMS provider organizations in Adams County.

Note: There is one entry by default. To add additional entries, use the "click to add another provider" button below. You may remove the most recent entry by using the "click to remove last provider" button. The providers entered on this page are used throughout this survey. If any changes are made to this list, please review subsequent questions for completeness and accuracy.

+ Click to add another provider - Click to remove last provider

EMS Provider 1
Test EMS Provider 1

EMS Provider 2
Test EMS Provider 2

EMS Provider 3
Test EMS Provider 3

Next page >

The names of EMS provider organizations will then auto-populate for each question throughout the survey. See the example below.

For each EMS provider organization in Adams County, please indicate the provider's funding sources(s), ensuring the percentages add up to 100%.

	Municipal budget and/or local taxes	Insurance, Medicare, Medicaid, and other billing (reimbursement for services)	Other
Test EMS Provider 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Test EMS Provider 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Test EMS Provider 3	<input type="text"/>	<input type="text"/>	<input type="text"/>



2. Compile EMS Provider Organization Information

Commissioners will enter their county's EMS provider organizations' responses to each question. Commissioners will use the answers each EMS provider organization submitted in the EMS Provider Worksheet, which are contained in the Qualtrics-generated-email county commissioners receive *after* an EMS provider organization submits the data. Helpful hint: commissioners can download a copy of the EMS provider organization's responses to reference as they enter the data. To do so, click the "Download PDF" button within the automated email.

3. Submit to IDHS

After county commissioners have entered all the data for each EMS provider organization in the county, commissioners will click "Submit Data," which will send the data to IDHS.

The screenshot shows a survey completion screen with the IDHS logo on the left and the title "Public Law 67-2024 Data Reporting" in the center. Below the title, there is a paragraph of text: "This concludes the data collection supporting Public Law 67-2024. Please review each question carefully for accuracy and completeness. If you have completed each question and are ready to submit the survey, please click 'Submit Data'. If you need to continue working, please return to previous forms by clicking the 'Continue the Survey' button." At the bottom right, there are two buttons: a light blue button with a left arrow and the text "Continue the Survey", and a dark blue button with the text "Submit Data" and a right arrow.