

**Economic Value of
Community Paramedicine Study (CPS)
Patient / Caregiver Satisfaction Survey**

Instructions to Patients / Caregivers

- The purpose of this survey is to obtain feedback from patients / caregivers enrolled in the Community Paramedicine Study to determine how effective community paramedicine services were.
- The results of the survey will be summarized by the Program Evaluators and could be used in communications materials by the CPP research team and local, provincial and federal governments and healthcare organizations.

This questionnaire is about the services and care you, or the person you care for, have received from the Community Paramedicine Study since your enrolment on [date].

- The information you provide in this survey will be kept anonymous and private.
- It is your choice to take part in this survey. You are under no obligation to do so. The care you receive from the Community Paramedicine Study will not be affected in any way by whether you take part in this survey.
- Please do not write your name on the questionnaire, or include any other information that may identify you, so that your answers remain private and anonymous.

By completing and submitting this survey, you are agreeing to these terms.

To answer a question, please put a check mark (✓) in the box by the answer that is closest to the way you feel about the services and care provided to you, or if you are a caregiver, to the person you care for.

Questionnaire items

Please identify whether you are a:

Patient Caregiver / Family Member

1. The community paramedics provided me with helpful advice and information on how to maintain or improve my own health and well-being, or the health and well-being of the person I care for.

Strongly agree Agree Disagree Strongly disagree

2. The community paramedics improved my knowledge about health and social services that are available to me.

Strongly disagree Disagree Agree Strongly Agree

3. The community paramedics helped get more healthcare services in my home or in the home of the person I care for.

Strongly agree Agree Disagree Strongly disagree

4. How prepared do you now feel to deal with concerns I may have in the future about my own health and well-being, or the health and well-being of the person I care for.

Not prepared A little prepared Prepared Very prepared

5. The community paramedics gave me explanations that were easy to understand regarding my own health concerns, or the health concerns of the person I care for.

Strongly agree Agree Disagree Strongly disagree

6. The community paramedics worked closely with other members of my healthcare team.

Strongly agree Agree Disagree Strongly disagree

7. The community paramedics treated a condition at home that I would have otherwise gone to the Emergency Room for.

Never Once Often All the time

8. The community paramedics helped me get healthcare assistance faster than before the Study.

Strongly agree Agree Disagree Strongly disagree

9. The Community Paramedicine Study reduced the cost I have to pay for healthcare at my home or in the home of the person I care for.

Strongly agree Agree Disagree Strongly disagree

10. Overall, how satisfied are you with the services and care provided by the community paramedic(s)?

Very satisfied Satisfied Dissatisfied Very dissatisfied

11. The Community Paramedicine Program has aided my overall health and well-being, or the health and well-being of the person I care for.

Not at all Somewhat Very Much

Care Giver Only Section

1. As a Caregiver, the community paramedics helped build my confidence to help the person I care for.

Strongly agree Agree Disagree Strongly disagree

2. My stress level as a caregiver changed because of the assistance of community paramedics.

Much lower Lower Higher Much higher

3. As a Caregiver, the community paramedics helped assist me in teaching the person I care for to self manage their conditions.

Strongly agree Agree Disagree Strongly disagree

Your thoughts (Please do not include any information that can identify yourself, or if a caregiver, the person you care for).

What do you see as the overall benefits to this program?

Do you have suggestions for how this program could serve you better?