

INSTRUCTIONS: Please check the appropriate box or fill in the blank as indicated.

1. What is your primary role? (Select one)
 - ☐ Administrator
 - ☐ Social worker or case manager
 - ☐ Other: _____ (please specify)
2. What area are you primarily affiliated with? (Select one)
 - ☐ Emergency Department
 - ☐ Hospital
 - ☐ Ambulance Service
 - ☐ Outpatient practice
 - ☐ Other: _____ (please specify)
3. What is your primary location? (Select one)
 - ☐ Rochester, Minnesota
 - ☐ Barron, Wisconsin
 - ☐ Bloomer, Wisconsin
 - ☐ Other: _____

The following questions refer to the Care Anywhere with Community Paramedics (CACP) program. Patients were those randomized to home care with community paramedic support, after they were referred from the outpatient setting, emergency department, or hospital. It is part of a research study that began in February 2022. It does not include other community paramedic care services outside of the CACP program.

How satisfied were you with each of the following aspects of the CACP program?

Instructions: For each item, please mark an "X" in the box that best describes how you feel or what is true for you.

		Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable
4.	Range of services offered by the CACP program	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
5.	Geographic areas served by the CACP program	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
6.	Patient safety of the CACP program	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
7.	Efficiency of the CACP program	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
8.	Effectiveness of the CACP program in meeting patient goals	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐
9.	The CACP program overall	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐

10. Could the CACP program be improved by expanding the types of services community paramedics can provide in the home?

- ☐ No, current CACP program services are adequate
- ☐ Yes, the program would be improved if services were expanded

Please specify what services could be added:

☐ A lot

☐ Somewhat

☐ A little bit

☐ Not at all

☐ Don't know

☐ A lot

☐ Somewhat

☐ A little bit

☐ Not at all

☐ Don't know

☐ Very likely
☐ Somewhat likely
☐ Not very likely
☐ Not at all likely
☐ Don't know

14. Engaged staff and leadership: Having supportive frontline staff and management within the program.

15. Engaged stakeholders: Having external support and engagement for the program

	To a very great extent							To little or no extent	Not able to answer
	1	2	3	4	5	6	7		
The CACP program engages the patient and family members as stakeholders	1	2	3	4	5	6	7	NA	
There is respect for all stakeholders involved in the CACP program	1	2	3	4	5	6	7	NA	

The <i>CACP</i> program is valued by a diverse set of stakeholders	1	2	3	4	5	6	7	NA
The <i>CACP</i> program engages other medical teams and community partnerships as appropriate	1	2	3	4	5	6	7	NA
The <i>CACP</i> program team has the ability to respond to stakeholder feedback about the program	1	2	3	4	5	6	7	NA

16. Organizational readiness: Having the internal support and resources needed to effectively manage the program.

	To a very great extent							Not able to answer
Organizational systems are in place to support the various needs of the <i>CACP</i> program	1	2	3	4	5	6	7	NA
The <i>CACP</i> program fits in well with the culture of the team	1	2	3	4	5	6	7	NA
The <i>CACP</i> program has feasible and sufficient resources (e.g., time, space, funding) to achieve its goals	1	2	3	4	5	6	7	NA
The <i>CACP</i> program has adequate staff to achieve its goals	1	2	3	4	5	6	7	NA
The <i>CACP</i> program is well integrated into the operations of the organization	1	2	3	4	5	6	7	NA

17. Workflow integration: Designing the program to fit into existing practices and technologies.

	To a very great extent							Not able to answer
The <i>CACP</i> program is built into the clinical workflow	1	2	3	4	5	6	7	NA
The <i>CACP</i> program is easy for clinicians to use	1	2	3	4	5	6	7	NA
The <i>CACP</i> program integrates well with established clinical practices	1	2	3	4	5	6	7	NA
The <i>CACP</i> program aligns well with other clinical systems (e.g. electronic health record)	1	2	3	4	5	6	7	NA
The <i>CACP</i> program is designed to be used consistently	1	2	3	4	5	6	7	NA

18. Implementation and training: Using processes that guide the direction, goals, and strategies of the program.

	To a very great extent							Not able to answer
The <i>CACP</i> program clearly outlines roles and responsibilities for all staff	1	2	3	4	5	6	7	NA
The reason for the <i>CACP</i> program is clearly communicated to and understood by all staff	1	2	3	4	5	6	7	NA
Staff receive ongoing coaching, feedback, and training	1	2	3	4	5	6	7	NA
<i>CACP</i> program implementation is guided by feedback from stakeholders	1	2	3	4	5	6	7	NA
The <i>CACP</i> program has ongoing education across professions	1	2	3	4	5	6	7	NA

19. Monitoring and evaluation: Assessing the program to inform planning and document results.

	To a very great extent							Not able to answer
	To little or no extent							
The <i>CACP</i> program has measurable process components, outcomes, and metrics	1	2	3	4	5	6	7	NA
Evaluation and monitoring of the <i>CACP</i> program are reviewed on a consistent basis	1	2	3	4	5	6	7	NA
The <i>CACP</i> program has clear documentation to guide process and outcome evaluation	1	2	3	4	5	6	7	NA
<i>CACP</i> program monitoring, evaluation, and outcomes data are routinely reported to the clinical care team	1	2	3	4	5	6	7	NA
The <i>CACP</i> program process components, outcomes, and metrics are easily assessed and audited	1	2	3	4	5	6	7	NA

20. Outcomes and effectiveness: Understanding and measuring program outcomes and impact.

	To a very great extent							Not able to answer
	To little or no extent							
The <i>CACP</i> program has evidence of beneficial outcomes	1	2	3	4	5	6	7	NA
The <i>CACP</i> program is associated with improvement in patient outcomes that are clinically meaningful	1	2	3	4	5	6	7	NA
The <i>CACP</i> program is clearly linked to positive health or clinical outcomes	1	2	3	4	5	6	7	NA
The <i>CACP</i> program is cost-effective	1	2	3	4	5	6	7	NA
The <i>CACP</i> program has clear advantages over alternatives	1	2	3	4	5	6	7	NA

21. Please describe anything that you think has gone particularly well in the *CACP* program.

22. Please describe anything that you think has gone poorly in the *CACP* program to help us make improvements in the future.

Thank you so much for your time and effort!