



Credible education
through accreditation

Committee on Accreditation
of Educational Programs for the
Emergency Medical Services Professions

The Resource Assessment Matrix

An Important (and Required) Tool in the Resource Assessment Process

Programs are required to evaluate their services in a variety of ways, obtaining input from multiple sources. In the larger picture of Paramedic educational program operation, resource assessment is a process that can include many components: regular surveys or evaluations from students; end of program evaluations from students; evaluations from students on specific clinical, field and capstone field internship rotations and preceptors; comments from students, faculty, employers, and Advisory Committee members; CoAEMSP Annual Report; and the use of other available tools for example a SWOT analysis (strength, weaknesses, opportunities, threats).

While some tools and processes are left to the discretion of the program on the frequency and tool or instrument used, **CoAEMSP requires that programs complete a specific resource assessment on an annual basis.** This process has three components, and the documents are found in the online CoAEMSP Resource Library in the [Resource Assessment Section](#). These include:

- Program Resource Survey – Program Personnel
 - Completed by program personnel, Medical Director, and program Advisory Committee members
- Program Resource Survey – Students
- Resource Assessment Matrix (RAM)
 - Includes four tabs: Instructions, PRS Students, PRS Personnel, and RAM

Depending on how and when the program conducts the surveys, there are a few options. The surveys are in a ‘fillable’ format and can easily be completed electronically and returned to the program; students and personnel can complete paper copies; or the program can convert the questions to a web-based survey tool. No matter how the data is formatted or collected, the survey items **must reflect the exact language** in the CoAEMSP provided forms.

There are ten components evaluated in both the Personnel and Student surveys: program faculty, Medical Director, support personnel, curriculum, financial resources, facilities, hospital and clinical resources, capstone field internship resources, learning resources, and physician interaction. While the topics are the same, the questions vary slightly since the intended audience is different: be sure to use the correct form for each group.

The scoring system is a ‘yes’ or ‘no’ or ‘not applicable’ response. There is also room for comments. The final overall assessment of resources by the respondent is ‘not sufficient’, ‘marginal’, or ‘sufficient’.

The Instructions tab of the Excel workbook provides detailed information on how to use the form and enter data. Do not miss this first step and review the instructions before beginning.

Data from each survey is entered into the appropriate Excel tab of the RAM workbook and the spreadsheet automatically calculates the cumulative percentages for each question. The final percentage is also calculated for each of the ten components. If the percentage for the components is **less than 80%**, the program must enter an analysis and action plan in the appropriate column (column F). If the category percentage is **greater than 80%**, do not ignore individual questions that did not meet the threshold, however. The final column in the RAM (column F) is the action plan/follow-up and must be completed even if the total percentage is 100%, i.e., 'continue to monitor'. Follow the small red triangles when present for further instructions and/or clarifications.

Programs vary in the approach to completing this annual requirement and program structures and timing varies. Here are some general guidelines:

1. The RAM is **required to be completed annually**.
2. Each RAM is typically based on a calendar year (January through December).
3. Programs that graduate multiple cohorts in a calendar year do not complete a RAM for each cohort: remember it is a report for the entire calendar year.
4. Programs that do not have graduates for the reporting year must still complete the RAM with the data available.
5. Student survey responses provide the most accurate assessment when collected as the students exit the program so that they can provide feedback on all aspects of the education process, including clinical and capstone field internship resources.
6. The Program Resource Survey – Program Personnel can be gathered at any time during the survey year. It is often easiest to remember, and collect, at the time of an annual Advisory Committee meeting.
7. Each group is only surveyed once in the calendar year.
8. Once the calendar year is complete, enter the data in the appropriate tabs in the Excel workbook and then move to completing the last three columns of the RAM with the dates of measure, percentages in the results and analysis column, and finally complete the action plan/follow-up column.
9. Be sure to adjust the year in the header and answer all the other questions regarding number surveyed.

Once the information has been tabulated, review the results with faculty, program administrative personnel, the Medical Director, and the Advisory Committee. Results should lead to further discussions to validate existing resources and satisfaction or present opportunities for continued program improvement and long-range planning. Continuing to assess resources should become part of the culture of the organization resulting in self-reflection and continuous improvement.