

## **ALS Workforce Retention Workbook Now Available For Download September 2006**

The fourth and final workbook of the “Keeping The Best!” Tool Kit is now available for download on the Virginia Office of EMS Web site at [www.vdh.virginia.gov/oems](http://www.vdh.virginia.gov/oems). Printed copies are scheduled to be mailed to all Virginia EMS agencies in November.

“Keeping the Best! How to Retain ALS Providers: Workforce Utilization Strategies & Applying EMS Retention Principles” is designed for EMS managers eager to retain their ALS workforce. It presents a step-by-step process to help managers define their current and desired ALS workforce, develop strategies to fill the gap between the current and desired workforce and to evaluate and monitor the progress.

The workbook was written with the input and advice from a diverse project team of 12 EMS leaders from volunteer rescue squads, commercial ambulance services and municipal fire/EMS departments from across Virginia. A diverse focus group of 10 Virginia certified ALS providers also gave the author first-hand insight to ALS retention issues. The author and the Office of EMS are also indebted to the Virginia Association of Governmental EMS Administrators for their editorial input and expertise.

EMS agency leaders and human resource officers can expect to commit a significant amount of time and effort to maximize the impact of “How to Retain ALS Providers.”

Leaders are first introduced to ALS workforce issues and analytical models to approach workforce utilization. The chapter on quantitative analysis helps the reader examine their workforce demographics, EMS call volume and EMS system infrastructure. The leader then examines the qualitative factors that impact the retention of ALS providers by relating state and national research to the four basic EMS retention principles introduced in the first “Keeping the Best! workbook.

The leader then applies the principles and models to their agency by completing worksheets and templates. The workbook gives feedback on the ALS workforce in the form of self-surveys, performance standards, and suggestions others have made to improve retention.

After completing this workbook, EMS agency decision makers should be able to develop a thoughtful, disciplined, and effective ALS Retention plan for their agency. For more information on any of the four workbook in the Keeping The Best! Tool Kit, contact Rohn Brown at the Office of Emergency Medical Services at [rohn.brown@vdh.virginia.gov](mailto:rohn.brown@vdh.virginia.gov)