

1. What does “CHAMPS” stand for?

“CHAMPS” is an acronym for “Cultural Health Assessment and Mitigation Program for Safety”.

2. What is the purpose of CHAMPS?

CHAMPS is a custom designed survey program that focuses on the safety culture of air medical programs. Participating programs will gain insight into key areas within their organizational culture.

3. There are numerous safety culture surveys out there - why should we utilize this one?

Two reasons: First, the CHAMPS survey question set was designed specifically for the air medical industry. Just as CHAMPS will address issues that may not be applicable to other industries, existing generic safety culture surveys will fail to address issues that can be critical to air medical programs. Second, the CHAMPS survey service will allow a participating program to compare its specific cultural landscape to aggregate values for those features computed from responses from participants across the nationwide air medical transport industry.

4. How was the survey derived?

The CHAMPS design process included significant input from key industry participants, representing each major role within the air medical industry. The survey question set was “designed by the air medical industry, for the air medical industry.” A number of groups and associations, including HAI, ACCT, AMOA, AAMS, ASTNA, IAFP, NAACS, AMPA, HAI, and even the FAA have participated with NEMSPA in the project development. In refining the question-set, CHAMPS has utilized the extensive backgrounds and experience of Dr. Justin Poll and Dr. Frank Thomas of Intermountain Healthcare, along with Dr. Steve Howard, Co-Director of the Patient Simulation Center of Innovation at the Veterans Administration Palo Alto Healthcare System (the VA's first simulation center).

5. Who will be provided survey results?

Program managers or directors of operations will receive the results for their particular program. They will have online access to a detailed “cultural health report” of their own program as compared to all other program results in aggregate.

6. Is the survey confidential?

There are two essential criteria: Neither individual participants nor individual programs can be identified. This means that, as a program manager, you will not be able to determine that “Joe must have answered that question in that manner”. Nor can anyone determine how any specific program other than their own responded to the survey.

7. Who will administer the survey?

The survey will be compiled, conducted and all reports will be processed and distributed by ThinkTroop, an independent survey analysis company. Individual and program-specific data will be de-identified and accessible only to ThinkTroop.

8. What individuals within each program are expected to participate?

The CHAMPS survey is intended for pilots, medical personnel, communications specialists, aircraft technicians and managers. We would expect participating programs to encourage all of these persons within their organization to participate.

9. Is there a cost involved?

There is a baseline fee of \$500 for participating in the program. For programs with multiple regions of operation, additional regional reports are \$150 each. The decision to obtain regional reports can be made during enrollment or at any time thereafter. Employees will indicate their region or other subdivision of the provider's areas of operations when they complete the survey. However, that information will be not included in the data analysis of a program until and unless regional reports are requested by program management.

10. Will the survey results be published?

NEMSPA reserves the right to publish or provide de-identified summary data, and to consider requests from independent groups or individuals for the same. ThinkTroop will not release any data to NEMSPA or any of its designees that contains information that could jeopardize the confidentiality of any individual or of any program. As the survey dataset grows and the resulting analyses mature, CHAMPS survey experts will conduct studies to correlate responses on key questions with generic individual or organizational behaviors that enhance operational safety, as well as with potentially hazardous behaviors that can increase operational risk. Such studies will be shared with the air medical transport community.

11. How does an air medical provider program enroll in the survey?

Go to www.champs.nemspa.org and click on the link to the enrollment form.

12. Is there a connection between the NEMSPA En route Decision Point protocol (EDP) research project with NASA and the CHAMPS project?

Both of these projects originated in the NEMSPA "No Pressure Initiative," and each one forms a layer in the operational safety network. Programs that participate in the CHAMPS program can contribute a minimum of \$500 towards the EDP research project, and will be shown as sponsors of that project. A detailed overview of the EDP research project is available on the NEMSPA website.