



EMS PROFESSIONS

The **Platinum Educational Group** monthly newsletter is dedicated to EMS instructors, administrators, and providers. If you have any questions please reach out to us anytime either by [email](#) or call **616.818.7877**.

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New Year? Bring it on

The new year stands before us, like a chapter in a book, waiting to be written. We can help write that story by setting goals. - Melody Beattie

The New Year always brings in fresh ideas, a clear mind, and goals for improvement both personally and professionally. We truly hope that all your personal goals are achieved this year, but we **KNOW** we can assist you with achieving your professional ones. If you are a part of the training team of an EMS program, **we are here to help**. We want to make you and your students' lives much easier, not to mention raise your programs overall performance. Here is wishing you all a prosperous and successful 2019!

The Staff at Platinum Educational Group

Who is Platinum Educational Group, exactly?



As Platinum Educational Group continues to broaden the versatility of their solutions for healthcare professions, as well as increase our audience, we would like to remind people of who we are and what we do!

We are staunch advocates for the highest degree of training for all EMS levels. **We are proud to boast the best study prep and skills tracking programs for each.**

"Excellent easy to use software that is an asset to any educational program." - Mark Boisclair, EMS Lead Instructor, Chattahoochee Valley Community College

Factoid: We have delivered over 180 new features to our customers, many at their request, since 2015!

Our Mission: Deliver valid and reliable testing, assessment, scheduling, skills tracking, and reporting solutions.

Our Vision: Every learner in the world can benefit from our solutions.



NAEMSE & Platinum Educational Group Appendix G Recap

What a well attended webinar on 12/12/18 with many folks getting involved with pertinent questions. Thank you to all that participated.

In case you missed it, the good folks at NAEMSE have it recorded for its members. If you are not currently a member, then sign up today. Not only do you get access to amazing webinars, but many more benefits as well.

[NAEMSE Member Benefits](#)



Five Big Things in December

What Has Platinum Been Up To?

Each month we are going to keep you up to date on important updates to our software, the big projects we have been tackling, and our community involvement. So, for the month of December...

[Read Full Article!](#)



January Contest: How Well Do YOU know EMS Terms and Slang?

We're kickin' off the New Year with a fun crossword puzzle contest. All entries will be entered into a drawing to win a \$20 gift card prize pack that includes awesome establishments like McDonald's, Walmart, Subway and

Starbucks.

[Full Details](#)

In addition to special contests, each month we randomly select a profile that has liked our [Company Page](#). That person/company receives an awesome "thank you" package from us! So, go ahead and give us a "like" **YOU MAY BE OUR NEXT WINNER!** December's awardee is **Kristin Kitchens-Gilliam from Colbert, GA**

New Features Updates

By the Dev Team

[NEW FEATURES: December 2018](#)

[NEW FEATURE: November 2018](#)

[NEW FEATURE: October 2018](#)

[NEW FEATURES: September 2018](#)

Platinum Educational Group Solutions for EMS Training Programs

Top Five Reasons to Use EMSTesting

- True Computer Adaptive Testing Practice that mimics the format of the National Registry exam!
- Most Validated Solution Available! Over 156,000,000 responses to date!
- Over 5,000 validated questions in our test bank; with questions at all provider levels!
- Group Testing feature turns learning into a fun game!
- EMSTesting can be used with any EMS textbook, regardless of publisher!

Join the hundreds of other programs that have adopted our solutions to make their EMR-EMT-AEMT-Paramedic program run as smoothly as possible! We offer the most reliable and valid testing on the market via [EMSTesting](#). We provide the only Computer Adaptive Testing (CAT) testing prep program that mimics the National Registry Exam! We will help your program raise your pass rates and we offer a [100% guarantee*](#) to back that!

"We certainly are enjoying having EMSTesting as part of our arsenal for our student's success." - Randy Spies, EMS Program Coordinator, Blue Ridge Community & Technical College

Easy Demo Scheduling!

Top Five Reasons to Use PlatinumPlanner

- Provides students with a FREE mobile app that works both online and offline!
- Accreditation Standards! Meets/Exceeds what accrediting bodies are looking for!
- Totally customizable to meet YOUR program specific needs!
- Track the skills YOU want, download forms that YOU want to use!
- There is NO Institutional fee!

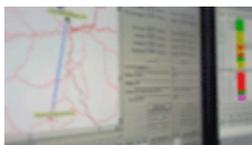
In addition to testing, we also provide a complete skills tracking, scheduling and reporting solution called [PlatinumPlanner](#). This flexible program tracks schedules, skills, and patient encounters. It assists in clinicals, labs, and scenario experiences. It generates reports for student progress, accreditation standards, and [NREMT Portfolio requirements](#)! Platinum Planner also offers free preceptor training - something our competitors do not!

Do not waste time tracking your students with paper and pencil! We have an easier and more cost-effective solution!

The best part, Platinum Planner has NO INSTITUTIONAL FEE! There is just a nominal student fee.

"Platinum Planner has made my life much easier and I really appreciate that. So glad that I took the leap and tried your product! What a difference it is making in our Paramedic Program! Highly recommend!" - Toni Milan, Director EMS Education, Respond Right EMS Academy

Easy Demo Scheduling!



Change the Job Descriptions and Salaries of 911 Operators

By Allison G. S. Knox, Contributor, EDM Digest

The issue of salaries for emergency medical services dispatchers is not new. More importantly, this topic has been continuously debated over the last few decades.

Despite what might seem to be a rather easy fix (i.e. just raise salaries), determining proper compensation for dispatchers is complex because there are numerous influential factors from communities around the United States.

[Read Full Article](#)



Want Validated Final Exams? Use Ours

By Tom Gottschalk, COO, Medical Educator

In 2003, the founders of Platinum Educational Group published the first versions of our summative EMS Final exams. They were literally paper pencil tests with acetate transparencies which served as answer keys, a 3.5-inch floppy diskette, and user manual wrapped up in top load colored vinyl envelopes. Boy how things have changed. Today, our team delivers multiple versions of the same style of exams for all the popular licensing level curriculums.

[Read Full Article](#)



The Scholarly Column: Present vs. Presence - How your students view you in their classroom experience.

By Regina M. Sportsman, RMA, CMA (AAMA), BA, MM, MBA

Many instructors have gotten into the habit of showing up on time and being present in their classrooms. Being "Present" versus having "Presence" can change the dynamics of the environment of your student's classroom experience. Below is a list of questions that you might ask yourself.

[Read Full Article](#)



Exploring empathy levels among Canadian paramedic students

Lucy Kus, Cassidy Gosling, Taylor Wilson, Alan M. BattFanshawe College, London, ON, Canada

Empathy is an important factor in communication between healthcare provider and patient. Previous studies have shown that empathy benefits patient care in multiple ways. Empathy allows a space of decreased vulnerability and, as a result, builds trust in healthcare relationships. It fosters open communication that leads to improved patient care; improves patient satisfaction; and buffers healthcare provider burnout. This study aimed to determine the empathy levels demonstrated by paramedic students to patients with various medical conditions, and to compare these findings with those of previous studies.

[Read Full Article](#)

Upcoming Conferences & Expos!

[1/3/19 to 1/4/19, Orlando, FL - CoAEMSP Accreditation Workshop](#)

[All PEG Events!](#)



News From Our Allies in Education

Every month we feature a key news snippet or other information from our allies in EMS Education. If you would like to connect and see how we can collaborate, [contact us!](#)



CoAEMSP Webinar: The NEW Annual Report

Developed and piloted in 2018, the new Annual Report tool will be debuted in early 2019. The Annual Report will now be based on a calendar year, and data reported should be for graduates and events occurring in the calendar year of the



Call for Presentations 2019

The NAEMSE Educator Symposium is the premier event for Emergency Medicine Educators. Each year, numerous educators are selected by blinded submission process. All Emergency Medicine Professionals with an interest in emergency medicine or educational research are invited to submit session proposals for the 2019 conference.

This is an opportunity to share effective models, policies, research and to provide your colleagues with insights and best practices addressing many of issues that are faced in the classroom and community. The entry deadline to the NAEMSE office is January 4, 2019.

[Learn More](#)



Trifecta of EMS Gains on Capitol Hill

NAEMT is pleased to report that the Pandemic and All-Hazards Preparedness and Advancing Innovation Act of 2018 (H.R. 7328) has passed the U.S. House and Senate and has been sent to the President for his signature. This bill would reauthorize certain programs under the Public Health Service Act and the Federal Food, Drug, and Cosmetic Act with respect to public health security and all-hazards preparedness and response, to clarify the regulatory framework with respect to certain nonprescription drugs that are marketed without an approved drug application, and for other purposes. [More details](#)



Ask the Customer Support Team

By David Smith, Customer Service Advocate

Q: In Platinum Planner, is it possible for Students to see the feedback Preceptors (Clinical Educators) give them when Preceptors fill out a survey on how the Student performed in the opportunity? A: Yes! In fact, you can now allow Preceptors to see what Students said about them as well. Previously, to share the affective survey information on how Students and Preceptors felt each other did, School Administrators and Instructors would have to run the affective reports and either print off or email those results to the interested parties.

[Read Full Article!](#)

[Read past Q&A!](#)

"Amazing customer and tech support. Just started using this semester and they have made the transition very simple!" - Jimmy Stevens, EMS Education Program Director, Delgado Community College

Attend an Exclusive Appendix G Workshop by Platinum

Platinum Educational Group is Proud to Present an Exclusive Appendix G/Portfolio Workshop Series! There are two Dates/Times to choose from:

- [January 10, 2019 from 3 to 4 p.m. \(EST\) Registration](#)
- [March 20, 2019 from 4 to 5 p.m. \(EST\) Registration](#)

These webinars will dive into how specifically Platinum Planner will face the upcoming Appendix G challenges. It is expected that the participant will have either attended an Appendix G update provided by Platinum Educational Group or have watched one the latest recorded webinar on Appendix G by Gordy Kokx that can be found at the [CoA website](#). It is also recommended the participant already has a basic understanding of the function of Platinum Planner.



Does your Program need Student Access Cards or Credit?

By John Zimmer, Client Relations Manager

Many programs still need to gain EMSTesting or Platinum Planner student access. There are three ways students can gain access into our programs:

1. EMS programs can purchase student access credit or cards directly through Platinum Educational Group; then the students reimburse through tuition or lab costs.
2. Students can purchase access cards through their institutions' bookstores.
3. Students can purchase access from our websites directly (EMSTesting, PlatinumPlanner, PlatinumTests) using their own credit/debit cards.

If you need student access for either EMSTesting, PlatinumTests or Platinum Planner, contact **John Zimmer** at 616-490-5395 or email [EMAIL](#).

If your annual license ends soon, please renew prior to expiration to avoid an interruption in service. If you have questions about your license renewal, contact **John Zimmer** at [EMAIL](#).



Customer Call Out

Linda Armacost, SCL Health/Lutheran Medical Center C. J. Shanaberger Award for Lifetime Achievement

Every Month we give a little bit of love to one of our valued customers! This month we celebrate **Linda Armacost**.

Linda Armacost has professionally run and managed for the past 33 years the EMT, Cadaver Anatomy and various other programs at SCL Health/Lutheran Medical Center and Good Samaritan Hospital. She has been a strong and stable source of quality and commitment to EMS education throughout her tenure and always keeps the best interest of the patient as the foundation of her teaching. A trusted friend, colleague, and mentor, Linda could always be depended upon for her for sage advice and an unwavering commitment to EMS and its core values. Linda has truly personified this award in the commitment of her life to this noble profession! She is dedicated and committed to producing, not just “standard” EMTs, but exceptional EMTs that had knowledge way beyond the standard curriculum. Her students go into the field with a solid basis, as her dedication to this exceptional learning program has produced top quality EMS professionals in the field. She has spent her professional (lifetime) career dedicated to improving the standard of EMS education, much as this award's namesake, Carol Shanaberger, did in EMS system development and EMS law.

Information provided by [The Emergency Medical Services Association of Colorado \(EMSAC\)](#).