



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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This Valentine's Day Break up with Your Old Methods

Is the love for your time-consuming paper and pencil methods for reporting and skills tracking slowly fading away? Are you heartbroken from paying a lot for an electronic platform but receiving much less than you had hoped for? Well, it's time to kiss ineffective approaches goodbye, because **we are here to help!**

If you:

- Create and administer your own tests
- Utilize paper tests
- Are NOT using computer adaptive testing
- Use Excel spreadsheets for tracking student skills
- Currently use an electronic solution that you are not happy with (cost, customer service, site downtime, etc.)

THEN CONTACT US TODAY! It is NOT too late for you to utilize our electronic solutions even if your current course has already started! Make this upcoming school year easier by looking at our solutions outfitted for EMS training institutions! We have even made scheduling a demo easy and at YOUR convenience!

[View our solutions & schedule a demo](#)

Until then, have a lovely Valentine's Day!

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 testing prep and skills tracking programs for each.**

"Platinum Educational Group is always ahead of the ever changing game!" - Dr. Kelly Weller Ed.D, RN, LP EMS-C, Program Director EMS, Lone Star College - Montgomery

Factoid: We have delivered over 230 new features to our customers, many at their request, since 2015!

Our Mission: Deliver valid and reliable testing, assessment, scheduling, competency tracking, & compliance reporting solutions.

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



Platinum Educational Group has exciting plans for 2020!

We remain dedicated to our customers and are working on some new features to better support new and existing customers. One of the features we are working on will help make our program directors lives better (more details to come). Some of the other planned features include a new chat feature as a support option,

along with our "new feature request" portal where customers can create and track new feature requests. We here at Platinum Educational Group love hearing from our customers and we work hard to give you the best experience possible.

We are dedicated to creating great educational experiences for you and your students and look forward to continuing Platinum Educational Group's mission and vision.

Thank you for being a valued customer of ours and we appreciate your continued feedback and support!

Sincerely,
Jason Jensen
CEO



Platinum Educational Group Employee Spotlight

Ian Kindig, Client Solutions Consultant

Ian Kindig joined the Client Solutions Consultant (Sales) Team in January of 2020. Ian has several years of experience in the technology management software field. He believes in listening to customer's needs and tailoring a solution to meet them. He has two sons and loves to watch sports, play Texas Hold-Em competitively, travel, and spend time with his family and friends.



Join the Platinum Educational Group EMS Program Director Advisory Board (PDAB)

An Exclusive Opportunity for Current Program Directors

The purpose of this committee is to advise Platinum on how to make our platforms more beneficial to our users as well as providing a sounding board for transformation. Benefits of participating in the PDAB include the opportunity to brainstorm with

peers and be involved with decisions to our platform's implementations and processes.

The PDAB meetings happen every six weeks on Monday afternoons. There are advisory boards for [EMSTesting](#) and [PlatinumPlanner](#). Both last about an hour. Feel free to join one or both! If you are interested in learning more about the Platinum PDAB, please fill out [this form](#).

Available to current Platinum customers only.



Facebook Contest

Thank you to everyone that has given us some love on Facebook. We appreciate you and are fast approaching our 3500 "likes" contest drawing. If you haven't already, give us a like and be included. Winner will receive a **\$25 visa gift certificate**. As a **bonus**, if you are a current Platinum customer, **leave us a review** in our [review section](#) and get a **gift automatically sent** to you.

In addition to special contests, each month we randomly select a profile that has liked our [Fan 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! January's awardee is **Bruce Garwood from Michigan City, Indiana**.

New Features Updates

By the Dev Team

[NEW FEATURES: January 2019](#)

[NEW FEATURES: December 2019](#)

[NEW FEATURES: November 2019](#)

[NEW FEATURES: October 2019](#)

EMSTESTING.COM

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 175,000,000 responses to date!
- Over 5,000 question test bank; with questions FOR 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!

"My paramedic program started using EMSTesting.com in 2013 and I have to say that it is the best testing platform that I have experienced in my 15 years as an educator. The students that graduate from our program are well prepared for the national exam. We just started using the solution for my EMT program and our pass rate has improved greatly! - Rob Dowling, Director of EMS, Franciscan Health Crown Point

Easy Demo Scheduling!

Top Five Reasons to Use PlatinumPlanner

- Easiest platform to record Appendix G competencies
- Meets/Exceeds Accreditation Standards
- Customizable to meet YOUR program specific needs
- Provides students with a FREE mobile app that works both online and offline!
- There is NO Institutional fee just a competitive nominal per-student 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](#), and the recent [CoAEMSP Appendix G](#) changes! **Platinum Planner also offers free preceptor training - something our competitors do not!**

Do not waste time tracking your students with paper and pencil! Stop paying more for inferior software! We have an easier and more cost-effective clinical tracking solution!

"Our training coordinator unexpectedly had to go out for several months on extended sick leave and I had to take over some of the tasks. It had been several years since I had worked extensively in Platinum Planner. When I called with questions, they were able to walk me through over the phone. Great Customer Support!" - Diane Koch, EMS Specialist, Yakima County Emergency Medical Services

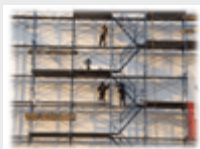
Easy Demo Scheduling!

App G Update: Logic implementation to place imported values in the right Peer vs Instructor spot and show on the report

By the Dev Team

Now, when dragging and dropping the excel CoAEMSP export, our site handles everything much better. The table that contains peer skills are counted as peer on our site now. We added classifications to the skills and skill type to the skills - for example Peer and Instructor.

Questions or concerns about Appendix G? [Contact us](#)



Scaffolding: Building a Student from the Ground Up

By Doug Smith, MAT, EMTP-I/C, Medical Educator

You can't build a house by laying the shingles first!

A quality house is not built in a day. It requires a blueprint, a location, obtaining the raw materials and then assembling from the ground up. Each step is assessed for flaws prior to attempting the next step. A quality student should be built the same way.

[Read Full Article](#)



Developing Confidence in Our Students

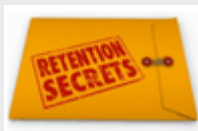
By John Spencer, Director of Education

I recently became a member of a few different EMS related social media groups and I was shocked at the number of user posts that clearly demonstrated a lack of confidence in their ability to pass their national credentialing exam.

It is just a guess, but I would suggest that approximately 70 to 80% of the posts discussing their upcoming tests

begin with statements like "I am terrified to take the test", "I know that I am going to fail", or "I don't know what to expect." These recent graduates of EMS initial education programs are posting on social media looking for the best way to prepare and are asking other members of the group which products that they need to purchase to be successful.

[Read Full Article](#)



Customer Retention: Egotistical or Benevolent?

By John Zimmer, Customer Retention Manager

We here at Platinum take customer retention very seriously. So much so that we dedicate numerous employees and working hours to ensure the highest customer retention possible. There are many reasons for this, but before we delve into those, let's define what customer retention is.

Although there are many descriptions and words to explain customer retention, I appreciate the way author Molly Galetto describes it:

Customer retention refers to the activities and actions companies and organizations take to reduce the number of customer defections. The goal of customer retention programs is to help companies retain as many customers as possible, often through customer loyalty and brand loyalty initiatives.

[Read Full Article](#)



The Scholarly Column: 2020 The Year of Perfect Vision

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

The start of **2020** is an opportunity for all of us to have perfect vision. The type of vision that will require us to **reimagine, refocus, recommit** and **renew** the way that we were previously looking through an otherwise clouded and distorted perception of life in general. Hence this is why many of us had a hard time seeing anything in our

previous decades.

[Read Full Article](#)



19 Thoughts Only a Medic Will Understand

By Michael Morse, EMS1 Contributor

You know you're a medic if any of these thoughts have crossed your mind...

Working in emergency services is hard enough. Explaining your daily thoughts to someone outside the field is damn near impossible. You know you're a medic, or destined to be, if you find any of these thoughts bouncing around your head.

[Read Full Article!](#)



How EMSTesting is Different: A 10 Part Series - Part 7: Provider Levels

By Jeremy Johnson, Director of Marketing

Unlike other online EMS testing solutions, Platinum Educational Group's EMSTesting provides validated questions for ALL provider levels.

If you are a Program Director or instructor at any EMS provider level, then you know the importance of training your students at the correct level. We invite you to trust EMSTesting to assist you in your education process.

[Read Full Article](#)

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!](#)



Site Visitor Workshop to be Held at ACCREDITCON 2020

The CoAEMSP is increasing its site visitor cadre and is seeking Paramedic educators and physicians to become site visitors for CoAEMSP. The training workshop will be conveniently hosted in conjunction with ACCREDITCON, May 27-31, 2020, in Louisville, for those applicants who have been selected to be site visitors. [More details](#)



EMS 3.0 Workshop

Join us, Tuesday, March 24, 2020 in Arlington, VA! Get the latest information on EMS reimbursement including cost collection and the implementation of the CMS ET3 Model. Learn how to expand the healthcare services your agency provides to your community using sustainable economic modeling and best practices from agencies across the country. [More Details.](#)

[More details](#)



National Registry Reaches All Time High for Nationally Certified EMS Professionals

The National Registry of Emergency Medical Technicians recently announced that more than 400,000 EMS professionals are currently nationally certified at the EMT, AEMT or Paramedic level – the highest amount in the 48 year history of National EMS Certification.

[More details](#)



The 25th Anniversary of the NAEMSE Educators Symposium

Save the date for the 2020 NAEMSE EMS Educators Symposium & Trade Show. This event will be held at the Wyndham Grand in Downtown Pittsburgh, PA, on August 3-8.

[More details](#)



VerifyStudents Announces Drug Screening Enhancements

VerifyStudents by Corporate Screening is proud to offer a convenient, mobile-friendly and paperless drug screening solution. Now, we're pleased to announce several NEW enhancements to our drug screening solution. Customers now have access to student drug screening statuses with the Drug Screening Instance History feature. The feature displays all milestones and timestamped action histories for your drug screening orders.

We're also pleased to offer the availability of approximately 4,500 more drug test collection sites to our network. With thousands of sites across the nation, your students have more options than ever.

[Read Full Article!](#)

Upcoming Conferences & Expos!

[3/3/20 to 3/6/20 - EMSToday Conference, Tampa, FL](#)

[3/4/20 to 3/7/20 - SC EMS Symposium, Myrtle Beach, SC](#)

[3/6/20 to 3/7/20 - SMEMSIC Conference, Traverse City, MI](#)

[All PEG Events!](#)



Ask the Customer Support Team

Q: How Do I Change/Add/Remove Skill Requirements on My Course and Classes? A: Course requirements are editable settings on both the course and its individual classes. A class can only enable skills of its class type (lab, clinical, etc.) that are already enabled on the course. If a skill is missing from a class but isn't an option to enable on that class, this means it is not enabled on the course first. So, if lab class needs a skill to be enabled, but has no option for it, you just have to edit the course skill requirements and add it there, then add it to the lab class. This new skill will now be selectable by students during labs for that class.

[Read Full Article!](#)

"The best thing about this group is the customer service. All of my questions have been answered within 30 minutes. The Help box with frequently asked questions is also nice and I've been able to use it without calling in. Keep up the great work Platinum Group!" - Jenifer Goodson, EMS Instructor, East Central College (MO)



2019 Year in Review

As we look forward to an amazing 2020, we take a moment to look back at the accomplishments of 2019. Thank you to all of our customers.

[Read Full Article!](#)



Prices Effective July 1, 2020

Our pricing schedule will increase **slightly** in 2020. These increases will not affect training institutions, but students will see a **nominal** change. The increase is being done for several reasons including:

- To continue providing our customers with the **most up-to-date technology and software** programming.
- To continue providing our customers with the **most experienced customer support and programming staff**. To date, our customer support has an **industry-leading 97% satisfaction rate** and the **shortest average call back time** to students and instructors.
- To keep pace with inflation and fair market value. Even after this upcoming increase, **Platinum Educational Group is still under its competitors' prices** while offering more benefits, services, solutions, and overall value.

[Read Full Article!](#)



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](#).

Leaving You Laughing

By Steve Barry

