

Customer Spotlight Q&A:

Haynes Ambulance

Carrie Millwood, EMS Educator

Can you tell us about your organization and your role there?

Haynes Ambulance is a private ambulance service with approximately 450 employees. We are spread out over multiple counties within the state of Alabama. We cover ALS, BLS, 911, Critical Care transfers, Angel One Pediatric Unit, non-emergency and interfacility transfers. Haynes also operates Care Ambulance - A division of Haynes in Montgomery, Russell, and Macon Counties. Along with ground ambulance coverage, we currently operate 2 helicopter bases, one in Elmore County and a second in Pike County. In 2022 our call volume across all branches reached over 120,000 calls. Two other divisions we maintain are our own Dispatch Center for flight and ground, and finally, Haynes EMS Academy. I was hired as an Educator over new credentialing in October 2022 to build our program with recruitment and improvement of current EMT and AEMT courses.

What are some of the biggest challenges you face as an instructor?

One of the biggest challenges facing not only our company but the industry today is finding employees and connecting them with the education they need to be successful. Trenholm State Community College, the only local college to offer EMS in our tri-county area, closed approximately two years ago. The next closest program is almost an hour away. Haynes EMS Academy was created to bring in new recruitments offering new hires an "Earn while you Learn" opportunity. Our goal is to not only teach EMT-Basic and Advanced EMT, but also to continue to grow our in-house program while satisfying the educational needs for current employees to maintain certification and build their knowledge base.

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Courtesy Haynes Ambulance Alabama

PRODUCTS USED

Emergency Care and Transportation of the Sick and Injured, Twelfth Edition

Key Benefits

- ✔ Streamlined course delivery through the adoption of the Navigate LMS
- ✔ Met the needs of a variety of different student learning styles through the resources offered within the *Twelfth Edition* package
- ✔ Better prepared students for the National Registry exams using the test bank within Navigate itself
- ✔ Received excellent customer service from both the sales and service teams in answering questions about Navigate

How has the combination of Emergency Care and Transportation of the Sick and Injured, Twelfth Edition book and the Navigate LMS helped solve the challenges mentioned in the previous question?

Using the Navigate LMS has helped streamline the education process, providing a structure with resources that facilitate the learning process of our students. Everyone comes from different backgrounds and different generations with different learning styles. The *Twelfth Edition* text book and powerpoints provide in-class resources, while the LMS offers a more efficient way of assessing the students' knowledge base with test banks and skill resource activities. Students' have also commented that the "Street Smart" boxes and real-life pictures have helped with visualizing scenarios and bringing everything together in their heads.

Each student has his or her own learning style, so being able to offer different methods of instruction has been a key to success. I have been able to post links to important websites and videos for the students to reference for further instruction or clarification on a specific skill or topic. The ability to create a learning platform specific to the needs of not only our company, but also a specific class has been beneficial to the individual student for better understanding.

What kind of success have you seen using the PSG EMT training solution?

I have noticed the more we utilize Public Safety Group (PSG) resources, the more our student success rate has improved. Students have expressed positive feedback to the ease of the LMS. The access to Registry-like questions has helped the students build confidence in understanding what the questions are asking while using critical thinking skills. Each piece of the training has offered reinforcement of the material building their knowledge base.

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How would you describe your experience working with the PSG sales and customer service teams?

The entire staff of PSG have been amazing to work with anytime I needed assistance. I recently joined the Haynes EMS Academy Education team. The onboarding process for me was made so much easier with the help from all support staff. Katherine Boss scheduled a session to go over the main parts of the LMS answering all my questions. Any time I was not able to figure a particular issue, I never hesitated to email with any issues, always getting a quick response with a solution. Sarah Ferguson has been instrumental in providing quotes, information on all products, and helping me solve any issues. When I noticed my students were struggling in the beginning, Sarah had many suggestions, including the workbook that coincides with the course. Since then, both the students' grades and confidence improved after a rocky start. Caroline Darman made the purchasing process a breeze. Each team member has been available anytime I've reached out, and if they didn't have the answer, I was always pointed in the direction of someone who would know best. I am grateful the staff for making this part of my process joining an education program and continuing to meet the same goals of improving student outcomes. For this, I say a very humble THANK YOU!

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