

Customer Spotlight Q&A:

Horry County Fire Rescue

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

Horry County Fire Rescue is a combination career-volunteer organization offering fire and progressive EMS services to its nearly 350,000 residents and millions of annual visitors. Horry County Fire Rescue employs nearly 400 full-time employees and more than 250 volunteers.

I am a Captain in the Division of Medical Training and participate in initial and continuing education. Our initial education program (Recruit Program) hosts on average 100 initial EMT students annually. We also offer an annual initial AEMT course with an average of 15 students. In addition to initial and continuing education, I am the organizations Sepsis Coordinator, Pediatric Emergency Care Coordinator, and oversee the Clinical Operating Guidelines workgroup that researches, edits, and produces the organizations progressive COGs.

What do you like the most about the Public Safety Group *Emergency Care and Transportation of the Sick and Injured, Twelfth Edition (EMT 12E)* and *Advanced Emergency Care and Transportation of the Sick and Injured, Fourth Edition (AEMT 4E)* textbooks?

The PSG textbooks, both EMT 12E and AEMT 4E, offer the individual student and instructor ample information to be successful not only in the classroom, but in the field as competent providers. The way PSG conveys information through its texts with an emphasis on anatomy, physiology, pathophysiology, and medical terminology creates a successful environment for candidates at all levels of education.

PRODUCTS USED:

- *Emergency Care and Transportation of the Sick and Injured, Twelfth Edition*
- *Advanced Emergency Care and Transportation of the Sick and Injured, Fourth Edition*

Key Benefits

- ✓ Achieved a 94% first-time pass rate on the EMT NREMT Cognitive Exam.
- ✓ Achieved an 84% first-time pass rate on the AEMT NREMT Cognitive Exam.
- ✓ Received excellent customer support for both sales and technology-related inquiries for both products.
- ✓ Increased student ease of learning through additional learning tools within the Navigate Learning Management System.

What do you like the most about the Navigate Learning Management System? What do your students like the most about Navigate?

From a student standpoint, Navigate offers some of the industry's leading education tools. Easy to navigate and user friendly, the Navigate LMS allows students to review material, review text, and adequately achieve success through the digital book, flash cards, TestPrep, and additional tools.

The instructor side of Navigate is no different in ease of use. Recording student's attendance, grades, and skills assessments has proven to be as easy as a few clicks. Having the ability to export this information and send to outside resources (if needed) is, again, a few simple clicks away. Having the ability to leave students feedback in particular areas of the text by means of Navigate aids in the success of students.

What kind of success have you seen using the Public Safety Group EMT 12E and AEMT 4E training programs?

Our program prides itself in being successful and achieving excellence both in and out of the classroom. With a 94% first-time pass rate on the EMT NREMT Cognitive Exam for EMT and an 84% first-time pass rate on the AEMT NREMT cognitive exam, our program does not only gauge success on pass-rates, but by a providers' ability to successfully and competently practice in the field as a pre-hospital provider.

What final words would you like to share with anyone considering using the PSG EMT and AEMT textbooks?

The customer service from PSG has been phenomenal, both with accounts specialists and information technology in relation to Navigate. Any questions I or my program have had with either the text or Navigate have been quickly addressed and any issues rectified in a timely manner.

Both the EMT and AEMT text have aided in student success time and time again. As with any educational adventure, the student must be willing to engage and put forth effort, having a desire for success. With the resources and tools PSG has to offer both by means of textbook and technology, any student with a desire for success can achieve it.

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