



Industry Information for EMS, Nursing, and Allied Health Educators and Administrators!

This newsletter is dedicated to instructors, administrators, and providers of EMS, Nursing, and Allied Health professions. As always, **if you have any questions** concerning anything in this edition of the *Platinum Pulse*, feel free to reach out to us at <https://platinumed.zendesk.com> and a representative will contact you.

In this edition:

1. Message from the CEO: Customer Service
2. Facebook Contests Results for EMS and Nurses Weeks Celebration!
3. Scholarships Deadline Looms!
4. Registration for FREE Platinum Educational Group Workshops!
5. New Features Update!
6. What is the Purpose of the Feedback Option on EMSTesting and PlatinumTests?
7. Featured Article: Scenario versus Simulation.
8. Article: Preceptor training: We got you covered!
9. HITECH Act: Are YOU Teaching your Students to Match the Workforce?
10. Skills Tracking Game Changer Coming Soon for ALL Allied Health Programs!
11. Parting Thoughts: Critical Thinking? Not for Everyone.
12. And Much More!



Message from our CEO: Customer Service 98%

Recently, Platinum Educational Group (PEG) has been hearing a lot of reverberations of discontent about customer service in our industry. Not in particular to our company, but about others in the industry, and as a whole. For background purposes, Platinum was founded in 2002 on the principles of honesty, integrity, and trustworthiness. It was also immediately established that this company would achieve the highest set of standards in gratitude for **all** who utilize our products. This includes administrators, instructors, coordinators, preceptors, students, and others. We take customer care VERY seriously. **In the past year alone we have made many strides to be above and beyond in our customer service department.** Some of those include:

[Read Full Article](#)



Increasing alertness to #KeepEachOtherSafe

Accidents and misfortunes are what healthcare professionals are trained for, but are never welcomed. A commitment to safety, an awareness of our surroundings, and a pledge to follow correct procedures and laws would be preferred by all personnel in the EMS, nursing, and allied health industries. This month we rededicate ourselves to the avoidance of what our fields were created for. After all, accidents will never be totally eliminated, but many can be prevented. Please visit the National Safety Council's website to learn more about how YOU can be involved!

[National Safety Council Website](#)



Last month we celebrate not one, but TWO, underappreciated yet gravely needed professions, EMS and Nursing. Let's face it most of our jobs can be thankless at times. But, how many of us can say that we, as employees, are needed? Well, medical professionals can! They are the ones that we count on in emergency situations. The ones that are trained to be calm in chaos. The ones that take care of us and our loved ones.



As our way of saying thank you, we randomly awarded two Olive Garden Gift Cards to a professional in each field! We asked all EMS and Nursing professionals to go to our [Facebook Fan Page](#) and let us know how long you have been involved with your industry. IMPRESSIVE! Congratulations to Deborah Preston and Mary Ramo! **Thank you to all of our entrants and to everyone that has dedicated their lives to helping the medical community!**

Head over to our [Fan Page](#) and give us a "like". You never know, you may be our next winner!

Universal Announcements



Who is Platinum Educational Group, exactly?

As Platinum Educational Group continues to broaden their solutions for healthcare professions, as well as inform our new followers, 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, Allied Health, and Nursing fields. **We are proud to boast the best study prep and skills tracking programs for each.**

"Platinum Ed has been a partner since we started the accreditation process. They are responsive to questions and concerns on both the Planner side and EMS testing. Several requests for changes have been incorporated by them at our suggestions. Great group to work with." - Mark Self, Executive Director, Pee Dee Regional EMS

Factoid: We have delivered over 120 features to our customers, many at their request, in the last two years!

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.

[Platinum Educational Group's 9 Guiding Principles](#)



Deadline is Approaching for 2017 Platinum Educational Group Scholarships

\$1000 Awards for each EMS, Nursing, and Allied Health

Please pass our scholarship information along to your students, because we know you care about them.

Visit the link below to download the full application for your students, view past winners, and instructions to distribute the information!

[Click Here for Full Details!](#)

THE 2017 PLATINUM EDUCATIONAL WORKSHOP SERIES

Don't Miss Out On Our Free Workshop Series!

Platinum Educational Group is **offering a workshop series like no other!** We have a variety of FREE educational workshops available throughout the country!

There is no cost for participants to attend workshops, lunch and snacks are provided, and CE credits can be earned! Please see below for scheduled workshops. If there are no workshops in your area, stay tuned, as more will be scheduled soon! Spaces fill up quickly so register today!

June 8 & 9, Kansas City, MO [Recipe for Success](#) and [The Poor Man's Guide to Moulage](#)

June 27 & 28, Lexington, KY [Recipe for Success](#) and [Portfolio Update & Implementation](#) and [The Poor Man's Guide to Moulage](#)

August 18 & 19, Higgins Lake, MI [7th Annual Higgins Lake Retreat for Michigan IC/Educators](#)



What is the purpose of the feedback option on EMSTesting and PlatinumTests?

By Doug Smith, CEO, Medical Educator

When students select and submit feedback, it is sent to the teacher(s) associated with the class, as well as, staff at Platinum Educational Group. It is important to remember to avoid the use of any vulgarities or profanities as this is a violation of the terms of service and will likely result in the termination of the use of this program.

[Full Article](#)



Prices Effective July 1, 2017

In 2016, we were proud to have provided new and exciting features exclusively for our valued clients to utilize! We have continued to offer new and exciting features and look forward to sustaining that dedication to you!

[2016 New Features Recap & 2017 Price Schedule](#)

Factoid: We have delivered over 120 features to our customers, many at their request, in the last two years!

New Features in June from the Platinum Educational Group Development Team!

Upgraded Student Clinical Documentation:

- Update to **Student Clinical Documentation**, allowing for easier data entry by students with a more modern look and feel.
- **Enhanced overview** of data students have entered.
- **Customizable data entry fields**, first by **profession** then eventually giving schools the option to customize the data required for students to complete.
- Ability to attach documents **directly** to a patient.

Unified Course/Class Creation:

- School administrators will be able to create courses and classes that include all features in our testing programs and PlatinumPlanner. **Please note:** Creating Courses in our testing programs is a **new** feature.
- School credit will be shared between **both** our testing programs and PlatinumPlanner.
- Students can sign up for a single course **which can include both programs**. Students would be asked to pay once for both programs (when used).
- Integration with [VerifyStudents.com](#) for student background checks.
- **Selectable course templates** to help schools get started with setting up a new course following the latest CoAEMSP, National Registry and other accrediting bodies recommendations.

The EMS Eagle

Top Five Reasons to Use EMSTesting

- True Computer Adaptive Testing Practice!
- Most Validated Solution Available! Over 100,000,000 responses to date!
- Over 5,000 validated questions in our test bank!
- 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!

"Our paramedic program hit 100% first time NREMT pass rates last year (21 students) thanks in part to the utilization of EMSTesting." - Justin Yurong, EMS Educator



[View the 90 Second Intro to EMSTesting Video!](#)



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!
- FREE to your institution to use!

In addition to testing, we also provide a complete skills tracking, scheduling and reporting solution called [PlatinumPlanner.com](#). 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!

The best part, **Platinum Planner costs NOTHING for EMS programs to use! There is just a minimal student fee.**

"Platinum Planner has been the key to managing multiple programs in an organized and concise manner. We cannot imagine running multiple simultaneous EMT Training programs without the streamlined precision and organizational CRM of the Platinum Planner system. Bravo! - Aki Williams, COO, Defib This - Emergency Rescue Training

[Contact us](#) today for more information or free product demo for either EMSTesting or Platinum Planner!



[View the 90 Second Intro to Platinum Planner Video!](#)



Scenario versus Simulation: What, Where, Why, & When

By John Spencer, Customer Service Manager, Lead Medical Educator

The advent of the NREMT's Paramedic Psychomotor Competency Portfolio Program (Portfolio) has brought about a renewed focus, and some confusion, surrounding the use of scenarios and simulations.

[Read Full Article](#)



Preceptor training. We got you covered!

By Tom Gottschalk, COO, Medical Educator

In the past two months, our staff has noticed an increased interest in learning how Platinum Educational Group is able to help Paramedic programs manage and initially get their preceptors "trained." I am not certain on why all the extra inquiries have been coming in now, rather than months ago, although I have my hunches.

[Read Full Article](#)

PLATINUM PLANNER



Speaking of Preceptors...

Among our new features in the Platinum Planner app is the added role of preceptors! We have added full support for preceptors, all for FREE including:

- Preceptor Training
- Preceptor Student Documentation Review/Completion
- Preceptor Messaging
- Preceptor Calendar Sync
- Multiple Accounts

[Read Full Article](#)

Upcoming Events for EMS

We travel all over the country and beyond attending, exhibiting, and sponsoring many EMS education events. If you know of an event you think we should be at, please let us know!

[5/31/17 to 6/1/17, Uncasville, CT - Connecticut EMS Expo](#)

[All PEG Events!](#)



by Steve Berry

iamnotanambulancedriver.com



News From Our Partners in Education

[Mark Your Calendars! The 22nd Annual Educator Symposium Is Nearing!](#)

NAEMSE is excited to invite you to the 22nd Annual Educator Symposium and Trade Show. EMS education professionals will be converging on our nation's capital to unite in the purpose of advancing EMS. Workshops ranging from cognitive load theory to the social aspects of the EMS classroom, NAEMSE Instructor Courses, thought provoking seminars and much more will be offered at this year's symposium. Don't forget about our trade show, which offers the opportunity to meet with more than 90 exhibitors and/or vendors!

[Learn more](#)



National EMS Week for 2017 runs May 21st through the 27th. To help celebrate, the Wisconsin EMS Association, in cooperation with, and with support from the Office of Rural Health, has released the 5th edition of the Wisconsin EMS poster. Since the late 1990s, WEMSA has produced a poster depicting all of the EMS service providers and locations throughout the state. In 2013, WEMSA partnered with the Office of Rural Health and for the first time added first responder organizations to the poster. Working again with the Office of Rural Health, the 5th edition of the poster has both been updated, and increased in size to give an even larger view of all of the EMS providers throughout Wisconsin.



A complimentary copy of the poster is currently in the mail to EMS stakeholders throughout Wisconsin, including ambulance services, first responders, fire departments, hospitals, training centers, legislators, and others. It's perfect for displaying at your location. Additional posters are also [available from the WEMSA store](#) - including flat, unfolded posters that are perfect for framing.



Ask the Customer Support Team

By David Smith, Customer Service Advocate

Q: When creating classes in Platinum Planner for my Paramedic course, what is the difference between a "Clinical" class and a "Field Internship" class? A: A "Clinical" class would be a class that is tracking student skill competencies in a hospital or clinical setting. This would also include ambulance time, or "Field Experience", which CoAEMSP defines as:

[Read Full Article!](#)

[Read past Q&A!](#)

***Customer Support:** Any issue I've ever had has been easily and QUICKLY resolved. VERY much appreciated from a EMT/AEMT Coordinator with little time to devote to fixing things. THANK YOU! ~ Eric McCullough, EMT & AEMT Coordinator, Asst Professor*

Nursing News



Platinum Tests

The Game Changing NCLEX-RN® Testing Prep with true online Computer Adaptive Testing that mimics the NCLEX-RN® Exam!

We know it is hard work preparing students for the NCLEX-RN® exam! Students are gathering questions from banks and finding prep questions wherever they can: books, the Internet, school resources. Although there are good classroom review materials, there is nothing that actually mimics the NCLEX-RN® exam. **UNTIL NOW!**

What are the benefits for your students?

PlatinumTests is organized exactly like the NCLEX-RN® exam and is the only computer adaptive testing (CAT) simulator on the market. For only \$80, candidates have access to more than 3,000 up-to-date questions written by experts in Nursing. PlatinumTests contains the most thorough breakdown of NCLEX-RN® questions into test plan concepts. That is more than any other question bank on the market today!

PlatinumTests is a simple system for students to utilize. They have unlimited access to as many tests as they want, for as long as they want - all for one low price! It also provides them with post-test results and analysis so they have clarification of their strengths and weaknesses!

		Exceptional (All Key Indicators Met)	Good (Two Key Indicators Met)	Not Good (One Key Indicator Met)	Fail (No 1)
Curriculum Level	Indicators Met	Percentile	Score	Difficulty	Questions
1 Safe and Effective Care Environment	2	99	80%	0.55	50
1.1 Management of Care	2	78	71%	0.55	24
1.1.3 Case Management	0	18	56%	0.55	9
1.1.4 Client Rights	0	1	0%	0.55	1
1.1.4.1 Recognize client right to refuse treatment/procedures	0	1	0%	0.55	1

Students will never again doubt whether they practiced enough or chose the right topics to study! PlatinumTests is truly the adaptive experience students are searching for to effectively and accurately gauge if they can pass the NCLEX-RN® exam!

Why should my program incorporate PlatinumTests into the curriculum?

Not only are your students provided with the benefits listed above, but there are many reasons to support PlatinumTests in your courses work as well. First, your students will be afforded the institution enrolled cost of \$80 versus the \$120 they would have to pay for a non participating school. Second, PlatinumTests gives instructors the ability to build their own tests based on Nursing curriculum. They can also view, analyze, and compare test results in our online grade book. Plus, along with comparing other students in the class or by national averages, instructors can view "Cut Score" averages, "Raw Score"

averages, "KR20", "Confidence Scores" and see most requested objectives for discussion. Finally, and most exciting to many, schools have access to our [Group Testing](#) feature for their classroom. Group Testing is the fun way to bring your class together to test and review their knowledge in a stress-free gaming fashion!

[Contact us](#) today for more information or free product demo of PlatinumTests!



Do you Know of a Student that Failed the NCLEX?

Kevin's Review NCLEX Assistance Scholarship (In Partnership With Platinum

Educational Group)

In order to stay true to the student centered intent and mission of the website, [KevinsReview.com](#) is introducing a new and very unique scholarship. Platinum Educational Group has also joined us in this mission and has graciously contributed for each award recipient!

The scholarship is awarded on a quarterly basis, meaning there will be 4 award recipients each year.

[Full Details!](#)



What's Coming Up for PlatinumTests?

New Questions Addition

We have a lot of exciting new things on the horizon for PlatinumTests! The platform currently holds our NCLEX-RN® test prep that contains TRUE computerized adaptive testing (CAT) that actually mimics the NCLEX-RN® exam! We have had many students give us feedback in the last couple of months. Mostly everything was POSITIVE! There was, however, a common theme among them, our question bank did not have enough "Select All That Apply (SATA)" questions. The good news is that we are currently working on adding 400 new SATA questions!

NEW NCLEX-LPN/LVN® Platform

We are also working on a NCLEX-LPN/LVN® testing prep! Just like our NCLEX-RN/LVN® testing prep, it will feature computer adaptive testing (CAT), a large bank of questions to pull from, and questions tailored to the NCLEX-LPN/LVN® curriculum. This program will be a MUST for any LPN/LVN training institute! If you would like more information, please [contact us!](#)



Platinum Planner - Skills Tracking and Scheduling!

We have heard for years what a nightmare it is for Nursing programs to keep track of their student's externships. That's why we have developed a skills tracking and scheduling program that will take care of it all for you - **easily!**

Top Five Reasons to have Platinum Planner for YOUR Nursing Program:

1. **Save Time and Money - No Cost for Institutions to Use!**
2. **Easiest and Most Flexible** Platform for Scheduling, Skills Tracking, and Reporting!
3. **Compliant to Accrediting Agencies!**
4. **FREE Student App** with all the **Features of the Full Website!**
5. **FREE Customer Support** for Admin, Instructors, Students, and Preceptors!

If you are using another online system, then you are paying too much! **Platinum Planner costs nothing for nursing programs** to utilize! There is just a minimal per student fee.

Interested in knowing more about Platinum Planner? We would **LOVE** to show you how we stack up against our competitors. What do you have to lose? [Contact us for a free demo!](#)

What's REALLY behind a NCLEX 100% Pass Rate Guarantee?

By Jeremy Johnson, Director of Marketing



You hear it often.
"100% Pass Guarantee!"
"Satisfaction or a Full Refund!"
"100% Money Back Guarantee!"

These words are important to consumers because they want to be assured a product/service will actually work. Usually, that item is assisting them in achieving something very important. Conversely, it is also important to the provider of a product/service because they believe in their effectiveness. That is not always the case, but we will explore that further in this article.

[Full Article](#)
[View our Guarantee!](#)



ATTENTION: Student Association & Nursing Conference Coordinators! Try Us for Your Next NCLEX-RN® Competition!

No longer do you have to have "run of the mill" NCLEX-RN® events! Nursing students have a BLAST learning via Platinum Educational Group's "[Group Testing](#)" feature! This online quizzing platform is setup like the trivia based quizzing that is popular in restaurants across the country. **We even provide prizes for the top 3 participants!** If you would like to learn how [Group Testing](#) can benefit your annual conference [CONTACT US](#) and we are more than happy to show you!

Upcoming Events for Nursing

Upcoming Conferences & Expos!

[10/7/17 to 10/8/17, Chicago, IL - Student Nurses' Association of Illinois](#)

[All PEG Events!](#)

WE ARE LOOKING FOR STATE LPN CONFERENCES! Do you know of a LPN/LVN conference that we simply CANNOT miss? Please [drop us a line](#) and let us know!
Thank you!



"Relax, he always sits next to new nursing students. The good news is he's just a figment of your imagination."

Allied Health Advance



HITECH Act: Are YOU Teaching your Students to Match the Workforce?

The U.S. Department of Health and Human Services wants everything done electronically and completely paperless. Any business or organization that does not follow this can be monetarily penalized. Most establishments are already fully participating with the Hitech Act. Those include doctor's offices, medical facilities, hospitals, and any other organization that have to be in compliance of HIPPA rules and regulations. Basically, most places that your students will apply for employment! **WE CAN HELP!**

[Full Article!](#)

Clinical Skill Tracking Coming Soon for ALL Allied Health Programs!



Exciting news for ALL Allied Health programs! At a recent conference, we showed our skills tracking program, Platinum Planner, to some potential clients. They thought the platform was great, but did not contain their exact terminology. We have learned that EVERY ALLIED HEALTH program is different and **they pride themselves on that! AS ALWAYS**, we listen to feedback! So, instead of trying to fit all Allied Health programs into our platform, **we decided to customize it around each and every one of them!** The newly updated Platinum Planner Clinical Skills Tracker for Allied

Health will be ready very soon and we would LOVE to show you! **Oh yeah, did we mention there is no charge for institutions to use it!**

Give us 30 minutes of your time to provide you a demo of the new Platinum Planner. You will be AMAZED how it customizes to YOUR program! We'll even send you a \$5 Starbucks gift card! **WHAT DO YOU HAVE TO LOSE?**

Top Five Reasons for my Vet Tech Program to Utilize Platinum Planner

- No Cost for Institutions to Use!
- Easiest and Most Flexible Platform to fit Vet Tech Needs!
- Get Student Progress and Site Visit Reports in Seconds!
- FREE Unlimited Training Support for Instructors
- FREE Customer Support for all users: Admin, Instructors, Students, and Preceptors!

Platinum Planner is the best solution for complicated Vet Tech skills tracking AND includes a [FREE student mobile app](#). **Schedule your demo and receive promo by [CLICKING HERE!](#)**



The Latest on ACICS Saga: Final Straw for ACICS - Trump Administration Backs Termination

By Paul Fain, Inside Higher Ed

The Trump administration has backed its predecessor's decision to terminate the recognition of the Accrediting Council for Independent Colleges and Schools, a national accreditor that oversees 245 colleges, most of them for-profits.

[Full Article!](#)

*If your institution has any questions concerning accrediting, please feel free to reach out to us at any time. We are here to help you.

Upcoming Events for Allied Health

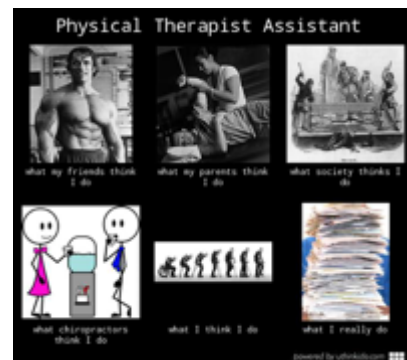
Upcoming Conferences & Expos!

[6/7/17 to 6/10/17, New Orleans, LA, AST's Surgical Technology Conference](#)

[8/1/17 to 8/4/17, Albuquerque, NM, AVTE 2017 Symposium](#)

[All PEG Events!](#)

Do you know of a Allied Health conference that we simply CANNOT miss? [drop us a line](#) and let us know! **Thank you!**



Parting Thoughts



Critical Thinking? Not for Everyone.

By Tom Gottschalk, COO, Medical Educator

As a parent of a preschooler and kindergartner, at times I feel completely overwhelmed by the workload related to raising children the "right" way and teaching them human skills. My mother would probably say (in a not so subtle way) that I am probably blowing things out of proportion or am just underestimating

the task at hand. Then it hit me. How does an educator effectively teach a newly trained healthcare professional, or student, to critically think? Something that is just a daunting task, in my humble opinion.

[Read Article!](#)



2017 PEG Retreat Recap: Ralph A. MacMullan Conference Center (Higgins Lake, MI)

Platinum commits a great deal of resources in regard to company retreats. Now, these are not gatherings of "look how great we are" consisting of high fives and pat-on-the-backs, but rather a refocus of our team synergy through organized sessions to strengthen our team work skills. The end goal is never wavering to achieve the highest level of efficiency in order to best serve our customers.



Appreciation Corner

June Spotlight: Scott Schaffer (EMS Education Coordinator for MidMichigan Medical Center)

This month, we would like to give a ENORMOUS thank you to Scott Schaffer and his lovely wife, Barb. They provided our team with an AMAZING session of escape rooms to help us work together as a team! One of the escape rooms was the Zombie Apocalypse adventure that many of you experienced at this year's Michigan Rural EMS Summit!



Meet the Staff: Sarah Smith

Sarah joined Platinum Educational Group as a Customer Service Advocate in April 2015. She has worked in the customer support and service field for more than a decade and now provides training in EMSTesting and Platinum Planner to our customers. When not working, she spends her time drawing, painting, sculpting, and anything remotely crafty.



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.

As Summer/Fall classes start, 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](#).