



Customer Spotlight Q&A:

Southwest Healthcare Services and Bowman Ambulance Service

Lindsey Schaaf, Paramedic and EMS Education Training Officer

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

I work for Southwest Healthcare Services and Bowman Ambulance Service in Bowman, ND. We are a BLS ambulance service with ALS capabilities in what one would consider an ultra-rural or frontier area of southwestern North Dakota. Our ambulance service staffs two full-time AEMTs, one part-time paramedic, and several contract paramedics and paid volunteer EMTs and EMRs. We average around 300-350 calls per year and deliver most of our patients to Southwest Healthcare Services in Bowman, which is a critical access hospital. Our closest Level 2 Trauma Center is 180 miles away, and our only Level 1 Trauma Center in the state is located in Fargo, about six hours away. We provide primary 911 coverage, interfacility transports, and standby coverage at local events.

I am a full-time paramedic for the company. I work three days a week in the cardiac rehab department and two days a week in the EMS department. I provide paramedic coverage every other weekend and serve as the training officer for the facility. Currently, I teach CPR, ACLS, and PALS for the entire facility and provide EMR and EMT courses for the community. We also provide AEMT courses as the need and interest arises. I provide continuing education opportunities during our monthly squad meetings, and I try to travel to our area QRU agencies each month to offer training for them as well. I also organize an annual conference for our area local responders each February.

PRODUCT USED:

- EMT Flipped Classroom

Key Benefits

- ✓ Achieved a 100% first-time pass rate on the NREMT exam in her latest class
- ✓ Improved student learning through in-class activities to reinforce material learned at home and by providing students with additional learning tools within Navigate
- ✓ Customized her course to her liking using the customization options within Navigate
- ✓ Received excellent customer service from Public Safety Group sales representatives in onboarding and post-course adoption support

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

As an instructor in a frontier area, I think the biggest challenge I face is finding people that are willing to volunteer. Many of our squad members are paid volunteers that enjoy doing EMS to help out the community. An EMR or EMT course, and then continuing education, is quite the commitment. Many times, I have students sign up for a course, not realizing how much time and work it takes to get certified. Even when I try to explain this during our informational meetings, I usually have a couple students tell me that they thought I was joking; and when we do have students finish, it is hard to get some to take call or transfers because they cannot justify leaving their full-time job for six or seven hours to take a patient to a tertiary facility.

How does the EMT Flipped Classroom solution help solve some of these challenges?

As an instructor, I have used the AAOS and Navigate materials in my EMS courses for years. I recently began using the Flipped Classroom model for my EMT courses, and I love it. The Flipped Classroom model is very user-friendly and eliminates the “death by PowerPoint” style of teaching. I love how the interactive lectures are still available for those students who learn best with that style of teaching, but the classroom time is spent more on providing activities and skills that reinforce the materials learned. I feel this model is much more easily adaptable to different learning styles than the traditional lecture-style courses. I definitely feel like I have the freedom to adapt each class to my students’ personal learning styles to ensure success for each of them. While this system can’t change wages or make people want to take calls more often, I feel like it has helped my students succeed. I think the variety of resources and the adaptability have made learning much more fun and effective for everyone involved.

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What do you like about the Navigate LMS? What do your students like about it?

I like how easy the Navigate System is to use. I can add tests and quizzes, as well as articles or other materials to each lesson as I choose. Lessons can be rearranged or tailored to each class as I wish. I like that there are extra study tools for the students to use to help ensure success. The students tend to like the TestPrep tool to study for the exams, and they also have access to flashcards, virtual ride-alongs, and other resources on the Flipped Classroom system.



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What kind of success have you seen using EMT Flipped Classroom in your program (pass rates, positive student feedback, etc.)?

North Dakota recently adapted a portfolio program for the EMT students, much like the current paramedic portfolio program. Combining this with the Flipped Classroom model has been great. The last class I taught had a 100% first-attempt pass rate, and my EMTs were completely street-ready when they graduated. I utilized the Flipped Classroom model and also used the Fisdap Assessment Package for that class. I feel that this really prepared my students for the National Registry exam and for the real world. Right after they passed their exams, I had a couple of them take transfers, and they were both comfortable going by themselves and did a great job with patient care.

How would you describe your experience working with the Public Safety Group (PSG) sales and customer service teams?

I have worked with PSG since I started teaching EMS courses in 2010. I had a great working relationship with Lori DeGeorge when she was our regional rep. I now have an awesome relationship with Makenna Lane. These ladies have been wonderful to work with. They are always so quick to respond and answer any questions I have. I was even fortunate enough to meet both of them in person when I attended the EMS World Expo.