



CASE STUDY

West Shore Emergency Medical Services

Online Training Solves the Logistical and Financial Challenges of Providing Consistent Documented Training at Twenty Locations.

West Shore EMS is a provider of emergency and non-emergency patient care/transport in Central Pennsylvania. West Shore has a strong commitment to safety and training; however, ensuring that all personnel at each of their twenty locations are receiving and completing all necessary training is not an easy assignment.

Not only was managing training difficult, but it was also financially draining. All training in the past was completed in the classroom. Due to the constantly changing and unpredictable schedule of emergency responders, a majority of the training had to be scheduled during off hours so everyone could attend. This resulted in substantial overtime costs.

West Shore EMS was seeking a training program that would allow for training that was more accessible, would easily work around the changing schedule of emergency responders, would reduce the costs associated with traditional classroom training, and would make the task of managing training throughout multiple locations more viable.

A Web Based Solution

In July of 2002 West Shore EMS implemented TargetSafety's web based training and training management system. The goal was to streamline their training process by implementing a more productive and cost effective training program that could ensure all necessary training was being completed, while at the same time reducing the high cost associated with classroom based training.

Goals:

- Reduce cost of training
- Manage and track training across multiple locations
- Increase productivity during on shift down time
- Provide consistent documented training across the entire workforce at each location.
- One vendor to provide, EMS, HR, safety and compliance training

TargetSafety created a customized training website for West Shore that hosts all training and provides training officers and administrators with a comprehensive safety management system (SMS). The SMS provides administrators with the ability to easily track, assign, and manage all

training across all twenty locations, ensuring that personnel at each location are assigned and complete all necessary training. With a web-based program personnel can now take training whenever time permits and wherever an internet connection is available. On shift down time can now be used to take training, increasing both productivity and the professional development of all employees.

Another advantage TargetSafety provides to West Shore is that all training can now be taken in the same place, including EMS continuing education courses, mandated HR training course, and general safety and compliance courses.

Additional benefits include the ability to track other training and other tasks that cannot be completed online. West Shore uses the program to have employees complete an evaluation form of their in-house orientation training and other hands-on training programs. This feature provides comprehensive training records for all completed training.

Results

TargetSafety has provided West Shore EMS with a great return on investment. West Shore saw immediate results upon implementing TargetSafety. Overtime costs were significantly reduced, and training administrators could easily ensure that all personnel were assigned and completing the necessary training, allowing West Shore to adhere to their strong commitment to safety and training without draining their budget.

Most importantly West Shore personnel are very accepting of the new training. Over the last three years West Shore personnel have completed over 3,100 courses with an average evaluation rating of 4.1 out of 5.

"We value our relationship with TargetSafety. It has been, and continues to be, an extremely beneficial collaboration towards fulfilling the mission of our organization."

Kathy Poffenberger
West Shore EMS



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About the Company

Founded in 1999, TargetSafety is a pioneer and leader in web-based solutions designed to simplify and standardize risk management for organizations. The company's flagship product, PreventionLink, provides organizations a comprehensive suite of online risk management, training, and compliance tools to help identify, prioritize and significantly minimize risk. Today TargetSafety is the leading provider of online loss prevention and risk management services to public entities in the United States. The company is based in San Diego, California and has a regional office in Boston, Massachusetts.