



Customer Spotlight Q&A:

Hands On Instruction

Byron Christie, Owner & Lead Instructor at Hands On Instruction

Overview

Byron Christie is the owner and lead instructor at Hands On Instruction, which provides EMR, EMT, CPR/First Aid, and fire extinguisher training in Fort Branch, IN. While class sizes vary, Byron's EMT class typically averages around 10-14 students per class. He works with three other instructors and teaches his students based on his "Three Principle Philosophies": Making sure the student understands EMS vocabulary, making sure they understand the procedures, and ensuring they know how to use critical thinking to adapt to any given situation they might encounter in the field.

Byron spoke with the Jones & Bartlett Learning Public Safety Group (PSG) about his institution's experience using PSG products for his classes.

What led you to choose the Public Safety Group as a provider?

I've been using Jones & Bartlett Learning books since 1992, as both a student and an instructor. The main thing I like is the instructor materials included with the books. The material is laid out nicely and the focused outlines make lesson planning easy for the instructors. Ease of instruction is a big deal to me, and PSG's products are excellent in this aspect.

What sets Public Safety Group books apart from the competition?

I like the books because they're what I grew up using and the content is great. The tables are well laid out; for example, they do a great job laying out what students should be looking for in a patient's vitals and serve as an easy reference for test questions. I also like the pictures and diagrams in the book, which do a good job showing demonstrations for the different skills that the students are reading about in the text. Like the tables, they're a great reference tool for students when discussing the material in class. The books also serve as a great reference for helping students learn the vocabulary they need to succeed in the field.

PRODUCTS USED:

- *Emergency Care and Transportation of the Sick and Injured, Eleventh Edition*
- *Emergency Care Responder: Your First Response in Emergency Care, Sixth Edition*
- Fisdap Assessments
- Various Emergency Care & Safety Institute (ECSI) Solutions

Key Benefits

- ✓ Ranked in the Top 25 in Indiana for NREMT first-time and overall pass rates using PSG books and Fisdap. Top students have passed the NREMT in as little as 62 questions.
- ✓ Detailed instructor materials included with the books increased ease of course delivery to students.
- ✓ TestPrep helped students feel more prepared for their class exams and the NREMT.
- ✓ ECSI reduced paperwork clutter and empowered Byron's hands-on style of teaching.

What do you like most about the online learning management system [Navigate] as an instructor? What do your students find the most useful?

The TestPrep feature is outstanding. The fact that my students can log in and create practice tests for themselves with the ability to choose the questions they want to be tested on is awesome. I've also gotten feedback from students that the questions in there helped them pass the NREMT exam since they felt the questions in TestPrep were structured like what they saw on the certification exam.

Could you describe your experience with Fisdap? What benefits has it provided to you and your students?

We use Fisdap Unit Testing to help students prepare for the registry exam. The questions in Fisdap do a great job mimicking the way questions are set up and worded on the NREMT, and the program helps diagnose where my students are struggling and excelling in the practice exams so that we can work to improve upon their weaknesses. Between using PSG books and Fisdap, my program has achieved a Top 25 ranking for NREMT first-time pass rates and overall pass rates. Top 25 ranking for NREMT first-time pass rates and overall pass rates in the state of Indiana.

You've also been using the Emergency Care & Safety Institute (ECSI) for a couple years. Could you share information on what led you to using ECSI for your first aid and CPR programs?

I started using ECSI around the end of 2018. The American Heart Association (AHA) was doing some crazy stuff to try and get more money out of businesses. Cost is always a concern for me, as my company supports 110 daycares in southern Indiana, so I try to keep the costs low for the sake of the daycares. I looked into ECSI as a potential replacement, and I felt what you were offering was a great replacement for AHA that fit my needs at a lower overall cost.



“Between using PSG books and Fisdap, my program has achieved a Top 25 ranking for NREMT first-time pass rates and overall pass rates in the state of Indiana. I’ve had top students pass the NREMT in as little as 62 questions, which is considered outstanding in the industry.”

In your opinion and experience, what differentiates ECSI from other emergency care training?

The ease of paperwork is big for me. The online system is very easy to use and makes it easy to manage my documentation. For example, ECSI makes it very easy to pull up prior class rosters if I want to look up information from one of my previous classes.

On top of that, I'm a very hands-on guy when it comes to training. I like to add my own personal touch to training, and my students tell me they love it and remember my teachings years after completing my class. Rather than show a bunch of generic videos on how to do something, I prefer using my props and custom-made videos to demonstrate various procedures and make learning interesting and fun. ECSI helps me with this by providing learning materials that I can use to help structure my lessons and ensure my students understand the vocabulary. It also helps ease the burden of managing my paperwork so that I have more time to focus on preparing my lessons.

“If it wasn't for the Jones & Bartlett Learning Public Safety Group, Fisdap, and ECSI, my business's success would not be where it is today.”

Focusing on your three pillars of teaching, how do the Public Safety Group, Fisdap, and ECSI products all tie together in creating a unified learning experience?

Knowing the vocabulary – The PSG and ECSI books provides students with a clear list of terms they need to know. I can easily tie the vocabulary in the books to my lessons to ensure students understand how the vocabulary ties to what they're doing in the field and in their procedures.

Understanding procedure – Fisdap does a great job with unit testing in helping identify what students understand and struggle with in their knowledge of procedures. With the insight gained from the Fisdap exams, I can adjust my lessons as needed to focus on helping students with their weaknesses.

Using critical thinking – The questions at the end of each chapter in the books do a great job of helping students analyze situations and think critically in handling scenarios they could face in the field.

Are there any additional words you'd share for anyone considering using our products?

The customer service is awesome. Any time I've had to call your customer service teams, whether it be about fixing invoice numbers or something else, they're very prompt in helping solve my issues. Also, my sales rep, Joy, is a godsend and excellent in helping me find the right solutions for my needs.

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