

REACH AIR MEDICAL SERVICES

eLearning Case Study



REACH Air Medical Services provides helicopter and airplane patient transportation for critically ill or injured patients. Company founder Dr. John L. McDonald, Jr. dedicated his life to helping others through the enhanced delivery of emergency medical care. His guiding principle was to “always do what is right for the patient.”

The Organization

REACH Air Medical Services

Location: Santa Rosa, CA

Services Provided: Helicopter and Airplane Patient Transportation

Number of Employees: 300

Contact: Chris Le Baudour, Director of Educational Services

The Challenge

REACH Air Medical Services wanted a system that would deliver training consisting of a wide variety of disciplines over a large geographic area. In addition, the company desired to have the ability to track mandated training easily.

The Solution

To implement the Coastal eLearning System including ClarityNet® online courses with the ability to develop unique training courses with Coastal’s C3® (Custom Course Creator®).

The Result

REACH Air Medical Services is training approximately 300 employees who are located at 15 different geographic locations. The company is providing continuing education to their team of healthcare professionals, pilots, maintenance technicians and communication specialists to ensure the highest quality of care while transporting patients in an airborne environment.

Resolution

The Coastal eLearning System features interactive, customizable content that can meet a healthcare facility’s specific training needs. ClarityNet® interactive courses are delivered via the award-winning and user-friendly e-learning courseware that brings training to life with compelling video. These courses incorporate instructional design elements, superb audio and high-quality graphics – all designed to increase retention. Toggle exercises, click-and-drag, multiple-choice questions and self-checks help to ensure mastery of the subject matter.

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The C3[®] authoring tool leverages an organization's specific assets – audio, video, text and graphics – to create custom courses. It uses a wide variety of storyboard screen types for introduction, motivation, instruction and feedback. Self-checks and post-tests to assess employee competency can be incorporated.

The foundation of the Coastal eLearning System is the Coastal Learning Management System (LMS), which allows trainers to centralize, control, assess and document progress. It tracks user data automatically, generates a variety of reports and helps measure training outcomes through built-in pre- and post-training assessments. The Coastal LMS allows delivery at different bandwidths and provides 24/7 courseware access from any Internet browser.

REACH Air Medical Services is one of more than a thousand facilities who are successfully using the Coastal eLearning System to deliver and improve employee training programs with measurable results.



The company mission supports their dedication to continuing education: “We will be available and prepared to provide customer-oriented, high-quality patient care, in a safe and efficient manner. In every situation, we will do what is right for the patient.”

Chris Le Baudour,
 Director of Educational Services
 REACH Air Medical Services
 Santa Rosa, CA

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The DuPont™ eLearning Suite is the next generation of the Coastal eLearning System. The Learning Management System, which is the foundation of the DuPont™ eLearning Suite, won *Occupational Health and Safety* magazine's 2011 New Product of the Year Award in the online category.