



Chicago EMS System Online Educational Platform/Target Solutions FAQs

GENERAL QUESTIONS

Q. *Why is the Region moving to this online educational platform?*

A. Target Solutions (TS) is an established and popular learning management system that provides the Chicago EMS System the ability to offer our own system-wide education in addition to a library of over 100 hours of accredited CE. This platform also allows for streamlined profile management of each user's CE modules and licensure tracking which assists the Resource Hospital in accurate record keeping and timely communication.

Q. *Why does it cost \$80 when before it was free?*

A. The previously used free platforms for a system the size of the Chicago EMS System were difficult to manage and limited the educational opportunities we could provide.

Q. *What does the \$80 for two years cover?*

A. This registration fee allows access to ALL mandatory Chicago EMS education which will be provided online through this website and we will also continue to host live educational sessions. The available accredited online CE hours are topic based and DO NOT have additional cost once you are a member.

Q. *Will the cost increase after the initial two-year period?*

A. We do not anticipate this and will work to maintain cost-efficiency.

Q. *Can I sign up for only one year at a time?*

A. No, the two-year subscription is an \$80 one-time fee; which is reduced for the Chicago EMS System providers.

Q. *How much do the Resource Hospitals receive from this fee?*

A. The subscription is directly between the EMS providers and Target Solutions to provide you with online education and license tracking. The Resource Hospital manages these services through the online platform but does not receive any financial benefit.

REGISTRATION

Q. *How do I sign up for a Target Solutions profile?*

A. Go to the www.chicagoems.org website and click the link for "Target Solutions" at the top right corner. This will bring you to the direct link to create a new user profile.

Q. By when must I register?

A. Registration opened 8/1/17 and closes 10/31/17. Each Region XI participant must create a new user profile within **this** time frame.

Q. What happens if I don't register on the site?

A. To function as an EMT or Paramedic in the Region XI Chicago EMS System, a provider **must have** an active account with Target Solutions by the registration deadline.

CONTINUING EDUCATION

Q. How does the Continuing Education tracking work?

A. Any course that is offered through the online platform (Chicago EMS specific or additional topic-based courses) will be tracked in your profile so you can access your list of hours at any time when you log in.

Q. What if I completed a course outside the system for CE?

A. Outside CE hours can be uploaded and maintained in your profile once approved by your EMS Coordinator. You can use the 'Self-Assign' tab and upload your certificate which will be send to your Resource Hospital for review and approval.

Q. What about the previous CE that I have done, will these be uploaded to my profile?

A. Users may upload any previous CE into their profile for review and approval. The Resource Hospitals will maintain their current databases for the foreseeable future, because they do not have the ability to merge the prior CE tracking database with Target Solutions (TS). **All of your CE beginning November 1st will be tracked exclusively in TS.** The Resource Hospitals will use their existing and TS databases to total your relicensing hours.

Q. Are all the CE courses offered through TS approved for IDPH/Region XI CE?

A. Yes

Q. Is there a cap on the number of CE hours allowed through this website?

A. There is no cap to online hours allowed per renewal period, but IDPH does limit that you may not exceed 20% of the total minimum required hours in one subject area.

Q. Are we able to complete any modules found on the site or only what Region XI uploads and approves?

A. Through your TS profile account, you have access to over 100 hours of CE that is approved by Region XI and IDPH.

Q. Will this online system completely replace the way each resource hospital keeps a record (paper copy) of CME?

A. Yes, over the next few years we plan to transition to electronic records for documentation.

- Q. Will all providers be required to submit all of their CE via this site or if they choose can they still submit in person?*
- A. Providers should submit their CE electronically through Target Solutions and not in person. This process allows the EMS Coordinator at your hospital to approve and track all CE quickly and efficiently and saves you from having to make a trip to their office.
- Q. Can I use the old www.regionxiemssystem.com website for CE?*
- A. No, this website will be discontinued.

LICENSURE TRACKING AND RENEWALS

- Q. My license renewal date is coming up, how do I know how many CE hours I have completed?*
- A. When you upload your license under 'My Credentials', the expiration date is a required field. This allows both the user and the Resource Hospital to easily track this date. The total number of hours you had previous to the TS database system will be added to the total coursed completed in the 'My History' tab
- Q. How does license renewal work?*
- A. Approximately 60 days prior to the expiration date of your license, IDPH will send you a renewal notice through the USPS. Follow the instructions on the notice and renew / pay via the Internet. **Do not renew through regular USPS mail.** Contact your Resource Hospital and let them know you have completed your portion of the renewal process. It is crucial that IDPH has your correct mailing address.
- Q. Can this platform be used to manage other licenses such as Lead-Instructor?*
- A. This platform can be used for Lead Instructor. However, at this time the site will not be available for EMD

OTHER QUESTIONS

- Q. If I have a problem with a link or uploading, who should I contact?*
- A. If you are having trouble viewing the courses or need any troubleshooting assistance, do not hesitate to contact the Target Solutions support team by email: Support@targetsolutions.com, or phone (800) 840-8048
- Q. If a member is only secondary in Region XI and gets all their Con-ed and relicensure through their other system, do they need to enroll in this site and pay the fee?*
- A. All mandatory Region XI CE will be available only through this website, however, live sessions will continue to be offered. If you are not enrolled in Target Solutions, it is your responsibility to attend one of the live sessions.
- Q. If a member decides to retire after the registration period closes are they still required to participate?*
- A. Members with retirement in the next six months should contact their Resource Hospital for further instruction.

Q. Will my employer have access to my total CE hours and license tracking?

A. The Resource Hospital can provide this information on members as requested.

Q. Though my other job, I already have access to Target Solutions-can I get access to the Chicago EMS site too?

A. Yes. Target Solutions will merge the two accounts, but having a Region XI TS account is still required