



Department of Health & Human Services

Milwaukee County

Emergency Medical Services



Number: 14-05

Date: July 7, 2014

From: Nikki Gonzalez

Section: Education Department

To: All Paramedics

Subject: June 2014 Refresher

Purpose: Updating providers on the current issues we are experiencing with Adobe Connect and connectivity issues.

Memo: Milwaukee County EMS is aware of the technology issues that various departments are experiencing during the refresher sessions. MC EMS has been working diligently with Target Solutions and Adobe Connects IT teams to try and fix the issues. MC EMS has been in communication with Target Solutions staff and has been assured that this problem has been elevated to the most senior customer service and IT staff within Target Solutions. At this time we do not have any other answers as far as what are next steps will be. MC EMS administration is planning is having an update meeting on Monday June 9th where we will find out more information. MC EMS will continue to update providers as we go. We completely understand the frustration this has caused on both ends and will continue to work to come up with a solution.

MC EMS Education Center will be working with the fire departments to make sure all paramedics receive their refresher class content in a timely manner.

We thank you for your assistance in sharing your experiences. Your feedback is helping all of those involved troubleshoot the problems and hopefully will resolve this issue in a timely manner.