

# CASE STUDY

## MUSC Implements CORE ELMS

MUSC implements CORE ELMS application to manage the clinical field work component of their PA program.



“*CORE ELMS saves our program an estimated one FTE.*”



*Chad Higgins  
Clinical Education Manager  
Department of Health Professions  
College of Health Professions*

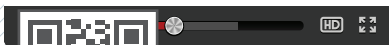
### CHALLENGE

MUSC needed an experiential learning management system (ELMS) for their Physician Assistant program. For the past four years, Chad Higgins (Clinical Education Manager for the Department of Health Professions at the Medical University of South Carolina) and his staff were growing ever more frustrated with the shortcomings of the existing technology used to manage their clinical education/field externship component. To ensure maximum departmental efficiency, reporting accountability, and student experience, a new application would be needed.

MUSC was in search of a web-based application that would support their Physician Assistant program for the long term, and that managed the following data and processes:

- Clinical Sites
- Preceptors
- Scheduling
- Competency Assessments
- Site Selection/Matching
- Field Experiences
- Site Contracts
- Student Requirements
- Student Evaluations
- Hours Tracking
- Scalability
- Reporting

For MUSC, a flexible and robust reporting system was also a top priority due to stringent accreditation reporting requirements.



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— Chad Higgins

## Our Management Needs

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## DECISION

Mr. Higgins quickly discovered that every application evaluated was lacking in some respect, until he discovered CORE ELMS.

Change and its impact on staff is always a concern when a new technology is introduced.

“The CORE implementation team listened and understood the needs of MUSC, and configured the CORE ELMS application to closely mirror the department’s existing process. The conversion was seamless and fast.”

“The CORE ELMS implementation and customer service team was able to answer any question I had or make a configuration adjustment to the system so that it fits our exact needs. Their knowledge-base demonstrated that they thoroughly understood the functionality of the application, and had the uncommon and valuable ability to tailor it to our unique program.”

## RESULTS

CORE application functionality combined with knowledgeable and attentive customer service ensured a smooth and efficient conversion and installation.

“I’m not sure how many schools they are working with at any given time, but they make me feel as if I am the most important one. This was confirmed by the other schools I contacted who are using CORE ELMS.”

“I could not imagine day-to-day operations without an ELMS application supporting our externship program. Without an ELMS application in place, our Physician Assistant program would need to hire at least one additional full time employee to manage administrative tasks associated with field work and externship management.”

“My entire team feels the CORE ELMS application works wonderfully, the customer service is superb, and I feel extremely confident that we made the right choice. CORE ELMS is user friendly for our administrators, students as well as our clinical sites. I am proud to sing its praises to anyone who asks.”

— Chad Higgins