



InFlight

| Fall 2017 |

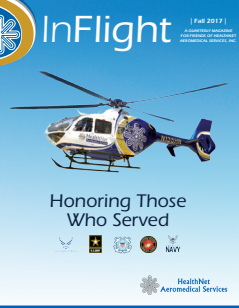
A QUARTERLY MAGAZINE
FOR FRIENDS OF HEALTHNET
AEROMEDICAL SERVICES, INC.



Honoring Those Who Served



HealthNet
Aeromedical Services



On the Cover

The five branches of our nation's military are represented along with our Beckley, West Virginia-based Airbus EC-135 aircraft.



Customer Profile



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Roane General Hospital (RGH) is a fully accredited Critical Access Hospital located in Spencer, West Virginia. The hospital provides comprehensive inpatient and outpatient services to our community including acute care/swing bed services, long term care, surgery, emergency medicine, and a vast array of outpatient services. We also employ and provide several physician specialties including family medicine, internal medicine, general surgery, emergency medicine, cardiology, interventional pain management, orthopedics, nephrology, and others. We pride ourselves in providing patient centric care to those we serve.



We take pride in everything we do, but we are especially proud of the work our emergency medicine team provides including our physicians, nurses, ancillary support staff, and partners such as our local EMS and HealthNet Aeromedical Services.

The emergency department at Roane General Hospital is designated as a Level IV Trauma Center. Our qualified emergency physicians and medical staff stand ready to provide the highest quality emergency care.

The emergency department provides care to the community 24 hours a day, 7 days a week. The staff treats immediate health needs from minor to serious injury, illness or disease. When necessary, critically injured or seriously ill patients are treated and stabilized in the RGH emergency department and then transferred by ambulance or HealthNet Aeromedical Services' helicopter to a more specialized facility.

The emergency department is also designated as an Always Ready for Kids (ARK) facility. The goal of ARK is to create an effective and sustainable method to ensure that children who need treatment for life-threatening illnesses or injuries have access to appropriate facilities, equipment and trained personnel.

Roane General Hospital's relationship with HealthNet Aeromedical Services provides access to many important educational offerings including Advanced Cardiac Life Support, Pediatric Advanced Life Support, PreHospital Trauma Life Support, Trauma Nurse Core Curriculum and more.

Roane General Hospital is dedicated to the delivery of high-quality, cost effective healthcare to all members of our community. The work we do makes a difference in people's lives. ✨

Thinking About a Rewarding Career in the Emergency Medical Services?



Careers in the emergency medical services are fast paced and personally gratifying. Few are called to manage life-threatening emergencies and those who are often find their lifelong calling. This is your opportunity to take that first step.



HealthNet Aeromedical Services has partnered with Mountwest Community and Technical College to provide the emergency medical technician course at our Charleston, West Virginia, training center. Completion of the program allows the student to sit for either the West Virginia or National Registry of EMTs certification examination. The course is taught by professional educators with decades of field experience in both ambulances and helicopters. The support of the Mountwest Community and Technical College team starts the student on a path towards certification as a paramedic and a degree in Emergency Medical Technology. It's a great partnership and we'd love to see you take part!

The next course begins in January 2018 and the time to learn more and register is now. For more information call David Matics at 304-340-8000 or Edward Bays at 304-710-3528.

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A Message From Our President/CEO


Welcome to Fall! For many of us this is a truly wonderful season. Warm days and crisp nights connect us to both the summer behind us and the winter yet to come. The hills of central Appalachia become alive with blazing color and our flight teams enjoy a front row seat to the beauty as they conduct their lifesaving work.

Fall also brings Veterans Day and that is the focus of this edition of *InFlight*. Across our vast system veterans of military service continue to serve their neighbors through HealthNet Aeromedical Services. Pilots, aircraft mechanics, flight nurses, flight paramedics, communicators and even members of our administrative team have proudly served our nation, now they are serving you. We're honored to have the opportunity to celebrate them each day, but especially on Veterans Day.

As you read this issue you'll meet some of these heroes. You'll learn of their military service and the contributions they make today within our program. For each one who is represented here, there are many more behind the scenes who not only are veterans but those who serve our country today through the guard and reserve. It is our honor to support their need to train for military duty, allowing our nation to maintain a constant state of readiness.

The transition from military to civilian life is not always smooth. That's why we work hard to do our part to select veterans for our program and encourage them every step of the way. Given their contribution to the freedom we enjoy, they deserve nothing less.

On behalf of our member health systems and Board of Directors, thank you for your continued confidence in HealthNet Aeromedical Services and our mission. Through your belief that what our teams deliver truly matters, we're able to provide long, stable careers for many of our nation's veterans who continue their service with us. *



Clinton V. Burley

Clinton V. Burley
HealthNet Aeromedical Services, Inc.
President/CEO



Honoring Our **VETERANS** **THANK YOU!**

As we approach Veterans Day 2017 we take pause to thank those within our program who have served our nation and those who continue to do so today.

Those pictured below represent clinicians, aircraft mechanics, communicators, pilots and administrative staff who have served. To the right is a complete list of our team members who are military veterans. We honor their service. ✨



Jody Ratliff
Flight Paramedic
Base 5
Beckley, WV
United States Navy



Matt Rose
Flight Nurse
Base 6
Buckhannon, WV
United States Army



Craig Peyton
Pilot
Air Methods Corporation, Base 8
Martinsburg, WV
United States Air Force



Curt Hastings
Aircraft Maintenance
Air Methods Corporation, Base 10
Moundsville, WV
United States Army



Kyle Crump
Emergency Communication Coordinator
Huntington MedCom
Huntington, WV
United States Army



Kristin Stephens
Executive Assistant
Administration
Charleston, WV
United States Air Force

There is no higher calling than service to our nation. We are indebted to our team members for their contributions to freedom.

U.S. AIR FORCE

Roger Dial
Megan Gillespie
Michael Gillespie
Mike Lightfoot
Craig Peyton
Dan Scott
Kristin Stephens
Adam Swain

U.S. Army Continued

Michael Rose
Gary Ryder
Alex Santana
CJ Scalf
Brian Shekey
Timothy Smith
Perry Ward
Paul Wesselman
Larie Wilson
Donnie Wright
Chris Wallace

U.S. ARMY

Chad Cambron
Dean Carter
Kyle Crump
Joe Downey
Jess Dunn
James Evans
Ty Fletcher
Chuck George
Michael Gillespie
Mark Godbey
Curt Hastings
Terry Hatton
Cary Howard
Mark Huntley
Jamie Kestner
Daniel Langdon
Jimmy Lurz
Patrick Mclain
Daniel Moore
Scott Morgan
Scott Osborne
Ron Rogers
Matt Rose

U.S. MARINE CORPS

Buddy Baca
Mark Farley
Geoffrey Field
Jennifer Goddard
Chad Gouge
Jeremy Higginbotham
Rusty Houck
Neil Hudson
Waylon Miller
Tracy Orfield
Frank Peters
Jerry Warner

U.S. NAVY

Scott Bloomfield
Tyler Jarrett
Jim Laird
Jody Ratliff
Jim Reynolds





Innovative Thinking Leading to IMPROVEMENTS

By Dale Witte
Marketing & Public Affairs
Charleston Area Medical Center

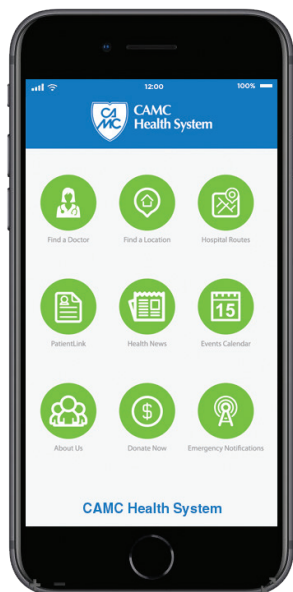
CAMC is continuously innovating the way it interacts with patients, physicians and employees.

In early 2017, CAMC launched a new website making it easier to find a doctor, get directions to facilities and find information about services or employment. The new website is more responsive to mobile devices, easier to navigate and more user-friendly.

CAMC's patient portal, PatientLink, was recently upgraded and contains new features, including appointment requests and prescription renewals for patients of CAMC outpatient departments. CAMC now offers proxy account access so guardians can manage the records of children or other family members.



CAMC recently launched an app for the public. The CAMCgo app offers helpful features such as find a doctor, step-by-step directions with photos to departments and locations within CAMC hospitals, health news, events calendar and access to PatientLink. An app for employees and physicians is expected to be released within the next few months.



Our struggling economy and the nationwide nursing shortage has forced CAMC to search for innovative ways to keep beds open and care available to the communities we serve.

During the summer of 2017, the CAMC Foundation board of directors approved a multi-million dollar initiative to support a series of programs aimed at providing funding for tuition assistance and education assistance for employees, dependents and nursing students. This initiative is expected to strengthen CAMC's nursing workforce,

keep qualified and capable members of the community in the state, maintain quality care for our community in the future by educating and employing qualified nurses and stimulate economic development in West Virginia by providing educational opportunities and ensuring steady employment after graduation.

CAMC is already looking for its next generation of care givers. The Medical Explorers program helps high school-aged youth explore health care career opportunities, life skills, service learning, character and leadership. The inaugural junior nursing academy exposed middle and high school students to the wide variety of nursing specialties.

CAMC's annual Health Care Career Showcase introduces high school students to many health care career opportunities. Students start by visiting displays by West Virginia schools offering the academic programs needed for many of the most in-demand jobs and are then guided by CAMC employees through the various career opportunities available.

In 2017, CAMC was recognized for outstanding achievements and best practices to improve patient engagement. CAMC reduced readmissions through a comprehensive clinical strategy including the addition of a video-based patient education system.

CAMC also launched the warm welcome, a five-minute custom video, to orient patients to their hospital stay and improve the patient experience. CAMC's warm welcome video has helped improve patient satisfaction scores and provide more time for nurses to devote to patient care.

CAMC is also on the cutting edge of medical technology from breakthroughs inside the operating room to reaching out to patients in rural areas of West Virginia. CAMC was recently one of 15 innovators from across the country invited to Washington D.C. to share health technologies using broadband to perform electronic eye exams that help screening for diabetes. CAMC General Hospital's emergency department uses similar technology to help stroke patients in the race against time by providing direct, immediate access to a neurologist.

These and other innovations will help CAMC be a medical and economic leader in West Virginia for years to come. ■

WVU Medicine Jon Michael Moore Trauma Center Receives Verification Extension

By Amy Johns
Director of Public Affairs
Planning, Marketing & Communications
WVU Healthcare & Health Sciences

The WVU Medicine Jon Michael Moore Trauma Center has been verified as a Level I Trauma Center and a Level II Pediatric Trauma Center by the Verification Review Committee, an ad hoc committee of the Committee on Trauma (COT) of the American College of Surgeons (ACS). This achievement recognizes the Trauma Center's dedication to providing optimal care for injured patients.

"We are very proud to once again receive re-verification from the American College of Surgeons' Committee on Trauma. It takes a dedicated team of individuals to care for trauma patients, and, in my opinion, our team is second to none," Alison Wilson, M.D., director of the Jon Michael Moore Trauma Center and the WVU Critical Care and Trauma Institute, said. "While we hope that our services are never needed, the people of West Virginia and the surrounding region can rest assured that should the need arise, we are here to provide the best care possible."

Established by the American College of Surgeons in 1987, the COT's Consultation/Verification Program for Hospitals promotes the development of trauma centers in which participants provide not only the hospital resources necessary for trauma care but also the entire spectrum of care to address the needs of all injured patients. This spectrum encompasses the pre-hospital phase through the rehabilitation process.

Verified trauma centers must meet the essential criteria that ensure trauma care capability and institutional performance, as outlined by the American College of Surgeons' Committee on Trauma in its current Resources for Optimal Care of the Injured Patient manual.

“We are very proud to once again receive re-verification from the American College of Surgeons' Committee on Trauma. It takes a dedicated team of individuals to care for trauma patients, and, in my opinion, our team is second to none.”

– Alison Wilson, M.D.
Director of the Jon Michael Moore Trauma Center



WVU Medicine's J.W. Ruby Memorial Hospital serves as home to the Level I Jon Michael Moore Trauma Center.

The ACS Committee on Trauma's verification program does not designate trauma centers. Rather, the program provides confirmation that a trauma center has demonstrated its commitment to providing the highest quality trauma care for all injured patients. The actual establishment and the designation of trauma centers is the function of local, regional, or state healthcare systems agencies, such as the local emergency medical services authority.

There are five separate categories of verification in the COT's program, with Level I being the highest. Each category has specific criteria that must be met by a facility seeking that level of verification. Each hospital has an on-site review by a team of experienced site reviewers, who use the current Resources for the Optimal Care of the Injured Patient manual as a guideline in conducting the survey.

The Jon Michael Moore Trauma Center was established in the 1980s with assistance from Sen. Robert C. Byrd and is named for his late grandson, who died in a traffic accident.

The American College of Surgeons (ACS) is a scientific and educational association of surgeons that was founded in 1913 to improve the quality of care for the surgical patient by setting high standards for surgical education and practice. The College has more than 80,000 members, and it is the largest association of surgeons in the world. ■

Hoops Family Children's Hospital *Opens* Child Advocacy Center

By Shawn Jordan, MBA, ABC
Production & Media Relations Manager
Cabell Huntington Hospital

The Hoops Family Children's Hospital at Cabell Huntington Hospital recently opened a Child Advocacy Center. The Child Advocacy Center [CAC] provides children and families with compassionate care to reduce the trauma often experienced by children who are victims of abuse. It is the only hospital-based child advocacy center in the region.

Young victims of sexual abuse, abuse and neglect can share their story without further traumatization by the system. Child Protective Services, police investigators, mental health professionals, victim advocates, prosecutors and medical providers work together develop a plan of personalized care. These services may include therapy, courtroom preparation, victim advocacy, forensic interviews and medical exams.

This comprehensive approach, with follow-up services coordinated by the Child Advocacy Coordinator, ensures that children receive the appropriate services in a child-friendly environment, where the child's needs come first.

"We are a safe, child-friendly place for children to speak with trained professionals and medical providers," said Angela Seay, child advocacy coordinator at the Hoops Family Children's Hospital. "We conduct a thorough evaluation of the child to identify the appropriate care and services needed."

Marie Frazier, MD, specializes in pediatric critical care medicine at the Hoops Family Children's Hospital. She serves as the medical director for the Pediatric Intensive Care Unit and CAC. She is also an associate professor at the Joan C. Edwards School of Medicine in the Department of Pediatrics.

"Our focus is on tailoring care to each child's specific needs in a non-threatening environment," Dr. Frazier said. "We work to gather as much information as possible to maximize the treatment options to aid in the child's healing process."

The Child Advocacy Center is under the direction of Melanie Akers, director of the Hoops Family Children's Hospital. For more information about the Child Advocacy Center, contact Seay at 304.526.2349.

Cabell Huntington Hospital is a 303-bed teaching hospital located in Huntington, West Virginia. Cabell Huntington is home to the Hoops Family Children's Hospital and the Edwards Comprehensive Cancer Center and cares for patients from more than 26 counties throughout West Virginia, eastern Kentucky and southern Ohio. Opened in 1956, it is affiliated with Marshall University Schools of Medicine, Pharmacy and Nursing. ■

“ We are a safe, child-friendly place for children to speak with trained professionals and medical providers. ”

– Angela Seay, Child Advocacy Coordinator



The Hoops Family Children's Hospital in Huntington, West Virginia.

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