

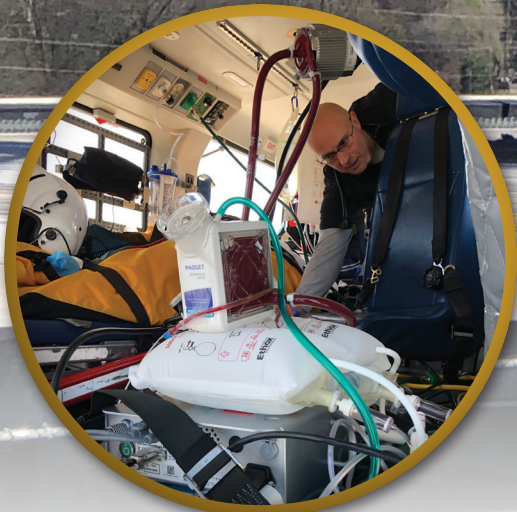


InFlight

Spring 2018

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

Special EMS Week Issue



**Meeting Standards
& Raising the Bar
in Critical Care**



**HealthNet
Aeromedical Services**



On the Cover

A milestone met in April with the program's first extracorporeal membrane oxygenation (ECMO) transport. Our Base 1 team along with two physicians and a perfusionist successfully transported the patient from CAMC Memorial Hospital in Charleston, WV to J.W. Ruby Memorial Hospital in Morgantown, WV.



Customer Profile



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Bluefield Regional Medical Center is an acute care hospital and teaching facility for osteopathic medicine located in Bluefield, West Virginia offering inpatient, outpatient, diagnostic, medical, surgical and emergency care. The 130 highly skilled healthcare providers work hard every day to create a place of healing, caring and connection for patients and families in the community they call home.

BRMC's 30-Minute ER Commitment assures patients they are dedicated to offering quality care and providing it as efficiently and quickly as possible. Starting the moment a patient checks into the Emergency Room, BRMS ensures a clinical professional – which is defined as a physician, physician's assistant or nurse practitioner – will initially see each patient within 30 minutes of their arrival. Times are logged to track performance to maintain low ER wait times.

The community can view BRMC's current ER wait times – based on a two-hour rolling average, updated every 15 minutes – on the internet at www.bluefieldregional.net. Residents in the Mercer County area may notice billboards on Highway 460 which also include the same rolling wait time average – a convenient reminder of their hometown hospital's commitment to quality and fast ER care.

In the event of a heart attack BRMC provides interventional cardiology services 24/7. Cardiac care teams provide complete heart care services - from helping you create a heart-healthy lifestyle to performing potentially lifesaving procedures in emergency situations.

HealthNet Aeromedical Services is honored to partner with BRMC to assist them with maintaining their pledge to provide timely care to their patients in southern West Virginia.

Whether treating cuts and broken bones to life-threatening conditions, the highly trained staff of Bluefield Regional Medical Center can provide fast, quality care when you need it the most. *

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A Message From Our President/CEO

For over three decades, HealthNet Aeromedical Services has been driven by the desire to be exceptional in every component of our operation. This desire guides everything we do as a program and this philosophy has served us well. Each day our team works to meet the ever-changing critical care transport needs of our region, improve our delivery of service and, most importantly – to do it safely.

Recently, HealthNet Aeromedical Services underwent an agency licensure inspection completed by the West Virginia Office of Emergency Medical Services. This in-depth assessment is required every four years and touches each part of our operation. Surveyors assess the delivery of clinical care, quality management, safety, education, business practices, finance, integration into the state EMS network and more. It's a detailed and in-depth survey and it matters.

I'm pleased to share with you that our 2018 inspection results are in and the results matched our desire to be exceptional. Our program scored a perfect 100% across the entire inspection and was granted an "A" rating by the Office of Emergency Medical Services.

This score didn't happen by mistake. It is attributable to those who make it their life's work seeing that HealthNet Aeromedical Services remains our region's premier critical care transport program. From our leadership team to those on the front-lines of patient care, our OneTeam philosophy is delivering a tremendous

level of service to our neighbors across central Appalachia and, as a result, lives are saved.

This summer, representatives from the Commission on Accreditation of Medical Transport Systems will complete their triennial on-site survey. HealthNet Aeromedical Services has held national accreditation since 1995 and, in fact, was one of the first programs of its kind to pursue this external verification of quality and performance.

National accreditation isn't required of us. We pursued it early and continue to operate by these lofty standards simply because we are driven to perform at the absolute highest level every single day. We ask that of our teams and they deliver for those whom we serve.

On behalf of our member hospitals, Board of Directors and nearly 400 professionals across our system, thanks for your continued confidence in us. We hope to continue to earn your trust by providing the highest level of quality and service when our patients need us most. They deserve nothing less. *

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



OEMS

OFFICE OF EMERGENCY
MEDICAL SERVICES

Bureau for Public Health

West Virginia Department of
Health and Human Resources



Ensuring Quality Emergency Care for all West Virginians

EMS Week Feature

Since its mandated creation by the legislature in 1975, the West Virginia Office of Emergency Medical Services has been tasked with overseeing the state's emergency care system. The responsibilities of the WVOEMS include:

- Inspecting, licensing and regulating EMS agencies
- Certifying EMS personnel such as Paramedics and EMTs
- Designating Trauma Centers
- Categorizing Emergency Departments with regards to stroke and STEMI
- Investigating allegations of violations of code or policy by EMS agencies or personnel
- Providing the technical infrastructure over which the state emergency communications system runs

"EMS has evolved from "load and go" to a more integrated component of the emergency care system to initiate treatment for illness and injury at the scene and en route to the most appropriate hospital setting," says Melissa Raynes, Director of the WV Office of Emergency Medical Services. "The national recognition of EMS Week every May is a wonderful way to not only showcase EMS as a profession, but also share with communities the great asset they have in their midst with their EMS agencies. It is so much more than saving lives. They truly save their communities."

Mission Statement:

OEMS will strive to ensure the provision of quality pre-hospital and trauma care in emergency environments for the safety and health of West Virginia citizens.

Vision:

Healthy People in
Healthy Communities.

WVOEMS by the Numbers

197 licensed agencies

1,210 permitted vehicles

6,000+ certified EMS personnel

Average 35,000-45,000 runs monthly

Average 4,500-5,000 trauma runs monthly

Over 50 training institutes

Over 2,500 approved courses in the OEMS
Credentialing Information System



WVU Medicine Center for Emergency Medicine at J.W. Ruby Memorial Hospital Expands

In an effort to better serve the increasing numbers of patients who seek out its services, the WVU Medicine Center for Emergency Medicine at J.W. Ruby Memorial Hospital officially unveiled the completed renovations to its patient-care area on January 31, 2018.

“For many of our patients, their first experience with WVU Medicine is in our Emergency Center, essentially making it the ‘front door’ of the hospital. As a result, we need to make sure we are delivering the high quality care they have come to expect in an environment that best meets their needs,” Ian B.K. Martin, M.D., M.B.A., chair of Emergency Medicine, said. “What we have now is a center that we can be proud of and one that embodies the importance Emergency Medicine plays in the healthcare spectrum.”

The expansion, which took more than a year to complete, added 16 exam rooms, bringing the total up to 43. All of the rooms are now private; there are no more curtained-off areas. The trauma/resuscitation areas expanded from two curtained areas in three rooms into seven larger individual rooms with state-of-the-art equipment to meet all of the needs of an acutely ill or injured patient. There are dedicated behavioral medicine treatment and evaluation rooms. The expansion also resulted in more workspaces for nurses and physicians.

This round of renovations follows the opening of the four-bed Pediatric Emergency Center, which was designed to provide children with a more kid-friendly environment in which to receive care. It is staffed by physicians, nurses, and advanced practice professionals trained in the care of children. Plans are in the works for future expansion of this area as well.

“Our number one priority has been and always will be our patients,” Owen Lander, M.D., medical director of the Center for Emergency Medicine, said. “We hope that by having dedicated space for our pediatric patients and bigger, private rooms for our adult patients, we are taking what can be a stressful and overwhelming experience for anyone, regardless of age, and giving them some peace of mind that they are receiving the right care, from the right people, in the right place.”



(From left to right) Judie Charlton, M.D., WVU Medicine chief medical officer; Valerie Boley, R.N., B.S.N., director of Emergency Services; Ian B.K. Martin, M.D., M.B.A., chair of Emergency Medicine; Owen Lander, M.D., medical director of the WVU Medicine Center for Emergency Medicine; and Doug Mitchell, B.S.N., M.B.A., chief nursing officer, cut the ribbon to officially open the newly renovated WVU Center for Emergency Medicine.

Response to the renovation, which was completed in November, has been positive.

“Because we are now able to work more effectively and efficiently, patients and families seem happier, and our staff members seem to be happier to come to work,” Valerie Boley, R.N., B.S.N., director of Emergency Services, said. “This project has given WVU Medicine another reason to be proud of the advancements we are making in providing excellent care to West Virginian and all those that we serve.”

While this is the latest renovation to the Center for Emergency Medicine, it is not the last. Renovations to the waiting room and triage area are scheduled to begin later this year. ■

“ We hope that by having dedicated space for our pediatric patients and bigger, private rooms for our adult patients, we are taking what can be a stressful and overwhelming experience for anyone, regardless of age, and giving them some peace of mind that they are receiving the right care, from the right people, in the right place.”

– Owen Lander, M.D., Medical Director of the Center for Emergency Medicine

Chest Pain Observation Unit Opens

at Cabell Huntington Hospital

More than 50% of all heart attacks can be prevented by taking quick action when early warning signs present such as chest pressure, arm or jaw pain, nausea, shortness of breath and chest pain. It is important to call 911 and seek medical attention immediately when these symptoms arise. To provide specialized diagnostic care for patients presenting with these symptoms, Cabell Huntington Hospital now has a new nine-bed dedicated Chest Pain Observation Unit.

“By monitoring and treating patients intensively upfront, observation unit staff can provide care specific to chest pain evaluation and treatment,” said Teresa Sexton, director of nursing at Cabell Huntington Hospital. “The new unit will also improve bed availability in the Emergency Department and redirect patients from occupying beds in Telemetry and Step Down.”

The new unit is located on the third floor of CHH and is fully staffed with a central telemetry station where cardiac data such as heart rate and rhythm are collected. The unit also works closely with EKG, ECHO and Cardiac Rehab to provide a more comprehensive assessment of patients.

“These additional beds will allow the use of evidence-based protocols for chest pain evaluation and treatment,” said Hoyt Burdick, MD, chief medical officer at CHH. “We hope to deliver better care for patients with coronary artery disease while expediting the outpatient observation work-up and release of lower-risk patients with non-cardiac chest pain.”

For more information please call **304.399.1545**. ■

Cabell Huntington Hospital (CHH) is a not-for-profit, regional referral center with 303 staffed beds. Located in Huntington, W.Va., Cabell Huntington Hospital is home to the Hoops Family Children’s Hospital, the Edwards Comprehensive Cancer Center and Institute for Minimally Invasive Surgery and cares for patients from more than 26 counties throughout West Virginia, eastern Kentucky and southern Ohio. Opened in 1956, CHH is a teaching hospital affiliated with Marshall University Schools of Medicine, Nursing and Pharmacy.



The new Chest Pain Observation Unit at Cabell Huntington Hospital offers specialized services for patients presenting with signs of a heart attack such as chest pressure, arm or jaw pain, nausea, shortness of breath and chest pain.

“ **By monitoring and treating patients intensively upfront, observation unit staff can provide care specific to chest pain evaluation and treatment.** ”

– **Teresa Sexton**, Director of Nursing



Celebrating a first for the CAMC Kidney Transplant Center

Brian and Pam King of Charleston and Dave and Dustin Kent of St. Albans had never met until a week before they made history at CAMC.

Brian King needed a kidney transplant, but his family members were not a match. Dave Kent needed a kidney transplant, but nobody in his family was a match either.

However, in going through test results and blood types, Alice Jones, living donor coordinator for the CAMC Kidney Transplant Center, noticed that Pam King matched Dave Kent and Dustin Kent matched Brian King.

She contacted the two families to see if they'd be willing to do what is called a paired kidney exchange, sometimes referred to as a "kidney swap." This happens when a living kidney donor is incompatible with the recipient, so he or she exchanges kidneys with another donor/recipient pair that is a match.

The families met for the first time Jan. 22 at CAMC General Hospital and the surgeries were performed Jan. 29 and Jan. 30.

This is the first ever paired kidney exchange performed at the CAMC Kidney Transplant Center.

To be a donor match, the donor and recipient must have compatible blood types, and the donor is tested for antibodies that could negatively impact the transplant.

Living donors typically have a six week recovery period and then can get back to living their normal lives.

The patients told media after being discharged that this paired exchange has created a special bond between their families.



Pam King donated a kidney to Dave Kent.



Dustin Kent donated a kidney to Brian King.



Dr. Alvin Wee (right) removed the kidneys and Dr. Joseph Africa (left) transplanted them.

Since 1987, the CAMC Kidney Transplant Center has

- Transplanted more than 1,190 kidneys in patients ranging from 16 months old to more than 80 years old, and
- Transplanted 268 living donors.

There are currently 156 patients of the Kidney Transplant Center still waiting for life-changing transplants.

The CAMC Kidney Transplant Center is the only kidney transplant center in West Virginia.

To learn more about the services offered at the Kidney Transplant Center, visit camc.org/Kidney.

To learn about organ donation and to register to be a donor, visit donatelifewv.org. ■

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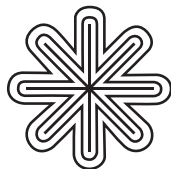
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EMS WEEK 2018 • MAY 20-26

STRONGERTOGETHER

HealthNet Aeromedical Services pauses to recognize and applaud EMS professionals everywhere. It is an honor to work together bringing life-saving care and transport to those who need it most.



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