



InFlight

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



HEROES ON THE FRONTLINE



HealthNet
Aeromedical Services

On the Cover

Team members from across the HealthNet Aeromedical Services system serve on the frontlines of the COVID-19 pandemic.



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HealthNet Aeromedical Services Medical Director Selected as President-Elect of WV ACEP Board of Directors



The West Virginia College of Emergency Physicians (WV ACEP) has elected L. Michael Peterson, DO, FACEP, as its Board of Director's President-Elect. Dr. Peterson will serve at WVACEP's President-elect for one-year beginning September 2020 and will automatically become President of the chapter for one-year beginning in September 2021.

WV ACEP represents more than 230 emergency physicians and is dedicated to improving the quality of emergency medical care through continuing education, research and public education. *



Customer Profile



Carter County EMS (CCEMS) was established as a non-profit corporation to provide emergency services to the Carter County, Kentucky community. The organization's 38 employees, consisting of paramedics and EMTs, provide Advanced Life Support and Basic Life Support services from their stations in Grayson, KY and Olive Hill, KY. CCEMS averages more than 5,600 calls annually.

This year, CCEMS will celebrate its 50th anniversary and the agency has certainly grown by leaps and bounds through the decades. The operation started with just two vehicles in 1970, replacing local funeral homes which provided ambulance services at the time. Tax support for the ambulance service began in 1996 which helps with operating costs and funding for needed improvements. CCEMS is an active member of the Kentucky Ambulance Providers Association and is the only ground licensed ambulance transport service available in Carter County that can respond to 911 calls and non-emergency transports.

Many of the crew members currently working at CCEMS have 10-20 years of EMS service experience. Some employees have put in more than 20 years of service.

With no hospitals located in the county, CCEMS relies on HealthNet Aeromedical Services to transport critical patients with severe trauma, cardiac condition, or stroke to a tertiary care center. This strong partnership allows CCEMS to continue to provide excellent emergency service to the citizens of Carter County. *



The Carter County EMS headquarters in Grayson, Kentucky.

Air transportation provided by



HealthNet Aeromedical Services is a not-for-profit shared service of



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A Message From Our President/CEO

As our nation and indeed the world reel from the impact of the COVID-19 pandemic, I believe it is important for you to know what HealthNet Aeromedical Services is doing in response. Given the importance of having a structured critical care transport system available at this difficult time, you can be assured that all pieces are solidly in place for patients to be served.

Certainly, the last few weeks have been a challenge. Every department within our organization has worked together to meet the supply, protective equipment, communications, aviation, business, and overall operational needs of our vast system. It has been remarkable to see it all work and work so very well for the most vulnerable of patients. Truly, lives are being saved.

Most remarkable of all has been our team members. Those on the frontlines of our system. Those who board an aircraft, fly to a location, don the protective equipment, and walk right into an area known to be wrought with danger. And they willingly do just that because they know our role is to serve the sickest of the sick. It's a humble calling that each willingly embraces.

For many years we have functioned using a philosophy of OneTeam. OneTeam is simply many team members from many departments working as one for those patients entrusted to us. It's clear to me that this OneTeam is shining as never before.

Team members are functioning well outside their normal comfort zones, taking on tasks as they need addressed.

Across our system I also see innovation. Clinicians working through processes on manikins, finding new ways to reduce the likelihood of exposure during critical procedures, and then sharing what they discover with their colleagues. Our education department then gets involved and develops structured training on these new procedures. Again, OneTeam.

For nearly 35 years, the people of our region have trusted HealthNet Aeromedical Services to be there when minutes matter. We've done just that. Today, and in this turbulent time, you can continue to depend on this exceptional team to lead the way in service to those most affected by the pandemic. On behalf of our member health systems and board of directors, thank you for your confidence. *

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



VP for Clinical Operations Matt Handley and Logistics Manager Bob Adkins offloading Tyvek suits purchase to protect team members.

ON THE FRONTLINES ADJUSTING TO THE “NEW NORMAL” OF PATIENT CARE

Healthcare professionals around the world have become the heroes on the frontline of the COVID-19 pandemic. At HealthNet Aeromedical Services, team members across the program are taking every measure to safely continue delivering quality care during patient transports.

“For our industry, there is no real road map or studies on how to adapt every procedure and practice for COVID-19,” said Medical Director L. Michael Peterson, DO, FACEP. “We’re following CDC and World Health Organization guidelines, learning from other air medical programs, and encouraging innovation from our clinicians in the field.”

Following with social distancing guidelines, the program’s Safety Department is creating videos to quickly and effectively educate flight teams on proper use of personal protective equipment and decontamination processes for uniforms and aircraft. The Education Department has also created videos featuring Dr. Peterson to provide updates on changes to clinical procedures.

“Transporting just one COVID-19 patient in a 24-hour shift is extremely exhausting. You must wear full PPE, care for an extremely ill patient, and then spend a significant amount of time decontaminating the aircraft,” said Base 5 Flight Nurse Brandi McMullen. “We don’t really think about it, we just keep going. This is our calling and we’re fortunate enough to work for an organization that is taking every precaution to protect us and our patients.”

Despite an all-out effort to disseminate information, the fear of the unknown still lies heavy on the flight teams. Leading by example has become vital.

“I’ve picked up multiple flight shifts and am on the schedule for more,” said VP for Clinical Operations and Flight Nurse Matt Handley. “It’s important for our crews to see my name on the schedule. It gives them assurance that I am willing to do anything we are asking them to do.”

Even with the stressors and challenges on the job, team members are stepping up to secure personal protective equipment from local businesses, sew masks, donate blood, and deliver food to fellow healthcare workers.

HealthNet Aeromedical Services communicators, pilots, mechanics and so many others that keep the program going are certainly proving to be essential to patients and communities throughout Central Appalachia. *



Flight Paramedic Mark Brooks, Pilot Chris Kappler, and Flight Nurse Glenn Sutphin gear up in full PPE as they prepare to transport a suspected COVID-19 patient.

Community Rallies for CAMC Mask Making Program

By Dale Witte
Marketing & Public Affairs
Charleston Area Medical Center

When COVID-19 began spreading in the United States, lack of personal protective equipment (PPE) quickly became one of the biggest concerns for healthcare workers. Even though CAMC's supply chain management worked to purchase extra equipment, most PPE was being redirected to those hot spots, making it even harder to re-stock supplies.

Due to being in a high-risk category, CAMC's volunteers were asked to stay home. But many still wanted to help. Sewing masks was the creative solution.

CAMC then reached out to the community via social media for others who have the ability to create protective masks. The initial Facebook post sparked a major impact on the community, leading it to be shared across the platform by more than 5,845 users. On Twitter, Senator Joe Manchin's team tweeted the original Facebook post to garner more public interest leading to over 40 retweets and 73 likes.

"The community's response was truly heartwarming," said Kelly Anderson, director of CAMC volunteer services. "It definitely took us by surprise how many people wanted to be involved, but we could not be more grateful. The community really stepped up to help the health care workers fighting on the front line and it's inspiring."



Within about three weeks, the West Virginia community had dropped off more than 5,000 masks for CAMC's workforce.



CAMC placed blue collection bins at its locations and some churches around Charleston.

At first, the volunteer services department placed bins for the community to drop off items at various CAMC locations and local churches. Due to overwhelming support, the former CAMC Lighthouse Childcare and Development Center was turned in to a hub where volunteers could drop off masks and pick up or donate materials to create more masks.

"The volunteers are able to safely drop off masks they created and pick up more fabric to create more if they wanted to. It also allows us in the volunteer services department to personally thank them and answer any questions they may have," Anderson said.

Masks made from cotton, 3D printed face shields and other various materials have all been received at the mask making program hub.

CAMC's workforce members can wear the created cloth masks in non-patient care areas where they are unable to keep social distancing while they work. ■



**Charleston Area
Medical Center**

WVU Rockefeller Neuroscience Institute and Ora Health Partner On Study To Predict The Outbreak of COVID-19 In Healthcare Professionals

By Marisa Sayre
Senior Marketing Strategist
WVU Rockefeller Neuroscience Institute

The West Virginia University Rockefeller Neuroscience Institute, WVU Medicine, and smart ring maker Ora Health have launched a national study designed to accelerate early detection of the COVID-19 virus symptoms and contagiousness. Leveraging an artificial intelligence-driven predictive model, wearable ring technology, and a COVID-19 monitoring app, RNI scientists and partners are developing an innovative “digital PPE” approach that potentially can identify infected frontline healthcare professionals before they become symptomatic – a possible breakthrough in monitoring capabilities and limiting the spread.

The RNI’s approach not only measures the onset of increased body temperature from the Ora ring and physical symptoms but goes beyond that by looking at the individual holistically – integrating physiologic measures with psychological, cognitive and behavioral biometrics, such as stress and anxiety. In real-time, this holistic approach can provide an early and more comprehensive assessment, tracking the mind-body connection and homeostasis in the context of asymptomatic infection. Through this analysis, the team can forecast and predict the onset of fever, cough, fatigue and other physical symptoms linked to viral infections.

Since mid-March, Ora smart rings and the RNI COVID-19 monitoring smartphone app have been deployed to physicians, nurses and other frontline healthcare workers in the ED, ICU, testing sites, and urgent care settings in West Virginia. In addition, the RNI is partnering with hospitals across the country, including those in New York City, Philadelphia, Nashville and other critical emerging areas, to monitor more than 1,000 front-line healthcare personnel with exposure to COVID-19.



The Ora Ring tracker monitors an individual’s body temperature, breathing, heart rate and other vital signs.



Leslie Crossley, registered nurse, sizes providers in the WVU Medicine J.W. Ruby Memorial Hospital Medical Intensive Care Unit for their Ora Rings.

“We are continuously monitoring the mind-body connectivity through our integrated neuroscience platform measuring the autonomic nervous system, fatigue, anxiety, circadian rhythms, and other human resilience and recovery functions,” Dr. Ali Rezai, executive chair of the WVU Rockefeller Neuroscience Institute, said. “Our AI-driven models are currently predicting symptoms 24 hours prior to onset, and we are working toward a three-plus day forecast. This forecasting capability will help us get ahead of this pandemic; limit the spread to protect healthcare workers, their families, and our communities; and improve our understanding of health recovery.”

More broadly, the RNI is continuously monitoring and analyzing more than 30,000 subjects through its integrative neuroscience approach, gaining insight and predictive success in chronic pain, addiction, aging and other illnesses, as well as the readiness and recovery of our military.

“At Ora, we’ve heard firsthand from our users how the physiological signals tracked by the ring have predicted the onset of the virus before other symptoms manifest,” Harpreet Rai, CEO of Ora Health, said. “We’re grateful we can apply this knowledge to help vulnerable caregivers swiftly identify the earliest signs of the disease and take the appropriate protective measures to limit its spread.” ■

Mountain teleHEALTH™

Offers Patients Convenient Online, Virtual, Non-Urgent Healthcare Visits

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



With many services at Cabell Huntington Hospital temporarily closed to limit potential exposure to COVID-19 and preserve personal protective equipment, Mountain teleHEALTH™ remains a valuable asset for patients with non-life-threatening illnesses and injuries.

"We recognized the need for quick, convenient and reliable, non-urgent office visits," said Michael Mullins, FACHE, president and CEO of Mountain Health Network. "This option is an extension of the excellent care provided at all of our clinics and urgent care facilities and is available 24 hours a day, seven days a week."

Mountain teleHEALTH virtual visit service allows users to tap an app on a smartphone, tablet or computer to connect, within minutes, with a medical provider. Health care professionals evaluate, diagnose and treat patients at a distance using telecommunications technology. Patients participate in a video chat, similar to FaceTime or Skype, to talk to a health care provider about their symptoms.

Using Mountain teleHEALTH, pediatric (2 and up) and adult patients can meet with a doctor to receive treatment for non-life-threatening illnesses, such as:

- Allergies
- Flu
- Ear infection
- Rash
- Abdominal pain
- Sinusitis
- Pinkeye
- Upper respiratory issues
- Migraines
- Minor burns and lacerations

Clinical services are provided by Online Care Group – the nation's first and largest primary care group devoted to telehealth and some local providers. Doctors on Mountain teleHEALTH:

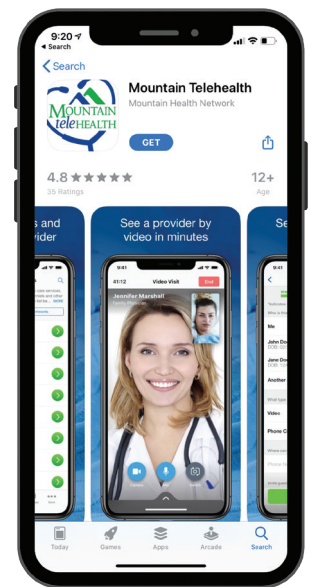
- Are U.S. board certified, licensed and credentialed
- Have profiles, that list their education and practice experience
- Are rated by other patients, so you can review and select the doctor that meets your needs

"This convenient service offers an alternative for obtaining treatment for those simple conditions with just a click of the app or a browser," said Stephen Wilcox, MD, family medicine physician and director of Telemedicine at Cabell Huntington Hospital. "It only takes a few minutes to talk to a licensed health care provider and get a prescription sent to the pharmacy of your choice."

Mountain teleHEALTH visits are convenient when physician offices are closed, if a patient is too sick or cannot drive, or for people who have children at home and don't want to take them to a physician visit. Mountain teleHEALTH is also convenient for people on the road for vacation or work, as it is supported in all 50 states.

The Mountain teleHEALTH app is available for Apple and Android devices and can be downloaded for free at www.mountaintealth.com or in the Apple App or Google Play stores. Simply download the app, fill out the contact information form, set up a username and password and select a physician to begin evaluation.

It is free to enroll and the cost per visit varies depending on insurance. For more information about Mountain teleHEALTH, please call 304.526.2074. ■



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Whether responding to the scene of an accident or on the frontlines of a pandemic, emergency responders face so many unknowns and stressful situations.

Through it all, they persevere.

From all of us at HealthNet Aeromedical Services, thank you for being an essential resource for your communities.

