



InFlight

Spring 2022

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

A Man's Journey to Conquer Fear Leads to Inspiring Friendship

For Chris Gott, his journey to overcome fear started with a simple Facebook message.

"Chris reached out to us to tell us how much he appreciated our team members. As the messaging increased, we learned more and more about him. A friendship was bonded," said Clinton Burley, president and CEO of HealthNet Aeromedical Services.

Chris grew up with helicopters flying over his Pennsylvania home. While he was fascinated by the aircraft, his autism left him terrified of the loud noises they made. His newfound friends at HealthNet were ready to help him face those fears head on.

"In his lifetime, Chris has reached out to many organizations but had never encountered a group that wanted to keep in touch with him," said his mother, Glenice Hunt. "I can hire caregivers, but friendship is something you can't buy. The people at HealthNet kept responding and invited him to visit a base."

Flight team members across the system welcomed Chris with open arms. On July 13, 2017, Chris took flight.

"When he took that first flight, the fear went out of his body," said Hunt.

As Chris began living his fearless life, he was bestowed the honor of becoming HealthNet's first honorary flight team member. He proudly wears his honorary flight suit every time he makes a base visit.

"The progress Chris has experienced and all the joy that has come from that is what makes this special. To see the journey he has taken and see our team members show true



love and respect for him, it's magical," said Burley.

To further honor Chris, a special logo was created and placed on every aircraft and flies with our team members on every mission in the first half of 2022.

"Using the puzzle pieces that represent those who are autistic, we put the puzzle pieces together with a heart in the center," said Burley. "Chris' name is right in the middle of that heart because that's where we keep him as we serve, in our hearts."



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Team Member Spotlight

Jeff Hatfield, FP-C, MCCP
Flight Paramedic



Jeff Hatfield is what you may call a non-traditional EMS provider. He spent two decades as a warehouse manager before becoming a first responder.

“I was coaching my child’s little league team and decided to take an EMT class to be more prepared to handle injuries. After doing a ride-along on an

ambulance, I was hooked,” said Hatfield.

While working for Union Rescue Squad and serving Peterstown Volunteer Fire and Rescue in Monroe County, West Virginia, he earned his paramedic certification. After working alongside the flight teams at HealthNet Aeromedical Services, his career yet again steered in a different direction.

For the past seven years, Jeff has been a Flight Paramedic with HealthNet and currently serves at Base 5 in Beckley, West Virginia. Impacting the lives of patients in his community inspires him to come back shift after shift.

“We pick up very sick patients who are fighting to stay alive. When you and your partner can stabilize a patient, especially a person from your hometown, that’s the most rewarding thing ever,” Hatfield said.

While Jeff says he has reached his ultimate career goal, he’ll never forget where he started.

“I always make sure to let EMS providers we work with know how much we appreciate them. From the clinical crews to the folks that help us set up landing zones, we can’t do our job without them. We truly must be a team to make sure our patients get the care they need,” he said.

Outside of work, Jeff enjoys gardening, camping, fishing, and spending as much time as possible with his five grandchildren.



Customer Profile Roane County Emergency Squad, Inc. (RCES)

Roane County Emergency Squad, Inc. (RCES) began operations in July 1980 as the sole provider for emergency medical services in Roane County, West Virginia. Until that time, local funeral homes provided transport of patients to the local hospital without the benefit of advanced medical training.



RCES began as a solely volunteer agency. As with many rural agencies with higher call volumes, demand for increased training and decline in volunteers lead to the hiring of some part time crew members. In the early 2000s, RCES made the switch to a completely paid staff.

The agency now has two EMS stations that operate 24/7 along with providing an ALS rapid response vehicle. RCES provides advanced and basic life support care for sick and injured residents and handles interfacility transports for Roane General Hospital to many outlying hospitals across the state.

In further support of their community, RCES conducts EMT classes and provides CPR training to county residents.

In 2019, the agency entered into an education agreement with HealthNet Aeromedical Services. Through this essential training, RCES has seen a difference in the delivery of patient care and hopes to continue this valuable partnership for years to come.

EMS Providers Deserve Recognition Every Day



EMS WEEK

Rising to the Challenge

May 15-21, 2022

It was 1974. Just two years prior, the hit show *EMERGENCY!* first aired and introduced many to the concept of modern-day, high-quality emergency medical services. For some it was the first example of “Must See TV”. The nation was watching, the nation was learning.

President Gerald Ford was watching and learning too. In 1974 he signed an executive order authorizing the inaugural National Emergency Medical Services Week. The plan was simple; set aside one week annually to recognize the important role that EMS providers and agencies play in our country’s healthcare delivery system.

Now, National Emergency Medical Services Week holds more importance than ever before. At my core, I’m an EMS guy, and I’m worried for the future of EMS.

Over the last decade our EMS system has been under tremendous pressure. Providers have been leaving the service for other careers and recruitment has been lacking. Reimbursement for service fails to cover cost for providing service and agencies have closed their doors. Then comes the pandemic and the system is stressed as never before.

So where do we go from here? First, I believe we start with recognizing and celebrating those who serve their communities daily. That’s where EMS Week comes in. While the thanks are deserved daily, this is the week to engage with EMS providers, celebrate their service, and better understand what they mean to all of us. Recognition builds satisfaction and satisfaction builds retention and retention builds an improved system.

To those serving in EMS roles, thank you. Thank you for your dedication to others and for using your skill set at the most critical moments in their lives. For those outside of EMS, use the week of May 15, 2022, to learn more about EMS and the challenges providers and agencies endure each day. And most importantly, take a moment to celebrate those who serve you and your neighbors in your local community.

Clinton Burley
President and CEO

Theme Days

Sunday, May 15

Health, Wellness & Resilience Day

Monday, May 16

EMS Education Day

Tuesday, May 17

EMS Safety Day

Wednesday, May 18

EMS for Children Day

Thursday, May 19

Save-A-Life Day

(CPR & National Stop the Bleed Day)

Friday, May 20

EMS Recognition Day

Our flight teams respond to approximately 900 scene flights each year. Without the help of the many EMS agencies across our region, we would be unable to provide life-saving care to our patients.

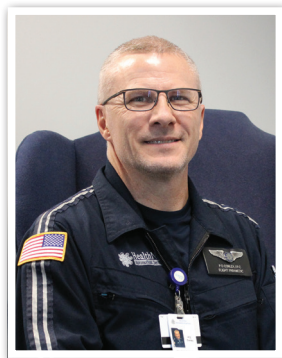
Thank you!

SOCIAL MEDIA Follow and Like Us!



OneTeam Excellence Award Winner

Each quarter, the OneTeam Excellence Award is presented to a team member who embodies our program's culture, mission, vision, and values.



P.D. Conley, NRP, FP-C
Business Development Coordinator
Flight Paramedic, Base 7



Vice President for Business Operations/ CFO Brian Doughty, President and CEO Clinton Burley, and Vice President for Clinical Operations Matt Handley present the OneTeam Excellence Award to P.D. Conley at Base 7 in Debord, Kentucky.

Congratulations!