



InFlight

Winter 2018

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



2017 Year In Review



HealthNet
Aeromedical Services



On the Cover

A HealthNet Aeromedical Services flight team returns to their aircraft following a safe patient transport.



Customer Profile



BERKELEY MEDICAL CENTER

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The Eastern Panhandle is home to several of the fastest growing counties in West Virginia. That’s why WVU Medicine, the state’s largest not-for-profit healthcare system, has invested millions of dollars to expand facilities and services at Berkeley Medical Center in Martinsburg.

The 2005 merger of WVU Hospitals in Morgantown with Berkeley Medical Center and Jefferson Medical Center in Ranson made it possible to realize major improvements in the healthcare delivery system in the Eastern Panhandle.

For the past 13 years, the leadership of Berkeley Medical Center has worked to redefine quality health and wellness services. With over \$100 million invested in improvements, strong physician recruitment efforts, and the addition and expansion of services, Berkeley Medical Center has made significant improvements in the quality of care offered and, ultimately, the patient experience.

In 2010, a \$33 million building project was launched at Berkeley Medical Center that included a new cath lab, 20-bed ICU, and 40-bed emergency department that will accommodate up to 65,000 patient visits annually. In 2014 a Neonatal Intensive Care Unit opened, and in 2016 the regional cancer program was rebranded as part of the WVU Cancer Institute.

Service integration with WVU Medicine in Morgantown continued in 2017 at Berkeley Medical Center when cardiology services became part of the WVU Heart & Vascular Institute and the NICU and pediatrics unit became affiliates of WVU Children’s. A new neurosurgery service line, WVU Medicine Brain & Spine, was also introduced in the Eastern Panhandle in 2017.

The focus on quality at Berkeley Medical Center has been recognized by numerous national organizations through awards and distinctions. Berkeley Medical Center was recently re-verified as a Level III Trauma Center by the American College of Surgeons. The facility is also accredited by the Joint Commission in Hip & Knee Replacement and as a Chest Pain Center and Stroke Center.

“Healthcare is changing today and we will change with it,” President & CEO Anthony P. Zelenka stated. “My philosophy is if you aren’t advancing, you’re falling behind. At Berkeley Medical Center, we are committed to making sure that healthcare in this community is always advancing.”

For many years, HealthNet Aeromedical Services has partnered with Berkeley Medical Center to transport patients in need of critical care to tertiary hospitals. This facility is served by Base 8 which is located at the Eastern WV Regional Airport in Martinsburg. We value our partnership with Berkeley Medical Center and appreciate the hard working medical professionals and leadership staff who ensure every patient receives the critical care they deserve. ✨

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A Message From Our President/CEO

The beginning of a new year is always a great time to take a look back at accomplishments over the last twelve months and also look ahead at what is yet to come. In this first 2018 issue of InFlight, we do just that.

Undoubtedly, 2017 was a banner year for HealthNet Aeromedical Services. As you'll see in our year in review page, last year we served more patients than ever before in our over three decades of history. From the edge of the Washington, D.C. metro area to the mountains of east Kentucky, our team is literally on the front lines of saving lives at numbers we've never experienced.

Our growth last year was seen not only in the sheer number of patients served but also in the rapid growth of the support system we have in place for our team members. We have added additional masters level educators to our training team and added new professionals to our quality performance team. A restructure of support personnel within our administrative office has served to improve work flow and efficiency and our approach to internal and external corporate communications has evolved. Essentially, we modified an existing manager's position allowing for a more consistent, coordinated approach to communicating with you.

HealthNet Aeromedical Services is one of few such programs in the nation which maintains an internal safety department. Given our sheer size and scope we have long believed this to be critical. In 2017 we added another nationally certified and degreed safety professional to that department. The depth of the safety department and it's laser focus on taking care of our team members is unmatched in our industry. We continue to invest in safety because nothing is more important.

In September 2017 we were pleased to launch service at our tenth air medical helicopter base. Located at Moundsville in West Virginia's northern panhandle, Base 10 has already exceeded expectations in terms of the number of patients served. Operating in an instrument flight capable twin engine helicopter, the base has dramatically improved the level and quality of service previously available in the region.

Our clinical leadership team continues to drive for improvement in our flight team member's capabilities. We are actively supporting and participating in clinical research programs, we're seeing numerous research articles published nationally and have received approval for clinical trials of emerging prehospital care technology. In truth and practice, our teams are leading the charge nationally towards the future of critical care transport.

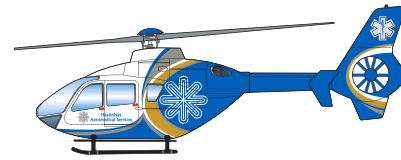
Undoubtedly, our system is on the move and fortunately there is more growth yet to come. We will soon announce an upgrade of a present single engine aircraft base to twin engine, full instrument flight capability. This in and of itself is big news but we're also partnering with governmental leaders in an effort to expand the number of hospitals in the region which have aircraft instrument approach systems leading to their helipads. If this project comes to fruition we will again increase the number of patients we serve. Clearly we've positioned the organization as the premier provider of critical care transport services in the markets we serve and this is yet another example of this lofty standing.

While our system is doing great work for our patients and partners, we are never satisfied with the status quo. The three not-for-profit academic medical centers which cooperatively own HealthNet Aeromedical Services are each committed to providing excellent services within their individual organizations. In turn, that flows to us and we're expected to simply serve as an extension of the work each of them do daily.

We do fully realize that none of our success, or theirs, would be possible without your confidence in us. You know that when seconds count in your community, our team members are the people you turn to. On behalf of the over 300 professionals serving across our system as well as our member hospitals and Board of Directors, thank you. ✨

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

HEALTHNET AEROMEDICAL SERVICES 2017 YEAR IN REVIEW



686,653 miles flown



6,242 hours in flight

That's **260** full days
in the air!



EDUCATION



30 West Virginia Office of
Emergency Medical Services
Certified Instructors on staff



278 Courses offered
across the region



1,368 hours of West Virginia Office of Emergency Medical
Services approved continuing education hours delivered



3,398 students served



Charleston Area Medical Center



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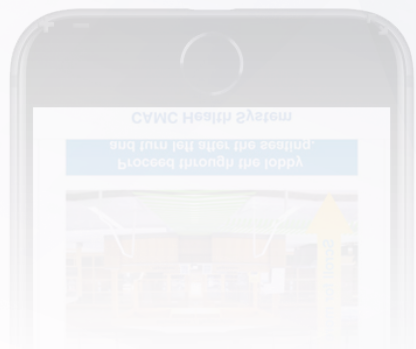
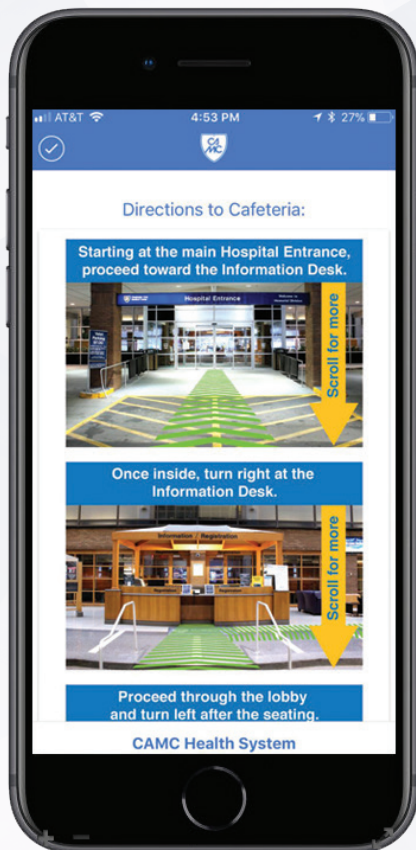


Emergency Notifications



Download the CAMCGO APP

By Dale Witte
Marketing & Public Affairs
Charleston Area Medical Center



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

Nearly half of people who access camc.org and CAMC PatientLink are using a mobile device to do so. Because smartphones are an essential part of our lives, CAMC recently launched a new app.

CAMCGO provides quick and convenient access to key CAMC services for patients and visitors.

The CAMCGO app offers these helpful features:

- Find a doctor – search nearly 700 physicians practicing at CAMC
- Find a location – get driving directions to one of our facilities
- Hospital routes – step-by-step directions to departments and locations within CAMC hospitals. Directions are powered by Bluetooth beacons in the hospitals. When you enter the hospital and find the CAMCGO sign, open the app and choose the location to which you'd like directions. You'll then get turn-by-turn photo directions to the location in the hospital you choose.
- Health news
- Events calendar
- Access to PatientLink, CAMC's patient portal, and online bill pay
- Make a donation to the CAMC Foundation

Search CAMCGO in the Apple Store or Google Play to download it to your device. Visit camc.org/camc-go for more information about the app.

In the coming months, CAMC plans to launch an app to help employees and physicians stay up to date on important news and events from CAMC. Text updates, documents and videos can all be distributed through the app, and events can be added onto the device's calendar. ■

WVU Medicine Children's growing into new tower to be added onto J.W. Ruby Memorial Hospital

Three-year, \$152-million project to add 150 beds

By Angela Jones-Knopf
 Manager of Media Relations, Marketing and Communications
 WVU Medicine

WVU Hospitals has announced plans to construct a 10-story tower dedicated to WVU Medicine Children's to address capacity issues and better serve the healthcare needs of all of West Virginia's women and children. As a result of the project, 150 beds will be added to J.W. Ruby Memorial Hospital in Morgantown.

"As West Virginia's leading academic medical center, we have a responsibility to the children of our state and their parents to provide the highest level of care close to home," Albert L. Wright, Jr., president and CEO of the West Virginia University Health System, said. "The demand for our services has increased so that we must grow in order to meet their needs."

The \$152-million tower will take three years to complete. It will include:

- Entry, registration, administration, outpatient clinics, and building services
- Loading dock, dietary services, diagnostic imaging, and connection to the Southeast Tower (the WVU Heart and Vascular Institute tower)
- Operating rooms, cardiac catheterization, and endoscopy facilities
- A 20-bed Pediatric Intensive Care Unit (PICU) and 10-bed procedure/sedation unit
- A 50-bed Neonatal Intensive Care Unit (NICU)
- A 40-bed pediatric acute care unit
- A 30-bed obstetrical unit with potential for expansion
- Pediatric subspecialty and maternal-fetal medicine clinics



At a press conference held Nov. 16, 2017 (from left to right) Albert L. Wright, Jr., president and CEO of the West Virginia University Health System; Gordon Gee, WVU president and chair of the West Virginia University Health System Board of Directors; J. Philip Saul, M.D., executive vice president of WVU Medicine Children's, and Natalie Jefferis, former WVU Medicine Children's patient and member of the WVU Medicine Children's Leadership Council, unveiled plans to build a new WVU Medicine Children's tower onto J.W. Ruby Memorial Hospital.

All of the inpatient rooms will be private. The tower will also include a satellite pharmacy, laboratory, respiratory therapy, and a cafeteria.

"This new building will allow us to match our expanded programs for the women and children of West Virginia with a state-of-the-art facility," J. Philip Saul, M.D., executive vice president of WVU Medicine Children's, said. "The goal is for no child who needs us to leave the state for care."

The construction of the tower will be subject to Certificate of Need approval by the West Virginia Health Care Authority. Construction costs are estimated to be \$105.8 million with the remaining \$46.2 million for financing and other related costs. A capital campaign will be launched to raise \$60 million for the project. WVU Hospitals will finance the remainder of the cost. No state funds will be sought, and no extraordinary rate increase is anticipated as a result of the construction.

"This is a necessity, not a nicety," Gordon Gee, WVU president and chairman of the West Virginia University Health System Board of Directors, said. "The children and families we serve will be relying on our friends and alumni, our businesses, the people of West Virginia, and the Mountaineer Nation – wherever they may be – to pitch in and to make this project a reality. We're launching this campaign right now, right here."

The tower is anticipated to be open to its first patient in late fall/early winter 2020. ■

Cabell Huntington Hospital

Recognized as a Robotic Surgery Center of Excellence

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

The Institute for Minimally Invasive Surgery at Cabell Huntington Hospital (CHH) has been named a Center of Excellence in Robotic Surgery (COERS) by the Clinical Robotic Surgery Association and Surgical Review Corporation. CHH is the only hospital in West Virginia to receive this accreditation.

“As the first to bring da Vinci® to the region in 2006, Cabell Huntington Hospital continues to lead the region in robotic surgery,” said Kevin N. Fowler, president and CEO, CHH. “Earning SRC’s accreditation signifies our ability to consistently deliver the safest, highest-quality care to our patients. The Center of Excellence supports our team’s commitment to quality improvement processes and exceeds clinical benchmarks and guidelines. Most importantly, our commitment to excellence improves the health and well-being of our patients. It is an honor to be the only hospital in the state to receive this designation of excellence.”

The COERS program was developed to recognize facilities and surgeons worldwide, who are performing robotic procedures and achieving defined standards for patient safety and care quality. The CHH team met rigorous requirements including demonstrating institutional commitment to excellence, surgical experience, patient education and a focus on continuous quality improvement.

“The Institute for Minimally Invasive Surgery at CHH was established to advance the science and practice of minimally invasive surgical procedures,” said Gerard Oakley, MD, medical director of the Robotics Committee at CHH and professor in the Department of Surgery at the Marshall University Joan C. Edwards School of Medicine. “SRC’s accreditation program requirements and evaluation processes were developed in conjunction with industry leaders. The site inspection



conducted by SRC thoroughly reviewed surgical outcomes, data, medical records and internal processes and concluded that CHH demonstrates an unparalleled commitment and ability to consistently deliver safe, effective, evidence-based care.

Robotic surgery provides surgeons with unparalleled precision, dexterity and control that translate to smaller incisions, less pain and faster recovery for patients. For more information about Cabell Huntington Hospital's Institute for Minimally Invasive Surgery visit <http://cabellhuntington.org/services/minimally-invasive-surgery/> or call 304.781.IMIS (4647). ■

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.

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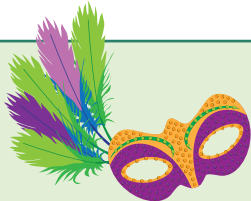
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