



InFlight

Winter 2021

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

35 Years of Progress

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



IN THIS ISSUE:

- 2020 Year In Review
- Meet the Team:
Marianne Richardson
- Customer Profile:
Three Rivers Medical
Center
- New Member
Appointed to Board
of Directors

The summer of 1986 was full of carefree fun across America. Shoppers were picking up that new Tandy Home Personal Computer for \$1,600 and drivers could leave a sales lot with a new Plymouth Colt for \$4,999. Movie goers were flocking to see the new Tom Cruise movie called *Top Gun* and in music The Bangles wanted us to "Walk Like an Egyptian." Sort of seems like ancient history.

Closer to home there was excitement in the air. Literally. There was excitement for that summer HealthNet Aeromedical Services took flight. Born from a vision to deliver safe, high quality critical care transport to central Appalachia, a group of forward-thinking West Virginia healthcare leaders made it happen. This year we take pause to look behind us to those humble origins and celebrate the fact that thirty-five years later the vision remains reality. That vision continues to save lives.

HealthNet Aeromedical Services remains a West Virginia based not-for-profit critical care transport system. Recognized nationally for excellence and cutting-edge transport medicine, we stay true to our roots. Safety, mission, vision, values. These tenets guide us as we care for patients at a moment's notice, regardless of their location or ability to pay. Our team members serve them.

And about those team members. We have three who care for patients today who were there at the beginning. Each having safely completed more than 5,000 patient transport missions. Unmatched skill, experience and understanding of what this organization means to those having their worst days. We celebrate these team members.

We too celebrate those who followed the trailblazers. Those who set a career goal to fly with HealthNet Aeromedical Services. Each gives 110% to do their job well and do it safely.

We celebrate our three owner health systems who support our mission in so many ways. They believe that what HealthNet Aeromedical Services does matters and serves to enhance the delivery of emergency medical care. We couldn't do this without them.

So very much to celebrate. Including you. For 35 years you have had confidence in our program and our team. You have called for our assistance in the care and transport of the sickest of patients and during the most challenging of times. You've trusted us and for that we are indebted. On behalf of our board of directors, owner hospitals and our three hundred plus professionals, thank you.



Air transportation provided by:



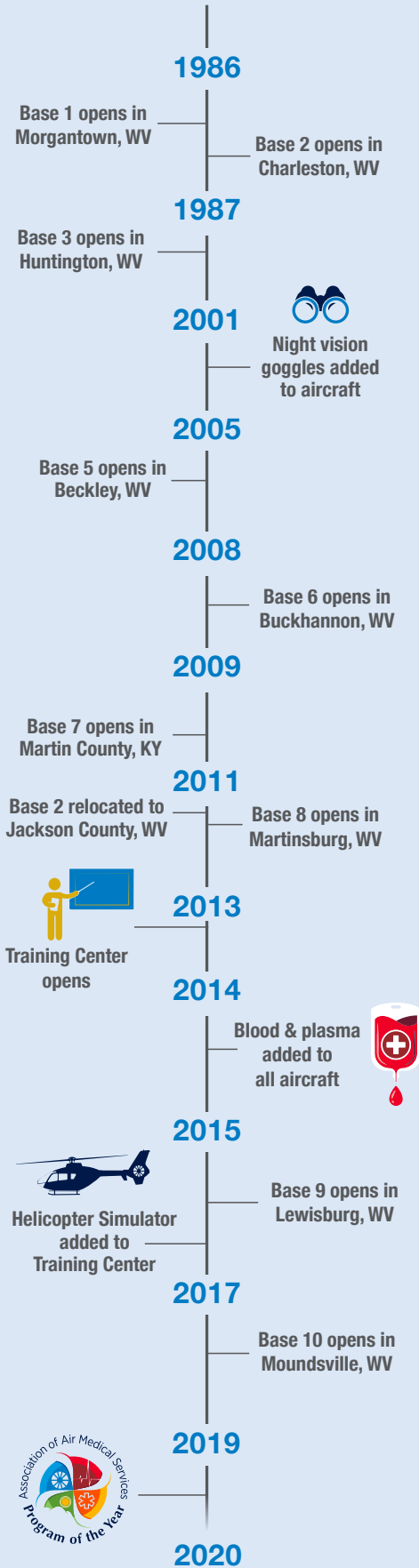
HealthNet Aeromedical Services is a not-for-profit shared service of:



HealthNet Aeromedical Services is fully accredited by:



Our History



2020 YEAR IN REVIEW

773,945 miles flown



Faced with a pandemic, HealthNet Aeromedical Services adjusted daily operations to ensure the safety of patients and our team members during every transport. More than 150 known COVID-19 positive patients were transported by our flight teams.



6,114 hours in flight

That's 254 full days in the air!

Team Member Spotlight

Marianne Richardson, BSN, RN, CRRN
Flight Nurse



From early in her nursing career Marianne Richardson realized the fast-paced environment of the emergency department was where she belonged. She worked her way up the ranks from a staff nurse to the emergency department director of Charleston Area Medical Center's General Hospital. After serving in the leadership position for 15 years, Marianne wanted to return to a more hands-on patient care role.

"I initially took the Critical Care Transport course at HealthNet Aeromedical Services to refresh my skills. Then, I thought I would interview for a Flight Nurse position just to get the experience," said Richardson. "I was beyond excited when I was offered a part-time position. I knew I was leaving a very stable job, but I was ready for a new challenge in my life."

Amid a pandemic, she went through the program's Flight Academy program and officially began her flight nursing career in June 2020. With no previous prehospital nursing experience, Marianne was faced with another challenge of adapting her patient care skills to a much different environment.

"Every patient is different and providing them care in a helicopter presents a whole set of new challenges. I'm so inspired by my coworkers who are driven to learn and grow and are eager to share their experiences with me. It's been amazing to soak all that in."



Marianne enjoys the ability to pick up shifts at different bases across our system and work alongside so many different clinicians. After years of being on call, she is thankful to be in a role where she can continue to grow professionally but also stay family focused. Her flexible schedule allows her to spend more quality time with her husband and two children.



Customer Profile

Three Rivers Medical Center



Located in Louisa, Kentucky, Three Rivers Medical Center has been serving the community for over 46 years. It is a 90-bed acute care facility accredited by The Joint Commission. Three

Rivers Medical Center believes in people's power to create great care and provide essential hospital services. It is proud to house an accredited Chest Pain Center and a Sleep Disorders Center, along with an ASGE accreditation for endoscopy, an ACR accreditation for mammography, and a Stroke Ready Certification. Three Rivers Medical Center works hard every day to be a place of healing, caring, and connection for patients and families.

Specialty services at Three Rivers include anesthesiology, cardiology, emergency medicine, family practice, gastroenterology, general surgery, gynecology, internal medicine, nephrology, orthopedic surgery, ophthalmology, otolaryngology, pathology, pediatrics, psychiatry, radiology, sleep medicine, and urology. Three Rivers Medical Center is dedicated to providing excellent care for patients and creating a safe work environment for its practitioners and staff.

"Whether you are an inpatient at the hospital coming for tests or treatments, a walk-in at our immediate care locations, a long-standing patient with family practice, or just simply coming to visit family or friends, we focus on achieving excellence in all areas. We are proud to pledge a 30-minute or less ER door-to-doc time, an ASGE-accredited gastroenterology department, and a Joint Commission Top Performer in Quality several years in a row, to name a few. Within our values, we believe each patient has a right to receive the highest quality of care in a safe, professional, and friendly environment, and we strive to achieve that every day," said CEO Gregory Kiser.

For 35 years, HealthNet Aeromedical Services has partnered with TRMC in the transport of the critically ill and injured to ensure every patient receives the care they need and deserve.

For more information about Three Rivers Medical Center and its services, please visit www.threeriversmedicalcenter.com.

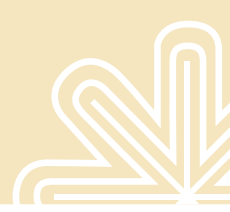


Welcome to the Board of Directors!

Justin Gibson has been appointed to the HealthNet Aeromedical Services Board of Directors representing WVU Medicine.

He currently serves as Vice President of Finance-Northern Region at WVU Medicine and has been with the organization for seven years. Gibson previously worked with Mylan in their Financial, Planning and Analysis department. Prior to that, he worked in public accounting specifically with Deloitte in Pittsburgh specializing in financial statement and internal control audits of healthcare and manufacturing clients.

Gibson was appointed to fill the board seat previously held by Melissa McCoy who stepped down from the position in September 2020 due to growing responsibilities with WVU Medicine.



Our Patients Say...

"My experience with the flight team was excellent. I was **treated like family.**"

– Base 3 Patient

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Coming Soon...

New EC145e Helicopter

HealthNet Aeromedical Services' Morgantown, West Virginia base will soon be upgrading its aircraft to an EC145e helicopter. In November 2020, the \$7.3 million aircraft was delivered from Airbus to the Metro Aviation headquarters in Shreveport, Louisiana.

Installation of avionics and the medical interior along with customization of the aircraft's exterior is underway. The helicopter is expected to arrive in West Virginia in April.



The EC145e aircraft awaits exterior and interior modifications by the Metro Aviation team in Shreveport, Louisiana.

Onboard Ultrasound Devices

Flight team members at every HealthNet Aeromedical Services base will soon have access to handheld portable ultrasound devices. The Butterfly iQ+ device will allow clinicians to view ultrasound images on a mobile device in prehospital settings.

The use of this new tool will be closely guided by the program's Medical Director and Education Department to ensure proper use of the devices and to monitor diagnosis practices.



The Butterfly iQ+ device allows clinicians to view ultrasound images on a mobile device.