

Safety, Quality & Experience Count

INFLIGHT

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HealthNet To Open 8th Base in Martinsburg, W.Va.

Joint Effort of HN, Air Methods & WVU Hospitals



HealthNet Aeromedical Services announced recently it will open its eighth medical helicopter base to be located in Martinsburg, W.Va., serving

West Virginia's Eastern Panhandle and surrounding areas.

This new air medical base is a joint effort among HealthNet, Air Methods Corporation, West Virginia University Hospitals and West Virginia University Hospitals-East. The base will be located at the regional airport and will serve as the primary medical helicopter service for WVUH-East's City Hospital and Jefferson Memorial Hospital.

"Along with Air Methods and West Virginia University Hospitals/WVU Hospitals-East, we have been looking at the feasibility of having a base in the Martinsburg area for some time," said Chip Sovick, President and CEO of HealthNet. "We have determined that there is an immediate and long-term need and are pleased that we are able to offer this service."

The new base will be serviced by a Eurocopter EC130 equipped with the latest technologies including Helicopter Terrain Avoidance Warning System (HTAWS),

Night Vision Goggles (NVG), and real-time color weather radar.

Plans are to have the base operational mid fall. This will allow crewmembers time to complete in-depth training and obtain the necessary West Virginia licensure and certifications.

"Previously, we had to rely on out-of-state medical helicopter providers for emergency air flight services," said Anthony Zelenka, Chief Administrative Officer at City Hospital in Martinsburg. "This will certainly make a difference in providing more immediate EMS services in our area communities," he added.

In addition to transporting patients between hospitals, the service also will be available to respond directly to accident scenes. Because the service is based in the Eastern Panhandle, response time will be quicker thus allowing medical crews to reach patients faster. Patients then can be transported more quickly to area hospitals for definitive care.

According to David Poulsen, NE Regional Vice President for Air Methods, his company has had a long and productive relationship with HealthNet for many years in several different markets. "We are looking forward to furthering our partnership by working with HealthNet and WVUH-East to bring a helicopter service to the Martinsburg market which will ultimately enhance the air medical services available to the Eastern Panhandle communities and the surrounding areas," he said.



HealthNet
Aeromedical Services

HealthNet 3 Hands Out Trauma Packs

Members of HealthNet 3 distributed 145 Trauma Packs to representatives from seven law enforcement agencies throughout Cabell County May 20 as part of a combined effort of HealthNet Aeromedical Services, Cabell Huntington Hospital and the West Virginia Governor's Highway Safety Program. The packs provide first responders with life-saving equipment and first-aid supplies needed to treat themselves or others following a shooting, stabbing or traumatic injury, while awaiting EMS arrival. Dr. Stephen Wilson, a trauma surgeon who developed the packs in 2009 following the shooting of an on-duty member of the Huntington PD, also was on hand to provide training on how to properly use the packs.



- Clinton Burley, NREMT-P, HN 3

HealthNet 4 Hosts EMS Day



It was a very productive day for all who attended HealthNet 4's second annual Tri-State EMS Day this past Spring. Approximately 60 participants, including RNs, LPNs, EMT-Ps, EMT-Bs and firefighters, gathered at Shawnee State University in Portsmouth, Ohio, for the conference. The day included presentations by six guest lecturers and informative question and answer sessions. Those who attended earned eight CEU credits. Thanks to all who assisted with the event, and we look forward to next year's EMS Day.

- Veronica Neale, NREMT-P, HN 4

HealthNet 6 Attends TACTICs

HealthNet 6 attended the TACTICs conference in Tucker County at Canaan Resort April 30-May 2. The conference included a variety of classes and hands-on learning experiences for police, fire and EMS providers.

The primary objective of TACTICs annual event is to promote a culture where safety, borne out of training and leadership, trumps carelessness – every time. The goal is to prepare people to respond SAFELY and return SAFELY, thus keeping all emergency services intact and operating.

Moreover, saving families, departments and communities the burden of dealing with injury or the unimaginable heartbreak of a line-of-duty death.

To learn more about TACTICs and see additional photos from the event, visit www.tuckertactics.org.



- Clifford Fordyce III, Flight Nurse, Base Manager, HN6



Committed to SAFETY

By Chip Sovick, HealthNet President/CEO



We here at HealthNet are proud of our investment in safety. We talk about our new, state-of-the-art aircraft and the associated expense. We remind everyone of the fact that we were one of the first programs to make a substantial investment in night vision goggles and the related aircraft retrofitting as well as the initial and ongoing training that is required to meet FAA standards. We point to the new GPS-based computer aided dispatch/flight following program that gives our communications specialists real-time information as to the location of our aircraft, complete with close proximity warnings. But, it's more than just talk. Our commitment to safety also is evident in the policies and procedures that have been with us since our inception. These policies have been changed over the years to keep up with technology, industry standards, etc. and include weather minimums, landing zone requirements, "sterile cockpit" policy, communications expectations, and the list goes on and on.

Most importantly, let's not forget the most important component of our safety program – our people. Technology is only part of the story. No safety program is complete without dedicated, trained, and vigilant people.

We are always looking at ways to ensure that the "people" component of our safety program keeps up with the technology. A great example of this is the two separate programs that took place across the HealthNet system – the HealthNet Safety Challenge and the Safety Stand-downs, both of which were developed by flight team members. I believe that this illustrates that a "culture of safety" which is being embraced by those very individuals for whom the safety program was developed.

To explain a little, the HealthNet Safety Challenge is a competition designed to challenge all of us to be more aware of safety-related issues and combat complacency. The Safety Challenge covered a 90-day period and had many different aspects ranging from weekly safety-related questions, special safety projects, essays, and many more.

During Safety Stand-downs we take our aircraft out of service for one day each year and spend the entire day focusing on safety. For example, in May all of the Cabell Huntington Hospital affiliated bases held their stand-down. The day included guest speakers from AirMethods Corporate Safety Department and troopers from the Maryland State Police Aviation Command.

We never can be reminded too many times of the importance of safety. Let's face it, there are inherent dangers with our business, and it is up to us to keep everyone affiliated with our aeromedical services – from patients to community members to team members – safe and sound. Let's keep up the good work!

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Thank You to All Who Took Part in the
HealthNet Charity Ride
to benefit the **MedEvac** Foundation

Motorcycle riders had the chance to wind their way through scenic West Virginia this past August while helping a good cause – the Med Evac Foundation.

The MedEvac Foundation International supports research, education, outreach, and charitable services to advance medical transport worldwide.

The riders' quest started at Cabell Huntington Hospital's HealthNet 3 base with stops in Charleston and Summersville before ending in Beckley with a get-together at the Ghent Fire Department.

Customer Feedback

We Want to Hear From You

We continually strive to improve our efforts to deliver excellent patient care and customer service, but we need your help. It is imperative that our customers provide us with their feedback, both positive and constructive, regarding their interactions with all components of our system. Now, with the availability of an on-line survey, our customers can assist us with improving our service delivery. They can simply visit our Web site at www.healthnetaeromedical.com and click on "Survey" and help us continue to improve!

We Need Your Feedback!



Please log on to

www.healthnetaeromedical.com

and complete the satisfaction survey.

And The Winner Is... Everyone

Safety Challenge Ends

HealthNet Aeromedical Services recently wrapped up a three-month safety competition among its affiliated bases with HealthNet 5, headquartered in Beckley, W.Va., named as the overall winner. However, organizers of the event are quick to point out that anytime attention is brought to the importance of safety, all ultimately are winners.

"Our goal is to combat complacency and make every mission a successful one. So by having some friendly competition, we were able to get everyone excited about the importance of safety in our industry," said Tammy Cooper, Flight Nurse, HealthNet 3, who helped plan the Safety Challenge.

Each HealthNet base was challenged with the task of completing safety surveys, writing essays on the topic of safety and completing a safety-related project. These efforts translated into usable ideas that HealthNet can put into everyday use. For example, one base developed a pocket-sized survival kit for HealthNet team members to carry with them during flights. Another group developed a safety PowerPoint presentation that can be used during educational seminars for HealthNet team members, associated groups such as EMTs and fire departments as well as the community at large.

"We were extremely impressed with the level of participation and thought that went into these projects, obviously everyone took this challenge and the issue of safety very seriously," said Chip Sovick, HealthNet CEO. "We want to maintain our excellent safety record and these endeavors help us to do just that."

More Info

Would you like to receive correspondence from HealthNet via e-mail? To sign up, please visit the Web site at www.healthnetaeromedical.com

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Send questions, comments and story ideas to

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