Celebrating Three Decades of Service!

Providing Flood Relief for West Virginia

#WVStrong

Celebrating Three Decades of Service!
On the Cover

HealthNet Aeromedical Services provides aid in West Virginia flood relief.

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Customer Profile

King’s Daughters Health System, based in Ashland, Ky., serves residents across eastern Kentucky, southern Ohio and western West Virginia. The Health System includes two hospitals, a long-term care facility, a network of primary care and specialist physician practices, urgent care centers, home health and home medical equipment, and outpatient testing and treatment facilities in 14 cities in Kentucky and Ohio.

King’s Daughters Medical Center, a 465-bed facility located on Lexington Avenue in Ashland, is the system’s flagship hospital, providing tertiary care in heart, vascular, neuromedicine, intensive/pulmonary care, and orthopaedics. OB/GYN hospitalists are on staff 24/7, providing emergent care for obstetrical patients.

King’s Daughters Medical Center Ohio provides state-of-the-art inpatient and outpatient surgical care, advanced imaging, cardiac care and a full range of primary care and specialist services. Located in Portsmouth, Ohio, the facility includes a 24/7/365 urgent care center.

Over the past year, King’s Daughters has enhanced its primary care services to help connect people with the healthcare they need. King’s Daughters Care 24/7 program provides free nurse triage services to patients and community members. The Care 24/7 nurses provide advice on self-care as well as when it’s appropriate to seek care at the doctor’s office, urgent care facility or hospital Emergency Room. Care 24/7 allows patients to schedule, cancel or reschedule, physician office appointments any time of the day and request medication refills.

Another new program offered at King’s Daughters, Welcome to Medicare, works to educate those approaching 65 (as well as those beyond this pivotal year) about the Medicare benefits and screenings available to them. Ambulatory Care Managers work close with this population to gather health history, current concerns, needed screenings and future preventive services.

For three decades King’s Daughters has counted on HealthNet Aeromedical Services for the transport of critically ill patients to and from their facilities. Additionally the facility and transport program have partnered for the delivery of continuing education programs throughout Eastern Kentucky.

Helping communities stay healthy - and receive the high-quality healthcare services they need - is an important part of King’s Daughters mission: To care. To serve. To heal.
A Message From
Our President/CEO

Part of the responsibility that comes with our position as the region’s critical care transport leader is the necessity to give back to the communities we serve. This goes beyond our daily care of patients, their families and those whom request our service and extends to simply working to meet the needs of others. Sometimes we serve at the most trying times of their lives. So it was in the aftermath of this summer’s tragic flooding in West Virginia where our team was there in the early hours and beyond, providing necessary services to those in need.

Throughout our thirtieth anniversary year we have focused on giving back. Through community service projects across our system we have done just that. As the summer rains fell the urgency and need to give back rapidly increased and our teams were prepared to quickly step-in and do our part for our neighbors. As quickly as it was safe to do so our aircraft and teams were in the air over the affected areas. Not only were we caring for and transporting those injured by raging waters, we also had local governmental leaders and first responders in the air with our teams. This afforded them an early view from above of the extent of flooding in local and sometimes remote communities and allowed them to plan for necessary rescue, evacuation and response when the waters receded. This is a superb example of partnership, affording every affected community every available asset to allow needs to be met.

In the days that followed our teams remained on the scene. From staffing local ambulances giving first responders a well-deserved rest, to assisting with community health clinics, administering tetanus vaccinations to flood victims to simply grabbing a shovel and cleaning out buildings, they were there. From Clay County, to Kanawha County to Greenbrier County to Cabell County - HealthNet Aeromedical Services’ team members were on the scene, volunteering their time, knowledge and skill, making a difference in people’s lives. It is humbling to be part of an organization full of those who, without being prompted, simply step forward and go. Go into an unknown and often difficult set of circumstances. And they go because they care.

As affected families rebuild their lives our folks remain beside them. In several communities work parties consisting of our team members and their family members are working with local construction crews to make a broken house a home once again. While the road ahead is long and difficult, by working together we can make a difference for people who in many cases have lost everything.

It is often said that challenging times bring out the best in people. When one looks at central Appalachia and those who call this area home, there is a lot of truth in that statement. When times are tough each of us buckle down and do what needs to be done. I thank our team members across the HealthNet Aeromedical Services system for doing just that.

Clinton V. Burley
HealthNet Aeromedical Services, Inc.
President/CEO
HEALTHNET AEROMEDICAL SERVICES with Cabell Huntington Hospital Celebrate 30th Anniversary

On May 17, 2016 current and former flight team members joined Cabell Huntington Hospital leaders in celebration of the thirtieth anniversary of HealthNet Aeromedical Services.

A luncheon reception was conducted adjacent to the helipad with the Base 3 aircraft serving as the backdrop. President and CEO Clinton Burley spoke along with Cabell Huntington Hospital President and CEO Kevin Fowler. Mr. Fowler serves as a member of the HealthNet Aeromedical Services Board of Directors.

Mr. Fowler and fellow Board member Monte Ward were presented with a framed collage of images of aircraft which have served Cabell Huntington Hospital through the decades. The collage was placed in the hospital’s administrative suite. Both also will receive a model of the EC-130 aircraft which now serves the facility.

We’re honored to have Cabell Huntington Hospital as one of the three academic medical centers owning and supporting HealthNet Aeromedical Services.

FLOOD RELIEF Efforts

HealthNet Aeromedical Services was proud to serve in the recent flood relief efforts in West Virginia. Our Academy Class Sierra collected many needed items for distribution to the flood ravaged areas. Below are photos that were taken and submitted by HealthNet Aeromedical Services team members and our Facebook followers.

For information on how you can help flood victims contact the American Red Cross West Virginia Region (304) 340-3650

As waters receded, rainbows appeared over Base 9, Greenbrier County, W.Va.

A young boy reflects on the lost of his home in rural West Virginia.
A stroke is a serious medical condition that requires emergency care and can cause lasting brain damage, long-term disability, or even death. When you experience the signs and symptoms of a stroke, you want to receive the most immediate, quality care. Cabell Huntington Hospital’s Advanced Primary Stroke Center is an established multidisciplinary program that has been nationally recognized for following evidence-based guidelines and best practices for each individual patient’s needs.

“It is important for people to learn the warning signs of a stroke and most importantly, call 9-1-1 immediately at the first signs,” said Mitzi Beckett, RN, BSN, SCRN, stroke program coordinator at Cabell Huntington Hospital’s Advanced Primary Stroke Center. “From there, our team will collaborate to provide the highest quality care specific to each patient’s needs.”

Warning signs of a stroke include:

- Sudden numbness or weakness of face, arm or leg, especially on one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

The stroke center offers significant resources that allow collaboration with first responders to begin before patients who may have suffered a stroke arrive at the hospital, including:

- HealthNet Aeromedical Services: Nine strategically based not-for-profit aircraft
- Critical Care Ground Transport System: Three specially designed and staffed transport vehicles
- Medical Command Center: Coordinates EMS operations in six counties
- Patient Transfer Center: Arranges patient transport and staffed by nurses trained in critical care

“Our dedicated team begins working on treatment for patients from the moment they are placed into an ambulance to arrival at the center,” said Beckett. “Our multidisciplinary team includes emergency medical services personnel, physicians, radiologists, pharmacists and nurses with specialized training in caring for stroke, as well as dietitians and physical, occupational and speech therapists who are trained to meet the needs of stroke patients.”

Once a patient is stabilized, he or she may be admitted to the Neuroscience Unit or the Intensive Care Unit. If additional treatment becomes necessary, neurosurgeons and diagnostic and interventional radiologists are available around the clock to provide advanced surgical procedures.

“The key to providing excellent service is teamwork, quality and experience. We have all of these qualities at Cabell Huntington Hospital,” said Justin Nolte, MD, medical director for the stroke center and the only fellowship-trained stroke neurologist in the Tri-State. The hospital is home to one of only two accredited neurophysiology labs in West Virginia and the stroke center has earned the Joint Commission’s Gold Seal of Approval by demonstrating compliance with national standards for healthcare quality and safety in disease-specific care.

For more information about Cabell Huntington Hospital’s Advanced Primary Stroke Center, visit us on the web at www.cabellhuntington.org and type in stroke in the search bar.

Cabell Huntington Hospital is a 303-bed teaching hospital located in Huntington, West Virginia. Cabell Huntington is home to the Hoops Family Children’s Hospital and the Edwards Comprehensive Cancer Center and cares for patients throughout West Virginia, eastern Kentucky and southern Ohio. Opened in 1956, it is affiliated with Marshall University Schools of Medicine, Pharmacy and Nursing and is a HealthNet Aeromedical Services owner hospital.
FUTURE GREEN BERETS to receive medical training at WVU Medicine

WVU Medicine has formed a new partnership with the U.S. Army Special Forces, also known as the Green Berets, to be the first academic medical center in the country to host clinical rotations for soldiers training to become Special Forces Medical Sergeants.

The development of this partnership started with George Bal, M.D., WVU Medicine orthopaedic surgeon and combat-serving veteran with the 82nd Airborne, who heard that the Army was looking for hospitals willing to serve as clinical training sites for its Special Forces soldiers. Dr. Bal then reached out to Alison Wilson, M.D., director of the WVU Medicine Jon Michael Moore Trauma Center, to see if she thought WVU Medicine’s Ruby Memorial Hospital could be one of those sites.

Dr. Wilson, hospital administration, and healthcare professionals across the institution were eager to help. Drs. Bal and Wilson head up WVU Medicine’s portion of the partnership, which will bring small groups of soldiers to Morgantown for 28-day training periods several times throughout the year.

The training is part of the Army’s Special Forces Qualification Course. By the time they arrive in Morgantown, the soldiers going through the course have already completed extensive training in laboratory, veterinary, and surgical medicine and are considered some of the highest trained trauma medics in the U.S. military inventory.

“From my experience working as an instructor with the 82nd, I know how well trained and motivated these guys are going into this training,” Bal said. “It’s a real privilege for us to be involved with such great individuals, and I think our staff members will have a wonderful, mutually beneficial time working with them.”

While at WVU Medicine, they will work in a variety of clinical areas, including obstetrics, pediatrics, oral and maxillofacial surgery, nursing, anesthesiology, general surgery, emergency medicine, and otolaryngology.

After graduating from the Special Forces Qualification Course, these new medics will be assigned to an Operational Detachment Alpha and deployed to the most austere locations in the world. They are typically solely responsible for the care of their teammates and the indigenous forces they train. The Special Forces medic will most often be the highest trained medical provider available.

According to the Special Forces Medical Sergeant Course Director, Maj. Steve McKellar, “The Special Forces medic will often find himself in a remote area with little to no medical support. If he is dealing with a life-threatening injury or serious illness, patient evacuation could take days, and that is not a position any provider wants to find him or herself in. A strong foundation of medical knowledge is imperative to ensure a medic’s success, and the medical staff at WVU is helping us provide that. The quality of training at WVU is unmatched, and it has quickly become the most sought-after training site amongst the students, for good reason.”

Wilson added that several soldiers go on to train to be physician assistants or attend medical school to become doctors when their military obligations have been completed.

“We are honored that the Army’s most elite fighting force – the best of the best – chose WVU Medicine to be the first civilian site for this training,” Wilson said. “And, if any of these soldiers do decide to pursue careers in healthcare after their tours have ended, we hope they will come back to their Mountaineer family here at WVU.”

“...We are honored that the Army’s most elite fighting force – the best of the best – chose WVU Medicine to be the first civilian site for this training."

- ALISON WILSON, M.D., DIRECTOR OF THE WVU MEDICINE JON MICHAEL MOORE TRAUMA CENTER
NEW UNITS OPEN TO PATIENTS

By Dale Witte
Marketing & Public Affairs
Charleston Area Medical Center

Never in the history of CAMC Memorial Hospital has there been more activity designed to improve infrastructure, and ultimately, the services provided to patients.

Some of it has been very visible from the outside, while other parts have been internal.

During the past few years, CAMC has invested millions of dollars to increase capacity in several areas of the Memorial Hospital campus.

The newly renovated and expanded emergency department opened in the fall of 2014, and CAMC Cancer Center opened in May 2015.

The opening of the clinical decision unit and 48-bed ICU/telemetry unit are the latest improvements.

Both recently opened to patients. The new unit, 32 cardiopulmonary ICU beds and 16 telemetry beds, is just one of the three floors built above the surgery department at CAMC Memorial Hospital. There's additional space for another unit if needed in the future.

Built in the space of the old emergency room at Memorial Hospital, the clinical decision unit is designed for those patients from the emergency department who require additional testing and evaluation before being admitted or discharged.

The CDU, operated by hospitalists, opened with 11 beds and will eventually expand to 15 beds.

The addition of these two nursing units is expected to free up inpatient beds, improve overall flow, decrease length of stay and boarder hours and decrease turnaround time in the ED.
FAA REQUIRED FLIGHT RELEASE INCREASES SAFETY MARGIN

Those calling for HealthNet Aeromedical Services aircraft may have noticed a slightly longer response time this summer. In late spring the Federal Aviation Administration implemented a set of standards adding an additional step to the flight approval and release process. This new structure builds a new level of weather and risk review before aircraft launch. This detailed process allows a pilot who is not directly involved in flying the aircraft to assess the risk structure for each request. The result is a safer operation.

Over thirty years we have safely completed over 70,000 patient transports. Our daily goal is simple; everyone goes home every single time. This new structure helps make that happen.

Thanks for your patience!

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