Growth
New Base Serving the Greenbrier Valley and Beyond
Sixty years ago, the Point Pleasant, WV community came together to purchase a tract of land with a shared goal; to build a truly community-oriented hospital. Built by the community for the community, Pleasant Valley Hospital remains true to that mission today.

Remarkable changes have occurred in recent years at Pleasant Valley Hospital. They have expanded services, launched new programs and welcomed highly skilled medical professionals to their team. With each change, they have stood by their commitment to provide quality health care to the communities they serve. They are listening to patients and are improving care based on patients feedback and health care needs.

Through their affiliation with Cabell Huntington Hospital, they have not only increased the depth of core services, including primary care, general surgery and orthopedics, but have also developed specialty services such as pulmonology, cardiology and critical care. Our physicians and staff work closely with Cabell Huntington Hospital, Marshall Health and the Edwards Comprehensive Cancer Center to provide state-of-the-art treatments, services, technology and equipment to their patients. When the resources of a tertiary care center and academic medical center are needed, they provide a smooth transition to Cabell Huntington Hospital for patients and their families.

Over the past 30 years, Pleasant Valley Hospital and HealthNet Aeromedical Services have shared a strong relationship. From staff education to aircraft outbasing to collaborating with events leading to a stronger community, we are proud of the healthcare services we collectively provide to the Point Pleasant, WV area.
Within both healthcare and patient transport the delivery of quality is a key and critical consideration. Not only must we maintain exceptional clinical teams who are trained and prepared to deliver care in the most trying of moments, we must make certain that all other operational components work at the highest level as well. Communications, aircraft and vehicle maintenance, education and even administration must be driven by a constant pursuit of quality and desire to improve daily.

HealthNet Aeromedical Services has developed an industry leading quality management structure designed to create a process where potential challenges are identified early, managed appropriately and then tracked for longer term remediation. On the clinical side this starts with a daily peer review process. Team members are assessing the performance of peers and learning together. It extends to the education and performance improvement team and our medical director who identify, track, trend and predict what is happening in the field every day. This leads to general and specific education opportunities which result in improved care.

In other components of our operation retrospective review is critical. We are tracking performance, measuring metrics, identifying trends and simply working to be better every day. This system is not just people in flight suits – it is people at every level and role who are committed to being the best.

To accomplish this degree of quality performance our organization has invested significant dollars in custom software which guide our efforts. The strength and depth of this structure allows our teams to assure premier performance. And when teams are challenged by an unusual circumstance, the structure we have built is there for them, allowing our philosophy of Just Culture to be present and lead us to a positive outcome.

This process isn't easy and is not required at the level in which we deliver it. It is simply the right thing to do. Our patients and their families trust us to deliver the best possible critical care transport service at one of the most vulnerable periods in their lives. That is a most humbling responsibility, one in which we take extremely seriously.

Quality improvement is part of our never ending effort to remain our region's premier critical care transport provider. I know that each of you recognize our role as such and on behalf of our Board of Directors, leadership team and staff I thank you for your continued confidence in us. *

Clinton V. Burley
HealthNet Aeromedical Services, Inc.
President/CEO
As we move into our 30th year of providing premier critical care transport services we acknowledge there are other communities which need improved access to critical care services.

HealthNet Aeromedical Services, Charleston Area Medical Center and Air Methods Corporation recently completed the development of Base 9 in Lewisburg, WV. Base 9, located at the Greenbrier Valley Airport began operations on Monday, June 29, 2015. Flight Team Leader at Base 9 is Kay Eliason and Lead Pilot for Air Methods is Larie Wilson.

Kay Eliason is also the Flight Team Leader of Base 5 in Beckley, WV. Kay has led clinical operations at Base 5 since its inception in 2005 and will continue as Flight Team Leader of both bases.

On Thursday, August 20, 2015 a dedication and ribbon cutting ceremony was conducted at Base 9. Photos from that event don the cover of this issue of InFlight.

HealthNet Aeromedical Services is pleased to be part of the Greenbrier Valley Community.

HealthNet Aeromedical Services was notified on October 18, 2015 that the program was awarded a full three-year unencumbered reaccreditation by the Commission on Accreditation of Medical Transport Systems (CAMTS). The program has been fully accredited since 1996.

The accreditation covers all facets of our operation including basic, advanced and critical care services.

Excellent outcomes such as this exemplifies what our flight teams deliver to our patients and program each day.

Our CAMTS accreditation verifies the fact that our program serves as a national model for a high performing patient transport program.

As we enter our 30th year of service we will continue to raise the bar of our quality of patient care and safety to those we serve.

CAMTS Survey Results Announced

Flight Team Members Honored

Base 6 Flight Paramedic Janie SanJulian and Base 2 Flight Nurse Kendra Parker were honored on October 1, 2015, at the WVU Medicine Trauma Evening of Recognition. The event was held in Morgantown, West Virginia.

The annual Evening of Recognition is designed to honor those who impact the lives of patients cared for at the Jon Michael Moore Trauma Center. Janie and Kendra were each recognized for their roles in the successful recoveries of two critically-injured individuals. Both had the opportunity to meet the patient and their families and received a plaque from WVU Medicine.

Congratulations ladies! You represent those throughout the system who make a lifesaving difference every day.
Each year, nearly 550,000 people are treated in emergency rooms across the country for injuries related to bicycling, according to the Centers for Disease Control (CDC). Head injuries account for 62% of bicycle-related deaths. Cabell Huntington Hospital (CHH) has taken a proactive approach to lessening these statistics by reaching out to children across the region and providing education on bike safety.

“We learn good habits when we are very young,” said Jenny Murray, Director of Trauma Services at CHH. “It is important to provide education and safety that will prevent traumatic injuries in the future.”

Murray and members of the Trauma Services Department travel to schools across the region to teach safe riding habits and the importance of wearing a properly fit bicycle helmet.

“We tell children to protect their brains. Wearing a helmet while riding a bike will save your life and prevent traumatic brain injuries. That is why we have provided more than 450 helmets to children over the last year,” Murray explained.

A bicycle helmet is the most effective safety device available to reduce head injury and death from bicycle crashes. Studies conducted by the National Highway Traffic Safety Administration and the CDC have proven that helmets reduce traumatic brain injuries by more than 88%. The US Government has specified safety standards for bike helmets as well as helmets for other activities. These helmets contain a sticker that says it meets the standards set by the Consumer Product Safety Commission. CHH distributes these helmets to students, patients and their siblings while providing education.

Through the efforts of Cabell Huntington Hospital’s bicycle safety education program and training on how to properly wear safety equipment, more than 1,500 Tri-State elementary school students have learned how to protect themselves from bike related injuries.

“If we can teach safety at an early age, we can prevent unnecessary visits to the emergency room in the future, and ultimately save hundreds of lives,” Murray said.
CAMC Women and Children's Hospital is home to a Level IV (highest level) neonatal intensive care unit, and specializes in high-risk pregnancies. Each year, nearly 3,000 babies are born at Women and Children's Hospital, and an average of 550 of those newborns end up in the newborn intensive care unit (NICU) because of premature birth or other complications during pregnancy or delivery.

Women and Children's Hospital offers a special group that provides a multidisciplinary approach to helping pregnant women become free of substance abuse, stay clean, and have the healthiest babies possible. Patients are seen in the Women's Medicine Center throughout pregnancy and for follow-up appointments. The Family Resource Center hosts a support group to provide peer support for women with dependency and addiction issues. The staff at Women and Children's Hospital is specially trained to care for patients with neonatal abstinence syndrome.

When babies are released from the NICU at Women and Children's Hospital, they are followed closely by Stefan Maxwell, MD, neonatologist, and his team at the high-risk follow-up clinic, located in the hospital's Medical Staff Building. When babies come into the clinic, they are given a neurodevelopmental exam, and the care team can help facilitate any additional medical needs the patient might have.

"Any baby released from the NICU that had low birth weight will be seen at the clinic regularly, usually at three months, six months, nine months and a year," Maxwell said. "We're looking for any delays in their development and can refer them for any additional medical services they may need."

Additional services could include something minor like physical therapy, or in more serious cases babies may need surgical treatment depending on the medical issue.

Beth Emrick, MD, developmental behavioral pediatrician and Jocelyn Burum, PsyD, child psychologist, are part of the care team that offers additional support for developmental and behavioral concerns.

"The purpose is to make sure the kids are staying on track and starting to catch up, and if they're falling behind in any area it's best to catch that as early as possible," Burum said. "If we find an area of concern, we can refer them to other specialists or programs like Birth to Three to get them back on track developmentally."

The comprehensive care coordination provided by the follow-up clinic gives parents a full understanding of their children's health status and is a conduit to the rest of the hospital services to ensure that the babies continue to progress and lead the fullest lives possible.

For more information about these services and others provided at CAMC Women and Children's Hospital, visit camc.org/Babies.

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– JOCelyn BURUM, PSyd
CHILD PSYCHOLOGIST
CAMC WOMEN AND CHILDREN’S HOSPITAL

Group Helps Pregnant Women Become and Stay Drug Free

By Dale Witte
Marketing & Public Affairs
Charleston Area Medical Center
Over the last five years, the WVU Medicine Jon Michael Moore Trauma Center has recognized 13 patients, who, with the help of numerous individuals across the entire spectrum of their care, have gone on to become living miracles. On Thursday, Oct. 1, four more patients joined their ranks during the Sixth Annual Night of Recognition, which was held at the Morgantown Event Center at Waterfront Place.

The patients’ stories were told, and representatives of each stage of their care were presented with a Cornerstone of Recovery Award. Approximately 60 awards were presented.

The patient honorees were:
• Jack Marteney of Buckhannon, who was injured in a tractor accident;
• Matt McKinney of West Union, who was injured while working on an oil well; and
• Garrett Sanders and Matthew Sanders of Reedsville, who were injured in an automobile accident.

“Trauma victims become trauma success stories because of the dedication and hard work of countless individuals across the entire spectrum of their care – from the scene of the injury through inpatient hospital care to rehabilitation and recovery,” Alison Wilson, M.D., director of the Jon Michael Moore Trauma Center, said. “This event honored the patients, who have overcome insurmountable odds, and the people who helped get them there.”

Patients recognized at previous Night of Recognition celebrations were also in attendance. Information on those patients and those honored for participating in their care can be found at http://home.hsc.wvu.edu/night-of-recognition/honorees.

Through sponsorship and ticket sales, proceeds from the Night of Recognition will provide crucial funds to the WVU School of Medicine’s Department of Surgery to help support the Trauma Center’s Injury Prevention Outreach Programs, which provide education to people of all ages. HealthNet Aeromedical Services is honored to again have served as a sponsor for this important event.

The Jon Michael Moore Trauma Center, located at WVU Medicine’s Ruby Memorial Hospital, was created in the 1980s with the assistance and support of the late U.S. Senator Robert C. Byrd. It is named for Byrd’s grandson, who died as a result of an automobile crash. Each year, the Trauma Center treats more than 3,000 patients from all over West Virginia, as well as those from Ohio, Pennsylvania, and Maryland.
HealthNet Aeromedical Services Honors its Veterans with the GREENLIGHT

America's veterans are some of our nation's bravest, hardest-working men and women. However, it's hard to show them the appreciation they deserve when, back home and out of uniform, they're more camouflaged than ever. Greenlight A Vet is a campaign to establish visible national support for our veterans by changing one light to green. Visit www.greenlightavet.com to read more about this program.

HealthNet Aeromedical Services is proud of those veterans who continue to provide service to their neighbors. To honor our veterans every base participated in the GreenLight A Vet program.

Between November 3, 2015, and November 11, 2015, (Veterans Day) each base took a photo of their base with a green light shining. HealthNet Aeromedical Services Professional Relations Manager Veronica Neale posted the photo of the base with its green light illuminated on Facebook and listed the team members from that base who have served our country in the armed forces. Each of our bases captured great pictures of their bases and aircrafts. To see these photos and read more visit HealthNet Aeromedical Services' Facebook page.

We celebrate the service of the following HealthNet Aeromedical Services team members:

**Base 1, Morgantown, West Virginia**
- Pilot Mike Lightfoot
- Pilot Dan Langdon
- Pilot Eric Wolf

**Base 2, Ripley, West Virginia**
- Pilot John Hartley
- Pilot Rick Glover
- Pilot Matt Snowden

**Base 3, Huntington, West Virginia**
- Pilot Hank Luke
- Pilot G.W. McDermont
- Pilot Perry Ward

**Base 4, Portsmouth, Ohio**
- Pilot Ty Fletcher
- Pilot Chris Wallace
- Flight Paramedic Scott Bloomfield

**Base 5, Beckley, West Virginia**
- Pilot Mike Rose
- Pilot Scottie Barton
- Pilot Scott Morgan

**Base 6, Buckhannon, West Virginia**
- Pilot Francisco "Fig" Figueroa
- Pilot Robert Barr
- Pilot Gary Ryder

**Base 7, Martin County, Kentucky**
- Pilot Jess Dunn
- Pilot Mike Nelson
- Pilot Mike Salemi

**Base 8, Martinsburg, West Virginia**
- Pilot Craig Peyton
- Pilot Timothy Smith
- Pilot Daniel Moore

**Base 9, Lewisburg, West Virginia**
- Pilot Lanie Wilson
- Pilot Cary Howard

**Administration Office, Charleston, West Virginia**
- Program Aviation Manager Stan Kocol
- Office Manager Tracy Dawson
- Program Maintenance Manager John Shultz

Thank you all for your service to our country and your continued service to our program!