

OEMSCA NEWSLETTER

Survival Flight brings exceptional service, professionalism to Ohio



Survival Flight is an eight-year-old, privately owned, premier emergency medical transportation company that brought its exceptional services and professionalism to Ohio in the summer of 2018.

The company works to extend and enhance a patient's life by providing transport delivery to an immediate in-house medical staff and facility.

Andy Arthurs, the vice president of EMS Services for Survival Flight, said the company passionately serves those who have unexpectedly found themselves threatened by life's unforeseen situations.

"We devote everything we do to ensure our patients get our full focus and expertise to preserve and enhance their safety until they are transported to the medical care they require," he said. Arthurs said Survival Flight makes it a goal to minimize the time spent on scene.

"Helicopter transport in today's healthcare environment is about speed and quality of care," he said. "We strive to provide a high acuity of care while moving with purpose toward the next patient-care destination." Arthurs said Survival Flight prioritizes

safety, speed and efficiency.

"We focus on the quality of care to our patients and their safety with medical transportation. Our mission is to serve our customers with unsurpassed and rapid medical services to save lives," he said.

The company can be quick and efficient partly because of the quality of its fleet.

"We fly a Bell 407 aircraft," Arthurs said. "It's one of the fastest and largest EMS aircraft in Central Ohio. We have an average cruise speed of around 150 MPH and a significantly enhanced load-carrying ability. We are equipped to the standards set forth for any Ohio emergency helicopter operation."

One other priority of the company is recognizing the importance of family. "We have a third-rider seat in the back of the aircraft in the event a family member or law enforcement officer need or wants to accompany the patient," Arthurs said. "This capability is a true advantage, especially in the case when a pediatric patient is flown, because a parent or loved one can fly with the child."

Arthurs said he is proud of the people who are employed by the company.

Survival Flight has 16 helicopter bases (soon to be 19) in six states. The company also has a Pilatus PC12 fixed-wing airplane/air ambulance. All bases are staffed 24/7/365 by a pilot, nurse and medic.

"Survival Flight's amazing staff makes every decision based on doing the right thing," he said. "We firmly believe that if every decision is made based on that simple litmus test, the outcome will always be the very best possible." Survival Flight is a sponsor of the Ohio EMS Chiefs Association because the company supports the mission and goals of OEMSCA.

"OEMSCA is a great way for the agencies who service a very large portion of rural Ohio, to share information, trade ideas and best practices, and have a forum for having their voices heard when rules or directives are being considered. Survival Flight supports all the agencies in OEMSCA," Arthurs said. "We look forward to serving you and your patients in the years to come."

Arthurs said the organization's lean managerial structure allows its focus to be placed on patients and crews.

"Being privately owned, we have a non-existent upper management bureaucracy, allowing for rapid decisions and the ability to provide solutions quickly," he said.

Arthurs said the company looks forward to working with EMS agencies across the state.

"We are here to be an integral part of YOUR team," he said. "We look forward to the opportunity to work with you."

To learn more about Survival Flight, visit the company's website www.survivalflightinc.com, or call through to the office line at (480) 275-4900. For helicopter requests, please call the Operation Control Center (877) 581-5558.

A message from Hocking Co. EMS Chief Scott Brooker

Mentorship

So, I have been a paramedic since the day that I was born!

Ok, not really. To hear some people tell it though, you would think that. Have you always been an excellent EMS provider? If you have, I congratulate you. For most of us, including myself, the answer is no. Think back to when you started, whether it was six months ago, five years ago or 25 years ago.

Go back to when you started, and I think most of us would agree that we were scared out of our minds. The first call you responded on, your heart pounding, shaking and maybe feeling like you didn't know as much as you should. We knew what we were taught in our EMS provider initial courses, but now-it's real. Real world with real patients and real partners. Some of those partners you liked and some of them, well not so much. What can you say about the ones you liked and gravitated to? I bet those were the people that made you more comfortable and were willing to show you how to do things without being critical.

As the years go by, sometimes we as experienced and seasoned providers, we often tend to forget about the early days when we were the "new person." When we first started, we didn't know as much as we thought we did. Everyone can play a role in nurturing new employees. I know it can be a chal-

lenge, but we must have patience. Sometimes crews will complain about the new employee for not doing something. My first question to the crew is, "did they know that they had to do that task?" We must make sure that we have established the expectations for them to learn. They maybe are hesitant to jump in on runs, more than likely they are just not wanting to step on anyone toes and they don't want to mess up. Be a mentor to these folks without having the title. Show them the ropes and help them. Take time to show these folks the right way every time.

Yes, there is a shared responsibility between the new employee as well as the agency. We can even learn from these new people as well. Most of these new hires are like a breath of fresh air. They are excited, motivated and wanting to learn every aspect that the can. For me, attitude is key. Someone can be really good on paper and they have a ton of experience, but sometimes they also have a ton of bad attitude! Everyone on the team whether it is an EMR, EMT, Advanced or Paramedic, have the ability to help the team to succeed.

I see people that sometimes want to do this job and yet I question if they even like people. Let's not forget the responsibilities of being a public servant and what this job is about. We must be mindful of the customer, our patient.

Take pride in what you do and who you are. As a provider It should never be a competition, always strive to help one another. Those new people that you helped along the way; they will always remember what you have done for them. Make yourself look good by making others look good around you. You don't have to be the best at anything, just do your best. Always.



Scott W. Brooker, Hocking County EMS chief

OEMSCA NEWSLETTER

Seneca County EMS leans on dedication, expertise of volunteers for quality care

Seneca County EMS uses a community-based system of service that relies on the expertise and dedication of volunteers to provide quality care to those in need.

Emergency Services Director Ken Majors said his department responded to 1,240 runs in 2018.

The department runs seven Advanced Life Support ambulances and has one fully stocked backup ALS ambulance. The agency has seven full-time employees and 11 intermittent employees. Those employees are supplemented by several experienced, talented and dedicated volunteers from across the county.

Majors said he enjoys the “community-based EMS atmosphere.”

“Seneca County EMS has a 40-year history of being a community-based system that is supported by county government and delivered by emergency medical professionals at the local level in the townships and villages,” he said. “These professionals are primarily volunteers and when they are compensated, it is far less than one would expect.”

Majors said people from all different trades and professions pitch in to make sure quality care is provided.

“We are a service made up of trade professionals, laborers, factory workers, farmers, students and career medical professionals. We have registered nurses, LPNs, emergency room doctors, veterinarians, truck drivers, firefighters, railroad workers, construction workers, architects, teachers, electricians and just about every profession or career that you can think of to make up Seneca County EMS,” he said. Majors praised the people who sacrifice their own time to make sure the community is safe.

“Our EMS professionals do it for the love of the game,” he said. “Take care of your community and it will take care of you. That’s the mindset, and that’s why I love what I do and who I do it for.”

Majors, who is an Army veteran, a paramedic and a registered nurse, said taking care of others has been his life’s work.

“Seeing other people succeed in a



medical career, in or out of EMS, really makes me feel like I have accomplished something,” he said. Majors said the biggest challenge his agency faces, is finding enough people willing to do the work.

“Rural EMS is challenging everywhere,” he said. “We are a primarily volunteer agency, in other areas of the state and country, most EMS agencies are paid. Finding a funding stream for EMS personnel is a key issue. These issues are not unique to Ohio, but they are becoming a major issue locally.” Majors said new products and technology are important in making crews safer, more efficient and more effective.

“CPR devices that don’t get tired and do perfect CPR, cots that lift load into the ambulance and video laryngoscopes to aid in the securing of the airway ... these are examples of seriously cutting-edge technology,” he said.

Not only does technology help the agency with direct care, but also in other ways.

“Liquid spring suspension in ambulances so that the ambulance rides like a Cadillac instead of a grain wagon,” he said as an example. “Geographical information systems that plot the closest, fastest route to an emergency, airbags, supplemental restraint systems

and driver assist devices. These all help make the job easier.”

Majors said the technology available today is amazing.

“It’s very hard to remember how we did all of this 20-30 years ago,” he said.

Majors said he believes it is very valuable for the department to be a member of the Ohio EMS Chiefs Association.

“OEMSCA has given a voice to the third-service EMS provider and organization,” he said. “We are not fire-based, we are not hospital-based, we are not private EMS contractors. We are EMS providers by choice and profession because we choose to excel in medicine on the front line of health care. We needed a voice at the table where big decisions are made involved the big business that is health care. OEMSCA filled that need and is being led by a determined group of professionals that will see to it that our voices are heard.”

Seneca County Commissioner Shayne Thomas thanked Majors and all the Seneca County EMS personnel for their hard work and dedication to providing quality care to those in need.

“It’s great to know that the people residents need in their worst moments are putting in the extra work to be as prepared as possible to serve,” he said.

Majors, Gildone celebrate notable career milestones



Majors

Seneca County Emergency Services Director Ken Majors received a letter from the National Registry of Emergency Medical Technicians recognizing him for achieving 30 consecutive years of National EMS Paramedic Certification.

The letter states, “This is an honor held by few, and we are grateful for your support and dedication.”

Majors said when he was 19 years old and a member of the U.S. Army, he made a commitment to himself and to his unit that he would keep up with the certification annually.

“Since about 1988, I’ve never not been certified,” he said. “That was a big goal and I’m proud of it.”

Majors said when he passed the NREMT course, there were about 4,000 certified paramedics, now there are about 154,000.

“The national registry leads the way, they set the standard for paramedics,” he said.

For new paramedics, the state of Ohio requires the national program to be completed. After that, paramedics in Ohio can meet state requirements every three years to remain certified.

Majors said he wanted to hold himself to the higher federal requirements. This means Majors has completed about 94 hours of continuing education every two years.

“It’s a way to stay on top of your game,” he said. “Either you’re getting worse or you’re getting better. I don’t like to stagnate; I don’t like to sit still. I need to move forward, always, or I don’t think I’m doing anything. If you don’t learn and grow and continuously improve in medicine, you will not be successful. This is because the world

moves at a very rapid pace medically.” Since the national certification is not required, it is rare for EMTs to work for it every two years.

“All of the nationally registered paramedics I know hold themselves to that higher standard because it’s necessary to be successful,” he said. “I think everyone should choose to be the best at what they choose to do.”

Majors said he is pleased to have received the recognition and he hopes by striving for a higher standard, he can lead by example.

“I’ve always thought that being a Nationally Registered Paramedic is just one extra step to be better,” he said. “As I always have in the past, I try and lead by example. If you expect people to be good at what they do, show them the way.”

Gildone

It was announced this week that OEMSCA President Vince Gildone has served as a paramedic with Northwest Ambulance District for 40 years. Congratulations, Vince!