

News and Views

from **Air Care & Mobile Care**
University Hospital • Cincinnati



News and Views Issue 1 - Fall 2007

Welcome to the first full issue of *News and Views*, a newsletter especially designed for you by Air Care & Mobile Care. *News and Views* is designed to provide an open channel of communication for health care professionals who handle the unique challenges of transferring patients – whether it's from the scene of an accident or from one hospital to another.

We want to make this publication informative and fun, so please send your comments and suggestions for future articles via e-mail to the *News and Views* editor, Matt Gunderman, R.N., E.M.T.-P., at NewsAndViews@healthall.com and type "Newsletter" in the subject line.

Our goal is to electronically distribute *News and Views*, when possible. If you would like us to email this newsletter to you, please send an e-mail request to Matt.



www.AirCareandMobileCare.com



New Name, Number and Web site!

For nearly 25 years, Alliance Medical Transport Service, which includes University Air Care and Alliance Mobile Care, has served the Greater Cincinnati area. To better reflect the scope of its emergency response services on the ground and in the air, Alliance Medical Transport Service has changed its name to **Air Care & Mobile Care, University Hospital, Cincinnati**.

To make it easier to contact our communications center, Air Care & Mobile Care is also introducing a new, easy-to-remember phone number, **513-584-CARE (2273)**. In the past, there were two different numbers for the service's communication center (one for Mobile Care and another for Air Care). The toll-free number, (800) 826-8100, remains the same.

As part of this effort, we are launching a new Web site, www.aircareandmobilecare.com, which is currently under development.

Our name may have changed, but our mission remains the same: to provide excellence by delivering multi-disciplined, safe, high-quality patient care through the continuum of inter-facility and scene medical transports.

Air Care & Mobile Care

University Hospital • Cincinnati

Fast Facts

- Air Care & Mobile Care has a staff of 140 employees, flies two helicopters, 12 ambulances, and one state-of-the-art communication/dispatch center.
- Air Care & Mobile Care became only the second service in the nation to be certified by the Commission on Accreditation of Medical Transport Services (CAMTS) in all four levels of medical transport: three levels of ground support and one level of air transport via helicopter.
- CAMTS is the highest standard by which medical transport services are measured and is similar to the Joint Commission oversight for hospitals. CAMTS has recognized our service for excellence in the areas of quality management and community service, to name a few.



First Annual Photo/Video Contest

Air Care & Mobile Care is excited to introduce its first annual photo contest. We're seeking dramatic pictures or video footage of Mobile Care, Air Care or your department in action.

Please send your images or videos to the *News and Views* editor, Matt Gunderman, R.N., E.M.T.-P. at NewsAndViews@healthall.com. The contest ends Nov. 30. Winners will be featured in *News and Views*, and many of the photos will be placed on our Web site www.AirCareandMobileCare.com.

Note: To adhere to medical privacy laws, written consent must be obtained for any photo or video containing identifiable images of patients. Please

return completed consent form to Matt Gunderman via fax at 513-584-4539, or mail to him at Air Care & Mobile Care, 3200 Burnet Avenue, Cincinnati, Ohio 45229. Images and video remain the property of the photographer.

By submitting images or video, you permit Air Care & Mobile Care – University Hospital - Cincinnati, University Hospital and the Health Alliance to utilize your images or photos for promotional and educational material without cost. Credit will be granted to the photographer.

Transforming Tragedy to Gifts of Life

In January 2007, Air Care was requested to respond to the scene of a car accident in Independence, Kentucky. The helicopter left University Hospital in less than three minutes to rush to the scene.

The patient was a young man who was the unrestrained driver of a car that crashed into trees. He was in critical condition. He was unresponsive and Independence Fire District reported that the patient had been in cardiac arrest for approximately two minutes, requiring CPR, medications, and defibrillation.

The EMS crew had the patient immobilized and ready for transport. During the seven-minute flight back to University Hospital's Level 1 Trauma Center, the flight crew continued the fluid resuscitation initiated by the EMS team and administered blood.

Due to the efficient teamwork of Air Care and Independence Fire District, the patient arrived at University Hospital in a remarkable 51 minutes from the time the EMS team arrived at the scene. Upon arrival, the flight crew, the emergency department staff and the trauma team worked together to save the patient's life. After thorough assessment and treatment of life-threatening injuries, however, it was determined that the patient had suffered a devastating brain injury and could not survive. LifeCenter was then contacted for possible organ donation.

Passing life on

Unfortunately, the teams' speedy response and expert care could not save this patient. However, this tragic event had a happy ending for many others. Thanks to donor and family members' generosity and the hard work of the Independence EMS personnel, Air Care, and the staff at University Hospital, the gift of life was passed on to four individuals:

- A 49-year-old man who was battling cirrhosis received a liver donation.
- A woman who had been on the kidney transplant waiting list for three years finally received a kidney. She now enjoys a life free of dialysis.
- A 21-year-old man received a heart as a result of this selfless act.
- A 15-year-old boy received a kidney and now has hope for a happier future.

These four people are alive today because of one person's decision to be an organ donor. The Independence (KY) Fire Department, which responded on the scene, led the recovery process and did a phenomenal job in keeping the patient stable in order to make these donations happen. It was the teamwork of the local EMS, Air Care, University Hospital and LifeCenter Organ Donor Network that facilitated the recovery to help others and enable them to live and enjoy a better quality of life.

The University Hospital is one of the nation's top transplant centers. LifeCenter works in partnership with University Hospital to save more lives through organ and tissue donation. So far in 2007, 63 people have been given a second chance as a result of donation and the collaborative relationship between University Hospital and LifeCenter.

How the organ donation process works

The process of organ and tissue donation must be as seamless as possible:

1. The patient must meet a clinical trigger, such as being a ventilator-dependent patient with a brain/head injury and GCS of five or less. The procedure must

be performed before withdrawing ventilator or pressor support to maintain patient's blood pressure.

2. Either the ED or ICU physician notifies LifeCenter of a potential organ donor.
3. LifeCenter arrives at the hospital to evaluate the patient for organ donation potential. If the patient's injuries are non-survivable (based on assessments by the attending physicians) and he/she subsequently becomes "brain dead," LifeCenter staff will work with the healthcare team and respectfully discuss the opportunity for organ donation with the patient's family.



DOA – when to call Air Care

Should you call Air Care for patients that are in traumatic cardiac arrest?

The answer is only if your emergency treatment per your EMS protocol gets a positive circulatory response. For instance, if you open the airway and ventilate the patient with a spine injury and the patient regains a pulse, then call for Air Care transport. For these emergency procedures to be effective with a patient with no pulse, they have to be performed rapidly, typically before Air Care arrives at the scene.

Although we sometimes find ourselves in the position of doing CPR in the helicopter, it is too cramped for space to run an effective code. For this reason, we don't load a patient who is under CPR. There are also legal and ethical reasons for us not to transport a patient just for their potential organ donation.

We recommend that if you are called to an accident with a potential DOA that you put Air Care on stand-by. Call for us to fly only after you arrive, assess the patient, and perform emergent treatments that regain a pulse. The same goes for when we are already in-flight to your scene and you realize the patient is dead with non-survivable injuries. Just let us know via radio or call our dispatch and let them know what happened and that you won't need us. This gets us available for other flights more rapidly. We would much rather be on our way to your scene and disregarded than to not be called until it is too late. If you have any further questions, e-mail the editor at NewsAndViews@healthall.com.

Volunteers provided the first 50 years of fire and EMS service. These communities have a strong history of supporting their fire departments. Now the Independence Fire District is a combination of paid professionals, part-time employees, and volunteers all working to provide exceptional community service. All of the paid members of the department are either basic EMTs or paramedics.

The paramedics currently staff two advanced life support ambulances. When Air Care arrives at an accident scene in the Independence Fire District we know that the patients have received exceptional care prior to our arrival.



EMS Spotlight

Independence (KY) Fire District



The Independence Fire District originated in 1937 to provide fire protection to communities south of Covington, Kentucky. Their first fire truck was purchased in 1937, and the chassis for their second truck was purchased in 1942 (department members built the body and pump on the premises.) Two years later in 1944, the first ambulance was put into service.

Providing emergency medical services to the Kenton County communities became a prime focus of the fire department. Up until 1995, funding for the fire/EMS service was provided voluntarily from community citizens through pledge cards and the annual Fireman's Festival. Now the service is funded primarily through property taxes and ambulance billing.

Inter-Facility Transfers Made Easy

The Transfer and Physician Referral Center provides physicians with an easy, efficient way to transfer inpatients from other hospitals into University Hospital and consult with University specialty physicians. By calling the 24-hour service line at 513-584-BEDS (2337) or 1-800-558-8144, physicians can admit patients to University and arrange transportation via Air Care & Mobile Care.

The Center has received positive feedback about the ease of the process since it re-introduced the program this year. The hospital will continue to improve this process, and we will keep you updated as changes occur. Remember this is only for patients transferring to University Hospital, not other Health Alliance hospitals.

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