

Welcome to Guardian Angel!



Welcome to San Antonio AirLIFE's Guardian Angel program! AirLIFE leadership is excited to finally offer a membership option to the region we have been serving since 1991. By enrolling in the program you have not only taken a step to reduce potential out of pocket air-ambulance costs, but also to support AirLIFE's mission.

As Southwest Texas' only non-profit helicopter EMS agency, we are proud to provide service in collaboration with the regions' multiple EMS and hospital partners. We continue to work dili-

gently to provide safety and continuing education classes to all of the agencies we interface with. It is important for AirLIFE to establish strong relationships with these personnel to insure the safest operation possible, and be able to share the latest in emergency care and management with them.

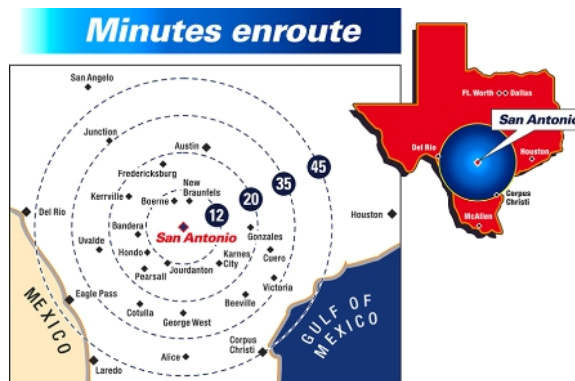
Our quarterly newsletter is designed to be informative, additionally, you can read news sto-

ries involving AirLIFE at our website, www.txairlife.com.

Please provide the AirLIFE staff with feedback, and if you have a request for information or future story ideas, please send these to contact@txairlife.com

Again, I thank you for your support.

Robert W. Hilliard
 President and CEO
 San Antonio AirLIFE



AirLIFE's service area

San Antonio AirLIFE places helicopter at North Central Baptist Hospital

San Antonio AirLIFE, has based a helicopter at North Central Baptist Hospital (NCBH) effective August 28, 2009. "We are responding to the increased demand in the northern part of our service area," said Robert W. Hilliard, President and CEO of AirLIFE. "There has been a



20% population growth in this region. This increase, compounded by traffic concerns has

lead us to this decision."

By relocating the helicopter, AirLIFE will be able to respond faster to the northern highway 281 corridor, which can make a significant difference in the time that a patient in need can reach a tertiary care facility in San Antonio.

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Special points of interest:

- San Antonio AirLIFE is a 501(c)3 non-profit organization.
- AirLIFE is funded equally by the Baptist and University Health Systems.
- AirLIFE will transport patients to any appropriate area hospital, based on patient and physician preference.
- AirLIFE has formulated partnerships with many hospitals in the region.

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San Antonio AirLIFE recognizes “Leaders in Emergency Care”

San Antonio AirLIFE hosted its first annual “Leaders in Emergency Care” recognition dinner on August 7, 2009 at the Sheraton Gunter Hotel. The dinner was held in conjunction with AirLIFE’s Emergency Care Clinical Conference that was held on August 7 & 8. “The purpose of this event was to take the opportunity for the AirLIFE staff to recognize others in the region that work hard at ensuring the best care is given to their patients” stated AirLIFE president and CEO Robert W. Hilliard. All of those recognized were chosen by AirLIFE Flight Nurses, Flight Paramedics, and Flight Communicators based on interactions they had experienced with hospitals, EMS agencies and individuals in Emergency Medicine. All facilities and agencies in the Texas Department of State Health Services (DSHS) Trauma Service Area “P” were included.

Those recognized by AirLIFE were:

Rural Healthcare Facility (tie): South Texas Regional Medical Center & Val Verde Regional Medical Center

Urban Healthcare Facility: NE Baptist Hospital
Urban/Suburban EMS: San Antonio Fire Department/EMS

Rural EMS: Canyon Lake Fire/EMS

Hospital Person: Gregory Goodwiler, PA-C, University Hospital Department of Trauma Surgery
Fire/EMS Person: Mark Eliot, EMT-P, New Braunfels Fire Department

Telecommunicator: Dorian Davis, EMT, Bexar County Fire Alarm

EMS Administrator: Dudley Wait, BS, EMT-P, Schertz EMS

“It is our plan to make this an annual event,” stated Scotty Bolleter, AirLIFE’s Education Director. “We

believe that it is important to be recognized by your peers, and these are the individuals and organizations that our flight crews have interacted with for 19 years,”.



Pictured from L-R: Shawn Salter, Mark Eliot, Robert Hilliard, Gregory Goodwiler, Dan Limmer, Scotty Bolleter, Jennifer Dodd, Steve Soliz and Robert Chalk.

San Antonio AirLIFE and the Community

Employees of San Antonio AirLIFE are frequently requested to reach out to support a variety of community events. These events range from community and hospital Health Fairs, blood-drives, educational events, and career days.

“It is an important facet of our organization to participate and have a presence at these community events”, stated Steve Soliz, Director of Business Development. “When possible, we try to send the helicopter so that community members can get a closer look at our working environment.”

Recently, AirLIFE staff has given tours and first aid classes to Cub Scouts, given a presentation to Head



Steve Soliz visits Stonewall Head Start students in October.

Start students during National Fire Safety Week (below), and participate in several area high school drunk-driving awareness campaigns called “Shattered Dreams”.

“Due to our fervent support of this program, San Antonio AirLIFE was acknowledged with the ‘Public Servant Award’ by the Shattered Dreams Coalition in 2007”, stated Mr. Soliz.

If you wish to request AirLIFE to participate at your next event, please send your request to contact@txairlife.com

AirLIFE TRANSPORTS OVER 40,000 PATIENTS

There were high expectations for Baptist AirLife’s mission in January 1991. With a single aircraft based at Baptist Medical Center in downtown San Antonio, the primary mission of AirLIFE was to transport cardiac patients to the Baptist Health System (BHS). During the first month of service they did a total of 7 missions. “We believed that the program would be successful once the awareness of our presence was established in the community” stated Wayne Hilliard, AirLIFE’s only President and CEO since its inception.

During the first year of AirLIFE’s operation, 439 flights were completed and 476 patients were transported. That limited volume is now a footnote in history for the program. On June 15, 1994, the University Health System (UHS) joined the Baptist Health System to form San Antonio AirLIFE.

As of June 2009, AirLIFE has grown to four helicopters, has transported over 40,000 patients, and logged over 45,000 flight hours.

“Although funding of operations comes from BHS

and UHS, we are a community asset that will transport patients to any hospital in San Antonio based on the patient’s preference as well as that of their physician”, noted Mr. Hilliard.

AirLIFE’s service area is a 150-mile radius of San Antonio. “Our service area is 26,000 square miles, larger than five states in the U.S.” declared Mr. Hilliard.

NTSB Holds Safety Hearings

The National Transportation Safety Board held a 4-day public hearing on the safety of helicopter emergency medical services (HEMS) operations on February 3-6, 2009, in Washington, D.C.

The goal of the hearing was for the Safety Board to learn more about helicopter EMS operations so that it can better evaluate the factors that lead to accidents. The Board invited expert witnesses to provide sworn testimony. The witnesses and parties represented a range of EMS-related communities, including pilots, medical personnel, managers, and Federal Aviation Administration (FAA) officials who provide oversight. San Antonio AirLIFE CEO Robert W. Hilliard was present and participated at these hearings.

Helicopter EMS operations such as San Antonio AirLIFE provide an important service to the public by

transporting seriously ill patients or donor organs to emergency care facilities. The pressure to conduct these operations safely and quickly in all conditions, including inclement weather, night-time, and involving unfamiliar landing sites, has the potential to increase EMS operational risk compared to normal passenger-carrying aviation operations.

Helicopter EMS safety has been an ongoing concern of the NTSB Safety Board. In January 2006, the Board issued a special investigation report on EMS operations. Many of the 55 EMS-related aviation accidents (fatal and non-fatal) that occurred between January 2002 and January 2005 could have been prevented with simple corrective actions, including oversight, flight risk evaluations, improved dispatch procedures, and the incorporation of available technologies. As a result, the Board issued

four safety recommendations to the FAA, which have not yet been fully implemented.

Over the past 18 months, the NTSB Safety Board has investigated an additional 10 fatal EMS accidents, which killed 38 people. This drastic increase in fatalities prompted the Board to hold this public hearing.

“We believe that the NTSB and FAA are working diligently to ensure safety of helicopter EMS programs throughout the country”, stated Shawn Salter, Director of Clinical Operations. “At San Antonio AirLIFE, we have taken additional steps to ensure that our aircraft are equipped with the latest technologies to offer additional tools and layers of safety for our employees and the general public.”



What is CAMTS?

One may have noticed on our website the use of the acronym “CAMTS” and probably wondered what this stands for. CAMTS stands for The Commission on Accreditation of Medical Transport Systems”.

CAMTS is an organization of 16 non-profit organizations dedicated to improving the quality and safety of medical transport services.

The program is a voluntary evaluation of compliance with accreditation standards demonstrating the ability to deliver service of a specific quality.

“In order to obtain accreditation, a medical transport service must be in substantial compliance with the Accreditation Standards.”

Many states in the United States, including Texas accept CAMTS accreditation when evaluating a program for operational licensure.

The Commission believes that the two highest



priorities of an air medical or ground inter-facility transport service are patient care and safety of the transport environment. In order to obtain accreditation, a medical transport service must be in substantial compliance with the Accreditation Standards.

These standards include, but are not limited to, evaluation of medical training, staffing, aviation safety, community outreach, communication and oversight. San Antonio AirLIFE has been accredited since 1996.

AirLIFE’s Guardian Angel Program Gains Partners

San Antonio AirLIFE, 2008 Texas’ EMS Air Medical Service of the year, has expanded its coverage area for its Guardian Angel program members by teaming up with Grand Prairie’s CareFlite and Corpus Christi based HALO-Flight.

“We plan to continue forging relationships with other non-profit helicopter EMS organizations in the state,” said Steve Soliz, Director of Business Development. “By teaming with CareFlite and HALO-Flight, we offer our members an eligibility area that covers a substantial amount of the state.”

Both CareFlite and HALO Flight offer large service areas due to their multiple aircraft mission, and have experienced successful membership programs, similar to Guardian Angel for years.

“HALO-Flight is excited to be a part of the reciprocal agreement with AirLIFE and CareFlite as it will offer an added value for the subscription plan members within these three service areas,” said Randy Rowe, Executive Director of HALO-Flight, Inc.



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Rising Above All



What We Fly and Why: The Bell 430

As mentioned previously, in an effort to improve safety, the National Transportation and Safety Board (NTSB) has made training and technological recommendations for helicopter EMS agencies. With the installation of Night Vision goggle technology in the first quarter of 2010, AirLIFE will meet all of these technology recommendations, which add additional layers of safety for our mission.

Key features include:

Full Authority Digital Engine Control (FADEC) - It is a system consisting of a digital computer and its related accessories which control all aspects of aircraft engine performance. This system actually controls the power plant, providing it with the correct fuel, air and ignition ratios required for optimum performance with minimum fuel expenditure.

Sky Connect - Satellite-based voice, tracking and data systems for aircraft. The world's first seamless global flight tracking system, providing 100 percent real-time tracking of our aircraft positions.

XM Weather Satellite information - Constantly updated, high-resolution weather information, right in the cockpit—an invaluable asset whenever approaching storms marks the flight path.

Active Traffic Advisory System (aircraft collision avoidance) - Gives the precise location of nearby aircraft, providing real-time traffic information with no delay. Having an active traffic system is vital to providing a full measure of safety, in busy terminal areas as well as in non-radar airspace.

Enhanced Ground Proximity Warning System (terrain collision avoidance) - Uses aircraft inputs such as position, attitude, air speed and glideslope, which along with internal terrain, obstacles, and airport databases predict a potential conflict between the aircraft's flight path and terrain or an obstacle.

Moving Map Display - Designed to give the pilot a level of situational awareness that cannot be achieved with standard cockpit instruments. Traditional instruments with pointers and dials define your location with respect to navigational aids, while a moving map shows you, explicitly, exactly where you are and what's ahead.

With an average cruise speed of 140 knots, this aircraft is 20% faster than our previous aircraft, which reduces our flight time to common destinations such as Del Rio and Laredo from 60 minutes to 48 minutes. This means that the patient will arrive to the tertiary care facilities faster.



AirLIFE's Bell 430

San Antonio AirLIFE is Southwest Texas' premier air medical transport service dedicated to safety, rapid transport, and superior medical care of patients requiring critical care twenty-four hours a day within a 150-mile radius of San Antonio. San Antonio AirLIFE is committed to community service through activities which promote safety, illness and injury prevention, and awareness of community medical resources.

San Antonio AirLIFE's commitment to safety and risk management is reflected in its participation in the AeroSafe Risk Management System which enhances the risk identification and risk mitigation within the organization. AirLIFE is one of ten agencies in North America that has been asked to participate in this program.

AirLIFE is a 501(c)(3) not-for-profit entity, equally funded by the Baptist Health System and the University Health System. In operation since 1991, AirLIFE has transported over 40,000 patients and logged over 46,000 flight hours.