



Welcome to Memorial Hermann Life Flight's quarterly newsletter for first responders. We hope you find the information contained within this publication interesting and informative. Our goal is to provide you with helpful articles about our services, case studies relevant to clinical protocols practiced on a daily basis, information about available educational opportunities, and any other updates that you as a first responder may find useful. We value the work you do and are grateful for your partnership as we work together to serve the people of Houston and its surrounding communities. Thank you.

Memorial Hermann Life Flight's Advanced Capabilities:

- Pre-hospital blood product administration
- LVAD
- ECMO
- Intra-aortic balloon pump
- Portable blood warmers
- Ultrasound diagnostics
- Double-load capability
- Larger cabin (allows for CPR in the aircraft)
- Clot-busting agents for STEMI
- Direct access to Cath Lab for STEMI
- Direct access to CT for strokes
- ISTAT portable blood analyzer
- Video-assisted intubations
- Hemostatic agents for blood clotting
- Direct contact with physicians
- Night vision goggles for all crew members during flight to improve safety
- Twin-engine aircraft for patient and crew member safety and extra weight-loading capabilities
- Pediatric and neonatal transport services

Memorial Hermann Breaks Ground on \$650 Million Texas Medical Center Renovation and Expansion Project

Memorial Hermann broke ground in May on the \$650 million expansion and renovation of its Texas Medical Center (TMC) Campus. As the Houston region's only full-service health system, this expansion will enable Memorial Hermann to stay ahead of the fast-growing advances in medicine, keep pace with the extraordinary growth of the city and, most importantly, meet the health needs of the community for years to come.

Local dignitaries, community leaders, affiliated UTHealth physicians and Memorial Hermann leadership all gathered to celebrate the official groundbreaking event. In attendance were: Rep. Al Green; President and CEO of the Texas Medical Center, Dr. Robert Robbins; Houston City Council Members Jack Christie and Ellen Cohen; numerous staff representatives of local, state and federal officials; Dr. Giuseppe Colasurdo, President of UTHealth and Dean of UTHealth Medical School; Memorial Hermann Health System Board Chairman Will Williams and several other Memorial Hermann System and Foundation board members; and key representatives of Memorial Hermann leadership including President and CEO Dan Wolterman.

"I am proud to stand with the leadership of Memorial Hermann as they begin the



\$650 million expansion and renovation of the Memorial Hermann-Texas Medical Center Campus," said Rep. Green. "For nearly a century, Memorial Hermann-TMC has diligently served the community and remained a leader in the fields of medical technology, research and innovation. With the completion of this additional 1.34 million square feet, Memorial Hermann-TMC will be able to better address the growing healthcare needs of the Greater Houston Metropolitan Region as well as continue to provide access to quality health care for countless individuals."

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Memorial Hermann Life Flight Earns Re-accreditation for Medical Transport Services

The Commission on Accreditation of Medical Transport Services (CAMTS) has again honored Memorial Hermann Life Flight® with full accreditation, which recognizes the program's commitment to meeting and exceeding quality patient care and flight safety standards. Accreditation focuses on compliance with CAMTS' standards for ensuring that patients receive the best possible treatment.

For months, the Life Flight team worked on completing a rigorous CAMTS Program Information Form, which included hundreds of pages of documentation detailing quality outcomes and patient safety initiatives. After the form had been submitted earlier this year, CAMTS conducted a two-day survey at the Memorial Hermann-Texas Medical Center (TMC) Campus. The survey examined four areas of critical care transport: management and quality, patient care, communications, and safety and environment for both rotorwing and fixed-wing aircraft. While CAMTS accreditation is voluntary, it has

become a respected, and often mandated, accreditation for medical transport services.

"Receiving CAMTS accreditation demonstrates that Life Flight is committed to exceeding the highest standards of care and safety for both our patients and our crew members," said Georgie Brown, RN, chief flight nurse for Life Flight. "While it is an honor to be a CAMTS accredited organization for another three years, our work to consistently provide the highest quality of patient care never stops."

During their site visit, CAMTS surveyors studied a broad range of areas including flight charts and pilot records, nurse and pilot licenses, education and training, and maintenance. The surveyors also visited two Life Flight bases to verify the number of helicopters and equipment, even checking the expiration dates on disposable items. Quality and safety standards of the pediatric and neonatal, profusion, and circulatory support transport teams were also included in the examination.

"Safety of the flight program is based on the participation of all the disciplines. Communications specialists, helicopter mechanics, nurses, paramedics and pilots must all contribute to our safety culture every day to maintain the focus on employee and patient safety," said Eric von Wenckstern, administrative director of Life Flight. "CAMTS sets very high standards for flight programs so that the general population who utilizes our services receives the best and safest medical care and transportation that they deserve."

Life Flight received its first CAMTS accreditation in 2001. The latest CAMTS examination was one of Life Flight's most successful surveys with no major deficiencies listed. Additionally, surveyors noted "performance improvement" as one of the program's strengths, which Toni von Wenckstern, RN, administrative director of the Memorial Hermann Texas Trauma Institute and interim administrative director of Medicine Services, attributes to the readiness of the Life Flight team.

"CAMTS recognizing our performance improvement is a huge testament to the efforts put forth by our team to continuously learn and grow," she said. "The highest standards of patient care are constantly changing, which means we have to work hard year round to ensure we are always prepared to exceed them."

Founded in 1976 by James "Red" Duke, M.D., Life Flight operates around the clock – weather permitting – 365 days a year. Since its inaugural flight, Life Flight has flown more than 140,000 missions.



Memorial Hermann Joins Community Partners in Raising Trauma Prevention Awareness

Trauma injury is the leading cause of death and disability for Americans under the age of 44 and is projected to be the leading cause of death for the population worldwide by the year 2020. As home to one of the busiest trauma centers in the nation, the Emergency departments at Memorial Hermann-Texas Medical Center (TMC) and Children's Memorial Hermann Hospital care for more than 72,000 adult and pediatric patients each year. To address this growing concern, the Campus is dedicated to spreading the word on trauma prevention throughout the community.

National Trauma Awareness Month

In recognition of National Trauma Awareness Month in May and in alignment with the American Trauma Society, the Memorial Hermann Texas Trauma Institute hosted a Trauma Prevention event for Memorial Hermann-TMC employees and visitors.



The event featured activities that focused on functional impacts of distracted and impaired driving, especially major contributors to motor vehicle crashes referred to as the “3 Ds” – drugs/drinking, distraction



and drowsiness. Employees and visitors participated in simulations for distracted and impaired driving as well as a “seatbelt selfie” photo booth. Community partners joining the event included MADD (Mothers Against Drunk Driving), State Farm Insurance, UTHealth School of Nursing, Texas A&M AgriLife Passenger Safety, Watch UR BAC and Krysta's Karing Angels.

Talk/Text CRASH

In 2014, more than 100,000 traffic crashes in Texas involved distracted driving, resulting in 3,214 serious injuries and 468 deaths. Distracted driving is becoming increasingly common and dangerous, which is why the Texas Department of Transportation (TxDOT) is helping educate the public on the dangerous issue with its Talk/Text CRASH campaign. Having seen firsthand the frightening impact distracted driving has had on his patients, Timothy Achor, M.D., UTHealth orthopedic trauma surgeon affiliated with the Memorial Hermann Texas Trauma Institute, joined representatives from TxDOT, the Harris County Sheriff's Office and the Houston Police Department to promote the statewide effort.

Dr. Achor shared the story of a young man who lost both of his legs after being hit by another driver who was distracted by her phone. Dr. Achor stressed that these accidents are largely preventable and encouraged others to join the Texas Trauma Institute in supporting TxDOT's efforts to save lives with the Talk/Text CRASH campaign. For more information about the Talk/Text CRASH campaign, visit www.txdot.gov/driver/share-road/distracted.html.

Click It or Ticket

To also combat the effects of distracted driving, TxDOT has launched the “Click It or Ticket” Campaign for the 14th time to enforce the use of seat belts and help prevent road fatalities. Earlier this summer, Memorial Hermann Life Flight® Nurse Sam Miller, who has seen the devastating results of not buckling up too many times, joined representatives from the Houston Police Department, the Harris County Sheriff's Office, the Texas Department of Public Safety and other law enforcement agencies to announce the campaign and stress the importance of seat belt safety. For more information about Click It or Ticket, visit www.texasclickitorticket.com.

Local Family Recalls Ride with Life Flight One Year after Surviving Plane Crash

Gary Flynt cannot believe it's already been a year since his family survived a horrific plane crash.

"It's surreal," he said. "It doesn't feel like that much time has passed. We feel so blessed to be here today."

On July 7, 2014, the Flynt family decided to go flying in their private plane. As they

were taking off on their second flight that night, Gary, a NASA engineer and flight instructor, was at the controls when the engine quit unexpectedly. He made a quick turn to land in the open area of a nearby park, but before he could safely land the plane, high-tension power lines caught the right wing and flipped the plane over, causing it to crash in a nearby baseball field where one of the coaches called 911.

Also on board that night were Gary's wife, Linda, and youngest son, Jonathon.

Miraculously, all three family members survived the plane crash and were conscious when EMS arrived at the scene. The family was taken by Memorial Hermann Life Flight® to Memorial Hermann-Texas Medical Center (TMC) and Children's Memorial Hermann Hospital where all of their injuries could be treated under one roof. Eight-year-old Jonathon had deep cuts on his knees and needed orthopedic surgery for his jaw. His mother was treated for a neck fracture, crushed carotid artery and intestinal damage. Gary had difficulty breathing and had dislocated his right elbow and crushed his nose and upper lip.

Life Flight Pilot Bobby Wisdom said the family plane was crumpled up when he arrived on the scene, and he feared for the worst. "I remember thinking that it would be a miracle if there was not someone dead in the plane because it was really folded up," he said.

Linda and Jonathon were double loaded and flown to the Memorial Hermann-TMC Campus in the same Life Flight helicopter. Linda said it was comforting to be able to be with her son who was awake during the flight and knew that his mother was with him. The staff at Memorial Hermann Texas Trauma Institute was standing by when the family arrived.

"If you're seriously injured, every minute counts," said John Holcomb, M.D., director of the Institute, and vice chair, professor and chief of the Division of Acute Care Surgery



Pictured left to right: Linda Flynt, Jonathon Flynt, Charles Flynt and Gary Flynt.

at UTHealth. “As trauma surgeons, we were ready and waiting when the patients arrived. Their injuries included broken bones, contusions and bruises all over their bodies from head to toe.”

Linda remembers how hard it was to see her son suffering with a fractured jaw and severely injured knee. “He couldn’t walk,” she said. “I couldn’t make him better. It was so hard to see.”

Alfred Mansour III, M.D., a UTHealth pediatric orthopedic surgeon affiliated with Children’s Memorial Hermann Hospital, first met Jonathon when he was in the ICU on oxygen with monitors surrounding him. “That’s when it hit me that this is an 8-year-old child, and his parents are not with him because they are also injured, and I just wanted to hug him and tell him that everything is going to be OK,” said Dr. Mansour.

It meant the world to the family to all be able to recover together at the Memorial Hermann-TMC Campus.

“It was huge for us that our family had only one place to go,” said Linda. “I needed to see my son. People kept telling me that

everything was OK, but a mother needs to see for herself that her child is going to be all right. When they rolled him over to my room, it was priceless.”

The Flynt family received so much support from the doctors and nurses immediately following the accident but still knew they had a long way to fully recover.

“You could see the struggle between the parents’ injuries and their concern for their child,” said Dr. Mansour. “Just watching the whole family and extended family, it was a beautiful display of love.”

When Linda looks back on her time at Memorial Hermann-TMC, the first thing that comes to mind is how comforting it was to have her family cared for all in the same place.

“Jonathon wasn’t just in another part of the hospital, he was in a pediatric hospital all in itself, but it was right next door to mine, and I didn’t want to be anywhere else,” she said. “I am so thankful that we had the care that we did because we now have the opportunity to enjoy each other and enjoy the rest of our lives together.”

While the family still has a few aches and pains from the accident, they are now back to their busy daily lives of shuttling kids to their sports and activities and spending time together as a family. Gary was back flying again approximately six weeks after the accident, and the family is looking forward to getting back up in the plane together soon.

“Jonathon looked amazingly active when I saw him last,” said Dr. Mansour. “He came walking in and I asked how he was doing and his dad told me he’s playing basketball and I thought ‘OK, well obviously that’s pretty good.’”

Linda added that the family cannot thank the doctors and nurses enough for their extraordinary care. She feels the team went above and beyond their normal duties – one nurse even brought Linda a new lotion she had recently discovered at Bed, Bath and Beyond® because she thought Linda would enjoy it.

“I’m so thankful, not just for myself, but for my son and for my husband,” she said. “The staff at Memorial Hermann-TMC is part of my family now and I think of them often. We owe them our lives because they saved my family. You never forget something like that.”

UPCOMING EVENTS

Houston ENS Cool Topics

August 21, 2015

Join Memorial Hermann Life Flight® and the Texas Trauma Institute at the annual Emergency Nurses Association (ENA) Cool Topics. This year’s event will be held at Memorial Hermann Memorial City Medical Center (921 Gessner) and will feature a day of education, food, fun and prizes. **Visit www.houston-ena.org/cooltopics for more information and to register online.**

Texas EMS Conference

November 22-25, 2015

Join Memorial Hermann Life Flight® at the annual Texas EMS Conference, November 22-25, at the Kay Bailey Hutchinson Convention Center in Dallas. Learn from EMS leaders, see state-of-the-art exhibits and network with thousands of colleagues, plus choose from more than 120 lectures, workshops and pre-conference classes on a wide variety of topics.

Visit www.texasemsconference.com for more information.

Memorial Hermann Neuroscience Institute Receives Get With The Guidelines – Stroke Gold Plus Award

Each May, the American Stroke Association recognizes National Stroke Month. Its goal is to raise awareness of the seriousness of strokes, provide education on the symptoms of a stroke and teach ways to prevent strokes. For physicians and clinicians at Memorial Hermann-Texas Medical Center and our EMS partners, recognizing and treating strokes is a daily commitment.

The Memorial Hermann Mischer Neuroscience Institute at the Texas Medical Center recently received the Get With The Guidelines® – Stroke Gold Plus with Target: Stroke Honor Roll Elite Plus Award. The award recognizes adherence to the following criteria established by the American Heart Association/American Stroke Association:

- Achieving 85 percent or higher compliance with all seven Get With The Guidelines – Stroke Achievement Measures for two or more consecutive years;
- Achieving 75 percent or higher compliance

with five or more Get With The Guidelines – Stroke Quality Measures for one or more consecutive years;

- And achieving door-to-needle times of 60 minutes or less in at least 75 percent of applicable acute ischemic stroke patients AND achieving door-to-needle times of 45 minutes or less in at least 50 percent of applicable acute ischemic stroke patients.

The Get With The Guidelines award joins a long list of the Institute's accolades recognizing its commitment to quality outcomes and high-level patient care, including:

- The first Stroke Center in Houston and one of the first dedicated stroke programs in the world.
- The first and only stroke program in Texas to meet The Joint Commission's



rigorous standards for the highly coveted Comprehensive Stroke Center certification.

- Along with academic partners at UTHealth Medical School, launched the first Mobile Stroke Unit in the United States to deliver clot-busting treatment onsite within the first hour of symptom onset.
- The first facility in Houston and one of the first in the United States to test the clot-dissolving drug tPA for acute stroke.
- The first center in Houston to test and prove the efficacy of three disparate treatments for stroke prevention: carotid surgery; administration of antiplatelet drugs, including aspirin; and patent foramen ovale closure.

Thank you to EMS for being our partners in recognizing strokes and saving lives year round.

Memorial Hermann Life Flight 1 Remembered at Texas Fallen Heroes Memorial Ride & Cook-Off

In May, friends and family members of the Life Flight 1 crew gathered at the 6th Annual Texas Fallen Heroes Memorial Ride & Cook-Off to remember crew members - Captain John Pittman, Flight Nurse Lynn Ethridge and Flight Paramedic Charles "Mac" Atteberry - who died in the line of duty on July 17, 1999. The event honored all first responders who have given their lives and benefited the Texas Line of Duty Death Task force, which serves the families and departments of fallen firefighters and first responders.



Memorial Hermann Expands Orthopedic and Spine Network with Houston Orthopedic & Spine Hospital Acquisition

Increasing access to convenient, high-quality and comprehensive orthopedic care, this spring Memorial Hermann announced its acquisition of Houston Orthopedic & Spine Hospital (HOSH), a highly regarded surgical hospital. The acquisition of HOSH, now named Memorial Hermann Orthopedic & Spine Hospital, also included the integration of approximately 280 affiliated physicians and employees to the Memorial Hermann-Texas Medical Center (TMC) Campus.

Operating since 2006, the hospital is centrally located in Bellaire, Texas, has 64 beds and 10 operating rooms, and offers specialty services in multiple areas, including inpatient and outpatient orthopedic and spine care, sports medicine, orthopedic and neurological spine surgery, as well as total joint replacement and pain management – all of which are now licensed under Memorial Hermann-TMC.

“We are thrilled to welcome the physicians and staff at HOSH to Memorial Hermann,” said Craig Cordola, regional president at Memorial Hermann. “They have established an outstanding clinical reputation within the community for their advanced specialty services. We look forward to working together as a single entity with a common vision and goal: to advance the health of the Greater Houston area and provide the very best care to our patients.”

Ed Tufaro, vice president of operations for Memorial Hermann-TMC, now leads the operations and day-to-day function



of Memorial Hermann Orthopedic & Spine Hospital. A Memorial Hermann employee since 2008, Tufaro has served in a number of leadership roles at the Memorial Hermann-TMC Campus, providing operational oversight for the Transplant and Adult GI service lines, as well as the pediatric neuroscience service line, Children’s Operating Room and Emergency Center operations and physician relations activities, among others.

“HOSH’s dedicated employee base and strong medical staff adds tremendous value to the renowned Orthopedic service line we have built at Memorial Hermann and to the department of Orthopaedic Surgery

at UTHealth Medical School,” said Tufaro. “We will remain focused on providing support to our new colleagues and affiliated physicians to help ensure a seamless transition for all HOSH patients as we expand the Orthopedic service line to better serve our growing community.”

Memorial Hermann Orthopedic & Spine Hospital strengthens Memorial Hermann’s already well-established and wide-reaching network of orthopedic, spine and joint replacement facilities and services, including three Memorial Hermann IRONMAN Sports Medicine Institutes and seven Memorial Hermann Joint Centers.

MH Breaks Ground on \$650 Million Project

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The *Breaking New Ground* expansion and renovation project began in fall 2014 and is expected to be completed in 2019. Highlighting the project will be the construction of a new patient care building and an additional building that will include parking and infrastructure capabilities to support the new growth.

“With this renovation and expansion project, we are ensuring that the communities we serve have access to a critical care infrastructure that Memorial Hermann uniquely provides,” said Wolterman. “We are taking a forward-looking approach to establishing this infrastructure that will effectively meet the health needs of future generations.”

Founded in 1925 as the first hospital in the now world-renowned Texas Medical Center, the original facility was only 200,000 square feet. Today, Memorial Hermann’s flagship hospital encompasses more than 2.5 million square feet. With this expansion, the Campus will grow to 3.84 million square feet.

The Memorial Hermann Health System board unanimously approved the *Breaking New Ground* expansion in March 2014, which builds upon the tremendous growth at Memorial Hermann-TMC over the last year. The expansion will also provide: 160 additional beds (plus 71 replacement beds); 24 operating rooms (19 replacement and five new); 16 additional emergency room bays; 750 new parking spaces; and a 335-seat café.

The 15-story patient care tower will also house the Memorial Hermann Texas Trauma Institute and Memorial Hermann

Life Flight®, including the John S. Dunn Helistop and the dispatch center, as well as the John S. Dunn Burn Center – the only comprehensive burn center in Houston verified by the American Burn Association – which will expand to 20 beds. In addition, seven shelled floors and six shelled operating rooms will be constructed to accommodate future growth with the potential of adding 264 beds.

Memorial Hermann is investing significant resources into this expansion and renovation project but is also seeking the partnership of the philanthropic community to assist in these efforts. Associated with *Breaking New Ground* is a \$200 million philanthropic campaign to support this effort. The campaign includes \$150 million for renovation and expansion, with the additional \$50 million earmarked for programmatic needs associated with the Texas Trauma Institute.

Speaking at the groundbreaking, Councilwoman Cohen – whose district includes a portion of the Texas Medical Center – noted that “it takes a monumental amount of resources, both private and public, to ensure our community has the level of care necessary for those who need it.” She added that “this investment and expansion by Memorial Hermann will help support the growth necessary to best serve the Southeast Texas region and I’m grateful for their commitment to our community.”

For more information, visit www.breakingnewgroundproject.org.



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