

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

## Dr. Joseph Love Named Medical Director of Memorial Hermann Life Flight

Memorial Hermann Texas Trauma Institute is proud to announce Joseph Love, D.O., trauma surgeon and associate professor of surgery at McGovern Medical School at UTHealth, as the new Medical Director of Memorial Hermann Life Flight®.

After founding Life Flight in 1976, the late James H. "Red" Duke, Jr., M.D., trauma surgeon at Memorial Hermann-Texas Medical Center (TMC) and John B. Holmes Professor of Clinical Sciences at UTHealth Medical School, served as the program's first and only medical director until 2015. The medical director provides clinical oversight for flight crews by developing and maintaining best practice medical protocols, reviewing patient records for appropriate application of medical care, preparing for flight review, and mentoring where appropriate. In addition, he or she is responsible for educating the crews and setting the tone for research, quality improvement and professional development within the Life Flight program.



"It's an honor to join such a distinguished team that has been delivering safe, quality patient care in the Houston skies for nearly 40 years," Love said. "Trauma care truly is such a team effort and I am excited to get to work alongside so many experienced, highly skilled professionals as we provide lifesaving support to the residents of Southeast Texas and beyond."

Love received his undergraduate degree from the University of Colorado and his doctoral degree from the Philadelphia College of Osteopathic Medicine. He completed his residency and fellowship at The University of Texas Health Science Center in San

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## Life Flight Medical Director's Homemade Gifts Provide Comfort to Pediatric Patients

Joseph Love, D.O., associate professor of surgery at McGovern Medical School at UTHealth, trauma surgeon at Memorial Hermann-Texas Medical Center and medical director of Memorial Hermann Life Flight®, has something up his sleeve when it comes to cheering up pediatric patients in the trauma bays.

A father of six, Love says it is difficult to separate his professional and parental sides and regularly sees the faces of his own children when caring for pediatric patients. To make sure his patients feel like they are really cared for, Love, along with the help of his mother and several volunteers across the country, have been sewing handmade blankets for pediatric patients in the Memorial Hermann Texas Trauma Institute. The blankets help soothe the youngsters' nerves and raise their spirits.

The blankets feature pockets that can hold a small toy on one side and an ice bag or another therapeutic element on the other side. Love estimates that he has given out at least 100 blankets over the last several years.

"Just walking over to our patients, putting my hand on them and giving them this small gift refocuses the attention in the busy trauma center back onto the patient," Love said.

Antonio before joining the Texas Trauma Institute and UTHealth in 2012. Love is a U.S. Air Force veteran and a married father of six.

"It was important to us that we found the perfect fit for the medical director position," said Tom Flanagan, Vice President and Chief Operating Officer of Memorial Hermann-TMC. "Dr. Love is well respected by the staff, while his military background and medical expertise make him an ideal choice for the role. We are confident that, under his clinical leadership, Life Flight will carry on its longtime commitment to excellence and the highest safety standards."

Life Flight serves the Greater Houston area within a 150-mile radius of Memorial Hermann-TMC. The program, the only hospital-based air ambulance service in Houston, retrieves critically ill and injured patients and brings them to the Texas Trauma Institute, where they can receive expert care.

## NOW OPEN: Red's Cafe on the Go



Red's Cafe on the Go, named for the late renowned trauma surgeon James H. "Red" Duke, Jr., M.D., is now open at Memorial Hermann-Texas Medical Center (TMC). Stop by the new 24-hour café, which features made-to-order specialty items, Starbucks® coffee, fresh fruit and vegetables, and prepackaged meals and snacks.

Red's Cafe is located on the second floor of Cullen Pavilion, near Memorial Hermann Heart & Vascular Institute-TMC.

The café was built with funds from the 2014 Employee Campaign, *Food for Thought...Building Towards our Future*. The Memorial Hermann-Texas Medical Center Campus raised \$103,759.48 to fund the café, which offers another convenient dining option for employees, patients and visitors.

# Memorial Herman Hospitals, Life Flight Receive Outstanding Care Awards

Three Memorial Hermann Health System hospitals and Memorial Hermann Life Flight® recently were honored at the SouthEast Texas Regional Advisory Council (SETRAC) Awards Banquet 2016.

Memorial Hermann received awards in four of the top categories:

- Cardiac Award (hospital with fewer than 250 beds): Memorial Hermann Greater Heights Hospital
- Cardiac Award (hospital with more than 250 beds): Memorial Hermann Southwest Hospital
- Pediatric System of Care Award: Children’s Memorial Hermann Hospital
- EMS/Air Medical Partner of the Year Award: Memorial Hermann Life Flight

In its inaugural awards ceremony, SETRAC honored hospitals and first responders who have exhibited outstanding performance in areas such as trauma care, stroke care, cardiac care, multiagency teamwork, disaster preparedness and public education. Award recipients were chosen by an 11-member selection committee, which was comprised of SETRAC committee chairs and independent healthcare representatives.

The event was held at the Marriott Westchase in Houston and was attended by nearly 700 individuals and elected officials, including State Reps. Rick Miller, Sarah Davis, John Zerwas, M.D., and Cecil Bell. Also in attendance were city of Houston EMS Physician Director David Persse, M.D., and Jim “Mattress Mack” McIngvale, owner and operator of Gallery Furniture.

“The banquet was held as a way for hospital executives and clinicians, as well as EMS and other first responders across our nine counties, to celebrate their accomplishments,” said Darrell Pile, SETRAC CEO. “All too often we forget their sacrifices, so we wanted this awards banquet to be an evening where every link in the emergency healthcare system could be recognized for the truly amazing things they do every day.”

Former patients from the award-winning hospitals were also on hand to share their stories of exceptional care, including Linda Flynt, whose family experienced the lifesaving benefits of Life Flight and the Memorial Hermann Texas Trauma Institute – the city’s only location to offer Level I trauma care for both adult and pediatric patients – after their private plane crashed in July 2014.

“Following the crash, my son Jonathon was scared to be in the Life Flight helicopter by himself, but he was comforted knowing that I was able to be in there with him,” said Flynt. “Even after arriving at the hospital, I felt more at ease knowing that my family was being taken care of in the same place. I could see that my son was recovering and being cared for even though I wasn’t able to care for him myself.”



Members of Children’s Memorial Hermann Hospital and Memorial Hermann Life Flight® join the Flynt family at the SETRAC Awards Banquet 2016.

The awards are especially meaningful to Memorial Hermann, given the breadth of locations and services honored.

“On behalf of the entire system, I am incredibly proud and honored that we received such tremendous recognition from the healthcare community in Southeast Texas,” said Dan Wolterman, Memorial Hermann President and CEO. “SETRAC is a true testament to the fact that, in order to be successful, we must all work together to increase access to care and continually improve the quality of care delivered to the millions of Texans we collectively serve every day.”

SETRAC was founded by the late James H. “Red” Duke, Jr., M.D., legendary trauma surgeon at Memorial Hermann-Texas Medical Center and John B. Holmes Professor of Clinical Sciences at UTHealth Medical School. It has been funded by the Texas Department of State Health Services for the last 23 years.

## Memorial Hermann Goes the Distance for Trauma Patient

Joyce Wells took quite the fall on Oct. 8, when she was inadvertently locked out of her house in Nova Scotia, Canada. A gust of wind slammed a door shut and, while attempting to climb back into the house through a door below, Wells fell to the lower deck of her house and suffered serious injuries to her sacral pelvis area and tailbone.

In addition to almost two weeks in the QEII Health Sciences Centre in Halifax, Nova Scotia, the doctors recommended up to two months of bed rest in Canada. Wells resides in Houston, but typically spends July through October – and three weeks surrounding Christmas – in Nova Scotia.

“After much discussion, we decided that instead of that much additional bed

rest, I could be moved to Houston for surgery and rehab,” said Wells. “Once we mentioned Memorial Hermann, the wheels starting turning. It turns out that my doctor in Canada had a relationship with Dr. Ken Mathis (a UTHealth orthopedic surgeon affiliated with Memorial Hermann Orthopedic & Spine Hospital) and they collaborated on a plan for my transportation.”

Wells said hospital officials in Canada were very diligent about finding the best care for her, even working to arrange a flight



Joyce Wells talks with Mark Prasarn, M.D., a UTHealth orthopedic spine surgeon affiliated with Memorial Hermann Orthopedic & Spine Hospital, before her four-hour surgery. Life Flight transported Wells from Halifax to Houston after she sustained major injuries from a fall.

“This story reflects our ability to manage across the continuum of care – from a fixed-wing pickup in Canada, to highly-specialized orthopedic surgeons, to TIRR for the best post-acute rehab care available.”

**ED TUFARO, Vice President of Operations for Memorial Hermann Orthopedic & Spine Hospital**

to Houston on Oct. 20 and she was admitted to MHOSH for surgery.

Life Flight has been conducting fixed-wing transports since 1979 and the crew does approximately 10 to 15 a year, said Eric von Wenckstern, administrative director of the program. Life Flight has a medical crew on call 24 hours a day to handle cases

such as Wells’ and the crew is ready to leave within two hours of a request, said Von Wenckstern.

“During my stay in Canada, I was in a lot of pain and attempted pain management was very difficult,” said Wells. “Once I learned I was going home to Houston, I began to feel more confident, but the pain was constant. The nurses from Life Flight assured me that they would deliver me from my bed in Halifax to the new bed in Houston with no pain, and they were right.” The flying time was about six hours, nine hours total from bed to bed.

Together, Mark Prasarn, M.D., a UTHealth orthopedic spine surgeon affiliated with MHOSH, and Chip Routt, M.D., a UTHealth orthopedic trauma surgeon affiliated with Memorial Hermann Texas Trauma Institute, performed the four-hour surgery to repair the pelvic fractures with screws to support Wells’ back. On Oct. 29,

she was moved to TIRR Memorial Hermann for inpatient therapy. “We knew that TIRR is rated No. 2 in the U.S. for rehabilitation care, so we elected to go quickly because it was by far the best facility for me,” said Wells.

Tufaro is proud that Memorial Hermann was able to handle all of Wells’ needs as she moves on to recovery.

“This story reflects our ability to manage across the continuum of care – from a fixed-wing pickup in Canada, to highly-specialized orthopedic surgeons, to TIRR for the best post-acute rehab care available,” he said. “While most of our patients at MHOSH would not require TIRR’s level of care following surgery, the ability to move seamlessly at each point in Joyce’s care is what made her situation especially unique.”

Wells left TIRR in November and is improving every day. She can sit up comfortably and has mastered a walker and a wheelchair. Wells said it was a smooth transition between MHOSH and TIRR. She felt very well taken care of and experienced no additional pain the entire time she was at the two facilities. And, while Wells may have missed out on a white Christmas, she’s hopeful she’ll be traveling again soon.

“Usually we go to Canada for three weeks and enjoy a wonderful winter holiday – a quiet time with snow outside and fire in the fireplaces. Last year we stayed home while I regained my strength,” she said. “But I’ll definitely be back next year.”

## Memorial Hermann-TMC Receives ‘A’ Grade for Safety from the Leapfrog Group

In a true testament to Memorial Hermann Health System’s commitment to safety and quality, Memorial Hermann-Texas Medical Center (TMC) and the other eight Memorial Hermann acute care hospitals recently earned an “A” grade from the Hospital Safety Score, the nation’s top distinction for patient safety.

The Hospital Safety Score is an elite designation from the Leapfrog Group, an independent nonprofit that sets the highest national standards for patient safety, quality and transparency in health care.

“This recognition is a great acknowledgment of the commitment to patient safety and the quality demonstrated daily at all Memorial Hermann hospitals by our clinical staff and employees,” said Dan Wolterman, President and CEO of Memorial Hermann.

“Our commitment to being a High Reliability Organization is the right thing to do for patients who are entrusted into our care. This award affirms and validates the trust those families placed in us to care for their loved ones.”

Developed under the guidance of Leapfrog’s Blue Ribbon Expert Panel, the Hospital Safety Score uses 28 measures of publicly available hospital safety data to produce a single A, B, C, D or F score, representing a



hospital’s overall capacity to keep patients safe from preventable harm. More than 2,500 U.S. general hospitals were assigned scores in October 2015 and only 773 of those received an A grade.

**“The A grade earned by all of our hospitals recognizes our dedicated effort as a System to cultivating a culture of zero harm when it comes to patient safety and quality.”**

**M. MICHAEL SHABOT, Chief Clinical Officer for Memorial Hermann Health System**

“The ‘A’ grade earned by all of our hospitals recognizes our dedicated effort as a System to cultivating a culture of zero harm when it comes to patient safety and quality,” said Dr. M. Michael Shabot, System Chief Clinical Officer. “It also affirms Memorial Hermann as a leader among the nation’s hospitals in not

only implementing innovative patient safety and quality programs, but executing them on a daily basis.”

## Memorial Hermann and Local Fire Departments Come Together in the Name of Safety

**F**irst responders and magnetic resonance imaging (MRI) machines both save lives every day. The former uses expert training and efficiency to address emergent situations, while the latter harnesses incredible technology to detect potential problems inside the body. Despite the good both do, the potential safety risk when first responders and MRI machines cross paths is what prompted Memorial Hermann Orthopedic & Spine Hospital (MHOSH) to reach out to the West University Place Fire Department and the Bellaire Fire Department in the name of safety education. Recently, MHOSH hosted more than a dozen firefighters to demonstrate MRI safety.

“The health and safety of our patients are always our top priorities,” said Ed Tufaro, Vice President of Operations at MHOSH. “This was a great collaboration by two entities that share a common goal and are taking proactive steps to ensure the safety of patients, as well as their own staff and crew members.”

The potential safety risks come from the tremendous magnetic force created by an MRI machine, which can be up to 30,000 to 60,000 times greater than the earth’s gravitational pull. While the magnetic force is a tremendous benefit in capturing noninvasive internal images and identifying potential health concerns in patients, it can also create a safety risk when metal objects, such as many of the tools first responders carry, come within range of an MRI machine.



“Healthcare professionals who are around MRI machines on a daily basis undergo thorough training and education to take proper safety measures,” said Augustine Magana, RT(R), ARRT, MHOSH radiology manager. “It’s equally important for first responders to understand the effect MRI machines have on metal objects for the sake of patient and their own personal safety.”

The magnetic force on a metal object near an MRI machine becomes exponentially greater the heavier it is. For example, the pull on a pair of scissors will be much greater than that on a house key, and so

on. An oxygen tank or axe, which some firefighters carry, could become dangerous within 10 feet of an MRI machine.

As part of the training, the first responders were made aware of: the four zones around MRI machines; how metal is affected in each zone; that MRI machines are magnetized 24 hours per day; and the fundamental operating principles of the machine.

“The training offered by Memorial Hermann Orthopedic & Spine Hospital was a great learning experience for the firefighters,” said Alton Moses, assistant fire chief and fire marshal of the city of Bellaire.

## Texas Medical Center Salutes Veterans for Their Service

Last November, the Texas Medical Center (TMC) hosted its annual Veterans Day breakfast and challenge coin ceremony to thank veterans working in the TMC. The event is held each year to show appreciation and respect for the recently hired veterans. The breakfast also honored the late James “Red” Duke, Jr., M.D., the longtime medical director of Memorial Hermann Life Flight® and the John B. Holmes Professor of Clinical Sciences at UTHealth Medical School. Duke was a U.S. Army veteran who cofounded the “Hiring Red, White and You!” initiative to create more job opportunities for military veterans in the TMC.

Rene Pagan, a U.S. Army veteran, and Jimmie Coats, a U.S. Marine Corps veteran, (pictured from left) both Memorial

Hermann-TMC security officers, attended the event.

Since 2012 and the inception of dedicated veteran hiring programs, 866 veterans have been hired throughout the Memorial Hermann Health System. More than 1,500 veterans have been hired at participating institutions in the Texas Medical Center.

“The work that has been done in the TMC and by Memorial Hermann to not only recognize, but also hire veterans is inspiring and, for me personally, a real honor,” said Robert Kitto, System director of talent acquisition at Memorial Hermann and a U.S. Air Force veteran. “The recruitment effort for veterans is really a credit to Dr. Duke’s passion and commitment to his military family.



Memorial Hermann-TMC security officers Rene Pagan and Jimmie Coats.

He was a true advocate for veterans and we are honored to carry on his wishes to provide those who have served with competitive job opportunities back here at home.”

## Memorial Hermann Life Flight Challenges Memorial Hermann Colleagues in Inaugural Softball Tournament

Teamwork, collaboration and good sportsmanship are all in a day’s work for members of Memorial Hermann Life Flight® and their colleagues at Memorial Hermann-Texas Medical Center (TMC). Last fall, Life Flight took these skills to the playing field for the first (but not last) softball tournament for Memorial Hermann-TMC employees, including Brian Dean, Senior Vice President and CEO for the Campus. Members of Life Flight (pictured), the Shock Trauma Intensive Care Unit (STICU), the Emergency Center and the Operating Room each played two games in the one-day tournament. The STICU team was crowned the winner.

“The tournament was an opportunity for us to get together outside of work and have some fun and friendly competition,” said tournament organizer and Life Flight paramedic George Tarver. “We hope to get even more departments involved next time.”



## Off-duty Children's Memorial Hermann Hospital Nurse Helps Save a Life While Shopping at Baybrook Mall

Last fall, Peter Hanik was shopping for a new pair of glasses at Baybrook Mall with his wife, Brenda, when he unexpectedly collapsed. Luckily, Brittney Frazier, RN, a pediatric special care nurse at Children's Memorial Hermann Hospital, was nearby and immediately began CPR.

"I was sitting down getting fitted for glasses when I heard a noise and saw him collapse," said Frazier. "I ran over, went into 'nurse mode' and started doing CPR. He didn't have a pulse and I was yelling out for anyone to help me. Nothing like this has ever happened to me and I was running on adrenaline. This just shows that you always have to be prepared because you never know what can happen."

Hanik suffered from ventricular fibrillation, the most serious cardiac rhythm disturbance, according to the American Heart Association. Shortly after Frazier began CPR, LensCrafters personnel and mall security obtained the mall's Public Access Automated

External Defibrillator (AED), which was used several times before the Houston Fire Department (HFD) EMTs and paramedics arrived. Hanik was shocked seven more times and given advanced life support before he finally regained a pulse.

"I am unbelievably grateful to Brittney for stepping in and performing CPR on me. If she had not been there, who knows what may have happened," said Hanik.

A month later, Hanik returned to Baybrook Mall, where he and Frazier were reunited for the first time since the incident. Frazier and the others in the chain-of-survival were honored in a ceremony hosted by HFD. Frazier received recognition and thanks for her heroic actions.

"It's amazing to see him looking so great today. I honestly didn't know if he was going to make it, so I'm thrilled we are able to have this reunion," said Frazier.

"We have patients come back and thank us from time to time, but this one was really special to me. It should be a lesson for everyone to learn CPR. It may seem like an eternity while you're waiting for the paramedics to arrive – even if it's only a matter of minutes – but every second truly counts, and it helps so much if someone is able to step in while the first responders are on their way. It makes me happy to see such a good outcome."



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To transfer a patient, please contact the Transfer Center at 713.704.2500.



Peter and Brenda Hanik (center) reunited with Children's Memorial Hermann Hospital nurse Brittney Frazier (right) and a member of the Houston Fire Department one month after Peter Hanik collapsed in Baybrook Mall.

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