



# **KEITH CARTER**

## **CHIEF OPERATING OFFICER**

COVID-19 Program Overview



**PAFFORD EMS FOUNDED IN  
1967  
AND HAS SINCE GROWN TO  
THE LARGEST MULTI-STATE,  
PRIVATELY OWNED  
AMBULANCE SERVICE**



**PAFFORD AIR ONE OPERATES THREE  
BELL 407 GX VFR HELICOPTERS AND  
TWO SUPER KING AIR 200s CAPABLE  
OF TRANSPORTING PATIENTS  
ANYWHERE WITHIN THE LOWER 48  
STATES**

# FLIGHT VOLUME

- AVERAGE 2,000 FLIGHTS PER YEAR
- OVER 10,000 FLIGHTS COMPLETED SINCE ITS INCEPTION
- OVER 50,000 HOURS OF FLIGHT TIME



# HOW DID WE PREPARE?

- INVESTED IN STRATEGIC STOCKPILES OF PPE FOR RAPID DEPLOYMENT
- PURCHASED EACH FLIGHT CREW MEMBER PERSONAL RESPIRATORS
- IMPLEMENTED SCREENINGS PRIOR TO START OF SHIFT
- CLINICAL COMMITTEE DEVELOPED TECHNIQUES TO LIMIT RISK OF EXPOSURE WHILE MAINTAINING AGGRESSIVE CLINICAL STANCE
- FIT TESTED ALL PILOTS FOR N95 MASKS NOT PREVIOUSLY REQUIRED



# HOW DID WE PREPARE?

- DEVELOPED DECON TECHNIQUES SAFE FOR THE AVIATION ENVIRONMENT
- DELAYED THE THIRD RIDER PROGRAM
- WORKED WITH OUR PARTNERS TO STREAMLINE COVID POSITIVE TRANSPORTS WHILE MAINTAINING OUR FORWARD LEANING STANCE
- ACTIVATED OUR 24/7 EMERGENCY OPERATIONS CENTER TO SCREEN ALL CALLS FOR SERVICE AND TRACK ANY SUSPECTED OR KNOWN POSITIVE INTERACTION WITH CLINICAL TEAM





# CLINICAL CARE

## CLINICAL CHANGES TO PRACTICE

- SURGICAL MASK PLACED ON ALL PATIENTS PRIOR TO BOARDING AC
- CONTINUED EARLY STANCE OF BiPAP UTILIZING A "CLOSED CIRCUIT" WITH IN-LINE BACTERIAL FILTERS
- LOW MOLECULAR WEIGHT ANTICOAGULANTS FOR ANY PATIENT REQUIRING INTUBATION TO PREVENT COAGULOPATHIES
- PLACED PRONE PADS ON ALL AIRCRAFT TO TRANSPORT PATIENTS IN THE PRONE POSITION
- LIMITED FLUID BOLUSES WITHOUT EVIDENCE OF LOW VOLUME STATUS WITH POCUS

# DECONTAMINATION



**DOFFED SUITS AND  
WASHED PRIOR TO  
NEXT FLIGHT**



**10% BLEACH  
SOLUTION FOR  
ALL SURFACES**



**EXPOSED THE  
AIRCRAFT TO DIRECT  
SUNLIGHT BETWEEN  
MISSIONS**



# POST-FLIGHT DUTIES

- FLIGHT DEBRIEF BETWEEN ALL ACTIVE CREW MEMBERS AND FLIGHT COMMUNICATOR TO FIX ANY IMMEDIATE ISSUES OR IDENTIFY POTENTIAL EXPOSURES
- ELECTRONIC FLIGHT DEBRIEF TO ALL MANAGERS FOR IMMEDIATE FOLLOW UP AND EOC TRACKING FOR LOOP CLOSURE





# EMPLOYEE HEALTH

## 14 DAY MONITORING BY EOC AFTER ANY KNOWN POSITIVE INTERACTION

- NO REQUIRED QUARANTINE PUT INTO PLACE UNLESS SYMPTOMATIC AND OR POSITIVE RESULTS
- 24/7 TELEHEALTH SERVICES PROVIDED FOR ALL EMPLOYEES

# WHERE DO WE GO FROM HERE?

- **SUPPORT DESIGNATED COVID TREATMENT CENTERS**
- **INTEGRATE TELEMEDICINE INTO DAILY CALLS FOR SERVICE**
- **WORK WITH LOCAL HOSPITALS TO FORM A HYBRID COMMUNITY PARAMEDICINE COMPONENT OFFERING ACUTE ASSESSMENT AND INTERVENTIONS IN THE FIELD**
- **CONTINUE ACTIVE COMMUNITY OUTREACH BASED ON EDUCATION AND FACTUAL DATA**