## I. Background

The North Central Texas Trauma Regional Advisory Council (NCTTRAC) is an organization designed to facilitate the development, implementation, and operation of a comprehensive trauma care system based on accepted standards of care to decrease morbidity and mortality. The Air Medical Committee for the North Central Texas Trauma Regional Advisory Council is a standing committee that provides recommendations and guidance for air medical operations in the Trauma Service Area - E (TSA-E). It is the mission of the Air Medical Committee to promote safe, ethical, and high-quality patient care during air medical transport for the citizens of Texas.

The purpose of a Regional Advisory Council (RAC) is to develop, implement, and monitor a regional emergency medical service trauma system plan within a TSA. A RAC is an organized group of healthcare entities and other concerned citizens who have an interest in improving and organizing trauma care within a specified Trauma Service Area. RAC membership may include hospitals, physicians, nurses, EMS providers, rehabilitation facilities, dispatchers, as well as other community groups. Regional Advisory Council objectives are to reduce the incidence of trauma through education, data collection and analysis and performance improvement. This is accomplished by providing educational programs and conducting performance improvement efforts that provide guidance and motive to reduce trauma incidents and improve outcomes.

## II. Purpose

The purpose of this document is to:
A. Define the system established by the TSA-E Air Medical programs to assist EMS ground providers and facilitate requesting the closest appropriate aircraft
B. Describe the review request process and specific indicators for systems performance improvement
C. Improve patient care, collaboration, and foster a community partnership for all stakeholders within the RAC

## III. Desired Outcomes

The desired outcome is to request the closest appropriate aircraft and integrate air medical providers into the NCTTRAC System Performance Improvement (SPI) process. The goal of the NCTTRAC SPI process is to reduce morbidity and mortality in TSA-E by identifying educational needs and opportunities for improvement in patient care and system processes while preserving and promoting the interworking relationships and collaboration among emergency healthcare providers. For this reason, the NCTTRAC SPI process should only be engaged after collegial attempts have been made to resolve patient care issues or concerns by and between the respective emergency healthcare providers.
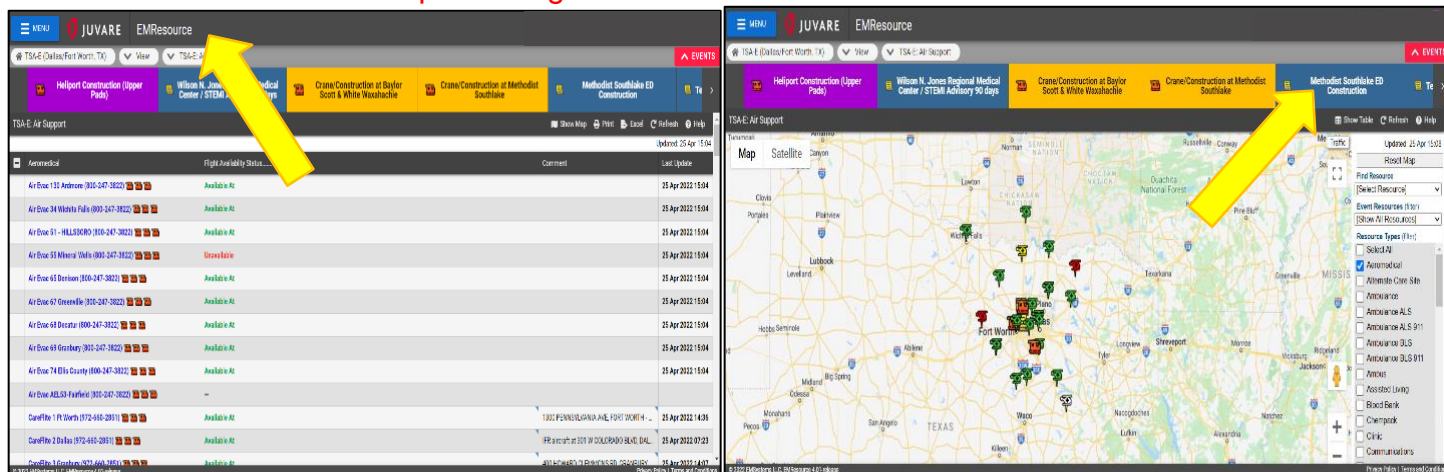A. Concerns regarding the air medical service(s) may include: safety, patient care, dispatching, or membership services.
B. The Air Medical Committee recommends that the evaluation of appropriate use of a helicopter rests with the requesting organization.
C. Performance improvement may include, educational initiatives, process improvement plans and/or recommendations from the NCTTRAC and/or GETAC Air Medical and Specialty Care Transport Committees.

## IV. Process to Locate, Request, Communicate, and Improve Air Medical Services

A. EMResource is a software system that will publish all aircraft in TSA-E, their location, and availability. You can view this in a list or map view.

B. Obtain a facility or personal login by creating a support ticket with NCTTRAC
1. Visit our website at http://ncttrac.org/
2. Click on the SUPPORT icon, upper right corner
3. Click on the TICKETS icon
4. Click on 'Start Ticket'
5. In the DEPARTMENT drop down box, choose "Crisis Applications – New Account Request TSA-E/DFW Region"
6. Click Submit

C. Once Log In is attained, go to https://emresource.emsystem.com/login.htm

D. You will see a list of area helicopters, hospitals, EMS, and their status (set up a preferred view and notifications so the system is what you need).

E. Find the **table view** and list of helicopters (pictured below on the left). It will state in GREEN "Available at" if available for a call and the location (usually "at base") or RED "Unavailable" if on a flight or out of service for a Maintenance Event.

F. Change and set the helicopter **map view** as your preference (yellow arrow indicates where to change the view, the map view is pictured below on the right). It is a very quick view with the helicopters mapped in their locations (hovering over or clicking on the icon will identify the aircraft). They are colored for their availability:
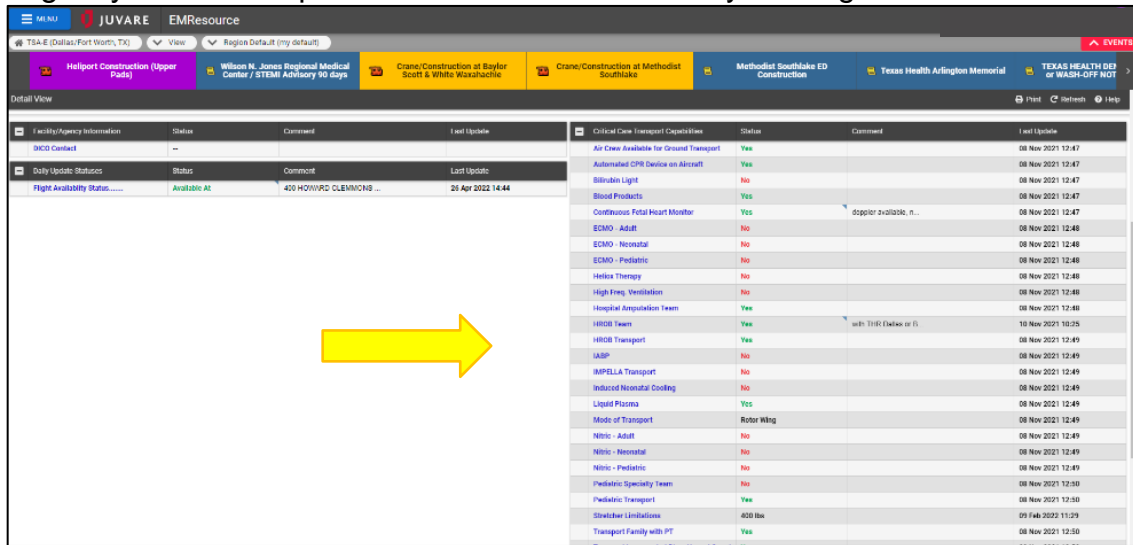GREEN=Available
RED= Unavailable for patient flight

All aircraft in your area can be viewed and you will be able to identify the closest available aircraft to your location and call the appropriate provider.

The Critical Care Transport (CCT) Capability Matrix within EMResource shares information about each agency's aircraft capabilities and can be viewed by clicking on an individual aircraft.



**Radio communication for Ground to Air**, will occur utilizing the preferred contact method and channel as designated by the requesting ground agency, either at the time of the activation or through prearranged channel designation with the Air Provider. In the event of a disaster or MCI situation, the Texas Statewide Interoperability Channel Plan should be implemented. This plan states that radio communication from Ground to Air, authorized by the Texas Government Code and regulated by the FCC, is to be performed on radio channel VMED 28. (see below)

| Label | Receive | Transmit | Station Class | CTCSS RX /TX | Use |
|---|---|---|---|---|---|
| VMED28 | 155.3400 | 155.3400 | FBT / MO | CSQ / 156.7 | Tactical Channel |

G. **Air Medical Indicators** to be referred to the Air Medical SPI Focus Group **if not met**:
1. Air Medical Services will provide a **launch location of the aircraft responding**
2. Air Medical Providers participating in the NCTTRAC are operating **on EMResource tracking map**, **updating, and refreshing the aircraft current positions** at least every 3 minutes.
3. **ETE** (flight time only) will not exceed **5 minutes past time given**
4. **ETA** (clock time arrival given to include lift time) will not exceed **5 minutes past time given** (ETA is preferred over ETE by the GETAC Air Medical and Specialty Care Transport Committee)
5. Air Medical Services **scene times should not exceed 20 minutes** (does not include specialty teams)
6. Air Medical Services **inter-facility transfer times should not exceed 40 minutes** (does not include specialty teams)
7. Airway modality of choice successful on first attempt
8. Blood Glucose check for AMS should be reported using GAMUT data and definitions
9. Provide air medical transport response for inter-facility patients within 30 minutes from the time of the request

H. If a performance **indicator falls outside** of the above parameters and remains unresolved despite appropriate attempts among the involved providers, the event **may be referred to the NCTTRAC Air Medical SPI function group** for review and action.

I. The process for reporting a concern or submitting a referral to the Air Medical SPI function group is detailed below:
1. Go to  https://www.ncttrac.org/
2. On the bottom right select Create A Helpdesk Ticket
3. Start a Ticket
4. Choose "Member – SPI Referral Form Request"
5. Then fill in the necessary fields.  Be as specific as possible to allow for a sufficient review.