

CENTRAL COMMUNICATIONS MISSION STATEMENT

**We are committed to providing our customers
& crews with a consistently safe and rapid
response that is delivered with pride, a sense
of urgency and a compassionate voice.**

Operational Control

24/7/365

Tim Pickering

Director of Government Affairs

Air Evac EMS, Inc.

Air Evac EMS

- Mutually Supporting structure of 116 Bases
- Rural Community Based
- Provider of all aspects of the Enterprise
- Single aircraft platforms B206/407 BE 90
- Standardized Systems
- Unified Medical Command and Protocols
- Extensive Aviation Maintenance Capabilities
- Internal Simulation, Communications and Training of all Disciplines

What is Operational Control?

- According to the official FAA definition, the term operational control “with respect to a flight, means the exercise of authority over initiating, conducting or terminating a flight.” In layman’s terms, it simply means ‘who is responsible for safety and regulatory compliance for a particular flight?’
- Part 135 Operations Specification - A008

Why Does the U.S. Want OC?

- Op Spec – A008 b. Certificate Holder Responsibilities:
 1. The certificate holder retains all responsibility for the operational control of aircraft operations conducted under this Certificate and Operation Specifications, including the actions or inactions of all direct employees and agents of the certificate holder.
 2. This responsibility is not transferable to any other person or entity.
- Operators should have a procedure to ensure their plane, flight crew, mission and passengers meet all applicable regulations.
Simply put: **legal plane, legal crew, legal flight and legal passengers**

How Did Air Evac Develop OC?

- Beginning in 2004
- Operating 34 bases and Growing
- Methods to provide Field Support
- Gulf of Mexico
- Operational Risk Assessment

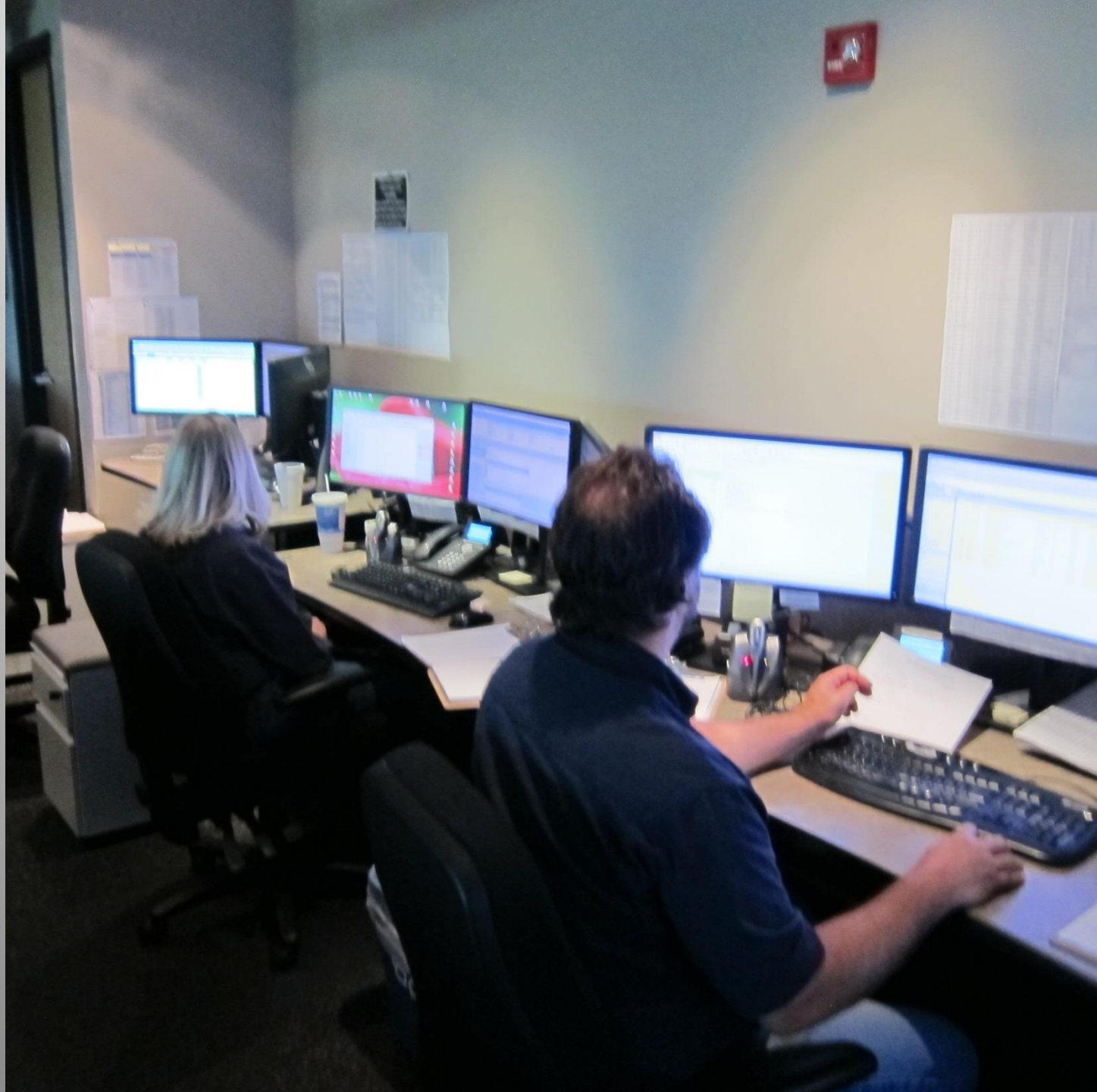












Disciplines Involved

- § 135.77

Responsibility for operational control.

Each certificate holder is responsible for operational control and shall list, in the manual required by § 135.21, the name and title of each person authorized by it to exercise operational control.

- Applies to Aviation related controls
- Expanded to All Disciplines

What is Their Intent

- To ensure that responsible persons are named and within line of control
- For Air Evac – to ensure that every field discipline has a named, responsible support desk
- Support desks are aligned with specific disciplines as well as regulatory and compliance requirements

What Does OC Mean to the Pointy End

- Who Do You Call!
- All hours availability
- Resources availability
- Knowledgeable and understanding

Operations

- Aviation
 - Flight Operations
 - Weather Support
 - IIMC Support
- Maintenance
 - Routine - scheduling
 - AOG
- Clinical
 - Care providers
 - Referral sources
 - Transferring care
 - Internal Care
- Quality Assurance
 - 100% Clinical review

Facilities

- Started in Closet – 1985 – 1 Part time staff
- 2002 Moved to 6 person - Communications only
- 2005 Moved to 24 staff including Aviation
- 2008 Moved to 34 staff including Aviation and Clinical
- 2012 Now 38 staff including Maintenance

Processes

- Key to enabling Effective Use of Systems
- Multiple lines of processes
 - Call Receipt and Tasking
 - NMN Screening
 - Flight Following
 - Risk Management and Flight Advisory Services
 - Real Time Clinical Management and Support
 - QA Review
 - Real Time Maintenance Fleet Management and Support

Processes

- Operational Risk Assessment
- Maintenance RA
- Clinical Preparedness
 - Team Member Currency and Qualification
- Call receipt – through tasking
- Acceptance through Arrival at Patient
- Patient Acceptance through Delivery
- Post Tasking RTB and Reset

Resources

- Technology
- Databases
- References
- Documentation
- Communications

Communication Information

052 Brownwood, TX - Precautionary Landing - MX - Message (Plain Text)

File Message ESET

Ignore X Reply Reply Forward Meeting
Delete All Respond

Create a task wit... Move to: ? To Manager
Team E-mail Done Reply & Delete

Create New

Move OneNote
Actions

Mark Unread Categorize Follow Up
Tags

Translate Find
Related Select

Zoom

Zoom

This message was sent with High importance.

From: OCC Sent: Sun 8/18/2013 2:19 PM
To:
Cc:
Subject: 052 Brownwood, TX - Precautionary Landing - MX

RUM-EAP-EVENT-CLOSED!

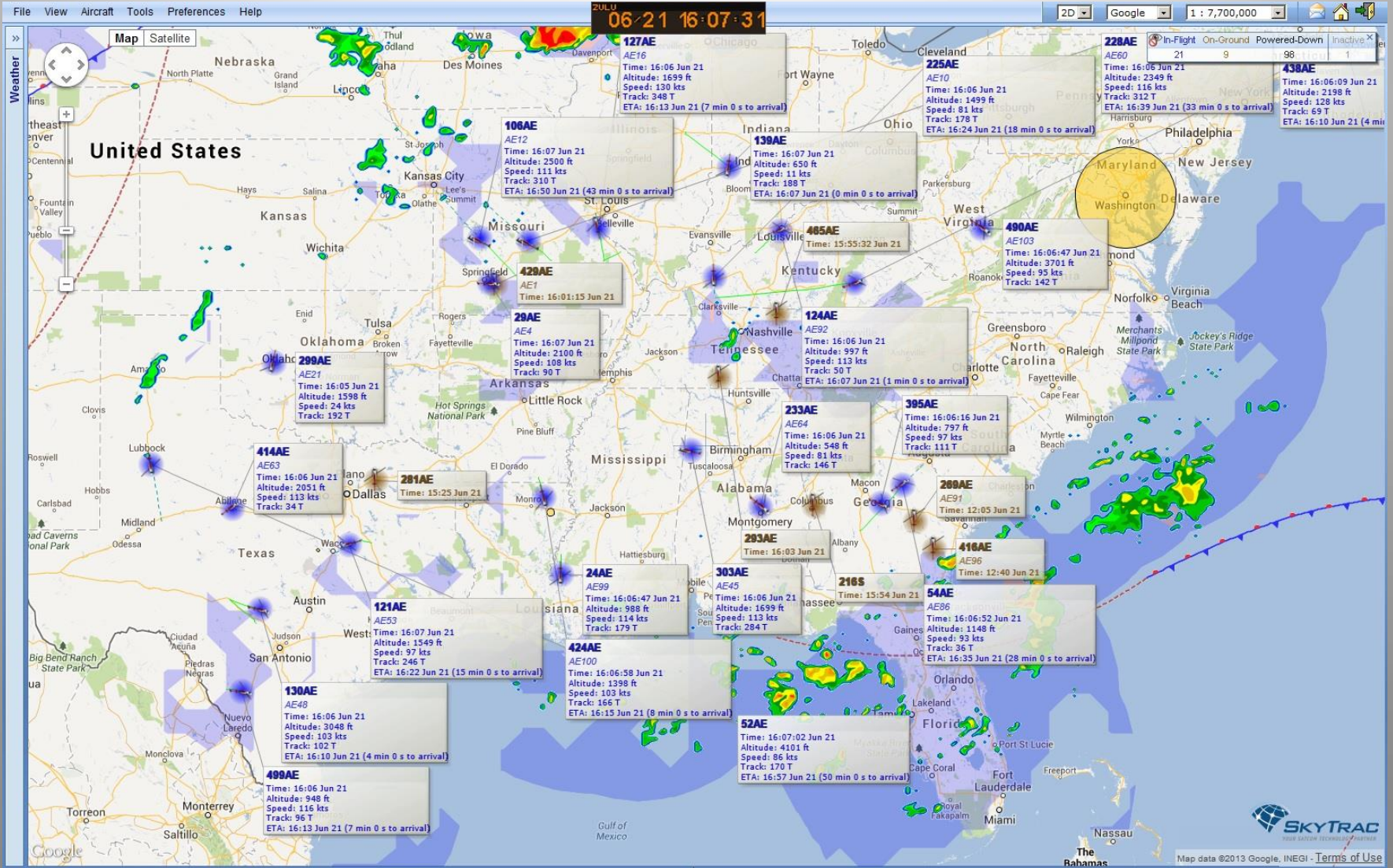
Event ID: 58970.01
Base Name: 052 Brownwood, TX
Pilot: William Smith
VIN: N464AE
Event Reason: Precautionary Landing - MX
Event Type: Operations
Scheduled: No
Start Date: 08/18/2013 14:16 CT
Closed Date: 08/18/2013 14:18 CT

Resolution Notes:
A/C SOG AT BASE - MX NOTIFICATION IN PROGRESS...DH

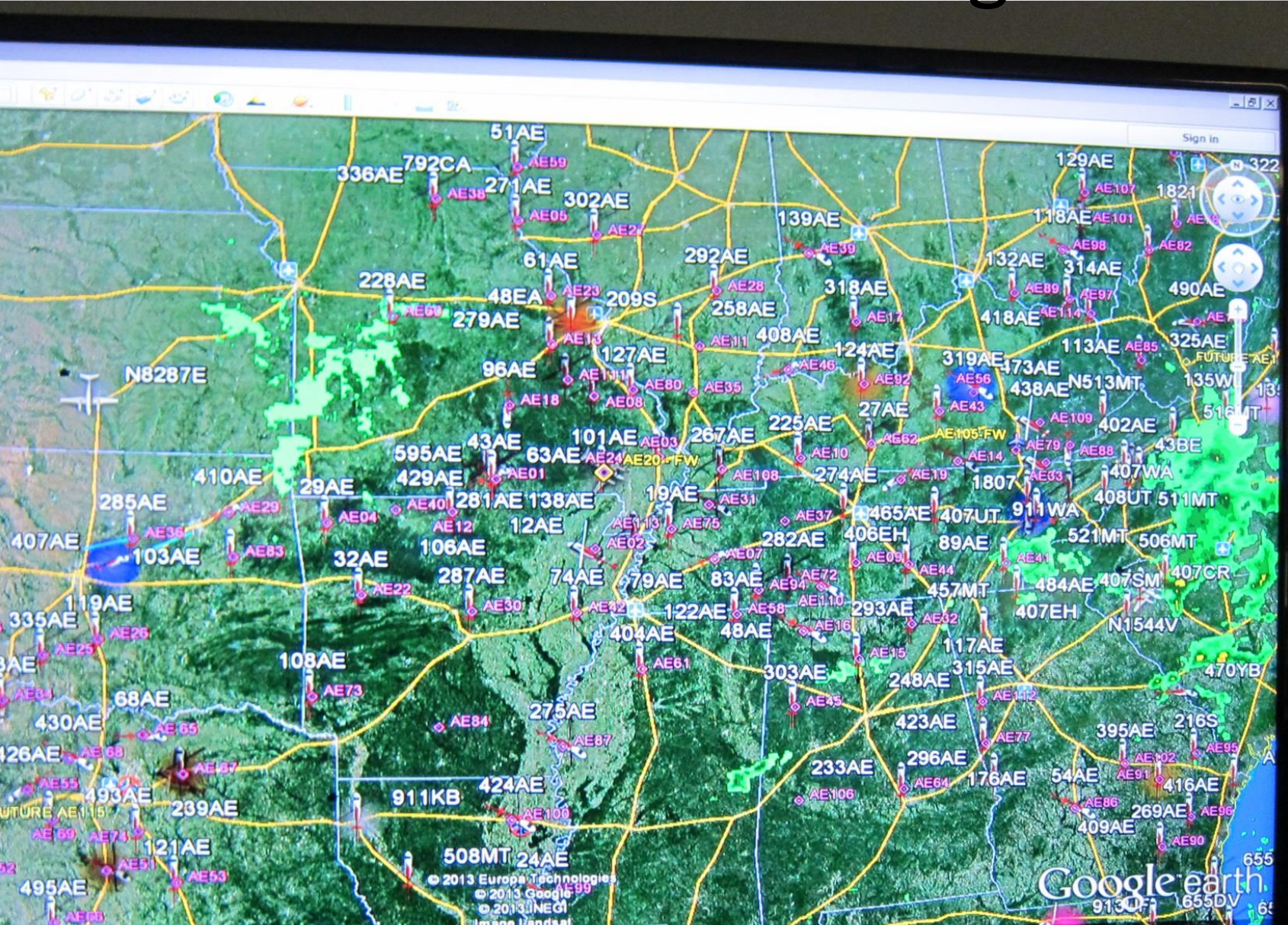
Paging Notes:
LOUD POP HEARD DURING DEPARTURE CLIMB - A/C RTB....DH

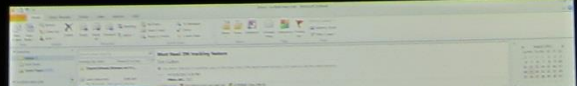
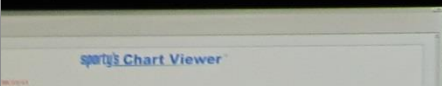
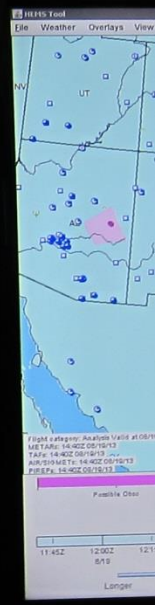
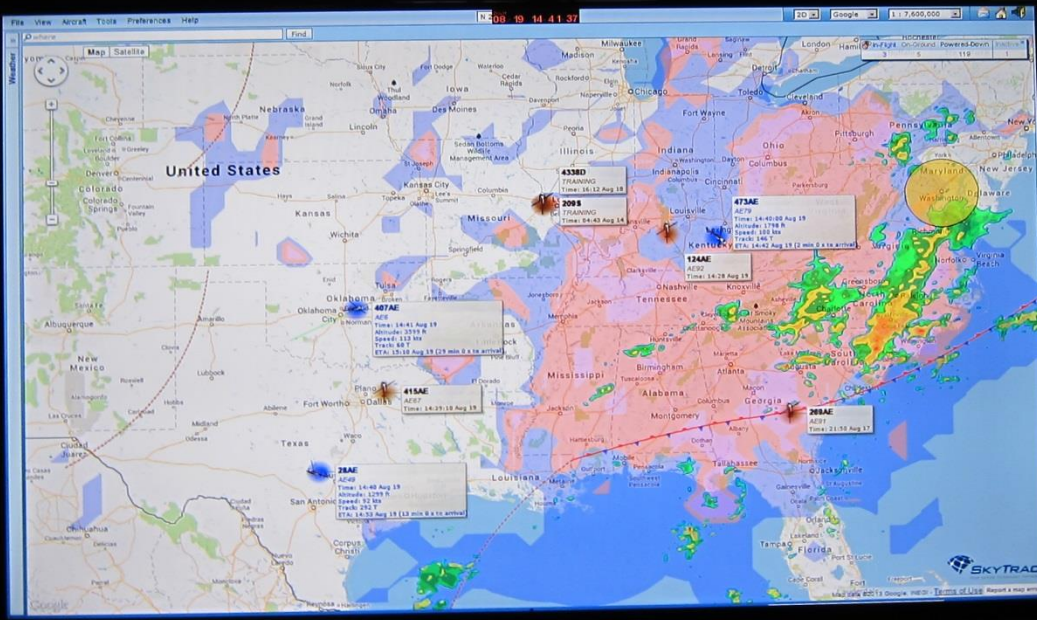
See more about: OCC.

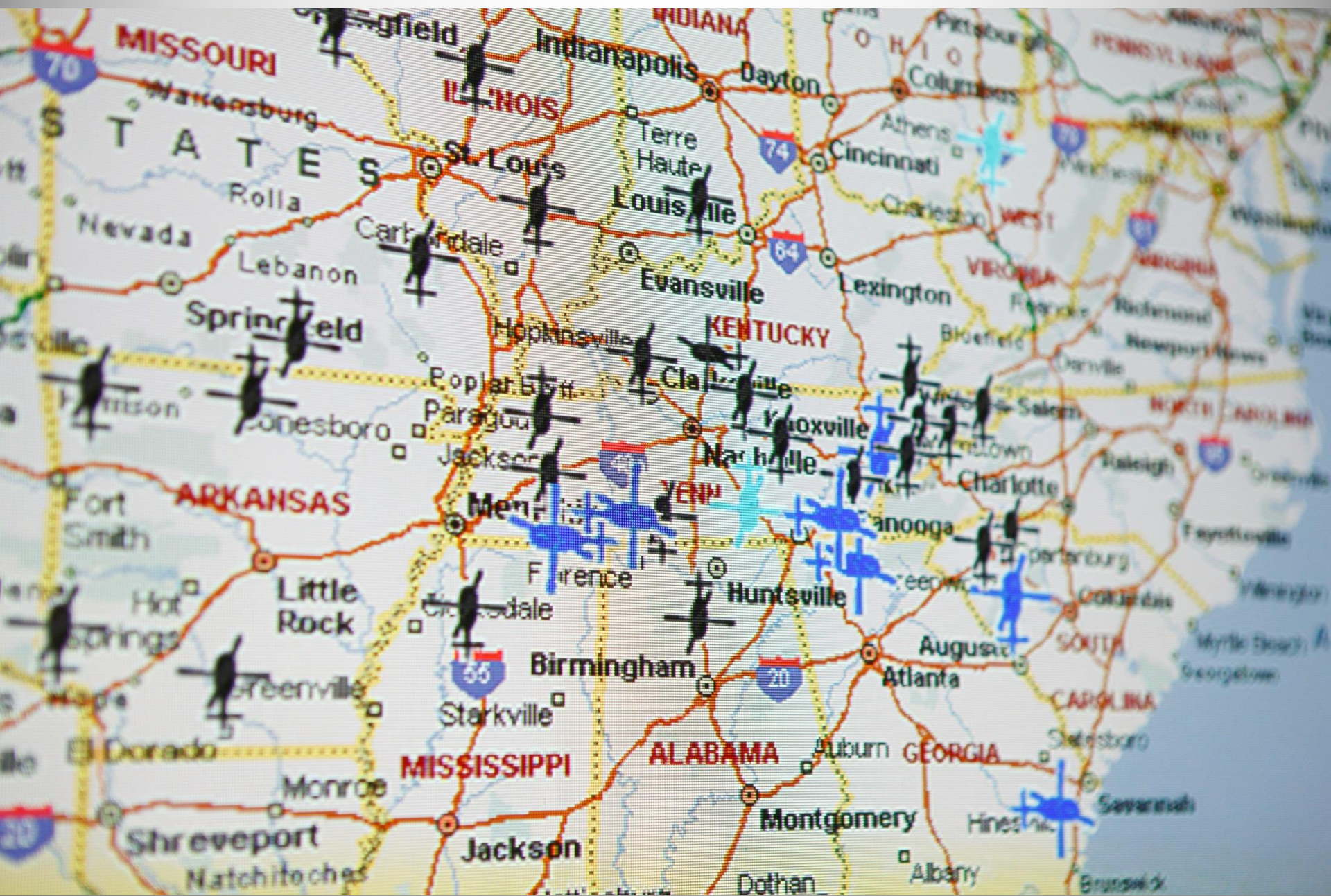
System Monitoring

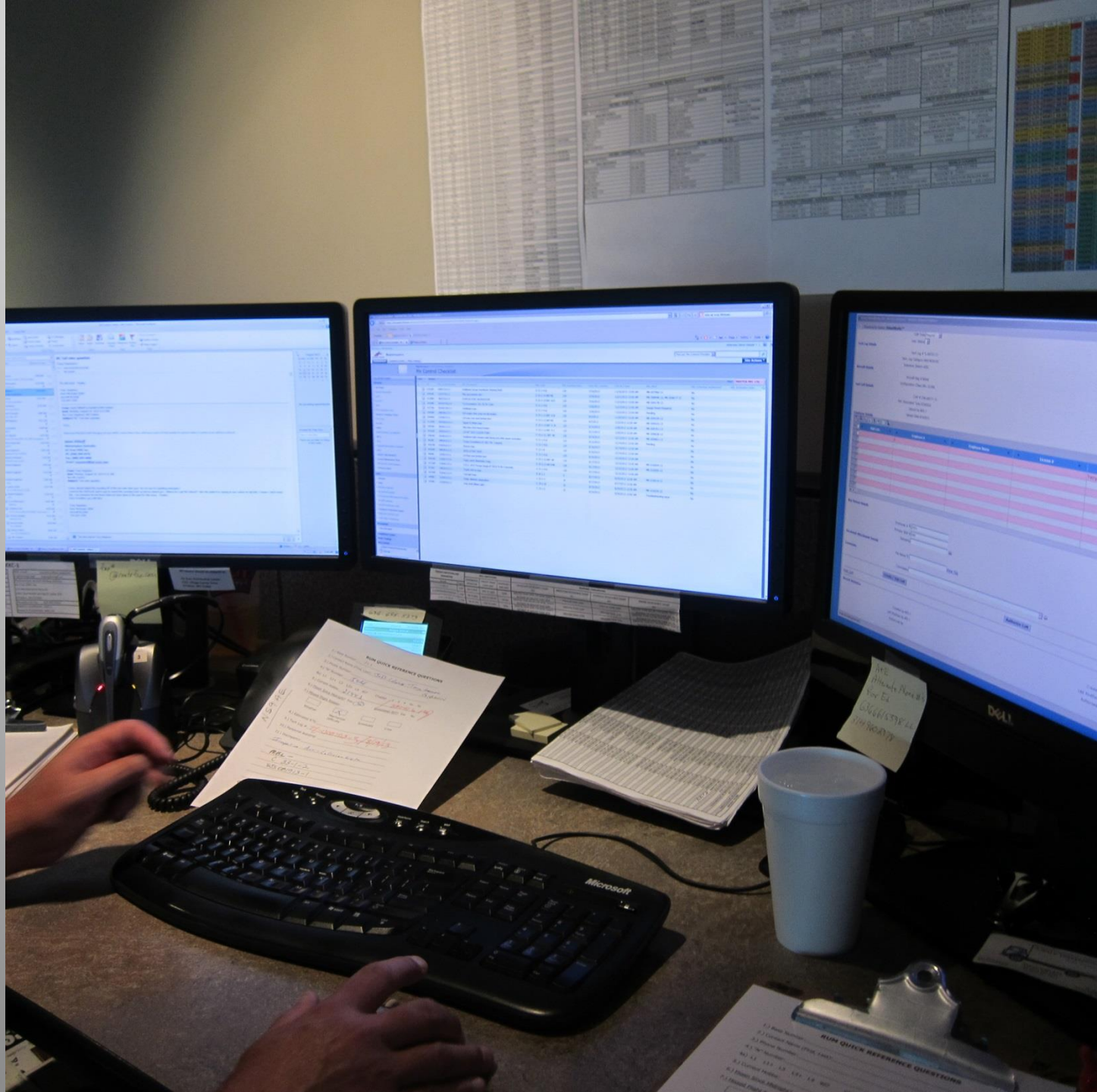


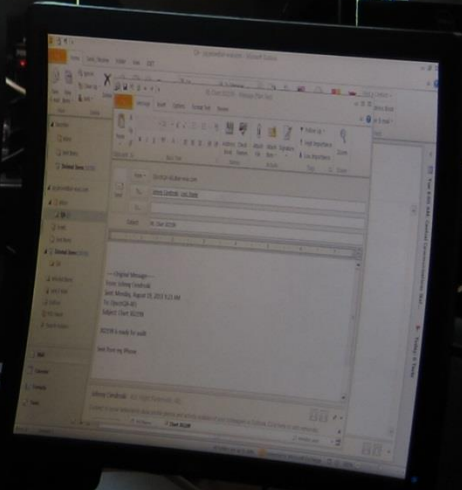
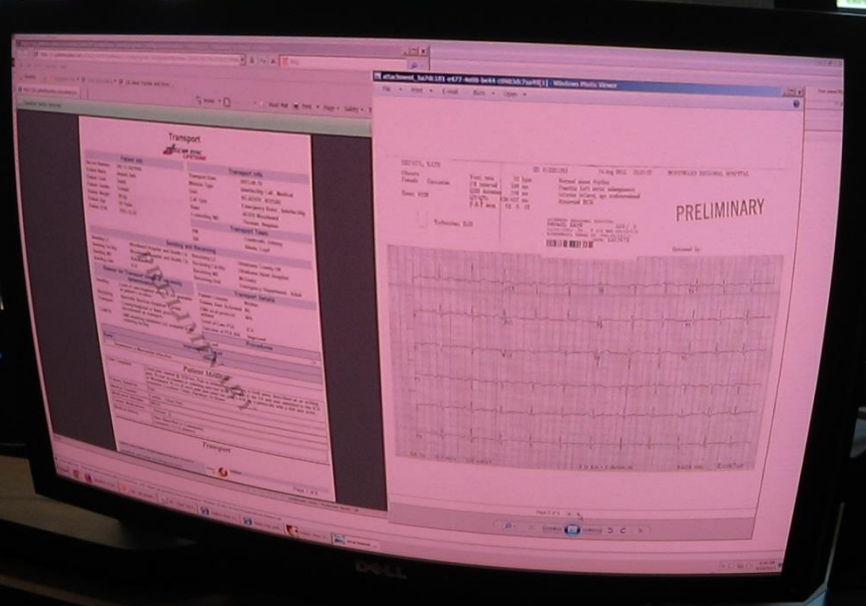
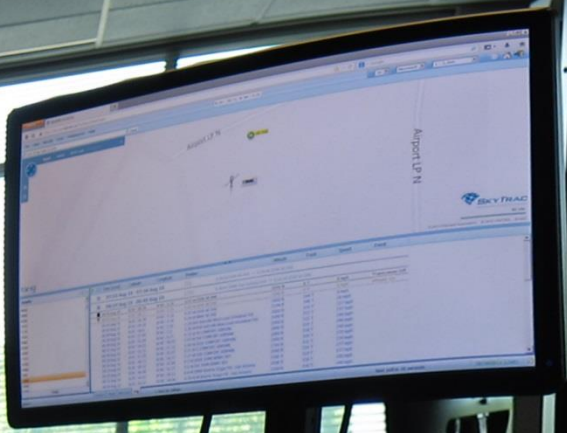
Weather Monitoring













Discussion