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SAFETY LEADERSHIP GROUP

Tim Dorn
SVP Support Services

Tom Baldwin
VP of Safety

Ray Elmore
RDS-Northeast

Jay Stetz
RDS-Southeast

Jim Ryan
RDS-Southwest/South

Jennifer Bales
RDS-Pacific

Daren Whiteley
RDS-Northwest

Michael Koenes
DOS-Guardian Flight

Stephen Kelley
DOS - Reach

Sean Mulholland
DOS-Air Evac Lifeteam/7Bar Aviation

Steven McNeely
DOS-Air Med International

David Carr
DOS-MedTrans

Jennifer Fletcher
VP of Clinical Practice

Krista Haugen
National Director of Patient Safety

Manny Figlia
Director of Safety-Grandview Aviation

PREVENTING INTERSECTION COLLISIONS

Respect the Red

We have initiated a safety-awareness campaign to combat a significant rise in incidents at red-light intersections within our ground operations. It is called “Respect the Red: Don’t Risk it, Don’t Run it.”

In the last two-and-a-half years, our organization experienced nearly 140,000 high-risk situations that involved an Emergency Vehicle Operator who didn’t stop at a red traffic light. More than 170 of those incidents resulted in a collision. The dangers of unsafe behaviors like this are obvious: to our team members, our patients and the drivers with whom we share the road.

“Respect the Red: Don’t Risk it, Don’t Run it” will include simple reminders of our protocols and focus on the well-being of our team members. Importantly, we do not want this campaign to be an exercise in finger pointing. Rather, we want to highlight the risks and empower team members to protect their own well-being, as well as others.

Already, there has been a good response as operations have begun bringing in their pictures and mementos that remind team members of “why” they observe our safety protocols at red-light intersections. If you would like to share images of your operation’s Respect the Red campaign, please send them to communications@gmr.net. More elements of the campaign will be rolled out through the end of the year.



DISTRACTED DRIVING PREVENTION

Consider this: You travel 104 feet per second when driving 70 mph. That's more than 30 yards—more than one-third of a football field! We can cover a lot of ground when we “just take a second” to check a phone, admire the landscape, change the radio station, etc. Distracted driving puts everyone at risk.

Over the past year and a half, we have experienced incidents where distracted driving resulted in multiple collisions and numerous near misses. The type of distractions varied from texting, looking at personal phones, Logis devices and MDT's. In fact, one event occurred as an employee was putting on make-up.

A short distraction may be longer than you think. When you look back to the road it takes additional time to observe, process, decide and react to new situations. Our responsibility is to respond to emergencies—not create them. Keep yourself, your partners and patients safe, and follow these safe-driving practices:

- Use hands-free communication devices whenever possible in authorized situations
- Avoid drinking, eating, or grooming while driving
- Do not text, email, message or view media on a phone while behind the wheel
- Right-seat-passenger partners should handle navigation and radio traffic
- Drivers should enter routing information while stopped
- Crew Resource Management is Collective Situational Awareness
 - Partner/passengers need to communicate with their partners when they are driving. If they are distracted, say something and help them refocus

LEARN MORE

Watch these videos on the consequences of distracted driving and how to drive defensively:



NATIONAL SAFETY COUNCIL
Distracted Driving: One Call
Can Change Everything



DISTRACTED DRIVING
National Safety Council
Defensive Driving Course

SAFE PATIENT MOVEMENT

Tips and Tools

Transporting patients is what we do. The key is to do this safely, whether we are moving the patient in an ambulance, a wheelchair van, or on the gurney or stairchair. We have recently updated our stretcher-handling training to address opportunities and improve safety performance. Some of the key improvements include:

- Standardized training materials
- Practical and classroom training
- Increased focus on when to how to use the stairchair
- Minimum qualifications and a standardized training program for trainers
- Instruction on how to recover from a stretcher/gurney tip

As you can see, we have developed a training program designed to address past deficiencies and give our employees the best possible chance for success. However, no training program or equipment will ever be as safe or as effective as engaged, caring team members.

If your or your team has not had the chance to take the new Safe Stretcher Handling course let your operations manager and your local safety professional know. We are currently conducting “train the trainer” courses across the company. The goal is to have a safe-stretcher operations trainer in or available to all of our operations.

HEAT ILLNESS PREVENTION

We recently completed one of the hottest July's on record and August...that was hot too! While many look forward to September and October for a respite from the heat, in many locations that just doesn't happen. In other areas, we get a break from the heat and then it comes back with a vengeance, catching us by surprise. Remember these key items for preventing heat related illnesses:

- **Drink plenty of fluids.** Staying hydrated will help their bodies sweat and maintain a normal body temperature
- **Protect against sunburn.** Sunburn affects their body's ability to cool itself, so protect themselves outdoors with sunglasses and use a broad-spectrum sunscreen with an SPF of at least 15
- **Encourage Rest breaks.** Allow workers time to recover from heat in a shady or cool location
- **Watch out for each other.** Encourage employees to monitor themselves and others for signs of heat illness

There are also many tools from OSHA, the CDC and other organizations that we can use to help keep our people safe. These include:



OSHA
Prevent Heat Illness at Work



OSHA-NIOSH
Heat Safety Tool

Finally, and most importantly, remember these three keys, hydrate - Hydrate - HYDRATE! If we wait until we think we need to hydrate, it is too late, we are already well down the path to dehydration. Drink water early and often to fend off dehydration so you can do what you do best: provide care to the world at a moment's notice.

GMR LIFE: HERE TO HELP

WHAT IS GMR LIFE?

Global Medical Response (GMR) believes that a culture of wellness must be ingrained in an organization's soul. GMR believes that wellness is a critical component of the employee experience and, as a company, is committed to providing the best resources to help, not only our employees, but everyone who is focused on the wellness of others.

GMR Life is the internal division of Global Medical Response that exists to promote, support, and encourage wellness for all employees of GMR and to maximize overall wellness, including physical, mental, emotional, spiritual, and social. GMR Life is also critically involved in the creation and dissemination of training opportunities to promote Wellness.

WHAT RESOURCES DOES GMR LIFE PROVIDE?

GMR Life networks the following resources:

- Peer Support Training and Coordination
- Optum EAP
- Suicide Awareness and Prevention Training
- Stress Management
- GMR Therapy Dog Team
- Deployed Personnel Wellness Support
- Wellness Education
- Facebook Groups
- CISM Teams
- 24/7 Crisis Support
- Mental Health Training
- Links to additional resources:
 - AllClearFoundation.org
 - ResponderRel8.org
 - GMR.withSonderMind.com
 - ResponderStrong.org

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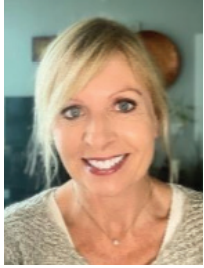
GMR LIFE: HERE TO HELP

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WHO WE ARE?

We are a team of dedicated professionals who are committed to the support of all emergency responders. We craft specific solutions to meet the unique needs of our employees. Our team works closely with leaders across all divisions of GMR (Air, Ground, Fire, HR, Risk, Operations, OEM, Marketing, etc.) to provide wellness resources to all GMR employees.

The GMR Life Team:



RHONDA KELLY - NATIONAL DIRECTOR

Rhonda.Kelly@gmr.net | 303.913.7061

Rhonda Kelly started her career in emergency response in 1996, spending the next 21 years working in career and volunteer roles in EMS, Fire and Nursing. During her career, she also served as the Health & Safety Officer for a metro area Fire Department, developing physical fitness, nutrition, wellness, injury prevention, crisis response and mental wellness programs. In 2016, she founded ResponderStrong, the mental health initiative of All Clear Foundation. In 2020 Rhonda became the Director of GMR Life. In November of 2020, she was also named the Executive Director of the All Clear Foundation.



MATT PHILBRICK - GMR LIFE MANAGER

Matthew.Philbrick@gmr.net | 541.613.5884

Matt Philbrick joined GMR Life at the beginning of 2021. With more than 17 years working in Emergency Medical Services, Matt brings a background of both BLS and ALS ground ambulance service as well as Critical Care medicine in both rotor and fixed-wing platforms. Since 2014, Matt has been the Medical Operations Manager for a non-profit air and ground ambulance company in Southern Oregon where he supervised a ground department, air medical department, communications center, and training department. Matt has learned that interoperability and communication between all departments at an EMS operation - from billing to Human Resources to clinical operations - creates a healthy and successful workplace where employees have the opportunity to thrive. Matt believes in "taking care of the people that are taking care of our communities" and fostering a culture of Wellness.



SHAD THOMAS, LCSW - MANAGER CLINICAL MENTAL HEALTH

Shad.Thomas@gmr.net | 907.260.7449

Shad has been described as "not your typical social worker". After serving 7 years in the US Army as an infantryman Shad started his career in clinical social work by attending the University of Southern California and receiving his Master of Social Work. For the last decade, Shad has worked in community behavioral health in rural communities providing mental health, substance abuse, and crisis treatment to adults, veterans and families. In his career, Shad has worked extensively in crisis response as part of a team including first responders and emergency department providers. For the past 3 years, he developed rural residential substance use and mental health treatment programs, medication assisted treatment, medical detox, and peer support programs. His personal experience with combat trauma and military humanitarian missions provides a foundation to support individuals and families who struggle with the stigma associated with mental health, and the effects of working in a high demand, and sometimes traumatic career field.



JESSE BAKER - GMR LIFE - THERAPY DOG TEAM PROGRAM MANAGER

Jess.Baker@gmr.net | 719.367.6282

Jesse joined the GMR Life team in November of 2021, bringing with him decades of prehospital emergency response experience, serving various communities as a Firefighter/EMT, Paramedic, TEMS Medic and a brief stint as a Deputy Coroner. Since starting his career in 1994, Jesse has provided the best prehospital clinical care possible, consistently striving to better himself, as well as those coming into the profession. After moving into a Leadership role, he focused on caring for his employees. Providing a diverse, equitable, inclusive, and safe work environment for his employees was paramount to his core values. To facilitate those core values, and in conjunction with the rest of his leadership team, he successfully implemented a Peer Support program and introduced the GMR Therapy Dog Program to his operation. Jesse's passion for employee wellness, and the Therapy Dog Program led him to his current position as the GMR Therapy Dog Team Program Manager with Therapy Dog, Dex, ever at his side.



GMR THERAPY DOG TEAM

The GMR Therapy Dog Team was founded in 2016 and has been providing support and comfort to our teams at GMR. The Therapy Dog Team is comprised of standard-size hypoallergenic 'doodle' breeds that are specially trained to work with emergency responders. GMR Therapy Dogs are raised and trained working within an operation and are integrated members of our teams. Therapy Dogs start their training as a puppy and work closely with handlers to meet milestones for obedience and service animal training.

Currently, the team is comprised of over 40 Certified and 'In-Training' Therapy Dogs located across the country serving all GMR Solutions and departments.

For more information, visit the team page at www.facebook.com/GMRTherapyDogs.

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GMR LIFE: HERE TO HELP

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HOW CAN GMR LIFE HELP MY OPERATION(S)?

The team at GMR Life is responsive to wellness needs across the company. Our team engages with personnel to create wellness solutions at the individual and organizational level. From recruitment to retirement, GMR Life provides solutions to create, maintain and strengthen wellness. We assist with preventative education, peer team coordination, crisis outreach, and navigation of our benefits system, in addition to other services.

GMR Life provides outreach and education to both internal departments and external stakeholders. We are available to help answer questions about wellness and mental health support for EMS providers as well as provide information about resources available to all GMR employees.

Known for creating industry best practices, Global Medical Response is committed to creating a benchmark wellness program for EMS professionals.

HOW DO I REQUEST GMR LIFE SERVICES FOR MY OPERATION(S)?

To request more information or activate any of the GMR Life resources, please feel free to call our email any team member or email our team inbox at GMRLife@gmr.net

QUALITY ASSURANCE UPDATES

Audits and Inspections – Top 10 Findings

As part of our accident-prevention effort, your safety teams have been conducting location inspections/audits. These audits are tracked in the Baldwin Safety Management System and the list below illustrates the top 10 missed items.

THE TOP 10

1. Fire extinguishers are visually inspected and documented monthly
2. Building evacuation plan/map is posted and indicates shelter locations
3. Facility-safety inspections are being conducted at the frequency required and meet recording requirements
4. Safety Committee meetings are being conducted and open to all personnel
5. The business unit has a copy of the most current, operation-specific Emergency Action Plan
6. The most up-to-date Safety Committee meeting minutes are posted
7. The operation's leadership and staff are familiar with the Emergency Action Plan
8. There is 36" of clearance in front of all electrical panels
9. The Emergency Action Plan Contains procedures to account for all employees after an evacuation
10. The leadership at the business unit can verbalize when the Emergency Action Plan is to be reviewed with each employee

The good news is that most of these can be addressed fairly easily. For instance, you can document fire extinguisher inspections by dating and initialing the back of the certification tag. For some items, such as those addressing the Emergency Action Plan, team members and leadership have to be able to articulate the plan. In these cases, training and regular reminders are necessary to keep the team both safe and in the know.

If you have questions or would like your business unit inspected so you know where you stand, don't hesitate to reach out to your local safety professional. Additionally, we are developing new tools that business unit leaders can use to audit their facilities.

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QUALITY ASSURANCE UPDATES

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DRIVECAM NEWS

Our DriveCam program continues to evolve. One of the areas we needed to address was training. Many of our coaches and drivers wanted to know more about how the program worked and how to do their jobs better, more effectively and efficiently. To coin a phrase: **“you said” – “we listened” – “we did”**. The items below are the new DriveCam training materials available in the SuccessFactors and Cornerstone LMS platforms.

1. GMR DriveCam Orientation - Lytx Video Platform

- This training is for new employees or new drivers to give them an introduction to the DriveCam program. This was rolled out on July 22, 2022.

2. DriveCam Coach Training and Coaching and Mentoring Fundamentals

- This training is for all coaches within the DriveCam System. This was rolled out on April 27, 2022, but we have not had great engagement with it.

3. Essential Supervisor Skills

- This training is for all employees but is particularly beneficial to coaches within the DriveCam program.

4. Performance vs. Behaviors

- This training is for all employees, but is particularly beneficial to coaches within the DriveCam program

Please take advantage of this new training and let us know how we did. To that end, we have feedback surveys for the employees to submit once they have completed the training. We would love to have your feedback on how to continuously improve these trainings! Links to them are below!



**DRIVECAM COACH
TRAINING EVALUATION**



**DRIVECAM ORIENTATION
FEEDBACK SURVEY**

Finally, remember, your requests are what made this happen, so if you need something, let us know. It is always better to get what you want as opposed to what someone else wants to give you.

MYSEDGWICK

A better way to communicate

Our partners at Sedgwick are making the claims process easier with mySedgwick, a secure online self-service tool. Log in from your phone, tablet, laptop or web-enabled device and get secure, real-time access to important claims information. mySedgwick is designed to provide a personalized claim experience that engages throughout the process. With mySedgwick, all the information you need is just a click away.

We are here for you
with **mysedgwick**

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New user registration
An initial one-time new user registration is required in order to verify your access and to allow you to set up your login credentials.

Use the following link to register: www.claimlookup.com

- At the mySedgwick welcome screen, click **"New User"** then follow the prompts on the screen.
- You will be taken to the registration screen where you will need to validate your identity by entering the requested information:
 - First name
 - Last name
 - Date of birth
 - Enter the pin for any email address you possess
 - Last 4 digits of SSN
 - Home zip code
 - Employee ID#
- After entering the above information click **"Next"** and you will be prompted to create a username, password and choose a security question/answer.
- After successfully completing the registration process a confirmation message will appear on your screen and an automated email will be sent to the email address you provided during registration.

Once registration is completed and your account is set up, you will use the User Experience you set up during registration to log into mySedgwick at any time to view existing claims or report a new claim or absence.

You will log in at the following link: www.claimlookup.com

sedgwick

Let's get started

- big picture view**
The manager dashboard makes it easy to track claim status, see which employees are off-work, confirm return to work dates and communicate with the assigned examiner about a specific claim.
- employees experienced**
mySedgwick alleviates the confusion and frustration that is often associated with the claim process. The intuitive design makes it easy to navigate and communicate with Sedgwick.
- sign up here**
Get the information you need, when you need it. Sign up for electronic communications and receive text or emails about important claim events. Employees can also sign up for direct deposit making it easy to receive their benefit payments.
- notifications**
Access helpful hints and reminders about the status of a claim including the name of the assigned examiner.
- exchange information**
Securely upload documents, provide medical authorization, submit a return to work date -- no fax or mailing required.
- activity stream**
Follow the progress of a claim with the event timeline.
- communications**
Communicate with your examiner without even picking up the phone.
- access medical care**
Track a convenient pharmacy with your personalized pharmacy card.
- payment history**
See details about your payment schedule and amounts.
- get questions?**
The learning center has answers with videos, FAQs, links and more.

mysedgwick
Designed for you. Sign up today and claim the information you need.

MEET THE TEAM

Promotions and Additions



NATE CARVER - RISK & SAFETY ANALYST

My name is Nate Carver and I live in Charleston, SC. I was born and raised in the Carolinas, raising three wonderful children here. I recently found the love of my life and now have two children I really enjoy being a bonus dad, too. I enjoy time spent with family and traveling. I have been with GMR for two-and-a-half years with Lifeguard Ambulance since they came to our area.

I grew up in the fire service and started my service at the age of 13 as a junior firefighter and worked my way up to Assistant Chief in the volunteer department and career Captain with St. Andrews fire department in Charleston. My passion for safety started with the fire service and continued when I took a job working for Ulbrich Precision Flat Wire starting a EH&S program for the company. I love working for GMR and have a passion for working with OEM on deployments. I have worked many roles on deployment including task force leader, logistics and Safety. I am looking forward to being a contributing member of the Safety and Risk team here at GMR.



RICKE HARRIS - OPERATIONS SAFETY, WEST TN, AL, & MS - MED-TRANS/EAGLEMED

I would like to welcome Ricke Harris to the Med-Trans/EagleMed and GMR Safety teams. He will be responsible for operations safety for West TN AL and MS commencing on 1 July 2022. Below is a short summary of Ricke's education, training, and experience:

Ricke is a 2000 graduate of the Naval Academy, with a MS in Organizational Leadership and a graduate of the US Navy's Safety School. He served as a career officer in the Navy as a Search and Rescue pilot, Special Operations pilot, Instructor Pilot, Standardization Officer, Security detachment commander, maintenance check pilot and squadron Safety Officer prior to joining Med-Trans in 2019. Once joining Med-Trans, Ricke started as a base pilot and Site Safety Officer at our MedStar AL program before joining the Training Department as an Instructor Pilot and Check Airman. He holds the Airline Transport Pilot rating (Rotor Wing) and is qualified in the B407, B206 and MH-60 helicopters.



DANIEL JOHNSON - OPERATIONS SAFETY OFFICER - GUARDIAN FLIGHT

My name is Daniel Johnson. I'm an Aircraft Maintenance Technician for Guardian Flight. After earning a degree in Aeronautical Science from LeTourneau University, I moved from Texas to Alaska to begin a career in aviation maintenance. It was during those formative years as a small-aircraft mechanic that I developed a passion for aviation safety and the continual improvement of my work processes and environment.

After seven years of working on classic ski, float and land planes, I joined the Guardian Flight team at our Anchorage maintenance facility. It was not long until I became involved with the Safety Team first as a Site Safety Officer, then Program Daniel Johnson Safety Officer and MSAP committee member. I have thoroughly enjoyed working with the incredible pilots, mechanics, clinicians, and administrators who all make Guardian Flight a safe, reliable lifeline for those in need.

When I'm not working on airplanes, you can find me enjoying the Alaskan outdoors with my wife and two children, hunting, fishing, skiing, or hiking.



PAUL SIMPSON - OPERATIONS SAFETY OFFICER - GUARDIAN FLIGHT

Paul Simpson has been employed by Guardian flight since November of 2016 as a PC-12 pilot. He was based in Dothan, Alabama, for a short time until that base was closed and has been a floater since then.

Paul has over 17,000 flight hours and over 40 years of flight experience. He has his ATP, Type Ratings in ATR 42/72, and F-27. Before Paul came to Guardian Flight, he was with a cargo operator as VP of Flight Operations/Director of Operations and Chief Pilot. He has more than 35 years in Part 135 operations, including several Paul Simpson years in Part 121.

Paul has extensive experience with multiple safety programs, including Aviation Safety Action Program (ASAP), Flight Operational Quality Assurance (FOQA), Safety Management Systems (SMS), Voluntary Disclosure Reporting Program (VDRP), and Line Operations Safety Audits (LOSA). Paul was on the Event Review Committee for ASAP for more than seven years and for more than five years on the Flight Data Team for FOQA.

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MEET THE TEAM

Promotions and Additions

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KARA HERNANDEZ - OPERATIONS SAFETY OFFICER - GUARDIAN FLIGHT

Kara was born in the beautiful coastal town of Florence, Oregon and raised in the equally as beautiful Willamette Valley. She received her Associates Degree in Nursing from Clatsop Community College in Astoria, Oregon. After graduating she started her career in surgical telemetry and quickly transitioned into critical care nursing.

After several years she settled into the ER where she spent the majority of her 18-year career. Most recently she has shifted to Flight Nurse and Site Safety Officer for Guardian Flight Alaska in Juneau. During her time in the medevac community, she has developed a passion and affinity for safety and safety culture. Kara has found a true love for advocating for the safety of the "boots on the ground."

Away from work Kara can be found paddle boarding, mountain biking, and van camping with her husband Victor and their five spectacular kids ranging in age from 23 to 14.



ARMANDO "JERRY" LARA - SAFETY SPECIALIST, PACIFIC REGION

Please welcome Armando "Jerry" Lara who joined the Pacific Region team as a Safety Specialist in May this year. Jerry obtained his B.S. in Occupational Studies along with his teaching credential from California State University in Long Beach, California.

His professional background includes 20+ years as a Firefighter, Engineer and Captain with the Long Beach Fire Department. In addition, he helped develop the program and taught at the Oxnard College Fire Academy and teaches as a PT Instructor for Texas A & M University. His most recent experience prior to coming to GMR was as a Safety Specialist for Fed-Ex Corporation.

He lives in La Quinta and if he isn't spending time with his three daughters, you will probably find him pursuing his passion for playing golf.

