

Information from the NAACS President, Don Looper

NAACS Members and Board,

This past week has been a very busy week for the legislative committee as we were in Washington, DC for the AAMS spring conference. The opening session on day one was a follow up from the NTSB regarding the HEMS hearings held last month in Washington DC. Following that session was "Safety and Regulatory Briefing" with the FAA, discussing FAA-led initiatives stemming from the NTSB hearings in Washington DC this past February. One of importance to NAACS was the discussion from the NTSB recommending to the FAA some form of formalized dispatch procedures.

On day two the NAACS Legislative committee met with the FAA, Larry Buehler, at the FAA office building. We wanted to have the opportunity to present Mr. Buehler with a more formalized document regarding our upcoming "NAACS Operational Control Course", as well as presenting a formal request to have the ability to provide input towards the "Formalized Dispatch Procedures". I presented a letter to Mr. Buehler stating the request as well as provided him with a brief outline of some of our ideas on procedures and the recommended safety practices that was presented to the AMSAC committee last year. The letter and documents presented to Mr. Buehler are listed below.

The NAACS Operational Control Course (NAACS-OCC)

This course is designed to be an educational certification for HEMS communication specialists.

Presentation Outline:

- I. Introduction to Operational Control**
- II. Presentation of various tools that will be used in course**
- III. Introduction of subject modules**
- IV. Comprehensive testing on presented modules.**
- V. Course review and evaluations**

Behavioral Objectives:

- 1. Participants will after completion of first section of course have an understanding of the learning process and transfer of knowledge.**
- 2. Participants will develop a higher level of processes used to coordinate the formation of requested flights.**
- 3. Participants will be able to monitor and compile records required by the FAA that ensures all crews are current as described in FAR PART 135 and FAR PART 91.**

Course Outline:

Fundamentals of Instructions

- **Laws of learning**
- **Levels of learning**
- **Lesson plans**

Aviation Policy and Regulation

- **Operations Specifications**
- **Enhanced Operational Control Policies**
- **Aeronautical Decision Making and Risk Management**
- **Lost Procedures**
- **Emergency Procedures / Search and Rescue**

Aerodynamics

- **Rotary and Fixed Wing Basic Aerodynamics**
- **Weight and Balance**
- **Flight maneuvers**

Aviation Weather

- **General Meteorology**
- **Prevailing Weather**
- **Adverse and Deteriorating Weather**
- **Wind shear**
- **Use of Aviation Weather Products (e.g. METARS, HEMS Tool, AWOS, ADDS etc.)**
- **Weather Minimums**
- **Radar Interpretation**

Navigation

- **Navigation Aids**
- **Instrument Approach Procedures**
- **Navigational Publications**
- **Navigation Techniques**
- **E6B Introduction**
- **Advanced Sectional Training**

Flight Following

- **Available Flight Following Procedures**
- **Alternate Flight Following Procedures**
- **Practical Applications**

Air Traffic Control

- **Airspace**
- **ATC Procedures**
- **Aeronautical Charts**
- **Aeronautical Data Sources**
- **Aviation Communication**
- **Available Aircraft Communications Systems**
- **Normal Communication Procedures**
- **Abnormal Communications Procedures**
- **Emergency Communications Procedures**
- **Crew Resource Management**

- **Concepts and Practical Application**

Safety and the Air Medical Communications Specialist

- **Importance of training and continuing education for ACS**
 - **Safety Culture**
 - **Auditing and Measuring for Improvement**
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- CRM could be included as a part of the aeronautical decision making process. Then ADM could be expanded into ADM, CRM, and risk management in the OCC courses.

 - In the OCC course you could have a discussion on helicopter shopping, appropriate modes of patient transport and available local resources (situational awareness), emergency and disaster planning and on and on and on....

 - First two BETA classes will be taught in PowerPoint lecture style with extensive QI with all participants and a CD pre course will be developed along with workbook prior to AMTC

 - Marketing plan is BETA classes will be invited programs that have expressed interest in OCC and will be considered for regional instructors.

 - After BETA classes course would be marketed in print and established OCC programs (i.e. Metro Aviation and Air Methods) NAACS website.

(Letter to Mr. Buehler)

Mr. Buehler,

The National Association of Air Medical Communications Specialists (NAACS) is formally requesting involvement in development of the proposed formalized dispatch procedures. The following is a draft of some of our recommendations. These are not all inclusive nor in any specific order.

Recommended Practice/Procedures

- **Following CAMTS Standards for Communication Centers 06.04.01**
 - Destination airport, refueling stops(if necessary), location of transportation exchange and hours of operation.
 - Weather checks.
 - Times of lift off, arrival, depart, and abort if necessary throughout legs flight.
 - Number and names of souls on board

- Amount of fuel on board
 - Estimated time of arrival (ETA)
 - Pertinent LZ information
 - Direct or relayed communications to communication center while in flight specifying locations and ETA, and deviations, if necessary.
 - Sterile cockpit rule
 - Time between each communication should not exceed 15 minutes while in flight.
 - Time between communications should not exceed 45 minutes while on the ground.
 - If an IFR or VFR flight plan has not been filed, time between communications should not exceed 30 minutes if a means of communication directly or indirectly is available.
 - Alternate agencies are used to relay communications when direct contact is not possible.
 - There is a policy in place that while the aircraft is on a mission, a communicator assigned to flight follow will be present in the communication center at all times.
- Pre-Flight Risk Assessment for documentation into CAD
 - Pre-Flight and In-Flight highest terrain/obstacle enroute provided by communication specialist and/or pilot.
 - Resources available to document and report weather turndowns to other HEMS programs.
 - Recommend participation in SMS for program.
 - Have a policy/procedure in place to address helicopter shopping. i.e. Tennessee Safety Questionnaire Model. (attached)

Sincerely,

The NAACS Board of Directors

Don Looper

President