

SUMMER 2015

CALSTAR ROTOR WASH



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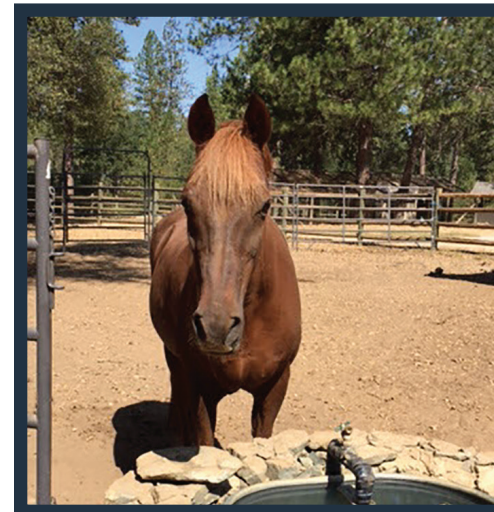


A Fall from Fourteen Hands High

It was a beautiful day for horseback riding in March. The sky was a sharp blue, and a light breeze swept over the meadow grass, cooling Sharon Gonzalez and her riding partner, Petra Van De Hey, while they rode.



Left: The Ranch
Top Right: Bosco, Fourteen Hands High
Bottom Right: Preparing for Transport



The two were out riding a groomed trail, surveying a section of their employer's 1,300-acre private ranch outside of Mt. Aukum in El Dorado County. Every so often, they stopped to take pictures of the breathtaking scenery around the property for the owners who were out of town.

Sharon had chosen to ride Bosco that day—a Tennessee Walker/Peruvian Paso of 27 years. "He is the oldest and gentlest of horses, which is why he's my riding buddy," says Sharon. "It was a day like any other."

Then, everything changed.

Twenty minutes into their ride, on a straight and level section of trail, something happened. Sharon cannot remember exactly what that "something" was, as her memory of the event eludes her to this day. However, she does remember awaking to find her face in the dirt. "At the time, I wasn't in any pain, but I couldn't move. I didn't

SHARON CREDITS HER EXPEDITED RECOVERY TO THE QUICK, MULTI-AGENCY RESPONSE OF EMS CREWS, THE CALSTAR FLIGHT TEAM, AND HER CARE AT SUTTER ROSEVILLE MEDICAL CENTER. 'AT SOME POINT, I WOULD LOVE TO REUNITE AND THANK EVERYONE WHO CARED FOR ME. THEY ARE MY LIFE-SAVERS.'

know where I was or what was going on. And then I lost consciousness again."

Petra, who had been riding ahead of Sharon at the time, had just turned to say something over her shoulder and saw Bosco in mid-fall. The horse had been in good health and spirits that morning, and was not prone to misbehavior or accidents; but something had caused him to stumble hard, knocking Sharon to

the ground in the fall. The force of the blow crushed her ankle, fractured her ribs, and caused her helmet to crack open and separate from its lining.

Kneeling beside her, Petra tried to determine the extent of Sharon's injuries, and soon realized that emergency services would be needed. The main ranch house was at least a mile away, and as in many remote regions, cellphone reception was unreliable for those in the area. The decision that Petra made next was both brave and terrifying. She would have to leave Sharon alone to find help.

"It's one of the few things I remember after the fall," states Sharon. "Petra very calmly said to stay still... she was going to get help."

Miraculously, Bosco seemed uninjured by the fall, but Petra worried that he may accidentally injure Sharon further if left alone, so she got him up and tied him to her own horse for the ride back. "I tried ponying him [i.e. lead a horse while riding another], but he was slowing us down. When we were far enough away, I threw Bosco's reins over his saddle horn and continued without him, knowing he would either go find grass or go back to the barn," she added. Luckily, Petra had received wilderness/rescue training during her career, and she knew her



Left: Best Buddies—Sharon & Bosco.

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WHEN MINUTES MEAN SURVIVAL, WE STAND READY

Natividad Medical Center recently released two new trauma care commercials in the Central Coast Region, one of which was created with the support of crewmembers from CALSTAR-2 (Gilroy) and CALSTAR-5 (Salinas).

We would like to thank all those involved in the development of this advertisement, which depicts an air ambulance transport to Natividad Trauma Center, the hospital's highly skilled team, and their preparedness in providing rapid critical care services to the surrounding communities of Monterey and beyond.

Check out CALSTAR in action on their adjacent heliport...
<https://vimeo.com/131592690>



**LIFE HAS ITS ABSOLUTE BEST CHANCE
HERE IN YOUR COMMUNITY**

The Natividad Trauma Center is committed to excellence in trauma care, which has a profound impact on the residents of Monterey County and the Central Coast Region.

**Natividad
TRAUMA
CENTER**

WHEN MINUTES MEAN SURVIVAL WE STAND READY

www.natividad.com/trauma

In-Service Training (IST)

CALSTAR is proud to provide a variety of in-service training events for EMS agencies, hospitals, and community partners upon request. On average, our crews conduct more than 150 in-service training events annually, helping to promote a strong safety culture and excellence in patient care.

To enhance familiarity with operations, CALSTAR crews are prepared to provide overviews in general aircraft safety, landing zone selection and control,

communications, patient preparation for transport, and proper loading/unloading procedures.

One such helicopter orientation training recently took place at the Fremont offices of PG&E. We thank them for sending us this wonderful picture of the staff who participated. *



CALSTAR SHUTTERBUGS

It's that time again...

Have you captured any great photos of our helicopters over the last year? If so, consider entering them into the ROTOR Magazine Photo Contest. Your entry might be a winner!

The top photographer in each category will win \$100. The photographer who submits the top-rated photo overall will win \$500. Winning photos will also appear in the Winter 2016 issue of ROTOR magazine and may be displayed at HAI HELI-EXPO 2016.

Photos need to contain a depiction of all or part of a helicopter. Anyone can enter – HAI member or nonmember, professional or amateur photographer. You have to be the photographer or own the rights to the photos. All pictures must be uploaded to photo.rotor.org by midnight, December 1, 2015.

To learn more about the contest and rules, visit photo.rotor.org, Publications section.



Good luck!

Attention

Air Medical Transport Conference (AMTC) attendees:

Airbus Helicopters will be hosting a CALSTAR EC135 helicopter in **Booth 727**.
Please drop by to see us!



Outreach Education

Visit www.calstar.org/events to see a comprehensive list of Education activities, or contact CALSTAR's Education Services Manager, **Margaret Franklin: (916) 921-4066, mfranklin@calstar.org**



UPCOMING EVENTS



**Acute Brain Care,
from Fetus to Child
September 18**
8:30 a.m. – 4:45 p.m.

**UCSF Mission Bay
Betty Irene Women's Hospital
William & Susan Oberndorf Auditorium**

This symposium is appropriate for physicians, nurses, and ancillary staff, and will provide 6 hours of continuing education credit.

To obtain additional information, please contact **Margaret Franklin: mfranklin@calstar.org, (916) 921-4066**

Register online: <http://weblink.donorperfect.com/AcuteBrainCare>



**Sepsis
September 18**
1:00 p.m. – 5:00 p.m.
**Salinas Valley Memorial
Healthcare System**

This seminar is appropriate for nursing staff and will provide 4 hours of continuing education credit.

To obtain additional information or to register, please contact **Carla Spencer: cspencer@svmh.com, (831) 757-4333**



**Great American
Safety Drive
October 7**
8:30 a.m. – 1:30 p.m.

Sierra Health Foundation, Sacramento

This seminar will delve into co-worker accountability, fatigue, sleep deprivation, and critical weaknesses that affect performance. Pilots, nurses, EMTs, EMT-Ps,

first responders, mechanics, and safety reps are invited to attend this valuable education event for which 3.5 hours of continuing education credit will be provided.

To obtain additional information, please contact **Margaret Franklin: mfranklin@calstar.org, (916) 921-4066**

Register online: <http://weblink.donorperfect.com/GreatAmericanSafetyDrive>



**Pediatric Critical
and Emergency Care
October 23**
9:30 a.m. – 5:00 p.m.

**Community Hospital of the
Monterey Peninsula, Rooms A-C**

This seminar is appropriate for physicians, nurses and paramedics, and first responders, and will provide 6 hours of continuing education credit.

To obtain additional information, please contact **Margaret Franklin: mfranklin@calstar.org, (916) 921-4066**

Register online: <http://weblink.donorperfect.com/AirwayToRabies>



**Traumatic Brain Injury
and Cerebral Vascular
Injury – December 10**
9:00 a.m. – 12:00 p.m. (or)
1:00 p.m. – 4:00 p.m.

Salinas Valley Memorial Healthcare System

This class is appropriate for nurses and paramedics, and will provide 3 hours of continuing education credit.

To obtain additional information or to register, please contact **Carla Spencer: cspencer@svmh.com, (831) 757-4333**



Photo: Kaleigh McCollum

FEATURED GIVING OPPORTUNITY

Thousands of times each year, CALSTAR's communications center (CALCOM) receives a transport request, dispatches a flight crew to an emergency scene, and thus sets in motion a rapid series of events that ultimately delivers potentially life-saving care to the patient. What may be obvious to some and overlooked by others is that portable radio communications plays a critical role in that process.

Nearly every scene call begins with CALCOM "toning out" the handheld radios located at each of our eight rotor wing bases, which the flight crew then use to confirm receipt of the flight request. CALSTAR's current radios are more than

six years old, and the batteries that power them are no longer manufactured. To ensure continued reliable communications between CALCOM and our base locations, CALSTAR is planning to replace the current handheld units with new high-performance MOTOTRBO XPR 7000 Series radios.

The cost to equip each rotor base with three primary radios and one backup unit is approximately \$4,000 per base, for a total project cost of \$32,000. CALSTAR is also seeking foundation and corporate grant funding for the new radios, which we hope to purchase and have in service by early 2016.

New Two-Way Portable Radios

Total Funding Needed: \$32,000

We invite you to make an online contribution to this project or another area of need by visiting www.calstar.org/donations.

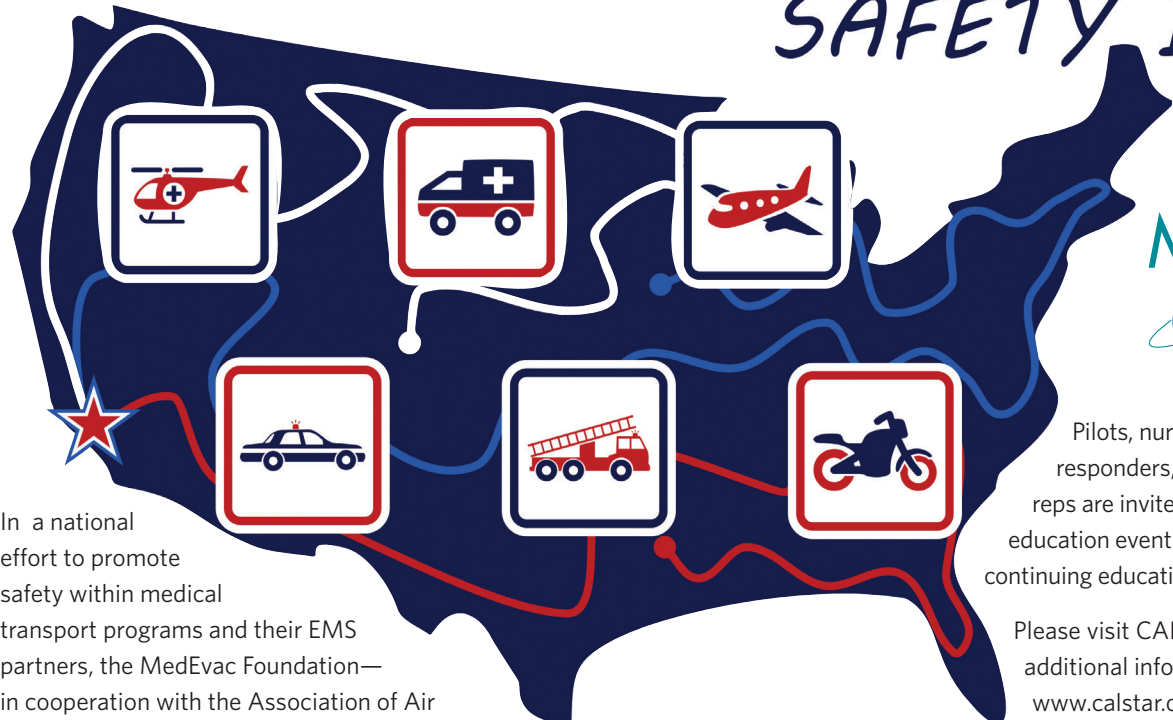
To donate by mail instead, please send your donation to:

CALSTAR Development & Outreach
4933 Bailey Loop
McClellan, CA 95652



The 2015 Great American Safety Drive is Officially Underway!

GREAT AMERICAN SAFETY DRIVE 2015



In a national effort to promote safety within medical transport programs and their EMS partners, the MedEvac Foundation—in cooperation with the Association of Air Medical Services—is once again conducting a philanthropic “drive” across the USA, featuring education focused on a strong safety culture.

On October 7, 2015, CALSTAR will host the Sacramento region’s “safety stop.” This event will include a day of valuable presentations geared specifically to medical transport teams and first responders, free of charge.

Pilots, nurses, EMTs, EMTPs, first responders, mechanics, and safety reps are invited to attend this valuable education event for which 3.5 hours of continuing education credit will be provided.

Please visit CALSTAR’s website for additional information and to register: www.calstar.org/events. Space is limited to the first

80 registrants, so we encourage you to sign up early.

If you have any questions, please contact **Margaret Franklin, Education Services Manager**, at (916) 921-4066 or mfranklin@calstar.org

We look forward to seeing you!

Recent Hires & Promotions

CALSTAR is pleased to welcome the following new team members and congratulate those who have assumed new roles since our last publication:

- Angela Ono | HR/Benefits Coordinator
- Jeremiah Ingemunson | Flight Nurse
- Marshal Cowley | Flight Nurse
- Samantha Bain | Flight Nurse
- William Harrer | Base ACT
- Susan Silva | Director of Human Resources
- Kimberly Duggins | Scheduling/Payroll Coordinator
- Larissa Bradford | Chief Flight Nurse

- Ernesto Acebo | Chief Flight Nurse
- Natalie Johnston | Communications Specialist I
- Richard Ikerd | Chief Flight Nurse
- Sheila Lassiter | Chief Flight Nurse
- William Bates | Lead Pilot
- Victoria Laiosa | Transfer Center Supervisor
- Christi Claudio | Payroll/Scheduling Manager



4933 Bailey Loop | McClellan, CA 95652

WWW.CALSTAR.ORG



Accredited
since 2001

CALSTAR is fully accredited by the Commission on Accreditation of Medical Transport Services (CAMTS), which acknowledges excellence in program safety, patient care, communications, education and administration.

Please visit
www.calstar.org/partners
for a list of
our Member and
Affiliate Hospitals

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Regional Medical Center of San Jose

Dionne Cruz Miller,
Member Representative
Chief Operating Officer
Sutter Roseville Medical Center

CALSTAR Management Team

Lynn D. Malmstrom - President & CEO
Mark Vincenzini - Chief Financial Officer
Tad Henderson - Chief Operations Officer

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A Fall from Fourteen Hands High

decision to quickly locate help would ensure the best possible outcome for Sharon.

After riding back to the ranch, Petra sought the help of fellow co-worker, Stephanie—a retired ER nurse—who traveled back to look after Sharon while Petra called 911 and made her way out to the main road to direct first responders. By the time fellow caretakers Troy and Mandy McCabe arrived on site, paramedics were already caring for Sharon, and CALSTAR pilot—Harry Holt—was just landing the air ambulance in an adjacent field.

After nine minutes surrounded by emergency services, Sharon was stabilized for transport and loaded into the helicopter by EMS crews and CALSTAR flight nurses (Jeff Wallen and Heather Summerby). Nineteen minutes later, the CALSTAR team landed at Sutter Roseville Medical Center. Sharon remembers very little of the friends and first responders who had arrived to help her. In fact, other than the brief memories of being carried on a stretcher and flight nurse Jeff Wallen speaking to her before takeoff, Sharon remembers nothing of her preparation on the ground or her short flight.

She spent the next five days in the Neuro ICU at Sutter Roseville Medical Center, receiving treatment for her traumatic brain injury (TBI) and other injuries caused by the blunt force trauma. “Never having been in a hospital before, I had nothing to compare it to,” she says, “but I can tell you that the care I received at Sutter Roseville was completely beyond anything I expected. They treated me like a precious princess when I awoke. It was wonderful.”

In a humorous turn, Sharon’s physician was also named Bosco. “When you’re in the hospital for a traumatic brain injury and your doctor shares the name of the horse that threw you, it can lead to some fairly amusing interactions between patient and hospital staff,” relays Sharon. “A horse is a horse, of course. Of course?”



“It’s still remarkable to me that I was only there for a week. After returning home, my emotions fluctuated greatly. Now, I’m feeling more like myself, although my sense of taste and smell is still a bit off. I understand that condition may improve with time.” She credits her expedited recovery to the quick, multi-agency response of EMS crews, the CALSTAR flight crew, and her care at Sutter Roseville Medical Center. “At some point, I would love to reunite and thank everyone who cared for me. They are my life-savers.”

Has the accident affected her love of riding? “Absolutely not,” says Sharon, “although I will most likely never ride Bosco again because the reason for his fall could not be identified. He was vet-checked shortly after the accident, and other than biting his tongue, he suffered no injuries. To this day, we have no idea what caused his fall. It was simply a fluke.”

We can all learn a valuable lesson or two from an experience like this. “I want to encourage your readers to take every precaution when riding, even if they are experienced,” instructs Sharon. That includes the following:

- **Never ride remotely alone. If you don’t have that option, tell friends or family where you are headed as well as the time they should expect you back.**
- **Take along safety/survival gear and a means of communication, if available.**
- **Most importantly, wear a helmet.**

“One or all of these things may help save your life. Two saved mine.” ✱

OUR MISSION:

To save lives, reduce disability and speed recovery for victims of trauma and illness through rapid transport, quality medical care and education.