Eileen Frazer, Executive Director, Commission on Accreditation of Medical Transport Systems (CAMTS)

Eileen (Pozzi) Frazer began her career as an emergency room nurse but for the past 25 years has been the creator and Executive Director for the Commission on Accreditation of Medical Transport Systems (CAMTS) (pronounced with long "a" and silent "t"). CAMTS establishes international standards, provides site visits and accreditations for air and ground medical transport systems. Currently there are over 175 accredited services representing over 650 helicopters, 185 fixed wing and 450 critical care ground ambulances.

In the mid-1980s there was a growing number of air medical helicopter accidents and increased pressure from the FAA on the American Society of Hospital Based Emergency Air Medical Services (ASHBEAMS) (now the Association of Air Medical Services (AAMS)) to reduce the accident rates. In 1988, ASHBEAMS establish a program called Priority One, a peer review safety audit that was centered on audit criteria written by the ASHBEAMS Safety Committee, chaired by flight nurse Eileen Pozzi. For a variety of reasons the program was short lived and only two programs completed the Priority One audits.

The committee believed the process needed more robust and independent of any other organizations. So, in 1988-1989 Eileen completed a feasibility study regarding the prospects of an actual accreditation program that modeled what the Joint Commission on Accreditation of HealthCare Organizations was doing for hospitals. The big difference was the mixing of two generally different types of industries, aviation and medicine. The idea of an accreditation program was taken to the ASHBEAM membership in 1989 where it received great conceptual support but also initial funding for the development of a new organization called the Commission on Accreditation of Air Medical Services (CAAMS).

CAAMS had its first board meeting in July of 1990 with representation from seven national air medical associated organizations. Eileen was hired as the Executive Director. The first several years kept Eileen very busy with the writing of standards, policies, incorporation and expanding the Board to assure input from all the air medical interested organization. The Board grew from the initial seven to fourteen members.

In August 1991 Eileen and the Board conducted the first site surveyor training with 11 people and sent several off to test the standards and processes at two mock surveys. In February 1992, the first official CAAMS accreditation was awarded and by the end of 1994 there were 19 accredited programs with another 25 application in the process.

Money for CAAMS was tight and Eileen so loved the program that she often went with little or no salary. To reduce expenses she donated part of her home for the CAAMS office space. For most of the early years the CAAMS office was a one part-time person office that relied on the dedication and drive of volunteer board members and site surveyors. The drive was kept alive by Eileen!
A grant was received in 1994 from the National Highway Safety Administration (NHTSA) to train the second training class of site surveyors. Twelve professionals, from 35 applicants, were selected and trained. This brought the Board total to 14 organizations and 23 site surveyors, all coordinated by one CAAM staff member, Eileen.

Up until 1997 CAAMS had been providing standards and accreditation primarily for rotor-wing air medical services, with some fixed-wing. Hospital based ground critical care ambulance programs also wanted national standards for safety and medical care. The Board changed the name of CAAMS to what it is now: Commission on Accreditation of Medical Transport Services (CAMTS) and published new standards that included ground based services as well as air. Also that year 15 additional site surveyors were selected and trained. CAMTS was also being more widely recognized as the standard-setting organization. Federal programs such as the Indian Health Service and U.S. Air Force civilian contracting agency were requiring CAMTS accreditation and at least one insurance company was providing discounts to programs that could show standard compliance through accreditation. By the end of 1997 there were 51 accredited programs.

Interest continued to grow, not only in the United States but internationally. In March 1998 the STARS program in Canada became the first program outside the U.S. to be accredited. The Board also grew with two other organizations joining the Board. The Standards grew to include basic and advanced medical transport services associated with air or ground critical care. And, the number of site surveyor grew by six new aviation experts.

By 2000 CAMTS had become more financially stable and made the last debt payment on the loan given by ASHBEAMS. Eileen was awarded the Marriott Carlson Award by AAMS for outstanding overall contribution to the air medical community. Five states and several counties now required air medical helicopter programs to be CAMTS accredited for state license. By the end of 2000 there were 82 accredited programs and applications (and work load) continued to grow.

Today, Eileen runs an office with 2 full-time and 1 part-time employees, oversees a Board of 21 members and coordinates the training, evaluation and reports from 72 site surveyors. CAMTS completes about 75 new or reaccreditation applications each year, which include extensive pre-reviews, site surveys and Board reports. Each service program must also report progress on outstanding deficiencies, which result in nearly 100 progress reports each year.

There are now 184 accredited programs from six different countries. Over the past several years Eileen has been asked to speak at locations around the world and the number of programs outside the U.S. is growing, much like we saw in the earlier years of CAAMS.

When it comes to making improvements in safety in the air medical environment, no one person has done more with her work through CAMTS than Eileen Frazer. It seems only fitting, in this the 25th anniversary of CAMTS, that she be recognized for her life-long contribution.

_Nomination submitted by Dudley Smith, Assoc. Executive Director, CAMTS._
ACKNOWLEDGMENT FORM

Person submitting nomination: Dudy Sm. H

Person being nominated: Eileen Frazer

Dear Industry Professional:

For 55 years, Helicopter Association International's Salute to Excellence Awards have recognized outstanding achievements in the helicopter industry. By acknowledging the exceptional merit of an individual or organization, these awards encourage the highest standards of professionalism in the international helicopter community. This year's Salute to Excellence Awards will be held at HAI HELI-EXPO 2016 in Louisville, Kentucky.

You have been nominated by one of your peers for the

Award name: A & P Helicopter Crew Award

HAI requires that you acknowledge in writing that you understand you are being nominated and, if selected, will receive the award in person at the Salute to Excellence Awards dinner on March 2, 2016, in Louisville, Kentucky, or designate a representative to do so on your behalf. You must also be willing to provide biographical material, including photos and video, to HAI.

HAI will provide the following complimentary items for the winner and one guest:
- Round-trip coach airfare
- Three-night hotel accommodations (one room to share)
- HAI HELI-EXPO registration
- Tickets to the awards dinner

I understand the conditions for consideration and wish to be considered for this award.

I do not wish to be considered for this award. Please remove my name from further consideration.

Signed ____________________________
(Signature Required)

Print Name Eileen Frazer Date 9/25/15

Return to: Helicopter Association International
1920 Ballenger Ave., Alexandria, VA 22314-2898

Fax 703-683-4745

Email salhte@rotor.org
PROFESSIONAL EXPERIENCE

1990 - Present  Executive Director of the Commission on Accreditation of Medical Transport Systems (CAMTS).

1982 - 1990  Chief Flight Nurse- University MedEvac (Lehigh Valley Hospital) Allentown, Pennsylvania

1981 - 1982  Head Nurse, Emergency Dept./Trauma Center of Lehigh Valley Hospital - Allentown, Pennsylvania.

1974 - 1981  Staff Nurse, Emergency Dept. of Lehigh Valley Hospital

1967 - 1974  Staff Nurse, Emergency Dept. of The Allentown Hospital.

EDUCATION

1967 Graduate of The Allentown Hospital School of Nursing in Allentown, Pennsylvania.

Transferred to Clemson University from Cedar Crest College in Allentown, Pennsylvania.

Certified Medical Transport Executive – 2004

Certified Legal Nurse Consultant – 2006

Certified as a “Just Culture” instructor - 2009

EXPERIENCE AND BACKGROUND

Clinical experience includes emergency, trauma, flight nursing over a 33-year time frame.

Management and administrative experience dates back to 1981. Responsible for a staff of 64 while head nurse in an Emergency Department of a Level I Trauma Center.

As Chief Flight Nurse of a rotorwing program, responsible for a staff of 22. Additional responsibilities included: developing a new flight program; Continuous Quality Improvement; communicating with all departments in the hospital; and developing and providing outreach programs to community groups and ground EMS agencies. Also, co-developed trauma education program for high schools and using the Critical Incident Stress Debriefing model, co-developed a program for trauma ICU nurses who experienced acute stress in the work environment.
Served as Chair of the ASHBEAMS, now AAMS, Safety Committee from 1984 – 1990. Wrote the first draft of ASHBEAMS Safety Guidelines, working with the FAA and HAI. Developed the Priority One program and coordinated the beta test site visits. Developed a site surveyor training program based upon experience with the Commission on Accreditation of Rehabilitation Facilities (CARF). Completed a feasibility study for AAMS to develop an accreditation program for air medical transport. Assembled leaders of air medical associations for the first meeting of the Commission on Accreditation of Air Medical Services in 1990.

In 1990, as Executive Director of a newly formed accrediting agency (the Commission on Accreditation of Air Medical Services) responsible for developing, directing and coordinating activities and communicating on a national level with health care agencies related to the air medical field, and government officials.

MEMBERSHIPS

Air & Surface Transport Nurses Association
Executive Directors of Accrediting Agencies in the U.S.
South Carolina Writers Guild
Eastern Literary Fellowship
Civil Air Patrol – Colorado Wing

ACTIVITIES

Developed and implemented MedEvac Alert newsletter - 1983.

Implemented and co-developed a "Flight Team Training Course" for University Medevac in 1982

Co-developed the Safety Orientation Program for Pre-hospital Personnel - 1982.

Co-developed the Aeromedical Safety Awareness Program - 1986.

Consultant to various hospitals in the U.S. - (Hahnemann University Hospital- Philadelphia, PA; Duke University – North Carolina; Robert Packer Hospital in Sayre, PA; Hartford Hospital – Hartford, CT; University of Arizona – Tucson, AZ) regarding the training of air medical personnel in air medical safety and preparation of patients for air transport.


Assisted in writing the rules and regulations for Air Ambulance (EMS - Act 45) for the state of Pennsylvania and served on the State of PA Nursing Advisory Board from 1985-1990.
Served on the faculty for ATLS (Advanced Trauma Life Support) and PHTLS (Prehospital Trauma Life Support) courses at the Lehigh Valley Hospital.

Recipient of the HealthEast Golden Medallion Award in 1989 for outstanding contribution to Air Medical Safety in the U.S.

Safety Committee Chairman for the Association of Air Medical Services from 1984 - 1990.

Developed a draft of safety guidelines for the Association of Air Medical Services – 1986.

Recipient of the "Jim Charlson Award" for significant contribution to air medical safety by the Association of Air Medical Services and sponsored by the Aerospatiale Helicopter Company in 1991.

Attended the Commission on Accreditation of Rehabilitation Facilities (CARF) site surveyor training in 1989.

Developed the Priority One program in 1989 that led to 3 beta site testing.

Completed a feasibility study in 1989 that resulted in an accreditation process – CAAMS- in 1990.


Received the Marriot-Carlson Award for outstanding contributions to the air medical transport community –AMTC, October 2000.

Graduated from Medical Transport Leadership Institute in 2004 and certified as a Certified Medical Transport Executive.

Certified as a Legal Nurse Consultant in July 2006.

Testified at the NTSB HEMS (Helicopter EMS) Hearings – February 2009

Testified at Congressional Hearings on Air Ambulances – March 2009

Received the FAA Safety Team (Central Region) Education Outreach Award for developing the “Hazards of Helicopter Shopping” education for pre hospital and emergency department personnel in April 2009.

Certified to teach “Just Culture” (Outcome Engineering) in February 2010.
PUBLICATIONS

"Is Your Flight Crew Airworthy", Hospital Aviation, Vol.5 No.5 March, 1986.


Author of "Crew Fitness" chapter of the Dept. of Transportation Curriculum on Air Medical Crew Training which includes a Student Manual and Instructor Manual.


Author of "Priority One" - an evolving accreditation program for air medical services (similar to JCAHO) 1986.


“Accreditation of Air Medical Services”, Topics in Emergency Medicine. Volume 16, Number 4 December, 1994


“Ask the Commission”, a regular feature of Air Med, beginning with the May/June, 1998 issue to present.


“Care in the Air”. Advance for Providers of Post Acute Care. Nov-Dec, 2001
“Accreditation for Air And Ground Medical Transportation”, Chapter 36 in Air &Surface Patient Transport—Principles and Practice. Mosby, Inc. 2003


“Air Medical Standards: Why they are Important to Case Managers and Patients”, CareManagement, Volume 11, Number 4, August/September 2005


“Ask CAMTS” a regular featured article in the Air Medical Journal since 2000.

“A Change in Culture is Required” Air Medical Journal, September-October 2008, 202-203

Authored a chapter entitled “Accreditation for Air and Ground Medical Transport” ASTNA Patient Transport Principles and Practice, Mosby, Inc 2009

Authored three chapters and co-editor of Safety and Quality in Medical Transport Systems: Creating a Culture. ASHGATE: December 2012

PRESENTATIONS


Presented paper entitled "Valid Trauma Helicopter Transport for patients with ISS scores less than 16” at the 1987 Scientific Assembly of the ASHBEAMS convention.

Presented "Accreditation - a Feasibility Study" at the 1989 Association of Air Medical Services (AAMS) convention.

Presented "Accreditation, Here It Comes” at the 1990 AAMS convention.
Presented "Update on Accreditation" at the 1991 AAMS convention.


Presented "Accreditation of Air Medical Services" at the annual Fireside Conference of Rocky Mt. Helicopters, Inc. March 31, 1992.

Presented "Accreditation of Air Medical Services" at the Southwest Trauma Conference by the University of Arizona in Tucson on July 31, 1992.

Served on a panel discussion regarding accreditation at the International Conference of Air Medicine in Sydney, Australia in September, 1993.


Presented "Accreditation of Air Medical Services in the U.S." at the International Congress during the Air Medical Transport Conference in St. Louis, October, 1993.


“Accreditation Update” presented at the Florida Annual Air Medical Services meeting in July, 1997.


“Accreditation Standards for Communications” presented at the NAACS Communications Specialist Education Program in Omaha, Nebraska. May, 1998


Poster Presentation for AAOHN describing CAMTS – April 23 – April 25, 2001 in San Francisco, CA.

“CAMTS Accreditation for Critical Care Ground Services”, CCG Conference, January 19-22, 2002 in Dallas, TX.

“Benefits of Accreditation” Presentation to ALEA Board of Directors, Tucson, Arizona July, 2002
Presenter and exhibitor at AIRMED 2002 — Interlaken, Switzerland, September 17-20, 2002

Presentation to Neonatal Teams at the 1st Airborne Life Support Systems Conference Austin, Texas September 27, 2002

Meeting with Anderson County EMS agency Anderson, SC October 2, 2002

Presentation to International Travel Insurance Conference (ITIC) Nassau, Bahamas, November 8, 2002

“CAMTS Update”. Partners in Air Medical Transport – Air Methods Corporation April 2-4, 2003

“Accreditation Process for Specialty Teams” Presented to the Pediatric team at the University of Pittsburgh. May, 2003

Writers Group Chair and Presenter for the Regualtory/Complaince Group at the Air Medical Leadership Congress – Salt Lake City, September 4-6, 2003.

“Innovative Ways to Comply with the Accreditation Standards”. AMTC, Reno, Nevada. 2003

Consulted with the Airborne Law Enforcement Agency (ALEA) in setting up standards – July 2004

“Air Medical Services in the U.S”, presented to the Brazilian Nursing Society in Fortuleza, Brazil October 2004.

“Accreditation and Air Medical Safety”, presented to Flight Safety Seminar in May 2005 – Dallas, Texas.


“Safety Officer Course for Dummies” Air Medical Transport Conference, Austin, 2005.

“State Requirements and Accreditation Standards” presentation to State EMS Agency of Texas, November 2005.


“Accreditation of Air Medical Services – worldwide vision” – presented at Air Med in Prague,
Developed and presents “Preparing for Accreditation” a workshop for services applying for accreditation - presented at AMTC each year since 1994.


2009 - Included the ALEAC in training their first group of auditors.

Testified at NTSB Hearings on HEMS – February 2009.

Testified at Congressional Hearings on HEMS - April 2009

“How Heathcare Reform could affect HEMS in the U.S.” presentation to the International Helicopter Safety Team (IHST) in Montreal – September, 2009.

“Great Debate - 12 versus 24 hour shifts for medical transport personnel” – AMTC, October 2009, San Jose, CA.

Presentation to Chinese FAA (CAAC) at AAMS headquarters - May 2010

“Preparing for Accreditation” workshop at 2010 AMTC in Ft Lauderdale

“Just Culture” workshop at 2010 AMTC in Ft Lauderdale.

“Critical Care Standards” – presented to EnRoute Care System Working Group of U.S. Navy in Bethesda – May 13, 2011


“Accreditation” –AirMed 2011 – May 24, 2011 in Brighton, UK

“One Value of Accreditation” 1st Civilian Air and Rescue Conference in Bangkok, Thailand – July 2013

“State requirements and CAMTS accreditation” presented to State EMS directors at the NASEMSO annual conference in September 2013.

“Just Culture” workshop in October 2013 at AMTC in Virginia Beach

“Air Medical Transport Experience in the U.S.” SKYPE presentation at Air Medical Rescue Congress in China – May 2013

“Risk Management in a Just Culture Environment” – AMTC: Nashville, September 21, 2014

Served on accreditation panel - *International Assistance Group Forum* - 11/5-11/7/14 in Milan

“Do all Cowboys Wear Stetsons” A presentation on Ethics and Medical Transport *International Travel Insurance Conf.*— 11/11—11/13/14 –Venice

“HEMS Crash History in U.S.” *Japanese Society for Air Medical Services*—11/15/14—Osaka

“HEMS in the U.S.” *Assoc. for Promotion of Helicopter Industries* - 11/17/14– Tokyo

**BIOGRAPHICAL DATA FORM:**

<table>
<thead>
<tr>
<th>NAME:</th>
<th>Eileen Frazer, RN, CMTE</th>
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<tbody>
<tr>
<td>TITLE:</td>
<td>Executive Director</td>
</tr>
<tr>
<td>EMPLOYER:</td>
<td>Commission on Accreditation of Medical Transport Systems (CAMTS)</td>
</tr>
<tr>
<td>CITY &amp; STATE:</td>
<td>Anderson, South Carolina</td>
</tr>
<tr>
<td>EDUCATION:</td>
<td>Registered Nurse and Certified Medical Transport Executive</td>
</tr>
</tbody>
</table>
| EXPERIENCE:   | Staff Nurse – Emergency Department –Allentown Hospital 1967-1980  
                Chair of AAMS Safety Committee 1986-1990  
                Completed feasibility study on accreditation – 1988-1989  
                Initiated and hired as Executive Director by the Commission on Accreditation of Air Medical Services (CAAMS) now CAMTS – Commission on Accreditation of Medical Transport Systems 1990 to current |
This letter serves as support for the nomination of Ms. Eileen Frazer for the 2016 HAI Salute to Excellence, Airbus Helicopter Golden Hour Award for outstanding contribution for helicopter air medical services. As the American Association of Critical-Care Nurses (AACN) representative to the Commission on Accreditation of Medical Transport Systems (CAMTS) since 2006, I have had the distinct honor to serve with Ms. Frazer and have the utmost respect for her ongoing dedication to the air medical industry and all those affected by it, in particular the patients.

I will let her extensive resume speak for itself and will not reiterate her many accomplishments. Rather, I want to emphasize what I have seen her bring to this ever-changing arena. She never ceases to demonstrate unending commitment to safety and quality in all respects of transport. She supports air medical programs throughout their journey to accreditation and has truly dedicated her career to making transport safe, effective, and efficient.

I cannot think of another more deserving individual for this honor. Please feel free to contact me if I can provide further information or clarity. Thank you.

Mary E. Holtschneider, RN-BC, BSN, MPA, NREMT-P, CPLP
AACN Representative
CAMTS Board of Directors
2006-present
October 3, 2015

Helicopter Association International
Re: Airbus Golden Hour Award

Dear Madam/Sir,

I am writing in support of Eileen Frazer for the Airbus Golden Hour Award and her contribution to the air medical helicopter industry. I cannot think of an individual more meritorious of this award. She was the driving force almost 30 years ago with the “Priority One” program, the predecessor of CAMTS, tackling the most pre-dominant, critical and challenging issue of our medical transport community – medical aircraft that crash, the majority helicopters. As the Executive Director of CAMTS, she has never lost steam in leading this organization with resolute tenacity in always seeking and obtaining improvements.

As a CAMTS Site Surveyor, I have had the pleasure of working with Eileen since the early 90’s when I met her following her presentation of the CAMTS concept at our national medical transport conference. To me she embodies the spirit, force and inspiration of what we all want to achieve for our patients – quality care and safety for both the patient and those who care for them. She has been unrelentless and tireless in communicating this message in the U.S. and around the world, advocating and campaigning on these basic tenets and all the complex and difficult issues surrounding their achievement.

Often a thankless job, as Executive Director, she has never wavered in her grace, perseverance, intelligence, good judgment and care in approaching this
most challenging position. She has studied, published and spoken in almost every opportunity/venue possible in an effort to improve the safety and quality care delivered during helicopter transport. She represents how one person, through sheer determination and day in/day out hard work, can change the world and make it a better place. Fortunately for us all, she chose to impact medical helicopter transport! I ask you give all due consideration for this award in view of her amazing leadership and lifelong efforts to contribute to the air medical industry.

Sincerest Regards,

Laura Lee Demmons

Laura Lee Demmons, RN, MBA
Director

Site Surveyor, Consultant, Standards Chair, CAMTS
Helicopter Association International Awards Committee

To whom it may concern,

I am writing to express my support of Eileen Frazer for the Airbus Golden Hour Award for outstanding contribution to the air medical (helicopter) industry. There are few people in this world who can really say that they created a legacy worthy to carry on. Eileen is one of those individuals. She has tirelessly worked to create an accreditation system for air medical transport that has truly made a difference for the patients and populations we serve.

Since I first met Eileen in 1995, I have been impressed with how much cares about the safety and quality of the programs providing air and ground medical transportation to the sick and dying. Never striving to keep the status quo, Eileen continues to drive that the bar keeps being elevated. She oversees constant revisions of the standards to make sure that providers of this service are meeting the most current benchmarks. She also makes sure that all programs that achieve accreditation by the commission on Accreditation of Medical Transport Systems are truly deserving of that status by overseeing the whole process. This includes educating the services about what and how to submit for accreditation and reviewing the submissions to assure accuracy and completeness and highlighting areas to focus on during the survey process. She also is active in overseeing and educating the site surveyors to assure that all surveyors are looking at things equally. Finally she makes sure that the board is presented all the details in a blinded and nonbiased manner making sure that the programs are given the fairest and most accurate assessment possible.

Working for Eileen, as a site surveyor for CAMTS, she has always been easily accessible and able to provide guidance in a timely, rational, and non-biased manner. Her knowledge of the air medical community is second to none and this allows the programs that we accredit to know that they are being held to the standards equally across the board.

In closing, I cannot think of anyone more serving of this award. Throughout her career Eileen Frazer has stood at the top of individuals dedicated to seeing that the air medical community achieves the highest standards of safety and quality. Please feel free to contact me if you have any further questions. My email is allenstein@medflight.com.

Sincerely,

Thomas E. Allenstein RN, MBA, CMTE
President / CEO
MedFlight of Ohio
September 30, 2015

To whom it may concern:

I strongly endorse Eileen Frazer’s nomination for the 2016 HAI Salute to Excellence, Airbus Helicopter Golden Hour Award for outstanding contribution for helicopter air medical services.

Eileen is a dedicated professional of character who strives to excel in everything she does. Eileen’s contributions as a Nurse, Trauma Department Head Nurse, Chief Flight Nurse, and as Executive Director of the Commission on Accreditation of Medical Transport Systems (CAMTS), have had lasting and profound effects throughout the Air Medical and Critical Care Ground Medical Transport Community.

Eileen’s clinical background, her leadership and managerial experiences, and her experiences as an educator and mentor have touched and improved thousands of lives. Her experiences in helping to develop industry accreditation standards, creating CAMTS, and serving as its Executive Director for over 25 years has touched our entire industry sector and continues to improve the quality of services our industry provides patients-in-need in countries around the world.

Again, I strongly endorse Eileen Frazer’s nomination for the Airbus Helicopter Golden Hour Award.

Sincerely,

Richard J. Sherlock
President and CEO
To Whom It May Concern

Please accept this personal letter of support for the nomination of Eileen Frazer for the Airbus Golden Hour Award for outstanding contribution to the air medical (helicopter) industry.

As you may know, Eileen has dedicated her career to improving the safety of the medical transport environment. Her vision helped create what we know today as the Commission on the Accreditation of Medical Transport Systems (CAMTS). Her perseverance over 25 years has led this independent accrediting body to be recognized not only here in the United States but internationally as well. There are now 184 accredited programs from six different countries. The accreditation standards include input from a large number of professional organizations around the world. Coordinating this effort to ensure all stakeholders have input into the process has been visionary and no easy task to coordinate. Many states in the U.S. now recognize the quality of the standards, and the process, and require this accreditation as a condition of licensure.

Eileen has also been asked to speak at locations around the world and has provided expert testimony to both the FAA and NTSB here in the United States.

CAMTS accreditation is now an internationally recognized standard and would not have been possible were it not for her lifelong efforts. Her efforts have directly raised the bar for safety in this industry and she is truly deserving of your consideration for this award.

Respectfully Submitted,

Edward T. Rupert

Cc: Dudley Smith
Helicopter Association International
Salute to Excellence Nominating Committee

Oct. 3, 2015

To Whom It May Concern:

Please accept my endorsement of Ms. Eileen Frazer for the 2016 Airbus Golden Hour Award.

Ms. Frazer has served in the helicopter emergency medical service industry since the 1980's when she first shifted from the role of Emergency Room nurse to flight nurse. In the early days, helicopter EMS (HEMS) flying more closely resembled the wild West than the highly structured environment that one would expect to find associated with the aviation industry. As she gained experience in transporting patients by rotor wing aircraft, she recognized a need to improve the practices of this fusion of medicine and aviation operations. I have spent the past 29 years of my aviation career in the HEMS portion of the industry as a line pilot, safety officer, aviation manager and program director in Canada and the United States. In that time I have not encountered another individual more dedicated to and focused on the goals of improving both the care provided to our patients and the safety of the crews transporting and treating those patients. Eileen has demonstrated a consistent commitment to the task of continuously improving the process and has had a profound impact on the development of an effective safety culture in the industry.

Personally and on behalf of the management team from West Michigan Air Care, I enthusiastically recommend that you consider Eileen Frazer for the Airbus Golden Hour Award.

Respectfully submitted,

[Signature]

Richard Morey
Program Director

Mission Statement
We positively impact the quality of life of individuals who utilize our air medical services. Our core values are: Safety, Excellence, Compassion, Teamwork, Cost Effectiveness, Integrity and Community Service.
HAI Salute to Excellence
Awards Committee

Dear Awards Committee:

It is with great pleasure that I am writing this letter of support for Eileen Frazier to receive the HAI Salute to Excellence Award. Eileen Frazier is currently the Executive Director of the Commission on Accreditation of Medical Transport Systems (CAMTS). I am currently a member of the CAMTS Board representing the Emergency Nurses Association (ENA).

I have been involved with medical transport, especially, rotor wing, for 30 years. I began flying in 1985 and as you may recall this was a major growth period in air medical transport. Along with this growth, unfortunately came many accidents. It was a time when there were limited standards that guided the operation and safety of air medical transport. Eileen was both a transport nurse and Chief Flight Nurse during this difficult period and along with other visionary leaders in patient transport, came together to develop CAMTS in 1990. CAMTS will be celebrating its 25th Anniversary.

It was not any easy task to gather all of the stakeholders involved in patient care transport and the develop standards and an accrediting process that has evolved over the past 25 years. These standards, soon to be published in their 10th edition, along with accreditation site visits have contributed to trying to make medical transport safe for both the patient and the teams performing the transport.

Eileen was instrumental in bringing many associations onto the CAMTS Board since its inception. The associations who are currently active members represent the
majority of components involved in patient transport including emergency medical services, emergency nursing and emergency medicine, critical care nursing, and specialties such as pediatric and neonatal patient care. The members who represent these associations contribute significant portions to transport team member education, guidelines for training and components of safety to the standards. They also conscientiously review site surveys and make recommendations for accreditation many times based on significant discussions. The work of Eileen and the other members of the CAMTS Executive Office assist us to provide fair, but safe decisions. These decisions have always been made within a Just Culture philosophy.

Eileen has been able to maintain a professional composure, despite some of the most challenging decisions that have been made by the CAMTS Board. She has been able to represent the essence of the standards for 25 years. These standards are now globally recognized as a substantial basis for all medical transport programs.

In this 25th year of CAMTS, it would be appropriate to recognize Eileen’s dedication to the safe and competent transport of patients. I hope you will favorably consider my letter of support. Please do not hesitate to contact me if you have any questions.

Sincerely,

Renee Holleran, FNP-BC, PhD, CEN, CCRN (emeritus), CCRN and CTRN (retired), FAEN

tereeflightnurse@msn.com
LETTER OF SUPPORT

I have known EILEEN (POZZI) FRAZER since roughly 1990 participating in Air Medical Association meetings regarding discussion about national standards for air medical programs. Shortly after that, the Commission on Air Medical Services was founded. My direct association with Eileen and CAMTS enhanced my knowledge and awareness. During the initial stages of development through today, Eileen has been a visionary in the industry with the best interest of the patients impacted by the Air Medical Industry as her main concern. Her vision and diligence in developing the Commission on Air Medical Services which evolved into the Commission of Accreditation of Medical Transport Services has made our industry stronger, more reputable and able to demonstrate quality indicators. Eileen’s leadership within CAMTS has been instrumental in the success of CAMTS and the collaboration among the varied and often otherwise completing Air Medical Programs. Currently there are over 175 accredited services representing over 650 helicopters, 185 fixed wing and 450 critical care ground ambulances. Eileen’s ability to work with a varied group of individuals, companies, and vendors demonstrates her passion for the air medical industry which in itself is a mix of industries; each with their own rules, and politics.

Eileen’s insight for the accreditation process made sure a variety of “stake-holders” were invited to participate and had a voice at the CAMTS table, that involvement has doubled over the years and expanded to the international venues as well. Today’s CAMTS standards, policies, quality assurance tools, and accreditation process is a mix of Air Medical Industry’s brightest minds with Eileen as the proud and watchful matriarch. CAMTS is recognized in the industry as the quality indicator and Eileen is responsible for that reputation.

Eileen has been recognized for her accomplishment in the industry. In fact, Eileen was awarded the Marriott Carlson Award by AAMS for outstanding overall contribution to the air medical community. The standards of CAMTS are recognized by several State Department of Health Services as being the experts in evaluating Air Medical programs as evidenced by five states and several counties now require air medical helicopter programs to be CAMTS accredited for state license.

Today, Eileen runs an office with 2 full-time and 1 part-time employees, oversees a Board of 21 members and coordinates the training, evaluation and reports from 72 site surveyors. CAMTS completes about 75 new or reaccreditation applications each year, which include extensive pre-reviews, site surveys and Board reports. There are now 184 accredited programs from six different countries. Over the past several years Eileen has been asked to speak at locations around the world and the number of programs outside the U.S. is growing, much like we saw in the earlier years of CAAMS.

When it comes to making improvements in quality transport in the air medical environment, no one person has done more with her work through CAMTS than Eileen Frazer. It would be a shame not to recognize Eileen for her accomplishments and ultimate contribution to the transport industry especially since CAMTS is celebrating its 25th anniversary this year.

Respectfully,

Charlann Staab MSN, RN, CFRN, CEN, FAEN

Site Surveyor /CAMTS