



# The Future of Early Activation

Doing What's Best for Patients for Over 30 Years

# Objectives

- Understand the use of Air Medical Resources
- Discuss utilization of One Call
- Demonstrate use of OneLink™ Application
- Recognize the importance of Early Activation



# About Life Link III



# Life Link III<sup>®</sup>

## OUR MEMBER-OWNERS

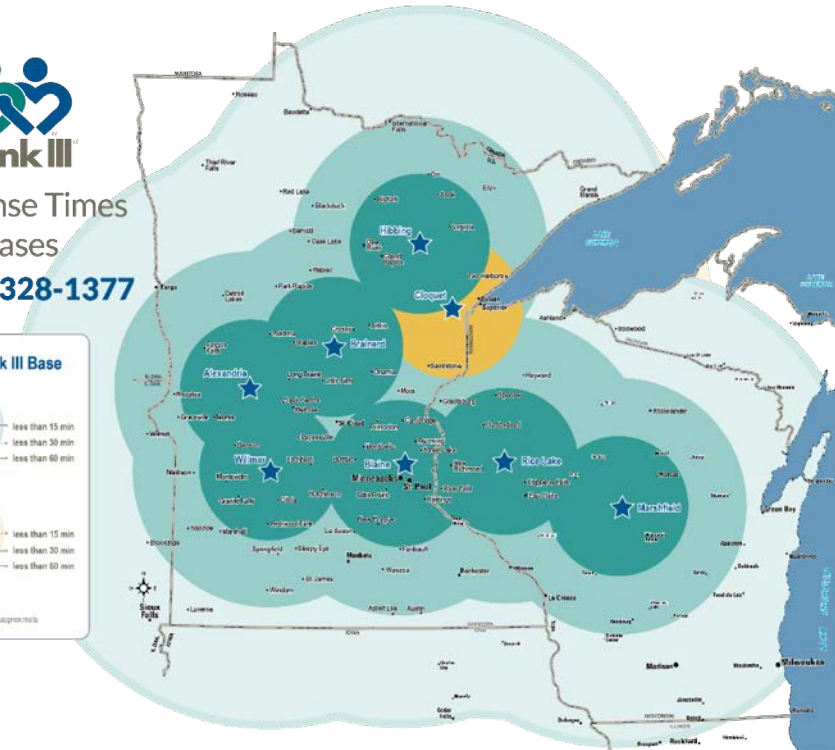


# Our 10 Consortium member-owners include 50+ Hospitals

- 8 bases in MN and WI
- Critical care fixed-wing operates out of Blaine base
- Provide NICU transports for 5 hospitals



Response Times  
from Bases  
**1-800-328-1377**



# Life Link III Mission and Values

- Our Mission:

Safe & Effective Air Medical  
Transport

- Our Values:

- Safety
- Excellence
- Customer Focus
- Integrity
- Collaboration
- Innovation

# Exceptional Care – The Patient Comes First

- Certified Flight Nurses and Certified Flight Paramedics
- Full-time staffing model
- Continual in-service education



# Hi-Tech/Hi-Touch Communication Center

- Focus on customer service, accurate ETAs
- All Communication Specialists Certified Flight Communicator (CFC)





# Agusta 119Kx – Advanced Avionics & NVGs





*Life Link III is the leading Critical Care and Specialty Medical Transport Service in the Upper Midwest, and is recognized nationally for safety, clinical quality, timeliness and cost-effective care.*

## **Our Vision**



# Reasons for Change

# Transparency

- ETA accuracies
- Location
- Collaboration
- Closest Appropriate Aircraft

# ETA Accuracy

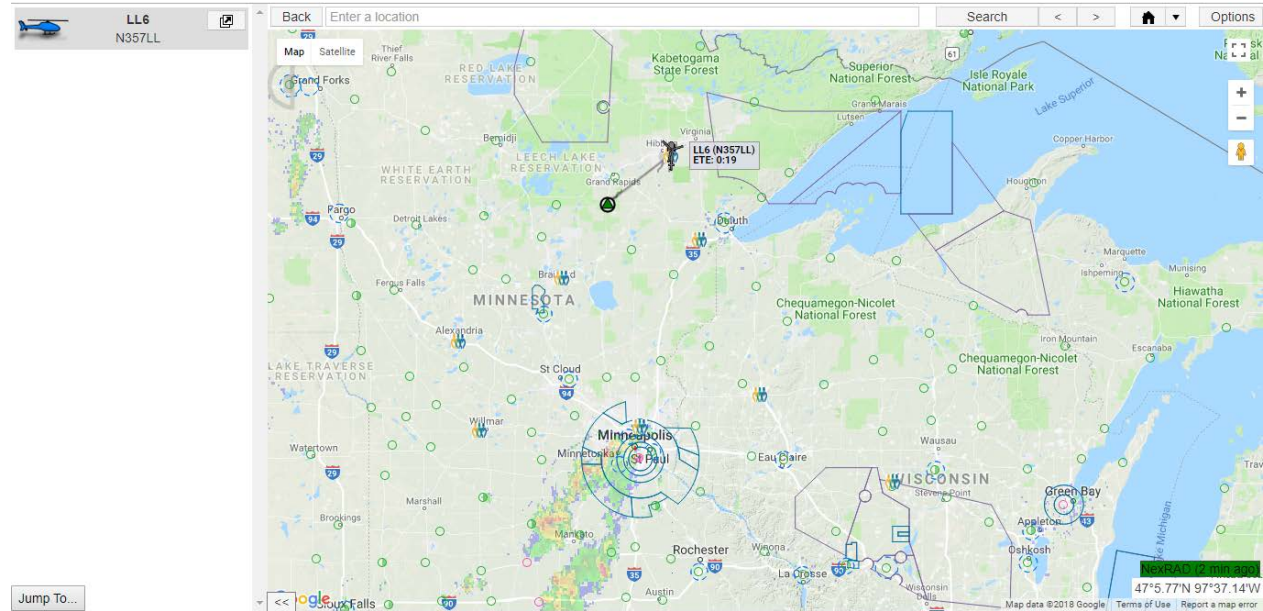
- Importance and value of
- Communication of
- Implementation of

Route	ETT	ETA 
 Hibbing (base)		
Hill City, MN 55...	0:29	16:59 CDT
Unset Location	?:??	?:??
Hibbing (base)	?:??	?:??

LZ SECURE (SEN... SET DEPART

# Location

- Assumptions
- No need to wonder
- Integrity



# Collaboration

- Partnering with other services to provide a simplified activation process
- Avoids “stopping the clock”
- Simplifies the process



Photo courtesy of: Deb Unruh – Elk River Fire Department

# Closest Appropriate Aircraft

- Exceeding expectations
- One Call
- Does One Call work?
- ABSOLUTELY!



Notes

Search closest:

Asset



to

Hill City, MN



Select Asset

Cancel

Asset	Heading	Distance	ETE
<b>LL6 (N357LL)</b>	<b>232°</b>	<b>39.00nm</b>	<b>0:29</b>
<i>North 2 - Brainerd</i>	30°	42.53nm	0:31
<b>LL8 (N358LL)</b>	<b>31°</b>	<b>42.54nm</b>	<b>0:31</b>
<i>North 7 - Eveleth</i>	241°	51.81nm	0:35
<i>North 5 - Bemidji</i>	118°	62.36nm	0:40
<i>Sanford 8 - Bemidji</i>	118°	62.36nm	0:40
<b>LL7 (N353LL)</b>	<b>282°</b>	<b>62.68nm</b>	<b>0:41</b>
<i>Valley Med FW - Grand Rapids</i>	195°	13.53nm	0:43
<b>LL1 (N371LL) (No fixed-wing aircraft)</b>	<b>352°</b>	<b>111.80nm</b>	<b>0:45</b>
<i>North 4 - Princeton</i>	0°	86.02nm	0:52

Note: Other Services are listed in italics.

Calculating ground directions...

Filter By:

Asset Type

- Rotor Wing  
 Fixed Wing  
 Ground Unit  
 Water Unit  
 Competitor assets

Patient Weight:

Special Equipment:

Balloon Pump  
 ECMO  
 Lucas  
 LVAD

Notes:

# Sending the Closest/Most Appropriate Ship



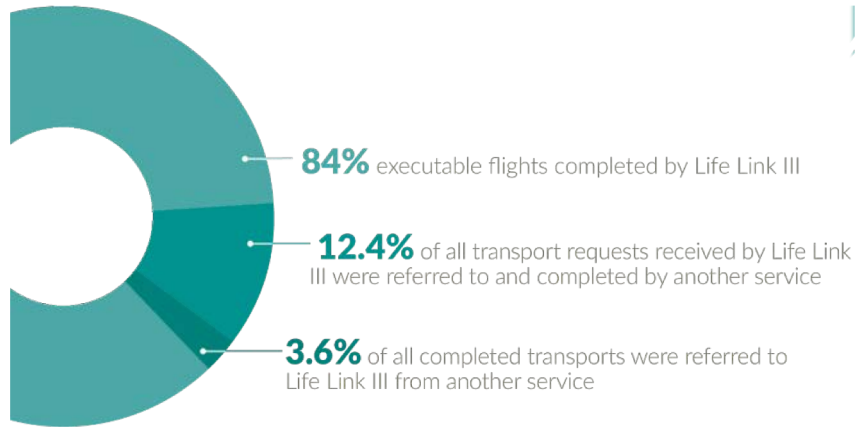
**ONE CALL DOES IT ALL**

**1.800.328.1377**

To contact the most appropriate aircraft for patient transport, call the Life Link III Communication Center.

# One Call Statistics

## 2016 Community Report



## 2017 Community Report

### One Call Does It All.

True to our commitment to always doing what is best for the patient, we will **send the closest appropriate aircraft** – whether it is Life Link III or another service.

**17%** total transport requests **received by Life Link III that were referred to and completed by another service**

**1.4%** completed transports that were **referred to Life Link III from another service**

# The next step of our vision....the future





OneLink

In cooperation with **Flight Vector**



Lucas Stoflet

LifeLinkIII

Tap to edit profile

Home

OneLink

Active Calls

Hospital Directory

Landing Zone Guide

Sign Out

Call to Dispatch



A map interface showing a flight route between two locations, A and B. Location A is marked with a red pin near Hibbing, MN, and Location B is marked with a red pin near Hill City, MN. The map displays various geographical features, including Washington State Forest, Sturgeon River, Sax Zim Bog, and Hill River State Forest. Major roads like US-169, US-2, and US-53 are visible. The interface includes a 'Clear Search' button in the top left, a 'Call to Dispatch' button in the top right, and navigation controls like a compass and zoom buttons on the right side. A white information box at the bottom contains flight details: Tail number: N357LL, Flight time: 0, Pickup ETA: 16:59, and Pickup ETE: 29 minutes. A 'Cancel' button is located at the bottom center. The Google logo and 'Manhattan' are visible in the bottom left corner.

Clear Search

Call to Dispatch

Tail number: N357LL  
Flight time: 0  
Pickup ETA: 16:59  
Pickup ETE: 29 minutes

Cancel

# Doing what's best for the patient

It's that simple

# An Award-Winning Team of Excellence





# Questions?

Amy Saylor  
asaylor@lifelinkiii.com

Lucas Stoflet  
ljstoflet@lifelinkiii.com

