



SMS



In 2012, EagleMed entered into the FAA Safety Management System (SMS) voluntary implementation program, which is overseen and evaluated directly by the FAA. The EagleMed SMS is designed to systematically integrate Safety and Occupational Health (S&OH) requirements, Risk Management (RM) practices and principles, and proactive accident/incident prevention methodologies across the entire spectrum of EagleMed operations to include flight operations, dispatch/flight following, maintenance and inspection, aircraft safety, ground handling and servicing; medical services; and training. End-state is a comprehensive and effective SMS that addresses regulatory and compliance requirements while providing a safe and healthful work environment for all EagleMed employees, associates, and customers.

The EagleMed SMS was established by directive of the EagleMed President and is managed by the EagleMed Safety Director. The effectiveness of the EagleMed SMS is directly attributable to resourcing and the involvement, advocacy, and active participation of all EagleMed Senior Leadership, Managers, employees, contractors, and associates.

The EagleMed SMS is centric to four essential core elements, which are Policy, Risk Management, Safety Assurance, and Safety Promotion. The following paragraphs provide a brief synopsis of these elements.

Policy

Senior Management is directly involved in the establishment, implementation, resourcing, and continuous improvement of the EagleMed SMS. The EagleMed safety policy, procedures and controls are outlined in our Safety Manual, which includes philosophy, responsibilities, program elements, accident/incident procedures, etc.... Additionally, safety is interwoven throughout the EagleMed General Operations Manual (GOM), Policies and Procedures Manual, Training Manual, Medical Standard Operating Guidelines, and Maintenance procedures. We at EagleMed operate on the principle that all aspects of our operations are interdependent and establishing standardized procedures and training to that standard are indispensable for ensuring effective and safe operations.

Risk Management (RM)

The EagleMed SMS is compliance-based in terms of meeting regulatory requirements and guidelines. However, a critical aspect of the overall EagleMed SMS is the ability to evaluate total systems, specific operations, and individual tasks to identify and remediate inherent risk. RM is the primary tool utilized by EagleMed managers and personnel to mitigate hazards and reduce risks to their lowest possible level. The EagleMed RM process is a cyclic, dynamic, and systematic process of identifying hazards, assessing their risk in terms of probability and severity, developing targeted and practical control measures, implementing those controls, and supervising and evaluating their effectiveness. Additionally, we go beyond compliance-based safety by empowering our crewmembers to actively mitigate risk through Crew Resource Management (CRM) and our "EagleMed Three (3) To Go - One (1) To Say No Policy" or restated - three can go, but it only takes one to say no.

Safety Assurance

Senior management is actively involved in the continuous assessment and improvement of the EagleMed SMS. We conduct internal and external surveys/audits of all base operations to ensure compliance with established EagleMed, FAA, OSHA, NFPA, ANSI and CAMTS regulatory requirements, standards, and guidelines. The internal survey/audits and checklists include such things as OSHA, Foreign Object Damage (FOD), Personal Protective Equipment (PPE), Safety Equipment, and Site Safety. These diverse surveys/audits are required to be conducted monthly and/or quarterly as applicable by the Base Safety Officer (BSO).

The EagleMed Safety Director reviews the results and likewise conducts a Site Visit/Survey of every Base/Program quarterly. EagleMed will also contract for a comprehensive bi-annual external audit. ARGUS International, Inc., will conduct an audit in 2013 in order for EagleMed to achieve a "Gold" rating in safety. These surveys/audits allow us to collect and analyze information from both a micro and macro standpoint, which facilitates the identification of systemic issues/trends, the ability to track deficiencies and corrective actions, and means to continuously monitor the operational environment for potential hazards. Hazard remediation measures are prioritized based on assigned Risk Assessment Codes and corrective actions directed and tracked by Senior Management. The importance of measuring the success of the EagleMed SMS cannot be overstated; therefore, we also encourage personnel to offer written or telephonic submissions or anonymous hazard reporting by utilizing the EagleMed Hazard - Unsafe Condition Report (HUCR) or our web-based form in order to identify hazards, capture leading indicators of safety-related issues and/or challenges, and to gauge the internal safety climate of our Bases/Programs. Correspondingly, we adapt as necessary by formulating prevention strategies, the success of which are measured through lagging indicators such as recurring reports, survey and audit results, and incident and accident rates.

Safety Promotion

We at EagleMed recognize the importance of establishing a viable safety culture. We believe in whole life safety. We believe that safety is a core value and character attribute that must be embraced by the individual and permeate the entire corporate body. The EagleMed President has created a climate that facilitates achieving our desired culture by emphasizing safety as the fundamental underpinnings for everything we do, providing clearly communicated directives, and empowering employees at every level to take personal responsibility for the success of the EagleMed SMS. Our published core values are:

- Safety as our primary core value
- World-class patient care
- Caring for each other and the patients and communities we serve

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