



Welcome to Memorial Hermann Life Flight's quarterly newsletter for first responders. We hope you find the information contained within this publication interesting and informative. Our goal is to provide you with helpful articles about our services, case studies relevant to clinical protocols practiced on a daily basis, information about available educational opportunities, and any other updates that you as a first responder may find useful. We value the work you do and are grateful for your partnership as we work together to serve the people of Houston and its surrounding communities. Thank you.

Memorial Hermann Life Flight's Advanced Capabilities:

- Pre-hospital blood product administration
- LVAD
- ECMO
- Intra-aortic balloon pump
- Portable blood warmers
- Ultrasound diagnostics
- Double-load capability
- Larger cabin (allows for CPR in the aircraft)
- Clot-busting agents for STEMI
- Direct access to Cath Lab for STEMI
- Direct access to CT for strokes
- ISTAT portable blood analyzer
- Video-assisted intubations
- Hemostatic agents for blood clotting
- Direct contact with physicians
- Night vision goggles for all crew members during flight to improve safety
- Twin-engine aircraft for patient and crew member safety and extra weight-loading capabilities
- Pediatric and neonatal transport services

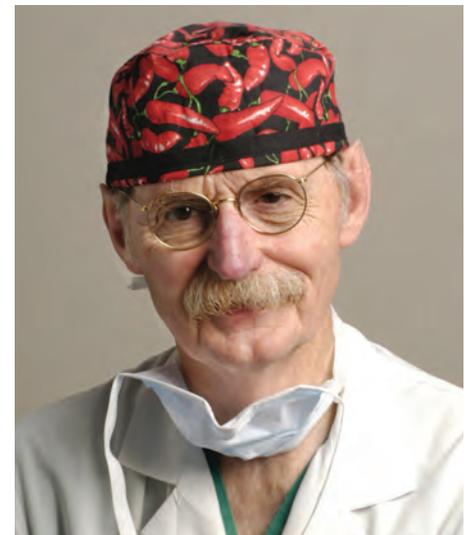
Celebration of Life: Dr. James H. "Red" Duke, Jr. (1928-2015)

James H. "Red" Duke, Jr., M.D., renowned surgeon, medical educator and Texas icon, passed away Tuesday, August 25, 2015, surrounded by family and friends. He was age 86.

Duke, the John B. Holmes Professor of Clinical Sciences at The University of Texas Health Science Center at Houston (UTHealth), was a dedicated physician known for his extraordinary patient care and efforts to train medical students and surgeons, and educate the public about health issues.

"Dr. Duke was a true pioneer – a talented and tireless surgeon, a dedicated and inspiring educator, and a friend and mentor to everyone he met. He never sought to be a leader, but became one naturally through his brilliance, compassion, patience and selflessness," said Giuseppe N. Colasurdo, M.D., president of UTHealth and dean of UTHealth Medical School. "He was a constant presence at our university and we will miss his guidance, his wit and, most importantly, his example. From all of us at The University of Texas Health Science Center at Houston – thank you, Dr. Red Duke."

As one of UTHealth's first faculty members at its medical school, Duke established the trauma service at the primary teaching hospital now called Memorial Hermann-Texas Medical Center. In 1976, he was instrumental in developing Life Flight®, the state's first lifesaving air ambulance service. For almost four decades, he served as medical director of Life Flight, a signature



program of Memorial Hermann Texas Trauma Institute.

"Dr. Duke was one of our country's great doctors. He was a friend, a colleague, and a role model and mentor to a generation of doctors who benefited immensely from his guidance. I, along with everyone at Memorial Hermann, will forever miss Dr. Duke. As we collectively grieve, we also want to extend our sincere gratitude for his relentless and unprecedented dedication and impact on medicine, education and the medical community," said Dan Wolterman, president and CEO, Memorial Hermann Health System.

A founding member of the American Trauma Society, Duke spent much of his medical career developing an infrastructure to provide better care for injured patients while also focusing on programs to prevent injuries. He played a critical role in the



development of the EMS and trauma system in the state of Texas. His tireless pursuits also resulted in serious consideration for the position of U.S. Surgeon General in 1989.

As a result of the nationally syndicated television news program, *Texas Health Reports*, which educated millions about topics ranging from kidney stones to injury prevention to proper nutrition, he became one of the most recognized personalities in his field.

His trademark bottle-brush mustache, military issued wire-rimmed glasses, Texas twang and colorful stories accented with a cowboy hat and folksy humor made Duke a one-of-a-kind folk hero with the personality of an old-fashioned country doctor and the extraordinary talent of a modern-day surgeon.

When the father of four wasn't with his family, in the operating room, at his patients' bedside or starring on a television program, he was an ardent conservationist, serving as past president of the Wild Sheep Foundation, the Boone and Crocket Club and founder of the Texas Bighorn Society, which has been successful in reintroducing bighorn sheep to West Texas.

Duke was born in Ennis, Texas, on Nov. 16, 1928; and afterward, his family moved to Hillsboro, where the enterprising young Duke picked cotton, dug ditches and became the lone agent for the *Saturday Evening Post* and the *Dallas Morning News* while earning Eagle Scout rank. There he acquired his nickname, "Red," for his curly red locks. Hunting and fishing in the surrounding countryside, he would often run across another redhead from nearby Abbott, Texas, who would become

a legendary country singer and his lifelong friend, Willie Nelson.

After graduating from Hillsboro High School, Duke attended Texas A&M University and graduated in 1950 with a Bachelor of Science degree. At A&M, he achieved school-wide popularity and distinction as head yell leader and began a tradition as the first Aggie to recite “The Last Corps Trip” poem at the school’s bonfire. With his undergraduate degree in hand, he served for two years as an Army tank commander in Germany during the Korean War before enrolling in the Southwestern Baptist Theological Seminary in Fort Worth. He received a divinity degree in 1955.

During seminary, a book about Albert Schweitzer, M.D., inspired Duke to pursue a career in academic medicine. He thought that caring for patients and conducting scientific research while training the next generations of physicians would be the best ways he could serve his community.

Duke earned his medical degree in 1960 at The University of Texas Southwestern Medical School in Dallas. He completed his residency in general surgery at Dallas’ Parkland Memorial Hospital, where he helped save the life of wounded Texas Gov. John Connally in 1963, on the day President John F. Kennedy was assassinated.

Before accepting an appointment at UTHealth Medical School, Duke served on the faculty at UT Southwestern and the College of Physicians and Surgeons in New York, where he pursued additional graduate studies in chemical engineering, biochemistry and computer sciences at Columbia University.

REMEMBERING RED

The Community Celebrates the Life of Dr. Red Duke



@FshawShaw
“Honored to lead a campus named after #DrRedDuke whose innovation and leadership will impact our students forever.”



“He is a hero to many of us!! There was only one RED DUKE!”

Phronie Collins



“He saved my life I was stabbed five times. The last thing I remember before surgery was him looking at me in my face telling me everything will be fine. He will be missed.” **Cookie Williams**



“I grew up knowing your name as much as my own. Rest in peace wonderful man. Your contributions will live forever.” **Minette Satterwhite**



@amymichelleimp1
“He treated both colleagues and patients with compassion. I’m a better doctor cuz of you, Dr #redduke.”



@winesnobjt
“Anyone who grew up in TX <3ed #RedDuke Rest assured you left a legacy and saved countless lives w your vision. Stand w the angels!”



“RIP Dr. Duke. I’ll never forget looking up out of a muddy ditch working a victim of a car wreck to see your boots and your voice telling me to keep up the good work.” **Carol F. Mason**



“My HERO!! He saved my life and I will hold a special place in my heart for him FOREVER!!”

Brandi Dee Balsano-Duckett



@TAMUCommandant
“Rest in peace, Dr James H. “Red” Duke, class of 1950. A great Aggie and true medical pioneer. We’ll miss you Red. Job well done. ‘Here’”



Brian Dean Named CEO of Memorial Hermann-Texas Medical Center

Memorial Hermann Health

System recently announced the promotion of Brian Dean, MPH, MBA, to Chief Executive Officer of Memorial Hermann-Texas Medical Center (TMC),

effective August 23. Previously, Dean served as Vice President and Chief Financial Officer of Memorial Hermann-TMC and had been serving as interim CEO since February when Craig Cordola, former CEO, was promoted to Senior Vice President and Regional President for the Central/West Region for Memorial Hermann.

“Brian is a strong leader who has a great passion for people and a special talent for directing operations, ensuring financial success and advancing the health of our community,” said Cordola. “We look forward to continuing to deliver the high-quality care for which we are known to the patients and families of the Greater Houston area with Brian at the helm of our flagship facility.”

As CFO for Memorial Hermann-TMC, a role he had held for the past two years, Dean optimized financial outcomes and improved overall productivity for the Campus. Under Dean’s leadership, the



Brian Dean
CEO, Memorial Hermann-Texas Medical Center

hospital has encouraged clinical innovation by investing in world-class programs through the medical staff, nurses, support staff and facilities. And now, Dean will steer the ongoing strategic vision and plans for the Campus as it continues to grow, renovate, expand and improve through the \$650 million *Breaking New Ground* project that launched in May.

“I am humbled and honored to have this opportunity to lead such a wonderful team of world-class clinicians and staff at Memorial Hermann-TMC that, for nearly a century, has set new standards of care in Texas and across the nation,” said Dean. “As I assume this new role, my focus will center on building upon the incredible foundation Craig established in his many years at the TMC. Having served at a number of academic medical centers over the course of my career, I can honestly say that the qualities this Campus possesses, through our partnership with UTHealth Medical School, are remarkably unique. With a shared sense of purpose and a culture of collaboration, the team here works tirelessly every day to provide our patients and families with the best, safest and most advanced care available, and I am grateful for the opportunity to be part of such an organization.”

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BRIAN DEAN

Prior to joining Memorial Hermann, Dean held leadership roles at healthcare systems across the South, including Jackson Health System in Miami, where he was Senior Vice President of Finance and also served as CEO of their Health Plan; University Community Health in Tampa; and the University of

Kentucky Chandler Medical Center in Lexington. He was named one of the *South Florida Business Journal*’s “Power Leaders in Health Care” in 2012, and he is currently a member of several organizations, including the American College of Healthcare Executives. Dean earned his Bachelor of Health Science and Master of Public Health in Health Administration, both from the University of Kentucky, and later received his Master of Business Administration from the University of Miami.

EMTs Gather for the First Annual Orthopedic Trauma Symposium

Nearly 100 EMTs and other first responders attended the Orthopedic Trauma Symposium: Highlighting Techniques & Addressing Controversies in Modern Orthopedic Trauma Care hosted by the Memorial Hermann Texas Trauma Institute in collaboration with UTHealth Medical School this summer. The symposium offered a full day of educational lectures and exercises related to orthopedic trauma and was offered free of charge to EMTs and RNs who provide prehospital trauma care to patients across the Greater Houston area.

“Many accident scenes, such as a motor vehicle collision, are likely to have some sort of traumatic extremity injury,” said Dr. Timothy Achor, UTHealth orthopedic trauma surgeon affiliated with the Texas Trauma Institute. “This seminar was an opportunity for first responders to learn more about orthopedic trauma injuries and the patient experience both before and after they receive hospital care.”

Texas Trauma Institute-affiliated physicians provided lectures on more than 20 different topics related to orthopedic trauma and facilitated lab practicals that allowed EMTs to get hands-on experience using drills, pins and models that simulated orthopedic injuries. EMTs also learned how to apply external fixators, which is a standard damage control procedure for many orthopedic injuries.

Two patients who suffered orthopedic trauma injuries also attended the symposium to share their stories of



treatment and recovery at Memorial Hermann-Texas Medical Center, home to one of only two Level I trauma centers in Houston. One patient underwent more than 20 surgeries following a serious motorcycle collision. The other patient is a Houston police officer who was injured in the line of duty. When he arrived at the TMC Campus via Memorial Hermann Life Flight®, admission lab values revealed he had a 50 percent mortality rate. Both patients have fully recovered and are now living the lifestyles they enjoyed prior to their incidents.

“Receiving treatment at a Level I trauma center significantly increases the chance

of survival for many patients who suffer traumatic injuries,” Dr. Achor said. “Emergency responders play a vital role in getting patients to a hospital that can provide the highest level of surgical care, which is why educational opportunities like the symposium for our EMT partners are so important.”

During the event, EMTs also engaged with orthopedic trauma physicians and Texas Trauma Institute Director Dr. John Holcomb during several Q&A panels; heard from Dr. David Persse, director of emergency medical services for the City of Houston, about advances in technology; and toured Life Flight.

Memorial Hermann-Texas Medical Center Wins Prestigious Quality Leadership Award

Memorial Hermann-Texas Medical Center (TMC) has once again been awarded the Bernard A. Birnbaum, MD, Quality Leadership Award, formerly named the UHC Quality Leadership Award. Presented by UHC, an alliance of the nation's leading nonprofit academic medical centers, the award is given to members that demonstrate superior performance as measured by the UHC Quality and Accountability Study. Memorial Hermann-TMC was one of only 13 member hospitals across the country chosen as a 2015 award winner.

“It is a great honor to be recognized again by UHC as a high-performing academic medical center that provides safe and

high-quality care to all patients,” said Craig Cordola, Regional President of Memorial Hermann Health System. “This prestigious recognition reflects the dedication and compassion from our talented staff, affiliated physicians and our partners at The University of Texas Health Science Center at Houston (UTHealth) Medical School. They should be applauded not only for helping Memorial Hermann-TMC achieve this honor, but more importantly, for their tireless dedication to providing quality patient care.”

Conducted annually since 2005, UHC's Quality and Accountability Study was designed to help academic medical centers identify structures and processes associated

with high performance in quality and safety across a broad spectrum of patient care activity. The Institute of Medicine's six domains of care – safety, timeliness, effectiveness, efficiency, equity, and patient centeredness – were again used as a guide in structuring the study criteria.

The award winners were announced in early October at the UHC Annual Conference 2015 in Orlando, Fla., which was attended by nearly 2,000 people, including healthcare professionals from more than 200 UHC member organizations.

“I'm incredibly proud of our staff and affiliated physicians as they are the true recipients of this award,” said Brian Dean, CEO and Sr. Vice President of Memorial Hermann-TMC. “We approach our day-to-day as a mission, not a job, and that has made all the difference. I'm honored to walk into work every day knowing that each and every patient is receiving safe, high-quality care.”

This year, 102 UHC member institutions were included in the analysis, which used performance data from a variety of UHC sources, as well as the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, and the Centers for Disease Control and Prevention's National Healthcare Safety Network. As in previous years, the scoring and ranking methodology was refined for the 2015 study to ensure that contemporary measures of quality and safety were included.



Memorial Hermann Senior Vice President and Regional President Craig Cordola accepts the 2015 Bernard A. Birnbaum, MD, Quality Leadership Award on behalf of Memorial Hermann-TMC.

Project GRAD High School Students Tour Memorial Hermann Life Flight



A group of enthusiastic high school students recently toured Memorial Hermann Life Flight® as part of Project GRAD, a program that works to improve lives in low-income communities by helping students develop and achieve their educational aspirations. GRAD scholars and their parents commit to making college and career readiness a priority, reaching important milestones along their journey toward high school graduation.

The group of students began their day at UTHealth Medical School before stepping foot onto the John S. Dunn helistop where they were welcomed by Life Flight Nurse Rick Liang and Pilot Lewis Geil. The special guests took turns sitting in a

Life Flight helicopter and asked questions about Life Flight's thousands of lifesaving missions. Brian Garcia, who will begin his junior year at YES Prep North Central in the fall, won't soon forget his visit to the helistop.

"Being this close to the Life Flight helicopter is awesome, but getting to talk to the people who actually work in there has made this a great experience," he said.

For Natalie Chucle, current lifeguard and junior at KIPP Generations High School, the tour validated her dream of becoming a paramedic. "Maybe one day I can fly here, too," she said.

Conquering her fear of heights for the tour, Shania Holmes, senior at Jack Yates High School, was surprised to learn the number of passengers who could fly in one helicopter during a mission. "I've always thought it was just one other person in the helicopter – the pilot," she said. "I was surprised to hear that there is a flight nurse and another flight paramedic." Shania also learned that Life Flight was specially equipped to transport both children and adults, so that families could travel together to Memorial Hermann, if needed.

Just before leaving, the GRAD scholars heard the sound of the helistop horn, signaling an incoming flight, and eagerly watched as Life Flight came in for landing.

Memorial Hermann Life Flight Supports Bright Futures for Harris County Youth

Memorial Hermann Life Flight® recently joined others from around the community at the Bright Futures Fair, a major component of

Harris County's Street Olympics' Summer Games, which provides organized athletic activity for area youth ages six to 15. The Bright Futures Fair uses interactive booths



to emphasize the importance of education, preventative health care and personal safety for youth participating in the Street Olympics' final event of the year. Life Flight Paramedic Jeffery Cobb and Nurse Sam Miller joined other representatives from the Texas Medical Center to visit with the summer games participants about caring for patients and careers in the health care industry.



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Questions, comments or suggestions about this publication? We'd love to hear from you! Email us at lifeflight@memorialhermann.org

To transfer a patient, please contact the Transfer Center at 713.704.2500.



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Life Flight Education Relocating in October

In October, the Memorial Hermann Life Flight® Education area, which was previously located on the first floor of Robertson Pavilion at Memorial Hermann-Texas Medical Center, moved to the 11th floor of Children's Memorial Hermann Hospital, also known as Hermann Pavilion (HP). It joins the area where Life Flight Trauma Administration is currently located. Wayfinding signage for the new location will be added throughout the hospital, and a map with directions will be distributed to Life Flight Education visitors in advance of their scheduled class date. If you have any questions, please contact Kelly Murphy at 713.704.6151.

UPCOMING EVENTS

Texas EMS Conference November 22-25, 2015

Join Memorial Hermann Life Flight® at the annual Texas EMS Conference, November 22-25, at the Kay Bailey Hutchinson Convention Center in Dallas. Learn from EMS leaders, see state-of-the-art exhibits and network with thousands of colleagues, plus choose from more than 120 lectures, workshops and preconference classes on a wide variety of topics.

Visit www.texasemsconference.com for more information.