



FIXED WING ROTORWING SURFACE

 *camts*

Commission on Accreditation of Medical Transport Systems



RAISING THE BAR IN MEDICAL TRANSPORT WORLDWIDE

FOUNDED IN 1990

WHY CAMTS?

- CAMTS was the first to recognize the need for stringent, monitored safety and training standards.
- CAMTS was the first to develop these standards by forming a committee of highly qualified medical and air safety professionals.
- CAMTS has over 30 years of experience publishing standards and providing accreditation.
- CAMTS standards are recognized and used worldwide.
- CAMTS Accreditation Standards are revised every 2 to 3 years to reflect the dynamic state of medical transport and involves considerable participation from medical transport professionals in the United States and around the world.
- The executive director of CAMTS, Eileen Frazer, is regularly featured in *Air Med Journal* and has been published extensively regarding topics on air and ground transport safety. She also has been asked to testify at NTSB hearings and to Congress.
- Each CAMTS board member is currently or recently involved in air and/or ground transport as a manager, communicator, patient care provider, or an aviation professional.
- CAMTS board of directors includes 21 highly qualified professionals, each representing our member organizations.
- CAMTS has more than 60 site surveyors that are selected for their experience and interview skills and have a minimum of 10 years' experience in the medical transport field.

- CAMTS offers continuing education resources, offering annual workshops with certified instructors and aviation specialists, as well as a published textbook entitled, *Safety and Quality in Medical Transport Systems: Creating an Effective Culture*.
- There are currently more than 160 CAMTS-accredited programs.
- Some states require CAMTS accreditation and some states have adopted the CAMTS patient care standards.
- The Department of Defense (DOD) requires CAMTS accreditation for civilian contracts.



MEMBER ORGANIZATIONS

Aerospace Medical Association
(AsMA)

Air Medical Operators Association
(AMOA)

Air Medical Physicians Association
(AMPA)

Air & Surface Transport Nurses Association (ASTNA)

American Academy of Pediatrics
(AAP)

American Association of Critical Care Nurses (AACN)

American Association of Respiratory Care
(AARC)

American College of Emergency Physicians
(ACEP)

American College of Surgeons
(ACS)

Association of Air Medical Services
(AAMS)

Association of Critical Care Transport
(ACCT)

Emergency Nurses Association
(ENA)

International Association of
Medical Transport Communications Specialists
(IAMTCS)

International College of Advanced Practice Paramedics
(ICAPP)

National Air Transportation Association
(NATA)

National Association of EMS Physicians
(NAEMSP)

National Association of Neonatal Nurses
(NANN)

National Association of State EMS Officials
(NASEMSO)

National EMS Pilots Association
(NEMSPA)

United States Transportation Command Liaison
(USTRANSCOM)

Two Adhoc Members - Aviation Specialists

WHAT IS CAMTS ACCREDITATION?

CAMTS is a voluntary, peer review process. Programs are awarded accreditation based on substantial compliance with accreditation standards and do not become members or affiliates of CAMTS.

CAMTS ACCREDITATION ELIGIBILITY

- Medical transport services, private and public, that provide rotorwing, fixed wing, surface (ambulances, boats, ATV, etc.) may apply for accreditation. Medical escort services are also eligible.
- A transport system that provides air or surface may include all disciplines of their transport systems in the accreditation process
- Specialty teams, such as a dedicated neonatal or children's transport service, are eligible.

HOW TO APPLY

- Complete the one-page application found on the CAMTS website (camts.org), and submit with non-refundable fee.
- You will be given access to an online, self-study document, the Program Information File (PIF), by email. You have 1 year to complete and submit to the CAMTS office.
- The CAMTS office will contact you after the PIF has been received to coordinate a site visit.
- The board of directors will reach an accreditation decision at the next scheduled board meeting. Board meetings are conducted quarterly.

WHAT CAMTS STANDARDS MEASURE

CAMTS accreditation standards are the criteria used to measure a medical transport service's level of quality. The standards are developed through comments and suggestions of professionals who provide medical transport every day. To obtain accreditation, a service must demonstrate substantial compliance with specific criteria for each of the following topics:

- Aircraft/surface configuration
- Communications
- Helipads
- Infection control
- Legal requirements and ethical practice
- Medical direction and medical protocols
- Mission statement and scope of care
- Qualified maintenance
- Qualified pilots and drivers
- Quality and utilization management
- Risk analysis
- Rotorwing, fixed wing, and surface operations
- Safety management systems
- Scheduling and fatigue management
- Training and education of medical and operations personnel

BENEFITS OF CAMTS ACCREDITATION

There are both internal and external benefits of accreditation. A CAMTS-accredited medical transport service demonstrates to its employees and to the public that it cares about quality of patient care and safety and is committed to doing things right. The comprehensive audit provided by CAMTS to determine compliance with the accreditation standards provides a medical transport service with the ability to identify opportunities to streamline costs and enhance effectiveness. Ultimately there is a positive impact on the service's bottom line in terms of future earnings and preventive strategies that far outweigh the actual costs of accreditation.

EXTERNAL BENEFITS

- Improved patient care
- Enhanced safety
- Meeting government requirements
- Fewer licensing issues
- Controlled costs of liability insurance
- Competitive edge
- Marketing tool
- Better billing compliance
- Stronger defense in litigation

INTERNAL BENEFITS

- Ability to recruit more qualified employees
- Best Practice patient care and safety
- Common sense of pride
- Comprehensive audit
- Education opportunities
- Focus on prevention rather than reaction
- Manage risk and liability
- Higher morale



WHAT ARE THE COSTS?

Accreditation fees for a medical transport service:

Initial Application Fee: \$1000

PIF (Program Information File) Fee: \$6,500 flat fee to be submitted with the PIF.

Asset Fee:

\$1000 per helicopter and/or airplane*

\$150 per ambulance, boat or other surface vehicle*

**(This applies to those aircraft and vehicles in service – not back-ups)*

PLUS \$600 fee per day per site surveyor

Travel and expenses for each site surveyor plus a charge of \$350 for the site surveyor report to the Board.

ACCREDITATION AWARDS

FULL ACCREDITATION

The Commission shall grant full accreditation only in the following circumstances:

- When a service is in operation for one year (and able to submit one full year of statistics) and applying for accreditation for the first time, demonstrates substantial compliance with the accreditation standards and has achieved stability such that the program is no longer considered to be in a developmental stage.
- When a service that is currently holding full accreditation has demonstrated upon review that they continue to be in substantial compliance with the accreditation standards.
- When a service holding probational accreditation has demonstrated changes that demonstrates substantial compliance with the accreditation standards.

The maximum interval between reviews of services holding full accreditation is three years.

PROBATIONAL ACCREDITATION

The Commission shall grant probational accreditation when a service has held full accreditation, but upon a scheduled review for reaccreditation has more concerns and/or deficiencies than cited during the previous tenure of accreditation or has unresolved concerns or deficiencies from the previous tenure of accreditation.

The maximum interval between reviews of services holding probational accreditation is two years.

See Policy 04.01.00 in the policy manual on our website for "Other Accreditation Actions."

CONFIDENTIALITY

Board members, staff, and site surveyors are prohibited from disclosing confidential information to third parties. This includes, but is not limited to, the sharing or disclosure of information submitted by the program and acquired during the site survey. Information is kept in a secure database and as CAMTS accreditation is a peer review process, the program's information is not disclosed unless by subpoena.

CONFLICT OF INTEREST

Medical transport, especially the air medical transport community, is a small group of providers. We select surveyors for a specific site visit based on the surveyor's location and experience. Present and past employment and employment by a competitor is always a disqualifying factor. The site surveyor completes a conflict of interest form, and the medical transport service has final approval of the survey team. Programs are identified only by a six digit number (Program Number) during deliberations and Board members who have conflicts (as pre-determined by the CAMTS office) are excused during those deliberations.

CAMTS RESOURCES

CONSULTATION SERVICES

The consultation program of CAMTS is offered to medical transport services who:

- Want to measure the quality of their service in comparison to the criteria listed in the CAMTS standards as evaluated by an informed consultant
OR
- Want to have specific assistance in preparing for an accreditation site visit through a review of documentation, policies, and materials requested as part of the process
OR
- Want to have an on-site consultation of the entire program

Services that contract with CAMTS for a consultant are not required to apply for accreditation, and the consultant's role does not guarantee any accreditation outcome.

WORKSHOPS

"**Preparing for Accreditation**" is a four-hour workshop presented each year to provide valuable information about the CAMTS accreditation standards and policies that apply to applicants.

"**Just Culture**" is a four or eight-hour workshop offered periodically and upon request by certified Just Culture instructors who are part of the CAMTS Board.

"**Quality and Utilization Management**" is a four-hour workshop that reviews the basic concept of developing quality management and utilization review and management programs that are specific to medical transport.

PUBLICATIONS

Safety and Quality in Medical Transport Systems is a textbook that offers a collection of expert insights and practical solutions that can be used by EMS, Fire and Rescue, public and private services, and emergency and transport professionals worldwide.

CAMTS Accreditation Standards can be purchased as a hard copy or on a USB drive which includes the glossary, matrix, and quick reference tool.

Best Practices is a collection of the best policies, education, quality, safety and utilization management and many other materials shared by CAMTS accredited services.

Hazards of Helicopter Shopping is a video produced with funding from the Medevac Foundation available on DVD free of charge.

CAMTS IS TRANSPARENT

Documents and Resources available at camts.org:

Current Edition Standards - free download

Board Members and Member Organizations list

Policies Manual - free download

Currently Accredited Programs list

Blogs on latest standards interpretation

Board meeting summaries

Podcasts to address most frequently asked questions.

*"This process is invaluable!
We love the CAMTS prep process.
It 'prompts' us to turn over stones and look at policies
and processes that I am certain would go untouched
without this supportive 'encouragement.'
Thank you so much for propelling the
highest standards of transport medicine.
We are so grateful."
REACH
Air Medical Services - CA*



*"The benchmarks that are afforded a program
through this process gives a program talking points
especially a hospital-based program where often
decision makers do not understand the operational
side of a transport program. This process gives
leadership the tools to affect positive
change in terms of processes and
safety standards."
Children's Critical Care
Transport - NE*

*"Meeting and/or
exceeding CAMTS
accreditation standards is a
mark of excellence for critical
care transport programs. It allows
the program leadership direction to continue
in the quest for excellence in patient care."
Lehigh Valley Health Network MedEvac - PA*

*"Set standards for
crew to strive for
- establish culture of
accountability and excellence
- mandatory by hospital policy
in order to land on hospital helipad"
Lifeguard Air Emergency Services - NM*

*"The CAMTS process was an
extremely positive one and one that we will always
look back on and see extremely positive growth
in our program. It involved every discipline
and fostered better working relationships
with everyone in the program. It helped solidify our
documentation for things that we currently did but did
not document well as well as for things that needed
to be improved upon."
Wings Air Rescue - TN*

*"The process really helped our program and
crew evolve and perfect many things that were
fairly good to be much better!
It was a much needed process to help make
things more standard/clearer within
the program as well as to enhance our program...was
tough, but worth it!"
UCAN - IL*

OUR MISSION

CAMTS is a peer review nonprofit organization dedicated to improving patient care and transport safety by providing a dynamic accreditation process through the development of standards, education, and services that support our vision.

OUR VISION

All patients are transported safely by qualified personnel using the appropriate mode of transport.

TRANSPORT ORGANIZATION EXPECTATIONS

- Honest Self Assessment
- Ethical Business Practices
- Patient and Safety Focused
- Continuous Quality Improvement
- Transparency in the Accreditation Process

OUR VALUES

- Fair
- Ethical
- Consistent
- Accountable
- Patient and Safety Focused

FOCUS ON THE FUTURE

*Medicine and transport
are two professions that rely on
standardized processes and procedures.
Striving to meet compliance with standards
through a process such as accreditation
propels a medical transport service into a
dynamic flow of performance improvement and
benchmarking
with a
committed purpose
and a
focus on the future.*

“CAMTS is clearly a very organized and laid out process...initially, when we started our CAMTS journey, it was a very complicated and large adjustment to our program, primarily because we were set up and established ‘one way’.... then we had to recreate the program to meet the specifications of CAMTS. I can speak for my entire program, these improvements and adjustments have been extremely worth it; we have greatly improved on each of those check boxes that were on the first screen of the survey (safety, communication, education, etc...). Understandably, it was a lot of work and a huge commitment, but without a doubt the program has benefited immensely.”
-- Cleveland Clinic Critical Care Transport Team --



CONTACT US

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