



May 28, 2019

Dave Evans, AAMS Nominating Committee Chair  
Association of Air Medical Services  
909 North Washington Street, Suite 410  
Alexandria, Virginia 22314-3143  
Mr. Evans:

Please accept this letter as my official letter of interest in continuing to serve as the Region VI Director on the AAMS Board of Directors.

Over the past 20+ years, I have had the honor and pleasure to serve in many different roles of the HEMS industry. My experience is broad; from Flight Nurse to Preceptor; Clinical Team Leader (Fixed-Wing and Critical Care Ground) to Program Director of 3 rotor-wing bases and a neonatal-pediatric transport division. I feel that these experiences have made me a well rounded leader.

During my time as the Region VI Director, I have strived to keep our members informed about changes (such as the membership reform project) and solicited their feedback on industry related initiatives. I have taken steps to incorporate their feedback into various initiatives including the AAMS Drone Safety PSA filmed on location at AMTC with multiple AAMS members. Most recently, I have been involved in the AAMS AMTC Task Force, representing our members in making sure that AMTC evolves to meet the needs of our members today and in the years to come. I have been serving on the Medevac Foundation International Board as well and assisted in the implementation of the First Annual Virtual 5k for Safety fundraiser for the organization. I have also been serving on the Vision Zero Task Force during my time as an AAMS Region VI Director.

If selected to continue to serve as the Region VI Director on the AAMS Board of Directors, in this final term I would continue to look for ways to serve members by soliciting their feedback, working to implement initiatives to meet the needs in the areas of safety and education, and represent their interests in other industry related areas.

Please accept my appreciation in advance for your thoughtful review of me for this position. If I can provide you with any further information, please feel free to contact me via phone or email.

Sincerely,

A handwritten signature in blue ink that reads "Susan".

Susan M. Smith, EMT, RN, BSN, MBA, CMTE  
Director, Carilion Clinic Life-Guard / NeoPeds  
smsmith2@carilionclinic.org

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431 McClanahan Street  
Roanoke, Virginia 24014

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SUSAN M. SMITH, RN

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(540)-400-3289  
smsmith2@carilionclinic.org

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**Statement of Goals:** If selected to continue to serve as the Region VI Director on the AAMS Board of Directors, in this final term I would continue to look for ways to serve members by soliciting their feedback, working to implement initiatives to meet the needs in the areas of safety and education, and represent their interests in other industry related areas.

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## EDUCATION

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- Averett University Danville, Virginia  
Masters of Business Administration, 2005
- Jefferson College of Health Sciences Roanoke, Virginia  
Baccalaureate of Science in Nursing, 2003
- Rappahannock Community College Warsaw, Virginia  
Associates Degree in Nursing, 1993

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## PROFESSIONAL EXPERIENCE

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**Carilion Clinic Patient Transportation** Roanoke, Virginia

*Director, Carilion Clinic Life-Guard (CCLG): Jul 2005 – present (Operations Manager: Jul 05 – Jul 07)*

*Clinical Team Leader, Fixed-Wing Division: August 2004 – July 2005*

*Clinical Team Leader, Critical Care Ground Division: January 2005 – July 2005*

*Flight Nurse, Carilion Clinic Life-Guard: September 1996 – July 2005*

*Preceptor / Training Coordinator, Critical Care: September 1996 – December 2004*

**Additional Experience at Carilion Roanoke Memorial Hospital (staff nurse)**

*Emergency Department: August 1995 – September 1996*

*Neuro-Trauma Intensive Care Unit: May 1994 – August 1995*

*Medical-Surgical Step Down Unit : June 1993 – May 1994*

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## PROFESSIONAL LICENSES AND CERTIFICATIONS

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- Registered Nurse, VA
- Basic Life Support (CPR)
- Advanced Cardiac Life Support
- Pediatric Advanced Life Support
- Advanced Trauma Life Support (audit)
- Certified Medical Transport Executive
- ICS (100, 200, 700)
- Emergency Medical Technician, VA
- Neonatal Resuscitation Provider
- Pre-Hospital Trauma Life Support
- Hazardous Materials Awareness
- Certified Flight Registered Nurse

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## PROFESSIONAL PUBLICATIONS

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- “Drone Safety: Keeping Our Shared Air Space a Safe Airspace,” Air Med & Rescue Magazine, Issue 77. p. 24
- “A Progressive Curriculum in Air Medical Transport for Nursing and Paramedic Students,” Air Medical Journal, 22 (1), pp. 19-21, 25
- “Carilion Life-Guard: A Quarter Century of Air Medical Service,” Air Medical Journal, 25 (3) pp.118-121.
- “The Ultimate Sacrifice,” Wings, Wheels, and Rotors, 24 (3), p. 6

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## PROFESSIONAL ASSOCIATIONS

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- Association of Air Medical Services
  - Region VI Director (2014 – present)
  - Medevac Foundation International Board Member (2016- present)
  - AAMS Vision Zero Task Force (2016-present)
  - AAMS AMTC Task Force (2018-present)
- Virginia Office of EMS
  - Virginia State Medevac Committee member (2012 - present)
  - HEMS / Unmanned Aerial Vehicle (UAV) Work Group (2014-present)
  - HEMS Utilization Review Work Group (2009 – 2017)
- Western VA EMS Council
  - Trauma and General Performance Improvement Committee (2008 – 2010, 2017-present)

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# SUSAN M. SMITH, RN

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## TEACHING EXPERIENCE

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- Air Medical Transport Conference, October 2018** Phoenix, AZ  
Trading Places: Lessons Learned from the Haiti Air Ambulance Exchange Program
- StarPoints Regional EMS Conference, August 2017** Blacksburg, VA  
Drone Safety: Keeping Our Shared Airspace a Safe Airspace  
Trading Places: Lessons Learned from the Haiti Air Ambulance Exchange Program
- Air Medical Transport Conference, December 2016** Charlotte, NC  
Drone Safety: Keeping Our Shared Airspace a Safe Airspace
- Virginia EMS Symposium, November 2016** Norfolk, Virginia  
Drone Safety: Keeping Our Shared Airspace a Safe Airspace
- Virginia EMS Symposium, November 2013** Norfolk, Virginia  
Crew Resource Management
- Air Medical Transport Conference, October 2013** VA Beach, Virginia  
Change Management
- Air Medical Transport Conference, October 2012** Seattle, Washington  
HEMS Utilization, Fatigue Management
- Virginia EMS Symposium, November 2012** Norfolk, Virginia  
HEMS Safety, Human Factors Training
- Virginia EMS Symposium, November 2011** Norfolk, Virginia  
HEMS Utilization, HEMS Safety, HEMS Case Presentations, HEMS Career Development
- Virginia EMS Symposium, November 2009** Norfolk, Virginia  
HEMS Safety and Utilization
- Air Medical Transport Conference, September 2007** Tampa, Florida  
Air Medical Resource Management for the Communications Center (II)
- Air Medical Transport Conference, September 2006** Phoenix, Arizona  
Air Medical Resource Management for the Communications Center (I)
- Virginia EMS Symposium, November 2005** Norfolk, Virginia  
Advanced Airway Monitoring
- Jefferson College of Health Sciences** Roanoke, Virginia
- Curriculum Development and Instruction, *\*Introduction to Air Care*, paramedic students  
Fall 1999, 2000, 2001, 2002, 2003, 2004
  - Adjunct Faculty, Department of Emergency Health Sciences / Paramedic Program  
Spring 2000
  - Adjunct Faculty, Critical Care Paramedic Course  
1997, 1998, 1999
- Radford University** Radford, Virginia
- Curriculum Development and Instruction, *\*Introduction to Air Care*, Baccalaureate nursing students  
Fall 2000, 2001, 2002, 2003, 2004

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## HONORS

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- AAMS Program of the Year Award (2018)
- AAMS Chairman's Award, Promotion of UAV / Drone Safety and Public Awareness (2017)
- Community Builders Award, Commonwealth of Virginia Masons (2017)
- Carilion Clinic Quality Award, Level 4 Achievement, "Orientation reduction Plan" (2016)
- WVEMS Council Award: Nurse With Outstanding Contribution to EMS (2015)
- Carilion Clinic Quality Award, Level 3 Achievement, "From the Air to the Airway" (2012)
- Honorary Member, Virginia Tech Rescue Squad (2008)
- Excellence in Nursing Award, Jefferson College of Health Sciences BSN Program (May 2003)
- Student Speaker, Graduating Class of 2003. Elected by Jefferson College of Health Sciences Faculty and Students. Audience of 1,000. (May 2003)
- Poster Presentation, First Place Award. Selected by the Nursing Honor Society of the Roanoke Valley: *The Impact of Helicopter Transport on the Potential Mortality of Trauma Patients* (April 2003)
- Student Representative, Dean Search Committee. Selected by Jefferson College of Health Sciences President (January – March 2003)
- Delegate, annual meeting of the Emergency Nurses Association
  - October 2000 (Washington, D. C.) / September 1999 (Denver, Colorado)



Krista D. Henderson  
Carilion Clinic Patient Transportation & Life-Guard  
431 McClanahan Street  
Roanoke, VA 24014  
540-981-9465  
May 14, 2019

Dave Evans  
AAMS Nominating Committee Chair  
909 N. Washington Street, Suite 410  
Alexandria, VA 22314-3143

Dear Mr. Evans:

Please accept this letter of continued support for Susan M. Smith in her application for the AAMS Region VI board seat. Ms. Smith has been employed by Carilion Clinic since June 7, 1993. During her time with Carilion she has always maintained good standing as an employee. Ms. Smith began serving AAMS as the Region VI representative in 2014 and continues to demonstrate tremendous passion for her service to the AAMS board and making improvements in the air medical community.

Susan has provided leadership and operational oversight to our air division, Carilion Clinic Life-Guard, since October 15, 2005. Through her leadership we achieved accreditation through the Commission on Accreditation of Medical Transport Services (CAMTS) for both air and ground divisions and have maintained good standing since our initial accreditation. Ms. Smith has served on the Virginia Medevac Committee since 2005, working to promote best practices for safety and quality for all air programs serving the Commonwealth. Other accomplishments include being accepted annually for presentations on leadership, quality, and safety at the Virginia EMS Symposium and Air Medical Transport Conference.

Carilion Clinic is pleased to continue our support of Ms. Smith as the Region VI AAMS representative.

Sincerely,

Krista D. Henderson, MSN, RN, CPHQ, CMTE  
Senior Director



**NIGHTINGALE**  
REGIONAL AIR AMBULANCE SERVICE

600 Gresham Drive  
Norfolk, VA 23507

Tel: 757.388.2500  
Fax: 757.388.3090  
[nightingale@sentara.com](mailto:nightingale@sentara.com)

May 20, 2019

Denise Baylous  
Nightingale Regional Air Ambulance  
600 Gresham Drive  
Norfolk, VA 23507

Dave Evans  
AAMS Nominating Committee Chair  
909 North Washington Street, Suite 410  
Alexandria, VA 22314

Dear Mr. Evans,

I am writing this letter in support of Susan Smith's reappointment as the AAMS Regional VI representative. I have had the pleasure of knowing and working with Susan as a member of the Virginia State Medevac Committee since 2011.

Susan is a voting member of the Virginia Medevac Committee, and is known by all in the HEMS community as a leader in safety. She diligently works with all flight programs to assure safe practices. As a member of the Virginia Medevac Advisory Committee, she, along with the Virginia Office of EMS, developed a strategic plan to assure safety standards, regulations and oversight of Virginia HEMS Services. She has been a leader on the "Land The Drone Campaign" where she worked at the local, state and national levels to bring awareness and change legislation on drone operations around public safety operations. She has taken the lead and participated in the Medevac Committee's Project Synergy Workgroup which has focused on trauma and cardiac best practices with HEMS services. As I am certain you are aware, Susan's program, Carilion Clinic Life-Guard, won the AAMS Program of the Year award in 2018. This award was well deserved and due to Susan's leadership and impact in the HEMS community.

Susan is committed to maintaining the highest professional and ethical standards for the HEMS programs in the State of Virginia. Because of these and many more attributes, it is without reservation that I support Ms. Smith's reappointment. Please feel free to contact me at your convenience should you need any further information.

Sincerely,

A handwritten signature in cursive script that reads "Denise Baylous".

Denise Baylous, MSN, RN, CCRN, CFRN, NRP  
Program Manager- Nightingale Regional Air Ambulance  
Office- 757-388-2572  
[dxbaylou@sentara.com](mailto:dxbaylou@sentara.com)