

May 20, 2019

Dear AAMS Nomination Committee, Board and Board Members,

This letter is to formally announce my intent to run for "AAMS Board Director at Large". I have been an active member of the AAMS association in each program that I have been affiliated with during my 17 year career in the air medical industry. During my career I have been committed to safety, education and quality, bringing a collaborative approach to all issues. During my two previous terms as an "At Large Director," I have been involved with developing strategic communication plans and policies. I have been an advocate for AAMS members desiring more involvement with the industry and AAMS organization.

I have been the Program Manager with AirMed at the University of Utah for the past 6 years. This position while challenging, brings with it the full support of my Service Line Director as well as University of Utah Hospital Administration. With this support I am able to commit the time needed to the AAMS Board, their mission, vision and core values. The University of Utah encourages and supports leaders to be involved in all professional organizations related to their specialty.

I believe in a sincere commitment to any position and my work product has proven that commitment. Positions which I have held during the last 17 years in the air medical industry include Flight Nurse, Base Manager, National Quality Management Coordinator, Regional Education Coordinator, Interim Regional Services Director, Chief Flight Nurse and Program Manager. These positions have built the skills needed to continue to serve the air medical industry, the AAMS Board and its members. I have also recently completed a dual Master's program from Grand Canyon University and will graduate in July 2019. My completion of my MSN/MBA has been a journey of professional growth and learning, while focusing on a servant leadership style.

MY focus as an AAMS Board member would be to continue to involve more flight crew members and leaders in the organization and industry. There are many professional development opportunities that have contributed to my knowledge of industry standards, education and overall have affected my commitment to the air medical industry. The current challenges in our industry include, remaining committed to safety, education and research. Financial constraints placed upon operations related to decreased reimbursement have pushed the transport industry towards increased cost efficiency. We must remain committed to safety, education and quality through these times as well as fiscal responsibility. I have encouraged a commitment to those subjects here at AirMed and would like to bring that to the AAMS Board and its members.

Thank you for your time and consideration,



Frankie Toon RN, BSN, CFRN, CMTE Program Manager AirMed, University of Utah

Dear AAMS Nomination Committee,

May 21, 2019

I am pleased to present a letter of support for Frankie Toon, Program Manager for University of Utah Health's AirMed program. Frankie has served as the AirMed Program Manager for the past 6 years and on the AAMS Board as an At Large Director, for the past 4 years. During her tenure Frankie has developed a strong team that is dedicated to safety and excellence in patient care as evident in the positive results the AirMed program has received on the past two cycles of CAMTS Safety Culture Surveys including increased safety incidence reporting and creating and fostering a "Just Culture" operating culture. Under Frankie's leadership, AirMed has had zero major safety incidents.

Frankie is a respected leader in the air medical community with a distinguished career serving as a flight nurse, educator and clinical leader for Omniflight and AirMethods. Throughout her 17-year career, Frankie has developed and implemented a national Quality Management and Process improvement system and established numerous standards of care and policies and procedures. She has worked to develop and implement a communication plan for the AAMS organization. Frankie has a talent for Quality Management and Process Improvement centered on safety and excellence in patient care.

During her time as the AirMed program manager, Frankie has formalized the Base Coordinator role to include strategic outreach plans and community involvement. Frankie has successfully decreased overtime usage from 27% to 3-6% program wide and she has successfully decreased medication costs by 25%. Frankie was a key member in our objective RFP process to secure and implement a new vendor after 20 plus years with the previous vendor. She also recommended and led the introduction of an alternative delivery method of service for one of our bases that has proven to be a successful delivery model. Under Frankie's leadership the AirMed team has seen the expansion of specialty services to the communities being served to include a neonatal program and a mechanical circulatory device transport program.

Frankie is a highly valued leader in our organization who is well respected throughout the air medical industry. We are fortunate to have Frankie leading our program and representing AirMed on a national level. Frankie comes with my highest recommendation and support for continued AAMS board leadership.

Sincerely,



Julia Beynon, MHI, RN
Director, Critical Care, AirMed and Emergency nursing
University of Utah Health
Julia.beynon@hsc.utah.edu

May 21, 2019

To Whom It May Concern,

It is my pleasure to provide this letter of recommendation for Frankie Toon as a member of the AAMS Board of Directors. I have had the opportunity to work closely with Frankie for many years as a professional colleague and have found her to be a tireless advocate for safety, clinical excellence, and program accountability in the air medical industry.

Frankie and I have served several terms together as members of the Utah Bureau of Emergency Medical Services Air Ambulance Committee. She consistently brings her knowledge of national air medical standards and issues into our conversations for consideration on the local level and is passionate about the need for integrity and transparency with those we serve.

Frankie's implementation of a Utah AAMS chapter has provided a much-needed forum for collaboration for multiple programs within our service area. The chapter is continuing to gain strength after several years in operation and has successfully tackled some complex and sensitive issues. It has also provided a place for newer leaders within our programs to gain insight into how our industry works and understanding of the issues we face on both local and national levels.

I believe that Frankie's continued position on the Board will provide a strong, reasonable, empowered voice for all of us who operate air medical transport systems.

Sincerely,



Pamela C. Moore, BSN, MBAHM

Executive Director, Intermountain Life Flight

250 N. 2370 W.

Salt Lake City, UT 84116

(801) 321-3325 (Office)

(801) 718-9275 (Cell)



May 28th 2019

AAMS Board of Directors

To Whom It May Concern:

It is my pleasure to provide this letter of recommendation for Frankie Hurst to continue her service on the AAMS Board of Directors. I am the Medical Director of the University of Utah AirMed program and have worked with Frankie for eight years in her roles as Chief Flight Nurse and Program Manager for AirMed. Frankie has been a tremendous asset to the University of Utah AirMed program. She is held in the highest regard by team members, program leadership and hospital administration.

Frankie has also previously held leadership positions in both Omniflight and Air Methods and has experience with several models of air medical transport including community based, large vendor and hospital-based programs. Frankie is a current AAMS Board member and has done very well in this role. She started the Utah AAMS chapter and also sits on our State Air Ambulance Committee and is familiar with issues facing state governments regarding air medical transport. In 2018 Frankie received the AAMS Excellence in Transport Leadership Award for her outstanding leadership contributions in our industry.

As a leader at our program Frankie has integrity, credibility and treats everyone fairly and with respect. She is willing to make tough decisions and is respected by her employees, leadership team peers and supervisors. Frankie is a very supportive leader and is able to harness the creativity and talent within our team to improve our program. The culture of responsibility, accountability and empowerment that Frankie has established has resulted in a level of engagement from our team that is truly impressive. She is passionate about air medical transport and is interested in improving patient care in our program and in the entire air medical community.

In summary, Frankie is an outstanding flight nurse and program manager, she is very motivated and hard working, she is personable and well liked by everyone, she has the education and depth and breadth of experience to continue to be a great contributor to the organization and I enthusiastically support her in continued membership on the AAMS Board of Directors. As you probably already know, you cannot go wrong with Frankie she really is the whole package!

Please do not hesitate to contact me if you have any questions about this outstanding applicant.

Sincerely,



Eric R Swanson, MD, FACEP
Professor, Division of Emergency Medicine
University of Utah School of Medicine
Medical Director, University of Utah AirMed
Editor, Air Medical Journal

Frankie Toon RN, BSN, CFRN, CMTE

165S 400E, Heber City Utah, 84032
801-372-4351

Professional Experience

- Program Manager, AirMed University of Utah, March 2012-present. Responsible for program operational policy updates and medical protocol updates. Budgeting responsibilities, capital, minor capital and operational. Facilitator of workgroups related to quality management, scheduling and clinical operations. Clinical responsibilities include the transport of critically ill pediatric and adult patients.
- Assistant Director of Critical Care, August 2011-March 2012 Ashley Regional Medical Center. Critical Care nurse in an adult/pediatric critical care unit. Responsible for maintaining the policies, procedures and practices for the intensive care unit.
- Director of Clinical Services Omniflight/Native Air Helicopters, Nov 2010-August 2011. Responsible for the Education and Quality Management process for Omniflight Helicopters Incorporated. Coordinated multiple disciplines to deliver a quality clinical system which meets or exceeds regulatory requirements. Maintains current flight status and functions as a flight nurse one 24 hour shift per month.
- Regional Medical Education Coordinator Western Region Air Methods, Dec 2008- Nov 2010. Responsible for collaboration in the development and oversight of all initial and recurrent continuing education for medical crew members within assigned region to achieve and maintain required competencies; coordinates activities to achieve and maintain accreditation; coordinates research in the air medical transport environment; performs the duties of an active flight crew member.
- Native Air flight nurse November 1, 2004 to January 2008. Medical base manager of Lake Havasu Native 8. Responsible for scheduling, education, and orientation of flight nurses and flight paramedics since March 2004 to September 2006. Participated in CAMTS preparation for base in 2005. Coordinated and instructed all outreach education for customers in service area.

Education

MSN/MBA Grand Canyon University	Projected graduation date 6-2019
Legal Nurse Consultant Certificate University of Utah	2016
BSN University Of Phoenix	2006
Associate Science Nursing Regents College Albany, NY	1999
Certificate Licensed Vocational Nursing Mt. San Jacinto College, San Jacinto, CA	1995

Professional Development

Ongoing training and seminars attended stemming from a passion for constant improvement, a belief in continual learning and a sincere desire to better serve the employer and organization.
CCTMC 2004.

AMTC 2004, AMTC 2006, AMTC 2007, AMTC 2009, 2010, 2012, 2013, 2014, 2015, 2016, and 2017, 2018 attended.

Completed MTLI (Medical Transport Leadership Institute) CMTE 2017.

AAMS Board (Association of Air Medical Services) "At Large Director", 2015 through present.

Editor and contributor Air Medical Journal since 2012.

Editor and contributor ASTNA, Critical Care Core Curriculum 2017 and 2019. Chapters on Quality Management and Legal Considerations.

Profile

- Leader emphasizing the "team" approach to difficult problems
- Strong insight and ability to anticipate, identify, and solve problems
- Well-developed communication, leadership, clinical and interpersonal skills
- Experienced in emergency room clinical care
- Experienced in development of policies and educational programs new hire and recurrent
- Emphasis on accountability and continuous education
- Expertise in anticipating and responding to regulatory requirements, CAMTS, FAA, OSHA. OEO
- Successful in ensuring proper patient care is afforded utmost attention

Current Certifications

- CMTE
- CFRN Certified Flight Registered Nurse
- ACLS
- PALS
- ABLS
- ATLS
- BLS
- TPATC Provider