• Identify Objectives and Constraints
  o Details the objectives of the change
  o Identifies both internal and external constraints that will impact change
  o Evaluate the necessity for redefining company standards to fit the change

• Initial Design
  o Develop potential plans for implementation of the change
  o Generation and evaluation of options and differing paths to bring about the change

• Detail Design
  o Initial processes produce a detailed procedure for the change
  o Detailed process will justify review and support approval for implementation

• Implementation
  o According to detailed change plan
  o Plan defines the monitoring and processes to be implemented

• Feedback and Follow-up
  o Widely communicate the change process to personnel
  o Periodic review of management of change for effectiveness

**Emergency Preparedness & Response**

The detail of the Emergency Action Plan (EAP) is contained in the General Policy and Procedure Manual. This plan provides core guidance in the event of an emergency where evacuation of the building is necessary, such as: fire, earthquake or structural failure. The EAP describes the actions employees should take to ensure their safety if a fire or other emergency situation occurs. Emergency plans and proper employee training (such that employees understand their roles and responsibilities within the plan) will result in fewer and less severe employee injuries and less structural damage to the facility during emergencies. This plan is not intended to limit or restrict initiative, judgment or independent action required to provide appropriate and effective emergency and disaster mitigation, preparedness, response and recovery.

In addition to the maintenance and dissemination of information in the EAP, The Director of Health, Safety, Environmental and Training is also responsible for assuring that all personnel are trained to handle operation organization emergencies, also known as a Post-Accident/Incident Plan (PAIP), based on their role in the organization. PAIP activation includes:

• Aircraft Precautionary Landing
• Lost Communications/Overdue Aircraft or Ambulance
• Broadcast of Aircraft/Vehicle “Mayday”
• Assumed or Reported Aircraft/Vehicle Accident
• On-Board Threats

The purpose of a PAIP is to provide a guide for actions that will be necessary in time of extremely high stress. The plan serves as a guide to present step-by-step instructions that will result in prompt, decisive action in the event of an accident or incident. The purpose is to ensure prompt rescue and medical attention for victims and to assist the families and co-workers of the victims.

The designated Incident Commander at the time of the event will coordinate plan responses, execute exercises and document all proceedings to identify hazards and findings. It is imperative that LifeMed’s employees are adequately conditioned to react accordingly in emergency situations. Areas of emphasis include:

• Facilitating rapid search and rescue response
• Ensuring accurate information is disseminated
• Providing systematic notification of designated LifeMed Alaska, Air Methods/AeroAir/Grant Aviation, FAA and other key personnel
• Organizing and activating recovery, security and investigative functions

At a minimum, four PAIP events training events occur annually. A full-scale emergency PAIP drill is conducted at least once annually to ensure all employees are competent in their roles and understand the PAIP process. Drills may be conducted more frequently if PAIP drill debriefings indicate more training is necessary. Emergency contact numbers are posted and kept current at every organization telephone.

Performance Management

Continuous improvement and exemplary service to our customers is a “core value”. Safety performance is measured by the following performance measures:

• Reduce the number of incidents that cause damage, and the amount of damage
• Reduce the number of injuries to organizational personnel, guests and passengers
• Increase the number of actions raised from safety meetings
• Reduce the number of non-compliances with standard flight operations procedures as measured by observation or flight data monitoring
• Increase compliance with the safety incident management process (reporting, classification, root cause investigation and implementation of corrective actions)

The Chief Operating Officer is responsible for ensuring organization performance is annually reviewed and employees are adequately informed of the results of the review.

Safety Stand-Down Program

Reducing preventable accidents; world-class organizations do not tolerate preventable accidents. EMS accident rates have increased dramatically recently, and we need to do our part to turn this situation around. A goal of “zero”