



## **Air Medical Mission and Vision Statements**

### Mission Statement

ThedaStar Air Medical is available 24 hours a day, 7 days a week with a staff of highly trained flight nurses, pilots and dispatchers to provide high quality safe, personalized patient care and transport to:

- Seriously ill or injured patients from local or regional hospitals to specialized care services at ThedaCare™ Hospitals or other tertiary care centers;
- Critically injured adults and children quickly and safely from accident sites to the Level II Trauma Center at Theda Clark Medical Center;
- Neonates and newborns needing specialized intensive care services to the Neonatal Intensive Care Unit at Children's Hospital of Wisconsin – Fox Valley or other designated care facilities with Neonatal Intensive Care Units; and to be an educational resource for area Emergency Medical Services (EMS) / Public Safety Agencies as well as provide education to the public.

### Vision Statement

- To be the leader in air medical transport in East Central Wisconsin.
- Build relationships with EMS / Public Service Agencies and referring hospitals/physicians.
- Provide education to EMS / Public Service Agencies and referring hospitals and physicians about the services that we provide and how to utilize our services efficiently to provide optimal outcome.

### Values

- Teamwork: working closely with EMS providers, law enforcement, in-house nursing/medical staff, and nursing/medical staff at referring facilities to provide optimal patient care.
- Treat personnel at all levels with respect and listen to them.
- When possible, speak with the patient and/or family member(s) of the patient prior to, during and after transport to address questions/concerns.

### Goal

Provide safe and high quality patient care and transport.