



## LifeSave Transport, Wichita, KS

LifeSave Transport is a growing emergency medical transport company with 10 medical bases located strategically across the nation's 15th largest state. The privately-owned firm also has air medical bases on three Hawaiian Islands and one in McCook, Nebraska, as well as Austin, Texas. Its crews are on-duty 24/7 to provide emergent patient transfers, utilizing a fleet of five helicopters, seven fixed-wing aircraft, and three ALS ground ambulances.

LifeSave, formerly known as LifeTeam, was founded in 2001 by Dr. Martin Sellberg, a pilot and emergency medicine physician, who grew up on a Kansas farm. Sellberg recognized the need by rural residents for quick access to specialty care. He partnered with Dr. Richard Watson, a fellow pilot and ER physician, to create an emergency medical transport system that focused on patient care and safety.

"I'm a rural Kansan, blessed to have been raised as a fourth-generation farmer, where my 92-year-old father still farms daily. With the systems and services we have in place, he and other Kansans like him have more rapid access to care when needed," Sellberg notes on the company's website.

Today, LifeSave Transport employs 250 people. Its Wichita headquarters include a state-of-the-art communications center, an aircraft maintenance facility, and a billing division aimed at caring for patients beyond transport. Kansans and those in other states within LifeSave's footprint can purchase annual memberships to defray any out-of-pocket cost if they need a LifeSave air transfer, according to Ashley Lawless, the firm's manager of marketing and membership.

LifeSave Transport began a courtship with Aladtec back in late 2013, when an employee visited Aladtec's website, seeking a scheduling solution able to juggle several workgroups -- pilots and flight nurses, ground and maintenance crews -- all with different scheduling requirements. They also sought to streamline payroll and have forms to track equipment and maintenance.

Prior to using Aladtec, LifeSave staff would create schedules in Excel and upload them to a company webpage for employee viewing. They had to repeat the process each time something changed. For various reasons, it was 2017 before pain points and inefficiencies prompted LifeSave to make the shift to Aladtec.



### Department Info:

**Roster:** Approx. 250 employees; pilots, nurses, paramedics, ground crews, communications, mechanics, billers, and administrative staff.

**Miles traveled:** More than 4 million miles traveled in patient care.

**Service area:** Kansas, portions of Nebraska, east Texas, and Hawaii.

**Apparatus:** 7 fixed-wing aircraft, 5 helicopters, several ALS ambulances, based in Dodge City, Emporia, Garden City, Salina, Liberal, Wichita and Colby, KS; McCook, NE; Austin, TX, and Hilo, Honolulu, and Maui, Hawaii.

**Challenges:** Weather and distance between facilities, navigating the ever-changing healthcare reimbursement space.

**Aladtec users since 2017.**

**[www.lifesave.com](http://www.lifesave.com)**

### Neighboring agencies also using Aladtec:

Moundridge EMS, Moundridge; South Hutchinson Fire Dept., South Hutchinson; Hutchinson Fire Dept., Hutchinson; Pratt EMS, Pratt; Coffey County EMS, Burlington; and Neosho Memorial Regional Medical Center, Chanute.



“One of our employees knew we were searching for a scheduling solution. She had used Aladtec at a previous service. She had good experiences, and thought Aladtec would be a great fit for us and she was right!” said LifeSave HR/Payroll manager Amanda Schmutz. “Our Medical Program Director also had some prior experience with Aladtec and highly recommended it.”

“Employees say it’s so easy to navigate, which saves them tons of time. The forms section has also been quite helpful for our medical staff to use with regard to daily log requirements,” Schmutz said.

LifeSave staffers have created a variety of forms for documentation and record-keeping including tools for tracking company property, coaching and counseling, chart reviews, and quality assessment and improvement. On the flight operations side, there are forms to document med crew training, flight plan changes, base activities, and incident reports. There are vehicle maintenance forms, and others for truck checks, drug box-, and controlled substance inventories.

LifeSave’s trainers like the ability to keep training documents in a central location, and “member-level users like the swap-and trade features, and the ability to sign themselves up for shifts. Before Aladtec, they did not have that option and could only submit availability via email.”

Flight and ground crews have the most complicated schedule variations, but LifeSave’s hourly employees are also scheduled using the Aladtec platform, said Lawless.

Schmutz said she appreciates “being able to make changes to the home page. We use this for company announcements and providing general info that applies to everyone. It’s awesome!”

From the marketing side, Lawless likes the ability to log on and quickly determine who’s working where, when she needs to coordinate with a flight crew on a public appearance. “We do lots of (public relations) events in the communities we serve,” including health fairs, Touch-A-Trucks, mock car crashes, simulated mass casualty events, and

landing-zone training sessions with fire, EMS, and law enforcement agencies.

“We find that it’s a very genuine, hands-on way to get to know that customer and that community. It’s a high-profile thing. People notice when you bring a helicopter,” she said, adding she uses the Storage area in Aladtec, so crews anywhere have ready access to marketing materials.

And LifeSave staffers frequently tap the Aladtec support team for guidance on tweaking forms or changing a schedule.

“I appreciate the unlimited support and training,” wrote Schmutz. “It’s great knowing help is just a phone call away, and our employees have the same access to the great resources you have in your support staff, as well as the comprehensive help videos/walkthroughs.”



### Ashley Lawless

Marketing and Membership Manager Ashley Lawless joined LifeSave Transport in 2015. She graduated from Wichita State University in 2012 with a Bachelor’s degree in Marketing, Management.



### Amanda Schmutz

HR Benefits/Payroll Manager Amanda Schmutz has been employed with LifeSave Transport nearly four years. She holds a B.A. from Wichita State University, with a major in Psychology, Sociology & Biology Field Study, and a minor in Business Management.