



EUROPEAN AIR AMBULANCE: 2016 IN REVIEW

News / Business aviation



2016 was an award-winning year for European Air Ambulance, when commitment to patient care, ground-breaking innovation and ongoing investment led to global recognition at the highest level.

Whether administering life-saving treatment to an infectious patient while minimising the risk of the spread of disease in transit; or putting a distressed child at ease on their journey home from a foreign hospital; whether transporting a heavier-weight patient in comfort and with dignity; or providing the parents of a new-born with the reassurance of the very best neonatal care and medical expertise – EAA has gone from strength to strength in 2016.

This focus on patient care and an ever improving service to clients saw EAA crowned Air Ambulance Provider of the Year, at the International Travel and Health Insurance Journal Industry Awards in early November – a proud moment indeed and recognition of the professionalism and dedication that underpins EAA.

For many reasons, not least this prestigious award, 2016 has been a year to remember.

Infectious diseases: EAA's infectious disease module has come in for particular praise this year. Developed in collaboration by the in-house medical department, it is unique in Europe; and as a certified partner of the UN and NATO for relief and rescue operations, EAA is a world-leader with a standard of MEDEVAC capability usually only seen in military operations. EAA is continuing to develop and adapt the Ebola module for the treatment of patients with other infectious diseases.

Overweight patients: EAA is also leading the way in the safe transport of heavier weight patients, and has developed a new stretcher system allowing greater patient comfort and easier medical access. There are particular challenges associated with the transport of larger patients, and EAA has invested in video laryngoscope which is particularly important in these cases, and is committed to further investment including new CPAP (continuous positive airway pressure) masks.

Younger patients: EAA's neonatal-paediatric unit is second to none, and the company is renowned for the high quality care provided to children and babies. It has the most advanced medical equipment (including a newly-purchased additional MediPrema incubator), and is extending the on-call availability of the team of paediatricians and neonatologists. And going beyond the purely medical, EAA has won praise this year for producing a children's book designed to explain the transport process in a way that can help young children relax in what can be a very frightening time.

Headquarters: 2016 has seen EAA fully settle in to the new state-of-the-art headquarters at Luxembourg Airport, with all staff now under one roof and making the most of the improved communication and logistical support this allows. The first responder medical centre is another ground-breaking development, the first of its kind in the country, and capable of handling mass casualty incidents.

Training for the future: EAA knows just how important ongoing training is for staff and services, and the annual budget for this is a million Euros. In fact the in-house training facilities at the new headquarters are so good, plans are in place to offer training opportunities to external agencies who wish to learn from EAA's expertise in the field.

So what next for the Air Ambulance Provider of the Year? One thing is certain – the EAA team do not rest on their laurels, and are always looking to improve the services they provide to patients and clients. So while 2016 was year of achievements and success, it's onwards and upwards into 2017!

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