

The Benefits of a

Quality Management

System

### ISO 9001:2008 CERTIFIED

# About NAAMTA/



NAAMTA is made up of a team of professionals with diverse backgrounds in healthcare, aviation, business management and more. Each auditor at NAAMTA has no professional affiliation with competing healthcare service providers, which ensures organizations applying for accreditation receive an impartial audit.

TAAMTA is the new accreditation standard bearer for the medical transport industry, offering procedures that include guidelines for developing a quality management system focusing on transport safety, patient care, and continuous improvement. Since its inception in 2009, we have made great strides in identifying key best practices to improve the standard of performance among EMS providers at a national and

#### NAAMTA at a Glance

- Recognized form of EMS accreditation by the United States Department of Defense.
- ✓ First and only Medical Transport Accreditation organization with an ISO 9001:2008 Certified Quality Management System (QMS).
- Standards built on industry "best practices," state and federal regulations, and agency guidelines.
- ✓ Secure web-based tools for application submission, review, and reporting capabilities using online forms.
- ✓ Collaborative initiative with partner clients for the purpose of raising EMS standards.

#### NAAMTA Alliance

NAAMTA audits companies globally for EMS standard compliance. Below are just a few of the organizations who've sought our accreditation.











In the years since NAAMTA's original inception, we've made significant strides in defining EMS standards of performance, gaining recognition as a valid accreditation by government entities such as the United States Department of Defense.

#### **NAAMTA Founded**



NAAMTA was founded in August of 2009 by Roylen "Griff" Griffin; his vision of providing a service-based accreditation was a paradigm shift in many aspects. To succeed, he took specific measures as the company grew to ensure it offered a needed product to the industry beyond a plaque on a wall.

Griff saw adherence to ISO 9001:2008 Quality Management System standards would further set NAAMTA apart as an EMS accreditation resource. ISO 9001:2008 QMS



2010

NAAMTA began pursuing ISO 9001:2008
Quality Management System (QMS)
certification, an effort that required
defining and documenting all processes
for both internal and external procedures.
This entailed identifying all of the
tasks associated with each process and
demonstrating an adherence to the
outlined activities through annual
reporting and regular management review
meetings. By achieving certification as a
QMS, NAAMTA would be able to increase
its auditing efficiency and quality.

**Awarded Certification** 



2012

In March of 2012, NAAMTA achieved full ISO 9001:2008 certification as a Quality Management System (QMS). While a small organization, NAAMTA succeeded in three years what took other organizations an average of five years to accomplish. Gaining ISO 9001 certification helps set NAAMTA apart from other accreditation organizations as one that can prove true program transparency as well as guarantee a dedication to its own expected standards of performance.



ISO 9001:2008 certification promises a specific and comprehensive level of service. It creates a standard of performance for certified companies, which equates to a higher quality of work and a more consistent experience between clients. In addition to increasing the efficiencies of our own internal processes, it also improves the overall NAAMTA accreditation experience for you.



# Benefits of ISO Certification/

A NAAMTA found the strategy of pursuing ISO 9001:2008 very appealing for the structure, transparency, and continuity it demonstrates to the companies we audit. It not only made NAAMTA accountable for its processes,

but also benefits our members.

#### **Company Transparency**

The phrase, "Say what you do, and do what you say," best describes ISO 9001 certification. The most compelling benefit of ISO 9001 certification is that any company can reap the rewards offered through this higher standard of performance, much like the organizations that seek accreditation through NAAMTA.

#### **Workflow Processes**

The ISO 9001:2008 certification eliminates variances to the levels of service provided and the processes followed

as an accreditation organization. Each process pertaining to the accreditation in its entirety is thus documented, allowing NAAMTA to guarantee the same standard of service to each organization it audits, regardless of prior accreditations.

#### **Improved Standards**

Accountability and reliability are necessary attributes to any EMS accreditation program, and NAAMTA is no different in its delivery. By receiving the ISO 9001:2008 QMS certification, we have the resources and processes necessary to obtain and demonstrate a higher standard of performance throughout the auditing phase as well as between audits. NAAMTA isn't just a form of accreditation; we're a resource for the betterment of the industry and your organization through learning center resources, EMS reporting tools, and daily support.





#### Continuous Improvement

Yearly adherence to ISO standards and best business practices



### Monitor & Measure

Create reports, track customer feedback, and take corrective action



#### Define Business Processes

Document all policies procedures, and quality standards



#### Management Responsibility

Oversee quality planning and perform yearly reviews of processes



#### Resource Management

Ensure adequate staffing and training



#### Product Realization

Identify customer needs, ensure product design, and establish quality metrics

## Our Commitment/



NAAMTA employs industry experts in such areas as business management, aviation, and healthcare, all of whom are dedicated to the betterment of the EMS industry. NAAMTA's commitment to the care of patients and safety of EMS personnel is manifested through our organization's mission and values.

• AAMTA is founded upon and principled by our ethical approach to accreditation. Our stance as an ISO-certified organization ensures transparency, consistency, and continuity throughout our service offering. Additionally, our own personal ethics for professionalism, our many internal processes, and ISO's standards for quality help ensure a high level of moral conduct that adheres to our mission statement and company goals.

#### **NAAMTA Mission**

We aspire to be the example to the medical transport industry by establishing an underlying value system whereby standards are developed, defined, monitored, and enforced. We commit to the following:

Provide accreditation standards built on

- ✓ industry best practices, state and federal regulations, and other regulatory agency guidelines relating to transport safety and quality of patient care. Incorporate quality management
- ✓ system practices that help organizations monitor and evaluate their own processes for continuous improvement. Deliver tools and services that aid
- organizations to acquire and maintain accreditation.Fair and consistent auditing processes.
- ✓ Provide an open forum for best
- practices and updates on the changing regulatory landscape for medical transport services.

#### More Than an Accreditation

Accreditation organizations typically offer accreditations and nothing more. At NAAMTA, we feel the value we offer extends beyond auditing. We aren't your typical organization; in addition to accreditations, we also offer an online learning center, member portals, and even EMS transport reports.



#### **Learning Center**

All NAAMTA Alliance members have access to our online learning portal through which continuing education credit courses can be obtained.



#### Online Reporting

EMS organizations can enter flight reports and track activities for increased company performance.

#### **Internal Reviews**

NAAMTA performs quarterly reviews of its internal processes to identify inefficiencies and create action plans.

#### Documented **Processes**

All NAAMTA processes are documented to ensure consistency in services between applying organizations.



Adherence

Web Portal

NAAMTA **Differentiators**  Business Ethics

#### Yearly ISO Audits

Much like with our renewal process, NAAMTA is regularly audited for continued ISO 9001:2008 compliance.



#### **NAAMTA Alliance**

Accreditation members become part of our active alliance, a network of EMS entities.



#### Standards Discussion

Let your voice be heard in our online forum where members can discuss rule changes and prepare for new EMS standards.

#### **Audit Assistance**

When a nonconformance is identified, rather than deny the application outright, we send a report to the applicant for opportunities to update or create processes to become compliant.

#### **Unbiased Audits**

NAAMTA's auditors are not employed by local EMS providers, thus ensuring applicant processes and procedures remain private.

## NAAMTA Auditing Process/

e're often asked what our accreditation process is, a question easily answered. Through our impartial auditing process, you can rest assured that you'll have a thorough third-party evaluation of compliance to industry-recognized standards.

#### **NAAMTA Auditors**

Rather than commissioning auditors from local EMS and healthcare providers, NAAMTA employs professionals in the fields of aviation and healthcare to augment our auditing expertise and guarantee impartial auditing to our Alliance members. This, in addition to a panel of EMS industry experts like Dr. David R. Boyd, the "father of EMS," demonstrates the experience readily available to our team.

#### **Auditing Process**

As part of the ISO 9001:2008 certification, NAAMTA created a well-defined auditing process. This procedure does not change between organizations, which means you can expect the same experience as other emergency medical services, regardless of their experience or accreditation history.

The illustration to the right (page 9) gives a high-level overview of the NAAMTA accreditation process.

AUDIT CHECKLIST

Audit Satisfactory

Audit Satisfactory

Non-conformances found

Observations made



NAAMTA's manual of EMS standards draws upon business best practices, state and federal regulations, and many other resources to help create a safe and patient-oriented service. Organizations applying for NAAMTA accreditation will receive 12 months to gather and create the processes necessary to claim full compliance.



We perform an audit of all administrative documentation.

1

1



After registering, EMS organizations are given a period of 12 months to provide all required documentation.



We perform site audits as an objective assessment of compliance.



Auditing Process
A roadmap to NAAMTA accreditation



We compile a report documenting any corrective actions needed. Once completed, the applicant is awarded NAAMTA accreditation.



## EMS entities like Classic Lifeguard can receive their official NAAMTA accreditation plaque after a successful evaluation of compliance. NAAMTA accreditation includes membership in our alliance, a network of professional organizations seeking to define and improve the EMS industry.



## Partner For Success/

A ccreditation through NAAMTA isn't just about getting a pretty certificate to hang on a wall. It's about becoming part of the growing network of EMS professionals driven with the goal of improving standards of performance. It's about being equipped with the reports and learning resources needed for continuous improvement. It's about the betterment of the EMS industry.

#### **NAAMTA Alliance**

By attaining NAAMTA accreditation, you automatically become part of our "Alliance," a network with all NAAMTA-accredited EMS organizations to leverage the experience and resources of industry experts in facilitating industry-wide change. Through our forums and yearly symposium, you will find real opportunities to network with other EMS professionals.

#### **Web Portal**

NAAMTA differentiates itself through the availability of a web portal for accredited alliance members. In addition to creating an internal web presence for employees to communicate and store internal documents, we've also made available many more tools. From online flight report forms to forums, we're creating more value for your company beyond an accreditation.







Top left: Nancy Purcell, NAAMTA Medical Administrator, speaking at the 2013 NAAMTA Symposium. Top right: Dr. David R. Boyd, NAAMTA Advisory Committee. Bottom left: NAAMTA accreditation augments the efforts of ambulatory services to ensure the safety of patients and technicians alike. Bottom right: NAAMTA helps ensure medical air transport services adhere to a higher level of quality and service through comprehensive processes and safety measures.



"Classic Lifeguard applauds NAAMTA for its International Organization for Standard (ISO 9001:2008) Certification. This action shows that NAAMTA fully understands the importance of transparency, oversight, and accountability for all parties in the accreditation process."

-Matt Stein Program Director Classic Lifeguard











### NAAMTA

P.O. Box 111

American Fork, UT 84003

USA



P: (801) 756-7215

www.NAAMTA.com

