



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.

NAAMTA 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



2009

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

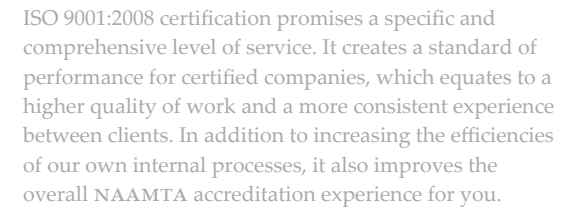
NAAMTA began pursuing ISO 9001:2008 Quality Management System (QMS) certification, an effort that required defining and documenting all processes for both internal and external procedures. This entailed identifying all of the tasks associated with each process and demonstrating an adherence to the outlined 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.



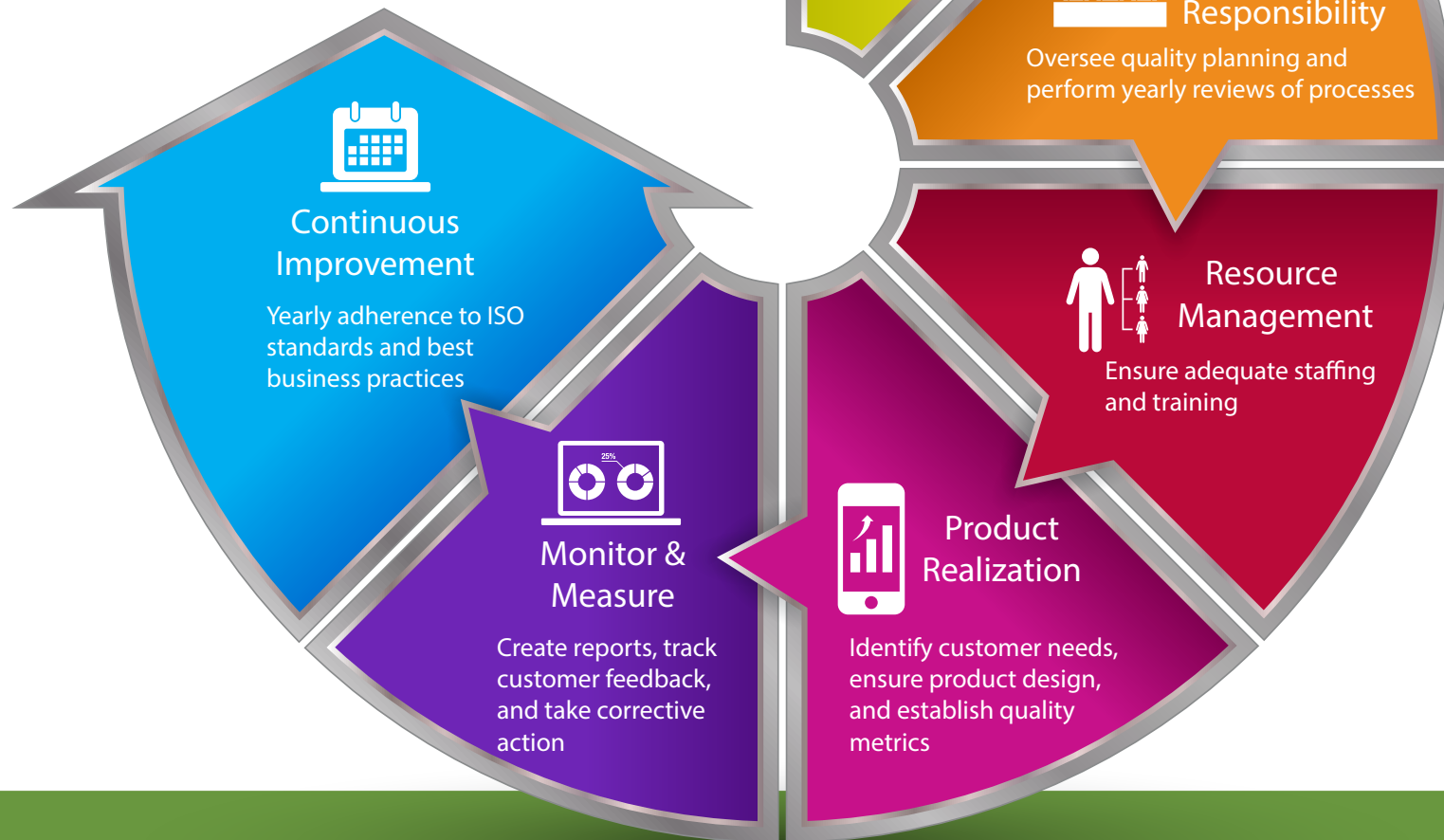
as an accreditation organization. Each process pertaining to the accreditation in its entirety is thus documented, allowing NAAMTA to guarantee the same standard of service to each organization it audits, regardless of prior accreditations.

Company Transparency

Workflow Processes

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.



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.

NAAMTA 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.

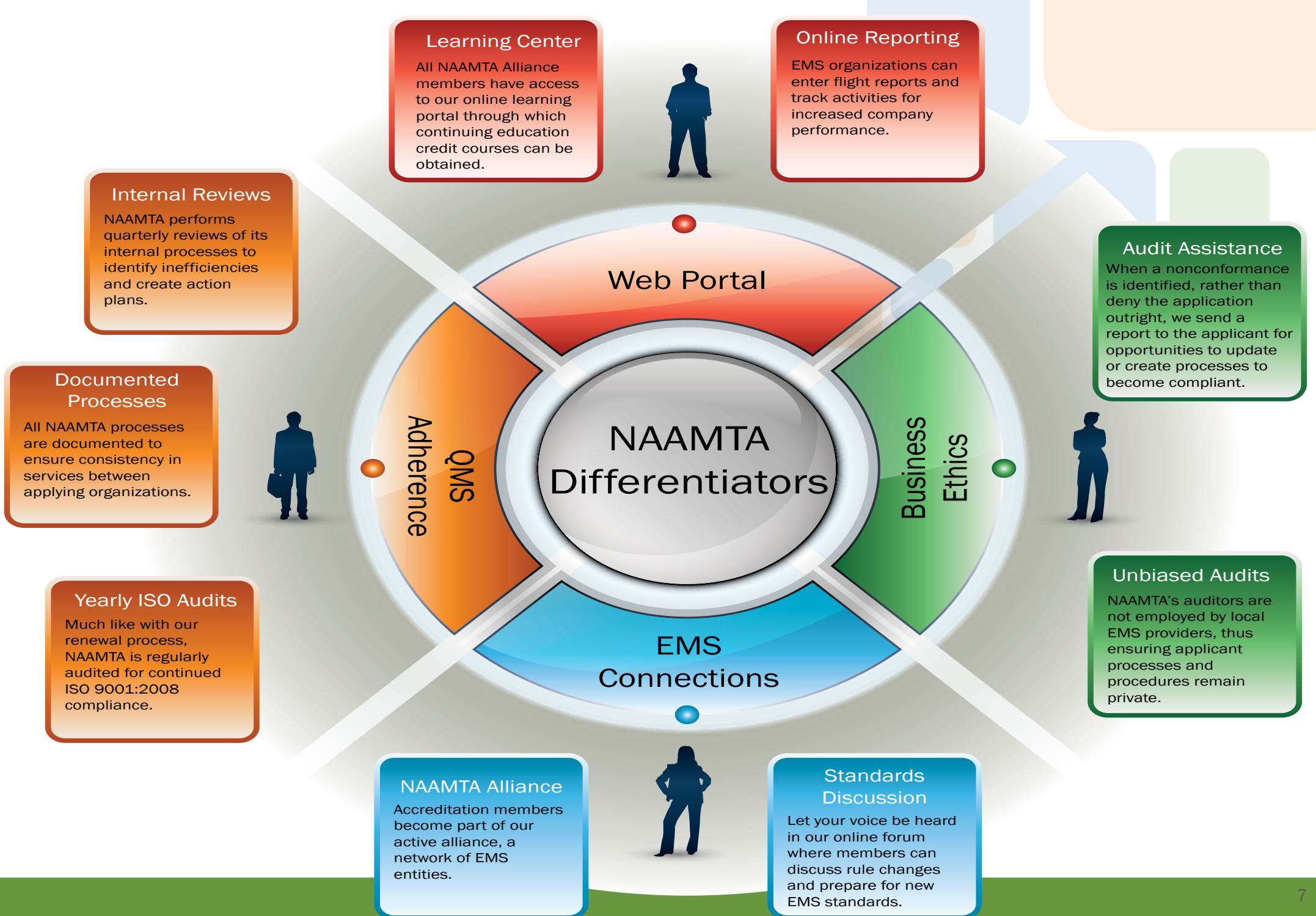
NAAMTA Mission

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.



NAAMTA Auditing Process/

We'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.



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.



1. Registration

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

We perform an audit of all administrative documentation.



2. Administrative Audit



3. Site Audit

We perform site audits as an objective assessment of compliance.



4. Evaluation & Corrective Action



5. Award

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

Auditing Process

A roadmap to 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/

Accreditation 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.



NAAMTA hosts a yearly symposium full of workshops and discussions on topics ranging from using NAAMTA's web portal to improving internal organization processes.



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

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www.NAAMTA.com