

The Benefits of a Quality Management System

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, NAAMTA has made great strides in identifying key best practices to improve the standard of performance among EMS providers at a national and global level.

NAAMTA at a Glance

- ✓ Recognized form of accreditation for 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, maintenance compliance, and reporting capabilities using online forms.
- ✓ Collaborative initiative with partner clients for the purpose of raising EMS standards further.

NAAMTA Alliance

NAAMTA audits companies globally for EMS standard compliance. Below are just a few of the organizations who’ve sought NAAMTA 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" Griffen; 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 apart NAAMTA as an EMS accreditation resource.

ISO 9001:2008 QMS



2010

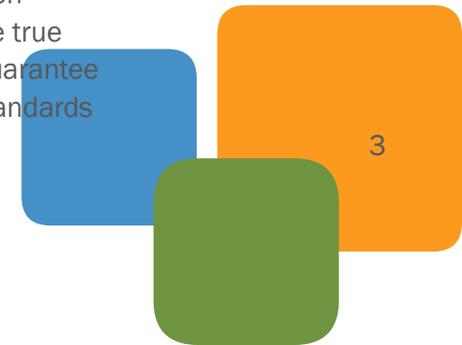
NAAMTA began pursuing ISO 9001:2008 Quality Management System (QMS) certification, an effort that required defining and documenting all processes for both internal and external procedures. This entailed identifying all of the tasks associated with each process and demonstrating an adherence to the outlined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





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



Monitor & Measure

Create reports, track customer feedback, and take corrective action



Continuous Improvement

Yearly adherence to ISO standards and best business practices



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 its 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

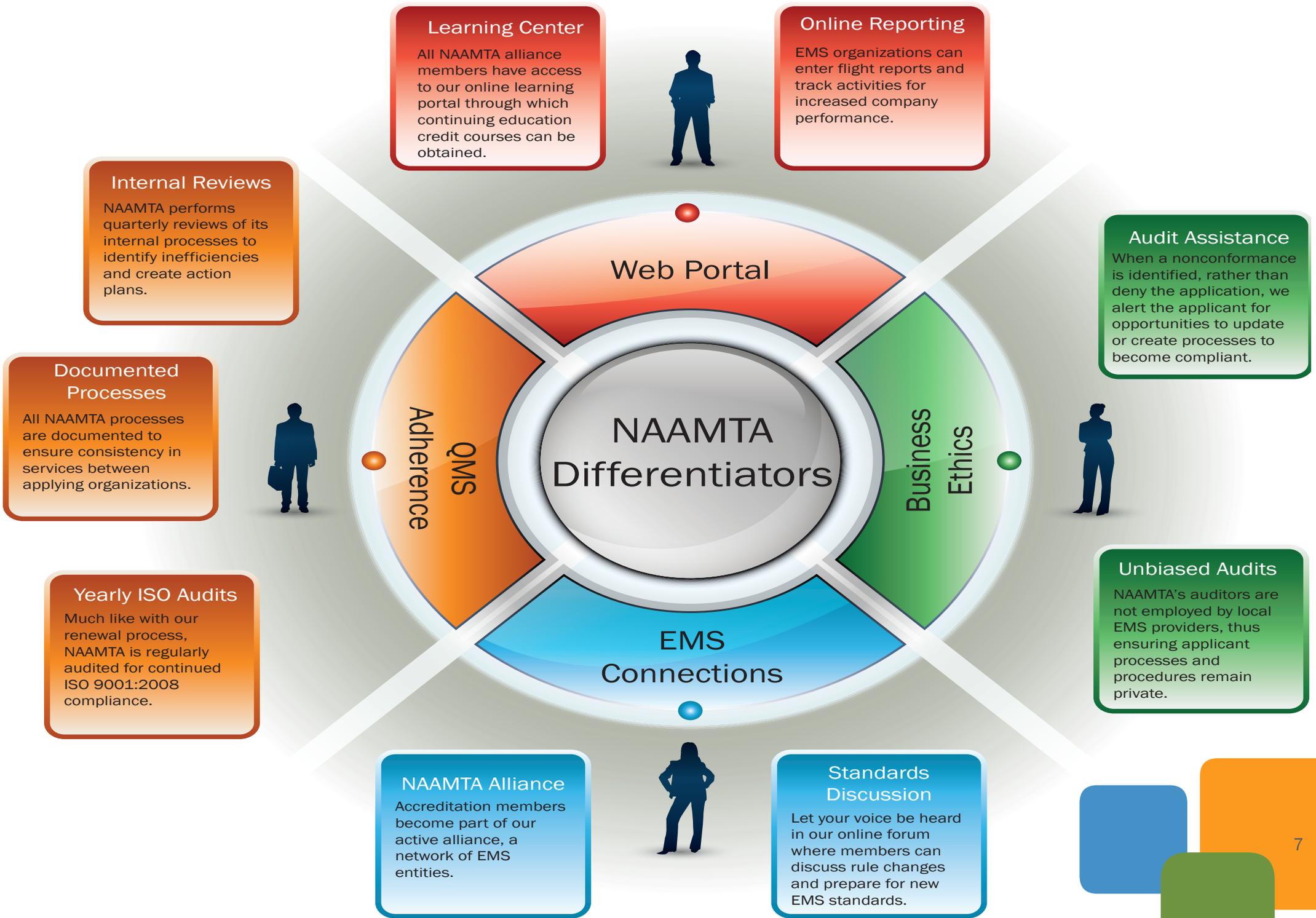
We aspire to be the example to the medical transport industry by establishing an underlying value system whereby standards are developed, defined, monitored, and enforced.

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 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 giants 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
- 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.



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 visit 50 percent of the applying organization's facilities.



4. Evaluation & Corrective Action

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



5. Award

Auditing Process

A roadmap to NAAMTA accreditation

Partner For Success /



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. ▲

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. Middle left: Roylen "Griff" Griffin, Executive director, speaking with Dr. David R. Boyd at the 2012 NAAMTA Symposium. Middle right: NAAMTA's ISO 9001:2008 QMS certificate. Bottom left: NAAMTA's accreditation registration form.



“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**



Certificate of Registration

This is to certify that

NAAMTA
548 East 300 South
American Fork, UT 84003
USA

is registered in recognition of a quality management system demonstrated in conformance with

ISO 9001:2008

Scope of Registration:
Medical Transport Accreditation;
Excluding 7.4 Purchasing, 7.5.2 Validation of Processes, 7.6 Control of Monitoring & Measuring Equipment

Number: 11-1609
Issued: 3/12/2012
Expires: 3/12/2015



Peter P. Kucan, Jr.
Peter P. Kucan, Jr. - Director - Registrar Operations

Performance Review Institute • 161 Thorn Hill Road • Warrendale, PA 15086-7527 • Phone 724.772.1616

[Click here](#) to view instructions for completing this registration form.

Initial Accreditation or Renewal *	<input type="checkbox"/> Initial <input type="checkbox"/> Renewal	
Organization Name *	<input type="text"/>	Employer Identification Number (EIN) or Taxpayer ID *
Address *	<input type="text"/>	Mailing Address
Phone Number *	<input type="text"/>	Fax Number
Business Type *	<input type="text"/>	Website
Affiliations/Ownerships	<input type="text"/>	
	List affiliations or ownership of other Medical Transport Services.	

Contact Information



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