

DISPATCHES

A Publication of The LifeFlight Foundation

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From Maine to Boston, via New Hampshire

2023 Annual Report

FEBRUARY 2024

Cover Photo: LifeFlight 1 (Bangor) lands in Sanford to refuel.

WELCOME TO LIFEFLIGHT 2024!

Dear Friends,

An age-old tradition as the clock strikes midnight on the morning of January 1 is to think of resolutions, like improving our health, doing good for others, or seeing a new corner of the world. At LifeFlight of Maine, we made some resolutions for the year ahead that we want to share with you.

Our first resolution is to continue to expand access to critical care medicine and transport for patients across the State of Maine. This includes establishing new remote landing zones, further enhancing the already sophisticated technology in our aircraft that allows us to fly in adverse weather conditions, developing new instrument navigation routes in partnership with the Federal Aviation Administration (FAA), and so much more. We are harnessing the expertise and creativity of our team and leveraging innovations in aviation technology to bring our mobile ICUs to as many patients as possible.

Our second resolution is to make sure we “care for the caregivers.” We are establishing new support programs for our crew to ensure there is

a strong system built around them with the services they need. Our teams care deeply for our patients and patients’ loved ones with whom they interact every single day. We are all human, and the situations our crew members experience can be difficult to process and carry. We are working to develop a peer support and behavioral health program that we hope will become a model for crew support in EMS services across the state and nation.

Our third resolution is to deepen our connections with our partners along the chain of survival, as well as those patients entrusted to our care.

We are substantially increasing our efforts to strengthen partnerships with hospitals, EMS, fire, and other public safety services, so that our patients receive seamless, professional, and high-quality care at every step. And once our role in their care is finished, we are working harder to stay connected. It is so meaningful for our teams to meet their patients again on a better day, and we are working to provide several opportunities to reconnect and harness the power of hope and healing.



Joe Kellner



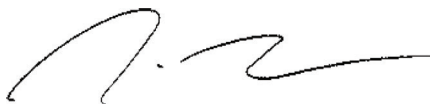
Kate O'Halloran

In the opening of this letter, we used the phrase “critical care medicine and transport.” That “and” is important. LifeFlight is well-known for its helicopters, airplane, and now ground ambulances. What many don’t know is that LifeFlight does so much more. Clinically, we are equipped to support our community hospitals that may become overwhelmed, even if we do not transport a patient out of their facility. This role for LifeFlight was tragically highlighted in the events that unfolded in Lewiston last October. LifeFlight also offers ongoing critical care education for providers through its critical care academy and “Pediatrics on

the Edge” courses. We are expanding our research efforts, solidifying our place as a leader in critical care medicine. While the vehicles are a key part of the transport process, the high-level critical care medicine that our team provides is what makes us unique, and proud.

On behalf of all of us at LifeFlight, we hope you enjoy reading the stories in this issue of *Dispatches*, and we wish you a safe and healthy 2024. No one wakes up in the morning expecting to become a LifeFlight patient, but in an emergency, we promise to do everything possible to be there when you need us.

Sincerely,



Joe Kellner, CEO
LifeFlight of Maine



Kate O'Halloran, Executive Director
The LifeFlight Foundation



LifeFlight crew members were among the first responders honored at the opening of the Maine legislative session on January 3, 2024, for their service following the mass shooting in Lewiston in October 2023. Left to right: Joe Kellner, CEO; Caitlin Sidley, flight nurse orientee; Kayla Jones, flight nurse; Jeff Hammersmith, flight paramedic; Dave Rudolph, flight paramedic and base manager for LifeFlight 2 (Lewiston) and LifeFlight 4 (Sanford).

A Gift From Those Whose Lives Were Saved



Left to right: pilot Stephen Skribinski, flight nurse Kayla Jones, and flight paramedic Geoff Greenlaw.

The helicopters are conspicuous and impressive to see fly, but the heart and soul of LifeFlight of Maine are the crew in their green flight suits with tremendous experience and extraordinary skill. A helicopter is a vehicle, but crew members save lives.

"I will always appreciate what LifeFlight of Maine did for my husband and me," Janice Gray shared in an email recently. "That is why I have been a long-time donor and will continue to do so."

Janice is one of nearly 250 former LifeFlight patients or their family members who made a donation in recent months. Together, the LifeFlight of Maine Grateful Patient community has contributed more than \$191,000 in honor of the care they received from the flight crew — paramedics, nurses, and pilots. The funds raised will be used to purchase new uniforms this year for each LifeFlight crew member, serving as a tangible reminder on every LifeFlight transport of the generosity and gratitude of each of these patients and their families.

These flight suits are more than uniform coveralls.

They are symbolic of LifeFlight's mission as a nonprofit. They are synonymous with the people who have built this organization and earned its reputation for excellence. They reflect years of experience flying aircraft, treating Maine's most ill and injured patients in an intensive care unit or emergency room, or saving a life in the back of an ambulance. They represent countless nights, weekends, and holidays spent caring for someone else's loved one. They have witnessed joy and tragedy, healed the sick, and comforted the dying. They are worn proudly by a carefully chosen and relatively small group of individuals who have dedicated their careers to caring for others and have made a commitment to show up when called upon.

In their time of need, LifeFlight’s patients and their families saw these green flight suits come to their aid. They understand what these uniforms symbolize. “The success that I experienced was because of the people, the professionals, who had trained for such an event. I’m the luckiest guy in the State of Maine,” one former LifeFlight patient, who made a donation to support the crew, said recently. “There’s not a day that goes by that I’m not grateful for the service that [LifeFlight] provides.”

Each donation is an expression of gratitude. What the LifeFlight crew does makes an immediate and tangible difference in the lives of 2,500 Maine families every year. Many of these families want to give back, not for their own sake, but so that the next family can have access to the same excellent emergency care they received from the LifeFlight crew.

Since 1998, LifeFlight has transported more than 38,000 patients from every community in Maine. Each patient has a different story, but every member of this special community has one thing in common: when they woke up that morning, they did not know that their lives would depend on help from three strangers in green flight suits. One anonymous donor, who is also a former patient, generously offered to match every donation made by fellow members of this community up to \$25,000. The challenge was quickly and enthusiastically met.

The crew will have new uniforms — which will still be forest green, of course — and every day and night of the year they will be worn in the skies above Maine by some of the best pilots, nurses, and paramedics on their way to deliver ICU-level care to someone in need.



For more information on LifeFlight of Maine’s Grateful Patient Program, please visit LifeFlight.me/grateful.



Flight nurse Patrick Perrault holds a former patient.



Flight nurse Cameron Bird with a former patient.



Flight nurse Denise Saucier with a former patient.

THE WORK ON THE GROUND THAT KEEPS US IN THE AIR



“Helicopters defy the laws of physics.” Carlos Marrero was attempting to explain in layman’s terms what it takes to keep a LifeFlight of Maine helicopter safely in the air. “There are so many moving parts and vibrations in a helicopter. They need to be maintained often.”

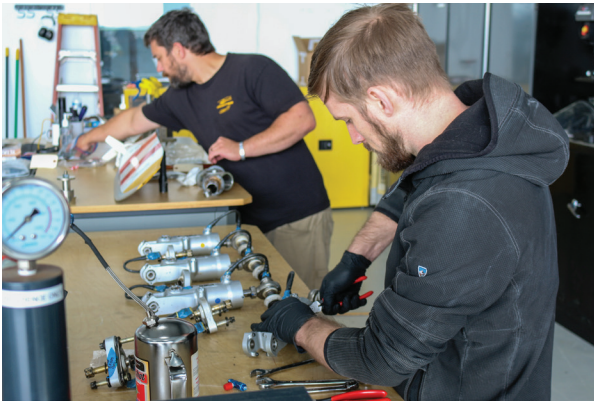
Carlos has served as an Aviation Maintenance Technician (AMT) with LifeFlight for nine years. In his decades-long career, he has worked for aviation operations of all kinds. “I’ve been in a lot of places around the country with different companies, and LifeFlight is one of the busiest programs I’ve ever seen. We are always flying. We go everywhere.”

LifeFlight transported 1,571 patients by helicopter in 2023. “Maine is a big state,” said Alex Fulton, who joined LifeFlight as an AMT in 2022. “You can have a helicopter that’s going all the way up north to Fort Kent and then down to Boston in the same trip.” Those hours in the air add up quickly with three

helicopters typically in service every day and night of the year.

A helicopter counts flight hours — the amount of time the aircraft is actually off the ground — similarly to how a car’s odometer measures the miles it has been driven. Like a car, helicopters have regular maintenance windows recommended by the manufacturer.

For example, every 5,000 miles or so a car needs an oil change. Every 50,000 miles, let’s say, it needs a new set of tires. At 100,000 miles, the manufacturer might recommend replacing a belt or pump of some sort, not because it’s broken, but to ensure it doesn’t break while speeding down the highway. (LifeFlight’s AMTs cringe slightly at the oversimplification of comparing automobile and helicopter maintenance — one important difference, Alex noted, is that “there’s no pulling over at 1,800 feet in the sky” — but the analogy is illustrative for those of us without years of experience taking apart either machine).



AMTs Chris Dence and Alex Dence work on helicopter parts at LifeFlight's Sanford hangar.



Carlos Marrero, LifeFlight AMT, explains the inspection process for a LifeFlight helicopter.

For LifeFlight's A109 helicopters, which are built by Leonardo (an Italian-based aviation company) these maintenance windows occur in multiples of 25 hours — 25-hour inspection, 50-hour inspection, 100-hour inspection, 200-hour inspection, etc. The maintenance windows stack, meaning that a 200-hour inspection repeats all maintenance that was performed at 25, 50, and 100 hours, plus the additional maintenance recommended by the manufacturer at 200 hours.

"We have a checklist for each section, or each subsystem," said Scott Clark, who has worked as an AMT for LifeFlight for the past nine years. "You go through and make sure you don't miss anything, then you move on to the next subsystem, nose to tail."

In 2023, LifeFlight logged more than 3,003 flight hours collectively among its aircraft. "Some companies don't fly 100 hours on one aircraft in a year. 100 hours here, that could be almost every month," Carlos explained.

"It means we're doing these inspections more often," said Alex. "We're doing three or four 200-

hour inspections in a year. By the time you get to your fourth 200-hour inspection," he continued, "you're doing an 800-hour inspection. That's everything: the engines get looked at, the landing gear gets serviced, the rotor head comes off — all that kind of stuff." These inspections can take LifeFlight's team of AMTs days to complete.

The aircraft are in the hangar a lot because they're in the air a lot. "It's not because things are broken, it's because we need to make sure they can keep flying," Alex explained. But even with the most rigorous maintenance, things still sometimes break. LifeFlight's aircraft are visually inspected daily by an AMT, and the pilot performs a similar visual inspection before each takeoff. The skill and experience of LifeFlight's AMTs is important here, too. "For our patients, the faster we get the aircraft back in service, the better," said Alex, who spent six years working on Blackhawks in the US Army and three years at Leonardo's repair facility in Philadelphia before coming to LifeFlight.

LifeFlight of Maine has spent two and half decades building a culture focused on safety, the system, and the team. Each member of the crew — pilot, nurse, paramedic, AMT, or communications specialist — works to be the best at what they do, so that as a team they can safely and reliably deliver the best care possible for every patient, whenever and wherever needed.

The AMTs rarely leave the hangar during their shifts, and they almost never see LifeFlight's patients, but they are a vital part of this team. Without them, the aircraft would never leave the ground. "We go somewhere, and people say, 'Oh, you're with LifeFlight. Are you a pilot? A nurse?'" Carlos said with a slight grin. "No, I'm a 'copter doctor."



Alex Fulton, LifeFlight AMT, inspects a helicopter at LifeFlight's Auburn hangar.



PARAMEDIC, PILOT, EAGLE SCOUT, AND CEO OF LIFEFLIGHT

by Jesse Ellison



Joe Kellner took over as CEO of LifeFlight of Maine on October 1, 2023. Joe has worked thousands of calls as a paramedic, flies an airplane recreationally, and is the father of two young boys.

In late October, when Maine suffered a mass shooting, Joe Kellner had been serving in his new position as CEO of LifeFlight for less than three weeks.

When Kate O'Halloran, who runs The LifeFlight Foundation, got a call alerting her to the situation, she immediately got in her car and went to the hangar in Auburn where LifeFlight has long maintained a base. She got there just as the LifeFlight plane was arriving from Bangor, loaded with blood, and she watched as two members of the LifeFlight crew moved the blood from the plane to Kellner's waiting pickup truck and then as the three of them drove off towards the hospital. It was just a half an hour after the call had come in, at the beginning of what would be a deeply chaotic night. "He drove into the heart of Lewiston during an active shooter situation," O'Halloran told me a week later. "If that isn't the

epitome of leadership, I don't know what is. To see Joe in that pickup truck and watch his taillights as he drove off.... I tell you, I'll never forget it."

Kellner, who is not yet forty years old, is, by all accounts, "unflappable." He is also deeply humble. When we spoke, Kellner told me that he was "involved in scouting" in his youth, but didn't mention that he'd achieved the highest rank of Eagle Scout, an accomplishment only four percent of Scouts reach. He came to Maine from Massachusetts, where he grew up, to study at the University of Maine. There, he met some EMTs, and they convinced him to come for a ride along. He remembers his first patient vividly and was struck by observing the chain of care — from the scene to the ambulance to the ER or, in this case, the OR, where a very sick patient had a positive outcome. "The rest, as they say, is history," he says. "I ended up spending a lot of time there. I wasn't found at frat parties, I was found working EMT shifts."

After graduation, Kellner moved to Washington DC to work for an air medical group. But it was short-lived. He missed Maine, the woods in particular. He returned in 2009 and has been here ever since, starting in a leadership role at Capital Ambulance, where he eventually became the senior leader;

MedComm, the communications center used by LifeFlight and ambulance services across the state; and, after his wife, an attorney, accepted a job in Southern Maine, vice president of finance at Northern Light Home Care and Hospice. For a while he held all three positions simultaneously. Along the way, he got his MBA at the Maine Business School in Orono (where he happened to meet his now wife, Caitlin).

Greg LaFrancois, the president of Eastern Maine Medical Center and the chair of LifeFlight's Steering Committee, which selected Kellner to take over from Tom Judge, LifeFlight's founder, remembers hearing about Kellner long before he met him. "He had a tremendous reputation as an honest broker, who was trustworthy and smart as a whip," LaFrancois recalled recently. When they met in person at a LifeFlight board meeting, LaFrancois was struck by his command of the facts. "As we needed information, he had it at his fingertips... it was just amazing."

When Judge decided to step back from his role, Kellner was, LaFrancois says, a natural choice to replace him. The only person who needed convincing, he says, was Kellner himself. According to Kellner, he has always had a strong feeling of connection to LifeFlight of Maine, from the very first time he participated in a LifeFlight call in 2006. "My only hesitation in stepping up to the role was knowing how big the shoes I would be filling were, and wanting to make sure I could give the organization the attention it needs and deserves. Knowing that no one could possibly fill Tom's shoes, I realized I was at a point in my career where I felt equipped to take on this tremendous responsibility."

Kellner says that as he steps into the CEO position, his first task is to listen, and his goal, in the short term, is simply to keep the quality and safety programs as robust as he found them. The other piece he hopes to focus on, he says, is the mental health of LifeFlight's clinicians. "We spend a lot of time talking about the lives saved, and the stuff we do well," he says. "But it's important to acknowledge



Left to right: Tom Judge, founding executive director of LifeFlight; Norm Dinerman, MD, founding medical director of LifeFlight; Joe Kellner, CEO of LifeFlight.

that it doesn't always go well. Incidents weigh on people. They take care of kids, they take care of mothers, fathers, loved ones, friends. And everyone has a story. We need to make sure that our people have support from people who understand the work they do."

That focus was on display in Auburn on that dark night of October 25th. O'Halloran stayed at the hangar after Kellner and the team left for the hospital, and she stood with pilots on the tarmac, looking at the plane and the helicopters, which were just sitting there, eerily. There weren't people to transport, in itself a worst-case scenario. Late that night, Kellner came back to the hangar and sat down in a chair. "He just came to talk with everybody, just to check how they were doing," she says. "We were all in shock, but he was checking in with everyone, because that's who he is."

Jesse Ellison is a freelance journalist and contributing editor at Down East Magazine based in midcoast Maine.



Joe Kellner with his sons, Elliott (left) and Leland (right).

LEADERSHIP SPOTLIGHT: RACHEL MALCOLM



Rachel Malcolm is a member of the Board of Trustees of The LifeFlight Foundation.
She lives in Trenton, Maine.

When she began volunteering with local first responder services, Rachel Malcolm was willing to help however she could, but with two caveats: she wouldn't wear a uniform and she definitely wouldn't run into burning buildings.

Rachel moved to Maine in 2003 with her husband, two young children, and a degree in molecular biology. After a few years up in the County (Fort Fairfield), she and her family moved to Trenton, where she took a job working with lab mice at The Jackson Laboratory (JAX) in Bar Harbor. Today, she is the Manager of Animal Welfare and Regulatory Compliance at JAX, overseeing the animals, specifically mice, that are used in research. It is Rachel's job to see that these critters in JAX labs across the country are treated ethically to ensure the integrity of scientific research. In her spare time, Rachel is also a firefighter with the Trenton Volunteer Fire Department, an instructor at the fire academy, and a second lieutenant in the Civil Air Patrol, a civilian auxiliary of the US Air Force focused on community service and emergency preparedness.

Rachel's interest in first responder services was piqued years ago, when she went through several emergency training programs at JAX, led by local police, firefighters, and FEMA. First, she volunteered as a clerk with the local fire department, initially passing on an invitation to join the Civil Air Patrol. "Do you have to wear a uniform," she recalls asking. "They said, 'Well, yes.' So, I said I'll join the fire department." She recorded meeting minutes and helped out around the fire station. In 2017, she attended the fire academy, and this year she is the deputy lead instructor training other volunteers. She also became certified to enter burning buildings. "This is my midlife crisis," Rachel joked. "Some people buy sports cars. I went to the fire academy."

"Ironically," Rachel added, still chuckling, "my younger daughter joined the Civil Air Patrol. So, for the last three years I've also been in the Civil Air Patrol wearing my uniform." Rachel volunteers as an emergency services officer, a communications officer, and a finance officer. "Basically, I show up at various places throughout the week, every week, and I just do what I can to help." Her husband, Bill, changed

Photo: Rachel Malcolm at the fire academy.

careers several years ago to become a firefighter. He currently serves with the Trenton fire department and at Hancock County-Bar Harbor Airport. Her elder daughter, Julia, is a graduate of Maine Maritime Academy and a volunteer firefighter when she is not at sea. Rachel's younger daughter, Kelly, is a high school student and a member of the Civil Air Patrol. Community service is a family business for the Malcolms.

When she was invited to join the board of The LifeFlight Foundation, Rachel says she didn't think twice. "I set up LifeFlight landing zones at the fire department," she said. "I love emergency services, and I love helping people. I live right down the street from the airport, and now my husband works there. It's this cross section where all of the things I like came to fruition, and if I can help in any way, spreading the message about how we all come together as a fire family when there's a disaster, then I want to do it."

LifeFlight of Maine is one link in the chain of survival, meaning that the LifeFlight crew plays an important role in providing emergency medical services, but not the only role. LifeFlight works closely with law enforcement agencies, EMS services, and fire departments across Maine to secure landing zones and transport patients. These relationships are crucial to the success of the EMS system and invaluable to LifeFlight patients. "Having someone like Rachel on our Foundation board is important to our mission and represents the thousands of relationships we have with people in EMS and fire departments across Maine and beyond," Joe Kellner, CEO of LifeFlight of Maine, said. "Ultimately, we're all working toward the same goal and committed to the same vision for Maine as a place where everyone has access to the care they need, when they need it."

As a Foundation board member, Rachel writes letters thanking donors for their support. She represents LifeFlight at local community meetings, asking for their support of the organization, and she serves on the board's governance committee. "Rachel has served on our board for two years now," said Kate O'Halloran, executive director of The LifeFlight Foundation. "The Foundation's mission is to raise critical funds and awareness for LifeFlight of Maine, and we rely on support from people from all walks of life and every corner of the state. Rachel has

such a deep commitment to her community and to our state. We are fortunate to have her supporting LifeFlight as a board member, and grateful to have such an incredible partner in Hancock County."



Rachel Malcolm at the fire academy.



Left to right: Bill, Kelly, Rachel, and Julia Malcolm.



Rachel Malcolm (center) at the fire academy.



*Fire academy training.
Photos courtesy of Rachel Malcolm.*

FROM MAINE TO BOSTON, VIA NEW HAMPSHIRE

Melody Morse's LifeFlight Story



**Wentworth Douglass
Hospital (Dover, NH) to
Massachusetts General
Hospital**

Captain TJ Wesoloski
Nurse Brandon Mayo
Paramedic Tommy Gallant
CommSpec Derrick Chasse

In an emergency, a strong and well-designed system saves lives. Much of the work happens behind the scenes long before an emergency call comes in, coordinating among services — EMS, fire, police, hospitals, and 911 dispatchers — so that when the need does arise, the necessary resources can be deployed quickly and efficiently.

For Melody Morse, the system worked, and a year after a serious medical emergency that required a LifeFlight transport, she is back in her South Berwick classroom where she loves to be, teaching her fifth-grade students.

In December 2022, Mel was driving home from an appointment when she experienced a flash of intense pain. “I was alone in the car,” she said, “and

all of a sudden, I got this intense, and I do mean intense, jaw pain. Then it shot through my body to my legs, and my legs went numb.” As the pain began to subside, unsure what to do next but knowing it was unsafe for her to continue driving, she pulled over to the side of the road and called her adult son. “I told my son that he needed to make the decision for me, because I felt mostly fine by then, but I still felt like something was wrong.”

Her son called 911, and the emergency medical dispatcher sent an ambulance immediately. “By the time they got there,” Mel recalled, “I felt perfectly fine, and I said, ‘Oh I don’t think I need an ambulance. I don’t need to go to the hospital.’ They convinced me otherwise. I joked with the EMT all the way.”



Photo by flight nurse Cameron Bird.



COLLABORATION

Across Northern New England


LifeFlight of Maine is the only dedicated air medical provider in the State of Maine. New Hampshire has Dartmouth Hitchcock Advanced Response Team (DHART). Massachusetts has Boston MedFlight, UMass Life Flight, and LIFE STAR. All five of these services are part of North East Air Alliance Critical Care Transport System (NEAA), and this system is designed to deliver critical care to the point of need as quickly and efficiently as possible. These services communicate regularly, so that their response in an emergency is well-coordinated. In October 2023, for example, teams from Boston MedFlight, UMass Life Flight, and DHART responded within minutes after receiving a call for assistance from LifeFlight of Maine after the shooting in Lewiston.

LifeFlight of Maine transports about 2,500 patients each year. Most of those transports originate in Maine, but not all. As an independent, nonprofit critical care provider and a member of the NEAA, LifeFlight is committed to being there when needed. In 2023, 96 LifeFlight of Maine transports originated in New Hampshire, and in each case the patient was transported to the nearest medical facility capable of providing the necessary level of care, whether that facility was in Boston, Bangor, Portland, Portsmouth, or elsewhere.

The ambulance took her to the nearest hospital, which was Wentworth-Douglass Hospital across the state line in Dover, New Hampshire. She checked into the emergency room, and the doctor ordered a CT scan. “I was in there literally for a minute or two, and I was wheeled really quickly back to my room. I said, ‘well, that was really fast.’ And he said, ‘Yes, we need to go really fast.’”

The doctor requested an air medical transport because Mel needed to get to a hospital equipped for advanced cardio-vascular surgery, and quickly. LifeFlight 4, which is based at Sanford Seacoast Regional Airport in Sanford, Maine, responded.

The LifeFlight 4 crew flew Mel from Dover, New Hampshire, to Massachusetts General Hospital in Boston. “They got me there,” Mel said. She doesn’t recall her flight — which she regrets, because she would love to remember riding in a helicopter — but she knows she might not be teaching today if not for the LifeFlight crew. “I don’t know who they are, but I seriously think they’re part of the angels that saved my life that night.”

She was diagnosed with an aortic dissection, a life-threatening cardio-vascular condition. She underwent nearly 12 hours of surgery and was placed on three separate heart and lung machines, “They explained that I only had a 30 percent chance of survival, but here I am. I was back at work full time three months later.” Seven months later, she completed her first hike up Mt. Major in New Hampshire. Mel is still regaining her strength. She is an avid hiker on local trails and would like to be back out there more. “I’m working toward that,” she explained, “and I thank LifeFlight for being part of my team.” 





THE **LIFEFLIGHT** FOUNDATION

CURRENT FUNDING PRIORITIES



MEDICAL EQUIPMENT

\$1,000,000

The need to purchase, upgrade, and replace LifeFlight's onboard specialized medical equipment is an ongoing financial burden. This year's medical equipment need includes isolettes, a ventilator, a cardiac balloon pump, ISTATs (portable labs), blood/fluid warmers, and an additional complete medical package to ensure all assets are ready for transport at a moment's notice.



CREW HELMETS

\$362,000

The current LifeFlight helmets are reaching the end of their usable life (which is 12 years) and must all be replaced. LifeFlight needs to purchase 80 helmets to provide the crew with appropriate protection and enhanced safety features.



For more information, contact Kate O'Halloran, executive director of The LifeFlight Foundation, at kohalloran@lifeflightmaine.org or 207-314-5230.



THE LIFEFLIGHT FOUNDATION

CURRENT FUNDING PRIORITIES

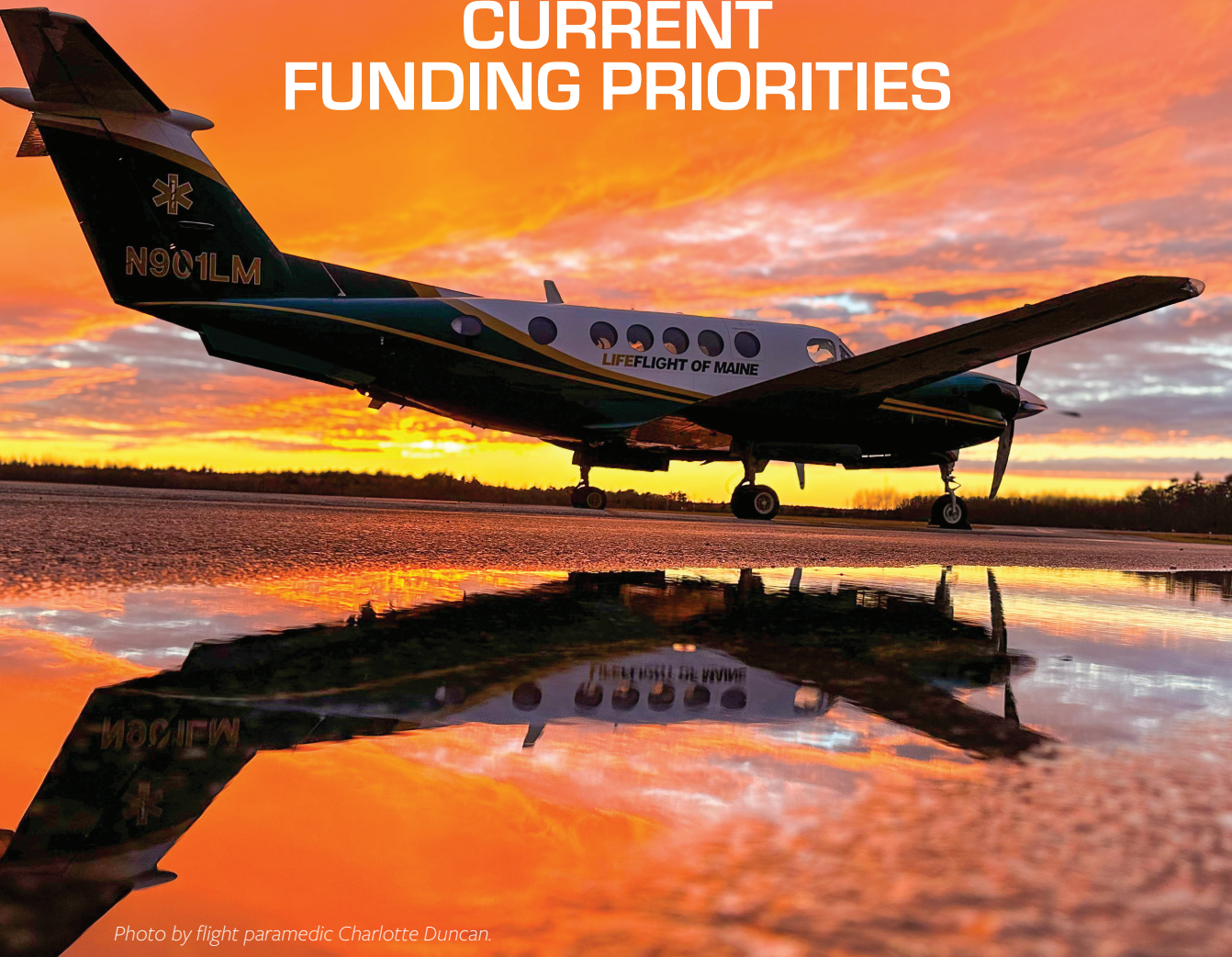


Photo by flight paramedic Charlotte Duncan.

AVIATION ENHANCEMENT PACKAGE

\$188,054

LifeFlight's Beechcraft King Air B200 fixed wing aircraft provides greater speed and reliability over longer distances. It can climb through snow and fog, allowing it to fly safely in conditions that helicopters cannot. The higher cruising speed and longer range gives nearly 400 patients each year the best chance on their worst day or night.

Like our helicopters, the airplane is equipped as a fully functioning mobile intensive care unit, allowing our crew to provide advanced critical care to patients during transport.

Over the past eight years, the airplane has undergone periodic updates, but the time has come to make an investment in recent advances and innovations in aviation technology.

For more information, contact Kate O'Halloran, executive director of The LifeFlight Foundation, at kohalloran@lifeflightmaine.org or 207-314-5230.

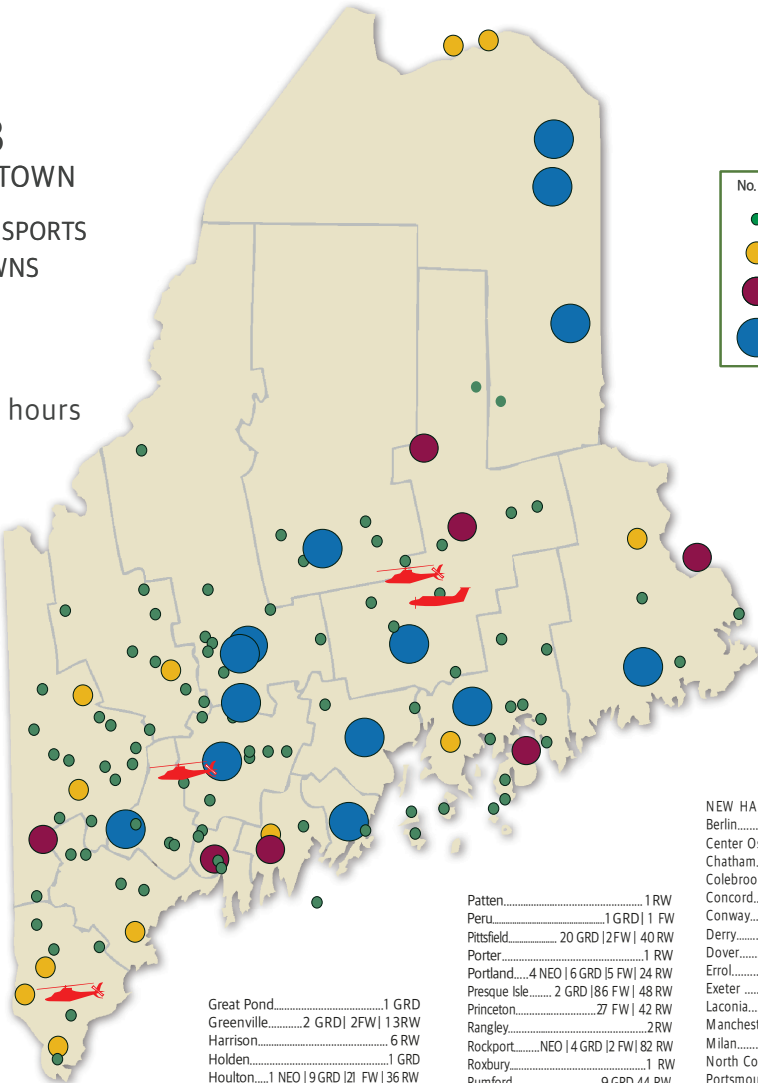
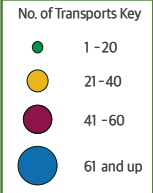
ANNUAL REPORT

FISCAL YEAR 2023

FY 2023
TRANSPORTS BY TOWN

2,468 TOTAL TRANSPORTS
124 MAINE TOWNS

1 transport
every 3.5 hours



93 transports
from 20
towns in New
Hampshire and
Massachusetts

Acton.....	3 RW
Andover.....	1 RW
Athens.....	2 RW
Auburn.....	2 GRD 8 FW 13 RW
Augusta.....	11 NEO 13 GRD 7 FW 74 RW
Aurora.....	1 RW
Avon.....	1 RW
Bangor.....	6 NEO 45 GRD 69 FW 64 RW
Bar Harbor.....	2 NEO 17 GRD 49 RW
Belfast.....	5 NEO 11 GRD 2 FW 60 RW
Belgrade.....	1 RW
Bethel.....	2 RW
Biddeford.....	1 ORW
Bingham.....	1 RW
Blue Hill.....	5 GRD 24 RW
Boothbay Harbor.....	4 RW
Bowdoin.....	3 RW
Bridgton.....	7 GRD 41 RW
Brooks.....	1 RW
Brooks.....	1 RW
Brooksville.....	1 RW
Brookton.....	1 RW
Brownfield.....	1 RW

Brownville.....	3 RW
Bryant Pond.....	6 RW
Calais.....	9 GRD 1 FW 28 RW
Caribou.....	7 NEO 4 GRD 35 FW 74 RW
Carrabassett.....	8 RW
Casco.....	4 RW
Castine.....	1 RW
Charleston.....	1 RW
Corinna.....	1 RW
Cushing.....	1 RW
Damariscotta.....	1 GRD 51 RW
Deer Isle.....	2 RW
Dixfield.....	1 RW
Dover Foxcroft.....	8 NEO 23 GRD 67 RW
Ellsworth.....	8 NEO 33 GRD 72 RW
Etna.....	1 RW
Exeter.....	1 RW
Farmington.....	10 GRD 67 RW
Fort Kent.....	8 GRD 1 FW 19 RW
Franklin.....	1 RW
Frenchville.....	28 RW
Fryeburg.....	3 RW
Garland.....	1 RW

Great Pond.....	1 GRD
Greenville.....	2 GRD 2 FW 13 RW
Harrison.....	6 RW
Holden.....	1 GRD
Houlton.....	1 NEO 9 GRD 21 FW 36 RW
Hudson.....	1 RW
Isleboro.....	1 RW
Jackman.....	2 RW
Jay.....	2 RW
Jefferson.....	2 RW
Jonesport.....	1 RW
Lewiston.....	1 NEO 43 GRD 101 RW
Lincoln.....	1 NEO 8 GRD 34 RW
Livemore.....	1 RW
Machias.....	1 NEO 18 GRD 1 FW 69 RW
Madison.....	1 RW
Manchester.....	1 RW
Millinocket.....	4 GRD 9 FW 24 RW
Monhegan.....	3 RW
New Portland.....	1 GRD
Etna.....	1 GRD
Newry.....	1 RW
Norridgewock.....	4 FW 1 RW
North Haven.....	1 RW
Norway.....	1 GRD
Owls Head.....	4 FW
Oxford.....	1 RW
Palermo.....	1 RW

Patten.....	1 RW
Peru.....	1 GRD 1 FW
Pittsfield.....	20 GRD 2 FW 40 RW
Porter.....	1 RW
Portland.....	4 NEO 6 GRD 5 FW 24 RW
Presque Isle.....	2 GRD 86 FW 48 RW
Princeton.....	27 FW 42 RW
Rangley.....	2 RW
Rockport.....	1 NEO 4 GRD 2 FW 82 RW
Roxbury.....	1 RW
Rumford.....	9 GRD 44 RW
Sanford.....	5 GRD 1 FW 24 RW
Sebang.....	1 RW
Sherman.....	1 GRD 1 RW
Skowhegan.....	7 NEO 10 GRD 71 RW
Standish.....	1 RW
Stonington.....	21 RW
Sumner.....	1 RW
Swans Island.....	3 RW
Tenants Harbor.....	1 RW
Trenton.....	14 RW
Turner.....	1 GRD 1 RW
TPWS D-6.....	1 RW
Unity.....	1 RW
Vinalhaven.....	19 RW
Warren.....	1 RW
Waterville.....	1 NEO 14 GRD 3 FW 54 RW
Wayne.....	2 RW
West Forks.....	1 RW
West Newfield.....	1 RW
West Paris.....	1 RW
Winterport.....	1 GRD
Wiscasset.....	1 RW
York.....	4 GRD 8 RW

NEW HAMPSHIRE	
Berlin.....	3 RW
Center Ossipee.....	1 RW
Chatham.....	1 RW
Colebrook.....	1 RW
Concord.....	1 RW
Conway.....	1 RW
Derry.....	2 RW
Dover.....	2 RW
Errol.....	2 RW
Exeter.....	2 RW
Laconia.....	2 RW
Manchester.....	2 RW
Milan.....	2 RW
North Conway.....	48 RW
Portsmouth.....	6 RW
Rochester.....	3 RW
Wolfeboro.....	4 RW

MASSACHUSETTS	
Bedford.....	1 FW
Hyannis.....	1 RW
Lawrence.....	2 RW
Methuen.....	1 RW
Nantucket.....	9 FW
Rochester.....	1 RW
Vineyard Haven.....	6 FW

NEO: Neonatal transports in
partnership with Northern Light
Eastern Maine Medical Center NICU
team

GRD: ground transports

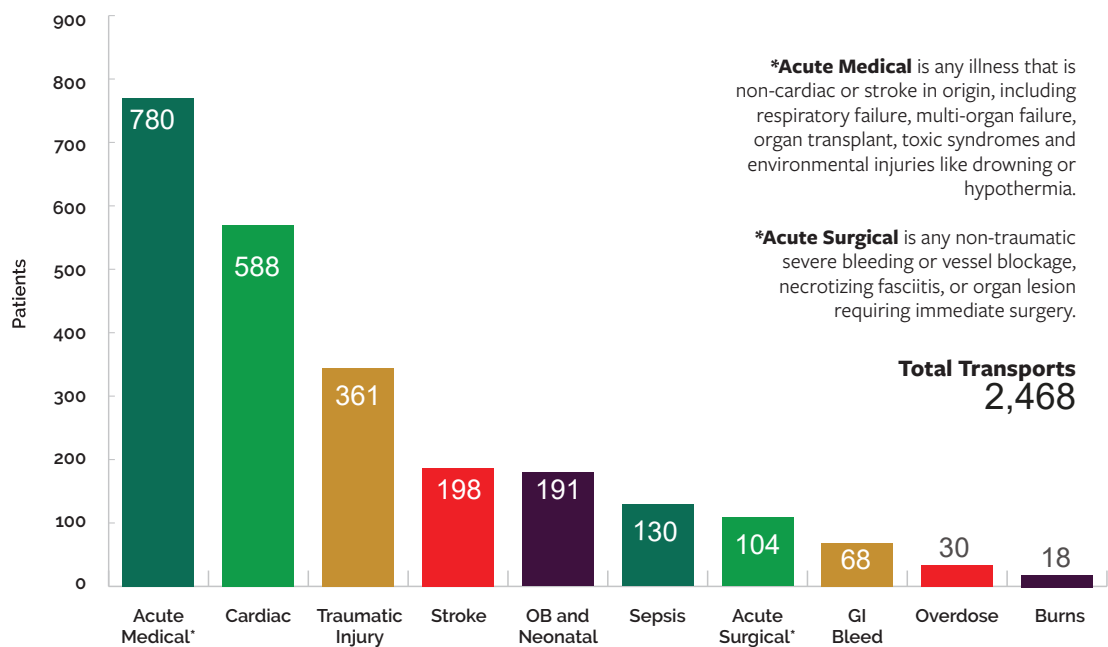
FW: fixed wing (airplane) transports

RW: rotor wing (helicopter) transports

ANNUAL REPORT

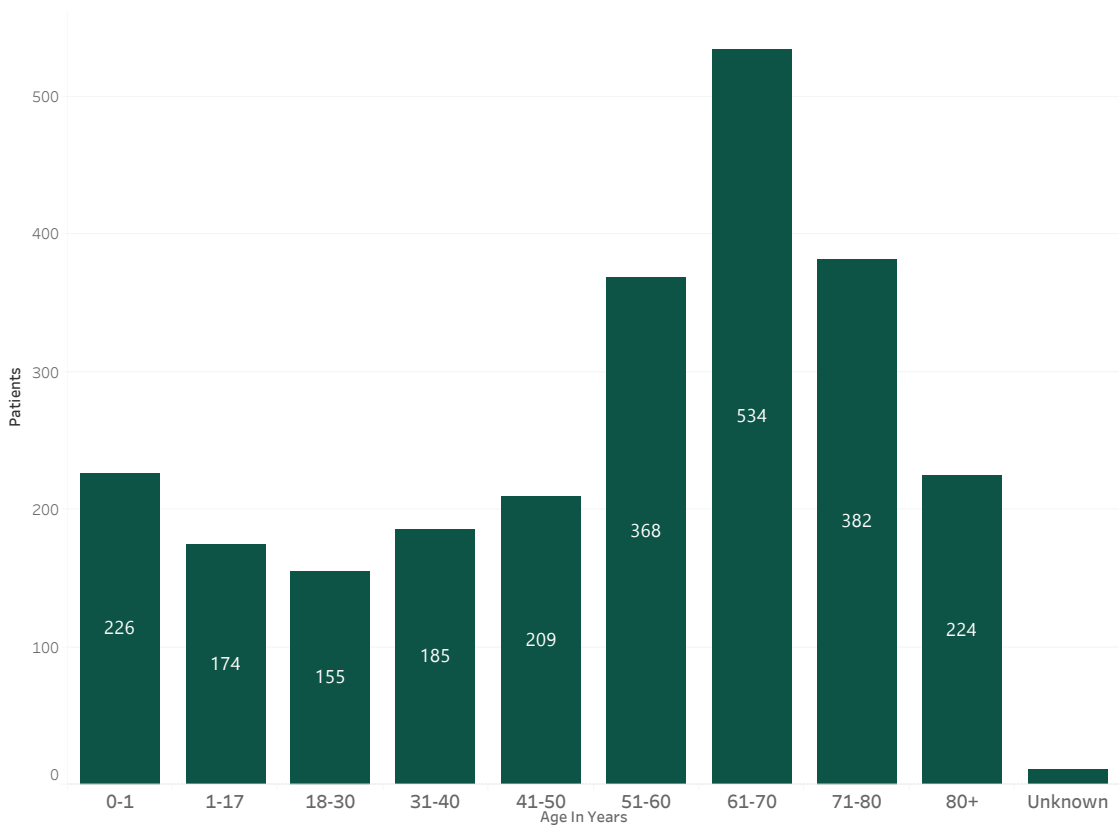
FISCAL YEAR 2023

Reasons For Transport: FY2023

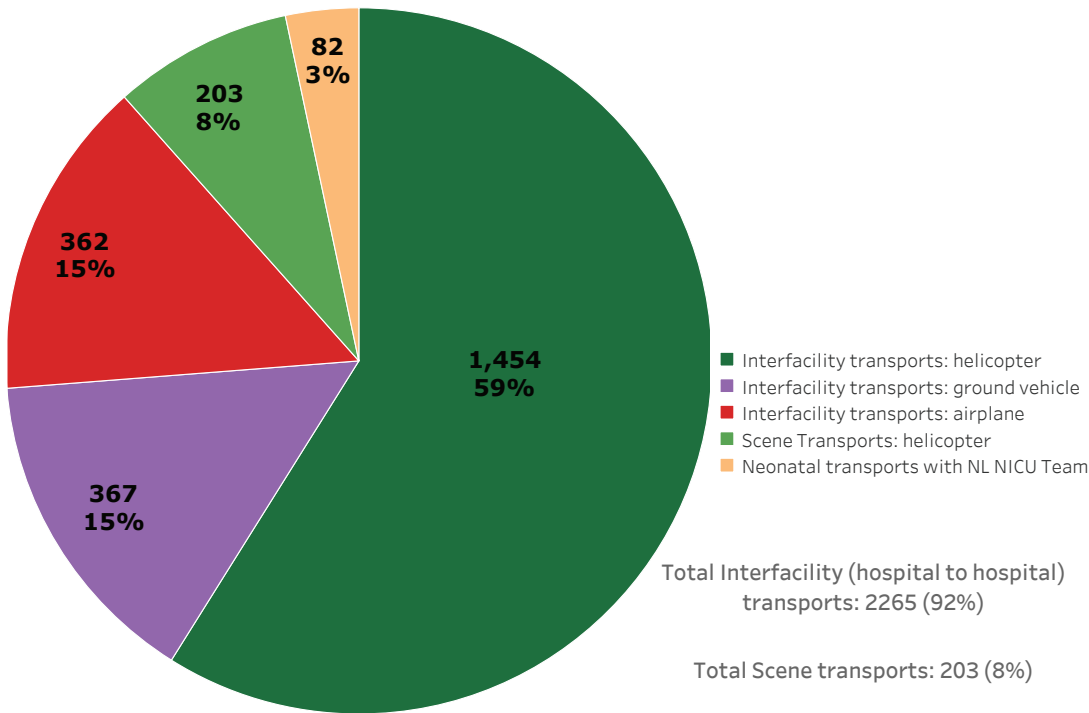


Patient Age Distribution: FY 2023

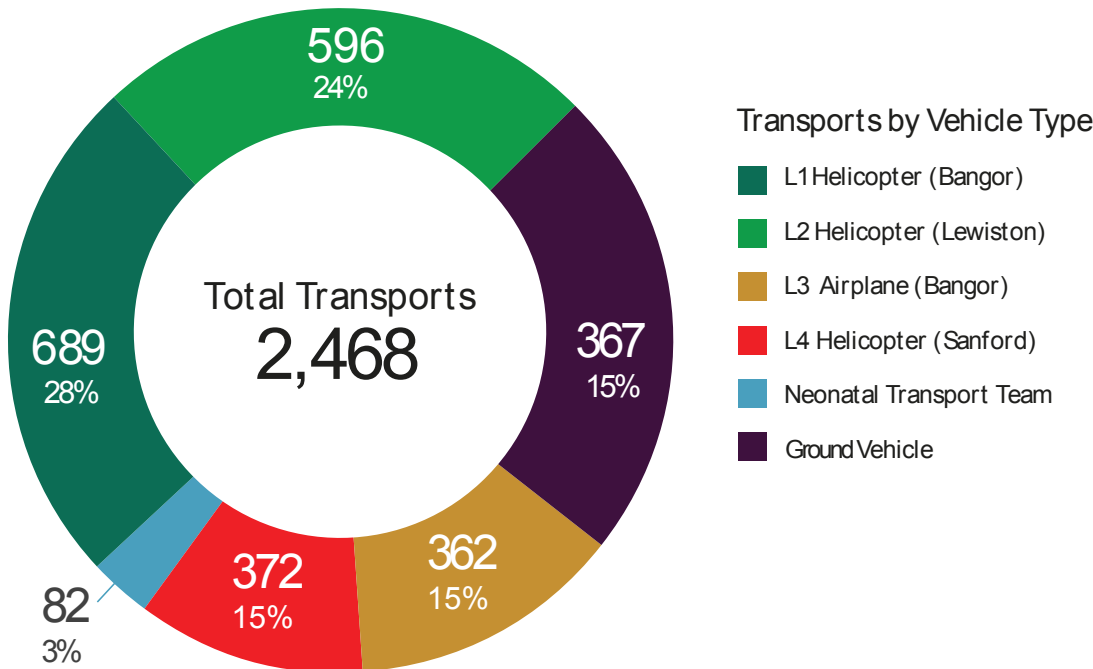
Total Transports - 2468



Types of Transports: FY 2023
Total Transports: 2468



Transports By Vehicle Type: FY 2023



ANNUAL REPORT

FISCAL YEAR 2023

FINANCIALS

LIFEFLIGHT OF MAINE

July 1, 2022 - June 30, 2023

Operating Revenue

Charges for Services Rendered	\$47,853,521
Less contractual allowances and bad debt	(\$25,894,244)
Less free and discounted care	(\$224,134)
Net Patient Revenue After Uncollectable Accounts	\$21,735,143
Contributions from The LifeFlight Foundation	\$616,172
Other Revenue	\$97,973
TOTAL OPERATING REVENUE	\$22,449,288

Operating Expenses

Aviation expenses	\$10,773,032	[52%]
Medical crew and medical care	\$4,585,204	[22%]
Communications	\$748,034	[4%]
Depreciation and amortization	\$1,318,267	[7%]
Insurance	\$1,107,058	[5%]
Administration	\$1,783,704	[9%]
Interest	\$276,068	[1%]
TOTAL OPERATING EXPENSES	\$20,591,367	
Gain (loss) from operation before interest rate swaps	\$1,857,921	
Gain (loss) from operations	\$2,005,380	

LifeFlight Foundation contributions for long-term assets	\$5,785,033
Gain (loss) on disposal of equipment	\$44,324
Change in value of LifeFlight Foundation	\$675,403
Net Other Income	\$6,504,760
Excess of revenues and gains over expenses and losses without donor restrictions	\$8,510,140

NOTE: The LifeFlight Foundation transferred \$5,020,000 in Fiscal Year 2023 for purchase of the final Leonardo A109SP helicopter which is reflected here. Gain from operations does not reflect amounts paid for debt service.

THE LIFEFLIGHT FOUNDATION

July 1, 2022 - June 30, 2023

Foundation Revenue

Contributions and grants	\$2,801,804	[77%]
Payroll Support from LifeFlight of Maine	\$697,054	[19%]
Other Revenue, Net	\$96,789	[3%]
Changes in fair value of beneficial interest in funds held by others	\$26,254	[1%]
TOTAL REVENUE	\$3,621,911	

Foundation Expenses

FOUNDATION OPERATION EXPENSES		
Salaries, benefits and taxes	\$697,054	[59%]
Publications and mailings	\$179,511	[15%]
Occupancy cost	\$62,530	[5%]
Professional fess, net of refunds	\$59,435	[5%]
Insurance and licenses	\$25,531	[2%]
Conferences and meetings	\$21,132	[2%]
Advertising	\$8,496	[1%]
Other, net of refunds	\$121,632	[10%]
Depreciation	\$7,351	[1%]
SUB TOTAL - Operating Expense	\$1,182,772	

SUPPORT FROM FOUNDATION TO LIFEFLIGHT OF MAINE*

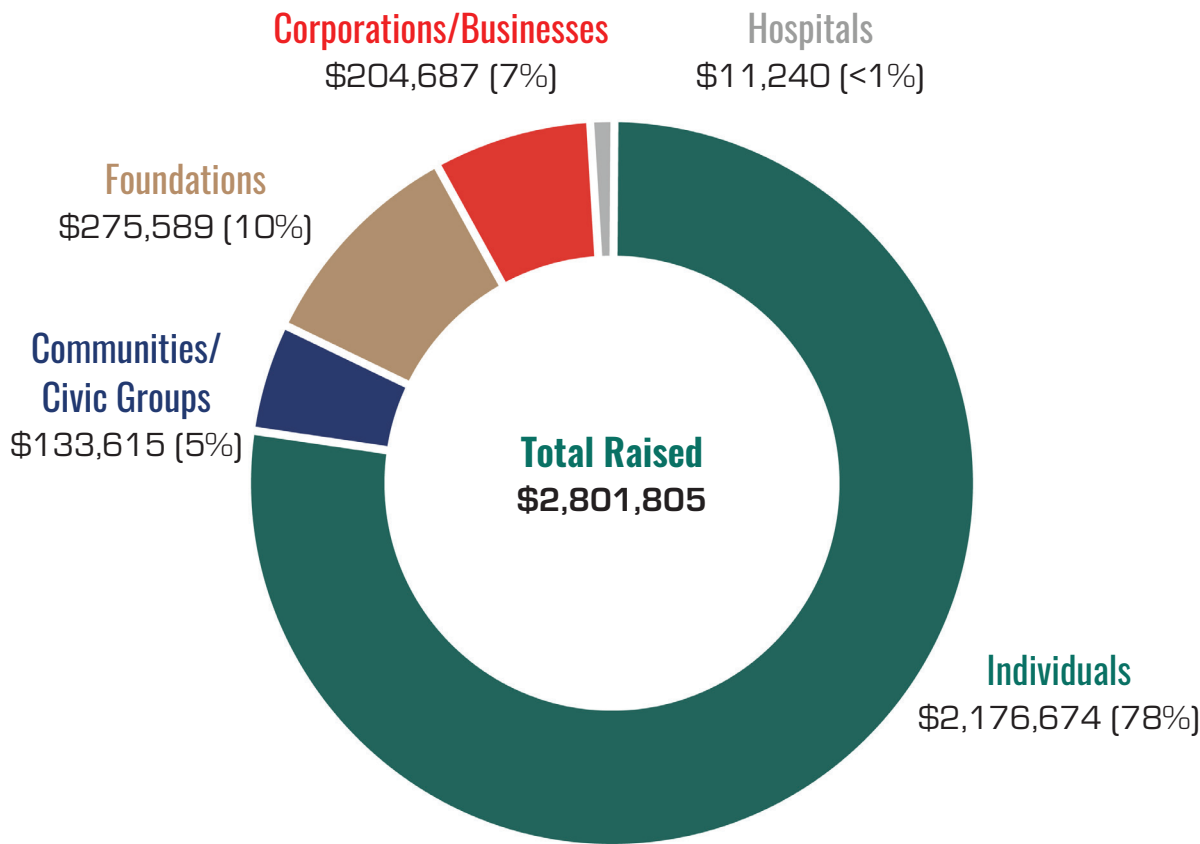
Aircraft	\$5,020,000	[78%]
Medical Equipment	\$475,905	[7%]
Education	\$352,500	[6%]
LOM facilities support	\$316,172	[5%]
Aircraft and aviation equipment	\$155,256	[2%]
Infrastructure	\$81,372	[1%]
SUB TOTAL - LOM Support Expense	\$6,401,205	
TOTAL EXPENSES	\$7,583,977	

* Annual transfers to LifeFlight of Maine for significant capital purchases often include funds secured in previous years.

STATEWIDE SUPPORT

Every gift we receive is an important confirmation of your belief in the LifeFlight mission. So, the next time you see or hear one of our helicopters in the skies above Maine, we hope you take great pride in knowing that your gift matters. You've done your part to help care for the people of Maine.

Thank you! Your gift matters to Maine.



FROM MAINE.
ACROSS MAINE.
FOR MAINE.

ANNUAL REPORT

FISCAL YEAR 2023

COMMUNITY GIVING PROGRAM

THERE ARE
465 TOWNS IN MAINE

SINCE THE PROGRAM'S INCEPTION,
272 TOWNS
HAVE MADE DONATIONS TOTALING
\$916,062

IN FY23,
205 TOWNS
DONATED A TOTAL OF
\$129,264

MAINE COMMUNITIES THAT HAVE DONATED TO LIFEFLIGHT

Abbot	Camden			Temple
Acton	Canaan			Thomaston
Addison	Canton			Thorndike
Albion	Caratunk			Topsfield
Allagash	Carrabassett Valley			Tremont
Alna	Carthage			Trenton
Amherst	Cary			Union
Amity	Casco			Upton
Andover	Castine			Vanceboro
Anson	Caswell			Veazie
Appleton	Charleston			Verona Island
Arrowsic	Charlotte			Vinalhaven
Arundel	Chebeague Island			Wade
Ashland	Chester			Waite
Athens	Chesterville			Wallagrass
Atkinson	China			Waltham
Avon	Clifton			Warren
Baldwin	Clinton			Washburn
Bar Habor	Columbia Falls			Washington
Beaver Cove	Cooper			Waterboro
Beddington	Corinth			Waterford
Belfast	Cornish			Waterville
Benton	Cranberry Isles			Weld
Biddeford	Crawford			Wellington
Blue Hill	Crystal			Weston
Boothbay	Cumberland			Westport Island
Bowdoin	Cushing			Whitefield
Bowdoinham	Cutler			Whitneyville
Bowerbank	Deblois			Willimantic
Bradley	Dedham			Wilton
Bremen	Deer Isle			Windham
Bridgton	Denmark			Windsor
Bristol	Detroit			Winn
Brooklin	Dexter			Winslow
Brooksville	Dixfield			Winter Harbor
Brownfield	Dover-Foxcroft			Wiscasset
Bucksport	Dresden			Woodstock
Burlington	Durham			Woodville
Buxton	Eagle Lake			Woolwich
Byron	Eastbrook			York
Calais	Edinburg			
Cambridge	Embden			
	Haynesville			
	Hebron			
	Hiram			
	Hollis			
	Houlton			
	Howland			
	Hudson			
	Isle au Haut			
	Islesboro			
	Jackman			
	Jonesboro			
	Jonesport			
	Kennebunkport			
	Knox			
	Lakeville			
	Lamoine			
	Lebanon			
	Liberty			
	Limerick			
	Lincolnville			
	Linneus			
	Livermore Falls			
	Long Island			
	Lovell			
	Lubec			
	Lyman			
	Machias			
	Madawaska			
	Manchester			
	Mariaville			
	Mars Hill			
	Marshfield			
	Masardis			
	Matinicus Isle			
	Mattawamkeag			
	Maxfield			
	Meddybemps			
	Medford			
	Mexico			
	Milford			
	Millinocket			
	Monhegan			
	Monmouth			
	Monson			
	Monticello			
	Montville			
	Moose River			
	Moscow			
	Mount Chase			
	Mount Desert			
	Mount Vernon			
	Naples			
	New Gloucester			
	Newburgh			
	Newfield			
	Newry			
	North Berwick			
	North Haven			
	North Yarmouth			
	Norway			
	Ogunquit			
	Orient			
	Orland			
	Orrington			
	Osborn			
	Otis			
	Otisfield			
	Owls Head			
	Oxford			
	Palermo			
	Palmyra			
	Parsonsfield			
	Passadumkeag			
	Penobscot			
	Perham			
	Phippsburg			
	Pittston			
	Plymouth			
	Poland			
	Portage Lake			
	Porter			
	Prospect			
	Randolph			
	Rangely			
	Reed Plantation			
	Richmond			
	Ripley			
	Rockland			
	Rome			
	Roque Bluffs			
	Roxbury			
	Rumford			
	Searsmont			
	Sebago			
	Sedgwick			
	Shapleigh			
	Sherman			
	Shirley			
	Smithfield			
	Solon			
	Sorrento			
	South Bristol			
	Southport			
	Southwest Harbor			
	Springfield			
	St. Albans			
	St. Francis			
	St. George			
	Stacyville			
	Standish			
	Steuben			
	Stockholm			
	Stockton Springs			
	Stoneham			
	Stonington			
	Stow			
	Strong			
	Sullivan			
	Sumner			
	Swans Island			
	Swanville			
	Sweden			
	Talmadge			

THE LIFEFLIGHT FOUNDATION
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Maine Sport Outfitters

Zachary Brandwein (Chair)

Shareholder
Bernstein Shur

Daniel R. Daigneault

Retired CEO
First National Bank

Diane Danielson

COO, MatMarket, LLC

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College Access Advisor
Mid-Maine Technical Center

David G. Humm (Treasurer)

Retired Management
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Dayana Krawchuk, PhD

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Visitor Relations
The Jackson Laboratory

Rachel Malcolm

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The Jackson Laboratory

Robert Montgomery-Rice

President and CEO
Bangor Savings Bank

Lori Beth Schwartz

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Identity, Inc.

Linda Varrell

Founder/Owner
Broadreach Public Relations

Quentin Walz (Vice Chair)

Fundraising Lead
DataKind

Cynthia J. Williams (Secretary)

Retired Partner
Dechert LLP

LIFEFLIGHT OF MAINE
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Vice President of Operations,
Northern Light AR Gould
Hospital

Zachary Brandwein

Shareholder
Bernstein Shur

Kris Chaisson

Senior Vice President of
Nursing and Patient Care
Services
Chief Nursing Officer
Central Maine Healthcare

Daniel R. Daigneault

Retired CEO
First National Bank

Timothy Dentry

President and CEO,
Northern Light Health

Norm Dinerman, MD

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LifeFlight of Maine

David G. Humm

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Consultant
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Northern Light Health
President, Eastern Maine
Medical Center

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(Vice Chair)**

President and CEO, Central
Maine Healthcare
President, Central Maine
Medical Center

David Paulosky, CPA, MBA

Chief Financial Officer, Central
Maine Healthcare

THE LIFEFLIGHT FOUNDATION

Dispatches is a publication of The LifeFlight Foundation, which provides fundraising and public relations support to LifeFlight of Maine, the state's only air ambulance service.

The LifeFlight Foundation is a nonprofit, tax-exempt organization under Section 501 (c)(3) of the Internal Revenue Service Tax Code. It is governed by an elected board of trustees who represent medical, business, legal, and educational fields throughout the state. The Foundation also supports the development and funding of Maine's major air medical needs, such as trauma training statewide; construction of hospital helipads; and installation of weather reporting, navigational, and communications systems.

The Foundation's office is located in Augusta, Maine. You can reach us at 207-230-7092 or by email at info@lifeflightmaine.org.

Donations are tax-deductible.

FOUNDATION STAFF

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Executive Director

Anna Dugal

Director of Development

Henry Frank

Director of Communications

Renee Johnson

Development Associate

Ashley MacMillan

Director of Annual Giving

LIFEFLIGHT OF MAINE

LifeFlight of Maine is a nonprofit, statewide critical care medical transport service jointly owned by Northern Light Health and Central Maine Healthcare Corporation. LifeFlight's airplane, five helicopters, and ground ambulances are based in Bangor, Lewiston, and Sanford. The aircraft are operated by LifeFlight Aviation Services and dispatched by MedComm. Along with dedicated ground ambulances, these vehicles cover the entire state and offshore islands. LifeFlight complements and supports the work of local EMS and hospital personnel in caring for the critically ill or injured. Each base is staffed by a highly qualified team of pilots, mechanics, nurses, and paramedics. More than 38,000 patients have been safely transported since LifeFlight's founding in 1998. LifeFlight was fully re-reaccredited by the Commission on Accreditation of Medical Transport Systems in 2022.

As a nonprofit,
LifeFlight of Maine relies on your support
to ensure that every person, in every community in Maine,
has access to critical care and medical transport when needed.

LIFEFLIGHTMAINE.ORG/DONATE



THE LIFEFLIGHT FOUNDATION
PO Box 859 | Augusta, ME 04332

Return Service Requested

Dispatches is published by The LifeFlight Foundation for friends, supporters, and members of the state's Emergency Medical Services community. Comments and suggestions may be directed to the Foundation at **207-230-7092** or **info@lifeflightmaine.org**.

www.lifeflightmaine.org

