

## Role Specific Advancement Model Application Portfolio

# Letters of Support Samples

### Sample Letter #1

Dear UMHS Central Committee,

It is my pleasure to write a letter of recommendation for John Doe to advance to Mastery level in the Role Specific Advancement Model. John has asked me to focus on the Domain of Systems Thinking and Collaboration/Communication and Professional Relationships. I have worked with John for the past 7 years as a flight nurse with Survival Flight. I have had the opportunity to observe him deal with every operational situation that could possibly occur in the air medical industry.

John possesses the skills that allow him to anticipate and adapt to the transport environment and recognize the impact of decisions on both the patient and aviation. In the last year I observed him make the decision to launch an aircraft to a newborn nursery without the NICU team, which is not the normal procedure. He recognized that the nursery had limited resources and the Physician at the outside hospital was in desperate need of help with a critical newborn. The Physician was requesting any help available. John went against procedure and sent the closest aircraft; he then activated the second helicopter to pick up the neonatal response team. The first helicopter with the Survival Flight team arrived 40 minutes before the neonatal team. The Survival Flight team assisted in the resuscitation and stabilization of the newborn, and mentored the nursing staff in the nursery through the emergency. John assisted the dispatchers in coordinating the helicopters so that only one was on the helipad at the referring hospital at a time, ensuring the safety. He also developed contingency plans in case the helicopter was required for a second emergency -- ensuring that Survival Flight was always available.

John is dedicated to the safety of the program; he is an active member of the safety committee. He constantly communicates with the pilot and dispatchers to blend the needs of aviation and the patient. He draws on his comprehensive knowledge of pre-hospital environment to ensure medical control authority regulations are met while ensuring the safe completion of the mission. Every year he presents at the annual safety day, providing case presentations with evidenced based solutions utilizing Survival Flight and state protocols, and FAA mandates.

John is actively involved in the operations of the program; he is the lead nurse in evaluating new aircraft for medical missions. Recently he traveled throughout the country with the aviation team reviewing new airframes for possible replacement of our current aircraft. He seeks input from all team members and draws on each member's specialty to review the requirements unique to Survival Flight. He is also able to network with his peers around the nation to get real life feedback regarding the use of certain aircraft for specific mission types. For example: he contacted a pediatric team on the west coast and requested feedback about their aircrafts loading of the neonatal isolette, from this feedback he was able to exclude that airframe from the list because of safety issues.

I highly endorse John Doe for advancement to Mastery level in the Role Specific Advancement Model. He is the portrait of a Mastery level flight nurse. I have **completed peer review education.**

Sincerely, Jane Doe, RN, EMT-P

## Sample Letter #2

Dear UMHS Central Committee,

It is my pleasure to write a letter of recommendation for Joe Smith to advance to Mastery level in the Role Specific Advancement Model. Joe has asked me to focus on the Domain of Collaboration/Communication and Facilitator of Learning and Professional Development.

Although Joe has only been with the team for 3 years he has established a clear professional identity within the team. He is a role model for collaborative practice within the internal medical community, out in the pre-hospital environment, and in the air medical industry.

He is the unit liaison for the pediatric ICU; he is continually working with the ICU staff to bring new practices to Survival Flight. Often the ICU is implementing practices that are cutting edge and more advanced than standard medical treatment. Joe brings this knowledge into the transport arena and provides education and resources that allows the flight nurse to implement the latest medical care before the patient even arrives at the University.

Joe has the ability to consistently foster positive communication with physicians at referring and receiving hospital, often dealing with physicians that have different ideas about the treatment plans. He is able to professionally provide feedback and solutions to resolve discrepancies between plans of care. I have seen him effectively negotiate and resolve conflict in a variety of situations. He is able to defuse stressful situations and conflicts at the patient's bedside using a variety of techniques appropriate for the practice setting. In the pre hospital environment he often uses the take charge, "this is what we are going to do approach"; while in the ICU he makes suggestions or guides the care utilizing the entire team.

Customer satisfaction and service recovery are essential components of the mastery level flight nurse. Joe strives to meet the customers' needs at every interaction, whether during the initial phone call or follow up letter. He makes sure to involve all members of the interdisciplinary team, from the security officers to the administrative team when he is assessing and providing feedback on the professional practice of the flight team.

Joe maintains his professionalism in all aspects of debriefing process. Debriefing is a process that occurs after every transport to evaluate all aspects of the process, from safety, to patient care, to professionalism. Joe is the first to accept responsibility for failure in any aspect of the transport. He is able to constructively identify lapses in communication and quickly suggest solutions or techniques for the future. He mentors his peers in providing constructive feedback to all team members and is a role model for professional communication.

I highly endorse Joe for advancement to the Mastery level in the Role Specific Advancement Model. I have **completed peer review education**.

Sincerely, Jane Doe, RN, EMT-P