STATE OF HAWAII

AIR MEDICAL RESOURCE TRACKING BOARD PROCEDURE GUIDE

FOR HOSPITALS

KA ʻOIHANA OLAKINO

DECEMBER 2025

STATE OF HAWAII DEPARTMENT OF HEALTH

Table of Contents

2026 Air Medical Resource Tracking Board Procedures

For Hospitals

I. Project Overview

A. What is Smartsheet?

Smartsheet is a cloud-based project management and collaborative work software. It primarily utilizes a spreadsheet platform and has real-time edits and tracking.

The link to the Smartsheet State of Hawaii Tracking Board is on the DOH EMSIPSB Website for Hospitals (third option on the carousel).

B. Purpose of Air Medical Resource Tracking Project

The goal of project is to increase transparency in Air Medical services and resources, as well as to centralize solution for Hospitals, EMS, Air Medical, DOH, and Partners.

The project will be used to better track Air Medical Resource availability across the state.

C. Additional Project Information

Each Air Medical Provider will be provided ONE Smartsheet license for their point of contact that will work on the project.

- Recommended updates are made as real time as possible.
- The project will evolve, and updates will be made to the overall process as we move forward.
- Because this is a new project, we appreciate your understanding and flexibility.

The project was rolled out to air medical providers on 12/29/2025 and hospitals 12/30/2025 with the statewide HAH webinar.

II. Tracking Board Procedures Guide – Before You Start

A. Viewing the Dashboard as a Viewer Only

The Smartsheet dashboard is available for hospitals to **view ONLY.**

1) Dashboard link will be available via the DOH EMSIPSB website and here: https://publish.smartsheet.com/101c5b377ca14a54bc887ba467ea3d3a
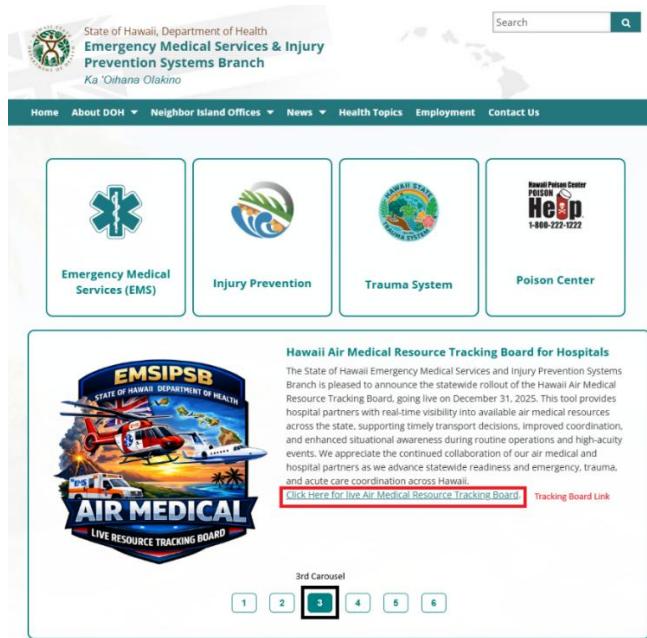
B. When Will the Changes Be Reflected in the Dashboard?

Changes to the spreadsheet take ~1-5 minutes to be reflected properly in the viewing link above based on internet connections and speed.

To check if the Smartsheet has been updated, we recommend these steps:

1) If the viewing link above is open on your computer, exit the tab completely.

2) Open the link again.

    a. **Note that refreshing the page will not work**. You must close the tab and reopen the link for it to display properly.

III. Tracking Board Procedures Guide – Columns

A. Columns 1-4

1) Column 1: Dashboard Editor Full Name
   a. The most recent Air Medical Provider editors' names can be found.

2) Column 2: Dashboard Date & Time Last Updated by Editor
   a. Shows the most recent update date (MM/DD/YYYY) and time (24-hour/military format).

3) Column 3: Dashboard Editor Contact Email
   a. Contain the most recent editor's email address in case someone needs to contact them.

4) Column 4: Request Aircraft Phone Number
   a. Hospitals can find the contact information to request an aircraft from an Air Medical Provider.

B. Columns 5-8

5) Column 5: Air Ambulance Provider
   a. Prefilled with the various Air Medical Providers' names.

6) Column 6: Condition
   a. Colored circle icon represents the condition of an air ambulance:
      (1) **Green** = available
      (2) **Yellow** = in-transit
      (3) **Red** = unavailable

7) Column 7: Status
   a. Shows the corresponding value of the circle symbols in the "Condition" column.

8) Column 8: Status Notes
   a. If an aircraft is unavailable for transport, the corresponding cell in the "Status Notes" column contains an explanation on why the aircraft is unavailable (e.g. wing damage, understaffed, in maintenance, etc.)
   b. Air Medical Providers may leave an estimated time of next available transport in this column

C. Columns 9-11

9) Column 9: Base
   a. Contains the aircrafts' base station information.

10) Column 9: Aircraft
   a. The FAA N-number of each aircraft is listed.

11) Column 11: Aircraft Information
   a. Notes that the editors left about their specific aircrafts.

D. Columns 12-19

12) Column 12: Location of Aircraft
   a. The aircraft location is the current location of the aircraft.
   b. Should the aircraft be in transit, the tracking board should be updated by the air provider once the aircraft and crew/staff have transferred care of the patient are now available again for transport.
   c. This should always reflect the aircraft location when available for transport or where the aircraft took off from while in transport.

13-20) Column 13-20: the titles follow the naming convention "[Airport Location] Estimated Time to Island"
   (EX: Column 13: Hawaii – Hilo Estimated Time to Island)
   a. Each column shows the estimated total time (in minutes) for an aircraft to reach each island from its current location.
   b. **This estimate includes both crew preparation time with a fully staffed team and the flight time to each island.**

E. Columns 20-22

20) Column 20: Assigned To
    a. Contains the email address of the Air Medical Provider that oversees updates to the spreadsheet.

21) Column 21: Last Modified By
    a. Smartsheet automatically populates this field with the most recent email account that made changes to the spreadsheet.

22) Column 22: Last Modified Date
    a. Automatically updated by Smartsheet to reflect the most recent date and time changes that were made by Air Medical Providers.

IV. FAQs

Q: Are the "Estimated Time to Island" columns updated during transit?

- o No, the "Estimated Time to Island" columns are only updated after the aircraft has landed and the patient has been transported to their intended destination.

Q: How often are updates made to the dashboard?

- o The goal of this project is to have it updated as real-time as possible by the air medical providers. Our goal is to have it updated hourly at minimum.

Q: Is there an auto-refresh if updates/edits are made while viewing the dashboard?

- o No, you will have to close the tab and reopen the page again. Please see above for more details on how to reload the page.

Q: Is there a chance for incorporating automation into the dashboard update or refresh processes?

- o Great question! We are working on including automation into the dashboard in the future. However, based on the timeline and the capacity of everyone involved, all updates are done manually.