

To The Awards Committee:

It is my honor to nominate Susan R. Wilcox, MD, FACEP, FCCM, FAAEM for the 2025 AMPA Medical Director of the Year Award. Dr. Wilcox exemplifies the qualities this award seeks to honor—exceptional leadership, personal involvement, and lasting contributions to the practice of critical care transport medicine.

Dr. Wilcox has been part of Boston MedFlight since 2009, joining as an Associate Medical Director and becoming Associate Chief Medical Officer in 2018. Her impact has been transformative: she has guided clinical standards, advanced safety practices, and built a culture of collaboration between crews and hospital partners. Her leadership is defined by accessibility, mentorship, and deep respect for every team member.

Dr. Wilcox is a leading contributor to the medical literature. Her more than two hundred scholarly works include the textbook *Mechanical Ventilation in Critical Care Transport*, and her expertise is especially evident in ECMO transport, ARDS transport, and mechanical ventilation. Dr. Wilcox's publications expand operational knowledge as well, with studies on pilot fatigue, transport times, and lights-and-sirens utilization. Her scholarship extends far beyond Boston MedFlight: she is an editor of *Rosen's Emergency Medicine* and the author of a standard-setting *Annals of Emergency Medicine* paper on right ventricular failure. She has chaired national committees for ACEP and SCCM, and her voice has elevated critical care transport medicine within the broader EM and critical care communities. These contributions inform AMPA programs and have positioned her as a national authority at the intersection of emergency medicine, critical care, and transport.

She models a rigorous commitment to evidence-based practice – adapting her practice and Boston MedFlight's clinical standards as new research emerges and highlighting reviews of current evidence in her case reviews and discussions. With this, she instills in our teams both a respect for the medical literature and a humility about the need to evolve practice. She integrates transport staff into the scholarly process, mentoring collaborators in data gathering, analysis, and publication. In this way, she builds not just scholarship but also professional growth. With her guidance, about a quarter of our line staff have contributed to a publication.

Equally impressive is her commitment to morale and mentorship. Dr. Wilcox invests personally in the growth of our flight nurses and paramedics. She is a constant presence in debriefings and case discussions—celebrating successes, guiding improvement, and modeling calm, steady leadership. She joins crew debriefings, supports staff after challenging transports, and strengthens not only performance but also resilience.

Her leadership extends into education, offering guidance that has launched the careers of countless physicians, nurses, and paramedics. She is widely available for teaching, as recognized by the Mass General Hospital residency program that renamed its annual teaching award the "Susan R. Wilcox, MD Award for Excellence in Education." At Boston MedFlight she is central to twice-monthly case reviews, orientation, and the year-long education program for new clinicians. Dr. Wilcox also maintains a robust ICU practice as Medical Director of the Medical ICU at one of our consortium hospitals, where she also serves as Vice Chair for Academic Affairs and Professor of Medicine at UMass Chan Medical School. Even with those demanding roles, she continues to invest in our teams, welcoming them during service weeks to join her with patients, on teaching rounds, and for hands-on ultrasound experiences.

In every respect—clinical expertise, scholarly leadership, mentorship, and personal commitment—Dr. Wilcox embodies the spirit of this award. She is not simply part of Boston MedFlight's success, she embodies its best traits: clinical excellence, safety, scholarship, and spirit. For these reasons, I respectfully and enthusiastically nominate Dr. Susan R. Wilcox for the 2025 AMPA Medical Director of the Year Award.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Frakes".

Michael Frakes APRN, NEA-BC, FAEN, FCCM, FAASTN, FACHE  
Chief Quality Officer and Vice President for Clinical Care