



THE HEMS *DISPATCH*



Greetings!

November has been a busy month – and we've really focused on visiting our communities to speak about how we're innovating and ensuring they have a best-in-class EMS partner. This month alone I've had the privilege of presenting at Wayzata Noon Rotary Club, St. Anthony Village Chamber of Commerce, and Excelsior Morning Rotary.

Presenting and meeting with community leaders is by far one of my favorite parts of my job as EMS Chief. I love hearing firsthand your personal stories of working with our paramedics and EMTs, and how you feel our service is doing.

Time and time again, I leave these conversations feeling proud of our paramedics – for the countless ways I hear they've gone above and beyond the job, aiding you and your families in your most stressful moments.

There's a lot to be grateful for this month. And while I could go on and on about our cutting-edge technology, pipeline programs, and more, at the end of the day, it's our people that I'm most thankful for. And from all my conversations this month, it sounds like you are too.

Thank you for your continued partnership,

Martin Scheerer
EMS Chief – Sr. Director of EMS, Hennepin EMS
Martin.Scheerer@hcmcd.org, 952-292-6555



HEMS BY THE NUMBERS

There's no question that maintaining our fleet of vehicles is expensive. Not only do we replace rigs after about three years at a cost of around **\$380,000**; but the top-of-the-line equipment that goes inside them requires constant maintenance.

We have a full-time fleet manager on staff, just to maintain our fleet of **38** ambulances, and **18** additional support vehicles. He also helps navigate the intense procurement process.

Here's just a snapshot of what the procurement process looks like for each of our rigs:

- More than **24** months in advance, HEMS and the dealer staff design upcoming units
- Once the rig is procured, it is sent to the dealer to be outfitted with all of the components – including cots, radios, camera systems, computer docks, an oxygen system, and much more
- It is then inspected by mechanics before being sent to the HEMS team
- Finally, once it reaches the HEMS team, our expert team installs everything else from labels to computers to oxygen tanks
- Finally, the rig is able to hit the streets for its **42**-month lifespan!

At HEMS, we take pride in offering our cities top-of-the-line rigs outfitted with the latest innovations and technology – but it's certainly no small process to get there.



HEMS IN THE NEWS



Holiday Safety

Deputy Chief Charlie Sloan was on [WCCO-AM](#) this month to talk about common injuries paramedics see during the holidays. In case you're wondering, it includes burns from activities like deep frying turkeys, broken ankles and broken hips from falls.



Community Paramedics

The Hennepin EMS Community Paramedic Team delivered Thanksgiving meals to homebound patients. Paramedic Erik Ollila shared with local media how the small gesture can mean so much to the patients. The holiday delivery was covered by KARE 11, [KSTP 5](#) and [FOX 9](#).

HENNEPIN CO. EMS WORKERS DELIVER MEALS #SUNRISERS

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HEMS IN THE COMMUNITY

Special Operations is hard at work this month and the pace doesn't slow down anytime soon – there are only six days next month when an event won't be happening. A few of our favorite events that we staffed during November:



Baby Safety Shower at RedLeaf Center for Family Healing:

Hennepin EMS Education staffed a CPR and choking booth at this event, which was geared toward families with kids up to 3 years old. The shower also had booths with information on child car safety, safe sleep, fall prevention, water safety, poison prevention and medication safety, infant and child CPR/choking, burn prevention and more. We enjoyed meeting all of the families and equipping them so they hopefully don't ever have to give us a call in the future.



Minnesota State High School League Championship Tournaments:

Both boys and girls high school soccer teams battled for the title of "state champion" at U.S. Bank Stadium. As the official EMS partner of U.S. Bank Stadium, our events team was on hand to provide emergency care to fans, staff and players as needed. Congrats to all of the athletes on a great season, including our PSA schools that made an appearance on the big field: Benilde-St. Margaret's and Wayzata High School.

Minnesota Timberwolves Games:

Timberwolves season has begun! As the official EMS provider for Target Center, HEMS EMTs and Paramedics will support emergency medical needs of staff, players and fans at Target Center.





STAFF SPOTLIGHT



Congratulations to the graduates of our May Paramedic Trainee Academy and new Emergency Medical Dispatcher (EMD)! We celebrated their accomplishment during the badging ceremony on November 13. Over the past two years, the Paramedic Trainee Academy started as students within our education division, obtained their Paramedic credentials, completed our Academy, and have become fully integrated members of Hennepin EMS street operations. Our new EMT/EMD joined the team in May and successfully completed their training program to become a full-fledged Emergency Medical Dispatcher! We're excited to see them on shift!



Last week was the First Annual HEMS Staff Chili Cookoff! There were a lot of delicious dishes this year and it was a tough decision, but Paramedic Don Wolfe's chili won out in the end. Congrats, Don!



SUCCESS STORIES

This success story features our Community Paramedic team, which regularly visits patients in their homes for proactive care:

An 85-year-old woman receives regular care from the Hennepin EMS Community Paramedic (CP) team for leg wounds. Ten months ago, she and her husband's home had a Molotov cocktail thrown into it, burning the house to the ground and severely wounding the patient's legs. Two weeks ago, she bumped her leg on the cement steps leading up to her temporary apartment. On a wound check visit, our CP had concern for acute cellulitis of the wound and the patient's ongoing difficulty moving around. Using GoodSam, the video-conferencing app that connects EMS crews with EMS physicians, the CP was able to provide a real-time assessment of the wound, determine the need for antibiotics and come up with a follow-up plan for the patient with both Hennepin Healthcare's wound care clinic and ongoing CP care.

