



THE HEMS *DISPATCH*



Greetings!

Earlier this month, Hennepin EMS staff enjoyed a winter wonderland-themed gala and award ceremony in celebration of all that we've accomplished in 2023. This annual gathering is a great time to connect with colleagues, recognize the incredible work done this year and celebrate the holiday season.

In this edition of the HEMS Dispatch newsletter, we want to share some of the incredible saves and success stories from the past year. The team at Hennepin EMS does amazing work, day in and day out. And though they never expect recognition, we'd be remiss not to reflect on their compassion for others and dedication to the job.

It's our honor, every day, to offer life-saving emergency medicine in our primary service area. We look forward to more of this important work in 2024 and beyond.

Thank you for your continued partnership,

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STAFF SPOTLIGHT



The **EXCELLENCE IN SERVICE AWARD** recognizes members of the department who have received a commendation from a patient, family of a patient, public bystanders or a peer. Twenty-five team members were recognized with this award, including **Paramedics Angela Holland & Kristopher Olson-Ehlert**. Holland and Olson-Ehlert were part of a coordinated response to a complex motor vehicle accident that included a prolonged extrication lasting upwards of 90 minutes. The crew was able to start multiple IVs, help initiate a blood transfusion on the scene, and never left the patient's side as he was being removed from the vehicle. The patient needed to be sedated, and in the moments before that procedure he said, "I'm in the best hands with Hennepin EMS." A testament to the service excellence delivered in this incident and on every call.



The **DISTINGUISHED SERVICE AWARD** recognizes members of the department who consistently demonstrate distinguished service to the community and department that exceeds reasonable expectations of duty. This year, eight members of the HEMS team received this award, including **Paramedics Cory Rossini and Ian Nash**. This past spring, Rossini and Nash responded to a difficult motor vehicle accident during morning rush hour. Quickly recognizing that the scene unfolding for the public to see was extremely unpleasant, the crew positioned their ambulance to shield many from view. But they didn't stop there – a small child involved but uninjured was quickly moved into the ambulance and distracted with talks of Pokémon. The display of compassion and skills not taught in school come only from empathy and experience.

The **EXCEPTIONAL DUTY AWARD** is an individual or group performance award recognizing members of the department for a highly credible accomplishment bringing public acclaim as a result of devotion to duty. This year's recipient is **Paramedic Brendan Tickle**. Tickle was off duty walking to the grocery store when he came upon a male down in a snowbank. Tickle stopped, helped the man up, and began assisting the male toward his home when a vehicle pulled up and the occupants got into a physical altercation with the man Tickle was assisting. Tickle stayed with the man, keeping him from getting hurt more seriously while calling 911 for help. The responding paramedics remarked how this incident was a demonstration of Tickle's character by first stopping to offer aid when most would have just walked past, but then ensuring the man was safe and received care after being assaulted.



EMRs Reann Mysliwicz, Cory Thielman, Myah Blair, Paul Nemes, and Chris Flegel, Paramedics John Galligan, Lewis Dumer and Jake Johnson, along with EMS Fellow Flo Merkle received the **LIFESAVING AWARD**, which recognizes someone who is principally involved in extraordinarily saving the life of another person and whose personal actions were directly responsible for the lifesaving act, on or off duty. This team of superstars was on hand for just another football game at U.S. Bank Stadium when the call came in that a fan in the upper concourse seats was unresponsive and changing color. In just moments, Mysliwicz and Thielman arrived, quickly, identified a cardiac arrest, and leapt into action. In front of thousands, perched high up against the front row glass, this team executed a complex resuscitation of multiple defibrillations, medications and airway management, all while cramped into a difficult-to-access space. The patient was extricated to an awaiting ambulance while resuscitation continued, obtaining cardiac activity and a pulse just before departure. Care continued through the emergency department and in-patient hospital units before being discharged neurologically intact to a rehabilitation facility to continue recovery. "You saved my dad's life," were the tearful words shared by his child. It's the moment we train for and when called upon this team performed exceptionally, and the outcome speaks for itself.

Congratulations to all of the recipients and the entire team at Hennepin EMS for all we have accomplished together in 2023. We are so grateful for every one of you here at Hennepin EMS.



HEMS IN THE NEWS



Dr. Simpson in Authority Magazine

Our leaders are regularly asked to share their insights at the national level, and our medical director Dr. Nick Simpson is no exception. Check out his [recent article](#) for *Authority Magazine* on 5 Things We Must Do To Improve the U.S. Healthcare System.

HAPPY NEW YEAR

2  24

FROM HENNEPIN EMS

