

January 2024



THE HEMS *DISPATCH*



Greetings!

Our work moves at high speed with high stakes. But that doesn't prevent us from carving out time to reflect on the past year and set intentions for this one.

If you read our last Dispatch, you saw how significant 2023 was for Hennepin EMS. In 2024, we're all about building on what makes us responsive, reliable and resourceful in service to the residents and visitors we serve every day. As you'll get a preview of below, that will include bolstering our workforce solutions programming, celebrating our exceptional team members, exceeding our already above-average patient survey results and lending our expertise to programs across the country.

Together with partners like you, we'll live out our mission in new and impactful ways in 2024.

Thank you.

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HEMS BY THE NUMBERS



Our **fourth** group of HEMS trainees started this month!

This group of **17** new employees are all working EMTs who are eager to join the Hennepin EMS team. After **26** weeks in our Training Academy, this group will be fully integrated into the HEMS team and bolster our force of over **200** paramedics, **150** EMTs and EMRs, **6** MDs, **1** Fellow, and **26** EMDs.

We are at our strongest employment numbers since before the pandemic.



HEMS IN THE NEWS

Effective Leadership

Hennepin EMS Chief Martin Scheerer was recently featured in [Authority Magazine](#) for his insights into effective leadership during uncertain and turbulent times. Chief Scheerer discussed lessons learned along his nearly three-decade career in an ever-changing industry.



HEMS IN THE COMMUNITY



It was an interesting year for the 34th annual ALARC Ice Dive – there was no ice! But it still took some brave and dedicated plungers to leap into Lake Minnetonka on New Year's Day. Hennepin EMS was on standby at the event for medical support. For her 5th straight year, Paramedic Becky Kopka finished her volunteer shift with a splash. Organizers said this was the first year since the winter of 1877/78 that there was no ice on Lake Minnetonka on January 1.



The Hennepin Healthcare Foundation recently supplied crews with 200 cold weather packs to distribute to the unsheltered patients we serve every day. These Minnesotans are highly susceptible to injuries like frostbite and trench foot, which can result in an ambulance ride, an ER visit, a hospital admission, debilitating surgery and long rehab. The cold weather packs include a new pair of socks, hand warmers, lip balm and bandages, and are distributed directly by our ambulance teams.

The Minnesota Timberwolves are playing well this NBA season. With the team's winning record, home games have been wildly popular, drawing fans from across the state. As the EMS provider of Target Center, Hennepin EMS supports the medical needs of fans, players and employees at each home game.

Collaboration:

We were honored when a Community Paramedic (CP) program in Maryland contacted us to share more information on our CP program at their fall conference. This unique program allows us to serve patients at their homes, with regular, preventative visits that help reduce the necessity of hospital visits. It's nice to know our CP program is recognized throughout the country as a leader in the CP industry!



STAFF SPOTLIGHT

Congratulations to Event Medicine Coordinator Chris Flegel as he was honored at the Minnesota Vikings game on New Year's Eve as our MVP. Not only is Chris an all-around great individual and employee, he's also a fantastic representative of Hennepin EMS at events across our Primary Service Area. While this recognition was well-deserved, it was difficult to pick only one recipient. HEMS leadership had many discussions about many hard-working team members who we wanted to honor -- a testament to our incredible team and their dedication to the job.



Hennepin EMS hosted both State Representative Heather Edelson and State Senator Jordan Rasmusson on separate ride-alongs this month. We appreciated their enthusiasm for getting a first-hand look at the fantastic work our HEMS team does daily and the various situations and challenges we encounter on the job.

Representative Edelson shared about her experience on her Facebook page: "So appreciative of the first responders and the compassionate, collaborative and effective operation they run to keep residents safe."

