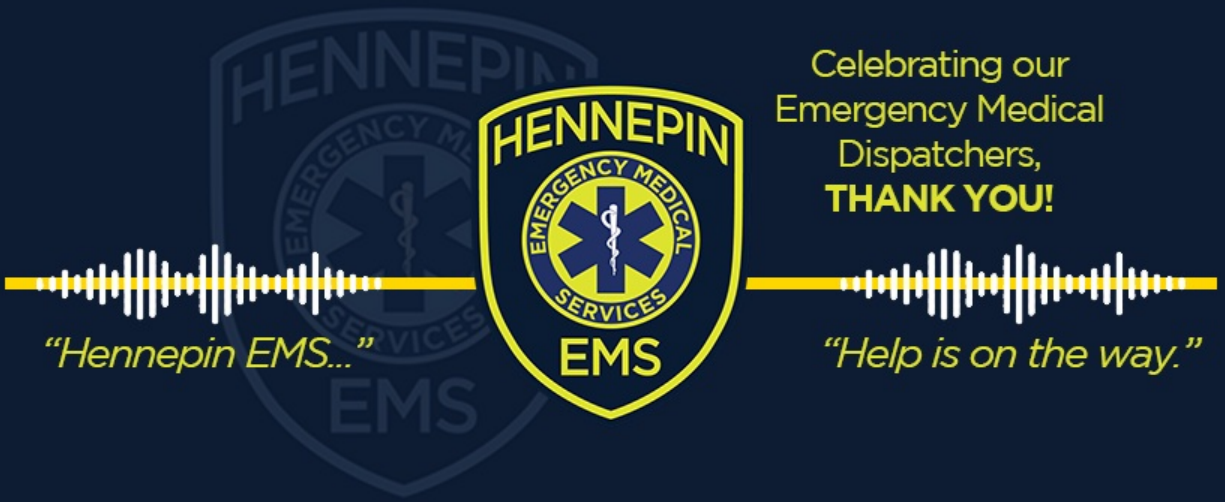




THE HEMS DISPATCH



Welcome!

We just wrapped up National Public Safety Telecommunicators Week! Dispatchers are the unsung heroes within the EMS system, working 24/7 to ensure that when you call 911, you receive expert help immediately.

I'm not biased when I say our dispatch center is one of the best in the nation. Every day I'm floored by the caliber of work they're doing, including incorporating cutting-edge technology like AI into our processes; maintaining a fierce commitment to professional development and training opportunities; ensuring mental health is well taken care of via our relationship with providers like Stillpoint Engage; and so much more.

Our 26 Emergency Medical Technicians/Emergency Medical Dispatchers and three command staff in our dispatch center are the bedrock of our premier EMS service, and this week, we thank them for their commitment, service and sacrifice.

Martin Scheerer
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HEMS

BY THE NUMBERS



Hennepin EMS is the official EMS provider for U.S. Bank Stadium, including providing EMS services at Vikings games

Our dispatch center has some impressive numbers to tout! We're incredibly busy, and to handle our call volumes, we have **26** dispatchers on staff, along with **three** command staff. We're proud to be the only fully staffed dispatch center in the metro.

Each day, medical dispatchers collect initial incident information, manage the incident until responders arrive on scene and then support them, and work collaboratively with other EMS agencies and first responders. All that activity breaks down to hundreds of calls per day:

- Avg. daily CAD incidents (initial calls taken) –**260** calls per day
- Avg. pre-arrival instructions given (PAI) – **100** per day
- Avg. West Medical Resource Control Center (WMRCC) patient reports & medical control requests – **390**
- Avg. administrative phone calls –**330**

Fun fact: a unique program we have at HEMS to keep our dispatchers sharp is allowing them to ride as a third person on our rigs whenever we experience lulls in our call volume. This ensures dispatchers know what's really happening on the streets and gives them a chance to continue refining the way they communicate with patients, the 911 call center and our medics.



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IN THE NEWS

Our very own clinical pharmacist Holly Drone authored a column in the Sun Current about the role of medicine en route to the hospital. Our patients and communities benefit from having a dedicated pharmacist consulting on treatment in those critical pre-hospital moments.

Read her article [here](#) to learn more.



Gunfire in our community is a public health crisis, and, sadly, it's one our medics are exposed to every day. Thankfully, we know that when we transport shooting victims to Hennepin Healthcare, they benefit from both our highly advanced pre-hospital care, and the expertise of our colleagues at the state's busiest level one trauma center. Thanks to WCCO and Hennepin Healthcare for covering this [important story](#) about how we handle this trauma in our community.



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IN THE COMMUNITY



It was a wonderful Twins Home Opener with the community coming together to honor the fallen Burnsville first responders. During these tough times, we're so grateful for the strong show of support for EMS/fire/police professionals in Minnesota.

Our very own Deputy Chief of Operations Charlie Sloan was at the JEMS Innovation Summit last week to showcase one of our rigs and their state-of-the-art capabilities. The event is designed to spark new ideas, perspectives and connections among senior EMS leaders, and we were grateful to share our expertise!



HEMS COLLABORATION



On April 9, we partnered with 50 EMS professionals from around the metro region, the National Guard's Civil Support Team and the Hopkins State HAZMAT Team to run drills to prepare for a chemical or biological incident (including an act of terrorism, an agricultural accident or an industrial issue). From an EMS perspective, ensuring that patients are properly cleansed after an exposure is critical before they enter one of our rigs for treatment and transport. While this is a situation we hope never to be in, we feel grateful for the opportunity to be well-prepared alongside other first responder agencies.



HEMS SUCCESS STORIES

We're grateful to have so many success stories coming out of our award-winning dispatch center. Below are just a few from this past year:

- Early this year, a child was having an allergic reaction. The patient had an allergy and was prescribed an EpiPen, but the parents never had to administer it themselves. The parents were very scared, but our Emergency Medical Dispatcher Dan Roehler calmly talked them through giving the EpiPen before the ambulance arrived. When our medics arrived, it was clear to them that the lifesaving intervention was critical in this case and undoubtedly led to the positive outcome.
- Last year alone, our dispatchers helped deliver five babies over the phone. Kudos to dispatchers Jahanna Robinson, Elias Vance-Lovasik, Scott Huppert and Chris Falkner for helping bring these little ones safely into the world!
- Last winter, we had a call come in for a teen call who was attempting suicide. The Minneapolis 911 call taker stayed on the line and shared that they were extremely impressed by the reassurance, concerns toward officer safety and communication related to ensuring the caller knew that officers were on scene to help.
- Late last fall in a matter of fourteen minutes, three major incidents occurred, taxing our resources. Ten ambulances, the Duty Chief and three Medical Directors were all involved in multiple incidents simultaneously. Seven of our Emergency Medical Dispatchers handled all the situations seamlessly, monitoring multiple tactical talkgroups, while maintaining the usual workload of the medical resource control center, pre-arrival and additional phone/radio traffic. Their poise during chaos reinforces that Hennepin EMDs are the best of the best!





April 2024